



Project Information Document/ Identification/Concept Stage (PID)

Concept Stage | Date Prepared/Updated: 15-Aug-2020 | Report No: PIDC198485



BASIC INFORMATION

A. Basic Project Data

Project ID	Parent Project ID (if any)	Environmental and Social Risk Classification	Project Name
P171660		Moderate	Vietnam: Improved Delivery of Legal Aid for the Poor And Vulnerable
Region	Country	Date PID Prepared	Estimated Date of Approval
EAST ASIA AND PACIFIC	Vietnam	15-Aug-2020	
Financing Instrument	Borrower(s)	Implementing Agency	
Investment Project Financing	Socialist Republic of Vietnam	Provincial Department of Justice, Yen Bai Province, Ministry of Justice, Provincial Department of Justice, Dien Bien Province	

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PROJECT FINANCING DATA (US\$, Millions)

SUMMARY

Total Project Cost	2.50
Total Financing	2.50
Financing Gap	0.00

DETAILS

Non-World Bank Group Financing

Trust Funds	2.50
Japan Social Development Fund	2.50

B. Introduction and Context

Country Context

1. Vietnam has made significant progress in poverty reduction, including among ethnic minorities. Poverty (measured at the GSO-World Bank national poverty line)[1] declined by almost 4% since 2014, to 9.8% in 2016. Notably, poverty among ethnic minorities declined by 13%, representing the largest drop in poverty among



ethnic minorities in the past decade. Moreover, only 2% of individuals who were not poor in 2014 had fallen into poverty in 2016, suggesting that those who escape poverty tend to remain out of poverty.

2. Despite its rapid decrease, poverty remains increasingly concentrated in rural areas and among ethnic minorities. Among around 9 million poor people in Vietnam in 2016, 6.6 million are members of ethnic minorities and are concentrated in mountainous areas (together, the Midlands and Northern Mountains and the Central Highlands regions comprise 20 percent of Vietnam's total population, yet these areas are home to 56 percent of the poor population).[2]

3. Government's key strategy to address development challenges in the rural sector, and among ethnic minorities, has included the sixteen (16) National Targeted Programs (NTPs) that were implemented over the period 2011-2015, and two consolidated NTPs for the period 2016-2020. These 16 NTPs were focused on specific sectors and were implemented through different ministries such as health, education, water, transport, agriculture and rural development. The 16 NTPs have been recently consolidated into two NTPs for the next implementation period to run from 2016-2020, namely, the NTP for New Rural Development (NTP-NRD) implemented under the Ministry of Agriculture and Rural Development (MARD) and the Sustainable Poverty Reduction Program (NTP-SPR) implemented under the Ministry of Labor, Invalids and Social Affairs (MOLISA). The NTP-NRD is designed to upgrade services and infrastructure for rural communities across all provinces of Vietnam, whereas the NTP-SPR supports infrastructure, livelihoods, basic services and capacity building for the country's 94 poorest districts and 310 communes in coastal areas. The two NTPs are currently supported by the ongoing Bank-financed National Target Programs for New Rural Development and Sustainable Poverty Reduction Support Program (P159737).

4. Though there are significant and well-designed national programs for poverty reduction, the role of law and legal empowerment in poverty reduction remains under-explored. Legal empowerment promotes the use of law and legal tools by the poor so that they can gain new means to escape from poverty and marginalization. For example, a recent World Bank study found that a lack of formal land title (land-use rights) limits access to finance among poor households in Vietnam.[3] Therefore, use of legal tools, i.e. land titles obtained through the completion of the necessary legal procedures, enables the use of land as collateral, and hence facilitates access to credit and ultimately increases the capacity of poor household to invest in cultivation of perennial crops. In addition, it has been found that land-use rights held by women or jointly by a couple have a positive impact on the economic welfare of households.[4]

5. The recent COVID-19 crisis has created setbacks for Vietnam and led the government to take short turn actions in addition to long term plans. Uncertainties surrounding the spread of COVID-19 led the government



to initiate community and business closures that caused fiscal and external accounts to deteriorate. More widely, foreign investment in Vietnam is forecasted to decline US\$ 2.46 billion or 6.8 percent from pre-virus forecasts. Altogether, COVID-19 and the government response exposed the vulnerability of poor people to such external unforeseen events. In response to COVID-19, the government is developing spending plans to create jobs and ensure equitable growth that will help return the country to previous plans for economic expansion while reestablishing resilience against COVID19 and future shocks.

[1] The GSO-World Bank poverty line in 2016 is VND 969,167 per person per month, equivalent to US\$3.34 per day in 2011 purchasing-power-parity (PPP).

[2] World Bank (2018). Climbing the ladder- Poverty reduction and shared prosperity in Vietnam.

[3] Ibid.

[4] Holder Matters, Nidhiya Menon, Yana Rodgers, Alexis Kennedy (2013). Land Reform and Welfare in Vietnam: Why Gender of the Land-Rights.

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Sectoral and Institutional Context

6. Access to legal aid services remains low. A recent cross-provincial survey on justice performance showed that disparities in access to justice exist across different social groups. In particular, those who are poor, who have a low level of education and are not part of the social elite face obstacles in access to information and to local institutions, given their limited personal and social capital.[1] In addition, women, particularly survivors of domestic violence, mistrust the judicial system and they struggle to navigate a plural legal system, as legal aid or other necessary counselling services are not readily available.[2] At the same time, recent data show that the prevalence of ever-physical or sexual violence by husbands, among ever-married women, has increased among certain ethnic groups (e.g. Tay, Dao, H'Mong, Nung) and continues to occur against women with disability. In addition, most of legal aid tasks are fulfilled by PLACs and legal aid branches in provincial or district centers, which have limited capacity to cater to the needs of the poor and vulnerable communities in rural areas.

7. The legal needs of the poor and vulnerable people remain unidentified and unaddressed. During the World Bank consultations and assessments supported by a Japan Social Development Fund (JSDF) Seed Grant, there was a preliminary effort to map the legal needs of selected poor and vulnerable groups, which are potential beneficiaries of legal aid, as well as barriers to access to legal aid services. The consultation process has revealed barriers to legal aid stemming from both the demand and the supply side, and demonstrated the potential effectiveness of community-based activities focused on legal aid and legal awareness as the appropriate tool to address the barriers faced. From the demand side, there was a lack of awareness among poor and vulnerable groups about the access to legal aid services, as well as the legal framework critical for livelihoods development



(e.g. basic legal education revolving around issues of labor, marriage, property, criminal procedures). In addition, there were also access issues to legal aid services stemming either from physical constraints (difficulties in transportation) or trust (perceptions about quality of legal aid or fear of interacting with government agencies). From the supply side, the barriers are mainly related to limited budget and human resources of department of justices and legal aid centers, lack of coordination and awareness about legal aid services among government agencies, focus on specific types of legal aid cases/services (mainly criminal cases and legal representation), gaps in the monitoring and evaluation of legal aid services. Against this background, there is a clear need for increased awareness and understanding of the legal needs of the poor and vulnerable groups, the need to tailor the delivery of legal aid in a manner that corresponds to the requirements of different disadvantaged groups (ethnic minorities, women, groups that face stigmas (e.g. HIV, disable, survivors of gender based violence), and the need to establish an inclusive, decentralized and diverse network of organizations that can contribute to legal awareness and legal aid delivery.

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8. Vietnam has made significant efforts in developing a robust framework on legal aid. Since Doi Moi, judicial reform in Vietnam was accelerated and there have been important changes in institutional framework around legal aid. In 1997, a Prime Minister Decision on the establishment of legal aid organizations for the poor and policy beneficiaries was issued, which marked a significant legal basis for legal aid activities.[3] In 2006, the first Law on Legal Aid (2006) was issued, marking a new development in legal aid provision. The Law on Legal Aid (2006) clearly stipulated that legal aid is under the responsibility of the state, which plays a vital role in the provision of legal aid services and determining the eligible beneficiaries and their rights and obligations. In addition, legislation related to the legal profession contains provisions regarding the provision of pro bono legal aid. In 2015, the Prime Minister adopted a Project of Legal aid Innovation for the period 2015-2025 proposed by the Ministry of Justice.[4] The objective of this project is to promote the socialization of legal aid so that after 2025, the beneficiaries of legal aid may be provided with legal aid services in a timely manner with quality equivalent to the services provided by lawyers in the market; transforming the state legal aid Centers from mainly providing legal aid services presently into the state management organ on legal aid, simplifying organization, apparatus and staff, and innovating administrative procedures in accessing the state of legal aid services.

9. Vietnam passed a new Legal Aid Law in 2017 expanding the scope of eligible beneficiaries and setting new standards for legal aid providers. The new law contains 14 groups of beneficiaries of legal aid services, including: (1) people with honored services to the revolution; (2) poor people; (3) children; (4) ethnic minorities living in areas with extremely harsh socio-economic conditions; (5) accused people aged from 16 to 18; (6) accused people belonging to near poor households; (7) people with financial difficulties belonging to the following groups: father, mother, wife, husband and children of martyrs and people fostering martyrs when they were young; people infected with dioxin; the elderly; the disabled; victims aged from 16 to under 18 in criminal



cases; victims of domestic violence; victims of human trafficking in accordance with the Law on Prevention and Control of Human Trafficking; and HIV-infected people.

10. The Ministry of Justice has developed an institutional framework for the delivery of legal aid services at the central and provincial level. The Ministry of Justice is the government agency responsible for the state management of legal aid, including formulation, promulgation or submission of proposals to the state’s competent authorities for the issuance of legal documents, strategies on legal aid; reporting regime and statistics on legal aid; organizing training on legal aid; receiving contributing ideas from organizations and individuals involved in legal aid provision, etc. Within the Ministry of Justice, the National Legal Aid Agency (“NLAA”) is assigned with the function of advising and assisting the Minister of Justice in the management and implementation of the law on legal aid. At the provincial level, the provincial People's Committee (PPC) is the state authority for managing legal aid provision with advice from provincial Departments of Justice, and responsible for the establishment of the Provincial Legal Aid Center (“PLAC”). The main functions of the PLACs include: the provision of legal aid services; requesting relevant agencies and organizations to coordinate and provide information and documents on the legal aid cases; gathering statistics, reporting and communication on legal aid. Finally, the PLAC may establish legal aid branches at the district level with the responsibility of providing legal aid services at the assigned districts. In 2018, according to World Bank analysis, in the Northern Mountains Region there is an average of 3 legal aid branches per province (slightly higher than the national average of 2.3 branches per province). However, the capacity of each province in the Northern Mountains Region is below the national average when it comes to staffing of legal aid centers and contracted lawyers (8.2 staff per province in Northern Mountains compared to 10.2 staff per province nationwide; 7.4 contracted lawyers per province in Northern Mountains compared to 11.5 contracted lawyers per province nationwide).

11. The delivery of legal aid services continues to face challenges and there are concerns about resources, coordination, quality and monitoring. A global study on legal aid has found that in Vietnam, the challenges in accessing legal aid include: (a) uneven quality of services provided by legal aid lawyers; (b) limited remuneration for lawyers for conducting legal aid work; (c) limited number of lawyers in the country; (d) lack of knowledge among people about legal assistance; and (e) poor coordination between legal aid organizations and related agencies in the justice system.[5] The Ministry of Justice has taken measures to address some of these challenges both through the new law of legal aid, which set higher standards for legal aid providers, and secondary regulations regarding coordination for providing legal aid services for litigation.[6] In addition, the number of lawyers in Vietnam has been increasing in the last years, though practicing lawyers represent a small portion compared to the country’s population.[7] Although the Legal Aid Law allows for organizations and lawyers to be registered and sign contracts with the Provincial Department of Justice to deliver legal aid, the number of such lawyers or organizations remains low.[8] This relatively centralized delivery model is constrained by the Government’s limited resources in the area of legal aid and the concentration of lawyers in

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major cities. Finally, the current reporting system only allows for tracking the total number of legal aid services and without advanced case management functions or beneficiary feedback.

[1] VLA & UNDP (2016). 2015 Justice Index: Towards a justice system for the people.

[2] UNWomen (2015). Access to Justice in the Plural Legal System in Viet Nam: A Case Study of Women Domestic Violence Survivors.

[3] Decision No. 734/QĐ-TTg dated September 6, 1997 by the Prime Minister.

[4] Decision No. 749/QĐ-TTg dated June 1, 2015 by the Prime Minister.

[5] UNODC/UNDP (2016). Global Study on Legal Aid – Country Profiles.

[6] Joint Circular No. 10/2018 / TTLT-BTP-BCA-BQP-BTC-VKSNDTC-TANDTC dated June 29, 2018 by the Ministry of Justice and the Ministry of Public Security, Ministry of Defense, Ministry of Finance, Supreme People's Court, Supreme People's Procuracy.

[7] Based on data form the Ministry of Justice, there were 0.13 lawyers per thousand people in 2018.

[8] According to data provided by NLAA, there were 103 lawyers, who signed contracts with Provincial Departments of Justice in the Northern Mountain Regions, and 16 organizations who have registered or signed contracts for the delivery of legal aid.

Relationship to CPF

12. The proposed project fits well within the first pillar of the World Bank Group Country Partnership Framework (CPF) for Vietnam for the period 2018-2022, which focuses on enabling inclusive growth and private sector participation. More specifically, it contributes to Objective 5, which, following the Performance and Learning Review (PLR) of the CPF presented to WBG Board of Executive Directors in April 2019, is to improve the welfare and development of ethnic minorities, women, and vulnerable groups. The project will focus on primarily poor ethnic minorities and women as beneficiaries of legal aid, and will aim to demonstrate how legal empowerment of those groups can contribute to livelihood improvement. In addition, the project employs both gender-informed and multisectoral approaches, and will explore opportunities to leverage the use of technology in service delivery and feedback collection.

13. Finally, in light of its geographic focus, the proposed project contributes to the ongoing World Bank support to the lagging provinces (i.e. provinces that have limited fiscal space for assuming new debt). The selected provinces for the proposed project are Dien Bien and Yen Bai province in the Northern Mountainous Region,



where there is higher concentration of poor and ethnic minorities (see below more details on the poverty and ethnic minority presence in each province).

14. Even though IBRD/IDA financing is not being sought at this stage as Government of Vietnam prioritizes concessional ODA resources for infrastructure investments, [1] the project will seek to build linkages with the Bank-financed National Target Programs for New Rural Development and Sustainable Poverty Reduction Support Program and the Bank’s work under the Gender Pillar of the Second Phase of the Australia – World Bank Group Strategic Partnership in Vietnam (which has also supported the preparation of the current project). In addition, the project will coordinate with ongoing initiatives of other donors, such as the EU Justice and Legal Empowerment Programme in Vietnam implemented by UNDP, which aims to strengthen the rule of law in Vietnam through a more reliable, trusted and better accessed justice system, and increase access to justice for citizens, including vulnerable groups such as women, children, ethnic minorities and poor people. Accordingly, upon successful Project implementation, the government, and particularly NLAA will be well-positioned to scale up the similar approaches to other parts of the country by disseminating the lessons learnt and leveraging resources from other donors.

15. The project is also in line with the JSDF objectives, given that it aims to address barriers to justice faced by poor and vulnerable groups and pilot innovative approaches, which consist of a combination of beneficiary-driven interventions at multiple stages (design, implementation and monitoring), the creation of better linkages between beneficiaries and legal aid providers by leveraging community leaders, NGOs and other professional organizations.

[1] Vietnam is a low middle-income country, which graduated from IDA in July 2017. Accordingly, Vietnam has access to World Bank financing only on non-concessional terms (IBRD or IDA transitional support, which is on IBRD terms).

C. Project Development Objective(s)

Proposed Development Objective(s)

16. The proposed Project development objective is to improve the delivery of legal aid and promote the legal empowerment of beneficiaries in selected provinces in the Northern Mountain Region.

17. The principal outcome to the targeted key beneficiaries is that they will have increased knowledge of and access to legal aid for labor, family and land issues, supported by a system of trained, local actors such as legal aid providers and other key figures managing village life. Beneficiaries will have improved satisfaction and trust towards legal aid services provided by provincial legal aid centers. Legal aid providers will be better equipped to work on key issues of civil,



marriage and family law and will be trained on how to work with vulnerable groups, such as ethnic minority women, survivors of gender-based violence , and people with disabilities.

18. This will be achieved through:

- Improved access to and use of legal aid services by addressing barriers of access to legal aid services related to diverse factors, such as cultural constraints, gender, privacy, language and remoteness, and leverage traditional and local governance systems to address some of these constraints.
- Improved capacity of legal aid providers and other officials in substantive areas related to legal aid and cases identified as priorities by local communities and WB national gender research, for example labor, family, and land issues, soft skills needed to work with specific groups, and use of technology.
- Piloting the creation of partnerships with NGOs and other professional organizations to improve the quality of legal aid services and demonstrate a more sustainable model for delivery of legal aid services.

Overall, the direct beneficiaries of the project are people who fall under the targeted eligible categories of beneficiaries under the Legal Aid Law in Yen Bai and Dien Bien Provinces, which include poor, ethnic minorities living in areas with extremely harsh socio-economic conditions, and people with disabilities and having financial difficulties.

19. The topic of focus – labor law, family, access to land, family law - are chosen because of demand and because there is evidence that these are particularly relevant for enhancing social inclusion and decreasing existing gender inequalities. Thus, the choice of topics linked to targeting beneficiaries by vulnerability and gender. For example, according to recent research by the World Bank the provision for joint land titling in the 2003 Land Law has positive impact on the empowerment of women; the health and economic outcomes of individuals; households' access to credit and; household expenditures. However, the country and its people do not reap these benefits in an optimal way. Although there has been a great increase in share of joint land titles, men remain more likely than women to hold a land title as an individual or head of household. Key reasons for this that people are unaware of the opportunity to transform existing titles and the current implementation of the Land Law relies too narrowly on the individual to take initiative to convert singly titles. With more attention to this at local legal aid centers there is an opportunity to help increase demand for converting existing singly titles to joint ones.

20. The higher-level objective would be to contribute to improvement of legal aid activities in Vietnam by initially implementing the proposed activities as a pilot in two provinces in the Northern Mountain Region and then scale-up the experience of this pilot in other provinces using financing from other sources. Under the Legal Aid Law of Vietnam, legal aid services include participation in legal proceedings (litigation), legal advice and participation in non-litigation proceedings (e.g. petitions). Given the nature of the proposed activities, it is expected that the focus will be primarily on legal advice and participation in legal proceedings.

Key Results

21. The proposed key results indicators that will be used to measure the achievement of the PDO are:



- Number of beneficiaries (of which female; of which Gender Based Violence (GBV) related) receiving legal aid from provincial legal aid centers (and their branches);
- Number of key figures managing village life (such as village elders; heads of village, heads of family clans, and persons with prestige, teachers, policemen, etc; of which female) receiving training;
- Number beneficiaries, legal aid providers and other officials (of which female) receiving training;
- Number of non-state organizations participating in the delivery of legal aid-type services;
- Improved perception/satisfaction and trust of local communities towards legal aid services provided by provincial legal aid centers (and their branches)

22. The first three indicators are Tier I JSDF program indicators, whereas the three last indicators can be classified as Tier II JSDF program indicators.

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DEVELOPMENT OUTCOME INDICATORS		Baseline	End Target[1]
(a)	Number of beneficiaries (of which female; of which Gender Based Violence (GBV) related) receiving legal aid from provincial legal aid centers (and their branches)	1,797 (2018) (of which 489 female)	8000 (of which 3200 female, of which 80 GBV related)
(b)	Number of key figures managing village life (such as village elders; heads of village, heads of family clans, and persons with prestige, teachers, policemen, etc; of which female) receiving training;	0	800 (of which 40% female)
(c)	Number beneficiaries, legal aid providers and other officials (of which female) receiving training	0	3500 (of which 40% female)
(d)	Number of non-state organizations participating in the delivery of legal aid-type services	0	10
(e)	Improved perception/satisfaction and trust of local communities towards legal aid services provided by provincial legal aid centers (and their branches) (of which GBV survivors)	0	+40% over baseline
(f)	Share of direct beneficiaries who report legal aid received has or is expected to positively influence their livelihoods' income (of which GBV survivors)	0%	>50%

[1] Assuming a 4-year implementation period.

D. Preliminary Description



Activities/Components

The proposed project is expected to have the following four components:

Component 1: Improved access to and use of legal aid services (estimated \$874,000)

22. The most vulnerable populations in Vietnam tend to have the least access to legal aid services, with only 0.17% of the eligible ethnic minorities, 0.11% of poor people and 0.02% of people with disabilities using legal aid services in 2018. Legal problems, left unaddressed, can severely impact people's livelihoods, and keep those in poverty from escaping it. Legal issues related to divorce, domestic violence, inheritance, labor, access to finance and land can all produce insurmountable financial shocks to those near the poverty line. Legal aid services can help people gain knowledge about their rights, assist in resolving disputes and support them in obtaining redress for violation of their rights, leading to better economic opportunities for the poor. Moreover, Vietnamese laws are increasingly promoting gender equality, but only if implemented well and people are aware of the legal provisions made for men and women respectively current gender based inequalities - which are higher among ethnic minorities than the majority population – will they have the intended positive effect. In Vietnam as in other countries, there are also key “gatekeepers” of existing norms and practices that results in inequalities and slow implementation of updated legislation. Such “gatekeepers” often includes elder and well-established remote institutions.

23. This component will aim to address the barriers of access to legal aid services faced by the poorest of the poor, such as cultural constraints, gender, stigma, language and, lack of services in remote areas, and leverage traditional and local governance systems to address some of these constraints. Public awareness of the availability of free legal aid services and how to access them is critical in delivering legal aid services, particularly for marginalized and vulnerable populations. Accordingly, the project is expected to support the following activities:

(a) targeted training on legal aid at grassroots level focusing on key figures managing village life (such as village elders; heads of village, heads of family clans, and persons with prestige, etc.). The capacity building of community leaders is expected to establish a more integrated network linking beneficiaries and legal aid providers. The training will include negotiation skills, how to refer community members to relevant resources, basic knowledge of legal concepts and how to work sensitively with vulnerable groups.

(b) development of an awareness raising campaign regarding the availability of legal aid services, with communication materials (in multiple formats, such as videos and infographics, and in ethnic minority language) and training for key targeted legal aid beneficiaries regarding both how to access legal aid, but also basic legal knowledge around key issues of civil, family and administrative laws that were identified as priorities for livelihood development (such as divorce, domestic violence, inheritance, labor, access to finance and land), as well as access to justice; and

(c) development of dedicated hotlines or mobile apps taking advantage of technology and mobile coverage in the project areas, for legal aid services managed by provincial legal aid centers along with materials and training to the operators. A province-wide legal hotline or mobile apps will be established to provide answers to clients' legal questions, analysis of clients' legal issues, and services such as document preparation, and



will make referrals if further legal assistance is necessary. The advantage of dedicated hotlines or mobile apps is that they enable legal aid providers to respond quickly to a large number of people. Operators speaking ethnic minority languages will be hired and trained to respond confidentially to the needs of specific populations, such as people with disabilities and survivors of gender-based violence. These virtual facilities help overcome physical barriers to access for people with disabilities and are more accessible for vulnerable populations (such as the poor and women) who don't have the time, money, or are intimidated by the complexity of formal legal systems. This activity will also aim to improve capacity of provincial legal aid centers in conducting legal aid management so that they can offer professional guidelines, ICT tools, resource coordination, monitoring and evaluation of legal aid quality.

Component 2: Improved capacity of legal aid providers (estimated \$371,800)

24. This component will focus on improving the capacity of legal aid providers (both officials in provincial legal aid centers and their branches, and lawyers) and closely related officials such as judges, prosecutors, and investigators in substantive areas related to legal aid and cases related to issues of civil, family and administrative law that were identified as priorities for livelihood development (such as divorce, domestic violence, inheritance, labor, access to finance and land), soft skills related to interactions with specific group, and use of technology. The new Legal Aid law increased the requisite qualifications of legal aid providers and also the type of beneficiaries, which naturally created the need for legal aid providers to obtain new skills. Accordingly, the proposed activities under this component will include:

- (a) development of (e-)handbooks around key issues of civil, marriage and family law;
- (b) building capacity in soft skills related to treatment of vulnerable groups, such as ethnic minority women, survivors of gender-based violence, and people with disability with the objective of training 'specialized' legal aid providers. For example, legal aid services will need to be targeted to survivors of gender-based violence. Legal aid providers will be trained in understanding the sensitivities in handling GBV cases, including coordinating with other service providers such as police, medical and income generation services as part of a survivor-centered referral mechanism. Beneficiaries of these services will be informed of their legal rights and provided with confidential advice regarding their options under the law.
- (c) enhancement of digital skills of legal aid providers to better utilize online tools and resources for reporting and delivery of legal aid services (for example, improving capacity to use the Internet to improve knowledge and provide better quality services). This component may also support any limited equipment needs of legal aid branches to enhance their capacity to deliver legal aid services.

Component 3: Pilots for sustainable delivery and monitoring of legal aid services (estimated \$930,100)

25. This component will pilot activities aimed at demonstrating a more sustainable model for delivery of legal aid services, and it will be divided into three sub-components.

26. Sub-component 3.1: The first sub-component will aim to create a broad and diverse legal aid network, which will be expected to operate at the grassroots level to meet the legal needs of beneficiaries by creating more entry points for legal aid provision and better links between legal aid centers, beneficiaries, and other



stakeholders. The project will aim to provide capacity building to community organizations to provide legal aid and to establish a more targeted referral system to other relevant services. 10 specific organizations will be identified in coordination with the Ministry of Justice, considering the needs of the local communities, and emphasis will be put on prioritizing organizations with presence or willingness to undertake activities at the grassroots level. Selection criteria will be established in the Operating Manual and the NLAA will provide the oversight for the capacity building program. Organizations in this network are expected to include legal consultancy centers of socio-economic organizations (women’s unions, farmer’s unions, and other non-state organizations etc.), legal clinics of universities/ institutions, and local social and professional organizations, such as provincial bar associations and legal professions associations, and other selected actors of other relevant sectors (health, education, social services) in accordance with the requirements of the domestic regulations and the operations manual that will be developed under the project. These organizations would be expected to partner with the provincial legal aid centers/departments of justice to establish regular channel of communications/referrals, receive training on legal aid, or other legal matters related to issues of civil, family and administrative law that were identified as priorities for livelihood development (such as divorce, inheritance, domestic violence, labor, access to finance and land), and systematically integrate activities related to legal aid and legal empowerment in their own programs. The client organizations are responsible for procuring and delivering the trainings. The involvement of the National Legal Aid Agency as coordinator will allow for the successful interventions to be scaled up and replicated in other provinces, and for lessons learnt to further inform Government’s strategies, regulations and other decisions on legal aid, disseminated among agencies for cross-sectoral decision making.

27. Sub-component 3.2: The second sub-component will focus on addressing perceptions regarding the quality of legal aid services by designing a more rigorous monitoring system of the quality of legal aid services, which will rely on satisfaction surveys among legal aid beneficiaries and measuring the impact of the provision of legal aid services on beneficiaries’ livelihoods and explore options for using technology for this purpose. The expected outcome of this sub-component is to increase accountability among legal aid providers, measuring beneficiaries’ improved satisfaction with and trust of legal aid services provided by provincial legal aid centers, as well as expectation of positive influence on income. Data will be collected regularly and be disaggregated by gender, age, geographic location, disability, and ethnic origin. The data will be used to improve the provision of legal aid, ensuring vulnerable populations are receiving adequate and appropriate legal aid, and that legal aid actors are communicating and coordinating effectively.

Component 4: Project management and administration, monitoring and evaluation, and knowledge Dissemination (estimated \$324,100)

28. This component will consist of 3 sub-components:

29. Sub-component 4.1: Project management and administration at the central and provincial level, including procurement, financial management (including audits), environmental and social management. The Ministry of Justice will be responsible for the project management, procurement and financial management functions,



in compliance with the Bank’s fiduciary procedures and regulations, and with the support of the provincial legal aid centers in respect to monitoring.

30. Sub-component 4.2: Monitoring and evaluation, which will include a baseline survey in the two provinces, mid-term evaluation, and final outcome-impact evaluation feeding into a completion report:

- **Workplan:** Provincial-level legal aid centers and the Ministry of Justice will develop annual work plans and budgets that will need to identify community level activities.
- **Participation of socio-economic and professional organizations:** the participation of socio-economic and professional organizations in the delivery of legal aid-type of activities will need to be based on a proposed work plan focused on the community level and informed by upstream consultations, and with a requirement for the local communities to provide direct feedback for the activities of the selected organization.
- **Baseline and Satisfaction surveys:** Surveys will be conducted at the beginning of the project period to set the baseline against which project progress towards targets will be measured, and also assess the satisfaction of legal aid beneficiaries with the services provided and influence on income.
- **Mid-term project evaluation:** A mid-term project evaluation will be conducted collecting feedback from all project stakeholders to improve the project during its remaining years. Among others, this will include assessment on income and livelihood of those how have received legal aid.
- **End of project evaluation:** An end of project evaluation will be conducted to provide evidence and lessons learnt for improving the delivery of legal aid and to assess the sustainability and replication potential beyond the project end and nationwide.

31. Sub-component 4.3: Knowledge dissemination activities, which will include dissemination of lessons learnt with other provinces through workshops and reports and knowledge sharing with other legal aid projects in the region or globally.

32. The operation’s focus on improving legal aid to poor to poor and vulnerable groups allows also to further tailor its interventions to the needs of these groups, which have been exacerbated by the COVID-19 crisis. Particularly, attention will be paid to Project interventions related to legal aid services that can support communities benefit from COVID-19-related government policies and address legal needs presented by COVID-19. In addition, the use of technology and appropriate equipment may also be further explored to ensure a safe and resilient delivery of legal aid services.

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Environmental and Social Standards Relevance

E. Relevant Standards

ESS Standards		Relevance
ESS 1	Assessment and Management of Environmental and Social Risks and Impacts	Relevant



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ESS 10	Stakeholder Engagement and Information Disclosure	Relevant
ESS 2	Labor and Working Conditions	Relevant
ESS 3	Resource Efficiency and Pollution Prevention and Management	Not Currently Relevant
ESS 4	Community Health and Safety	Relevant
ESS 5	Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	Not Currently Relevant
ESS 6	Biodiversity Conservation and Sustainable Management of Living Natural Resources	Not Currently Relevant
ESS 7	Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities	Relevant
ESS 8	Cultural Heritage	Not Currently Relevant
ESS 9	Financial Intermediaries	Not Currently Relevant

Legal Operational Policies

Safeguard Policies	Triggered	Explanation (Optional)
Projects on International Waterways OP 7.50	No	The project will neither finance civil works, nor lead to physical activities, and will not be implemented on any international waterways. Therefore, OP 7.50 is not triggered.
Projects in Disputed Areas OP 7.60	No	No part of the project activities will be implemented in a disputed area, so the policy is not triggered.

Summary of Screening of Environmental and Social Risks and Impacts

The project, if successfully implemented, is likely to result in significant positive social impacts in terms of extending legal aid access to vulnerable socio-economic groups including ethnic minorities, poor households, people with disabilities, and survivors of gender-based violence. The environmental risk rating is Low. The project does not involve any physical infrastructure improvements or works of any kind or any analytical, advisory or other activities which could have or lead to downstream physical, social or environmental impacts. The project will employ workers (primarily as contracted service providers), and will require engagement with, and service provision to, sensitive socio-economic groups (e.g. ethnic minorities, people living in poverty, survivors of gender based violence). The main risks are social, and would materialize if project activities were poorly implemented (e.g. if legal aid service providers do not deliver services to an ethnically diverse population in a culturally appropriate manner, or lack the capacity to address the needs of sensitive groups such as survivors of gender based violence). Currently, ESS1, ESS2, ESS4, ESS7, and ESS10 are relevant.

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