

ChatbotPJ — Costa Rica's Judicial-Branch AI Assistant for Case and Service Queries

AI in the Public Sector · Good practice · Costa Rica

Quality score: 73/100

Evidence strength: Descriptive / self-reported

Summary

Costa Rica's Poder Judicial has run ChatbotPJ since 2018 to answer routine questions and, since 2023, judicial-collection case status 24/7. It reports about 5,500 queries a month and over \$14,000 in monthly savings versus its call centre, plus a public AI-use disclosure.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
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 2026-07-19

[Poder Judicial de Costa Rica \(Judicial Branch of Costa Rica\)](#) — accessed 2026-07-19

[El Financiero CR: La IA recibe sentencia — así se usa en el Poder Judicial y bufetes legales](#) — accessed 2026-07-19

[Poder Judicial de Costa Rica: Datos generales en materia de cobro judicial disponible en consulta del Chatbot](#) — accessed 2026-07-19

[Poder Judicial de Costa Rica: Declaración de uso de Inteligencia Artificial](#) — accessed 2026-07-19

Cite this — Evidoria. *ChatbotPJ — Costa Rica's Judicial-Branch AI Assistant for Case and Service Queries*. Persistent ID: 01eeebab-76f3-415b-9bb7-a551525a9bbd.