

MyGuichet.lu AI Chatbot — Luxembourg's Multilingual Assistant for 2,000 Government Procedures

AI in the Public Sector · Good practice · Luxembourg

Quality score: 47/100

Evidence strength: Moderate

Summary

On 6 July 2026 Luxembourg added an AI chatbot to MyGuichet.lu, guiding citizens through 2,000 procedures in any language, 24/7, without personal-data access, plus a digital-mandate feature; launched a week before this review, with no usage data yet.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[Ministry of Digitalisation / Centre des technologies de l'information de l'État \(CTIE\), Government of Luxembourg](#) — accessed 2026-07-13

[Le Quotidien — L'IA débarque sur MyGuichet.lu](#) — accessed 2026-07-13

[L'essentiel — MyGuichet.lu s'enrichit d'un chatbot IA et d'un mandat numérique](#) — accessed 2026-07-13

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