

Croatia's gov.hr Portal Adds an EU-Funded AI Assistant — But No Usage Data Yet

AI in the Public Sector · Good practice · Croatia

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

Croatia's central gov.hr portal launched an EU-funded (NPOO) AI assistant on 9 June 2026 that answers citizens in plain language from verified official content, updated daily, storing no personal data. No usage statistics have been published since launch.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-26

[Ministry of Justice, Administration and Digital Transformation of Croatia](#) — accessed 2026-08-26

[Ministry of Justice, Administration and Digital Transformation — official announcement](#) — accessed 2026-08-26

[HINA — Croatian national press agency coverage](#) — accessed 2026-08-26

[Index.hr — coverage headlined as a hands-on test](#) — accessed 2026-08-26

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