



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

City name - Dubai

Country name – United Arab Emirates

I. Institutional Framework

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all.

www.dubai.ae - website

<https://www.digitaldubai.ae/apps-services/details/dubai-now> - mobile application

Dubai.ae and DubaiNow, are the official information and service portals of Dubai, streamlining access to government services and information related to living, working, and business operations by consolidating essential services like bill payments, visa applications, and license renewals into one user-friendly platform available through a website and mobile app. Dubai.ae is offered as a website, while DubaiNow is available on Android and iOS as a free to download mobile application.

The Dubai Government offers an extensive array of public services to its citizens and residents, spanning numerous domains such as mobility, environment, economy, society, and governance. These services are provided by over 30 public sector entities, each operating through separate digital channels like websites and mobile apps.

Recognizing the need for a unified, user-friendly platform, Dubai Digital Authority developed the "DubaiNow" mobile app, a one-stop-shop for all city services offered by Dubai Government entities. DubaiNow consolidates these services into a single app, providing a consistent and seamless user experience in line with the expectations of citizens and residents.

¹E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

United Nations E-Government Survey – Local Government Questionnaire (LGQ)

As the go-to app for all city services, DubaiNow aims to become the essential smart provider and platform for living in Dubai, significantly impacting people's lives by offering services when and where they need them.

DubaiNow is an app that;

- Functions as a whole-of-government app*
- Utilizes AI-based predictive insights for enhanced service delivery*
- Provides a single digital authentication and payment system for all government services*
- Facilitates seamless data sharing across government entities*
- Measures customer satisfaction and fosters extensive engagement*
- Offers an interoperable plug-and-play solution, leveraging a government-wide platform for improved efficiency*
- Engages a wide range of stakeholders through agile implementation*
- Serves as a comprehensive one-stop-shop for city services*
- Prioritizes citizens' needs over individual government entities*

Dubai.ae and DubaiNow are complemented by the following portals:

- <https://tec.gov.ae/>, the official online portal of the The Executive Council of Dubai where citizens and residents can keep up to date with key legislative and municipal updates of the city*
- <https://hub.dm.gov.ae/index.html>, municipality services available online and through a mobile app <https://apps.apple.com/us/app/dubai-municipality/id1504636184>*
- <https://www.digitaldubai.ae/>, the official portal of Dubai Digital Authority, where citizens and residents can view the city's digital initiatives, strategies, policies, and a knowledge hub dedicated to technology applications in Dubai*

2. Please provide **URLs** for **portals** providing specific services/features

a. E-services²:

<https://apps.apple.com/ae/app/dubainow/id619712783>

<https://play.google.com/store/apps/details?id=com.deg.mdubai&hl=en&gl=US>

b. E-participation³: <https://dubai.ae/participate> , <https://04.gov.ae/>, <https://mbrmajlis.ae/>,
<https://u.ae/participate/> , <https://ferjan.ae/en/> (community run for neighborhoods)

c. Open government data⁴: <https://www.dubaipulse.gov.ae/>

d. Public procurement: <https://esupply.dubai.gov.ae/esupply/web/index.html>
<https://play.google.com/store/apps/details?id=ae.sdg.smartsupplier&hl=en>
<https://apps.apple.com/ae/app/smart-supper%D8%A7/id1447039547>

e. Other major portals at the city/municipality level:

Transport services portal: <https://www.rta.ae/wps/portal/rta/ae/home/rta-services>

Water & Energy services portal: <https://www.dewa.gov.ae/en/>

Municipal services portal: <https://hub.dm.gov.ae/link/service/>

Police services portal: <https://www.dubaipolice.gov.ae/wps/portal/home/services>

Residency services portal: <https://gdrfad.gov.ae/en/services>

Legal services portal:

https://www.dc.gov.ae/PublicServices/Categories.aspx?SiteCategoryName=Public_Services&lang=en

Housing services: <https://dubailand.gov.ae/en/#/> , <https://www.mbrhe.gov.ae/en/>

Cybersecurity portal: <https://www.desc.gov.ae/>

Education services portal: <https://web.khda.gov.ae/en/Portals>

Civil Defense services portal: <https://www.dcd.gov.ae/portal/en/>

Dubai Airports services portal: <https://www.dubaiairports.ae/while-youre-here/services>

Tourism services portal: <https://www.dubaitourism.gov.ae/en/services> , <https://visitdubai.com/>

Business setup services portal: <https://invest.dubai.ae/>

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies?

Yes.

Name: His Excellency Hamad Al Mansoori

Title: Director General

Organization: Dubai Digital Authority

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Phone: +971 (04) 559-9999

² A specific portal where you can see the list of all online services available to the public.

³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

⁵ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

If yes, is the **city/municipality CIO linked** to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)

Dubai's digital transformation includes working closely with the Telecommunication and Regulation and Digital Government Authority (TDRA) and Emirates Government Service Excellence Program (EGSEP) to align with key UAE federal strategies, including UAE Centennial 2071, UAE National Data Strategy, UAE Government Services Strategy, UAE Digital Government Strategy 2025, UAE Digital Economy Strategy, UAE Strategy for the Fourth Industrial Revolution, and Emirates Blockchain Strategy 2021. These initiatives emphasize the importance of digital innovation, fostering a knowledge-based economy, and improving government services to enhance the quality of life for residents and businesses.

II. Legal Framework

1. Is there any **legislation/regulations** on **digital government** such as law on digital service provision or on access to information or data privacy at the:

National level? Yes No

Local level? Yes No

If Yes, how do you adopt these in your organization?

National and local regulations pertaining to digital government are adopted in Dubai through the provision of citywide strategies, policies, and guidelines developed and monitored by Dubai Digital Authority, the organization responsible for digital transformation in Dubai.

As well as the city level Digital Strategy, some of the laws, strategies, policies, and guidelines that assist in adopting national and local regulations are:

Laws:

1. Law No 9 of 2022 Regulating the Provision of Digital Services in Dubai
<https://www.mediaoffice.ae/en/news/2022/April/04-04/Mohammed-bin-Rashid-issue>
2. Law No 26 of 2015, Regulating Data Dissemination and Exchange in the Emirate of Dubai
[https://dlp.dubai.gov.ae/Legislation%20Reference/2015/Law%20No.%20\(26\)%20of%202015.pdf](https://dlp.dubai.gov.ae/Legislation%20Reference/2015/Law%20No.%20(26)%20of%202015.pdf)
3. Law No 1 of 2021 Establishing the Dubai Digital Authority
[https://www.digitaldubai.ae/docs/default-source/laws/law-no-\(1\)-of-2021-establishing-the-dubai-digital-authority.pdf?sfvrsn=f8ec8df5_6](https://www.digitaldubai.ae/docs/default-source/laws/law-no-(1)-of-2021-establishing-the-dubai-digital-authority.pdf?sfvrsn=f8ec8df5_6)

4. Law No 30 of 2015 Establishing the Smart Dubai Government Establishment
https://www.digitaldubai.ae/docs/default-source/laws/law-30-2015-smart-dubai-government-establishment3927c50e897144bcacc3736586c9fb8.pdf?sfvrsn=c56bf51f_6
5. Law No 2 of 2016 Establishing the Dubai Data Establishment
[https://www.digitaldubai.ae/docs/default-source/laws/dde-law-\(2\)-2016-english.pdf](https://www.digitaldubai.ae/docs/default-source/laws/dde-law-(2)-2016-english.pdf)
6. Federal Law No. (1) of 2006 Concerning Electronic Transactions & Commerce
<https://tahseen.ae/media/2670/uae-2006-ecommerce-and-transactions-law-english.pdf>
7. Federal Law No. 45 of 2021 regarding the Protection of Personal Data
<https://ai.gov.ae/personal-data-protection-law/>
8. Federal Decree Law No. 34 of 2021 on Combatting Rumors and Cybercrimes
<https://u.ae/en/resources/laws>
9. Federal Decree by Law No. 46 of 2021 on Electronic Transactions and Trust Services
10. Ministerial Resolution No. (1) of 2008 regarding the issuance of Certification Service Provider Regulations

Policies and Strategies

11. Dubai Autonomous Transportation Strategy
<https://www.rta.ae/links/sdt/sdt-final.pdf>
12. Dubai 3D Printing Strategy
<https://wam.ae/en/details/1395294773443>
13. Dubai Data Strategy
<https://u.ae/en/about-the-uae/strategies-initiatives-and-awards/strategies-plans-and-visions/government-services-and-digital-transformation/dubai-data-strategy>
14. Dubai Data Policies (<https://www.digitaldubai.ae/data/regulations>) on
 - a. Data Inventories
 - b. Prioritization criteria
 - c. Cataloguing
 - d. Classification
 - e. Metadata
 - f. Data Quality
 - g. Data ingestion
15. Dubai Cyber Security Strategy
<https://www.desc.gov.ae/cyber-strategy/>
16. Dubai Blockchain Strategy
<https://www.digitaldubai.ae/initiatives/blockchain>
17. Dubai Internet of Things Strategy
<https://sheikhmohammed.ae/en-us/news/details?nid=25236&cid=>
18. Dubai Paperless Strategy
<https://www.digitaldubai.ae/initiatives/paperless>
19. Dubai eCommerce Strategy

<https://www.wam.ae/en/details/1395302791053>

20. Dubai Metaverse Strategy

<https://www.mediaoffice.ae/en/news/2022/July/18-07/Hamdan-bin-Mohammed-launches-Dubai-Metaverse-Strategy>

Guidelines and Standards

These strategies are further supplemented by recommended standards and guidelines that assure compliance across the city, some of these are:

1. Smart Service Delivery Excellence Model
<https://www.digitaldubai.ae/knowledge-hub/references/smart-service-delivery-excellence-model>
2. Internet of Things Standard
<https://www.desc.gov.ae/regulations/standards-policies/>
3. Smart Website Excellence Model
<https://www.digitaldubai.ae/knowledge-hub/references/smart-website-excellence-model>
4. Cloud Service Provider Security Standard
<https://www.desc.gov.ae/regulations/certifications/>
5. Dubai Data Standards
<https://www.digitaldubai.ae/data/regulations>
6. Data Sharing Toolkit
<https://www.digitaldubai.ae/knowledge-hub/publications/data-sharing-toolkit>
7. Dubai Data Initiative
<https://www.digitaldubai.ae/data>
8. Synthetic Data Framework
<https://www.digitaldubai.ae/knowledge-hub/publications/synthetic-data>
9. UAE Generative AI Guidelines
<https://www.wam.ae/en/details/1395303152062>

Additional policies and standards can be found here <https://www.digitaldubai.ae/knowledge-hub/references>

Here are some initiatives pertaining to compliance to the above mentioned laws and policies:

1. *Dubai Data Curriculum: The Dubai Data Champions initiative provided practical and customized training programs to equip hundreds of government employees with the data skills required to drive data collection across government entities. It has also partnered with academic institutions to create specialized curricula, programs and degrees around data science in Dubai.*

2. *Dubai Pulse Versatile Data Platform: DDE has implemented its citywide data platform - Dubai Pulse - through a Public Private Partnership (PPP) approach. The platform houses 1069 open and shared data sets (with more than 2,000 datasets already in the pipeline) with associated data sharing agreements, serving entrepreneurs, city planners and business owners seeking to drive value out of data in a secure manner. It incorporates a Developers' Zone with a complete deployment environment in the cloud supporting IaaS, PaaS and DaaS schemes.*

3. *Advanced, Adaptive Data Governance: Building on the previous two actions, DDE is very active in this area, having launched in 2019 the first city-level guidelines and self-assessment toolkit for Safe, Fair and Ethical AI. These are open for use by public and private sector entities. We have also developed 'Trusted Dubai Data', a new set of technology neutral standards to support the safe, fair and easy exchange of data, including that from the private sector.*

6. *Dubai Data Law Compliance Framework: DDE has simplified the Dubai Data Law compliance by establishing a compliance framework. The compliance framework provides measurable elements for an organization to assess its compliance. It scores the organization against 9 criteria and is based on the mandate of the Dubai Data Law, the policies derived from it, and the standards set out in Dubai data manuals. The link for the compliance framework can be found in https://www.smartdubai.ae/docs/default-source/dubai-data/compliance-framework-en.pdf?sfvrsn=f16206da_6*

7. *Information Security Regulation (ISR) - Dubai Electronic Security Center*

The purpose of the Information Security Regulation is to provide all Dubai Government Entities with the standards to ensure continuity of critical business processes and minimize information security related risks and damages by preventing and/or minimizing information security incidents. It intends to ensure appropriate level of Confidentiality, Integrity and Availability for information handled within Dubai Government Entities.

8. *The Dubai Future Readiness Index serves as a comprehensive tool developed to assess Dubai's preparedness for the future across various sectors and dimensions. This strategic index evaluates and measures key factors such as technology, infrastructure, innovation, governance, and sustainability to provide valuable insights into Dubai's progress and areas of strength.*

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details.

Dubai's digital city strategy has evolved over the years, transitioning from e-government (2001-2009) to smart government (2009-2015), then to smart city (2015-2021), and currently embracing the vision of a digital city (2021 onwards).

The strategy can be found here – <https://www.digitaldubai.ae/about-us/citystrategy>

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.
 - has an implementation plan.
 - is aligned with the national development strategy.
 - is aligned with the sustainable development goals (SDGs).
 - is aligned with national digital development strategy.
 - indicates the existence of shared solutions/platforms provided at the national/regional level.
 - makes specific reference to SDG 11 (New)
 - makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)
 - makes specific reference to e-Participation and/or digital inclusion/engagement.
 - makes specific reference to co-creation mechanisms for citizens.
 - makes specific reference to social media.
 - makes specific reference to a local digital ID.
 - makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
 - provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
 - provides other specific measures for ICT training and digital literacy by government officials.
 - makes specific reference to cyber security.
 - makes specific reference to mobile government.

Alignment to National and National Digital Strategy

Dubai aligns its digitalization approach to national level strategies from the UAE by implementing specific strategies and initiatives that support the UAE's digital transformation goals. A few examples include:

The UAE National Policy for Quality of Digital Life: The policy aims to enhance the overall digital experience and well-being of individuals by promoting digital inclusivity, privacy protection, cybersecurity, and seamless access to digital services.

<https://www.mediaoffice.ae/en/news/2021/Jan/25-01/Quality-of-Digital-life>

The UAE National Digital Government Strategy 2025: This strategy aims to transform all government

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

services into digital channels by 2025. Dubai is well on its way to achieving this goal, with over 90% of government services already available online.

<https://u.ae/en/about-the-uae/strategies-initiatives-and-awards/strategies-plans-and-visions/government-services-and-digital-transformation/uae-national-digital-government-strategy>

The UAE Strategy for the Fourth Industrial Revolution: This strategy aims to position the UAE as a global leader in the Fourth Industrial Revolution. Dubai is playing a key role in this effort, with initiatives such as the Dubai Blockchain Strategy and the Dubai Metaverse Strategy.

<https://u.ae/en/about-the-uae/strategies-initiatives-and-awards/strategies-plans-and-visions/government-services-and-digital-transformation/the-uae-strategy-for-the-fourth-industrial-revolution>

The UAE Digital Economy Strategy: This strategy aims to double the contribution of the digital economy to the UAE's GDP by 2031. Dubai is already a major player in the digital economy, and this strategy will help to further boost the emirate's position as a global hub for technology and innovation.

<https://twitter.com/DXBMediaOffice/status/1513516623356907529>

Strategy Mapping to SDGs

The city's digital strategies and each digital initiative has been mapped to the applicable Sustainable Development Goals (SDGs), the mapping exercise and its results can be viewed here –

<https://www.digitaldubai.ae/about-us/citystrategy>

Shared Platforms

Information on Dubai's shared platforms, including ones for Government resource management, procurement, customer satisfaction, open data, payment, and ID can be found here -

<https://www.digitaldubai.ae/apps-services>

Alignment and work with SDG11

Dubai's specific alignment and work with SDG11 can be found through a dedicated portal and report here - <https://sdg11gc.com/#thought-leaderships> and <https://sdg11gc.com/report/city-insights-report.pdf>

Dubai's alignment with the UN Sendai Framework:

Dubai's cyber security strategy and initiatives are developed in alignment with the UN Sendai Framework, which focuses on disaster risk reduction and resilience. Examples of Dubai's efforts include establishing robust cyber security frameworks and regulations, conducting regular security assessments, fostering public-private partnerships, and enhancing cyber incident response capabilities. Special emphasis is placed on protecting critical information infrastructures (CII) and ensuring the availability of disaster recovery sites to ensure business continuity in the face of cyber threats and potential disruptions.

E-Participation and Civic Engagement

Dubai has outlined specific e-participation and digital civic engagement features that can be found here – <https://dubai.ae/participate> and community run neighborhood initiatives such as

<https://ferjan.ae/en/> have also been established

Co-Creation mechanisms and Happiness Meter

Dubai employs co-creation as a primary strategy in the advancement of its digital services. The GOV 360 model exemplifies this, as it emphasizes broad, citizen-focused services, promoting collaboration between citizens, businesses, and government authorities. <https://u.ae/en/about-the-uae/strategies-initiatives-and-awards/policies/government-services-and-digital-transformation/the-services-360-policy-of-dubai>

The Happiness Meter is another tool, collecting user feedback to guide improvements in service delivery. <https://www.digitaldubai.ae/apps-services/details/happiness-meter>

The Dubai Future Foundation supports this culture of co-creation, serving as a platform for the exploration and development of innovative ideas and technologies. <https://www.dubaifuture.ae/>

Stakeholder engagements further contribute to this process, ensuring diverse perspectives are incorporated. Through these combined efforts, Dubai continues to refine its co-creative approach to digital service development.

The Digital Maturity Model, developed by the Dubai Digital Authority, incorporates a specific co-creation dimension that mandates all government entities to comply with co-creation practices, fostering collaboration and engagement with stakeholders, entity's compliance to the model is regularly assessed.

The Dubai City Makers initiative is a pioneering program established by the city's government to promote innovation and co-creation in urban development, with the aim of enhancing city life and operations through creative solutions and technologies.

<https://dmc.gov.ae/en/city-makers>

Social Media Guidelines for Government Entities

A dedicated approach for government entities presence on social media exists, Dubai's entities follow the guidelines mentioned here -

<https://www.fahr.gov.ae/Portal/Userfiles/Assets/Documents/5f27739c.pdf>

Dubai's Digital ID

Details on Dubai's local digital ID, now adopted at the federal level too, can be found here - and <https://selfcare.uaepass.ae/>. Over 2 million citizens and residents are already using the Digital ID solution.

Emerging Tech Strategies

Additional to emerging tech being mentioned in the digital city strategy, here are dedicated strategies to various emerging tech

AI LAB strategy <https://www.digitaldubai.ae/initiatives/ai-lab>

AI Ethics <https://www.digitaldubai.ae/initiatives/ai-principles-ethics>

Blockchain strategy <https://www.digitaldubai.ae/initiatives/blockchain>

Dubai Metaverse strategy <https://www.mediaoffice.ae/en/news/2022/July/18-07/Hamdan-bin-Mohammed-launches-Dubai-Metaverse-Strategy>

Dubai IoT strategy <https://u.ae/en/about-the-uae/strategies-initiatives-and-awards/strategies-plans-and-visions/government-services-and-digital-transformation/dubai-internet-of-things-strategy>

Accessibility in Digital Services

Article 6, Standard 20 of Law No 9 of 2022 – Regulating the Provision of Digital Services in the Emirate of Dubai makes it mandatory to assure accessibility of digital services to all consumer segments.

[https://dlp.dubai.gov.ae/Legislation%20Reference/2022/Law%20No.%20\(9\)%20of%202022%20Regulating%20the%20Provision%20of%20Digital%20Services.pdf](https://dlp.dubai.gov.ae/Legislation%20Reference/2022/Law%20No.%20(9)%20of%202022%20Regulating%20the%20Provision%20of%20Digital%20Services.pdf)

Dubai Digital Authority assesses all Dubai government digital services/channels accessibility based on the International Web Content Accessibility Guidelines (WCAG) – Level AA in yearly basis. Currently, the overall accessibility assessment results of Dubai Government services have reached over 89% compliance, with the latest assessment being completed in October 2022.

More about Dubai's efforts for community accessibility and People of Determination can be found here <https://www.mycommunitydubai.com/index.html>, while digital services for specific community groups and People of Determination can be found here: <https://digital.cda.gov.ae/>

Digital Upskilling

Dubai Digital Authority have established a measurement, framework, and implementation plan specifically designed to upskill employees in Digital Skills.

The following is Dubai's Digital Skills platform that includes its strategy, training, measurement, and forecasting modules:

- Digital Skills strategy - <http://129.151.144.215/strategy/>
- Digital Skills training platform - <http://129.151.144.215/maharaat/>
- Digital Skills demand forecasting platform - <http://129.151.144.215/derasaat/#>
- Digital Skills framework - <http://129.151.144.215/qudraat/>
- Digital Skills survey results - <https://www.wam.ae/en/details/1395303091033>

Digital Security

- In addition to the dedicated Security pillar in Dubai's digital city strategy, the Dubai Electronic Security Center is a dedicated entity focusing cyber security in Dubai, and has its own strategy that aligns to local and national strategies <https://www.desc.gov.ae/cyber-strategy/>

Mobile Government

- In addition to the references made to mobile services and information in Dubai's digital city strategy, the city's dedicated mobile app for government services and information can be accessed here - <https://www.digitaldubai.ae/apps-services/dubai-now>

Dubai Government has successfully transitioned all its eligible services to mobile platforms, making public services more accessible and efficient for its residents as part of its Smart Government strategy launched almost a decade ago. These services are available through various channels including mobile applications, SMS, and mobile-optimized websites. This strategy has led to each government entity offering applications on both Android and iOS platforms, a move that significantly increases the reach of these services. There are more than 100 mobile apps provided by Dubai Government entities and Dubai Government websites are designed to be mobile responsive.

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

Dubai Government demonstrates its strong commitment to digitalization by dedicating a significant portion of its annual budget to drive transformative digital initiatives. Recognizing the importance of embracing technology and innovation, a specific budget allocation is provided to each government entity to fuel their digitalization efforts. This ensures that government entities have the necessary financial resources to invest in state-of-the-art technology infrastructure, develop and enhance digital services, and implement innovative solutions to meet the evolving needs of residents, businesses, and stakeholders.

The budget allocation for digitalization encompasses various sectors that are crucial for Dubai's digital transformation journey. These sectors include technology, where investments are made to adopt emerging technologies, develop digital platforms, and enhance cybersecurity measures. Innovation is another key sector, with funds allocated to drive research and development, foster entrepreneurship, and encourage innovative solutions across different industries. Infrastructure development also receives a significant budget share, enabling the establishment of robust digital infrastructure, broadband connectivity, and smart city initiatives. By allocating budget across these sectors, Dubai Government ensures a comprehensive and holistic approach to digitalization that permeates all aspects of governance and service delivery.

In line with its commitment to transparency and accountability, Dubai Government makes budgetary information readily accessible to the public through the Department of Finance's open data portal. This platform provides detailed insights into budget allocations for various sectors, including those dedicated to digitalization. Citizens, businesses, researchers, and stakeholders can access comprehensive financial data, explore budget breakdowns, and gain valuable insights into how funds are allocated for digital transformation initiatives. The availability of financial open data fosters transparency, promotes informed decision-making, and enables stakeholders to monitor the progress and impact of digitalization efforts in Dubai, fostering a culture of trust and collaboration between the government and its constituents.

The portal can be accessed here - <https://gsp.dof.gov.ae/>

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

The Dubai government's budgeting process is a systematic and transparent approach to allocating financial resources for the city's development and operations, and it encourages citizen engagement to ensure public needs are addressed. In this process, the government actively seeks input from citizens through public consultations, surveys, and feedback channels, allowing them to contribute to the decision-making process and influence budget priorities.

A specific allocation in the budget is dedicated to digitalization, reflecting Dubai's commitment to building a smart city and enhancing its digital infrastructure. This allocation supports the development and implementation of innovative digital services, such as digital government services, the expansion of high-speed internet connectivity, and the upskilling of Dubai's population. It also includes investments in emerging technologies like artificial intelligence, blockchain, and the Internet of Things (IoT) to drive efficiency, sustainability, and economic growth. By prioritizing digitalization in the budget, the Dubai government aims to improve the quality of life for its residents, increase business competitiveness, and foster a digital economy.

The Dubai Department of Finance publishes information on the city's budget, including revenue and expenditure details, on its official website Dubai Department of Finance - <https://gsp.dof.gov.ae/extensions/dofopendata/index.html>. This transparent approach to budgeting, combined with citizen involvement and a focus on digitalization, enables the public to stay informed about the government's financial plans and fosters accountability in the management of the city's resources.

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

Dubai is taking several digital initiatives to improve sustainability and grow a green economy,

showcasing its commitment to environmental preservation and fostering a sustainable future:

- *Dubai Clean Energy Strategy 2050: This strategy aims to transform Dubai into a global hub for clean energy and green economy by increasing the share of clean energy in the city's total power output to 75% by 2050.*
https://ded.ae/DED_Files/Files/Reports/rep_2018/Dubai_Clean_Energy_Strategy_2050_en.pdf
- *Dubai Paperless Strategy: The Dubai Paperless Strategy aims to eliminate paper-based transactions in all government departments by 2021, reducing the city's environmental footprint and enhancing the efficiency of public services through the adoption of digital solutions. Government entities in Dubai are now 100% paperless, as per the latest assessment conducted in 2022.*
<https://www.digitaldubai.ae/initiatives/paperless>
- *Smart Grid and Advanced Metering Infrastructure: The Dubai Electricity and Water Authority (DEWA) is implementing a smart grid to optimize energy distribution and consumption, enabling real-time monitoring and control of energy usage for improved efficiency and sustainability.* <https://www.dewa.gov.ae/en/about-us/strategic-initiatives/smart-grid>
- *Demand Side Management Strategy: Dubai's Demand Side Management Strategy focuses on reducing energy and water consumption by 30% by 2030 through smart technologies, retrofitting buildings, and promoting energy-efficient appliances.*
<https://dubaisce.gov.ae/en/taqati/>
- *Digital DEWA: This initiative by Dubai Electricity and Water Authority (DEWA) aims to transform the utility sector by implementing advanced technologies, including artificial intelligence, renewables, and digital services. Digital DEWA focuses on four pillars: Solar Power Generation, Energy Storage, Grid Digitization, and AI-powered Digital Services. By leveraging digital solutions, DEWA seeks to optimize resource utilization, enhance efficiency, and promote sustainability. More information can be found at* <https://www.digitaldewa.com/>
- *Electric Vehicle (EV) Charging Infrastructure: Dubai is expanding its EV charging network to encourage the adoption of electric vehicles and reduce greenhouse gas emissions.* <https://www.dewa.gov.ae/en/consumer/ev-community/ev-green-charger> and <https://www.dewa.gov.ae/en/consumer/ev-community/ev-smart-charging>

- *Solar Rooftop Program (Shams Dubai): The Shams Dubai initiative allows residents and businesses to install solar panels on their rooftops, connecting them to the grid to generate clean energy and reduce electricity bills.*
<https://www.dewa.gov.ae/en/consumer/solar-community/shams-dubai>
- *Dubai Recycles: This initiative, led by the Dubai Municipality, encourages recycling and waste management using digital tools and services. The Dubai Recycles platform facilitates waste collection and recycling by connecting citizens, businesses, and recycling facilities. It enables users to locate recycling stations, schedule pick-ups, and access information on proper waste disposal practices. By promoting awareness and making recycling more accessible, Dubai Recycles contributes to a more sustainable environment. More information can be found at*
<https://dubairecycles.ae/en/Pages/default.aspx>

These digital initiatives contribute to Dubai's efforts in fostering sustainability and promoting the growth of a green economy, ensuring a better quality of life for its residents and a healthier environment for future generations.

- 6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.**

Dubai has embraced numerous digital initiatives to transform its transportation sector, focusing on improving efficiency, reducing congestion, and enhancing sustainability. Key digital initiatives in transportation include:

- *Dubai Autonomous Transportation Strategy: This strategy aims to make 25% of all transportation trips in Dubai autonomous by 2030. It focuses on leveraging advanced technologies such as self-driving vehicles and drones to transform public and private transport. More information can be found at*
<https://www.rta.ae/links/sdt/en/index.html>
- *RTA's Smart Parking: The Roads and Transport Authority (RTA) has introduced smart parking solutions, which provide real-time parking availability information through digital channels. This initiative helps reduce congestion and fuel consumption by minimizing time spent searching for parking spaces. More details can be found at*

<https://www.rta.ae/wps/portal/rta/ae/driver-and-carowner/parking/parking-services/mparking>

- *Smart Traffic Systems: Dubai is implementing intelligent traffic management systems to optimize traffic flow and minimize congestion. These systems use advanced technologies such as AI, big data analytics, and the Internet of Things (IoT) to monitor and control traffic in real-time. More information can be found at <https://www.rta.ae/wps/portal/rta/ae/home/news-and-media/all-news/NewsDetails/mohammed-bin-rashid-inaugurates-aed590-million-dubai-intelligent-traffic-systems-centre-at-al-barsha>*
- *Dubai Metro: The Dubai Metro is an advanced, fully automated rail system with state-of-the-art digital infrastructure. Its smart ticketing system, real-time information displays, and integrated mobile app enhance the passenger experience and streamline operations. More details can be found at <https://www.rta.ae/wps/portal/rta/ae/public-transport/metro>*
- *Electric Vehicle (EV) Charging Stations: To promote the use of electric vehicles, Dubai has invested in building a comprehensive network of EV charging stations across the city. The Dubai Electricity and Water Authority (DEWA) has developed a mobile app, EV Green Charger, that helps users locate the nearest charging station, monitor their usage, and make payments. More information can be found at <https://www.dewa.gov.ae/en/consumer/ev-community/ev-smart-charging>*
- *E-Hail Taxi Services: Dubai has embraced ride-hailing platforms such as Careem and Uber, which offer efficient and convenient transportation options for residents and visitors. This digital service not only provides easy access to rides but also contributes to reducing traffic congestion and improving urban mobility. More details can be found at <https://www.halaride.com/>*
- *Wojhati: The Wojhati app, developed by RTA, is a journey planner that provides users with real-time information on public transport schedules and routes. This app helps residents and visitors easily navigate Dubai's public transportation system by offering optimized travel itineraries. More information can be found at <https://www.rta.ae/wps/portal/rta/ae/public-transport/journeyplanner>*
- *S'hail: S'hail is another RTA app designed to offer a seamless travel experience across multiple modes of transportation, including metro, bus, tram, taxi, and bike-sharing. The app provides real-time information on transportation options, schedules, and*

fares, allowing users to make informed decisions on their travel plans. More details can be found at <https://www.rta.ae/wps/portal/rta/ae/home/smart-apps/app-details/shail/shail-app>

- *Smart Salik: The Smart Salik app allows users to manage their Salik (toll) accounts, view their balance, and make payments through a user-friendly interface. This digital solution streamlines the process of paying tolls and ensures a smooth experience for motorists in Dubai. More information can be found at <https://www.rta.ae/wps/portal/rta/ae/home/smart-apps/app-details/smart+salik/salik-app>*
- *Dubai Drive: The Dubai Drive app, developed by RTA, offers a range of services for motorists, including vehicle registration, renewal, and fine payments. The app also provides real-time traffic updates and information on nearby parking facilities, ensuring a convenient and hassle-free experience for drivers in Dubai. More information can be found at <https://www.rta.ae/wps/portal/rta/ae/home/smart-apps/app-details/drivers+and+vehicles/dubai+drive>*
- *RTA Smart Drive: RTA Smart Drive is an on-board route planning and exploration app that provides voice-guided navigation without the need for an internet connection. The app offers detailed maps, real-time traffic updates, and point-of-interest search functionality, making it an essential tool for navigating Dubai's roads. More details can be found at <https://www.rta.ae/wps/portal/rta/ae/home/smart-apps/app-details/smart+drive/rta+smart+drive>*
- *RTA Digital Services: In addition to the specialized apps, the RTA Dubai app and website is an all-in-one platform that consolidates various transportation services, making it easier for users to access essential information and services in one place. More details can be found at <https://www.rta.ae/wps/portal/rta/ae/home?lang=en> and <https://www.rta.ae/wps/portal/rta/ae/home/smart-apps/app-details/rta-dubai/rta+dubai>*

These digital initiatives showcase Dubai's commitment to leveraging technology and innovation to enhance the efficiency, sustainability, and overall experience of its transportation sector.

7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

The Mohammed Bin Rashid Housing Establishment (MBRHE)

(<https://www.mbrhe.gov.ae/en/>) is committed to ensuring that affordable housing is accessible to all, including women, children, people of determination, and other vulnerable groups. MBRHE designs and implements housing policies that prioritize these segments of society, working to provide them with adequate and suitable living spaces. By collaborating with various stakeholders, MBRHE develops housing solutions that are tailored to the unique needs of these groups, considering factors such as safety, accessibility, and social integration. Through continuous innovation and the use of technology, MBRHE strives to make housing more affordable and inclusive, reinforcing Dubai's commitment to social welfare and sustainable development.

MBRHE's digital initiatives include:

- Housing Services: Users can apply for housing assistance and access housing project information, making it easier to find suitable housing options.*
- Financial Services: MBRHE provides financial services such as housing loans, grants, and subsidies, enabling residents to finance their housing needs.*
- Engineering Services: Through their digital platform, users can monitor the progress of their housing applications, request maintenance services, and access engineering-related resources.*

These services can be accessed here - <https://www.mbrhe.gov.ae/en/Services>

Furthermore, Dubai Government entities have developed the following digital initiatives to improve access to housing across the city:

- Dubai Land Department (DLD) Mobile App: The DLD Mobile App provides users with a comprehensive range of services related to property transactions, including property registration, title deed verification, and mortgage registration. This app streamlines the process of property management and ownership in Dubai. More information can be found at <https://dubailand.gov.ae/en/#/smart-services>*

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- *Dubai REST: Dubai Real Estate Self Transaction (Dubai REST) is a digital platform developed by DLD, allowing users to conduct property transactions and access related services online. Users can view property details, apply for property valuation, and manage their properties efficiently using this platform. More details can be found at <https://dubairest.gov.ae/en>*
- *Ejari: Ejari is an initiative by the Real Estate Regulatory Agency (RERA) in Dubai to regulate and facilitate the rental market. The Ejari system ensures that all rental contracts are documented in a standardized, transparent, and easily accessible manner. Tenants and landlords can register rental contracts and manage their properties through the Ejari platform. More information can be found at <https://www.ejari.ae/>*
- *Makani: Developed by Dubai Municipality, Makani is a smart addressing system that uses a unique 10-digit code to identify the exact location of any building in Dubai. This system simplifies the process of finding and sharing addresses, making it easier for residents, businesses, and emergency services to navigate the city. More details can be found at <https://www.dm.gov.ae/makani/>*
- *Rental Index Calculator: Dubai's rental index calculator is a digital tool designed to provide transparency and consistency in rental prices by offering an estimate of the average rental rates for various types of properties across different locations in the city. It can be found at <https://dubailand.gov.ae/en/eservices/rental-index/rental-index/>*
- *Rental Dispute Center: Dubai's online rental dispute center provides a convenient and efficient platform for resolving rental disputes, offering a streamlined process for tenants and landlords to address conflicts and reach amicable resolutions online. <https://dubailand.gov.ae/en/rdc/rdc-track-your-case/#/>*

These digital initiatives showcase Dubai's commitment to leveraging technology to enhance the housing sector and make property management more efficient, transparent, and accessible for all stakeholders.

- 8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.**

Dubai is committed to enhancing the quality of life for its residents and visitors by implementing a range of digital initiatives that focus on accessibility and inclusivity in green and public spaces.

These initiatives include:

- *Dubai Municipality's Public Parks Portal: Dubai Municipality provides an online portal for residents and visitors to explore public parks and recreational areas, access park-related services, and reserve park facilities. The portal promotes the use of green spaces and encourages an active lifestyle.*

Some key features of the portal include:

- *A directory of all public spaces, their locations, and timings -*
<https://www.dm.gov.ae/discover-dubai-public-parks/>
 - *Online portal for renting facilities for children -*
<https://portal.dm.gov.ae/ChildrenCity/rentSite/home?lang=en>
 - *Recreational facility membership -*
<https://hub.dm.gov.ae/link/servicedetails?servicecode=3942>
 - *Access to book playgrounds for events -*
<https://hub.dm.gov.ae/link/servicedetails?servicecode=4208>
 - *Access to book a chalet in public parks -*
<https://hub.dm.gov.ae/link/servicedetails?servicecode=3944>
 - *Access to No Object Certificates for access to natural reservations -*
<https://hub.dm.gov.ae/link/servicedetails?servicecode=3503>
- *Dubai Public Library App: Dubai Culture has developed a mobile app that allows users to access Dubai Public Library services, including searching for books, reserving titles, and managing their library accounts. The app aims to encourage reading and facilitate access to educational resources.*

It can be accessed at:

- <https://dubaiculture.gov.ae/en/e-services/log-in-to-public-library-services>
- <https://apps.apple.com/ae/app/dubai-library-%D9%85%D9%83%D8%AA%D8%A8%D8%A9-%D8%AF%D8%A8%D9%8A/id921365930>

- <https://play.google.com/store/apps/details?id=com.dcaa.aas&hl=en&gl=US>
- *Dubai Garden Glow: This unique initiative combines technology, art, and sustainability by creating a themed park that features energy-efficient light installations and recycled materials. The park aims to raise awareness about environmental conservation and sustainable living. More details can be found at <http://www.dubaigardenglow.com>*
- *Dubai Sustainable City: This integrated community project promotes sustainable living through eco-friendly housing, green spaces, and initiatives such as urban farming and solar energy generation. The project aims to serve as a model for future urban developments in Dubai and beyond. More information can be found at <https://www.thesustainablecity.ae/>.*
- *Smart Palm Trees: These innovative structures, shaped like palm trees, provide free Wi-Fi access, device charging stations, and environmental monitoring in public spaces. The Smart Palm Trees are solar-powered, further promoting the use of clean energy in Dubai. More details can be found at <https://www.businessinsider.com/smart-palm-tree-charge-phone-free-wi-fi-public-dubai-2017-10>*
- *Other key community driven public spaces have an online presence that can be found through the following:*
 - Global Village: <https://www.globalvillage.ae/>
 - Expo 2020 Dubai (Expo City): <https://www.expo2020dubai.com/>
 - Museums with 3D online tours:
<https://www.dubaiculture.gov.ae/en/attractions/museums>
 - Heritage Sites with 3D online tours:
<https://www.dubaiculture.gov.ae/en/attractions/heritage-sites>
 - Libraries: <https://www.dubaiculture.gov.ae/en/attractions/libraries>
 - Dubai Frame: <https://www.dubaiframe.ae/>
- *CDA Dubai's online services prioritize accessibility and cater to the needs of various vulnerable groups, ensuring equal access and user-friendly experiences for individuals with disabilities, the elderly, and other parts of Dubai's community.
<https://www.cda.gov.ae/en/socialcare/pages/default.aspx>*
- *Dubai's Roads and Transport Authority (RTA) has a dedicated section for digital services for People of Determination to provide ease of access to public transport, driving a vehicle, and other related services. <https://www.rta.ae/wps/portal/rta/ae/home/people-of-determination>*

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- Dubai Municipality has dedicated online services for people of determination to assure easy access to public services, recreational spaces, and green spaces.
<https://www.dm.gov.ae/documents/services-and-facilities-for-the-people-of-determination/>
- Dubai Police has a dedicated online service for People of Determination to report a distress call.
<https://www.dubaipolice.gov.ae/wps/portal/home/services/individualservicescontent/patientDisabilityDetails>

These digital initiatives underscore Dubai's commitment to making public spaces, cultural institutions, and recreational facilities more accessible and inclusive for all residents and visitors.

9. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

The Dubai Government recognizes the importance of establishing various partnerships across sectors to drive the city's growth, development, innovation, sustainability, and inclusivity. Here is a comprehensive list of collaborations involving government entities, the private sector, and international cities:

Participations in Credible International Fora, including engagements with the United Nations

- U4SSC Thematic Groups
 - Enhancing Innovation and Participation Working Group, Co-Chair
https://www.itu.int/en/publications/Documents/tsb/2017-U4SSC-Enhancing-innovation/files/downloads/Brochure_U4SSC%20Enhancing%20innovation%20and%20participation_422166.pdf
 - Guidelines on Strategies for Circular Cities (Thematic Group leader)
https://www.itu.int/en/ITU-T/climatechange/symposia/201905/Documents/6_Okan_Geray.pdf
 - City Science Application Framework (Thematic Group Leader)
<https://www.itu.int/en/ITU-T/ssc/united/Pages/city-science-case-studies.aspx>
 - Guiding Principles for Artificial Intelligence in Cities (Thematic Group Leader)
<https://u4ssc.itu.int/guiding-principles/>
 - Enabling People Centered Cities through Digital Transformation (Thematic Group Co-Leader)
<https://u4ssc.itu.int/digital-transformation/>
- Work with International Telecommunication Union (ITU)

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- ITU participation in study group 20 / Dubai Digital Authority, as a rapporteur in question 7 (evaluation and assessment of smart and sustainable cities, communities)
[List of Questions and Rapporteurs \(itu.int\)](https://www.itu.int/en/ITU-T/focusgroups/dpm/Pages/default.aspx)
- ITU focus group on data processing and management (co-chaired, data economy, commercialization, and monetization, co-chair working group 5 on data economy)
<https://www.itu.int/en/ITU-T/focusgroups/dpm/Pages/default.aspx>
- ITU focus group on metaverse, co-chairing working group 7 on economic competition and regulation
<https://www.itu.int/en/ITU-T/focusgroups/mv/Pages/default.aspx>
- IEC-ISO-ITU Joint Smart Cities Task Force Membership (J-SCTF)
https://www.iec.ch/ords/f?p=103:68:514172888882321:::FSP_ORG_ID,FSP_LAN_G_ID:27197,25
- World Economic Forum
 - “Inclusive Deployment of Blockchain” Case Study
https://www3.weforum.org/docs/WEF_Inclusive_Deployment_of_Blockchain_Case_Studies_and_Learnings_from_the_United_Emirates.pdf
 - Global Future Councils
<https://www.wam.ae/en/details/1395302818471>
 - Global Future Council on Cyber Security
<https://www.weforum.org/communities/gfc-on-cybersecurity>
 - Innovative Financing and SDG11 discussion
[Innovative urban financing can make our cities stronger | World Economic Forum \(weforum.org\)](https://www.weforum.org/articles/innovative-urban-financing-can-make-our-cities-stronger)
- SDG11 Global Council <https://sdgs.un.org/partnerships/sdg11-global-council>
- Digital Future Society <http://collections.unu.edu/view/UNU:9127>
- OECD Building Cyber Resilience in a Post COVID-19 World: Local Challenges, Global Solutions [https://one.oecd.org/document/DSTI/CDEP/SDE\(2022\)5/FINAL/en/pdf](https://one.oecd.org/document/DSTI/CDEP/SDE(2022)5/FINAL/en/pdf)
- Cloud Assessment Framework and Evaluation Methodology with World Bank
- Collaboration with the World Bank to discuss and ideate e-participation activities

National and International, Emirates and City Partnerships

- Digital Wellbeing Council (federal level UAE initiative)
<https://www.digitalwellbeing.ae/>
- Geneva Dialogue <https://genevadialogue.ch/wp-content/uploads/Geneva-Dialogue-Online-event-Security-of-digital-products-and-the-regulatory-environment-Report-and-messages2.pdf>

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- Barcelona, Spain - Partnering through Dubai Municipality to exchange best practices and innovations in smart city development - http://www.tradearabia.com/news/CONS_288574.html
- Seoul, South Korea - Collaborating with DHA to improve healthcare services, digital technology, and urban planning - <https://dhcc.ae/news/dubai-healthcare-city-signs-agreement-to-bring-south-koreas-asan-medical-center-to-the-middle-east> and <https://www.thecoinrepublic.com/2023/03/18/dubai-partners-with-south-korea-to-expand-web3-and-metaverse/>
- Singapore - Exchanging knowledge on technology, sustainable urban development, and smart city management - <https://www.thenationalnews.com/uae/government/singapore-uae-embark-on-smart-city-cooperation-1.119487>
- London, United Kingdom - Partnering in areas of smart city technology and urban planning - <https://www.itp.net/new-tech/603713-dso-and-london-partners-sign-mou-for-collaboration>
- Helsinki, Finland - Exchanging expertise on smart city solutions and blockchain technology - <https://www.sttinfo.fi/tiedote/helsinki-blockchain-center-and-dubai-blockchain-center-sign-a-collaboration-agreement?publisherId=69818491&releaseId=69901135>

Private Sector Partnerships

- Dubai Cyber Innovation Park with Thales to upskill in cyber security <https://dcipark.gov.ae/cyber-node/>
- Dubai Silicon Oasis Authority's partnership with SAP to establish an SAP Co-Innovation Lab - <https://news.sap.com/mena/2015/07/dubai-silicon-oasis-and-sap-training-and-development-institute-join-hands-to-support-tech-start-ups/>
- Data Centers and Digital Transformation with Huawei - <https://e.huawei.com/en/case-studies/industries/government/2020/digital-transformation-in-dubai>
- Dubai Digital Authority's (formerly Smart Dubai) collaboration with IBM to develop the Dubai Blockchain Platform - <https://newsroom.ibm.com/2018-10-29-Smart-Dubai-and-IBM-to-Offer-the-First-Government-Endorsed-Blockchain-Platform-in-the-Middle-East>
- Dubai Digital Authority's (formerly Smart Dubai) collaboration with IBM to develop its AI LAB - <https://www.ibm.com/case-studies/smart-dubai>
- Dubai Economy's cooperation with Amazon to support e-commerce initiatives for local businesses - <https://www.thenationalnews.com/business/technology/dubai-economy-partners-with-amazon-to-support-local-smes-1.1196890>
- DEWA's alliance with Siemens, General Electric, and ABB to develop solutions for water and electricity generation, transmission, and distribution. - <https://www.dewa.gov.ae/en/partner/list-of-partners/list-of-partners>
- DEWA's collaboration with the International Renewable Energy Agency (IRENA) to promote renewable energy sources - <https://www.irena.org/News/articles/2012/Dec/IRENA-and->

[DEWA-sign-memorandum-to-accelerate-Dubais-renewable-energy-uptake](#)

- RTA's collaboration with Virgin Hyperloop One to explore the potential of high-speed transportation - <https://www.thenationalnews.com/uae/transport/virgin-hyperloop-launches-new-plan-to-bring-high-speed-travel-to-india-s-tech-hub-1.1084289>
- RTA's partnerships with international consultancies such as Atkins, Arup, and AECOM for infrastructure planning and development.
- Dubai Police's partnership with NNTC, a UAE-based technology company, to develop AI-powered drone surveillance systems - <https://nntc.digital/news/nntc-and-sph-engineering-join-dubai-police-drone-initiative/>
- Dubai Digital Authority's partnership with private sector for real estate digitalization <https://www.digitaldubai.ae/newsroom/news/smart-dubai-expands-partnership-on-retail-sector-data-project>
- Dubai Police's collaboration with Google to integrate Dubai Police services into Google Assistant
- DHA's partnerships with international healthcare providers and technology companies such as Philips and GE Healthcare to advance medical services - http://tradedarabia.com/news/HEAL_315212.html

Through these diverse collaborations, the Dubai Government aims to create a future-ready, sustainable, and connected city that benefits all residents and visitors.

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)?
Please explain and provide links

Dubai Government regularly measures the Digital Completion indicator which measures:

Digital Completion Indicator= (number of fully digital services) / total number of services.

This percentage is currently 79% for the Dubai Government overall. However, out of all public services transactions in Dubai (delivered by Dubai Government), 99% are conducted through digital channels. These amassed to over 1.2 billion transactions in the year 2022 alone.

Backend automation for Dubai's government services is now at 94%, This indicates that a Complete automation of the internal processes associated with digital government services. All internal processes are implemented through digital systems without the need to exchange documents and papers internally or externally or obtain approvals traditionally.

Furthermore, the Dubai Government maintains a comprehensive repository of digital services, assiduously monitoring their usage and adoption across all channels. This repository, which includes all applicable government services, exemplifies Dubai's digital transformation efforts. The government has digitalized services from various entities, making them accessible through multiple channels - including dedicated mobile apps, web portals, and other digital touchpoints. Both central government platforms and individual entity-specific channels host these services, providing users with multiple access points for convenience and ease of use.

In terms of oversight, the Dubai Government conducts an annual assessment of these digital services. This comprehensive review focuses on multiple parameters such as user satisfaction, accessibility, and overall performance, ensuring that each service meets the requisite quality and efficiency standards. The findings from these assessments guide continuous improvement efforts, informing updates and enhancements to the digital service offerings.

2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.

Dubai Government has fully embraced mobile technology, offering a wide range of applications to facilitate access to its digital services. Each government entity maintains dedicated applications for both iOS and Android platforms, ensuring that these services are widely accessible. This approach caters to the mobile-first preferences of modern users and showcases Dubai's commitment to digital transformation.

There are over 450 services available on dedicated mobile channels, amassing over 170 million mobile transactions. Out of the services deemed eligible for mobile channels, over 90% are now available through mobile.

One of the standout successes in this domain has been the DubaiNow app. This comprehensive application brings together services from various government entities under a single platform. Users can pay bills, renew licenses, book appointments, and access numerous other services through this unified app. DubaiNow exemplifies the effectiveness of Dubai's digital strategy, demonstrating how convenience and efficiency can be achieved through thoughtful digital design.

Some of the key mobile apps include:

DubaiNow - <https://www.digitaldubai.ae/apps-services/details/dubai-now>

Dubai Municipality app - <https://www.dm.gov.ae/dubai-municipality-app/>

Roads & Transport Authority apps - <https://www.rta.ae/wps/portal/rta/ae/home/smart-apps>

Dubai Police app -

<https://play.google.com/store/apps/details?id=com.dubaipolice.app&hl=en&gl=US>

Dubai Health Authority apps - <https://www.dha.gov.ae/en/digital-platforms>

Other Dubai Government Mobile apps can be found on the entity websites, Google Play Store, and iOS App Store

3. Do you collect usage statistics of e-Government services?

Yes No

If yes, do you publish the results online and share those with the public institutions concerned?

Usage statistics on the most used digital services in Dubai can be found in this section of the city's portal – <https://dubai.ae/govt>

Furthermore, each Dubai Government entity has custom user access www.bi.dubai.gov.ae that provides insights on usage and adoption to services offered by that specific government entity and their relative position with respect to other entities. This portal requires a Dubai Government account but a demo can be arranged upon request.

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes No

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

Dubai Government places a high priority on measuring user satisfaction for its digital government services, recognizing the importance of delivering effective and user-centric solutions. Through rigorous assessment and feedback mechanisms, the government ensures continuous improvement and refinement of its digital service offerings.

The primary mechanism is the Happiness Meter, an innovative real-time feedback platform that allows individuals to provide immediate feedback on their experience with government

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services. This valuable data is collected, analyzed, and utilized to identify areas of improvement, enhance service quality, and ensure a seamless user experience.

In **2022 alone**, the Happiness Meter recorded 54 million feedback interactions, resulting in an overall score of 92% satisfaction or “Happiness” towards Dubai’s Government Services.

In addition, the Dubai Statistics Center conducts a household survey periodically, including an extensive evaluation of user satisfaction of digital government services and other ICT indicators. The survey findings are reported to the International Telecommunication Union (ITU), enabling Dubai Government to benchmark its performance against global standards and contribute to international best practices. Some of these datasets can be found here - <https://tdra.gov.ae/en/open-data>

Furthermore, an annual e-government service survey is conducted, comprehensively assessing user satisfaction across all digital government services. This survey serves as a vital tool for identifying strengths, weaknesses, and areas for improvement, enabling Dubai Government to refine and optimize its digital service offerings to meet the evolving needs and expectations of its users. The higher leadership of Dubai report these annually and publicly, lauding top services and encouraging improvement in others.

<https://www.thenationalnews.com/uae/2023/05/21/sheikh-mohammed-bin-rashid-reveals-best-and-worst-government-services/>

Just like usage and adoption numbers, user satisfaction data for each government entity is available through the www.bi.dubai.gov.ae portal. This portal requires a Dubai Government account but a demo can be arranged upon request.

Through these comprehensive measurement initiatives, Dubai Government is committed to delivering user-centric and efficient digital government services.

3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

The Happiness Meter is an innovative initiative implemented by the Dubai government with the aim of measuring the satisfaction levels of the city's residents and visitors in real-time. The technology-enabled system allows users to rate their satisfaction with both public and private sector services on a three-tier scale: happy, neutral, and unhappy. In this system, the

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

feedback is captured through multiple touch points including digital screens at service counters, mobile applications, and online websites. This widespread feedback collection allows the government to capture the experiences and sentiments of users, thereby enabling continuous service improvement to enhance the quality of life in the city.

In 2022, the Happiness Meter recorded a staggering 54 million feedback interactions, demonstrating a significant level of engagement with residents and visitors. Of these interactions, over 47 million instances were positive, indicating satisfaction with services or experiences, contributing to an overall satisfaction score of 92%. This result shows a marked improvement from the previous year's satisfaction rating, indicating the success of the government's efforts to continuously enhance service delivery and user experience. Meanwhile, there were 4 million instances in which users remained neutral about their experience, and 2 million instances where users expressed dissatisfaction. These figures provide valuable insights into areas where there is potential for further improvement, thus aiding the government's constant strive for excellence and happiness for its residents and visitors.

VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

The Dubai Government acknowledges the importance of social media as a key communication channel to engage with citizens, residents, and visitors. Every government entity in Dubai has established a relevant and active social media presence. By leveraging various social media platforms, the government aims to provide updates, gather feedback, and raise awareness about its initiatives, programs, and services. To ensure a consistent and effective online presence, the government entities adhere to the social media guidelines issued by the Telecommunications and Digital Government Regulatory Authority (TDRA), which emphasize a consistent and clear brand voice, responsiveness to user inquiries, and sharing of relevant and engaging content.

Some specific examples of social media usage by Dubai government entities include:

- The mycommunity initiative in Dubai is a comprehensive social program that leverages social media platforms to engage residents, fostering an inclusive, cohesive community by providing information about local services, events, and opportunities, and enabling interactive communication among community members.

<https://mycommunitydubai.com/>

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- The Dubai 30x30 initiative is a health-driven campaign that encourages residents to exercise for at least 30 minutes a day for 30 days, using social media to promote fitness challenges, share motivational content, and foster a supportive and health-conscious community.
<https://www.dubaifitnesschallenge.com/>
- Dubai Police uses Twitter and Instagram to share traffic updates, safety tips, and awareness campaigns while also addressing public concerns and inquiries.
- Dubai Electricity and Water Authority (DEWA) uses social media platforms such as Facebook, Twitter, and Instagram to provide information on energy conservation, updates on ongoing projects, and customer service support.
- Roads and Transport Authority (RTA) engages with the public through social media platforms like Twitter, Instagram, and Facebook to provide transportation updates, information on new projects, and respond to customer queries.
- Dubai Municipality uses Twitter, Instagram, and Facebook to share news about city developments, environmental initiatives, and public health campaigns.
- Dubai Land Department (DLD) leverages social media platforms to inform the public about property regulations, real estate news, and updates on property registration and transactions.
- Dubai Health Authority (DHA) uses social media channels such as Twitter, Instagram, and Facebook to provide health tips, updates on healthcare initiatives, and information about medical services and facilities.
- Dubai Digital Authority (DDA), the government entity responsible for Dubai's digital transformation, shares updates on its initiatives and progress while also educating people on new technologies, the risk of technologies on social media platforms like Twitter, Instagram, and LinkedIn.
- Dubai Economy (previously known as Department of Economic Development or DED) uses social media channels to share updates on business regulations, economic news, and initiatives to support the growth of businesses in Dubai.

Following the TDRA's guidelines on social media usage, Dubai government entities' strategies for social media include:

- Aligning with the government's overall vision and goals.
- Ensuring a unified brand identity across different platforms.
- Providing regular updates on relevant initiatives, programs, and services.
- Encouraging public engagement through interactive content and prompt responses.
- Monitoring and analyzing social media performance to improve the overall communication strategy.
- Adhering to the TDRA's guidelines on privacy, security, and content moderation.

Social media has been a vital tool for the Dubai Government in driving digital civic engagement and

e-participation, key social media initiatives from Dubai government entities include:

- Dubai Police's WeAreAllPolice campaign, which encourages the public to share safety and security concerns.
- DEWA's #ConservationAward, which recognizes individuals, institutions, and organizations that contribute to energy and water conservation efforts.
- RTA's #StayHome initiative, which promoted the importance of staying home during the COVID-19 pandemic to ensure public safety.
- Dubai Municipality's #CleanUpDubai campaign, which encourages citizens and residents to keep the city clean and maintain its environmental sustainability.
- Dubai Health Authority's #AskDHA, a series of live sessions on Instagram where experts address public inquiries about various health topics.
- Dubai Economy's #BusinessCommunityEngagement initiative, fostering dialogue between the government and business community through social media.

Some key social media links to access Dubai Government's presence are:

- Dubai Digital Authority:
 - <https://www.facebook.com/digitaldubai>
 - <https://twitter.com/digitaldubai>
 - https://www.youtube.com/channel/UCcmk_hSOTEK_C5ck6TDJfXg
 - <https://www.linkedin.com/company/digital-dubai/>
 - <http://instagram.com/smartdubai>
- Dubai Media Office:
 - <https://www.mediaoffice.ae/>
 - <https://twitter.com/DXBMediaOffice>
 - <https://www.facebook.com/DXBMediaOffice/>
 - <https://www.instagram.com/dubaimediaoffice/>
 - <https://www.youtube.com/user/GovDubaiMediaOffice>
- Dubai Municipality:
 - <https://twitter.com/DMunicipality>
 - <https://www.facebook.com/DubaiMunicipality>
 - <http://instagram.com/dubaimunicipality>
 - <https://www.youtube.com/user/DubaiMunicipalityUAE>
- The Executive Council:
 - <https://www.instagram.com/tecofdubai/>
 - <https://www.linkedin.com/company/the-executive-council-government-of-dubai/>
 - <https://twitter.com/TECofDubai>
- Roads and Transport Authority:
 - https://twitter.com/RTA_Dubai

- https://www.instagram.com/rta_dubai/
- U.ae:
 - <https://u.ae/en/participate/social-media-channels>
- DEWA:
 - <https://twitter.com/dewaofficial>
 - <https://instagram.com/dewaofficial>
 - <https://www.snapchat.com/add/dewaofficial>
- Dubai Health Authority:
 - https://twitter.com/DHA_Dubai
 - https://www.instagram.com/dha_dubai?hl=en
 - <https://www.linkedin.com/company/dubaihealthauthority>

The Dubai Government's social media efforts contribute to a transparent and interactive relationship with the public, ensuring that the government remains accessible, accountable, and responsive to the needs of its constituents. By adhering to the TDRA's social media guidelines, the government entities maintain a high standard of online communication and protect the best interests of all stakeholders involved.

VII. Crisis/Emergency Response and Recovery

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.

The National Emergency Crisis and Disaster Management Authority (NCEMA) is a federal authority in the United Arab Emirates (UAE), instituted in 2007. This body serves a paramount role in the country's overall strategy for emergency and disaster management, with all emirates, including Dubai, adhering to its policies and procedures.

Dubai Government entities, such as Dubai Police, Dubai Civil Defense, Dubai Ambulance, and Dubai Municipality, maintain close collaboration with the National Emergency Crisis and Disaster Management Authority (NCEMA) to ensure effective emergency response. These entities regularly participate in joint trainings, drills, and information sharing sessions with NCEMA to enhance their preparedness and coordination during emergencies. Together, they work towards developing comprehensive emergency response plans, implementing advanced technologies for early warning systems, and conducting risk assessments to ensure Dubai's resilience in managing crises effectively. The collaboration between Dubai Government entities and NCEMA reinforces the commitment to safeguarding the safety and

well-being of residents and visitors in Dubai.

Role of the NCEMA:

1. Policy Formation: NCEMA is responsible for creating policies and regulations for emergency and disaster management. These include everything from planning and preparation strategies to response and recovery measures.
2. Risk Assessment & Management: NCEMA plays a critical role in identifying potential hazards and threats (natural or otherwise) that could impact the UAE. They use these assessments to prioritize resources, create contingency plans, and take preventative measures.
3. Emergency Planning: The NCEMA establishes plans for dealing with emergencies and disasters. This includes everything from evacuation routes to medical responses.
4. Coordination: NCEMA coordinates with various other entities at the local, national, and international level, including other emergency response organizations, government entities, NGOs, and the private sector, to ensure a seamless and effective response to emergencies.
5. Training and Education: NCEMA provides training and education programs to build a culture of preparedness and resilience. This includes public awareness campaigns, training programs for response personnel, and the creation of educational materials.
6. Disaster Response: In the event of a disaster, NCEMA is responsible for activating the appropriate response plans, coordinating with other entities involved in the response, and managing the overall disaster response operations.
7. Recovery and Restoration: After a disaster, NCEMA plays a vital role in restoring normalcy. This includes everything from rebuilding infrastructure to providing support for affected individuals and communities.
8. Pandemic Management: In the case of pandemics such as the COVID-19 pandemic, NCEMA has been at the forefront of the UAE's response. This has included everything from coordinating the country's lockdown and social distancing measures, to managing testing and vaccination campaigns, to disseminating public health information.

Online Resources:

NCEMA Website: The office NCEMA website (<https://www.ncema.gov.ae/>) is a comprehensive resource for information about the organization's mission, activities, and resources. This includes everything from official policies and regulations to educational materials and updates on ongoing emergency responses.

NCEMA COVID Dashboard: <https://covid19.ncema.gov.ae/en>

NCEMA App: The NCEMA has also developed an app that provides real-time updates on emergencies and disasters, as well as information on preparedness and response. It's available for download on both the Apple store and Google Play Store(https://play.google.com/store/apps/details?id=com.future_internet.ncema&hl=en&gl=US).

Social Media: NCEMA maintains active profiles on various social media platforms, including:

Twitter: <https://twitter.com/NCEMAUAE>

Facebook: (<https://www.facebook.com/NCEMA>)

YouTube: <https://www.youtube.com/user/NCEMAUAE>

Instagram: <https://www.instagram.com/ncemauae/>

These platforms are used to provide updates on ongoing emergency situations, as well as to share educational content and information about the organization's activities.

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

1. Blockchain Strategy: Dubai's Blockchain Strategy aims to position the city as a global leader in blockchain technology adoption across various sectors. The strategy focuses on three main pillars: government efficiency, industry creation, and international leadership. More information can be found at: <https://www.digitaldubai.ae/initiatives/blockchain>

2. AI Lab: The AI Lab in Dubai is a dedicated facility that fosters research, development, and innovation in artificial intelligence (AI). It serves as a hub for AI-related projects, collaboration, and knowledge sharing among government entities, academia, and industry. The lab explores AI applications, develops AI technologies, and facilitates partnerships to drive AI-driven solutions. Learn more at: <https://www.digitaldubai.ae/initiatives/ai-lab>

3. AI Principles and Ethics: Dubai's AI Principles and Ethics framework provides guidance and governance for the responsible and ethical use of artificial intelligence. It emphasizes principles such as transparency, fairness, accountability, and privacy to ensure that AI technologies are developed and deployed in a manner that aligns with societal values. More details can be found at: <https://www.digitaldubai.ae/initiatives/ai-principles-ethics>

4. Metaverse Strategy: Dubai's Metaverse Strategy aims to explore the potential of the metaverse, a virtual shared space, and its applications for economic growth, social development, and enhanced experiences. The strategy

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focuses on leveraging emerging technologies, fostering innovation, and developing a conducive ecosystem to harness the metaverse's potential. More information can be found at:

<https://www.thenationalnews.com/business/2022/11/24/sheikh-hamdan-approves-new-phase-of-dubai-metaverse-strategy/>

5. IoT Strategy: Dubai's IoT Strategy focuses on leveraging the Internet of Things (IoT) technologies to enhance efficiency, sustainability, and quality of life in the city. The strategy involves deploying IoT sensors, creating a secure IoT infrastructure, and utilizing data analytics to drive smart city initiatives, optimize resource utilization, and improve citizen services. Details can be found at: <https://u.ae/en/about-the-uae/strategies-initiatives-and-awards/strategies-plans-and-visions/strategies-plans-and-visions-until-2021/dubai-internet-of-things-strategy>

6. Digital DEWA: Digital DEWA is a comprehensive digital transformation initiative by Dubai Electricity and Water Authority (DEWA). It aims to transform DEWA into a leading digital utility by harnessing advanced technologies like AI, blockchain, and IoT. Digital DEWA focuses on enhancing services, promoting sustainability, and enabling smart energy management. Learn more at: <https://digital.dewa.gov.ae/>

7. UAE 5G: The UAE's 5G strategy focuses on the deployment and utilization of fifth-generation (5G) technology across the country. The strategy aims to drive digital transformation, enhance connectivity, enable innovative applications, and support emerging technologies such as autonomous vehicles, smart cities, and Internet of Things (IoT) devices. More information can be found at <https://tdra.gov.ae/en/uae-5g.aspx>

8. 3D Printing Strategy: Dubai's 3D Printing Strategy aims to position the city as a global hub for 3D printing technology. The strategy focuses on utilizing 3D printing across sectors like construction, healthcare, and manufacturing to drive innovation, cost efficiency, and sustainability. It encompasses initiatives such as 3D printed buildings, medical prosthetics, and educational programs. Details can be found at: <https://wam.ae/en/details/1395294773443>

9. Dubai Paperless Strategy: Dubai's Paperless Strategy aims to transform government transactions and services by eliminating paper-based processes and promoting digital transactions. The strategy focuses on enhancing efficiency, reducing costs, and promoting environmental sustainability through the widespread adoption of digital platforms and e-services. Learn more at: <https://www.digitaldubai.ae/initiatives/paperless>

10. Dubai Data: Dubai Data is an initiative that promotes open data sharing and utilization to drive innovation and decision-making. The initiative aims to create a comprehensive data ecosystem by collaborating with government entities, private sector organizations, and the community. Dubai Data provides access to a wide range of datasets through its open data portal, enabling developers, researchers, and businesses to leverage data for insights and innovation. More information can be found at: <https://www.digitaldubai.ae/data>

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?

Yes No

If Yes, please explain further and provide links.

The Dubai Government is increasingly leveraging big data to enhance decision-making, optimize resource allocation, and improve services across various sectors. Here are some key

initiatives that utilize big data:

- Dubai Pulse: A centralized platform for collecting, analyzing, and sharing data from various government entities, enabling better decision-making and fostering a data-driven culture.
<https://www.dubaipulse.gov.ae/>
- Dubai Data Establishment (DDE): Tasked with managing the city's data strategy and promoting data sharing among public and private sectors.
[https://www.digitaldubai.ae/docs/default-source/laws/dde-law-\(2\)-2016-english.pdf?sfvrsn=d3fef086_6](https://www.digitaldubai.ae/docs/default-source/laws/dde-law-(2)-2016-english.pdf?sfvrsn=d3fef086_6)
 - Synthetic data <https://www.digitaldubai.ae/knowledge-hub/publications/synthetic-data>
 - Data Sharing toolkit <https://www.digitaldubai.ae/knowledge-hub/publications/data-sharing-toolkit>
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- RTA's Smart Traffic Systems: Utilizing big data to improve traffic management, reduce congestion, and enhance road safety.
https://www.rta.ae/links/magazine/masar/AL_Masar_150_Eng.pdf
- DEWA's Big Data and Artificial Intelligence lab: Analyzing data from smart meters, grid sensors, and other sources to optimize energy and water consumption, enable predictive maintenance, and promote the adoption of renewable energy.
<https://www.dewa.gov.ae/en/about-us/strategy-excellence/data-science-and-ai>
- Dubai Police's Crime Prediction System: Leveraging big data analytics to identify crime patterns, enhance public safety, and optimize resource allocation.
<https://www.thenationalnews.com/uae/robocops-and-predicting-crime-dubai-police-plan-an-artificial-intelligence-future-1.698034>
- Dubai Digital Authority's Happiness Meter: Collecting real-time feedback from residents to evaluate and improve government services based on data-driven insights.
<https://www.digitaldubai.ae/apps-services/details/happiness-meter>
- DEWA Smart Metering: DEWA's smart metering initiative implements advanced metering infrastructure and data analytics to enhance energy consumption monitoring. This initiative enables more efficient energy management and provides customers with real-time insights into their energy usage.
<https://www.dewa.gov.ae/en/about-us/dewa-digital-journey/smart-grid-and-meters-smart-applications>

These initiatives demonstrate the Dubai Government's commitment to harnessing the power of big data in driving innovation, efficiency, and sustainability across the city's various sectors.

IX. Contact and Additional Information

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- Organization: **Dubai Digital Authority**
- Submission Date: **31st May 2023**

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.
We appreciate your participation.