

Onguvi — Bank of Namibia's AI/RPA Virtual Bot for Government Payment Processing

AI in the Public Sector · Good practice · Namibia

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

Bank of Namibia's AI-assisted robotic-process-automation bot 'Onguvi' cut government payment-transaction processing to under two minutes, saving a reported N\$6–7 million — though the bank's own published figures for costs and baseline time conflict.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

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

[Bank of Namibia](#) — accessed 2026-07-13

[The Namibian: BoN saves N\\$6m by using AI](#) — accessed 2026-07-13

[Bank of Namibia: Launch of the AI and Robotics Accelerator](#) — accessed 2026-07-13

[NUST: NUST, Bank of Namibia partner to launch AI and Robotics Accelerator](#) — accessed 2026-07-13

[The Namibian Investigations Unit: Namibian banks embrace AI to boost efficiency and save millions](#) — accessed 2026-07-13

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