

mAigov — Greece's AI Digital Assistant on the gov.gr Public-Services Portal

AI in the Public Sector · Good practice · Greece

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

Launched in December 2023, Greece's mAigov chatbot guides citizens through gov.gr's 1,600+ digitised services in 25 languages, drawing over 1.6 million interactions since launch — while collecting no personal data and staying in public beta.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[Greek Ministry of Digital Governance](#) — accessed 2026-07-13

[To Vima](#) — accessed 2026-07-13

[OECD.AI Policy Observatory](#) — accessed 2026-07-13

Cite this — Evidoria. *mAigov — Greece's AI Digital Assistant on the gov.gr Public-Services Portal*. Persistent ID: 7908ffcc-0878-4d88-8c1b-de9b929dd28f.