



Frequently Asked Questions

FAQs - Consumer Protection Services

FAQs about the Consumer Protection Third-party assessment

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Who is the Third-party assessment for?

The Third-party assessment is applicable to all off-grid solar companies with distribution (B2C) operations in any typical OGS market. The assessment has been designed with flexibility to meet the needs of different business models and product types:

- **Product types:** including off-grid solar (pico-lanterns, SHS and accessories) and productive use equipment (e.g., solar water pumps).
- **Business models:** PAYGo and cash models – although the assessment is most useful for companies that have a dominance of PAYGo sales.

Eligible candidates should meet the following requirements:

1. Sales of OGS products and appliances to end-users either through cash or PAYGo contract as their primary business model
2. At least three years of operational activity in the market of assessment
3. Have made a commitment to the CP Code and completed at least one self-assessment in the last two years.

The third-party assessment can be obtained by either the company itself, or an investor who wants to include the assessment in its funding processes (e.g., during due diligence or for performance verification)

How much does it cost?

The Third-party assessment costs € 16,800, for which payment is made directly to MFR.

This cost does not include travel expenses for the assessor if the country in which the assessed operating entity is located, fall outside of MFR's office locations.

Illustrative examples of the Third-party assessment in:

- Kenya – no additional travel costs, total €16,800
- Uganda: € 18,500
- Cote d'Ivoire: €19,500

Please contact MFR directly for information and a full quotation for your Third-party assessment.

From July 2022, GOGLA is making a limited number of co-funding grants available for companies (or their investors) undertaking a third-part assessment.

Is there any help with funding?

Yes!

With thanks to the funders of the GOGLEA Consumer Protection Programme, GOGLEA is providing co-funding for seven Third-party assessments.

The co-funding is worth €7,500 which is off-set against the total cost of the assessment.

The subsidised cost of a third-party assessment for these companies is therefore €9,300 + relevant travel expenses.

As with the assessment itself, GOGLEA will accept applications for co-funding from both companies and investors. The remaining cost can be paid by the company, the investor, or a combination of both.

Interested in co-funding? Apply by submitting an [**Expression of Interest form here**](#).

With thanks to:



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We operate in more than one country.

Will a Third-party assessment review all of our operating entities?



No.

Due to the contextual differences between operating entities in one market and another, as well as the time in operation, a Third-party assessment can only assess the practices of one particular entity.

Companies and/or investors with multinational operations might want to consider the more mature markets over newer markets, or those that may carry greater risk.

If a company operates in several markets, a separate assessment is required for each operating entity.

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Is the Third-party assessment a certification/rating scheme?

No – the third-party assessment focuses on continuous improvement rather than certification or rating.

As the OGS industry is still relatively young and small, a decision was made not to offer certification or rating at this time. The focus instead is on identification of strengths and gaps, and prioritising improvement actions.

Companies at this time are assessed using the CP indicators across the six CP Principles. For each indicator, the company will be deemed to have not met, partially met, or fully met the requirements. Using these indicators, MFR will work with the company to develop a priority-ranked action plan that focuses on realistic, continuous improvements.

A rating or certification scheme may be considered by GOGLA's Consumer Protection Working Group in future if it is considered a valuable evolution of the third-party assessment scheme.

Companies who undertake a third-party assessment, however, will be publicly recognised on GOGLA's CP Hub, allowing them to demonstrate leadership and commitment to improving CP. (No results will be shared)

How long is a Third-party assessment valid for?



The assessment results are valid for a period of 3 years, unless material changes occur in the business model or ownership structure (thus interrupting the validity of the assessment).

Companies are encouraged to continue to carry out an annual self-assessment using the self-assessment tool to help measure and monitor their improvements and maintain their Commitment to the CP Code.

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How will my company be recognised for undertaking a 3PA?

Internally and with Investors:

After the Third-party assessment has been completed, companies will receive an in depth report and action plan as well as a summary plan which highlights performance by CP Principle.

Companies may wish to share the results, recommendations and lessons with other operating entities, senior management not directly involved, and their investors. The summary report aims to help make this process easy.

Publicly:

All companies that complete a Third-party assessment will be publicly recognised on GOGLA's CP Hub, as well as on MFRs dedicated website. Public recognition helps companies show leadership and responsibility in the area of consumer protection, as well as demonstrate that the company is driven to improve its impact and performance.

Information listed publicly may include the company name and logo, date of assessment and market of operations assessed. Companies can opt out of public recognition.

I'm an investor. Can I get a 3PA for my investees?

Yes!

The Third-party assessment scheme can be used by both companies and investors.

Investors may want to use the assessment to strengthen their due diligence processes, improve portfolio risk management, and validate their impact. The outputs from a Third-party assessment can provide information to help investors make data-driven decisions.

Furthermore, a Third-party assessment may be undertaken as part of a technical assistance (TA) facility. With a strong focus on improvement areas and action planning, companies will receive support via the assessment to improve performance and internal capacity for good consumer protection. MFR can also offer add-on services to support longer-term monitoring and improvements.

GOGLA is happy to speak with investors about how to integrate the Third-party assessment into their investment portfolio.

Investors can access the Third-party assessment service and co-funding in the same way as companies.

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I have another query.



More information on the service offered by MFR can be found [here](#).

For questions about co-funding a third-party assessment via GOGLA's CP programme, please send an email to consumerprotection@gogla.org with Puck van Basten (p.vanbasten@gogla.org) in copy.

For any anything else, please contact GOGLA, or visit our website.

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Who is the Lean Data Consumer Protection Survey for?



The Lean Data Consumer Protection Survey is available to all off-grid solar and productive use companies with distribution (B2C) operations.

The question set has been designed to suit various business models (PAYGo or cash, e.g.) and is product agnostic. Companies with majority PAYGo sales may find it more useful.

GOGLA recommends that companies have made a commitment to the Consumer Protection Code and undertaken at least a self-assessment before undertaking the survey, so that they can make best use of the results and ensure that they are aligned with company motivations.

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How much does the CP Survey cost?



A Lean Data Consumer Protection Survey costs \$20,000, paid directly to 60 Decibels.

The full service includes 75 questions, a sample size of 275 customers and the outputs cover a full narrative report, anonymized raw database, a staff quiz and results call.

A basic service can also be obtained for \$10,000, which includes 30 questions and a sample size of 100 customers. Companies can also integrate a consumer protection add-on module to existing projects – bespoke costings are available on request from 60 Decibels.

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Is there any help with funding?



Yes!

With thanks to the funders of the GOGLA Consumer Protection Programme, GOGLA is providing co-funding to seven companies undertaking a Lean Data Consumer Protection Surveys.

The co-funding is worth €7,500 for the full service, and is reduced to €3,000 for the basic service. The co-funding is used to off-set the total cost of the service from 60 Decibels.

As with the service itself, GOGLA is accepting applications for co-funding from both companies and investors. The remaining cost can be paid by the company, the investor, or a combination of both.

Interested in co-funding? Apply by submitting an [**Expression of Interest form here**](#).

With thanks to:



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How will my company be recognised for undertaking a CP Survey?



Internally and with Investors:

After the Lean Data CP Survey has been completed, companies will receive an in-depth analysis and insights report from 60 Decibels.

Companies may wish to share this insights report with senior management not directly involved, and their investors.

Publicly:

All companies that complete a Lean Data CP Survey will be publicly recognised on GOGLA's CP Hub and will be named as part of the 60 Decibels Consumer Protection Benchmark – no company level results will be shared. Public recognition helps companies show leadership and responsibility in the area of consumer protection, as well as demonstrate that the company is driven to improve its impact and performance.

Information listed publicly may include the company name and logo, date of survey and market of operations assessed. Companies can opt out of public recognition.

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I already have a Lean Data survey with 60 Decibels, can I add CP questions?

Yes.

If you are undertaking a Lean Data project, you can include an add-on CP module that will give your company a quick temperature gauge of four critical indicators.

Additional services available:

- Segmented analysis
- Additional questions
- Additional analysis

Contact [60 Decibels](#) for more information and prices.

I'm an investor. Can I get a CP Survey for my investees?



Yes!

The Lean Data CP Survey can be used by both companies and investors.

Investors may want to use the assessment to strengthen their due diligence processes, improve portfolio risk management, and validate their impact. The outputs from a Lean Data CP Survey can provide information to help investors make data-driven decisions.

A Lean Data CP Survey may also be a useful addition to technical assistance (TA) facilities or capacity building support offered by funders. By helping companies to identify strengths and gaps, providers can ensure that support is focused on the most impactful areas to improve consumer protection.

60 Decibels can also offer add-on services to support longer-term monitoring and improvements.

GOGLA is happy to speak with investors about how to integrate the CP Survey into their investment portfolio.

Investors can access the Lean Data CP Survey service and co-funding in the same way as companies.

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I have another query.



More information on the service offered by 60 Decibels can be found [here](#).

For any questions related to co-funding or Consumer Protection, please reach out consumerprotection@gogla.org with Puck van Basten (p.vanbasten@gogla.org) in copy.

If you have any questions for 60 Decibels please reach out to Kat Harrison, Director, kat@60decibels.com.

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Let's work together!

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www.gogla.org

