

GovText — Singapore's whole-of-government NLP platform for policy text analytics

AI in the Public Sector · Good practice · Singapore

Quality score: 53/100

Evidence strength: Moderate

Summary

Singapore's whole-of-government NLP platform: topic modelling, text summarisation, Hansard Analysis and IM8 policy Q&A.; Logged 1,680 users in six months (satisfaction 4.85/5); powers the Municipal Services Office chatbot. OECD OPSI-listed government innovation (2023).

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	2/3

Evaluated by C-NAPSE

Data sources

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

[Government Technology Agency of Singapore \(GovTech\), Data Science and AI Division](#) — accessed 2026-06-25

[GovTech GovText product page](#) — accessed 2026-06-25

[OECD OPSI case study \(November 2024\)](#) — accessed 2026-06-25

[Singapore Government Developer Portal — GovText overview](#) — accessed 2026-06-25

[GovText web portal](#) — accessed 2026-06-25

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