

UNDP–IPS review of all 63 Vietnamese provincial e-service portals' accessibility

Digital Inclusion · Good practice · Vietnam

Quality score: 92/100

Evidence strength: Strong

Summary

IPS and UNDP Viet Nam's first independent review of all 63 provincial e-service portals found none met all six basic web-accessibility criteria for visually impaired users, and 62 of 63 lacked voice search — a diagnostic now feeding public-sector staff training.

Key dimensions

Dimension	Score
Sustainability (ongoing)	1/1
Innovation level	3/5
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-09-01

Institute for Policy Studies and Media Development (IPS) with UNDP Viet Nam — accessed 2026-09-01

First Review of Accessibility and User-friendliness of 63 Provincial E-Service Portals in 2023 (IPS) — accessed 2026-09-01

First Review of Accessibility and User Friendliness of 63 Provincial E-service Portals in 2023 (UNDP Viet Nam) — accessed 2026-09-01

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