

servizz.gov AI Chatbot — Malta's National Public-Service Virtual Assistant

AI in the Public Sector · Good practice · Malta

Quality score: 53/100

Evidence strength: Moderate

Summary

Malta's servizz.gov agency runs a bilingual AI chatbot that logged about 40,000 users in its first eight months; folded in June 2026 into a relaunched portal that drew 738,000+ users and 2m+ page views the prior year, most chatbot queries arriving after office hours.

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	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-13

[servizz.gov](#) (Ministry for the Public Service, Government of Malta) — accessed 2026-07-13

[TVM News](#) — 'Chatbot': the servizz.gov chat which is helping thousands of people — accessed 2026-07-13

[Newsbook.com.mt](#) — Servizz.gov launches new portal with innovative tools for more personalised services — accessed 2026-07-13

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