

Gibraltar's Income Tax Office — AI Arrears Prioritisation and a Multilingual Chatbot Pilot

AI in the Public Sector · Good practice · Gibraltar

Quality score: 40/100

Evidence strength: Descriptive / self-reported

Summary

After a recruitment drive found only one eligible candidate for several posts, Gibraltar's Income Tax Office built a bespoke AI tool that automates data extraction and prioritises tax-arrears cases, saving one staff-hour a day, alongside a new multilingual chatbot pilot.

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	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-14

[HM Government of Gibraltar — Income Tax Office](#) — accessed 2026-09-14

[GBC News — Tax office tests AI system designed to answer customer queries](#) — accessed 2026-09-14

[VOX Gibraltar News — Successful AI Pilot to Support Tax Arrears Collection](#) — accessed 2026-09-14

[Hassans — Gibraltar and AI: Confidence, Complexity, and the Right Speed of Innovation](#) — accessed 2026-09-14

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