

eGov GPT — Kazakhstan's Conversational AI Assistant Cuts In-Person Service-Centre Visits by 30%

AI in the Public Sector · Good practice · Kazakhstan

Quality score: 47/100

Evidence strength: Moderate

Summary

Kazakhstan's Ministry of AI and Digital Development rolled out eGov GPT, a conversational assistant covering 50 public services with over 150,000 uses in four months and 2 million-plus requests in Q1 2026, as in-person service-centre visits fell 30%.

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 2026-09-25

Ministry of Artificial Intelligence and Digital Development of the Republic of Kazakhstan — accessed 2026-09-25

Kazakhstan Makes 50 Government Services Available Through eGov GPT – The Astana Times (26 Aug 2026) — accessed 2026-09-25

AI E-Government in Kazakhstan Expands Into Jobs and Benefits – The Times of Central Asia — accessed 2026-09-25

Kazakhstan plans to expand eGov GPT coverage to 70% of government services – Qazinform (11 Aug 2026) — accessed 2026-09-25

Cite this — Evidoria. eGov GPT — Kazakhstan's Conversational AI Assistant Cuts In-Person Service-Centre Visits by 30%. Persistent ID: e411324c-4a81-4b80-b57e-c5328ea1b9cd.