

DIVA — Mauritius' Government-Wide AI Chatbot for Public Service Access

AI in the Public Sector · Good practice · Mauritius

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Mauritius' Central Informatics Bureau runs DIVA, an AI chatbot answering citizen queries for eight ministries via web, WhatsApp and app in English, French and Creole; official reports cite 500+ conversations a month but no independent evaluation of outcomes exists yet.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-12

[Central Informatics Bureau, Ministry of Information Technology, Communication and Innovation \(Mauritius\)](#) — accessed 2026-08-12

[Government of Mauritius press release](#) — accessed 2026-08-12

[AI Impact Commons case study](#) — accessed 2026-08-12

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