

VNPT's AI Document Pipeline — Ho Chi Minh City's Computer-Vision and RPA System for Administrative Filings

AI in the Public Sector · Good practice · Vietnam

Quality score: 27/100

Evidence strength: Descriptive / self-reported

Summary

VNPT's AI pipeline for Ho Chi Minh City's ward offices used computer vision and RPA to screen and route citizen filings; state media reported 10,000-13,000 daily paper submissions saving over 1,400 staff-hours a day, but no independent audit or error-rate data has been published.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	0/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	0/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-05

[Vietnam Posts and Telecommunications Group \(VNPT\), with Ho Chi Minh City People's Committee](#) — accessed 2026-08-05

[VietnamPlus \(Vietnam News Agency\)](#) — accessed 2026-08-05

[VTV Money](#) — accessed 2026-08-05

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