

AI Switchboard 19001009 — Hanoi's Multichannel Assistant for Administrative-Procedure Queries

AI in the Public Sector · Good practice · Vietnam

Quality score: 47/100

Evidence strength: Moderate

Summary

Hanoi's Public Administration Service Center began piloting an AI hotline, chatbot, app and kiosk network (19001009) in March 2025 to answer citizens' administrative queries 24/7. Real and multi-sourced, but no usage or accuracy figures for the AI itself are published.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-19

Hanoi Public Administration Service Center (Trung tâm Phục vụ hành chính công thành phố Hà Nội) — accessed 2026-07-19

Ministry of Science and Technology (mst.gov.vn): Hanoi deploys AI hotline — accessed 2026-07-19

Sai Gon Giai Phong: Hanoi tests AI to assist citizens with administrative procedures — accessed 2026-07-19

VnEconomy: Hanoi launches new public administration service center (staff/cost consolidation figures) — accessed 2026-07-19

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