MANUAL
CITIZEN MONITORING OF LAND USE AND MANAGEMENT
Vol I: Rights - Responsibility - Contents and forms of monitoring

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INTRODUCTION

Vietnam's economy is in a transition phase with a series of restructuring processes, re-arranging the scale and mode of production. Along with that, the process of urbanization and industrialization requires the conversion of land use purpose and the redistribution of land use rights takes place throughout the country. This trend has led to major changes in land use planning and conversion over the past two decades.

In fact, over the past years, a lot of issues have emerged due to conflicts involving land. The majority is from the fact that people do not agree with the compensation plan and compensation amounts prescribed by the state agencies. One of the reasons why people do not agree is because they do not have updated information, not been consulted with and exchanged of information thoroughly.

The Constitution of the Socialist Republic of Vietnam stipulates that citizens have the right to participate in state and social management. In the area of land use and management, the Land Law of 2013 also states that *Citizens have the right, either by themselves or through their representative organizations, to exercise their supervisory rights and to reflect wrongdoings in the management and use of land.*

Citizens’ participation in monitoring and management of land use is extremely important because it helps to bring the voices of the people to state management agencies, to make appropriate adjustments, creating a consensus, reducing negative impacts and minimizing risks leading to conflicts and land disputes when implementing land use master plans and plans. However, in the context of a lack of legal documents and regulations, the participation of people in the land administration is still limited. One of the reasons is that the people, and even officials in land administration agencies, have not yet understood how people can exercise their supervisory rights related to land.

*Manual on Citizen Monitoring of Land Use and Management* has been developed with the aim of providing a general guide on methods and processes for people to monitor, collect information, assess the performance of state agencies, assess the compliance of functional agencies in accordance with specific standards and criteria prescribed by law, from which there are feedbacks and petitions to the authorities to adjust in a timely manner, based on the framework of the existing law.

The Manual has 9 volumes:

- Vol 1: *Rights - Responsibility - Contents and forms of monitoring.*
- Vol 2: *Some necessary knowledge and skills required in land monitoring.*
- Vol 3: *Monitoring the development, adjustment, publication and implementation of land use planning and plans.*
- Vol 4: *Monitoring land allocation, land lease, permission on conversion of land use purpose.*
- Vol 5: *Monitoring land acquisition, compensation, support and resettlement.*
- Vol 6: *Monitoring land registration, assets attached to land, the issuance of certificates of land use rights, the ownership of houses and other assets attached to land.*
- Vol 7: Monitoring the collection, exemption and reduction of land use levy, land rent and land-related taxes; land price evaluation
- Vol 8: Monitoring the implementation of administrative procedures related to the rights and obligations of land users.
- Vol 9: Monitoring the implementation of a number of obligations of land users.

The manual is written in a way that the contents of the volumes are closely related. In order to ensure effective monitoring, the reader should refer to the relevant cited legal regulations and policies, and update the newly-promulgated policies.

This manual has been developed for the main users of interested community members, staff members of social, socio-political and professional organizations who wish to assist their members to exercise their right to monitor land issues. In addition, this manual can be used as a reference document for state agencies involved in land management, especially officials at the grassroots level.

During the drafting process it was impossible to avoid all mistakes, we look forward to receiving comments from readers to complete the guiding manual in the next edition.

The authors
PART I.

REGULATIONS ON CITIZENS’ MONITORING RIGHTS
1. Regulations on citizens' rights in land use and management monitoring

Diagram 1.1: The rights of citizens in land use and management monitoring

1.1. **Citizens have the right to participate in state and social management**

   This is presented in Article 28 of the Constitution of the Socialist Republic of Vietnam, which states: "Citizens have the right to participate in state and social management, participate in discussions and petitions with state agencies on issues of the grassroots, localities and nation."

1.2. **Citizens have the right to monitor the management and use of land**

   Article 199 of the Land Law 2013 stipulates that "Citizens or their representative organizations have the right to exercise their right to monitor and report wrongdoings in the management and use of land." Article 199 of the Land Law 2013 also states six land-related contents that citizens
have the right to monitor with the forms of monitoring. In addition, the responsibilities of competent state agencies are clearly defined when receiving the opinions of citizens and their representative organizations on matters related to the management and use of land.

1.3. **Citizens have the right to access information related to land**

According to Article 5 and Article 7 of the Law on Access to Information, citizens have access to information of state agencies, except for information which is not accessible as provided for in Article 6 of this Law; citizens have conditional access to the information provided for in Article 7 of this Law.

Article 6 of the Law on Access to Information states: The information not accessible to citizens includes:

1. Information classified as state secrets, including information with important contents in the fields of politics, defense, national security, foreign affairs, economics, science and technology and others according to regulations of the law.

When information classified as state secrets is declassified, citizens can have access to it according to regulations of this Law.

2. The Information that, if accessible, would jeopardize the interests of the State, adversely affect national defense, national security, international relations, social order and safety, social morality, health of the community, threaten lives, life or property of others; information classified as business secrets; information on internal meetings of state agencies; documents prepared by state agencies for internal affairs.

Article 7 of the Law on Access to Information states: Conditionally-accessible information for citizens includes:

1. Information related to business secrets is accessible in case the owner of the business secrets agrees.

2. Information related to private life secrets, personal secrets is accessible in cases where such person agrees; Information related to family secrets is accessible in cases where family members agree.

3. In the course of performing their functions, tasks and rights, heads of state agencies shall decide on the provision of information related to business secrets, personal life, personal secrets and family secrets in case of necessity in the public interest or community health according to the regulations of relevant laws without the consent as provided for in Clauses 1 and 2 of this Article.

Article 10 of the Law on Access to Information also provides that citizens have access to information in the following ways: 1). Free to access to information publicized by the state agencies; or 2). Asking the state agencies to provide information.

Article 48 of the Land Law stipulates: National, provincial and district land use planning and plans after being decided and approved by the state competent agency must be made public.
1.4. **Citizens have the right to provide comments on land use planning and plans**

Clause 1 of Article 43 of the Land Law 2013 stipulates: Agencies organizing the land use planning and plans specified in Clauses 1 and 2, Article 42 of this Law (Land Law 2013) shall have to organize the gathering of people’s opinions on land use planning and plans.

1.5. **Citizens have the right to present their reports and petitions to state agencies**

Article 7 of the Law on Reception of Citizens provides: When arriving at citizen reception places, the person (...) giving reports and petitions has the following rights:

a) To present the content (...) of the reports, petitions;

b) To be guided and explained on the contents related to their petitions and reports;

d) To receive notices on reception, handling results (...) of the reports, petitions;

e) Where the person (...) giving reports, petitions with no use of fluent Vietnamese, he/she may use the interpreter;

1.6. **Citizens have the right to receive responses from state agencies on the receipt and handling of their reports and petitions**

Article 28 of the Law on Reception of Citizens provides: Within ten (10) working days from the date of receiving the contents of (...) in the petitions/reports, the citizen reception officials shall have to respond directly or notify in writing to the person who has come (...) for reports/petitions.

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1 The contents in the (...) have been made redundant because they are not within the scope of this manual.
2. Regulations on the responsibilities of citizens and related parties to ensure the citizen monitoring to be implemented

*Diagram 2: Related parties are responsible for ensuring the citizen monitoring right in land use and management*

2.1. **Responsibilities of citizens when reporting and petitioning**

Article 7 of the Law on Reception of Citizens provides: When arriving at citizen reception places, the person (...) giving reports and petitions has the following obligations:

- a) To clearly state their full names, addresses or show personal identification, power of attorney (if any);
- b) To have attitudes of respect towards citizen reception officials;
- c) To honestly describe the facts, supply information and documents related to the contents (...) of petitions and reports; to use signature or finger-print to confirm the contents that have been recorded by the citizen reception officials;
d) To strictly abide by the citizen reception regulations and guidance of the citizen reception officials;

e) Where many people (...) report/petition on the same matter, they must nominate their representatives to present the contents (...).

2.2. **Responsibilities of the Vietnam Fatherland Front and socio-political organizations**

Clause 6, Article 3 of the Law on the Fatherland Front stipulates: The Vietnam Fatherland Front has the following responsibilities: To gather and sum up opinions and petitions of voters and people so as to report and propose to the Party and the State. Article 8 of the Law on the Fatherland Front also states: Through the Vietnam Fatherland Front Committee and the member organizations of the Vietnam Fatherland Front, the people shall contribute their opinions, give reports and petitions to the Vietnam Fatherland Front on matters related to the people's interests to report, petition to the Party, the State.

Article 15 of the Law specifies the role of the Vietnam Fatherland Front in reporting the opinions and petitions of voters and the people. Accordingly, members of the Vietnam Fatherland Front shall, according to their rights and responsibilities, sum up the opinions and petitions of the members and people from all walks of life to the Standing Committee of the Vietnam Fatherland Front at their levels. The Standing Committee of the Vietnam Fatherland Front at all levels shall have to sum up the opinions and petitions of the members and the Standing Committee of the Vietnam Fatherland Front at lower level to report and petition to the agencies of the Party and State at the same level.

2.3. **Responsibilities of the People's Councils**

Article 113 of the Constitution of the Socialist Republic of Vietnam stipulates the responsibilities of the People's Council, which stipulates that " the People's Council is the local authority, representing the will, aspirations and ownership of the People, elected by the local people, is responsible before the local people and the higher state organs"; "to decide on local issues as determined by law; to monitor the observance of the Constitution and laws in the localities and the implementation of resolutions of the People's Councils."

Article 115 of the Constitution stipulates that the People's Council deputies shall closely contact with the voters, be subject to the voters' monitoring, observe the regime of contacting and reporting to the voters on their activities and of the People's Council, respond to voters' requests and petitions; consider and urge the settlement of complaints and denunciations. Deputies of the People's Councils have the right to question the chairpersons and other members of the People's Committees, the Chief Justice of the People's Courts, the Chief Procurator of the People's Procuracy and the Heads of the agencies under the People's Committees.

Section h, Clause 3, Article 19 of the Law on Organization of Local Government stipulates the tasks and rights of the provincial People's Councils "to approve the provincial land use planning and plans before submitting to the Government for approval; to decide on measures for
management and use of land, water resources, mineral resources, marine and airspace resources and other natural resources, and environmental protection within the scope of decentralization."

According to Section d, Clause 2, Article 26 of the Law on Organization of the Government, the tasks and rights of the district People's Councils in the field of economy, natural resources and environment are provided for as follows: “To decide on measures for the management and use of land, forests, rivers and lakes, water sources, underground resources, marine resources and other natural resources; measures to protect and improve the environment, prevention, control and overcoming of consequences of natural disasters, storms and floods in their respective localities according to the regulations of law."

2.4. **Responsibilities of the authorities related to land management**

Article 28 of the Constitution of the Socialist Republic of Vietnam stipulates: The State shall create conditions for citizens to participate in the State and social management; represent the publicization and transparency in receiving and responding to opinions and petitions of citizens.

Article 21 of the Law on Corruption Prevention and Control 2005 states: The preparation of land use planning and plans must be democratic and public.

1. In the process of preparation and adjustment of detailed land use planning and plans, agencies and organizations preparing such planning and plans must publicly notify them to the local people.

2. Detailed land use planning and plans, land acquisition and compensation costs of land acquisition after being decided, approved or adjusted by the state competent agency must be made public.

3. Jurisdiction, order, procedures and issuance of land use right certificates, detailed planning and the division of residential land plots and people/organizations provided with land for housing must be made public.

Article 43 of the Land Law 2013 regulates the gathering of people's opinions on land use planning and plans, in particular the agencies preparing land use plans and planning (the Government, the Ministry of Natural Resources and Environment, the provincial and district People's Committees, the provincial and district land management agencies, the Ministry of Defense and the Ministry of Public Security) shall have to organize the gathering of people's opinions on land use planning and plans. Accordingly, the gathering of people's opinions on national and provincial land use planning and plans is done through publicizing information on the contents of land use planning and plans on the websites of the Ministry of Natural Resources and Environment, provincial People's Committees; the gathering of people's opinions on district land use planning and plans is done through the form of conferences, gathering direct opinions and publicize information on land use planning and plans on the websites of the district, provincial People's Committees.
Article 45 of the Land Law 2013 determines the authority to decide and approve land use planning and plans of all levels from central to local levels. In which:

- The National Assembly decides land use planning and plans at the national level.
- The Government approves the provincial land use planning and plans; planning and plans of military land use; planning and plans of land use for security purposes.
- Provincial People's Committees shall submit to People's Councils of the same level for the approval of the provincial land use planning and plans before submitting to the Government for approval.
- District People's Committees shall submit to the People's Councils of the same level for the approval of district land use planning before submitting to the provincial People's Committees for approval.

Clause 5 of Article 199 of the Land Law stipulates the responsibilities of state competent agencies when receiving the opinions of citizens and their representative organizations:

a) To examine, handle and response in writing according to their competence;

b) To transfer the letters to the state competent agency for handling in cases beyond their competence;

c) To notify the results to the organizations and individuals that have reported.

2.5. Responsibilities of the citizen reception agencies and officials

Article 4 of the Law on Reception of Citizens stipulates the agencies responsible for receiving citizens; these agencies include:

- State agencies (the Government, Ministries, Ministerial equivalent bodies, General departments and equivalent bodies, Departments, People's Committees at all levels, Professional bodies under provincial and municipal People's Committees under the Central and the People's Committees of districts, towns and provincial cities, agencies of the National Assembly, People's Councils at all levels, People's Courts, People's Procuracy).

- Deputies of the National Assembly, People's Council at all levels.

- Political organizations, Vietnam Fatherland Front Committee, socio-political organizations, agencies under the Government and public service business entities.

Article 8 of the Law on Reception of Citizens stipulates the responsibilities of citizen reception officials as follows:

(1) When receiving citizens, citizen reception officials shall have to wear their uniforms and official badges according to regulations.

(2) To request the person (...) giving reports/ petitions to clearly state his/her full name, address or show his/her personal identification, power of attorney (if any); to prepare
letters or clearly state the contents (...) of the petitions/ reports; to provide information and documents necessary for the reception and handling of cases.

(3) To have proper attitudes, respect citizens, listen, receive petition, reporting letters (...) or record fully and accurately the contents of the person (...) giving petitions/ reports.

(4) To explain, guide the people (...) giving reports/ petitions to observe the guidelines, laws, policies, conclusions and resolutions in effect of competent agencies; to instruct the people (...) giving petitions/reports to reach the right competent agency or person.

(5) To directly handle or classify, transfer letters and submit to the competent persons for handling (...) petitions/ reports; to notify the results of handling (...) petitions/ reports to citizens.

(6) To request the violators of citizen reception places’ rules to stop violations; in case of necessity, to make records on the violations and request the functional bodies to handle according to the provisions of law.

Article 28 of the Law on Reception of Citizens provides: Within ten (10) working days from the date of receiving (...) the petitions/ reports, the citizen reception officials shall have to respond directly or notify in writing to the person who has come (...) for petitioning/ reporting.
PART II.

CONTENTS, FORMS AND METHODS FOR CITIZEN MONITORING
Monitoring means the subject conducts monitoring, reviewing and evaluating activities of agencies, organizations and individuals subject to monitoring in complying with the Constitution and laws on the performance of their tasks and rights. Article 199 of the Land Law 2013 stipulates: The forms of citizen monitoring in the land use and management includes: a) To directly perform the monitoring right by reporting and submitting the letters of petition to the competent agencies and persons for handling; and b) To send the letter of petition to the representative organizations recognized by law for these organizations to carry out monitoring.

2. Citizen monitoring contents in the land use and management

Diagram 3: Citizen monitoring contents in the land use and management (Clause 3 of Article 199 and Clauses 1, 4 and 5 of Article 170 of the Land Law)

2 According to the Law on Supervisory Activities of the National Assembly and the People’s Council, 2015
2.1. To monitor the preparation, adjustment, publicization and implementation of land use planning and plans

**Step 1: Identify specific issues and monitoring contents**

Citizens can choose to monitor one or more of the following:

- The gathering and solving of opinions of the people when preparing land use planning and plans *(stipulated in Article 43 of the Land Law, Clause 2, Article 8 of Decree No. 43/2014/ND -CP)*;
- The publicization of the approved land use planning and plans *(stipulated in Article 48 of the Land Law)*;
- The implementation of land use planning and plans *(stipulated in Article 49 - the Land Law)*.

*Note: Citizens can only focus on one, or some of the contents and stages that they are most interested in and want to monitor, not necessarily monitoring all contents and/or all stages.*

**Step 2: Learn about the legal regulations on the contents to be monitored**

In order to carry out effective and lawful monitoring, citizens should have a clear understanding of the legal regulations relating to the contents to be monitored by:

- Reading the regulations of the relevant legal documents corresponding to each of the contents selected in Step 1 (the Land Law, Decree No. 43/2014/ND-CP, Circular No. 29/2014/TT-BTNMT);
- Reading the Manual on Citizen Monitoring of Land Use and Management;
- Getting information at the legal assistance office;
- Consulting a lawyer;
- Getting information at the citizen reception office.

**Step 3: Study and collect information about the contents to be monitored**

- Information on the dossiers for gathering opinions on land use planning and plans shall be made public at the websites of the Ministry of Natural Resources and Environment and provincial People's Committees. A dossier includes:
  - A summary report of the land use planning and plans (including land use criteria, the list of projects, works expected to be implemented in the period of land use planning and plans).
  - A map of land use planning and plans.
- Information on time for gathering opinions on land use planning and plans (30 days from the date the state competent agency decides to gather opinions).
- Information on the Report synthesizing, receiving and explaining people's opinions on land use planning and plans is published on the websites of the Ministry of Natural Resources and Environment, the General Directorate of Land Administration, the provincial and district People's Committees.
- Information on dossiers publicizing land use planning and plans has been approved at the Electronic information portal of the Ministry of Natural Resources and Environment and the provincial and district People's Committees. A dossier includes:
+ An approved resolution or decision.
+ A synthesis report.
+ A map of land use planning and plans.

- Information on the implementation of land use planning and plans publicized by competent authorities at district People's Committees.

In the event that the information is not publicly available or not at the addresses mentioned above, citizens may come to the agencies responsible for the matter relating to the content to be monitored to request the information supply.

**Step 4: Analyze information**

- Identifying the regulations of the relevant laws whether they are observed in reality.
- Comparing between information/data on dossiers/documents with observation and measurement results on the ground.
- Determining the contents and issues to be adjusted and supplemented in the dossiers, documents and the works to be done in order to ensure the preparation, adjustment, publicization and implementation of the land use planning and plans to be implemented in accordance with applicable regulations.

**Step 5: Prepare dossiers, documents, contents of reports and petitions on monitoring results**

A dossier may include:

- The application, letter reporting the results of the analysis in step 3;
- Gathering of information and evidence collected on the ground;
- Suggestions and questions from citizens on the contents of the land use planning and plans;
- Petitions, proposals and suggestions for the regulations on preparing, adjusting, publicizing and implementing land use planning and plans to be better implemented;
- For convenient comparison and storage, Form 1 can be used to synthesize and analyze information.

**Step 6: Make reports, petitions**

Citizens may directly transfer their reports, petitions and questions to state competent agencies in preparing, adjusting, publicizing and implementing land use planning and plans at:

- Commune People's Committees: With regard to the shortcomings, limitations or mistakes in the publicization of land use planning and plans; suggestions of citizens for land use planning and plans.
- Provincial People's Committees (citizen reception units): With regard to the shortcomings, limitations and mistakes in obtaining opinions on land use planning and plans; the publicization of the report on synthesizing, receiving and explaining people's opinions on land use planning and plans; the publicization of the approved land use planning and plans; the implementation of the land use plan and citizen suggestions on the above contents.
In addition, citizens can submit their reports, petitions through: 1) District and commune People's Councils and deputies of People's Councils; 2) Vietnam Fatherland Front and other socio-political organizations, 3) Recognized social organizations, 4) Press and media organizations.

**Step 7: Monitor and promote the recording and implementation of reports, petitions**

- Monitoring reported and petitioned contents, questions whether to be received/handled by the reception units;
- Reminding the units of the time limit (according to the time frame specified in the corresponding legal documents);
- Resending documents, opinions if necessary;
- Sending reports, petitions and questions to the higher level agency if the lower level agency does not respond and handle after three times;
- Keeping documents, recording the contents, works done during the monitoring and reporting process.

**Form 1. Comparing table of the monitoring content of the preparation, adjustment, publicization and implementation of land use planning and plans**

<table>
<thead>
<tr>
<th>No.</th>
<th>Content</th>
<th>Place for getting information</th>
<th>Legal regulations</th>
<th>Results of actual monitoring</th>
<th>Comments and petitions</th>
</tr>
</thead>
</table>
| 1   | Information on the opinion gathering on the land use planning and plans of the districts | Websites of provincial and district People's Committees | The time for gathering opinions on land use planning and plans is 30 days as from the date the state competent agencies decide to organize the gathering of opinions. | - Information is available on the websites.  
- Information is available on the websites of the district People's Committees within 15 days. | - The publication of information for opinion gathering on the land use planning and plans has been made but not for enough time as prescribed.  
- Request to publicize for enough time as prescribed by the Land Law. |
| 2   | .....                                                                 | .....                          | .....                                                                             | .....                                                                                        | .....                                                                                 |
2.2. To monitor the land allocation, land lease, permission on the conversion of land use purposes

Step 1: Identify specific issues and monitoring contents

Citizens can choose to monitor one or more of the following:

- To monitor the land allocation, land lease, permission on the conversion of land use purposes whether in accordance with the right conditions and subjects (Articles 52, 53, 54, 55, 56, 57 and 58 of the Land Law).
- Article 58. The conditions for land allocation, land lease, and permission on the conversion of land use purposes for implementing investment projects.
- Monitoring the land allocation, land lease, and permission on the conversion of land use purposes whether to be in accordance with the competence or not (Article 59 of the Land Law).
- Monitoring the publicization of subjects allocated land for housing (according to the regulations of Clause 4, Article 21 of the Law on Corruption Prevention and Control).

* Note, citizens can only focus on one, or some of the contents and stages that they are most interested in and want to monitor, not necessarily monitoring all contents, all stages.

Step 2: Learn about the legal regulations on monitoring contents

In order to carry out effective and lawful monitoring, citizens should have a clear understanding of the legal regulations relating to the contents to be monitored by:

- Reading the regulations of the relevant legal documents corresponding to each of the contents selected in Step 1 (Land Law, Decree No. 43/2014/ND-CP, Decree No. 46/2014/ND-CP; Decree No. 01/2017/ND-CP, Circular No. 30/2014/T-TBTNMT).
- Reading the Manual on Citizen Monitoring of Land Use and Management.
- Getting information at the legal assistance office.
- Consulting a lawyer.
- Getting information at the citizen reception office.

Step 3: Learn, collect information about the contents to be monitored

Citizens learn about the information on the cases of land allocation, land lease and permission on the conversion of land use purposes at the provincial, district or commune People’s Committees, depending on their competence in different cases according to the competence prescribed in Article 59 of the Land Law.

In the event that the information is not publicly available or not at the addresses mentioned above, citizens may come to the agencies responsible for the matter relating to the content to be monitored to request the information supply.

Step 4: Analyze information

- Identifying the regulations of the relevant laws whether to be done in reality.
- Comparing between information/data on dossiers/documents with observation and measurement results on the ground.
Determining the contents, matters which need to be adjusted and supplemented in the dossiers, documents and the works to be done in the land allocation, land lease and permission on the conversion of land use purposes to ensure proper implementation and compliance.

**Step 5: Prepare dossiers, documents, contents of reports and petitions on monitoring results**

A dossier may include:

- The application, letter reporting the results of the analysis in step 3.
- Gathering of information and evidence collected on the ground.
- Reports on information and questions of citizens on land allocation, land lease, permission on the conversion of land use purposes.
- The opinions, petitions and proposals for the land allocation, land lease, permission on the conversion of land use purposes to be better implemented.
- For convenient comparison and storage, Form 2 can be used to synthesize and analyze information.

**Step 6: Make reports and suggestions**

Citizens can directly transfer their reports and petitions to state competent agencies in land allocation, land lease and permission on the conversion of land use purposes at:

- Commune People's Committees: With regard to the issues related to the lease of land belonging to the agricultural land fund used for public purposes of communes, wards and townships.
- District People's Committees, for cases of land allocation, land lease, permission on the conversion of land use purposes for households and individuals; land allocation for the community.
- Provincial People's Committees, for cases involving religious organizations/establishments, foreign organizations and Vietnamese residing overseas.

In addition, citizens can submit their reports, petitions through: 1) District and commune People's Councils and deputies of People's Councils; 2) Vietnam Fatherland Front and other socio-political organizations, 3) Recognized social organizations, 4) Press and media organizations.

**Step 7: Monitor and promote the recording and implementation of opinions and petitions**

- Monitoring the reported and petitioned contents whether they are received/handled by the reception units.
- Reminding the units of the time limit (according to the time frame specified in the corresponding legal documents).
- Resending documents, opinions if necessary.
- Sending reports, petitions and suggestions to the higher level agency if the lower level agency does not respond and handle after three times.
- Keeping documents, recording the contents, works done during the monitoring and reporting process.
**Form 2. Comparing table of the monitoring content of land allocation, land lease and permission on the conversion of land use purposes**

<table>
<thead>
<tr>
<th>No.</th>
<th>Content</th>
<th>Place for getting information</th>
<th>Legal regulations</th>
<th>Results of actual monitoring</th>
<th>Comments and petitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Whether the land allocation, land lease, permission on the conversion of the land use purposes are in accordance with the jurisdiction</td>
<td>- Commune People's Committee&lt;br&gt;- Website of the Department of Natural Resources and Environment.</td>
<td>Provincial People's Committees shall decide on land allocation, land lease and permission the conversion of land use purposes in the following cases: “Land allocation to religious establishments”</td>
<td>The People's Committee of X Commune decided for Pagoda Y to convert 1 ha of agricultural land into a parking lot.</td>
<td>- The People's Committee of X Commune has issued a decision not in accordance with its jurisdiction.&lt;br&gt;- To request the competent authority to reconsider</td>
</tr>
</tbody>
</table>

| 2   | .....                                                                                       | .....                                                                                           | .....                                                                              | .....                                                                                        | .....                                                                                    |

*The information in this table is only an example to illustrate 01 content, the other contents shall be done similarly.*

**2.3. To monitor land acquisition, compensation, support and resettlement**

**Step 1: Identify specific issues and monitoring contents:**

Citizens can choose to monitor one or some of the following contents:

- The publicization of delayed investment projects (as stipulated in Clause 3 of Article 15, Decree No. 43/2014/ND-CP) and the implementation of relevant decisions;

- The publicization of land acquisition notice (Clause 1 Article 69 of the Land Law 2013) and the implementation of relevant decisions;

- The publicization of land acquisition notice due to law violation (Clause 3, Article 66 of Decree No. 43/2014/ND-CP) and the implementation of relevant decisions;

- The publicization of the draft compensation, support and resettlement plan (Clause 2 of Article 69, Clauses 1 and 2 of Article 86 of the Land Law 2013) and the implementation of relevant decisions;

- The publicization of the Decision on approving the compensation, support and resettlement plan (Clause 3 of Article 69 of the Land Law 2013) and the implementation of relevant decisions;
- The publicization of the Decision on enforcing the compulsory tallying decision (Clause 1 of Article 70 of the Land Law 2013) and the implementation of relevant decisions;

- The publicization of the Decisions on enforcing land acquisition (Clause 1 and Clause 2 of Article 71 of the Land Law 2013) and the implementation of the relevant decisions.

*Note: Citizens could focus on only one or some of the contents and stages that they are most interested in and want to monitor, not necessarily monitoring all contents and/or all stages.*

**Step 2: Learn about the legal regulations on monitoring contents**

In order to carry out effective and lawful monitoring, citizens should have a clear understanding of the legal regulations relating to the contents to be monitored by:

- Reading the regulations of relevant legal documents corresponding to each content selected in Step 1 (the Land Law 2013, Decree 43/2014/ND-CP, Decree No. 47/2014/ND-CP, Decree No. 01/2017/ND-CP, Circular No. 37/2014/TT-BTNMT);

- Reading the Manual on Citizen Monitoring of Land Use and Management;

- Getting information at the legal assistance office;

- Consulting a lawyer;

- Getting information at the citizen reception office.

**Step 3: Learn, collect information about the contents to be monitored**

- Getting information on the websites of the provincial People's Committees, the General Department of Land Administration, Ministry of Natural Resources and Environment about delayed projects;

- Getting information at the offices of the commune People's Committees and the general activity site of the residential area where the land is recovered, for: Notice of land acquisition; draft compensation, support and resettlement plan; Decision on approving the compensation, support and resettlement plan; Decision on enforcing the compulsory tallying decision and Decision on enforcing land acquisition.

- Getting information at the websites of the provincial, district People's Committees for land acquisition notice due to law violation;

In the event that the information is not publicly available or not at the addresses mentioned above, citizens may come to the agencies responsible for the matter relating to the content to be monitored to request the information supply.

**Step 4: Analyze information**

- Identifying the regulations of the relevant laws whether to be done in reality.

- Comparing between information, data on public dossiers, documents with observation and measurement results on the ground.

- Determining the contents, matters which need to be adjusted and supplemented in the drafts, plans and decisions related to land acquisition, compensation, support and resettlement to ensure proper implementation and compliance.
**Step 5: Prepare dossiers, documents, contents of reports and petitions on monitoring results**

A dossier may include:

- The application, letter reporting the results of the analysis in step 3;
- Gathering of information and evidence collected on the ground;
- Reports and questions from citizens about land acquisition, compensation, support and resettlement;
- Petitions, suggestions for land acquisition, compensation, support and resettlement to be better implemented.
- For convenient comparison and storage, Form 3 can be used to synthesize and analyze information.

**Step 6: Make reports and suggestions**

Citizens may directly transfer their reports and petitions on land acquisition, compensation, support and resettlement to state competent agencies as follows:

- For the reports/petitions on the publicization of information and other suggestions related to delayed projects, the citizen shall report at the provincial People's Committees, the General Directorate of Land Administration, Ministry of Natural Resources and Environment;
- For the reports/petitions on the publicization of information and implementation of land acquisition, compensation, support and resettlement plans; approval of compensation, support and resettlement plans; enforcing the compulsory tallying decision and enforcing land acquisition, the citizens shall report at the commune People's Committees or the district People's Committees.
- For the reports/petitions on the publicization of information and implementation of land acquisition due to law violation, citizens shall report at the provincial and district People's Committees.

In addition, citizens can submit their reports, petitions through: 1) District and commune People's Councils and deputies of People's Councils; 2) Vietnam Fatherland Front and other socio-political organizations, 3) Recognized social organizations, 4) Press and media organizations.

**Step 7: Monitor and promote the recording and implementation of suggestions/reports**

- Monitoring the reported and petitioned contents whether they are received/handled by the reception units.
- Reminding the units of the time limit (according to the time frame specified in the corresponding legal documents);
- Resending documents, opinions if necessary;
- Sending reports, petitions, suggestions and questions to the higher level agency if the lower level agency does not respond and handle after three times;
- Keeping documents, recording the contents, works done during the monitoring and reporting process.
Form 3. Comparing table monitoring of land acquisition, compensation, support and resettlement

<table>
<thead>
<tr>
<th>No.</th>
<th>Content</th>
<th>Place for getting information</th>
<th>Legal regulations</th>
<th>Results of actual monitoring</th>
<th>Comments and petitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The publicization of investment projects not or slow in putting land into use</td>
<td>The websites of the provincial People’s Committees and the website of the Ministry of Natural Resources and Environment</td>
<td>Provincial People’s Committees shall organize the review, handling and publicization on websites of provincial People’s Committees of investment projects not putting land into use for 12 consecutive months, etc.</td>
<td>After 3 years, Project X has not put the land into use. The provincial website has no notice.</td>
<td>Provincial People’s Committees have not yet publicized information on the delayed projects to put the land into use according to regulations. To recommend the provincial People’s Committee to publicize information soon</td>
</tr>
<tr>
<td>2</td>
<td>.....</td>
<td>.....</td>
<td>.....</td>
<td>.....</td>
<td>.....</td>
</tr>
</tbody>
</table>

* The information in this table is only an example to illustrate 01 content, the other contents shall be done similarly.

2.4. Citizen monitoring in the registration of land and assets attached to land, the issuance of certificates of land use rights, the ownership of houses and other assets attached to land

Step 1: Identify specific issues and monitoring contents

Citizens can choose to monitor one or more of the following:

- The performance of works related to the registration of land and assets attached to land, the issuance of certificates of land use rights (Article 18 - Article 37 of Decree No. 43/2014/ND-CP);
- The publicization of results of dossier examination, certifying the status of disputes, origins and time of land use in case of the registration of land and assets attached to land, the issuance of certificates of land use rights (Clause 2, Article 70 of Decree No. 43/2014/ND-CP);
- The publicization of cases where the current land users received transfer, inheritance or donation of land use rights before July 1, 2014 but have not yet completed the procedures for transferring their rights according to regulations (Clause 2 of Article 82 Decree No. 43/2014/ND-CP).

* Note: Citizens could focus on only one or some of the contents and stages that they are most interested in and want to monitor, not necessarily monitoring all contents and/or all stages.
**Step 2: Learn about the legal regulations on monitoring contents**

In order to carry out effective and lawful monitoring, citizens should have a clear understanding of the legal regulations relating to the contents to be monitored by:

- Reading the regulations of the relevant legal documents corresponding to each content selected in step 1 (Land Law, Decree No. 43/2014 /ND-CP, Decree No. 01/2017/ND-CP; Decree No. 23/2014/TT-BTNMT, Circular No. 24/2014/TT-BTNMT, Circular No. 02/2015/TT-BTNMT, Circular No. 33/2017/TT-BTNMT; Circular No. 53/2017/TT-BTNMT).
- Reading the Manual on Citizen Monitoring of Land Use and Management.
- Getting information at the legal assistance office.
- Consulting a lawyer.
- Getting information at the citizen reception office.

**Step 3: Study and collect information about the contents to be monitored**

- Getting information related to the registration of land and assets attached to land, the issuance of certificates of land use rights at commune/district People's Committees, Land Registration Offices or District/Provincial Land Use Right Registration Offices.
- Getting information at commune People's Committees and the residential area where the land is located for the publicization of the dossier examination results, certifying the status of disputes, origins and time of land use in case of the registration of land and assets attached to land, the issuance of certificates of land use rights.
- Getting information at commune People's Committees for the publicization of cases where the current land users received transfer, inheritance or donation of land use rights before July 1, 2014 but have not yet completed the procedures for transferring their rights according to regulations.

In the event that the information is not publicly available or not at the addresses mentioned above, citizens may come to the agencies responsible for the matter relating to the content to be monitored to request for information provision.

**Step 4: Analyze information**

- Identifying the regulations of the relevant laws whether they are observed in reality.
- Comparing between information/data on public dossiers/documents with observation and measurement results on the ground.
- Determining the contents/matters which need to be adjusted and supplemented in the works related to the registration of land and assets attached to land, the issuance of certificates of land use rights to ensure proper implementation and compliance.

**Step 5: Prepare dossiers, documents, and contents of reports and petitions on monitoring results**

A dossier may include:

- The application, letter reporting the results of the analysis in step 3;
- Gathering of information and evidence collected on the ground;
- Citizens' reports and questions on works related to the registration of land and assets attached to land, the issuance of certificates of land use rights;
- Petitions, suggestions, or opinions to make the registration of land and assets attached to land, the issuance of certificates of land use rights better implemented.
- For convenient comparison and storage, Form 4 can be used to synthesize and analyze information.

**Step 6: Make reports and suggestions**

Citizens can directly transfer their reports and petitions on the registration of land and assets attached to land, the issuance of certificates of land use rights to the state competent agencies as follows:

- The reports and petitions related to the implementation of the registration of land and assets attached to land, the issuance of certificates of land use rights shall be sent to the commune, district People's Committees, Land Registration Offices or Land Use Right Registration Offices;
- In case of detecting wrongdoings in publicizing the results of dossier examination, certifying the current status of disputes, origins and time of land use in case of the registration of land and assets attached to land, the issuance of certificates of land use rights, citizens shall report it at commune People's Committees;
- In case of detecting wrongdoings in publicizing cases where the current land users received transfer, inheritance or donation of land use rights before July 1, 2014 but have not yet completed the procedures for transferring their rights, citizens shall report the information at the Land Registration Offices or Land Use Right Registration Offices.

In addition, citizens can submit their reports, petitions through: 1) District and commune People's Councils and deputies of People's Councils; 2) Vietnam Fatherland Front and other socio-political organizations, 3) Recognized social organizations, 4) Press and media organizations.

**Step 7: Monitor and promote the recording and reflection of opinions/reports**

- Monitoring the reported and petitioned contents whether they are received/handled by the reception units,
- Reminding the units of the time limit (according to the time frame specified in the corresponding legal documents)
- Resending documents, opinions if necessary;
- Sending reports, petitions and suggestions to the higher level agency if the lower level agency does not respond and handle the matter after three times.
- Keeping documents, recording the contents, works done during the monitoring and reporting process.
Form 4. Comparing table of the monitoring content of the registration of land and assets attached to land, issuance of certificates of land use rights, ownership of houses and other assets attached to land

<table>
<thead>
<tr>
<th>No.</th>
<th>Content</th>
<th>Place for getting information</th>
<th>Legal regulations</th>
<th>Results of actual monitoring</th>
<th>Comments and petitions</th>
</tr>
</thead>
</table>
| 1   | Is the certificate issued properly? | Commune People's Committees, Land Use Right Registration Offices | Article 19 of Decree No. 43 - Cases of refusal to issue certificates of land use rights, ownership of houses and other assets attached to land: 6. The land user is eligible to be issued of a certificate of land use rights, ownership of houses and other assets attached to the land, but there has been a notice or a decision on land acquisition issued by a state competent agency. | Ms. Y's house has been decided for land acquisition, but the Land Registration Office has still received the dossier and implemented procedures for issuing the Certificate. | - The Land Registration Office does not carefully check the dossier.  
- To request the Land Registration Office, District People's Committee to reconsider Ms. Y's case. |
| 2   | .....   | .....                         | .....             | .....                         | .....                 |

* The information in this table is only an example to illustrate 01 content, the other contents shall be done similarly.

2.5. To monitor the collection, exemption and reduction of land use levy, land rent and land-related taxes; and valuation of land price

Step 1: Identify specific issues and monitoring content

Citizens can choose to monitor one or more of the following:

- Monitoring the collection, exemption and reduction of land use levy, land rent, water surface rent and land-related taxes;
- The publicization of land prices (Clause 1, Article 114 of the Land Law, Clause 3, Article 21 of Circular No. 36/2014/TT-BTNMT).

* Note: Citizens could focus on only one or some of the contents and stages that they are most interested in and want to monitor, not necessarily monitoring all contents and/or all stages.

Step 2: Understand the legal regulations on monitoring contents

In order to carry out effective and lawful monitoring, citizens should have a clear understanding of the legal regulations relating to the contents to be monitored by:
- Reading the Manual on Citizen Monitoring of Land Use and Management.
- Getting information at the legal assistance office.
- Consulting a lawyer.
- Getting information at the citizen reception office.

**Step 3: Study, collect information about the contents to be monitored**

- Getting information about the collection, exemption, reduction of land use levy, land rent, water surface rent and land-related taxes at Tax Department, district Tax sub-Departments (Articles 5, 6 and 7 of the Law on Access to Information);
- Getting information at the provincial People's Committees about the publicization of land prices.

In the event that the information is not publicly available or not at the addresses mentioned above, citizens may come to the agencies responsible for the matter relating to the content to be monitored to request the information supply.

**Step 4: Analyze information**

- Identifying the regulations of the relevant laws whether they are observed in reality?
- Comparing between information, data on public dossiers, documents with observation and measurement results on the ground.
- Determining the contents, matters which need to be adjusted and supplemented in the collection, exemption and reduction of land use levy, land rent and land-related taxes; land price evaluation to ensure proper implementation and compliance.

**Step 5: Prepare dossiers, documents, contents of reports and petitions on monitoring results**

A dossier may include:

- The application, letter reporting the results of the analysis in step 3;
- Gathering of information and evidence collected on the ground;
- Reports, questions, petitions, suggestions, opinions of citizens on the collection, exemption and reduction of land use levy, land rent and land-related taxes; land price evaluation;
- For convenient comparison and storage, Form 5 can be used to synthesize and analyze information.

**Step 6: Make reports and suggestions**

Citizens may directly transfer their reports and petitions on the collection, exemption and reduction of land use levy, land rent and land-related taxes; land price evaluation to state competent agencies as follows:
- Any reports, petitions or suggestions on the collection, exemption and reduction of land use levy, land rent, **water surface rent** and land-related taxes shall be reported by citizens at the Tax Department and district Tax sub-Departments;

- Any reports, petitions or suggestions on the publicization of the land price list and land price valuation shall be reported by citizens at the provincial People's Committees (citizen reception units).

In addition, citizens can send their reports/ petitions through: 1) People's Councils at district and commune levels and People's Council deputies; 2) Vietnam Fatherland Front and other socio-political organizations, 3) Recognized social organizations, 4) Press and media organizations.

**Step 7: Monitor and promote the recording and implementation of opinions/reports**

- Monitoring the reported and petitioned contents whether they are received/handled by the reception units.
- Reminding the units of the time limit (according to the time frame specified in the corresponding legal documents);
- Resending documents, opinions if necessary;
- Sending reports, petitions and questions to the higher level agency if the lower level agency does not respond and handle the matter after three times;
- Keeping documents, recording the contents, works done during the monitoring and reporting process.

*Form 5. To monitor the collection, exemption, reduction of land use levy, land rent, land-related taxes, land price valuation*

<table>
<thead>
<tr>
<th>No.</th>
<th>Content</th>
<th>Place for getting information</th>
<th>Legal provisions</th>
<th>Results of actual monitoring</th>
<th>Comments and petitions</th>
</tr>
</thead>
</table>
| 1   | Publicization of land prices | Provincial People's Committees | Based on the land price valuation principles and methods and the land price lists, the provincial People's Committees shall develop and submit to the People's Councils of the same level for adoption the land price list before promulgation. The land price list is developed every five years and publicized on January 1 of the first year of the term. | As of February 2016, the land price list published on the website of province A is still the price list of 2015 | – The provincial People's Committee has not yet complied with the public demand for updated information on land prices.  
– To request the provincial People's Committee to update and publicize the |
2.6. **To monitor the implementation of administrative procedures related to the rights and obligations of land users**

**Step 1: Identify specific issues and monitoring contents**

Citizens can choose to monitor one or more of the following: *(Article 196 of Land Law 2013)*

- The competent agencies shall receive the dossiers and return the results;
- Handling time for each administrative procedure *(Article 61 of Decree No. 43/2014/ND-CP)*
- The components of the dossier for each administrative procedure;
- Handling process and responsibility for each type of administrative procedures;
- Charges and fees payable for each administrative procedure.

*Note: Citizens can only focus on one, or some of the contents and stages that they are most interested in and want to monitor, not necessarily monitoring all contents and/or all stages.*

**Step 2: Understand the legal regulations on monitoring contents**

In order to carry out effective and lawful monitoring, citizens should have a clear understanding of the legal regulations relating to the contents to be monitored by:

- Reading the regulations of the relevant legal documents corresponding to each content selected in step 1 (the Land Law, Decree No. 43/2014/ND-CP, Decree No. 01/2017/ND-CP, the handling time of administrative procedures on land shall be prescribed by the provincial People's Committees.
- Reading the Manual on Citizen Monitoring of Land Use and Management.
- Getting information at the legal assistance office.
- Consulting a lawyer.
Step 3: Study and collect information about the contents to be monitored

Getting information on the implementation of administrative procedures on land at the dossier receiving and result returning offices of the commune, district and provincial People’s Committees, Land Registration Offices or Land Use Right Registration Offices.

In the event that the information is not publicly available or not at the addresses mentioned above, citizens may come to the agencies responsible for the matter relating to the content to be monitored to request for information provision.

Step 4: Analyze information

- Identifying the Regulations of the relevant laws whether to be done in reality.
- Comparing between information, data on public dossiers, documents with observation and measurement results on the ground.
- Determining the contents, matters which need to be adjusted and supplemented in the implementation of administrative procedures to ensure proper implementation and compliance.

Step 5: Prepare dossiers, documents, contents of reports and petitions on monitoring results

A dossier may include:

- The application, letter reporting the results of the analysis in step 3;
- Gathering of information and evidence collected on the ground;
- Reports, questions, petitions, suggestions from citizens on the implementation of administrative procedures;
- For convenient comparison and storage, Form 6 can be used to synthesize and analyze information.

Step 6: Make reports and suggestions

Citizens can directly transfer their reports and petitions on the implementation of administrative procedures to the state competent agencies as follows:

- In case of detecting wrongdoings in receiving dossiers and returning results; handling time; dossier components; handling process and responsibility; fees and charges payable for each administrative procedure, citizens shall report them at the dossier receiving and result returning offices of the commune, district and provincial People’s Committees, the Land Registration Offices or Land Use Right Registration Offices.

In addition, citizens can submit their reports/ petitions through: 1) District and commune People's Councils and deputies of People's Councils; 2) Vietnam Fatherland Front and other socio-political organizations, 3) Recognized social organizations, 4) Press and media organizations.

Step 7: Monitor and promote the recording and reflection of opinions/reports

- Monitoring the reported and petitioned contents, questions whether they are received/handled by the reception units.
- Reminding the units of the time limit (according to the time frame specified in the corresponding legal documents).
- Resending documents, opinions if necessary.
- Sending reports, petitions and questions to the higher level agency if the lower level agency does not respond and handle the matter after three times.
- Keeping documents, recording the contents, works done during the monitoring and reporting process.

Form 6. Comparing table of the monitoring content of the implementation of administrative procedures related to the rights and obligations of land users

<table>
<thead>
<tr>
<th>No.</th>
<th>Content</th>
<th>Place for getting information</th>
<th>Legal provisions</th>
<th>Results of actual monitoring</th>
<th>Comments and petitions</th>
</tr>
</thead>
</table>
| 1   | The time limit for confirmation of continued use of agricultural land by households or individuals upon expiry of the land use duration | Commune People's Committee or Land Registration Office | The time limit for confirmation of continued use of agricultural land by households or individuals upon expiry of the land use duration is less than 07 days | On 01 February, Mr. A's family sent a dossier to the People's Committee of Commune Q requesting to reconfirm the duration of agricultural land use on the Certificate and had the dossier received by the People's Committee of Commune Q. However, on February 16th, Mr. A's family still have not received the handling result. | - The People's Committee of Commune Q has been delayed in handling the dossier of Mr. A's family;  
- To request the People's Committee of the Commune Q to consider and handle the dossier to ensure the interests of Mr. A's family. |
| 2   | ......   | ......                         | ......           | ......                        | ......                |

* The information in this table is only an example to illustrate 01 content, the other contents shall be done similarly.

2.7. To monitor the implementation of some obligations of land users

Step 1: Identify specific issues and monitoring contents

Citizens can choose to monitor one or more of the following: (Article 170 of the Land Law)
– The use of land for the right purpose, in line with the boundaries of the land lot, in accordance with the regulations on the depth and height of houses, protection of underground public works;
– The implementation of land protection measures;
– The implementation of regulations on environmental protection, without affecting the legitimate interests of the related land users.

*Note: Citizens can only focus on one, or some of the contents and stages that they are most interested in and want to monitor, not necessarily monitoring all contents and/or all stages.

**Step 2: Understand the legal Regulations on monitoring contents:**

In order to carry out effective and lawful monitoring, citizens should have a clear understanding of the legal regulations relating to the contents to be monitored by:

– Reading the regulations of the relevant legal documents corresponding to each of the contents selected in Step 1
– Reading the Manual on Citizen Monitoring of Land Use and Management.
– Getting information at the legal assistance office.
– Consulting a lawyer.
– Getting information at the citizen reception office.

**Step 3: Study and collect information about the contents to be monitored**

Getting information at the commune, district and provincial People’s Committees, the Natural Resources and Environment Offices and the Natural Resources and Environment Departments about the regulations on land use purposes, boundaries of land lots and Regulations on the depth and height of houses, protection of underground public works; the Regulations on land protection, environmental protection without affecting the legitimate interests of the related land users.

In the event that the information is not publicly available or not at the addresses mentioned above, citizens may come to the agencies responsible for the matter relating to the content to be monitored to request the information supply.

**Step 4: Analyze information**

– Identifying the provisions of the relevant laws whether they are observed in reality.
– Comparing between information, data on public dossiers, documents with observation and measurement results on the ground.
– Determining the contents, matters which need to be adjusted and handled to ensure proper performance and compliance of land users’ obligations.

**Step 5: Prepare dossiers, documents, contents of reports and petitions on monitoring results**

A dossier may include:

– The application, letter reporting the results of the analysis in step 3;
– Gathering of information and evidence collected on the ground;
– Citizens’ reports, questions, petitions, suggestions on the performance of obligations by land users;
- For convenient comparison and storage, Form 7 can be used to synthesize and analyze information.

**Step 6: Make reports and suggestions**

Citizens may directly transfer their reports and petitions on the performance of a number of obligations of land users to state competent agencies as follows:

- In case of detecting wrongdoings of the land use purposes, boundaries of land lots and the depth and height of houses, protection of underground public works; wrongdoings on land protection, environmental protection without affecting the legitimate interests of the related land users, citizens shall report to the commune, district and provincial People's Committees (citizen reception units), through the hotline receiving information on violations publicized on the local websites.

In addition, citizens can submit their reports, petitions through: 1) District and commune People's Councils and deputies of People's Councils; 2) Vietnam Fatherland Front and other socio-political organizations, 3) Recognized social organizations, 4) Press and media organizations.

**Step 7: Monitor and promote the recording and reflection of opinions/reports**

- Monitoring the reported and petitioned contents whether to be received/handled by the reception units.
- Reminding the units of the time limit (according to the time frame specified in the corresponding legal documents);
- Resending documents, opinions if necessary;
- Sending reports, petitions and questions to the higher level agency if the lower level agency does not respond and handle after three times;
- Keeping documents, recording the contents, works done during the monitoring and reporting process.

**Form 7: Comparing table of monitoring content of the performance of a number of obligations of land users**

<table>
<thead>
<tr>
<th>No.</th>
<th>Content</th>
<th>Place for getting information</th>
<th>Kết quả giám sát trên thực tế</th>
<th>Nhận xét và kiến nghị</th>
</tr>
</thead>
</table>
| 1   | To use land for the right purpose | To collect information on the ground | The land user is obliged to use the land for the right purpose in accordance with the decision on land allocation, land lease or land use right recognition by the Mr. A’s family rented 1.4 ha of agricultural land for agricultural production from the Commune People’s Committee. Then due to the demand for housing, his family built a 4 level house with an area | - Mr. A has changed the land use purpose,  
- To request the commune People’s |
<table>
<thead>
<tr>
<th>No.</th>
<th>Content</th>
<th>Place for getting information</th>
<th>Kết quả giám sát trên thực tế</th>
<th>Nhận xét và kiến nghị</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>state competent agency (C1-A70 of the Land Law)</td>
<td>of 50 m2 on that land for staying and taking care of the garden and fish pond.</td>
<td>Committee to consider and handle the matter.</td>
</tr>
<tr>
<td>2</td>
<td>.....</td>
<td>.....</td>
<td>.....</td>
<td>......</td>
</tr>
</tbody>
</table>

*The information in this table is only an example to illustrate 01 content, the other contents shall be done similarly.*
Some images of land governance monitoring activities

Consultation workshop on guiding documents for citizen monitoring of land governance in Hanoi on December 6, 2016
Launching workshop for the project of citizen monitoring of land governance in Can Tho City on January 18, 2017

Conference on the establishment of the Citizen Monitoring Board in Can Tho City on January 27, 2017
The Citizen Monitoring Board of Yen Bong Commune, Lac Thuy District, Hoa Binh Province monitoring land acquisition for road construction
Workshop - Dialogue on the inadequacies in land use and management in Son Tho Commune, Vu Quang District, Ha Tinh Province
Signing ceremony of Memorandum of Understanding (MOU) on the model of Citizen monitoring in land use and management in Yen Bong Commune, Lac Thuy District, Hoa Binh Province

Signing ceremony of cooperation program between Vietnam Farmers Union and Ministry of Natural Resources and Environment
Citizens are getting information about the monitoring rights through the Posters in Hung Phu Ward, Cai Rang District, Can Tho City
Training on Methods and skills of document documentation in Hung Thanh Ward, Cai Rang District, Can Tho City
Public awareness raising on the land governance monitoring in Yen Bong Commune, Lac Thuy District, Hoa Binh Province
Mr. Truong Quoc Can - Director of the Consultative Institute for Social-Economic Development of Rural and Mountainous areas presented at the Consultation workshop on the content of the Manual on Citizen Monitoring of Land Use and Management on February 12, 2017 in Hanoi.
Training workshop on citizen monitoring of land use and management for participating organizations in Hanoi from February 13th to 15th, 2017
Training workshop on citizen monitoring of land use and management for participating members in Hanoi from February 13th to 15th, 2017

Training workshop on citizen monitoring of land governance in Hanoi from February 13th to 15th, 2017