

TSLS AI Chatbot & Bond Clearance Portal — Fiji Cuts Scholarship Travel Clearance From a Week to Days

AI in the Public Sector · Good practice · Fiji

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Fiji's Tertiary Scholarships and Loans Service replaced a manual, multi-day 'bond clearance' process for scholarship recipients travelling abroad with an online portal and 24-hour AI chatbot, cutting clearance time from 5–7 days to 1–3 days for an estimated 70,000 recipients.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-14

Tertiary Scholarships and Loans Service (TSLS), Fiji — accessed 2026-08-14

Fiji Ministry of Finance announcement — accessed 2026-08-14

Fiji Times coverage — accessed 2026-08-14

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