

North Macedonia's 112 Emergency AI Pilot — Real-Time Call Transcription Stalled by Funding and Legal Gaps

AI in the Public Sector · Good practice · North Macedonia

Quality score: 13/100

Evidence strength: Observational / pre–post

Summary

North Macedonia piloted AI to transcribe and flag recommendations in real time on its 112 emergency line, but the State Audit Office found it -- like all 48 AI projects co-financed nationally from 2018-2023 (EUR6.11M) -- never reached full public-sector implementation.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-31

[North Macedonia 112 National Emergency Call Centre \(reviewed by the State Audit Office\)](#) — accessed 2026-07-31

[Gazeta Express: State Audit Office findings on AI spending](#) — accessed 2026-07-31

[Visive.ai: coverage of the audit findings](#) — accessed 2026-07-31

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