



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

# Monitoring of service quality in Armenia

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### ***THE MONITORING EXERCISES ORGANIZED AND IMPLEMENTED BY THE COMMISSION CAN BE CLASSIFIED INTO 3 TYPES***

- 1. General monitoring – when the information comes in form of reports and in format defined by the Commission.***
- 2. Interactive monitoring – when the information on implementation of separate functions of the licensed company is obtained by means of random telephone calls to the information office (for example 1-80, 1-85 and 1-04), as well as on the bases of analysis of complaints and references received.***
- 3. Target monitoring – when a working group is established, for investigation of a certain function or the overall activity of a company, which has a confirmed agenda and time schedule to perform the monitoring and present the conclusions.***



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***The results of the analysis of the presented reports and on job studies serve as a basis for definition of criteria of indicators for quality of services and the value of those indicators.***

***In the result, there is an informational database of indicators established for the quality of rendered services, based on which the Commission defines the exact performance indicators for a given period of time, and does the programming for the future years.***



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***The Commission controls the compliance of the regulated companies to the defined quality requirements for the services provided, and in the cases of violation has the authority to decide on a period of time for the elimination of any such violations and apply sanctions, including the revocation of the license.***

***According to the acting legislation and the terms and conditions of the issued license, the companies must, if necessary, provide more detailed information on any issue related to the quality of the rendered services.***



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*THANK YOU FOR ATTENTION !*