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CASE STUDY · MARLUC SYNOPSIS

Nigeria Service-Wise GPT for the federal civil service

IMPLEMENTED 2025–2026 · GOVERNMENT AND PUBLIC SERVICES · NIGERIA · BAND D · CLAIMED ONLY

VERSION 1.0 · PUBLISHED 15 NOVEMBER 2026 · UPDATED 15 NOVEMBER 2026 · FACTS CHECKED 15 NOVEMBER 2026

In January 2025 the Head of the Civil Service of the Federation unveiled Service-Wise GPT, an AI assistant that gives federal civil servants access to public service rules, statutory instruments, regulations and guidelines. It was in beta at launch. The Head of the Civil Service reported that 73% of users in a 2025 study saved 2 to 3 hours a day and that 90% recommended it. In April 2026 she said it had recorded more than 50,000 interactions. No independent evaluation is reported.

ABOUT THIS SYNOPSIS

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Facts and figures are as reported by the sources listed below, which may be incomplete, self-reported or out of date. Check the original source before relying on any figure.

The impact band, proof marker and SEAM view are MarLuc's opinion. The organisation is not a MarLuc client and has not reviewed or endorsed this synopsis. Names and trademarks belong to their owners.

NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

AI used: AI assistant for civil servants that gives access to public service rules, regulations and guidelines; the underlying model, vendor and hosting are not reported.

Implemented: 2025–2026. Grade: band D, Task support, Claimed only.

Headline result, as reported: Nigeria's Head of the Civil Service says 73% of users in a 2025 study saved 2 to 3 hours a day with the Service-Wise GPT assistant; the study is not published in the sources opened

1 · The case

The facts, as reported by the 3 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

Office of the Head of the Civil Service of the Federation, Nigeria. Nigeria's federal civil service, led by the Head of the Civil Service of the Federation. BusinessDay reports about 115,000 official email accounts in the service in April 2026. Canvas block: 4. Operations and process. Also 5. People and skills.

Business challenge

The challenge. The Head of the Civil Service says slow government workflows slow approvals for businesses (BusinessDay). Civil servants work from Public Service Rules, statutory instruments, regulations and guidelines, and she said the tool would reduce administrative task hours and speed decisions across ministries.

How it was addressed. The Office of the Head of the Civil Service introduced Service-Wise GPT, an assistant that gives instant access to and simplifies referencing of those documents. At launch it was in beta, and the Head of the Civil Service said that once operational it would automate policy drafting and official memos and provide real-time policy research assistance. [1] [2] [3]

Who implemented it

In-house (In-house): Presented the tool and reports its use and results..
Who built the tool and which model it uses are not reported in the sources opened.

Technology (SEAM pillar E)

SEAM types: not established; the sources do not say how the system works. Deployment: Not reported. Vendors and products: Service-Wise GPT.

Where it was built in: Described as an AI-powered assistant that gives instant access to Public Service Rules, Statutory Instruments, Regulations and Guidelines, and, per BusinessDay, a platform trained on key government regulations and policies. The model, vendor, hosting and how it is built into civil service systems are not reported.

What changed

Before: civil servants searched rules and circulars themselves. After, by the official account: they query the assistant, and many report saving time. Roles, structure and process are not reported as changed. [1] [2] [3]

What it cost

Not reported.

What it saved

By the Head of the Civil Service's account: 73% of users saved 2 to 3 hours daily in a 2025 study, and in April 2026 she estimated two to three hours saved daily. Savings in money or capacity: Not reported. [1] [2] [3]

Governance and control

The Head of the Civil Service stressed responsible, ethical and inclusive AI governance in her presentation. Tool-specific owner, monitoring, review of answers and vendor terms: Not reported.

S2 · Accountable owner · Claimed
The Head of the Civil Service of the Federation presented the tool and reports its results; no separate AI owner is described. [1] [2]

A1 · Safe use · Claimed
In the same presentation she stressed the need for responsible, ethical and inclusive governance of AI; no controls specific to the tool are described. [1]

A2 · Human in the loop · Not reported
Not reported whether civil servants must check the assistant's answers or drafts.

A3 · Monitoring and assurance · Not reported
No monitoring, accuracy testing or audit is reported; the 2025 study is described only in summary. [1]

A4 · Vendor AI · Not reported
The model and any vendor are not named in the sources opened.

A5 · Agent controls · Not reported
No agents described.

A6 · Standards and regulation · Not reported
The presentation referred to a draft National Artificial Intelligence Strategy; no review of the tool against it is reported. [1]

What worked, what did not, what is unproven

WORKED

– Reported time saving by users: 73% saved 2 to 3 hours daily and 90% recommended the tool, in a 2025 study as described by the Head of the Civil Service.

– Reported use: more than 50,000 interactions by April 2026.

– The tool gives civil servants a single place to look up public service rules and regulations.

DID NOT

– The 2025 study has not been published in the sources opened, and its size, method and sample are not reported.

– The tool was in beta at launch, and drafting memos and policy research were described as future abilities.

– No independent evaluation of accuracy, use or effect on service delivery is reported.

UNPROVEN

– Whether the time savings are real: they rest on the official's account of a study not seen.

– Whether the assistant's answers are accurate and checked: Not reported.

– Whether service delivery to businesses or citizens has improved: the Head of the Civil Service links the reforms to faster approvals, but no figures for the tool are reported.

– Which model, vendor or hosting it uses: Not reported.

Timeline

Jan 2025 Head of the Civil Service unveils Service-Wise GPT, in beta, at the Global Government Summit in Singapore and reports the 73% and 90% results [2]

Mar 2025 Her office publishes the statement on its website [1]

Apr 2026 BusinessDay reports more than 50,000 interactions and an estimated two to three hours saved daily, per the Head of the Civil Service [3]

2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

Level of change and impact

Claimed: Not applicable. Grade: D, Task support. Proof: Claimed only. Level of change: Task support.

Task support (Level 1, band D). Individual civil servants look up rules with AI help. No process, structure or cost change is reported.

The tool helps individual civil servants find rules and, once fully operational, draft memos. The only results are the Head of the Civil Service's own account of a 2025 study and later usage statements. No process or structure change is reported, so this is task support, claimed only.

The SEAM view and lessons learnt

This is a government's own account of a rules-lookup assistant. The figures are specific but their source study is not available, and the sources describe nothing about accuracy testing, review or the technology. For a larger public body, the transferable point is to publish the study method with the headline, and to say who checks the assistant's answers before staff rely on them.

1. Publish the study method and sample with any time-saving figure.
2. Test the accuracy of answers against the source rules before wider use.
3. Say who checks AI drafts and what staff may rely on.

Evidence

Score 1 of 4. Own account: statements by the Head of the Civil Service, from her office's release and relayed by Nairametrics and BusinessDay. No independent evaluation and no published study.

Evaluation method. Official statements and press reports; the 2025 study cited is described only in summary, with no method or sample.

Sources disagree. Nairametrics and the official release give the figure as 73% of users saving 2 to 3 hours daily. A separate Apolitical case study, which says it was written with AI assistance and was not used as a source, describes it as the tool reducing users' time by 73%. The Apolitical text also says more than 50,000 conversations by May 2026, where BusinessDay reports more than 50,000 interactions in April 2026.

Status. Ongoing. Latest figures reported April 2026. Whether the beta ended and how the tool is run now: Not reported.

3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/nigeria-service-wise-gpt-civil-service

[1] Office of the Head of the Civil Service of the Federation: Nigeria Unveils AI-Driven Public Service Transformation at Global Government Summit 2025
https://ohcsf.gov.ng/?p=2018

[2] Nairametrics: Nigeria unveils Service-Wise GPT to transform public service with AI
https://nairametrics.com/2025/01/30/nigeria-unveils-service-wise-gpt-to-transform-public-service-with-ai

[3] BusinessDay: Nigeria adopts AI-driven civil service overhaul to cut delays, lure investment
https://businessday.ng/news/article/nigeria-adopts-ai-driven-civil-service-overhaul-to-cut-delays-lure-investment/

Office of the Head of the Civil Service of the Federation, Nigeria website: https://ohcsf.gov.ng

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