

Service-Wise GPT — Nigeria's AI Assistant for Federal Civil-Service Policy Drafting and Rules Lookup

AI in the Public Sector · Good practice · Nigeria

Quality score: 13/100

Evidence strength: Cautionary / limited

Summary

Nigeria's civil service unveiled Service-Wise GPT, an internal AI tool giving federal staff instant access to Public Service Rules and drafting help; a government-cited 2025 study found 73% of users saved 2-3 hours daily, though the tool remained in beta.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

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

[Office of the Head of the Civil Service of the Federation \(OHCSF\), Nigeria](#) — accessed 2026-07-13

[Office of the Head of the Civil Service of the Federation \(Nigeria\) — official update](#) — accessed 2026-07-13

[Federal Ministry of Information and National Orientation — launch announcement](#) — accessed 2026-07-13

[Nairametrics coverage](#) — accessed 2026-07-13

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