

Busan's AI Agent Service — A Four-Month Pilot to Triage Civil Complaints in Dialect, With No Results Yet Published

AI in the Public Sector · Good practice · South Korea

Quality score: 13/100

Evidence strength: Cautionary / limited

Summary

Busan ran a 2025 pilot AI Agent for its "120" complaints hotline (219,108 calls in 2024; 108,703 in H1 2025), using a Busan-specific LLM with RAG to classify, summarize and translate dialect. Ten firms competed for the contract; no results were published by the pilot's end.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-16

[Busan Metropolitan City / VAIV Company](#) — accessed 2026-09-16

[Busan Metropolitan City \(English press release\)](#) — accessed 2026-09-16

[Busan Ilbo: AI civil-complaint service success hinges on dialect decoding](#) — accessed 2026-09-16

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