



**NATIONAL  
COMMUNICATIONS  
AUTHORITY**

# NEWSLETTER

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## **NCA COMMISSIONS STATE-OF-THE-ART BROADCAST MEDIA MONITORING SOLUTION FOR ALL**

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## NCA COMMISSIONS STATE-OF-THE-ART BROADCAST MEDIA MONITORING SOLUTION FOR ALL



The new Broadcasting Monitoring Centre

In recent years, the National Communications Authority (NCA) has made strides towards the roll out of regulatory tools aimed at enhancing the efficiency of its Operations. The latest addition to these key projects in 2022 was the Broadcasting Monitoring Centre (BMC).

The BMC is an independent monitoring system for the analysis of the frequency and technical specifications of Television and FM radio broadcasting services. The installation which was designed by an indigenous Ghanaian engineering firm monitors all 13 satellites providing Free to Air (FTA) satellite TV services over the territory

of Ghana and also has the ability to record one hundred (100) video channels (terrestrial and satellite) and produce them for review, analysis or evidence.

Undoubtedly, the NCA is currently the only institution in the government sector that has put in place such a facility. The Authority is therefore optimistic that the system which will now provide evidence of what goes on in the broadcasting landscape will consequently bring some sanity to the media landscape and as well compel Broadcasters to operate within their bandwidth to avoid interruptions.



**Do you have a Complaint with your Fixed or Mobile Telephone Service?**  
Speak to your service provider first, before you call the NCA  
**call the NCA On Toll Free 0800 110 622**

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**NATIONAL COMMUNICATIONS AUTHORITY**  
*Communications for Development*



## Commissioning of the BMC



Commissioning of the new BMC

Under the auspices of the Ministry of Communications and Digitalisation (MoCD), the commissioned the state-of-the-art Broadcast media monitoring solution known as the Broadcasting Monitoring Centre (BMC) on 29<sup>th</sup> November, 2022 at the NCA Tower.

Speaking at the event, the Director General of the NCA, Mr. Joe Anokye, stated that as the number of FM Radio and Television broadcasting authorisations increases over the years, so has the need to automate the regulatory compliance administration.

He added that following concerns about the negative repercussions of some content on television stations, the NCA and the National Media Commission (NMC) signed a Memorandum of Cooperation on 15th June, 2021, to regulate broadcast content in line with the provisions of Section 3(c) of the NCA Act of 2008, Act 769. "The NCA responded by establishing the Broadcasting Monitoring Centre to provide the required technical support for the

objectives of the Memorandum of Cooperation," he said.

The Board Chairman of the NCA, Mr. Isaac Osei-Bonsu Jnr., who represented the Minister for Communications and Digitalisation, indicated that the Broadcasting Monitoring Centre is a classic example of how the provision of systems or solutions by one Agency can be useful and critical for other Agencies. He affirmed that the BMC will provide information to various Agencies when needed for investigations or for verification, providing a digital plug for the recording and storing of broadcasting content in a digital manner and format.

He reiterated that the purpose of the initiative is to protect consumers of broadcasting services in accordance with Section 5(c) of the NCA Act 769 which mandates the Authority to ensure the protection of the interests of consumers or users of communications networks or services.

The Executive Secretary of the National Media



Mr. Joe Anokye giving his welcome remarks



Mr. Isaac E. Osei-Bonsu Jr. delivering the keynote address

Commission (NMC), Mr. George Sarpong, underscored the importance of the new Broadcasting Monitoring Centre as a vital tool to ensure compliance in the Sector. He also mentioned that the system will assist the NMC to see the trend in media coverage and their implications for peace building and national development.

Additionally, the Deputy Minister for Information, Hon. Fatimatu Abubakar, stated that the new BMC would help raise media awareness at a time when there was a flood of offensive content on TV and other forms of broadcast media. She said, "When individuals are aware that a system is watching them, they will be conscious and bring sanity to the TV space."



The Executive Secretary of the National Media Commission (NMC), Mr. George Sarpong, giving his speech



Hon. Fatimatu Abubakar, delivering a speech at the event

Dial **\*404#** to link your SIM Card with your Ghana Card to stay connected



## Visits to the BMC



The Honourable Minister being ushered to the BMC by the NCA's Director General, Joe Anokye

**Visit by the Minister for Communications and Digitalisation:** Following the commissioning and operationalisation of the BMC, Hon. Ursula Owusu-Ekuful, visited the Centre on 7<sup>th</sup> December, 2022 at the NCA Tower. Led on tour by the Director General of the NCA, Joe Anokye, the Minister was briefed on the functionalities of the Centre as well as its technical set up.



Hon. Owusu-Ekuful seeking clarity at the BMC



**Visits by International Agencies:** Since the establishment of the centre, Agencies within the continent such as the Nigerian Broadcasting Commission (NBC) and the Ministry of Science, Innovation and Technology, Nigeria have visited Ghana and the NCA to benchmark Ghana's progress. For the Nigerian Broadcasting Commission, the visit was to help them in their bid to establish something similar to monitor the Nigerian media ahead of their upcoming national elections in February 2023 amongst other things.



Delegation from Nigerian Broadcasting Commission (NBC) at the Broadcasting Monitoring Centre



Delegation from Ministry of Science, Innovation and Technology, Nigeria at the Broadcasting Monitoring Centre

## Stakeholder Engagement on the BMC



Attendees in a group picture with the Director General and some Staff of the NCA

On 20<sup>th</sup> December, 2022, the NCA commenced the series of planned Stakeholder engagements with selected Broadcasters on the BMC. These engagements are purposed to create an opportunity for Stakeholders within the broadcasting space to familiarise themselves with the operationalisation of the Centre subsequent to its commissioning.

The Director General, Mr. Joe Anokye, reiterated the benefits of the Centre and urged participants not to hesitate to collaborate with the Authority when the need arises.

Attendees of the meeting comprised representatives of Kencity Media, Media General Limited, E. I. B. Network Limited, Crystal Radio Vision Limited, Media Cast Ltd (YFM), Jam Media Consult Ltd (Agyenkwa FM), Wontumi Multimedia Company Limited, Ahomka FM, Kantanka Media Limited, Despite Media and XYZ Broadcasting Limited.

It is worth mentioning that the Authority would engage with the remaining Broadcasters in due course.



The Director General, Mr. Joe Anokye, on a tour with participants



## VICTORIES, COMMENDATION AND RECOGNITION - GHANA'S STORY AT THE ITU PLENIPOTENTIARY CONFERENCE 2022

As a Member State of the International Telecommunication Union (ITU), Ghana participated in the ITU Plenipotentiary Conference 2022 (PP-22) from 26<sup>th</sup> September to 14<sup>th</sup> October, 2022 in Romania, Bucharest. Held every four years, the Plenipotentiary Conference selects the leadership for the ITU and sets out key strategic objectives.

Ghana's delegation drawn from the various Agencies under the Ministry of Communications and Digitalisation and led by Hon. Ursula Owusu-Ekuful, seized the opportunity to highlight some of Government's initiatives as regards digital inclusiveness, reaffirmed Ghana's commitment to strategic direction set by the ITU and ultimately attained victory in its election contests.

Below are key highlights from Ghana's participation.

### Ghana's Election Victories



Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful with Ghana's delegation at the ITU Plenipotentiary in Bucharest Romania. To her right is Rev. Ing. Edmund Fianko who has been elected to the ITU's Radio Regulations Board (RRB)

On 3<sup>rd</sup> October, 2022, ITU Member States elected the members of the Radio Regulations Board and Member States that will serve on the ITU Council for the next four years.

At the end of the elections, Ghana successfully retained its seat at the ITU Council for the 2023 to 2026 term by obtaining 145 votes and was ranked 2<sup>nd</sup> among the 13 countries elected to

the Council from Region D (Africa). This was the highest number of votes that Ghana had secured at an ITU Council election.

Similarly, Rev. Ing. Edmund Yirenkyi Fianko, the Acting Director of Engineering at the NCA, was elected to the ITU's Radio Regulations Board (RRB) for the 2023-2026 term. Rev. Ing. Fianko was one of the three RRB members who represented Africa on the twelve member Board. Commenting on the victory, the Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, who led Ghana's electoral campaign said, the Republic of Ghana will keep up with her sterling contribution to the ITU Council while ensuring that it carries its service to the telecommunication world in a resourceful, transparent and forward-looking manner.

It is noteworthy that Ghana has served as a member of the ITU Council since 2002 and has also played various leadership roles in Study Groups as well as actively taking part in other ITU activities. Ing. Fianko is also the second



Ing. Edmund Yirenkyi Fianko, newly elected board member of ITU's RRB

Ghanaian to serve on the RRB after the former Acting Director General of the NCA, Major (Rtd.) John Ray K. Tandoh, was elected to the Radio Regulations Board at the 1998 ITU Plenipotentiary Conference in Minneapolis.

## Ghana Declares Commitment to Bridging the Digital Divide



The Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, delivering her remarks

At the Ministerial Roundtable Session, which preceded the Plenipotentiary Conference (PP-22), the Minister for Communications and Digitalisation, Hon. Ursula Owusu –

Ekuful, affirmed the Government of Ghana's commitment to bridging the Digital Divide. The Session which was aimed at providing an opportunity for high-level reflections and



constructive exchange of views and institutional experiences from high-level representatives of various countries, was under the theme “Building Better Digital Future”.

According to the Honourable Minister, Ghana is facilitating the expansion of digital infrastructure to open up broadband access to accelerate the provision of meaningful content and smart services to benefit all citizens. Additionally, she

emphasised the critical importance of building robust cybersecurity systems and networks all around. She remarked, ‘Building confidence, trust, and security of our cyberspace to promote a safe digital /ICT ecosystem has been our major priority. We have ensured that guided by the guidelines provided by the ITU and other global cooperation networks, we work with our neighbours to build a Regional cyber space that is resilient to attacks.’



A cross-section of other Ministers on the table

## Ghana Reaffirms Commitment to Strategic Direction Set by the ITU to Ensure Universal Connectivity

The Minister in charge of Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, delivered a high Policy Statement on the provisioning of universal connectivity for the realisation of the desired global digital transformation.

The Statement, which was delivered on 27<sup>th</sup> September, 2022 highlighted initiatives embarked on by the Government of Ghana to narrow the digital divide and empower citizens to embrace the use of Information Communication Technologies (ICTs). She subsequently reaffirmed Ghana’s commitment to the strategic direction set by the ITU to ensure universal connectivity that will propel the realisation of the desired

global digital transformation.

According to Hon. Owusu-Ekuful, the Government of Ghana is actively implementing



A cross-section of participants at the Plenary Session





Hon. Ursula Owusu-Ekuful, Minister for Communications and Digitalisation, delivering her statement

the Digital Ghana Agenda to position Ghana as the digital gateway to the African continent. She further mentioned that the creation of the African Continental Free Trade Area (AfCFTA) with the Secretariat headquartered in Ghana is a pointer to the African Continent-wide marketing strategy powered by digitalisation.

The Minister also indicated Ghana's preparedness in terms of Cybersecurity and called for support in that sector to ensure a secure and resilient cyberspace for sustained digital transformation.

She said, 'utilising ITU guidelines, Ghana is actively promoting cybersecurity not only for our benefit but for the sub-region as a whole. Ghana's ranking on the 2021 ITU Global Cybersecurity Index improved to 86.69% from 32.6% in 2017. We seek partnerships and international cooperation to do even better for our entire sub-region'.

This Policy Statement was delivered in the bid to influence and determine decisions and policy direction of the ITU for the next four (4) years.

## Ghana Applauded for the Formation of the Commonwealth ITU Group (CIG)

The ITU Deputy Secretary-General, Mr. Malcolm Johnson, applauded Ghana for the formation of the Commonwealth ITU Group (CIG) and its support to the Group over the years.

Mr. Johnson made the commendation during the Networking Breakfast Meeting at the ITU PP-22 on Thursday, 29<sup>th</sup> September, 2022 held

at the Palace of the Parliament in Bucharest, Romania. The event's main purpose was for members to interact with each other in a bid to build relationships, strengthen existing ones and discuss issues of mutual concern.

Mr. Johnson threw more light on how the creation of the CIG had proven to be very effective,



Mr. Malcolm Johnson addressing the participants



Hon. Ursula Owusu-Ekuful giving her remarks

both in helping Commonwealth countries achieve their objectives as well as assisting ITU conferences reach consensus more quickly. He said Commonwealth countries usually influence their respective regions to submit proposals to the conference in line with the Commonwealth Common Objectives agreed upon by the group.

This, he explained, was possible largely because of the role Ghana played in the establishment of the Group. He also recounted that Ghana quickly run with the idea and got member countries on board to have the group formed.

The Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, acting as the Chair of the Commonwealth ITU Group (CIG), assured the Group that the leadership of the CIG will not relent on the development of democratic societies and the promotion of peace and prosperity to improve the lives of all the people of the Commonwealth.

She encouraged member countries to help promote the Commonwealth Agenda by supporting candidatures from Commonwealth countries to emerge winners.



## CONSUMERS, SERVICE PROVIDERS AND NCA INTERACT AT CONSUMER FORUM IN KUMASI



The Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, delivering her keynote address

The NCA met with a cross section of consumers, Operators and other stakeholders at a Consumer Forum which was held in Kumasi on 21<sup>st</sup> July, 2022. The Consumer Forum on the theme “ensuring a safe and secured telecommunications environment for the consumer”, provided a platform for consumers and Service Providers, especially Mobile Network Operators (MNOs) to discuss matters of common interest.

The event which was hosted at the Prempeh Assembly Hall, Kumasi was attended by consumers such as traders, students, drivers, members of religious and security groups, representatives of Mobile Network Operators (MNOs), representatives of Paid-TV services, and

the Ghana Chamber of Telecommunications. Also present were representations from sister agencies in the telecommunication space such as the National Identification Authority (NIA), Data Protection Commission (DPC), Cyber Security Authority (CSA), National Information Technology Agency (NITA) and Ghana Investment Fund for Electronic Communication (GIFEC).

The Director General of the NCA, Joe Anokye, emphasized in his opening remarks the need of hearing and addressing the concerns of telecom consumers. “For the NCA, and indeed the Telecommunications industry, the consumer is an indispensable stakeholder within our industry and his/her concerns must be given audience





The Director General, Mr. Joe Anokye, responding to questions from the public at the Forum

and addressed accordingly. Without consumers, the telecommunications eco-system cannot function”, he said.

Touching on the ongoing SIM registration exercise, Mr. Anokye reiterated that digital identification is the means to help Ghana curb most of the SIM Card related challenges.

According to him, unregistered SIM Cards have contributed immensely to the rise in identity fraud. He, therefore, urged all subscribers to register their SIM Cards with their Ghana Cards as the deadline drew near to assist in building a robust ecosystem for the delivery and use of communication services as well as to prevent, investigate, and prosecute associated crimes.

Mr. Anokye reminded the public about the set-up of an Operational Support Centre solely for Consumers to call and ask questions and submit complaints regarding the SIM Registration Exercise. He stated that the Centre runs every day and is equipped with trained staff at the backend who receive consumers’ complaints for the NCA to work on.

The Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, in her keynote address expressed the Ministry’s commitment to consumer protection. She noted that in all institutional arrangements, the consumer is the focus and the government’s interest is to develop policies that will be implemented by these Agencies for the benefit



Mr. Isaac Emmil Osei-Bonsu Jnr., Board Chairman of the NCA, giving his closing remarks

of all Ghanaians.

Hon. Owusu-Ekuful further outlined some of the consumer protection initiatives embarked on by the Government as part of efforts to improve consumer experience. Key among them is the National Roaming Service, which allows phones to automatically connect to the Mobile Network with the best Quality of Service available in any area, regardless of which Operator one is primarily subscribed to. This, she noted, has been activated on the rural telephony network dubbed RURALCOM.

The Hon. Minister also stated that as part of the Rural Telephony Project (RTP), 2016 cell sites are being provided across the country to meet the telecom access needs of rural communities in a cost-effective manner by the end of 2023. This will seek to connect about 3.5 million more Ghanaians to mobile telecom networks.

She indicated that from the inception of the Project in November 2020 at Atwereboana in the New Edubiase Constituency, 769 sites have been built, out of which 360 are on air (active) and delivering voice and data services to over 120,000 subscribers daily, on the average, across various rural communities, as at 27<sup>th</sup> May, 2022.

In his remarks, the Board Chairman of the NCA, Mr. Isaac Emmil Osei-Bonsu Jnr., recognised all stakeholders for the role they each play in the development of the communications industry. He further disclosed that the Board of the NCA



A cross-section of participants at the event

is working on the establishment of the Dispute Resolution Committee (DRC) which will provide an effective avenue for the resolution of disputes as per the Electronic Communications Act, 2008 (Act 775). He added that the public will be sensitised following the establishment of the DRC.

Mr. Osei – Bonsu used the platform to advise consumers to make a conscious effort to read the terms and conditions of any product or service before they subscribe as they wield the power to hold service providers accountable when they fail to do what is spelt out in the terms and conditions.

He also advised all stakeholders to keep the channel of communication open. The informative and interactive forum discussed topics including unwanted messages, unsubscribed services,

equipment certification, QoS, SIM Card Registration, data bundle, credit deductions, content regulations amongst other consumer-interfacing issues.

The MNOs and NIA used the opportunity to register consumers' SIM Cards and Ghana Cards respectively.



## UPDATE ON THE SIM REGISTRATION EXERCISE

### Release of Self Service App

On 25<sup>th</sup> August, 2022, the NCA released the SIM Card Registration Self-Service Application (App) called **GH SIM SELF REG**. The App is intended to aid subscribers who have done Stage 1 of their registration to complete Stage 2 at the comfort of their homes, offices or other convenient locations. Regardless, subscribers who prefer to physically go to their Service Providers' registration points to complete Stage 2 can still do so.



### Implementation of Punitive Measures for Unregistered SIM Cards

A set of punitive measures designed to culminate the yearlong nationwide SIM registration exercise kicked in from 5<sup>th</sup> September, 2022.

Amongst the punitive measures were:

1. Re-routing of all outgoing calls of subscribers who had not started their registration to an Interactive Voice Recording (IVR) for a SIM registration sensitisation message to be played before all calls were connected.
2. Blocking of outgoing calls and data services for 48 hours once a week.
3. Subscribers who have neither begun Stage 1 nor completed Stage 2 of the SIM Registration process will be allowed to reconnect their SIMs after duly completing the two stages of the registration process.
4. After 30<sup>th</sup> September, 2022, these SIMs as described above were deactivated. Subscribers have a period of six (6) months to register to redeem their SIMs failing which their numbers will be churned – that is re-assigned to the pool to be sold to potential new subscribers.

### Outcomes of SIM Registration Court Cases

The High Court in Accra presided over by His Lordship Justice Charles Edward Ekow Baiden on Monday, 21<sup>st</sup> November, 2022 ruled in favour of the National Communications Authority (NCA) in a case filed against the Authority by nine (9) Applicants in relation to the ongoing SIM Registration Exercise.





The Applicants sought to invite the Court to among other things strike out the SIM registration deadline and its related sanctions and as well declare the NCA's directive, which mandates that Ghanaians register their SIM Cards using the Ghana Card as the only form of identification and subject them to punitive measures if they fail to register by the specified deadline, null and void.

This application followed the Minister of Communications and Digitalisation's extension of the deadline for the SIM card registration to 30<sup>th</sup> September 2022 and subsequent declaration of punitive measures.

As part of the ruling of the case, the Court held that the NCA has full legal mandate to conduct the SIM registration exercise and has not exceeded its powers or breached the natural justice principle.

Similarly, the High Court Human Rights Division in Accra presided over by Her Ladyship Barbara N. Tetteh-Charway J. on 13<sup>th</sup> July, 2022, dismissed the case challenging the legality of the SIM Card registration exercise. The Applicant, Francis Kwarteng Arthur, was praying, inter alia, for an order to stop the ongoing SIM card registration exercise.

However, the Court held that the SIM registration directive by the NCA is lawful and in the public's interest and none of the actions of the NCA violated any law.

## What Are My Rights?

**Consumers have the following statutory rights when they start using any telecom service:**

1. The right to have access to basic telecommunication services at affordable prices.
2. The right to choose from a variety of telecom services provided.
3. The right to be informed about products and services in complete, accurate, simple and clear language.
4. The right to address complaints and to be heard about quality, delay, quantity and tariff with regard to the nature of the communication service provided.
5. The right to request or access information on bills.
6. The right to privacy of information.

## What Are My Responsibilities?

**Consumers should be aware of their responsibilities as follows:**

1. Not rely solely on service providers' information and choice.
2. Carefully read terms and conditions on contracts, promos and adverts and understand them before subscribing.
3. Be well informed of telecom services and products from your service provider.
4. Inform Service Provider about changes in personal circumstances such as change in name or address.
5. Keep receipts, cancelled contracts, bills and instruction. They will be useful in problem solving.

## AIRTELIGO'S AG. CHIEF EXECUTIVE OFFICER PAYS COURTESY VISIT TO THE NCA



A group picture of the Director General of NCA, Mr. Joe Anokye and Ag. Chief Executive Officer, Leo Skarlatos of AirtelTigo

The Acting Chief Executive Officer (CEO) of AirtelTigo, Leo Skarlatos, paid a courtesy visit to the Director General of the NCA at the NCA Tower. The purpose of the visit was to introduce himself to the Director General of the NCA, Mr. Joe Anokye.

Welcoming the Ag. CEO, Mr. Joe Anokye stated that the NCA was pleased with the CEO's decision to embark on this visit. He proceeded by stating that the Authority will ensure that there is collaboration to ensure growth.

In his brief remarks, Mr. Leo Skarlatos expressed gratitude for the warm reception and pledged his commitment to bringing onboard innovations that will steer AirtelTigo to greater success. He further expressed his pleasure to working with the NCA and his commitment to ensuring that AirtelTigo remains consistent in adhering to its regulatory requirements, providing the best quality of service to the consumers and also remain competitive in the telecom industry.

Present at the meeting were the Deputy Director General, Managerial Operations, Ms. Olivia Okailey Quarthey, Deputy Director General, Technical Operations, Dr. Ezer Osei Yeboah-Boateng, and some Management Staff.

Mr. Skarlatos before joining AirtelTigo has held various executive positions in the past as Chief Financial Officer in various telecoms companies including MTN, Vodafone, Orascom, and ROMTelecom in Romania, Ghana, Zambia, Cameroon, Sierra Leone, and Myanmar.



Ag. Chief Executive Officer, Leo Skarlatos of AirtelTigo and The Director General, Mr. Joe Anokye of NCA during the introductory visit

## VISITS BY AGENCIES FROM THE CONTINENT AND BEYOND

Over the years, the NCA has consistently received requests for benchmarking visits from various stakeholders throughout Africa and beyond; 2022 was no exception. The purpose of these visits have essentially been to leverage the knowledge of the NCA as regards key regulatory issues.

From July to December 2022, the Authority willingly hosted and shared knowledge with delegations from the under listed institutions.

### Ministry of Science and ICT of the Republic of Korea

On 26<sup>th</sup> August, 2022, the NCA hosted a three (3)-member delegation from the Korea Information Society Development Institute (KISDI) of the Republic of Korea at the NCA Tower.

The visit, led by Dr. EunJin, Associate Fellow (Project Manager) at KISDI, marked the commencement of a collaborative discussion between the Ministry of Communications and Digitalisation (MOCD) and the Ministry of Science and ICT of the Republic of Korea on

Ghana's Digital Transformation Agenda.

The Deputy Director General for Technical Operations at NCA, Dr. Ezer Osei Yeboah-Boateng, expressed his delight to host the delegation on a study tour in Ghana and highlighted some remarkable achievements of the NCA. He further congratulated Korea for its growth in the technological environment and in the world of Science and ICT.

Dr. Sangwon KO, Executive Director at KISDI,



A group photograph of the delegation with some Management staff





The delegation at the Communications Monitoring Centre (CMC)

applauded Ghana in his introductory remarks for the significant economic progress made in the country and commended the country for initiatives such as implementation of the

SIM re-registration Exercise and the Significant Market Power (SMP) directed towards Ghana's digitalisation agenda and to stimulate investment in a safe and fair environment.

## Communications Authority of Kenya

A five-member delegation from the Communications Authority of Kenya (CAK) visited the Authority from 31<sup>st</sup> October to 4<sup>th</sup> November, 2022 to understudy the competitive spectrum assignment mechanism and auction in Ghana. The visit was led by Jacob Kipkoech, Deputy Director in charge of Expenditure and Treasure Management at CAK.

Welcoming the delegation, Dr. Ezer Osei Yeboah-Boateng, Deputy Director General for Technical Operations (NCA), indicated that the Authority was pleased to share knowledge on key regulatory issues particularly in Frequency allocation, Telecoms Licensing regime, and Market dynamics, among other regulatory operations within our sub-region.

In his introductory remarks, Mr. Mamady Doubouya, expressed his gratitude for the warm reception given and acknowledged the NCA as having expertise in the field of spectrum



management. He further stated that knowledge-sharing is of great importance to Regulators of the Communications Industry for instance this

visit to Ghana will inform the Communications Authority of Kenya on policy direction in its spectrum management.



A group photograph of the delegation with some Management staff

## Regulatory Agency for Posts and Electronic Communications of Congo (ARPCE)

On 28<sup>th</sup> November, 2022, the NCA hosted a seven-member delegation from the Agency for Posts and Electronic Communications of Congo. The purpose of the visit, which was led by Marc Sakala Louis Marc, Chief Executive Officer of ARPCE, was to have a high-level discussion on a proposed roadmap for the signing of a Memorandum of Understanding (MoU) between the NCA and ARPCE.

Welcoming the delegation, Dr. Ezer Osei Yeboah-Boateng, Deputy Director General for Technical Operations (NCA), stated that the visit was essential because it gave the opportunity to understand the prospects each regulator has and to identify potential areas of interest before drafting the MOU. He added that while the NCA is willing to share knowledge, the Authority would also like to understand areas of interest and how the NCA stands to benefit to enable the



Dr. Ezer Osei Yeboah-Boateng, DDG-TO, at the NCA giving his opening remarks

Authority take advantage of their experiences.

In his introductory remarks, Marc Sakala Louis Marc stated that the visit was among other things to understand the measures being put in place to accommodate emerging technologies such as



Artificial Intelligence (AI), Over-The-Top (OTT) and how they influence the Telecommunication services. In addition, he expressed appreciation for the warm welcome they had received and

said that the visit would mark the start of a close partnership between the NCA and the ARPCE.



The delegation touring the new Broadcasting Monitoring Centre and the Communications Monitoring Centre



A group photograph of the delegation with some Management staff

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## NCA RECOGNISED AGAIN AT GITTA AWARDS

The NCA received an award for 'Excellence in Communication Regulation' for the year 2022 at the 12<sup>th</sup> Ghana Information Technology and Telecom Awards (GITTA) held on Friday, 21<sup>st</sup> October, 2022 at the Movenpick Ambassador Hotel in Accra.

The award was another significant milestone the Authority could proudly show as evidence of pre-eminence, hardwork and unwavering dedication put in as the Telecoms Regulator in the country.

Concurrently, the Director General of NCA, Mr. Joe Anokye was adjudged one of the Top 20 Tech Leaders in Ghana and the sub-region for his innovative leadership and selfless contribution within the global tech industry at the same event.

Mr. Anokye has, since his appointment in 2017, spearheaded bold initiatives of the Authority with support from the Ministry of



A photograph of the awards received



Communications and Digitalisation to promote development in the Communications Industry.

GITTA, a yearly award event, has over the years sought to promote and celebrate institutions and personalities who have embraced technology and digitisation. These include Governments, Information Technology (IT) Operators, Internet Service Providers (ISPs), Fintechs, Infrastructure Providers, Banks and other stakeholders.

The awards were received on behalf of the Authority and the Director General by Dr. Ezer Osei Yeboah-Boateng, Acting Deputy Director General for Technical Operations and some staff of the NCA.

As this is a great feat for the Authority, the Board, Management and Staff of the NCA congratulates Mr. Joe Anokye for this remarkable recognition.



Dr Ezer Osei Yeboah-Boateng (third from right) and some staff of the NCA in a group photograph at the event





## NCA & AITI KACE HOST 14TH ITU ACADEMIC CONFERENCE, ITU KALEIDOSCOPE 2022



Chaesub Lee, Director of the ITU Telecommunication Standardization Bureau speaking at the event



The Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, delivering her keynote address

The NCA in collaboration with the Ghana-India Kofi Annan Centre of Excellence in ICT (AITI-KACE), and under the auspices of the Ministry of Communications and Digitalisation (MoCD) hosted the 14<sup>th</sup> International Telecommunication Union (ITU) Academic Conference, ITU Kaleidoscope 2022.

The Conference which was under the theme

“Extended Reality: How to Boost Quality of Experience and Interoperability” was the fourteenth in a series of peer-reviewed academic conferences organised by the ITU to bring together a wide range of views from Universities, industry and research institutions.

The aim of the Kaleidoscope Conference was to identify emerging developments in Information



A group photograph of dignitaries at the Conference



and Communication Technologies (ICTs) and, in particular, areas in need of international standards to aid the sustainable development goals of our interconnected world.

Chaesub Lee, the Director of the ITU Telecommunication Standardization Bureau, emphasized in his opening remarks that the purpose of the ITU Kaleidoscope is to expand the discussion between experts working on the standardization of Information and Communication Technologies (ICTs) and academia. In addition, he stated that the three-day event would create awareness for the presentation of papers on technical standards that will address academia and industry-driven needs as well as discuss emerging technologies such as Smart Cities and Artificial Intelligence (AI) with an emphasis on the development of technical standards, policies and regulations in specific technical domains.

The Minister for Communications and Digitalisation (MoCD), Hon. Ursula Owusu-Ekuful, stated in her keynote address that the success of a country's digital transformation agenda is dependent on a clearly defined digital policy and strategy, which Ghana, through



A cross-section of participants at the event

the MoCD, has fared well. She added that the Conference would provide an opportunity for participants to debate how ITU member nations may employ emerging technology to advance current socio-economic status. "Universal access and connectivity, data and digital entrepreneurship, data classification, data sharing, and open data, among other things, are instructive for the sector's effective growth, which can contribute to the resolution of developmental challenges," she said.

As part of the Conference, participants had the opportunity to tour some of the NCA's regulatory infrastructure, including the new Broadcasting Monitoring Centre, the Communications Monitoring Centre (CMC) and NCA-Computer Emergency Response Team (CERT).



Participants touring the Communications Monitoring Centre

## CHIEF OF AIR STAFF MOTIVATES 2022/2023 NSP AT NCA BOOT CAMP



Mr. Joe Anokye giving his welcome remarks



Air Vice Marshall Frank Hanson explaining some points in his presentation

As part of activities outlined for the boot camp held for National Service Personnel (NSP) posted to the Authority to usher them into the world of work, the NCA organised a motivational session for its 2022/2023 NSP on 13<sup>th</sup> December, 2022. Air Vice Marshall (AVM) Frank Hanson, Chief of Air Staff, was the main speaker for this year's session.

Mr. Joe Anokye, the Director General of the NCA, in his welcome remarks expressed his appreciation to the AVM for consenting to support the NCA in motivating and preparing the NSP for corporate work. He added that the boot camp and its activities has, since its inception in 2017, been a means of adding value to the Personnel ahead of their service and this year is no exception. Mr. Anokye assured the NSP of

the Authority's readiness to ensure their success during their stay at the NCA.

Air Vice Marshall Frank Hanson, in his remarks, commended the NCA for the training it provides to the Personnel who have been attached to the Authority for their National Service. Taking the NSP through a presentation he titled, 'Driving Leadership Skills into the Youth Overdose',



A cross-section of participants at the event



AVM Hanson noted that it was important to drive leadership skills into the youth considering that they are the future leaders. He also encouraged them to discover themselves and think creatively to make strategic decisions that will help solve problems.

Speaking further, AVM Hanson admonished the personnel to take their training and service

in earnest and value integrity in their actions. He ended his presentation by urging the NSP to adopt the culture of reading to help them get abreast with happenings in order to succeed at their work.

The NSP had the opportunity to engage with Air Vice Marshall Frank Hanson, asking relevant and pertinent questions relating to career building.



A section of NSP in a group photo with AVM Hanson and Mr. Anokye



A section of NSP in a group photo with AVM Hanson and Mr. Anokye



## NCA DG CLOSES 2022 NSP BOOT CAMP



Mr. Joe Anokye speaking at the event

The Director General of the NCA, Mr. Joe Anokye, had his turn at the boot camp organised for the 2022/2023 batch of graduates undertaking their National Service at the NCA. Mr. Anokye's motivational session was held under the theme "Ownership and Conscientiousness".

With the passion to always empower the youth, Mr. Anokye seized the opportunity to inspire the NSP by focusing on the importance of building a culture of ownership and conscientiousness with responsibilities. He also shared his life experiences and concentrated on how he strived to be an exceptional employee during his time at the National Aeronautics and Space Administration (NASA).

Speaking at the ceremony, Mr. Anokye stated that the key to being an excellent employee is taking ownership and being conscientious with responsibilities. "Taking ownership means holding yourself accountable for your work

regardless of the results and demonstrating a genuine interest in contributing to company success," he said.

He further urged the NSP to be diligent by concentrating intently on assigned tasks and duties, as well as being responsible, hardworking, socially minded, disciplined, well-organized, goal-focused, and tenacious.

Mr. Joe Anokye further shared some of his



A cross-section of participants at the event



A group photograph of NSP with Mr. Anokye

experiences with NASA in the United States as a Telecommunications Service Manager, and his personal principles that have contributed to his success story.

The NSP had the opportunity to voice concerns and ask questions on career development and

other related topics.

The NSP had the opportunity to engage with Air Vice Marshall Frank Hanson, asking relevant and pertinent questions relating to career building.



A group photograph of NSP with Mr. Anokye



# National Communications Authority



## Who are we?

The National Communications Authority (NCA) is the central body mandated to license and to regulate electronic communication activities and services in the country.

Communications for Development



National Communications Authority Ghana



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