

The TRA adopts an open dialogue policy in all its dealings with the telecommunications industry and the public at large. This policy encourages interactive feedback, a free exchange of ideas, and increases trust through transparency. All proposals, consultations, decisions, guidance, interim documents etc. are published on the TRA's website.

## Consultation

This open dialogue and transparent approach is embodied in our total commitment to public consultation. All aspects of regulation are subject to consultation. The framework through which the Authority carries out its consultations is laid out in the Consultation Regulation issued on 10 August 2003. All consultation documents:

- are issued in Arabic and English
- are published via the TRA website and the media
- are sent to key organizations with a known interest
- highlight the specific points or question on which the TRA would particularly welcome comments
- specify what the outcome of the process will be - for example, a regulation or a determination - and cites the parties it will be applied to
- give the TRA's own position on the issue
- give clear guidance on how and when to respond together with the future timetable for action.

The various specialist units within the TRA (see Figure 1) contribute their own expertise to ensure

that different aspects of the issue are considered and analysed before the document is published. The TRA may also hold a public hearing during the consultation period (see below).

In general, the comments can be sent to the TRA by mail, fax or email (consult@tra.org.bh). The TRA welcomes all comments, and since some of these may be commercially sensitive, the TRA gives respondents the option of requesting that all or some of their comments are treated as confidential. Respondents need to clearly demonstrate the commercial sensitivity of the relevant parts, as well as providing the TRA with a version of the comments that can be published.

Once the comments are received, the TRA begins a careful examination of the points raised by the respondents, and issues a report on the comments received for each consultation. By collating all the responses the report provides a broader picture of the concerns and views expressed by respondents. The report gives details of any changes to its approach resulting from the consultation.

The final step of the consultation process is to issue the draft regulation for comment. Once the comments are received and carefully examined, and any necessary amendments made, the TRA issues the final regulation. More details on how the process was set up are given in the next chapter on TRA's Activities and a list of consultations is given in Annex D.

## Public hearings

Depending on the subject of the consultation and the importance of the issues under discussion, the TRA may hold public hearings during the consultation period in order to allow the public to voice their concerns and comments to the TRA in an open forum. Prior to the public hearing, the TRA announces the date and publishes an agenda on its website. A record of the public hearing is also published on the TRA's website.

# TRA's approach to its work

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