

U Ask — the UAE's Government-Wide Generative-AI Assistant, Expanded to 57+ Languages

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

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

The UAE's TDRA embedded a generative-AI assistant, 'U Ask', across the u.ae federal portal in 2023 to help citizens navigate government services in Arabic and English; a 2024 upgrade extended it to over 57 languages, though TDRA has not published usage or accuracy figures.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-23

[Telecommunications and Digital Government Regulatory Authority \(TDRA\)](#) — accessed 2026-09-23

[TDRA press release — Phase 2 rollout](#) — accessed 2026-09-23

[Telecompaper coverage](#) — accessed 2026-09-23

[u.ae — Artificial intelligence at the UAE government](#) — accessed 2026-09-23

Cite this — Evidoria. *U Ask — the UAE's Government-Wide Generative-AI Assistant, Expanded to 57+ Languages*. Persistent ID: 197c8249-86e2-4d32-8ab7-ff6180f2d667.