

PROJECT “MINING TAY NINH’S DIGITAL CITIZEN QUERY DATABASE FOR BETTER PUBLIC SERVICES”



<https://hoidap.tayninh.gov.vn>



Suggested solution:

An user-friendly online citizen feedback system that collects, analyzes and responds to citizen queries.



Project duration: 05/2022-04/2023



Lead agency for project implementation:

Tay Ninh Province’s Department of Information and Communication



Support agency for project implementation:

People’s Committee of Hoa Thanh Commune, Tay Ninh Province



Partner to provide technical solutions: Xtek Co., Ltd



Technical and Financial Support:

- UNDP in Việt Nam
- The Australian Department of Foreign Affairs and Trade (DFAT) through Citizen-Powered Innovation Initiatives of PAPI Programme

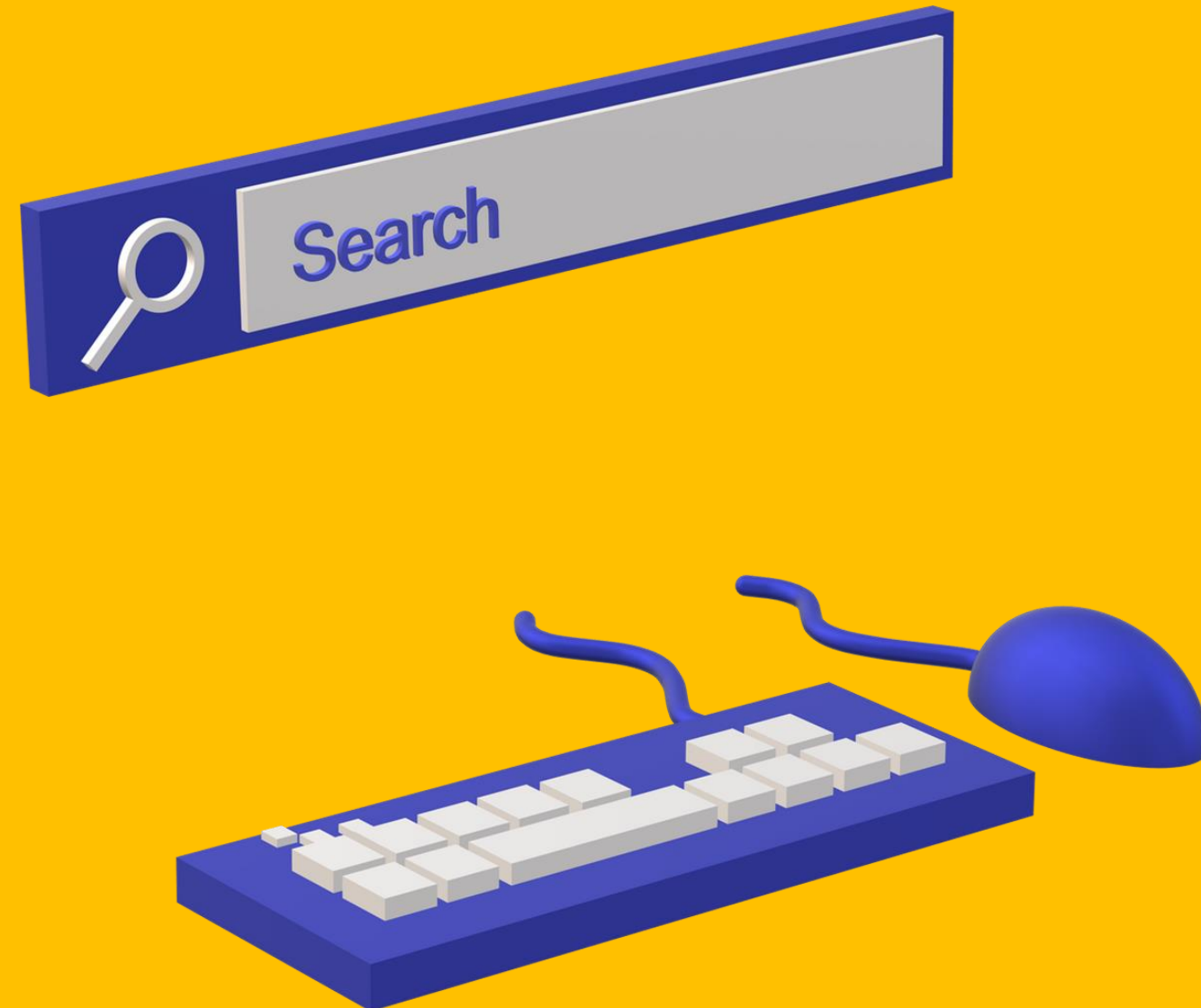
SYSTEM OVERVIEW

Synthesis - Classification	Analysis	Problem Identification	Action Suggestions
<ul style="list-style-type: none">• Aggregating question and answer data from the Online Q&A Section• Performing data cleaning• Performing data classification	<ul style="list-style-type: none">• Data analysis system cleaned and classified• Using machine learning• Continuously train the model to increase the accuracy of the results	<ul style="list-style-type: none">• The data provides information on issues people are concerned about• Areas of concern (land, environment...)• Areas where the most questions arise• Citizens' satisfaction	<ul style="list-style-type: none">• The system automates manual operations of processors -> shorten response time• Automatically transfer questions to the right state agency• Automatically identify offending questions (profanity, politics...)• Automatically identify questions that have been answered through Q&A with similar contents



Results

The renewed API system synthesizes keywords that citizens are interested in by field, area, specific problem.



Top keywords in September 2022

School admission documents

Tuition
payment

Semester 1

Bureau of Education and
Training

Street lights

Gò Dầu District

Tân Biên
District

Land are split

Tân Lập
commune

Transfer of land
use rights

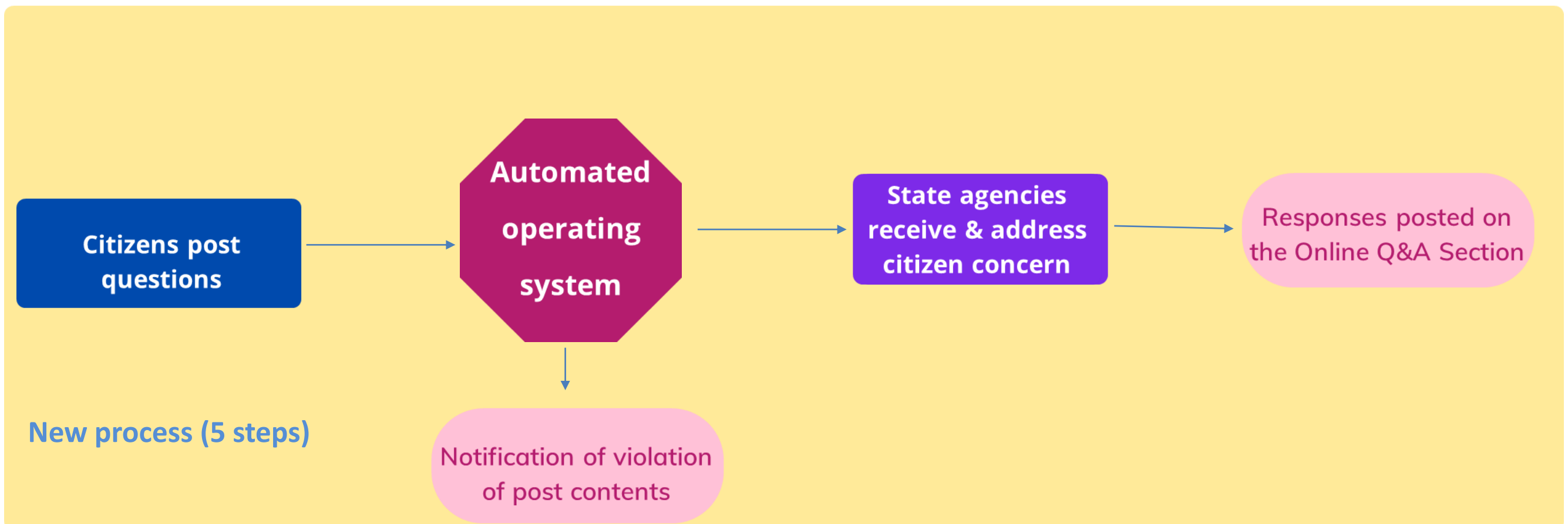
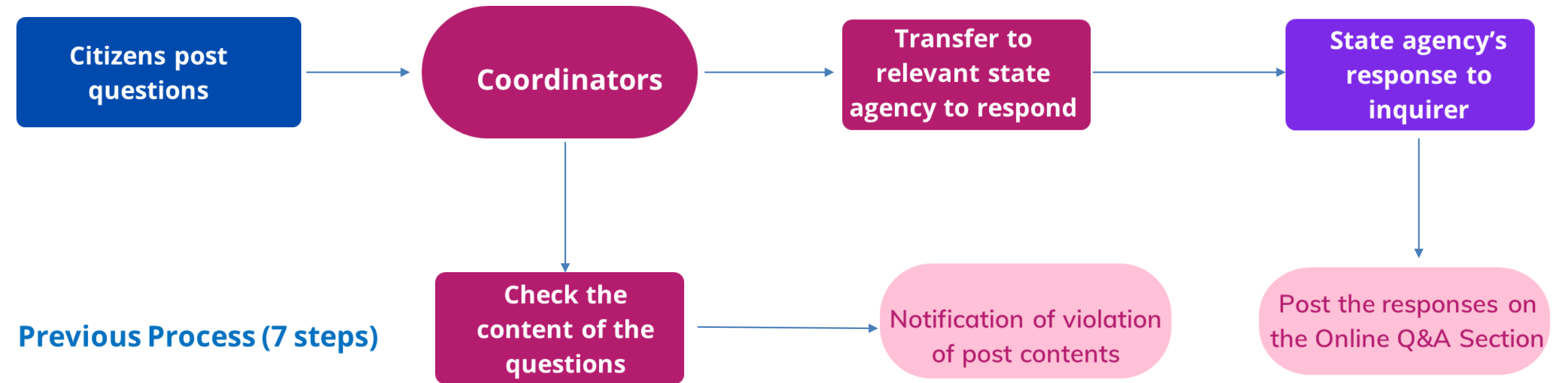
Ba Den
Mountain

Results

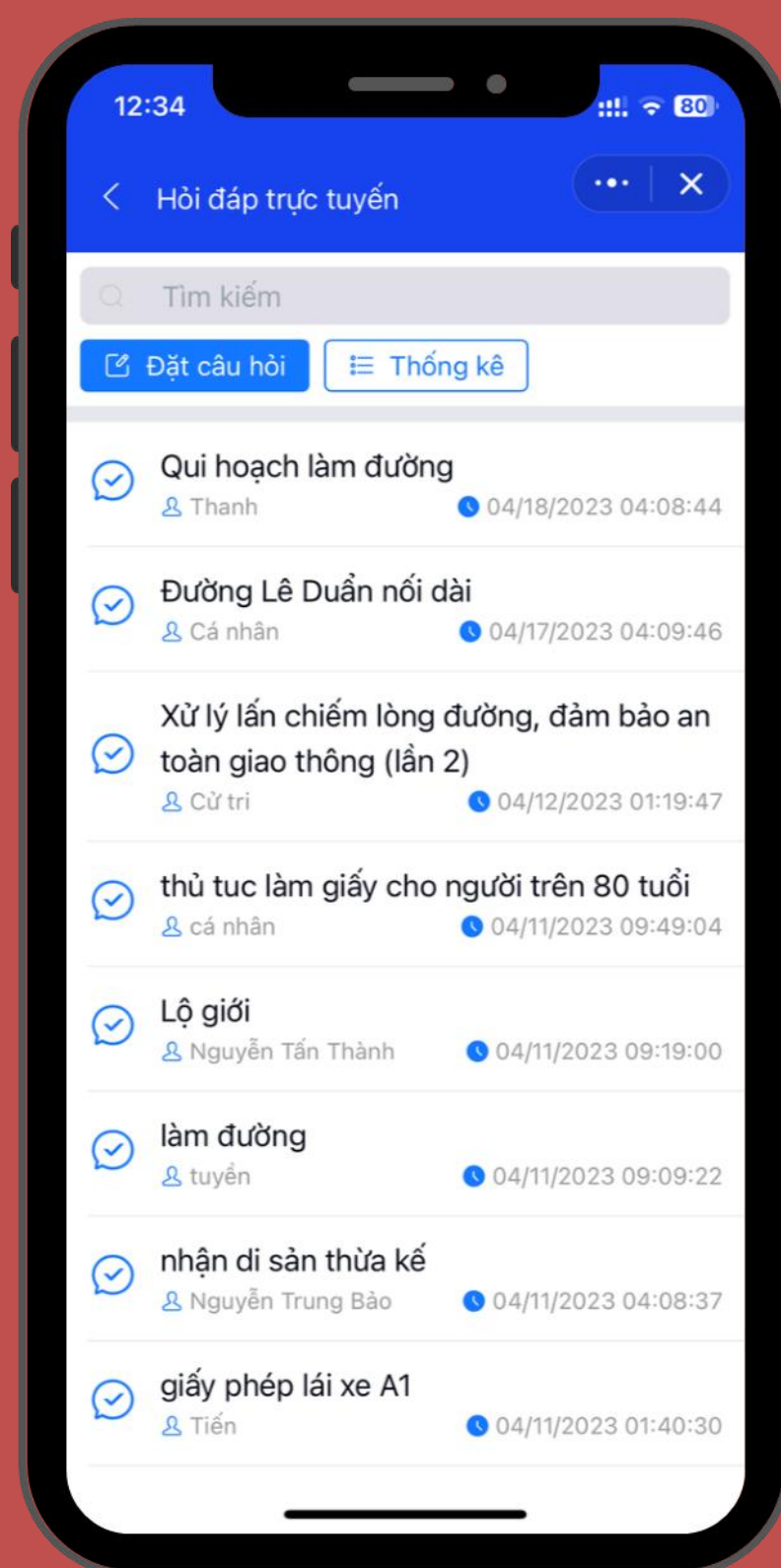
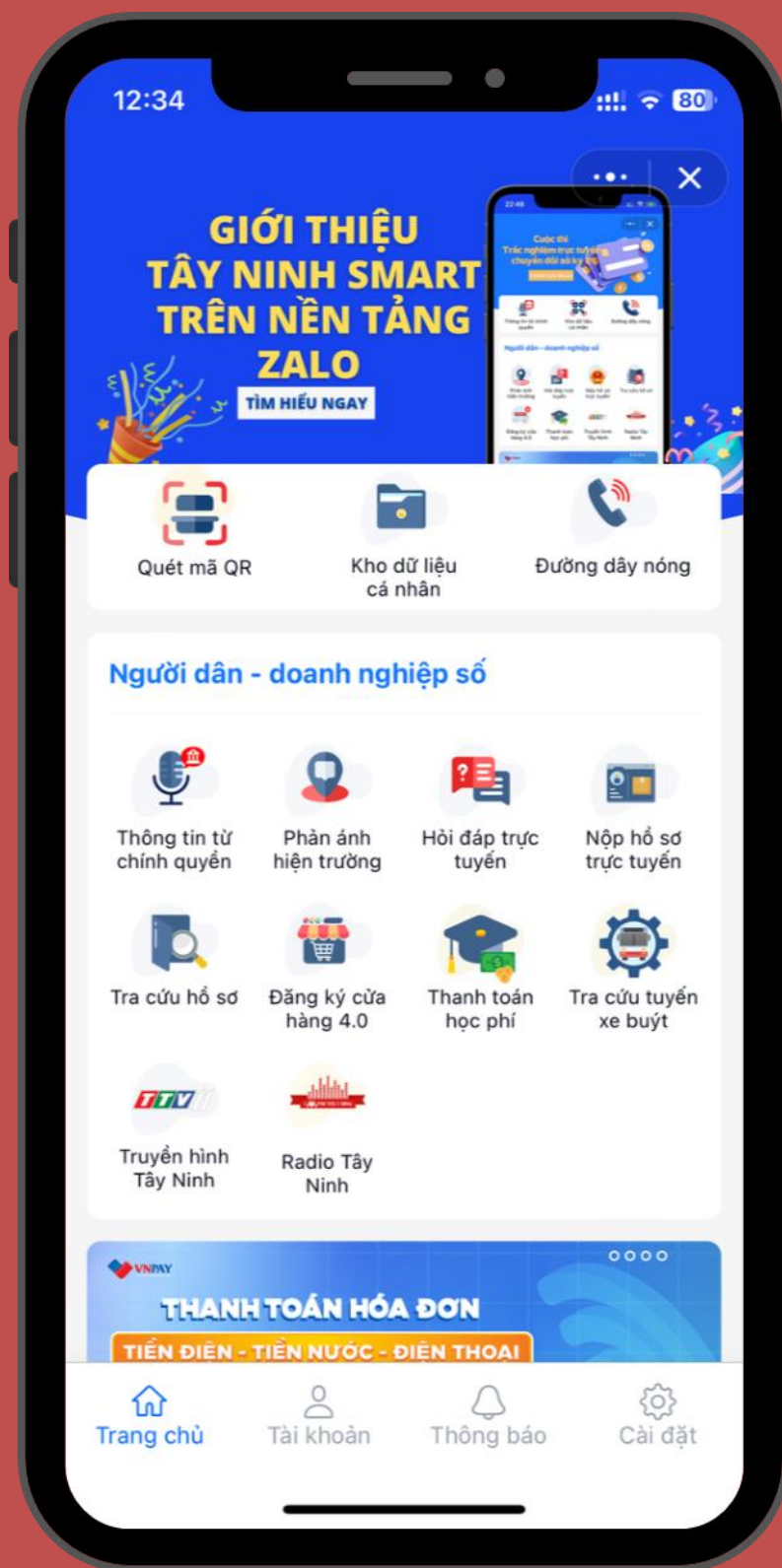


Automated Operations

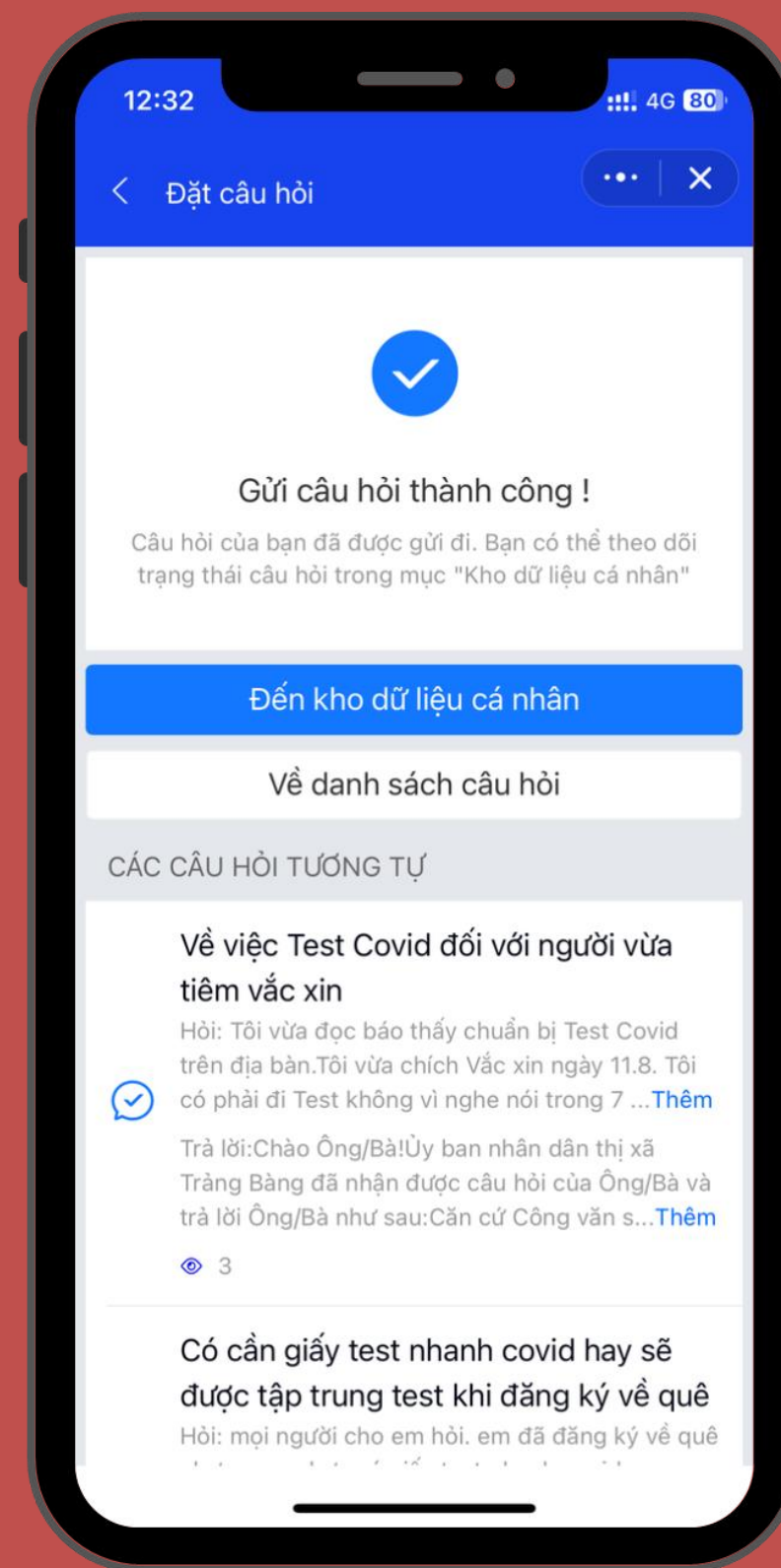
The system automatically analyzes the content and gives appropriate operations



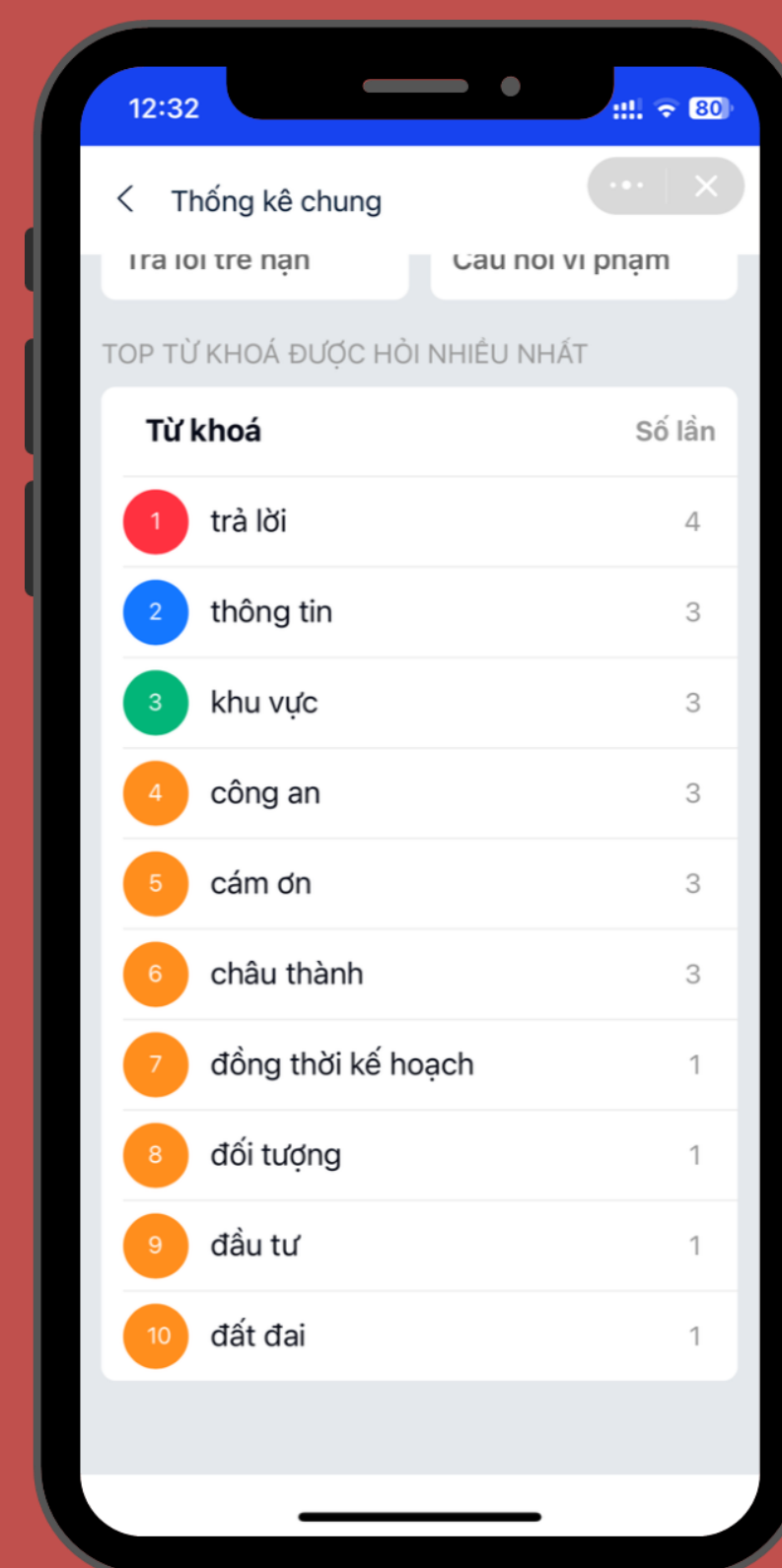
API Integrated on Tay Ninh Smart App



Search for questions



Show questions with the same content



Most Interested Keyword Statistics