

Japan Pension Service's 'Nenkin Chatbot' Adds Generative AI to Serve 600,000 Annual Users in Six New Languages

AI in the Public Sector · Good practice · Japan

Quality score: 60/100

Evidence strength: Moderate

Summary

Fujitsu is adding generative AI to Japan Pension Service's Nenkin Chatbot, already used by ~600,000 people a year, to auto-draft Q&A; content for staff review and add English, Chinese, Korean, Portuguese, Vietnamese and Tagalog support from April 2026.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-27

[Japan Pension Service](#) — accessed 2026-09-27

[Fujitsu Global press release \(2025-11-06\)](#) — accessed 2026-09-27

[ITmedia NEWS: independent coverage of the launch](#) — accessed 2026-09-27

[Japan Pension Service: official Nenkin Chatbot page](#) — accessed 2026-09-27

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