

# Tonga's Public Service Commission Pilots an AI Chatbot for Internal Policy Guidance

AI in the Public Sector · Good practice · Tonga

Quality score: 27/100

Evidence strength: Cautionary / limited

## Summary

In November 2025, Tonga's Public Service Commission launched a pilot AI chatbot, built in-house with a Harvard student intern, to give HR and IT officers across 16 ministries instant, consistent answers on public-service policy questions.

## Key dimensions

| Dimension                                  | Score |
|--------------------------------------------|-------|
| Evidence of impact / measured public value | 0/3   |
| Transparency, fairness & accountability    | 1/3   |
| Transferability / demonstrated replication | 0/3   |
| Scalability beyond pilot                   | 1/3   |
| Governance, capability & sustainability    | 2/3   |

Evaluated by C-NAPSE

## Data sources

[C-NAPSE web research](#) — accessed 2026-08-25

[Public Service Commission, Government of Tonga](#) — accessed 2026-08-25

[Talanoa 'o Tonga — AI chatbot launched to streamline public service policy guidance](#) — accessed 2026-08-25

[Government of Tonga Public Service Commission — official site](#) — accessed 2026-08-25

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