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|  | ASIA-PACIFIC TELECOMMUNITY | **Document No:** |
| **The Meeting of the SATRC Working Group on Policy, Regulation and Services** | **SAPVII-PRS1/ OUT-04** |
| 11 – 12 July 2019, Colombo, Sri Lanka | 12 July 2019 |

Working Group on Policy, Regulation and Services

**QUESTIONNAIRE ON WORK ITEM “DIGITAL FINANCIAL SERVICES”**

**1. BACKGROUND AND PURPOSE**

Many Digital Financial Services (DFS) are provided over the Mobile Network 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.

**2. SCOPE**

To study the Digital Financial Services (DFS) provided over the Mobile Networks in SATRC countries covering but not limited to:

* Policy and regulatory requirements
* Licensing
* Security
* Consumer protection
* Infrastructure

**3. METHODOLOGY FOR CARRYING OUT THE STUDY**

The study will be carried out by the Lead Expert in consultation with the other Experts from Member countries on the subject. Therefore, in order to pursue the study, the following questions are prepared to obtain input (information) on the subject. Based on the inputs, the lead expert will compile and generate report based on the best practices for the SATRC regions.

**4. PROPOSED QUESTIONNAIRE**

Q1. How many Mobile Network Operators (MNOs) are there in your country and how many of them are offering Digital Financial Services (DFS)?

Q2. What are the types of DFS existing in your country offered by MNOs?

Q3. Which agencies/departments are responsible for DFS policy, regulation, supervision and enforcement in your country? Does Telecommunications authorities/regulator play a role in DFS policy formulation? What is the role of each stake-holder (i.e., Telecom Operator, Telecom Regulator, Finance Regulator, etc.)?

Q4. Under whose jurisdiction the issues such as security, data privacy and consumer protection are handled?

Q5. What is the authentication mechanism for account opening as well as transactions? Is there a fee involved for authentication?

Q6. DFS are having regulatory issues which may overlap jurisdictions of more than one regulator (e.g., Financial Regulator, Telecom Regulator, etc.). Is there a joint working group between financial and telecom regulators? How these turf issues are solved in your country?

Q7. Does USSD (Unstructured Supplementary Service Data) based mobile banking payment services regulated in your country by Telecom Regulators? If yes, what kind of regulatory framework is available to manage these services?

Q8. What is the regulatory framework for DFS. Kindly share links of the relevant regulations and describe main features of these regulations in your response.

Q9. Under which legal instrument(s) (e.g., license condition, rules, act, etc.) the MNOs are offering DFS in your country?

Q10. Do you have specific Telecom license(s) / License conditions / Authorizations for the provision of interoperability for Digital Financial Services? If so, is interoperability provided by a single entity or multiple licensees are allowed?

Q11. What are the challenges being currently faced in the provision of DFS?

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