

Vietnam General Department of Taxation — Big Data and AI for e-commerce taxpayer identification and compliance

AI in the Public Sector · Good practice · Vietnam

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Vietnam's GDT uses Big Data and ML to identify e-commerce tax evaders: Hanoi's AI matched national registries to uncover 627,000 businesses and collect VND38.8 trillion (~\$1.52 B) in taxes — a 2.8x rise. Nationally, 20M invoice lines from 5 platforms are reviewed for anomalies.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-06-21

General Department of Taxation (GDT), Ministry of Finance, Vietnam — accessed 2026-06-21

SGGP English Edition – Big Data and AI: Vietnam's secret weapons in fight against tax fraud — accessed 2026-06-21

VATcalc – Vietnam launches tax AI chatbot (independent commercial tax technology source) — accessed 2026-06-21

Vietnam Investment Review – Hanoi Tax Department pilots AI-powered virtual assistant — accessed 2026-06-21

Vietnam.vn – Taxpayer support portal with integrated AI assistant (official) — accessed 2026-06-21

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