

PCC.I/REC. 44 (XLIV-24)¹

**BEST PRACTICES IN REGULATORY IMPROVEMENT FOR THE BENEFIT OF
TELECOMMUNICATION SERVICE USERS**

The 44 meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

CONSIDERING:

- a) That Resolution CCP.I/RES. 321 (XLI-22) approved the creation of the Rapporteurship in Regulatory Improvement, which is aimed at facilitating the exchange of information and best practices in connection with regulatory improvement in the sector of information and communication technologies (ICT); and
- b) That, as a result of the implementation of activities integrated into the work plan, on the basis of the mandates and terms of reference, that are being carried out in the rapporteurships of PCC.I workings groups, it has been possible to compile and review best practices promoting actions aimed at improving and modernizing regulations for the benefit of telecommunication service users,

RECOGNIZING:

- a) The efforts made by member states and associate members to participate actively in identifying, compiling, and socializing information relative to the progress and achievements made with respect to regulatory improvement processes and methodologies, as well as in digital transformation and open governance that would enable regulatory innovation in the telecommunication sector;
- b) The importance of the achievements reported by member states in drawing up innovative, efficient, and collaborative regulations that enhance digital transformation, foster investment, and bridge the connectivity divide while also contributing to sustainable development in the digital age;
- c) The challenges encountered to adapt regulations to the evolution of technology, regulate emerging technologies, and strike a balance between sustainability and economic growth and the importance of establishing global and national partnerships, as well as the need to draw up legal instruments for digital transformation; and
- d) The need for member states and associate members to build up a collaborative approach as a development tool for regulatory improvement in the region listing the best practices that each country can examine depending on their environment,

RECOMMENDS:

1. Establishing a regulatory improvement policy that defines the principles, objectives, roles, and responsibilities, as well as coordination, participation, evaluation, and accountability mechanisms.

¹ CCP.I-TIC/doc. 5498/24 rev. 2

2. Encouraging a predictable regulatory environment through updated regulatory agendas and periodic reviews.
3. Incorporating and strengthening RIA as a tool to evaluate the objectives, benefits, and costs of existing regulations (ex post) and the proposals or projects for new regulations (ex ante).
4. Encouraging regulatory simplification through regular regulatory reviews and the elimination of obsolete regulations.
5. Promoting the centralization of regulatory improvement in a specific sector/area, being responsible for the coordination and promotion of the principles of regulatory improvement and their implementation within organizations.
6. Promoting regulatory transparency through public consultation processes or public hearings and participation spaces in the different stages of a regulatory project, knowing the perception and level of interest in it, and taking into consideration what is relevant when making decisions.
7. Encouraging the implementation of E-government to streamline processes and administrative procedures starting from its digitization.
8. Encouraging responsive or adaptive regulation schemes, as well as co-regulation and self-regulation, to promote regulatory compliance.
9. Promoting the use of an open data strategy with a focus on improving the transparency of the data processed by regulators, as well as the studies and analyses performed, allowing the actors of the digital ecosystem and stakeholders in general to have knowledge of the behavior and evolution of the market, improving user empowerment and trust in the regulated agents.
10. Encouraging the use of innovative tools, such as web scraping, artificial intelligence, machine learning, among other emerging technologies, to generate greater efficiency both in the generation of rules and their compliance.
11. Developing and publishing roadmaps or strategic planning documents in which objectives and goals are defined, as well as deadlines for the implementation of regulatory improvement policies and any innovative tools in the field.
12. Encouraging innovative regulatory models, such as sandboxes, to make regulatory schemes more flexible in controlled environments, where disruptive products, services, and solutions are tested to evaluate and estimate possible impacts on the market and which may lead to possible modifications of the general regulatory framework.
13. Developing regulations that, from their inception, take into account implementation plans where applicable. These implementation plans should ensure robust verification and compliance.
14. Promoting and strengthening the internal capabilities of the staff who participates in the design and development of regulatory projects, in order to continue learning, experimenting, and implementing innovative tools for regulatory improvement, both current and future-state tools, taking into consideration the continuous technological advancement and the generation of more and better regulation mechanisms around the world.