

Sanad — Jordan's AI Chatbot and Digital ID Platform Reaching 2.9 Million Citizens

AI in the Public Sector · Good practice · Jordan

Quality score: 47/100

Evidence strength: Descriptive / self-reported

Summary

Jordan's Ministry of Digital Economy built Sanad, a digital-ID app with an Infobip AI chatbot; by mid-2026 it reached ~2.9M activated identities (42% of eligible adults) and 500+ services, though no independent evaluation of the chatbot itself exists.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-06

[Ministry of Digital Economy and Entrepreneurship \(Jordan\)](#) — accessed 2026-08-06

[Jordan News Agency \(Petra\)](#) — 2.6M digital IDs — accessed 2026-08-06

[Biometric Update](#) — legal status granted, users pass 2.6M — accessed 2026-08-06

[Ammon News](#) — over 2.88 million digital identities activated — accessed 2026-08-06

Cite this — Evidoria. *Sanad — Jordan's AI Chatbot and Digital ID Platform Reaching 2.9 Million Citizens*. Persistent ID: 76c9c049-50be-4319-be1e-6f333e1027a3.