

1823 — Hong Kong's AI-Assisted Citizen Contact Centre Now Resolving 90%+ of Chatbot Enquiries

AI in the Public Sector · Good practice · Hong Kong

Quality score: 80/100

Evidence strength: Observational / pre–post

Summary

Hong Kong's cross-department 1823 hotline now uses AI speech recognition, generative-AI drafting and a chatbot resolving over 90% of its 10,000+ monthly queries (double 2023) across 4.26 million digital self-service uses, officials told the Legislative Council in June 2025.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
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 2026-08-15

Hong Kong SAR Government (1823 Contact Centre / Efficiency Office) — accessed 2026-08-15

Legislative Council — LCQ3: 1823 Contact Centre (info.gov.hk) — accessed 2026-08-15

OpenGov Asia — Hong Kong: AI-Powered 1823 Contact Centre Improves Citizen Services — accessed 2026-08-15

Cite this — Evidoria. 1823 — Hong Kong's AI-Assisted Citizen Contact Centre Now Resolving 90%+ of Chatbot Enquiries.
Persistent ID: ac9f4a1c-748e-4b93-95c3-6f35ed839b4e.