



Main Topic 3

Trustworthy AI in Public Services: Transparency, Accountability, and Crisis-Resilient Communication

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1. In the public sector, trust is the foundation on which effective institutions and meaningful public service are built. Trustworthy AI is therefore not only about safe technology. It is about safeguarding democratic legitimacy, human agency, inclusion, and public trust. AI should be treated as critical societal infrastructure, alongside healthcare, education, welfare, and civic communication.
2. Equality bodies and human rights institutions are essential to addressing algorithmic discrimination in public administration's use of AI, especially where information and power asymmetries affect individuals' ability to challenge harm.
3. Efficiency cannot be the only measure of success in public-sector AI. AI should improve services not only from time and cost efficiency perspective, but also make them fairer, more accessible, transparent, inclusive, and trustworthy, through human-centered design focused on citizens' rights and needs.
4. Human oversight must be real, not symbolic. Public authorities need the capacity to understand, question, override, and remain accountable for AI-supported decisions. Trustworthy AI is achieved not only through regulation, but also when fairness, accessibility, inclusion, and accountability are built in by design and experienced by all citizens in practice.
5. Human rights-based frameworks provide a foundation for trustworthy AI, ensuring alignment with democracy and the rule of law. Risk-based approaches support practical tools for risk analysis, stakeholder engagement, and mitigation of bias, exclusion, unequal access, and impacts on vulnerable groups.
6. Trustworthy AI requires strong governance, technical standards, interoperability, and digital skills. With hundreds of AI-related standards already developed globally, the challenge is to translate this expertise into practical implementation of inclusive policies. Capacity building efforts are therefore essential to help countries assess their readiness, absorb global expertise, and advance responsible, human-centred digital transformation across sectors and borders.

Session Details:



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