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## **NEWS RELEASE**

### **Pakistan leads in providing regulatory services on-line**

**Colombo, Sri Lanka, 19 December 2005:** A survey of the websites of National Telecommunication Regulatory Authorities in the Asia Pacific region has revealed that six countries – Australia, Hong Kong, Jordan, Malaysia, Pakistan and Singapore – stand above the rest, with Pakistan leading.

The research was conducted by LIRNE*asia*, and supported by the International Development Research Centre of Canada (IDRC) as part of the research program on regulatory and sector performance indicators in the ICT [information and communication technology] sector.

A government agency's website is a key window through which the goals of e-government can be realized. A well-constructed website provides stakeholders one of the best interfaces with a government agency. It allows for self-service, whether a stakeholder wishes to find a particular piece of information, perform a transaction or obtain a copy of a certificate. It is available round the clock and saves both the NRA as well as its stakeholders much time and effort. Companies can search for opportunities with government, search for information and even apply for certain facilities on-line. A website is a virtual representation of the entire organization in cyber space.

An NRA is an important government agency in any country, especially in the context of information society reforms. It is responsible for the healthy growth of the telecommunication sector and the diffusion of telecommunication services to the public at all levels. The website of an NRA should serve as an information gateway to all stakeholders.

The study shows that some of the countries that scored good marks belonged to the developing world also. Bahrain, Bangladesh, India, Israel, Nepal, Oman, Philippines, Saudi Arabia, Sri Lanka and Viet Nam fell into the second tier of top scorers. Nevertheless, there was adequate room for further improvement.

LIRNEasia is regional, non-profit ICT policy and regulation capacity-building organization incorporated under the Companies Act of Sri Lanka, No. 17 of 1982, in 2004. It is currently funded primarily by the International Development Research Centre of Canada. Additional information is available at <http://www.lirneasia.net>.

**For more information:**

Chanuka Wattegama  
Senior Researcher  
LIRNEasia  
SLIDA Campus, 28/10 Malalasekera Mawatha  
Colombo 7, Sri Lanka  
Tel: +94 11 452 7647 Fax: +94 11 452 7648  
[chanuka@gmail.com](mailto:chanuka@gmail.com)