

## Regulatory and Citizenship Rights (In the field of Telecommunication)

By: Masoud Haji Esmaeili  
Director of Regulatory Department in ASIATECH Company

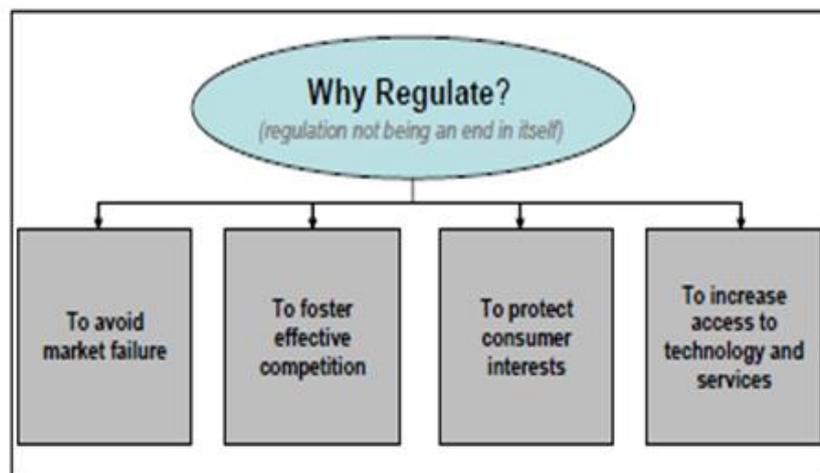
Nowadays, in the gates of organizations we faced with a citizenship bill of rights, and if we have chance to read it, we get a lot of necessary information. As it is very widespread in the telecommunication area, we could explore it in the different aspects.

The issues of regulating and citizenship rights, although not the emerging vocabulary, but their dating has not been much, it has entered our administrative literature about one or two decades.

In our country, we know Communications Regulatory Authority and Communication Regulatory Commission as the regulatory (in the field of ICT). It is a regulatory authority under the supervision of the Ministry of Communications and Information Technology.

This institution has four sides. People, operators, the state and the owners of the industry. For the people brings welfare, for the state income, to generate profits for operators, and for the owners of the industry, production and occupation.

To comply with citizenship right is one of the regulatory concerns that has been attempted to do by Compilation of the country communication rules and controlling its good performance; As well as different sites and phones to handle complaints such as ۱۹۰.ir or SMS number ۶۰۰۱۹۷.



Source: ICT Regulation Toolkit

Some of the approvals related to citizenship rights are:

٩٠, ١٧٧/٢ on the Terms and Conditions of Service Level Agreements (SLAs)

١١٩/٢ in accordance with Parameters and indicators for measuring the quality and performance of mobile and fixed telephone networks

١٥٦ Universal Service Obligations (USO)

Protecting the presence of children and teenagers on the Internet

Observing the rights of people in the field of citizenship rights in the administrative system of the country has been seen in the rules and regulations below.

The Supreme Administrative Council has elaborated a plan for honoring clients and citizenship rights in ١٣٨١ and in ٢٠ articles.

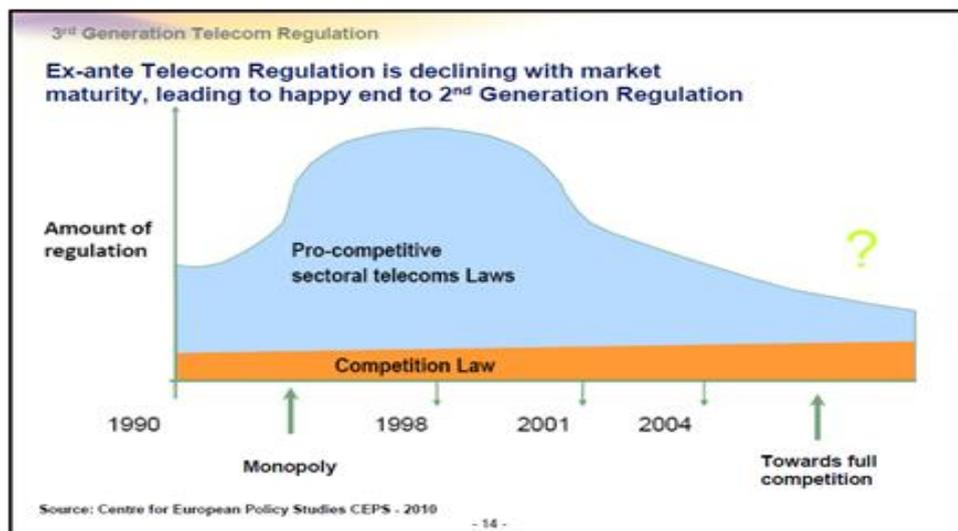
Also, in the civil service management act (١٣٨٦), Articles ٢٥, ٢٦-٢٧-٢٨-٣٦-٣٧-٤٠ and ٩٠ are related to the rights of the people.

Important points regarding to citizenship rights in the above laws are creating websites for informing, observing ethical standards, documenting and clarifying services, handling public complaints, monitoring, measuring and evaluating the customer's satisfaction continuously.

The approach of exclusive monopoly markets is very different from competitive market in accordance to customers. In the first approach, if they respect the rights of the customers, they are coerced and reluctant and fearful of punishment or in hope of encouragement, and the ultimate limit

Is what the laws and regulations have explained but the second, customer is king, and survival of the organization depends on their satisfaction.

The main role of regulators is the design of rules to encourage competition in different sectors. If a regulator is able to put an end to monopoly and make the communications market an efficient and fair, then citizenship rights are automatically respected in this area.



References:

۱. International Telecommunication Union site
۲. Site of Communications Regulatory Authority (CRA) of The I.R. of Iran
۳. Civil Service Management Act
۴. Article ۲۰ of rule of procedure of Civil Service Management Act
۵. New Technologies and Their Impacts on Regulation, Module ۷, ICT Regulation Toolkit
۶. ۴th Generation Regulation