

1. Record Nr.	UNINA9910783453303321
Autore	Muzzini Elisa
Titolo	Consumer participation in infrastructure regulation : : evidence from the East Asia and Pacific region / / Elisa Muzzini
Pubbl/distr/stampa	Washington, D.C. : , : World Bank, , c2005
ISBN	1-280-23999-9 9786610239993 0-8213-6381-6
Descrizione fisica	vii, 51 pages : illustrations ; ; 26 cm
Collana	World Bank working paper ; ; no. 66
Disciplina	363.6
Soggetti	Consumer protection - East Asia Consumer protection - Pacific Area Infrastructure (Economics) - East Asia Infrastructure (Economics) - Pacific Area
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Contents; Foreword; Acknowledgments; 1. Introduction; List of Boxes; 2. Institutional Requirements for Effective Consumer Participation; List of Tables; List of Figures; 3. Performing Regulatory Functions vis-a-vis Consumers; 4. Contracting Out Regulatory Functions vis-a-vis Consumers; 5. Involving the Poor in the Regulatory Process; 6. Conclusions; Appendixes; References
Sommario/riassunto	Consumer Participation in Infrastructure Regulation draws on results of a survey questionnaire conducted among 45 infrastructure regulators in the East Asia and Pacific (EAP) region. It finds that EAP regulators have successfully begun to involve consumers in the regulatory process: consumer representation is a well-established practice in the region; and regulators draw on standard mechanisms to inform consumers, resolve consumer complaints, and solicit consumer input. However, regulators must take further actions to firmly move up the "ladder of consumer engagement," from merely providing in