

Anta — Sénégal Numérique's AI Chatbot Guiding Citizens Through Nearly 700 Government Procedures

AI in the Public Sector · Good practice · Senegal

Quality score: 40/100

Evidence strength: Descriptive / self-reported

Summary

Sénégal Numérique SA's Anta chatbot uses natural-language understanding and voice recognition to guide citizens through the nearly 700 administrative procedures listed on Senegal's official Service Public portal, replacing rigid menu trees — though no usage or outcome statistics

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-16

[Sénégal Numérique SA](#) — accessed 2026-09-16

[Anta chatbot – Sénégal Numérique SA official portal](#) — accessed 2026-09-16

[Anta : l'IA au service du citoyen, le pari réussi de Sénégal Numérique SA – POLYGON](#) — accessed 2026-09-16

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