

Mukhlisa — Uzbekistan's AI voice assistant for e-government services

AI in the Public Sector · Good practice · Uzbekistan

Quality score: 47/100

Evidence strength: Moderate

Summary

Mukhlisa is Uzbekistan's AI voice assistant on the my.gov.uz portal, processing requests across 761 government service types in Uzbek, Russian and English. By mid-2025 the platform had delivered over 16.5 million services and handled more than 1 million voice queries.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

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

Uzinfocom / Ministry of Digital Economy and Technologies of Uzbekistan — accessed 2026-06-25

Mukhlisa AI Voice Assistant — Uzinfocom — accessed 2026-06-25

Establishing the premier digital hub in Central Asia — GovInsider — accessed 2026-06-25

Cite this — Evidoria. *Mukhlisa — Uzbekistan's AI voice assistant for e-government services*. Persistent ID: 52fd4800-c0cf-4669-a99a-ff0f0b2b6577.