

Vietnam

Empowering Citizens: Enhancing Public Participation and Transparency in Can Tho City

PUBLIC ADMINISTRATION GLOBAL UNIT | INSTITUTIONS IN ACTION #5



The Global Program on GovTech and Public Sector Innovation supports the adoption of technology and use of data to enhance government effectiveness and efficiency, as well as increase citizen engagement, and improve governance. Learn more: www.worldbank.org/govtech

Challenge

In Vietnam, limited disclosure of information by the public sector restricts public participation in decision-making, making it challenging to achieve effective public investments, particularly at the sub-national level.

Solution

To address this challenge, the World Bank has supported efforts to strengthen the public service delivery sector in Can Tho City, Vietnam, by enhancing information disclosure, citizen engagement, and systematic feedback collection. The Bank produced technical reports providing recommendations on data warehousing, incorporating citizen feedback, grievance systems, reporting, and public consultations. Additionally, the Bank conducted a gap analysis that benchmarked public service delivery regulations

against international standards and delivered a workshop on citizen participation and sustainability disclosures with City leaders and line departments.

Impact

The recommendations from these reports were incorporated into Can Tho City's Annual Digital Transformation Plan 2024. This will enable the systematic recording of citizen feedback and its address through multi-sector solutions. Additionally, the City merged two key citizen communication channels—its hotline mobile application (“1022”) and the city administrative application, “Can Tho Smart”—to improve timely, two-way government-citizen communications.

The city also plans to pilot an ESG (Environmental, Social and Governance) reporting framework in Can Tho Maternity Hospital. This was informed by the preliminary Sustainability (ESG) reporting framework presented during the project. The framework was tailored for public service delivery agencies in the health sector and based on sustainability financial reporting standards issued by International Financial Reporting Standard (IFRS) Foundation in 2023 and their sectoral guidance.

Population Can Tho City April 2024

1,268,000

GDP Can Tho City USD billion

5.4

Vietnam / Data

