

ASSA RECOGNITION AWARD

CATEGORY	:	Transformation Recognition Award
ORGANISATION	:	Viet Nam Social Security (VSS)
CONTACT PERSON	:	Tran Thi Thu Tra Deputy Chief of the Office
NAME OF PROJECT	:	Implement two interlinked administrative procedures: Birth registration, permanent residence registration, health insurance card issuance for children under 6 years old; and death registration, permanent residence deregistration, funeral and survivor benefits settlement.
OBJECTIVE AND NATURE OF PROJECT	:	To improve service quality for citizens by applying the national database on population, electronic identification and authentication systems, and chip-embedded Citizen Identity Cards, the Prime Minister issued Decision No. 06/QD-TTg on January 6, 2022. This decision approved a project for developing the application of population data, identification, and electronic authentication to serve national digital transformation from 2022 to 2025, with a vision to 2030. The project requires standardizing and restructuring the process for two essential administrative procedures: “Birth registration, permanent residency registration, and issuance of health insurance cards for children under 6 years old” and “Death registration, permanent residency deregistration, and funeral and survivor benefits settlement”. These procedures are to be provided to citizens based on data verification and sharing from the national population database. These are administrative procedures that are directly tied to citizens' rights and obligations, impacting their daily lives, and involve a large number of people. Viet Nam Social Security was assigned the task of coordinating with relevant ministries and agencies to build the legal framework and implement the two interlinked administrative procedures to create favorable conditions for citizens and save them time and costs.
WHY IT SHOULD	:	Viet Nam Social Security's timely, unified, and compliant nationwide implementation of the two interlinked

BE RECOGNISED	administrative procedures has brought practical benefits, specifically: (1) For citizens: When performing the interlinked procedures online, citizens only need to declare their information once to complete three administrative procedures. This reduces the number of required documents, shortens processing time, simplifies procedures, and cuts down on travel time. (2) For state management agencies: The interlinking of the two procedure groups reduces costs for printing application files and results, and shortens the time for document circulation. It also prevents information discrepancies and fraudulent applications, simplifies administrative procedures, and improves the quality of services provided by state administrative agencies to the public.
SUMMARY OF THE PROJECT	: On June 10, 2024, the Government issued Decree No. 63/2024/ND-CP, which regulates the electronic implementation of two interlinked administrative procedure groups: Birth registration, permanent residency registration, issuance of health insurance cards for children under 6 years old, death registration, permanent residency deregistration, and funeral and survivor benefits settlement. Under this decree, Viet Nam Social Security is responsible for issuing health insurance cards for children under 6 and settling funeral and survivor benefits. In implementing Decree No. 63/2024/ND-CP, in addition to receiving, processing, and returning results for administrative procedures as regulated by the application files, processing timelines, and result delivery, Viet Nam Social Security was also assigned the following tasks: (1) Ensuring the Viet Nam Social Security information system operates effectively, with seamless connectivity to the interlinked public service software. This includes synchronizing the reception and processing status of application files and results with the interlinked public service software. (2) Supporting the technical infrastructure for connecting and sharing electronic birth and death certificate data between healthcare facilities and the interlinked public service software while the Ministry of Health completes its industry database. It also involves sharing electronic birth and death certificate information and data from the two interlinked administrative procedures with the healthcare industry database. (3) Guiding and directing social security offices at all levels to receive, process, and return results for the interlinked administrative procedures , and to coordinate with local state

	agencies in processing these procedures. To carry out these assigned tasks effectively, Viet Nam Social Security promptly issued a Decision regulating the process for implementing the two interlinked electronic administrative procedure groups under its authority (Decision No. 1449/QD-BHXX dated August 19, 2024, by the Director General of Viet Nam Social Security).
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