

Anansi — Trinidad and Tobago's national AI assistant for citizen access to government services across 32 ministries

AI in the Public Sector · Good practice · Trinidad and Tobago

Quality score: 60/100

Evidence strength: Descriptive / self-reported

Summary

Launched in August 2025, Anansi is Trinidad and Tobago's national AI assistant connecting 32 ministries and 7,000+ FAQs. Built by iGovTT under MPAAI — one of the world's first dedicated AI cabinet ministries — it received 88% positive feedback from 600+ surveyed users and 93% sat

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-25

[iGovTT / Ministry of Public Administration and Artificial Intelligence \(MPAAI\)](#) — accessed 2026-06-25

[iGovTT: Meet Anansi](#) — accessed 2026-06-25

[T&T; Newsday launch coverage](#) — accessed 2026-06-25

[TTT News coverage](#) — accessed 2026-06-25

[MPAAI Ministry home](#) — accessed 2026-06-25

[EU/CAF digital transformation grant](#) — accessed 2026-06-25

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