

Batho Pele AI Chatbot — South Africa's Multilingual Policy Assistant for Public Servants

AI in the Public Sector · Good practice · South Africa

Quality score: 40/100

Evidence strength: Moderate

Summary

South Africa's DPSA launched a Meta Llama-powered chatbot in August 2026 giving public servants instant, multilingual access to policy circulars — built as a foundation to scale, but with no usage results reported yet.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-29

[Department of Public Service and Administration \(DPSA\), South Africa](#) — accessed 2026-08-29

[SAnews: DPSA to launch Batho Pele AI Chatbot](#) — accessed 2026-08-29

[Daily Maverick: Innovation meets impact as Minister Buthelezi launches Batho Pele AI chatbot](#) — accessed 2026-08-29

[ITWeb: DPSA intros multilingual AI chatbot](#) — accessed 2026-08-29

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