



National Communications Authority

- Press Release

NCA EDUCATES CONGREGANTS OF TWENTY CHURCHES AND MOSQUES ON WORLD CONSUMER RIGHTS DAY

Accra, March 16, 2020: The National Communications Authority (NCA) marked the World Consumer Rights Day with various religious groups in nine (9) Regions of the country. The Authority took advantage of the various platforms to promote and raise awareness on consumer rights and responsibilities within the communications industry as well as remind service providers about the importance of observing and enforcing consumer rights. The celebration was in two folds, the first day was observed on the 13th March, 2020 with selected Muslim communities nationwide and the second day was observed on the 15th March, 2020 with selected churches under the theme “Information and Education: the tools for consumer empowerment and protection”.

World Consumer Rights Day is celebrated on March 15 each year to create awareness regarding consumer rights. It is an annual occasion for celebration and solidarity within the global consumer movement. Among the subjects areas of consumer education for the NCA were the Consumer Complaint Process, Mobile Number Portability, Consumer Rights and Responsibility, Unsolicited Electronic Communications among others.

Over the years, the NCA has undertaken several initiatives on this day to protect the rights of consumers, these include engaging market women, bus drivers, and communities amongst others.

Central Region

Prior to the occasion which fell on Sunday, the staff of the Authority engaged members of the Winneba Central Mosque and Church of Pentecost- New Jerusalem Assembly (Winneba).



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A cross section of worshippers at the Church of Pentecost-New Jerusalem



An official of the NCA educating participants

Ashanti Region

Reaching out to about three thousand and nine hundred (3,900) worshippers, a team from the NCA Kumasi Regional Office engaged worshippers at the Naira Mosque, Grace Baptist Church and Calvary Charismatic Center. The platforms were used to educate consumers on consumer related issues as well as their basic rights and responsibilities as telecom consumers.



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An official of the Authority distributing consumer educational materials to worshippers



An official of the NCA from the Kumasi Regional Office delivering her presentation

Savannah Region

In line with the theme for this year's celebration, Officers from the NCA engaged the Dabokpa Technical Institute Central mosque and Light House Chapel in Tamale. The Tamale Zonal manager, Mr. Abukari Iddrisu in introducing NCA to the various congregation reiterated that



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the NCA considers consumer's involvement in its activities as well as sharing of information to be vital for the efficient regulation of the electronic communications industry, hence, the need to engage consumers often to educate them.



The congregation of Light House Chapel in Tamale



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Bono Region

The World Consumer Rights Day celebration was successful at the Bono Region as the NCA embarked on an outreach to educate consumers on issues that directly affect them. The outreach took place at the Sunyani Mission Mosque and St. Anthony Church.



A participant at the St. Anthony engaging with the staff of the Authority

Eastern Region

For the Eastern Region, this year's World Consumer Rights Day was marked at the Central Mosque and the Central Assemblies of God Church in Koforidua on 13th and 15th of March respectively. The team concentrated on educating and informing consumers about their rights and responsibilities on communication services as well as the avenues put in place by the Authority for proper redress of their complaints where necessary.



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Participating consumers were equipped with consumer related knowledge and educational materials to serve as a reference guide.

Greater Accra Region

Consumers in Accra were not left out of the celebration. The Ghana Muslim Students Union – UPSA and the Charismatic Evangelistic Ministry were engaged and educated on their rights.



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A cross section of the UPSA participants



Staff of the Authority engaging members of the Charismatic Evangelistic Ministry



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Volta Region

In the Volta Region, the NCA team spent time with the Ho Zongo Community and The Lord's Pentecostal Church International in Ho. The team engaged them their rights and responsibilities as consumers among others.



The NCA team being introduced before their presentation at the mosque



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Staff of the NCA speaking to the congregation of the Lord's Pentecostal Church in Ho.

Issued by the National Communications Authority:

No. 6 Airport City, Accra.

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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.

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