

C-Bot — Rustavi City Hall's AI Chatbot for Pandemic-Era Municipal Services

AI in the Public Sector · Good practice · Georgia

Quality score: 20/100

Evidence strength: Descriptive / self-reported

Summary

Rustavi City Hall, Georgia launched C-Bot, an AI chatbot built with UNDP and EU support, answering citizens' and businesses' questions on municipal services and COVID-19 rules. It reportedly reached 125,000+ residents; performance metrics and post-2021 status are unverified.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-18

[Rustavi City Hall \(Rustavi Innovations Hub\), with UNDP Georgia and EU4Business support](#) — accessed 2026-08-18

[EEAS — C Bot ChatBot with AI keeps Georgian business informed during pandemic](#) — accessed 2026-08-18

[UNDP — The coronavirus pandemic has created a 'perfect storm' for core government functions](#) — accessed 2026-08-18

[EU4Business.ge — C-Bot success story](#) — accessed 2026-08-18

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