

MinTIC's Six AI Models — Colombia's Ministry-Wide Rollout for Citizen Complaints, Contractor Payments and Telecom Oversight

AI in the Public Sector · Good practice · Colombia

Quality score: 20/100

Evidence strength: Descriptive / self-reported

Summary

Colombia's ICT Ministry announced six generative-AI models in July 2026 covering citizen complaints, contractor payments, labour certificates and telecom sanctions, targeting 10-15 minute request processing; so far the only account is the ministry's own press release.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-05

[Ministerio de Tecnologías de la Información y las Comunicaciones \(MinTIC\)](#) — accessed 2026-08-05

[MinTIC official announcement](#) — accessed 2026-08-05

[El Español \(Invertia\)](#) — accessed 2026-08-05

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