

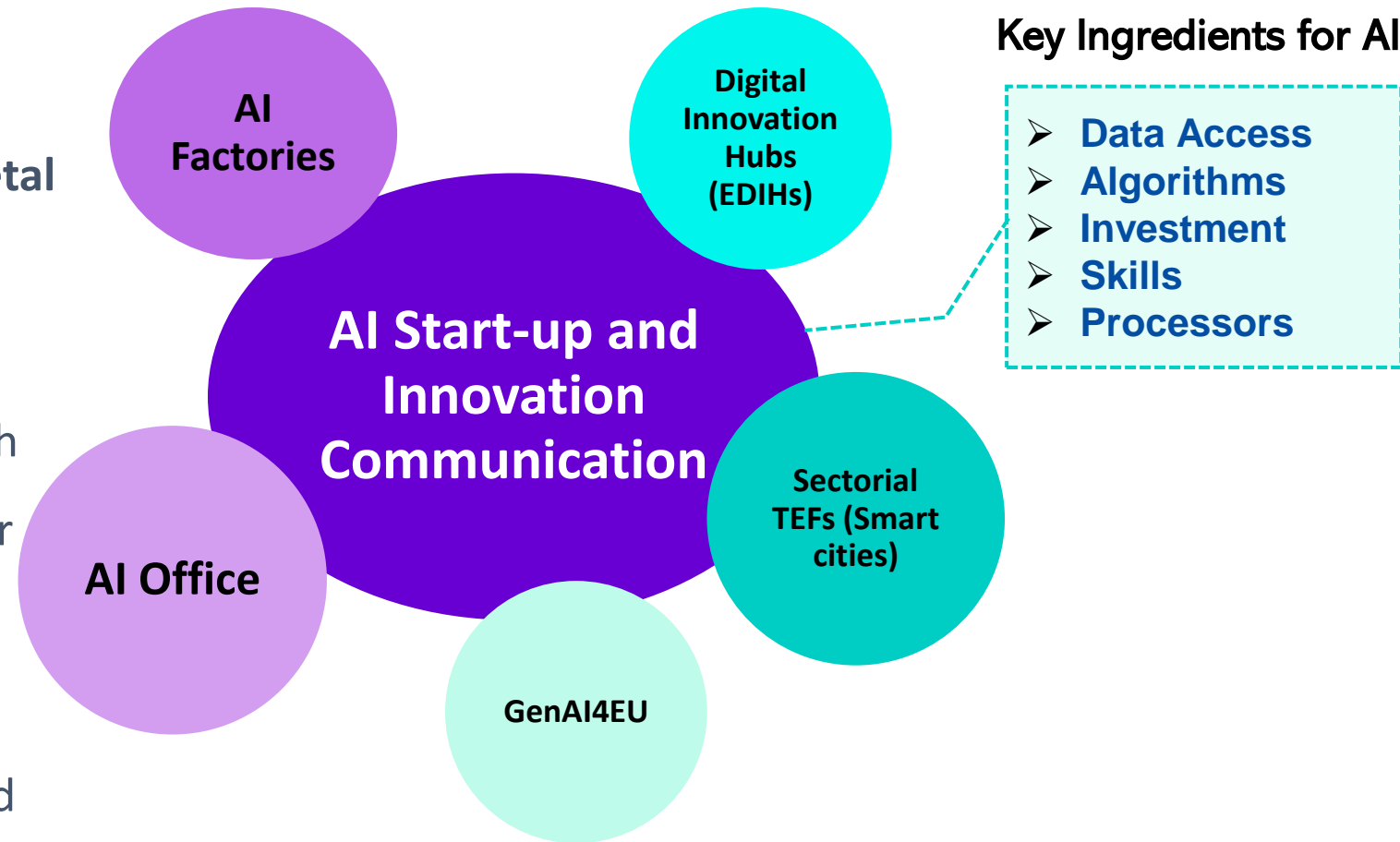


GenAI4EU for the public administrations

Excellence in Artificial Intelligence

Strengthening the development and use of trustworthy AI

- Actions and policies to reap the societal and economic benefits of AI
- Boosting **innovative ecosystems of trustworthy AI** to enhance the EU's competitiveness and economic growth
- Access to **real-world testing** and other **European support structures** for AI uptake
- Aiding the **Commission in leveraging the use of transformative AI tools** and reinforcing AI literacy



The AI Innovation Package in a nutshell



AI FACTORIES
EuroHPC Amendment

€2,1Bn



GenAI4EU
Uptake in
- Strategic industries
- Science
- Public sector

€500M



AI Office

€100M



ALT-EDIC

€50M



Citiverse EDIC

€50M



€4Bn



€1Bn

GenAI4EU Initiative

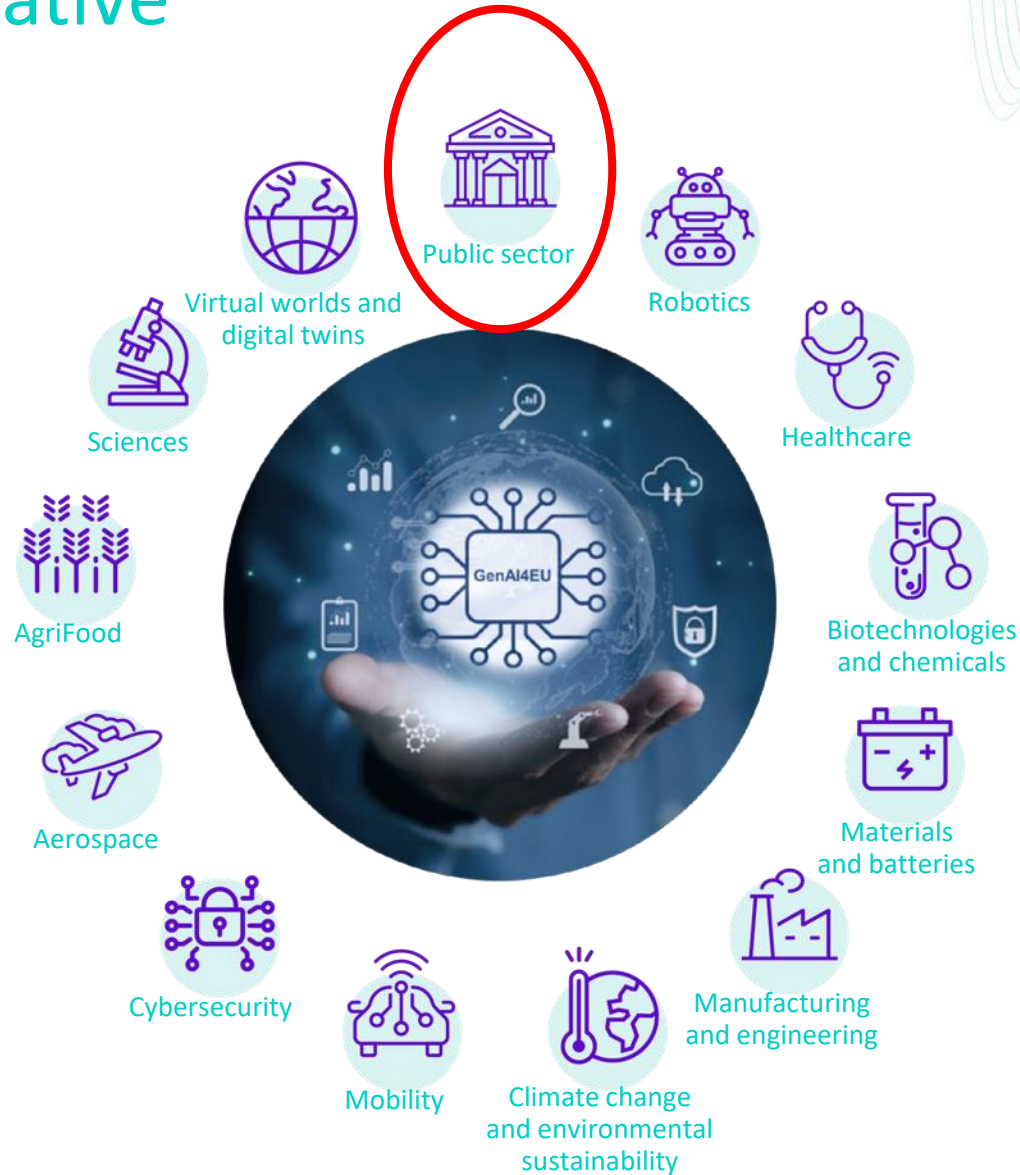
Stimulate widespread uptake of genAI

across:

- strategic industries
- **public sector**
- science

From GenAI4EU to Apply AI

Strategic shift towards sectoral development and deployment of AI. As outlined in the **2024 political guidelines**, the aim is to enhance industrial uses of AI and **improve public services delivery**, including healthcare, in collaboration with MS, industry and civil society.



€500M

Startups and innovators work closely with industrial users and PA, attract investments in the Union and have access to the key ingredients of AI - **data, computing, algorithms and talent.**

Focus on GenAI4PA Strategy



Objectives

- **Boost the uptake** of trustworthy GenAI “made in Europe”
- **Increase the efficiency** of PA processes and PA productivity
- Improve the **quality, ease of access, and transparency of public services** for citizens and companies

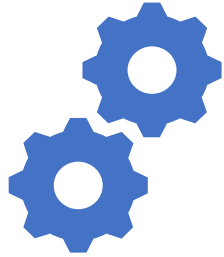
Actions

- Fund cross-border pilots under DEP WP2025-2027 to deploy and replicate GenAI use cases across EU national, regional, and local administrations
- Fine-tune existing open-source models to tailor to public sector needs
- Engage civil society organizations for a Citizen-centric approach
- Leverage synergies with other EU initiatives, such as EDIH, TEFs and AIoD

****We Need Your Input****

To ensure the success of our proposed GenAI Pilots Action, we encourage your feedback. Please contact us at the following emails: ivana.zeppa@ec.europa.eu and marco.montorio@ec.europa.eu.

Potential GenAI Pilots



Improve public administrations internal processes

Automating public service workflows: GenAI-powered tools to automate routine administrative tasks, such as document processing, data entry, and compliance checks

Support for sustainable Urban Planning: GenAI to support decision-making in sustainable urban planning by analysing large datasets related to infrastructure, population distribution, and environmental impacts.



Improve access and transparency of public services for citizens

Use of a chatbot: AI-driven citizen interface that helps individuals navigate complex bureaucratic procedures such as applying for permits, understanding local regulations, or accessing public social benefits.

Making legislation more readable: Data-collection pilot of EU/national legislation and/or decrees in a machine-readable code and across different Member States within certain areas of interest, e.g. environmental authorisations.

GenAI in public administrations – some real examples

26 GenAI use cases collected so far in Public sector Tech Watch

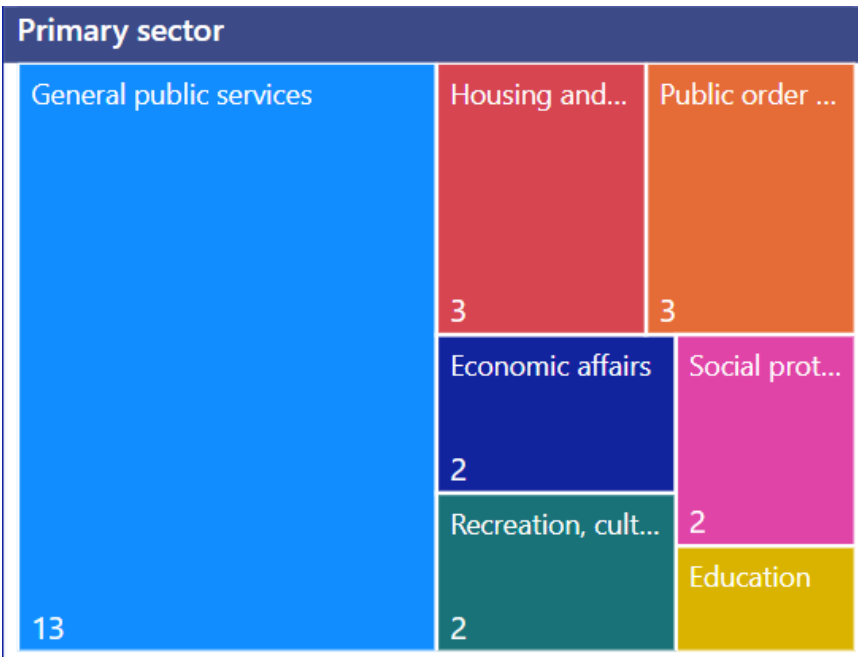


Image Source: JRC Public Sector Tech Watch. Cases Viewer Statistics. Retrieved from <https://joinup.ec.europa.eu/collection/public-sector-tech-watch/cases-viewer-statistics>.

- **Internal processes improvement:** ["LLMoin" pilot project in Hamburg](#) text assistant provides four functions for internal applications: Summary, research assistant, text generation and expert mode.
- **Support for urban planning:** [UrbanistAI](#) in Helsinki leverages GenAI to create optimized urban designs, simulate future development scenarios, and enhance citizen participation in urban planning decisions.
- **Chatbot for citizens:** [INPS Virtual Assistant](#) (Italy) leverages GenAI to provide context-aware responses and offer detailed answers with links to relevant portal pages. Also, *Titormos chatbot* in Greece enables citizens of Agrinio to submit local service requests, such as garbage collection and city lighting, 24/7 answering free-form questions with GenAI.
- **Making legislation more accessible:** [EADOP](#) (Catalonia) uses GenAI to create plain language summaries of Catalan legal texts, and it is available to citizens through the Legal Portal of the Generalitat of Catalonia



Thank you for your feedback



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