

GovGuide — Nigeria's Meta-Built Multilingual AI Chatbot for Government Service Access

AI in the Public Sector · Good practice · Nigeria

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

Nigeria partnered with Meta to launch GovGuide, a generative-AI chatbot in English, Hausa, Igbo and Yoruba meant to help rural, low-literacy citizens find government services — though reporting notes adoption may be limited by poor rural broadband and smartphone access.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[Federal Ministry of Communications, Innovation and Digital Economy \(FMCIDE\) and the National Centre for Artificial Intelligence and Robotics \(NCAIR\), with Meta and Publica AI](#) — accessed 2026-07-13

[TechCabal — Nigeria taps Meta AI to help citizens access government services](#) — accessed 2026-07-13

[Legit.ng — FG, Meta Launch AI Chatbot 'GovGuide' to Help Nigerians Access Government Services](#) — accessed 2026-07-13

[PRIMA News — FG, Meta unveil AI chatbot for government services in Nigeria](#) — accessed 2026-07-13

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