

Diia and Diia.AI — Ukraine's Digital State Platform and National AI Government Agent

AI in the Public Sector · Good practice · Ukraine

Quality score: 80/100

Evidence strength: Observational / pre–post

Summary

Ukraine's Diia platform serves 23 million citizens (81 % of adults) with 160+ digital government services, saving an estimated US\$12 billion annually. In September 2025, Diia.AI became the world's first national AI agent to execute government services autonomously in chat.

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 2026-06-21

Ministry of Digital Transformation of Ukraine — accessed 2026-06-21

OECD OPSI – Diia.Engine case study — accessed 2026-06-21

EU Interoperable Europe Portal – Diia.AI national AI agent — accessed 2026-06-21

OECD.AI – Diia AI Assistant policy initiative — accessed 2026-06-21

Euromaidanpress – Diia saves \$12 billion annually (Sept 2025) — accessed 2026-06-21

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