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TDRA Develops its Services in Line with the Zero Government Bureaucracy Programme

In line with the Zero Government Bureaucracy (ZGB) Programme, initiated by the UAE Government, TDRA announced the results of the first batch of services developed under the second generation of services (2.0) methodology. This batch comprises three services: Dispute Resolution with Service Providers, Customs Release Permits for Telecom Devices, and Modify SIM Card Point of Sale (PoS).

In order to align those services with the Programme requirements entailing the elimination of significant procedural steps and time reduction, the dedicated teams of TDRA executed structural adjustments to said services. These adjustments have been a game changer in customer satisfaction/happiness levels. Specifically, satisfaction with the service to 'Modify SIM Card PoS' surged from 95% to 100% for the majority of months. Similarly, satisfaction increased from 96% to 98% with the service to 'Issue Customs Release Permits for Telecom Devices', and from 84% to 89% with the service 'Dispute Resolution with Service Providers'.

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TDRA Unveils UAE's 6G Roadmap

TDRA has unveiled an extensive plan to spearhead research and studies concerning the advancement of International Mobile Telecommunications (IMT2030), or what is more commonly known as the sixth generation of mobile networks (6G). This initiative comes in response to the dynamic IMT landscape in terms of detailed technical specifications for the functionality and performance of mobile systems. Furthermore, it aims to address the evolving needs of society and the economic sector, bridging the gap between current telecom services and future requirements. The ultimate goal is to achieve a holistic, digitally integrated, and interconnected way of living in the years ahead.

The release of this roadmap aligns with the decisions made during the 2023 Radiocommunication Assembly (RA-23), hosted by the UAE from 13 to 17 November 2023. RA-23 passed a resolution orienting telecom sector stakeholders towards developing radio technical standards and specifications for the sixth generation of IMT. It is worth noting that RA-23 endorsed Recommendation ITU-R M. 2160 pertaining to the 6G framework (also referred to as "IMT-2030") by laying the foundation for the forthcoming network development.

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Under the theme 'Leadership'.. TDR Celebrates International Girls in ICT Day

The Telecommunications & Digital Government Regulatory Authority (TDR) marked the International Girls in ICT Day. Falling on 25 April every year, this Day is an initiative of the International Telecommunication Union (ITU), and is held this year under the theme "Leadership" with the aim of encouraging and empowering women to take on stronger and more established roles and role models in the ICT sector.

TDR organized its celebration of this event in its Dubai headquarters with the attendance and participation of TDR Youth Council and in cooperation with the Youth Advisory Council On Sustainable Development Goals. The ceremony featured diverse activities that enhance awareness among girls about the future prospects in the ICT sector, and encourage them to study related disciplines.

H.E. Eng. Mohammed Al Ramsi, Deputy Director General for Telecommunications Sector (DDG-T), opened the ceremony with a speech in which he addressed the role of women in ICT and the trust they enjoy from the UAE leadership in the context of empowerment.

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Preparing public policies in UAE's government

The 'Guide to Preparing Public Policies in the UAE Government' (available in Arabic only, PDF, 46 MB) defines a public policy as a set of priorities, goals and guidelines set by the government to manage national affairs and address the needs of specific groups to enhance public welfare. It serves as a foundation upon which legislations, regulations and initiatives are proposed and issued to regulate the various sectors in socioeconomic and other dimensions.

UAE's ranking in Human Development Report 2024

The UAE achieved first place regionally and the 17th globally in the 2023-24 Human Development Reports, advancing by nine places globally compared to its ranking in the previous report.

The Human Development Reports are composite indices that capture community well-being in 193 countries across the globe, through 3 dimensions, namely:

1. Health
2. Knowledge
3. Living standards

Reporting abuse of children of determination (more on that here)

The Ministry of Interior (Mol) designated hotline 116111 for child protection, facilitating reports of child abuse cases by phone. Mol has also enabled electronic reporting via the Mol Child Protection Centre website, and launched the 'Hemayati' (Arabic for protect me) smartphone app (available on Android and iOS).

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The annual Dubai Universal Blueprint for Artificial Intelligence

This plan aims to adopt artificial intelligence across all priority sectors and areas to make Dubai the most supportive of the economy, the best in utilizing artificial intelligence technology, and the fastest in adopting advanced applications. It also seeks to achieve the targets of Dubai Economic Agenda (D33) by committing AED 100 billion annually to Dubai's economy, increasing its productivity by 50% through innovation and digital solution adoption.

Mohamed bin Zayed Water Initiative

The initiative is intended to raise awareness of the gravity and criticality of water scarcity worldwide.

The initiative also aims to:

- Accelerate the development of innovative technological solutions to address challenges posed, as well as testing the effectiveness of such solutions to confront this growing global challenge
- Strengthen cooperation with partners and stakeholders worldwide to accelerate technological innovation to deal with water scarcity and expand the scope of international cooperation,
- Strive to increase investments aimed at overcoming this challenge for the benefit of current and future generations.

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