

MIA — the AI Municipal Assistant Bijeljina and Laktaši Use for Civil-Registry and Business Queries

AI in the Public Sector · Good practice · Bosnia and Herzegovina

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

Bijeljina and Laktaši, in Republika Srpska, deployed MIA, a Viber/web AI assistant for marriage records, business registration and scholarships — part of a German-funded regional programme reaching ~80,000 users across four municipalities.

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	1/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

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

City Administration of Bijeljina and Municipality of Laktaši (Republika Srpska, Bosnia and Herzegovina), with SAGA, GIZ/BMZ (develoPPP.de), NALED and the Chamber of Commerce of Republika Srpska — accessed 2026-07-13

City of Bijeljina — "A new employee at the City Administration – Chatbot MIA" — accessed 2026-07-13

NALED — MIA chatbot project page (usage statistics) — accessed 2026-07-13

German Cooperation (GIZ) — regional chatbot programme announcement — accessed 2026-07-13

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