TRA in lines

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In this issue

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TRA Services

ISSUE 34

The Telecommunications Regulatory Authority (TRA) is participating in the fourth annual edition of the Telecom Leaders' Summit, organized by "SAMENA Telecommunications Council" under the theme «Uniting Vision and Collaboration». TRA is considered the official sponsor of the event, which witnesses the participation of public and private ICT decision makers from 25 countries from South Asia, Middle East, and North Africa.

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TRA Invites Government Entities to Participate in the GCC eGovernment Award, Conference and Exhibition.

The Telecommunications Regularity Authority (TRA) organized a workshop for the government entities to introduce the importance of participating in the fifth edition of the GCC eGovernment Award, Conference and Exhibition, which will be hosted by the Kingdome of Saudi Arabia in November 2017.
Representatives of more than 20 federal and local government entities participated in the workshop.

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Meeting

The Telecommunications Regularity Authority (TRA) as part of its initiative to launch IMT5) 2020-G) services in the UAE has three committees working under the supervision of the steering committee.

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Award

The Center of Digital Innovation (CoDI), in the Telecommunications Regulatory Authority (TRA), has won the Global Mobile Government Award organized during the Mobile Government World Summit 2017.

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Initiatives

(TRA) has revealed today a series of charitable initiatives for the holy month of Ramadan. These initiatives target various social groups such as elderly, people of determination, children.

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The TRA Presents the Best Practices of mTransformation in the Federal Government Entities

The Telecommunications Regulatory Authority (TRA) has hosted a special workshop attended by representatives of all federal entities in the UAE, during which TRA has presented best practices related to the indicators of the mTransformation of government services, and the quality of online services.

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KNOW US MORE

The employee Aysha Al Munifi holds a Bachelor Degree of Science in Communications Engineering, she has been the Research and Technical support Engineer in TRA since 2014, contributed to the implementation of 13 initiatives and projects, and 37 activities relevant to networks and wireless services in the field of information technology.

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

Focusing on customer's happiness as the government's first priority, in order to achieve the mission of the National Program for Happiness and Positivity, and based on TRA's keenness to achieve customer's happiness, the TRA is pleased to maintain the timing of the call center during the holy month of Ramadan, from 8:00 a.m. to 5:00 p.m., and live chat 7/24.
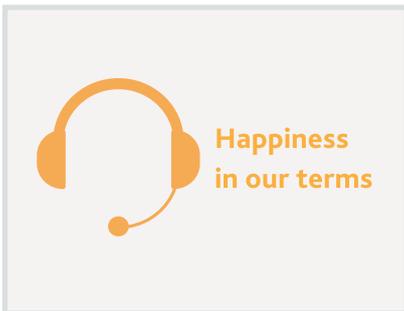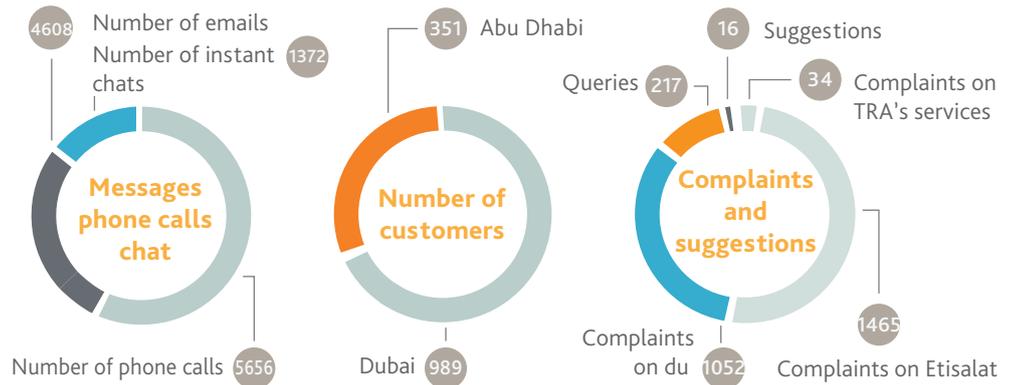
Happiness in our terms

Key processes: processes that are of utmost importance to the entity, in terms of ensuring the implementation and support of the strategy, and guiding the values chain at the entity's level.
Continuous process development: The process of continuous process development, which leads to higher levels of performance by enhancing gradual change.
Process re-engineering: is to assess the efficiency of existing procedures to identify gaps in performance and re-engineer the mechanism to increase efficiency.

24/7 Performance indicators

Messages phone calls chat
- 4608 Number of emails
- 1372 Number of instant chats
- 5656 Number of phone calls

Number of customers
- 351 Abu Dhabi
- 989 Dubai

Complaints and suggestions
- 16 Suggestions
- 217 Queries
- 34 Complaints on TRA's services
- 1465 Complaints on Etisalat
- 1052 Complaints on du

Happiness Indicator

Usage criteria
The usage criteria consists of four main areas:
1. The linguistic content of the equation document:
• Arabic has been adopted as the official language of the document. Institutions with non-Arabic speakers can use the English-language charter, provided that the charter is published in both languages.
• No changes can be made to the linguistic content and the points mentioned in the document. In case of need for modification, it should be done in consultation with the Emirates Programme for Excellence in Government Services.
• Compliance with the use of standard synonyms: (customer, consumers, employees, etc…)

Services Development

The TRA has adopted a smart approach in documenting projects and monitoring their progress, through the automation of the project management processes on the internal portal (Gate) used for communication within TRA.
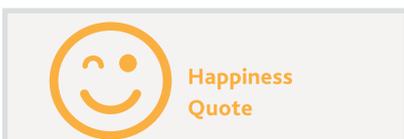
Happiness Quote

'Be optimistic…No matter how long your journey on the train of grief was… it will stop one day in the station of happiness.'

Customs Clearance service

Individuals who are interested in importing telecommunication

Personal use

Manufacturers and supplier

Companies

No-objection on Practicing an eActivity

Application for No-objection on Practicing
an eActivity for websites and social media accounts

Personal use

Companies