

Seoul Data Hub's Generative-AI Chatbot for Natural-Language Open-Data Discovery

AI in the Public Sector · Good practice · South Korea

Quality score: 60/100

Evidence strength: Moderate

Summary

Seoul's Data Hub uses a retrieval-augmented generative-AI chatbot to let residents search 8,100+ open datasets in plain Korean; in its first ~2 months it logged 67,300 views and 13,800 active users, with the city openly flagging that answer precision still needs work.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
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 2026-07-30

[Seoul Metropolitan Government, Digital City Bureau, Data Strategy Division](#) — accessed 2026-07-30

[Seoul Metropolitan Government announcement](#) — accessed 2026-07-30

[■■■■■■■ \(Korea IT Times\) coverage](#) — accessed 2026-07-30

[■■STV■■ coverage](#) — accessed 2026-07-30

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