

# EBRD completes its support to the Public Services Regulatory Commission



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Over the last six months, the European Bank for Reconstruction and Development (EBRD) has provided comprehensive support to the Public Services Regulatory Commission (PSRC) in Yerevan, Armenia. This is part of a long-term programme of co-operation aimed at developing the electronic communications sector in Armenia.

Electronic Communications is one of the market sectors regulated by PSRC. Its overall objective is to provide businesses and consumers in Armenia with a good range and choice of high quality mobile and fixed telecommunications, internet and broadcast services.

Since September 2010, a team of 10 international experts with experience in Europe and North America have given trainings at PSRC's offices in Yerevan. They have also used case studies from other countries, to demonstrate the best regulatory tools for fast development of the market. As well as the PSRC participants, local staff from mobile, fixed and internet service providers have attended.

Summing up his experience after attending the training course offered within the EBRD-funded programme, one of the participants praised "a team of renowned international experts who shared their knowledge and expertise on the recent developments and best-practice trends in the electronic communications field".

"All of the trainers were excellent, and the experience gained from this eight-week training initiative was indeed invaluable for my deeper understanding of the telecom sector. And I would like to convey my sincere appreciation to the EBRD for this opportunity," he added.

The international experts have assisted PSRC outside the classroom too. In separate meetings, the experts have proposed new solutions and ideas to PSRC that will further improve the competitive conditions in the market for investors and for consumers.

"The electronic communications market in Armenia is now set to develop in line with international best practices, in particular, to satisfy the demand for high speed

broadband services to businesses and consumers. Armenia is exploiting the 21st century technology for business efficiency and consumer access by more citizens to a vast range of modern services including fast internet and high quality digital TV, as well as ordinary voice services," Valeriu Razlog, the Head of EBRD office in Armenia, said.

The EBRD intends to continue its co-operation with PSRC by developing new projects to ensure further development of markets and services for investors in Armenia.

The EBRD grant to assist PSRC is supported by financing from the Government of Finland.

The EBRD is one of the largest investors in Armenia. To date the EBRD has committed over €400 million across more than 96 projects in various sectors of the Armenian economy