Minister of Transport and Communications Decision No.(28) of 2017 on the Establishment of Sections in the Administrative Units of the Communications Regulatory Authority and the Designation of their Competences

The Minister of Transport and Communications,

After having perused the Emiri Decision No. (29) of 1996 on resolutions of the Council of Ministers submitted to the Emir for ratification and promulgation thereof,

The Emiri Decision No. (42) of 2014 on the establishment of the Communications Regulatory Authority,

The Council of Ministers' Resolution No. (6) of 2017 on amending the organization of some administrative units of the Communication Regulatory Authority and designating their competences ,

The Council of Ministers' approval of the draft of this Decision at its ordinary meeting no. 22 of 2016 held on 1/6/2016, and

The proposal of the President of the Communications Regulatory Authority,

Has decided the following:

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Article 1

Sections shall be established in the administrative units of the Communications Regulatory Authority as set out in the attached organizational chart. The competences of such sections shall be designated as set forth in this Decision.

Article 2

The Shared Services Department shall be composed of the following sections:

1. The Human Resources Section.
2. The Financial Affairs Section.
3. The Administrative Services Section.
4. The Archive Section.
5. The Information Systems Section.

Article 3

The Human Resources Section shall be specialized in the following:

1. Undertaking the procedures related to the Authority's personnel affairs in respect of all human resources affairs.
2. Specifying the jobs and employees needs of the Authority in coordination with the various administrative units.
3. Announcing the job vacancies in line with the needs of the concerned administrative units, carrying out the procedures for the appointment of the selected candidates, and following up them during the probation period.

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4. Specifying the training needs of the Authority's personnel in coordination with the various administrative units.
5. Preparing the annual training plan in coordination with the concerned administrative units, following up its implementation after the approval thereof from the competent authority, and preparing the necessary reports thereon.
6. Preparing the necessary studies on linking the training programmes to the career path of each employee, in coordination with the competent authority and the concerned administrative units.
7. Preparing a draft description, classification and grading of the jobs and following up the implementation and development thereof.
8. Preparing the draft functional structure of the Authority.

Article 4

The Financial Affairs Section shall be specialized in the following:

1. Implementing the financial laws, regulations and systems related to the Authority's work.
2. Preparing the draft annual budget of the Authority in coordination with the concerned administrative units and following up its implementation.
3. Estimating the cost of the Authority's annual procurement needs in coordination with the various administrative units.
4. Undertaking all financial works in relation to the procurement of supplies, tools, furniture and equipment.
5. Carrying out the works related to procurement, tenders and auctions of the Authority in line with the rules and systems applicable in the State.

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6. Preparing disbursement vouchers and all the other financial transactions.
7. Supervising the implementation of credits, auditing the revenue and expenditure accounts and preparing the necessary periodic reports.
8. Collecting fees and charges for the services performed by the Authority and taking the necessary action in this regard.
9. Following up the collection of the Authority's receivables.
10. Coordinating with the financial control bodies regarding the regulations and contracts and responding to these bodies' observations on the financial operations of the Authority.
11. Keeping and auditing all records and petty cash books in accordance with the applicable rules, regulations and decisions.

Article 5

The Administrative Services Section shall be specialized in the following:

1. Developing maintenance plans, programmes and arrangements for the premises, furniture and equipment of the Authority.
2. Taking the procedures for concluding the maintenance and cleaning contracts and following up the implementation thereof.
3. Following up the communication services and following up the payment of the costs of these services.
4. Supervising the warehouses of the Authority and the communication, electricity, water, air conditioning and lighting services as well as the other services necessary for the safety and efficiency of work at the Authority.

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5. Developing security and safety plans and following up their implementation.
6. Supervising the Authority's labourers and office attendants employees and distributing them to the various administrative units according to operational needs and requirements.
7. Specifying the Authority's needs of procurement and services and setting the necessary specifications therefor, in coordination with the concerned administrative units, and including such needs in the draft annual budget of the Authority.
8. Receiving and storing goods in proper ways and following up their movement, meeting the needs of the various administrative units using such goods, and keeping the necessary records in this regard.
9. Taking the necessary procedures to allocate government housing to the employees of the Authority and paying them furniture allowance, in coordination with the competent authorities.
10. Undertaking all works related to visas and residency permits for the Authority's non-Qatari employees.

Article 6

The Archive Section shall be specialized in the following:

1. Receiving, coding and registering the external incoming mail and saving a copy thereof.
2. Distributing the incoming mail to the concerned administrative units in accordance with the system followed in this regard.
3. Distributing external outgoing mail to the concerned bodies outside the Authority after coding and recording it in

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accordance with the followed system and after ascertaining that all the attachments are included therewith.

4. Saving copies of the outgoing mail and sending their copies to the concerned bodies in accordance with the followed procedures and systems.
5. Opening and keeping the files necessary to save copies of incoming and outgoing mail, letters, transactions, telegrams and others in accordance with the followed systems.
6. Reviewing the numbers affixed to the incoming and outgoing mail, letters and transactions to make sure that they match the file numbers.
7. Regulating, arranging and saving the files in a way that makes it easy to refer to them and ensures their protection from damage and loss.

Article 7

The Information Systems Section shall be specialized in the following:

1. Studying, proposing and implementing the information projects and solutions to automate the work of the Authority.
2. Periodically evaluating the performance of the applicable information systems and working to improve their performance.
3. Managing and updating the Authority's databases on its own servers and maintaining and operating such servers and monitoring data growth rates.
4. Documenting all programs and systems in use.
5. Installing, testing and configuring the communication network devices.

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6. Supervising and supporting the communication network and following up failures that may occur therein.
7. Supervising the electronic connection with the various relevant bodies, especially the equipment and connection lines and their respective settings.
8. Creating, following up and updating the website of the Authority on the Internet and developing it continuously.
9. Implementing an advanced security system for both the internal communication network and the Internet network to provide protection against security breaches.
10. Providing technical support and maintenance for computers and their accessories including monitors, printers, scanners and others.
11. Providing support and technical assistance for computer users in general and existing systems and programs.

Article 8

The Frequency Spectrum Department shall be composed of the following sections:

1. The Frequency Spectrum Planning Section.
2. The Frequency Spectrum Licensing Section.
3. The Frequency Spectrum Monitoring Section.
4. The Type Approval Section.

Article 9

The Frequency Spectrum Planning Section shall be specialized in the following:

1. Planning the frequency spectrum to improve its efficiency and flexibility for the implementation of new technologies,

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ensuring optimal use of the available frequencies, ensuring the balance between the demand and the availability of spectrum, and maximizing the return from the use of frequencies within the limits of international rules.

2. Preparing the national frequency spectrum plan, in coordination with the competent authorities.
3. Managing the frequency spectrum in accordance with the local and international rules and regulations, in coordination with the international and regional frequency spectrum organizations.
4. Examining radio frequency distribution or allocation applications and providing technical opinion on such applications for the applicants.
5. Coordinating terrestrial and satellite frequency spectrum at the regional and international levels.
6. Following up the conventions, resolutions, recommendations and standards of International Telecommunication Union, and taking appropriate actions in this respect.
7. Studying the international frequency information bulletins issued by the Radiocommunication Bureau and taking the necessary action in this regard, in coordination with the competent authorities.
8. Coordinating with the relevant bodies regarding the updates received from the International Telecommunication Union in relation to spectrum management.
9. Preparing appropriate standards and instructions, in coordination with the competent authorities, for electromagnetic radiation emissions to ensure their conformity with international standards.

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10. Preparing and proposing important and strategic spectrum issues that are of interest to all spectrum users in the State to submit them to the Qatar National Spectrum Coordination Committee.

Article 10

The Frequency Spectrum Licensing Section shall be specialized in the following:

1. Preparing regulatory frameworks for frequency spectrum licensing.
2. Preparing regulations, rules and statements on the use of frequency spectrum and its usage fees.
3. Preparing the regulations and procedures necessary for the issuance, amendment, renewal and cancellation of the spectrum licenses.
4. Taking the procedures to issue, amend, renew and cancel frequency spectrum licenses and managing the databases associated with spectrum licenses and their annual fees.
5. Managing call signals and Maritime Mobile Service Identity numbers according to the global regulatory framework and national plans in this regard.
6. Following up the procedures taken against violators of the license terms, in coordination with the concerned administrative units and the competent authorities.

Article 11

The Frequency Spectrum Monitoring Section shall be specialized in the following:

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1. Monitoring licensed frequencies, detecting unlicensed operating frequencies and ensuring the use of frequencies according to license, regulations and conditions of frequency spectrum licenses.
2. Coordinating with the competent administrative units to monitor the quality of the services provided by service providers and carrying out the necessary field tests to ensure that the quality of the services provided by service providers conforms to the requirements of the quality of service.
3. Addressing harmful interference, identifying its sources and taking the necessary measures to reduce interference, in coordination with the concerned administrative units and the competent authorities.
4. Taking appropriate measures regarding violations of the use of unlicensed frequencies, in coordination with the concerned administrative units and the competent authorities.
5. Verifying cases of interference or cross-border coverage and coordinating with regional and international bodies to take appropriate action.
6. Carrying out preventive and corrective maintenance for all monitoring stations and equipment and for service quality measurement stations, examining equipment and antennas, and keeping records up-to-date.
7. Monitoring electromagnetic radiation emissions from Radiocommunication stations and preparing the necessary reports in this regard.

Article 12

The Type Approval Section shall be specialized in the following:

1. Preparing type approval regulations.

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2. Preparing conditions and specific procedures to ensure that the type approval of communication equipment conforms to international standards.
3. Preparing technical specifications for communications equipment in accordance with the State's regulations.
4. Preparing mechanisms and procedures for inspecting communications equipment entering the State through its various borders.
5. Preparing class licenses periodically for specific types of Radiocommunication equipment.
6. Conducting tests and assessments of communications equipment submitted to get accreditation and dismantling and assembling the equipment.
7. Issuing the necessary permits for suppliers of communications equipment, in coordination with the competent authorities.
8. Conducting tests and technical assessments of communications equipment submitted to obtain type approval.
9. Inspecting communications equipment that enters the State through its various borders and conducting periodic inspection to uncover communications equipment that violates the provisions of the Telecommunications Law.
10. Monitoring the market periodically to ensure that suppliers of communications equipment comply with the approved regulations, and preparing the necessary reports in this regard.

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Article 13

The Regulation and Competition Affairs Department shall be composed of the following sections:

1. The Competition Policies Section.
2. The Tariff and Cost Section.
3. The Licensing and Compliance Section.
4. The Market Data Study Section.

Article 14

The Competition Policies Section shall be specialized in the following:

1. Preparing the regulations and decisions that fall within the competence of the department, in relation to the regulation of the sectors of communications, information technology, mail and access to digital media.
2. Studying the status of competition in the markets of communications, information technology, mail and access to digital media, and making appropriate recommendations for the development of the said markets.
3. Preparing the methodology for market definition and dominance designation and preparing the necessary decisions in this regard.
4. Investigating in the violations of the provisions of competition in the markets that fall within the jurisdiction of the Authority and taking appropriate action in connection therewith.

Article 15

The Tariff and Cost Section shall be specialized in the following:

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1. Preparing policies and regulations to calculate the cost of wholesale and retail, including cost models and accounting separation systems.
2. Reviewing the wholesale and retail tariff of dominant service providers to ensure the development of markets in a competitive manner.
3. Preparing regulatory rules for interconnection and access.
4. Reviewing and approving cost models and accounting separation systems for dominant service providers.
5. Analyzing the cost of services to assess the position of service providers, to take appropriate action to ensure the development of markets in a competitive manner.

Article 16

The Licensing and Compliance Section shall be specialized in the following:

1. Studying and preparing individual licenses and taking their issuance procedures.
2. Preparing the standards, procedures and systems of class licenses and approvals that are issued by the Authority for all services that fall within its powers.
3. Studying, preparing and issuing class licenses.
4. Preparing license forms and the areas of their licensed activities and publishing them on the website of the Authority after having them approved.
5. Verifying compliance with the legal provisions relating to the activities of the Regulation and Competition Affairs Department, including the provisions contained in the licenses, in coordination with the concerned administrative units, and referring violations to the Legal Affairs Unit.

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Article 17

The Market Data Study Section shall be specialized in the following:

1. Managing market database and indicators that fall within the competence of the Authority.
2. Carrying out market research, and preparing the necessary reports thereon.
3. Conducting analytical studies that assist the department in performing its competences.

Article 18

The Consumer Affairs Department shall be composed of the following sections:

1. The Consumer Awareness and Research Section.
2. The Consumer Complaints and Protection Section.
3. The Quality of Service Section.

Article 19

The Consumer Awareness and Research Section shall be specialized in the following:

1. Preparing manuals related to consumer awareness.
2. Conducting research and surveys in relation to communication and mail services to customers and the public, and drawing conclusions to develop and enhance consumer experience.
3. Preparing and organizing events related to protection of the consumers of services subject to control of the Authority in order to raise awareness, in coordination with the concerned departments.

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4. Coordinating and cooperating with all concerned and competent authorities in the field of consumer protection and awareness in the State.

Article 20

The Consumer Complaints and Protection Section shall be specialized in the following:

1. Preparing, implementing and evaluating the regulations related to the protection of consumer rights.
2. Taking necessary measures to protect consumers, in accordance with applicable laws and regulations.
3. Monitoring policies and regulations related to consumer protection among service providers and customers and the public in order to ensure transparency and clarity.
4. Preparing regulations for the advertising of services that are subject to the control of the Authority, implementing such regulations, and monitoring compliance therewith.
5. Reviewing the advertising material of the promotional offers introduced by service providers, to ensure its compliance with the approved regulatory frameworks, in coordination with the concerned administrative units.
6. Preparing rules and regulations for the management and resolution of consumer complaints in coordination with the concerned administrative units.
7. Receiving inquiries and complaints from consumers, forwarding them to the competent departments, and following up the response thereto.

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Article 21

The Quality of Service Section shall be specialized in the following:

1. Monitoring the conditions and regulations related to the service quality of the services subject to the control of the Authority.
2. Preparing the service quality criteria and standards in coordination with service providers and concerned authorities, and following up their implementation and service providers' compliance therewith in coordination with the concerned administrative units.
3. Reviewing and evaluating service providers' reports on the quality of services in coordination with the concerned departments and units within the Authority.
4. Following up licensed companies' compliance with technical criteria and standards.
5. Coordinating with the concerned departments and units within the Authority when conducting periodic field measurements to ensure the quality of geographical coverage and quality of licensed services, and preparing the necessary reports.

Article 22

The Technical Affairs Department shall be composed of the following sections:

1. The Numbering and Interconnection Section.
2. The Internet Domains Section.
3. The Infrastructure and Access Section.
4. The Standards and Next Generation Technology Section.

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Article 23

The Numbering and Interconnection Section shall be specialized in the following:

1. Managing the National Numbering Plan and monitoring its implementation and proposing the necessary changes to the plan as necessary.
2. Allocating the numbers used in communications services, following up the collection of usage fees of numbers and preparing the related reports.
3. Preparing regulations for numbers transfer service.
4. Informing concerned regional and international bodies of amendments to the numbering and the National Numbering Plan, in coordination with the concerned administrative unit.
5. Preparing interconnection technical standards and monitoring their implementation.
6. Verifying any violation of the provisions of interconnection agreements and making the necessary recommendations in this regard.

Article 24

The Internet Domains Section shall be specialized in the following:

1. Updating and implementing policies related to the regulation and management of the State Internet top-level domains.
2. Maintaining the operation of the State Internet top-level domains system.
3. Licensing and accrediting the registration companies of Internet domains in the State, following up the collection of domains registration fees and providing the necessary technical support for accredited registrars and owners of Internet domains.

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4. Implementing the standards that relate to the management of Internet infrastructure in coordination with regional and international bodies and the concerned administrative unit and preparing reports in this regard.
5. Supervising and maintaining the security and safety of the State Internet top-level domains system in coordination with the parties concerned with cybersecurity.

Article 25

The Infrastructure and Access Section shall be specialized in the following:

1. Receiving and examining applications for licenses to build communication stations and towers and following up their issuance procedures, in coordination with the competent authorities.
2. Preparing the technical standards related to the physical and logical infrastructure that falls under the supervision of the Authority to ensure the efficiency of its deployment and fair access to it, and monitoring the implementation of such standards.
3. Preparing the technical standards related to sharing the physical and logical infrastructure that falls under the supervision of the Authority, and monitoring the implementation of such standards.
4. Providing technical opinion on communications infrastructure plans in construction and architectural projects.
5. Supervising the application of the technical standards of communications internal connections, and granting the necessary approvals in this regard.

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6. Supervising the establishment of the State's communication infrastructure ducts, in coordination with the competent authorities, receiving such ducts, providing use of and access to such ducts to service providers, and following up the collection of any fees resulting from their use.
7. Approving the communications services infrastructure plans within the road reserve and approving applications for the opening of the road reserve for communications infrastructure.
8. Coordinating with the concerned administrative units to monitor the quality of the services provided by service providers and conducting the necessary field tests to ensure that the quality of the services provided by service providers conforms to the quality of service requirements.

Article 26

The Standards and Next Generation Technology Section shall be specialized in the following:

1. Conducting researches and studies on the services and applications of next generation networks for the future communications of the State.
2. Preparing and updating the modern technical standards and specifications for communication networks and Internet points.
3. Supervising the implementation of plans, programs and projects to develop the applications of the next generation networks for communications and the Internet and their uses.
4. Implementing the procedures necessary for the transition to new Internet protocols.

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5. Implementing the technical standards and specifications for next-generation communication applications and networks, in coordination with relevant regional and international organizations and the competent administrative unit, and preparing the necessary reports in this regard.

Article 27

All the competent authorities, each within its own competence, shall implement this Decision. This Decision shall come into force on the date of its issuance and it shall be published in the Official Gazette.

Jassim Bin Saif Al-Sulaiti
Minister of Transport and Communications

Issued on: 22/11/1438 AH
Corresponding to: 14/08/2017 AD

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