



Audit assesses the service delivered by regulatory agencies

With the purpose of assessing the performance of regulatory agencies as to the quality of the service to the user, the Federal Court of Accounts (TCU) conducted in 2013 an operational audit in four Brazilian agencies, which act in the areas related to telephone, cable TV, air transport, electric power distribution and fuel distribution and resale.

According to the process judge-rapporteur, minister Aroldo Cedraz de Oliveira, it is necessary to increase the customer relations devices: “the direct and indirect instruments used by regulatory agencies in the relations with users must mandatorily provide the maximum increase of democratic participation of such interested parties in regulating services that are rendered to them”.

TCU listed five main topics that the regulatory agencies

must take into consideration when preparing their plans. The first one is the improvement of devices available for gathering expectations and desires of the service users. Another topic is the improvement of consultation and public hearing processes, allowing the increase of participation of users, whether directly or by means of organizations representing their interests, in the preparation and presentation of contributions.

The third topic suggests the performance of customer satisfaction surveys, based on defined indicators. The fourth one encourages the improvement of regulatory, overseeing and sanctioning procedures in force, allowing a more efficient answer to users concerning the provision of services.

The last one emphasizes the need to strengthen the role of offices of the ombudsman, given

the importance of accessing information, even formalizing the inclusion of such offices in the decision-making process, in order to allow, for example, them to implement suggestions or reviews prior to the rules and planning of overseeing and educational actions.

TCU determined that the National Agency of Civil Aviation (Anac), National Agency of Oil, Natural Gas and Biofuels (ANP), National Agency of Telecommunications (Anatel) and National Agency of Electric Power (Aneel) must individually submit a plan of action in order to increase the quality and efficiency of performance in the service to their service users.

TCU will plan a new audit in regulatory agencies, this time with the purpose of assessing matters related to the actual oversight performed by such agencies in the quality of the services rendered in their areas of performance.