

iSee L■ng S■n — Vietnam's First Provincial AI Virtual Assistant for Administrative Procedures

AI in the Public Sector · Good practice · Vietnam

Quality score: 60/100

Evidence strength: Moderate

Summary

L■ng S■n launched Vietnam's first provincial AI virtual assistant in December 2021. By 2025 'iSee L■ng S■n' had handled over 500,000 citizen and business queries on administrative procedures with 98% accuracy and resolved 95%+ of cases correctly and ahead of schedule.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-20

[L■ng S■n Department of Information and Communications](#) — accessed 2026-08-20

[Nhân Dân](#) — launch announcement — accessed 2026-08-20

[Báo L■ng S■n](#) — chatbot effectiveness review, 2023 — accessed 2026-08-20

[Vietnam.vn](#) — 2025 programme update — accessed 2026-08-20

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