

gov.cy Digital Assistant — Cyprus's Azure OpenAI chatbot for citizen access to social services, welfare benefits, and eID

AI in the Public Sector · Good practice · Cyprus

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

Cyprus's gov.cy Digital Assistant, built on Microsoft Azure OpenAI, launched in December 2024 and processed over 55,000 citizen queries (averaging 500/day) by March 2025. It covers social insurance, welfare benefits, eID, and vehicle recalls across the gov.cy portal and the Digit

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-06-25

Deputy Ministry of Research, Innovation and Digital Policy (DMRID) — accessed 2026-06-25

gov.cy Digital Assistant Usage Policy — accessed 2026-06-25

CBN: gov.cy assistant integrated into Digital Citizen app (March 2025) — accessed 2026-06-25

AI in Government funding programme, Cyprus Research and Innovation Foundation — accessed 2026-06-25

Cyprus AI Strategy Report (EU AI Watch) — accessed 2026-06-25

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