SQ2A: Establish protocols for periodic data collection on service quality

REGULATORY FUNCTION: SERVICE QUALITY REGULATION

SQ2A

ACTION CARD SQ2A

OBJECTIVE SQ2

Establish mechanisms for monitoring adherence to service requirements

ESTABLISH PROTOCOLS FOR PERIODIC DATA COLLECTION ON SERVICE QUALITY

COST: Low

FREQUENCY: One time

TARGET GROUPS: Regulators, service operators, consumer associations, civil society

DESCRIPTION

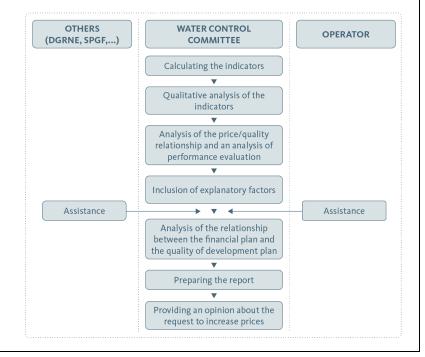
Whether the provided services correspond to defined quality standards will only be evident to regulators after being compared with data and information received from operators. Since the information must be timely and provided on a regular basis, its systematic collection is essential for regulators to be able to perform this action. To facilitate such a process for service operators, regulators establish sequenced protocols for data collection, analysis and respective reporting duties. In turn, the protocols allow service operators to better organize their analytical and reporting facilities and adequately respond to regulatory requirements. Open access to these protocols and information ensures appropriate consumer awareness about the services provided.

EXPECTED OUTCOMES

- There is a clear procedure with templates that is easy to follow by operators.
- Operators' costs for information provision is reduced.
- Monitoring by consumer associations is facilitated.

EXAMPLE: BELGIUM

In Belgium, operators in Wallonia region implement a management system based on objectives while regulators indicate the values deemed to be suitable for the indicators, alongside factors that could influence performance. The figure illustrates the process for collecting information and for calculating indicators for the quality of service regulation.



LINKS

Wallonia Water Society web page: https://www.swde.be/en/tap-water-consume-confidence

INTERNAL CAPACITIES NEEDED AND THE ROLE OF PARTNERS

Due to high volumes of information, this task is now digitalized, therefore requiring adequate IT capacity of regulators, sustained by appropriate monitoring, analytical and statistical abilities. The role of anticipated partners would be to share their related capacities, notably national statistical institutions, with capacity building being sustained by development partners, the private sector, and research institutions. Regulators' staff must be trained in how to manage the online protocol and information supplied through it, as well as the ability to train operators' staff on how to use the protocol.