



إدارة العقود  
Contracts Department

**Emiri Decision No. (42) of 2014  
on Establishing the Communications Regulatory Authority**

**We, Tamim Bin Hamad Al Thani, Emir of the State of Qatar,**

After having perused the Constitution,

The Telecommunications Law promulgated by Decree Law No. (34) of 2006,  
Emiri Decision No. (27) of 2014 on the organizational structure of the Ministry  
of Communications and Information Technology, and

The proposal of the Council of Ministers,

**Have decided the following:**

**Article (1)**

In applying the provisions of this Decision, the following words and expressions shall have the meanings respectively assigned thereto unless the context requires otherwise:

**The Authority:** The Communications Regulatory Authority.

**The Minister:** The Minister of Communications and Information  
Technology.

**The President:** The President of the Authority.





### Article (2)

A public authority called "*the Communications Regulatory Authority*" shall be established. It shall have a legal personality and a budget to be annexed to the budget of the Ministry of Communications and Information Technology.

### Article (3)

The Authority shall be affiliated to the Minister of Communications and Information Technology and shall be headquartered in the city of Doha.

### Article (4)

The Authority shall undertake to regulate the sector of telecommunications and information technology, post and access to digital media with the aim of contributing to the provision of advanced and reliable telecommunications services that serve throughout the State. For this purpose, the Authority shall be entitled to exercise all the necessary powers, and in particular, the following:

1. Developing regulatory frameworks for the sector of telecommunications and information technology, postal services and access to digital media in accordance with the public policy of the sector and in a manner that achieves optimal performance therefor.
2. Providing a transparent and fair legal and regulatory environment to build a competitive and innovative sector that attracts investment.
3. Promoting competition, preventing or limiting non-competitive practices, preventing any person or entity from abusing its dominant position in the market and taking the necessary actions therefor.
4. Protecting the rights and interests of the public and service providers in the market, promoting transparency and working on providing advanced and innovative services of good quality at reasonable prices to meet the needs of the public.





5. Securing access to the services throughout the State and promoting universal access to the basic services.
6. Guaranteeing interconnection and access for all users by developing effectively the conditions for interconnection and access.
7. Managing scarce resources, such as radio spectrum, numbers and domain names, and ensuring optimal use thereof.
8. Developing a system to settle disputes in an orderly, transparent, fair, timely and effective manner.
9. Setting conditions and criteria for granting special licenses and approvals for telecommunications and information technology services, post, access to digital media and use of frequencies, issuing the licenses and approvals related thereto and ensuring compliance with the conditions contained therein.
10. Specifying standard criteria for the quality of performance of various services and monitoring compliance with these criteria by the authorities licensed to provide such services.
11. Establishing the standards and procedures that are necessary for the accreditation of telecommunications devices and equipment, including the devices and equipment that have been already accredited from other countries, and issuing the licenses and approvals related thereto.
12. Conducting studies and researches in the telecommunications sector with a view to encourage the modernization of telecommunications networks and services thereof.
13. Coordinating with the Ministry concerning the representation of the State in the local, regional and international bodies in the telecommunications and postal sector that is related to its competence.
14. Monitoring compliance with regulatory frameworks and taking necessary actions toward licensees to ensure compliance therewith.
15. Any other duties or competences vested in it under the legislations in force.





### Article (5)

The Minister shall be responsible for the general performance of the Authority, and he shall have the authorities and powers necessary to achieve its goals, and in particular, the following:

1. Exercising general supervision over the performance of the Authority.
2. Proposing the annual estimated budget of the Authority.
3. Approving the granting, amendment, renewal, suspension and cancellation of individual licenses and specifying the conditions and procedures necessary for their issuance.
4. Approving the national plans of frequency spectrum and numbering and approving the special policy of universal service.
5. Submitting an annual report on the achievements and action programmes of the Authority to the Council of Ministers at the end of each fiscal year and discussing the data and reports related thereto.

### Article (6)

The Authority shall have a President, and an Emiri Decision shall be issued on appointing him.

By an Emiri Decision, an assistant to the President may be appointed to replace him whenever he is absent or his position is vacant. The President may delegate some of his competences to his assistant.

The President shall represent the Authority before judiciary and in its relations with others.

### Article (7)

Under the supervision of the Minister, and within the framework of the Authority's general policy, the President shall undertake to run all of the Authority's technical, financial and administrative affairs in accordance with





the established laws, regulations and rules and within the limits of the annual budget. In particular, the President shall be entitled to do the following:

1. Setting the general policy of the Authority and supervising the implementation thereof.
2. Approving the plans and project programs of the Authority and following up the implementation thereof.
3. Supervising the proper functioning of the Authority.
4. Proposing fees and charges for the services provided by the Authority.
5. Proposing legislation relating to the work of the Authority.
6. Preparing an annual report on the action programmes of the Authority and their achievements and submitting it to the Minister at the end of each fiscal year.

The decision of the President stipulated in item (1) shall not be effective except after it is approved by the Council of Ministers, upon the proposal of the Minister.

### Article (8)

The Authority shall consist of the administrative units shown in the organizational chart attached to this Decision, which are as follows:

1. The President's Office.
2. The Internal Audit Unit.
3. The Planning and Quality Unit.
4. The Legal Affairs Unit.
5. The Public Relations and Communication Unit.
6. The Shared Services Department.
7. The Frequency Spectrum Department.
8. The Regulation and Competition Affairs Department.
9. The Consumer Affairs Department.





10. The Technical Affairs Department.

**Article (9)**

The Internal Audit Unit shall be specialized in the following:

1. Developing the draft annual audit plan for the administrative units of the Authority, submitting such plan to the President for its approval and preparing reports on the results of the audit.
2. Monitoring compliance with implementation of the laws, regulations and decisions related to the activities of the Authority.
3. Auditing the financial documents of receipt vouchers, payment vouchers, journal vouchers and other vouchers after disbursement.
4. Reviewing the financial instructions and proposing the necessary amendments thereto and monitoring their implementation.
5. Monitoring the procedures of employees' appointment, leaves and promotions and others related to the employees' affairs, and verifying the compliance with the laws, regulations and decisions regulating them.
6. Ensuring the safety of funds, petty cash, furniture, tools, buildings and other assets that are owned or supervised by the Authority.
7. Participating in taking the inventory of warehouses and in auditing other petty cash funds.

**Article (10)**

The Planning and Quality Unit shall be specialized in the following:

1. Preparing the general strategic plan of the Authority in coordination with the competent authorities and concerned administrative units and taking the procedures for the adoption thereof.
2. Submitting the draft operational plans of projects and programmes of the various administrative units for the President's approval.





3. Following up the implementation of the strategic plan and operational plans of the Authority, evaluating their results and submitting periodic reports thereon.
4. Examining the problems and obstacles encountered in the implementation of the strategic plan and operational plans and proposing appropriate solutions thereon.
5. Ensuring that the systems and methods of work are in harmony with the competences and objectives of the Authority and submitting the necessary proposals in this regard.
6. Developing programmes to assess the institutional performance to ensure the quality of services in the administrative units.
7. Reviewing and evaluating the performance of the administrative units and developing proposals to improve the overall efficiency thereof.
8. Examining the problems and obstacles of the work at the Authority and investigating their causes and proposing appropriate solutions therefor.
9. Proposing plans to develop systems and methods of work and simplifying the procedures in coordination with the competent authorities and the concerned administrative units.

### Article (11)

The Legal Affairs Unit shall be specialized in the following:

1. Examining, studying and following up the legal matters related to the Authority's activity, in coordination with the concerned administrative units.
2. Preparing draft legislative instruments for the Authority and providing opinion on the draft laws referred thereto.
3. Providing legal opinion on the subjects referred thereto.





4. Preparing draft contracts, agreements and memorandums of understanding relating to the competences of the Authority, in coordination with the concerned administrative units.
5. Investigating into the facts and violations attributed to the employees of the Authority, preparing the necessary memoranda on the results of the investigation together with the legal opinion and recommendations and presenting them to the competent authority and following up the implementation of the decisions taken in this respect.
6. Following up the disputes and cases to which the Authority is a party, in coordination with the competent authorities.

### Article (12)

The Public Relations and Communication Unit shall be specialized in the following:

1. Issuing bulletins and information programs aimed at explaining the role, activities and competences of the Authority, in coordination with the concerned administrative units.
2. Following up the topics published in the newspapers and media which are related to the Authority and its competences, presenting such topics to the officials and preparing response thereto.
3. Receiving applications and complaints from clients and forwarding them to the concerned administrative units and answering their queries.
4. Making the travel, hospitality and accommodation arrangements for guests of the Authority and visiting and departing delegations, in coordination with the concerned administrative units.
5. Organizing cultural, social and sport activities for the employees of the Authority and supervising the celebrations that the Authority holds or participates in.





6. Organizing conferences, seminars and exhibitions that the Authority holds and preparing the budget necessary therefor, in coordination with the concerned administrative units.
7. Preparing work papers related to local, regional and international conferences, seminars and meetings concerning the activity of the Authority, in coordination with the concerned administrative units and competent authorities.
8. Preparing the reports and responses requested by the regional and international organizations, unions and bodies in relation to the activity of the Authority, in coordination with the concerned administrative units, and following up the recommendations they issue, in coordination with the competent authorities in the State.
9. Preparing the necessary reports on the efficiency and effectiveness of international cooperation with the regional and international organizations, unions and bodies in relation to the activity of the Authority.

### Article (13)

The Shared Services Department shall be specialized in the following:

1. Implementing the laws, regulations and financial and administrative systems related to the work of the Authority.
2. Implementing the laws, regulations and systems relating to personnel affairs.
3. Meeting the needs of the Authority and its various administrative units by supplying the equipment, devices and services that are necessary for the performance of their functions, in coordination with the concerned administrative units.
4. Preparing a draft description, classification and grading of jobs, and following up the implementation and development thereof.





5. Specifying the Authority's needs for jobs and employees in coordination with the various administrative units.
6. Specifying the training needs of the Authority's employees, in coordination with the various administrative units, following up their implementation and assessing the employees' benefit therefrom.
7. Undertaking the procurement, tenders and auctions works of the Authority, in accordance with the rules and regulations in force in the State.
8. Preparing disbursement documents and all other financial transactions related to the work of the Authority.
9. Supervising the operation of credits and auditing the income and expenditure accounts related to the work of the Authority.
10. Preparing the draft estimated budget of the Authority, in coordination with the concerned administrative units.
11. Performing all services related to information systems and computer use.
12. Carrying out the necessary maintenance works for the various buildings, facilities and machines of the Authority, in coordination with the competent authorities.
13. Providing the administrative services and supervising the warehouses of the Authority.
14. Collecting the fees and charges of the services performed by the Authority.
15. Receiving, classifying and recording incoming and outgoing mail, regulating the archive of the Authority and keeping documents according to the latest methods.

### Article (14)<sup>1</sup>

The Frequency Spectrum Department shall be specialized in the following:

<sup>1</sup> Amended by the Council of Ministers' Decision No. 6 of 2017





1. Planning the frequency spectrum to improve its efficiency and flexibility to implement new technologies, ensuring optimal use of the available frequencies and maximizing the return on their use within the limits of international rules.
2. Coordinating the terrestrial frequency spectrum used by satellites at the regional and international levels.
3. Ensuring balance between demand and availability of frequency spectrum.
4. Developing the regulations and procedures necessary for granting licenses of frequency spectrum services and issuing the relevant licenses.
5. Organizing frequency spectrum monitoring and periodic monitoring of the licensed frequencies, ensuring the use of frequencies according to the licenses, regulations, signs and conditions of frequency spectrum licenses, and detecting the use of unlicensed operating frequencies.
6. Monitoring electromagnetic radiation emissions from Radiocommunication stations and developing the appropriate standards and instructions to ensure their compliance with the international standards, in coordination with the competent authorities.
7. Establishing special controls and procedures to ensure that the type approval of terminal communications equipment and Radiocommunication equipment is consistent with international standards.
8. Establishing mechanisms to inspect communications equipment entering the State and conducting periodic inspection to find equipment that violates the provisions of the Telecommunications Law.
9. Ensuring the compatibility and quality of the services provided by service providers and ascertaining their conformity to the standards and conditions of licenses.
10. Issuing the regulations, decisions, orders, rules and statements related to the use of frequency spectrum and frequency spectrum fees, after obtaining the necessary approvals.





### Article (15)<sup>2</sup>

The Regulation and Competition Department shall be specialized in the following:

1. Controlling the methodology and specifying the criteria necessary to assess the level of affecting market power and adjusting them as required and establishing the economic foundations therefor.
2. Establishing appropriate indicative bases, prioritizing the telecommunications market or telecommunications services according to market requirements and regulating and specifying retail and wholesale charges.
3. Evaluating the status of service providers and ensuring that they act independently of customers and competitors, whether by acting alone or in cooperation with others, and issuing regulations, orders and decisions necessary to control the competitive market.
4. Ensuring that necessary elements are in place to prevent dominant service providers from taking any actions or activities that affect or may have an effect on reducing competition primarily in any telecommunications markets.
5. Establishing regulatory bases for interconnection and access.
6. Preparing criteria to identify relevant markets and monitoring market conditions, competition and the position of dominant service provider.
7. Developing and specifying the policies and regulations for all services aimed at creating a competitive market that serves the interests of users.
8. Reviewing the current framework of access to digital media and developing appropriate regulatory policies and procedures.
9. Examining the status of competition in the postal services market, making appropriate recommendations for the development of the postal sector and preparing policies and regulatory frameworks for it.

<sup>2</sup> Amended by the Council of Ministers' Decision No. 6 of 2017





10. Setting fair, objective and transparent licensing standards, procedures, rules and terms and conditions, and publishing the licensing forms and the licensed fields of activities on the Authority's website.
11. Setting conditions and criteria for granting the licenses and approvals of telecommunications services, information technology, post and access to digital media, issuing relevant licenses and approvals and ensuring compliance with the conditions contained therein.

### Article (16)<sup>3</sup>

The Consumer Affairs Department shall be specialized in the following:

1. Developing, implementing and assessing the policies and regulations relating to the protection of consumer rights within the framework of the work of the Authority.
2. Setting the regulations and systems for the management and resolution of consumer complaints within the framework of the work of the Authority.
3. Monitoring the terms and regulations of telecommunications and postal services among service providers, customers and the public in order to ensure transparency and clarity.
4. Conducting researches and survey studies related to telecommunications and postal services for customers and the public.
5. Developing the advertising regulations for telecommunications and postal services and monitoring compliance therewith.
6. Developing mechanisms and procedures to ensure the quality of the service provided by service providers.

### Article 17

The Technical Affairs Department shall be specialized in the following:

<sup>3</sup> Amended by the Council of Ministers' Decision No. 6 of 2017





1. Managing and regulating the State's domains on the Internet.
2. Developing national numbering lists to specify, assign and distribute the numbers that are used in all telecommunications services or for any other purpose related to numbering.
3. Managing the national numbering plan, and the regulations related to telecommunications services numbers and monitoring their implementation.
4. Developing, analyzing and applying technical standard criteria.
5. Developing the technical standards in relation to interconnection, access, construction of telecommunications infrastructure and telecommunications infrastructure sharing, and monitoring their implementation.
6. Developing the technical standards in relation to Internet affairs, broadband and next generation networks, and monitoring their implementation.

### Article 18

The financial resources of the Authority shall consist of the following:

1. The financial appropriations allocated for it by the State.
2. The other resources approved by the Council of Ministers based upon the proposal of the Minister.

### Article 19

The Minister of Finance may appoint one or more auditors for the Authority. The auditor shall at any time have the right to access the Authority's all books, records and documents, and to request the data deemed necessary to be obtained for the proper performance of his duty. The Auditor is entitled to verify the Authority's assets and obligations.





The auditor shall submit a detailed report on the result of the auditing of the Authority's accounts, including his proposals and recommendations, to the Minister of Finance.

### Article 20

The Minister may at any time request the Authority to submit reports on its technical, financial and administrative situations, or on any of its activities or any relevant information.

The Minister may issue general directives that the Authority must comply with in matters relating to public interest and public policy.

### Article 21

The competences of the President's Office shall be specified by a decision that he/she issues.

### Article 22

By a decision of the Council of Ministers, upon the proposal of the Minister, the organization the administrative units of the Authority may be modified by addition, elimination or merger and the competences of such administrative units may be set and modified.

The Minister may also issue a decision, upon the proposal of the President, to create, eliminate or merge sections in the administrative units of the Authority as required by the public interest, and to set and modify the competences of such sections. The Minister's decision shall be effective only after its approval by the Council of Ministers.





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### Article 23

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

**Tamim Bin Hamad Al Thani**  
**Emir of the State of Qatar**

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### Organizational Chart of the Communications Regulatory Authority

