

# PARTICIPANT COMMENTS

## *From June 2011 Participants of the PURC/World Bank Training Program on Utility Regulation and Strategy*

### **Ronald Chauke**

Head of Department  
NERSA

SOUTH AFRICA



*The PURC/World Bank International Program on Utility Regulation and Strategy is a key fundamental course that serves as a “boarding pass” into the business of effective network sector regulation for those already regulating or those who have just joined the business. From this program, I am now a graduate who understands the importance of balancing the technical and the non-technical imperatives of the regulatory process. It is possible to operate as an independent regulator as long as you create your appropriate content and draw requisite boundaries.*

*With the growing social, regulation activities importance, my country is developing its regulation model in power. For this reason, the course is useful for me in my work. I will strongly recommend the program for my regulatory colleagues.*



### **Minh Ouang Nguyen**

Official  
Electricity Regulatory Authority of Vietnam

VIETNAM

### **Justice M.K. Vinayagam**

Chairperson  
Appellate Tribunal for Electricity

INDIA



*This program has been very useful in helping me to understand the various principles of the regulatory process for framing relevant rules for achieving policy objectives. A fine group of learned speakers, sharing of their experiences was a great feature of the sessions. Further, we are able to share our own experiences among ourselves. We made new friends in the same sector. This is quite useful and a nice experience.*

*I have the privilege of attending the training for the second time—in 2006 I was the Board Member of SUMATRA (railways, road and maritime). The content of the course has been expanded to include more on managing the regulatory process—on how to make things happen. Making regulations is one thing; the challenge is to make the regulatory process effective—to save the very purpose of regulation.*



### **Nicholas Mbwanji**

Board Member  
EWURA

TANZANIA

**Mary E. Awolokun**

Commissioner – Engineering Safety and  
Standard  
Nigerian Electricity Regulatory Commission

NIGERIA



*The training was well organized with relevant professionals as facilitators. The course covers everything you need to know as a regulator. The group exercises were precise and realistic. The course materials were appropriate. The PURC staff was very friendly and accommodating. The training gave me the opportunity to meet other regulators from different countries. In conclusion, the program will be recommended for my staff and my commission to attend at least once during their time here in the office.*

*This course was perfect. I appreciate the high quality of the speakers, material, and the practical case. You did a great job. Keep up and many thanks.*



**Mansour Al-Anazi**

Director General, Economic Affairs and  
Tariffs  
ECRA

SAUDIA ARABIA

**Abba A. Ibrahim**

Commissioner  
Nigerian Electricity Regulatory Commission

NIGERIA



*The program is like one of those timeless pieces, it provided an opportunity to not only learn, but also learn lessons that will certainly last a lifetime.*

*The program effectively covered the regulatory issues confronting the growing economies of the world and identified a variety of possible solutions, drawing upon case studies of some developing countries. Interaction with the participants from other countries during the group exercises and breaks provided me an opportunity to look at the issues from a different perspective and find alternate solutions, which itself was a learning experience.*



**Rakesh Nath**

Technical Member  
Appellate Tribunal for Electricity

INDIA

**Claudia V. Coronas**  
Ombudsman  
Brazilian State Regulatory Agency

BRAZIL



*I had a great time learning and sharing experiences with people around the world. The PURC staff made the difference, doing everything easily and pleasantly. Thanks to everybody I met here!*

*This course has completely changed my approach and perspective on regulation. I have a better and clearer understanding now and really wish I had come earlier. With a technical background, I feel neutralized and well-equipped with economic and financial aspects.*



**Charity Nsofu**  
Engineer  
Electricity Control Board

NAMBIA

**Daniel Echeverria**  
Tariff Analyst  
ARESEP

COSTA RICA



*The training program is extremely useful for any regulator. You will learn the most from the exercises, which are very well designed. The discussions developed during the exercises are enriched by the different points of view of participants from all over the world. The team of instructors is incredibly high motivated.*

*The course was excellent. The overall impact of the course was visible and significant. They made the programme a grand success. We enjoyed the course and learned many things which we will be able to use in our responsibilities. We will convey the outcome of the program to our colleagues so that they also join in future training programs as well.*



**Ahmed Ullah**  
Joint Secretary  
Ministry of Power, Energy, and Mineral  
Resources  
Government of Bangladesh

BANGLADESH

**Pham Qmang Anh**  
Specialist  
Electricity Regulatory Authority of Vietnam  
  
VIETNAM



*The PURC 30<sup>th</sup> International Training Program is so helpful for me in work. As an official/specialist of ERAV with responsibility to develop power market, I think, the information and experiences will give me much help. And finally, I hope that every ERAV could attend the next training course to learn, to study and to share information with you and other participants. Thank you very much!*

*The economic knowledge given and the detail exposure to the tariff setting process was most valuable.*



**Dr. P.S.N. De Silva**  
Head of Engineering  
LECO  
  
SRI LANKA

**Khando**  
ICT Officer  
Bhutan Electricity Authority  
  
BHUTAN



*I found it is very important to recommend my colleagues to attend this course because we meet so many experienced/skilled professors and regulators to show their views and knowledge, which will be the backbone for the regulatory process. The program also provides a body of knowledge for infrastructure professionals. It gives different options for addressing challenges. Also, I learned the importance of independence for the regulator.*

*The 30<sup>th</sup> Utility Regulation and Strategy is perfectly designed for the regulators. Everyday experience the regulatory practice is perfectly reflected in this course program. Such an exposure allows the participants to take stock of how a regulator makes decisions in meeting the challenges. All the presenters are thorough in their subject matter. I am sure everyone had benefitted a lot from this course.*



**Pem Dorjee**  
Chief  
Monilory Dirine, BEA  
  
BHUTAN

**Zione Ntaba**

Director of Legal Affairs and Board Secretary  
MERA

MALAWI



*A course that allows one to interact with regulators, utility companies and academia from North and South America, Europe, Asia and Africa is unique whether you are new or old to regulation and very useful. The sessions, speakers and exercises were insightful and helpful.*

*I benefited tremendously not only from the core and basic economic and financial principles and skill to carry out a good regulatory job, but also from the important soft skill of negotiation, leadership and communication; all make us more effective on the job.*



**Sanda Cheuk**

Head, Regulatory Division  
Office of the Telecommunications Authority

HONG KONG

**Amir Hassan**

Project Coordinator  
Ministry of Housing and Environments

MALDIVES



*This course was useful in many aspects. The quality of speakers and level of knowledge among the participants are the major convincing factors for me to recommend this course to my colleagues...*

*It is with direct support of the American people, through USAID and NARUC , that the Energy Regulator has been established in Moldova back in 1991. Since then, all key staff and a number of commissioners have been through the PURC course. So if there's anything working properly with energy regulation in Moldova it certainly in a large extent due to your work. On behalf of all our staff, all the happy (and unhappy) stakeholders, thank you very much for the useful work stakeholders, for enabling us to balance both the happiness of unhappiness among the stakeholders, in an equitable manner. With much respect of appreciation, we look forward for future collaboration*



**Victor Parlicov**

Chairman & Commissioner  
Energy Regulator

MOLDOVA