

NRA Website Survey: *Asia-Pacific*

2008

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Why a NRA needs a website

- ❑ To share information with its stakeholders: Operators, consumers, government agencies, media, researchers
- ❑ To improve transparency and accountability
- ❑ To have an interactive channel with stakeholders



Objectives

- ❑ Evaluate NRA websites as mechanisms for regulatory communication
- ❑ Promote the use of websites for increasing transparency and accountability
- ❑ Provide guidance on improving websites
- ❑ Further develop website assessment methodologies



Previous work

Ronaghan. S.A, (2001), '*Benchmarking E-government: A Global Perspective Assessing the Progress of the UN Member States*' United Nations and American Society for Public Administration (ASPA).

190 countries; e-government websites are benchmarked using fourfold methodology (website survey, face to face meetings with officers, questionnaire and a statistical analysis)

Amy Mahan, (2005), '*Benchmark indicators for African NRA web sites*', *Stimulating Investment in Network Development: Roles for Regulators*, **21 out of a total 47 African countries; a website survey ranked NRA websites**

Chanuka Wattegama, (2007), '*Benchmarking National Telecom Regulatory Authority Websites of the Asia- Pacific region*',

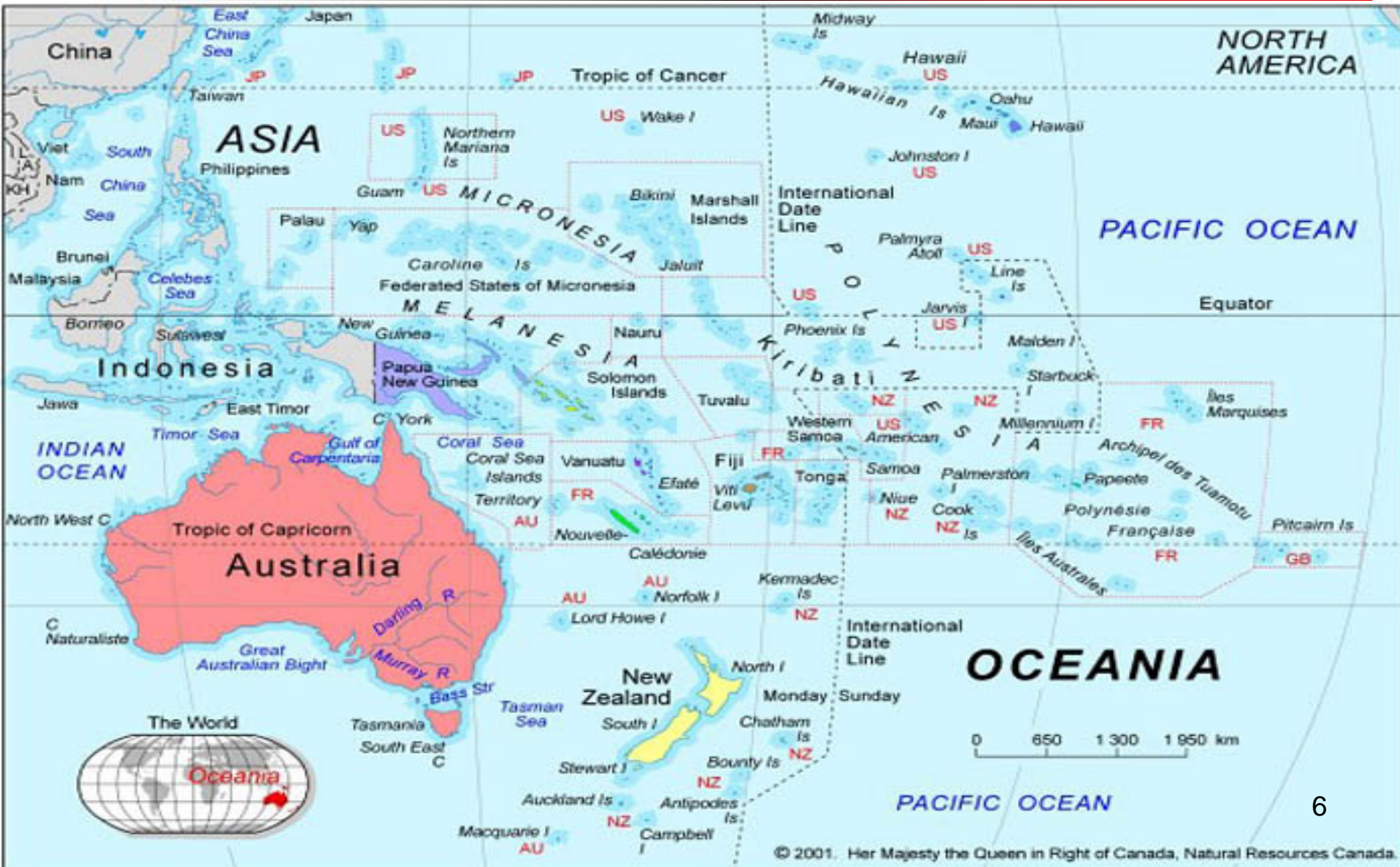
27 of a total 62 countries in the Asia-Pacific region; a website survey ranked NRA websites



Scope : Asia



Scope : Pacific



Criteria for inclusion in the study

The selected country should:

- Be within the Asia-Pacific region
- Be a member of the ITU
- Have a separate regulatory agency with
 - an operational website
 - an English version of site



Country exclusion

Criteria	Number of countries excluded for not meeting the criteria
NRA does not have a website	22
English language version not available	6
Website under construction	3
Total excluded	31

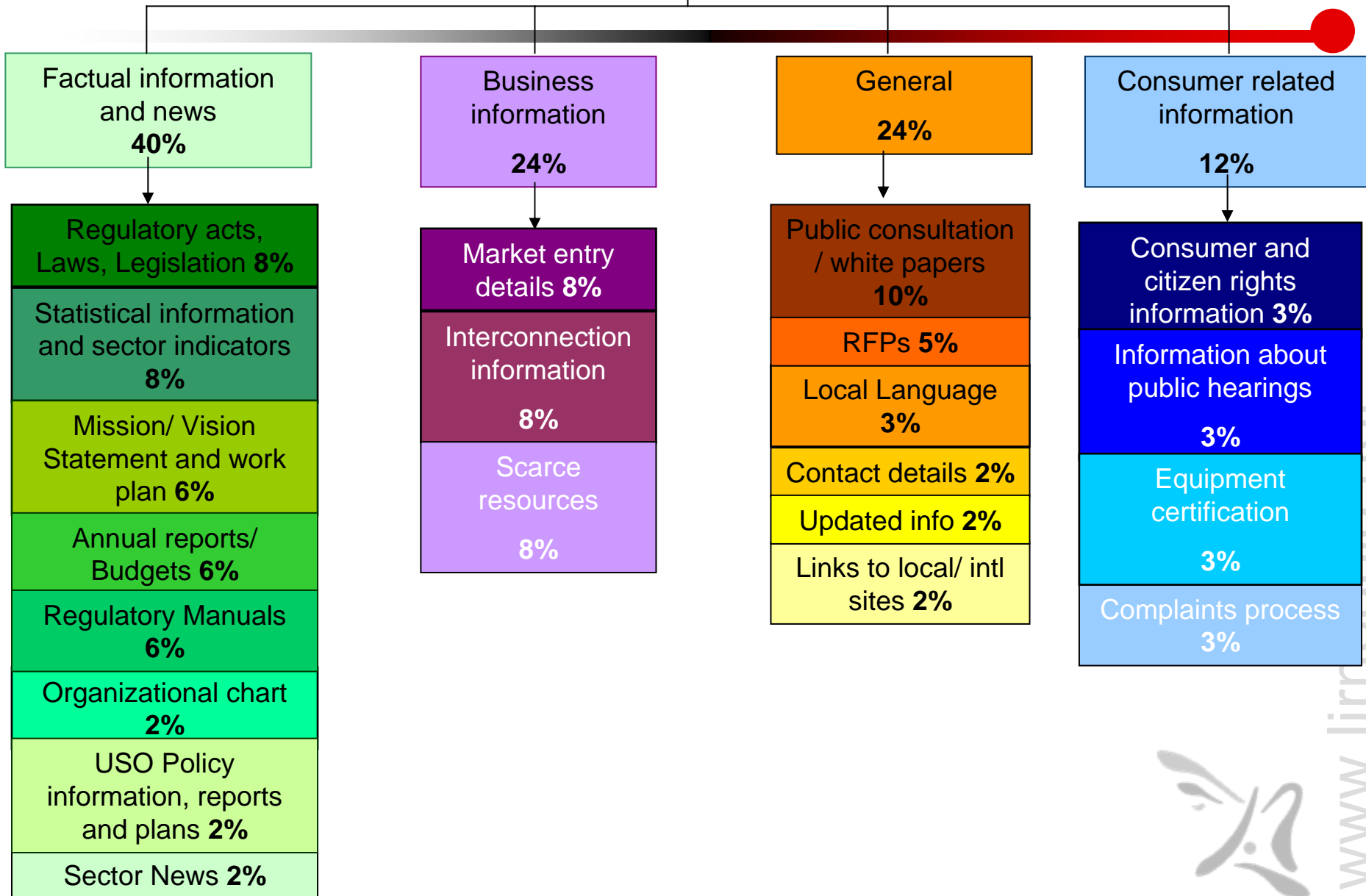


Changes from 2005

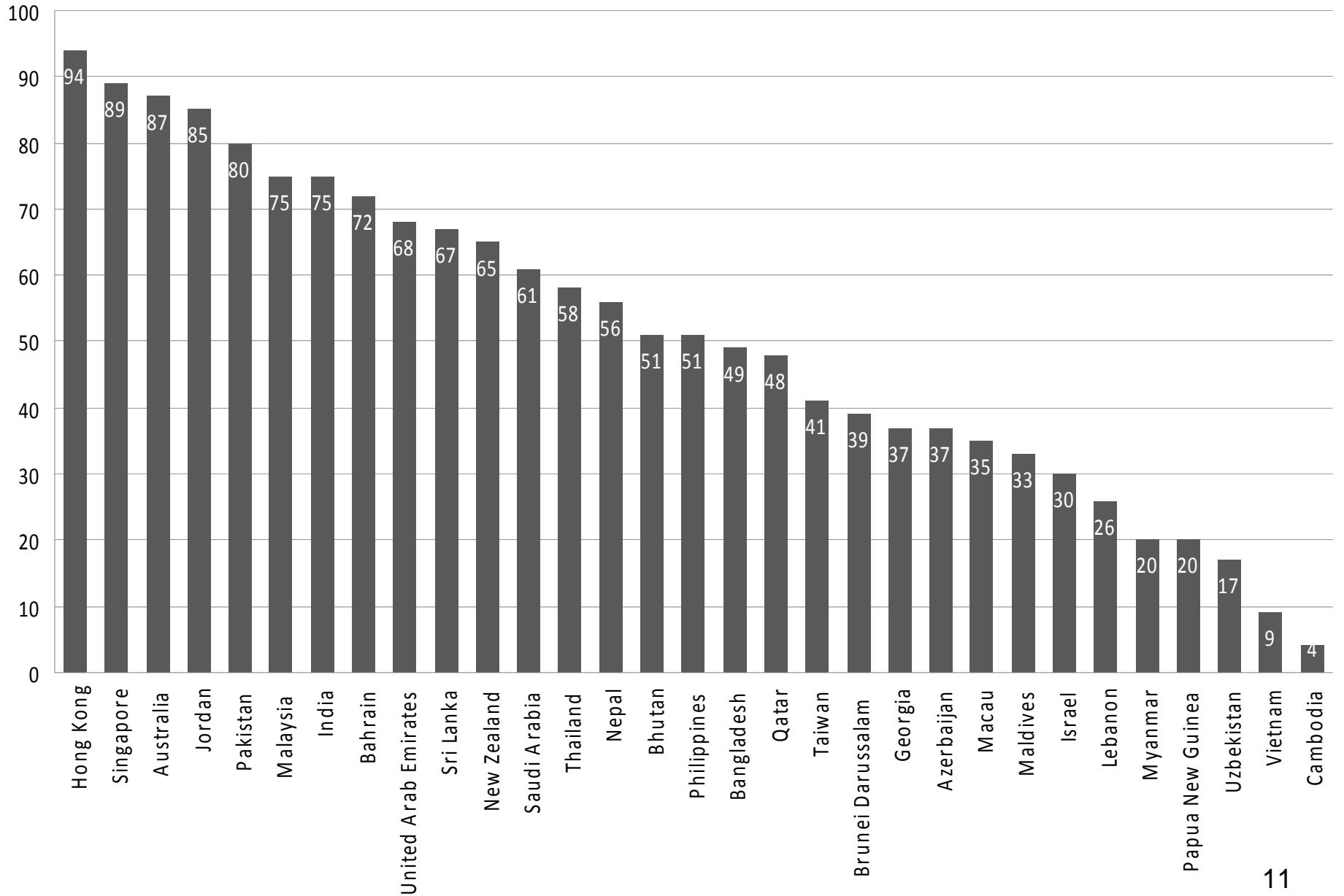
Asia Pacific NRA Web Survey 2005	Asia Pacific NRA Web Survey 2008
Focus on <u>e-gov delivery mechanism</u>	Greater weight has been given to <u>regulatory function</u> .
27 out of a total of 62 countries in the Asia-Pacific region	31 out of a total of 62 countries in the Asia-Pacific region +Azerbaijan -Afghanistan +Cambodia -Oman +Taiwan -Mongolia +Myanmar +Cambodia +Uzbekistan +Macau



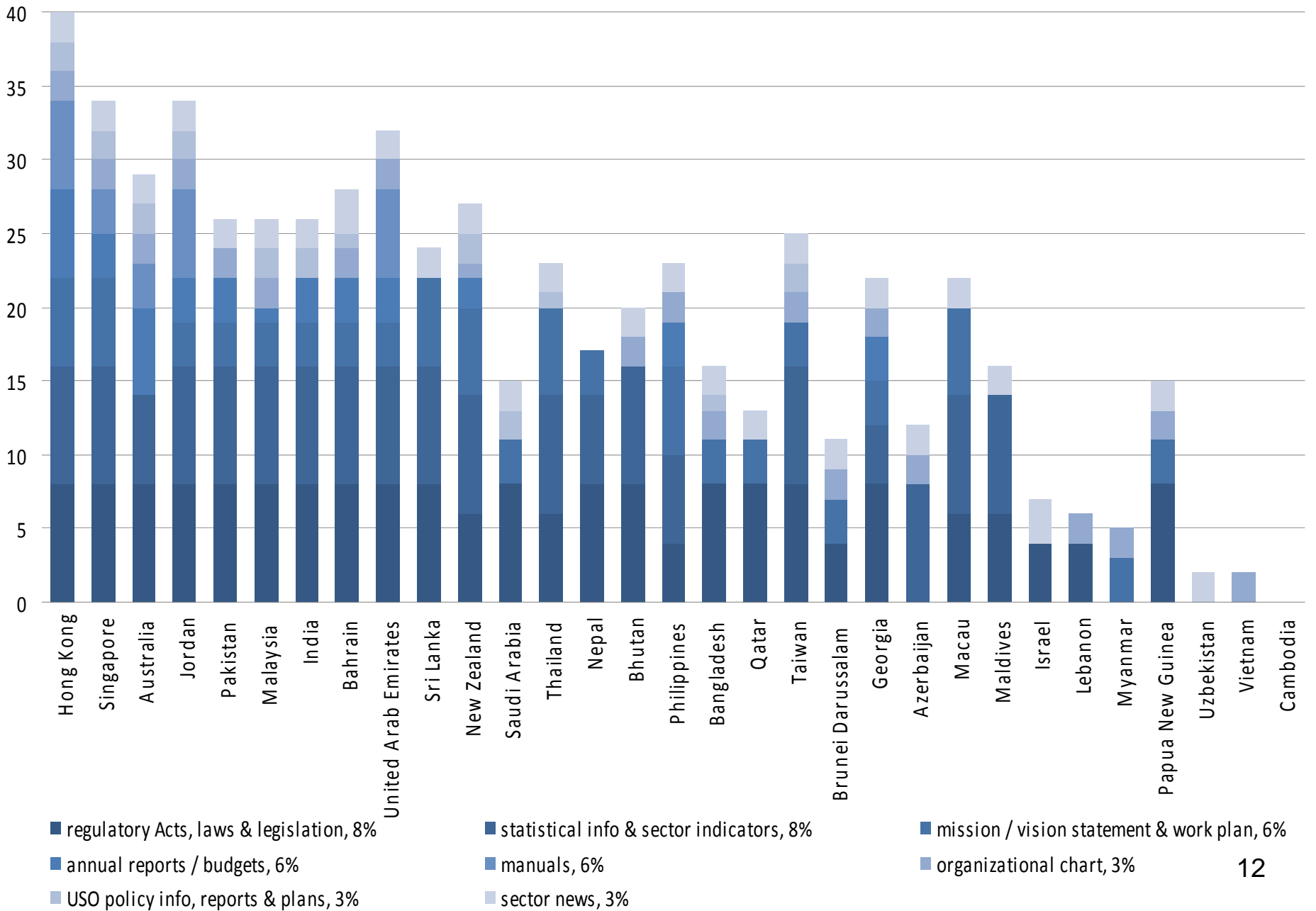
Overall score



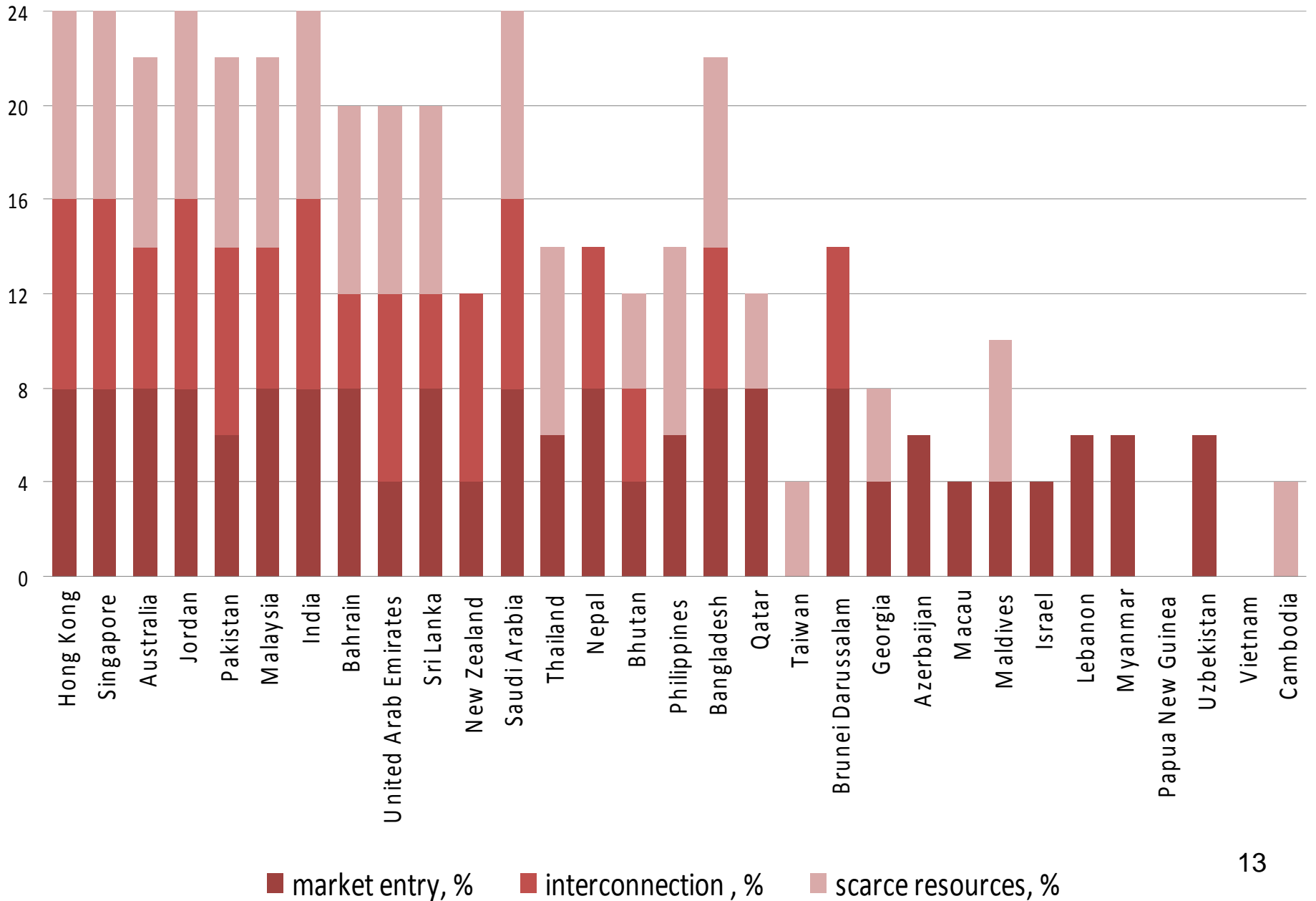
Overall scores



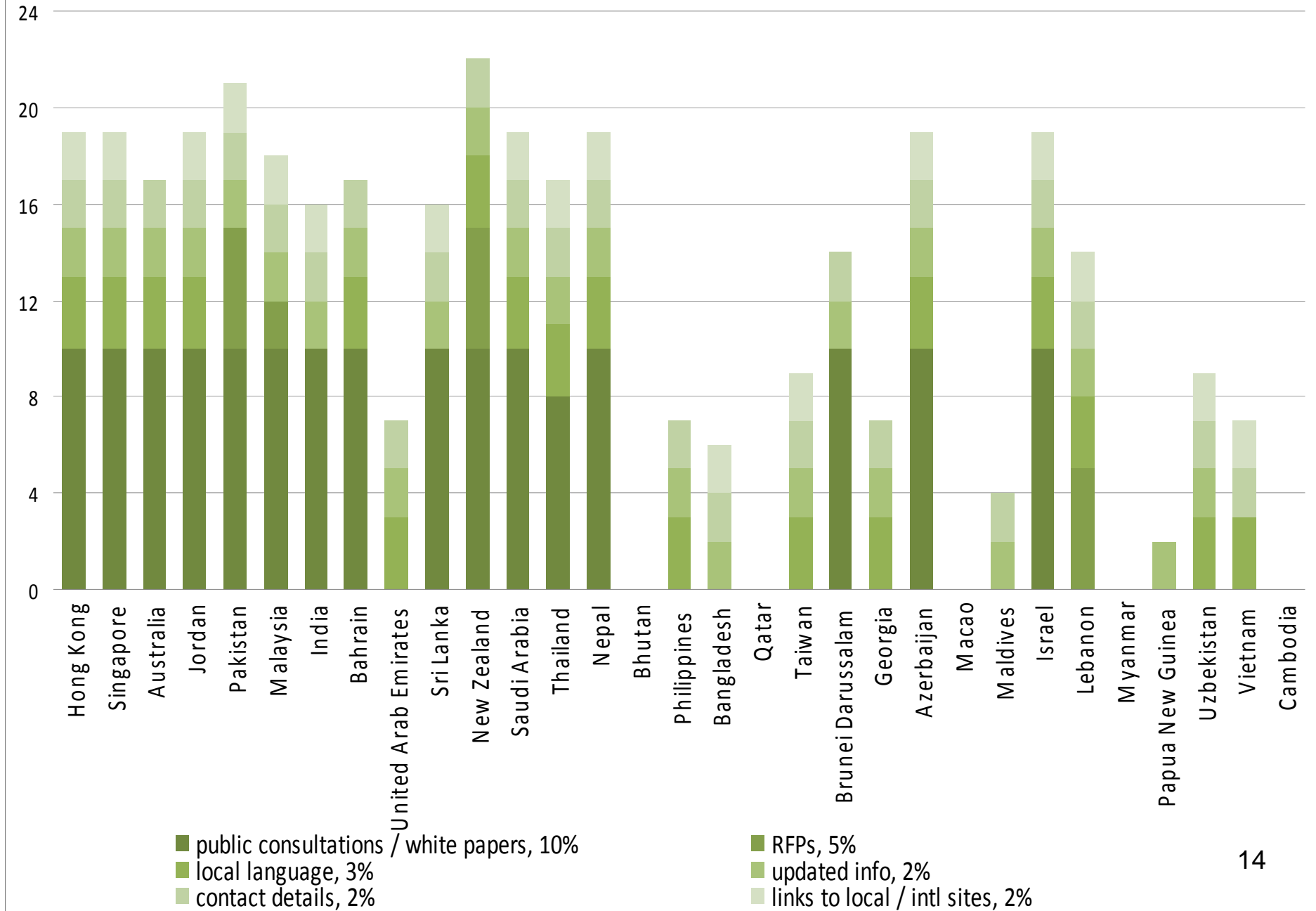
Factual information and news (40%)



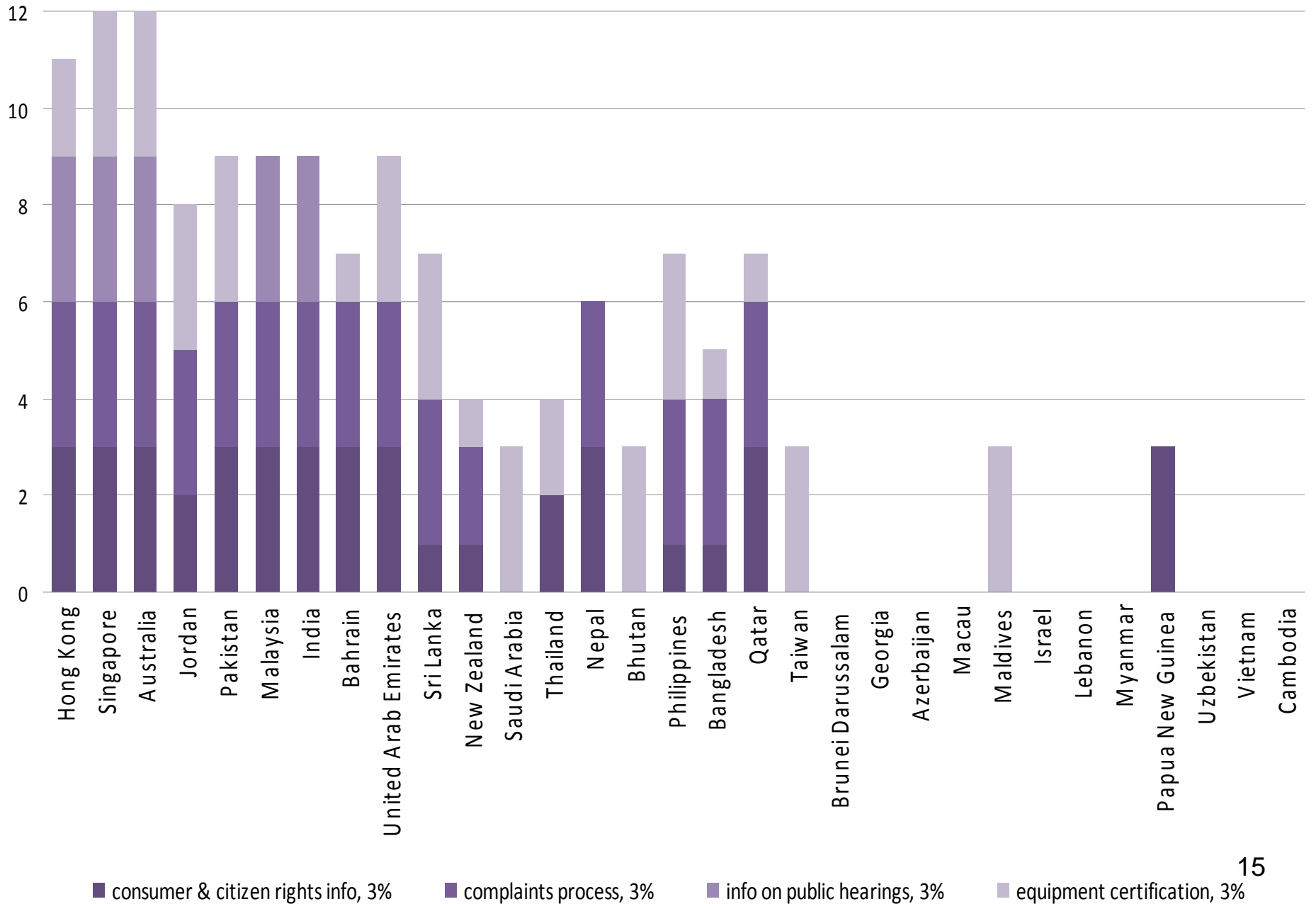
Business information (24%)



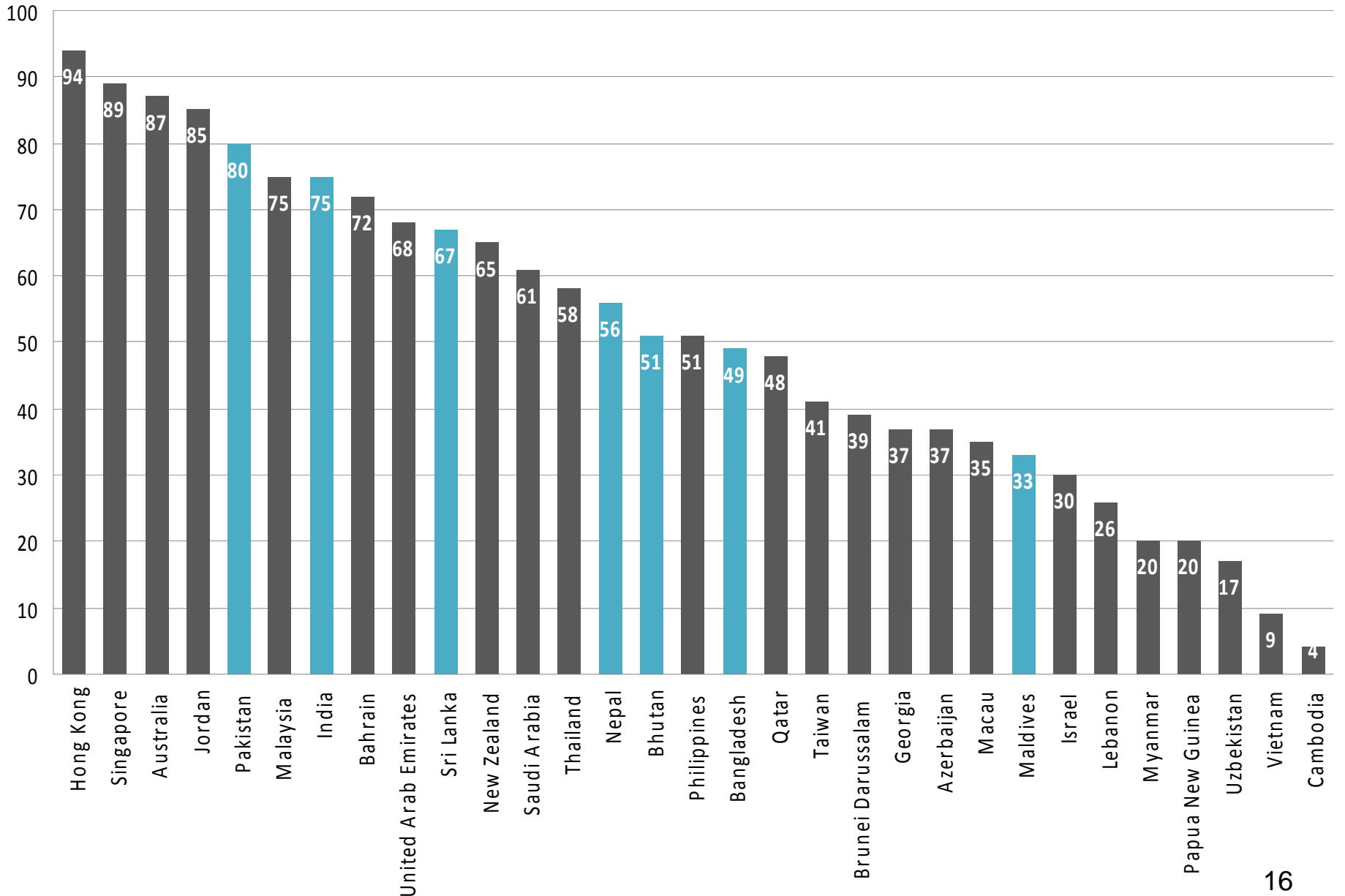
General information (24%)



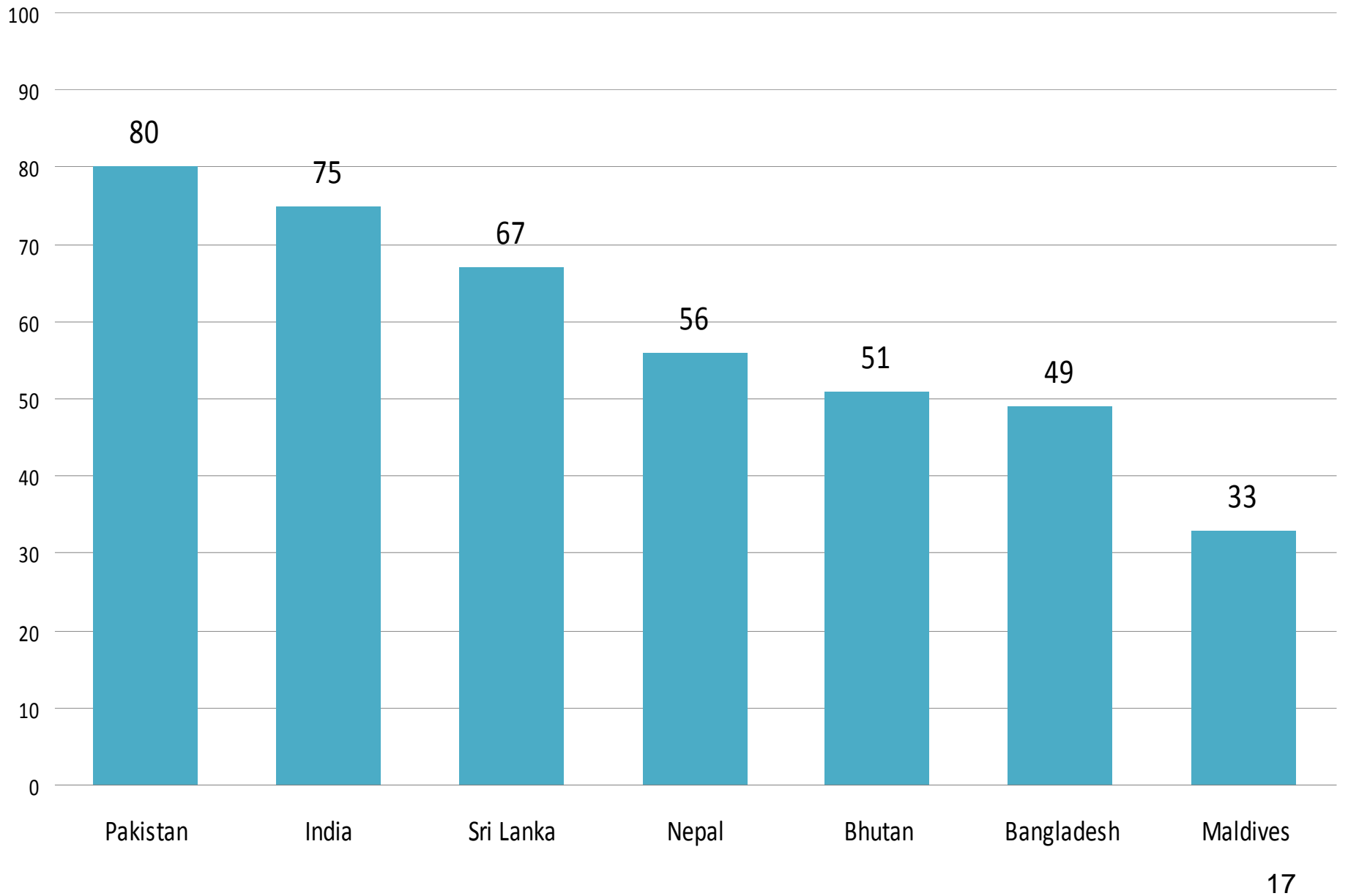
Consumer-related information (12%)



Overall scores: SAARC countries



Overall scores: SAARC countries



- Home
- What's New
- About Us
- Newsroom
- Industry Focus**
- Consumer Focus
- Telecom Legislation
- Facts & Statistics**
- Publications
- Access to Information
- Electronic Services
- Tender Notices
- Registration of Consultants
- Tools
- Links

RSS



同心服務
caringorganisation
 Powered by The Hong Kong Council of Social Service

FACTS & STATISTICS

Facts & Statistics

Data & Statistics

- Key Telecommunications Statistics
- Wireless Service **PDF**
- Wireline Service **PDF**
- SMS Statistics for Special Dates **PDF**
- Statistics on Mobile Number Portings
- Statistics on Number Portings among Local Fixed Telecommunications Network Service Operators **PDF**
- External Telecommunications Traffic
- Capacity of External Telecommunications Facilities
- Traffic Statistics Reporting Requirements for External Telecommunications Services **PDF**
- Internet Service
- Public Wi-Fi Services
- SMATV
- Enforcement Figures
- Public Payphone Register
- Hong Kong Telecommunications Indicators
- In-Building Coaxial Cable Distribution System

- View
- Download 

WORTHY MENTIONS



Factual information and news

Best: (100%)

➤ Office of the Telecommunication Authority (OFTA) Hong Kong

South Asia's Best: (65%)

➤ Telecom Regulatory Authority of India (TRAI) and

➤ Pakistan Telecommunication Authority (PTA)



Telecom Regulatory
Authority of India

(An ISO 9001-2000 Certified Organisation)

- ▶ Telecom Legislation
- ▶ Government Policy & Guidelines
- ▶ Press Releases
- ▶ Regulations
- ▶ Tariff Orders
- ▶ Recommendations
- ▶ Consultation Papers
- ▶ Directions
- ▶ Study Papers
- ▶ Performance Indicators Report
- ▶ Annual Report
- ▶ Next Generation Network (NGN)
- ▶ Service Providers and Consumer Groups
- ▶ Measures to Protect Consumer Interest
- ▶ Common Charter of Telecom Services
- ▶ Right to Information Act
- ▶ Feedback
- ▶ Comments on Consultation Papers
- ▶ Archives

All ▾ All ▾ All ▾ Interconnecti Search

Searched Results For All Papers of All Years

SNo.	Title	Date of Release
1.	Press release: TRAI DETERMINES FINAL PHASING OUT OF ADC	27 Mar 2008
2.	Telecommunication Interconnection Usage Charges (Ninth Amendment) Regulations, 2008 (2 of 2008).	27 Mar 2008
3.	Amendment of Direction issued vide No.11-13/2006-B&CS dated the 24th August, 2006 to all Broadcasters, Multi System Operators and Cable Operators – Standard Interconnection Agreements in CAS notified areas.	11 Jan 2008
4.	Direction to M/s Ushodya Enterprises Private Limited under section 13 and Show Cause Notice.	24 Sep 2007
5.	Press Releases: TRAI releases Amendments to existing Interconnection Regulation for facilitating Direct to Home (DTH) Service	3 Sep 2007
6.	The Telecommunication (Broadcasting and Cable Services) Interconnection (Fourth Amendment) Regulation, 2007 (9 of 2007).	3 Sep 2007
7.	Press Release : TRAI announces lowering of Access Deficit Charge (ADC)	21 Mar 2007
8.	THE TELECOMMUNICATION INTERCONNECTION USAGE CHARGES (EIGHTH AMENDMENT) REGULATIONS, 2007	21 Mar 2007

WORTHY
MENTIONS



Business
Information

Best: (100%)

- Telecom Regulatory Authority of India (TRAI)
- Office of the Telecommunication Authority (OFTA) Hong Kong
- Infocomm Development Authority (IDA), Singapore
- Telecommunications Regulatory Commission (TRC), Jordan
- Communications and Information Technology Commission (CICT), Saudi Arabia

WORTHY MENTIONS



General

PTA

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	View Online	Download
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Consultation Paper on Unbundling of Access and Services	PDF	ZIP
Consultation Paper on Spam, Unsolicited and Obnoxious Calls	PDF	ZIP
Radio Frequency Identification (RFID) - Working Paper	PDF	ZIP
Consultation on Next Generation Networks (NGN)	PDF	ZIP
Consultation on Draft "Telecom Consumers Protection Regulations, 2008"	PDF	ZIP

Last Updated

- Request For Quotation
- No legal voice ports b...
- PTA directs its Licens...

MORE

Popular Pages

- Consumer Awareness
- Bul...

Best: (88%)

➤ Commerce Commission of New Zealand

South Asia's Best: (84%)

➤ Pakistan Telecommunication Authority (PTA)

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Consumers' Guide to Resolving Disputes with Telecom Service Providers

- » Please contact your telecom service provider if you face problem in matters such as:
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 - » [Contractual Disputes](#)
 - » [Equipment Faults](#)
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- » [What happens if I am still dissatisfied after my service provider has responded?](#)
- » [How can IDA help me? When should I report a matter to IDA?](#)

WORTHY MENTIONS



Consumer Information

Best: (100%)

- Infocomm Development Authority (IDA), Singapore
- Australian Communication and Media Authority (ACMA)

South Asia's Best: (75%)

- Pakistan Telecommunication Authority (PTA) and
- Telecom Regulatory Authority of India (TRAI)



Thank You

