



MEDIA BACKGROUNDER

5-Aug-2025

A Renewed Social Contract: The Government of Trinidad and Tobago Launches a National Digital Assistant to Revolutionise Public Service

1.0 The Strategic Context: A Commitment to Digital Evolution

The Government of the Republic of Trinidad and Tobago (GoRTT) is committed to a national digital evolution agenda which is centred on a core principle: to build a public service that is efficient, accessible, and fundamentally citizen-first.

The launch of a new, national AI-powered digital assistant by iGovTT, on 5th August 2025, marks a pivotal milestone in this journey. This initiative moves beyond digitising existing processes and instead aims to intelligently transform the relationship between the citizen and the state, delivering on a renewed social contract that prioritises the public's time and trust.

2.0 The Challenge: A Fragmented Information Landscape

In today's digital world, citizens rightfully expect a seamless and intuitive experience when interacting with services. We acknowledge that accessing official government information has presented a significant challenge.

- **Citizen Frustration:** A recent national survey highlighted the public's core frustrations, with **45% of citizens finding government websites confusing to navigate** and **30% citing long wait times for answers**.
- **Information Silos:** Information is often siloed within individual Ministry, Department, and Agency (MDA) websites, requiring citizens to know the specific structure of government to find what they need.

This fragmented landscape creates a "time tax" on citizens and businesses, costing them productivity and eroding trust.

3.0 The Solution: A Single, Intelligent Point of Contact

To address this challenge, iGovTT is launching a smart, trusted, national digital assistant.

This solution is designed to serve as a single, centralised source for official public information.

- **Scale at Launch:** The platform aggregates over 7,000 FAQs from approximately 30 MDAs, providing an unprecedented breadth of knowledge from day one.
- **24/7 Availability:** It offers citizens answers to their questions anytime, day or night, directly responding to the **80% of survey respondents who cited 24/7 availability as a desired feature.**
- **Citizen-Driven Demand:** The project is a direct response to public demand, with **88% of citizens expressing enthusiasm for adopting an AI-powered tool** for government services.

The core promise of this solution is simple: citizens no longer need to know the structure of government to get an answer, they only need to know their question.

4.0 The "AI+HI" Model: Technology Empowering People

This initiative is built on a foundational principle of **AI+HI (Artificial Intelligence + Human Intelligence)**. This is not about replacing public servants but augmenting them.

- **AI for Efficiency:** The AI-powered assistant is designed to handle the vast majority of high-volume, information-based queries instantly and accurately.
- **HI for Empathy and Complexity:** This frees up our public servants responsible for customer service to focus on nuanced, or sensitive cases that require human judgment and empathy. The platform ensures a seamless escalation path to a human agent when needed, and those agents take responsibility for ensuring your questions are resolved through their knowledge base or through escalations to other MDAs.

5.0 The Name: Anansi – A Symbol of Wisdom and Ingenuity

The name “**Anansi**” was chosen to honour the cherished and intelligent character from our shared West African and Caribbean cultural heritage. In folklore, **Anansi is the keeper of all stories and wisdom**, who uses his intellect and wit to solve complex problems and untangle confusion for the benefit of all.

This aligns perfectly with the digital assistant's core function: to be the central, authoritative source of government information. Anansi’s ingenuity and efficiency guide how cleverly it navigates the complex web of government information to provide a clear, simple answer, doing the hard work so the citizen does not have to.

6.0 About iGovTT and ttconnect

- **iGovTT (The National Information and Communication Technology Company Limited):** As the implementing agency, iGovTT is responsible for the strategic management of this national platform, aligning it with the government's overarching digital evolution policy.
- **ttconnect:** As the primary service delivery arm of the Government, ttconnect provides the critical human intelligence (HI) component of the solution. Its dedicated agents manage complex queries escalated by the platform and remain the trusted human touchpoint to all MDAs for citizens.

This initiative represents a collaborative, whole-of-government approach to building a more modern, responsive, and trusted public service for the people of Trinidad and Tobago.