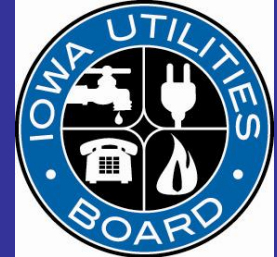


Cooperation on Sharing of Experience and Information between the PSRC of Armenia and IUB of Iowa, USA



PUBLIC PARTICIPATION IN THE PROCESS OF REGULATION

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*Public Services Regulatory Commission of the
Republic of Armenia*

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Laws on regulation of public services and the main goals of regulation in Armenia

The Public Services Regulatory Commission of the RA acts in accordance with the following laws:

1. Law of the RA “On Public Services Regulatory Commission”
 2. Law of the RA “On Energy”
 3. “Water Code” of the RA
 4. Law of the RA “On Electronic Communication” (signed into force on the 1st of January 2006) and other legal acts.
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The regulation in the sector of public services is one of the elements of public policy, the purpose of which is enforcement of balance in the interests of the consumers and the regulators in the sector of public services, within the framework of rights and duties approved by law; as well as enforcement of transparency in the process of regulation.

Provision of information to the public

The main principle in provision of information to the public:

There is no such information that cannot be provided.

Following the aforementioned principle:

- Provision of complete information at first request,
- Distribution of information through the mass media and the internet, at first possibility,
- Provision of opportunities to the mass media and the public to study the reference material (the data), based on which the provided information was developed.

Provision of information to the public

1. Provision of complete information at first request:
 - written answers to letters and complaints, in possibly short periods of time,
 - audience to the representatives of the public and in detail explanations and clarifications in regard to the raised issues, by the following methods:
 - joint discussions with the staff of the commission,
 - meetings with commissioners, as well as with the Chairman,
 - organization of meetings with the representatives of the regulated companies,
 - arranging for participation at the sessions of the commission,
 - placing of information on the website of the commission (with daily update of the existing information),
 - participation in TV programs, interviews at talk shows and in published media.

Provision of information to the public

Distribution of information through the mass media and the internet, at first possibility

- when there is a possibility to inform the public on a certain event, without any special request for doing so, the Commission shall:
 - distribute informational press releases through the mass media,
 - organize press-conferences,
 - place information on the website of the Commission,
 - publish newspaper articles,
 - distribute information booklets and make informational stands,
 - inform the representatives of non-governmental organizations for the purpose of providing information to the general public.

Provision of information to the public

Provision of opportunities to the mass media and the public to study the reference material (the data), based on which the provided information was developed.

- in all the aforementioned cases, before and after the provision of information to the public, the Commission gives an opportunity to all the interested parties to see the reference material (the data), based on which the provided information was developed.

Enforcement of transparency in the process of regulation

1. Involvement of the representatives of mass media and the non-governmental organizations (NGOs) in the process of making decisions, which are significant for the consumers,
2. Provision by the Commission of complete information on the issues of concern raised by the representatives of the mass media and the NGOs,
3. Access of the mass media and the NGOs to control over the implementation of the regulations of the Commission by the operating companies.

Main methods of work with the mass media and the NGOs

- Open sessions of the Commission,
- Open public hearings,
- Reception and joint discussions of complaints and recommendations,
- Open workshops and “round table” discussions,
- Joint monitoring,
- Television and radio debate,
- Press-conferences,
- Development and distribution of booklets and magazines,
- Training seminars,
- Open access to the existing information,
- Placement of all the information on the website of the Commission,
- Preparation of short press-releases on the planned events to be organized by the Commission,
- Publication of various articles in the media on subjects to be discussed,
- Presentation of the opinions of various international consulting companies on the issue at stake.

Main outcomes

- Satisfaction of the mass media and the NGOs in regard to the consideration of the opinion thereof in the decisions made,
- Full awareness of the public on the process of decision making and final agreements of the Commission,
- General and technical feedback on the process in the TV and other media,
- Use of methods of advertising of the activity of the Commission, with minimal costs.

СПАСИБО!
THANK YOU!