Company: Community Development Authority- Dubai
Company Description: CDA was founded by a decree of H.H. Sheikh Mohammed bin Rashid Al Maktoum in July 2008. CDA is responsible for setting up and developing a framework for social development, and aims to achieve the goals outlined in the Dubai Strategic Plans. CDA is in charge for the overall supervision to achieve social sector outputs, and provide the provisions of social services in order to create an integrated
Nomination Category: App Categories
Nomination Sub Category: Best Mobile App for Social Good
Nomination Title: SANAD RELAY APP

1. Date this app or site was first released:

   October 2020 (with major developments and feature expansions in 2023 and 2024)

2. Briefly describe this mobile site or app's objectives and how it has met those objectives (up to 200 words). If applicable, include here the platforms your app supports:

   Total 179 words used.

   Sanad Relay is a groundbreaking mobile application developed by the Community Development Authority – Dubai to eliminate communication barriers for People of Determination, especially those with hearing and speech impairments. Launched in October 2020, it underwent major upgrades in 2023 and 2024, including AI enhancements, faster interpreter response, and integration with institutional platforms. This smart, secure platform offers real-time Arabic Sign Language interpretation via live video, enabling independent access to healthcare, education, legal, and government services. It allows users to communicate directly and privately without relying on family members or in-person interpreters. Since launch, Sanad Relay has empowered over 10,000 users, reduced service-related communication delays by 30%, and helped institutions cut support costs by up to 30%. It holds a 94% satisfaction rate and boasts an average interpreter response time of 7 seconds.

   While global platforms like Sorenson or Convo cater to ASL users, Sanad Relay is the first in the region to deliver on-demand Arabic Sign Language interpretation—filling a critical accessibility gap.

   Supported platforms: iOS, Android, browser-based Web App, and SDK/API integration for public and private institutions.

3. Provide the applicable creative and production credits for this entry:

   Creative and Production Credits for Sanad Relay

   Project Owner:

   - *Community Development Authority – Dubai*

   - **Director: Dr. Amani Al Mehairi, Information Technology and Digital Transformation Department**

   Core Innovation & Development Team:

   - **Mr. Omair Al Remeithi**

   - **Dr. Shaikha Al Mansoori**

   - **Mr. Hamad Al Hammadi**

   - **Mrs. Mariam Alhammadi**

   - **Mr. Salah Odeh**

   - **Mr. Yousef Almaghairah**

   - **Mr. Omar Osman**

   - **Ms. Alyazia Alkhyeli**

   - **Ms. Abeer Abaas**

   - **Mr. Chanaka Gunawardena**

   - **Ms. Deena Ashok**

   Technical Partners:

   - **Internal CDA Development Team**

   - **Accessibility & Arabic Sign Language Linguistic Experts**

   - **Cloud Technology Infrastructure Support (AWS / Azure)**

   Strategic Partners:

   - **UAE Government Entities**

   - **NGOs and People of Determination Advocacy Groups**

   - **Regional Sign Language Institutions**

   Design & UX Contributors:

   - **CDA Digital Transformation Division**

   - **User Testing Focus Groups with People of Determination**

Attachments/Videos/Links:

SANAD RELAY APP

[REDACTED FOR PUBLICATION]