

Pair — Singapore's Government-Wide Generative-AI Assistant for Public Officers

AI in the Public Sector · Good practice · Singapore

Quality score: 80/100

Evidence strength: Descriptive / self-reported

Summary

Since 2023, GovTech has scaled Pair, an in-house generative-AI assistant, from 60,000+ registered users exchanging 10 million+ messages in mid-2025 to over half of Singapore's 150,000-strong civil service using it regularly by June 2026.

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	3/3
Governance, capability & sustainability	3/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-24

[GovTech Singapore \(Open Government Products\)](#) — accessed 2026-08-24

[The Star: Singapore to create a registry of AI agents for 150,000 public officers](#) — accessed 2026-08-24

[GovTech: Pair product page](#) — accessed 2026-08-24

[UNDP: Pairing with AI for Public Sector Impact in Singapore](#) — accessed 2026-08-24

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