

About Service Provider

Click Here
(<http://crm.tra.gov.ae/>)

TRA Sectors

The main activities of the TRA are carried out by the Information and eGovernment Sector and the Telecommunications Sector.

Information and eGovernment Sector

The Information and eGovernment Sector is responsible for propelling the electronic Government at the federal level in the UAE. It is steered by the Federal eGovernment Plan 2012-2014 that chalks out the initiatives and plan of action towards building a sustainable eGovernment in the UAE.

The Sector is responsible for managing and developing the official portal of the UAE Government www.government.ae (<http://www.government.ae>) which is a major milestone in the eTransformation of the UAE. It adopts eParticipation as an interactive manner to promote the application of eGovernment and to encourage people to participate in the process of decision making and service improvement.

The Sector oversees the design and management of the federal-wide IT architecture relating to infrastructure, technology, applications and solutions. It also oversees federal-wide IT policies, processes and standards to ensure they conform to the relevant UAE legislative requirements. It administers ICT planning, development and programs and related research to ensure on-going development and enhancement of the Sector.

The Information and eGovernment Sector comprises:

- Policy & Programs Department
- Development Department
- eGovernment Operations Department

Telecommunications Sector

The Telecommunications Sector comprises:

- Department of Regulatory Affairs
- Technology Development Department
- Spectrum Management Affairs

Department of Regulatory Affairs

The Regulatory Affairs Department establishes policies and regulations to promote and regulate the degree of competition in the telecommunications sector. They oversee consumer welfare and balance the needs of consumers, industry and the UAE government.

Technology Development Department

The Technology Development Department facilitates equitable access to infrastructure and fair access to resources while ensuring the continuous development and advancement of the sector through a principled and skilled workforce. Some of the department's responsibilities include technical support to the TRA and the government on issues and matters related to telecommunication, establishing guidelines and policies for new technologies, promoting and managing infrastructure and site sharing between operators, monitoring telecom network quality and operators benchmark among others.

Spectrum Management Affairs

Representing TRA at regional and international telecommunications/ICT and broadcasting forums, SMA establishes and implements regulatory and policy framework for spectrum management in the UAE. The department facilitates introduction of new and innovative wireless technologies by proactively reviewing spectrum utilization; encouraging wireless technology trials; optimizing frequency spectrum use through efficient planning. SMA is committed to comply with the applicable governmental directives. It is also committed to raise public awareness on frequency spectrum issues; interact with the industry groups and academia on frequency spectrum to facilitate the socio-economic and research activities in the UAE.

Contact us : +971 2 6269999 - Working hours :Sunday to Thursday 7:30 am to 02:30 pm

(<https://www.facebook.com/tra.ae>) (<https://www.youtube.com/watch?v=5K1pUkzsp/ae/en/download/index.jsp>)

Contact Us (<http://www.tra.gov.ae/contact-us.html>) | Sitemap (<http://www.tra.gov.ae/sitemap.html>) |
Useful Links (<http://www.tra.gov.ae/useful-links.html>) |
Customer Charter (http://www.tra.gov.ae/processfile.php?f=short_links_icons&file=20150301101215-cd6wnqtxysp0h5r.pdf&l=en)
Disclaimer (<http://www.tra.gov.ae/disclaimer.html>) | Terms & Conditions (<http://www.tra.gov.ae/website-terms-and-conditions.html>) |
Privacy Policy (<http://www.tra.gov.ae/privacy-policy.html>) | Accessibility (<http://www.tra.gov.ae/accessibility.html>) |
RSS (<http://www.tra.gov.ae/rss.php>)
Copyright (<http://www.tra.gov.ae/copyright.html>) © 2014 - 2015 Telecommunications Regulatory Authority (TRA), All Rights Reserved

Website last updated on : 2015-02-22 10:32:36

This site is best viewed in 1024 x 768 resolution

Supports Microsoft Internet Explorer 9.0+, Firefox 35.0+, Safari 5.1+, Chrome 39.0+