

ANA — Romania's Tax Agency Launches an AI Chatbot for Taxpayers, Starting With Rental and Freelance Income

AI in the Public Sector · Good practice · Romania

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Romania's tax authority ANAF launched ANA, an AI assistant answering taxpayer questions on rental and self-employment income inside their private online account, with plans to widen its scope and open public access under an EU-funded digitalisation reform.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-16

[Agentia Nationala de Administrare Fiscala \(ANAF\)](#) — accessed 2026-08-16

[Business Forum Romania](#) — accessed 2026-08-16

[Romania Insider](#) — accessed 2026-08-16

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