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Case Studies on Effective Regulation: Brazil, Peru and Singapore

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Background

- ✓ Growth of information and communication regulatory authorities
- ✓ Need for guidance on how independent regulatory authorities manage
- ✓ Sector reform unit (SRU) initiative
 - URL = http://www.itu.int/ITU-D/treg/Case_Studies/Index.html
- ✓ Five case studies developed
- ✓ Identify “best practices” and challenges to aid in the effectiveness of regulatory bodies

Brazil

✓ Best practices - Highlights

- 3 pillars: universalization, competition, and quality
- Effective enforcement mechanisms
- Oriented to the consumer
- Transparency

✓ Challenges

- Resolving staffing issues and adapting staff to new regulatory environment
- Market opening and development of new regulations

Peru

✓ Best Practices - Highlights

- General principles to guide activities
- Transparency
- Strong commitment to universal service
- Dispute settlement and arbitration

✓ Challenges

- Maintaining the workforce
- Budgetary restrictions
- Separation from political power



Singapore

✓ Best Practices - Highlights

- Convergence and technological neutrality
- Speed and efficiency of decision making
- Balancing regulatory and industry development goals

✓ Challenges

- Implementing framework for convergence and technological neutrality
- Further developing transparency
- Separation from political power

Regulatory Role

	Regulatory and policy functions	Strong orientation towards the consumer	Transparent regulatory procedures	Responsible for universal service	Enforcement authority
ANATEL Brazil	√	√	√	√ FUST	√
OSIPTEL Peru	√	√	√	√ FITEL	√
IDA Singapore	√	√	√	√	√

Regulatory Functions

	Quality of service	Inter-connection	Tariffing	Arbitration and dispute resolution	Numbering
ANATEL Brazil	√	√	√	√	√
OSIPTEL Peru	√	√	√	√	√
IDA Singapore	√	√	√	√	√

Financial and Staffing Matters

	Adequate financial resources	Staffing and retention of staff is adequate	Emphasize HR development and training	Use of outsourcing for staffing	Conflict of interest rules for staff
ANATEL Brazil	√		√	√	√
OSIPTEL Peru			√	√	√
IDA Singapore	√		√	√	√

Other Regulatory Functions

	Established with an orientation to convergence	Licensing authority	Promote competitive conditions	Primary broadcasting authority	Spectrum management
ANATEL Brazil		√	√		√
OSIPTEL Peru			√		
IDA Singapore	√	√	√		√


Other Roles of Regulatory Agencies

	Strong promotional role for telecom investment	Use of web site and internet for information	Ministry has a role in removal of officers	Manager of govt IT network systems
ANATEL Brazil		√		
OSIPTEL Peru	√	√	√	
IDA Singapore	√	√	√	√



Conclusions

- ✓ Transparency of activities is crucial
- ✓ Consumer becomes the priority
- ✓ Taking efficient action in an effective manner
- ✓ Addressing enforcement and dispute resolution
- ✓ Staffing issues continue to pose challenges
- ✓ Balancing relations with the political presence

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Thank you -- Obrigada --
Gracias -- Merci

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