

Morocco's DGI 'Chatbox' — a Bilingual AI Virtual Assistant for Tax Services, Live Since 2022

AI in the Public Sector · Good practice · Morocco

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Since January 2022, Morocco's tax authority (DGI) has run 'Chatbox', a bilingual Arabic/French AI virtual assistant answering online-tax-service questions 24/7 via its web portal and the Daribati mobile app, under the country's administrative-simplification law.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-19

[Direction Générale des Impôts \(DGI\), Ministry of Economy and Finance, Kingdom of Morocco](#) — accessed 2026-08-19

[Voicebot.ai: Morocco Tax Directorate Launches Conversational AI](#) — accessed 2026-08-19

[ACTUIA: DGI's bilingual chatbot announcement](#) — accessed 2026-08-19

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