

# Inés — Mexico's National Electoral Institute Turns a WhatsApp Chatbot Into a Permanent AI Fact-Check Line

AI in the Public Sector · Good practice · Mexico

Quality score: 67/100

Evidence strength: Moderate

## Summary

Mexico's electoral authority launched Inés, a WhatsApp AI assistant letting citizens submit suspicious election content for expert fact-checking; in 2026 the INE made the program permanent and disclosed its digital-monitoring budget.

## 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                   | 2/3   |
| Governance, capability & sustainability    | 2/3   |

Evaluated by C-NAPSE

## Data sources

[C-NAPSE web research](#) — accessed 2026-09-06

[Instituto Nacional Electoral \(INE\)](#) — accessed 2026-09-06

[INE: presentamos a Inés](#) — accessed 2026-09-06

[INE: nueva versión del chatbot en WhatsApp](#) — accessed 2026-09-06

[El Imparcial: INE hace permanente su programa y gasto en monitoreo digital](#) — accessed 2026-09-06

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