



## MODULE 2

# Artificial Intelligence for Public Service Delivery

Using AI as a responsible decision-support tool for complaint analysis, investigation, reporting and communication.

By the end, participants can apply AI tools ethically while preserving human judgement, confidentiality and accountability.

Theme: Strengthening Ombudsman Service Delivery through Digital Transformation, Artificial Intelligence and Electronic Complaint Management

## Why AI matters to public service delivery

**AI can help officers work faster, but it must remain under professional control.**

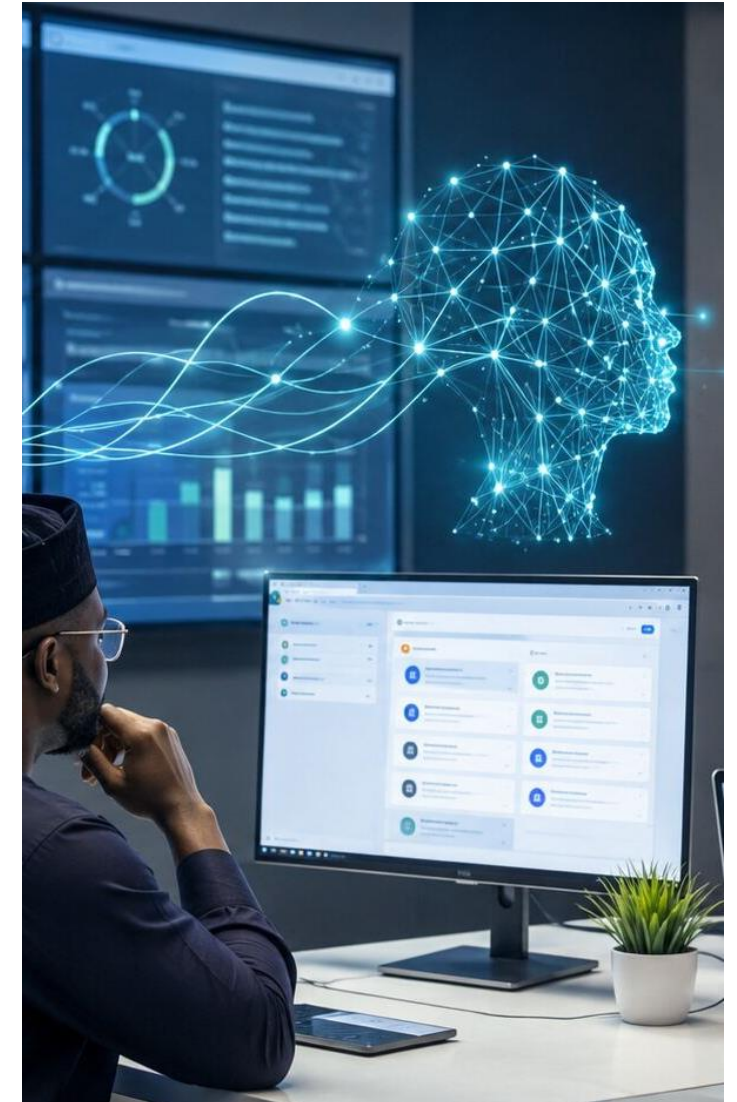
Public institutions handle growing volumes of records, correspondence and citizen enquiries.

AI can summarise, classify, translate and draft routine documents.

AI improves productivity when outputs are checked by trained officers.

AI adoption must protect fairness, privacy, transparency and public trust.

**AI should support — not replace — Ombudsman judgement.**



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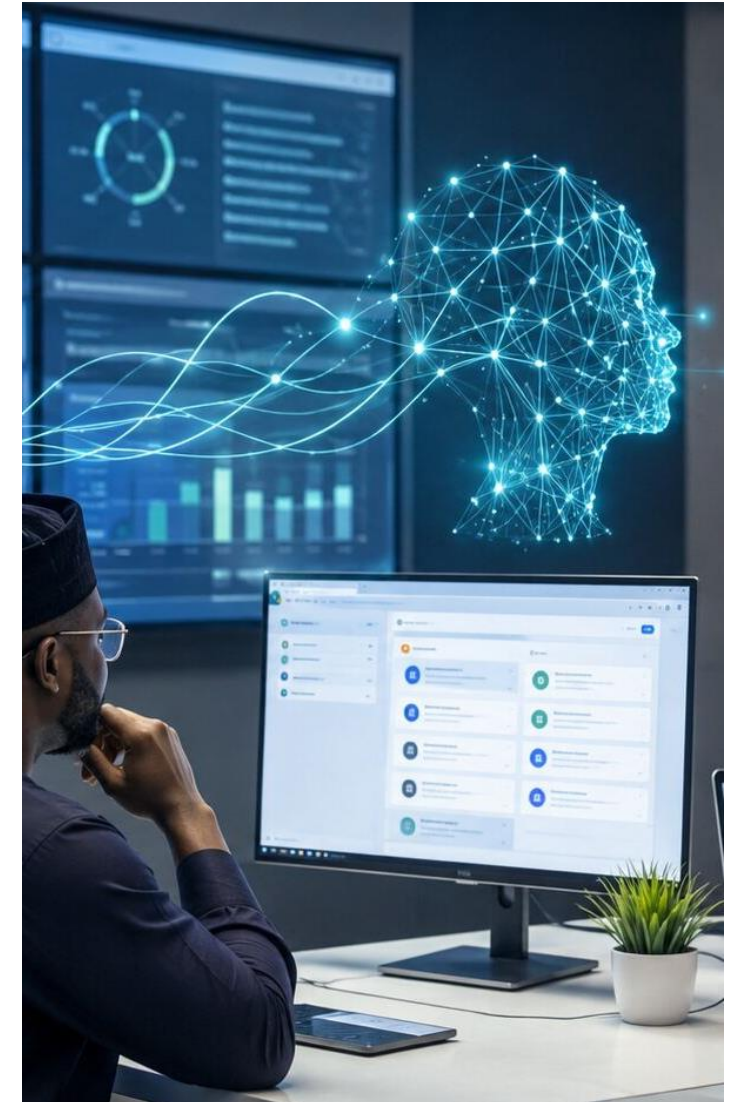
## Meaning of Artificial Intelligence

**Computer systems performing tasks that ordinarily require human intelligence**

AI recognises patterns, interprets language and supports problem solving. It can learn from data and improve outputs when properly trained or configured.

In public administration, AI is best used as decision support. Officers remain responsible for review, validation and official decisions.

**The human officer remains accountable for the final public-service action.**



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# AI versus automation

Automation follows fixed rules; AI can analyse content, language and patterns.

## Automation

Best for repetitive, rule-based tasks.

## Automation example

Automatically assigning reference numbers.

## Risk

Automation may be rigid; AI may be inaccurate or biased.

## AI

Best for summarising, classifying and pattern recognition.

## AI example

Identifying key issues in a long complaint narrative.

## Control

Both require human design, monitoring and accountability.

**Use automation for routine movement; use AI for intelligent support.**

## Generative AI and large language models

**Text-based AI systems can draft, summarise and organise official materials.**

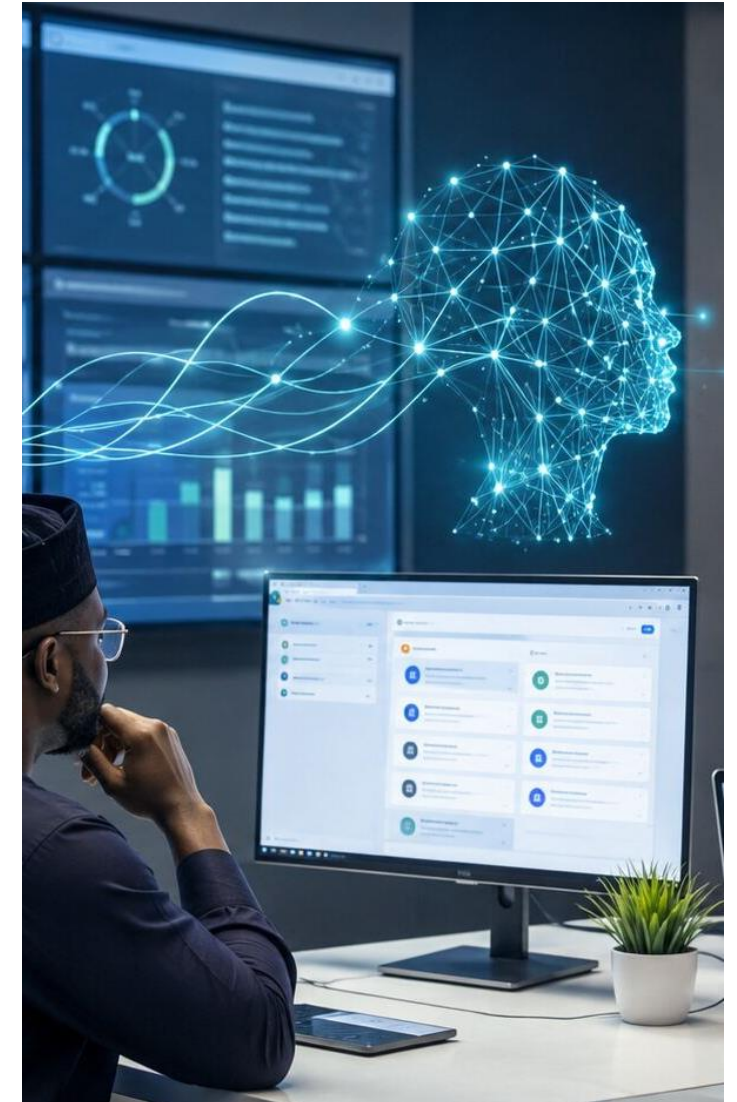
Generative AI creates new text, summaries, reports, tables and correspondence from prompts.

Large Language Models understand and generate human language from extensive training data.

They are useful for first drafts, research support and document organisation.

They may invent or misstate facts; verification is mandatory.

**Never submit AI output officially without human review.**



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# Machine learning in complaint administration

Machine learning supports pattern detection and prioritisation when reliable data exists.

## **Trend detection**

Recognises repeated complaint categories.

## **Priority signals**

Highlights urgent, sensitive or high-risk cases.

## **Resource allocation**

Shows workload patterns across officers or offices.

## **Fraud or inconsistency**

Flags unusual patterns for review.

## **Predictive insight**

Estimates likely case pressure or delays.

## **Requirement**

Quality data, clear rules and continuous review.

**Machine learning is only as useful as the quality and governance of the data behind it.**

## Natural Language Processing

NLP helps computers understand written and spoken language.

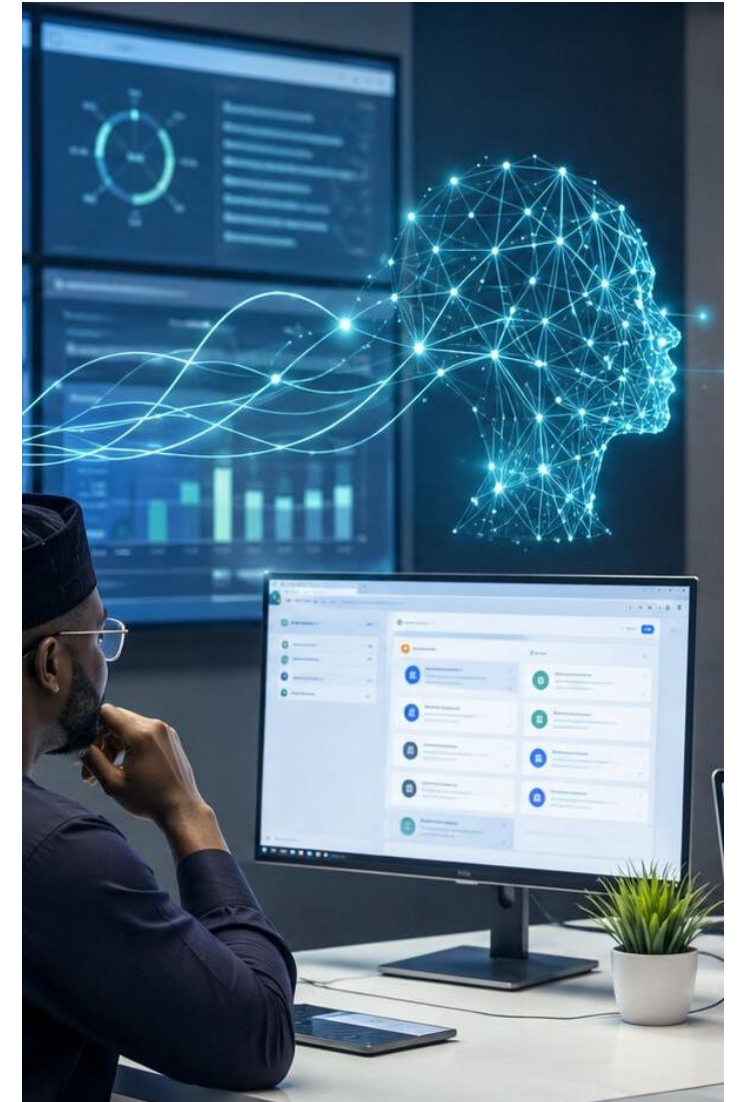
Complaint analysis: extract key issues from narratives.

Text summarisation: reduce lengthy documents to core facts.

Translation: support communication with diverse communities.

Speech recognition: transcribe interviews, meetings and consultations.

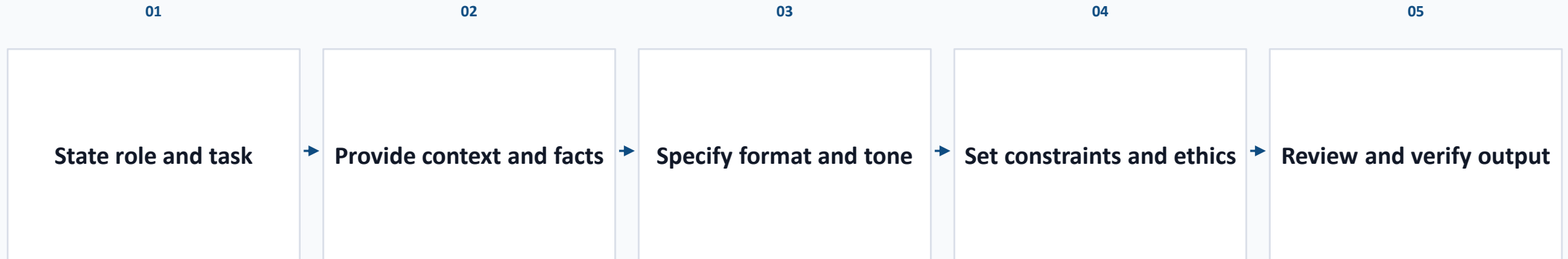
**NLP can increase accessibility, but sensitive content must remain protected.**



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## Prompt engineering for public officers

Good prompts produce better, safer and more useful outputs.



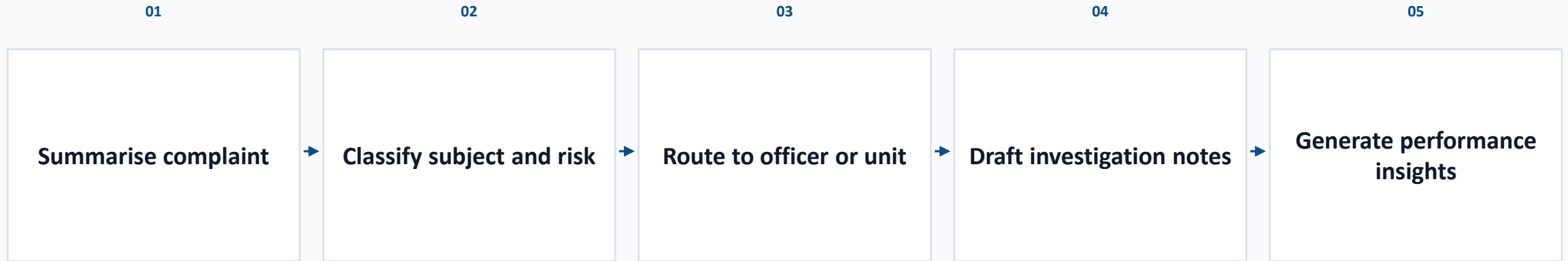
**A good prompt is clear, specific, contextual, objective and lawful.**



*Facilitator prompt: Where does delay occur most often in your current process?*

## AI for complaint management

AI can support the complaint lifecycle from intake to reporting.



**AI accelerates routine work so officers can focus on judgement, evidence and fairness.**



*Facilitator prompt: Where does delay occur most often in your current process?*

## AI for document analysis and investigation notes

AI can help investigators handle lengthy documents and evidence bundles.

### Useful tasks

- Extract key facts and dates
- Identify issues requiring verification
- Prepare interview question lists
- Compare statements for inconsistencies
- Organise evidence chronologically

### Required controls

- Use only authorised data
- Remove unnecessary personal details
- Check every summary against source records
- Record human corrections
- Protect confidential information



## AI for report writing and correspondence

AI can support official writing, but tone, facts and recommendations remain the officer's responsibility.

### Drafting uses

- Acknowledgement letters
- Requests for information
- Reminder letters
- Meeting minutes
- Investigation and recommendation report drafts

### Human review points

- Correct facts and names
- Confirm legal and procedural basis
- Remove unsupported claims
- Use official style and authority
- Approve through normal channels



# Responsible AI framework

Responsible AI protects citizens, complainants, officers and institutional credibility.

**Fairness**

Avoid discriminatory or one-sided outcomes.

**Accountability**

Officials remain responsible for final decisions.

**Privacy**

Limit and secure personal data.

**Transparency**

Explain how AI assisted the process where appropriate.

**Human oversight**

No sensitive decision should be left to AI alone.

**Reliability**

Test outputs and correct errors before use.

**Responsible AI is a governance discipline, not a technical slogan.**

## Bias, transparency, accountability and privacy

These four risks should be checked before using AI outputs in public service work.

### Bias

Outputs may reflect incomplete or unrepresentative data.

### Transparency

AI-supported actions should be documented and explainable.

### Accountability

The Commission, not the software, bears institutional responsibility.

### Privacy

Personal data must be processed lawfully and securely.

### Mitigation

Use quality data, human review and clear audit trails.

### Public trust

Citizens must not be harmed by careless technology use.

**Ethical AI begins with careful officers and clear rules.**

# Limitations of Artificial Intelligence

Participants must know where AI should not be trusted blindly.

## Known limitations

- Inaccurate or invented outputs
- Weak contextual understanding
- Bias and unfair assumptions
- Data dependency
- Cyber security and privacy risks

## Officer safeguards

- Verify against original documents
- Use official sources for law and policy
- Avoid uploading confidential files to unsafe tools
- Document review decisions
- Escalate uncertain outputs



## Module 2 practical demonstration

### Scenario

A complainant submits a lengthy complaint with attachments, mixed timelines and emotional language. Officers need a usable summary, issue list and first draft of acknowledgement.

### Participant tasks

Write a safe prompt for summarisation.  
Produce key issues and missing information.  
Draft an acknowledgement letter.  
Review and correct AI output manually.

### Expected output

**Verified complaint summary + draft official correspondence**

