

RADIOCOMMUNICATIONS AGENCY

92

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R E P O R T

**EXHIBIT**

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- *Abbreviations used in Annual Report*
- *Acknowledgements*

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## Foreword by Chief Executive

1991/92 has been another successful year for the Agency in which we have met or exceeded most of the performance targets set by Ministers.

We set out in 1991/92 to improve the quality of our service to our customers and, for the first time, commissioned a professional survey of our customers' views of the Agency. This has yielded important findings on which we are already acting and I should like to thank all who contributed to it. The radio spectrum is an increasingly valuable economic resource, as well as being the means of providing many life-saving and entertainment services. It is important that we should manage the spectrum as efficiently as possible and respond as flexibly as we can to the requirements of all who wish to use radiocommunication for legitimate purposes.

The report of the Second Stage Independent Spectrum Review Committee was published during the year, containing important recommendations on future spectrum management. We expect to announce a Third Stage Review shortly.

We have been increasingly successful in dealing with un-authorised broadcasters, using the new powers contained in the 1990 Broadcasting Act. This has resulted in a decrease of more than 40% in complaints about interference from this source.

We have continued to fund research on radio propagation including specific projects related to

individual services or bands. We spend some 10% of our annual budget on research projects.

Important international developments have included the World Administrative Radio Conference (WARC 92), progress on European harmonisation of standards and regulatory matters and agreement within the European Community on the Electromagnetic Compatibility (EMC) Directive.

In 1992/93 we intend to continue our emphasis on quality of service, strengthening our resources to provide a more effective overall spectrum management service. We shall also be picking up action arising from WARC 92 and anticipate the final publication of a large number of European telecommunications standards.

Our principal resource remains our personnel, and we shall continue to improve the training and expertise of our staff to meet the needs of customers. I should like to thank all our staff for their dedicated efforts in 1991/92.



JOHN MICHELL

Chief Executive



**John Michell**  
Chief Executive

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