

MyGOV's AI Chatbot — A Malaysian Government Rollback After Nonsense Answers

AI in the Public Sector · Good practice · Malaysia

Quality score: 7/100

Evidence strength: Descriptive / self-reported

Summary

Malaysia's National Digital Department soft-launched an AI chatbot inside the MyGOV super-app covering 34 public services in August 2025. Within days it misnamed the Communications Minister and misdated live subsidy schemes; officials quietly disabled it rather than explain the f

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-02

National Digital Department (Jabatan Digital Negara), Ministry of Digital, Malaysia — accessed 2026-08-02

SoyaCincau: MyGOV Beta AI chatbot shut down after nonsense answers — accessed 2026-08-02

Malay Mail: MyGOV quietly shuts down AI chatbot after it starts talking nonsense — accessed 2026-08-02

Digital Government Malaysia: Public Sector AI Adoption Guideline launch — accessed 2026-08-02

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