

# **Telecommunication Development Sector INTERNATIONAL TELECOMMUNICATION UNION**



**Regional Development Forum for the Arab  
Region  
(RDF-ARB)  
25th and 26th November 2020 from 12:00 to 15:00 Cairo Time**

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**Document RDF-ARB  
26 November 2020  
Original: English**

## **MAIN OUTCOMES**

### **1 Introduction**

The Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) organized the ITU Regional Development Forum for the Arab Region (RDF-ARB) virtually on 25th and 26th November 2020 from 12:00 to 15:00 Cairo Time. This year's RDF for the Arab region comes at an extremely challenging time not just for the region but the world at large. The COVID-19 pandemic impacted the Arab region on unprecedented levels.

The objectives of this year's RDF are as follows:

1. Shape a vision for regional digital transformation to achieve the 2030 Sustainable Development Agenda in a post-COVID-19 environment.
2. Highlight opportunities for collaboration through the UN Sustainable Cooperation Frameworks.
3. Raise awareness and promote coordination to implement the outcomes of the World Radiocommunication Conference and prepare for the World Telecommunication Standardization Assembly and World Telecommunication Development Conference.
4. Promote opportunities for collaboration with relevant stakeholders in line with the ITU Arab Regional Office planned activities for 2021.

### **2 Participation**

The RDF-ARB was attended by 132 participants who represented a variety of stakeholders in the Arab region including representatives from ministries of communication and information technology, telecom regulators, telecom operators, academic institutions, UN organizations, UN resident coordinators, as well as other relevant stakeholders. The full list of participants is available in Annex 1 of this report.

### 3 Documentation

During the paperless RDF-ARB, 8 presentations were delivered through the various sessions. Relevant documentation, including agenda and presentations and reference materials are available on the RDF-ARB [website](#).

### 4 Opening Session and Welcome Remarks

The opening session was moderated by Mr. Adel Darwish, Regional Director of the ITU Arab Regional Office. The opening keynote speech was delivered by Ms. Doreen Bogdan-Martin, Director, Telecommunication Development Bureau, ITU. The full transcript of the opening keynote speech is available on the RDF-ARB [website](#).

### 5 Session 1: Digital Transformation in the Arab Region Post COVID-19

The first session shed light on efforts let by countries regionally and globally to digitally transform. Particularly, in light of the circumstances imposed by COVID-19 and the need to connect the unconnected and extend digital services to marginalized segments of societies. The session was moderated by Eng. Mustafa Al Mahdi, Programme Officer, ITU Arab Regional Office. The keynote speech of the session was delivered by Mr. Bocar A. Ba, Chief Executive Officer of SAMENA Telecommunications Council. The following were the speakers of the session with the topics they presented:

- ITU initiatives on Digital Transformation, Mr. Alex Wong, Senior Strategy Advisor and Lead, Giga
- Building Blocks of Digital Transformation of X, Dr. Ashraf Abdelwahab, Digital Transformation Director, Public Sector, SAP, Egypt
- Digital Development, Mr. Dany Wazen, I Digital Transformation and ICT Specialist, UNDP RBAS regional programme
- Capitalize on Emerging TECH 4 Digital Transformation, Eng. Waleed Ali, Digital Transformation Specialist
- Saudi's Digital Transformation during COVID-19: Eng. Mohammad Alkhalil, Director, Digital Enablement, National Digital Transformation Unit (NDU)

The main points highlighted in the session were as follows:

- Digital transformation is understood as the integration of digital technologies in all areas of life, economies and societies, fundamentally changing ways of operating and creating value.
- Government need to ensure that they have a legal framework that encourages innovation, protect patents and ownership of new technologies. They should build public awareness by making use of marketing techniques to inform cities and about digital developments and increase relevant knowledge, skills, adoption of technologies.
- Another important area is taxation and other incentives such as long-term contracts will foster for sure the emergence of cutting edge and highly motivated technology companies.
- Multistakeholder collaboration, involving global institution, Government, telecom operators and technology companies, Academia, Civil Society, must take the necessary independent actions and then come together to create a robust digital ecosystem.
- Challenges emphasized by digital transformation include readiness by countries in terms of infrastructure and regulations. In addition to cybersecurity and privacy issues.

- Measuring customer and consumer experience is important to gauge the success of digital transformation in a country.
- Digital transformation is not a project but a continuous way of life.
- Emerging technologies have the ability to transform societies and economies and should be integrated in national strategies pertaining to digital transformation.
- ITU is assisting members to digitally transform via the ten thematic areas that the BDT focus on.
- UNDP is working in several areas relevant to digital transformation in the Arab region including digital governance, transformation capacity building, helping government with business continuity in light of COVID, digital skills for marginalized groups, AI and GIS for rural and urban planning and many other areas.
- Saudi Arabia is targeting digital transformation by the year 2030. As a result of COVID-19 they focused on extending and securing connectivity to the health, education, aviation sectors in addition to supporting the private sector and e-commerce.

## **6 Session 2: One ITU: Aligning Regional Synergies Through the Regional Preparation for WRC, WTSA and WTDC**

The second session aimed to bring together the three sectors of the ITU with a main objective to foster cross-sector collaboration and representation by the ITU Arab Regional Office. In addition, the session elaborated on the role of the ITU's Regional Office for Arab States to coordinate the three sectors' activities in the region and to cooperate with other regional organizations involved in the preparation process for the main ITU events WTDC, WTSA, WRC and PP. The session was moderated by Eng. Rouda AlAmir Ali, Programme Officer, ITU Arab Regional Office. The following were the speakers in this session:

- Mr. Tariq AlAwadhi, ASMG Chairman for WRC-23
- Mr. Joaquin Restrepo, Capacity Building Coordinator, ITU Radiocommunication Bureau
- Mr. Al-ansari Mohammad Almashakbeh, ex Vice-Chair of the Arab Preparatory Group for the WTDC-17
- Mr. Marco Obiso, Chief a.i. Digital Network and Society (DNS) Department, ITU Telecommunication Development Bureau
- Mr. Ahmed Said, Vice-Chair of the Arab Preparatory Group for the WTSA-20
- Mr. Bilel Jamoussi, Chief, Study Groups Department, Telecommunication Standardization Bureau, ITU

The main points highlighted in the session were as follows:

- The preparations for WRC and review of the radio regulations is done through the regional groups including the Arab group. The regional group meetings are complemented with inter-regional group meetings held twice. In addition, the Radiocommunication Bureau conduct capacity building seminars on the new radio regulations in collaboration with the regional offices. Moreover, an internal taskforce in the BR has been created to look into the coordination with the regional offices.
- The Telecommunication Standardization Bureau (TSB) hold monthly calls with each of the regional offices to coordinate and plan regional work. Moreover, study group reports are shared with the regional offices with information on the participation from the region in the activities of the study groups. Furthermore, several study groups have regional groups and

the regional offices play an important role in coordinating their meetings. The Regional offices also participate in the preparatory meetings for the upcoming WTSA.

- The Telecommunication Development Bureau (BDT) has been actively implementing resolution 25 by integrating the regional offices in the ITU and this includes implementing results based management to streamline the work towards impact. This includes repurpose the work of the BDT to ten thematic priorities and create a network between HQ and the regional offices on these thematic priorities.
- The Council of Ministers of ICT have created specialized working groups such as the working group on spectrum. In addition, there are permanent working groups that mainly focus on the preparation for ITU world conferences such as the plenipotentiary conference or the WTDCT, etc. Also, there is a working group on formulating a regional strategy for ICT that focuses on synergizing the work of the Arab group across the three sectors among other areas. The secretariat of these working groups is the League of Arab States who are also coordinating between them to insure synergies and to avoid duplication. The ITU Arab Regional Office participates in all these working groups to support their work, build capacities and provide international expertise.
- Moving forward the BR is organizing a seminar on the modifications of the radio regulations for the Arab region in collaboration with the Arab regional office, in addition to continuing to provide technical assistance on areas such as 5G, satellite and other areas. The TSB will focus on preparing for the WTSA including regional and inter-regional preparations. The BDT will continue with linking the regional work including regional initiatives with the work of HQ under the thematic priorities to maximize impact.
- The distinguished panelists from the member states emphasized the need for more active participation by the Arab region in the study groups and focus groups of the three sectors. In addition, there may be a need to establish a regional union that would be similar to other regions to have a more governed approach to the engagement of the Arab group with the three sectors. In addition, there is a need to utilize regional experts currently participating in study group activities.

### **7 Session 3: UN Collaboration to Achieve the SDG 2030 in the Arab Region**

The third session aimed to raise awareness of ITU members (Ministries of ICTs, Telecom Regulators, regional organizations, private sector companies, academic organizations) in the Arab region on UN Reforms, and particularly the new UN cooperation frameworks. Moreover, it shed light on the opportunities of engagement between Ministries of ICTs and Regulatory Authorities with the ITU and UN Organizations to achieve the 2030 sustainable development agenda on the national and regional levels. The session was moderated by Mr. Karim Abdelghani, Programme Coordinator, ITU Arab Regional Office. Speakers who participated in the session were:

- Ms. Laila Baker, UN Regional Director for Arab States
- Mr. Mounir Tabet, Deputy Executive Secretary, UN House Beirut
- Mr. Richard Dictus, UNRC Egypt
- Ms. Barbara Manzi, UNRC Djibouti
- Mr. Mohamed Al Zarkani, UNRC Bahrain a.i.

The main points highlighted in the session were as follows:

- The new UN Reforms focused on improving the way the UN system fosters sustainable development through two changes: 1) resident coordinator system has now become an independent high level ranking official within the country who oversees the country team and no longer has a dual role to oversee the UNDP. 2) UN organizations are all engaged and do not necessarily have to be present on the ground in the country.
- Globally, the Secretary General has done reforms at the peacekeeping and political reform level, as well as the management and internal management of the UN systems.
- Regionally issue-based coalitions work together on articulating, value adding, policy, data, knowledge, and other types of supports, including tools, simulation tools to Member States to help them move forward on their Agenda 2030 and other national development priorities. Of course, they are sufficiently flexible to address emerging issues such as COVID-19 and God forbidding other pandemics that could arise in the future. Moreover, a new platform named "Manara" is currently being developed to service as a one-stop-shop where all the knowledge that exists in different UN agencies on the various topics are made easily accessible to Member States and to other development partners. It has a platform for learning, which will make courses available for Member States, both in Arabic, English and French. It has an element of GIS, geospatial information element. It has a couple of other tools primarily kind of search engines, again, developed with ITU and with others to help Member States access all of the information and data and experiences and policy recommendations of the 20 or 30 UN agencies that are operating at the regional level.
- Specifically on the new role of resident coordinators, as a result of the reforms he or she has become the impartial broker of contact between agencies, the impartial broker of conflict between the government and the UN agencies, and does so from a fundamental SDG basis.
- One of the main evidence based tools to analyse the progress and challenges to achieve the SDGs in countries is the development of a Common Country Analysis. UN country teams develop this report to provide insights on challenges and areas where the UN along with partners can assist countries.
- UN Sustainable Development Cooperation Frameworks are also developed as the most important instrument for the planning and the implementation of UN development and activities in each country in support of the implementation of the 2030 Agenda. The following six principles guide the work to developing UNSDCFs: accountability, sustainability, resilience, gender equality and women's empowerment, human rights based approach to development, and leaving no one behind. These six principles are universal and are applied throughout all stages of the cooperation framework cycle. So development, implementation, monitoring and reporting of the cooperation framework co led by the government and anchored in national development priorities and cycles, the cooperation framework is informed by government prioritization, and reporting vis a vis the 2030 Agenda, including the evidence based Voluntary National Reviews based on SDG indicators
- Ministries of ICTs and Telecom Regulators are invited to engage actively in the UNDCFs particularly seeing that digital transformation and meaningful connectivity have become priorities as a result of COVID-19

## **8 Session 4: Generation Connect in the Arab Region**

The fourth session aimed to shed light on the ITU Youth Strategy that was presented by a group of promising Arab youth representatives and shared their insights on what is needed to ensure the optimal implementation of this strategy. The session was moderated by Eng. Rouda Al Amir, Programme Officer, ITU Arab Regional Office. The distinguished youth speakers in this session were as follows:

- Mr. Ali Al-Tobiani, University student, Bahrain
- Ms. Nura Qasrawi, University student, Palestine
- Ms. Maysam Bukamal, School Student, Bahrain
- Mr. Omar Bishtawi, University student, Palestine
- Ms. Masa Qzaih, University student, Palestine

The main points highlighted in the session were as follows:

- The new ITU Youth Strategy was implemented as the youth form the biggest segments of societies and also they are most active in adopting technologies and so it is important to engage them seeing that that they will take the regions in the future to tackle the different challenges.
- The youth strategy is based on three major pillars. First of all, enablement and enablement to support and enable young people to become leaders of the future world, and to provide the young people with the abilities and the skills to use them personally and professionally. Secondly, engagement of youth in ITU activities. Thirdly, participation of the youth in the ITU activities aiming to increase the dialogue with the youth. ITU will be reaching out to the youth globally and regionally in order to coordinate the efforts undertaken to implement the youth strategy actively and make their voices heard.
- Young people, who constitute 70% of the population in the Arab region, have a big role in implementing the SDGs seeing that they are the biggest segment using technology.
- ITU is called upon to support innovators and entrepreneurs in the Arab region through leadership programmes, capacity building, and also connecting them with relevant stakeholders.
- ITU will be organizing a high-level event dedicated to youth titled Generation Connect Summit that will be held during the upcoming WTDC-21 and all youth from the Arab region and globally are invited to participate.

## **9 Session 5: ITU Arab Regional Office that is Fit for Purpose**

The fifth session aimed to raise awareness of ITU members (Ministries of ICTs, Telecom Regulators, regional organizations, private sector companies, academic organizations) in the Arab region on the BDT Reforms. Moreover, it laid out the vision and planned actions on how to make the ITU Arab Regional Office fit for purpose. The session was moderated by Mr. Adel Darwish, Regional Director, ITU Arab Regional Office. The speakers of the session were as follows:

- Mr. Adel Darwish, Regional Director, ITU Arab Regional Office
- Mr. Karim Abdelghani, Programme Coordinator, ITU Arab Regional Office
- Dr. Reham El Mayet, Telecommunication expert, League of Arab States

The main points highlighted in the session were as follows:

- Reforms in the Telecommunication Development Bureau had started since Ms. Doreen Bogdan-Martin assumed office. It kicked off in the first 100 days by focusing on promoting collaboration, empowering staff, improving internal controls, reinforcing partnerships, implementing results-based management. Following that kick-off phase the focus evolved to fostering a cultural shift, working as One ITU, Strengthening capacity of units, attracting

new talent, empowering regional offices for all ITU, targeting fruitful partnerships and fostering innovative approaches.

- As a result of COVID-19 BDT shifted its means of work to be online including organizing all our virtual events globally, regionally and nationally.
- There are five strategic priorities that govern the BDT reforms and they are as follows:
  - o Improved efficiency: restructuring BDT, creating 10 clusters or thematic priorities, and implementing RBM
  - o Regional relevance: New regional/area directors, strengthened participation in UN Development System, regional RBM workshops & capacity building, review of regional presence
  - o Partnerships: launching strategic partnerships such as GIGA, EQUALS, Futurecasters Youth Summit, and Digital Transformation Centres.
  - o Capacity building of BDT staff: launching internal capacity building trainings and initiatives such as Champions for Change (C4C), Project Management Certification (PMD Pro), Results Based Management, Community Building and more
  - o Data-driven thought leadership: providing and promoting data-driven policy making by reinforcing ICT Data and Stats unit, measuring digital development series, broadband connectivity maps, Reg4Covid, High-level advocacy
- The League of Arab States elaborated on the current internal structure of the Council for Arab Ministers of ICT (which was formed in 1991), that currently includes 22 countries. This structure includes the executive bureau that reports to the council and includes 8 countries. Branching below the executive bureau are the permanent committee for ICT and the permanent committee for Post. Within the permanent committee for ICT, there are two units, one pertaining to telecommunications and the other pertaining to information technology and within those there are specialized technical working groups. Within the permanent committee for Post there is a unit pertaining to post
- regarding the LAS specialized working groups, there are three kinds:
  - o permanent working groups: WG on spectrum, WG on standardization issues, WG on Artificial Intelligence, WG on Indicators, WG on Operations, WG on internet issues, and WG on formulating the Arab ICT strategy.
  - o temporary working groups.
  - o working groups to prepare for ITU global conferences: WG on Plenipotentiary conference, and WG on WTDC.
- Mr. Adel Darwish, the Regional Director of the ITU Arab Regional Office, highlighted the following points as his agenda for change in the regional office as the new regional director:
  - o A new P5 fixed term appointment is planned to be made due to the retirement of Mr. Slaheddine Maaref, Senior Advisor in the ITU Arab Regional Office.
  - o Short-term recruitments will be made to help with conducting a GAP analysis of the ten thematic priorities in the Arab region, communication and establishing a digital presence by the ITU Arab Regional Office and supporting UN Country Teams in the Arab region.
  - o The ITU Arab Regional Office will foster further collaboration with the UN sister agencies and UN Resident Coordinators in the Arab region.
  - o Staff capacity building will target focusing on areas that would better enable staff to meet the regional needs.
  - o Work allocation between staff including identifying thematic priority focal points and country focal points will be implemented to maximise efficiency and foster expertise.
  - o The ITU ARB will target engaging more with sector members and academia in the region
  - o Regional implementation of the BDT youth strategy will entail youth engagement in regional activities.

- Gender balance and gender issues will also be taken into perspective across all regional activities
- Regional priorities and activities, more involvement and identification of activities and requirements by members and not depending only on ITU proposals. Having more involvement across all 22 Arab countries and being more result oriented towards national policy and economic goals
- Being more active with result-based approach to regional agencies such as LAS and AREGNET
- New partnership around projects that affect Thematic Priorities and SDGs
- More effective role of the ITU regional office by helping membership in the region prepare well for major ITU Conferences

The session ended with a short video that compiled contributions from some of our members the region: video [here](#).

## **10 Closing Session**

The closing session was moderated by Mr. Adel Darwish, Regional Director of the ITU Arab Regional Office. The closing remarks were delivered by Mr. Stephen Bereaux, Deputy BDT Director. The full transcript of the closing remarks is available on the RDF-ARB [website](#).

## Annex 1: List of Participants

## ITU Regional Development Forum for the Arab Region (RDF-ARB), 25-26 Nov. 2020, 12:00-15

<u>Representation</u>	<u>Entity / Name / Job Title / Email</u>
<b>Member States</b> Algeria (People's Democratic Republic of)	Ministère de la Poste et des Télécommunications Eng. Mohamed Lamine BERRANDJIA Deputy director <a href="mailto:m.berrandjia@mpttn.gov.dz">m.berrandjia@mpttn.gov.dz</a>
<b>Member States</b> Algeria (People's Democratic Republic of)	Ministère de la Poste et des Télécommunications Mr. Mohamed CHEBLI Head of Department <a href="mailto:m.chebli1982@gmail.com">m.chebli1982@gmail.com</a>
<b>Member States</b> Algeria (People's Democratic Republic of)	Ministère de la Poste et des Télécommunications Ms. Assia DERRIDJ Head of departement <a href="mailto:a.derridj@anf.dz">a.derridj@anf.dz</a>
<b>Member States</b> Algeria (People's Democratic Republic of)	Institut National des Télécommunications et des Techno l'Information et de la Communication (INTTIC) Mr. Tarfaya BILAL ingénieur en TIC <a href="mailto:b_tarfaya@inptic.edu.dz">b_tarfaya@inptic.edu.dz</a>
<b>Member States</b> Algeria (People's Democratic Republic of)	Institut National des Télécommunications et des Techno l'Information et de la Communication (INTTIC) Ms. Amrouche MAHDIA Ingénieur en TIC <a href="mailto:m_amrouche@inptic.edu.dz">m_amrouche@inptic.edu.dz</a>
<b>Member States</b> Comoros (Union of the)	Autorité Nationale de Régulation des Technologies de l'I de la Communication (ANRTIC) Mr. Youssouf SOULE chef de Département <a href="mailto:youssoufsoule1971@gmail.com">youssoufsoule1971@gmail.com</a>
<b>Member States</b> Djibouti (Republic of)	Ministère de la Communication, chargé des Postes et de Télécommunications Ms. Hawa ABDILLAHI HASSAN CONSEILLÈRE JURIDIQUE <a href="mailto:hawa.a.hassan@outlook.fr">hawa.a.hassan@outlook.fr</a>
<b>Member States</b> Djibouti (Republic of)	Ministère de la Communication, chargé des Postes et de Télécommunications Mr. Khaled AHMED General Manager Adviser <a href="mailto:khaled.naguib@gmail.com">khaled.naguib@gmail.com</a>

<p><b>Member States</b> Djibouti (Republic of)</p>	<p>Ministère de la Communication, chargé des Postes et de Télécommunications Mr. Barkad MOHAMED cadre au Ministère de la communication <a href="mailto:barkad.mohamed.ahmed@hotmail.com">barkad.mohamed.ahmed@hotmail.com</a></p>
<p><b>Member States</b> Egypt (Arab Republic of)</p>	<p>National Telecommunication Regulatory Authority (NTRA) Mr. Ahmed SAID International Policies Executive Director <a href="mailto:asaid@tra.gov.eg">asaid@tra.gov.eg</a></p>
<p><b>Member States</b> Egypt (Arab Republic of)</p>	<p>National Authority for Remote Sensing and Space Sciences Dr. Hassan ABO SEIDA Head of Spectrum Management Department <a href="mailto:hasan.galal@gmail.com">hasan.galal@gmail.com</a></p>
<p><b>Member States</b> Egypt (Arab Republic of)</p>	<p>Ministry of Communications and Information Technology Ms. Lobna EL ANSARY Department Manager, International Relations <a href="mailto:lansary@mcit.gov.eg">lansary@mcit.gov.eg</a></p>
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<p><b>Member States</b> Jordan (Hashemite Kingdom of)</p>	<p>Telecommunications Regulatory Commission (TRC) Mr. Al-Ansari ALMASHAKBEH Senior Adviser <a href="mailto:alansari.almashagbah@trc.gov.jo">alansari.almashagbah@trc.gov.jo</a></p>
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<p><b>Member States</b> Kuwait (State of)</p>	<p>Communication and Information Technology Regulatory (CITRA) Eng. Sameera BELAL MOMEN Manager of Technical Office of the Chief Executive Officer <a href="mailto:s.belal@citra.gov.kw">s.belal@citra.gov.kw</a></p>
<p><b>Member States</b> Kuwait (State of)</p>	<p>citra Mr. Saad ALAZMI Member of Technical Office of COE <a href="mailto:s.alazmi@citra.gov.kw">s.alazmi@citra.gov.kw</a></p>
<p><b>Member States</b> Kuwait (State of)</p>	<p>Communication and Information Technology Regulatory (CITRA) Mr. Ali ALSHAMMAA Speciality Engineer</p>
<p><b>Member States</b> Kuwait (State of)</p>	<p>Communication and Information Technology Regulatory (CITRA) Mr. Abdulaziz SINNO Technical Dept. <a href="mailto:a.sinno@citra.gov.kw">a.sinno@citra.gov.kw</a></p>
<p><b>Member States</b> Mauritania (Islamic Republic of)</p>	<p>Autorité de Régulation Mr. Salahdine SOUHEIB Head of Competition and Prospective Department <a href="mailto:souheib@live.fr">souheib@live.fr</a></p>
<p><b>Member States</b> Morocco (Kingdom of)</p>	<p>Direction de l'Economie Numérique Ms. Sara BELMIL</p>

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<b>Member States</b> Oman (Sultanate of)	Ministry of Transport, Communications & Information Technology Mr. Rashid ALALAWI Director of Communication and Postal Affairs <a href="mailto:rashid.alalawi@mtc.gov.om">rashid.alalawi@mtc.gov.om</a>
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<b>Member States</b> Qatar (State of)	Ministry of Transport and Communications Ms. Noor ALMALKI Project Manager
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<b>Member States</b> Qatar (State of)	Ministry of Transport and Communications Ms. Asmaa AL-HEMAIDI Project Manager <a href="mailto:aalhemaidi@motc.gov.qa">aalhemaidi@motc.gov.qa</a>
<b>Member States</b> Qatar (State of)	Ministry of Transport and Communications Ms. Shaikha AL-THANI Digital Industry Researcher
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<b>Member States</b> Qatar (State of)	<b>Ministry of Transport and Communications</b> <b>Mr. Ahmed KAREM</b> Deputy Department Manager
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