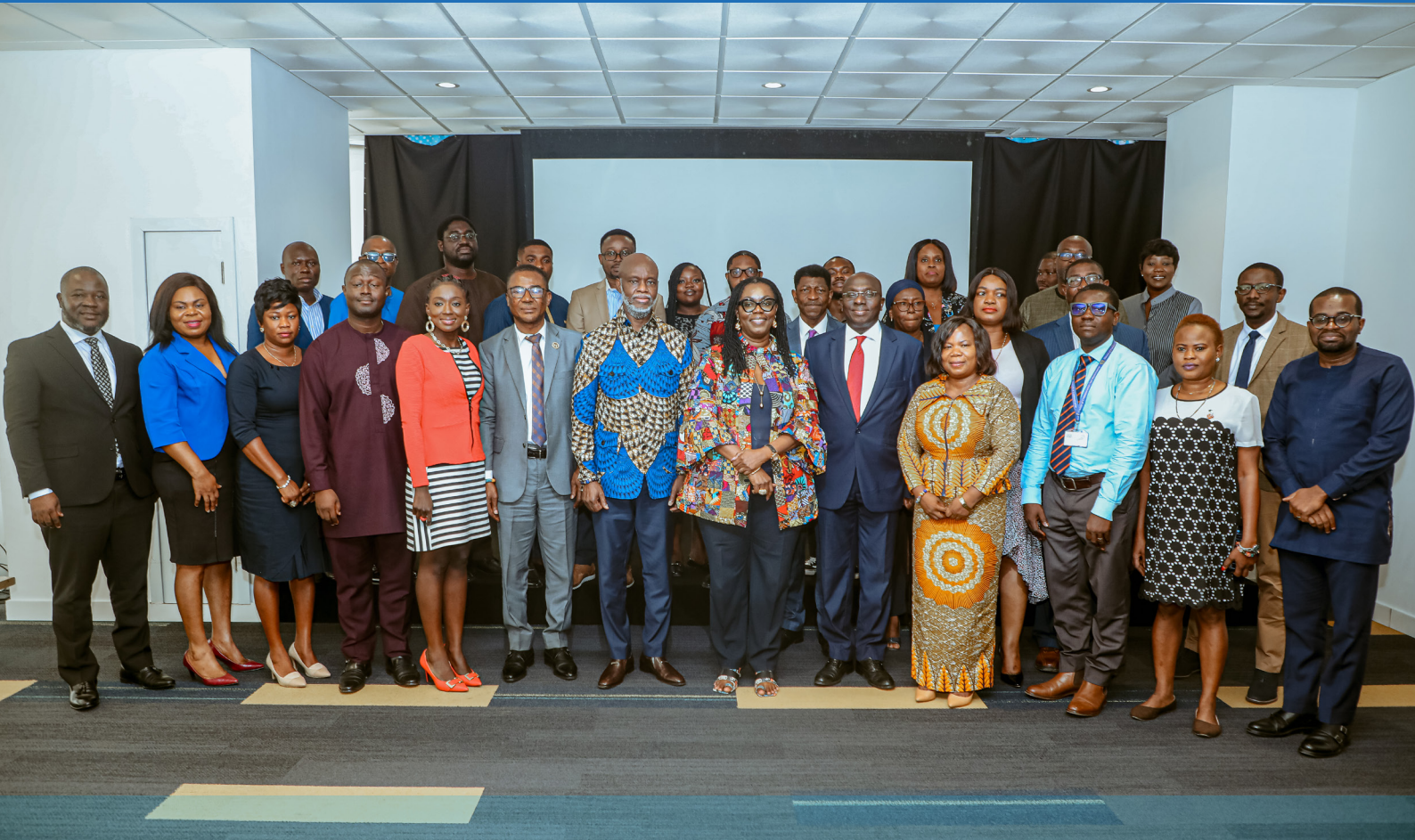




**NATIONAL  
COMMUNICATIONS  
AUTHORITY**

# NEWSLETTER

JANUARY - APRIL, 2023



## **HON. URSULA OWUSU-EKUFUL PAYS COURTESY VISIT TO THE NCA**

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## VISITS TO THE AUTHORITY

The Authority has recorded some visits since the beginning of the year 2023. These visits include courtesy and benchmark visits by both local and international organisations. The purpose of these visits were to either pay courtesy visits or leverage the knowledge of the NCA as regards

key regulatory issues.

From January to April 2023, the Authority has willingly hosted the under listed delegations/institutions.

### COURTESY VISITS

#### Hon. Ursula Owusu-Ekuful Pays Courtesy Visit To The NCA



Minister for Communications and Digitalisation, Mrs. Ursula Owusu-Ekuful, giving her remarks



Mr. Joe Anokye giving his opening remarks

As part of the Minister for Communications and Digitalisation's scheduled visits to the various Agencies under her supervision early on this year, Hon. Mrs. Ursula Owusu-Ekuful, paid a courtesy visit to the NCA on 25<sup>th</sup> January, 2023, to interact with its Management and Staff. The Honourable Minister and her entourage were welcomed by Mr. Joe Anokye, Director General of the NCA. The DG commended the Minister for her thoughtfulness and commitment to engage members of Staff and remarked that the visit provided an opportunity to discuss with

the NCA Staff the Ministry's strategic plan as well as the NCA's role in ensuring its achievement.

According to him, the Authority's successes in spectrum management that is, the establishment of the Broadcasting Monitoring Centre and the nationwide SIM Registration are few of the initiatives put in place to provide a robust regime for the telecommunications space under the guidance of the Ministry.

Speaking at the event, the Minister stated that

2023 will be a challenging but exciting year and urged the NCA to engage with sector Agencies to advance a common objective. She admonished Staff of the Authority to identify other sources of revenue especially in an ever changing technological age. In addition to positioning the Authority to increase revenue mobilisation, she

added that doing so would ensure Ghana is not left behind in the ever-increasing technological advancement of emerging technologies.

Staff of the NCA also took turns to share their concerns and suggestions with the Minister.



A cross-section of Staff at the event Ghana's

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



**Have you completed *only Stage 1* of your SIM registration?**

**You have up till 10<sup>th</sup> March, 2023 to complete Stage 2 of your registration**





## Telecel Group CEO Pays Courtesy Call on the Director General of NCA

The Group CEO of Telecel, Moh Damush, and his team, together with Patricia Obo-Nai, Vodafone Ghana CEO, paid a courtesy call on the Director General of the NCA, Joe Anokye, at the NCA Tower in Accra. The visit was aimed at introducing the leadership team of Telecel to the NCA following the completion of the transfer of shares to Telecel.

Mr. Joe Anokye, used the opportunity to welcome Telecel into the industry and entreated Telecel to comply with all regulatory requirements as well as other legislative requirements of the country. He further stated that the Authority is looking forward to Telecel honouring its promises and engaging its customers to build long-lasting confidence in the network.

The CEO of Telecel, Moh Damush, expressed his appreciation for the efforts by the NCA in creating an enabling environment for the transfer and acknowledged that although there is a lot of work to be done, they are ready for the challenge. He stated that Telecel is motivated



Mr. Joe Anokye, Director General of the NCA, with the Group CEO of Telecel, Moh Damush

and looks forward to working with the NCA to improve the telecom space and achieve its business objectives.

In attendance were Malek Atrissi - Telecel Group COO; Mohamad Ghaddar, Telecel Group M&A Director; Mohamad Alaaeddina, Business Development Director; and Preba Greenstreet, Vodafone Ghana Legal and External Affairs Director.

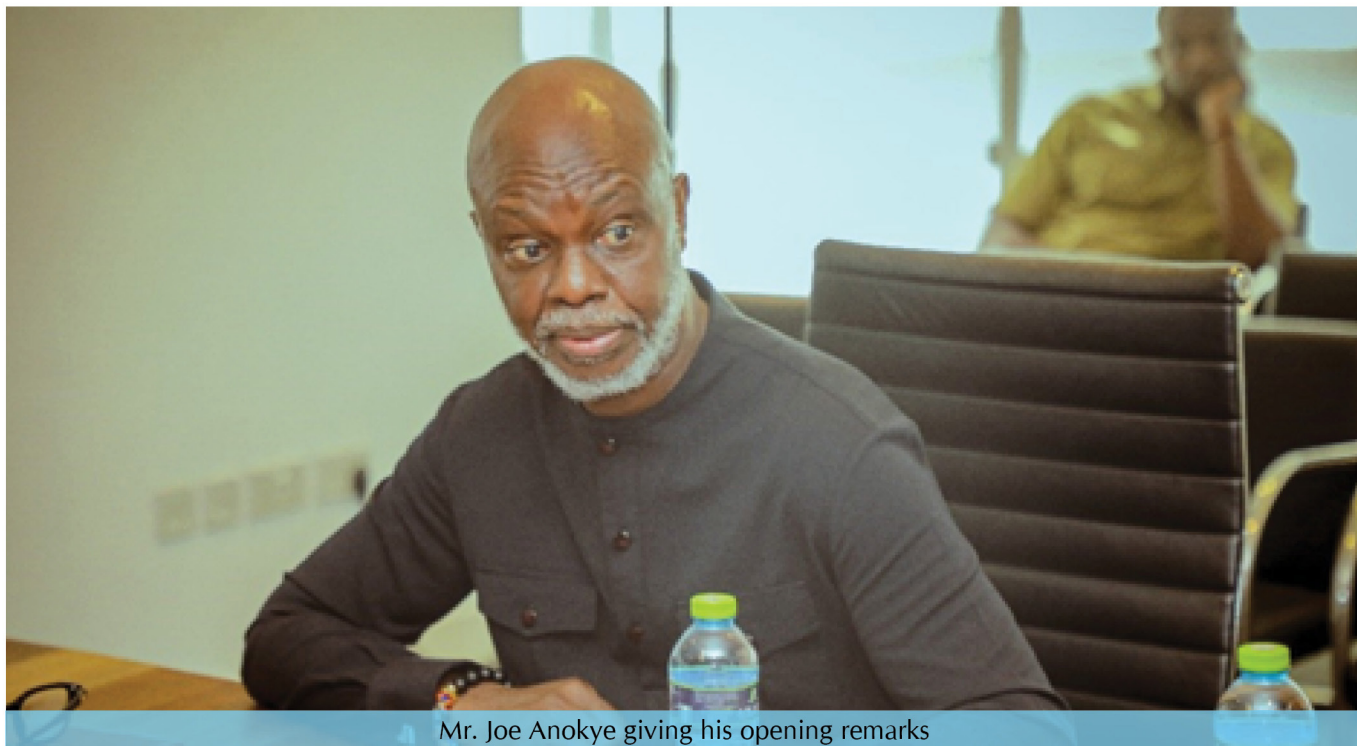


A group photograph of the delegation with some Management staff



## BENCHMARK/EDUCATIONAL VISITS

### Visit by the Ministry of Energy



Mr. Joe Anokye giving his opening remarks

The NCA hosted a delegation from the Ministry of Energy and the Electricity of Ghana on a benchmark visit on 16<sup>th</sup> March, 2023 at the NCA Tower. The purpose of the visit was to gain practical insight and draw valuable lessons from

the NCA's experience in the establishment and operationalisation of the Authority's Computer / Emergency Response Team (NCA-CERT).

Welcoming the delegation, the Director General



A group photograph of the delegation with Mr. Joe Anokye and some staff of the NCA



of the NCA, Mr. Joe Anokye, stated that the NCA-CERT, which was inaugurated in October 2018, was developed by the NCA with Staff trained to conduct key cybersecurity activities. He indicated that as part of its mandate, the NCA-CERT has been engaging with stakeholders to address incidents that affect the telecommunications sector to ensure a safer communications space.

He stated that over the years, the NCA has hosted a number of African Telecom Regulators on benchmark visits to the NCA-CERT, as the Authority is one of the first telecom regulators in the African sub-region to have established a Sectoral CERT. He expressed his satisfaction that the energy sector, a major economic player in Ghana, is interested in building a Sectoral CERT. This, he stated, would be part of ensuring a

secure cyberspace, and pledged the Authority's support to the Ministry when called upon.

Ing. Aheng Owusu Afriyie, a General Manager of the Electricity Company of Ghana (ECG), commended the NCA for the support and added that ECG's mother Ministry, the Ministry of Energy will strive to catch up with the NCA as far as cybersecurity is concerned. He added that the visit provided them with the opportunity to understand the lessons learned in the running of the NCA-CERT, which will inform the Ministry and its Agencies in its preparations towards the establishment of a CERT for the Energy sector. He indicated that the Ministry is optimistic that it will get off the ground quickly with the assistance and direction of the NCA.

## Officials from The Gambia's Ministry of Finance and Economic Affairs Understudy Common Platform



Mr. Joe Anokye, Director General of the NCA, delivering his welcome address



Permanent Secretary, Mod A. K. Secka, stating the purpose of their visit to Ghana

On 13<sup>th</sup> January, 2023, a high-powered delegation from The Gambia's Ministry of Finance and Economic Affairs paid a day's working visit to the NCA. The visit formed part of the Ministry's benchmark visit to Ghana led by the Permanent Secretary, Mod A.K. Secka. The visit to the NCA was aimed at studying the

Common Platform (CP) with particular interest in Revenue Assurance.

The Director General of the NCA, Mr. Joe Anokye, who hosted and welcomed the fifteen-member delegation with other senior management staff of the Authority said in his

opening remarks that the NCA is always happy to share its experiences with sister operators, Ministries and other stakeholders within the African telecommunications ecosystem. He further explained to the delegation that, the NCA prides itself in its efforts at installing various tools to enhance its regulatory work. He pointed at the Broadcasting Monitoring Centre, the Type Approval Labs, NCA-CERT, the Network Monitoring System among others as part of the installations put in place.

Mr. Anokye also said that the collaboration between the NCA and the Ghana Revenue Authority (GRA) gives evidence that the

responsibility to shape the future of the digital economy lies with institutional partnerships. He stated that the CP has aided in the detection of international inbound calls fraudulently terminated as local calls.

The Permanent Secretary at The Gambia Ministry of Finance and Economic Affairs, Mod A.K. Secka, thanked the NCA for hosting the team. He stated that the size of the delegation demonstrates the importance accorded to the benchmark visit. He added that they are aware of the strides Ghana has made in the telecommunication space over the years, and the visit was to learn from Ghana's experiences.

## NCA Hosts Computer Engineering Students of University of Ghana on a Study Visit

The NCA hosted sixty-six (66) Computer Engineering students from the University of Ghana on 9<sup>th</sup> March, 2023, on an educational visit to the NCA. The visit was to provide the students with the opportunity to gain practical knowledge of the ICT infrastructure within the telecommunications industry and its operations.

Speaking at a short ceremony, the Deputy Director General of the NCA in charge of Technical Operations, Prof. Ezer Osei Yeboah-Boateng, shared his experience in the fields of microprocessor-based specialisation, computer engineering, IT-based programming, and biometric security. He urged the students to make the right choice in the selection of a specific

field of interest, in either software or hardware engineering. He further encouraged the students to take advantage of the visit to learn as much as possible from the industry experts who would be taking them on the tour.

On behalf of the Computer Engineering Department of the University of Ghana, Dr. Isaac Agyei Aboagye expressed gratitude to the NCA for hosting the Students and providing them with such an enriching experience. He stated that the visit was part of the University's efforts to expose its Students to the practical aspects of their course of study and to provide them with opportunities to engage with industry experts.



A group photograph of participants with some Management and Staff



## NCA CLARIFIES CONCERNS ON SIM REGISTRATION



Director General of NCA, Mr. Joe Anokye, speaking at the press briefing

On 26<sup>th</sup> April, 2023, the NCA in collaboration with the Ministry of Information held a Press Conference at the NCA Tower to update the Media and general public on the MTN Zone Bundle, the SIM Registration Exercise and address some of the issues of concern that had been reported in the various media outlets in the preceding weeks.

The Director General of the NCA, Joe Anokye, seized the opportunity to announce that the ongoing SIM Registration exercise which commenced on 1<sup>st</sup> October, 2021 will end on 31<sup>st</sup> May, 2023.

According to Mr. Anokye, there are approximately 11 million active but unregistered SIMs which will be deactivated from networks after 31<sup>st</sup> May, 2023. The 11 million SIMs include subscribers who were exempted such as diplomats, refugees, Ghanaians on official duties outside the country, subscribers who have registered some of their SIMs, people with Ghana Cards who have refused to register, as well as others without Ghana cards.

He added that at the inception of the SIM

registration exercise on 1<sup>st</sup> October, 2021, there were 42,749,709 active SIMs registered with various forms of identification, such as the NHIA Card, Passport, Driver's Licence, etc. However, a lot of these IDs were not verified at the time they were being used to register the SIMs. He also indicated that 25,448,962 SIMs out of the 36,571,257 SIMs registered as at 25<sup>th</sup> April, 2023, had completed both Stage 1 and Stage 2 of the SIM registration exercise using the Ghana Card, and have been fully registered and stored in the central SIM database.

Speaking about the integrity of the SIM database, Mr. Anokye assured the general public that the SIM Database had not been breached. "In the first place, there has been no unauthorised access to the SIM Registration database; the identified abuses of stage one process, which have been resolved, do not amount to unauthorised access to the SIM Registration database".

He further affirmed that the Authority was working with Mobile Network Operators (MNOs) to deploy shortcode \*402\*1# for subscribers to check the numbers linked to their Ghana Cards. "Effective May 1, 2023, subscribers will be able



to use the shortcode to check how many SIMs are linked to their Ghana Cards and will also be able to contact the customer care centres of their MNO to delink unwanted numbers”, Mr. Anokye said.

Mr. Anokye explained that the SIM Registration exercise was necessary for building trust and confidence in the use of telecommunications, financial, and other essential services, as a reliable SIM register would aid security and law enforcement activities, protect Ghana’s common peace, and promote socio-economic development. Therefore, he urged stakeholders, including the media, to support the exercise’s success.

At the same briefing, the Director General also discussed the MTN Zone Bundle, a 24-hour data bundle that offered discounts of up to 35% for various data allocations. He noted that the NCA had instructed MTN to discontinue the product until all Significant Market Power (SMP) measures were in compliance. However, after several engagements between the NCA and



Hon. Kojo Oppong Nkrumah with some Management staff of the NCA

MTN, the latter submitted a revised Data Zone Bundle, which the Authority has approved for implementation.

Mr. Anokye assured consumers and the general public that the regulatory interventions resulting from the classification of MTN as SMP are intended to sustain choice for consumers and protect consumer interest regarding the provision of innovative services and competitive pricing. The protection of competition in the marketplace will protect the interest of consumers in the long term.



A cross-section of participants and the media



# KNOWLEDGE SHARING SESSIONS

## NCA Hosts Digital Economy Knowledge Sharing Programme



Hon. Mrs. Ursula Owusu-Ekuful speaking at the programme

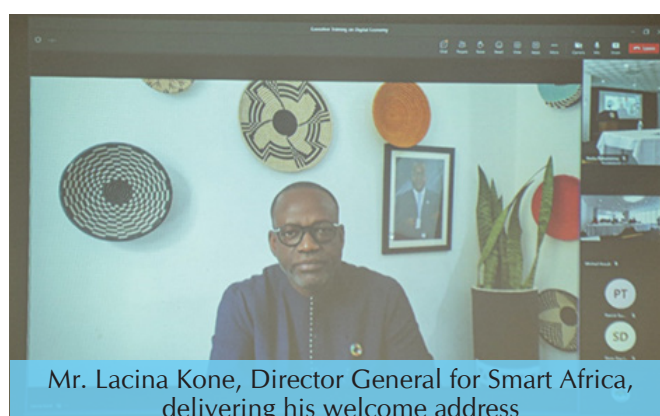
The Ministry of Communications and Digitalisation (MoCD) in collaboration with Smart Africa organised a training for Boards of selected Agencies under the MoCD and Members of the Parliamentary Select Committees on Communications and Finance on 26<sup>th</sup> January, 2023 and 27<sup>th</sup> January, 2023 respectively.

The trainings which were hosted by the NCA were high-level executive programmes under the theme “Digital Economy Knowledge Sharing Programme for Board and Policymakers”.

The Digital Economy knowledge sharing programme was designed to create awareness among high-level policymakers in Ghana regarding the significance of the digital economy, focusing on the key pillars, the key technology platforms, and the key consequences (both positive and negative) of digital economies.

Opening the session, the Director General for Smart Africa, Mr. Lacina Kone, commended H.E. Nana Akufo-Addo, President of the Republic of Ghana, and the Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, for championing the digitalisation agenda.

He stated that the Fourth Industrial Revolution (4IR) presents an opportunity to improve the



Mr. Lacina Kone, Director General for Smart Africa, delivering his welcome address



Cross-section of Participants at the workshop

well-being of Africans, which will serve as a significant revenue source for the Ghanaian market. He added that a deliberate effort must be made to lay the foundation necessary for digital transformation to achieve its full potential. To encourage sectors in technological advancement, he added, "Government policies and the legal framework need to be adaptable, modern, flexible, and market-driven."

Speaking about benefits of a digitalised economy, Hon. Ursula Owusu-Ekuful stated that Ghana needs to adapt to the increasing technological

innovations and must be vigilant and learn to build a safe local computing infrastructure that will benefit everyone. She said it was important that Members of Parliament and other policy makers apprise themselves with developments in the ICT sector. Hon. Owusu-Ekuful said an appreciation of the sector by MPs and policymakers goes a long way to impact on what laws are passed and its impact on the industry. She also called for an enabling environment that will foster collaboration between government and private sector involvement in the development of this infrastructure.



Cross-section of Participants at the workshop



## ERICSSON, NCA Share Knowledge on 5G



Prof. Ezer Osei Yeboah-Boateng, Deputy Director General, Technical Operations, giving the welcome address

Ericsson Technology and the NCA organised a workshop on 24<sup>th</sup> February, 2023 at the NCA Tower to share ideas on 5G and update each other on the trends as far as 5G is concerned.

Opening the session, Mr. Richard Kwaku Arthur, Country Manager for Ericsson Technology, acknowledged the NCA for hosting the workshop, which provides a unique platform for knowledge sharing and collaboration. He stated that the workshop would offer an avenue to brainstorm, share experiences, collaborate, and support the technological industry and the advent of 5G. "The key takeaway during the 2022 workshop was the best approach to making 3G faster and more efficient, as well as the steps that need to be taken to get ready for the evolution of 5G," he said. He added that Ericsson considers the continuous knowledge-sharing essential to

the telecommunications industry in Ghana.



Mr. Richard Kwaku Arthur, Country Manager for Ericsson Technology, giving his opening remarks



Cross-section of Participants at the workshop

Prof. Ezer Osei Yeboah-Boateng, Deputy Director General, Technical Operations of NCA, remarked that the evolution of wireless systems and technologies has accelerated at a significant rate, delivering astounding technological advancements that have had a significant impact on the lives of everyone. He further called on the participants to bear in mind that, 5G can be likened to a football game with about seven (7) teams with multiple nets but only one goal needed. "He expressed his delight that a topic as

important as 5G is being discussed at the highest level due to what it offers to communications in general.

The training had participation from National Information Technology Agency (NITA), Ghana Investment for Electronic Communications (GIFEC) as well as the Ministry of Communications and Digitalisation (MoCD).



Group picture of participants



## NCA STAFF PARTICIPATE IN AMATEUR RADIO TRAINING



A section of participants at the training

Staff of the NCA participated in a three-day Amateur Radio Training organised by the Accra Amateur Radio Club (AARC). The training which was held at the Sankofa Beach House, Langam Village, in Kokrobite, was aimed at exposing the NCA staff to Amateur Radio operations.

The training was led by Haim Lewy of the AARC team and it involved a comprehensive training programme that covered all aspects of HAM Radio operation, from equipment setup and operating procedures to regulations and best practices. The training was theoretical and practical; it provided participants with a well-rounded understanding of the subject matter.

The AARC team, as part of the training, set up a number of HAM Radio stations and antennas around the village, allowing participants to get hands-on experience using the equipment and communicating with other HAM Radio operators

around the world.

By the end of the training, the NCA staff had gained a wealth of knowledge and practical experience in HAM Radio operation. They had learned how to set up the equipment, operate it effectively, and communicate with other operators around the world. Most importantly, they had developed a newfound appreciation for the power of HAM Radio communication and the community that surrounds it.

Amateur Radio (also known as HAM Radio) is the use of the radio frequency spectrum for non-commercial communication, wireless experimentation, self-training, private recreation, and emergency communication. The term “amateur” refers to a person authorised by the NCA who is interested in radioelectric practice for a purely personal purpose and not for monetary benefit.



A group picture of the NCA participants and members of the Accra Amateur Radio Club

## Rights and Responsibilities of Consumers

### 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.



## NCA HOLDS ECOWAS ROAMING MEETING WITH ARTCI, COTE D'IVOIRE



Prof. Ezer Osei Yeboah-Boateng delivering the welcome remarks



Mr. Kouakoo, Guy-Michel giving his remarks

From 20<sup>th</sup> to 22<sup>nd</sup> February, 2023, the NCA and the Telecommunications Regulatory Authority of Cote d'Ivoire (ARTCI) held an Economic Community of West Africa States (ECOWAS) Roaming meeting with representatives of their respective Mobile Network Operators (MNOs).

The meeting was intended to establish a framework for a proposed ECOWAS Roaming pilot exercise that allows MNOs of Ghana and Cote d'Ivoire to activate and test all roaming services as well as deliberate and find solutions to all outstanding issues that could impede the smooth implementation of the proposed pilot exercise.

Prof. Ezer Osei Yeboah-Boateng, Deputy Director General – Technical Operations, who delivered the welcome remarks in the Director General's stead, stated that over the years, the NCA and ARTCI have collaborated on matters relating to policy and regulatory interventions. It is therefore pleasing to note that Ghana and Ivory Coast are stepping forward with the aim of experimenting a new approach to enable an effective implementation of the ECOWAS Roaming bringing on board all stakeholders.

The Head of the ARTCI delegation, Mr. Kouakoo Guy-Michel expressed gratitude to the NCA for accepting their proposal to embark on the pilot exercise. Additionally, he was hopeful that with the representation of MNOs of both Cote d'Ivoire and Ghana, all challenges in relation to the project would be tackled by the end of the meeting.

He further remarked that the success of the pilot exercise could be shared within the ECOWAS as a positive experience to finalise the effective implementation of the ECOWAS Roaming Regulation.

MNOs present at the meeting included MTN Ghana, AirtelTigo, Vodafone Ghana, Moov Africa CI, Orange CI and MTN CI.

The NCA seized this opportunity to express its appreciation to the Ministry of Communications and Digitalisation (MoCD) for its support and all MNOs in Ghana for their efforts and dedication so far towards the Project. The Authority is also confident that with the MoCD's support and direction, this project will come into fruition for the benefit of all.



A group picture of participants at the ECOWAS roaming meeting

## FINAL APPROVAL FOR THE TRANSFER OF MAJORITY SHARES IN GHANA TELECOMMUNICATIONS COMPANY LIMITED (VODAFONE GHANA) TO TELECEL GROUP

In February, the National Communications Authority (NCA) granted final approval for the transfer of the 70% majority shares in Vodafone Ghana (Ghana Telecommunications Company Limited – GTCL) held by Vodafone Group Plc to the Telecel Group. This final approval followed satisfaction of conditions outlined in the conditional approval of the shares transfer, including the agreement of the Government of Ghana, who remains the 30% minority shareholder.

Preceding the final approval, the Authority had announced that pursuant to the evaluation of the revised proposal from the Telecel Group, it had granted conditional approval for the transfer of the 70% majority shares in Vodafone Ghana



held by Vodafone Group Plc (the Seller) to Telecel Group (the Buyer) subject to concessions made by the Seller and representations made by the Buyer to the NCA.

The Authority is currently guiding the takeover process in accordance with the existing Licence conditions of Vodafone Ghana, while ensuring that the interests of consumers are held paramount.



# DISCONNECTION OF SUBSCRIBERS WITH INCOMPLETE REGISTRATIONS

In relation to the ongoing SIM Registration Exercise, Subscribers who had completed Stage One (1) but not Stage Two (2) of their SIM registration were disconnected effective 10<sup>th</sup> March, 2023.

Prior to the disconnection, the National Communications Authority (NCA) issued a Press Release entreating Subscribers with incomplete registrations to immediately complete their SIM registrations or risk having their SIMs disconnected after 10<sup>th</sup> March, 2023.

Similarly, Subscribers who begin the registration process (Stage 1) and do not complete their registration within a period of two (2) weeks will have their SIMs deactivated from their network(s).

It will be recalled that the Minister for Communications and Digitalisation directed that subscribers who had not completed their registration as of 30<sup>th</sup> November, 2022 should be disconnected. After this directive had been adhered to, the NCA noticed that there had been additional Stage One (1) registrations which were yet to be completed.

To reiterate, the importance of the SIM Registration Exercise is to develop and build a

SIM database with integrity which will assist in curbing fraudulent activities.

The NCA continues to urge all Subscribers to complete their SIM registrations with their Ghana Cards to avoid deactivation and also contact the NCA on **0800110622** (working hours only) or via **complaints@nca.org.gh** or their respective Network Operators for assistance should they encounter challenges completing their registrations.

**Register your SIM registration now to avoid disconnection**

*If you have any challenge completing Stage 2, kindly contact the NCA on*

**Toll free: 0800 110 622 Hotline: 0307 011 419**

or via email: [complaints@nca.org.gh](mailto:complaints@nca.org.gh)

**Register your SIM Card to stay connected!**

For more information, call 100 on all Networks or NCA on 0800 110 622

MINISTRY OF COMMUNICATIONS AND DIGITALISATION GHANA

NATIONAL COMMUNICATIONS AUTHORITY

**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**

+233 307 011419 [www.nca.org.gh](http://www.nca.org.gh) [info@nca.org.gh](mailto:info@nca.org.gh) GL-126-7029

National Communications Authority Ghana @NCAghana

NATIONAL COMMUNICATIONS AUTHORITY

Communications for Development

## NCA HOLDS 2<sup>ND</sup> SESSION OF STAKEHOLDER ENGAGEMENT ON THE BROADCASTING MONITORING CENTRE



Ing. Edmund Fianko delivering a presentation on the BMC



A section of participants at the event

This year, the NCA has held the additional sessions of the Stakeholder Engagement on the Broadcasting Monitoring Centre (BMC). The engagements, held as workshops with management and technical officials of Authorisation Holders, were held on 17<sup>th</sup> January, 2023, 14<sup>th</sup> and 28<sup>th</sup> February, 2023 and 8<sup>th</sup> March, 2023 at the NCA Tower.

These form part of the series of stakeholder engagements being organised to give selected authorised Broadcasting Operators the opportunity to familiarise themselves with the operations of the BMC and as well, acquire first-hand information about the day-to-day activities of the Centre.

During the commissioning of the BMC in November 2022, the Director General of the NCA, Mr. Joe Anokye, had stated that, the facility, which is a collaboration between the NCA and the National Media Commission, will help the two institutions to regulate the broadcasting space effectively. The objectives of the BMC, he said, were to help broadcasters meet their technical obligations and provide better service to their listeners and viewers. He added that the objective was also to ensure that the Authority

meets the International Telecommunication Union radiocommunication requirements.

He further stated that the BMC has become an addition to key projects aimed at enhancing the efficiency of the Authority's operations. "As the number of FM radio and television broadcasting authorisations expanded, so did the demand to automate the regulatory compliance administration; as a result, there was a need for installations like the BMC," he remarked.

The Acting Director of Engineering at the NCA, Ing. Edmund Fianko led discussions at the workshop which covered the scope, benefits, key stakeholders' role and technical guidance on the procedural aspects related to the Centre. He indicated that the BMC has 16 satellite receivers that monitor all the 13 satellites providing Free-to-Air (FTA) satellite TV services over the territory of Ghana. Ing. Fianko further stated that the current capacity of the BMC records content for 100 TV stations and 50 FM stations.

The participants had the opportunity to tour the BMC and some of NCA's regulatory infrastructure, including the Communications Monitoring Centre (CMC) and NCA-CERT.



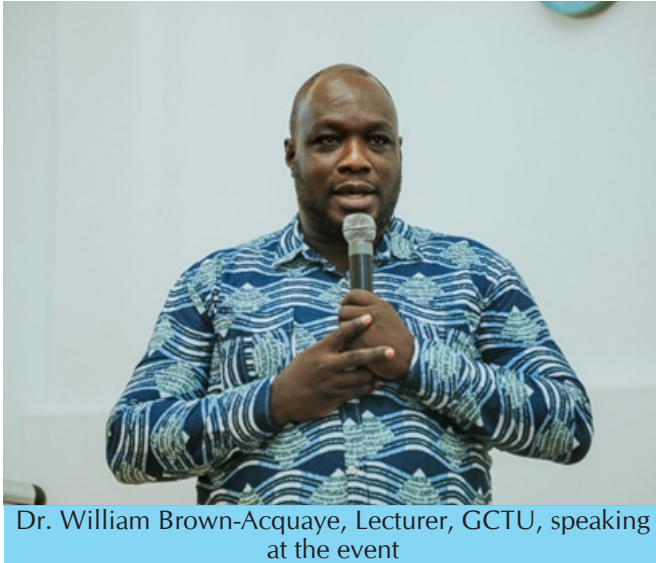


Edem Debrah from the Engineering Division explaining the operations of the BMC



The participants touring the BMC

## NCA OBSERVES WORLD CONSUMER RIGHTS DAY (WCRD) 2023



Dr. William Brown-Acquaye, Lecturer, GCTU, speaking at the event



Mr. John B. Essamuah, Deputy Director, Consumer and Corporate Affairs Division of the NCA, welcoming participants

Over the years, the NCA has observed the World Consumer Rights Day (WCRD) and this year was no exception.

This year, the Authority observed the WCRD in selected Universities and Colleges in the Greater Accra, Eastern and Bono Regions on 15<sup>th</sup> March, 2023 under the theme “Building an Informed Telecom Space: The Rights and Responsibilities of the Consumer”.

The event which was aimed at promoting consumer awareness and educating consumers on their rights and responsibilities in the telecom space brought together students and lecturers of the University community, as well as representatives from the NCA.

### **Ghana Communication Technology University (GCTU), Accra**

Speaking at an event held at the Ghana Communication Technology University (GCTU) in Accra, a Deputy Director for Consumer and Corporate

Affairs Division at the NCA, Mr. John Essamuah, emphasized the importance of educating consumers on their rights and responsibilities. He stated that consumers must be vigilant and report any violations of their rights to their Service Providers first for redress, before reporting to the NCA. He urged consumers to fact-check information they pick up in order to become more informed about the telecommunications industry.



Staff of the Authority giving out branded souvenirs at the GCTU





Cross-Section of Participants

Dr. William Brown-Acquaye, a Lecturer at GCTU, commenting on the celebration stated that consumers must learn to exercise their rights in order to avoid having them taken away. He explained that sensitive issues such as data protection in the telecom space are both a right and a responsibility of the consumer as well as the telecommunications industry. He further urged consumers not to be passive, but rather proactive in taking responsibility for their experience when using the network to ensure seamless connectivity.

### ***Koforidua Technical University***

The celebration of World Consumer Rights Day in the Eastern Region was a success as the NCA engaged in an outreach to educate consumers at the Koforidua Technical University on topics that directly affect them. Among the subject areas of consumer education were the Consumer Complaint Process, Mobile Number Portability, Consumer Rights and Responsibilities,



Staff of the Authority engaging some students

Unsolicited Electronic Communications among others.

### ***University of Energy and Natural Resources, Sunyani***

World Consumer Rights Day for the Bono Region was celebrated at the University of Energy and





A section of students at the UENR in Sunyani

Natural Resources in Sunyani. The NCA Team concentrated on educating and informing consumers about their rights and responsibilities with respect to communication services, as well as the channels established by the Authority for the effective resolution of their complaints when necessary.

#### ***Accra Technical University***

In line with the theme for this year's celebration, Staff of the Greater Accra Zonal Office engaged Students and Lecturers of the Accra Technical University. Staff reiterated that the NCA places significant value on consumer protection, adding that it is crucial to educate and sensitise officials about their rights as well as responsibilities.

An advertisement graphic. At the top right, there is a small image of a SIM card and a Ghana Card. The text reads: "Dial \*404# to link your SIM Card with your Ghana Card to stay connected". Below the text, a hand is shown holding a white mobile phone. The phone's screen displays the text "Phone \*404# Dial".



## NCA'S EBENEZER NARTEY AWARDED PUBLIC SECTOR FINANCE LEADER IN GHANA 2023

The Director for Finance at the NCA, Mr. Ebenezer Nartey, has been awarded the Public Sector Finance Leaders Award for his exemplary leadership in contributing to the growth and financial stability of the public sector.

Mr. Nartey's exceptional leadership and dedication to excellence have been instrumental in the financial stability of the NCA. The Public Sector Finance Leaders Award is a testament to Mr. Nartey's hard work, dedication, and

unwavering commitment to excellence.

He has over 16 years of working experience in the accounting profession, working for 12 years in the field of Audit and Assurance before joining the National Communications Authority. Mr. Nartey is a Chartered Accountant and a member of the Association of Certified Chartered Accountants (ACCA), Institute of Chartered Accountants – Ghana (ICA) and the Chartered Institute of Taxation, Ghana (CIT).



Mr. Ebenezer Nartey, Director for Finance at the NCA displaying his award.

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# 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



@NCAGhana