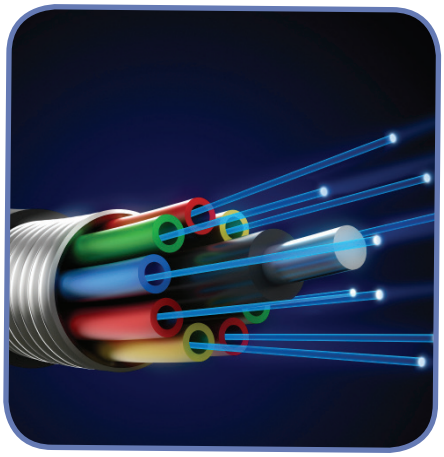
Public Utilities Regulatory Authority

Equity in development

ANNUAL REPORT 2013



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2013 Annual Report

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ACRONYMS

ACE – African Coast to Europe
AFUR – African Forum for Utility Regulation
ATU – African Telecommunications Union
C&MA - Construction and Maintenance Agreement
CTO– Commonwealth Telecommunications Organisation
D – Dalasi
DWR – Director of Water Resources
ECOWAS - Economic Community of West Africa States
ECOWAN – ECOWAS Regional backbone Wide Area Network
GAMCEL - Gambia Cellular Company Ltd

GAMTEL - Gambia Telecommunications Company
GDP – Gross Domestic Product
GEG – Global Electric Group
GMA – Gambia Maritime Agency
GOTG – Government of The Gambia
GPPA – Gambia Public Procurement Authority
GRA – Gambia Revenue Authority
GRTS - Gambia Radio and Television Services
GSM - Global System for Mobile Communications
IEC - International Electro-technical Committee
FM – Frequency Modulation
ICT - Information Communication Technologies
IDA – International Development Association
IDB – Islamic Development Bank
IP - Internet Protocol
IPP - Independent Power Producers
ISP - Internet Service Providers
IT – Information Technology
ITU - International Telecommunications Union
kV – Kilo-Volts
kWh - Kilowatt Hour
MOE – Department of State for Energy
MOFEA – Department of State for Finance & Economic Affairs
MOICI – Ministry of information and communications infrastructure
NARUC - National Association of Regulatory Utility Commissioners
NAWEC – National Water and Electricity Company
PURA – Gambia Public Utilities Regulatory Authority
RE – Renewable Energy
VHF – Very high frequency
WARCIP – West African Regional Communication Infrastructure Project
WATRA – West African Telecommunications Regulatory Assembly
WDM – wavelength division multiplexing
WIWAX – Worldwide Interoperability for microwave access

INTRODUCTION

The Annual Report for 2013 is produced in line with PURA's obligation under the PURA Act 2001 to report on its activities annually for the preceding year. Following this convention, this report charts the achievements of the Authority as well as documenting the challenges it faced as it executed its mandate during the year 2013.

Part I - The Corporate Governance and Human Resources Review – provides an overview of the organisational structure of PURA and identifies the regulatory capacity and capability building activities focusing on staff training relevant for the sustained and long term development of the Authority. This part of the report also identifies the challenges that need to be addressed in terms of governance and human resource development to facilitate the effective implementation of PURA's regulatory mandate as required under the 2001 Act.

Part II - Capacity Building Activities - gives a brief summary of the institution's efforts to train its staff both locally and internationally. Continuous professional development is a key part of PURA's strategy.

Part III - The Market Development Review – provides a detailed update on the activities of regulated utilities as well as providing an overview of their status during the course of the year.

Part IV - Consumer Affairs focuses on cross-cutting regulatory interventions used by PURA to engage its domestic and external stakeholders. This year's review saw the directorate engage in a myriad of our usual advocacy and educational activities.

Part V- Legal and Compliance Review -highlights the impact and status of existing and impending legislation that empowers PURA by providing it with its legal basis to discharge its regulatory mandate. This part of the review also looks at the status of compliance of the regulated utilities in terms of their obligations under the regulatory process.

Part VI - Key regulatory activities embarked on by the Authority during the course of the year. This section highlights the main activities of the technical Department including monitoring activities in the electricity, telecommunication and water sectors.

Part VII - Outlook for 2014 and beyond vis-a-vis the sectors being regulated.

Part VIII- Financial Review- looks at the financial status of the Authority during 2013. It highlights the income received against budgeted income and overall performance as regards to PURA's financial operations during the year in review.

CHAIRMAN'S STATEMENT

In reporting on last year's excellent performance I concluded my statement with the expectation that the Authority would make some further progress this year

The Authority with its Consultative and Supportive strategic regulations, has achieved good results once again in both operations and development in 2013. Through the unremitting efforts of all our staff in seizing favorable opportunities, accelerating the pace of development and enhancing operational management continuously, PURA not only managed to fulfill its promise to stakeholders for the year but also looking forward with promising prospects for future development in regulated industries.

In addition, the Government's acceleration of the structural adjustments within the economy, enhances and stimulates domestic demand in the regulated sectors, hence there was a moderate growth in the sectors we regulate and thus maintain a growth in demand for electricity in general, in this era of sluggish global economic trend.

However, to address the anomaly and reduce our dependence on fossils fuels the Government through the Ministry of Energy and PURA came up with new policies and programs with a view to diversify our generation mix. Such policies include the promotion of renewable energy resources such as solar and wind. We will continue to speed up the pace of development, optimize asset structure, enhance management efficiency, bolster energy saving and diversify as much as possible the nation's energy sources in order to ensure relentless growth in the Energy industry as required by the Vision 2020.

For the year under review, PURA as mandated maintained a proactive role in setting International tariffs in the Telecoms Industry. Price regulation in this market segment is inherently important as there is still a monopoly on both International incoming and outgoing calls. We set price floors for the different zones in order to simulate optimal tariffs that would have prevailed in a competitive market. The Authority is without an iota of doubt, believed that a competitive market where feasible, is much better at setting prices than regulation and the Country stands to gain more in such circumstances. This year also saw the licensing of (15) fifteen year term International Data Gateway licences to all individual members of the Gambia Sub – Marine Company (GSC) and the curbing down of Nuisance and Silent calls that had emanated their ugly faces in the industry, thanks to collaborated efforts with both our national and international partners in the telecommunications sector.

Looking at the regulated sectors, it is apparent that the telecoms sector has consistently outperformed both Economy-wide GDP growth and growth in the Electricity sub-sector over the past five years. This could be associated with the development of a strong

private sector at almost all levels of the value chain in the telecommunication sector which has been the major force.

Throughout 2013, the Consumer Affairs Directorate has engaged in numerous consumer and community-related functions and policy activities focusing on Consumer Protection, a lot more consumer awareness and education programs has been undertaken in terms of radio programs and with the collaborated efforts of others stakeholders regarding the services being offered to consumers across the regulated industries.

Commitment to corporate responsibility

Corporate responsibility underpins our operations and enables us to achieve our strategic goals in a responsible and sustainable way. The Board is fully committed to the integration of corporate responsibility and a focus on broader social and environmental issues to benefit the communities in which we operate. Our members of staff work hard to continuously enhance the positive contribution we make. We focus on the responsible use of resources, the health and wellbeing of the Gambian populace and on creating opportunities for greater engagement with general public.

Challenges

Despite these considerations and engagements, the payment of regulatory fees has remained a great challenge and this has seriously to say the least and continuously having devastating effects on our regulatory interventions.

Even with some signs of economic recovery, the regulated sectors are likely to remain challenging for the foreseeable future. Consumers continue to manage their household budgets cautiously and the Operators will continue to compete for market share. However, we have consistently maintained a well balanced playing field against this backdrop, and continue to see opportunities for growth across multiple channels. We are well positioned to achieve our vision to be the most trusted Regulator, where people love to work and call for redress.

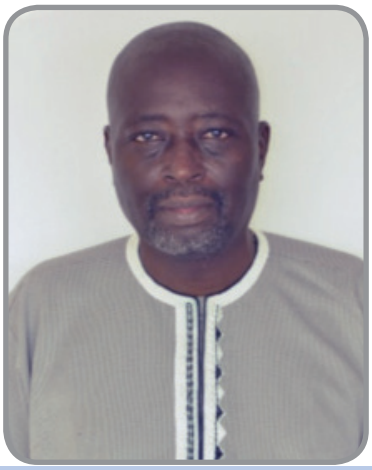
Looking forward

The Management has been committed to the overall policy of seeking steady economic progress, promoting reforms and innovation, more emphasis is placed on the decisive role of Regulation.

We remain very positive about the opportunities of growth in the regulated sectors and we are well placed to take on the significant structural growth potential regulations in all regulated industries as they offer the needed services.

Our Board is supported by the Authority's Director General, Mr. Abdoulie Jobe as the Chief Executive and by strong leadership teams across different directorates within the institution. We have worked hard to put in place effective development programs and continued to be strong result oriented focused. Our staffs are a key element of our formula for success and, on behalf of the Board, I would like to thank them for their continued dedication and add my personal thanks for what we have achieved together.

BOARD OF DIRECTORS



Mr. Dodou Bammy. Jagne
(Chairman)

Mr. Ebrima Cham
(Member)

Justice Amie Joof
(Member)

Mr. Mod. K. Secka
(ex-officio)

Mr. Abdoulie Jobe
(DG)

HEADS OF DEPARTMENT

ABDOULIE JOBE
Director General
March 2011 - Present

MALEH SAINE
Director of Technical Regulations
March 2007 - Present

ANSUMANA SANNEH
Director of Economic Regulation & Finance
May 2010 - Present

KELEPHA SAMBA
Director of Administration & Human Resources / Board Secretary
May 2010 - Present

SOLO SIMA
Director of Consumer Affairs
January 2011 - Present

Part I: CORPORATE GOVERNANCE & HUMAN RESOURCES REVIEW

PURA has a governing Board of Directors appointed by the President of the Republic of The Gambia on the recommendation of the Minister of Finance and Economic Affairs.

The Board currently comprises of a Chairperson, three other members, including an Ex-Officio member, and the Director General. The Director of Administration and Human Resources is the Secretary to the Board.

The year under review saw PURA continue its strategic transition to enhance its performance and better serve the general Public.

The staff strength was very stable in 2013 with two members of staff leaving the Authority.

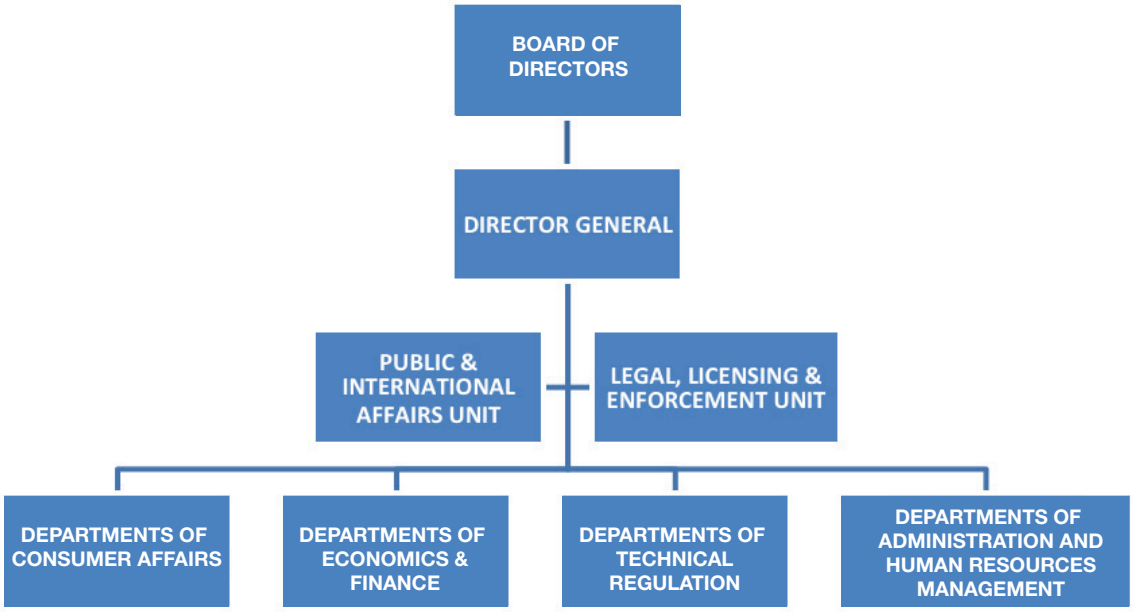


Figure 1: PURA Organizational Chart

Director General - Responsible for the day-to-day management of PURA with the objective of improving the efficiency with which public utility services are provided and increasing the percentage of Gambia residents having access to our regulated services. He advises the Board on the appropriate framework for regulation of public utilities in the country in accordance with relevant legislation.

Technical Regulation Directorate - Advises the Board (through the Director General) on issues relevant to regulation of the telecommunications, electricity and water sectors. It also monitors compliance with regulations and service quality.

Economics& Finance Directorate - Advises the Board (through the Director General) on rates and tariffs; performs economic and financial analyses; conducts research and develops special studies and forecasts. It monitors investment programs as well as oversees and manages the budget and funds of the institution as well as drawing of the monthly management accounts and giving the necessary financial advice. The Directorate is also responsible for issuing invoices for regulatory fees and follow-up on payments.

Administration and Human Resource Directorate - Oversees personnel functions of the PURA; coordinates administrative activities, including procurement, staff welfare and motivation. It also handles the staff health insurance and social security schemes.

Consumer Affairs Directorate - Handles consumer complaints of utility services and reviews these with the relevant service providers. It monitors the level of consumer satisfaction with services provided by utilities and PURA itself. It evaluates the performance of the utilities against the respective quality of service standards and assists the management in publishing information relating to PURA's functions and activities.

Public & International Affairs Unit–Responsible for External Communications, public and corporate affairs; and liaises with International Partners through collaborations with other directorates and units. It conducts public forums like radio programs. Also advises the Management of the public perception of PURA's performance, and, where appropriate, suggests actions to improve PURA's image.

Legal, Licensing and Enforcement Unit - Advises the Board (through the Director General) and management on all legal matters affecting the Authority. Drafts all legal instruments such as licenses, contracts and regulations of the Authority.

PART II: CAPACITY BUILDING ACTIVITIES

During the year under review, most of the professional staff attended training courses, study tours, workshops, seminars and conferences relating to their core operational areas in order to further build their capacity on emerging trends and new technologies, thus benefiting both the consumers and the operators by being able to regulate the sectors better.

Summary of key programs attended by staff are shown in the table below:

Department / Unit	Capacity Building & Training	Funded by	Venue
Department of HR & Administration	ITU Regional Workshop on Using ICT Tools for Human Capital Development & Capability Assessment in the ICT Sector	ITU	Gaborone, Botswana
	Executive Seminar & Leisure Retreat	PURA	Saly, Mbour
	Internship Programme with National Association of Regulatory Utility Commissioners (NARUC)	PURA	USA
	ITU Telecom World 2013	ITU	Bangkok, Thailand
Department of Economics & Finance	21st Executive Meeting of WATRA	PURA	Abuja, Nigeria
	Executive Seminar & Leisure Retreat	PURA	Saly, Mbour
	Regional USAID/NARUC West Africa Partnership on Clean Energy Workshop	PURA	Praia, Cape Verde
	Workshop on Mobile Roaming for Africa	PURA	Nairobi, Kenya
	Preparatory Meeting for World Telecommunications Development Conference	PURA	Accra, Ghana
	11th Annual General Meeting of WATRA	PURA	Abijan, Cote D'Ivoire
	Training in Applied Competition Economics Masterclass	WARCIP	Kampala, Uganda
	Finance for Regulatory Analysis Masterclass	WARCIP	Kampala, Uganda
	Training Workshop on Integrating Renewable Energy	USAID	Accra, Ghana
	Executive Seminar & Leisure Retreat	PURA	Saly, Mbour

Department of Consumer Affairs	CTO Cybersecurity Forum 2013	PURA	Yaounde, Cameroon
	CTO Internship Program in Relation to Child Online Protection	CTO	London, UK
	Internship Programme with National Association of Regulatory Utility Commissioners (NARUC)	PURA	USA
	ITU Study Group 2	ITU	Geneva, Switzerland
	ITU Regional Workshop on Spectrum Management	ITU	Abuja, Nigeria
	3rd GE06 Frequency Coordination for Africa	PURA	Nairobi, Kenya
Department of Technical Regulation	Regional USAID/NARUC West Africa Partnership on Clean Energy Workshop	PURA	Praia, Cape Verde
	Workshop on Small Hydropower Planning	IRENA	Zambia
	ECOWAS Energy Experts Meeting on Regional Electricity Regulation	ERERA	Dakar, Senegal
	Workshop on Regulatory Aspects Concerning Renewable Electricity and Regulation	AFUR	Pretoria, South Africa
	Training Workshop on Integrating Renewable Energy	USAID	Accra, Ghana
Licensing & Enforcement	Spectrum Management in the Civil Sector, USTTI	USTTI/ PURA	Washington, U.S.A
	3rd Annual International Summer School (Telecommunication Law & Regulation)	PURA	London, UK

Figure 1: Summary of Key Programs

In addition to the above, professional staff attended key meetings, workshops and conferences relating to the regulated sectors to address emerging trends and technologies, as well as share best practices.

Long Term Training

Ms. Ida Mboob, Deputy Director, Legal, Licensing & Enforcement, under the joint funding of the World Bank financed West Africa Regional Communications Infrastructure Programme (WARCIP) – The Gambia Project, and PURA, pursued an LLM FT Law (Masters) Degree at the Queen Mary University, London, from the 17th September 2012 to 17th September 2013.

Ms. Mboob successfully completed the course with distinction and earned one of the highest grades ever awarded in Telecommunications Law and Regulation, with a very high distinction of 76. She also earned a distinction in her LLM Dissertation which examined the issue of regulatory independence.

Due to her performance, Ms. Mboob was honoured at the graduation ceremony on the 10th December 2013 with the award for the Highest Achievement in the Computer and Communications Law Specialisation, an accomplishment which ranks her with only 18 other students (out of over 600) for that academic year. She is also the first student from a developing country to achieve this award.

Part III: Market Development Review

Macroeconomic Performance.

The Gambia's medium Term Development Agenda (P.A.G.E 2012-2015) completed its secong year in 2013. The Programme for Accelerated Growth and Employment (PAGE) aims to accelerate sustainable economic growth and development, and create employment opportunities for Gambians. Real GDP growth for 2013 is expected at 5.6% compared to 6.1% in 2012. The Agricultural and Industrial sector were the main proponents of growth in 2013 resulting from a significant increase in crop production and heightened activity in the construction sub-sector.

The industrial sector which includes Mining & Quarrying, Manufacturing, Electricity, Gas and Water Supply is expected to grow by 7.0% with the regulated sector of Electricity and Water supply to grow at 2.2% in 2013. The communications sub-sector is expected to grow by 6.5% in 2013.

In terms of contribution to G.D.P, the Services sector continues to be the major contributor with 57.1%, followed by the Agricultural sector with 22.2% and the Industrial sector with 14.8%.

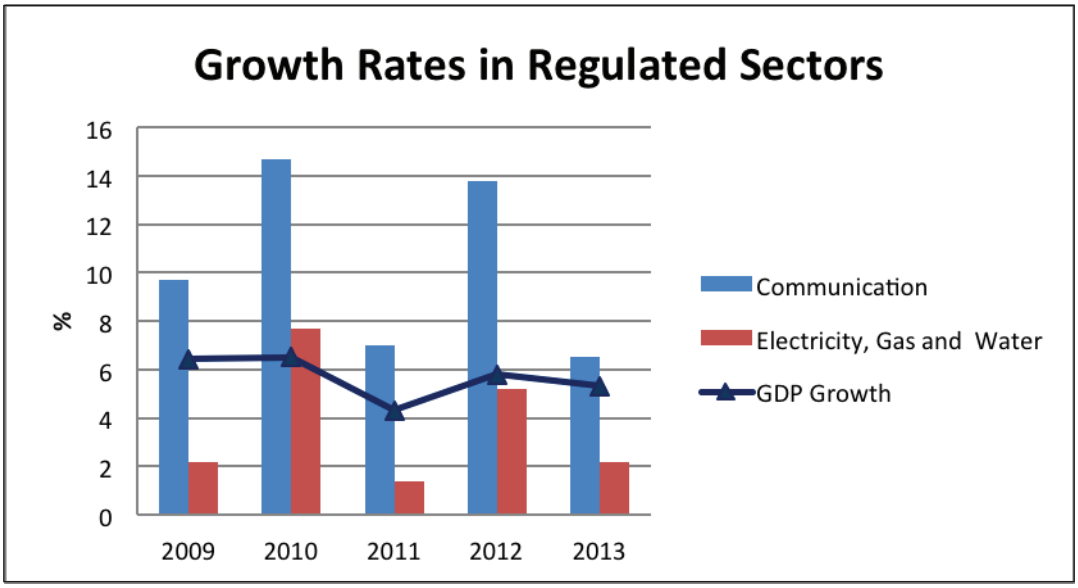


Figure 2: Growth Rates In Regulated sectors

Comparing the regulated sectors, it is glaringly apparent that the telecoms sector has consistently outperformed both Economy-wide GDP growth and growth in the Electricity sub-sector over the past five years. The development of a strong private sector at almost all levels of the value chain in the telecommunication sector has been the major driver of growth. It is envisaged that more private sector participation in the electricity sub-sector would greatly help towards harnessing growth and employment in that domain and in line with the dictates of the country's medium term development agenda.

The Telecommunications Market

The Gambia's communications industry comprises of One fixed Line Operator, Four Mobile Network Operators and five Internet Service Providers. GAMTEL serves as the fixed line operator coupled with GAMCEL, AFRICELL, COMIUM and QCELL as the mobile Operators. GAMTEL as the fixed line offers both telephone and Internet services while the mobile operators offer voice and data services. There are currently five Internet Service providers namely; GAMTEL, UNIQUE SOLUTIONS, LANIX, NETPAGE and QCELL.

Investments

Investments in the telecommunications sector for the year 2013, though impressive witnessed a significant decline from 2012 levels. Total investments for the year totalled D354.6 million dalasi representing a 32% decrease from 2012 levels. 2012 was a watershed year in the telecommunications landscape of the country in which we witnessed the launch of the highly heralded ACE cable. In tandem with the launch of the cable, local operators made significant investments especially in the provision of data services to utilize the added capacity that came with ACE.

In 2013, total investment in the sector stood at D329 million. AFRICELL led the pack with total investments of D208 million during the year, representing 63% of total sector investment. Investment by QCELL increased considerably from its 2012 level from D27 million to D89 million representing an almost 230% increase. GAMCEL, however recorded a significant drop in the figures provided with a 95% drop in total investment during the period.

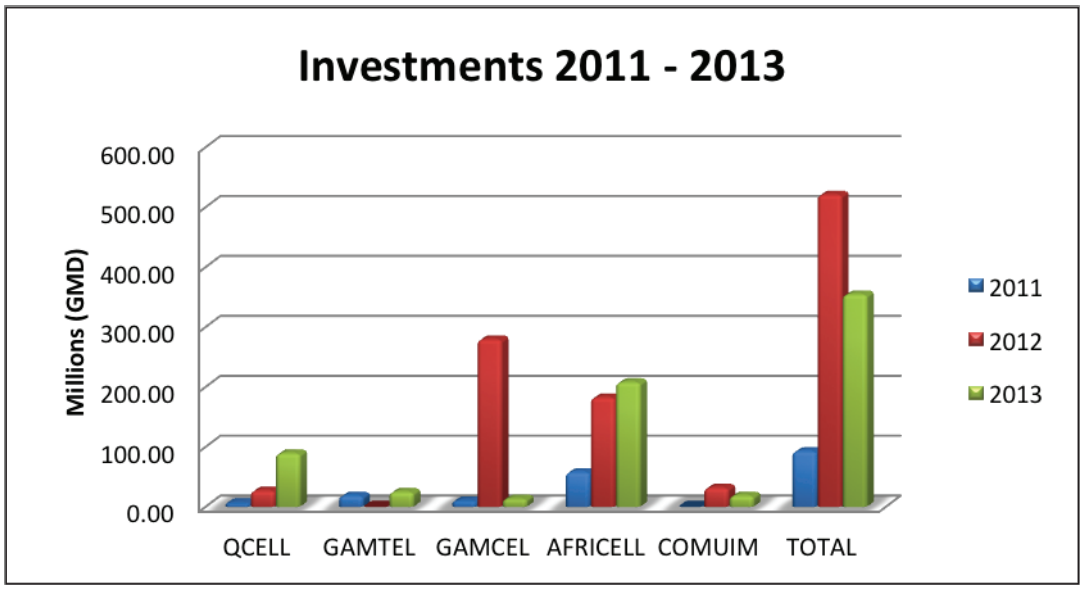


Figure 3: Investments 2011-2013

Employment

Employees in the telecoms sector during the period under review totaled 2,399. A slight 4% drop was recorded from the preceding period in 2012. This decline is partly attributable to a slight decrease in the number of contract employees hired in 2013. GAMTEL, as observed in previous periods continue to be the highest employers in the sector accounting for 51% of total sector employees. AFRICELL, GAMCEL, COMIUM and QCELL represent 22%, 15%, 7% and 5% respectively.

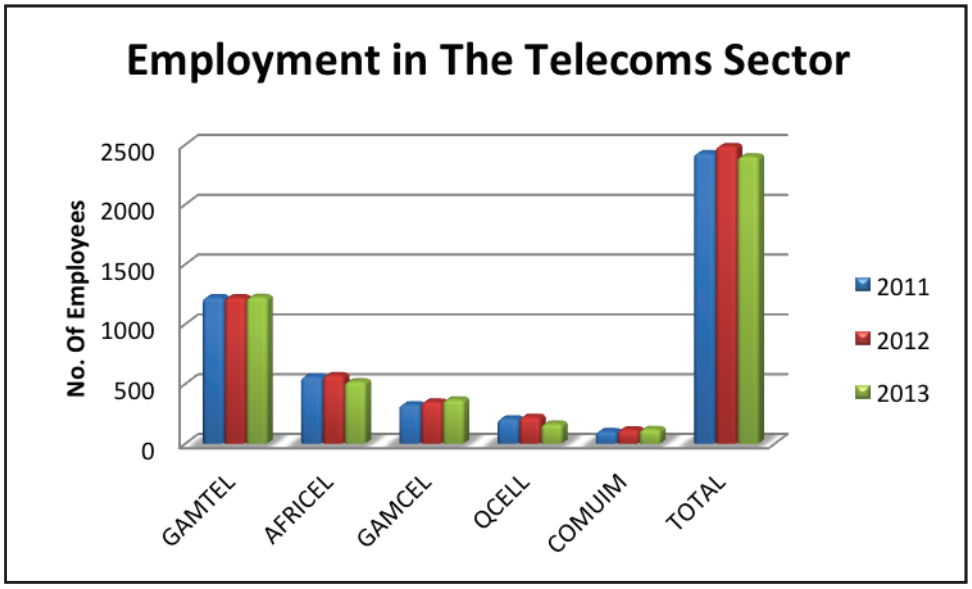


Figure 4: Employment In The Telecoms Sectors

Active steps have been taken by Government to address gender issues and gender mainstreaming features heavily in The Gambia's medium and long term development agenda. It is in that regard and to properly compute statistics of female employees in the sector that PURA has specifically disaggregated the number of female employees to be reported by the service providers. As at end 2013, there are 626 female employees being directly employed in the telecommunications sector, representing about 26% of total employees. GAMTEL is at the forefront with 296 female employees. It is the Authority's fervent hope that the male to female ratio in the sector continues to improve in subsequent periods.

Subscribers

There has been continued competition in the mobile market as has been symptomatic in previous years among the four mobile operators: GAMCEL, AFRICELL, COMIUM and QCELL. Mobile cellular subscriptions grew from 1,900,936 in 2012 to 1,986,490 in 2013 representing a 4.5% growth. The marginal growth figure this year is due to the fact that active subscriptions (90 Days) are being counted rather than the number of access lines issued as had been done in previous reports.

Prepaid subscriptions continue to dominate the mobile subscription mix accounting for over 99% of total subscriptions with post-paid subscriptions at just under 1%. The continued prevalence of pre-paid subscriptions could be due to the continuous string of promotions aimed at pre-paid subscribers such as bonuses and cash prizes to be won upon recharge to entice existing and new subscribers. Furthermore, the relative ease of access through e-vending services with which subscribers could recharge their phones at relatively affordable prices with minimum recharge denominations all the way down to D10 across all networks.

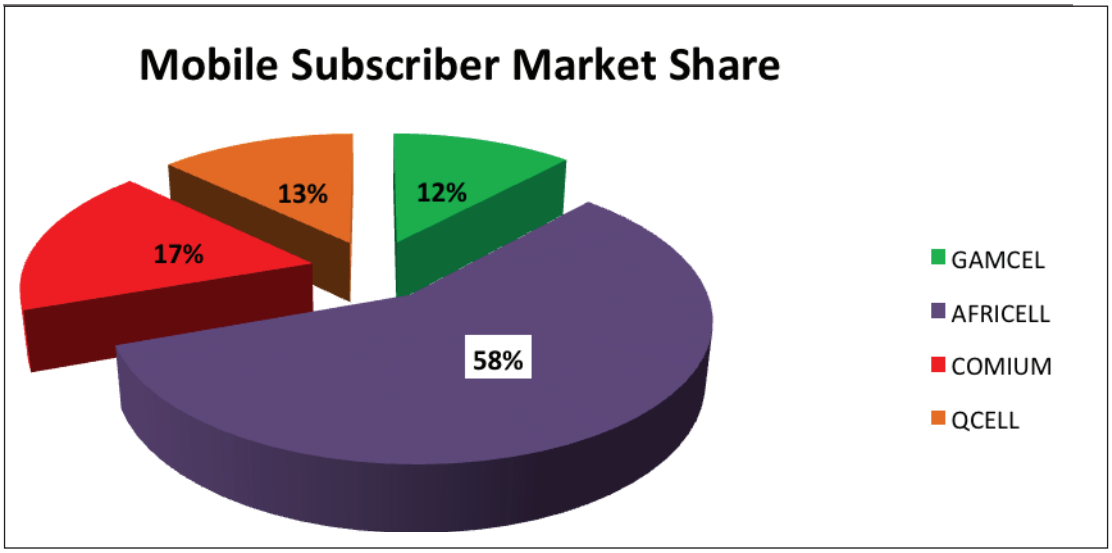


Figure 5: Mobile Subscriber Market Share

Operator	Number of Subscriber					
	2008	2009	2010	2011	2012	2013*
GAMTEL	48,560	48,541	48,777	50,450	64,196	50,334
GAMCEL	285,761	339,946	365,385	433,440	584,407	237,450
AFRICELL	579,969	662,279	730,919	803,312	880,167	1,144,051
COMIUM	249,000	275,000	350,000	350,000	335,646	348,723
QCELL	N/A	35,649	32,045	47,540	100,716	256,266

Table 2: Active Subscriptions

As evidenced by the table above, AFRICELL continue to have the largest subscriber market share with them surpassing the 1 million subscriber threshold in the past year. QCELL have also registered significant gains in subscriber numbers from 2012 into 2013. As at year end 2013, AFRICELL's market share of active subscriptions stand at 58%, COMIUM 17%, QCELL 13% and GAMCEL at 12%.

Fixed Line subscriptions have regressed from the gains made in the previous year with total subscriptions down by 22%. This is a global trend that has coincided with the rapid ubiquity of mobile telephony worldwide serving as a direct substitute to fixed line services. Heightened competition in the mobile telephony market and the ease of access to relatively inexpensive mobile phones in households are significantly contributing towards the decadence of the fixed lines.

The year 2013 was a landmark year for data services throughout the country as it was the first year in which all mobile services providers offered data services following the launch of GAMCEL's 3G services. This follows closely with the launch of the ACE cable in the Gambia in late 2012. At the end of 2013, there were a total of 171,540 data subscribers in the market representing a 34% increase over the previous period. GPRS subscribers account for 73% of total data subscribers with the remaining 27% being subscribed to 3G mobile broadband. Mobile data subscriptions have been increasing steadily since

the introduction of 3G services by QCELL in 2009 and it is envisaged that with the added capacity that has been realized with the commissioning of the ACE cable, operators would offer more affordable and reliable data packages to their subscribers.

Penetration

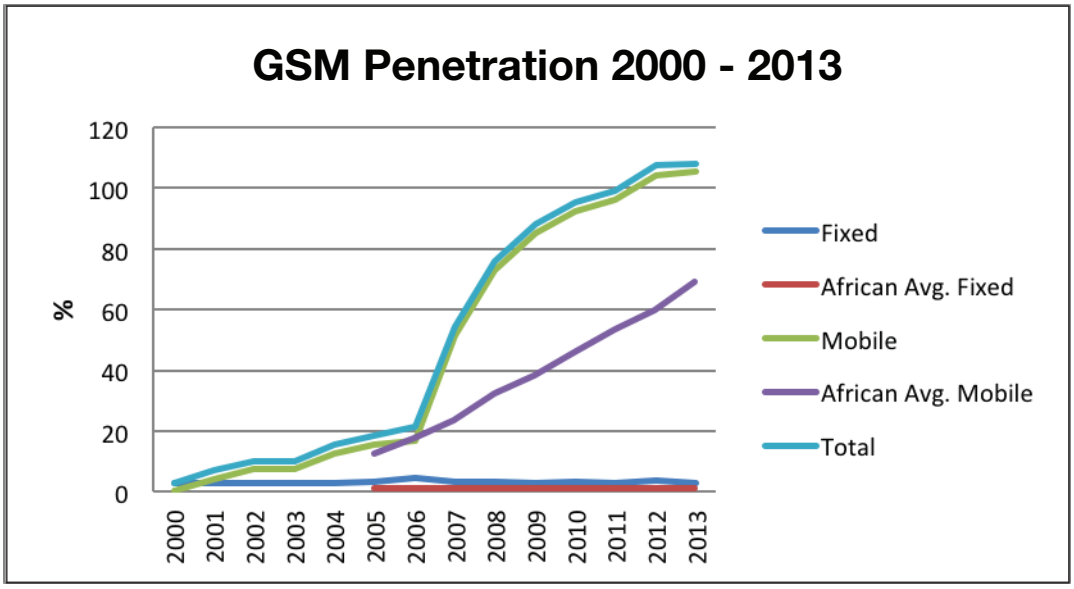


Figure 6: Penetration 2000-2013

Active Mobile subscriptions are fast approaching the two million subscriber mark in The Gambia. The continual increases in mobile subscriptions have directly translated to rather impressive penetration statistics in The Gambia. Mobile Penetration went up by 1.5% in 2013. This slow growth in penetration compared to previous periods strongly indicates that the mobile voice market is increasingly approaching saturation levels. Corresponding, we are expecting mobile data to become the new growth frontier in our telecommunications market.

Despite the tapering levels of growth, total penetration in The Gambia is still outperforming the African Average by a significant margin. Fixed Line penetration patterns however closely follow the growth trajectory of the African average with it being relatively flat over time as depicted above.

Traffic Volumes

Total traffic in 2013 was equivalent to 1.54 billion minutes. As depicted below, 86% of the total traffic were local calls which is consistent with 2012 figures. International calls accounted for just over 13% and roaming minutes were just a miniscule 0.06% of total traffic.

A marginal growth in subscriber figures did not commensurate with a corresponding increase in traffic figures as the sector witnessed a 5% decline in total traffic. This decrease in traffic is probably best explained as consumers reaction to the general tariff increase of 2013.

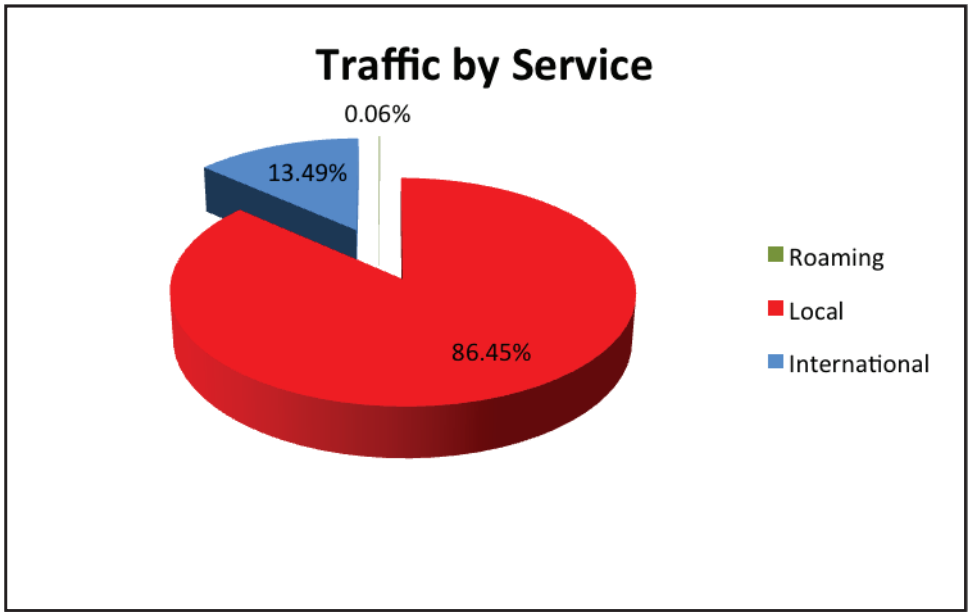


Figure 7: Traffic By Service

COMIUM through its continuous free bonanza offering which serves to entice consumers to make On-Net calls with bonuses and free minutes attached continued to lead the market in terms of total traffic with a total share of 39%. GAMCEL follows with a total traffic share of 27% mainly derived from a significant share in terminating international calls on their network. In that particular segment of the market, being International Incoming calls, GAMCEL accounted for about 53% of all minutes. AFRICELL, QCELL and GAMTEL accounted for 22%, 10% and 2% respectively.

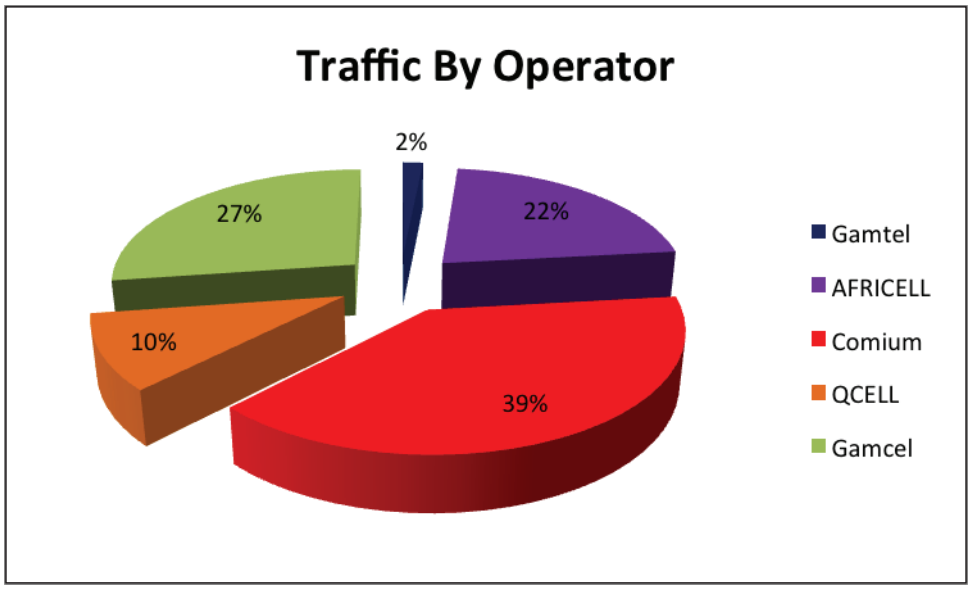


Figure 8: Traffic by Operator

International Traffic

The graph below depicts international voice traffic from 2009 to 2013. Total outgoing traffic has consistently hovered around 50 million minutes for the past five years. Total outgoing traffic however decreased by 10% from 2012 into 2013. The sector however witnessed a rebound in total international incoming calls by 6% compared to the preceding period.

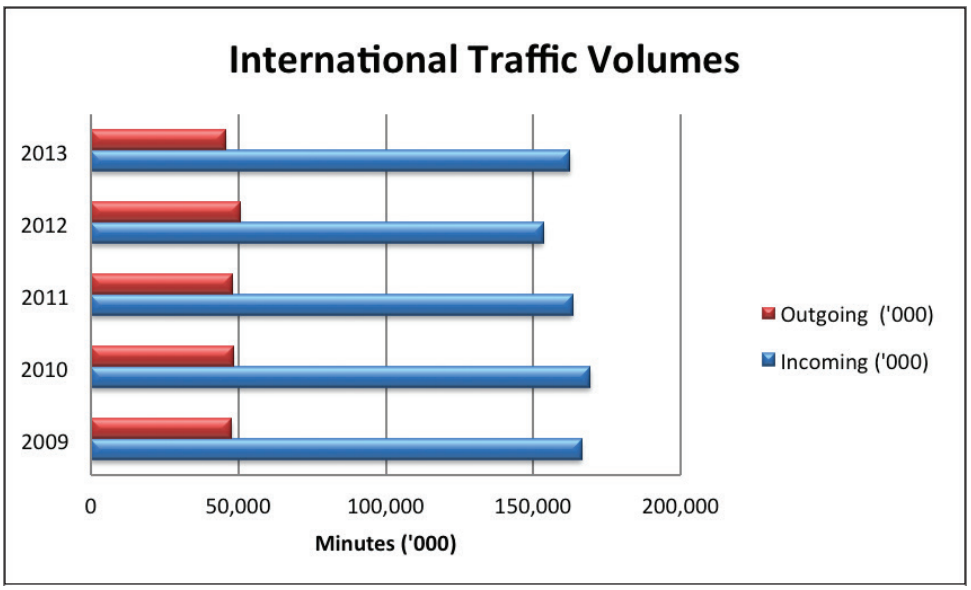


Figure 9: International Traffic Volumes

Tariffs

2013 could be ascribed as a landmark year in relation to tariffs in the telecommunications sector. The last time widespread tariff changes were effected in the sector was in 2008 following the determination on Interconnection rates by PURA. Following the implementation of new tariffs in 2008, tariffs have remained virtually constant to January 2013 where we witnessed a tariff increase across the board from all operators ranging from 10-15%. Operators have still however maintained their On-Net promotions designed to subsidize the effective rate of an On-Net call.

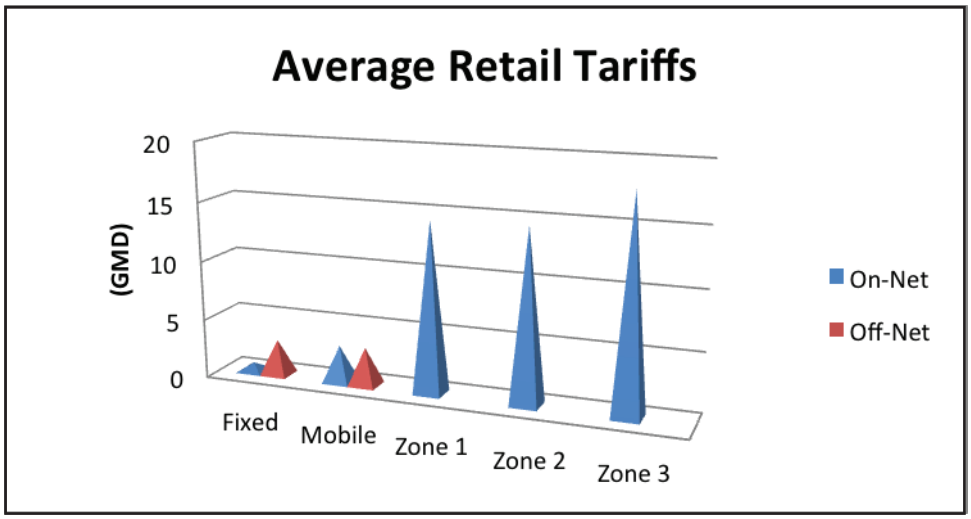


Figure 10: Average Retail Tariffs

PURA still maintains a proactive role in setting International tariffs. Price regulation in this market segment is inherently important as there is still a monopoly on both International incoming and outgoing calls. To avoid instances of anti-competitive practices by operators, PURA sets price floors for the different zones in order to simulate optimal tariffs that would have prevailed in a competitive market. The Authority is however still of the belief that a competitive market where feasible, is much better at setting prices than regulation.

Nonetheless, the Authority has taken an active role in ensuring that the price floors that have been predetermined for each zone is strictly adhered to by all operators. Through the Authority's monitoring activities during the year, it was discovered that COMIUM were charging International tariffs below the specified minimum. The Authority notified COMIUM of this anomaly who were instructed to immediately revert their rates as per the determined price floor, failure of which would necessitate the Authority to revert to Enforcement Action. COMIUM heeded part of the Authority's request and effected changes for calls to Zone 1 (Senegal). The Authority upon further investigation noticed that Zone 3 calls were still below cost. Subsequent to this violation, an administrative fine was levied on COMIUM as per the Authority's Enforcement Regulations of 2010.

The Authority would continue to be aggressive in its monitoring efforts to ensure that adverse actions by any operator would not be detrimental towards competition in the International market segment.

New charges were again effected in Zone 1, calls to Senegal following a termination rate increase by their national operator Sonatel in January. Correspondingly, PURA adjusted the price floor for calls to be reflective of the rate change. Operators are at liberty to set their retail prices following the determination of the price floor.

The Internet Market

Subscribers

We witnessed a decrease in the number of total subscribers in the ISP market but on the same token, there was a slight increase in the number of broadband subscribers, these are subscriptions above 256kbps.

The total decrease in number of subscribers wholly owes to the fact that a significant number of inactive dial up subscribers were deactivated from GAMTELs network during the period. Owing to the increased penetration of high speed broadband internet access, dial-up subscriptions are increasingly becoming obscure as technological advancements take hold.

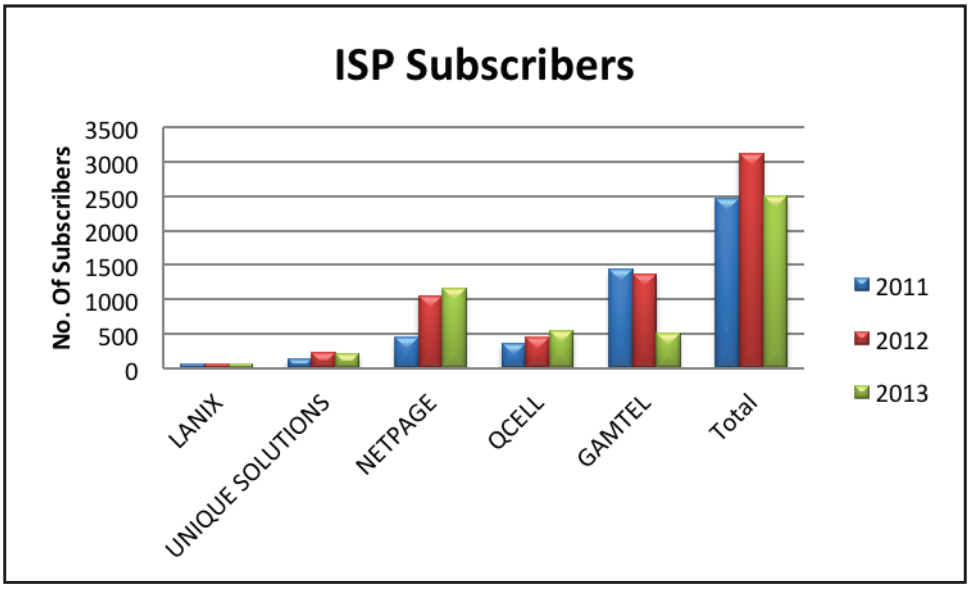


Figure 11: ISP Subscribers

The Electricity, Water and Sewerage Markets

The availability of a reliable and affordable electricity supply is and continues to be a challenge for most Sub-Saharan Countries. The demand for Electricity services continue to grow with the population moving along the economic ladder. At the industrial level the emergence of large and light manufacturing industries tend to stretch the capacities of NAWEC to the limit and the same could also be said on the domestic front. The growing number of middle class customers whose demand for electricity services are ever increasing dictates that the supply side must correspondingly increase in order to maintain the balance. The mismatch between demand for electricity services and the supply constraints continue to hamper the socio-economic development of the sub-Saharan countries

The situation in The Gambia is no different from the general trend in the developing world. The provision of Electricity services lies solely with NAWEC, a government owned vertically integrated Utility company with an extensive grid network in the Greater Banjul areas and a series of isolated mini grids in the provincial towns and villages.

The company is operated as a vertically integrated entity but Government in its quest to meet the ever increasing energy needs of the country decided to deregulate the Electricity generation thereby allowing multiple producers. The anticipation at the time the sector was that deregulation would be panacea supply side constraints. However, experience later showed that deregulation alone was necessary but not a sufficient condition to usher in new investment. From 2006 to date when the sector was opened to competition, NAWEC has only successfully implemented one PPP, through a private investor in Brikama with an installed capacity of 25.6MW, Potential investors have been coming and continue to come but none of these are yet to show real commitment.

In order to address this anomaly and reduce our dependence on fossils fuels the Government through the Ministry of Energy and PURA came up with new policies

and programmes with a view to diversify our generation mix. Such policies include the promotion of renewable energy resources such as solar and wind. Apart from the 2009 inaugurated 150kw Batukunku wind power project, today the country can boast of another project of two wind Turbine of 450kw each located in Tanji village.

During the course of the year a significant milestone was achieved in the adoption and passing into Law the Renewable Energy Act. It is envisaged that this development will usher in new investment into the sector especially Solar of which studies have shown to have tremendous potential in The Gambia.

The table below shows the increasing trends of the electricity tariffs over the years to date and a close look at the trend further attest to the fact that it is high time renewable and alternative sources of generation are exploited as the over dependence on Fossil fuels would only continue to hamper NAWECs operations.

Customer Class	kwh Consumption	2008 rates	PURA's Determined Rates for 2010	Ministry's Determined Rates for 2010	PURA's Determined Rates for 2011	New Consumption Band 2012 (KWH)	2012 Determined rates
Domestic Credit Meters	0-40	2.02	2.02	1.92	2.24	0-300	9.10
	41-600	6.83	6.50	6.20	7.20	301-600	9.45
	601-1000	7.58	7.00	6.65	7.75	601-1000	9.70
	Above 1000	9.07	8.00	7.60	8.40	Above 1000	10.40
Cash Power	Flat rate	6.76	6.50	6.20	7.20		9.10
Commercial		9.43	8.00	7.20	8.60		9.70
Hotel/Industries		10.43	8.50	7.65	8.95		10.40
Agriculture		9.07	8.00	7.20	8.00		9.10
Area Councils		9.07	8.00	7.20	8.70		9.70
Central Government		9.07	8.00	7.20	8.70		9.70

Table 3: Evolution of Tariffs for electricity services from 2008 – 2011

Electricity Generation

During the year under review, NAWEC did not made any significant addition to the generation capacity of the company. The only addition is the inauguration of the two 450 kw wind plants at the Tangi Wind Farm. This project called GAMWIND has a Power Purchase Agreement with NAWEC similar to that of the Brikama IPP which allows the company to generate electricity for sale to NAWEC.

Location/Unit	Make	Installed Year	Installed Capacity (MW)	Available Capacity (MW)
KPS – G1	Mirrless	1981	3.0	2.5
KPS – G2	Mirrless	1981	3.0	2.5
KPS – G3	Mirrless	1997	3.4	2.5
KPS – G4	Deutz	2001	6.4	5.5
KPS – G6	MAN B&W	1990	6.4	5.5
KPS – G7	Deutz	2001	6.4	5.5
KPS – G8	Deutz	2001	6.4	5.5
KPS – G9	Deutz	2009	6.4	5.5
Total			41.4	35

Table 4: List of Engines at Kotu Power Station.

Location/Unit	Make	Installed Year	Installed Capacity (MW)	Available Capacity (MW)
BRK – (NAWEC)	Wartsila	2011	9.0	8.3
Total			9.0	8.3
Total for NAWEC			50.4	43.3

Table 5: List of Engines at Brikama Power Station Owned by NAWEC

Independent Power Producer (IPP) – Brikama Power Station

Location/Unit	Make	Installed Year	Installed Capacity (MW)	Available Capacity (MW)
BRK – G1	Deutz	2006	6.4	5.5
BRK – G2	Deutz	2006	6.4	5.5
BRK – G3	Deutz	2007	6.4	5.5
BRK – G4	Deutz	2007	6.4	5.5
Total			25.6	16.5

Table 6: List of engines of at Brikama Power station Owned by the IPP

Provinces

Location/Unit	Installed Year	Installed Capacity (KW)	Available Capacity (KW)
Essau	2006	460	400
Farafenni	2006	1400	1360
Mansa Konko	2006	1000	940
Kerewan	2006	220	180
Kaur	2006	180	120
Bansang	2006	600	540
Basse Mobile Unit		450	410
Basse Santo Su	2006	1400	1360
Total		5710	5310

Table 7: List of Power station in the Provinces owned by NAWEC

Transmission and Distribution

Electricity is transmitted for distribution via five radial 11-kV feeders and three 33 kV feeders that form a ring in the GBA. The 33 kV feeders supply medium voltage substations where the voltages are transformed to 11 kV for further distribution. During the year under review, the implementation of the Venezuela project which commenced in 2011 continued to pay dividends. In the West Coast Region, construction work on the transmission lines from Brikama to Kalagi has been completed and all the target communities have been connected via step down transformers.

By end of 2013, NAWEC had a total electricity customer base of 133,315 in 990 coded zones grouped in seven categories as shown in the tables below.

Category Number Of Customers

CATEGORY	2008	2009	2010	2011	2012	2013
Domestic	50,390	53,898	54,465	24,767	19,585	25,840
Commercial (NGO'S, Schools, etc)	6,177	6,262	6,038	5,118	4408	6,093
Major consumers (Industries, Banks, S/ markets etc	636	683	689	463	451	450
Agriculture	54	54	57	5	14	27
Local Government Authorities	1,093	1,160	1,201	1,214	194	250
Central Government	1,415	1,430	1,453		1059	1123
Prepayment Customers	26,584	40,396	49,942	67,763	85,071	99,532
TOTAL	86,349	103,883	113,845	98,116	110782	133,315

Table 8: Number of Customers Per Customer Category (2008 – 20013)

ITEMS	2008	2009	2010	2011	2012	2013
Customer population	86,349	103,883	113,845	98,116	110782	133315
Sales MWH - Credit	115,776	96,397	106,594	80,947	84728	68234
Sales MWH- Prepayment		59,025	77,731	87,042	102490	120954
Rev. collection Credit	970,850, 817	777,262, 398	630,356, 000	628,463, 000	802804273	761,239, 926
Prepayment sales	300,419, 120.98	456,083, 156	512,615, 000	647,586, 000	893670964	1,073,787, 028
System Losses Power House Consumption	33.34%	32.7%	31.2%	31.2%	23.8	24.9
Power Demand MW	90	108	126	132	147	152
Energy Demand MWh	473,040	501,420	596,030	621,680	647,330	685805
Customer growth p/a %	15.1	20	10	23	13	20
Energy Demand Growth rate	13.6	6	18.9	4.3	11	3
Power Demand Growth rate	2.2	20.0	16.7	5	4	6
Revenue growth rate	19	-3.0	-7.3	12	33	8

Table 9: Status of The Electricity Market.

An analysis of the consumer base of the company indicates that the number has been growing over the years. From a growth rate of 15.1 % in 2008, the numbers grew by 20%, then dropped to 10% and rose to a high of 23% in 2009, 2010 and 2011 respectively. However in 2012 the company could not maintain the momentum and only registered modest growth rate of 13%, but in the subsequent year the growth rate was nearly doubled as it registered a 20 % growth in consumer numbers.

If the growth rates are contrasted against the growth in revenue for the same period, the results give a very interesting picture. In 2008 when the company grew by 15.1%, growth in revenue was as high as 19% which is line with normal business operations. However in the subsequent year the consumer figures grew by 20% but the company registered a negative growth rate of -3% in revenue. The same trend continues in the following year, in 2010 when the consumer figures grew by 10% and the growth in revenue dropped to a low of -7.3%. This explanation to this anomaly has a historical perspective. In the years preceding 2011 PURA and the Ministry were under the impression that NAWEC's Tariff was on the high side and embarked upon a tariff reduction exercise. The effect of the said exercise accounted for the imbalance between the growth in consumers and the decline in revenue during the period. In addressing this anomaly the Authority with help from the World Bank developed a Tariff model which was used to establish the true cost of providing the service and the figures were used as the basis for setting the rates. The development marked a turning point in the company's fortunes as the company began to register positive growth in revenue. In 2011, the year the first tariff exercise was carried out, the company registered a consumer and revenue growth of 23% and 12% respectively. The trend continued the following year with a high growth of 33% in revenue figures and dropped to 10% during the year under review.

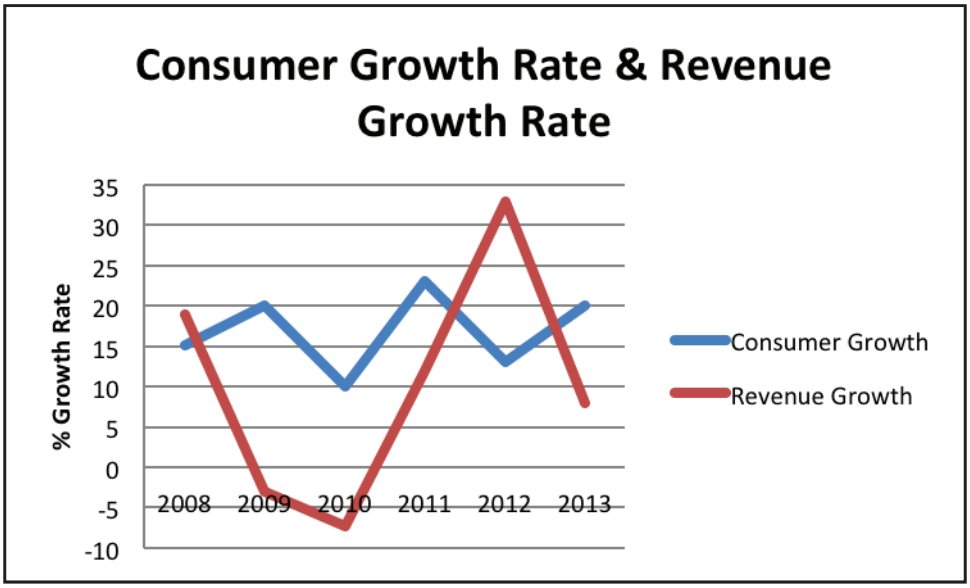


Table 9: Status of The Electricity Market.

The growth in revenue figures could be largely attributed to the Tariff review exercises but it is worth to mention another important development which was carried out concurrently. This is the Grid upgrade and expansion project under the Venezuela Project.

Water Service Provision

The company despite the problems encountered in the electricity sector, continued to provide reliably water service to the populace. The Gambia is on course in meeting the MDGs target of halving the proportion of people without sustainable access to safe drinking water. This mile stone is achieved through realistic polices designed by the government in having the understanding that water is the source of life. Apart from the Greater Banjul water ring project, the construction works continued on the Gunjur Village water project. This project has the potential to provide potable water to a community of about twenty thousand people who were without such services.

The Ministry of Water Resources also continued to provide solar powered pipe borne water to all major villages in the country.

The table below shows all the NAWEC water points across the length and Breadth of the Country.

Well fields	No. of Boreholes	Status
Salagi & Jambur	15	Operating
Wellingara & Sukuta	11	Operating
Fajara	6	Operating
Brikama	16	Operating
TTC	1	Operating
NASA	1	Operating
Yundum	1	Operating
Kanifing	1	Operating
Kerr Serigne	1	Operating

Table 10: List of various well fields and the number of boreholes in each well field.

Well Fields	No. Of Boreholes	Status
Essau	2	Operating
Kerewan	2	Operating
Mansakonko	2	Operating
Farafenni	2	Operating
Kaur	1	Operating
Janjangbureh	1	Operating
Bansang	1	Operating
Basse	2	Operating

Table 11: list of provincial boreholes and their operating status.

Sewerage Plant	Status
Banjul	Operating
Kotu	Operating

Table 12: Sewage facilities in the GBA

Water Quantity Sold and Revenue

The quantity of water produced, sold and revenue generated during the period 2010 to 2013 is shown in the table below.

YEAR	PRODUCTION m3	SALES m3	LOSSES %	REVENUE Dalasi
2010	27,781,445	22,605,584	19	152,240,000
2011	28,309,264	18,501,049	35	126,473,463
2012	29,930,553	20,563,417	32	225,864,000
2013	29,772,311	20,611,310	31	244,168,000

Table 13: Amount of water produced, sold and revenue generated.

The production figures from 2010 to 2013 in the above table indicate that the company has maintained steady production growth of about 1million cubic meters per annum until 2013 when it registered a dropped in Production. However a major cause of concern for the Regulator is the amount of losses registered in the sector. In 2010 nearly 20% of all the water produce was unaccounted for and the figure rose to 35% in the subsequent year. This is a very high figure and NAWEC as a matter of urgency should work towards minimizing these losses by adopting the recommendations in the tariff review documents.

In the subsequent years the losses were however reduced to 32 and 31 % in 2012 and 2013 respectively which is still way beyond the desired target.

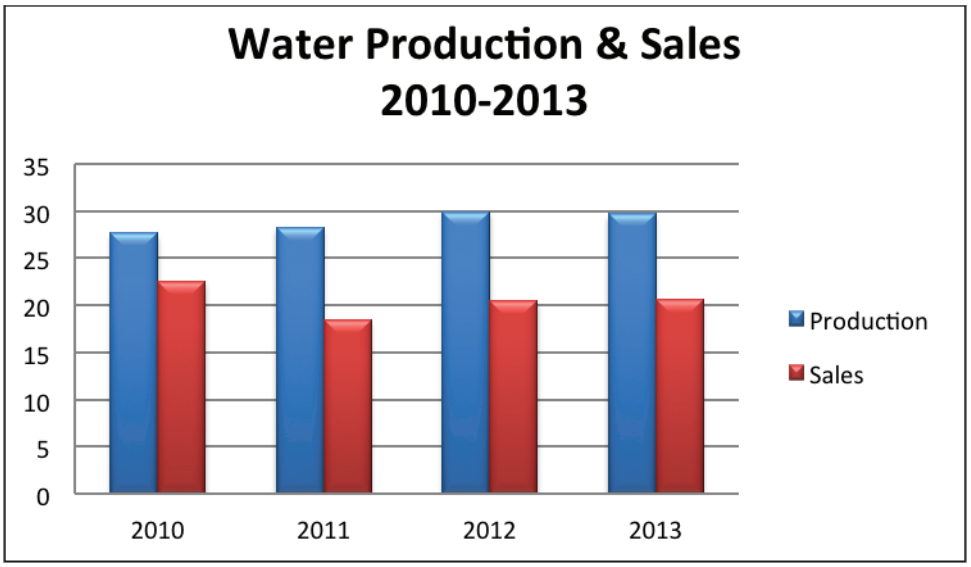


Figure 13: Water Production & Sales 2010-2013

Part IV: Consumer Affairs

Mandate

The Directorate of Consumer Affairs (DCA) is a one of 4 directorates within the institution. DCA protects and serves Gambian consumers while ensuring that consumers and businesses benefit from a fair and vibrant marketplace. DCA premised on the ethos that *"an educated consumer is an informed consumer"*. We empower and educate consumers on how to protect themselves from unscrupulous and unqualified individuals.

Throughout 2013, the Directorate engaged in numerous consumer and community-related functions activities in the following areas.

Dispute Resolution

During the period under review the directorate has been inundated with customer complaints and promptly intervened in facilitating dialogue between service providers and complaining consumers which resulted in peaceful resolutions. This in part is informed by our understanding and expertise developed over the years of the underlying factors responsible for misunderstanding, between the service providers and their consumers.

Stakeholder Relations

As part of DCA's mandate to protect consumers from unfair and misleading marketing, during the period under review, the directorate continued to have consultative meetings with a range of consumer advocacy groups, with a view to consolidate work being progressed in the field of consumer protection. The directorate also over the period under review, worked with other key stakeholders and the Ministry of Trade as part of the task force so as to contribute to the development of the now enacted CONSUMER PROTECTION ACT 2014. This development is applauded by the Authority because, we believe that it is imperative for the authority to support the creation of progressive laws that are created to govern the well-being of consumers in general. This we take to be core to our functions; in our continuous quest to create a level playing field for all.

Consumer Awareness and Education

We recognize and place a strong focus on educating vulnerable consumers in order to empower them with information and the confidence to assert their rights. During the period under review, the Authority had several panel discussions at different radio stations within the greater Banjul area. In these discussions, consumers were allowed to call in and raise concerns or ask questions with regards to the services being offered to them. This medium was also used as a means to remind consumers of their right to better services at no cost to them.

During the period under review, the directorate made a conscious decision not to embark upon a now renown consumer parliament, this was in recognition of the fact that the provision of the forum was not necessarily the problem of some of the issues related to complaints received from consumers but rather, the issue and focus was more to do with getting consumers of all regulated entities to actually complain and use the complaints mechanism as provided for in the 148 system, free of charge. In effect, during the period under review we conducted a consultative analysis of the problem and concluded that the focus of the directorate will be best suited to trying to get the consumers of all regulated entities to develop the complaints culture which should not be seen as a negative trait , but rather a positive mean to getting better services. Notwithstanding we still recognize the value of the Consumer Parliament and will continue to use it in tandem with, as and

when we believe we have achieved the maximum effect on consumers in relation to the attitudinal issue of complaint are resolved, as we believe this is when the parliament will achieve the most for all concerned.

Visit to Elton Cash Power Vending points

The directorate is pleased to report that, the problem of the previous year of consumers encountering difficulties to purchase cash power units was addressed by NAWEC by partnering with Elton as a point of sale, thereby creating alternative and ease of cash power purchase for the consumers. Based on this welcome development, the directorate embarked upon a visit to all Elton cash power vending points. This was to determine the customer experiences and also to know if mechanisms were put in place in handling consumer complaints that may arise. This was also an opportunity for the Authority to have feedback from consumers buying cash power at a different location from NAWEC. Majority of consumers met were delighted with the new initiative. Equally, the Authority commends NAWEC and all stakeholders, including Qcell in coming up with ways and means to alleviate the challenges customers use to encounter in buying cash power, we will continue to engage and encourage, all key stakeholders in the creation of and the use of technology to alleviate age old problems of buying and selling.

Statistis of Complaints Received

PURA recognizes consumer satisfaction as an integral part the Authority's development and strive in meeting its mandate. The authority welcomes and will work with all concerned consumers of the regulated entities to ensure that expectations from the service providers are met. In order to enhance effectiveness and efficacy of service the '148' call facility continued to be availed to all consumers, as a means of getting complaints and enquiries to the authority. The call center also doubles its role by providing data to internal stakeholders for monitoring valuation and analysis purposes, which are later relied upon as regulatory instruments . Between the periods January- December 2013, herein referred to as the period under review, complaints received were logged and analyzed as below:

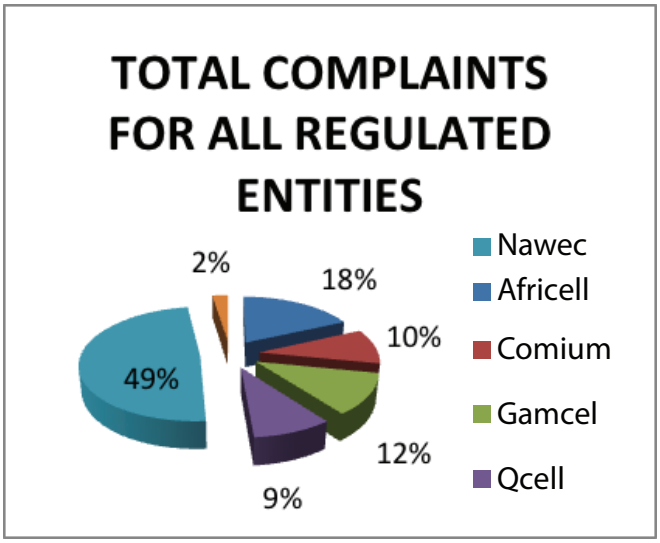


Figure 14: Apportionment of all complaints received

The total number of complaints received for the period under review was 268, this reveals an increasing trend of approximately 7.2%, when compared to the same period in 2012. Majority of complaints relate to the supply of utilities i.e. water and electricity by NAWEC subscribers. Complaints lodged at NAWEC were 49% of the overall complaints received. Complaints received regarding other institutions ranked from highest to the lowest with AFRICELL accounting for 18%, GAMCEL 12%. COMIUM, QCELL, and GAMTEL got the lowest number of complaints accounting to 10%, 9% and 2% respectively.

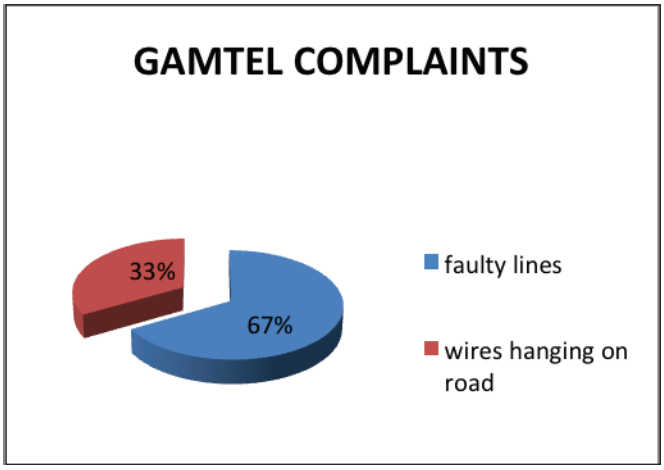


Figure 15: Apportionment of complaints Received about GAMTEL

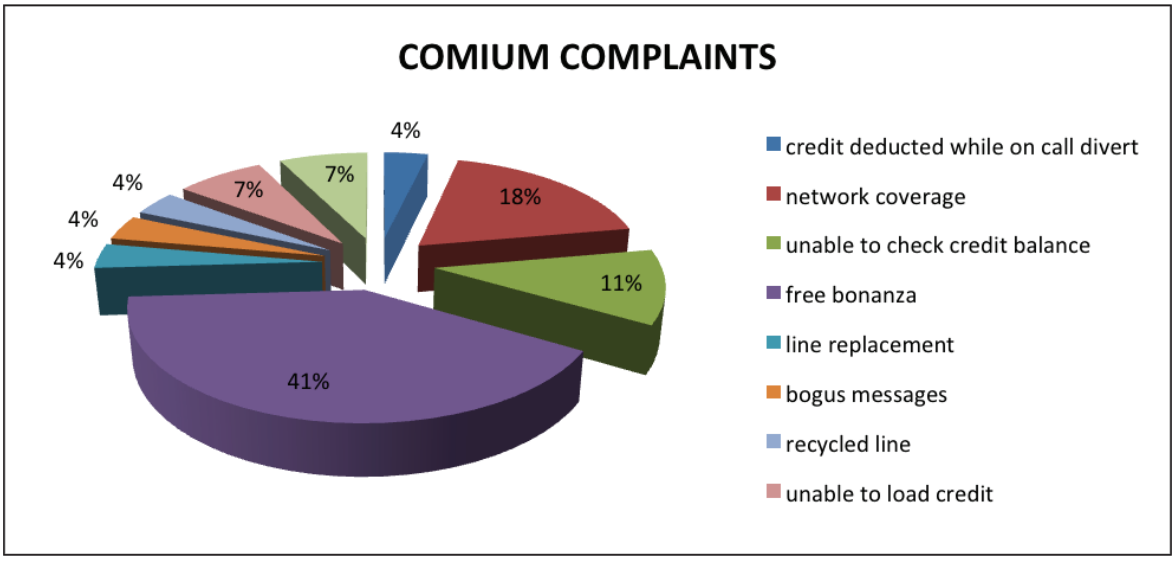


Figure 16: Apportionment of Complaints Received about COMIUM

For COMIUM majority of their complaints received came from their Free Bonanza service, which accounts for 41%. Other complaints arose from Network Coverage, which accounts for 18%, Unable to check credit balance accounts for 11%. The least complaints came from line replacement; network coverage, bogus messages, and credit deducted while on call divert accounting for 7%, 7%, 4%, 4%, 4% respectively.

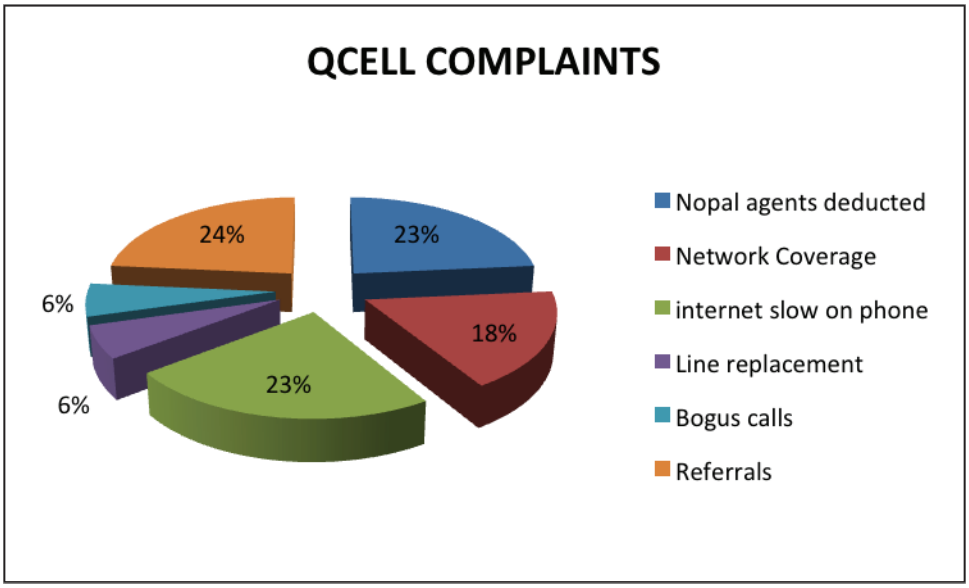


Figure 17: Apportionment of Complaints Received About QCELL

As per the above graph, majority of complaints received from QCELL subscribers came from the referrals made accounting for 24%. Nopal agent's deductions and internet slow speed on mobile phone accounts for 23% each. On the other hand Network Coverage accounts for 18%, whilst Line replacement and Bogus calls accounts for 6% each.

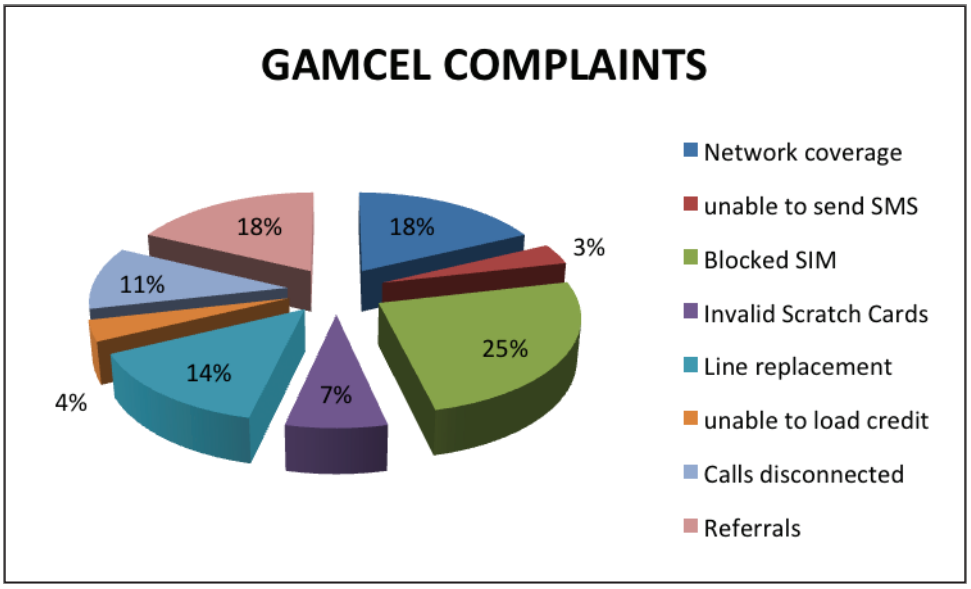


Figure 18: Apportionment of Complaints Received about GAMCEL

For the period under review, 25% of Gamcel's complaints came from Blocked SIM Cards, network coverage and the referrals accounts for 18% each. Line replacement accounted for 14%. The least complaints relates to calls being disconnected, invalid SIM Cards, and unable to load credit accounting for 11%, 7% and 4% respectively.

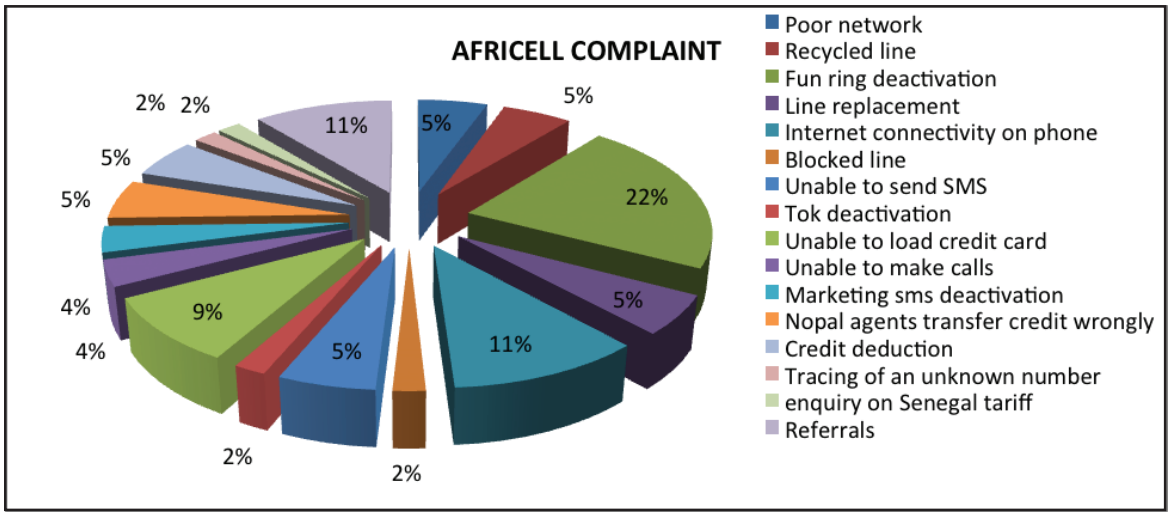


Figure 19: Apportionment of Complaints Received about AFRICELL

For AFRICELL, the majority of complaints came from their fun ring deactivation service which accounts for 22%. This was followed by failure of internet connectivity on cell phone and referrals made which both accounts for 11% each. Whilst unable to load credit, accounts for 9%. The least complaints received for Africell for the period under review arose from their TOK deactivation, being unable to send SMS, credit deducted, NOPAL agents sending credit wrongly, blocked SIM, all of which accounts for 5% each.

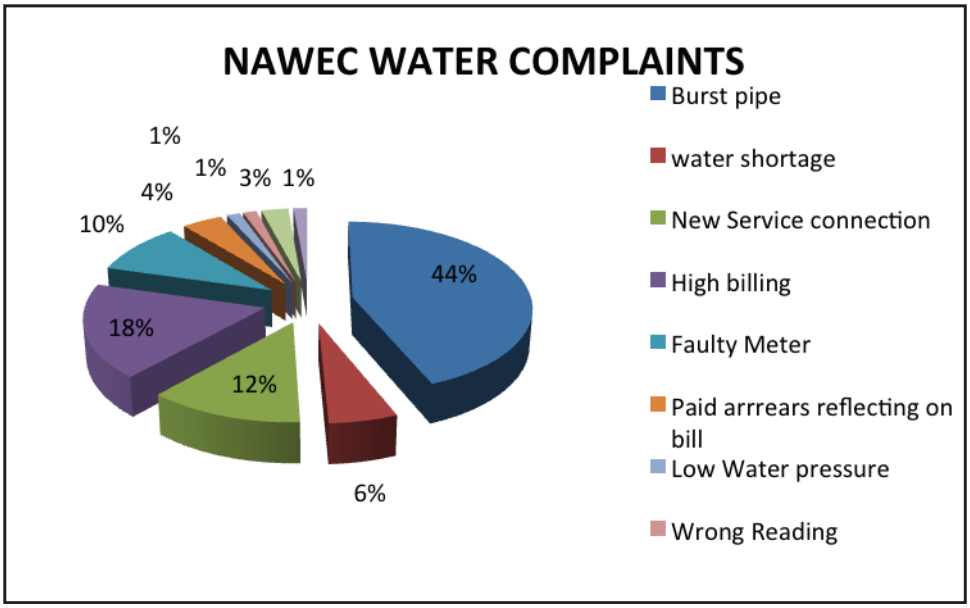


Figure 20: Apportionment of Complaints about NAWEC Water

For Water services, 44% which accounts for the majority of water complaints received from NAWEC subscribers were about burst pipes. High billing accounted for 18% whilst new service connections accounted for 12%.The least complaints came from Faulty water meters which accounted for 10%, paid arrears reflecting on bill, high billing, water shortage, accounting for 4%, 3% and 1% respectively.

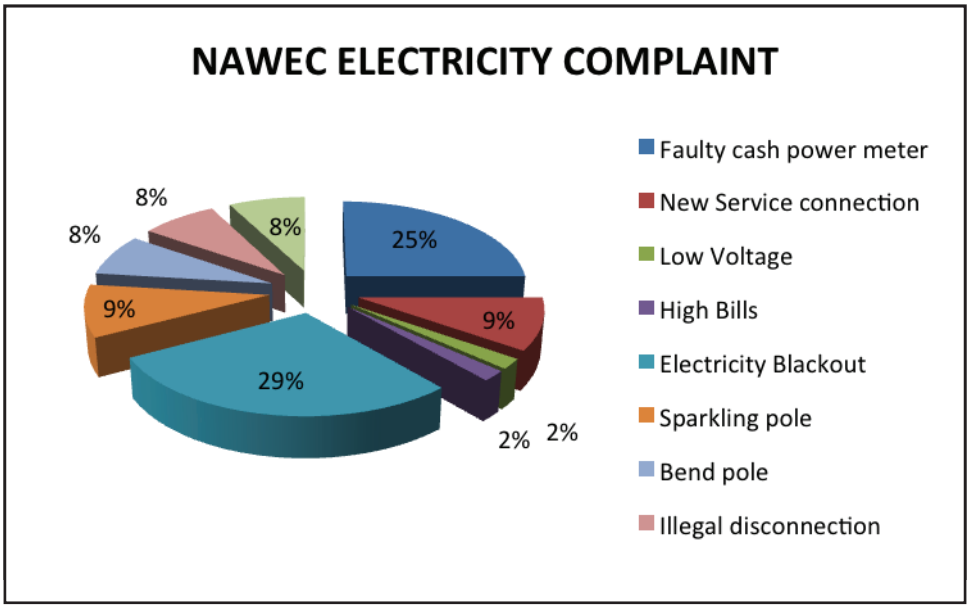


Figure 21: Apportionment Breakdown of Complaints about NAWEC Electricity

For the electricity sector during the period under review, the majority of its complaints arise from electricity blackout accounting for 29%, followed by faulty cash power meters which accounts for 25%. Least complaints came from sparkling poles, new service connection accounting for 9% each. Illegal disconnection, bendy poles and referrals accounts for 8% each whilst low electricity voltage, and high bills accounted for2% each.

During the period under review, consistent with other review periods, no complaints were received for the Internet Service Provider's, namely unique solutions and Net page solutions. This is the ideal situation that the regulator aspires for. Getting operators to effectively deal with their complaints before it reaches the regulator. Nonetheless the reason for this could also be related to the size of these operators, it is still worth commending them for it.

Part V: Legal & Compliance Review

Legal and Compliance Review

The period under review witnessed the following:

1. The enactment of the Renewable Energy Act 2013
2. The Licensing of a new operators in the Information and Communications Sector
3. The receipt of new licence applications and renewal requests
4. Inter-Operator Dispute between Licensed Undertakings

Enactment of the Renewable Energy Act 2013

The Renewable Energy Act was enacted by the National Assembly in December 2013 with the key objective of promoting the use of Renewable Energy resources in order to achieve greater energy self reliance which will thus reduce the nation's exposure to fossil fuels, harmful emissions and the demand burden currently on NAWEC in regards to the supply of electricity.

The Act calls for an establishment of an Renewable Energy Fund, the management of which will fall under the purview of PURA in ensuring the promotion, development, sustainable management and utilisation of Renewable Energy Resources with key empahasis on community based projects.The sources of money for the fund shall range from funds appropriated by the National Assembly to donations, grants and gifts received for Renewable Energy Activities.

In encouraging investment into the Renewable Energy Sector, the Act also introduces General Incentive provisions which provide exemptions on paying import tax and duty on Renewable Facilities. There is also a corporate tax and retail tax exemption on all Renewable Energy facilities for a period of 15 years after commissioning.

The Act also tasks the Ministry of Energy to cordinate with other authorities such as PURA and National Environment Agency (NEA) in developing streamilined licensing/ permitting processes to create better certainty and investor confidence for prospective developers of systems using Renewable Energy Resources.

It is also a requirement under the Act that Installers of Renewable Energy Equipment are appropriately trained with certification. Installers are required to provide guarantees to clients to denote proper installation and for warranty purposes. The guarantee period as provided by the Act is at least 6 months or any such period as determined by PURA.

Licensing

Licence Applications Received

The Authority was in receipt of a Category II Internet Service Provider (ISP) Licence application from I-LINK Computers dated the 10th October 2013. I-LINK is a well established and successful General IT equipment supply and support business which commenced operations in 2004.

The Authority was also in receipt of a licence renewal request from the Village of Batokunku for the generation and distribution of electric energy within the territory of Batokunku for a further term of five (5) years.

Licenses Issued

The year under review saw the licensing of:
(15) fifteen year term International Data Gateway licences to all individual members of the Gambia Sub – Marine Company (GSC) which comprised of AFRICELL, COMIUM, GAMCEL, GAMTEL, QCELL, UNIQUE SOLUTIONS and NETPAGE by the Honourable Minister of Information and Communications Infrastructure in accordance with Section 7 (2) of the Information and Communications Act 2009.

Figure 22: Signing Ceremony

Hon. Minister Nana Grey Johnson, Managing Director of COMIUM Mr. Amer Atwi and The Award License to Director General of PURA – Mr. Abdoulie Jobe.

Figure 23: Signing Ceremony

Hon Minister Nana Grey Johnson , Managing Director of Unique Solution Mr. Papa Njie and The Director General of PURA – Mr. Abdoulie Jobe

Figure 24: Signing Ceremony

Minister Nana Grey Johnson, Managing Director of GAMCELL
Almamy Gassama and The Director General of PURA – Mr. Abdoulie Jobe

Figure 25: Signing Ceremony

Minister Nana Grey Johnson , Managing Director of Netpage Mr. Simon Abraham and The Director General of PURA – Mr. Abdoulie Jobe.

Unique Solutions and Netpage with (5) five year term Internet Service Provider (ISP) licences, following the finalisation of the licensing framework for ISPs.

Thomas Global Technologies (TGT) as an Internet Service Provider to establish, install, operate and maintain in The Gambia a fixed Wired/Wireless Data System to provide Internet Services.

Inter - Operator Dispute Africel Vs Comium

The Authority was in receipt of a letter from COMIUM GAMBIA LTD dated the 5th September 2013 regarding the non-payment of monies allegedly owed as a result of interconnection services rendered to AFRICELL GAMBIA LTD.

According to COMIUM, the outstanding amount owed to them with regards to interconnection charges for the period between January 2013 and July 2013 was D2,709,769.55 (Two Million, Seven Hundred and Nine Thousand, Seven Hundred and Sixty Nine Dalasi and Fifty Five Bututs)

In our attempt to resolve the complaint/dispute in an amicable and timely manner, the Authority wrote to AFRICELL GAMBIA LTD requesting for the submission of a response in regards to COMIUM'S above mentioned claim.

AFRICELL's response

AFRICELL in their response made mention of a situation in S. Leone whereby COMIUM SIERRA LEONE (SL) owes AFRICELL GAMBIA Ltd's sister company in Sierra Leone, LINTEL (SL) Ltd the sum of US$74,663.90 being monies owed due to interconnection charges.

As a result, AFRICELL indicated that a claim has been filed against COMIUM SL in the Sierra Leonean Courts on the matter and a determination is yet to be made.

AFRICELL in its letter also stated that it had asked COMIUM GAMBIA to offset the amount being claimed by the latter in The Gambia from the amount owed to the former in Sierra Leone but this was rejected by COMIUM.

As a consequence, Africell Group (AFRICELL GAMBIA LTD & LINTEL (SL) LTD) has instituted a claim in the High Court of The Gambia dated 1st September 2013 against COMIUM GROUP which COMIUM GAMBIA LTD forms part of, to recover amounts allegedly owed to Africell Group, amongst others.

Authority's Position on the matter

In this instance since the matter was already being pursued before the High Court of The Gambia, the Authority could not undertake to investigate into the matter and form a Determination unless both parties agreed to bring the dispute to PURA for a resolution. This is indicated in Section 135 (4) of the Information and Communications Act 2009, which provides that:

'The Authority may decide not to initiate an investigation…….. if legal proceedings in relation to the dispute have been initiated by any party to the dispute.'

Correspondingly, Paragraph 7.2 of the Authority's Guidelines for Resolution of Complaints/Disputes also echoes the same principle as provided for in Section 135 (4) of the Information Communications Act 2009.

However in the interest of maintaining the integrity of the telecommunications sector, we wrote to AFRICELL and reminded them of our regulatory function in which the resolution of disputes between Operators plays a key part of as provided for in Section 135 of the Information and Communications Act 2009.

We informed AFRICELL that the Authority has historically dealt with and has amicably resolved complex interconnection disputes between Operators in the telecommunications sector in a fair and transparent manner, whilst taking the interest of the parties concerned into great consideration.

It was thus our view that pursuing such matters at the courts may not only be burdensome (financially and administratively) on the parties, but the delays in court proceeding will consequently amount to a delayed judgment which may significantly affect the relationship of the parties to the detriment of the telecommunications sector at large.

The Authority thus urged AFRICELL to agree to bring the matter to us for an amicable, non discriminatory, transparent and speedy resolution in the interest of the telecommunications industry.

Part VI: Regulatory Activities

Telecommunications Sector

Nuisance and Silent Calls

Spoofing involves callers hiding their identity by causing a false or invalid phone number to display when making calls. It is a tactic often used by organisations carrying out unsolicited, misleading or even fraudulent activities and can increase the harm caused to consumers from nuisance calls.

A 'spoofed' number on a call display might be a random series of digits, or even mimic the number of a real company or person who has nothing to do with the real caller.

As a result, consumers can't return the call to find out who is contacting them. Number spoofing can also make it more difficult for regulators to trace those companies responsible for making nuisance calls. Calls with spoofed numbers can and do come from all over the world and account for a significant and growing proportion of nuisance calls made to consumer's. International cooperation is therefore vital in addressing this complex problem.

Gambians were receiving many nuisance calls at different times of the day and in particular at ungodly hours. In this regard, the Authority had to work with the ITU and other international regulators by sharing intelligence and working collaboratively to find solutions to the problem of phone number spoofing. As a result, there has been a drastic reduction on number spoofing according to the International Gateway Manager.

Silent Calls

Customers may have received a silent call at some time or another. Maybe it was that time they rushed to the phone only to find that there is silence. These calls are at the very least annoying and disruptive.

A silent call is where you receive a call but you can't hear anything and have no means of knowing whether anyone is at the other end of the line. Silent calls experienced by customers in The Gambia normally originate from abroad and the numbers displayed on their phones do not follow a fixed pattern.

Most silent calls are not necessarily made deliberately but can be caused by the use of technology by organizations to maximize the amount of time their calling agents spend speaking to customers.

The majority of silent calls are caused by call centres using automated calling systems (ACS), such as predictive or power dialers, which generate more calls than their agents can handle. These dialers mainly used in call centres, dial telephone numbers automatically and connect people to call centre agents as soon as the phone is answered.

In some instances, people use an ACS to hijack private communication systems of an organization and originate calls to customer's numbers randomly.

Considering that these silent calls originate from abroad, the International gateway provider is continuously investigating and tracing the origin of these calls with a view of stopping them. As the calling line identity (CLI) of these calls is continuously changing, stopping such calls is a daunting task since genuine calls with the same CLI may be blocked if such an action is taken.

These silent calls just as with spam emails, affect customers globally. Consequently, the fight requires concerted efforts of sister regulators, stakeholders and members of the International Telecommunications Union (ITU) fraternity. PURA through its collaborative efforts has on several occasions reported such cases to sister regulators and the ITU. In this regard, the ITU had made several publications on their operational bulletin urging Operators/service providers to desist from misusing Gambian numbers which includes silent calls. These operational bulletins are published on the ITU website and accessed globally.

Due to the collaborative efforts of the Authority with its sister regulators, these nuisance calls and other related number misuse has reduced by over 90% according to the International Gateway provider. Furthermore, the Authority had published a press release on both print media and most radio stations across the country urging customers to be cautious when calling back such incoming international missed calls if they do not recognize the CLI of the caller.

Internet Cafe Registration Guidelines

The realization of VISION 2020 is anchored upon maximizing the catalytic role of ICT in socio-economic development. In this era, ICT has become a strategic resource and the foundation of most economic activity both at an individual and institutional level.It is amazing how ICT has transformed our lives in the last one decade. Years ago no one would have envisioned the level of advancement we are witnessing in communication across the globe and The Gambia in particular.

Social media has redefined the way we do business and interact with each other. In governance and regulation, we are witnessing citizen participation on national issues at levels never witnessed before.

Technology has torn down geographical boundaries; The benefits of this shift have opened up new avenues to eradicate poverty, promote sustainable human development, accelerated economic growth, and increase the efficiency of ICT services.

It is important to laud the ICT industry for the great strides it has made. The sector's current 5% ICT contribution to the GDP in noteworthy. The Authority has issued International data gateway licensees to operators to provide and offer broadband services. However, access to internet and data services is still at unsatisfactory levels in many parts of this country.

The Authority recognizes the need to extend the fiber optic network to all parts of the country, support the establishment of a National wireless network and build neutral data centres and Internet.

PURA shall continue working with the Ministry of Information and communication infrastructure to ensure the necessary conducive environment is created for more investment in the ICT sector.

The Authority has noted that the need to ensure that while we make meaningful gains with information and communication technologies, corresponding measures are taken to protect the public and in particular children against the adverse effects that exposure to the internet can present.

We are already witnessing the impact negative exposure to internet and other forms of modern media is having to the moral fabric of societies globally.

The Authority supports the need to keep pace with the advancements in technology and wants to ensure that our children have the knowledge and guidance to safely use the internet to nature future responsible citizens of this country.

This is why the Authority developed guidelines for Internet Service Providers and Internet/ Cyber registration and application forms.

Internet Cafe Forum

In the spirit consultation and best practice regulations, PURA exhaustively consulted with the operators and other key stakeholders when the Guidelines for the Operation of Internet/Cyber Cafe were being developed. However, the Authority deemed it necessary to have a national consultative forum with all Internet Café Operators/Internet Service Providers to discuss the Regulation of Internet Cafés/Internet Service Providers in the Gambia pursuant to IC Act of 2009.

The Forum which was organised by PURA in collaboration with the Ministry of Information and Communications Infrastructure (MOICI) invited all Internet Café Operators/Internet Service Providers to a National Consultative Forum on 10th September 2013 at the Paradise Suites Hotel and discussed the Regulation of Internet Cafés/Internet Service Providers in The Gambia pursuant to IC Act of 2009.

This forum was intended to update all stakeholders including internet café owner and operators on the new requirement for registration of ALL Internet Cafés. Other stakeholders invited to the Forum included Director of social welfare, Director of child protection alliance, consumer advocacy groups, Internet technology association groups and Gambia Police Force /children's division amongst others

The Forum discussed amongst other issues the: protection of minors using Internet Cafes; registration procedures and Internet Café Operation Guidelines; Internet Service Providers Guidelines; use of VoIP within Internet Cafes and new broadband services following the ACE landing Cable.

ICT Use & Environment

Climate change has become a global topic need to discuss issues relating all sectors including the ICT industry, and how we impact positively or negatively on the environment and its attendant effect on the climate. Very often sectors whose activities are judged to impact negatively on the environment include industries, mining and aviation. For that reason there appears to be a distant relationship between ICT and the environment. Unfortunately our industry is not that innocent. Estimates are that ICT systems are responsible for the same amount of carbon dioxide emissions as global air travel. These estimates are borne out of the phenomenal growth rates in usage of ICT equipment.

As at 2010, the world had about 2 billion mobile phones in use. In just three years, by 2012, this figure had more than doubled to 4.6 billion and estimates today stand in excess of 5 billion. This growth story is also shared, albeit on a lower scale, by the increase in broadband usage, ownership of desktops and laptops, and similar gadgets for communication, education and entertainment such as TVs, DVD players, i-pods etc.

The impact of all these human activities through the use of ICTs on the environment- and on climate change in particular- are issues of growing concern. For example, the provision of cellular telephony is supported by a network of base station. Statistics show that the base station and backhaul networks take up about 80% of the electricity consumed by an operator's mobile network. In developing countries with unstable electricity supply, the finance burden of buying diesel to power these base stations and the environment burden of burning the diesel into the atmosphere require a lot of attention.

It is also known that the availability of technologies in The Gambia such as 3G mobile phones which provides internet and other functionality operate at higher frequencies and therefore require more power to keep them going.

Added to the above are issues of e-wastes and the safe disposal of discarded electronic equipment. In 5-10 years or so we will each have gone through 20 or more phones. During that same period we probably would have gone through a few desktop and laptops, changed TVs, stereos. The question is what methods have we applied in disposing of these discarded equipment bearing in mind that they are not bio-degradable. A good number of countries, and even more in our region, do not have the requisite means for disposing of e-waste. The effect therefore is environmental degradation.

In spite of these harrowing accounts, ICT have been proven to play a key role in assisting society in mitigating and adapting to climate change, and even though the ICT industry is responsible for about 3% of the global Green House Gases emissions, ICT solutions also possess the capacity to assist the world reduce the remaining 97% of the emissions.

In more recent times, the impact of ICT on the environment has become one of the millennium Developments Goals. This is because ICT is seen as an aid or a tool to ensuring environmental sustainability.

Type Approval

In accordance with Part IX of the Information and Communications Act 2009, PURA is mandated to monitor and control radio interference from radio transmitters and other electronic products as well as checking compatibility of all Telecommunications/Radio

communications equipment. It is therefore important for manufacturers, importers and vendors to familiarize themselves with the PURA's Type Approval application process. The objective of these Guidelines is to ensure that Type Approval applicants are well informed of the Type Approval process in The Gambia. These Guidelines shall ensure that any Type Approved equipment:

1. Is electrically safe for users, subscribers or the employees of the telecommunications system operators;
2. Is electromagnetically compatible with other equipment to which it is or will be connected or used;
3. Is fitted with a device which will protect the telecommunication system of which it is a part or to which it is connected against electrical, electromagnetic or other similar damage;
4. Makes efficient use of the radio spectrum where applicable; and
5. Is capable of interworking with other telecommunication equipment for the purposes of establishing, modifying, charging for, holding or clearing real and virtual connections.

As a result of the information provided in these Guidelines, applicants have expressed satisfaction in the smooth process of processing Type application certificates.

Sim Box Fraud

PURA endeavours to protect and minimize revenue losses to regulated telecommunications operators from illegal acts by individuals using fraudulent acts such as SIM Boxes that bypass the legal international gateway to terminate traffic.

In this regard, a task force comprising of operators, the International Gateway provider, the National Intelligence Agency, MOICI, MOJ, and the police was formed by PURA to fight this menace in the ICT & Telecommunications Sector. In addition, the Authority developed the Guidelines for SIM Box fraud.
The objective of these Guidelines is to ensure that SIM box fraud task force effectively undertake to assist in the promotion, development and protection of the communications. These Guidelines have the following objectives:

1. To ensure increased traffic and revenue to Government and Operators through securing the network
2. To minimize loss of roaming revenue
3. To ensure the end-user does not unjustly blame poor quality of service to operator's network
4. To improve network congestion, voice quality, service quality and revenues
5. to fight against Fraud
6. Promoting sector growth
7. Improved Quality of Service
8. Assisting the development of related communications markets.

Through this collaboration, many suspects were traced, arrested and brought to the law. The International Gateway provider has reported that SIM box related activities in The Gambia have reduced significantly.

Child Online Protection

The information society in which today's children and young people are growing up, offers an instant digital world through the click of a mouse. An unprecedented level of services and information is accessible through a computer or a mobile device with Internet access. The barriers associated with the cost of these devices and access to the Internet are diminishing rapidly. All these technical developments provide children and young people with unparalleled opportunities to explore new frontiers and meet people from faraway places. Children and young people are truly becoming digital citizens in an online world that has no borders or frontiers.

More often than not, this is a positive and educational experience: one that assists younger generations in better understanding both the differences and commonalities of the people of the world. However, children and young people also need to be aware of some of the potentially negative aspects of the technologies. Harmful activities can include bullying and harassment, identity theft and online abuse (such as children seeing harmful and illegal content, or being exposed to grooming for sexual purposes, or the production, distribution and collection of child abuse material.)

These are all threats to children and young people's well being and a challenge that must be addressed by all stakeholders, including children themselves. Whilst all providers of online services should do whatever they can at a technical level to make the Internet as safe as it can be for children and young people, the first and best form of defense in protecting YOU is making you aware of what can happen online and make you understand that there is always a solution to a problem that you may encounter online. Empowering children and young people through education and awareness raising is therefore of paramount importance.

The Authority has been informing, educating and communicating with various stakeholders through different mediums to help address issues relating to child online protection.

Emergency Number Sensitization Program

In accordance with Section (34) (1a) and (b) of the Information and Communications Act 2009, PURA is mandated to ensure that operators of public information and communications system or service shall-

a) make available to its subscribers free access to an emergency police, fire service, and medical number, preferably of three digits;

In view of the aforementioned, the Authority has set up a task force comprising of MOICI, operators and the emergency service providers to make sure that access to emergency service is free and that routing of calls to emergency service is efficient and effective. In addition, the Authority did the following:

1. Sponsored a trek comprising of GAMTEL engineers and the fire and rescue service to embark on a countrywide tour to test access to all emergency services throughout the country. Following this trek, a comprehensive report was prepared with key recommendations. Some of the findings of the report are faulty telephone sets and some operators not routing calls to the nearest emergency station of the reported incident. The Authority bought the telephone sets of these stations and engaged the operators to ensure that calls are efficiently routed.

2. The Authority in collaboration with the Fire and Rescue service has and is still sponsoring a talk show dubbed “fire service hour” on West Coast Radio to sensitise the public on the use of emergency numbers Furthermore other topics such as fire and rescue service and presentation, health and safety issues and also discussed. As evident from the report and the informal feedback we are getting, the program is very educative and attracts many listeners/calls. Figure x shown officers from the Fire and Rescue services sensitizing the public on Radio, on the cause and preventive measures for fire and rescue related issues

3. The Authority had developed a concept paper and made a presentation at the office of the Vice President for the provision of an emergency call center using a single memorable number for all emergency services The presentation was attended by all key stakeholders such as emergency service providers, operators, and office of the Vice President. Following the presentation, the meeting resolved that this project shall be taken up at government level for possible funding.

4. In November, 2013, the management of the National Disaster Management Agency (NDMA) visited PURA and informed the Authority that the concept paper presented by PURA was sent to the World Bank and that funding for the provision of an emergency call centre was obtained. Consequently, PURA invited all stakeholders (PURA, MOICI, NDMA and key stakeholders), or a meeting to discuss ways of making this important project a reality.

5. Following the meeting which was held in PURA’s conference room on the above subject matter, it was resolved that you provide detailed information about the proposed project with funding from the World Bank, including related technical specification of the proposed call centre equipment.

6. Once the Authority gets this information, a steering committee comprising of PURA and all the operators shall be formed to work with you to ensure that the project is seamless and successful. Furthermore, the operators require the requested information to plan, interface, configure and provide the necessary interconnection resources for their customers to be able to successfully access the emergency call centre.

Figure 26: Fire & Rescue service during a Radio Program on West Coast Radio

Meanwhile the Authority has developed Guidelines for the operation of an emergency call centre

Interconnection

One of the key regulatory principles for ensuring open access to telecommunication/ ICT facilities are pricing, non-discrimination, transparency, anti-competitive behaviour dominance, abuse of dominance position, creating barriers to entry, essential facilities, predatory pricing, and market power.

Open access is a broad approach to policy and regulatory issues involving infrastructure sharing that places an emphasis on empowering citizens, encouraging local innovation, economic growth and investment, and getting the best from public and private sector contributions. It is a key tool regulators use to foster completion and promote investment to backbone networks. It is about creating competition in all layers of the network allowing a wide variety of physical networks and applications to interact in an open architecture. A clear policy towards open access and open infrastructure sharing, friendly regulations, and imposition of regulatory safeguards are the keys to a successful infrastructure sharing policy.

Since ensuring non-discrimination and transparency in access terms and pricing is a core function of regulatory intervention, the Authority developed an open access interconnection Guidelines in consultation with operators and key stakeholders. With the adoption of these Guidelines, some of the efforts and strategies put in place by the Authority are as highlighted below:

1. Engage GAMTEL to provide the leasing of dark fibre to members of the Gambia Submarine Cable Company (GSC) on their fibre cable to the landing station in Bijilo in an open, transparent and non-discriminatory manner. Given that the pricing from GAMTEL was competitive, the GSC members opted not to build their own infrastructures but share and lease capacity form GAMTEL. The traffic of Internet of these GSC members is routed through these leased capacities on their international data gateways.

2. Engage GAMTEL to ensure that GSC members installed and housed their equipment at the co-location room in the Bililo landing station in a non-discrimination manner. The Authority periodically makes visits to the landing station to monitor and ensure compliance.

3. In December, 2013, the Authority noted and received a complaint from COMIUM that AFRICELL had block delivery of SMS text messaged to their network. The Authority made some tests and confirmed that SMS text delivery and receipt was not possible from both AFRICELL and COMIUM and determined these actions as non-compliance to the interconnection Guidelines. Further investigations revealed that the genesis of blocking SMS texting on these networks emanated from settlements of bills between AFRICELL and COMIUM in Sierra Leone. As a result, both SMS texting and voice calls were blocked between customers of AFRICELL and COMIUM in Sierra Leone. The Authority determined that the jurisdictions of Sierra Leone and The Gambia are different and should be isolated. Consequently, determinations were sent to both AFRICELL and COMIUM to remove blocking of SMS texting between their subscribers within a deadline failure of which will be deemed as non-compliance which will attract fines. SMS texting was restores after the deadline and they were fined accordingly. The fines have been paid and put in a special account. Some of the monies in this account shall be used to build ICT infrastructures for some schools in the rural areas as part of our universal service obligations.

Guidelines for Fault Reporting

The Authority is mandated to among other functions monitor, inspect, license, and regulate communication services in addition to proposing policy recommendations related to the sector1. To effectively implement the above functions, the Authority requires having in place a proper monitoring and supervisory structure in place.

The enormous potential benefits of ICTs cannot be drawn without addressing the question of network, system and service quality. Besides the fact that users will not get value for money in the range of poor quality ICT services, efficient utilization of services under such an environment would not be possible.

The strategic objective therefore seeks to ensure deployment and provision of ICT services that meet and surpass certain minimum acceptable quality of service standards. This can be achieved through formulation and implementation of a service quality management framework that covers all aspects of service provisioning ranging from network and user device standards, network deployment configuration standards, customer service provisioning, consumer protection, etc.

In recognition of recent developments in the industry notably operators having faults on products and services rendered to their customers and yet not inform them or the Authority of these faults,, the Authority found it necessary to review and streamline the operational reporting framework applicable to all licensed service providers by developing Guidelines for fault reporting of Telecommunication/ICT service providers.
The objectives of these guidelines are:

- To ensure customers and the general public are informed of un-availability of services
- To give customers informed choice and demand for better quality of service
- To leverage on customers to act as agents for the Authority, thus putting pressure on operators for higher standards
- To enable the Authority to have informed data when complaints or concerns are raised by customers and stakeholders
- To enable the Authority to know the route course of the fault
- To enable the Authority to analyse, advise and make the necessary preventive recommendations to stakeholders in the rector

Since the adoption of these Guidelines, operators have been informing the Authority and in particular, customers through the various media outlets when faults occur on the products and services rendered to customers.

Increased Access to Broadband Services

The policy goal of the government of The Gambia recognizes the immense socio-economic importance of broadband services to national development and therefore seeks to ensure that the infrastructure necessary to provide ubiquitous broadband services is available and accessible to all citizens at affordable rates. The transformative benefits of having broadband available to all are clear and include improved learning, increased job creation, better community and civic engagement, improved trade and commerce, and a positive impact on GDP.

In looking at what has been achieved with Broadband in the ICT sector today, the major success recorded has been with several initiatives that ride on the back of the immense success of the digital mobile services boom The Gambia, including the subsequent landing of high capacity ACE submarine cable. However, ineffective distribution and transmission of the available bandwidth inland have continued to make accelerated expansion of broadband internet access at more affordable end-user prices, a major challenge and a barrier to faster realisation of the desired broadband boom in The Gambia.

Because of the diverse nature of the country in terms of class and geography, different technologies must be deployed, including terrestrial wireless networks, optic fibre transmission networks, fibre to the home/premises, DSL systems and Very Small Amateur Terminals (VSATs). This will ensure the provision of solutions tailored to the needs of individual groups or communities.

In recent years the market demand has grown considerably for data broadband with consumers and businesses now enjoying the full benefits of emailing and web browsing on the move. However, limitations in speed and high latency (compared to fixed line broadband) has made 3G services unsuitable for time-sensitive applications such as VoIP, video streaming and on-line game play.

The fourth generation (4G) mobile communications protocol theoretically can reach speeds in excess of 100 Mbps with minimal latency thus potentially becoming an access technology capable of handling all applications from basic email to bandwidth-demanding high definition video.

As affordable higher-speed 3G services have been the driver behind the increase in smart phones, 4G is expected to drive a new wave of devices and applications that can benefit from high-speed, high-quality mobile broadband.

The easier expansion of services geographically is also a driver behind 4G. Wireless communications has long been envisaged as a solution for providing rural communities and developing nations with high-speed broadband service. With access to 4G services in The Gambia currently limited to Internet data via USB modems, it has the potential to become the preferred 'last mile' link for high-speed broadband access in the future if access to mobile phones is provided.

With QCELL and UNIQUE SOLUTIONS joining NETPAGE in deploying 4G technologies, the Authority welcomes the deployment and enabler of broadband, but had to undertake test measurement to confirm if the performance of these technologies compared to available 3G services in context of broadband service. Testing was conducted from locations in the Greater Banjul Areas where 4G network signals coverage are available. Each test probe executed the same set of test scripts with the sole difference between them being the USB modem type (3G / 4G). Significant statistical analysis was undertaken to ensure the findings were representative or simulate true customer experience. The test scripts were configured to collect key performance indicators on metrics that affect popular applications such as web browsing, VoIP telephony, video streaming and file downloading.

The conclusion of testing the 4G technologies of both QCELL and UNIQUE SOLUTIONS indicate that their deployment is delivering the promise of high-speed mobile communications with an average speed of 36.1Mbps, and a peak of 48.8Mbps.

Of further interest to the industry will be an examination of how the service performs as subscriber numbers increase. Additional subscribers could cause congestion at the point of access or in the backhaul.

In-motion measurements will also be of interest to see how real-time applications perform with challenges unique to those situations, including cell handoff.

This initial testing indicates that 4G, as a commercially available service, is capable of providing subscribers with speeds of up to 10 times faster than 3G with latency that is equal to high quality fixed line services. However, it is noted that despite the fact that customers can e availed higher broadband speeds, the average subscription of most customers is 2Mbs.

Global Information and Communications Technology Industry

The world today has undergone massive changes. The Internet bubble came and went, and emerging countries such as China and India have become prominent global users and providers of ICT equipment and services. Struggling to emerge from the financial crisis, developed economies are striving to return to higher levels of growth and competitiveness while fighting stubbornly high unemployment rates, especially among their youth. Both emerging and developed economies are focusing on innovation, competing globally for talent, resources, and market shares. Information flows and networks have spread across borders in ways that were not imaginable before the onset of the Internet, the global adoption of mobile telephony and social networks, and the rapid growth of broadband. Business models have been redefined, the workplace has been redesigned, small start-ups have evolved into large companies, and entire functions of society (education, health, security, privacy, government, environment and banking) are being rethought.

By the end of 2012, ITU recorded a 6.8 billion mobile cellular subscription compared to 6 billion in 2011. As global mobile cellular penetration is approaching 100 per cent and market saturation is reached, growth rates in this market has fallen to the lowest levels in both developing and developed countries. Mobile penetration stands at 96 per cent globally, 128 per cent in developed countries and 89 per cent in developing countries.
According to ITU estimates (ITU, Telecommunication Development Bureau), there are over 2.7 billion users of the internet globally, representing 39 percent of the worlds' population. In the developed world, 77 per cent of the population is online vis-à-vis 31 per cent in the developing world. The European region enjoys the highest internet penetration in the world (75 per cent), followed by the Americas (61 per cent), Commonwealth Independent States (52 per cent), Arab States (38 per cent), Asia Pacific (32 per cent), and Africa (16 per cent).
Mobile broadband continues to record high growth globally. Subscriptions increased from 1.19 billion in 2011 to 1.56 billion in 2012, making mobile broadband the most dynamic ICT market. Africa has recorded the highest growth rates over the past three-years with mobile broadband penetration increasing from 4.7 per cent in 2011 to 7.1 per cent in 2012. Mobile broadband is considerably more expensive in developing countries than in developed countries. However, in both developed and developing countries, mobile broadband is cheaper than fixed broadband.

Globally, fixed broadband services have become more affordable and subscriptions have increased from 588 million in 2011 to 638 million in 2012.

This corresponds to an increase in fixed broadband penetration of 8.5 per cent in 2011 compared to 9.8 per cent in 2012. In developed countries, the penetration rose from 26 per cent to 27.2 per cent compared to developing countries which rose from 4.8 per cent to 6.1 per cent. In Sub-Saharan Africa, despite development of broadband infrastructure, fixed broadband penetration still lies below 1 per cent.

Sub-Saharan Africa has continued to make significant efforts to build its ICT infrastructure, as reflected by important improvements in developing its broadband infrastructure and the expansion of its mobile network coverage. As a result, ICT usage, while still very low, has picked up slightly, as seen especially by an increase in the number of Internet users and also by the continued commitment of some governments in the region to expand the number of available online services. Despite this positive trend, the wide digital divide

from more advanced economies, notably in terms of ICT-driven economic and social impacts, persists. Costly access to ICT infrastructure, relatively low levels of skills with low educational attainments, and unfavorable business conditions for entrepreneurship and innovation are hindering the region's capacity to fully leverage the potential of the increasingly available ICT infrastructure.

Management of Scarce Resources

Radio frequency spectrum and numbers are scarce resources managed by the Authority on the behalf of the people of The Gambia.

Frequency Management

The Authority while exercising its mandate has to plan, allocate, assign, issue frequency licences, monitor, carry out surveillance and co-ordinate the usage of the radio frequency spectrum resource to ensure optimal and efficient utilization.

Radio frequency spectrum and numbers are scarce resources managed by the Authority on the behalf of the people of The Gambia.

Spectrum Management

In 2013, in collaboration with World Bank through WARCIP, approval was granted for the funding to hiring a Consultant to carry out a comprehensive studies on Spectrum Management and Monitoring in The Gambia. When the TOR for the Consultant was developed, it was send to all the key stakeholders in both Government and the private sector for their input on the final document.
The principal objective of this study is to carry out a comprehensive, review, assessment and analysis of the current spectrum management and monitoring practices in The Gambia, with a view to developing new frameworks to meet the current demands in the short term but also plan for their long-term implications in a way that enables the effective and efficient management and monitoring of the national spectrum resources. It is imperative that the developed frameworks best meet the needs of the Gambia and its citizens, and are in line with international best practices as well as ITU Standards, Regulations and Recommendations.

The Authority while exercising its mandate has to plan, assign, monitor and co-ordinate the usage of the radio frequency spectrum resource to ensure optimal and efficient utilization. The assignment of the radio frequency spectrum are used for the following services;

- Fixed Links (Microwave links)
- Fixed Wireless Access Systems (Mobile Cellular Services, WiFi, WiMAX, 4G, LTE, etc.)
- Broadcasting Services (FM Radio and Television)
- Satellite Systems (VSATs)
- Private Mobile Radio - PMR (Walkie Talkie)
- Maritime Mobile Service (Communications and Call Signs)
- Aviation Service (Communication and Airplane Safety Instruments)
- Amateur Radio (Ham Radio)

Regional Coordination Meeting on Cross Boarder Radio Communication Frequencies

A Regional Coordination Body on Cross Boarder Radio communication Frequencies was set up in 2009. The first and second meetings were held in Dakar, Senegal from 29th to 30th July 2008 and 18th to 20th August 2009 respectively upon the kind invitation of ARTP of Senegal, the Secretariat of the Body. The meeting was in relation to the coordination of frequencies between the bands 87.5 MHz and 30 GHz, with a view to minimize harmful interferences between networks and systems along our common borders. The Body comprises of Regulators from six neighbouring countries, namely The Gambia, Guinea Bissau, Guinea Conakry, Mali, Mauritania and Senegal.

The main purpose for setting up this Cross Border Regional Frequency Coordination Body is to periodically (quarterly) exchange frequencies being used or planned along our common borders (15 Km from border line) and to coordinate these frequencies with neighbours in the event that the assignments falls short of the agreed technical parameters. This is geared towards minimizing harmful interferences between licensed users operating their networks and systems along boarder areas.

The third meeting took place in Dakar, Senegal from 17th to 20th December 2013. During this meeting, border frequencies that were submitted to the Secretariat by the Regulators of member countries was reviewed with a view to minimize cross border interferences in line with best practice. Other parameters such as information reporting and sharing, coordination of cross border distances, power limits, antenna heights and other technical parameters were be discussed on the below Appendix.

- Appendix 2: Sharing provisions and the coordination of frequencies in the bands for EGSM 900 MHz, GSM 900 MHz and 1800 MHz in border areas ;

- Appendix 5: Sharing provisions and the coordination of frequencies for WLL, WiMAX services, and MMDS in the bands 2.5 - 2.69 GHz and 3.4 to 3.6 GHz in the border areas

- Appendix 6: Sharing provisions and the coordination of frequencies in the bands 6, 7, 8, 11, 13, 15, 18, 23, and 27 GHz for fixed microwave links in the border areas.

The next stage will be to develop a comprehensive cross border frequency register / database that will be regularly updated and access made available to all Administrations for reference prior to assigning new border frequencies and re-farming in country's respective territories closed to the common borders.

Digital Dividend and Mobile Broadband

The broadcasting spectrum that will be saved after the analogue to digital TV transition is known as the Digital Dividend which is identified by ITU for future mobile services. The Authority is continuously following the studies being carried out by ITU-R Study Groups on coexistence, power levels and channel planning for the Digital Dividend. These studies will continue until the next World Radiocommunication Conference in November 2015 (WRC-15).

One of the studies considered the 694 - 790 MHz band as Digital Dividend II (DD II) and 790 - 862MHz band as Digital Dividend I (DD I). The DD I which was considered for wireless mobile broadband services was enhanced by the DD II thus increasing the bandwidth, hence increasing the number of possible Licensees for mobile broadband services.

Maritime Mobile Service Identity Number (MMSI) and Call Signs

According to provision No. 19.99 of the RR when a station operating in the maritime mobile service or the maritime mobile-satellite service is required to use MMSI, the responsible administration shall assign the identity to the station in accordance with the provisions described in Annexes 1 to 5 of Recommendation ITU R M.585-4.

In a similar way, in accordance with the Table of Allocation of International Call Sign Series in Appendix 42 of the ITU Radio Regulations, the call sign series C5A - C5Z is allocated to the Administration of The Gambia. Based on this Call Sign series and applying the rules of No. 19.52 and 19.54 – 19.55 of Article19, the Gambia Administration could assign individual Call Signs to the coast and ship stations under the responsibility of The Gambia.

Consequently, all maritime vessels that are registered in The Gambia, ply the international waters and have the functionality of Global Maritime Distress Safety System (GMDSS) are required to have a Mobile Maritime Service Identification (MMSI) Number and Call Sign. These MMSI and Call Signs are useful in tracking / identifying vessels and ensuring safety while at sea. It is important to note that the assignment of these MMSIs and Call Signs are done in collaboration with The Gambia Maritime Administration (GMA).

Amateur Radio

Amateur radio (also called 'ham radio') is the use of designated radio frequency spectrum for the purposes of private recreation, non-commercial exchange of messages, wireless experimentation, self-training, and emergency communication. The term "amateur" is used to specify persons interested in radio technique solely with a personal aim and without direct monetary or other similar reward.

The amateur radio service (amateur service and amateur satellite service) is established by the International Telecommunication Union (ITU) through the International Telecommunication Regulations. National governments regulate technical and operational characteristics of transmissions and issue individual stations licenses with an identifying Call Sign. Radio amateurs use a variety of voice, text, image, and data communications modes and have access to frequency allocations throughout the radio frequency spectrum to enable communication across cities, regions, countries and the world at large.

Amateur radio is officially represented and coordinated by the International Amateur Radio Union (IARU), which is organized in three regions similar to that of the ITU and has as its members who joins the national amateur radio societies existing in most countries. According to an estimate made in 2011 by the American Radio Relay League (ARRL), 2 million people throughout the world are regularly involved with amateur radio. There are about 830,000 amateur radio stations located in IARU Region 2 (the Americas), about 750,000 stations in IARU Region 3 (South / East Asia and the Pacific Ocean) with a smaller number of about 400,000 in IARU Region 1 (Europe, Middle East, CIS, Africa).

The following table shows the amateur radio Call Signs assigned in 2013.

Item Nr	Call Sign	Month Assigned
1	C5YK	January
2	C5/G0KTO	January
3	C5WP	March
4	C5YK	September

Table 14: Amateur Radio Call Sign Assignments

Type Approval Certification

In accordance with Part IX of the Information and Communications Act 2009, PURA is mandated to monitor and control radio interference from radio transmitters and other electronic products as well as checking compatibility of all Telecommunications / Radio communications equipment. It is therefore important for manufacturers, importers and vendors to familiarize themselves with PURA's Type Approval Certification Application process.

The objective of these Guidelines is to ensure that Type Approval applicants are well informed of the Type Approval certification process in The Gambia. These Guidelines shall ensure that any Type Approved equipment:

a) is electrically safe for users, subscribers or the employees of the telecommunications system operators;

b) is electromagnetically compatible with other equipment to which it is or will be connected or used;

c) is fitted with a device which will protect the telecommunication system of which it is a part or to which it is connected against electrical, electromagnetic or other similar damage;

d) makes efficient use of the radio spectrum where applicable; and

e) is capable of interworking with other telecommunication equipment for the purposes of establishing, modifying, charging for, holding or clearing real and virtual connections.

f)

As a result of the information provided in these Guidelines, applicants have expressed satisfaction in the smooth process of Type Approval Certification in The Gambia. The Type Approval Guidelines can be found on the following link for ease of reference;

http://www.pura.gm/index.php?option=com_content&view=article&id=82&Itemid=109

In 2013, PURA granted 38 equipment Type Approval Certificates. Details of the communications equipment and models numbers are listed in the Table 15 below:

NR	Equipment	Model Number
1	Automotive Sensor	Continental SRR2-B
2	3D Active Glasses	Samsung SSG-5100GB
3	Radio Frequency Transmitter	Continental S180144106
4	Smart Touch Control	Samsung RMCTPF
5	Bluetooth 802.15.1 RF Module	Samsung WIBT40A
6	Bluetooth 802.15.1 RF Module	Samsung WIBT40D
7	Bluetooth 802.15.1 RF Module	Samsung WIBT40E
8	Digital Car Audio System	Hyundai MOBIS AC110TMGG
9	Digital Car Audio System	Hyundai MOBIS AC110GFGG
10	802.11a/b/g/n RF WiFi Module	Samsung WIDT30Q
11	Wireless Audio Transceiver Module	Samsung WISP-40A
12	Audio Transceiver Module	Samsung WISP50S
13	Electronically Scanned Radar	Delphi L2C0051TR
14	802.11b/g/n 1T1R Combo Card	Media Tek MT7630E
15	Inductive Application	Continental S180192100
16	Digital Car Audio System	Hyundai MOBIS AM110MDMG
17	Digital Car Audio System	Hyundai MOBIS AM910MDMG
18	Digital Car Audio System	Hyundai MOBIS AM110B4GG
19	Digital Car Audio System	Hyundai MOBIS AM110B2GG
20	Remote Keyless Entry (Hand Unit)	NISSAN TWB1G767

21	Remote Keyless Entry (Hand Unit)	NISSAN TWB1G767
22	Bluetooth Car Kit (Transceiver)	Nissan VBTHF.GEN3.1
23	Bluetooth Car Kit (Transceiver)	VW UMI
24	Digital Car Audio	FUJITSU FT005A7A
25	802.11b/g/n RTL8192EE Combo Module	REALTEK RTL8192EEBT
26	802.11b/g/n RTL8192EE Combo Module	REALTEK RTL8723BE
27	Digital Car Audio	Hyundai MOBIS AC610HGMG
28	Passive Entry System (Hand Unit)	NISSAN TWB1U825
29	Bluetooth Transceiver Module	Panasonic VBTDC1.5
30	Remote Keyless Entry (Hand Unit)	NISSAN TWB1U752
31	Passive Entry System (Tuner)	NISSAN TWC1G154
32	Immobilizer Antenna	NISSAN TWK1A002
33	TPMS/Keyless TUNER	NISSAN TWC1G124
34	Gen 1 / a Voice-activated Hands-free	SYNC KMHSG1G1
35	keyless entry Key Fob Transmitter	Continental 5WK50165
36	Digital Car Audio System	Hyundai MOBIS AC610HGMG
37	802.11b/g/n 1T1R Combo Card	Media Tek MT7630E
38	Vehicle Immobilizer System	JCI CMF-IMMO

Table 15: Type Approval Certificates

Mast and Towers

As a matter of concern to the safety of the general public and aviation in particular, users of wireless networks were again reminded of the importance of providing lights (red), paint (interval of red / white) and properly earth all mast / towers erected countrywide as per International Civil Aviation Organization (ICAO) rules of whom the Gambia Civil Aviation Authority (GCAA) is a signatory.

Figure 27: Mast and Towers

Figure 28: Mast and Towers

Constant monitoring is on going to make sure that the safety concerns of the Authority on this aspect are adhered to at all times.

Assignment of Numbering Resources

During the Financial Year 2012/13, the Authority assigned Numbering blocks (Mobile Telephony Numbers, Fixed Telephony and Premium Rate Numbers) to operators for the provision of end-user services, signalling point codes for facilitation of interconnection, and short codes (Toll free) for public use.

Management of the dot gm Domain Name Registry

The Authority continued to play a key role in the re-delegation of the dot gm Domain Name Registry through The Gambia (GAMNIC). The dot.gm domain name is The Gambia's unique identity on the Internet.

Network Installation Inspections and Certification

The Authority ensures that the broadcasting standards are upheld by all players in the ICT Industry largely through inspection and certification exercise. In this regard, the Authority samples installations done in each county and also sensitises industry players on the current broadcasting standards and industry trends.

In April 2013 the Authority conducted an inspection tour of all FM radio stations throughout the country. Seven (7) community FM radio stations and twenty – three (23) commercial fm radio stations were visited by the Authority. The objective of the inspection tour is to get a first hand information on the technical condition of both the studio and transmitter equipment, identify challenges and then discuss with the local staff on the way forward. During these inspection tours we also want to be sure that important documents like Licenses, TIN certificates and GRA payment receipts are available. At the end of the tour a comprehensive report is prepared detailing specific challenges for each radio station. A set of recommendations for addressing the challenges identified would be sent to all fm operators for implementation within a specified time line

Electricity Sector

Monitoring Activities

Like many other countries in Africa, The Gambia continues to face numerous challenges in meeting the energy demands of its growing industries and domestic uses. Demand for electricity continues to rise sharply whilst investment in new generation capacity has not been at the same pace.

As part of its monitoring activities, PURA has been monitoring operations of NAWEC to get first hand impression on the state of the plant equipment, work in progress and also challenges being faced by the state owned operator.

Several on site visits were made to the IPP and NAWEC facilities most notably in February and June 2013. Some improvements were made on key engines such as G9 at Kotu power station. This engine as reported in previous annual reports has been down since 2011 but was repaired and commissioned in the first quarter of 2013.

From the 5th of July 2013 the IPP plant was handed over back to NAWEC. The last two generators G5 & G6 also started running since March 2013 and G6 since June 2013 respectively.

Figure 29: IPP Plant

However, PURA has noticed that the total number of engines online at the time of the 4th quarterly visit was declining. This implied that keeping all the engines running was continuing to be a challenge and would affect electricity production in 2014.

The new NAWEC plant in Brikama clocked 12,000hrs for the first time. However the engine also suffered its second major incident when it was noticed that there was some air leakages into the air intake system. This leak caused a lot of dust intake to the machine and with the abrasive nature of the dust and sand grains, the piston rings were worn out and thus has to be replaced again.

With that unforeseen maintenance, the 12,000 hrs overhaul period has had to be prolonged by a week.

Monitoring activities were not only restricted to NAWEC and the GEG IPP. The wind energy IPP , GAMWIND was also visited. After consultation with relevant stakeholders the Plant Managers were requested to install the beacon lights. This would significantly reduce the risk to aerial navigation.

Currently NAWEC is at different stages of procurement for two projects at Kotu and for Brikama that would see the addition of new capacity at these stations. This would go a long way in reducing the gap in supply and demand

Water Sector

Quarterly Nationwide water quality test on 82 water points comprising of boreholes, treatment plants, service taps and reservoir tanks are undertaken in collaboration with the DWR.

The main water quality parameters analyzed are the following were observed:

- Overall pH values were observed to be low in all test points. This however is a general phenomenon that characterized Gambia water. Hence the service provider was urged to improve their aeration process or the introduction of lime into the system.

- Residual chlorine was noticed to be low in some areas especially in the provincial services. However this was pointed out to the service provider to have disinfection plant in the Provincial areas to be operational.

- No visible impurities, abnormal odor or taste were noticed on the tests done.

- Coli forms were noticed to be present in some of the test done, although not they were within the acceptable limit, this however is best desired not to present at all in the water. These were mainly noticed in the provincial services where the disinfection units were not functioning.

- High iron content up to 1.82 mg/l was noticed in water coming from the borehole at Bansang. This is naturally occurring phenomenon in the soil at Bansang. However upon processing the water through slow sand filter the iron content is noticeably reduced to acceptable levels of about 0.13 mg/l on the distribution end.

- In general it could be said that the water quality was good but improvements should be made in the disinfection units (chlorination system) so as to improve the residual chlorine values and hence help in the reduction of coli form presence in the water especially for the provincial services and also during the rainy season.

- Efforts should be made to the overall pH value for the water as the tests indicated overall low pH value

Water Balance

Data was collated from NAWEC from 2000 to 2013, which illustrates the water balance from production to amount distributed and billed to the consumers.

Analyses were hence made on the data in terms of water production, usage, losses, and plant capacities in response to meeting peak demand. Below gives the water production and usage balance sheet with the general observation

	YEAR													
	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Total water Billed, Cu M/Year	12,096,159	12,973,695	13,646,594	15,018,672	13,436,090	12,683,728	12,746,884	15,106,464	13,939,164	14,933,552	13,631,480	17,292,309	17,855,895	19,185,748
Water Billed Cu M/month	1,008,013	1,081,141	1,137,216	1,251,556	1,119,674	1,056,977	1,062,240	1,258,872	1,161,597	1,244,463	1,135,957	1,441,026	1,487,991	1,598,812
Total Daily Usage, Cu M/Day	33,140	35,544	37,388	41,147	36,811	34,750	34,923	41,388	38,189	40,914	37,347	47,376	48,920	52,564
Total Average production, Cu M/month	1,242,135	1,277,334	1,420,316	1,357,797	1,330,142	1,312,036	1,304,333	1,391,800	1,651,007	1,977,072	1,796,875	2,255,050	2,301,621	2,295,203
Average Daily Production Cu M/day	41,405	42,578	47,344	45,260	44,338	43,735	43,478	46,393	55,034	65,902	59,896	75,168	76,721	76,507
Avg. Avail. for distribution Cu M/month	1,178,615	1,233,578	1,369,830	1,308,154	1,286,996	1,149,589	1,280,096	1,323,723	1,327,677	1,471,959	1,383,594	1,909,806	1,818,579	1,911,473
Average Daily Distribution - Cu M/day	39,287	41,119	45,661	43,605	42,900	38,320	42,670	44,124	44,256	49,065	46,120	63,660	60,619	63,716
% Production Losses	5%	3%	4%	4%	3%	12%	2%	5%	20%	26%	23%	15%	21%	17%
Water production losses, Cu M/day	2,117	1,459	1,683	1,655	1,438	5,415	808	2,269	10,778	16,837	13,776	11,508	16,101	12,791
% Unaccounted For Water	16%	14%	18%	6%	14%	9%	18%	6%	14%	17%	19%	26%	19%	18%
Unaccounted For Water, Cu M/day	6,147	5,575	8,273	2,458	6,089	3,570	7,747	2,737	6,066	8,151	8,773	16,284	11,699	11,152
% Non Revenue Water	20%	17%	21%	9%	17%	21%	20%	11%	31%	38%	38%	37%	36%	31%
Non Revenue Water, Cu M/day	8,264	7,033	9,956	4,113	7,527	8,985	8,555	5,006	16,844	24,989	22,549	27,792	27,800	23,943
Non Revenue Water, Cu M/Year	3,016,484	2,567,202	3,633,917	1,501,192	2,747,304	3,279,377	3,122,501	1,827,103	6,148,088	9,120,824	8,230,499	10,144,133	10,147,161	8,739,222
Total Average Day Demand, Cu M/day	33,140	35,544	37,388	41,147	36,811	34,750	34,923	41,388	38,189	40,914	37,347	47,376	48,920	52,564
Daily Peaking Factor	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5
Total Peak Day Demand, Cu M/day	49,710	53,317	56,082	61,721	55,217	52,125	52,384	62,081	57,284	61,371	56,020	71,064	73,380	78,846
Plant Capacity, Cu M/Day	51,062	51,063	51,064	52,099	52,100	52,101	56,073	59,184	59,184	89,424	89,424	89,424	90,167	92,561
Plant Capacity, Cu M/Year	18,637,630	18,637,995	18,638,360	19,016,135	19,016,500	19,016,865	20,466,645	21,602,160	21,602,160	32,639,760	32,639,760	32,639,760	32,910,955	33,784,765

Table 16: Water Balance form 2000 to 2013

Plant Capacity

With the commissioning and operations of the new Brikama well field, and the new Gunjur water and treatment plant, water capacity has tremendously increased to meet the ever growing demand. As shown in the graph below, the plant capacity as of December 2013 is at 94,000 Cubic meters per day, with maximum peak demand at about 80,000 Cubic meters per day. This gives a reserve capacity of 14,000 Cubic meters during peak periods.

The graph shows the peak demand being above the plant capacity as of. For the period 2000 to 2008, the peak demand was above the available capacity and hence resulted in water being rationed during those periods. With the added plant capacities from 2009 to 2013, it can be seen that the peak demand is below the available plant capacity and therefore the need for rationing is not there. However the graph did indicate a sharp rise in the water demand tending towards reaching the available plant capacity as more expansion are made to reach more un-served areas. To this effect efforts should be made for added capacity to meet the upcoming demand in both the served and expansion to new service areas.

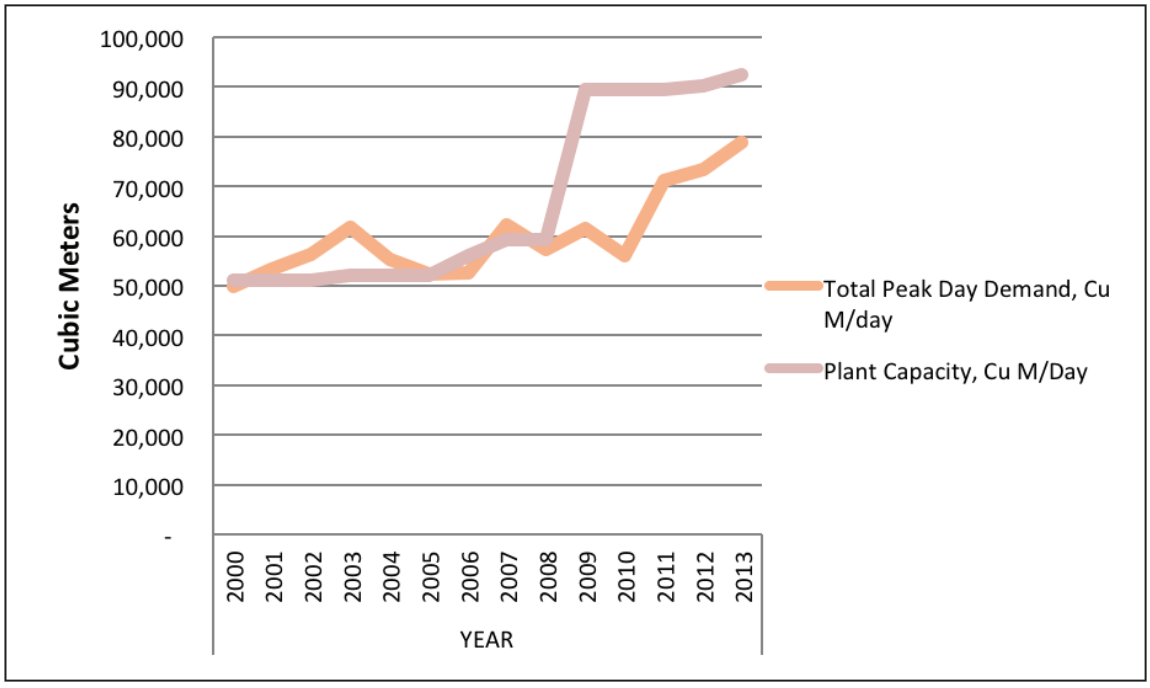


Figure 30: Water Plant Capacity and Peak Demand for the GBA

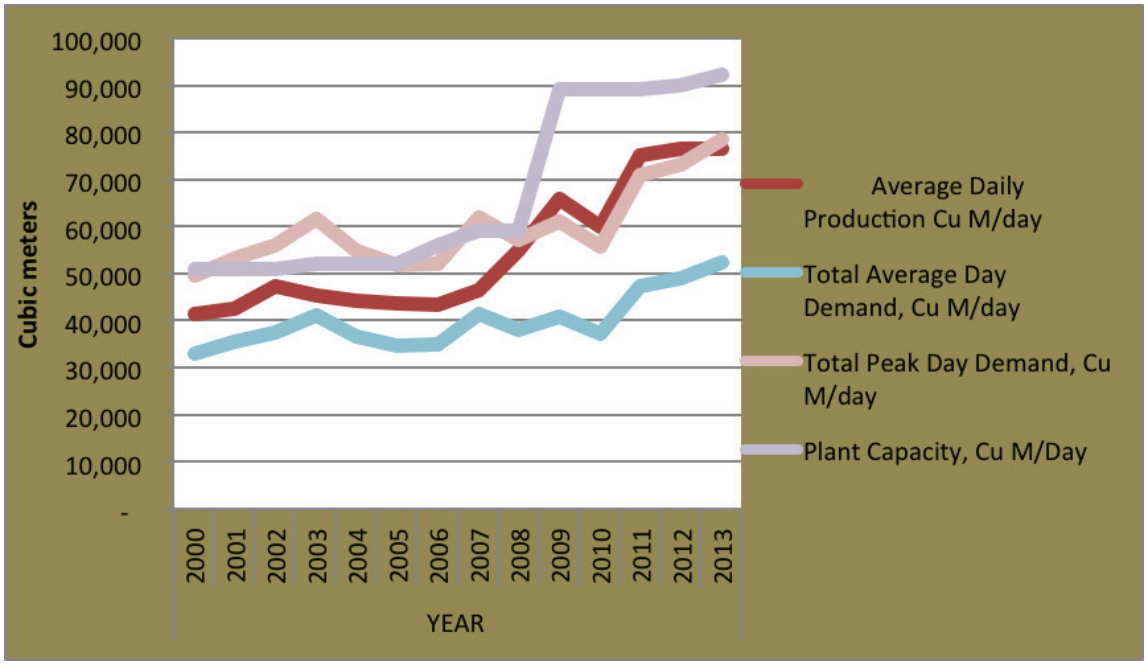


Figure 31: Water Production in the Relation to Plant Capacity & Peak Demand in the GBA

Water Production

NAWEC is the water and sewage service provider in The Gambia and its water source is ground water from underground aquifers.

Annual water production data was obtained from NAWEC as shown in the water balance table and from it a graph showing the water production trend over the period was hence plotted:

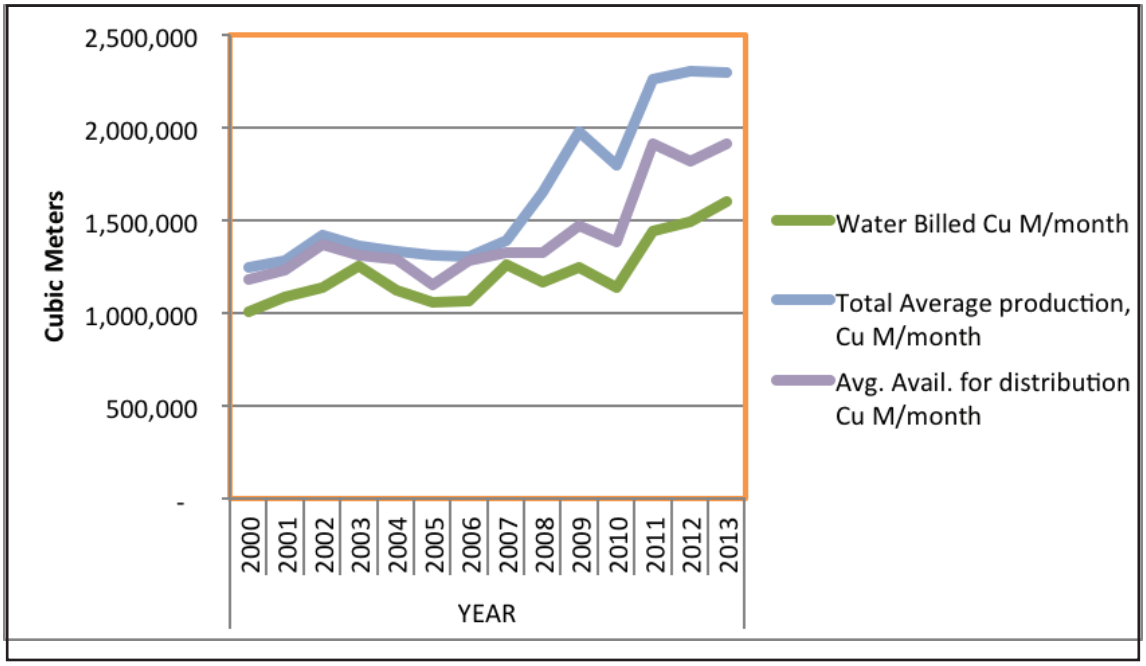


Figure 32: Water Production trend

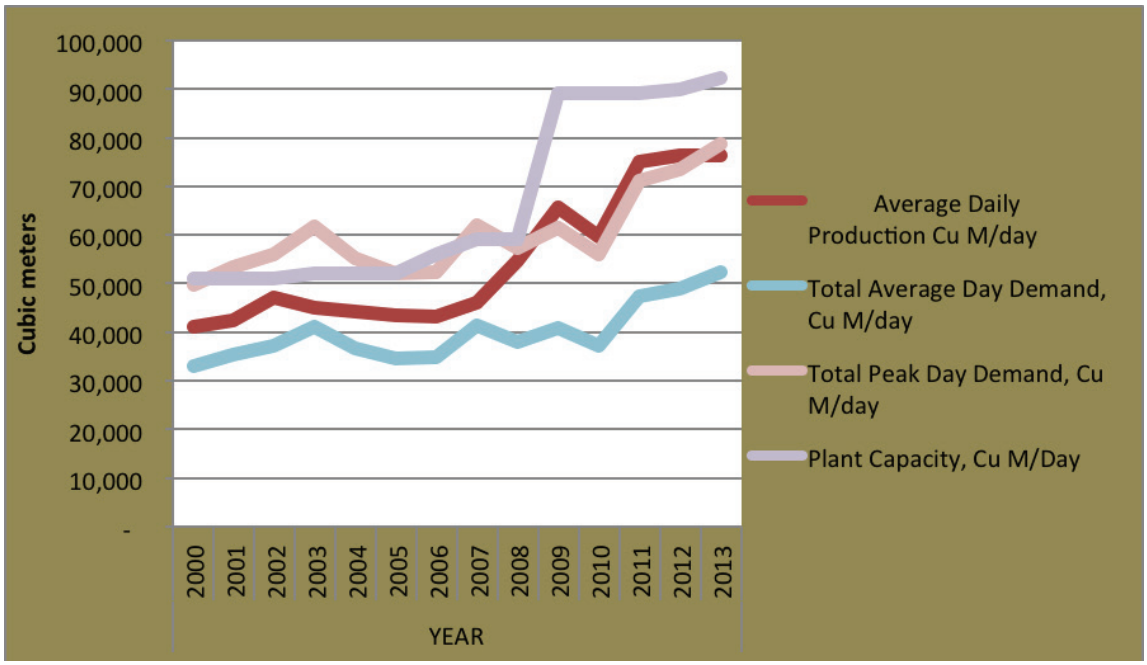


Figure 33: Daily Average Water Production

- Daily average water production rate ranges between 40,000 to 54,000 m3 daily from year 2000 to 2008. With the commissioning of the Brikama in 2009 both production and distribution increased to about 70,000 M3/day and about 64,000 M3/day.
- Between the years 2000 to 2002, there was steady increase in the daily production but from 2003 to 2006 a gradual reduction in production output was noticed.
- Current water production does meet the current demands. However effort should be made to reduce losses and improve metering system etc.

Non Revenue Water

This is water which is lost in the system and is expressed as a percentage of the total volume of water pumped. In this analysis it can be seen as being the sum of the un-accounted for water (Real and apparent loss) plus the un-billed authorized consumption as expressed in the Non Revenue Water table.

Non- revenue water is generally attributable to causes such as distribution system leakages, meter inaccuracies, illegal connections, hydrant flushing, fire fighting and other maintenance. Non revenue water could be expressed in two blocks:

- Authorized unmetered water, which include firefighting, hydrant flushing, and maintenance.
- Unauthorized unmetered water, which include illegal connections, system leakages, etc.
- Improvements has been noticed in the percentage reduction of Non-revenue water from an all time high of about 35% in 2009 to about 20% in 2011and 2012. However in 2013 a downward trend was seen indicating improvement towards loss reduction

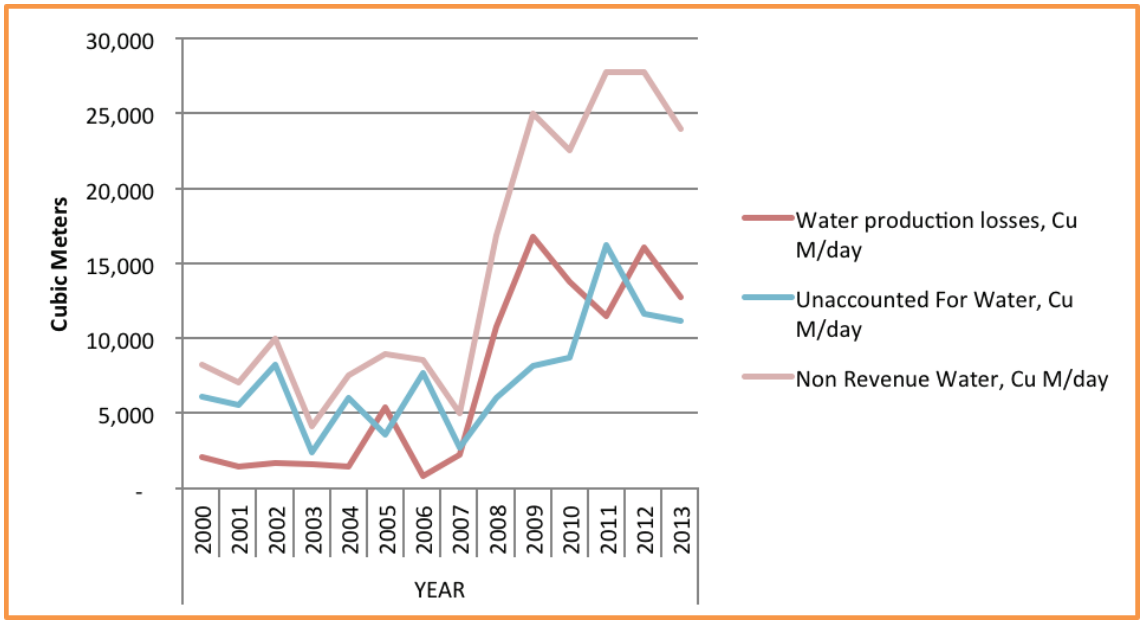


Figure 34: Volumetric Production loss, Non Revenue and Unaccounted for Water GBA

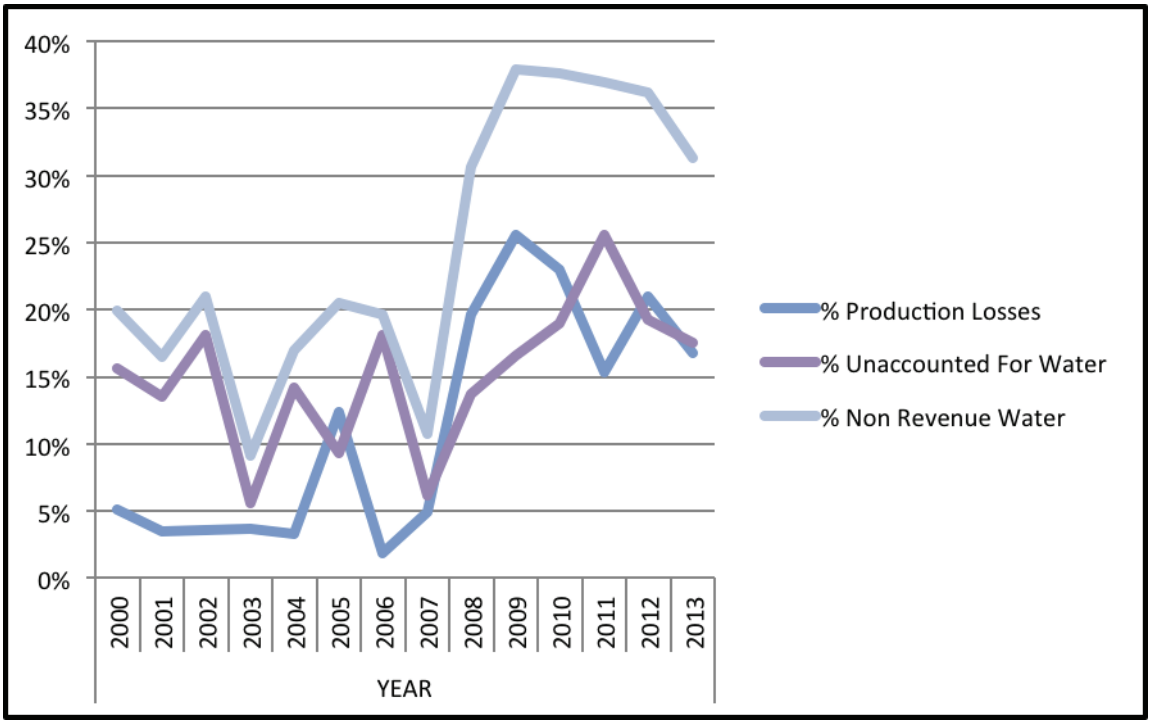


Figure 35: Precentage Production loss, Non revenue and Unaccounted for Water GBA

Unaccounted for Water varies between 5 to 18% and the non revenue water averages to about 17% between years 2000 to 2007. However it is noticed to have decreased to about 11% in 2011 and in 2013 like other losses a downward trend was seen indicating improvement in waste loss reduction. These efforts should be continued and thereby make more gains by having:

More commitment to metering by replacing faulty meters, ensure that all meters are read accordingly and avoid estimated billing, etc.

- leakage maintenance,
- improved meter registration,
- more efficient metering system,
- reduce data error,
- increased media sensitization on efficient water usage,
- benchmarking and utilization of best practice in the water sector

The reduction in NRW will result in the following:

- Less water to be produced treated and pumped which translates into cost savings and postponement or reduction of expansion capacity.
- Reducing apparent loss gives more water to be billed and thus increase revenue.

Support to DWR Lab

Following a regular tour made my PURA on partner Institutions and Regulated entities, the need to uplift the Abuko Water Lab were noticed and hence forwarded to PURA management in the tour report.

In strengthening the cooperation agreement in water quality between PURA and DWR as outlined in the PURA-DWR MOU, PURA Management agreed to undertake rehabilitation works and support to the Abuko water lab of which includes:

- Tiling of the water quality lab
- Painting the lab internal and external walls
- Installation of 2 new air conditioners
- Installation of ceiling fans and some electrical re- wiring

Reagents and other appliances such as refrigerators and desktop computers were also procured for the functionality of the lab as listed below:

- Refrigerators 2 Qty
- Lab coats 12 Qty
- Desktop Computer 1 Qty
- Gas bottle (12kg) 2 Qty
- Chemical reagents Various

The items procured were officially presented to the Minister of Fisheries, Water Resources and National Assembly Matters by the Director General PURA. Both parties expressed their desired for continued cooperation's in ensuring that safe drinking water is available to the Gambian population.

Figure 36: Honourable Minister Gai and PURA Director General Mr. Abdoulie Jobe Receiving Equipment

Part VII: Outlook for 2013

Sim Card Registration

Further to the Executive Directive dated 1st April 2011 for SIM Cards to be registered, SIM Card Registration became mandatory in the Gambia for new subscribers on April 15th 2011 and for old subscribers of mobile services on January 15th 2012.

Following this development, PURA formed a national SIM Card Registration Taskforce to assist in the implementation of the exercise. The Taskforce comprises of the following institutions:

- Ministry of Interior
- Gambia Immigration Department
- Gambia National Army
- Gambia Police Force
- National Intelligence Agency

The Taskforce has since worked closely with all operators to ensure compliance of the Executive Directive. Due to several appeals by the operators, the deadline has been shifted several times to allow more subscribers to register their SIM Cards and thus avoid their lines getting deactivated. However, as we work towards the 31th November 2014, we are very hopeful that a huge percentage of the operators' subscriber base would have already registered their SIM Cards.

Consumer Parliament

PURA employs several medium to reach out to consumers. In this regard, quite a number of consumer information and education initiatives were employed to ensure maximum impact last year. PURA looks forward to continuing these efforts by conducting a Consumer Parliament, a forum where consumer come face to face with their service providers.

Part VIII: Financial Review

PURA's main source of income is regulatory fees charged to regulated utilities.

The amount invoiced and collected from operators as regulatory fees is based on the annual budget of PURA, which is approved by the Board of Directors. The amount collectible as regulatory fees is pegged at a maximum of 1.5% of the operators' turnover, which is one of the lowest rates charged by regulatory authorities in Africa. The ceiling was determined to ensure that operators do not incur exorbitant regulatory charges which are passed on to consumers.

In the year 2013, 1.00% of operators' turnover was invoiced unlike the previous 1.05% of turnover for the Telecoms operators and a fixed amount of **D 50,000.00** per annum for Internet Service Providers (ISPs) in the information and communications sector. For the energy sector the Authority since 2008 has decided that the regulatory fee invoice to NAWEC and GEG are fixed at **D 4,000,000.00** and **D 2,500,000.00** respectively per annum instead of the maximum amount chargeable of 1.5% of operator's annual turnover as stated in the 2006 Regulatory Fees Regulations of PURA.

These decisions were as a result of the Authority's continuous belief in **supportive regulation** in the sectors by trying to moderate the cost of regulation for the benefit of the industries as a whole and also cognizant of the peculiarity of the energy sector, in our development process.

Further to the above regulatory support to the sectors in general, the management of the Authority over recent years has continued the series of engagements with the main defaulters GAMTEL, NAWEC and GEG, to encourage them in the settlement of their arrears as well their current invoices.

Despite these considerations and engagements, the payment of regulatory fees by GAMTEL, NAWEC and GEG has not been encouraging. Out of the amount of D50.517million budgeted as regulatory fees income, only **D28.310 million was** collected, as shown in Table 1 below. Undoubtedly, the non compliance by GAMTEL, GAMCEL, NAWEC and GEG has continued to hamper the implementation of some of PURA's regulatory activities in all the regulated secto

SOURCE OF FUNDS	BUDGET	ACTUAL PAID	AMOUNT OUTSTANDING
GAMTEL	14,497,730.00	219,054.87	14,278,675.13
AFRICELL	12,665,820.00	12,665,820.00	0.00
GAMCEL	11,265,620.00	9,386,410.00	1,879,210.00
COMIUM	3,233,030.00	3,233,030.00	0.00
QCELL	2,205,192.00	2,205,192.00	0.00
G.E.G	2 ,500,000.00	0.00	2,500,000.00
NETPAGE	50,000.00	50,000.00	0.00
NAWEC	4,000,000.00	500,000.00	3,500,000.00
UNIQUE SOLUTIONS	50,000.00	50,000.00	0.00
LANIX	50,000.00	0.00	50,000.00
TOTAL	50,517,392.00	28,309,506.87	22,207,885.13

Table 17: Budgeted vs. Actual Income in Dalasis for Regulatory invoiced for 2013

The status of regulatory fees payment is depicted in Table 17 above. Only three of the GSM operators and two of the ISPs have fully paid their regulatory fees invoiced for 2013 as at 31st December 2013, except **GAMTEL, GAMCEL, and LANIX** as illustrated above. **NAWEC** only paid **D0.500million** leaving an outstanding balance of **D3.500 million** and **GEG** did not pay the **D2, 500,000.00 invoiced** for 2013 regulatory fees.

Appendix:

Public Utilities Regulatory Authority (PURA)
Annual Report and Accounts
For the year ended 31 December 2013

AA & CO.
CHARTERED CERTIFIED ACCOUNTANTS
1 INDEPENDENCE DRIVE
P.O BOX 396
BANJUL, THE GAMBIA

Page

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
General information

DIRECTORS

Chairman	Mr. Dodou Bammy Jagne
Member	Ms. Amie Joof
Member	Ebrima Cham
Director General	Mr. Abdoulie Jobe
Ex- Officio member	Permanent Secretary (MOFEA)
Company Secretary	Mr Kelepha Samba
REGISTERED OFFICE	94 Kairaba Avenue KMC P.O. BOX 4230 Bakau The Gambia
AUDITORS	A.A & CO Chartered Certified Accountants 1 Independence Drive Banjul The Gambia
BANKERS	Trust Bank Limited 3-4 Ecowas Avenue Banjul The Gambia
	Guaranty Trust Bank (Gambia) Limited 56 Kairaba Avenue KSMD The Gambia
	Ecobank (Gambia) Limited 42 Kairaba Avenue KSMD The Gambia
	Access Bank (Gambia) Limited 47 Kairaba Avenue KSMD The Gambia
	Reliance Financial Services Limited Kairaba Avenue KMC The Gambia

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)

Director's report for the year ended 31 December 2013

The directors present their report for and accounts for the year ended 31 December 2013.

Statement of directors' responsibilities
Company Law requires the directors to prepare financial statements in accordance with the Companies Act for each financial year which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in existence.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act 1955. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Principal activities

The principal activities are to provide guidelines on rates and fees for the provision of regulated public services, examine rates and fees chargeable and to protect the interest of consumers and of public utilities. PURA does monitor and enforce standards of performance by public utilities and to promote fair competition amongst them.

Changes in fixed assets

Significant movements in fixed assets are shown in the schedule provided in the notes.

Results and dividends for the year

The results for the year to 31 December 2013 are as set out in the attached financial statements.

Company Law requires the directors to prepare financial statements in accordance with the Companies Act for each financial year which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the directors are required to:

Directors and their interests

The directors who held office are as described in the previous page. None of the directors who held office have any beneficial interest in the shares of the corporation.

Auditors

The Auditors, AA & Co Accountants, will continue in office in accordance with section 155 (2) of the companies Act 1955.

By order of the board

Chairman
Board of Directors

Date……..

Auditors' report

To the Members of Public Utilities Regulatory Authority (PURA)

We have audited the accounts set out on pages 6 to 13 which have been prepared under the historic cost convention as modified by the revaluation of certain fixed assets.

Respective responsibilities of directors and auditors

The directors of the company are responsible for the preparation of financial statements. It is our responsibility to form an independent opinion on the financial statements presented by the director based on our audit and to report our opinion to you.

Basis of opinion

We conducted our audit in accordance with International Auditing. An audit includes examination, on a test basis, of the evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion the financial statements give a true and fair view of the state of the company's affairs as at 31 December 2013 and of its loss for the period then ended and have been properly prepared in accordance with the Companies Act 1955 (revised).

A.A. & Co.
Chartered Certified Accountants
1 Independence Drive
Banjul, The Gambia

Date……..

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
BALANCE SHEET AS AT 31 DECEMBER 2013

	NOTES	2013 D	2013 D	2012 D
FIXED ASSETS	**11**		**1,134,687**	**4,282,514**
CURRENT ASSETS				
DEBTORS AND PREPAYMENTS	**4**	63,307,486		60,187,541
CASH AND BANK BALANCES	**5**	2,814,954		(52,544)
ECO BANK (G) LTD LOAN A/C		2,420,000		3,270,000
		68,542,440		**63,404,997**
CURRENT LIABILITIES				
CREDITORS & ACCRUALS	**6**	8,520,192		14,823,878
		8,520,192		**14,823,878**
WORKING CAPITAL			**60,022,248**	**48,581,119**
			61,156,935	**52,863,633**
FINANCED BY				
ACCUMULATED FUND	**7**		61,156,935	52,863,633
			61,156,935	**52,863,633**

DIRECTOR_____ DATE_____

DIRECTOR_____ DATE_____

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2013

	NOTES	2013 D	2012 D
INCOME	2	**51,068,299**	**47,583,066**
AFTER CHARGING			
PERSONNEL COSTS	3	**11,772,575**	**11,697,940**
OTHER ADMINISTRATION EXPENSES		**27,554,011**	**33,032,683**
DEPRECIATION	11	**3,448,411**	**3,317,120**
EXCESS INCOME OVER EXPENDITURE		**8,293,302**	**(464,677)**
RESERVES B/F		52,863,633	53,328,310
RESERVES C/F		**61,156,935**	**52,863,633**

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2013

	NOTES	2013 D	2012 D
NET CASH FROM OPERATING ACTIVITIES	**8**	2,369,917	1,649,816
(Including Finance Charge)			
RETURN ON INVESTMENT AND			
SERVICING OF FINANCE			
FINANCE CHARGES		(51,835)	(74,443)
INVESTING ACTIVITIES			
ACQUISITION OF FIXED ASSETS	**11**	(300,585)	(731,610)
INVESTMENTS .			
FINANCING ACTIVITIES			
LONG TERM LOANS			
SHARE CAPITAL CONTRIBUTIONS			
INCREASE/(DECREASE) IN CASH			
AND CASH EQUIVALENT	**12**	**2,017,497**	**843,763**

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 DECEMBER 2013

1 (A). ACCOUNTING POLICIES

The accounts have been prepared under the historic cost convention in accordance with applicable international Accounting Standards.

1 (B). DEPRECIATION POLICY

The depreciation is charged to write off the cost of the fixed assets over their estimated useful lives on a straight line basis. Full depreciation is charged in the year of acquisition and no charge in the year of disposal.

Vechicles	25%
Computers	25%
Furniture & fittings	20%
Others	20%

1 (C) TAXATION

The authority is exempt from taxation as a Government agency, thus no tax computation required.

1 (D) INCOME RECOGNITION

Income comprises of regulatory fees, contribution by the Gambia Government, external funding and any other income accruing on accounts. Revenue grants are recognised in the income statement on receipt. Capital grants are recognised in equity and released to the income statement to meet related costs.

1 (E) FOREIGN CURRENCY TRANSACTIONS

Transactions in foreign currency are translated at the rates of exchange ruling at the date of transaction.

2a. REGULATORY FEES INCOME	2013 D	2012 D
Gamtel Co. Ltd	14,497,730	14,654,945
Nawec Co. Ltd	4,000,000	4,000,000
Gamcel Co.Ltd	11,265,620	7,995,015
Africell Ltd	12,665,820	12,820,007
Comuim	3,233,030	3,076,574
G.E.G Ltd	2,500,000	2,500,000
Qcell	2,205,192	1,639,275
Net page Ltd	50,000	50,000
Linux	50,000	50,000
Unique Solutions	50,000	50,000
Connecxion Solutions	-	-
	50,517,392	**46,835,816**

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 DECEMBER 2013

	2013	2012
2b OTHER INCOME	**D**	**D**
Bank interests	284,042	21,494
Interest on staff loans	40,315	30,206
Application fees	7,500	20,000
Opretors' Contributions WARCIP	219,050	532,000
Opretors' Contributions ITU Day	-	-
Other Income	-	143,550
Investment Income	-	-
	550,907	747,250
TOTAL INCOME	**51,068,299**	**47,583,066**

3. PERSONNEL COSTS		
	D	**D**
Wages and salaries	10,347,503	10,289,298
Social security and pension costs	1,425,072	1,408,642
	11,772,575	**11,697,940**

4. DEBTORS AND PREPAYMENTS	**D**	**D**
PREPAYMENTS- OFFICE RENTAL	290,832	256,667
DEPOSIT- 200KVA GENERATOR	848,361	-
STAFF LOANS (PERSONAL)	130,680	642,994
STAFF LOANS (CAR)	6,652,718	8,597,707
REGULATORY FEES (see 4(b) break down)	55,384,895	50,690,173
	63,307,486	**60,187,541**

4 (b) Regulatory Fees		
GEG	11,560,425	10,260,426
Nawec	17,878,755	16,878,755
Gamcel	1,879,210	703,639
Gamtel	23,891,505	18,517,775
Comium	-	384,572
Africell	-	3,820,007
Linux	125,000	75,000
Connexion Solutions	50,000	50,000
	55,384,895	**50,690,173**

5. CASH AND BANK BALANCES	**D**	**D**
TRUST BANK (G) LTD	943,657	161,752
ACCESS BANK (G) LTD	72,971	8,091
GT BANK (G) LTD	1,226,133	484,369
RELIANCE FINANCIAL SERVICES	11,024	10,734
ECO BANK (G) LTD	561,169	(717,490)
ECO BANK (G) LTD LOAN A/C	2,420,000	-
	5,234,954	**(52,544)**

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 DECEMBER 2013

	2013	2012
6. CREDITORS & ACCRUALS	**D**	**D**
WATRA MEMBERSHIP CONT. 2013	612,075	525,000
AUDIT FEES	100,000	88,165
BANK LOAN-ECO BANK	7,222,222	13,888,889
PROVISION ON TELEPHONE BILLS	585,895	321,824
	8,520,192	**14,823,878**

7. ACCUMULATED FUND	**D**	**D**
OPENING BALANCE	52,863,633	53,328,310
SURPLUS FOR THE YEAR	8,293,302	(464,677)
BALANCE C/F	**61,156,935**	**52,863,633**

8. RECONCILIATION OF OPERATING PROFIT TO NET CASH INFLOW FROM OPERATING ACTIVITIES

	D	D
OPERATING PROFIT/(LOSS)	8,293,302	(464,677)
DEPRECIATION CHARGES	3,448,411	3,317,120
(INCREASE)/DECREASE IN DEBTORS	(3,119,945)	(15,428,747)
INCREASE/(DECREASE) IN CREDITORS	(6,303,686)	14,151,677
NET CASH INFLOW FROM OPERATING ACTIVITIES	**2,318,082**	**1,575,373**

9. ANALYSIS OF CHANGES IN CASH AND CASH EQUIVALENTS DURING THE YEAR

	D	D
BALANCE AT 1 JANUARY	3,217,457	2,373,694
NET CASH INFLOW	2,017,497	843,763
BALANCE AT 31 DECEMBER	**5,234,954**	**3,217,457**

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)

10. DETAILED INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2013

	NOTES	2013 D	2013 D	2012 D
INCOME	2		51,068,299	47,583,066
			51,068,299	**47,583,066**
EXPENSES				
PERSONNEL COSTS	3	11,772,575		11,697,940
MEDICAL EXPENSES		405,792		410,619
STAFF TRAVEL INSURANCE		1,900		2,100
BANK CHARGES AND INTEREST		51,835		74,443
LOCAL TRAVEL EXPENSES		33,050		52,219
FUEL & LUBRICANTS		3,075,361		2,881,515
RENT / FACILITY MGT SERVICES		1,871,484		1,699,123
LEGAL & REGISTRATION EXPENSES		201,794		-
STATIONERY AND OFFICE SUPPLIES		1,021,842		930,504
RASCOM OPERATORS MEETING EXPENSES				-
ELECTRICITY AND WATER		678,665		847,605
SUBSCRIPTION-JOURNAL/ MAGAZINES		60,714		91,084
POSTAGES		2,752		15,197
COMMUNICATIONS		1,627,056		1,477,623
STAKEHOLDER RELATIONSHIP		718,998		436,608
REPAIRS & MAINTENANCE		321,802		371,896
CONSUMER OUTREACH PROGRAM		410,472		223,203
WORKSHOP / RETREAT (LOCAL)		196,287		248,622
OPERATORS CONT. WARCIP LAUNCHING EXP		349,050		402,000
STAFF CAR SCHEME		425,000		8,575,000
CONSULTANCY		110,575		42,000
CONFERENCE & MEETINGS		3,342,499		2,582,650
VECHICLE INSURANCE / LICENSE		337,920		267,089
STAFF UNIFORM		33,525		31,025
CORPORATE SOCIAL RESPONSIBILITIES		1,350,506		1,219,185
AVERTISEMENT		156,543		322,052
BANK LOAN INTEREST CHARGES		2,165,905		3,182,648
REGULATORY SUPPORT EXPENSES		352,915		-
OPERATORS ITU DAY EXPENSES				10,000
BOARD FEES		282,000		294,000
SIM CARD REGISTRATION PROJECT		481,602		3,214,786
MEMBERSHIP CONTRIBUTIONS		4,710,719		582,469
AUDIT FEES		113,225		88,165
TRAVEL & TRAINING EXPENSES		2,662,223		2,457,253
DEPRECIATION	11	3,448,411		3,317,120
			42,774,997	**48,047,743**
SURPLUS FOR THE YEAR			**8,293,302**	**(464,677)**

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 DECEMBER 2013

11. FIXED ASSETS SCHEDULE

	VECHICLES	COMPUTERS	FURNITURE	OTHER ASSETS	TOTAL
COST	**D**	**D**	**D**	**D**	**D**
As at 1st January 2013	3,520,000	13,898,022	4,721,425	2,381,565	**24,521,012**
Additions	-	230,755	69,830	-	300,585
Disposals	-	-	-	-	**-**
As at 31st December, 2013	**3,520,000**	**14,128,777**	**4,791,255**	**2,381,565**	**24,821,597**
DEPRECIATION					
As at 1st January 2013	3,520,000	10,552,800	4,348,555	1,817,144	**20,238,499**
Charge for the year	-	2,983,156	192,679	272,576	**3,448,411**
Charged on Disposals	-	-	-	-	**-**
As at 31st December, 2013	**3,520,000**	**13,535,956**	**4,541,234**	**2,089,720**	**23,686,910**
NET BOOK VALUE					
As at 1st January 2013	**-**	**3,345,222**	**372,870**	**564,421**	**4,282,513**
As at 31st December, 2013	**-**	**592,821**	**250,021**	**291,845**	**1,134,687**

PURA
Performance Improvement Observation Document
For the year ending 31st December 2013

1. CAR LOAN

As per implementation strategy of government approved integrated pay and grading policy for enterprises adopted by PURA Management to guide its operations, ‘‘vehicle for Directors, Senior/First Line Managers and Managers should be provided on a 50/50 basis where the enterprise allocates a vehicle to the incumbent on loan at 50% of assessed value with a 2% interest per annum recoverable over a period of 5 years’’. Proprietary rights are not transferred until after full payment of loan.

OBSERVATION

We observed during the course of the audit that car loans are repaid on monthly basis and amount deducted monthly will have the car loan fully recovered over a 5 year period. However, monthly deductions were on some special occasions waived as an option to taking a new loan for those special occasions for some members of staff during the year under review.

Further, loans granted prior to the introduction of the new strategy are not governed by the protective cover of the strategy. A member of staff who benefitted from a loan granted prior to the introduction of the new strategy and is no longer working with the Authority has not been making any payment towards the car loan obligation throughout the year under review.

IMPLICATION

Waiving the repayment for any length of time will interfere with Car loan repayments agreement as initially approved and the repayment schedules are likely to exceed the 5 year recoverable period stated in the strategic implementation guideline.

The authority risks losing funds where members of staff who benefitted from facilities not covered by the new strategy and leave the authority without making adequate arrangement for settlement of their loan obligations if they are not chased vigorously.

RECOMMENDATION

The authority should ensure agreement that form the basis for the approval of facilities are strictly adhered to. New special facilities provided to staff should not be allowed to interfere with other concluded facilities

Loans not covered by the new strategy should be provided for to reflect the risk of loss contingent on their circumstance.

MANAGEMENT RESPONSE

The observation on the new implemented car loan policy is done during festive periods (like, Koriteh, Tobaski and Christmas), which are on optional basis. This is to enable staff have funds to take care of their families during these festive periods.

The car loan given to a former member of staff under the old car loan scheme, was being serviced by the said former staff, but the period under review (2013), no payments was made, all efforts were made by the Authority for her to continue servicing her car loan, which she always promised to repay.
A recent letter **(Ref: PURA/FIN01/2013/(009)) dated 02nd April 2014** was written to her demanding the balance of her car loan to be settled to PURA, which she responded requesting for PURA to provide her with the PURA's ECO Bank account to be making payments.

2. DEBTORS

OBSERVATION

Amounts due from certain debtors have been piling up from previous years and there are indications that these debtors are not committed to settling their debts in full. The Management of PURA however, has decided not to make any allowance for doubtful debt against these balances despite uncertainties surrounding their recoverability.

IMPLICATION

Financial report may not portray a fair picture of the Authority's state of affairs where there exist circumstances inhibiting full recoverability of outstanding debts that are not adequately reflected in the accounts.

RECOMMENDATION

PURA should embark on rigorous assessment of their debtors to ascertain recoverability and make necessary adjustments where debtors are judged to be impaired.

MANAGEMENT RESPONSE

These are Regulatory fees arrears owed to PURA by regulated Operators and ISPs (NAWEC, GAMTEL, GEG, Connexion Solutions and Linux).
PURA had engaged these operators on series of meetings and written letters for them to settle their regulatory fees arrears, which their responses are not promising.

There were even Executives Directives given for the mentioned Operators to settle their regulatory fees with PURA, which their responses are not promising.

PURA Management will review and ascertain the recoverability of the regulatory fees arrears and make recommendations to the Board of Directors for possible write off of certain debtors.

3. ACCOUNTING POLICY MANUAL

OBSERVATION

This observation was made last year and we observed that some good progress has taken place. The document has been completed and validated by the authority. A manual, detailing the various policies and procedures that needed to be implemented as a guide to strong internal control system for the authority is vital.

THE TEAM

Public Utilities Regulatory Authority

Equity in development

94, Kairaba Avenue, Bakau, KSMD, The Gambia
Tel: +220 4399601 - 4399604 Fax: +220 4399905
Email: info@pura.gm www.pura.gm

M.S Designs & Printing Tel: 4399443