

AlemGPT — Kazakhstan's Multi-Agent Conversational AI Pilot for One-Stop Public Service Delivery

AI in the Public Sector · Good practice · Kazakhstan

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

Kazakhstan's AI Ministry began testing AlemGPT in January 2026 — a ChatGPT-style assistant meant to let citizens complete public services by describing their situation in text — atop an eGov platform serving 11.7M mobile users, but with no usage results yet disclosed.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-19

[Ministry of Artificial Intelligence and Digital Development of the Republic of Kazakhstan](#) — accessed 2026-07-19

[Kazakhstan tests AlemGPT AI platform for public services](#) — [Kazakhstan Today](#) — accessed 2026-07-19

[All public services to be moved to AlemGPT in Kazakhstan](#) — [Tengrinews.kz](#) — accessed 2026-07-19

[This country's AI-driven government overhaul is starting to pay off](#) — [Euronews](#) — accessed 2026-07-19

[2025 results](#) — [Electronic Government of the Republic of Kazakhstan \(egov.kz\)](#) — accessed 2026-07-19

Cite this — Evidoria. *AlemGPT — Kazakhstan's Multi-Agent Conversational AI Pilot for One-Stop Public Service Delivery*. Persistent ID: 90fe09a9-0327-4b96-b04a-7bc938b2b8ae.