

ETHNIC MINORITIES DEVELOPMENT PLAN OF THAI NGUYEN PROVINCE

I. OVERVIEW

1.1. Project description

The development objective (PDO) of ‘Vietnam: Improved Land Governance and Database’ Project (VILG) is to improve efficiency and transparency in land administration services in selected provinces of Vietnam. The PDO will be achieved through the development and implementation of the national Multi-Purpose Land Information System (MPLIS), an unified system of Land Registration Offices (LROs), and a system to monitor and evaluation of land use and management, both at national and sub-national levels. The project would comprise three components, as follows:

- **Component 1: Strengthening Quality of Land Service Delivery.** This component will support (a) modernizing and strengthening LROs to provide better land services; (b) training and providing communication systems and awareness raising for stakeholders, including implementation of ethnic minority development plans; and (c) establishing and operating a monitoring and evaluation (M&E) system for land-use management. The investments under this component will support quality enhancement of land service delivery by streamlining service procedures and standards, renovating facilities, and building up the capacity of personnel working in LROs in project provinces. The component will also help monitor the implementation of land use management in accordance with Land Law 2013 and progressively respond to current and emerging economic and social demands for better access to land information and better land services. The component will support unification of business standards and LRO working infrastructure at provincial and district levels. In addition, it will also enhance the participation of the public, corporates, and other stakeholders through communication and awareness campaigns. The activities under this component will facilitate and operationalize the technological advances that will have been brought about in Component 2 of the project and ensure better community participation.
- **Component 2: Establishment of MPLIS.** This component will support the development of the software by funding the IT Expert Panel and implementation of software for the MPLIS; the development and implementation of the national land database through digitizing existing maps and property rights records; verification, updating and integration of cadastral data (both cadastral maps users and land use information), land price data, land use plan data, land disputes and complaints resolution information, and key land resources thematic information. It will also finance limited cadastre surveying and mapping to improve the completeness and accuracy of the existing cadastral information (about 20% of the total project costs); and the enhancement of public engagement in land information services, including the establishment of an MPLIS land portal to facilitate public access to land information based on market demands.

Component 3: Project Management will support overall project management, monitoring and evaluation (M&E) of activities and targets.

The project is expected to take place in six districts and towns in Thái Nguyên. The EM populations residing in the project sites in Thai Nguyen will also be subject to the project’s interventions.

1.2. Overview of the socio-economic status in Thai Nguyen Province

Thai Nguyen Province, which is the political and economic center of Northern Region in particular, and the northeast mountainous midlands in general, is the socio-economic gateway between the mountainous midlands and the northern plains. The province is adjacent to Bac Kan

Province in the north, provinces of Vinh Phuc and Tuyen Quang to the west, the provinces of Lang Son and Bac Giang to the east and Ha Noi Capital in the south (80 km). Its natural area is 3,562.82 km².

The province has a natural forest area of 102,190 hectares and 44,450 hectares of plantation forest. This is a tremendous advantage for the development of forest providing inputs for artificial wood processing and paper material production. Agricultural land in the province accounts for 23% of the natural area with tea as the main annual crop. In addition to food production, the province has a relatively large area planned for grassland serving the production of cattles and dairy farming.

The population in Thai Nguyen Province is 1.2 million people, including many ethnic groups. The ethnic minorities are 302,000 people (26.89%) from various groups of Tay, Nung, Dao, San Chay, San Diu, Hmong, Chinese, Thai, Muong, Ngai, Giay, Khmer, among others.

The growth rate of GDP has been 11-12%/year. There has been an economic structure shifted towards increasing the share of industry, construction, services, and reducing the contribution from agriculture (farming, forestry and fisheries). Specifically, the industry and construction sectors accounted for 45% and services 38-39%, and agriculture 16-17% in 2010. The respective shares in these sectors were 46-47%, 39-40%, and 13-14% in 2015.

In Thai Nguyen Province, the five major ethnic minorities are Tay, Nung, Dao, San Chay and San Diu, who resident in communities in all nine districts, towns and cities and mainly in districts such as Dai Tu, Vo Nhai and Phu Luong. According to a population survey in 2009, the province had 821,077 ethnic people, representing 26.89% of its total population. The mentioned-above five ethnic minorities accounted for 25.73% of the population, and the proportion of other ethnic groups, such as Cham, Tay, and Thai, was negligible.

Table 1: Five main ethnic minorities in Thai Nguyen in 2009

No.	Administrative units	Population in 2009	of which ethnic minorities						
			Total	Tay	Nung	Dao	San Chay	San Diu	Others
	Thai Nguyen Province	1.123.112	302.035	123.197	63.816	25.360	32.483	44.134	13.045
	%	<i>100,00</i>	<i>26,89</i>	<i>10,97</i>	<i>5,68</i>	<i>2,26</i>	<i>2,89</i>	<i>3,93</i>	<i>1,16</i>
I	Thai Nguyen City	277.671	38.654	19.312	8.603	1.057	792	6.015	2.875
	%	<i>100,00</i>	<i>13,92</i>	<i>6,95</i>	<i>3,10</i>	<i>0,38</i>	<i>0,29</i>	<i>2,17</i>	<i>1,04</i>
III	Dinh Hoa District	87.089	60.877	46.004	3.437	1.971	8.339	43	1.083
	%	<i>100,00</i>	<i>69,90</i>	<i>52,82</i>	<i>3,95</i>	<i>2,26</i>	<i>9,58</i>	<i>0,05</i>	<i>1,24</i>
IV	Phu Luong District	105.229	46.210	20.863	5.516	2.675	11.515	4.888	753
	%	<i>100,00</i>	<i>43,91</i>	<i>19,83</i>	<i>5,24</i>	<i>2,54</i>	<i>10,94</i>	<i>4,65</i>	<i>0,72</i>
V	Dong Hy District	107.769	45.397	2.969	15.134	5.796	2.229	16.322	2.947
	%	<i>100,00</i>	<i>42,12</i>	<i>2,75</i>	<i>14,04</i>	<i>5,38</i>	<i>2,07</i>	<i>15,15</i>	<i>2,73</i>
VI	Vo Nhai District	64.241	43.637	14.583	12.997	9.075	2.741	170	4.071
	%	<i>100,00</i>	<i>67,93</i>	<i>22,70</i>	<i>20,23</i>	<i>14,13</i>	<i>4,27</i>	<i>0,26</i>	<i>6,34</i>
VII	Dai Tu District	159.667	43.061	15.654	12.604	4.152	6.750	3.270	631
	%	<i>100,00</i>	<i>26,97</i>	<i>9,80</i>	<i>7,89</i>	<i>2,60</i>	<i>4,23</i>	<i>2,05</i>	<i>0,40</i>

VII I	Pho Yen District	137.815	11.885	1.119	450	483	30	9.570	233
	%	100,00	8,62	0,81	0,33	0,35	0,02	6,94	0,17
IX	Phu Binh District	134.150	9.968	1.804	4.594	103	19	3.115	333
	%	100,00	7,43	1,34	3,42	0,08	0,01	2,32	0,25

The ethnic minority groups in Thai Nguyen Province mainly live in mountainous and midland communes of districts as Dai Tu, Vo Nhai, Phu Luong, Dong Hy, Dinh Hoa, etc. Some communes in extremely difficult situation are listed in the Prime Minister's Decision No. 2405/QD-TTg issued on December 10, 2013.

Table 2: List of communes with special difficulties and the proportion of ethnic minorities

No.	Administrative units	Popul ation in 2009	of which ethnic minorities							
			Tota l	Tay	Nun g	Dao	San Cha y	San Diu	Othe rs	Tota l
I	Dinh Hoa District (23/24 communes with special difficulties)									
1	Linh Thông Commune	2.866	2.427	84,68	2.349	16	28	25	2	7
2	Lam Vỹ Commune	3.795	3.330	87,75	3.010	116	55	139		10
3	Quy Kỳ Commune	3.834	3.066	79,97	2.178	26	163	689	2	8
4	Tân Thịnh Commune	4.046	3.519	86,97	1.277	19	82	2.128	1	12
5	Kim Phượng Commune	2.760	1.973	71,49	1.499	86	91	64	1	232
6	Bảo Linh Commune	2.128	1.774	83,36	1.125	29	292	260	1	67
7	Kim Sơn Commune	2.156	1.530	70,96	1.153	81	248	28	2	18
8	Phúc Chu Commune	2.240	1.720	76,79	1.197	204	278	29	1	11
9	Tân Dương Commune	3.080	2.455	79,71	1.316	357	14	697		71
10	Phượng Tiên Commune	3.480	2.892	83,10	2.629	54	15	161	3	30
11	Bảo Cường Commune	3.825	2.840	74,25	1.989	635	26	37		153
12	Đồng Thịnh Commune	4.008	3.098	77,30	2.266	613	42	169	1	7
13	Định Biên Commune	2.416	2.089	86,47	1.854	118	13	69	3	32
14	Thanh Định Commune	3.736	2.760	73,88	2.580	92	59	26		3
15	Trung Hội Commune	4.536	2.393	52,76	1.739	474	52	98	1	29
16	Trung Lương	3.659	2.006	54,82	1.879	66	17	37	4	3

	Commune									
17	Bình Yên Commune	3.169	2.322	73,27	2.191	22	30	77	1	1
18	Điềm Mặc Commune	4.138	2.864	69,21	2.762	10	8	79	2	3
19	Phú Tiến Commune	2.827	2.135	75,52	2.076	34	8	9		8
20	Bộc Nhiêu Commune	3.712	2.115	56,98	2.072	8	9	16	4	6
21	Sơn Phú Commune	4.669	2.981	63,85	1.315	23	8	1.634		1
22	Phú Đình Commune	5.420	3.703	68,32	2.006	13	402	1.281		1
23	Bình Thành Commune	4.601	2.328	50,60	1.793	26	5	494	3	7
II	Phu Luong District (7/16 communes with special difficulties)									
1	Yên Ninh Commune	6.424	4.930	76,74	2.844	350	1.070	640	8	18
2	Yên Trạch Commune	6.008	5.485	91,29	5.338	31	51	55	5	5
3	Yên Lạc Commune	6.740	3.227	47,88	271	197	64	2.665	6	24
4	Ôn Lương Commune	3.100	2.561	82,61	2.491	26	14	8	7	15
5	Phủ Lý Commune	2.822	2.106	74,63	1.966	52	59	15	12	2
6	Phú Đô Commune	5.369	3.052	56,84	66	103	4	2.732	11	136
7	Hợp Thành Commune	2.432	1.989	81,78	1.959	18	3		6	3
III	Dong Hy District (7/18 communes with special difficulties)									
1	Văn Lăng Commune	4.555	3.081	67,64	174	691	809	21	26	1360
2	Tân Long Commune	5.373	4.042	75,23	79	2.513	422	240	22	766
3	Văn Hán Commune	9.567	4.243	44,35	80	3.496	28	547	75	17
4	Cây Thị Commune	3.109	1.670	53,72	14	253	835		560	8
5	Hợp Tiến Commune	5.759	3.693	64,13	42	48	3.503	25	68	7
6	Tân Lợi Commune	4.622	3.241	70,12	5	361	17	1	2.835	22
7	Nam Hoà Commune	9.354	6.760	72,27	75	716	28	5	5.923	13
IV	Vo Nhai District (12/15 communes with special difficulties)									
1	Sảng Mộc	2.659	2.602	97,86	1.305	100	768		4	425

	Commune									
2	Nghinh Tường Commune	2.795	2.752	98,46	1.735	15	996	2	2	2
3	Thần Sa Commune	2.437	2.347	96,31	1.417	15	716	1	11	187
4	Vũ Chấn Commune	2.689	2.634	97,95	1.353	9	1.255	9	5	3
5	Thượng Nung Commune	2.161	2.118	98,01	1.172	10	12	2	1	921
6	Phú Thượng Commune	4.853	4.177	86,07	1.249	1.892	968	23	36	9
7	Cúc Đường Commune	2.439	2.254	92,41	1.681	23	19	2	2	527
8	Tràng Xá Commune	7.608	4.212	55,36	805	2.214	208	56	23	906
9	Phương Giao Commune	3.931	1.354	34,44	99	84	833	17	4	317
10	Liên Minh Commune	4.071	2.225	54,65	84	395	1.723	13	8	2
11	Dân Tiến Commune	6.031	4.199	69,62	599	940	534	1.649	1	476
12	Bình Long Commune	5.579	2.881	51,64	656	1.309	649	261	6	0
V	Dai Tu District (22/30 communes with special difficulties)									
1	Phúc Lương Commune	3.983	3.670	92,14	3.618	26	15	10		1
2	Minh Tiên Commune	3.896	2.140	54,93	1.795	104	11	222	5	3
3	Yên Lãng Commune	11.844	4.365	36,85	1.860	1.135	517	805	9	39
4	Đức Lương Commune	2.605	2.188	83,99	2.097	39	1	1	47	3
5	Phú Cường Commune	4.522	2.027	44,83	1.363	342	7	302	9	4
6	Na Mao Commune	3.094	1.910	61,73	155	370	6	1.370	3	6
7	Phú Lạc Commune	6.288	2.051	32,62	798	1.206	9	18	3	17
8	Tân Linh Commune	5.296	793	14,97	43	203	294	242	7	4
9	Phú Thịnh Commune	3.630	1.688	46,50	135	646	2	882	2	21
10	Phục Linh Commune	6.239	1.756	28,15	172	199	16	1.335	13	21
11	Phú Xuyên Commune	6.198	2.455	39,61	435	1.356	392	249	6	17
12	Bản Ngoại Commune	6.985	2.537	36,32	381	2.023	20	45	36	32
13	Tiên Hội Commune	5.684	1.586	27,90	307	1.101	14	18	45	101
14	Hùng Sơn Commune	8.859	692	7,81	250	300	38	38	44	22

15	Hà Thượng Commune	5.604	1.468	26,20	295	160	19	938	20	36
16	La Bằng Commune	3.397	1.441	42,42	195	903	303	26	1	13
17	Hoàng Nông Commune	4.527	1.419	31,35	90	448	801	18	18	44
18	Khôi Kỳ Commune	5.989	834	13,93	171	566	21	24	44	8
19	Lục Ba Commune	3.976	294	7,39	57	176	4	21	17	19
20	Mỹ Yên Commune	5.278	402	7,62	84	39	258	3	8	10
21	Cát Nê Commune	3.306	277	8,38	46	18	40	5	165	3
22	Quân Chu Commune	3.450	1.796	52,06	25	13	1.241	9	497	11
VI	Pho Yen District (4/18 communes with special difficulties)									
1	Phúc Tân Commune	2.841	341	12,00	158	32	2		116	33
2	Thành Công Commune	13.936	4.179	29,99	66	10	2	3	4.088	10
3	Tiên Phong Commune	12.763	30	0,24	19	2		2	4	3
4	Vạn Phái Commune	7.349	45	0,61	30	4	7		3	1
VII	Phu Binh District (4/21 communes with special difficulties)									
1	Bản Đát Commune	5.771	2.750	47,65	12	16	6		2.709	7
2	Tân Kim Commune	6.601	1.058	16,03	73	948	1		21	15
3	Tân Thành Commune	4.793	2.468	51,49	285	2.120	37		16	10
4	Tân Hoà Commune	7.150	2.058	28,78	912	1.099	4		5	38

The main feature in population distribution of ethnic minorities is their residence on midland and mountainous communes interspersed with other major groups. Their houses are scattered in the upland fields and their major production activities are agriculture and forestry. Most of income earned by ethnic minorities is from traditional cultivation and livestock. Their production is consumed by themselves, with only a small part is traded. In recent years, through economic development programs and projects, some families have changed their practice from single rice crop to two crops per year, combining intercropping with livestock (e.g. pig, chicken, etc.) and trading.

Overall, the majority of households from ethnic minorities have difficult production conditions, limited education and technical knowledge, lack of infrastructure and capital, in addition to low productivity.

Most of households among ethnic minorities have land, but not many of them have land use right certificates and their understanding of land use rights is constrained. Land of the ethnic minorities in Thai Nguyen Province is used by households and individuals only. They have a pressing demand for mortgages to finance livestock production.

Because the ethnic minorities residing in districts of Thai Nguyen intersperse with or have the contact with the Kinh community, they do not have a significant gap in terms of language. The language obstacles in their access to the government's policies have been negligible. However, some ethnic elderly people, who are living in remote areas, can speak Vietnamese without knowing its scripts. Through out the administration progress, the actual enforcement of land use rights among ethnic minorities in the province has not been affected much by their separate customs.

Most disputes and complaints in the communities of ethnic minorities are about the land use rights between those inside and outside their kinship. The settlement of disputes shall comply with current regulations, starting from reconciliation at the communal level. If the mediation fails, cases are forwarded to the District People's Court (or the competent People's Committee).

In general, the awareness of ethnic minorities about land policies remains limited. Especially, women are less involved and less concerned about land issues, partly due to their economic difficulties leading to their focus on business and housework, and partly because of their belief that land is on the man's shoulder. Therefore, most of certificates of land use rights (LURCs) granted previously have only the husband's name.

II. IMPLEMENTATION OF EMDP

2.1. A summary of the SA consultations in Thai Nguyen

This summary will provide methodology used, issues identified, and potential risks, impacts and project benefits to the EM groups in Thai Nguyen.

2.1.1. Methods of consultation

A team of three researchers, including one lead researcher, and two team members, have been employed for this assessment. A number of conventional qualitative research instruments are employed, including focus group discussions, in-depth interviews, note-taking, and photographing, and non-participant observation.

- **Focus group discussions:** Each FGD usually includes 6-8 participants who are recommended and invited by local guides following the requirements of the research team. Gender-disaggregated data are paid attention through the establishment of gender sensitive FGDs. Local guides are the chiefs of the selected residential units who have a very good understanding of the community. In order to understand likely different impacts and their responses to the project, a variety of respondent groups are selected, including land administrators, land user organisations, and land user householders, including local poor/near-poor and representatives from local ethnic minorities groups.
- **In-depth interviews:** The team plans to explore some case studies with more in-depth information. The informants for such in-depth interviews may be selected from the FGDs (researchers may find some discussants who have more interesting details to provide so have him/her for a separate in-depth interview). Also, the interviewees may be recommended directly by local guides after researchers have fully explained the assessment objectives.
- **Triangulation:** A few extra interviews with local officials and land administrators are added under a technique known as 'triangulation' to validate the information we have obtained from local residents/factory workers. They are an additional source rather than a proper sub-group. Also, there are some issues the latter may raise but do not understand why, given their positions. In such cases, the extra interviews would help clarify or supplement what local residents have stated. These interviews serve to validate and, in some cases, supplement the information provided by local residents.

2.1.2. Information on respondents

The fieldwork was conducted in Thai Nguyen in early November 2015. The mission conducted direct consultations with representatives of provincial departments, organizations and EM people in Thai Nguyen city and Dong Dat commune, Phu Luong district. In total, the study team held eight consultative meetings and group discussions with 36 respondents from various stakeholders, including EM groups. The respondents include:

- **Land administrators:** are officials from the Departments of Natural Resources and the Environment (DoNREs), the Divisions of Natural Resources and the Environment (DivNRE), and commune officials (leaders of the people's committees, cadastral officers and leaders of commune's mass organisations. They are directly or indirectly involved in land administration.
- **Representatives from the related sub-national agencies:** include those from the Departments of Information and Communication, the Departments of Justice, the Tax Administration, the Farmers' Association, the Women's Union, the Commission for Ethnicities, and the Youth's Unions.
- **The EM groups:** include non-poor and poor EM people in the study sites, particularly the Tay group in Phu Luong district.

2.1.3. Main findings from the SA consultation

Most of participants in the consultation, after hearing about the Project for Improvement of Land Governance and Land Database (VILG), expressed their support to the project and expected the project to be implemented soon for them to easily obtain the necessary land information. The public officials from provincial departments, Bureau of National Resources and Environment, cadastral officials, Chairman of Commune People's Committees recognized the local delivery of land information services, which have not been up to standards as required. They raised the need to improve legal knowledge for land officials, especially those working in land registration offices, commune officials, and village leaders.

The citizens (mostly from Tay ethnic group) in the interviews said that the people should know the information relevant to changes of land use purpose, land use right transfer, land separation, land inheritance, etc. They expected to contact with commune officials for necessary land information. In addition to training on land policies and laws, commune officials also need training on IT application to guide people how to access information from the internet. They hope the project implementation will bring diverse forms of services on demand as express service or home service, etc. There should be regular support and general guidance for the people, especially those with limited legal understanding. The propagation and dissemination of policies and laws for the people and the commune officials should be conducted with the right form and time (the good time is 7-8 pm when people are back from work). The communication should reach village leaders and village women's union, through whom the communication is extended to other people. In difficult areas, computer(s) is needed in villages and communes for people to benefit from the services through village/commune leaders or for their direct use. The consultation with ethnic minorities and the poor revealed that their awareness and access to technology are very limited compared to other groups. Therefore, in the project deployment, this constrain should be considered to have appropriate supports bringing practical benefits to the people.

In addition, the EM respondents provided some stories on the existing formal ineffective grievance redressal mechanism. Some said that they did not have information on where and how to lodge their complaints, if any. Others were not aware of the procedures to settle grievances.

To mitigate unexpected impacts of the project on ethnic minorities, most of the respondents agreed to propose the following measures:

- The content of the awareness raising and communication shall be suitable and practical to each target group, their custom and tradition;
- Communication and awareness raising should be focussed on village heads and village's women's unions so that they can relay information to villagers;
- It is important to improving capacities and skills of commune staff;
- It is necessary to provide computers for villagers in difficult areas so that people can use for accessing land information.

2. Implementation plan

The central goal of this EMDP is to plan a continuous interaction between project staff and ethnic minorities in districts during the project implementation. The regular dialogues will enhance both understanding about the project and build the public trust on the local land management systems. This discussion will help to implement appropriate activities in public awareness raising. A better understanding of the traditional culture from ethnic minorities will create a better relationship between project staff and the ethnic minorities in general, and strengthen the effectiveness of public awareness raising in particular.

To accomplish this goal, VILG's PMU in Thai Nguyen plans to strengthen the communication and the participation of ethnic minorities and other involved groups through the following activities:

Activity 1: Establish a provincial-level community advisory group and district-level community participatory groups and organize annual workshop

To build a channel to receive feedback from land users, especially ethnic minorities, a provincial-level community advisory group and district-level community participatory groups shall be established at district level, as bellows:

Participants: officials from agencies in natural resources and environment, local agencies in ethnic affairs, local cultural institutions, qualified representatives of ethnic minorities, among others.

Mission: survey and interview to understand the issues of customs, traditions, languages, understanding level of cultural and social life of ethnic minorities, which will affect the management and use of land, as well as the access to and use of land information.

Forms of activities: part-time.

Each year, the PPMU will hold a consultation workshop to collect opinions of the community participatory groups at provincial- and district- levels. The group members will share information, discuss and recommend based on their views and experiences on the aspects that the PPMU need consultations, focusing on the following five issues:

- *What are the needs for land information of ethnic minority groups? How their cultural practices are considered and shared during the measurement process (if any) and the provision of land information?*
- *How should land officials consider about traditional practices on land in the provision of land information?*
- *How to express interest in issues relating to customary use of land and land used for cultural and community purposes? What are communication channels for ethnic minority groups?*
- *What are the obstacles of the local ethnic minority groups to understand Vietnamese scripts on communication means or in meetings? How should awareness raising activities be organized to overcome such obstacles?*

- *What should be done for ethnic minority groups to absorb information most effectively from VILG operations as well as to use best the land and fully register their land?*

During project implementation, regular consultative activities at the district level regarding the foregoing issues may be linked with planned communication activities and irregular consultations may be held as needed. Consultative activities, regular or irregular alike, should be conducted in a **free, prior and informed** manner to ensure broad community support from EMs. In particular, as a principle of ensuring inclusion, participation and cultural suitability, the PPMU should hold continuous consultations including soliciting feedback from all communities so that remedial actions can be taken to support improved participation and provision of benefits to households including those of EMs. In particular, EM households, which have registered their land in the information system and have any complaints or denunciation on their registered land can lodge these grievances through the existing GRM to be handled according to the existing laws. Meanwhile, free, prior and informed consultation will be conducted with EM households which have not registered their land, before registering their land in the information system.

The consultation methods to be used are appropriate to social and cultural traits of EM groups that the consultations target, with particular attention given to land administrators, household land users, village leaders and other service providers related. The methods should also be gender and inter-generationally inclusive, voluntary, free of interference and non-manipulative.

The process of consultation should be two way, i.e. both informing and discussing as well as both listening and responding. All consultations should be conducted in good faith and in an atmosphere free of intimidation or coercion, i.e. without the presence of those people who may be intimidating to respondents. It should also be implemented with gender inclusive and responsive approaches, tailored to the needs of disadvantaged and vulnerable groups, enabling incorporation of all relevant views of affected people and other stakeholders into decision making. In particular, land users from EM groups will be provided with relevant information about the project as much as possible in a culturally appropriate manner during project implementation, monitoring and evaluation to promote their meaningful participation and inclusion. The information may include but not be confined to conceptualization, design, proposal, safeguards, execution, and monitoring and evaluation. In particular, all relevant information for consultation will be provided through two channels. Firstly, information will be disseminated to village leaders at their monthly meeting with leaders of commune's people's committees in order to be relayed to villagers in village meetings in a culturally appropriate manner and an accessible language. Secondly, notices in an accessible language will be posted at the commune's people's committee at least a week ahead of a planned consultative meeting. Such early notices ensure sufficient time to understand, assess and analyze information on the proposed activities.

In addition, the project activities and interventions should draw the the active participation and guidance (formal and informal) of local leaders that are available in communities, such as heads of villages and extended family networks, and members of mediation panels. The community supervision board at the commune level should be engaged to closely monitor the participation standards of local institutions and officials in various project activities and interventions during the implementation of VILG. inputs/information used for monitoring and evaluation may include EM's access to the land information system established by the project, their benefits from the received information etc.). By enabling participation of relevant EM stakeholders during project planning, implementation, monitoring and evaluation, the project can ensure that EM people receive social and economic benefits that are culturally appropriate to them. In doing so, the land information established by VILG can contribute to transparency and efficiency efforts and development outcomes as a whole among EM groups. Capacity should be built for those stakeholders to avoid the existing constraints in conducting local consultations, such as one-way consultation; lack of information; rush time; and coercion.

Activity 2: Use effective communication approaches and tools

The communication plan

It is important to develop an adequate communication plan to boost both demand from EM groups and advocacy for stronger commitment from the local authorities in addressing constraints in supplying adequate land information services for EM groups. The communication plan should take into account the constraints and emerging requirements that have been reflected in the local consultations to avoid exclusion of EM groups from the project and its benefits. The communication plan should facilitate two-way dialogues – it is not only about telling EM people information of the programme, but about listening to and responding to their concerns. The communication plan to support VILG should address following areas:

With the supply side

- How to obtain and increase commitment from the sub-national authorities and implementers for the reform of the current land information system. This is a process known as social mobilization to build trust of land users. As a result of the process, land administrators should engage with EM land users on a regular basis for raising questions and concerns regarding their rights to land use and access to land information; and provide them with reliable local land information. In addition, local facilitators should improve communication skills with EM groups; know how to create and facilitate platforms and forums for community participation to provide feedback on the VGIL implementation process.
- How to develop a platform for EM community participation to discuss and dialogue with land administrators regarding various issues, including their concerns and claim for their land-use rights, as a result of the land information that they receive from the project system;
- How to develop communication platforms for EM groups at the grassroots levels (e.g. village meetings etc.) to receive feedback on the functioning of the supply side sector and its ability to cope with the increasing demand for land information services as a result of VILG. The procedures on the feedback mechanism should be clear and transparent, especially to the EM groups, e.g. regarding which channels to receive feedback and which stakeholders should be held accountable for responding to feedback, and how long. Timely guidance and responses to EM land users' concerns and recommendations should be provided via these communication platforms, and the progress monitored.

With the demand side

- How to raise demand for and then maintain practices of utilising land information services for EM groups;
- What should be planned for behavior change communication (BCC) amongst EM groups in the project sites. The communication plan and IEC materials should be designed taking into account cultural differences in behaviours among different EM groups and specific behavioral changes to be addressed.
- How to customise VILG's communication activities and local information campaigns to address specific needs of different EM groups in terms of language and cultural relevance. The strategy should take into account differences in how information is disseminated among different EM groups and leverage the presence of credible traditional institutional structures and formal and informal EM organizations in the project areas for dissemination, allowing support and counseling to EM land users in their language and culturally appropriate way. Local facilitators will be actively encouraged to support hard-to-reach groups; and
- To plan how to address bottlenecks, barriers and fears caused by socio-cultural practices and belief and answer questions from stakeholders;

Outreach communication

- **Appropriate IEC materials for dissemination:** Development and dissemination of a package set of printed and audio-visual IEC materials (booklets, leaflets, posters, short documentary films, edu-taining programmes, TV spots, radio, etc with the relevant logos, IEC messages, and slogans) to relevant groups of target audiences as identified in the communication plan, are essential to ensure key messages and knowledge to be delivered to EM groups. The work will contribute to raise awareness for EM groups, change their attitude and behaviour in seeking land information and in the long term, contribute to change and maintain behaviours recommended by the project. The design of these IEC materials should be suitable (socially and culturally accepted) to EM groups following the standards of IEC material development (Clear; Concise; Courteous; Call for actions etc). Materials need to be carefully developed in order to effectively disseminate information to both literate and semi-literate householders and to householders for whom Kinh is a second language, hence a minimal amount of non-technical text and the use of drawings and graphic representations wherever possible will be critical. These materials should be pre-tested with target communities in some of the project provinces to assess their comprehensibility and possible effectiveness. Last but not least, it is important to conduct orientation/training to stakeholders, as identified in the communication plan, on how to use the IEC materials effectively.
- **Media campaigns:** Mass media campaigns may also be appropriate for one-way information dissemination. But given the variability of situations between provinces (and, indeed, even districts within provinces) and EM land users' interest in information which relates to their own situation, it is advisable that the focus of such campaigns should be predominantly on location-specific information, which can be broadcast through local TV and radio networks. The use of commune loudspeakers may be an effective means of reaching a large number of people at a relatively low cost, but it should be recognised that information broadcast through this medium is not always well retained, and cannot be used in areas where the people live in a scattered manner. Where appropriate, the development of memorable soundbites or slogans may counter this problem to some extent. Public displays of information such as maps, plans and procedures (in an accessible form) at both district and commune level may also be beneficial. Prior to the launch of MPLIS, information campaigns should be conducted amongst EM groups which outline benefits and knowledge of how to access and use land information from MPLIS and associated fees (if any, where relevant). These campaigns should be conducted via meetings, mass media and the dissemination of printed or audio-visual IEC materials, depending on specific local social contexts.
- **Engagement of local information points:** Local authorities are encouraged to use and bring into play the role of village cadres, especially those from community mass organizations/unions. Information contact points should also be village chiefs, given many advantages of this post as identified in many studies. These people and organizations are mainly EM people who are living in EM areas; therefore, they have been active in communicating and popularizing relevant policies/programmes to local people. The final decision on the most relevant and effective information points should be made by the province, depending on current local contexts.
- **Counselling:** As the assessment indicates that many respondents are unaware of the land legislation and how it is applied in practice (interpreting the law), it may be necessary to provide counselling in parallel to MPLIS in some communities.
- **Regular local meetings:** Regular ward/commune meetings, including scheduled question-and-answer sessions, may be one of the most effective ways to update EM local communities on project interventions and receive their comments and feedback. Information for the poor should be provided during a home visit or a meeting for poor people as they usually do not attend common meetings.
- **Modern tools:** The Vietnamese script in DVD and some communication materials (including video clips) will be translated into languages of ethnic minorities, whenever needed, for their use during project implementation based on recommendations made by district community

participatory groups. The access to and use of land information from MPLIS, as well as the registration of land use rights by households and communities are chosen together with other information to be included in these communication tools. They will be stored at cultural centers and used for explanation of the project and the land management.

- **Modern facilities:** VILG PPMU may consider providing computers in communes and villages for EM people to access information easily and conveniently (training and guidance will be provided). VILG PPMU shall improve the access to and sharing of land information for EM people.

Activity 3. Train village leaders

Before village meetings, the PPMU will provide training sessions for village leaders, so that they can support during project implementation.

Activity 4. Organize public meetings at villages and communes.

The additional budget is used for meetings to answer questions from the public with interpretation into languages of ethnic minorities in every village and commune. These activities will be started early at the project beginning and sustained during the project life.

Particularly in villages and communes with large ethnic minorities, PPMU and district community participatory groups will organize meetings in each commune or village with the participation of local ethnic people to answer their questions and explain in ethnic languages.

During these meetings, the PPMU staff, with help from local ethnic officials, will describe project activities, settlement mechanism of land disputes (e.g. where and to whom they should make complains, what problems related to land that people can complain, etc.), recommend sources of land information, illustrate how to access and use land information.

Besides, the PPMU in collaboration with the mass media (e.g., radio and television) shall communicate this information across the province.

The documents used in public meetings and commune consultations are delivered by the PPMU on the basis of forms, legal documents and communication materials prepared by the VILG Central Project Management Unit (CPMU). All materials are designed with simple messages and clear images. If project funds are available, these documents will be translated into several languages of ethnic minorities to be delivered locally.

Activity 7. Train land officials

An orientation workshop for land officials in accessing ethnic minorities will focus on (1) special needs of people with language barriers, and (2) importance of local consultation. These issues will be incorporated in project training sessions to improve capacity for land officials, as well as to enhance the quality of land information services performed by responsible officials.

Activity 8. Establish support services for land information access and land registration in communities with ethnic minorities

District branches of the Land Registration Office will perform services supporting the access to land information and land registration for ethnic minority groups in remote areas by sending officers to work at Commune People's Committees periodically. At the same time, commune officials are trained to access and use land information system through the Internet to provide land information for minority groups and verify land transaction contracts.

The Land Registration Office will consult with the authorities of communes and villages, and commune community participatory groups while preparing a periodical working schedule on the ground of local conditions. The authorities of communes and villages will widely publicize this working schedule to all citizens for their access to services as needed.

The project would maintain close engagement with EM beneficiaries, who will have increased and better access to land information and better services with integrated digital data vital for improving land governance. For this purpose, the Project will build on the successful process established under VLAP through Local Facilitators (LFs) to address the needs of targeted beneficiaries. Access to land information and better land services are expected to increase with the improvement of LROs and the promotion of e-governance, and the building of stakeholders' capacity.

The project will promote activities by local mass organisations, such as the youths' unions and women's unions, which involve EM communities in their work, and civil society organisations. These organisations can add value to information transparency efforts in EM communities through introduction of more participatory planning processes, and capacity development, among other areas. Especially, local facilitators may be encouraged to be recruited from local mass organisations, especially the women's unions.

Activities 9: Consideration of gender sensitivity

It is essential to increase the participation of women, especially in the EM groups in the project sites, in various project activities and interventions, such as information dissemination and training, local facilitator work, and commune working groups. It is important to raise awareness for women of their rights and benefits in joint husband-and-wife titling and use of land-use rights certificates for bank loans, lease and contributions to joint business, their rights to access to the GRM system and how to lodge their complaints when needs arise.

It should be recognised that engagement of and awareness raising for women, especially EM women, is a time-consuming process which should be planned and phased effectively with clear and practical short-, medium- and long-term objectives to make various steps feasible, with lessons reviewed and learnt as well as plans revised after each phase. Importantly, women from various groups should be consulted in good faith throughout the project cycle, from the design to the evaluation steps to ensure their voices to be heard and paid due attention to.

There is a risk that female attendance at information workshops and meetings may be low. Specific measures may therefore be necessary to enhance women's current access to information and their associated engagement in VILG. Efforts will be needed to arrange a location and time suitable for the participation of women, and additional promotional activities may also be necessary to maximise attendance by female householders.

Training provided to local land administrators and facilitators as well as project staff should take into account gender sensitivity. The composition of a mobile support team, as suggested earlier in this report, may ideally include a female member to address issues that require gender sensitivity. For instance, some female clients may not feel comfortable in seeking information and advice from male staff as a result of certain cultural and customary barriers.

Activities 10. Provide information about grievance redress mechanism

Local cadastral officers will be noted in project training courses that any land issues related to ethnic minorities must be reported to the PPMU regardless of whether the issues are settled successfully or not. The mechanism for settling complaints and disputes, receiving and tracking the progress of dispute resolution should be followed as dictated in the Project Operational Manual and guidance of the CPMU.

To minimize disputes requiring the State official system, the project will encourage ethnic minorities groups to resolve their issues through informal but effective institutions in the community, such as heads of villages, clans, etc. A mediation team will be set up in each commune and village to help the Commune People's Committees address disputes. The appointment of one official monitoring the dispute resolution at communes, districts and the

province as well as the training in dispute settlement to improve skills of cadastral officers and village mediation teams will be maintained during the project implementation.

Activities 11. Monitoring and evaluation

The PPMU will try to disaggregate M&E data related to project activities in the areas by ethnic group, poverty status and gender, to a possible extent.

III. IMPLEMENTATION ARRANGEMENTS

3.1. Roles and responsibilities

- The CPMU will be responsible for providing training and guidance on the implementation, and supervising the implementation of the EMDP in the local project sites on a basis of the EMPF and POM.

- Lealers of the Provincial People's Committee will be responsible for providing guidance and supervising the implementation of the EMDP in An Giang.

- DONRE and PPMU in collaboration with the District's People's Committee shall be responsible for organizing activities under the EMDP and Project Operation Manual (POM);

- The PPMU shall assign one officer to be the focal point on social issues. This staff shall be responsible for supervising the Project District Implementation Group in terms of full implementation of these EMDP activities;

- The periodical reports of PPMU (quarterly and monthly) will include the reports on EMDP implementation which clearly state the EMDP activities already implemented in the project areas, feedback of ethnic minorities related to the project implementation and next activities;

- Representatives from the Provincial Committee for Ethnic Affairs, provincial advisory groups and district-level community groups, commune/ward cadastral officers will be responsible for (i) coordinating with VILG's PPMU to organise consultative meetings with local people; (ii) evaluating and consulting with them on issues relating to the project implementation and ethnic minorities; and (iii) supervising the satisfaction with land management services by EM communities in the project districts.

- EM communities will be responsible for reporting the actual implementation of the project in their local areas as well as its positive and negative impacts on their rights and benefits.

- The Provincial Ethnic Minority Committee, the Provincial Consultative Group, and district participatory groups shall be responsible for reviewing and consultinh on issues related to the project implementation and ethnic minorities; cooperating with PPMU to organize consultative meetings, and supervising the levels of acceptance and satisfaction of the community towards land services in the participating districts, including for the Kinh group and other ethnic minorities;

During the implementation period, if any problem arises, the related members should promptly report to the PPMU, and the Provincial Steering Committee for timely measures.

3.2. The grievance redress mechanism (GRM)

VILG will establish an unit in charge of comments and complaints from the public in general, and from ethnic minorities groups in particular in the project sites regarding the implementation of the project. Complaints will be handled in a timely manner, and written responses will be provided to complainants.

The provincial PMUs and the related agencies at the district and commune levels will record and document the received complaints and resolutions, which will be attached to bi-annual process reports to the central PMU for synthesis and submit to the World Bank.

Forms of comments and complaints: written documents submitted, emails or direct communication (such as through telephones).

Channels for receiving comments and complaints: People can send written texts or present their issues to village elderly, village heads or commune officials. In case of resolution failure, these complaints will be referred to the district level or the provincial PMUs for settlement.

DoNRE would settle cases when complainants do not agree with first-time resolutions provided by VILG's PPMUs.

The procedures to redress grievances follow the Project Operations Manual.

3.3. The M&E mechanism

A system to monitor the implementation of EMDP will be established in districts with EM populations. The district-level community support group will be responsible for supporting the district division for project implementation and the PPMU to regularly monitor satisfaction of EM people, and evaluate whether VILG has improved EM groups' living standards and awareness, or has avoided or mitigated its negative impacts on the latter.

M&E indicators regarding the progress and outcomes in the implementation of EMDPs will be disaggregated by ethnicity. Some stakeholders, such as the Committee for Ethnic Affairs and advisory groups on ethnic minorities can access this information.

The PPMU will appoint an officer as a focal point to receive and monitor results of land-related grievances relating to the implementation of VILG. Progress reports on the implementation of the EMDP will be produced on a monthly, biannual and annual basis.

IV. DISCLOSURE of EMDP

EMDP will be publicized in the World Bank's Infoshop, and at the people's committees in districts and communes with ethnic minorities and by many other channels to ensure that ethnic minorities can easily access and understand the plan contents.

V. ESTIMATED COSTS

The budget for ethnic minorities development plan in each province will be estimated on the basis of proposed activities and included in project costs. The expected activities in each province include:

- Communication and public consultation (in coordination with other activities of the project);
- Training in skills of communication and public awareness raising;
- Communication on land registration and land transactions; exploitation and use of land information;
- Development of communication materials as instructed by CPMU.

Annex One provides cost estimates for implementing EMDPs in four first-year provinces, namely Thai Nguyen, Quang Binh, Ha Tinh, and An Giang. The separate estimated budget for implementing all activities as described in Thai Nguyen's EMDP is **85,800 USD**.

Annex one: Cost estimates for implementating EMDPs in four first-year provinces

Activity	Contents	Unit	Quantity	Unit cost	Total
<i>Activity 1</i>	<i>Establishing the provincial advisory group and district community group and organising two workshops per annum</i>				65,000
-	Payment for the advisory group (from the land sector, the sectors in charge of EM Affairs, Culture, representatives of EM communities, etc) (5 years)				0
+	<i>Thai Nguyen</i>				<i>They take up unpaid additional responsibilities</i>
+	<i>Ha Tinh</i>				
+	<i>Quang Binh</i>				
+	<i>An Giang</i>				
-	Consultative workshops with the provincial advisory group and district participatory community group (1 workshop/province/ year x 5 years)				65,000
+	<i>Thai Nguyen</i>	Workshop	5	5,000	25,000
+	<i>Ha Tinh</i>	Workshop	5	2,000	10,000
+	<i>Quang Binh</i>	Workshop	5	2,000	10,000
+	<i>An Giang</i>	Workshop	5	4,000	20,000
<i>Activity 2</i>	<i>Use of modern and effective communication tools</i> Preparing communication contents (DVD, video clips); Broadcasting, and production of DVD				
-	Thai Nguyen				<i>Incorporated in sub-component 1.3</i>
-	Ha Tinh				
-	Quang Binh				
-	An Giang				
<i>Activity 3</i>	Training of village heads (2 training workshops)				14,000

-	Thai Nguyen	Workshop	1	5,000	5,000
-	Tỉnh Hà Tĩnh	Workshop	1	2,000	2,000
-	Quảng Bình	Workshop	1	2,000	2,000
-	An Giang	Workshop	1	5,000	5,000
Activity 4	Organising village and commune meetings				90,000
-	Thai Nguyen	Meeting	200	200	40,000
-	Ha Tinh	Meeting	50	200	10,000
-	Quang Binh	Meeting	100	200	20,000
-	An Giang	Meeting	100	200	20,000
Activity 5	Meetings to introduce project sites (in 6 districts, with representatives at the district and commune levels in the project sites)				1,800
-	Thai Nguyen	Meeting	6	300	1,800
Activity 6	Training of land administrators (Orientation workshops for land administrators in working with EM people) (2 workshops/ province)	Workshop	2	25,000	26,000
-	Thai Nguyen	Workshop	2	5,000	10,000
-	Ha Tinh	Workshop	1	3,000	3,000
-	Quang Binh	Workshop	1	3,000	3,000
-	An Giang	Workshop	2	5,000	10,000
Activity 7	Establishing support services for access to land information and registration in communities with EM populations.				37,000

-	Support for LROs to provide support services for access to land information and registration for EM populations in deep and remote areas (once per year)				21,000
+	<i>Thai Nguyen</i>	Session	30	300	9,000
+	<i>Ha Tinh</i>	Session	10	300	3,000
+	<i>Quang Binh</i>	Session	10	300	3,000
+	<i>An Giang</i>	Session	20	300	6,000
-	LROs provide training for commune officials to tap Internet-based land information.				16,000
+	<i>Thai Nguyen</i>	Workshop	1	5,000	5,000
+	<i>Ha Tinh</i>	Workshop	1	3,000	3,000
+	<i>Quang Binh</i>	Workshop	1	3,000	3,000
+	<i>An Giang</i>	Workshop	1	5,000	5,000
Activity 8	<i>Providing information on GRM</i> Organising training workshops on skills to redress grievances for cadastral officers and members of village mediation teams				14,000
-	<i>Ha Tinh</i>	Workshop	2	2,000	4,000
-	<i>Quang Binh</i>	Workshop	2	2,000	4,000
-	<i>An Giang</i>	Workshop	2	3,000	6,000
Activity 9	<i>M&E: Monitoring and evaluating implementation of the project in the project sites by ethnicity, near-poverty/poverty/ non-poverty status and gender</i>				2,000
-	<i>Ha Tinh</i>				1,000
-	<i>An Giang</i>				1,000

Annex two: A sample minute of consultation

Below is a sample minute of consultation with Tay people in Phu Luong district, Thai Nguyen, on December 21, 2015.

THÔNG TIN THU ĐƯỢC TỪ NHÓM THẢO LUẬN TẠI THAI NGUYEN

Hiện trạng cung cấp thông tin và nhu cầu thông tin đất đai của cơ quan quản lý/đơn vị/dịch vụ/người dân (chú trọng tới nhóm nghèo/phụ nữ/DTTS)

- Tại Sở Tài nguyên và Môi trường (gồm các Sở ban, ngành):

Qua trao đổi với cán bộ của Sở Tài nguyên và Môi trường và các Sở ban ngành có liên quan trên địa bàn tỉnh Thái Nguyên đã có dịch vụ cung cấp thông tin đất đai cho người sử dụng đất nhưng vẫn chưa đáp ứng được hết nhu cầu của người sử dụng đất, các thông tin thường cung cấp là nguồn gốc thửa đất, ranh giới thửa đất, quy hoạch, qua ý kiến trao đổi thì nhu cầu đào tạo cho cán bộ làm công tác quản lý đất đai (nhất là: cán bộ Văn phòng đăng ký đất đai; hai là: cán bộ của Sở Tài nguyên và Môi trường) cần có các lớp tập huấn về công nghệ thông tin đất đai theo từng đối tượng cho phù hợp (cán bộ cấp xã, Phòng TNMT, trưởng thôn, xóm) ngoài ra cần nâng cao công tác tuyên truyền phổ biến chính sách về đất đai (hiện tại trên địa bàn tỉnh đã có hệ thống loa đài không dây đến từng thôn xóm)

Trên địa bàn tỉnh hiện nay nhu cầu về thông tin đất đai nhiều (do kinh tế phát triển) nên rất muốn có dịch vụ cung cấp thông tin, dịch vụ về đất đai đến tận nhà cho người dân vì việc cung cấp thông tin hiện còn khó khăn, mất thời gian của người sử dụng đất. (người dân sẵn sàng mất phí)

- Tại xã Động Đạt, huyện Phú Lương (thông tin về đất đai đối với người dân):

Có 02 cán bộ gồm cán bộ địa chính xã, cán bộ Phòng TNMT và 10 người dân tham vấn ý kiến bao gồm 05 trưởng xóm và 05 người dân toàn thể là người dân tộc Tày về nhận thức, phong tục, tập quán đã như người Kinh và ngôn ngữ và chữ viết đều dùng chữ Quốc ngữ. Việc tiếp cận thông tin về đất đai còn nhiều hạn chế, các thông tin về đất đai mà người dân muốn biết gồm chuyển đổi mục đích sử dụng đất, chuyển đổi cây trồng, chuyển nhượng đất đai cho con và thông tin về tách thửa (thừa kế cho con hoặc cho con khi xây dựng gia đình), những thông tin này người dân thường gặp trưởng xóm, địa chính xã để hỏi. Về nhu cầu thông tin đất đai thì nhiều nhưng việc đáp ứng nhu cầu cho người dân chưa được đầy đủ, nguyện vọng của người dân (trưởng xóm) và cán bộ địa chính là được tập huấn về chính sách đất đai, phổ biến chính sách đất đai và mở các lớp, đào tạo theo chuyên đề về việc sử dụng công nghệ thông tin trong việc tiếp cận thông tin đất đai trên mạng, (tùy theo đối tượng cần có lớp tập huấn, hình thức đào tạo khác nhau).

- *Tại xã Vĩnh Sơn, thị xã Sông Công*

Đối tượng tham vấn gồm Phó chủ tịch xã, cán bộ Phòng TNMT, cán bộ địa chính xã và 08 người dân

Theo ý kiến của đồng chí cán bộ địa chính xã thì hiện tại xã không có bản đồ số, bản đồ đang dùng đã được đo đạc từ rất lâu nên có sai số (độ chính xác) không đúng với hiện trạng, ranh giới thửa đất biến động nhiều không được cập nhật chính lý. Nên khi xảy ra tranh chấp rất khó sử dụng bản đồ này để giải quyết tranh chấp

Mong muốn có bản đồ chính sách (đo đạc lại theo hiện trạng) để sử dụng và mở lớp đào tạo chuyển giao việc sử dụng máy tính cho cán bộ địa chính để khai thác sử dụng loại bản đồ này

Nhu cầu thông tin đất đai mà người dân thường hỏi cán bộ địa chính là ranh giới thửa đất, thông tin về thủ tục tách thửa

Kỳ vọng về thông tin đất đai của họ, gồm cả kỳ vọng về các kênh và phương thức truyền thông phù hợp (chú trọng tới nhóm nghèo/phụ nữ/DTTS):

- Có lớp đào tạo, tập huấn cho các đối tượng sử dụng đất, nhất là cán bộ địa chính các cấp và các trưởng xóm;

- Xây dựng dịch vụ cung cấp thông tin đa dạng hơn đáp ứng các nhu cầu khác nhau của từng đối tượng (làm nhanh, làm chậm, dịch vụ tại nhà, đa dạng các loại thông tin...);

- Tại cơ quan cung cấp thông tin nên có bàn hướng dẫn chung cho những đối tượng không hiểu biết về chính sách pháp luật;

- Việc tuyên truyền phổ biến nên có những hình thức phù hợp hơn với thời gian đi làm của từng đối tượng nên từ 7-8h tối, hoặc in tờ rơi phát đến tận nhà cho từng người dân, trên loa phát thanh của thôn;

- Tập trung tuyên truyền, phổ biến chính sách pháp luật đất đai đến với các đối tượng là trưởng thôn, Hội phụ nữ của thôn, vì đối với người dân các đối tượng này là người gần gũi và uy tín;

- Nâng cao trình độ, năng lực cán bộ cấp Xã;

- Đối với những địa bàn khó khăn thì nên trang bị máy tính tại thôn để người dân có thể sử dụng và tiếp cận đến thông tin đất đai, đi kèm với các hình thức tuyên truyền.

Nhận thức của họ về các Văn phòng đăng ký đất

Đối với các tổ chức thì đa số đều biết và hiểu về vai trò, chức năng và trách nhiệm của Văn phòng Đăng ký đất đai, tuy nhiên, đối với người dân (6 hộ gia đình được vấn) thì họ không biết đến chức năng nhiệm vụ của Văn phòng ĐKĐĐ.

Những suy nghĩ của họ về các tác động không mong muốn do hoạt động của dự án (chú trọng tới nhóm nghèo/phụ nữ/DTTS):

Giữa đối tượng DTTS, người nghèo về nhận thức, trình độ năng lực và tiếp cận với công nghệ (máy tính, điện thoại, internet...) so với các đối tượng khác là hạn chế hơn, do đó việc tiếp cận thông tin của đối tượng này sẽ khó khăn hơn.

Những đề xuất về phương án giảm thiểu các tác động không mong muốn (chú trọng tới nhóm nghèo/phụ nữ/DTTS)

- Tập trung, tuyên truyền, phổ biến đổi để nâng cao nhận thức đối với những đối tượng DTTS, người nghèo với nhiều hình thức khác nhau phù hợp với từng đối tượng, phong tục tập quán;

- Dự án nên có sự đầu tư về cơ sở hạ tầng cũng như trang thiết bị đối với địa bàn có điều kiện kinh tế khó khăn (máy tính, internet...).