



(TRA) announced today achieving three certificates from the International Standardization Organization 'ISO', in the areas of business continuity, quality management system and environmental management system. H.E. Hamad Obaid Al Mansoori, TRA Director General, received the certificates during a special meeting with Mr. Ahmad AlKhatib, Director General of the British Standards Institute in the Middle East.

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TRA Reveals the Upgrade of FEDNet Security Systems

The Telecommunications Regulatory Authority (TRA) announced the completion of the upgrade of the Federal Network (FEDNet) security systems in a step aimed at protecting more than 35 federal entities against Advanced Persistent Threats in their various forms, whether through e-mail or internet browsing.

This step comes in line with TRA's efforts to enhance protection against cyber-breaches.

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Initiative

(TRA) and Al Ain Sports and Cultural Club have launched the 'Hutaf' initiative, which allows sports followers from the people of determination, specifically the blind and visually impaired.

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Year of Giving

(TRA) announced today the organization of a blood donation campaign in which a large group of TRA managers and employees had participated in Abu Dhabi and Dubai.

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Excellence

TRA honors its outstanding employees

TRA honored the employees who received the TRA excellence awards as part of TRA Award for Institutional and Career Excellence

The UAE Ranked Seventh Globally in e-Participation, and Ninth in Digital Government Promotion

The UAE has achieved advanced positions in a number of indicators included in Waseda - IAC International Digital Government Rankings Report published by the Institute of Digital Government at Waseda University in Japan. The UAE has been ranked seventh in the e-Participation index, ahead of countries such as the UK, Sweden and Italy.

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The Telecommunications Regulatory Authority (TRA) have celebrated the Emirati Women's Day for three days by organizing a series of events and activities, in a move that reflects the importance of this event that highlights the contributions of Emirati women and their achievements in all fields, and their role in shaping the story of UAE success.

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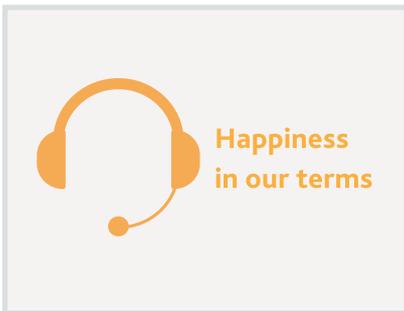
Happiness and positive lifestyle and a government commitment

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

Starting from 3 August 2017, the live chat service after working hours has been suspended. The live chat service will be available from Sunday to Thursday 8 a.m. to 5 p.m.



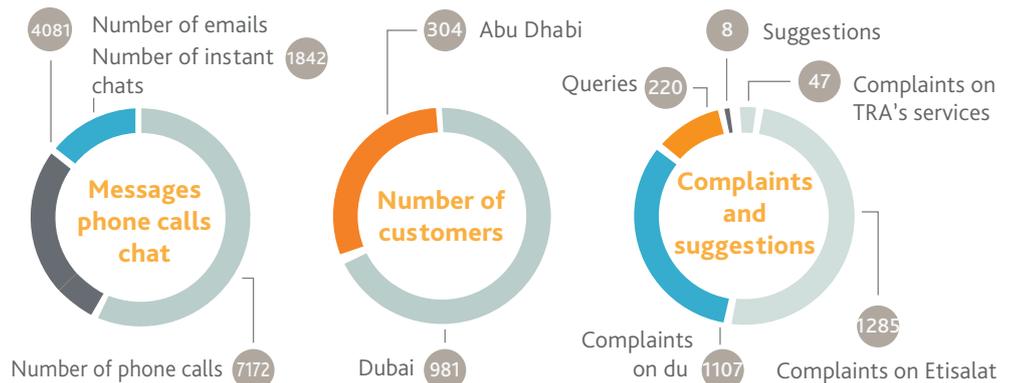
Happiness in our terms

The customer's voice: It is the process of collecting and understanding the customers' views and direct observations, particularly in relation to their level of satisfaction and opinion towards the federal entity and its services.

Sub-services: Government services may involve various modifications based on the type of customer or the service objective. These services are generally provided by following the same procedure or by making a slight change in the process, example: license to doctors, technicians or nurses, etc.



Performance indicators



Happiness Indicator

Usage criteria

The usage criteria consists of four main areas, including:

4. Efficiency evaluation:

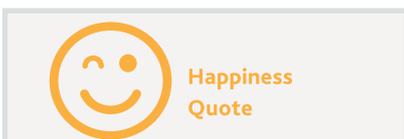
- Ensuring that the standards of the Customer Happiness document are fully implemented in the federal entity.
- Evaluate the impact of the Customer Happiness document.



Services Development

Studies of Customer Happiness:

The Customer Happiness Section prepares reports of service performance and service provision channels, as well as analyzes the results, clarifies the status reasons, and suggests the appropriate improvement measures. The Customer Happiness Section also examines and analyses other improvement inputs, and evaluates the improvement proposals, in order to submit reports and assessments to the Service Development Team.



Happiness Quote

'Modesty is half beauty...the other half is a spontaneous smile.'



UAE TRA

tra.gov.ae

SERVICES & ACTIVITIES

Consumer Affairs



Submitting proposal to TRA



Individuals



Business



Government

e-Commerce



Issuing license or certification service provider Notification in the UAE



Entities