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## National Communications Authority

*- Press Release*

### **NCA TRAINS SERVICE PROVIDERS ON THE USE OF THE WEB CUSTOMER PORTAL**

The National Communications Authority (NCA) has begun training service providers in the industry on the use of the online Automated Spectrum Management System, also known as the Web CP. The first of the series was held at the Best Western Premier Hotel on 8<sup>th</sup> November, 2016 for the Greater Accra, Volta and Eastern Regions.

The purpose of the forum was to create awareness and educate service providers on the use and functionalities of the portal.



*The Director General of the NCA giving his welcome address at the forum.*

In his welcome address, Mr. William Tevie, the Director General for the NCA outlined some of the customer-based portals that the Authority has rolled out within the past three years. He said,

“within the past three years, NCA has introduced a number of customer based portals that enhances this interaction with its stakeholders and such innovations and initiatives include;

- The development of an **online portal for type approval application**. This allows prospective clients to file their documents directly to the Authority to apply for dealership licence. Users of this online platform are expected to be able to access high-speed services anytime, anywhere and over a safe device;
- **The Complaints Management System** that allows telecom consumers to lodge or file a second level complaint for prompt and adequate redress to all types of complaints;
- **An Online reference manual for the list of certified and approved digital receivers and equipment**. This also ensures dealers and retailers of set-top boxes and Digital TV sets and more importantly consumers to know and acquire the certified and approved digital equipment which conforms to the digital standardization of the country;
- The Authority has also unveiled its **new corporate website** that is user friendly and affords stakeholders to have quick and accurate online information about regulatory facts in the communications industry.”

Mr. Tevie also assured participants that the fall out that may come up as a result of this new technology has been anticipated and measures are being put in place to ensure that some of these obstacles are addressed promptly.



*A cross section of participants at the forum*

Participants were taken through the new portal and there was also a live demonstration of the application of licensing and authorisation process. The following was also communicated to the participant during the presentation;

- In due course, Computers with internet access will be placed at all our head and 7 other regional offices across the country. Officers will be on standby to assist clients in submitting their applications online.
- There will be parallel running of the current hardcopy application system and the online system for a period of a year until a total phase out of the hardcopy system in 2017.



*Mr. Henry Kanor giving his closing remarks*

Mr. Henry Kanor, the Acting Director General for Technical Operations, in his closing remarks, thanked all service providers for participating in the forum and also urged stakeholders to embrace the new paperless technology.

This workshop will be organised in three other zones in the country.



*Mr. Henry Kanor in an interview with journalists after the event.*

*Issued by the National Communications Authority,*

*No. 6 Airport City, Accra.*

*Tel: (0)30 – 2776621/2771701 or 050-145-1522/3.*

*E-mail: [info@nca.org.gh](mailto:info@nca.org.gh)*

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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.*