



National Communications Authority

- Press Release

National Communications Authority Supports National Media Commission to Launch a Toll Free Number and Unveil Operations of the Broadcasting Content Complaints Centre

NCA Tower, Airport City, Accra – 31st October, 2023: The National Communications Authority (NCA) has provided support to the National Media Commission (NMC) to unveil a Toll Free number and launch the operations of a Broadcast Content Complaints Centre (BCCC). The establishment of the BCCC is to enable the public report unwholesome and inappropriate content on TV or radio. The Centre is situated within the National Communications Authority's Broadcasting Monitoring Centre (BMC).

The launch of the BCCC is a follow-up to the Memorandum of Understanding signed between the NMC and the NCA in June 2021 under the auspices of the Ministry of Information and the Ministry of Communications and Digitalisation to regulate Broadcast Content in line with the provisions of Section 3(c) of the NCA Act of 2008, Act 769.

At the public signing of the Memorandum, the Honourable Minister for Information encouraged both institutions to give practical effect to the commitments in the Agreement. The current collaboration means the NMC will use the BMC for monitoring purposes in addition to a 24/7 consumer complaints centre to receive complaints from the public on offensive broadcasting content.

Launching the BCCC at the NCA Tower in Accra, the Honourable Minister for Information and MP for Ofoase-Ayirebi, Kojo Oppong Nkrumah, commended the NCA for bringing the memorandum signed by the two institution in June 2021 to fruition. He said the rising complaints of unwholesome content on the airwaves needed to be tackled in a holistic manner, and with the support of well-meaning members of the public. According to the Minister, it is only when the public lend its support to the campaign that offensive content will be weeded out of Ghana's airwaves and TV screens.



“Balance the introduction of this regulatory function with the right to free expression”

Hon. Kojo Oppong Nkrumah Minister for Information.

He further indicated that the utilisation of the BMC is an efficient use of the country's limited resources and emphasised the importance of balancing the introduction of this regulatory function with the right to free expression.



***The Executive Secretary of the National Media Commission, George Sarpong,
spoke at the launch and gave the rationale behind the project.***

The Executive Secretary of the National Media Commission, George Sarpong, said the NMC was happy to see the realisation of the BCCC. He said the intra-agency collaboration with the NCA had come at a time characterized by a rise in unwholesome content on TV and radio and the unwholesome content should be of concern to all. He added that the complaints will be analysed based on clear objectives and guidelines with ethical principles to guide media content in the industry.



“The NCA is excited that the BMC is being used by other agencies for the benefit of the country” -Joe Anokye, Director General of the NCA

The Director General of the NCA, Joe Anokye, who welcomed guests to the event said the NCA was excited that the BMC would be used by other agencies for the benefit of the country. According to him, the objective of the NCA in setting up the BCCC was to effectively monitor compliance to the technical conditions of the broadcast Authorisations.

“The first BMC was installed here at the NCA head office in 2018 and was expanded to the regional offices between 2019 and 2020. It was designed to monitor only two (2) satellites: Astra 2F (for FTA) and Eutelsat 36B (for DSTV). Originally, we focused our efforts solely on the needs of the NCA so the specification of the BMS was skewed towards monitoring of the technical criteria for broadcasting in line with the Authority’s mandate.”

He went on to say that in the establishing the BMC, the NCA considered a solution that could benefit other agencies, especially the NMC, stressing that other state agencies had begun engaging the Authority to determine how they could also harness the BMC in the discharge of their duties.

Mr. Anokye added that “today’s event clearly shows that the NCA is on course in playing a pivotal role, since most solutions and social interventions migrate towards the use of communications services, which we regulate. We will endeavour to safeguard the communications space with this realization”, he said. Mr. Anokye further disclosed that the Food and Drugs Authority is currently engaging with the NCA to use the BMC for their monitoring purposes.

The Broadcast Content Complaints Centre can be reached on toll free number, 0800-419-666



Present at the launch were the Board Chairman of the NCA, Isaac Emmil Osei-Bonsu Jnr, the Board Chairman of the NMC, Yaw Ayebofo, President of the Ghana Independent Broadcasters Association, Cecil Thomas Sunkwa-Mills, President of the Ghana Journalists Association, Mr Albert Kwabena Dwumfour and Mr. Sulemana Braimah, Executive Secretary, Media Foundation for West Africa.

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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.