

Rammas — Dubai Electricity and Water Authority's AI Customer Service Virtual Assistant

AI in the Public Sector · Good practice · United Arab Emirates

Quality score: 47/100

Evidence strength: Moderate

Summary

DEWA's bilingual AI assistant Rammas has answered millions of utility-service enquiries via web, app, WhatsApp, Alexa and Instagram since 2017; usage figures are self-reported by DEWA, with no independent audit of the enquiry counts found.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-19

Dubai Electricity and Water Authority (DEWA) — accessed 2026-07-19

DEWA 2017 press release (Rammas launch) — accessed 2026-07-19

DEWA 2023 press release (Instagram expansion, cumulative figures) — accessed 2026-07-19

GovInsider: Dubai launches its first government virtual AI assistant — accessed 2026-07-19

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