



**RESEARCH AND EVALUATION OF REGISTRATION AND ISSUANCE  
OF LAND USE RIGHTS CERTIFICATE; REGISTRATION  
OF LAND CHANGES IN THAI NGUYEN PROVINCE PERIOD 2018- 2023**

*Tran Thi Thu Hien<sup>1</sup>, Quyen Thi Dung<sup>1</sup>, Pham Huyen Trang<sup>1</sup> Tran Thi Huong<sup>2</sup>*

*College of Economics and Technology<sup>1</sup>, Thai Nguyen University of  
Technology<sup>2</sup>*

*Email address: [Thuhiencdk2@gmail.com](mailto:Thuhiencdk2@gmail.com)*

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**Abstract:**

Research and evaluate the registration and issuance of land use rights certificates; Land change registration is carried out in Thai Nguyen province, period 2018 - 2023. Results show that in the period 2018 - 2023, Thai Nguyen city has received a total of 29,853 applications. dossier with forms of land use right certificate renewal; Re-issuance of land use rights certificates; Registration and issuance of land use right certificates for the first time. The total number of documents resolved on time is 26,859, reaching 89.97%, the number of documents being processed is 1,466, accounting for 4.91%, the number of overdue documents is 966 documents, accounting for 3.24%; The number of returned documents was 562, accounting for 1.88%. The reason the application is overdue is because the land user is slow in completing procedures to add additional documents, or is slow in fulfilling financial obligations...; The reason the documents were returned was due to incomplete documents; dispute; The land user cannot prove the origin of land use... The main types of registration of land use changes at the Land Registration Office are transfer, gift, inheritance, extension and mortgage, deletion mortgage land use rights, separate land plots. Thus, to continue to achieve even better results in the coming time, it is necessary to: Further strengthen inspection, examination and supervision of the authority and responsibilities of agencies and civil servants in enforcement. equipment. Continue to enhance the people's supervision role in state management of land.



## NGHIÊN CỨU, ĐÁNH GIÁ CÔNG TÁC ĐĂNG KÝ VÀ CẤP GIẤY CHỨNG NHẬN QUYỀN SỬ DỤNG ĐẤT; ĐĂNG KÝ BIẾN ĐỔI ĐẤT ĐAI TẠI TỈNH THÁI NGUYÊN GIAI ĐOẠN 2018-2023

Trần Thị Thu Hiền<sup>1</sup>, Quyền Thị Dung<sup>1</sup>, Phạm Thị Huyền Trang<sup>1</sup>, Trần Thị Hương<sup>2</sup>

1- Trường Cao đẳng Kinh tế - Kỹ thuật, Đại học Thái Nguyên; 2- Trường Đại học Kỹ thuật Công nghiệp

Địa chỉ Email: [Thuhiencdkt2@gmail.com](mailto:Thuhiencdkt2@gmail.com)

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### Từ khóa:

Nghiên cứu, đánh giá,  
đăng ký, cấp giấy chứng  
nhận, bản đồ địa chính.

### Tóm tắt

Nghiên cứu, đánh giá công tác đăng ký, cấp GCNQSDĐ; Đăng ký biến động đất đai thực hiện trên địa bàn tỉnh Thái Nguyên giai đoạn 2018 - 2023. Kết quả cho thấy, trong giai đoạn 2018 - 2023, thành phố Thái Nguyên đã tiếp nhận tổng cộng 29.853 hồ sơ theo biểu mẫu gia hạn GCNQSDĐ; Cấp lại GCNQSDĐ; Đăng ký, cấp GCNQSDĐ lần đầu. Tổng số hồ sơ giải quyết đúng hạn là 26.859 hồ sơ, đạt 89,97%, số hồ sơ đang giải quyết là 1.466 hồ sơ, chiếm 4,91%, số hồ sơ quá hạn là 966 hồ sơ, chiếm 3,24%; số hồ sơ trả lại là 562 hồ sơ, chiếm 1,88%. Nguyên nhân hồ sơ quá hạn là do người sử dụng đất chậm hoàn thiện thủ tục bổ sung hồ sơ, chậm thực hiện nghĩa vụ tài chính...; Nguyên nhân trả lại hồ sơ là do hồ sơ chưa đầy đủ; tranh chấp; Người sử dụng đất không chứng minh được nguồn gốc sử dụng đất... Các loại hình đăng ký biến động sử dụng đất chủ yếu tại Văn phòng Đăng ký đất đai là chuyển nhượng, tặng cho, thừa kế, gia hạn, thế chấp, xóa thế chấp quyền sử dụng đất, tách thửa đất. Do đó, để tiếp tục đạt được kết quả tốt hơn nữa trong thời gian tới, cần: Tăng cường hơn nữa công tác thanh tra, kiểm tra, giám sát thẩm quyền, trách nhiệm của các cơ quan, công chức trong thực thi pháp luật. Tiếp tục nâng cao vai trò giám sát của nhân dân trong quản lý nhà nước về đất đai.

## 1. Question

Thai Nguyen is a convergence of ethnic cultures, a focal point of cultural and educational activities in the vast northern mountainous region. The South borders Hanoi Capital, the North borders Bac Kan province, the East borders Lang Son and Bac Giang provinces, the West borders Tuyen Quang and Vinh Phuc provinces. The province's geographical location has created favorable conditions in Expanding economic exchanges with provinces and cities in the region, throughout the country as well as with foreign countries during the period of economic integration and development. On the other hand, natural advantages, combined with many practical policies, aim to attract investment from domestic and foreign organizations, attract domestic and foreign workers and tourists to Thai Nguyen. Thai Nguyen province's economy always achieves high and relatively stable growth, contributing a significant part to the state budget.. In recent years, the rapid urbanization process in Thai Nguyen province has led to many changes in the socio-economic situation in general and in land use in particular. Reasonable and effective management and use of land is becoming an urgent issue in the current socio-economic development strategy. This study was conducted to find the advantages and disadvantages and then propose some solutions to improve land use efficiency and State management of land in Thai Nguyen province. The research applied the following methods: Data collection; Data processing; Compare and evaluate the land management and use situation in the area with central and local legal documents; Comparative analysis of documents and data sources related to the research content to learn about the work of Registration and issuance of Land Use Rights Certificates. Register land changes in the city over each specific time, thereby evaluating the implementation of Registration and issuance of Land Use Rights Certificates; Register land changes and propose some solutions for

implementing the work of Registration and issuance of Land Use Rights Certificates; Register land changes in the province in the future. Therefore, Research and evaluate the work of Registration and issuance of Land Use Rights Certificates; Registering land changes in Thai Nguyen province in the period 2018 - 2023 is extremely necessary.

## 2. Research content and methods

### 2.1. Research content

(i) Overview of natural, economic and social conditions; Current status of land management and use in Thai Nguyen province.

(ii) Evaluate the results of registration and issuance of land use rights certificates in Thai Nguyen province in the period of 2018 - 2023.

(iii) Evaluate the results of land change registration in Thai Nguyen province in the period 2018 - 2023.

(iiii) Advantages, disadvantages and directions for effective management solutions for the registration and issuance of Land Use Rights Certificates; Registering land changes in Thai Nguyen province.

### 2.2. Research Methods

- Methods of investigation and data collection:

Collect documents and secondary data: Collect available data on the registration status of land use rights certificates; Register land changes from agencies: Department of Natural Resources and Environment, Department of Statistics, Department of Natural Resources and Environment..

Collect primary data:

+ Investigation method: Carry out the survey according to the survey form to collect the situation of land leasing for businesses in the study area.

+ Subjects and number of surveys: 90 questionnaires (20 land use organizations; 40 households and individuals; 30 directly

participating officials). The results are generalized to the whole province in the work of registration and issuance of land use rights certificates; Land change registration. Use non-random methods to select samples.

- Methods of analysis, comparison and evaluation

Used to analyze and compare sources of documents and data related to the research content to learn about the registration and issuance of land use rights certificates; Register land changes in the province at each specific time, thereby evaluating the implementation of Registration and issuance of Land Use Rights Certificates; register land changes and propose some solutions for implementing the registration and issuance of land use rights certificates; Register land changes in the province in the next time.

### **3. Research results and discussion**

#### ***3.1. Overview of natural, economic and social conditions; Current status of land management and use in Thai Nguyen province***

##### *3.1.1. Overview of natural, economic and social conditions*

Thai Nguyen is a province in the Northern Midlands and Mountains region. Geographic coordinates are 20°20' to 22°25' North latitude; 105°25' to 106°16' East longitude. The province's natural area is 352,663.68 hectares, with a population of 1,255,000 people. Thai Nguyen is a convergence of ethnic cultures, a focal point of cultural and educational activities in the vast northern mountainous region. With many universities, colleges, professional schools, and technical workers. Thai Nguyen deserves to be the center of culture, scientific research and education - training of the northern mountainous provinces. The province's geographical location has created favorable conditions for expanding economic exchanges with provinces and cities in the region, throughout the country as well

as with foreign countries during the period of economic integration and development.[2]

##### *3.1.2. Current status of land management and use in Thai Nguyen city, Thai Nguyen province*

###### *Organize and implement land legal documents*

Implementing the 2013 Land Law, the Provincial People's Committee issued many documents to implement state management of land, some typical documents: Plans to direct departments, branches, and People's Committees of communes and wards to organize the implementation of key land management tasks such as: Annual task implementation plan of the natural resources and environment sector, plan for granting land use rights certificates; Directive documents in the preparation, publication and management of land use planning and plans; land use planning [2].

###### *Land inventory*

Statistical work is carried out regularly every year, land inventory is carried out periodically every 5 years according to regulations. Through 5 rounds of land inventory (2000, 2005, 2015, 2020 and 2025), progress has been ensured and reflects relatively accurately the current state of land use to promptly serve socio-economic development [3].

###### *Building a land information system*

- Up to now, the entire cadastral map system of the city has been digitized to facilitate data updating, capable of quickly and accurately providing land information to individuals and organizations in need. However, the construction of a synchronized information system (land database) has not yet been implemented. Manage and monitor the implementation of rights and obligations of land users.

- Currently, the province has paid attention to ensuring the full and better implementation of the rights and obligations of land users. However, the number of land users who are granted land use rights

certificates and fulfill their obligations is still low, affecting the role and effectiveness of management and supervision of the implementation of rights and obligations of land users. using land.

### **3.2. Evaluate the results of registration for issuance of land use rights certificates and registration of land changes in Thai Nguyen province in the period of 2018 - 2023**

#### **3.2.1. Registration results for land use rights certificates in Thai Nguyen province for the period 2018 - 2023**

The issuance of Land Use Rights Certificates has created favorable conditions for land users to fully exercise their rights and obligations; At the same time, it is a legal basis for state management agencies to well perform state management of land, limit land disputes, serve compensation and site clearance, and resolve disputes. mortgages and land complaints.

The annual issuance of Land Use Rights Certificates is focused on, strongly urged and directed, and the results of granting Land Use Rights Certificates for the period 2019 - 2023 specifically achieve:

In 2018: Total number of documents received was 9,724, of which 9,724 documents were processed on time, 745 were overdue, 617

documents were being processed, and 498 were returned. file.

In 2019: Total number of documents received was 12,758 documents, of which 9,708 documents were processed on time, 1,281 were overdue documents, 649 documents were being processed, and 1,120 documents were returned. file.

In 2020: Total number of documents received was 22,928, of which 19,492 documents were processed on time, 756 were overdue, 780 documents were being processed, and 1,900 were returned. file.

In 2021: Total number of documents received is 25,290, of which 22,062 documents are processed on time, 942 are overdue, 1,036 documents are being processed, and 1,250 documents are returned. file.

Year 2022: Total number of documents received is 27,504 documents, of which 24,454 documents are processed on time, 1087 are overdue documents, the number of documents being processed is 1274 documents, the number of documents returned is 689. file.

Year 2023: Total number of documents received is 29,853, of which 26,859 documents are processed on time, 966 are overdue, 1,466 documents are being processed, and 562 documents are returned. file.

**Bảng 1: Summary of registration results for land use rights certificates for the period 2018 - 2023**

Year	Forms	Number of received documents Document number on time	Resolution results		Number of documents being processed	Number of returned documents
			Overdue application number			
2018	Reissue of land use rights certificate	5217	4178	438	324	277
	Re-issuance of land use rights certificate	395	307	31	45	12
	Registration and issuance of land use rights certificates	4112	3379	276	248	209
<b>TỔNG</b>		<b>9724</b>	<b>9724</b>	<b>745</b>	<b>617</b>	<b>498</b>

Year	Forms	Number of received documents Document number on time	Resolution results		Number of documents being processed	Number of returned documents
			Overdue application number			
2019	Reissue of land use rights certificate	7129	5849	578	259	443
	Re-issuance of land use rights certificate	428	366	26	28	8
	Registration and issuance of land use rights certificates	5201	3493	677	362	669
<b>TỔNG</b>		<b>12758</b>	<b>9708</b>	<b>1281</b>	<b>649</b>	<b>1120</b>
2020	Reissue of land use rights certificate	14979	13247	373	406	953
	Re-issuance of land use rights certificate	347	207	74	52	14
	Registration and issuance of land use rights certificates	7602	6038	309	322	933
<b>TỔNG</b>		<b>22928</b>	<b>19492</b>	<b>756</b>	<b>780</b>	<b>1900</b>
2021	Reissue of land use rights certificate	15892	14531	285	531	545
	Re-issuance of land use rights certificate	497	286	84	102	25
	Registration and issuance of land use rights certificates	8901	7245	573	403	680
<b>TỔNG</b>		<b>25290</b>	<b>22062</b>	<b>942</b>	<b>1036</b>	<b>1250</b>
2022	Reissue of land use rights certificate	17160	16027	391	509	233
	Re-issuance of land use rights certificate	618	251	75	232	60
	Registration and issuance of land use rights certificates	9726	8176	621	533	396
<b>TỔNG</b>		<b>27504</b>	<b>24454</b>	<b>1087</b>	<b>1274</b>	<b>689</b>
2023	Reissue of land use rights certificate	18782	17420	453	626	283
	Re-issuance of land use rights certificate	843	358	83	317	85
	Registration and issuance of land use rights certificates	10228	9081	430	523	194
<b>TỔNG</b>		<b>29853</b>	<b>26859</b>	<b>966</b>	<b>1466</b>	<b>562</b>

(Nguồn: Department of Natural Resources and Environment of Thai Nguyen province, 2018 - 2023)[3,4]

Thus, in the period 2018 - 2023, the total number of applications received is 29,853 applications with forms of granting and exchanging land use rights certificates; Re-issuance of land use rights certificates; Registration and issuance of land use right certificate for the first time. The total number of documents resolved on time is 26,859, reaching 89.97%, the number of documents being processed is 1,466, accounting for 4.91%, the number of overdue documents is 966 documents,

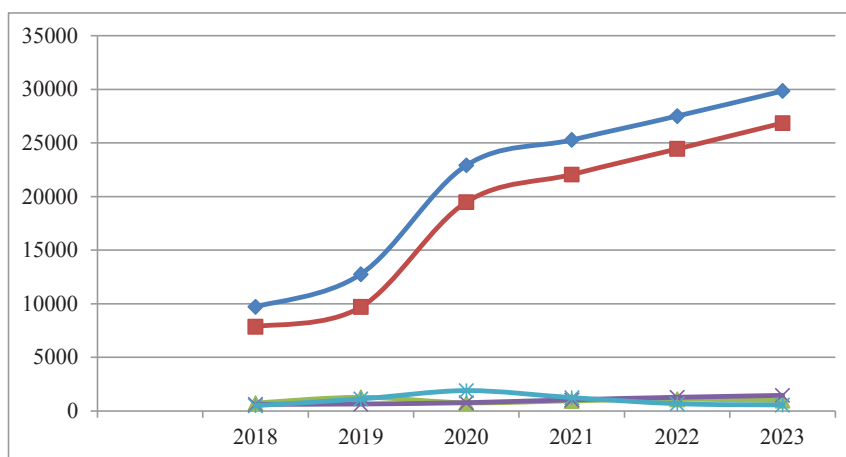
accounting for 3.24%; The number of returned documents was 562, accounting for 1.88%. The reason the application is overdue is because the subject is slow in completing procedures to add additional documents, or is slow in fulfilling financial obligations...;

The reason the documents were returned was due to incomplete documents; dispute; The land user cannot prove the origin of land use... To



achieve such high results is due to the fact that since the land registration office was established, the coordination between the Land Registration Office and the Land Registration Office Branch has been consistent. Land registration office with the Department of Natural Resources and Environment, People’s Committee of districts, towns, and provincial cities (hereinafter referred to as district People’s Committee), financial agency, tax agency and Other relevant agencies and units in implementing the functions, tasks and

powers of the Land Registration Office according to the principles: Ensuring synchronous, unified, strict and timely implementation, transparency; clearly identify the agency and unit in charge and coordination; responsibilities and powers of heads of agencies and units; content, deadline, and implementation method; information and reporting regime; Comply with current legal regulations; consistent with the functions, tasks, powers, and regulations on organization and operation of each agency and unit.



Hình 1. Results of granting land use rights certificates in stages 2018 - 2023

**Hình 1. Results of granting land use rights certificates in stages 2018 - 2023**

### 3.2.2. Results of land change registration in Thai Nguyen province for the period 2018 - 2023

Results of Land Change Registration in the period 2018 - 2023 specifically:

In 2018: Total number of documents received was 23,831, of which 19,585 documents were processed on time, 2,193 were overdue, 1,134 documents were being processed, and 918 documents were returned.

In 2019: Total number of documents received was 25,194, of which 20,958 documents were processed on time, 1,938 were overdue, the number of documents being processed was 1,047, and the number of documents returned was 1,251. file.

In 2020: Total number of documents received was 31,233, of which 27,599 documents were

processed on time, 956 were overdue, 874 documents were being processed, and 1804 were returned. file.

In 2021: Total number of documents received is 28,373, of which 26,230 documents are processed on time, 830 are overdue, 940 documents are being processed, and 373 documents are returned. file.

Year 2022: Total number of documents received is 29,639 documents, of which 27,708 documents are processed on time, 910 are overdue documents, the number of documents being processed is 714 documents, the number of documents returned is 307 documents.

Year 2023: Total number of documents received is 31,045, of which 29,374 documents are processed on time, 787 are overdue, 515 documents are being processed, and 369 documents are returned. profile.

Thus, the number of dossiers received in need increases every year, the number of dossiers resolved on time gradually increases and the number of overdue dossiers gradually decreases, especially since the establishment of the single-level Land Registration Office. Shown in table 2 and figure 2.

**Table 2. Summary table of land change registration results for the period 2018 - 2023**

Year	Forms	File number continued nhận	Resolution results		Number of documents being processed	Number of returned documents
			Document number on time	Overdue application number		
2018	Register changes in land use rights transfer	21192	17239	2150	1056	747
	Register additional assets attached to land	31	29			
	Register changes on land use rights certificates due to correction or correction of incorrect information on the certificate	1625	1446	31	53	95
	Register changes in land owner information content	983	871	11	25	76
<b>TOTAL</b>		<b>23831</b>	<b>19585</b>	<b>2193</b>	<b>1134</b>	<b>918</b>
2019	Register changes in land use rights transfer	22408	18433	1905	987	1083
	Register additional assets attached to land	35	31	4	0	0
	Register changes on land use rights certificates due to correction or correction of incorrect information on the certificate	1719	1575	29	41	74
	Register changes in land owner information content	1032	919	0	19	94
<b>TOTAL</b>		<b>25194</b>	<b>20958</b>	<b>1938</b>	<b>1047</b>	<b>1251</b>
2020	Register changes in land use rights transfer	27792	24269	930	819	1774
	Register additional assets attached to land	59	55			
	Register changes on land use rights certificates due to correction or correction of incorrect information on the certificate	1764	1704	8	3	
	Register changes in land owner information content	1618	1571	15	20	12
<b>TOTAL</b>		<b>31233</b>	<b>27599</b>	<b>956</b>	<b>874</b>	<b>1804</b>
2021	Register changes in land use rights transfer	24982	23060	809	856	257
	Register additional assets attached to land	51	45	1	5	0
	Register changes on land use rights certificates due to correction or correction of incorrect information on the certificate	2019	1856	15	62	86
	Register changes in land owner information content	1321	1269	5	17	30



Year	Forms	File number continued nhận	Resolution results		Number of documents being processed	Number of returned documents
			Document number on time	Overdue application number		
<b>TOTAL</b>		<b>28373</b>	<b>26230</b>	<b>830</b>	<b>940</b>	<b>373</b>
2022	Register changes in land use rights transfer	25641	23917	886	642	196
	Register additional assets attached to land	62	58	1	3	0
	Register changes on land use rights certificates due to correction or correction of incorrect information on the certificate	2504	2367	17	54	66
	Register changes in land owner information content	1432	1366	6	15	45
<b>TOTAL</b>		<b>29639</b>	<b>27708</b>	<b>910</b>	<b>714</b>	<b>307</b>
2023	Register changes in land use rights transfer	26780	25308	765	451	256
	Register additional assets attached to land	72	68	2	1	1
	Register changes on land use rights certificates due to correction or correction of incorrect information on the certificate	2612	2490	15	46	61
	Register changes in land owner information content	1581	1508	5	17	5
<b>TOTAL</b>		<b>31045</b>	<b>29374</b>	<b>787</b>	<b>515</b>	<b>369</b>
<b>TOTAL</b>		<b>169315</b>	<b>151454</b>	<b>7614</b>	<b>5224</b>	<b>5022</b>

(Source: Department of Natural Resources and Environment of Thai Nguyen province, 2018 - 2023) [3,4].

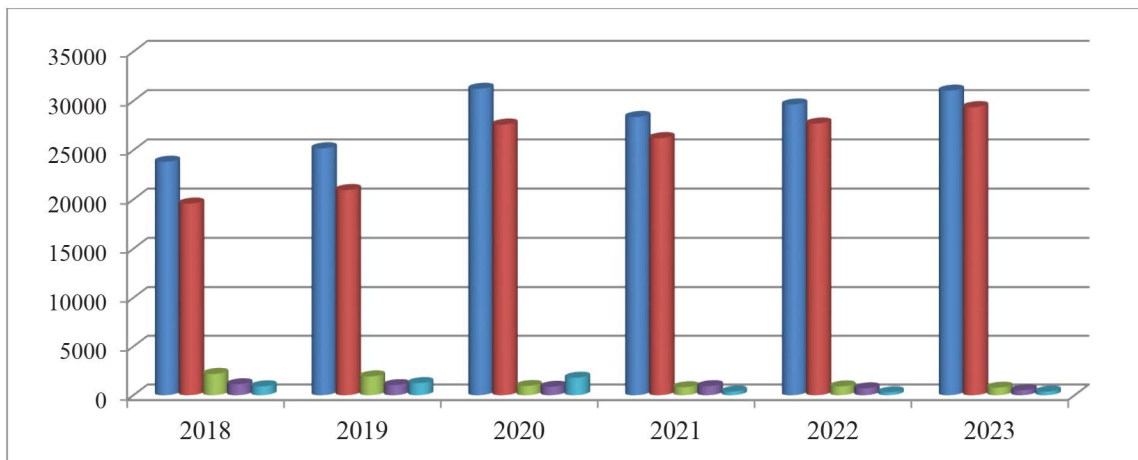


Figure 2. Results of land change registration in the period 2018 - 2023

**3.2.3. Evaluate the registration for land use rights certificates and land change registration in Thai Nguyen province according to the opinions of land-using organizations, individual households and direct managers**

3.2.3.1. Evaluation of land use organizations, households and individuals on the implementation of registration and issuance of Land Use Rights Certificates; Land change registration

The results are summarized in table 3:

**Table 3: Summary of opinions of businesses evaluating land leasing and certification in Thai Nguyen city, Thai Nguyen province**

Order	Evaluation criteria	Evaluate	Number of reviews	Ratio (%)	Evaluate	Number of reviews	Ratio (%)
1	Are land legal policies in the work of registering for land use rights certificates and registering land changes popular?	Be popular variable	50	83,33	Not popular	10	16,67
2	Can a land management officer guide you through the registration procedures for granting land use rights certificates and registering land changes?	Have	60	100	Are not	0	0
3	Do land users know about procedures and documents?	Have	55	91,6	Are not	5	8,4
4	Is the procedure being corrected over and over again?	Have	56	93,3	Are not	4	6,7
	Have to go back and forth many times but the file is still not resolved?	Have	0	0	Are not	60	100
5	Do you think the results will be returned on time?	Have	60	100	Are not	0	0

(Source: Investigation results)

- Practical research on issues of registration and granting of land use rights certificates in Thai Nguyen province was carried out using a survey form for 20 land use organizations and 40 individual households. core.

- According to the results of the investigation and interviews with land users, there are some problems with administrative procedures for registration dossiers for land use rights certificates; Land change registration is evaluated as follows:

In the period from 2018 to 2023, documents and procedures for registration and issuance of Land Use Rights Certificates; Land change registration is carried out in Thai Nguyen

province in accordance with the spirit of Thai Nguyen province’s Resolution on improving the investment environment and reforming administrative procedures according to the “one-stop mechanism” “one-stop shop”.

The investigation results show that the process of receiving and returning documents according to the “one-stop” mechanism of the Office of the General Registration Office has reduced cumbersome administrative procedures, increased work handling efficiency, and made administrative procedures public. , creating convenience for land users compared to the previous period. In the process of processing documents, there has been

clear progress, creating trust among the people, most of the administrative procedures carried out at the Land Registration Office have shortened the processing time.

In the period 2018-2023, the reception of documents to resolve administrative procedures will be carried out at the receiving and returning results department. Applications are received and returned in accordance with regulations and staff are attentive and enthusiastic to complete the application.

3.2.3.2. Evaluate the registration process for granting land use rights certificates; Land change registration in Thai Nguyen province according to the opinions of directly participating officials

According to the results of the investigation and interviews with professional staff, it shows a number of criteria for the registration and issuance of Land Use Rights Certificates; Land change registration is evaluated as follows:

**Table 4: Summary of opinions of direct staff**

Order	Evaluation criteria	Evaluate	Number of officers	Ratio (%)	Evaluate	Number of officers	Ratio (%)
1	Ông (bà) có được tập huấn thường xuyên về công tác công tác đăng ký cấp Giấy chứng nhận quyền sử dụng đất, đăng ký biến động đất đai?	Have	30	100	Are not	0	0
2	Ông (bà) có hiểu biết về thủ tục, hồ sơ đăng ký cấp Giấy chứng nhận quyền sử dụng đất, đăng ký biến động đất đai không?	Have	30	100	Are not	0	0
3	Việc tiến hành thủ tục công tác đăng ký cấp Giấy chứng nhận quyền sử dụng đất, đăng ký biến động đất đai có gặp vướng mắc gì không?	Have	5	16,67	Are not	25	83,3
4	Cơ sở vật chất, điều kiện làm việc đã đáp ứng yêu cầu công việc chưa?	Eligible	30	100	Not enough condition	0	0
5	Hồ sơ công tác đăng ký cấp Giấy chứng nhận quyền sử dụng đất, đăng ký biến động đất đai có được giải quyết nhanh chóng đúng hạn không?	Have	30	100	Are not	0	0

(Source: Investigation results)

- During the land use process, land users have basically well complied with the provisions of land law, used land in accordance with detailed planning, and in the right location to be granted a certificate of land rights. Use land, use it for the right purpose, promote land use efficiency, pay land rent and land use fees according to regulations, on schedule and on time.

- According to consultation from officials of the Department of Natural Resources and Environment Management, Department of Natural Resources

and Environment and related centers, departments, etc., they said: taxes collected from the land sector are always completed; Coordination between all levels of government, relevant departments and tax authorities has always been focused and increasingly improved.

- The majority of land users in Thai Nguyen province have complied relatively well with declaring and paying taxes to the state budget.

**3.3. Advantages, disadvantages and orientations for effective land use solutions for**

**land leased to businesses in Thai Nguyen city, Thai Nguyen province**

**3.3.1. Favorable**

- With the attention of the Provincial People's Committee, departments and branches of the District People's Committee, and the coordination of the Department of Natural Resources and Environment of districts, cities and towns, the registration and issuance of Land Use Rights Certificates, registration Registering land changes in recent years has achieved high results.

- Although the branches in the beginning had many difficulties in terms of funding and implementation conditions, they actively and proactively carried out tasks, ensuring there were no work congestions and solving problems. Timely basic administrative procedures for land users.

- Implementation results The single-level registration office has promoted a number of advantages.

- Land registration activities have centralized and unified management and administration, ensuring the implementation of local registration and certification according to plan, with focus and emphasis, according to the plan. local political tasks; The staff in the single-level registration office system has been mobilized and used flexibly between areas to support the completion of tasks and improve the efficiency of using existing staff resources.

- The quality of implementing Certificate issuance procedures has been improved, ensuring consistency throughout the province because the 1-level Registration Office has regularly inspected, managed and guided branches;

- The land registration office has more conditions in terms of professional force, is more proactive in authority and has paid more attention to the construction, updating and revision of cadastral records at district levels. , commune to

ensure consistency of cadastral records according to regulations.

**3.3.2. Hard**

- The construction and standardization of cadastral database in districts is still slow, cadastral records are not updated regularly, leading to difficulties in resolving administrative procedures.

- The arrangement of cadastral records according to regulations of the Ministry of Natural Resources and Environment has not been carried out synchronously by localities, cadastral record archives are still temporary, not convenient for searching and updating. , regular correction of changes in cadastral records.

- Cadastral records and land registration records prepared over time are not fully archived, leading to difficulties in resolving land-related administrative procedures.

**3.3.3. Solution**

Firstly, Improve the effectiveness of coordination of agencies and units according to the Regulation on coordination between the Provincial Land Registration Office and relevant agencies and units in implementing functions, tasks and rights. term of the Land Registration Office issued together with Decision No. 28/2016/QĐ-UBND dated September 20, 2016 of the Provincial People's Committee.

Second, preside and coordinate with localities and units to strengthen communication and propaganda to raise awareness for organizations and land users to better understand their rights and responsibilities in land use. Carry out land administrative procedures and procedures at the Land Registration Office Branch, in order to reduce intermediary stages and unofficial costs for people before carrying out administrative procedures.

Third, invest in facilities and speed up the implementation of the project to build an electronic one-stop system and online public services. In

order to ensure that in the coming years, 100% of the administrative procedures of the Department and Land Registration Office branches will be computerized to manage the process of receiving, providing, and resolving administrative procedures; is synchronized with the electronic systems of the districts and provinces and provides online public services at level 3.

Fourth, organize professional training and refresher courses for staff and employees of the Land Registration Office and district-level cadastral officers. Arrange to ensure enough staff to receive or guide citizens to complete dossiers at the one-stop department implemented by Land Registration Office Branches, especially in cities and towns where there is a need. Large transaction demand, to meet the needs of citizens to carry out administrative procedures.

Fifth, advise the Provincial People's Committee to direct localities to further strengthen state management of land, especially for commune-level and commune-level cadastral officers to perform tasks under their authority and responsibility. Responsibilities according to decentralization such as: guiding land users to prepare land registration documents, extracting maps, providing land information..., at the same time, closely coordinate with Land Registration Office Branches of other provinces, districts, towns and cities in document appraisal work.

Sixth, strengthen inspection and examination of the implementation of administrative reform and administrative procedures associated with the performance of public duties by officials, civil servants and public employees of the Department, inspection and examination of public duties of the Department's officials. Branches of Land Registration Offices in districts, cities and towns promptly correct violations of officials, civil servants and public employees in the process of resolving administrative procedures.

## **4. Conclude**

### **4.1. Conclude**

- Results of registration for issuance of Land Use Rights Certificates in the province in the period 2018 - 2023, the total number of applications received is 29,853 applications with forms of granting and exchanging land use rights certificates; Re-issuance of land use rights certificates; Registration and issuance of land use right certificate for the first time. The total number of documents resolved on time is 26,859, reaching 89.97%, the number of documents being processed is 1,466, accounting for 4.91%, the number of overdue documents is 966 documents, accounting for 3.24%; The number of returned documents was 562, accounting for 1.88%. The reason the application is overdue is because the subject is slow in completing procedures to add additional documents, or is slow in fulfilling financial obligations...; The reason the documents were returned was due to incomplete documents; dispute; The land user cannot prove the origin of land use...

- The main types of registration of land use changes at the Land Registration Office are transfer, donation, inheritance, extension and mortgage, removal of mortgage of land use rights, and separation of land plots.

- Proposed 6 solutions to improve efficiency: Solutions to improve the effectiveness of coordination of agencies and units; solutions for propagating land policies and laws; solutions for investment in facilities; Solutions for organizing training and professional development; Solutions to strengthen state management of land in the locality; Solutions to strengthen inspection and examination work.

### **4.2. Suggestion**

- People's Committees of districts, cities, and towns arrange working rooms and archives to ensure that branches have working seats and

cadastral record storage in accordance with regulations.

- Consider adding officer quotas to the number of officers of the Land Registration Office Branch who receive and return results at the Receiving and Returning Results Department of the District People's Committee.

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