

TECH INNOVATORS NETWORK

# newsletter

## THiNK Featured in GovStack's Global Use Case Library for AI Chatbots

**W**e're proud to share that Tech Innovators Network (THiNK) has been featured in GovStack's Global Use Case Library under the AI Chatbot Discoverability for Government Services category. This recognition highlights THiNK's commitment to advancing digital innovation and Artificial Intelligence to enhance access to government services and citizen engagement globally, by championing DPIs and open standards in AI.

GovStack's platform showcases global use cases that demonstrate how technology can improve public service delivery and discoverability. THiNK's inclusion underscores our role in developing scalable, human-centered AI solutions for public good through initiatives such as THiNKiT (our federated "Bot of Bots" framework), the Community of Practice (CoP) (fostering collaboration among innovators, researchers, and institutions), and digital tools like THiNK Chain and THiNK ID that power trusted digital ecosystems.

The "Bot of Bots" framework exemplifies THiNK's vision of creating interoperable, reusable AI systems for public service delivery. The chatbot, built using PydanticAI agents and Retrieval Augmented Generation (RAG), allows users to interact through text in English and Kiswahili with the inclusion of voice and more local languages in the pipeline. It guides

citizens through various digitized services such as business registration, film permits, and data protection compliance by leveraging structured data, document repositories, and knowledge bases from government entities.

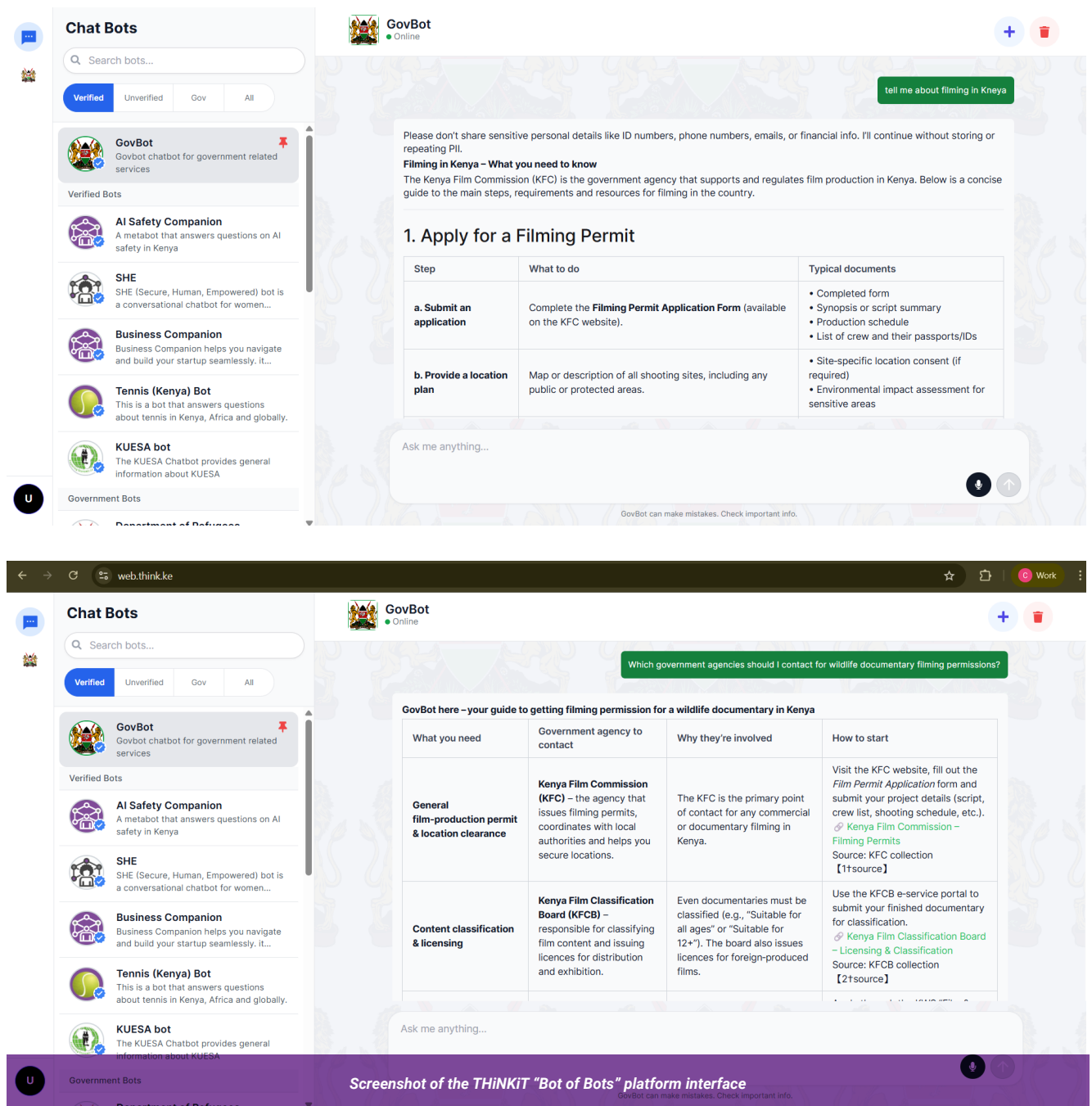
The chatbot uses the GovStack Building Block Approach and adheres to principles of open-source development, digital public goods (DPGs), data privacy, and responsible AI. It has been developed for pilot collaboration with Kenya's Directorate of Citizen Services (eCitizen), the Kenya ICT Authority, and the Konza Technopolis. The architecture allows for the onboarding of chatbots from Ministries, Departments, and Agencies (MDAs) within the Kenya government by using a reusable open design.



### ALSO IN THIS ISSUE:

- **THiNK and University of Embu Host Online AI Course Series to Build Student Capacity in Artificial Intelligence**
- **AI in Banking white paper (THiNK, Akili AI and Strathmore University)**

*...and much more*



The solution offers multi-channel access via REST API and web interfaces, and is built for reuse across different sectors and institutions. The chatbot integrates vector databases, document processing pipelines, and comprehensive analytics to provide accurate, relevant, and timely information to citizens while tracking usage and performance metrics.

This feature affirms THiNK's ongoing mission to drive inclusive digital transformation and empower communities, governments, and innovators to co-create smarter, more responsive public systems.

You can read the full feature on GovStack's website [here](#).

Access the web version here : [web.think.ke](http://web.think.ke)

## COMMUNITY HIGHLIGHTS

### THiNK and University of Embu Host Online AI Course Series to Build Student Capacity in Artificial Intelligence

In July 2025, Tech Innovators Network (THiNK), in collaboration with the University of Embu, successfully conducted a three-part online course. The program was designed to introduce university students to the world of artificial intelligence (AI) through progressive learning modules that combined theory, practice, and community engagement.

Held virtually via Google Meet, the sessions ran across three consecutive weeks covering topics such as; Introduction to AI; How to Use AI, and; How to Build AI. A total of 20 students participated across the sessions, gaining hands-on exposure to foundational and technical aspects of AI.

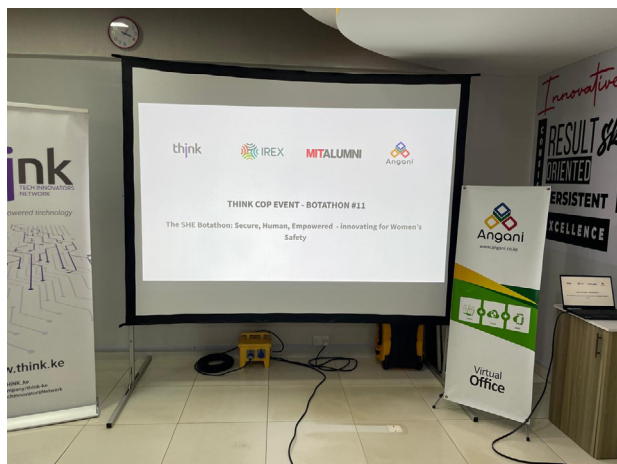
The facilitation aligns with THiNK’s mission to promote ethical, inclusive, and practical AI literacy across institutions of learning in Kenya. Participants explored key concepts such as the basics of machine learning, responsible AI use, and the role of Retrieval-Augmented Generation (RAG) and THiNK tools in real-world problem solving. The sessions also connected students with the THiNK Community of Practice (CoP), opening opportunities for mentorship, collaboration, and participation in innovation-driven programs.

Feedback from mentees highlighted the course’s accessibility and relevance in demystifying AI and its applications in everyday contexts. Many appreciated the interactive format and expressed interest in deeper technical engagement through future hackathons and mentorship initiatives.

### SHE: Botathon #11 Empowering Safety Through Innovation: Launching the SHE Bot at the Women & Safety Botathon

Hosted at Angani, the Women & Safety Botathon was an inspiring milestone in the journey toward using technology to address real-world social challenges. The event brought together innovators, developers, and changemakers passionate about leveraging AI to advance women’s safety and empowerment. One of the major highlights was the official launch of SHE Bot, which is a digital assistant designed to promote safety, awareness, and innovation around issues affecting women. The SHE Bot is a companion bot designed and deployed by Angela Kanyi and Aisha Mohamed Nur of THiNK.

SHE Bot, which stands for “Secure • Human • Empowered” is more than just a chatbot – it’s an intelligent, multilingual companion built to educate, guide, and connect users to safety resources in real





time. Accessible via our “Bot of Bots” platform on [web.think.ke](http://web.think.ke), SHE Bot can interact seamlessly in English, Kiswahili, and French, making it inclusive and accessible to a wider audience across Africa and beyond. By blending human-centered design with artificial intelligence, SHE Bot embodies THiNK’s commitment to developing meaningful digital solutions that empower communities and advance gender equity.

The Women & Safety Botathon showcased how collaboration and creativity can drive innovation for social good. Participants explored how conversational AI can support public awareness, improve access to safety information, and encourage reporting and response mechanisms that protect women and vulnerable groups. The launch of SHE Bot marks an important step in this movement – a testament to what’s possible when technology meets purpose. The innovation was also showcased at the Gendering AI Conference, where Angela Kanyi represented THiNK and shared insights into the vision and development of SHE Bot.



Winners of the SHE Botathon receiving their awards from the Team Lead



Winners of the SHE Botathon receiving their awards from the Team Lead

## PRODUCT SPOTLIGHT

### Verified Bots

**SHE Bot:** SHE (Secure, Human, Empowered) Bot is a conversational chatbot designed to support and promote women's safety.

**Tennis(Kenya) Bot:** A chatbot that answers questions about tennis in Kenya, across Africa, and around the world.

**Business Companion** helps you navigate and build your startup seamlessly. It enables you to ask questions about business registration, Data protection and regulations

### Unverified Bots

**KUESA Bot:** The KUESA Chatbot provides general information about Kenyatta University Economics Students Association.

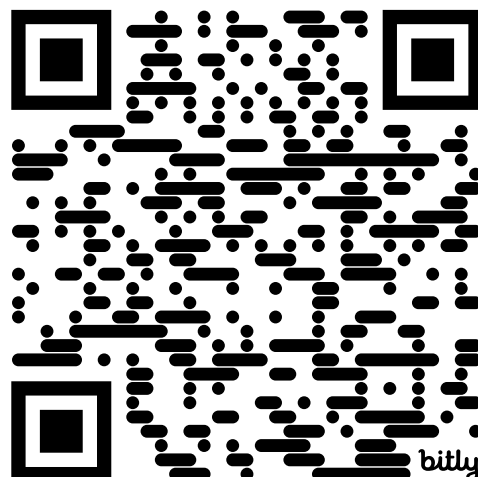
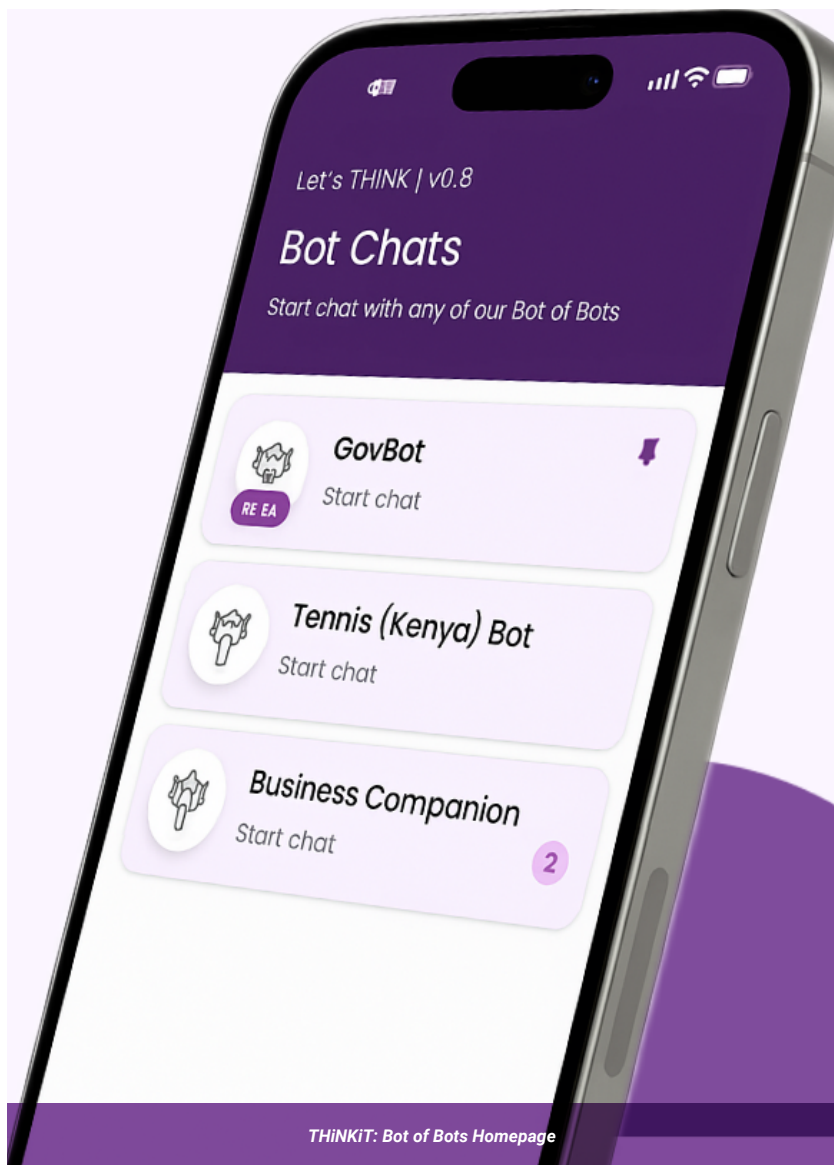
**GovBot:** A chatbot designed for government-related services that provides users with accurate and up-to-date information on public services, procedures, requirements, and access points.

**BRS Companion (Business Registration Service):** BRS Companion is a smart helper bot that brings together answers from both the MPSR and CREG chatbots in one place.

**ODPC Bot:** A chatbot that handles general enquiries, feedback, and complaints from citizens on behalf of the Office of Data Protection.

**Safety by Design Bot:** Your go-to bot for all things safety by design.

Access the bots here : [web.think.ke](http://web.think.ke)





## RESEARCH SPOTLIGHT

# AI in Banking white paper (THiNK, Akili AI and Strathmore University)

The “Banking and AI in Kenya” white paper, developed collaboratively by THiNK (Tech Innovators Network), Strathmore University, and Akili AI, explores how Artificial Intelligence (AI) is transforming the future of Kenya’s financial sector. It highlights the profound impact of Generative AI, that is to say the technology behind systems like ChatGPT in improving efficiency, customer experience, and service innovation across banking operations. With the government’s Kenya AI Strategy 2025 committing over KSh 156 billion toward establishing Kenya as a continental AI leader, the paper illustrates how banks can harness AI to automate core functions, enhance compliance, and deliver personalized financial services, ultimately advancing digital inclusion and economic growth.

with Kenya’s Data Protection Act and international AI ethics frameworks.

By starting with practical, high-impact use cases such as intelligent chatbots, document automation, and predictive fraud detection—banks can realize immediate benefits while laying the groundwork for large-scale transformation. The report concludes that AI is more than a technological advancement; it represents a paradigm shift that will soon define every facet of banking, urging early adopters to take decisive steps toward shaping the future of financial services in Kenya.



Workforce Upskilling and Reskilling for AI Readiness

While AI adoption in Kenya’s banking sector is still in its formative stages, the white paper positions this as a unique opportunity for institutions to leapfrog legacy systems and embrace data-driven transformation. It calls for a responsible and well-governed approach aligned



**PARTNERS IN  
THIS ISSUE**

AKILI AI

Angani

IREX

MITALUMNI

Strathmore University  
@iLabAfrica Centre