

Morocco DGI — AI chatbot DGIBot and ML-based risk analysis system for tax compliance and citizen services

AI in the Public Sector · Good practice · Morocco

Quality score: 53/100

Evidence strength: Moderate

Summary

Morocco's Directorate General of Taxes (DGI) operates a bilingual AI chatbot (DGIBot, launched January 2022) on its web portal (tax.gov.ma) and Daribati mobile app — handling 11,169 conversations in 2024 — alongside a ML-based Système d'Analyse des Risques (SAR) that cross-refere

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-06-25

Direction Générale des Impôts (DGI), Ministry of Economy and Finance, Morocco — accessed 2026-06-25

Morocco Tax Directorate Launches Conversational AI (Voicebot.ai, Jan 2022) — accessed 2026-06-25

DGI — 17.8 MMDH de recettes additionnelles en 2024 (Médias24, Jun 2025) — accessed 2026-06-25

Le fisc dresse son bilan au titre de 2024 (Aujourd'hui le Maroc, Jun 2025) — accessed 2026-06-25

Morocco General Directorate of Taxes proposes bilingual chatbot (ActuIA, Feb 2022) — accessed 2026-06-25

DGI: l'intelligence artificielle pour combattre l'évasion fiscale (Le360.ma, Jul 2019) — accessed 2026-06-25

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