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| **Quang Ninh Provincial**  **People’s Committee**  | SOCIALIST REPUBLIC OF VIETNAM**Independence - Freedom - Happiness***Quang Ninh, August 2022* |

**WORKING DOCUMENTS**

**SHARE SOME EXPERIENCE ON SOME KEY FEATURES IN IMPROVING THE BUSINESS INVESTMENT ENVIRONMENT INCREASE THE PROVINCIAL COMPETITIVENESS INDEX ( PCI)**

Over the years, the Government has identified improving the business environment, enhancing competitiveness, promoting innovation and moving towards sustainable development as a focus of reform, an important often task. Implementing the directions of the Government, Quang Ninh province has had many guidelines, measures and models, focusing on leading, directing, operating and organizing the task of improving the business investment environment. improve provincial competitiveness - PCI regularly, continuously, and drastically with innovative, proactive and creative thinking, demonstrating the will, determination, dare to think and dare to do in the leadership and direction of the Party. In the process of building a constructivist government, the government of Quang Ninh province *" takes the satisfaction of people and businesses as a measure for service"* .

The work of improving the investment and business environment of the province has achieved important results. The business environment factors always maintained to achieve and exceed the goals set out in Resolution No. 02/NQ-CP of the Government. Quang Ninh province was assessed by the Ministry of Planning and Investment as *a good example with many reform initiatives, linking the improvement of the business environment as required by the Resolution with improving the quality of management and administration* . The quality of the province's business investment environment has been positively improved, which is evident from the assessment results of the Provincial Competitiveness Index (PCI). Quang Ninh maintains 9 consecutive years in the top 5 of the provinces and cities with the best quality of economic management in the PCI rankings and for 5 consecutive years from 2017 to 2021, it maintains the position of 1/63 provinces, cities nationwide.

To achieve the above results, Quang Ninh has synchronously implemented many drastic, creative, effective and flexible solutions to improve the business investment environment and enhance the competitiveness of the province. :

- The creativity and determination of breakthroughs of the leaders and heads of the province have inherited, promoted, and continued to develop in a sustainable way. Administrative reform and investment climate improvement are inevitable and objective, **with only a starting point and no end point.**

- Determining that leadership and direction play a prerequisite role, deciding the success of improving the business investment environment and enhancing competitiveness, Quang Ninh province has been proactive and drastic. and innovation in direction and administration, creating synchronous participation from all levels, sectors and the whole political system in an effort to build a constructive government, linking administrative reform with environmental improvement. business investment school. The Provincial Party Committee, People's Council, and People's Committee of the province always proactively identify and evaluate the potential for administrative reform, helping businesses reduce the time and cost of carrying out administrative procedures to update and renew the reform contents. administration, improve business investment environment, enhance competitiveness. Thereby, from 2014 up to now, provincial resolutions on direction and tasks for the next year have focused on administrative reform, improving business investment environment, and enhancing competitiveness. competition towards improving and improving the quality of services to people and businesses. In particular, on April 9, 2021, the Provincial Party Committee issued Resolution No. 05-NQ/TU on promoting administrative reform, improving the business investment environment, and enhancing competitiveness. Provincial level in the period of 2021 - 2025, with orientation to 2030, demonstrates the will, determination, dare to think and dare to do in the leadership and direction of the Party committee and government of Quang Ninh province.

- Focus on effectively implementing the "3 strategic breakthroughs", creating more room for development and making breakthroughs in the development process, quickly overcoming disadvantages to improve competitive advantages as well as improve the competitive advantage. As for the business investment environment of the province: (1) The province continues to take the lead in successfully implementing the method of mobilizing investment resources in the form of public-private partnership (PPP), with the motto **"taking public investment leading private investment”**; mobilized great resources from all economic sectors, becoming a breakthrough solution to develop a synchronous and modern socio-economic infrastructure system. (2) Administrative reform has made a breakthrough and brought into play its effectiveness. The system of Public Administration Service Centers at provincial and district levels operates according to the 5-on-the-spot principle of "receiving, appraising, approving, stamping and returning results" and improving the efficiency of the receiving and modern results at commune level. Defining digital transformation as one of the key tasks in administrative reform, improving the investment environment, creating transparency and convenience in serving businesses, investors, the Standing Board of the Provincial Party Committee issued Resolution No. 09-NQ/TU dated February 5, 2022 on the comprehensive digital transformation of Quang Ninh province to 2025 with orientation to 2030. (3) The province boldly piloted many new models successfully, established the Investment Promotion Agency (IPA) under the Provincial People's Committee and operated under the direction of the Chairman of the Provincial People's Committee; established Public Administration Service Centers at provincial and district levels, etc. Every year, Quang Ninh always devotes adequate resources to the cause of education - training and human resource development. The quality of human resources has been improved markedly, by the end of 2021, the rate of trained workers will reach 85.5%, among the leading groups in the country.

- In terms of improving transparency: Determining the construction and publicizing of planning is one of the important and top-priority tasks for socio-economic development and investment attraction. The pioneering vehicle in the country hires leading international consultants to synchronously compile 07 strategic plans with a long-term, scientific, and high-quality vision, increasing the value of local tangible and intangible assets, creating great opportunities to add value with financial resources and investors' assets... In parallel, Quang Ninh also hires a foreign consulting unit to build an integrated plan for the 2021 - 2030 period, with a vision look to 2050.

- Regarding implementing a number of new ways to support and remove difficulties for investors and businesses: (1) In terms of investment support, businesses have many innovations, efficiency, and quick and flexible adaptation. working with the Government's directions, especially in the context of the Covid-19 epidemic. (2) Building a culture of accompanying investors and businesses, creating an open and friendly space; improve the efficiency of interaction between the government and the people, investors and businesses: (i) Quang Ninh is also one of the pioneering localities, boldly empowering the investor and business community to "measure" the administrative apparatus at the grassroots level (hereinafter referred to as DDCI Quang Ninh) through the "vote" of the survey, thereby creating a synchronous participation of both the government system and the investor community, enterprises in consulting, evaluating and absorbing and adjusting to continue to improve and improve the quality of management, closer and closer to the needs, aspirations and practical needs of investors, enterprise. (ii) Investment promotion activities "on the spot" have been effectively implemented by all levels and sectors by promoting support for ongoing investment projects in the province. (iii) Diversifying information channels on social networks to proactively absorb information from the business community, promptly support and solve difficulties for businesses such as: DDCI Quang Ninh fanpage connected to DDCI fanpage localities and departments and agencies; Zalo Quang Ninh Investor Care page…