

PRESENTED BY JAMES INGLIS, CHIEF EXECUTIVE OFFICER AT NIUPAY

PAPUA NEW GUINEA | SOUTH PACIFIC ISLANDS

AI-DRIVEN VALIDATION & DECISION-MAKING



SETTING THE SCENE

Papua New Guinea Immigration & Citizenship Services Authority



MyICSA Analysis Engine



The **Immigration and Citizenship Services Authority of Papua New Guinea (ICSA)** manages immigration, border security, visas, and citizenship services to regulate the movement of people in and out of the country.

The **MyICSA Analysis Engine**, or **MAE**, was developed in response to a mandate to overhaul the way in which visa applications are processed to increase border security, and encourage investment and tourism.

ICSA: The challenge

Long processing queue

Hundreds-of-thousands of travellers visit PNG each year.

Existing visa applications can take days and weeks.

A significant backlog creates friction in a time-bound process.

Temporary solutions not working.

Complex data environment

No scalable means of data extraction.

Thousands of differently styled documents, formats and standards.

Limited validation of user-submitted files.

Consistency & standard hours

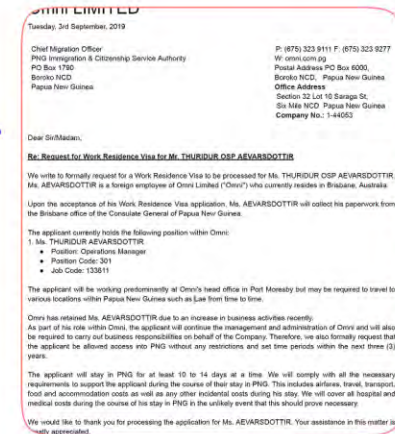
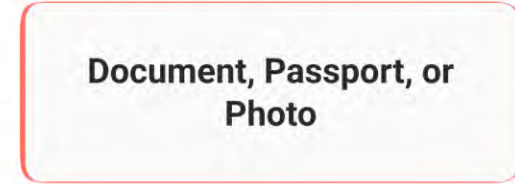
There's a human problem.

Only processing applications during business hours.

Fair and equitable decisions not consistent.

The MyICSA Analysis Engine

A multi-purpose, easy-to-configure, GenAI-driven system for extraction, interpretation, and decision-making on a variety of file and document types.



Document

Assess the submission against rules and requirements.

Provide rationale for met or unmet rules and requirements.

Determine if there are corrective actions that need to be performed.

Craft and send response.

Orchestrate the extraction and interpretation of data.

Summarise and interpret quality of the extracted data.

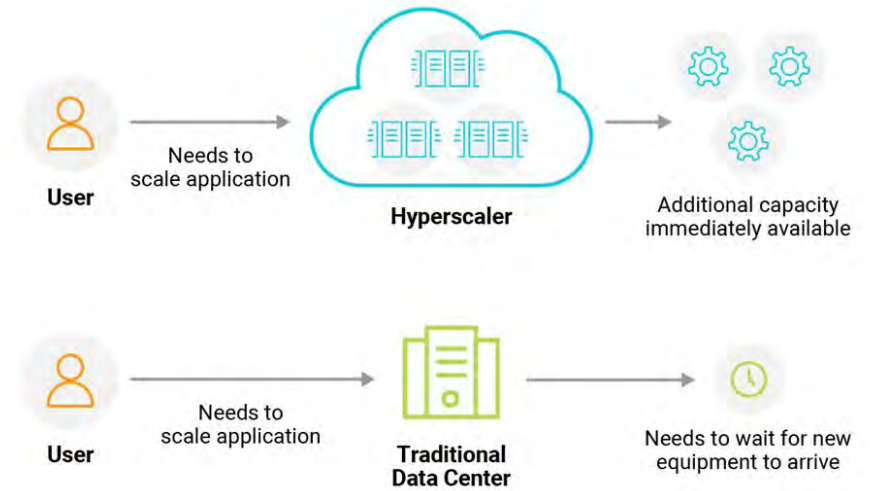
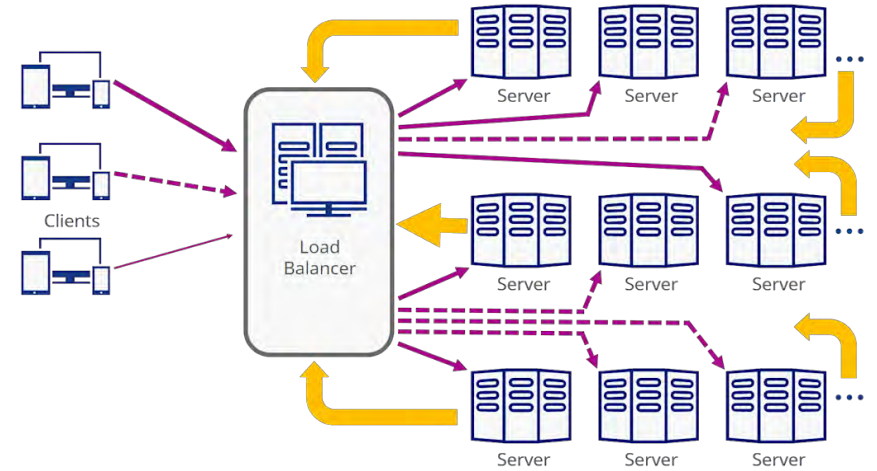
Determine if there are any hard blockers.

The power of hyperscalers

Runs within ICSA's already-established cloud environment.

Scales up and down dynamically based on processing load.

Must be able to achieve minimum availability of 99.99% in any given month.



Building ethical AI systems

Transparency & operations

Every action immutably logged.

All decisions traceable to specific ICOSA criteria. Full review capability.

Isolated operating environments.

Strict access controls.

Adherence to PNG and international standards.

Independent technical audits.

Data privacy

All public sector bodies in PNG fall under the **National Data Governance & Data Protection Policy**.

Thoroughly adopted data lifecycle.

Strict PII controls in place.
Immutable logging.

Abstraction layers between humans and data.

Optionality

Those who prefer the existing 'manual' approach, can do so.

Results and expansion

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Visa processing time, border security improved

PAPUA New Guinea's visa processing capabilities have improved drastically with the introduction of state-of-the-art technology that has reduced processing times and strengthened border security.

The MyICSA Analysis Engine (MAE), now fully integrated with the Immigration and Citizenship Service Authority's (ICSA) eVisa platform, has transformed what was once a lengthy, manual process into an efficient, automated system that benefits both travellers and immigration officers.

"This technology represents a major step forward for our immigration services. Valid applications that previously took hours, days, or weeks to process, are now approved in minutes, while our officers can focus their attention on applications that require deeper analysis or have missing documents," said Deputy Prime Minister John Rosso said.

The implementation of the MAE system brings numerous advantages to PNG's immigration process.

This means travellers with straightforward applications receive quick responses, allowing them to plan their visits with greater certainty.

Immigration officers can direct their expertise to cases requiring careful judgement and consideration.

Document validation occurs with consistent standards, applied across all applications.

The system operates 24 hours a

day, allowing processing to continue outside of normal office hours.

Applications with missing or incorrect information are identified immediately, reducing time wasted on incomplete or erroneous applications.

Real-time data processing will enhance ICSA's capability to quickly detect fraudulent cases.

"These improvements change how we deliver our services," Clarence Pariau, the Deputy Chief Migration Officer for the Visa and Passport Division, said.

"Our officers can now concentrate on the aspects of visa assessment that truly benefit from human insight and experience, while the technology handles routine verification tasks.

"This makes better use of our team's capabilities and ultimately provides a more effective service for everyone engaging with our immigration system."

The improved visa processing creates positive ripple effects:

- Business travellers can confirm travel plans more quickly, facilitating trade and investment.
- Tourism operators can provide visitors with greater certainty about entry approvals.
- Government resources are directed more efficiently, reducing administrative burden.

"We understand there are existing delays with work permits and longer-term visas," Mr Rosso said.

Transforming visa services through technology

The Sunday Bulletin - March 19, 2025

ONLINE



NEWS

TRANSFORMING VISA SERVICE TECHNOLOGY

DEPUTY Prime Minister Hon. John Rosso, has announced a significant



Office of the Deputy Prime Minister
Hon. John Rosso, DPS, MP

Approved for release: Monday 17th March, 2025

Press Release

DEPUTY PRIME MINISTER JOHN ROSSO SAYS THE USE OF AI TECHNOLOGY TO PROCESS VISA IS A MAJOR STEP FORWARD FOR IMMIGRATION SERVICES

Deputy Prime Minister John Rosso has announced a significant advancement in Papua New Guinea's visa processing capabilities, with the introduction of state-of-the-art technology that has dramatically reduced processing times while strengthening border security.

ICSA Transforms Visa Processing with AI-Powered Analysis

The MyICSA Analysis Engine (MAE), now fully integrated with the Immigration & Citizenship Service Authority's (ICSA) eVisa platform, has transformed what was once a lengthy, manual process into an efficient, automated system that benefits both travellers and immigration officers.

"This technology represents a major step forward for our immigration services. Valid applications that previously took hours/days/weeks to process are now approved in seconds/minutes, while our officers can focus their attention on application that required deeper analysis or have missing documents," Deputy Prime Minister Rosso explained.

Transforming Visa Services through Technology

The implementation of the MAE system brings numerous advantages to Papua New Guinea's immigration process.

This means;

- Travellers with straightforward applications receive quick responses, allowing them to plan their visits with greater certainty.
- Immigration officers can direct their expertise to cases requiring careful judgement and consideration.
- Document validation occurs with consistent standards, applied across all applications.

Optionality

Processed tens-of-thousands of documents.

Significant reduction in turn-around times.

Drastic increase in application quality.

Expanding to additional visa classes and other ICSA processes throughout 2025.

A human-AI partnership

Empowering officers

AI handles routine verification, not replaces humans.

Staff focus on strategic decisions and complex cases.

Less time spent on basic application error support.

Expertise applied where humans excel.

Transforming public services

Dramatically faster processing times.

Services delivered without unnecessary delays.

Meets rising citizen expectations for digital services.

Aligns with technology's central role in modern life.

THANK YOU