

Hugo.lv — Latvia's National Network of AI Virtual Assistants for Public Services

AI in the Public Sector · Good practice · Latvia

Quality score: 73/100

Evidence strength: Strong

Summary

Latvia's Culture Information Systems Centre and vendor Tilde run national government chatbots — Signe, UNA, Ieva, Toms and others — spanning 40 public bodies. Signe alone handles over 25% of one agency's inquiries; UNA auto-resolves 44% of registration questions.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-29

[Culture Information Systems Centre \(VISC\) & Tilde](#) — accessed 2026-07-29

[Tilde case study — From e-Gov to i-Gov](#) — accessed 2026-07-29

[IPSO EU case explorer — UNA chatbot](#) — accessed 2026-07-29

[Tilde case study — The first AI-chatbot of public administration in Latvia](#) — accessed 2026-07-29

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