

TRA in lines

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The Telecommunications Regulatory Authority (TRA), represented by the Computer Emergency Response Team (aeCERT) and the Spectrum Management Affairs Department, participates in the activities of IDEX 2017 Exhibition and Conference, launched today in Abu Dhabi National Exhibition Center (ADNEC), and lasts for five days.

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TRA Hosts the Activities of the UAE Drones for Good Award in Collaboration with Dubai Internet City

The activities of the third annual edition of the UAE Drones Award for Good and the AI & Robotics Award for Good, hosted by the Telecommunications Regulatory Authorities (TRA), represented by the Information & Communication Technology Fund (ICT Fund), in Dubai Internet City.

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Arab Regional Training

Mohammed bin Rashid Smart Learning Program (MBRSLP), in collaboration with the Telecommunications Regulatory Authorities (TRA) and the International Telecommunications Union (ITU).

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Meeting

The Executive Team of the Online Service Index (OSI) has held its first meeting following the invitation of the Telecommunications Regulatory Authority (TRA). The meeting was held in TRA's office in Dubai.

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Year of Giving

Within 'The Year of Giving' initiatives, TRA launched 'Warm Winter' Initiative to strengthen the cohesion among all segments of society, by donating clothes and winter materials. TRA employees participated in distributing the donations in the field.

The Executive Team of the Network Readiness Index (NRI) Holds Its First Meeting

The executive team of the Network Readiness Index (NRI), which has been formed among the executive teams of the national agenda objectives 2021, has held its first meeting at the office of the Telecommunications Regulatory Authorities (TRA) in Abu Dhabi.

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H.E. Engineer Majed Al Mesmar, TRA Deputy Director General, honours the employee 'Ebtessam Saleh' for being selected as Customer Happiness Ambassador, and acquiring the medal of Happiness and Positivity.






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

Among the objectives of TRA's services factory are: contributing to raising the level of customer satisfaction with government services – shifting the institutional culture towards the customers in the design of government services – involving the customers in developing government services – developing the skills of services development leaders to participate in leading the development of any future services in their departments – providing innovative solutions to prioritized services from the perspective of customers which currently face challenges in service provision – updating TRA's services guide regularly – updating 'Khadamati' system regularly.



Happiness in our terms

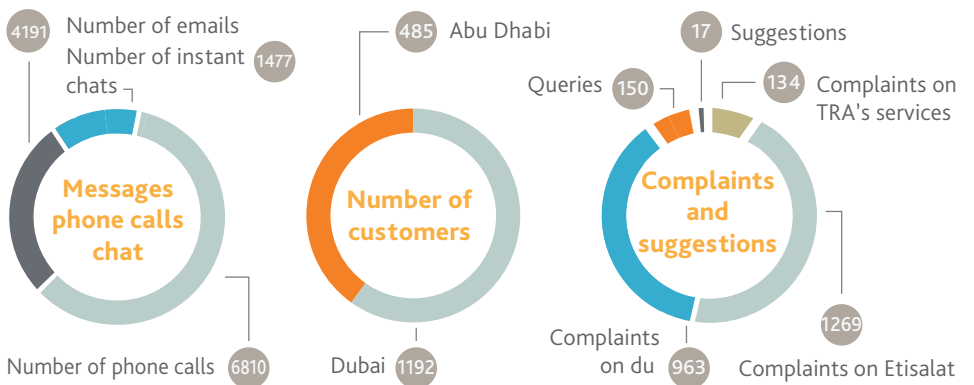
The vision: Stating the entity's ambitions and aspirations, where it describes the intended future status it wants to reach, and identifies the results and positions it wants to achieve. The vision should be inspiring, urges the creativity and enthusiastic spirit.

The strategy: The methodology chosen by the entity to identify specific objectives and achieve them. It is an announcement of the methodology adopted by the entity to fulfill its tasks.

Culture: The set of values and norms shared by the groups and individuals within an entity. It controls the way they interact with each other on one hand, and with the external concerned entities on the other.




24/7 Performance indicators




Happiness Indicator

Section Five: Channels of Communications


- Channels of communications and contact are among the most important tools that successful entities depend on to enhance the satisfaction of their customers. These entities provide the necessary information about these channels and their dissemination.
- In this section, all the means of collecting opinions and comments as well as managing the feedback are described, in addition to providing the customers with all information about different means of communications.
- Due to the importance of communications and listening to customers as they are the heart of government services provision, it is recommended that federal entities provide information of contact and communications.



Services Development

The factory work mechanism:

- It will depend on the government services development guide.
- Utilization of best practices and innovative tools used by leading entities in the field of developing innovative services.
- Utilization of framework of innovation and development of government services
- Adapting the Happiness equation with the developed services.



Happiness Quote

"The smile is the language that you do not need to translate"