

Odil — Uzbekistan's Ministry of Justice Launches an AI Chatbot to Ease Load on the National Legal-Aid Hotline

AI in the Public Sector · Good practice · Uzbekistan

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

Uzbekistan's Ministry of Justice launched the AI-powered 'Odil' Telegram chatbot in February 2025 to answer citizens' questions on government-service procedures, easing load on the '1148' legal-aid hotline, which fielded nearly 135,000 calls in 2024 with 95% resolved by staff.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-20

Ministry of Justice of the Republic of Uzbekistan (with Mohirdev) — accessed 2026-08-20

Kun.uz — Justice Ministry launches Odil chatbot — accessed 2026-08-20

Bright Uzbekistan — the AI-based Odil chatbot has been launched — accessed 2026-08-20

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