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**Identifying People's Concerns from the Daily Flow of Complaints and Contribute
to Systemic Improvements**

Complaints and denunciations are citizens' basic rights prescribed in Vietnam Constitution. In order to facilitate its citizens to exercise the rights, and create a legal framework for handling complaints and denunciations in accordance with laws, Vietnamese State issued Law on Complaints and denunciations 1998 (on the basis of Ordinance on Complaints and denunciations 1990) which were revised in 2004 and 2005.

Through consolidating practical implementation of Law on Complaints and denunciations in recent years, in the context of integration, at second session of the 13th National Assembly in 2011, Law on Complaints and Law on Denunciations were passed by. Vietnamese State always respects its citizens' complaint and denunciation' right and regards the handling of complaints and denunciations as important mandate with a view to protecting benefits of the State and lawful benefits of the people; contributing to prevent law violations and ensure social order, political and defense security as well as economic development. Law on Complaints and Law on Denunciations clearly stipulated rights and obligations of complainers and denouncers as well as procedures and responsibilities of state agencies in handling complaints and denunciations.

In order to enhance responsibility and ensure good progresses in handling citizens' complaints and denunciations, it can be seen from instruments of the Communist Party of Vietnam, Resolutions and directions of different levels of party committees, that different levels and sectors need to strengthen and pay more attention to handling citizens' complaints and denunciations.

Implementing the Communist Party's policies and State laws, authorities from central to grassroots' level received citizens, received, then classified and dealt with complaint and denunciation letters and cases within their scope of competence.

**I. COMPLAINT AND DENUNCATION SITUATION AND RESULTS
OF HANDLING COMPLAINTS AND DENUNCATIONS IN 2011**

In 2011, State administrative agencies received 356,487 citizens complaining and denouncing, decrease by 6.2% in comparison with 2010 and received 147,572 complaint and denunciation letters. There arised 120,197 complaint and denunciation cases in this year.

- Regarding complaint: There were 123,905 complaint letters and 104,133 cases, decrease by 8.07%. Complaints regarding land make up 79.04% (land recovery, site clearance compensation, project implementation, land dispute...); while complaints regarding housing make up 3.4% (claiming back rent/lent houses..); complaints regarding cultural and social issues represent 3.1%; complaints regarding judicial issues cover 10.16%; and other complaints make up 4.3%.

- Regarding denunciation: There were 23,667 denunciation letters and 16,064 cases. Denunciations regarding administrative affairs and judicial affairs represent 89.9% and 2.7% respectively.

- The Government of Vietnam considers complaint and denunciation settlement an important responsibility, and focused on directing different sectors and levels to reform citizen reception work and timely handle citizens' complaint letters in accordance with laws. At monthly meetings of the Government, the Inspector General report about factual situation and results of citizen reception, and complaint and denunciation settlement nationwide so that the Government can timely manage and direct, especially regarding new arising matters. The Government Inspectorate issued plans and documents guiding, supervising and speeding up citizen reception, letter handling and complaint and denunciation settlement. It is remarkable that the Prime Minister and the GI required state agencies, especially heads of these agencies to improve their responsibilities; timely dealing with new arising cases in accordance with laws right at grassroots' level with a view to ensuring benefits of the State and lawful interests of citizens. According to annual statistics, Heads of administrative agencies of Vietnam resolved 85% arising complaint and denunciation cases.

In 2011, GI received and dealt with 19,526 complaint and denunciation letters, out of which 6,462 are eligible to be handled, covering 33.1%; 12,526 are identical; and the rest are those without a clear issues, address or anonymous, representing 2.75%.

Ministries and sectors at Central level received and dealt with 24,786 complaint and denunciation letters (decrease by 17.64%), out of which 10,866 cases (including 6,726 complaint letters and 4,140 denunciation letters) fall under their competence.

Localities received and dealt with 117,254 complaint and denunciation letters (decreasing by 1%) with 66,684 cases fall under their competence (including 60,879 complaint letters and 5,805 denunciation letters).

Ministries and localities settled 66,173 out of 77,666 cases under their competence, representing 85.21% which includes 57,883 out of 67,721 complaint letters and 8,341 out of 9,945 denunciation letters.

From the progresses made in settling 42,581 complaint cases, it can be seen that 8,487 letters reporting the truth (19.94%); 24,348 (covering 57.18%); and 9,746 letter containing both true and untrue information (22.88%).

Analysing the progresses made in settling 7,730 denunciation cases, it can be seen that 943 letters reporting the truth (12,2%); 4,646 (covering 60.1%); and 2,142 letter containing both true and untrue information (27.7%).

Through the complaint and denunciation handling, it was recommended to recover 24,587 millions dongs; 84.94 ha of land for the State; return 141,027 millions dongs and 76.8 ha of land for citizens; vindicate for 208 people; give back interest for 2,262 people, recommend to make administrative punishment with 503 people, transfer 116 cases with 131 people to investigation bodies for consider criminal responsibility.

Thanks to policies, legal framework and direct direction of Prime Minister, there have gained many considerable achievement in receiving citizens, handling letters and complaints and denunciation of people. The situation of complaints and denunciations has reduced, interests of the State are ensured, legal interests of citizens are protected. Social order and political security are stabilized.

II. Causes of the situation of complaints and denunciations- Solutions

(1) Compared to other countries in the world and region, there are a lot of complaints and denunciations in Vietnam. Analysing this situation, we find some main causes as follows:

- Vietnam always respects the rights to complain and denounce of citizens, from its legal framework to the implementation. Beside issuing legal regulations of the state, Vietnam also established citizen-receiving units, specialized agencies at local and central levels to receive complaint and denunciation letters from citizens. This helps people have convenient conditions to complain and denounce.

- There arise most complaints and denunciations in the land field. This comes from the fact that Vietnam passed a period of war, the management of dossiers, documents relating to land was not paid much attention leading the lack of documents and problems of land from the war have not been completely solved.

- In the process of socio-economic development, the Government of Vietnam plans to recover land from citizens (which was transferred or being used by the citizens) to carry out building projects of urban areas, industrial zones, and transportation projects. In the context of an economy having many difficulties, the state haven't had enough budget for the compensation and timely support for the people having recovered land. In some cases, in the implementation, authorized agencies haven't done well leading to the complaints and denunciations.

- Mechanism to handle complaints and denunciations in Vietnam remains certain limitations. In vietnam, heads of administrative agencies (mainly

Chairmans of People committees at all levels) are responsible for handling complaints and denunciations. In some cases, heads of state management agencies issue administrative decisions, administrative behaviours so changing administrative decisions and behaviours meets certain obstacles. On the other hand, beside sending complaints and denunciations to administrative agencies, citizens also have rights to send to judicial agencies for handling administrative cases. However, number of cases sent to administrative courses for consideration and solving are limited.

(2) In order to better handle complaints and denunciations from citizens, it is necessary to focus on some key solutions as follows:

- Continue finalizing legal documents on complaints and denunciations to ensure the comprehensiveness and limit difficulties in handling complaints and thanks to this, people can better undertake their rights to complain.

- Improve the role of state agencies in receiving citizens, handling letters, solving complaints and denunciations, including: roles of heads of administrative agencies in assign, instruct, give directions, make decisions to handle complaints and denunciations, receive and dialogue with citizens; role of specialized agencies (inspection agencies at all levels) in examining, considering to suggest ways to handle and implement decisions; supervising role of the National Assembly and citizens.

- Strengthen the mediation of conflicts, limit arising complaints and denunciations;

- Finalize mechanism, policies in all fields of the social life, especially land, construction investment, public finance management, investment granting, education, health,... To ensure legitimate rights of citizens, attaching to the administrative procedure reform.

- Strengthen state management, adjust operations of state administrative agencies in implementing anti-corruption tasks to reduce violations or wrongdoings in the management.

- Strengthen the dissemination and propagandization of legal policies to increase the awareness of obeying laws in general and laws on complaints and denunciation in particular, to be imbued with a statement of President Ho Chi Minh: <Citizens only complain and denounce when they have grievances, or when they don't understand policies of the Party and Government>.