

Hand Talk's Hugo — São Paulo City Hall's AI Libras Avatar for Municipal Government Portals

AI in the Public Sector · Good practice · Brazil

Quality score: 73/100

Evidence strength: Descriptive / self-reported

Summary

São Paulo's disability-rights secretariat embedded Hand Talk's AI avatar Hugo across all 32 subprefecture and 26 secretariat portals: 40 million Portuguese-to-Libras translations logged by 2023, over 10 million words by 2025, serving 145,000 residents with hearing difficulty.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-01

Secretaria Municipal da Pessoa com Deficiência (SMPED), Prefeitura de São Paulo, with Hand Talk — accessed 2026-08-01

Prefeitura de São Paulo — Mais de 10 milhões de palavras traduzidas em Libras (2025) — accessed 2026-08-01

Prefeitura de São Paulo — Sites atingem 40 milhões de traduções em Libras (2023) — accessed 2026-08-01

Câmara Municipal / Inclusão — Hand Talk eleito pela ONU o melhor aplicativo social do mundo — accessed 2026-08-01

Cite this — Evidoria. *Hand Talk's Hugo — São Paulo City Hall's AI Libras Avatar for Municipal Government Portals*. Persistent ID: 9b1b917f-175f-4f0e-a675-37f52785e667.