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CASE STUDY · MARLUC SYNOPSIS

Ukraine Diia.AI government AI agent

IMPLEMENTED 2025–2026 · GOVERNMENT AND PUBLIC SERVICES · UKRAINE · BAND C · CLAIMED ONLY

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Ukraine's Ministry of Digital Transformation launched Diia.AI on 1 September 2025, describing it as the world's first state-run AI agent that delivers services in a chat rather than only answering questions. In May 2026 it reached the Diia mobile app with three services, still in open beta. The results reported come from the ministry and Ukrainian press, with no published error rate.

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Facts and figures are as reported by the sources listed below, which may be incomplete, self-reported or out of date.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.

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NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

AI used: Generative AI agent: Diia.AI, built on Google Gemini.

Implemented: 2025–2026. Grade: band C, Process change, Claimed only.

Headline result, as reported: Ministry reports a chat agent that issues certificates and takes fine payments; about one million users reported in May 2026, with no published error rate

1 · The case

The facts, as reported by the 5 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

Ukraine Ministry of Digital Transformation. National ministry responsible for Ukraine's digital government services, including the Diia portal and mobile app. Diia.AI sits inside the Diia ecosystem. Canvas block: 4. Operations and process. Also 3. Customer and service, 8. Governance and risk.

Business challenge

The challenge. By the minister's account, the aim was to turn Diia from a platform of services into an agent that acts on a user's request without manual form filling, and to make Ukraine one of the top three countries for AI development and integration in the public sector by 2030.

Who implemented it

Google (Model or cloud provider): Supplies the Gemini model behind the agent, with cloud processing, per the ministry.
In-house (In-house): Built and runs Diia.AI inside the Diia platform.
The ministry says the mobile app version was developed with expert support from the UK DIGIT project (implemented by the Eurasia Foundation, funded by UK International Development) and the Swiss-Ukrainian EGAP programme (implemented by the East Europe Foundation).

Technology (SEAM pillar E)

SEAM types: T7 AI agents. Deployment: Mixture. Vendors and products: Google, Gemini 2.0 Flash (as stated in September 2025), Diia.AI.

Where it was built in: Chat inside the Diia web portal (from September 2025) and the Diia mobile app (from May 2026), connected to Diia services and, by the ministry's account, to state registries, with registry data shielded from the cloud model.

What changed

Before: users searched the portal or app for a service and filled in forms. After, by the ministry's account: users type a request such as "I need an income certificate" and the document appears in their account; in the app the agent produces residence extracts and sends traffic fines for payment in the chat. [1] [2] [3] [4] [5]

What it cost

Not reported

What it saved

Not reported. The ministry says the income certificate takes two minutes and needs no manual data entry; no comparison with the previous process is given. [1] [2] [3] [4] [5]

Governance and control

The ministry says the agent is in open beta, that user ratings feed into improvements, that data from state registries is shielded from the cloud model, and that queries pass through a guardrail filter. An independent commentary reports that the ministry publishes no error rate and no appeal mechanism for the agent's decisions.

S2 · Accountable owner · Claimed
The Ministry of Digital Transformation runs the service, and the minister announced and described it publicly. [1] [2]

A1 · Safe use · Claimed
The ministry says queries pass through a guardrail filter that blocks harmful or suspicious content, and advises users to keep personal data private. [2] [3]

A2 · Human in the loop · Not reported
The sources do not describe human review of the agent's outputs; users confirm requests and pay fines in several steps in the chat. [3]

A3 · Monitoring and assurance · Claimed
The ministry says users rate answers and a feedback form opens for poor ones, which the team uses to fine-tune the assistant; Razom UA says no error rate is published. [2] [5]

A4 · Vendor AI · Claimed
The ministry says registry data is shielded from the cloud model and personal data is not passed to the general Gemini model. [2] [3]

A5 · Agent controls · Claimed
The agent works inside the Diia app after authorisation, with some operations needing Diia.Signature, and the app offers three services. [3]

A6 · Standards and regulation · Not reported
No standard or regulation applied to the agent is named in the sources opened.

What worked, what did not, what is unproven

WORKED

– The agent went live on the portal on 1 September 2025 and reached the mobile app on 14 May 2026, as the ministry reports.

– By the ministry's account it delivers services in the chat, including residence extracts and traffic fine payments with a receipt and status afterwards.

– SUD.UA and Razom UA reported more than one million users by 22 May 2026, attributed to the developers.

DID NOT

– Only three services were available in the app in May 2026, against the five more services promised on the portal "very soon" in September 2025.

– Razom UA's commentary says the ministry gives reach and speed statistics but not the share of errors or a way to appeal the agent's decisions.

UNPROVEN

– Accuracy of the agent's answers and documents: no published error rate or audit.

– Whether the million figure counts users of Diia.AI or requests to the ministry's separate support assistant: the sources opened mix the two.

– Savings in cost or staff time: Not reported.

Timeline

Sept 2025 Diia.AI launched on the Diia portal in open beta with an income certificate as its first service [1]

Sept 2025 Minister Mykhailo Fedorov publishes an op-ed describing Gemini 2.0 Flash, a hybrid architecture and a guardrail filter [2]

May 2026 Diia.AI added to the Diia mobile app with three services, in open beta [3]

May 2026 Press reports, citing the developers, that the service passed one million users [4]

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: A. Grade: C, Process change. Proof: Claimed only. Level of change: Process change.

Process change (Level 2, band C). The route to a few services is redesigned around a chat agent. The change is narrow, in beta and unmeasured in the sources opened.

The agent delivers a small number of services end to end in a chat, which redesigns the path a user follows, so band C. It covers three services in the app and is in beta, and the sources opened give no measured change in cost, time or errors. The ministry presents it as the start of an agentic state; that transformation is claimed and unproven.

The SEAM view and lessons learnt

The ministry has put an agent in front of a national service platform and let it act, not only answer, for a short list of services. That step is the point of interest. The evidence is the ministry's own, with usage counts and no error or time data. For a mid-sized or larger organisation, the transferable point is to start an agent with a few well-bounded services, publish accuracy and appeal arrangements alongside usage figures, and keep registry data away from the external model.

1. Start an agent with a few bounded services and extend after review.
2. Publish error rates and appeal routes alongside usage figures.
3. Keep sensitive records out of the external model.

Evidence

Score 1 of 4. Company account: ministry announcements and a ministerial op-ed, repeated by Ukrainian press. One independent commentary. No evaluation, audit or error data.

Evaluation method. No evaluation reported. Figures are the ministry's own, relayed by the press.

Sources disagree. SUD.UA says the service passed one million users and that developers scaled it the week before; Razom UA gives the same user figure but also reports, for the separate support assistant, more than one million requests handled. Whether the user count measures Diia.AI itself is not clear from the sources opened. Razom UA says the acting minister, Oleksandr Borniakov, announced the app launch at Mintsyfra Summit 2026; the September 2025 sources name Mykhailo Fedorov as minister.

Status. In open beta as of 14 May 2026; three services in the mobile app. Later results: 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/ukraine-diia-ai-government-agent

[1] Ukrainska Pravda: New Diia.AI tool brings artificial intelligence help to Ukraine's e-government portal (1 September 2025)
https://www.pravda.com.ua/eng/news/2025/09/01/7528804/

[2] Digital State UA: Diia.AI: The World's First National AI-Agent That Delivers Real Government Services (op-ed by Mykhailo Fedorov, 3 September 2025)
https://digitalstate.gov.ua/news/govtech/diiaai-pershyy-u-sviti-derzavnyy-ai-ahent-iakyy-ne-prosto-konsultuye-a-nadaye-posluhy-iak-pratsiuye-shtuchnyy-intelekt-na-portali

[3] Diia: Дія.AI у застосунку Дія: отримуйте державні послуги в чаті з ШІ-агентом (14 May 2026)
https://diia.gov.ua/news/diiaai-u-zastosunku-diia-otrymuite-derzhavni-posluhy-v-chati-z-shi-ahentom

[4] SUD.UA: Дія.AI подолав позначку в мільйон користувачів (22 May 2026)
https://sud.ua/uk/news/ukraine/361845-diyaai-preodolela-otmetku-v-million-polzovateley-kakie-gosuslugi-dostupny-cherez-chat

[5] Razom UA: Мільйон за тиждень: як Дія.AI змінює логіку держпослуг (22 May 2026)
https://razomua.media/en/news/tekhnolohiyi/milyon-za-tyzhden-yak-diyaai-zminyuye-lohiku-derzhposluh-i-chy-vytrymaye-tsyu-lohiku-derzhava

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