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TDRA Hosts I-CoDI Global Workshop and 1st Meeting of I-CoDI's Innovation Acceleration Centers in Association with ITU

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Beta UAsk

TDRA Provides Generative AI Feature on Governmental Websites Compatible with UAE Design System 2.0

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TDRA hosted the first meeting of ITU's global network of Acceleration Centers on Monday, March 4, 2024. The aim is to foster and spread a culture of innovation, with the overarching goal of contributing to the evolution of governments and societies represented by these centers. The ITU initiated the establishment of a global network for these centers, following the UAE's initiative to create the International Center of Digital Innovation (I-CoDI) back in 2020. This initiative, developed jointly by TDRA and the ITU, aims to create an enabling platform that brings partners and policymakers together to enhance communication and accelerate digital transformation by applying notions of innovation and drawing upon advanced technologies.

Eng. Majid al-Madhloom, Manager Digital Capacity-Building & Awareness at TDRA, delivered the welcoming and opening statements at the event, where he emphasized the significance of innovation in this era, underscoring its relevance not only in government action but also in different areas of life. al-Madhloom alluded to the Emirati experience in this respect, saying: "Over the past two decades, there has been a quantum leap across all sectors during what is known in the UAE as the "enablement stage". It was a time where the youth generation has been wholeheartedly supported and encouraged to unleash their creative potential and make their modern ideas come to life. This has significantly contributed to noteworthy accomplishments, manifesting in all directions today. From 2022, following UAE's celebration of its golden jubilee, a new phase has been inaugurated as the era of "future shaping," which aligns with the remarkable advancements in technologies, particularly artificial intelligence and digital tech. These advancements position us at the core of major transformations expressed by the vision 'We the UAE 2031,' with its slogan: Towards New Peaks, and the pillars of which concentrate on international cooperation as a crucial key to achieving prosperity for all of humanity."

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Beta UAsk



Based on its central role in enabling digital transformation in the UAE, the Telecommunications and Digital Government Regulatory Authority (TDRA) has unveiled the second phase of the "U-Ask" platform, the virtual assistant available on the Unified Digital Platform (UDP) "U.ae". This phase sees the implementation of generative AI extended to government websites compliant with the newly released Unified Design Language System (DLS). This development follows the remarkable success of the "U-Ask" platform on the UDP, where it played a part in enhancing the user experience (UX), and providing users with precise and prompt information regarding government services and policies in the UAE.

H.E. Eng. Majed Sultan al-Mesmar, TDRA Director General, emphasized the significance of leveraging the expansive opportunities offered by generative AI to enhance government services. He said: "Overall, the applications of artificial intelligence, especially generative AI, present a significant opportunity to achieve greater efficiency in government operations. This, in turn, contributes to uplifting customer satisfaction, in implementation of the wise leadership directives to make the customer a top priority. We at TDRA have been a pioneer in implementing this technology, and today are committed to extending this experience. This aligns with our strategic role as an enabler of digital transformation and a supporter of government entities in adopting digital maturity best practices."

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UAE's eCommerce Law

Federal Decree-Law No. (14) of 2023 Concerning the Modern Technology-based Trade governs eCommerce in the UAE. It regulates the sale and purchase of goods, services and relevant data in the technical community, or through modern technology such as websites, smart platforms/apps, including those that are made via electronic/digital commerce or on social networking sites. It applies to non-digital goods and services obtained physically or virtually through modern technology or the technical community.

This Law legalizes trade conducted through modern technology means, making it similar to trade carried out through traditional methods and conventional procedures.

Digital Academy

DGOV Academy offers courses and programs aimed at increasing public awareness of digital transformation and empowering industry professionals through comprehensive, tailor-made training programs. The mission of the Academy is to build capabilities and actively contribute to UAE's vision for a fully integrated digital future, where all members of society are able to navigate new tech techniques.

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National e-Accessibility Policy

This Policy supports digital transformation and service efficiency in the UAE, ensuring digital inclusivity for all segments of society, including people of determination and the elderly/senior citizens so as to enable them to access products like websites, apps, software, and digital interfaces.

The Policy aims to bolster national efforts leading to an inclusive, barrier-free society, while empowering people of determination and the elderly/senior citizens in the UAE to access all digital services with ease and high efficiency.

Reporting cybercrimes

Victims of cybercrimes committed on the cyberspace, computers, and networks can report such cases in the UAE through various channels

- eCrime Platform
- eCrime Platform
- Aman Service
- My Safe Society - smart app

Lodging complaints against licensed financial institutions and insurance companies

'Sanadak' is an independent financial unit, established by the Central Bank of UAE (CBUAE) to settle consumer and SME disputes against licensed financial institutions, banks and insurance companies, free of charge.

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Community Contribution Platform 'Jood'

Jood - an integrated smart platform for community-based contributions in Dubai. It aims to contribute to supporting and developing the social sector of the Emirate by organizing and directing voluntary contributions from Corporate Social Responsibility (CSR) and Individual Social Responsibility (ISR). This platform enables institutions/organizations and individuals to contribute directly to listed initiatives and projects using electronic payment or wire transfer.

National Policy on Biofuels

This policy supports the objectives of the UAE Energy Strategy 2050, as well as the National Hydrogen Strategy, and aims to:

- Regulate biofuel trading activities in the UAE
- Establish the approved standard specifications for biofuels
- Achieve proper management of biofuel production and trades domestically
- etc.

National Housing Platform - Darek

A national platform helping Emiratis, who are planning to build, access all construction-related services on one platform. It aims to provide beneficiaries with the basic necessary construction-related information to overcome challenges they may face along the way, and to narrow the gap between those planning to build, suppliers and contractors through the platform's common automation system.

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