

GPT@EC at the European Ombudsman — Guardrailed Generative AI for Case-Handling Support

AI in the Public Sector · Good practice · France

Quality score: 60/100

Evidence strength: Descriptive / self-reported

Summary

The European Ombudsman is piloting the EU Commission's GPT@EC generative-AI tool for legal research and drafting support, explicitly barred from taking decisions or prioritising complaints. Governance is strong; measured efficiency gains are not yet published.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	3/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	3/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-13

[Office of the European Ombudsman](#) — accessed 2026-08-13

[European Ombudsman AI use page](#) — accessed 2026-08-13

[DPO Record - GPT@EC pilot](#) — accessed 2026-08-13

[European Commission GenAI pilots for public administrations](#) — accessed 2026-08-13

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