

TRA in lines

Dec 2016 / TRA Newsletter

In this issue (Read More...)



ISSUE
29



A delegation from the Telecommunications Regulatory Authority of the Kingdom of Bahrain have visited today the Telecommunications Regulatory Authority (TRA) for the purpose of holding a series of meetings on the preparation mechanisms of a comprehensive strategic plan for the ICT sector on the GCC level.

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The TRA Releases the Seventh Annual UAE Telecommunications Sector Review

The Telecommunications Regulatory Authority (TRA) has released today its Seventh Annual Review of the Telecommunications Sector in the country. The report summarizes the status of fixed line, mobile and data telecom markets in terms of numbers of subscribers as well as service penetration levels, revenues and usage rates. This year's Review covers 4 years, from 2012 to 2015.

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Work Etiquette

The Telecommunications Regulatory Authority (TRA), through Eve Committee, has organized a workshop on 'Work Etiquette' for its female employees, where basic information were provided.

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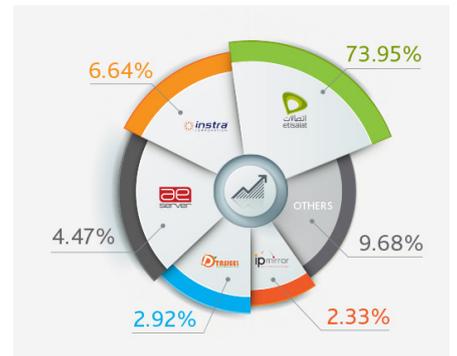


Year of Reading

Continuing its distinctive efforts for the 'Year of Reading'

TRA Honors the Youngest Emirati Writer

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TRA News

Maintaining the lead among Arab Countries

TRA Announces that the Number of Registrants in the National Domain (.ae) Has Reached More than 200 Thousands Registrants.

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The Telecommunications Regulatory Authority has issued new fees regulation for use of frequency spectrum and wireless equipment in the UAE. The new regulation will be effective from 1st January 2017.

The new regulation contains fee for radio services used in land, maritime, terrestrial and satellite, including mobile service, broadcasting, satellite, and services related to emergencies and disaster relief.

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The ITU Regional Forum on ICT Measurement has been officially launched today in Dubai, hosted by the UAE Telecommunications Regulatory Authority (TRA) during the period 14 – 12 December 2016, in coordination and collaboration with the International Telecommunications Union (ITU)

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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

As a part of TRA's efforts in providing the customers with the best quality of services, as well as connect and directly interact with them to respond to their enquiries concerning TRA's services and performance, the system of instant chat has been updated, in addition to launching the 7/24 instant chat starting from 25 December 2016. Moreover, TRA has started publishing the customers' responses to resolving their complaints in TRA's gate.

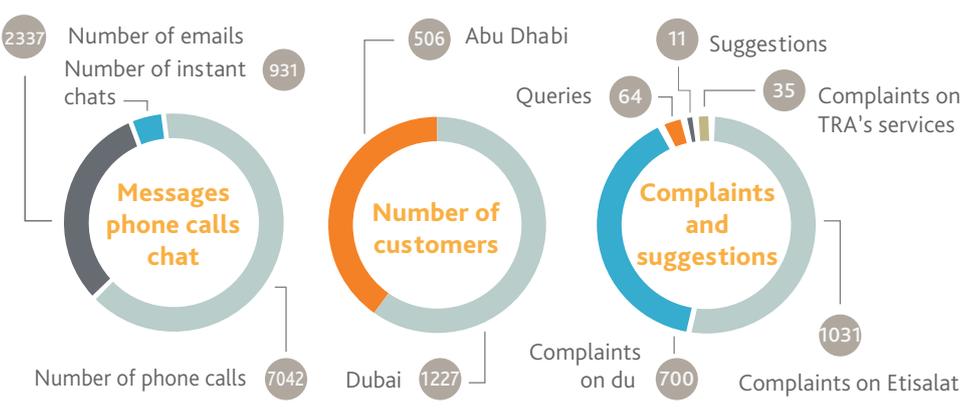


Happiness in our terms

Leaders: A group of people who coordinate and balance between the interests and the activities of all parties concerned to TRA.
The main stages of life: a set of milestones that affect the lives of customers, such as marriage of having a child.
Switching between the channels: the process of switching a particular activity from one channel to the other.



24/7 Performance indicators




Happiness Indicator

The Third Section: 'We work to make you happy':
The federal government entity pledges to make the customers happy by working as one team towards the employment of all possibilities and institutional systems for achieving customers' happiness.
The ten behavioral characteristics of enablers and systems provided and managed by the entity through customers happiness centers, internally or through developing supporting management systems, are: a welcoming environment, quick and simple service provision, ensuring individual privacy in the customer's experience, ensuring justice and equality in service provision, Impressing the customer's in providing services that exceed his/her expectations, listening to the customer's voice, involving the customer in service development, sustainable innovations in future service provision, working in a team spirit.



Services Development

T0 – The idea:



Improvement inputs (performance reports of services and service provision channels – complaints and customers' enquiries reports – comments and suggestions of customers – comments and suggestions of employees – comments and suggestions of the partners – customer satisfaction surveys – mystery shopper studies – self-assessment – evaluation and external audit reports)



Happiness Quote

'The secret of happiness as you can see, is not in the pursuit of more, but in the ability to enjoy the least.'