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## **National Communications Authority**

*- Press Release*

### **NCA Concludes Public Consultation Workshops for Consumers and Media on Draft Quality of Service Regulations**

The National Communications Authority (NCA) has concluded a series of Public Consultation Workshops to explain the technical areas in the draft Quality of Service (QoS) Regulations, 2019, to consumers and media. This is to enable them make meaningful inputs to the draft Regulations. The last in the series of workshops has taken place in Accra. Similar to the others held in Tamale and Kumasi, it brought together consumers, Consumer Advocacy Groups and the general public as well as media representatives.

The NCA undertook a fundamental review of the QoS landscape, which has no existing Regulation and accordingly, in pursuance of Section 4.1 of the National Telecommunication Policy (2005) and Section 5(h) of the National Communications Authority Act, 2008, Act 769, the Authority is consulting the public on the first Draft Regulations, which can be accessed on the Authority's website, <https://www.nca.org.gh/assets/Uploads/Draft-of-NCA-QoS-Regulations-.pdf>. Currently, the Authority has received comments from stakeholders such as the Bank of Ghana, Data Protection Commission and some Mobile Network Operators.

Speaking at the Accra Public Consultation Workshop on behalf of the Director General of the NCA, Mr. Joe Anokye, the Deputy Director General in charge of Technical Operations, Mr. Henry Kanor indicated that it has become necessary to develop the QoS regulations to reflect technological advancements that had sprung up over time as the NCA is limited to a large extent by the current outdated key performance indicators (KPIs) on Quality of Service.



- ***Mr. Henry Kanor briefing the media***

He stressed that the new regulations if approved will improve the operation and performance of interconnected networks and enable the Authority implement a QoS framework, which allows the quality of service delivered by service providers to be measured, reported and published based on defined parameters and measurement methodologies as provided in these Regulations. He added that the NCA takes stakeholder involvement in its activities as well as in the sharing of information to be vital for the efficient regulation of the electronic communications industry, hence the provision of opportunities such as this one for members of the general public to make their contributions to enhance the development of the communications industry.

The discussion of the draft Regulations was led by Deputy Director for Regulatory Administration of the NCA, Kwame Baah-Acheamfour with support from other members of the division, the Legal Division and the Consumer and Corporate Affairs Division.



- ***Mr. Kwame Baah-Acheamfour speaking to participants***

Next on the lineup of actions include consultations with the service providers, following which the NCA will consolidate all changes before processing the draft regulations for review and further approvals.



- ***A section of participants at the event***

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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.