



National Communications Authority

- Press Release -

NCA Embarks on Nationwide Consumer Outreach

As part of efforts to educate the public on key issues within the telecommunications landscape, the National Communications Authority (NCA) conducted a two-week nationwide Consumer Outreach exercise which ended on 25th October, 2024.

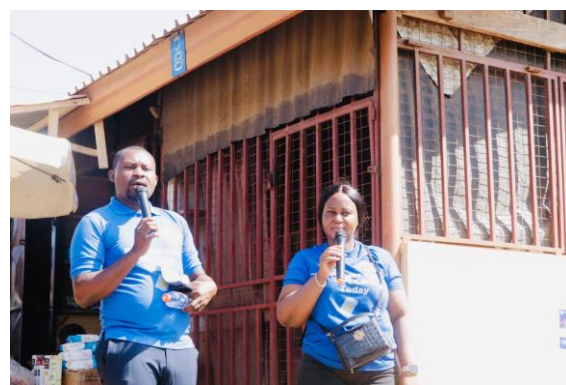
The exercise aligns with the Authority's strategic objective of ensuring, among others, that consumers are well informed about their rights and responsibilities regarding telecommunication services regulated by the Authority.

Conducted simultaneously across the country, the NCA reached out and engaged consumers in various locations including the Ada, Aburi and Kitasi lorry Stations, Kpone, Kasseh and Adawso markets, Dormaa Central Market, Technical and Vocational Schools (Unijay Fashion School, Khady's Vocational School, Kumasi), Adukrom, Okere, Navrongo Nursing Training, Bolga Midwifery, Paga and surrounding communities.

Consumers, during the exercise, were educated on various topics including, how to check SIMs linked to their Ghana Cards, Management of Unwanted Messages, NCA Complaint Procedure, Cyber Fraud, issues on Mast and Towers, and their rights and responsibilities as telecom service consumers.

The NCA will continue to exercise its obligation to protect and empower consumers who are key stakeholders in the Telecom Industry.

Some Pictures from the Outreach Exercise





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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Communications Authority, (NCA), was established by an Act of Parliament, Act 524 in December 1996, which has been repealed and replaced by the National Communications Authority Act, 2008 (Act 769).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.