

ChatBot 'Butwal' — Nepal's First Municipal AI Chatbot for Local Government Service Delivery

AI in the Public Sector · Good practice · Nepal

Quality score: 13/100

Evidence strength: Cautionary / limited

Summary

Butwal Sub-Metropolitan City launched Nepal's first municipal government AI chatbot to help residents access local service information; the launch is confirmed by four independent Nepali outlets, but no usage or outcome data has been published yet.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

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

[Butwal Sub-Metropolitan City](#) — accessed 2026-07-19

[Rising Nepal Daily: Butwal Sub-Metropolitan City begins AI ChatBot](#) — accessed 2026-07-19

[Nepal News: Butwal Sub-Metropolitan City begins AI ChatBot](#) — accessed 2026-07-19

[OnlineKhabar: Butwal sub-metropolis begins AI ChatBot](#) — accessed 2026-07-19

[Republica/Nagarik Network: Butwal Sub-Metropolitan City begins AI ChatBot](#) — accessed 2026-07-19

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