



*Press Release*

## **The Telecommunications Consumer Advisory Group Holds its Seventh Meeting**

Sunday, 20 July 2008

The Telecommunications Consumer Advisory Group (CAG) held its seventh meeting last week. The meeting was chaired by the chairperson Shaikha Haya bint Rashed Al Khalifa.

The group discussed Telecommunications Consumers Protection Guidelines proposed by the Telecommunications Regulatory Authority (TRA) for the Arab regulators network in Tunisia last June, which is aimed to be implemented in Bahrain by the end of the year.

During the meeting, TRA's Communications and Consumer Affairs Director Ms. Dana Chehab gave a presentation on the issue of radiation from mobile base stations and TRA's efforts to ensuring the safety of users and residence in the Kingdom. She emphasised that the studies carried out indicate that radiation from Mobile base stations in Bahrain is 10,000 times lower than the international standard for radiation levels, which is accepted by the World Health Organization.

Dr. Hassan Fakhroo vice-chairperson initiated a comprehensive discussion regarding the Draft Regulation on quality of service, which was published by TRA for public consultation last month. The key objective of the Regulation is to provide information to improve the quality of service provided, and assist consumers in making informed selection of services and service providers. The discussion will be continued in the next group meeting.

Sheikha Haya Al Khalifa said "The members of the group have shown high commitment to the role and the work plan of the Advisory Group aiming to voice consumer issues and concerns to both TRA and service providers. As a step to ensure the access of the public to the group and to our activities, we have created an email address ([cag@tra.org.bh](mailto:cag@tra.org.bh)) welcoming all consumers' comments and opinions on the telecommunications services offered in Bahrain".

The advisory group members are Dr. Hassan Fakhro, Mr. Hussain Al Ameer, Mr. Gregory White, Mr. Majed Naser, Mr. Zakarya Khunji, Mr. Mohammed AlDhaen, Mr. Mohammed Nami, Mr. Sreekumar P P, Mrs. Saba Seyadeh, and Miss Alanood Mohammed.

## **About the Consumer Advisory Group**

In order to adopt an open-dialogue policy with the public and promote the interests of consumers, TRA has established the Consumer Advisory Group. The Group will enable consumers to take an active role in issues that affect them, through their recommendations and feedback to the TRA. The Group is independent of the TRA, and while the TRA may offer its help on request, it is not involved in the recommendations made by the group.

## **About TRA**

The Telecommunications Regulatory Authority (TRA) was established by Legislative Decree No. 48 of 2002 promulgating the Telecommunications Law. TRA is an independent body and its duties and powers include, among other things, protecting the interests of subscribers and users and promoting operators effective and fair competition among existing and new licensed operators. More information regarding TRA can be viewed at [www.tra.org.bh](http://www.tra.org.bh)

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