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|  | ASIA-PACIFIC TELECOMMUNITY | **Document No:** |
| **The Meeting of the SATRC Working Group on Policy, Regulation and Services** | **SAPVII-PRS1/ OUT-02** |
| 11 – 12 July 2019, Colombo, Sri Lanka | 12 July 2019 |

Working Group Policy, Regulation and Services

**WORKPLAN OF THE WORKING GROUP POLICY, REGULATION AND SERVICES**

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| **Work Item**  | **PRS-01: Regulatory approaches to enhance QoS of Mobile Operators** |
| **Leading Rapporteur** | **PTA – Mr. Muhammad Ali** |
| **Supporting Rapporteur** | **TRAI (Mr. Vinod Kumar), CRA – Iran (Ms. Samira),****ATRA (Noorul Hadi Rahmanzai), NTA (Mr. Binod Chandra)** |
| **Proposed by** | Bangladesh Telecommunication Regulatory Commission (BTRC) |
| **Responsible Working Group** | WG Policy, Regulation and Services |
| **Output** | Report / Guideline / Recommendation |
| **Background and Purpose** | In general terms, Quality of Service (QoS) refers to the ability of a network or service to satisfy the end user. QoS is defined in ITU-T Recommendation E.800 as "the collective effect of service performances, which determine the degree of satisfaction of a user of the service". QoS therefore concerns aspects of services that users experience directly.Growing concerns on various QoS parameters specially Call Drop, Call Quality and Data Throughput have been observed recently. With the increase of the subscriber base, customer's dissatisfaction is increasing and complains against the network are also increasing.To ensure a level playing field along with a competitive environment and **subscriber satisfaction**, **performance measurement with a common standard** in regards to the QoS is a must. QoS parameters can be measured both from network monitoring terminals and field survey through Drive Test and **Customers' opinion should also be taken into consideration in this regard.**Most of the SATRC member countries adopted 3G and 4G technology**.** So, it is now time to set some benchmarks/ thresholds for mobile phone operators that they comply and ensure customer’s satisfaction |
| **Scope** | 1. Create **conditions** forcustomer satisfaction by making known the **quality of service** which the Cellular Mobile Telecom Operator is required to provide and the user has a right to expect;
2. **Measure the Quality of Service** provided by the Cellular Mobile Telecom Operators from time to time and to compare them with the benchmarks so as to assess the level of performance;
3. **Protect the interests of local consumers** of Cellular Mobile Telecommunication Services; and
4. **Promote competition** among the Cellular Mobile Telecom Operators in order to ensure high-quality telecommunication services.
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| **Time Frame** | * Drafting the questionnaire by lead experts **(July 2019)**
* Circulation of the questionnaire to WG experts **(July 2019)**
* Response to the questionnaires **(September 2019)**
* Development of the interim Report **(December 2019)**
* Discussion on the interim report and comments by experts **(February 2020)**
* Update of the interim report and development of the first draft of the final Report **(March / April 2020)**
* Consideration of the first draft of the final Report at the 2nd Meeting of the WG **(July 2020)**
* Consideration of the second draft of the final Report **(July 2020)**
* Draft final report **(August 2020)**
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| **Utilization of Output** | Telecom Regulators/Mobile Operators/ Subscribers(Consumers) |
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| **Work Item** | **PRS-02: Digital Financial Services** |
| **Leading Rapporteur** | **TRAI (Mr. Joseph Manoharan)** |
| **Supporting Rapporteur** | **BTRC (Ms. Sabina Islam), PTA (Dr. Shahbaz Nasir), TRC-SL (Mr. Farook)** |
| **Proposed by** | WG Policy, Regulation and Services |
| **Responsible Working Group** | WG Policy, Regulation and Services |
| **Output**  | Report/Guideline |
| **Background and Purpose** | Many **Digital Financial Services (DFS)** are provided over the **Mobile Networks** either by the **cellular mobile service providers** or in collaboration with the financial institutions like banks. This innovative service has created additional value for the existing cellular mobile networks. Since SATRC countries have many rural villages without banking services but still covered with telecom services like 2G and 3G cellular mobile services. Therefore, such services require a comprehensive study and recommend possible way forward for the development of such services.This study shall prepare policy and regulatory options for Digital Financial Services in SATRC countries.  |
| **Scope** | To study the **Digital Financial Services (DFS) provided over the Mobile Networks** in SATRC countries covering but not limited to:Policy and regulatory requirementsLicensingSecurityConsumer protectionInfrastructure |
| **Time Frame** | Drafting the questionnaire by lead experts **(July 2019)**Circulation of the questionnaire to WG experts **(July 2019)**Response to the questionnaires **(September 2019)** Development of the interim Report **(December 2019)**Discussion on the interim report and comments by experts **(February 2020)**Update of the interim report and development of the first draft of the final Report **(March / April 2020)**  Consideration of the first draft of the final Report at the 2nd Meeting of the WG **(July 2020)**Consideration of the second draft of the final Report **(July 2020)**Draft final report **(August 2020)** |
| **Utilization of Output** | Telecom Regulators/ Industry/ Consumers |

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| **Work Item**  | **PRS-03: Harmonizing ICT indicators in SATRC** |
| **Leading Rapporteur** | **NTA (Mr. Achuta Nanda Mishra)** |
| **Supporting Rapporteur** | **BICMA (Ms. Singye Choden, Mr. Chhimi Dorji), PTA (Ms. Malahat Rab), CAM (Ms. Zulaikha)** |
| **Proposed by** | Nepal Telecommunications Authority (NTA) |
| **Responsible Working Group** | Working Group on PRS |
| **Deliverable Output** | Harmonizing ICT indicators in SATRC |
| **Background and Purpose** | The ICT development indicators are widely used to understand the level of ICT development of the nation, and becoming a benchmark to compare the nations. Similarly, other indexes such as Global Innovation Index and Doing Business Index, are also been referred during the investment decisions. Therefore, the improvement in the indicators is crucial for the development in this region. In general, ICT comprise three domains: access, use, and skills of ICT development. Harmonized ICT statistics are critical to formulating policies and strategies concerning ICT-enabled growth, for social inclusion and cohesion, and for monitoring and evaluating the impact of ICTs on economic and social developments. |
| **Scope** | The scope of work are : Study the current states of ICT indicators in SATRC;Exchange ideas, opinions, and experiences among members to develop ICTs indicators in this region;Knowledge transfer among member states.  |
| **Time Frame** | Drafting the questionnaire by lead experts **(July 2019)**Circulation of the questionnaire to WG experts **(July 2019)**Response to the questionnaires **(September 2019)** Development of the interim Report **(December 2019)**Discussion on the interim report and comments by experts **(February 2020)**Update of the interim report and development of the first draft of the final Report **(March / April 2020)**  Consideration of the first draft of the final Report at the 2nd Meeting of the WG **(July 2020)**Consideration of the second draft of the final Report **(July 2020)**Draft final report **(August 2020)** |
| **Utilization of Output** | Telecommunication Regulator/ICT Stakeholders. |

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