

Government Adoption Framework for Artificial Intelligence: DG × DPI ^ AI

Part 1: Citizen Guide

Also available: Part 2 - Government Implementation Pack (Governance, Standards, Safeguards, and Rollout Plans)

Part 2 contains amongst other details provides operational standards and requirements government agencies must follow.

Version: vPublic-1 (Draft)
Date: 27th February 2026

Draft

Two-part framework

Part 1 (this Citizen Guide): what AI means for you, what will change, what Government will use AI for (and not use it for), and your protections.

Part 2 (Government Implementation Pack): operationalises the principles in this document and ensures consistent national standards across all public bodies.

Draft V1.0

Message from Government

Message from the Prime Minister

Fellow Papua New Guineans,

Government exists to serve you - simply, fairly, and with respect.

Around the world, Artificial Intelligence (AI) is changing how services are delivered. Used responsibly, AI can help Government reduce delays, cut paperwork, improve accuracy, protect public money, and make services easier to access - especially for people who live far from major centres.

This Citizen Guide explains, in plain language, how Papua New Guinea will adopt AI in Government in a way that protects your privacy, keeps humans accountable for decisions, and respects our culture and heritage.

AI must never replace the values of public service. It must strengthen them: fairness, transparency, integrity, and trust.

Thank you for being part of PNG's digital future.

HON. JAMES MARAPE

Prime Minister of Papua New Guinea

Message from the Minister for ICT

Dear citizens and businesses of Papua New Guinea,

This framework is about making Government work better for you.

AI can support faster services, clearer information, and stronger integrity across public systems. But AI must be used carefully. This Citizen Guide makes clear what AI will be used for, what it will not be used for, and the protections Government will put in place.

This is a public document written for everyone. The more detailed standards and operational rules for agencies - such as safety checks, audits, technical standards, and rollout plans - are set out separately in Part 2: Government Implementation Pack.

We will be guided by one simple principle: people remain responsible. AI can help public servants, but it does not replace accountability.

Thank you for your trust and your feedback as we roll this out.

HON. PETER TSIAMALILI JR, MP

Minister for Information and Communications Technology

Rationale

Government services touch everyday life: identity, licences, education, health, law and justice, public payments, and many more. When services are slow or confusing, people lose time and money, businesses face delays, and trust can weaken.

AI, used responsibly, can help Government:

- make services easier to understand and faster to use,
- reduce repeated paperwork and common errors,
- improve follow-ups and status updates,
- help detect fraud and protect public funds,
- support better planning for disasters and development.

But AI also brings risks if it is used carelessly. That is why Government is setting clear boundaries and protections from the beginning.

This Citizen Guide is about trust. It explains what will change and how you are protected.

At a glance: 5 key points

- AI will help improve services, but it will not replace human responsibility.
- No AI-only decisions on your rights, benefits, or penalties.
- Privacy and security come first - data must be used lawfully and protected.
- You can appeal and complain - there will be clear pathways to review outcomes.
- PNG culture matters - special care will protect cultural heritage and expressions.

Key Terms

Terms	Definition
Digital Government (DG):	using digital tools to deliver services more easily.
Digital Public Infrastructure (DPI):	shared national digital “rails” that many services can use.
Artificial Intelligence (AI):	computer systems that help analyse information, provide guidance, and support work.
Human review:	a public officer checks and remains responsible for important decisions.
Deepfake:	fake audio/video made to look real.
Privacy:	protecting personal information and limiting use to lawful purposes.

1. What DG × DPI ^ AI Means

1.1 Digital Government: services that are easier to use

Digital Government means improving services so they are easier to understand, faster to access, more consistent across agencies, and available through approved digital channels and service points.

Digital Government is not only about websites and apps. It is about improving how Government works - so services reach people with less friction.

1.2 Digital Public Infrastructure: the shared “digital rails” behind services

Digital Public Infrastructure is the shared foundation that supports many services. Think of it as the national “digital rails” that help different systems work together safely.

When Government builds shared foundations, services can be improved faster and at lower cost than if every public body builds separate systems.

1.3 Artificial Intelligence: what it is, and what it isn't

AI can support helpful tasks such as explaining services in simple language, guiding people to the right forms and steps, checking for missing information, helping staff summarise documents, spotting unusual patterns that may signal fraud, and improving planning in priority areas.

AI is not a human being. It can be wrong. That is why human accountability and safeguards matter.

1.4 The Big Idea

DG × DPI ^ AI is not about technology for its own sake.

It is about improving how Government serves people — while strengthening trust, accountability, and national capability.

Papua New Guinea is choosing a deliberate path. We will not adopt Artificial Intelligence in isolation. We will not allow fragmented systems to grow without coordination. And we will not sacrifice rights or sovereignty for speed.

Instead, we will modernise Government in a structured way:

- Services must become easier and faster.
- Systems must be built on shared national foundations.
- AI must operate within clear safeguards and human accountability.

This approach ensures that technology strengthens public service values — fairness, transparency, integrity, and responsibility — rather than weakening them.

The goal is simple: better services for citizens, stronger institutions for the nation, and careful use of AI that protects rights and public trust.

$DG \times DPI \wedge AI$ expresses how Papua New Guinea intends to modernise Government in a disciplined and sovereign way.

Each part of the formula has purpose.

Digital Government (DG) means improving services so they are faster, simpler, more consistent, and easier to access. It is about better delivery — not just new technology.

Digital Public Infrastructure (DPI) means building shared national digital foundations — such as secure identity, payments, and data exchange — that many services can use safely. Instead of every agency building separate systems, Government builds once and reuses many times.

Artificial Intelligence (AI) helps analyse information, support workflows, reduce errors, and improve planning. But AI must always operate within clear rules and human accountability.

The symbols matter.

The multiplication sign (\times) means services and shared foundations must advance together. Without strong foundations, services become fragmented. Without better services, foundations have no impact.

The exponent (\wedge AI) means AI amplifies what is already in place. AI does not replace Government. It strengthens Digital Government — when built on secure foundations.

In simple terms:

- ◆ Digital Government provides direction.
- ◆ Digital Public Infrastructure provides strength.
- ◆ Artificial Intelligence provides acceleration.

Together, they form a modern, accountable, and sovereign digital state.

1.5 A Layered and Modular Approach

To avoid waste, duplication, and rushed technology purchases, Government is adopting a layered and modular approach to AI. This means we build strong foundations first, and then add services carefully on top — instead of each public body building its own separate systems. This approach:

- reduces duplication of investment
- lowers long-term costs
- improves security
- allows faster expansion when something works
- protects national digital sovereignty

Think of it as building a house properly: foundation first, then structure, then rooms, then smart features. Below is a simple explanation of the five layers.

Layer 1 – Secure National Digital Infrastructure

This is the base layer. It includes secure government networks, cloud systems, national data centres, and protected connectivity (including undersea cable and satellite links). Without this layer, nothing digital can run safely. By investing once in shared infrastructure, Government avoids every public body buying its own separate systems.

Layer 2 – Shared Digital Foundations (Digital Public Infrastructure)

This layer includes shared national systems that many services can use safely, such as:

- Digital identity (SevisPass)
- Digital wallet (SevisWallet)
- Secure data exchange systems (SevisDEx)
- Approved digital payment systems

These shared foundations allow services to work together safely and in an interoperable manner. Instead of every public body its own identity system or payment gateway, we build once and reuse many times. This reduces cost and improves consistency.

Layer 3 – Digital Government Services

This is where citizens interact with Government services such as (but not limited to):

- Licensing
- Recruitment
- Procurement
- social support
- customs
- police services
- budget systems

These services are built on the shared foundations in Layer 2. Because the foundations are shared, new services can be introduced faster and at lower cost.

Layer 4 – Responsible AI Support

AI sits on top of the secure foundations. AI tools may help:

- reduce form errors
- improve document processing
- detect unusual patterns
- improve planning
- assist staff with repetitive tasks

AI does not operate independently. It must use approved systems and follow strict safeguards. This layered design ensures AI cannot bypass protections.

Layer 5 – Intelligent National Planning

This ensures government has the ability to plan and make important decisions through realtime insights on development indicators.

Overall, the layers and modular approach seeks to ensure:

- We invest once and reuse many times.
- We reduce duplication across agencies.
- We scale successful tools quickly.
- We avoid buying isolated AI systems that do not connect.
- We protect national data and digital sovereignty.

These approaches also strengthen the capability of the State, rather than outsourcing responsibility to automated systems.

Draft VI.0

2. Targeted Outcomes

2.1 Faster services and fewer delays

As Government adopts AI responsibly, you should see faster processing in common workflows, fewer repeated manual checks, and improved response time for common questions. Government will track service performance improvements transparently over time.

2.2 Less paperwork and fewer repeat forms

Where lawful and appropriate, Government will work towards reducing repeated data requests, simplifying steps, and improving how information is reused across services.

The goal is simple: you should not be asked for the same basic information again and again when Government already lawfully holds it.

2.3 Clearer support and better information

AI can help make information easier to understand by answering common questions, explaining requirements more clearly, supporting accessibility improvements, and helping deliver guidance in plain language.

2.4 One front door for services

Government will continue building towards simpler, consistent access to services through approved channels - including national platforms such as SevisPass/SevisWallet where available - so citizens and businesses have clearer pathways.

3. What Government Will Use AI For

3.1 Helping you find the right service and understand requirements

AI can support service guidance such as: Which service do I need? What documents are required? What are the steps and expected time? Where do I submit and how do I track progress?

3.2 Reducing errors in forms and records

Many delays are caused by simple issues: missing documents, inconsistent details, and incomplete fields. AI can help flag these early, so you can correct them before submission and staff can process applications faster.

3.3 Improving processing times and follow-ups

AI can support workflow improvements such as prioritising queues based on service rules, drafting updates and reminders, reducing repetitive administrative steps, and supporting staff to clear backlogs.

3.4 Protecting public money (with human checks)

AI can help identify patterns that look unusual, such as duplicate claims, suspicious transactions, or repeated attempts that may signal fraud.

Important: AI does not accuse anyone. It can only flag risks. Human officers must investigate, confirm facts, and make decisions lawfully.

3.5 Better planning and response

AI can support improved planning in areas such as disaster coordination, health planning, infrastructure planning, and citizen support information during emergencies.

4. What Government Will NOT Use AI For (Red Lines)

4.1 No AI-only decisions on rights, benefits, or penalties

Government will not rely on AI alone to make decisions that affect your legal rights, benefits you receive, penalties, or enforcement actions. Where important decisions occur, human review and accountability must apply.

4.2 No secret “citizen scoring”

Government will not use AI to secretly score citizens or rank people in ways that affect rights or services without transparency and lawful authority.

4.3 No use of your data outside lawful purposes

Your personal information must only be used for lawful government purposes, with appropriate safeguards and clear accountability.

4.4 No unsafe or untested AI in high-impact services

Government will not deploy untested AI in high-impact services. Any use in sensitive or high-impact areas must be introduced carefully and monitored.

4.5 Extra care for culture and heritage

AI must not misuse or disrespect PNG cultural heritage and expressions. Special safeguards apply (see Section 6).

4.6 No uncontrolled external AI systems in core government decision-making

Government will not allow unapproved external AI systems to directly control or make core government decisions without lawful authority, oversight, and national safeguards.

5. Your Rights and Protections

This section explains how Government will protect people as AI is adopted.

5.1 Privacy and data protection

Government commits to protecting personal information, limiting use to lawful purposes, restricting access to authorised staff and systems, and strengthening security and safe handling of data.

5.2 Fairness: reducing bias and discrimination

AI can sometimes produce unfair outcomes if the data used is incomplete or biased, some groups are under-represented, or the system is not tested properly. Government commits to checking and improving systems to reduce bias and unfair outcomes.

5.3 Transparency: when AI is used

Where practical, Government will aim to be clear when AI is being used to support a service - especially where it could affect outcomes.

5.4 Human review: people remain responsible

AI may assist, but people remain responsible. Public servants must be accountable for decisions, approvals, refusals, penalties, and the overall quality of service delivery.

5.5 Appeal and complaint: your pathway to review

If you believe an outcome is wrong or unfair, you should have the ability to request explanation, ask for review by a human officer, and lodge a complaint through the appropriate channel.

5.6 Safety and security

Government will work to protect systems from cyber threats, misuse of AI tools, unsafe deployments, and manipulation and fraud attempts.

Reference to Part 2: The detailed operational rules, standards, and safety checks agencies must follow are set out in Part 2: Government Implementation Pack.

5.7 Responsible AI governance

Government will maintain internal registers of AI systems used in public services. These systems must meet safety, fairness, and security standards before they are deployed. AI systems will be assessed according to risk level. Higher-impact systems will be subject to stronger review, testing, and monitoring requirements. Detailed technical rules for agencies are set out in Part 2: Government Implementation Pack.

6. Protecting PNG Culture and Heritage

PNG's cultural heritage is valuable. It carries identity, history, and meaning. AI systems must respect this.

6.1 Respect for cultural knowledge and expressions

Government commits to respecting cultural expressions and heritage in how AI is used, especially where cultural designs, stories, language, and expressions are involved or where reuse could cause harm or disrespect.

6.2 Consent and proper use

Where AI use could involve cultural heritage, Government commits to applying respect and proper handling principles, ensuring appropriate permissions and consent expectations, and reducing risk of misuse or exploitation.

6.3 How misuse will be handled

Government will maintain pathways to report cultural misuse, investigate and respond, and take corrective actions where needed.

Draft

V1.0

7. How Government Will Roll This Out

This framework will be implemented step-by-step. Government will start with lower-risk uses that deliver clear benefits, then expand carefully.

7.1 Early Phase

Early efforts will focus on AI uses that help people find services, reduce common form errors, improve document processing and reduce backlogs, and improve basic service updates and follow-ups.

7.2 Expansion Phase

Government will expand to more services where safeguards are proven, staff are trained and accountable, and systems are monitored and improved over time.

7.3 Scale Phase

Broader adoption will occur only where AI is useful, safe, fair, and properly governed - especially in high-impact areas, with extra controls.

7.4 How we will measure progress

Government will publish updates and progress reports focusing on service improvements, integrity improvements, citizen feedback and complaints, and safety and incident management outcomes. Progress updates will include information on how AI systems are being used, what safeguards are in place, and how complaints and incidents are handled including data protection compliance and bias testing results where appropriate.

8. Who Is Responsible and How to Reach Us

8.1 Who does what

- DICT coordinates the national approach and supports consistent adoption across all public bodies
- Public bodies remain responsible for their services and decisions.
- Oversight and audit functions support accountability, review, and improvement.

8.2 How to ask questions and get help

Government will provide and maintain public channels for information about AI-enabled services, support for using services, and guidance on rights and protections. These channels may include official websites, service centres, and hotline/contact points.

8.3 How to report a problem

You will be able to report wrong or unfair outcomes, privacy concerns, scams and harmful AI content, deepfakes and misinformation that could cause harm, and cultural misuse or disrespect.

8.4 How this framework will be updated

Government will review and improve this framework based on results, safety and incident learnings, public feedback, and changes in technology and risk.

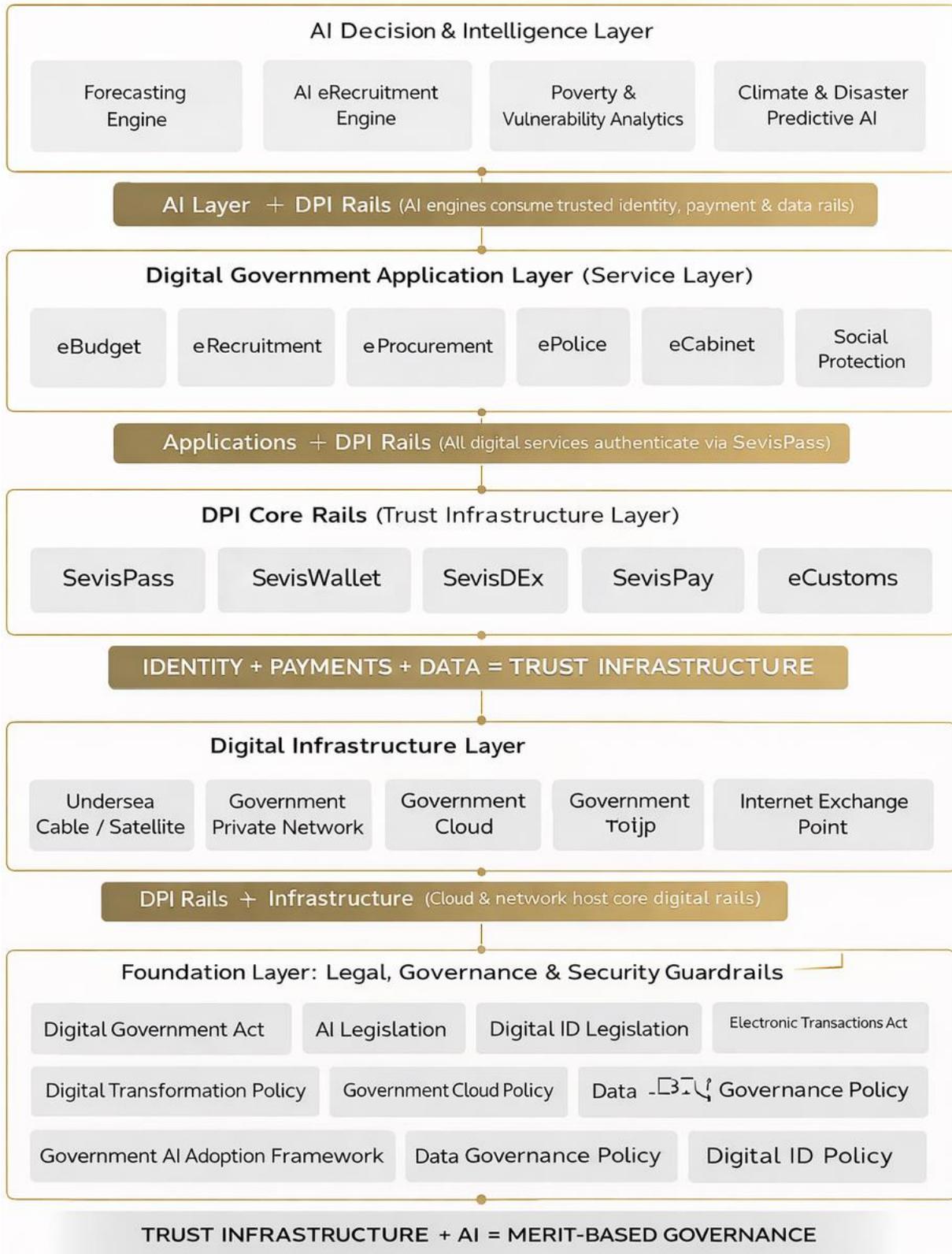
Reference to Part 2: Detailed internal rules - such as public body compliance requirements, audits, standards, and rollout plans - are set out in Part 2: Government Implementation Pack.

Appendix A: Simple glossary

- AI (Artificial Intelligence): computer systems that help analyse information and support tasks.
- DPI (Digital Public Infrastructure): shared digital foundations used across services.
- DG (Digital Government): public services improved through digital systems and better processes.
- Human review: a public officer checks and remains responsible for important decisions.
- Privacy: protecting personal information and limiting use to lawful purposes.
- Deepfake: fake media designed to look real.
- Bias: unfair outcomes affecting certain groups.
- Audit: independent checking that rules are followed.

Draft VI.0

Appendix B: One-page diagram (DG × DPI ^ AI)



Appendix C: Example AI uses (illustrative only)

Draft VI.0