

Citizens Scorecard — Zimbabwe's AI-Analysed WhatsApp Platform for Rating Local Council Services

AI in the Public Sector · Good practice · Zimbabwe

Quality score: 40/100

Evidence strength: Moderate

Summary

Zimbabwe's Ministry of Local Government launched a WhatsApp platform where residents anonymously rate councils on 8 service areas; AI analyses responses in real time and the scores now count for over 40% of each council's official performance grade.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

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

[Ministry of Local Government and Public Works, Zimbabwe, with the Harare Institute of Technology](#) — accessed 2026-07-19

[Southerton Business Times — Government launches WhatsApp platform for residents to rate council services](#) — accessed 2026-07-19

[ZimHub — Citizens get a vote on service delivery](#) — accessed 2026-07-19

[Urban Councils Association of Zimbabwe — Ministry launches Citizen Engagement and Scoring Platform](#) — accessed 2026-07-19

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