

The Policy Innovation Lab's WhatsApp AI Chatbot for Citizen-Generated Service Delivery Data

AI in the Public Sector · Good practice · South Africa

Quality score: 40/100

Evidence strength: Descriptive / self-reported

Summary

Stellenbosch University's Policy Innovation Lab built a WhatsApp chatbot using ChatGPT so citizens can report service failures like broken water pipes, mapping de-identified reports by district for officials.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
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 2026-09-12

[The Policy Innovation Lab, Stellenbosch University](#) — accessed 2026-09-12

[Data to Policy: Using AI chatbots to facilitate public services](#) — accessed 2026-09-12

[The Policy Innovation Lab, Stellenbosch University](#) — accessed 2026-09-12

Cite this — Evidoria. *The Policy Innovation Lab's WhatsApp AI Chatbot for Citizen-Generated Service Delivery Data*. Persistent ID: 63bdb9de-c5a0-4fc0-a923-7ca92b22c341.