

OneService AI Chatbot — Singapore's NLP-Based Municipal Issue Reporting Assistant

AI in the Public Sector · Good practice · Singapore

Quality score: 67/100

Evidence strength: Descriptive / self-reported

Summary

Singapore's OneService chatbot lets residents report municipal issues like potholes or broken streetlights via WhatsApp/Telegram in plain language. An NLP model auto-classifies reports with 80-85% accuracy, handling roughly 20,000 pieces of feedback a month.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
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 2026-07-13

[Municipal Services Office \(MSO\), Ministry of National Development, with GovTech Singapore](#) — accessed 2026-07-13

[Ministry of Digital Development and Information — New AI-powered OneService Chatbot](#) — accessed 2026-07-13

[Cities Today — Singapore's chatbot categorises feedback with AI](#) — accessed 2026-07-13

[Tech360.tv — OneService Chatbot Makes It More Accessible For Singaporeans](#) — accessed 2026-07-13

[OpenGov Asia — GovTech and MSO Develop OneService Chatbot](#) — accessed 2026-07-13

[GovTech Medium \(Watson Chua\) — Training the OneService Chatbot](#) — accessed 2026-07-13

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