

TRA in lines

Jan 2017 / TRA Newsletter

In this issue (Read More...)



ISSUE
30



Quote of H.E Hamad Obaid Al Mansoori, Director General of the Telecommunications Regulatory Authority , on the occasion of winning 'Mohammed bin Rashid Government Excellence Award in two categories which are 'the national agenda' and 'smart government enablers'

(Read More...)

TRA amends the Consumer Protection Regulations

The General Authority for Regulating the Telecommunications Sector (TRA) has recently made a set of changes to the Consumer Protection Regulations with a view to strengthening and improving consumer satisfaction, and reducing the number of complaints. The amendments made by the TRA to compel the licensees to provide a summary of terms and conditions covering various aspects concerning the applicable fees.

(Read More...)



ITU 2018

TRA Receives the ITU Delegation in Charge of Reviewing the Preparations to Host the ITU Plenipotentiary Conference 2018

(Read More...)



Workshop

The Telecommunications Regulatory Authority (TRA), represented by the Computer Emergency Response Team (aeCERT) has hosted today the First Introductory Workshop.

(Read More...)



OIC

TRA wins membership in the general assembly board for computer emergency response teams in the Organization of Islamic Cooperation.

(Read More...)

CoDI Announces its Comprehensive Trainings Program for 2017

The Center of Digital Innovation (CoDI) in the Telecommunication Regulatory Authority (TRA) announced its comprehensive trainings program for 2017. The program includes a series of workshops and lectures relevant to ICT, smart applications and Business Management.

(Read More...)



KNOW US MORE

Nuha Al Junaibi She has a Master's Degree in Business Administration (MBA), and currently holds the position of Project Manager. She seeks to achieve further development in this field to serve the TRA's vision and objectives.





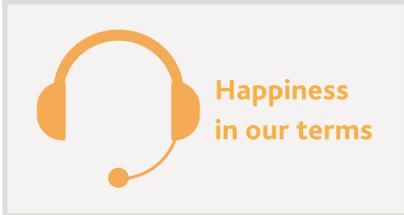
Happiness and positive lifestyle and a government commitment

Customers Happiness newsletter is one of the initiatives of the Customers Happiness Section. It aims to spread awareness on the section's working nature, and to contribute in enhancing and strengthening the concepts of happiness to become a practice, a culture, and a working method in the TRA.



Information

After the success of 'the Customer Happiness Factory' initiative, launched recently by H.H Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, led by the Prime Minister's Office in cooperation with federal entities services and ministries, and aimed at enhancing and facilitating the provision of government services and community happiness in the UAE, we are pleased to launch 'the service factory' initiative in TRA.

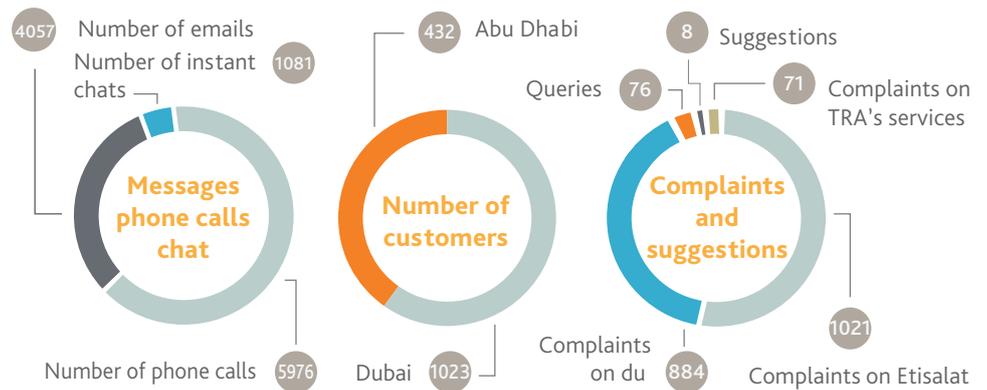


Happiness in our terms

The criteria: the standard of performance measurement
Benchmarking: is comparing the criteria with other entity's criteria to understand the strengths and weaknesses and identify areas of improvement.
Federal entity: any federal government entity such as ministries and entities responsible for developing and implementing policies and regulations, as well as the provision of government services.



24/7 Performance indicators



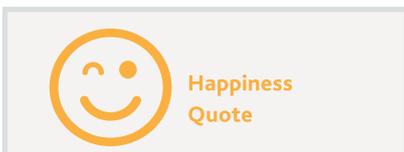
Happiness Indicator

The Fourth Section: The customer happiness employees pledge to make customers happy through the implementation of the following formula by the positive customer: "Help us to make you happy", in addition to the five behavioral characteristics expected by the positive customer: to provide accurate and updated documents – to provide constructive feedback and innovative and positive suggestions – to participate in service design – to participate in future shaping of services – to share the positive and happy experience with others.



Services Development

Through launching the TRA service factory initiative, TRA strives to develop and innovate excellent services that make customers happy. This would be through the formation of permanent team of service development, consisting of representatives from the various TRA departments. A series of creative and practical workshops and labs will be held to create, innovate and launch developed new services or modify the current ones.



Happiness Quote

'We do not only develop our services
We seek to create happiness!!'