

Amman is Listening — Greater Amman Municipality's AI-Assisted Citizen Feedback Platform

City Innovation Library · Good practice · Jordan

Quality score: 48/100

Evidence strength: Descriptive / self-reported

Summary

Backed by a \$1M Bloomberg Philanthropies award (2021, chosen from 630 cities) and UNDP, Greater Amman Municipality launched a trial AI-assisted feedback and accessibility-mapping platform in July 2024; independent outcome data is not yet available.

Key dimensions

Dimension	Score
Evidence of impact / measured results	0/3
Transferability / demonstrated replication	1/3
Scalability	1/3
Sustainability / continuity	1/3
Innovation	2/3
Inclusiveness / equity	2/3
Multi-stakeholder collaboration	3/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-07

[Greater Amman Municipality \(GAM\), with UNDP and Bloomberg Philanthropies](#) — accessed 2026-08-07

[Jordan Times: GAM launches 'Amman Listens' platform](#) — accessed 2026-08-07

[Bloomberg Cities: Amman, Jordan — Mayors Challenge](#) — accessed 2026-08-07

[SDG Local Action: Amman launches platform for smarter urban resilience](#) — accessed 2026-08-07

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