

Hongkong Post's NEC-Built System Reads 564,000 Chinese-Address Letters an Hour

AI in the Public Sector · Good practice · Hong Kong

Quality score: 67/100

Evidence strength: Descriptive / self-reported

Summary

Hongkong Post's 15 NEC-built mail-sorting systems, running at the Central Mail Centre since 2008, were upgraded in 2017 to read handwritten and printed traditional Chinese addresses, lifting Chinese-address throughput to 564,000 items an hour.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-23

[Hongkong Post](#) — accessed 2026-09-23

[NEC press release](#) — accessed 2026-09-23

[Post & Parcel coverage](#) — accessed 2026-09-23

[Channellife coverage](#) — accessed 2026-09-23

Cite this — Evidoria. *Hongkong Post's NEC-Built System Reads 564,000 Chinese-Address Letters an Hour*. Persistent ID: ea6f3508-a2f7-47df-beb0-f333e216575a.