

Sri Lanka's '1966' Hotline — the Government's First Fully AI-Based Citizen Service Chatbot, Built In-House

AI in the Public Sector · Good practice · Sri Lanka

Quality score: 27/100

Evidence strength: Descriptive / self-reported

Summary

On 6 November 2025, Sri Lanka's Ministry of Education launched the '1966' hotline and web chatbot, the government's first fully AI-based service-delivery chatbot, built in-house to guide students, parents and teachers on vocational education in Sinhala, Tamil and English.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-19

[Vocational Education Sector, Ministry of Education, Higher Education and Vocational Education \(Sri Lanka\)](#) — accessed 2026-08-19

[Ministry of Education, Higher Education and Vocational Education: official launch announcement](#) — accessed 2026-08-19

[The Island: '1966' hotline to guide school leavers toward vocational education](#) — accessed 2026-08-19

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