

AI Chatbot for the '1966' Vocational Education Hotline — Sri Lanka's Trilingual Guidance Assistant for School Leavers

AI in the Public Sector · Good practice · Sri Lanka

Quality score: 40/100

Evidence strength: Moderate

Summary

Sri Lanka's Vocational Education Sector launched an in-house-built, trilingual (Sinhala/Tamil/English) AI chatbot alongside its '1966' hotline in November 2025 to guide school leavers, parents and teachers toward vocational-training options.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-13

Ministry of Education, Higher Education and Vocational Education (Vocational Education Sector), Sri Lanka — accessed 2026-07-13

Ministry of Education (skillsmin.gov.lk) — official launch announcement — accessed 2026-07-13

Newswire.lk — Govt launches Vocational Education Hotline '1966' & AI Chatbot — accessed 2026-07-13

The Island — '1966' hotline to guide school leavers toward vocational education — accessed 2026-07-13

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