



**NATIONAL  
COMMUNICATIONS  
AUTHORITY**

# NEWSLETTER

SEPTEMBER - DECEMBER, 2023



## **NCA DG HONOURED WITH A DOCTORATE BY THE KNUST**

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## AWARDS & RECOGNITION

In the dynamic communications industry, the National Communications Authority (NCA) has emerged as a beacon of excellence, garnering recognition and accolades on multiple fronts.

During this period, the Authority bagged three (3) Awards. This trio of achievements highlights the NCA's pivotal role in shaping the telecommunications sector, its commitment to fostering talent and innovation, and the visionary leadership of its Director General. They also set the stage for exploring the remarkable journey of the NCA, and the collective strides in shaping the digital future of Ghana.

### NCA DG honoured with a Doctorate by the KNUST



The Chancellor of the University, His Royal Majesty Otumfuo Osei Tutu II presenting Mr. Joe Anokye with his Honorary Doctorate degree.

The Kwame Nkrumah University of Science and Technology (KNUST) at its 57<sup>th</sup> Congregation held on 24<sup>th</sup> November, 2023, awarded an honorary Doctor of Science (DSc Honoris Causa) degree to the Director General of the NCA, Mr. Joe Anokye.

The honorary doctorate was in recognition of Mr. Anokye's contributions to Ghana's Telecommunication sector.

Prior to the commencement of the congregation, Mr. Anokye, who was the speaker for the 12<sup>th</sup> R.P. Baafour Memorial Lectures had concluded the last of his three-part lecture where he spoke on the theme, "KNUST, a Renewed Focus in the Era of Disruptive Technologies". The focal point of the lecture was his proposal for the establishment of the KNUST Centre of Excellence in Disruptive Technologies (CEDiT). He suggested that, the proposed centre can

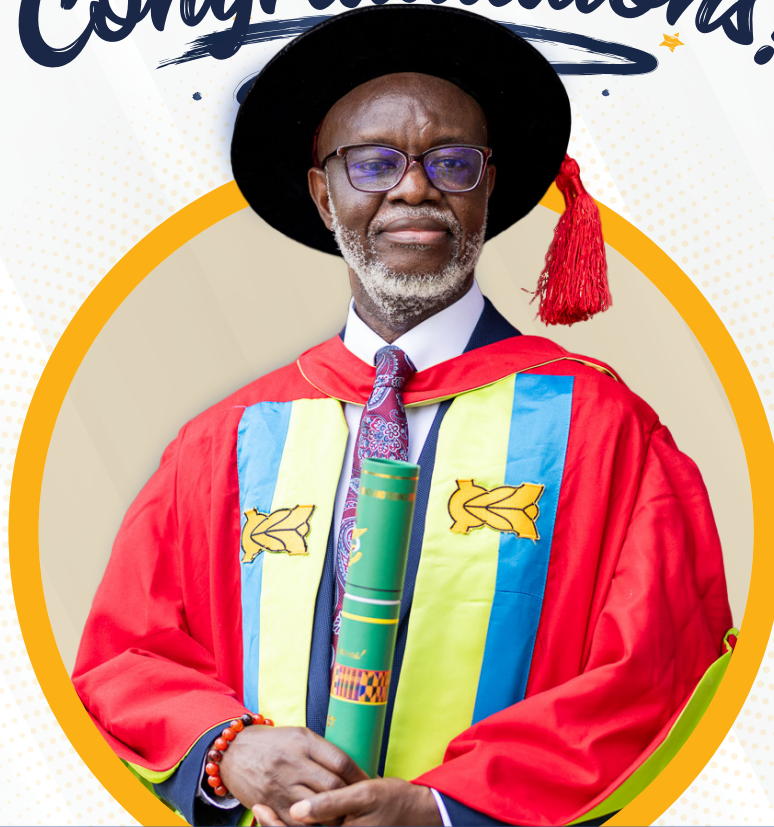
eventually be a world-class hub for research, innovation, incubation, acceleration, and practical skills development in both hardware and software pertaining to existing and emerging disruptive technologies.

The congregation was chaired by the Chancellor of the Kwame Nkrumah University of Science and Technology, His Royal Majesty Otumfuo Osei Tutu II and had the Vice President, H. E. Dr. Mahamudu Bawumia as the Guest Speaker.



**National  
Communications  
Authority**

*Congratulations!*



**Joe Anokye Dr.**

**Director General, NCA**

*The Board, Management and Staff of the National Communications Authority celebrate our **Director General, Joe Anokye Dr.**, on the conferment of an **Honorary Doctorate of Science Degree (D.Sc. Honoris Causa)** by the Kwame Nkrumah University of Science and Technology (KNUST).*

*Communications for Development*

## NCA Grabs Awards at the 8<sup>th</sup> Africa Digital Economy Awards in Kenya



Mr. Joe Anokye with his two deputies, receiving the prestigious award in Accra from Mr. Akin Naphtal, CEO of Instinctwave

On 10<sup>th</sup> November, 2023, the NCA was honoured with two prestigious awards at the 8<sup>th</sup> Africa Digital Economy Awards (ADEA), held in Nairobi, Kenya.

The Authority was honoured as the “Africa Communications Regulator of the Year”, and Mr. Joe Anokye, the Director General of the NCA, was acknowledged for his outstanding leadership in managing Ghana’s communications industry, securing him a spot among the Top 50 Digital Economy Leaders in Africa.

Presenting the awards to the NCA in Accra, by the organisers, Instinctwave Group publishers of the Digital Economy Magazine, the NCA’s commendable policies and initiatives such as the successful implementation of the SIM card re-registration exercise in Ghana was highlighted as efforts that not only instilled confidence and security but also played a vital role in curbing cybercriminal activities and promoting a sanitised digital space for all users.

The organisers also added that during the year under review, “the organisation also spearheaded the pilot of Digital Audio Broadcasting (DAB) in Accra and Kumasi, making Ghana the pioneer in West Africa and the fourth in Africa to deploy DAB. This initiative is aimed at addressing frequency constraints and to enhance reception quality”, they added.

For the award to the Director General of the NCA, Joe Anokye, it was noted that he was awarded as one of the Top 50 Digital Economy Leaders in Africa, among others for establishing a standard of excellence in digital economy leadership and for his transformative contributions to the communications industry.

This prestigious award was a recognition of Mr. Anokye’s leadership in steering Ghana’s communications industry to new heights. His commitment to excellence in digital economy leadership and his transformative contributions to the communications sector have been

instrumental in establishing the NCA as a benchmark in regulatory infrastructure.

Since his appointment in 2017, Mr. Anokye has been lauded for revitalising the communications industry in Ghana with the establishment of key regulatory tools such as the Broadcasting Monitoring Centre, NCA-CERT, and Type Approval Lab, a feat that has rightfully earned him a place among the Top 50 Digital Economy Leaders in Africa.

Receiving the award in Accra, Mr. Anokye expressed his gratitude, highlighting the significant achievements of the NCA in the field of telecommunications. He also expressed his delight in the recognition bestowed upon him and indicated that the awards remind us of our responsibility to continue striving for excellence in our mandate. He also recognised the efforts of the Minister for Communications and Digitalisation, the NCA Board, Management and Staff who had tirelessly supported him in his work.



Mr. Joe Anokye (second right) and Ms. Olivia Quartey (first right) holding the presented awards. Also in the picture are from left, Prof. Ezer Osei Yeboah-Boateng and Mr. Akin Napthal

## ***National Communication Awards is not from National Communications Authority***

The NCA has no association with the National Communication Award. The similarity in names is coincidental and should not be construed as an endorsement, collaboration, or any form of partnership between the NCA and the organisers of the award scheme.



## NCA Ranked Among First Five Best Organisations in HR Practice



Director of Human Resource Division, Dr. Charles Amoah-Wilson (second from right) with other Awardees on stage

The NCA was also ranked among the top five finalists in the category of “Best Organisation in HR Practice” at the HR Focus Awards held on 28th September, 2023, at the Accra International Conference Centre.

This recognition signifies the Authority’s dedication to implementing innovative employee development, welfare programmes, and staff capacity-building initiatives in collaboration with local and international training organisations over the years. It stands as a testament to the unwavering commitment of the Authority to nurturing talent, promoting diversity, and fostering a culture of inclusion.

The award was received on behalf of the Authority by the Director of Human Resource Division, Dr. Charles Amoah-Wilson, and some staff of the NCA.

Dr. Amoah-Wilson highlighted that the NCA has been at the forefront of implementing pioneering employee development and welfare programmes,

spearheading staff capacity-building initiatives in partnership with both local and international training organizations. He further explained that these accomplishments were strengthened by the establishment of a highly impactful boot camp for National Service personnel, featuring the Vice President of Ghana, Dr. Mahamudu Bawumia, as a keynote speaker during its inaugural launch in 2017.



Some staff of the HR Division posing with the award

## Two NCA Engineers Appointed as Study Group Vice Chairs



### *Congratulations*

on your respective appointments as Vice Chairs of **ITU-R Study Groups 4 and 6** at the **ITU World Radiocommunication Conference 2023 (WRC-23)** held in Dubai.

Your consistent efforts and contributions at the Study Group Meetings have contributed to this feat.



*The Authority wishes you well in your new roles.*

## **SIM Renting in Ghana is Illegal**

Consumers and the general public are being cautioned against the leasing/renting of Subscriber Identity Modules (SIMs), as it violates the Electronic Communications Act (Amendment) Act, 2016.

This unauthorised and illegal service undermines SIM registration efforts and jeopardizes data protection.

Entities and Individuals engaged in this business are to cease and desist immediately to avoid legal repercussions.



### 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

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## ECOWAS ROAMING UPDATE

Significant strides have been made by the NCA toward the realisation of a seamless cross-border communication within the Economic Community of West African States (ECOWAS). Below are two significant developments in the Authority's quest for enhanced regional connectivity and collaboration.

### NCA, Ghana and ARCEP, Togo Sign MoU to Facilitate Cooperation in ECOWAS Roaming Initiative



Mr. Joe Anokye and Mr. Michel Galley signing the MoU

The National Communications Authority (NCA), Ghana and the Regulatory Authority for Electronic Communications (ARCEP), Togo signed a Memorandum of Understanding (MoU) to collaborate in the implementation of bilateral roaming services.

The MoU was signed by the Director General of the NCA, Mr. Joe Anokye, and the General Manager of ARCEP, Mr. Michel Yaovi Galley on 1st November, 2023 at the NCA Tower. Similarly, Mobile Network Operators in Ghana and Togo, had an opportunity to sign the Tripartite Agreements to commence the implementation of the Regulation.

The MoU, which was signed during the 2-day

bilateral meeting forms part of the ongoing discussions between the two Regulators regarding the activation of bilateral roaming services between Ghana and Togo under the ECOWAS 'Free' Roaming Regulations.

Delivering his welcome remarks, Mr. Joe Anokye, Director General of the NCA, stated that following the recommendation by ECOWAS Ministers that a phased implementation approach be adopted, such meetings were important to "lay the groundwork for a more interconnected future in which our citizens will be able to communicate across borders at lower cost, thereby facilitating business, tourism, and social ties".

He further highlighted that the fact that Ghana



Mr. Anokye and Mr. Galley exchanging copies of the MoU after signing the MoU

and Togo have taken steps to implement bilateral roaming services with other countries, was an indication that both countries share a common goal of reducing the cost of roaming services for its citizens and fostering seamless communications between the two nations. He was therefore optimistic that both parties would leverage on the experiences gained to ensure the effective implementation of the project.

Mr. Michel Yaovi Galley, General Manager of ARCEP, acknowledged the importance of the collaboration between Ghana and Togo and commended the NCA for its efforts in this project

since 2017. He reiterated the need for the MoU to facilitate the regulation between both countries as it will help strengthen telecommunications services and security between them. He was also confident that the bilateral roaming service would be operational by January 2024.

It would be recalled that in June, 2023, Ghana and Côte d'Ivoire signed an MoU and also launched a bilateral roaming service under the ECOWAS Roaming Regulations in Abidjan. The Authority looks forward to initiating discussions with other ECOWAS countries to expand the initiative.



The Director General of the NCA, Mr. Joe Anokye, welcoming the delegation



The General Manager of ARCEP, Mr. Michel Yaovi Galley, giving his opening remarks



Delegates from the two regulators at the meeting at the NCA Tower in Accra

# Free Roaming in Côte d'Ivoire



Effective 14<sup>th</sup> June, 2023

## Benefits to Ghanaians

### SMS

Send Local and International SMS

Using Côte d'Ivoire Local Rates

Receive Local and International SMS

For Free - No longer have to pay Roaming Fees

### VOICE

Make Local and International Calls

Using Côte d'Ivoire Local Rates

Receive Local and International Calls

For Free - No longer have to pay Roaming Fees

### DATA

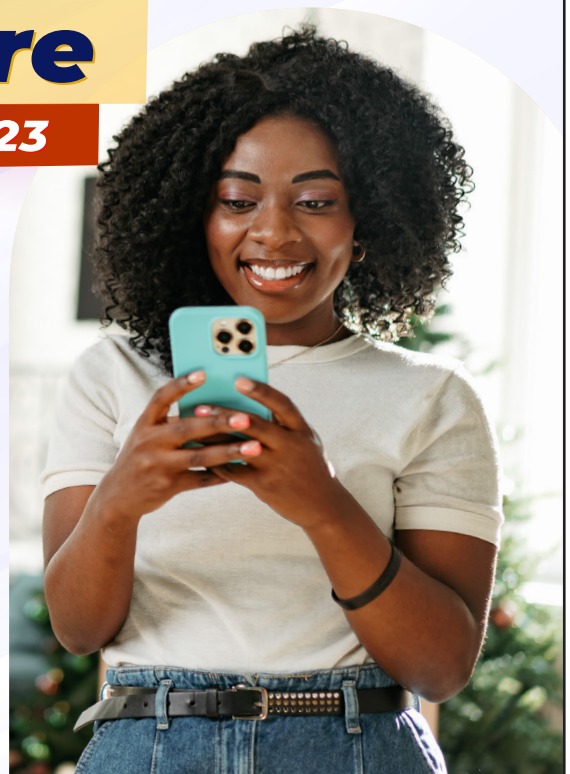
Internet Usage

Using Côte d'Ivoire local Rates

Note: Only Pay As You Go Data is available.

Bundled Data from Ghana will not work in Côte d'Ivoire.

You cannot buy Data bundles under ECOWAS Free roaming service.



Toll free:

0800 110 622

Hotline:

0307 011 419

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



## Ghana Pushes for Speedy Implementation of ECOWAS Roaming Regulation among Member States



A cross-section of participants at the Meeting

Ghana has reiterated the need for urgency in pursuing persistent collaboration among Member States of the Economic Community of West African States (ECOWAS) to facilitate efficient and rapid implementation of the ECOWAS Roaming Regulation through bilateral agreements on Roaming for users of Mobile Communication services within the ECOWAS countries.

The Head of Delegation and Focal Point on the Implementation of the ECOWAS Regulation Committee at the NCA, Mr. Yaw Boamah Baafi, made the call at the 12<sup>th</sup> Meeting of the National Regulatory Authorities (NRAs) Focal Points on the Implementation of the ECOWAS Roaming Regulation held in Abuja, Nigeria in October 2023.

Mr. Baafi who is also a Deputy Director at the NCA and Deputy Chairperson for Ghana's ECOWAS Roaming Implementation Committee reiterated Ghana's commitment towards the implementation of the Regulation and

commended Member States for the progress made towards its implementation.

The meeting was organised by the ECOWAS Commission on the sidelines of a training workshop on International Roaming facilitated by SMART Africa. Its purpose was to determine the status of the ECOWAS Roaming implementation within the ECOWAS region, discuss tariffs, and address anti-fraud issues that have been affecting the implementation among member countries. Additionally, the meeting aimed to gather information regarding the challenges inhibiting the progress of the implementation. Twelve member states from various NRAs in the ECOWAS region, namely Benin, Burkina Faso, Cabo Verde, Côte d'Ivoire, Ghana, Guinea, Guinea-Bissau, Mali, Senegal, Sierra Leone, The Gambia, and Togo, as well as representatives of the West Africa Telecommunications Regulators Assembly (WATRA), attended the meeting.

Mr. Mawuli Amoa, the Programme Officer for Telecommunications & Networks at the ECOWAS

Commission, also encouraged Member States present to emulate the example and success of Ghana and Côte d'Ivoire in implementing the Roaming initiative for telecom users. Mr. Amo

urther urged Member States to find innovative approaches to address any challenges affecting the implementation to ensure a full rollout of the Roaming Regulation in the ECOWAS region.



Participants in a group picture

**Dial**  
**\*402\*1#**  
**to check the number of SIMs linked to your Ghana Card?**



**Remember to visit your Service Provider in person to delink unwanted numbers**




**To Complain, contact us on:**

**Toll free**  
**0800 110 622**

**Hotline**  
**0307 011 419**

**Or Via Email:**  
**Complaints@nca.org.gh**

You may also walk into any of our 9 offices nationwide to speak to a Complaints Officer

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# Digital Audio Broadcasting (DAB+) Specifications for Radio Sets

Scan the QR Code for the receiver specifications



Ensure that the receiver has these DAB+ Certification Marks:



**\*ETSI TS 103 461 V1.2.2 (2020-10)**



Listen to these **18 FM Stations in Accra and Kumasi** simultaneously during the **DAB trial**



## BENCHMARK AND EDUCATIONAL VISITS

The NCA has been at the forefront of fostering collaboration, knowledge-sharing, and groundbreaking initiatives. In this edition, we bring you insights into visits to the Authority that highlight the Authority's commitment to advancing regional collaboration and equipping students with essential skills for their future careers.

### The Gambia Benchmarks Ghana on ECOWAS Roaming



Prof. Ezer Osei Yeboah-Boateng, Deputy Director-General for Technical Operations, NCA giving his remarks



Deputy Director General for PURA, Mr. Solo addressing the meeting

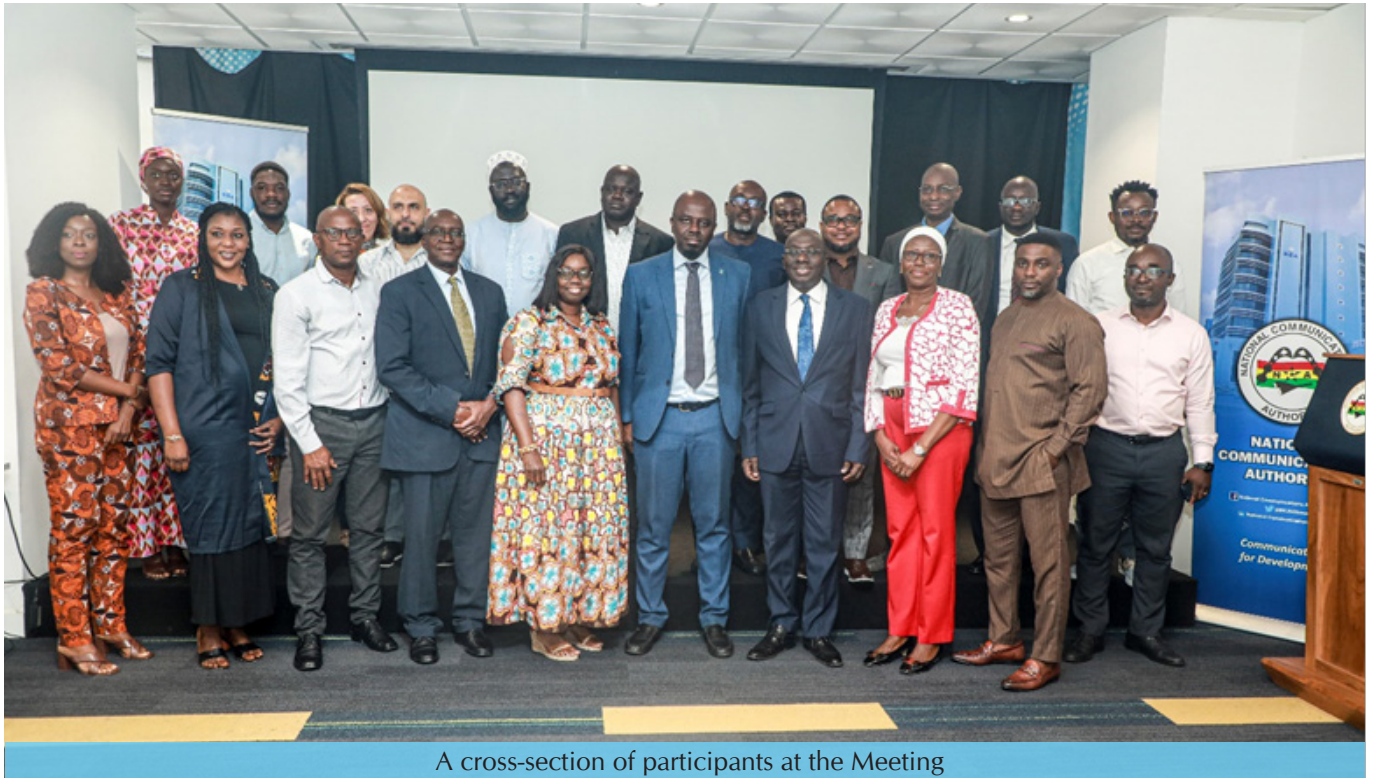
The NCA hosted a delegation from The Gambia on a four-day benchmark visit from 3<sup>rd</sup> – 6<sup>th</sup> October, 2023 at the NCA Tower. The thirteen-member delegation consisted of representatives from the Public Utilities Regulatory Authority (PURA), the Ministry of Communications and Digital Economy, and Service Providers based in The Gambia.

The visit marked the commencement of discussions between the two nations regarding the implementation of ECOWAS Roaming. It also served as an opportunity to gain insights into Ghana's achievements in this regard, as well as the potential challenges.

Welcoming the delegation, Prof. Ezer Osei Yeboah-Boateng, Deputy Director-General for Technical Operations at the NCA, emphasised the NCA's commitment to knowledge sharing within Africa and beyond. He highlighted the significance of the ECOWAS roaming initiative in the telecommunications sector, which holds great potential for the African economy. Prof.

Yeboah-Boateng noted that the initiation of bilateral roaming services between Ghana and Côte d'Ivoire is a crucial step toward reducing roaming costs and promoting seamless cross-border communication between the two nations. He urged all ECOWAS member states to actively support and work towards the full realisation of this initiative. He stated that the NCA is happy to share its experiences with sister regulators from the continent in a bid to improve the telecommunications sector across the continent.

Addressing the meeting, Mr. Solo Sima, Deputy Director-General for PURA, expressed gratitude on behalf of the delegation for the ongoing collaboration and support from the NCA. He emphasised the value of the relationship between the two countries, highlighting the NCA's expertise in spectrum management, which has benefited The Gambia. Mr. Solo Sima also underscored that this visit represents the first occasion in the sub-region to study the success of ECOWAS roaming after its implementation between Ghana and Côte d'Ivoire, with the aim



A cross-section of participants at the Meeting

of further enhancement.

The four-day benchmark visit centred on various aspects, including the implementation

of the ECOWAS roaming agreement, MNOs' interoperability in ECOWAS Roaming agreements, fraud management, and international termination rates among other topics .

## NCA Hosts AMRTP of Mali on Universal Access Benchmark Visit



Ms. Olivia Okailey Quartey, DDG-MO delivering her welcome remarks



Mr. Ibrahim Abdoulaye Kone

The NCA hosted a nine-member delegation from the Telecommunications/ICT and Postal Regulatory Authority of Mali (AMRTP) from 27<sup>th</sup>-28<sup>th</sup> November, 2023, on a benchmark visit at

the NCA Tower. The two-day visit was focused on the NCA's role in the implementation of rural network connectivity in Ghana.



Welcoming the delegation, Ms. Olivia Okailey Quartey, Deputy Director General for Managerial Operations (DDG-MO) at the NCA, emphasised the NCA's consistent efforts in regulating Ghana's communications industry and fostering an environment of fair and sustainable competition. She highlighted the Authority's commitment to encouraging innovation and ensuring universal access to high-quality communications services for the Ghanaian populace.

In his introductory remarks, Mr. Ibrahim Abdoulaye Kone, the head of the delegation from

Mali, expressed his appreciation for the warm reception and the opportunity to engage in the exchange of knowledge and insights regarding universal access and the regulatory framework employed.

To achieve the objective of the visit, the NCA took the opportunity to highlight the critical role it plays in the management of radio spectrum resources and the Universal Service Obligations (USO) associated with Licences issued by the NCA to Operators.



A group picture of the delegation with some Management staff at the NCA

## University of Energy and Natural Resources (UENR) Students Gain Industry Insights from the NCA

The NCA hosted Seventy-five (75) undergraduate students from the Department of Information Technology and Decision Sciences (ITDS) of the University of Energy and Natural Resources (UENR), on an educational tour at the NCA Tower on 10<sup>th</sup> November, 2023.

The visit was a step towards bridging the gap between industry and academia as it provided the students with the opportunity to experience the practical application of classroom theories.

To achieve the objective of the visit, detailed presentations on topical areas such as Type Approval, Digital Audio Broadcasting (DAB) and Spectrum Management were delivered. Among the NCA staff who engaged the students were Dr. Roland Kudozia (Senior Manager, Regulatory Administration), Mr. Raymond Sabogu-Sumah (Deputy Manager, Engineering), Ms. Christiana Attrams (Assistant Manager, Engineering) and Ms. Eunice Bempong (Assistant Manager, Consumer



Dr. Roland Kudozia speaking at the event



Students taking a tour of some of the NCA's regulatory infrastructure

and Corporate Affairs).

Speaking on behalf of the Information Technology and Decision Sciences Department of UENR, Mr. Jacob Mensah extended his heartfelt gratitude to the NCA for facilitating the educational experience. He also emphasized the importance of practical learning outside the classroom environment and stated that the knowledge shared has provided the students with opportunities for career choices.

The students had the privilege of touring the NCA-CERT, Broadcasting Monitoring Centre (BMC), and Communications Monitoring Centre

(CMC). These tours provided them with the opportunity to witness the advanced facilities and cutting-edge technologies employed by the NCA in carrying out its mandate.

This educational visit underscores the NCA's commitment to fostering a stronger connection between the academic and professional worlds, equipping the next generation of Information Technology and Telecommunications professionals with the necessary insights and experiences to thrive in their future careers.



A group picture of the students



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## **Consumer Alert**

**You cannot locate the owner of a misplaced Ghana Card using the short code, \*402#.**

Please disregard any video which claims to show how to use the short code, \*402#, to identify owners of misplaced Ghana Cards.

Note that the short code, \*402#, can only work when the Ghana Card has already been linked to the SIM being used to check.



# **Technology Neutrality Benefits to Consumers and Operators**

**Increased Consumer Choice:** Technology Neutrality provides consumers with a wide range of mobile cellular technologies, allowing them to select services and devices that suit their needs, preferences and budget.

**Improved Service and Competitive Pricing:** Technology Neutrality enhances service coverage and promotes competitive pricing, attractive service packages and special offers, fostering healthy market competition and affordability for consumers.

**Innovation and Development:** Technology Neutrality drives innovation, continuous development and adaptability to consumer needs by encouraging infrastructure investment and integration of new technologies, ensuring consumers benefit from ongoing advancements and future-proofed telecommunications services.



## EVENTS

### NCA Supports NMC to Launch a Toll Free Number and Unveil Operations of the Broadcasting Content Complaints Centre



The Executive Secretary of the National Media Commission, George Sarpong, speaking at the launch



“Balance the introduction of this regulatory function with the right to free expression” Hon. Kojo Oppong Nkrumah, Minister for Information



“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

On 31<sup>st</sup> October, 2023, the NCA 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 was to enable the public report unwholesome and inappropriate content on TV or radio. The Centre is situated within the NCA’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 Minister for Information, Hon. Kojo Oppong Nkrumah, 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 commended the NCA for bringing the memorandum signed by the two institutions 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.

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, 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 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 BMC 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 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.



## NCA Collaborates with CSA to Hold Cybercrime and Cybersecurity Sensitisation for Staff



Prof. Ezer Osei Yeboah-Boateng, Deputy Director-General for Technical Operations, NCA addressing the gathering

The NCA, in collaboration with the Cyber Security Authority (CSA), held a sensitisation workshop on cybercrime and cybersecurity for its staff at the NCA Tower on 15<sup>th</sup> November, 2023.

The engagement was aimed at providing insights into the approaches adopted by various organisations in addressing cyber-related crime and ensuring cybersecurity.

Speaking at the event, Prof. Ezer Osei Yeboah-Boateng, Deputy Director-General for Technical Operations at the NCA, emphasised the critical need to enhance human capabilities in terms of knowledge and technical skills due to the significant surge in cyber threats and attacks.

He mentioned that, as part of measures to address the skills gap, the NCA has actively worked on enhancing the capacity of its staff. The aim is for these capacity-building efforts to manifest in the Authority's internal practices, ultimately fortifying Ghana's overall cybersecurity. "It is anticipated that these capacity-building initiatives will be evident in the Authority's internal procedures,

thereby bolstering the NCA's overall security," he stated.

Prof. Yeboah-Boateng outlined several measures aimed at ensuring cybersecurity within the telecom industry, highlighting the NCA's recent engagements with Mobile Network Operators (MNOs) and Undersea Cable Operators to assess their readiness for cyber challenges.

He also mentioned the NCA's ongoing forensic audit exercise to verify the accuracy and integrity of the Central SIM Register and the SIM Registers maintained by the MNOs. Prof. Yeboah-Boateng cautioned that any operator found in breach would face full accountability under the law.

Mrs. Mercy Araba Kertson, Acting Director of Administration at the CSA, emphasised the significance of implementing effective cybersecurity measures in response to the increasing prevalence of digital technologies. She highlighted that while the internet provides convenience, it also exposes us to cyber threats, significantly impacting critical sectors like energy and telecommunications.



Mrs. Mercy Araba Kertson, Acting Director of Administration at the CSA, speaking at the event

Mrs. Kertson revealed that between January and July 2023, cyber fraud activities had resulted in direct financial losses totaling 49.5 million Ghana Cedis for Ghana. This underscores the urgent requirement for increased vigilance in cybersecurity.

The workshop featured a panel discussion with expert speakers from various institutions, including Superintendent Emmanuel Eric Gyebi, Director of the Cybercrime Unit, Criminal Investigations Department (CID) of the Ghana

Police Service, Mr. Kobina Richardson, Head of Information Security Office at the Bank of Ghana (BoG), Mr. Maxwell Ababio, Head of Technology and Ethics at the Data Protection Commission (DPC), Mrs. Comfort Osae from the Economic and Organised Crime Office (EOCO), and Mr. Kwaku Acheampong from the Financial Intelligence Centre (FIC).

The panel discussion focused on the activities and strategies being implemented by their respective institutions to safeguard cyberspace.



The Panelists sharing knowledge on the theme

## NCA Holds Sensitisation Forum for Government and Security Agencies in the Upper East Region



Mr. Maurice James Abakisi, Bolgatanga Zonal Manager, NCA, welcoming the participants



Mr. Kwame Gyan explaining the functions of the Authority

The NCA held a sensitisation forum on 5<sup>th</sup> December, 2023, for District and Municipal Chief Executives, security agencies and other state agencies in Bolgatanga, Upper East Region.

The forum was aimed at educating the officials on the key functions of the Authority while offering insights into the projects being carried out by the Authority as well seek their collaboration in the execution of the NCA's mandate.

Welcoming the participants, Mr. Maurice James Abakisi, Zonal Manager for the Bolgatanga Zonal Office, emphasised the importance of the sensitisation forum, highlighting the significance of stakeholders understanding of the NCA's functions and fostering collaboration to fulfill the Authority's mandate. Mr. Abakisi urged participants to seize the opportunity provided by the forum to gain insight into the NCA's activities and actively support the Authority in achieving its objectives.

While delivering the opening remarks and providing an overview of the NCA, Kwame Gyan, Deputy Director for the Consumer and Corporate Affairs Division, highlighted the essential functions of the Authority, referencing the laws establishing it and the various regulatory tools that assist the Authority in carrying out its mandate. He emphasised the pivotal role of the NCA in granting licences and authorisations

for the twenty-seven (27) services it regulates and delved into the NCA's accomplishments in combating SIM box fraud through the successes achieved with the SIM registration exercise.

Representing the Upper East Regional Minister, Hon. Rex S.A. Asanga, the Municipal Chief Executive for Bolgatanga expressed gratitude to the Authority for organising the educational forum. He reiterated the forum's significance in offering deeper perspectives on the Authority's operations and how the Region can leverage them for its benefit. He further remarked that it was a noteworthy occasion for the NCA to expand its educational efforts to their region, a gesture for which they were immensely thankful.

The forum was attended by District/Municipal



Hon. Rex S.A. Asanga, the Municipal Chief Executive for Bolgatanga, speaking at the event



Chief Executives and their key staff, as well as Commanders and Officers from various Security Agencies and media outlets in Bolgatanga, Upper East Region.

A similar event was held in Nalerigu, North East Region on 7<sup>th</sup> December, 2023.



A cross-section of participants at the event

## 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.

# 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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