

Vietnam's Nationwide Virtual Assistant Guides 1.5 Million Officials Through a Two-Tier Government Overhaul

AI in the Public Sector · Good practice · Vietnam

Quality score: 60/100

Evidence strength: Moderate

Summary

Built by Viettel AI for Vietnam's National Digital Transformation Agency, the Virtual Assistant for civil servants covers 2,700 tasks across 19 fields from 28 decrees, launched as 1.5 million officials moved to a new two-tier local government structure.

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	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-22

Viettel AI / Cuc Chuyen doi so Quoc gia (National Digital Transformation Agency) / Bo Khoa hoc va Cong nghe — accessed 2026-08-22

Phap Luat TP.HCM - Tro ly ao giup can bo cong chuc tra cuu 2.700 nhien vu tuc thi — accessed 2026-08-22

VietNamNet - Viettel duoc giao nghien cuu phat trien tro ly ao cho can bo, cong chuc — accessed 2026-08-22

Tuoi Tre - Bat ngo voi tro ly ao giup can bo cong chuc tra cuu 2.700 nhien vu tuc thi — accessed 2026-08-22

Cite this — Evidoria. *Vietnam's Nationwide Virtual Assistant Guides 1.5 Million Officials Through a Two-Tier Government Overhaul*. Persistent ID: b9bd5101-f28e-42e0-a69a-47479ef0d3fe.