



SATRC Workshop on Policy, Regulation and Services

31 August – 1 September 2021, Virtual/Online Meeting

CONCEPT NOTE

1. Background

The 19th Meeting of the South Asian Telecommunication Regulators' Council (SATRC-19) held in Islamabad, Pakistan from 13 to 15 December 2018 approved the SATRC Action Plan Phase VII for the implementation period of 2019-2020. (The SATRC-21 has extended the implementation period to 2021 because of the COVID-19 pandemic.) SATRC Action Plan consists of three basic activities: working groups, capacity building and web portal. SATRC Workshops are held as part of activities under capacity building with the objective of developing the capacity of human resources of the regulators of SATRC Members.

Three work items were identified for the activities of SATRC in relation to policy, regulation and services during the implementation of SATRC Action Plan Phase VII:

- Regulatory approaches to enhance QoS of mobile operators
- Digital financial services
- Harmonizing ICT indicators in SATRC

2. Objectives

The SATRC Workshop on Policy, Regulation and Services will be held as part of implementation of SATRC Action Plan Phase VII. The objective of the workshop will be to give an in-depth analysis on the work items under the SATRC Working Group on Policy, Regulation and Services in order to increase the understanding on those work items. In addition, the workshop will also cover the policy and regulatory initiatives and best practices to lead digital transformation of the economy and the society in the context of South Asia. It will give an opportunity for the SATRC Members to share their experiences and knowledge, identify bottlenecks and find solution based on collaboration to provide connectivity and online access to ICT services. A number of eminent experts and speakers will be invited to conduct the workshop.

3. Expected Participation

The SATRC Workshop on Policy, Regulation and Service will be targeted for senior and mid-level officers of the SATRC Members who are involved in the work of related areas. It is expected that the experts of the SATRC Working Groups will also attend the workshop. Further, relevant experts from industry are also welcomed to participate at the workshop.

4. Expected outcomes

- Enhanced understanding of the SATRC Members on policy and regulatory issues for providing connectivity and online access to ICT services
- Enhanced cooperation among SATRC Members to address the challenging issues related to those in a collective manner
- Discussion will provide guideline to SATRC Working Group on Policy, regulation and Services to develop tangible outcomes on the work items during the implementation of SATRC Plan Phase VII.

5. Timing and location

The SATRC Workshop on Policy, Regulation and Services will be held from 31 August to 1 September 2021 virtually. Details are provided in Information for Participants.

6. Tentative Draft Programme

The tentative programme of SATRC Workshop on Policy, Regulation and Services is provided in Annex A.

7. Contact Information

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Tentative Draft Programme

SATRC Workshop on Policy, Regulation and Services

Time	Tuesday, 31 August 2021
11:00 – 11:45 (UTC+7)	Virtual Social Networking (spatial chat)
11:30 – 12:00 (UTC+7)	Registration and Introduction to APT Zoom Meeting
12:00 – 12:30 (UTC+7)	<p>Opening</p> <ul style="list-style-type: none"> • Welcome Address by Asia-Pacific Telecommunity • Opening Remarks by Chairman, WG on PRS • Overview of the activities of SATRC and details the SATRC Workshop on Policy, Regulation and Service <p>(Group Photograph)</p>
12:30 – 14:00 (UTC+7)	<p>Session 1 – <i>Digital transformation and fostering digital connectivity for all</i></p> <p>Digital transformation of the economy and society will contribute to socio-economic growth, innovation and better delivery of public service. Creating enabling environment for accelerating digital transformation depends to great extent on improving connectivity and access for citizens and business. In order to facilitate digital transformation, it is important to provide affordable, available and sustainable broadband connectivity to all citizen. This session will look into detail on various policy and regulatory aspects, platform and enablers to provide connectivity for all. The regional and global best practices, initiatives by governments and industry will be shared in this session.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • SATRC members, experts from industry and academia
14:00 – 14:30 (UTC+7)	Coffee/Tee Break
14:30 – 16:00 (UTC+7)	<p>Session 2 – <i>Regulatory approaches to enhance QoS of mobile operators</i></p> <p>Growing concerns on various QoS parameters specially Call Drop, Call Quality and Data Throughput have been observed recently in many SATRC Member countries. With the increase of the subscriber base, customer's dissatisfaction is increasing and complaints 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 with regard to the QoS is a must.</p> <p>SATRC Member countries adopted 4G technology and on the way to adopt 5G. So, it is now time to set some benchmarks/ thresholds for mobile phone operators that they comply and ensure customer's satisfaction. This session will address the current regulatory measures in place in SATRC Members to ensure QoS, regional and global best practices, views from industry and find a mechanism to develop and implement common regional approaches and benchmarks to ensure QoS.</p>

	<p>Speakers:</p> <ul style="list-style-type: none"> • SATRC members, experts from industry and academia
Time	Wednesday, 1 September 2021
12:00 – 13:30 (UTC+7)	<p>Session 3 – <i>Digital Financial Services</i></p> <p>Over last few years Digital Financial Services (DFS) provided by the cellular mobile service providers in collaboration with the financial institutions grown up massively in South Asia. This innovative service has created additional value for the existing cellular mobile networks. Still a significant number of population in South Asia is out of traditional banking services. Still there is lot of potential for DFS to expand properly in the region. This session will analyze the current practices of providing DFS in terms of policy and regulatory requirements, licensing mechanism, over infrastructural need, security of services and consumer protection. The session will also identify the bottle neck issues for providing the service and how to address the issues for the sustainable growth of the services.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • SATRC members, experts from industry and academia
13:30 – 14:00 (UTC+7)	Coffee/Tee Break
14:00 – 15:30 (UTC+7)	<p>Session 4 – <i>Harmonizing ICT Indicators in SATRC Countries</i></p> <p>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.</p> <p>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. This session discusses the current states of ICT indicators in SATRC countries and exchange ideas and opinions to develop common ICT indicators in the region.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • SATRC members, experts from industry and academia
15:30 – 16:00 (UTC+7)	<p>Session 5 – <i>Summary of Sessions and Closing</i></p> <ul style="list-style-type: none"> • Summary of sessions • Way forward • Closing remarks