

ANANSI MEDIA LAUNCH

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Tuesday, 29th July 2025 10:00 a.m.

THEME: Technology as the Enabler of Our Citizen-First Promise

(Salutations)

Edson, thank you. You have painted a powerful picture of what public service is truly about: people. And I want to start by echoing that sentiment, because after all the code, all the data, all the fibre-optic cable we lay, it all comes back to one single, fundamental purpose: serving people better.

I want to start with a fact that should make us all pause for a moment. In the time it takes to watch an episode of your favourite show, the world creates more data than humans did in all of recorded history up to 2003.

Let that sink in. We are living through the most profound and rapid information explosion in human history. In this new reality, the greatest challenge is no longer a lack of information, it is the overwhelming, chaotic, and often contradictory nature of it.

Unfortunately, for too long, our citizens have felt that chaos, faced with a web of different sites on the internet delivering varying and contradictory information, from varied time periods, and the frustrating feeling of not knowing where to get answers you can trust. This is not just a minor inconvenience. It is a tax. A tax on time.

Time is the one resource none of us can get back. It is the currency of our lives. When a small business owner has to close their shop for a day to stand in a line, that is a tax on their productivity. When a parent has to take time off work to find a simple form, that is a tax on their family's well-being. When a citizen gives up in frustration, that is a tax on their faith in our institutions.

And our citizens have told us this, loud and clear. In our national survey for Anansi, when we asked about the challenges of accessing government services online, what were the top answers? Confusing websites and long wait times. It is a story of time lost.

But here's the other side of that story: an incredible 88% of our people expressed their eagerness to adopt an AI tool to help them navigate these services. They are not just ready for change... they are demanding it.

Today, we are happy to answer that demand. Today, we are not just launching a technological solution, we are enabling a new kind of connection. We are introducing Anansi.

Anansi is more than just a chatbot. To call it that would be like calling a library a room full of paper. Anansi is our national digital assistant: a single source of trusted, official information from across the entire government. It represents a fundamental shift in how we approach public service delivery.

Let's talk about what is under the bonnet. Right now, Anansi has information from over 32 different Ministries, Departments, and Agencies, aggregating over 7,000 frequently asked questions. And that is being added to, every single day.

Now, a citizen does not need to know who to call to handle school registrations, or where to renew your drivers license online. They just need to ask a question. When our survey showed that 85% of people were most interested in getting help with official documents, we listened. Now, questions like "How do I ...?" or "What forms do I need ...?" get one clear, trusted answer. One question, one source, and an answer that you can rely on. That is the power of enabling technology.

Anansi embodies our commitment to a principle I am deeply passionate about: **AI+HI**. Artificial Intelligence plus Human Intelligence. This is not about a future where machines replace our dedicated public servants. It is about a future where technology augments them. It is about creating a seamless partnership where AI handles the high-volume, repetitive tasks – the "what are your opening hours?" queries, which frees up our human experts to focus on the complex, high-empathy situations that require judgment and understanding.

Our national survey told us that the single most desired feature for Anansi, at a staggering 95%, was **Accurate, Reliable Information**. This is where AI excels: providing consistent, verified answers 24/7.

But what about the citizen with a unique, complicated case? That is where our human intelligence comes in.

When a situation requires a deeper level of service, Anansi provides you with a way to easily be connected to a trained, knowledgeable ttconnect agent who can understand the context of your query and is ready to help. It is the best of both worlds: the speed and availability of AI, with the wisdom and compassion of a human expert.

We now live in an on-demand world. We stream movies when we want, order food when we are hungry, and bank at midnight. This has fundamentally rewired our expectations. We expect

services to be available on our schedule, not the provider's. Why should government be any different?

Citizens today expect and deserve the power of choice, the power of self-service. They want to interact with their government at 10 p.m. on a Sunday night if that is what suits them. This is not just about convenience; it is about respect. It is about respecting their time, their autonomy, and their ability to manage their own lives. Anansi provides that choice. It puts power back into the hands of the citizen.

This journey has been a testament to the power of collaboration. It was built with the expertise and dedication of the teams at ttconnect and iGovTT, and the unwavering support of the Ministry of Public Administration and Artificial Intelligence, and our Ministries, Departments and Agencies. It is a truly national effort.

But the most important collaborator in this project is you. The citizens of Trinidad and Tobago. Anansi is designed to learn from every interaction. You are the custodian aunts and uncles of Anansi, helping it to get stronger. Better. The more you use it, the smarter it gets. Your questions will show us where the information gaps are. Your feedback will help us refine the answers. You will be actively shaping a more responsive, more efficient, and more citizen-centric government.

We are at a remarkable moment in our nation's development. A moment where we can harness the incredible power of technology, not for its own sake, but to make life simpler, better, and more connected for every single person in our twin-island republic.

This is the promise of Anansi. This is the promise of a government that is not just online, but at your service. A government that is not just available, but accessible. A government that does not just provide information, but empowers its people with knowledge.

Technology is the enabler. But you, the citizens, are the purpose.

Let us begin this new chapter, together.

Thank you.