

Diella — Albania's AI avatar for government digital services

AI in the Public Sector · Good practice · Albania

Quality score: 47/100

Evidence strength: Moderate

Summary

Diella is an AI-powered avatar integrated into Albania's e-Albania portal, handling natural-language queries across 1,253 government services. By 2025 it had processed nearly 1 million citizen interactions and issued 36,000 documents; critics note gaps in algorithmic oversight.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
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 2026-06-25

[Agency for the Delivery of Integrated Services Albania \(AKSHI\)](#) — accessed 2026-06-25

[Albania's AI-Powered Minister — Time](#) — accessed 2026-06-25

[Albania's AI Turn — Transitions Online](#) — accessed 2026-06-25

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