

MyICSA Analysis Engine — Papua New Guinea's AI-Powered Visa Processing System

AI in the Public Sector · Good practice · Papua New Guinea

Quality score: 47/100

Evidence strength: Moderate

Summary

Papua New Guinea's immigration authority, working with AWS, built a generative-AI engine that cuts short-term visa processing from up to two weeks to under four minutes and auto-processes 95% of applications — a rare Pacific example of AI in frontline government service delivery.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
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 2026-07-19

[Immigration and Citizenship Services Authority \(ICSA\), Papua New Guinea, with AWS and NiuPay](#) — accessed 2026-07-19

[AWS case study — ICSA/NiuPay Papua New Guinea](#) — accessed 2026-07-19

[The PNG Bulletin — Transforming visa services through technology](#) — accessed 2026-07-19

[Business Advantage PNG — From first contact to AI](#) — accessed 2026-07-19

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