



Shared Prosperity Dignified Life



AI for Enhancing Arab Public Institutions

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AI Current Applications in Public Sector

1. Enhancing internal operations → **increasing efficiency and effectiveness**

Country	Entity	What they are doing
Sweden	Companies Registration Office	AI tool to sort 60% of incoming emails based on key phrases and forward the email to the right person.
Australia	Queensland's Department of Environment and Science (DES)	Machine learning tool to map and classify land use to better respond to natural disasters and reduce costs.

AI Current Applications in Public Sector

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Complete Story

- Entity: The Department of Veterans Affairs (USA)
- There are tens of thousands of benefit claims with 100 types of disabilities.
- Employees must transfer data from claims into the entity computer system manually before deciding on the claims (time-consuming)
- AI tool was developed to transfer data from paper claims to the management system based on past 5 million claims
- An employee for final approval to ensure accuracy
- Results: 9 out of 10 claims were successfully classified - processing time reduction by 3.5 days

AI Applications in Public Sector- Cases from the Arab countries

United Arab Emirates

In the transport sector, AI plays a key role in **optimizing traffic management and enhancing the efficiency of urban mobility.**

Smart traffic systems, powered by AI, **reduce congestion and improve the flow of public transport.** The UAE's **AI-driven smart city initiatives**, such as Smart Dubai, incorporate AI to enhance **urban planning, resource management, and public services**, aiming to make Dubai one of the world's most technologically advanced cities.

Saudi Arabia

Vision 2030 initiative, Saudi Arabia is using AI to revolutionize its public service delivery and governance frameworks.

In public health, AI enhances disease surveillance, helping to predict and control potential outbreaks. AI-driven chatbots and virtual assistants provide round-the-clock assistance for public inquiries, streamlining access to essential government services and information. AI is also used for optimizing resource allocation within government departments, improving efficiency in service delivery.

AI Current Applications in Public Sector in the World and in the Arab region

2. Service design and delivery → **increasing responsiveness**

67% of OECD countries are using AI to improve the delivery and design of public services

Country	What they are doing
Finland	AuroraAI program to proactively offer public services based on user's life events.

Tunisia

AI is particularly useful in **managing citizen requests and automating routine tasks in public administration**, such as document processing and application handling.

Tunisia is also focusing on **AI-driven data analytics to support decision-making within government agencies**. These systems analyze vast amounts of data to identify trends and optimize resource allocation, ensuring more effective governance.

AI Current Applications in Public Sector in the World and in the Arab region

3. Risk detection → increasing transparency and accountability

Country	Entity	What they are doing
Estonia	Tax and Custom Board	They test AI to identify incorrect VAT refund submissions
France	Ministry of Interior	Tool to automatically detect frauds in vehicle registration certificates.

Egypt

AI is being used in public administration to streamline services such as **tax collection, where automated systems enhance efficiency and reduce the potential for human error or corruption.** Additionally, AI-driven data analytics help the Egyptian government to **assess the performance of public services**, providing actionable insights that support the development of more responsive policies.

AI Applications in Public Sector- Cases from the Arab countries

4. Urban Planning → **supporting and enhancing decision making**

Egypt

In terms of public infrastructure, Egypt's government **is leveraging AI in urban planning and infrastructure projects**, optimizing the allocation of resources and improving public service delivery.

Jordan

AI is helping to streamline services such as **the processing of permits and licenses, reducing bureaucratic delays and improving the overall efficiency of the public sector.**

Additionally, AI is being applied in **urban management**, where it is used for smart city planning and infrastructure monitoring. By analyzing real-time data from various urban systems.

By When Will AI Cause a Major Positive Impact on SDGs? Experts Expectations (120 expert survey)

*"By when do you expect it **likely (50% chance or more)** that AI will cause a **major positive impact**...?"*

■ Already occurring ■ Within next 3 years ■ Longer than 10 years / never
■ Within next 18 months ■ Within next 10 years

