

KMT — Egypt's First Government AI Chatbot for Civil-Service Information

AI in the Public Sector · Good practice · Egypt

Quality score: 20/100

Evidence strength: Cautionary / limited

Summary

Egypt's CAO A and USAID launched KMT in February 2024, the civil service's first AI chatbot, built on a 50,000-question knowledge base and reachable via web, WhatsApp and Facebook — though no independent data on actual usage or accuracy has been published since launch.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-13

Central Agency for Organization and Administration (CAOA), Arab Republic of Egypt, with USAID Economic Governance Activity; built by Widebot — accessed 2026-07-13

Business Today Egypt — accessed 2026-07-13

DVIDS (USAID/US Government) — accessed 2026-07-13

Inc. Arabia — accessed 2026-07-13

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