

Dewa's digital services achieve Dhs470m in savings for customers



Dubai Electricity and Water Authority (Dewa) continuously develops a customer's journey by utilising digital solutions and AI in all its services and operations.

Dewa aims to provide proactive, advanced, seamless, and integrated digital services through shared channels to meet customers' needs and exceed their expectations. It is also committed to supporting sustainability efforts and reducing its carbon footprint. It implements the "Services 360" policy by analysing and measuring service maturity levels over a three-year plan (2023-2025) aligning with the master plan of the General Secretariat of the Executive Council of Dubai Government.

Implementing the "Services 360" approach has led to tangible results: service automation reached 100, self-services that do not require physical presence reached 100 per cent, digital adoption of Dewa's services reached 99.2 per cent, customer happiness reached 98.3 per cent, and service quality reached 95 per cent. In 2023, Dewa's digital services achieved savings of Dhs470 million for customers and Dhs35 million for Dewa, in addition to avoiding 41,470 tonnes of carbon emissions.

Saeed Mohammed Al Tayer, MD and CEO of Dewa, said, "In line with our ongoing efforts to serve customers and make them happier, we are

Dewa provides many digital services and smart tools to help customers better understand and manage their electricity and water consumption.

keen to provide innovative digital services that allow customers to conduct their transactions anytime, anywhere.

This saves their time and efforts and supports Dewa's strategy for sustainability and environmental protection by reducing the consumption of natural resources. Dewa has achieved notable success in implementing the "Services 360" approach.

"In the first phase of the implementation, 15 out of 22 services met all standards, exceeding 300 per cent of the targets of the first phase for 2023. The "Services 360" policy provides a roadmap and work plan for government departments in Dubai to provide seamless, proactive, and integrated services that focus on the customers, meet their needs, and enhance their experience in receiving the services, supporting the 'one government' concept." Dewa provides many digital services and smart tools to help customers better understand and manage their electricity and water consumption. Its "Smart Living" dashboard enables customers to monitor

DUBAI

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their daily, monthly, and yearly consumption, and "My Sustainable Living Programme" allows them to compare their consumption with similar highly efficient homes and provides customised tips to manage their consumption efficiently.

The "Away Mode" allows customers to receive consumption reports when they are not at home, and the "Consumption Assessment Tool" provides a detailed report after filling out the consumption assessment. In addition, Dewa provides its customers with a wide range of special offers and discounts through the Dewa Store, in collaboration with many public and private sector companies. The offers encourage customers to adopt a smart and sustainable lifestyle and help transform their houses into smart homes.

A week earlier, Omar Bin Sultan Al Olama, Minister of State for Artificial Intelligence, Digital Economy, and Remote Work Applications and Director-General of the Prime Minister's Office, affirmed that the UAE, guided by the visionary leadership of President His Highness Sheikh Mohamed Bin Zayed Al Nahyan and the proactive approach of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai, has embraced the transformative potential of Generative Artificial Intelligence (AI) to shape the future of economy,

foster entrepreneurship, and generate new opportunities that contribute to the advancement, development, and sustainable growth, thereby ensuring a brighter future for coming generations.

This came during Al Olama's visit to Dewa's building in Al Hudaiba, where he was welcomed by Saeed Mohammed Al Tayer, MD and CEO of Dubai Electricity and Water Authority (Dewa). During the visit, Al Tayer highlighted Dewa's roadmap in generative AI and discussed its efforts to build a safe and reliable digital environment.

He also highlighted Dewa's projects in the field of digital transformation and AI applications. The meeting was attended by Marwan Bin Haidar, Executive Vice President of Innovation and The Future at Dewa; and Waleed Bin Salman, Executive Vice President of Business Development and Excellence at Dewa, and other Dewa officials.

Al Olama said that the UAE seeks to be a leader in the Generative AI field, and to enable individuals, entities and society to innovate in advanced technology, which contributes to the design of new solutions at an accelerated pace, indicating that Generative AI is a key element of the digital transformation journey, and a critical factor in the country's leapfrogging in industries and empowering society with unprecedented capabilities.

MIHAS sets to make its Middle East debut in Dubai

DUBAI: The Malaysia International Halal Showcase (MIHAS), the world's largest Halal showcase, is set to make its Middle East debut in Dubai.

The inaugural show of MIHAS@Dubai is scheduled to coincide with the Middle East Organic and Natural Product Expo, taking place at the Dubai World Trade Centre from November 18-20, 2024. This strategic alignment occurs amidst the UAE's burgeoning reputation as a key global Halal center, reflecting the significant expansion

witnessed within its industry. The announcement was made recently by Dato' Seri Reezal Merican Naina Merican, Chairman of Malaysia External Trade Development Corporation (MATRADE), an agency under the Ministry of Investment, Trade, and Industry (MITI), responsible for promoting export and positioning Malaysia's companies on the international stage.

He expressed that the upcoming event, known as 'MIHAS@Dubai,' is poised to capitalise

on the vast potential of the Halal industry in the Middle East, thereby solidifying MIHAS' status as a globally recognised trade show. Additionally, he highlighted the event's role in positioning Malaysia as a prominent figure in the international Halal landscape.

Furthermore, he emphasised Malaysia's longstanding leadership in the Halal industry, citing governmental initiatives aimed at bolstering the halal ecosystem. These efforts include

research advancements and the establishment of robust infrastructure to foster the growth of Malaysia's Halal sector.

In pursuing the national plan to position Malaysia as the global Halal hub, MATRADE spearheads the internationalisation agenda of domestic Halal products and services through MIHAS, a flagship trade show organised since 2004.

According to Datuk Mohd Mustafa Abdul

Aziz, CEO of MATRADE, MIHAS is acknowledged by the Global Association of the Exhibition Industry (UFI) as a distinguished trade event and acclaimed as the largest Halal trade show globally. He emphasised that MIHAS plays a pivotal role in fortifying the Halal ecosystem by providing an exceptional trading platform for Malaysian Halal Small and Medium Enterprises (SMEs) to gather, connect, network and conduct transactions with international counterparts.

Umm Al Quwain Free Trade Zone Authority
سلطة منطقة التجارة الحرة بأب القيوين
Deregistration/ Liquidation Notice No. (1623-2024)

Trade Name	License No	Type
Two Crazy Gals FZC	6818	Consultancy
Entelechy Executive Enterprises FZE	7697	Consultancy
Okifa Consulting FZE	2986	Consultancy
Resmis Group FZE	7834	Commercial

Any objection to be informed to UAQ Free Trade Zone Authority within 15 days from the date of publication of this announcement in the below contact Ph: 067647272, Fax: 067649782, Email: info@uaqftz.com

Gulf Today - No: 359, Date: 08/04/2024

Umm Al Quwain Free Trade Zone Authority
سلطة منطقة التجارة الحرة بأب القيوين
Deregistration/ Liquidation Notice No. (1624-2024)

Umm Al Quwain Free Trade Zone Authority hereby notifies that M/S. M and M Middle East FZE (License No 6056) is under the process of Liquidation/Deregistration.

Creditors may take the necessary actions to settle / protect their interests immediately hereof.

Any objection to be informed to UAQ Free Trade Zone Authority within 15 days from the date of publication of this announcement in the below contact Ph: 067647272, Fax: 067649782, Email: info@uaqftz.com

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LIQUIDATION NOTICE

M/S Amani Technologies Ltd. Registration No: CL 2744 located at Unit GA-00-SZ-L1-RT-208, Level 1, Gate Avenue - South Zone, Dubai International Financial Centre, Dubai, 2208, United Arab Emirates, licensed with the Dubai International Financial Centre wishes to announce its decision taken via shareholder's resolution passed at its General meeting held on 27th March, 2024 regarding closing down and dissolution of Amani Technologies Ltd.

Accordingly, any interested party who has a claim against the Company is hereby requested to submit its outstanding claims within 14 days of this notice by registered post or contact:

Mr. Rajeev Kulkarni
Company Name: MBK Auditing
P. O. Box No. 233256, Dubai, U.A.E
Tel No. +9714-3585133 Email: rajeev@mbkauditing.com
Claims received after expiry of the notice period of 14 days shall not be considered.

Gulf Today - No: 359, Date: 08/04/2024

Serving of Notice upon Defendant by Publication
Before Case Management Office, Sharjah Federal Court, Federal Sharia court of appeal
In case No.: SHCAPSPAF2024/0000184, personal Statutes

To: Defendant: **Raisa Mol Abdul Rasheed Mohamed Kunju Abdul Rasheed**
Unknown place of residence
Notice by Publication in English and Arabic language
You are hereby summoned to appear before the case management office at Sharjah Federal Court, Federal Sharia court of appeal, (case manager office No. 3) in person or by legal representative, to submit a reply against claim attached with the supporting documents you may have on 23/04/2024, within 10 days effective date of publication, to review the above-mentioned case in your capacity as defendant.
Judicial Service Office
(Signed and sealed)
Issued on 04/04/2024

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