

Chatico — Bogotá's AI-Powered Omnichannel Virtual Assistant for Citizen Participation and Services

AI in the Public Sector · Good practice · Colombia

Quality score: 80/100

Evidence strength: Descriptive / self-reported

Summary

Bogotá's WhatsApp-based AI assistant Chatico logged 3.6M+ conversations since 2023, handled 1.6M queries during a water-rationing crisis, and carried 147,000+ inputs to the city's Development Plan consultation, where 82% of participants had never engaged before.

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	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

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

[Alcaldía Mayor de Bogotá \(Mayor's Office of Bogotá\)](#) — ICT Advisory Office / Bogotá Capital Digital, with Fundación Corona — accessed 2026-07-19

[Chatico supera los 3.6 millones de conversaciones](#) — Secretaría General de la Alcaldía Mayor de Bogotá — accessed 2026-07-19

[Chatico: Bogotá's AI chatbot for everyday participation](#) — People Powered — accessed 2026-07-19

[Chatico Virtual Agent](#) — OECD Observatory of Public Sector Innovation — accessed 2026-07-19

[Conoce más de Chatico](#) — [Bogota.gov.co](#) — accessed 2026-07-19

[Chatico, el asistente virtual que le dirá cuándo será su turno en el racionamiento de agua](#) — Noticias RCN — accessed 2026-07-19

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