

Research in service of evidence-based policymaking

Benchmarking National Regulatory Authority Websites

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Learning Initiatives on Reforms for Network Economies



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Learning Initiatives on Reforms in Network Economies

why do we conduct these studies?

- NRAs and the technology they regulate
 - Why regulatory websites are important
 - Metaphor for business environment
 - Setting standards for other gov't departments
- Cheap indicator of political will
- Excluded from e-government rankings and e-readiness assessments
- Influencing processes

best practices

- (1) **creates a reliable, comprehensive and up-to-date repository of regulatory information**
- (2) **helps users and stakeholders to understand regulations, rules and regulatory processes;** raises awareness about regulatory compliance, rights and responsibilities
- (3) **facilitates regulatory processes** - makes forms for different regulatory processes accessible, helps channel official communication to the proper departments or recipients, and overall facilitates the anticipated (and desired!) compliance and reporting on the part of different stakeholders

qualitative benchmarking

6 – Business information				
	Equipment Certification	Licensing	Interconnection	Forms
Algeria	Some information available under decrees. Not highlighted.	Some information available under decrees. Not highlighted.	Some information available under decrees and decisions. Not highlighted.	One available. Not highlighted.
Angola	Well-organised and good information available.	Information available under legislation. Not highlighted.	Information available under legislation. Not highlighted.	Not available.
Botswana	Good information found on the page for Engineering Services department.	Very good information on procedures and general information.	Information available under legislation. Not highlighted.	Yes – six key forms are available. Forms are made available through different access points on the site as well as being organised one location.
Burkina Faso	Available as dealt with in Decisions and Decrees.	Available as dealt with in Decisions and Decrees.	Available as dealt with in Decisions and Decrees.	Forms are available in pdf format – and additionally possible to submit online application forms from the site.
Chad	Not available.	Not available.	Not available.	Not available.
Côte d'Ivoire	Detailed information and procedures are available.	Detailed information and procedures are available.	Detailed information and procedures are available.	Key forms and procedures are available in html form.
Egypt	Information available, but link from main page is broken.	Information available, but link from main page is broken.	Not available.	Many forms are available.
Ethiopia	Not available.	Licensing conditions for PSTN, mobile, data and internet services are available for download.	Information available under legislation. Not highlighted.	Application form for provision of telecommunication services appears – but link was broken.

assessment categories

- Basic information
- Factual information
- Consumer and citizen information
- Business information
- News and other features
- Universal service / universal access

quantifying rank

1. Emerging
2. Enhanced
3. Interactive
4. Transactional
5. Seamless

quantifying rank

1. **Emerging:** Only basic and largely static information is available.
2. **Enhanced:** Content and information is updated regularly, and information is available not only in its original format (such as acts and legislation) but is also explained and digested.
3. **Interactive:** Users can download forms, contact officials and make requests. Available information has further value-added, such as being hyper-linked to relevant legislation.
4. **Transactional:** Users can submit forms online – for example to request information, or to submit a request for licence form.

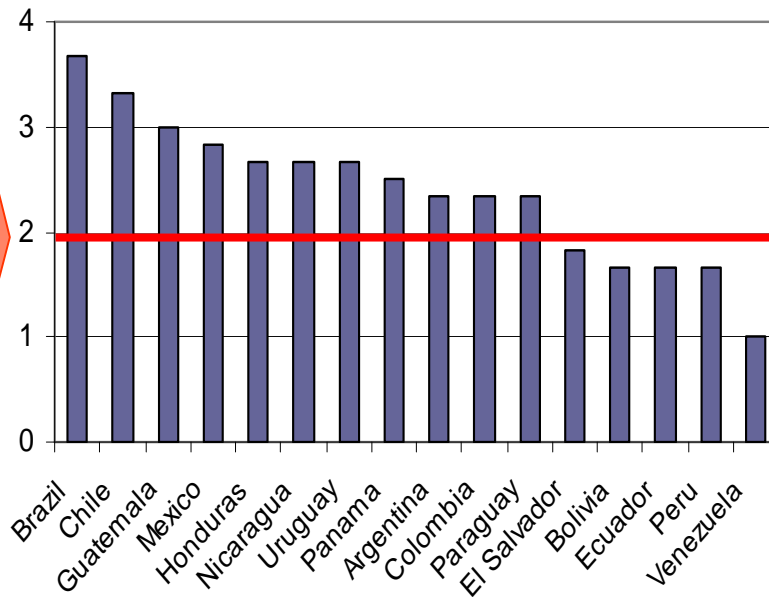
assessment categories – ranking (2008)

Category and weight	Sub Category	Sub-category weight (within the category)	Final weight
1 Factual information and news 25%	Regulatory acts, legislation, laws	40%	10%
	Statistical information and sector indicators	40%	10%
	Sector news	20%	5%
2 Consumer and Citizen Information 25%	Consumer information (other than rights – e.g. tariff information, new numbering plans, etc.)	20%	5%
	Consumer and citizen rights information	20%	5%
	Complaints process	20%	5%
	Information about public hearings	20%	5%
	Statistical information on consumer attention and complaints resolution	20%	5%
3 Business Information 25%	Equipment Certification	20%	5%
	Market entry details (such as licensing)	20%	5%
	Interconnection Information	20%	5%
	White papers/ Consultancy papers	20%	5%
	Scarc resources (e.g. spectrum allocation)	20%	5%
4 General 15%	Mission Statement	10%	1.5%
	Local Languages	30%	4.5%
	Links to local and international sites	20%	3%
	Contact details of key officials (phone number, emails, or online contact form)	20%	3%
	Ease of use (navigation tools, website map, search engine, overall organisation)	10%	1.5%
	Organisation chart (or equivalent)	10%	1.5%
5 Universal service / Universal access 10%	Policy information, reports and plans	100%	10%
Total 100%			100.00%

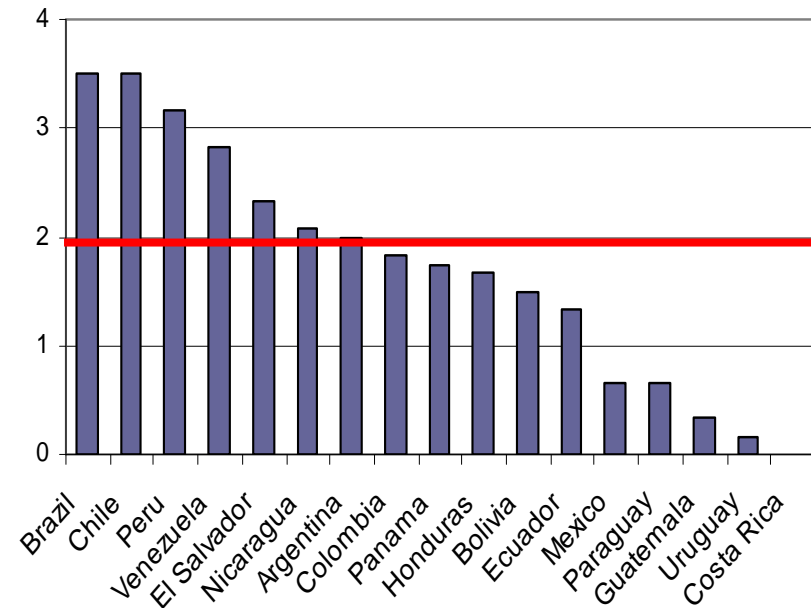
A score of 2 indicates that clearly explained, comprehensive and up-to-date information is being provided by the regulator.

assessment expectations

Business Information

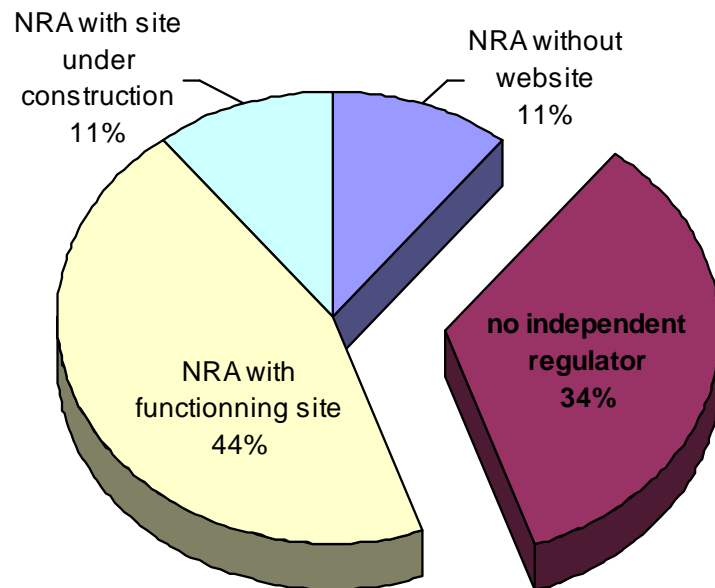


Consumer and Citizen Information

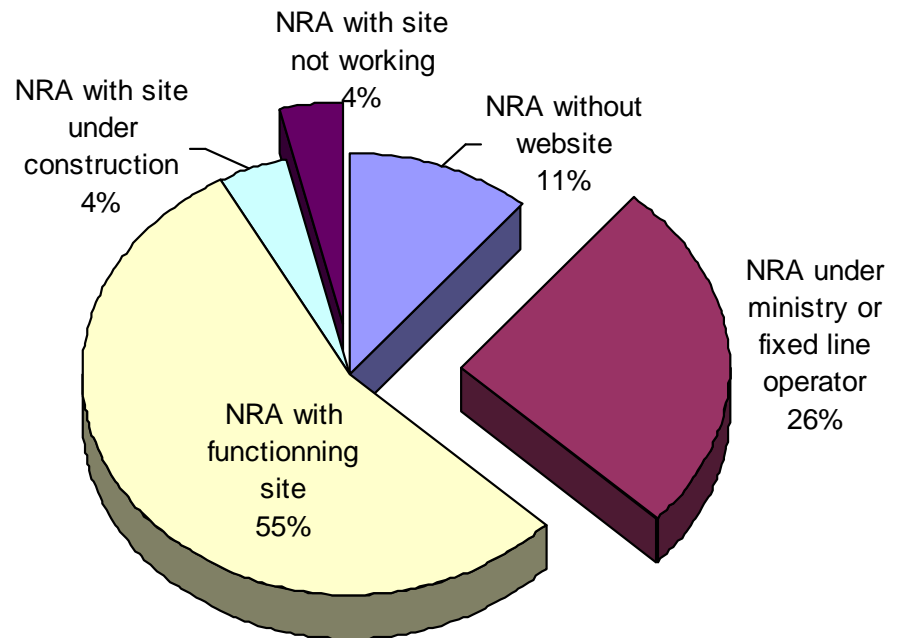


country selection – Africa

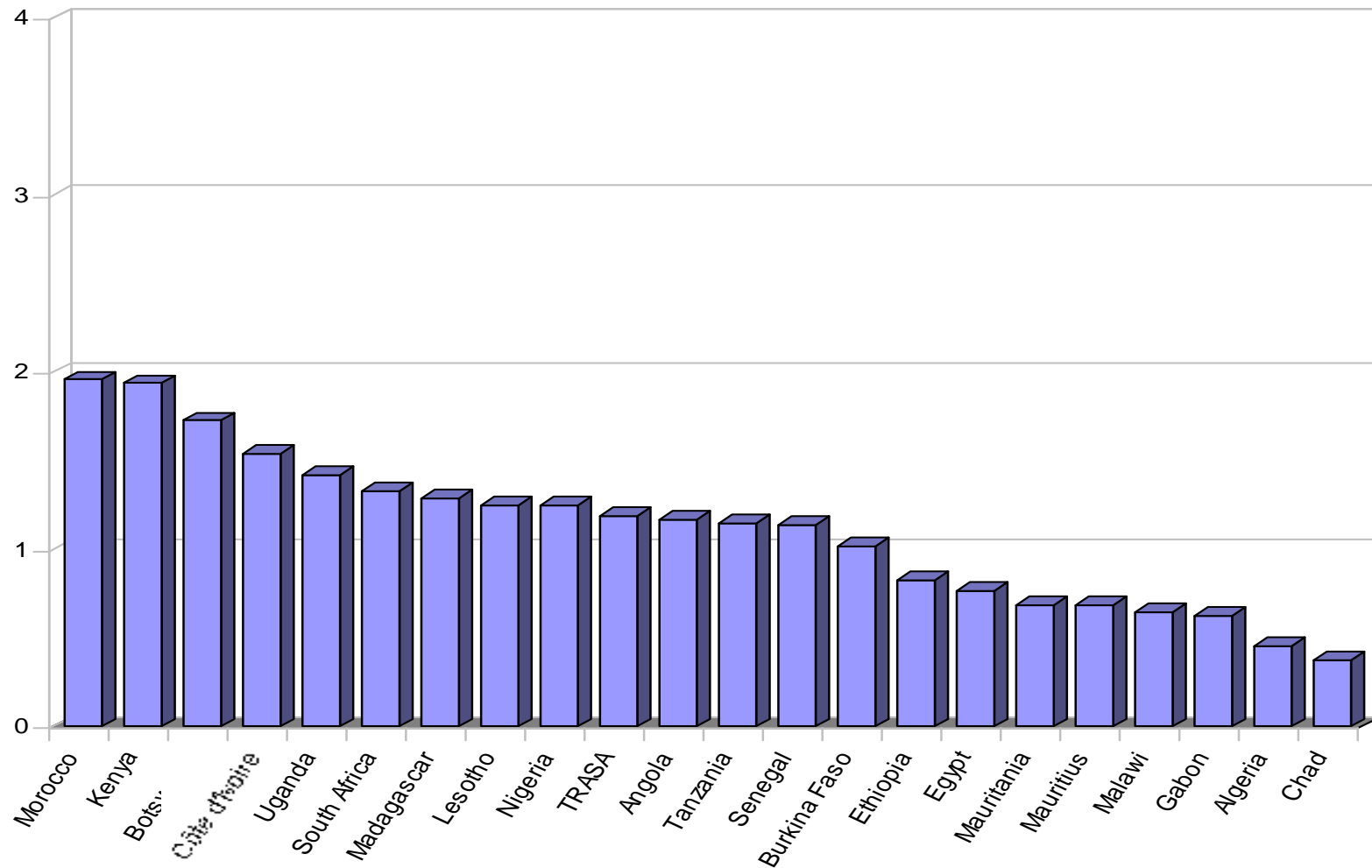
2005



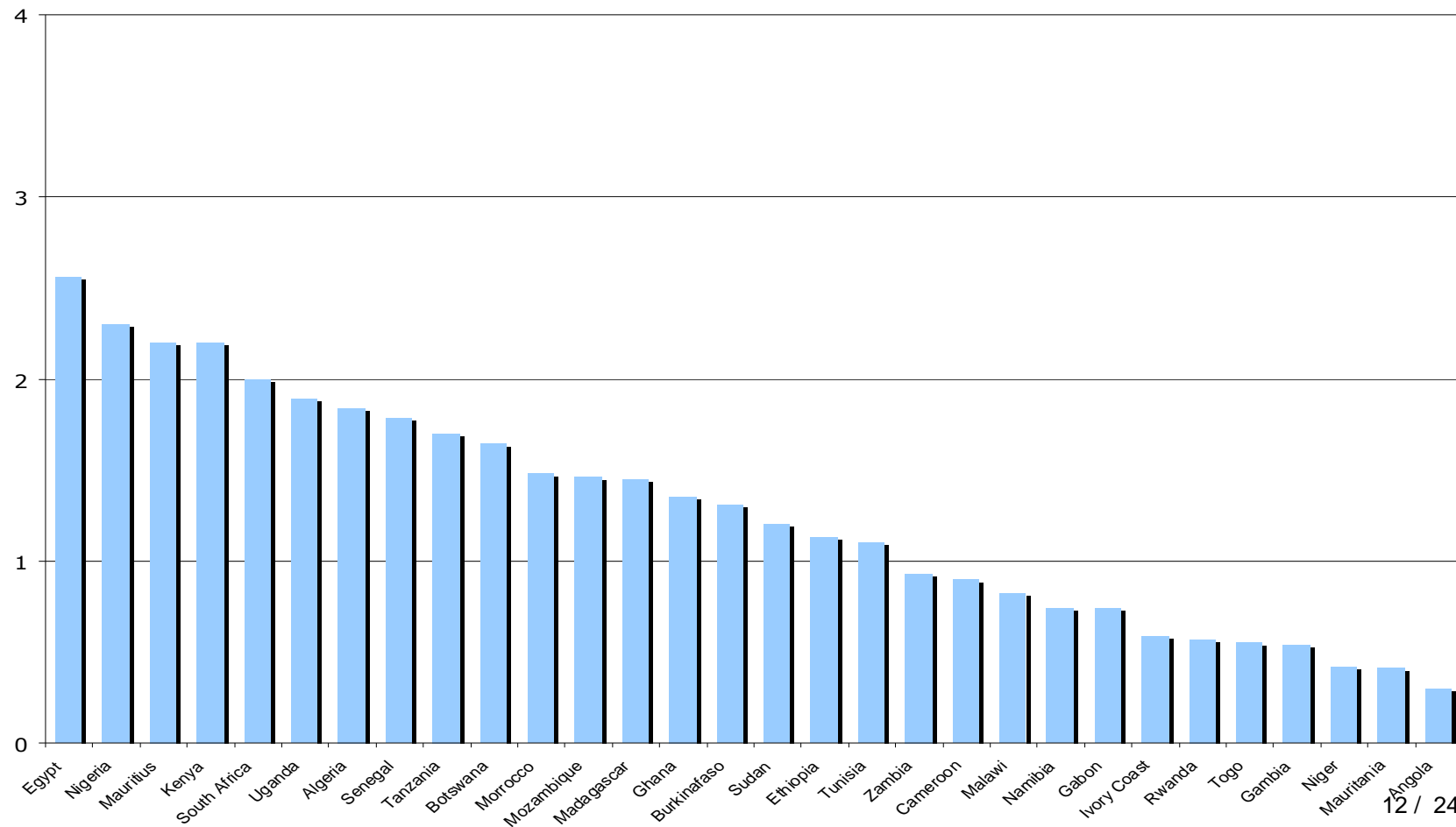
2008



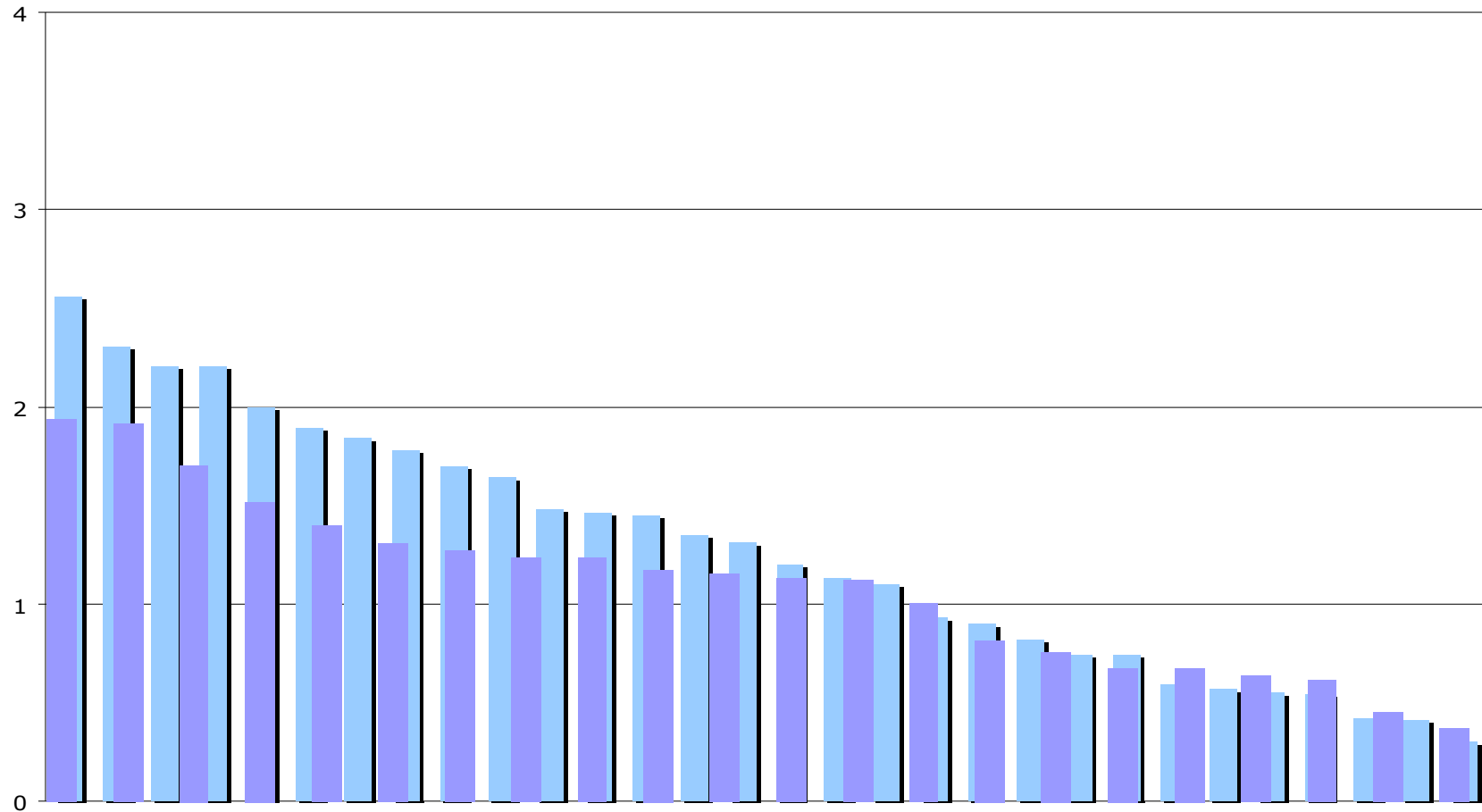
African ranking 2005



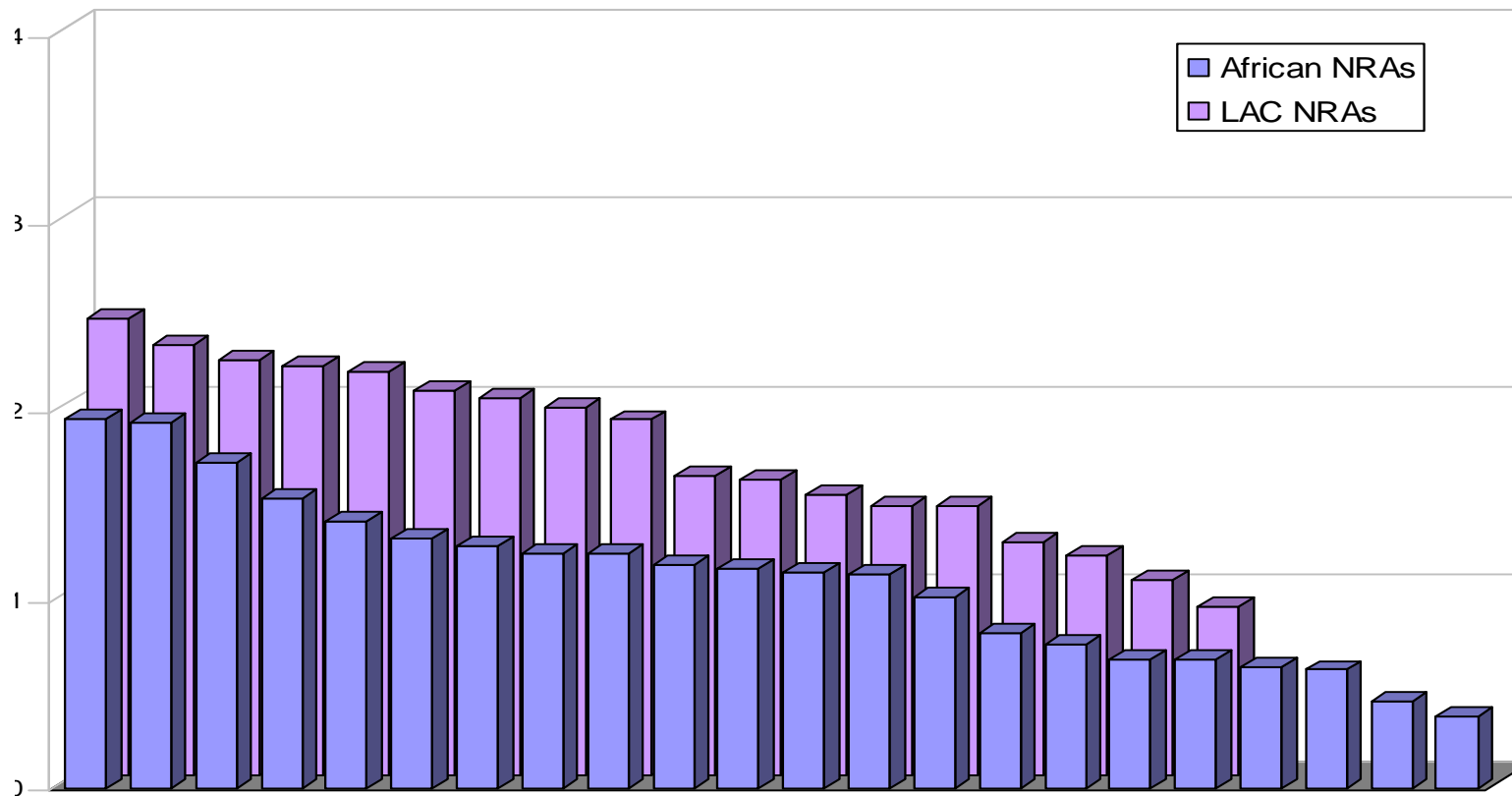
African ranking 2008



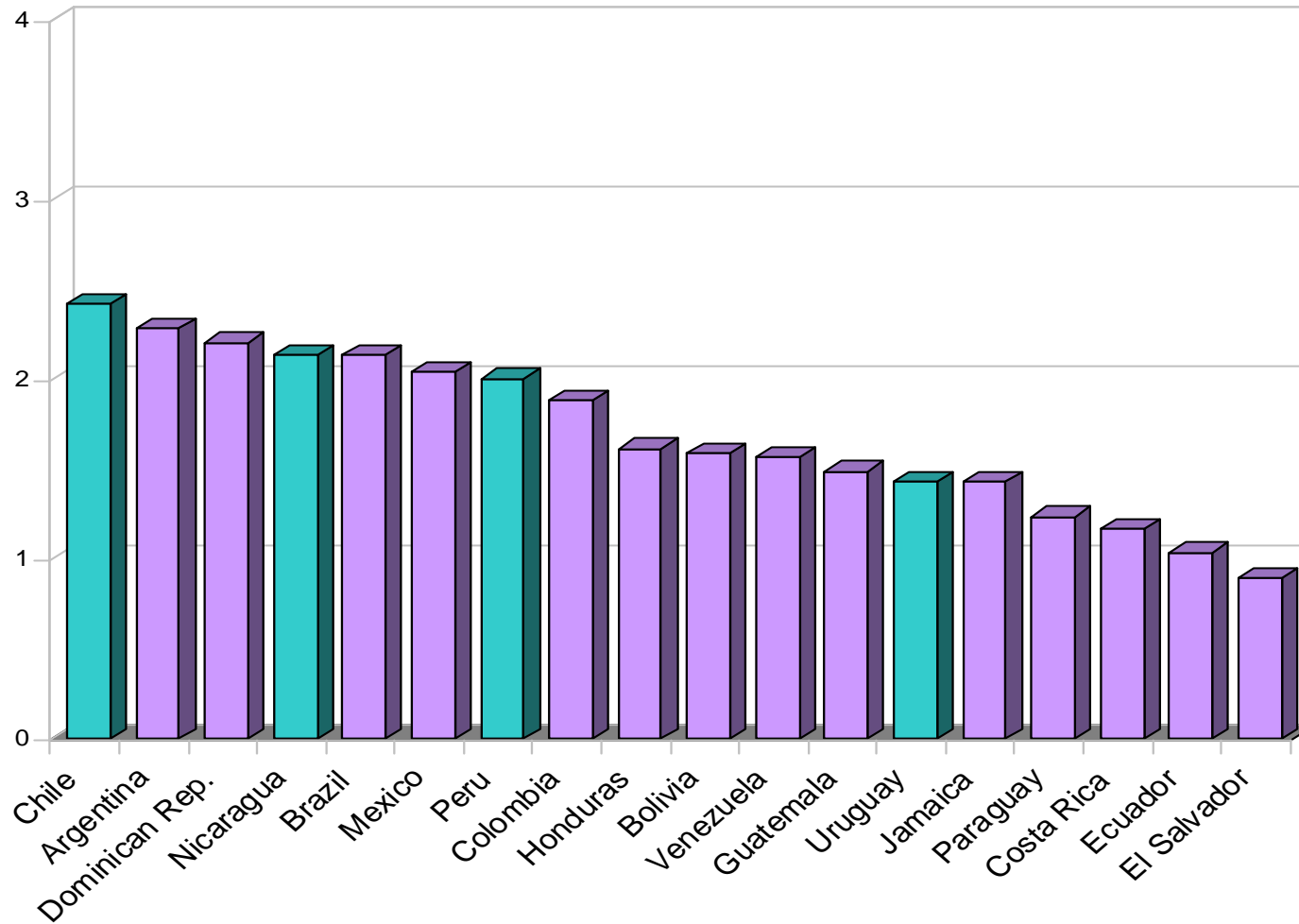
African ranking 2005, 2008



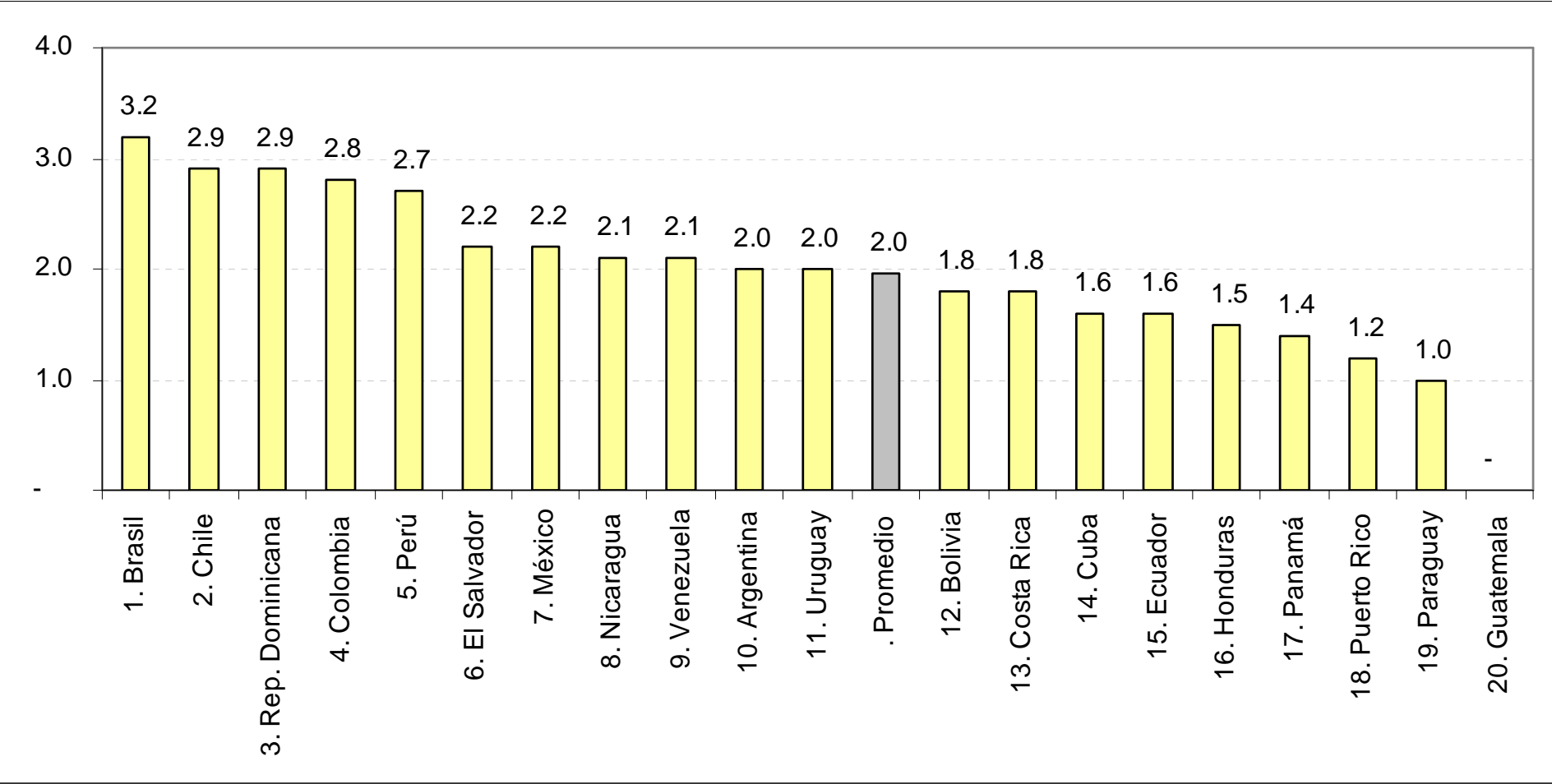
Africa / LAC 2005



LAC ranking 2005



Regulatel ranking (2008)

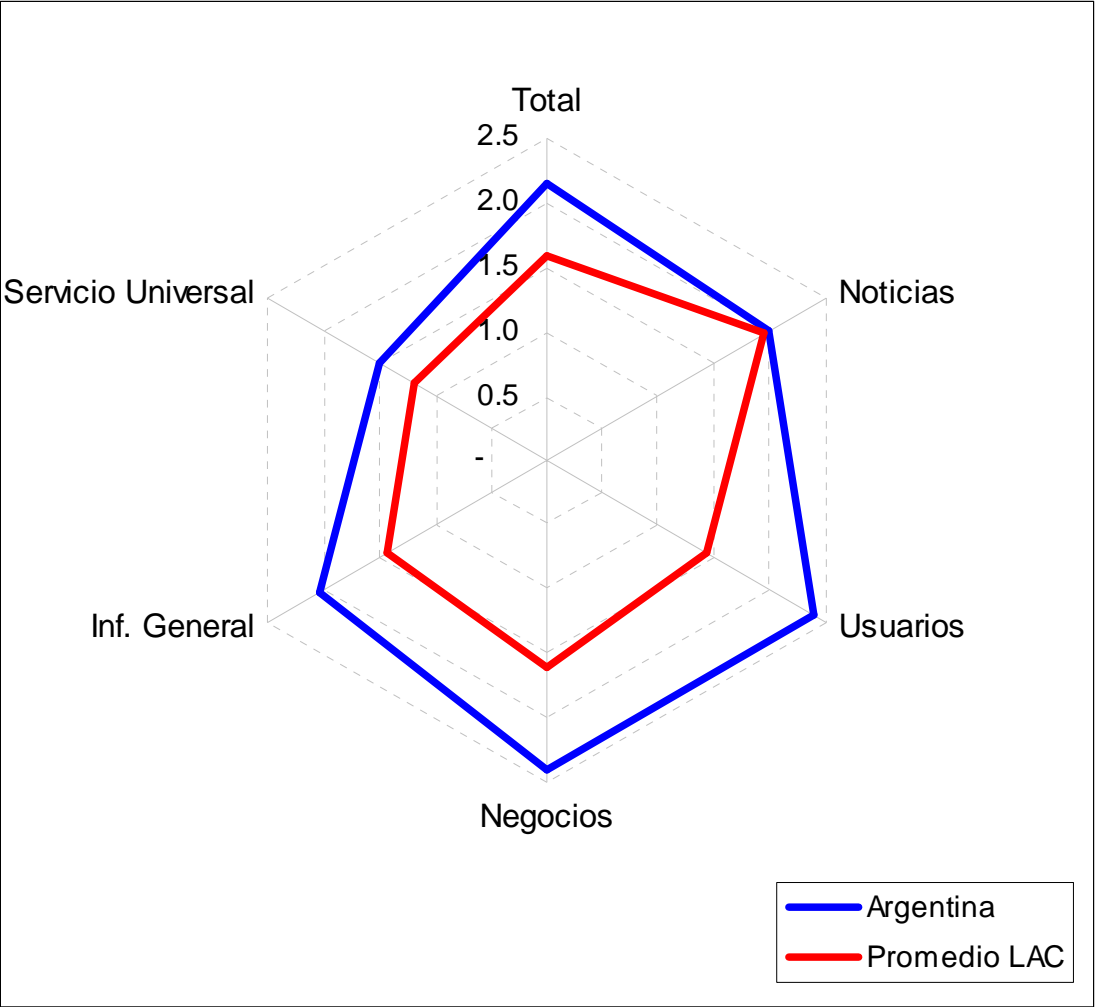


Regulatel ranking comparison

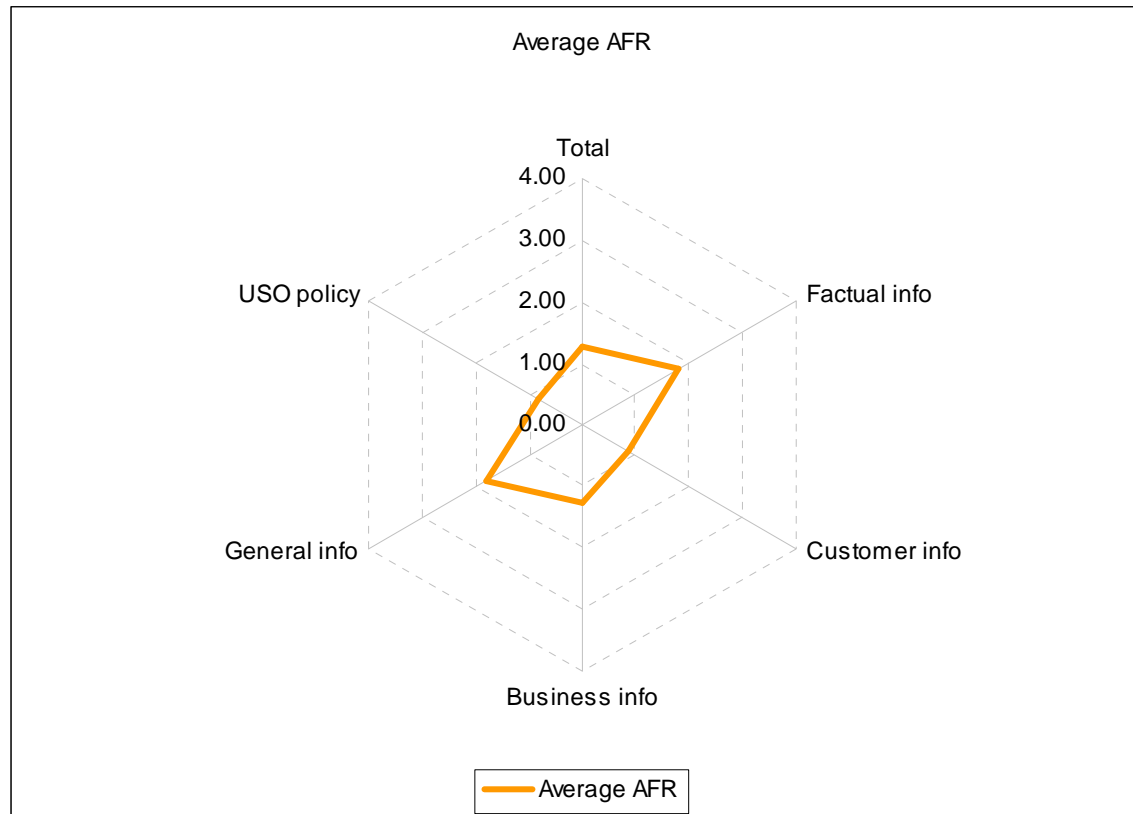




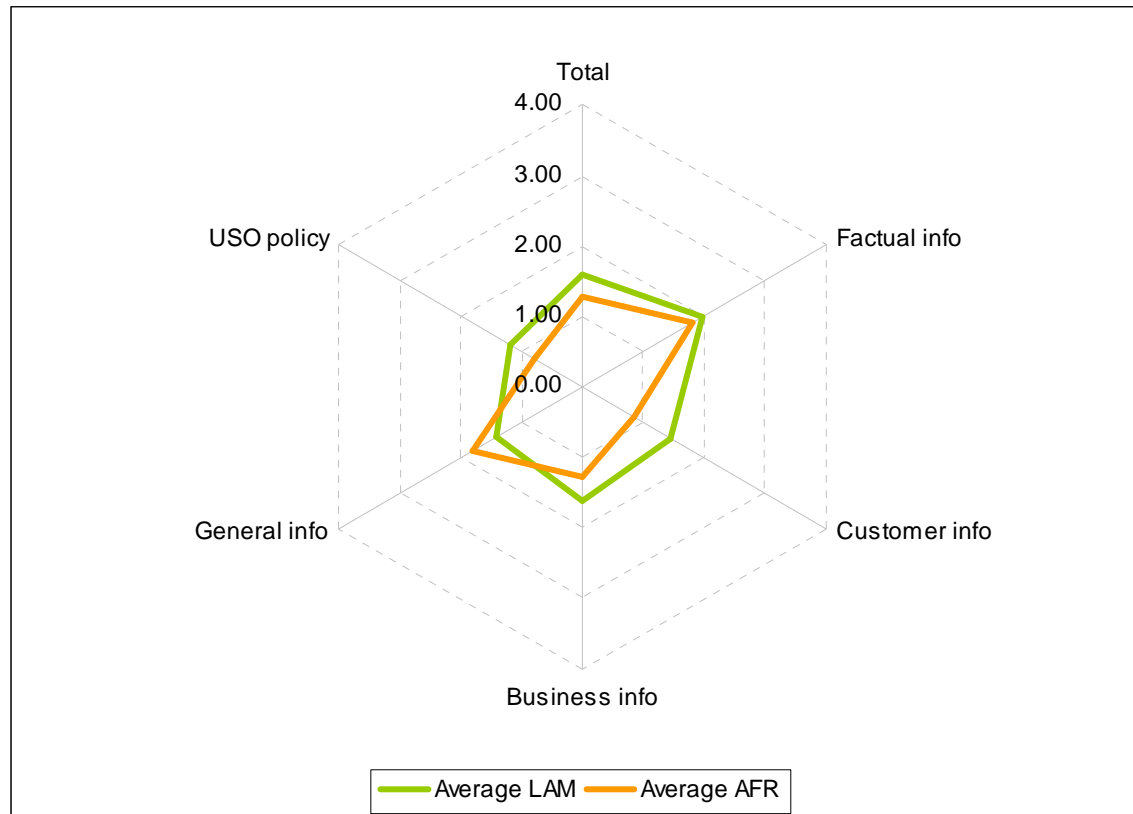
benchmarking against average



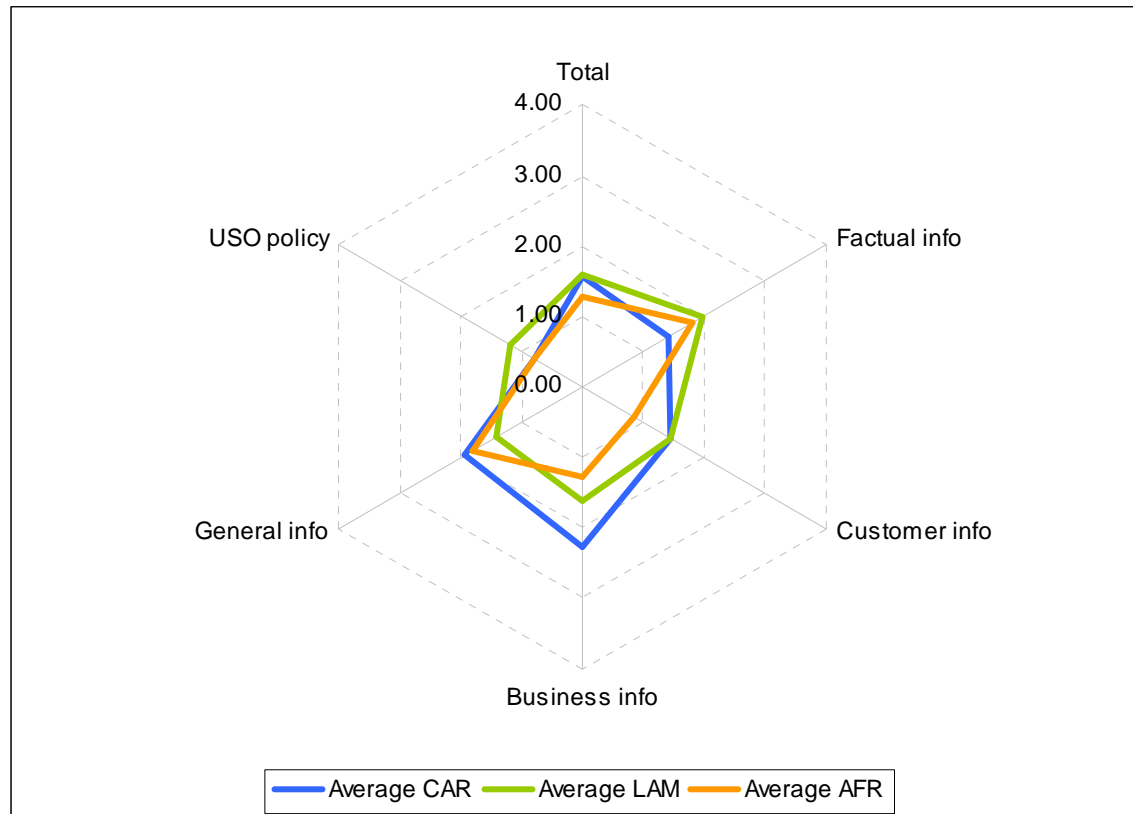
benchmarking across regions



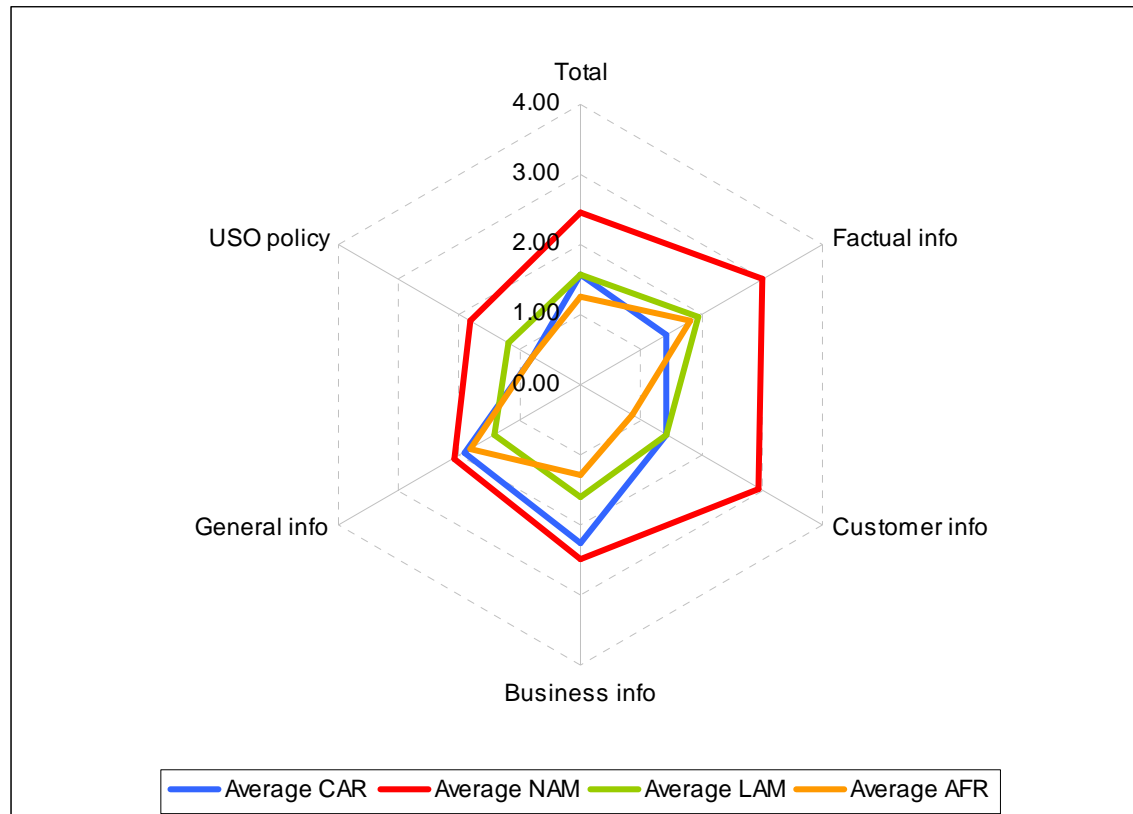
benchmarking across regions



benchmarking across regions



benchmarking across regions





Write “**NRA websites**” on the back of your business card and we will send you a copy of the global study

Or visit our website contact form to request a copy

<http://lirne.net/contact/>

This research is supported by

