



National Communications Authority

- Press Release

PUBLIC CONSULTATION WORKSHOP ON DRAFT QUALITY OF SERVICE REGULATIONS TAKES PLACE IN KUMASI

The National Communications Authority on Thursday, 25th April 2019 organised The Middle Sector workshop for stakeholders and the general public on the Draft Quality of Service Regulations 2019. The Kumasi workshop was aimed at explaining the technical areas in the draft regulations to consumers to enable stakeholders contribute and comment on the said regulations.

Stakeholders at the workshop included media from the Ashanti, Bono and Ahafo regions, representatives of security services, phone dealers, representatives of Municipal and District Assemblies, state agencies such as the Ghana Revenue Authority, teachers among others.

Speaking at the programme, the Deputy Director-General, Technical Operations, Ing. Henry Kanor in his keynote address noted that as part of the Authority's mandate, the organisation is required to undertake a public consultation workshop to ensure that opinions and views of the consuming public are considered on industry policy.

He continued that the workshop on the draft quality of service is to enable the Authority to upgrade the various key performance indicators for the quality of service in line with changes in technology that border on the quality of service that consumers receive from their Service Providers.

The Deputy Director, Regulatory Administration, Mr. Kwame Baah-Acheamfuor who explained details of the regulation to the public, said that the quality of service regulations is intended to address a range of services and related aspects in line with the Electronic Communications Act 2008.

He added that the draft quality of service regulations when passed, will compel the Service Providers to improve the performance of the networks to such levels that meet the minimum requirements as stated in the regulations.

"This regulation is intended to be service-centric as opposed to technology focused as well as address the gaps in enforcement that exist in our current quality of service standards" he said.

The Deputy Director, Consumer and Corporate Affairs, Mr. Kwame Gyan took the opportunity to educate participants about SIM Card registration and urged them not to purchase already registered sim cards.

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Editor's Note

About NCA

The National Communications Authority, (NCA), was established by an Act of Parliament, Act 524 in December 1996, which has been repealed and replaced by the National Communications Authority Act, 2008 (Act 769). The Authority is the statutory body mandated to license and to regulate electronic communication activities and services in the country.