



## National Communications Authority

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*- Press Release -*

### **NCA Launches “Communications Consumers in Heels and Suits”**

**Accra, 11<sup>th</sup> July, 2025.** As part of renewed efforts to promote consumer protection, the National Communications Authority (NCA) has launched an interactive consumer engagement program, with the first event dubbed "Communications Consumers in Heels and Suits."

The event was held on 11<sup>th</sup> July, 2025, at the forecourt of the NCA Tower and is aimed at empowering consumers by providing targeted education on the Authority's services and key telecommunications issues.



***“We are placing greater emphasis on consumer-focused initiatives”- Mr. Suleman Salifu***

Speaking at the launch, Mr. Suleman Salifu, Acting Deputy Director-General in charge of Technical Operations at the NCA, reiterated the vision of Rev. Ing. Edmund Fianko, the Acting Director-General of the NCA, regarding the establishment of the Consumer Affairs Division. He noted that this vision seeks to strengthen the Authority's commitment to consumer protection by placing greater emphasis on consumer-focused initiatives. Mr. Salifu further commended the Consumer Affairs Division for the laudable initiative and expressed optimism that it would extend to educating underserved communities, ensuring that no one is left behind.



***"An informed consumer is an empowered consumer"- Mrs. Etta Mosore***

Mrs. Etta Mosore, Acting Managerial Operations, emphasised the importance of empowering corporate consumers through education. "When you are well-informed, you are better positioned to pass that knowledge on to the everyday consumer. This not only fosters engagement but also allows for meaningful sharing of experiences because an informed consumer is an empowered consumer," she stated.



***"This is a precursor to a series of consumer outreach events"- Ms. Beatrice Heming***

In a brief remark during the launch, the Director for Consumer Affairs, Ms. Beatrice Heming, stated that "the launch, which serves as a precursor to a series of consumer outreach events, is designed to educate consumers across various sectors through tailored communication on telecommunications usage, consumer rights, and responsibilities."

Topics covered by the speakers included consumer myths and perceptions surrounding masts and towers, mobile money fraud, unsolicited electronic messages, mobile number portability, and the various channels available for lodging consumer complaints.

The event brought together both students and corporate staff from selected institutions within the Airport City enclave and concluded with a targeted consumer education exercise conducted by staff of the Consumer Affairs Division within the Airport enclave.

*See below for a collection of photos capturing the event in action:*



***Issued by the National Communications Authority:***

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Date: 15<sup>th</sup> July, 2025

### ***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.*