

Hukoomi AI — Qatar's GPT-Powered National e-Government Portal

AI in the Public Sector · Good practice · Qatar

Quality score: 40/100

Evidence strength: Moderate

Summary

Qatar's national e-government portal Hukoomi integrated Azure OpenAI GPT in Feb 2023, one of the first Gulf government portals to adopt GenAI for citizen guidance. The portal provides 1,000+ e-services with AI-assisted search and a life-event-based citizen interface.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

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

Ministry of Communications and Information Technology (MCIT), Qatar — accessed 2026-06-25

Qatar MCIT – GovAI Programme — accessed 2026-06-25

Microsoft – MCIT GPT Launch Announcement (Feb 2023) — accessed 2026-06-25

Hukoomi Official Portal — accessed 2026-06-25

Qatar Digital Government Strategy 2030 — accessed 2026-06-25

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