

Vota — South Africa's Electoral Commission Launches a 24/7 AI Chatbot for Voter-Registration Queries Ahead of the 2026 Local Elections

AI in the Public Sector · Good practice · South Africa

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Facing what officials call an AI-disinformation risk before South Africa's 4 November 2026 local elections, the IEC launched Vota, a multichannel AI agent that answers voter-registration questions after hours and escalates unresolved queries to staff.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-17

[Electoral Commission of South Africa \(IEC\)](#) — accessed 2026-09-17

[The IEC launches an AI chatbot as it prepares for a wave of LGE misinformation — Hypertext](#) — accessed 2026-09-17

[The IEC's multifaceted shield against the AI disinformation hurricane — Daily Maverick](#) — accessed 2026-09-17

Cite this — Evidoria. Vota — South Africa's Electoral Commission Launches a 24/7 AI Chatbot for Voter-Registration Queries Ahead of the 2026 Local Elections. Persistent ID: fc6649f9-3a32-4b4d-ac89-cef5de49d7a5.