



Public Utilities
Regulatory Authority
Equity in development

PURA ANNUAL REPORT AND FINANCIAL STATEMENT 2014

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ACRONYMS

ACE	–	African Coast to Europe
C&MA	–	Construction and Maintenance Agreement
CIRT	–	Computer Incident Response Team
CFL	–	Compact Fluorescent Lamp
DWR	–	Director of Water Resources
ECOWAS	–	Economic Community of West Africa States
ECOWAN	–	ECOWAS Regional Backbone Wide Area Network
GAMCEL	–	Gambia Cellular Company
GAMTEL	–	Gambia Telecommunications Company
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
ICAO	–	International Civil Aviation Organisation
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
IXP	–	Internet Exchange Point
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
POI	–	Point of Interconnection
PURA	–	Gambia Public Utilities Regulatory Authority
RE	–	Renewable Energy
SIXP	–	Serrekunda Internet Exchange Point
VHF	–	Very high frequency
VOIP	–	Voice Over Internet Protocol
WARCIP	–	West African Regional Communication Infrastructure Project
WIWAX	–	Worldwide Interoperability for microwave access
WSIS	–	World Summit on the Information Society

INTRODUCTION

The Annual Report 2014 is produced in line with PURA's obligation under the PURA Act 2001 to report on its activities annually for the preceding year. This report documents the achievements of the Authority as well as challenges it faced in the execution of its mandate.

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 as embarked upon during the year in review. 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 - The Financial Review - looks at the financial status of the Authority in 2014. It highlights the incomes received against budgeted income and overall performance as regards PURA's financial operations during the year in review.

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. This year's review also provides more insights into the work of the Authority in developing its capacity to regulate the Water sector in particular whilst strengthening its work in the Electricity and Telecommunications sectors.

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's engagement in myriad of our usual advocacy and educational activities, chief amongst this was the engagement of stakeholders in developing the legal framework to enhance the roles and functions of consumer advocacy groups, by a way of taking part in the development of a consumer bill of rights..

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 ICT, Electricity and Water Departments including monitoring activities in the electricity, telecommunication and water sectors.

Part VII - and final part of the report provides an outlook for 2015 and beyond vis-a-vis the sectors being regulated.

CHAIRMAN'S STATEMENT



On behalf of the Board of Directors, Management and Staff of the PURA, I am happy to present to you the Authority's Annual Report for the year ended 31st December 2014. This is in line with Section 45.(1) of the PURA Act 2001 which requires PURA to prepare and submit to the Secretary of State in each financial year a report on the activities of the Authority during the preceding year.

The Authority operates with a dual mandate of regulation and enhancement of the capabilities of the ICT and Energy sector. Cognizant of our tasks and challenges, we rose to the occasion to deliver on several substantive issues falling within our purview.

As an enabling agency, the Authority shall continue to work with its sector Ministries, and other strategic stakeholders, to enhance the attractiveness of The Gambia as a destination for ICT and Energy investment. Increased investment and business opportunities will improve the quality of life for our citizenry; through expansion in employment and incomes, a balanced regional distribution of income and employment, as well as an enhanced portfolio of diverse products and services.

The Gambia's Vision 2020 singles out ICT as a critical enabler of socioeconomic development. In particular, the ICT sector has the potential of revolutionizing the country's development through digital information communicated quickly and securely across the social strata, through technologies that facilitate interactions and transactions across the digital economy.

With regards to facilitating access to ICT services, the Authority and MOICI in consultation with key stakeholders developed the National Broadband Strategy that will guide the development of broadband infrastructure and connectivity, content applications and innovations, and capacity building and awareness. The Strategy lays the foundation for the transformation of The Gambia into a knowledge-based economy driven by a high-capacity nationwide broadband.

Access to electricity and water services are also closely monitored by PURA through regular monitoring and data analysis. This is a major commitment of government and PURA continues to closely work with NAWEC as national projects like the Rural Electricity Expansion Project is being implemented. The Gambia continues to build on its water production capacity to meet a population that is increasing urbanized and demand for public services like water remain high. The year 2014 saw the commissioning of additional water production well fields and storage tanks. Notably the major coastal settlement of Gunjur now has its own water supply. However PURA's role is not limited to monitoring access but also ensuring that the water we drink is of the highest standard.

We have also sought to pro-actively address other important issues. Mindful of the dynamic nature of technology, the Authority has always endeavoured to implement best practices in spectrum management. A more efficient allocation of radio frequencies should spur the deployment of new technologies and services that will inevitably enhance business and present a variety of services to consumers.

It is also important to point out that as regulators we tend to operate against a backdrop of other concerns that affect our operations in various aspects. For instance, the recent EBOLA epidemic and subsequent worldwide economic turmoil presented a tough responsibility to regulators. PURA contributed to keeping The Gambia ebola free by making available a Toll Free number **1025** for enquires about the disease. This was done within record time through cooperation from all operators and a call centre was sponsored by PURA with mobile phones delivered to the Ministry of Health & Social Welfare.

Whilst the Authority notes with modest satisfaction that the competition we have endeavoured to introduce into the sectors we regulate is working for the consumer and citizen interest, we also recognize that much remains to be done to overcome service and access gaps in the country. With this understanding, the Authority has developed the universal access obligation implementation framework and strategy in various Guidelines that shall guide the roll-out of ICT and energy services countrywide.

In meeting its Universal Access mandate, the Authority continued to implement universal access projects on a pilot basis in various parts of the country with a view to bridging the digital divide and promoting access to ICT services. The provision of an ICT centre at Ming Daw Senior Secondary School is a case in point.

I am convinced that the Authority will continue to be a powerful and vocal agent for the interests of consumers. We will continue to work closely with operators and stakeholders to curtail anti-competitive behavior in the ICT and Energy sectors and to develop new models for promoting healthy competition.

In conclusion, it is my firm belief that any institution is as good as its personnel. The Authority has continuously invested in its human capital by recruiting individuals with proven professional capability to spearhead the realization of the organizational mandate.

The synergy between the Board and the Management of the Authority has placed PURA on a sound management pedestal enabling it to play a more prominent and positive role in the sectors it regulates.

To the staff of PURA and to my other colleagues on the Board, I wish to extend my sincere appreciation for their tireless dedication and diligence towards achieving our objectives.

BOARD OF DIRECTORS



MOMODOU O.S. BADJIE
Chairman



EBRIMA CHAM
Member



SAINABOU WADDA - CISSE
Member



ABDOULIE JALLOW
Ex-Officio Member



ABDOULIE JOBE
Director General

HEADS OF DEPARTMENT



ABDOULIE JOBE
Director General
March 2011 - June 2014



ANSUMANA SANNEH
Director of Economic Regulation
& Finance
May 2010 - September 2014



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



SOLO SIMA
Director of Consumer Affairs
January 2011 - Present



NICHOLAS JATTA
Ag. Director of Information &
Communications Technology



M.L. SOMPO CEESAY
Ag. Director of Electricity &
Water Regulation

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 Human Resources and Corporate Affairs 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 2014 with two members of staff leaving the Authority. Two senior staff were recruited to enhance the capacity of the Authority.

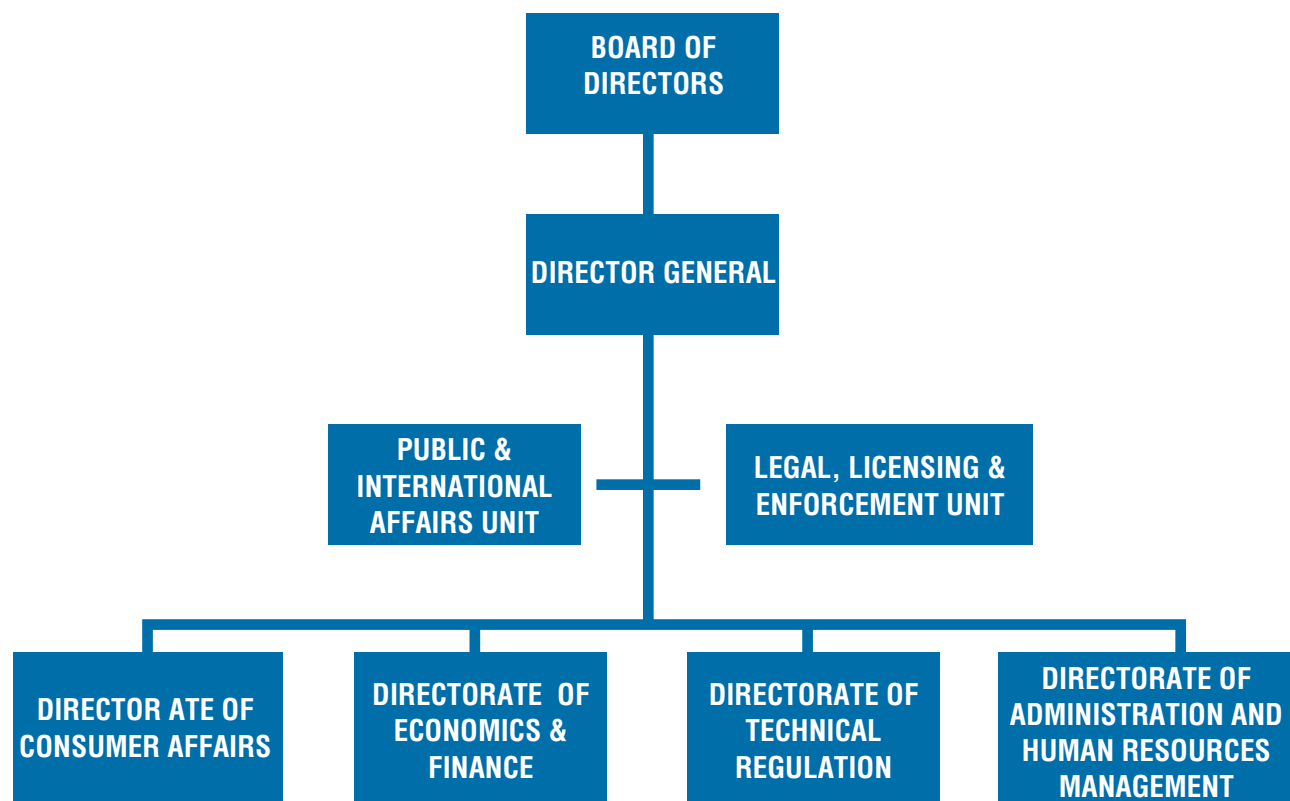


Figure 1: 2014 PURA Organisational Chart

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 legislations.

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. Draft all legal instruments such as licenses, contracts and regulations of the Authority.

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 effectively.

Department / Unit	Capacity Building & Training	Funded by	Venue
Department of HR & Administration	Seminar on E-Governance/Administration on the application of ICT in Public Administration and Governance	PURA	Tangier, Morocco
	Study Tour Programme at the West Africa Telecommunications Regulatory Assembly	WARCIP	Abuja, Nigeria
	Training Workshop 'Tomorrow's Technology: Issues of Digital Innovation in West Africa'	PURA	Dakar, Senegal
	ITU Regional Workshop on Human Capital Development and Digital Economy in Sub-Saharan Africa	PURA/ITU	Niamey, Niger
	Study Tour Programme at the Ghana National Communication Authority	PURA	Accra, Ghana
Department of Economics & Finance	Study Tour Programme at the Communications Commission of Kenya	PURA	Nairobi, Kenya
	Internship Programme at the National Association of Regulatory Utilities Commissioners (NARUC)	NARUC	Boston, USA
	World Summit on Information Society	PURA	Geneva, Switzerland
	Training Course on Universal Fund Management Masterclass	WARCIP	Kampala, Uganda
	Training Course on Finance for Regulatory Analysis Masterclass	WARCIP	Kampala, Uganda
	ITU Study Group 15 – Networks, Technologies and Infrastructures for Transport, Access and Home	PURA/ITU	Geneva, Switzerland
Department of Consumer Affairs	Training Course on Universal Fund Management Masterclass	WARCIP	Kampala, Uganda
	ITU World Radio communication Seminar	ITU	Geneva, Switzerland
	2 nd African Regional Preparatory Meeting for the World Radio Conference	PURA	Khartoum, Sudan

Department of Technical Regulation	ITU World Radio communication Seminar	PURA	Geneva, Switzerland
	Study Tour Programme at the Communications Commission of Kenya	PURA	Nairobi, Kenya
	World Telecommunications Development Conference	ITU	Dubai, UAE
	ITU Study Group 2 Meeting	ITU	Geneva, Switzerland
	Training Workshop „Tomorrow s Technology: Issues of Digital Innovation in West Africa	PURA	Dakar, Senegal
	AU ECOWAS Regional Internet Exchange Point and Regional Internet Carrier Workshop	PURA	Abuja, Nigeria
	ITU Study Group 3 – Future Networks Including Cloud Computing Mobile and Next Generation Networks	ITU/PURA	Geneva, Switzerland
	Radio Spectrum Planning & Management Masterclass	WARCIP	Kampala, Uganda
Department of Energy and Water	Workshop for Regulators & Policy Makers from Africa and Pacific Island Nations on Renewable Energy	IRENA	Tokyo, Japan
Licensing & Enforcement Unit	Study Tour Programme at the Communications Commission of Kenya	PURA	Nairobi, Kenya
	Study Tour Programme at the West Africa Telecommunications Regulatory Assembly	WARCIP	Abuja, Nigeria
	Washington Fellowship for Young African Leaders	USA Government	Washington, USA
	Training Course on Structuring and Negotiating Legal Agreements for Public Private Partnership (PPP) Concessions and Contracts	WARCIP	Washington, USA
	Internship Programme at the National Association of Regulatory Utilities Commissioners (NARUC)	NARUC	Boston, USA

Table 1: Summary of key programs attended by staff is shown in the table below:

Part II: 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 2014, 1.10% of GSM operators' turnover figure and 1.00% of Fixed line operator's turnover was invoiced unlike the previous 1.00% of turnover for the Telecoms operators and a fixed amount of **D50,000.00** 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 is fixed at **D4,000,000.00** 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 and NAWEC, 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 and NAWEC has not been encouraging.

Out of the amount of D48.899 million budgeted as regulatory fees income, only **D29.468 million** was collected, as shown in the table below. Undoubtedly, the non compliance by **GAMTEL**, **GAMCEL** and **NAWEC** has continued to hamper the implementation of some of PURA's regulatory activities in all the regulated sectors.

Source of Funds	Budgeted (D)	Actual Paid (D)	Amount Outstanding (D)
GAMTEL	11,940,310.00	0.00	11,940,310.00
AFRICELL	13,499,112.00	13,499,112.00	0.00
GAMCEL	13,364,813.00	10,023,609.74	3,341,203.26
COMIUM	3,416,083.00	3,416,083.00	0.00
QCELL	2,428,766.00	2,428,766.00	0.00
I-NET WORLD	50,000.00	0.00	50,000.00
NETPAGE	50,000.00	50,000.00	0.00
NAWEC	4,000,000.00	0.00	4,000,000.00
UNIQUE SOLUTIONS	50,000.00	50,000.00	0.00
LANIX	50,000.00	0.00	50,000.00
THOMAS GLOBAL TECHNOLOGIES	50,000.00	0.00	50,000.00
TOTAL (D)	48,899,084.00	29,467,570.74	19,431,513.26

Table 2: Budgeted vs. Actual Income in Dalasi for Regulatory Fees Invoiced for 2014

The status of regulatory fees payment is depicted in the table above. Only three of the GSM operators and two of the ISPs have fully paid their regulatory fees invoiced for 2014 as at 31st December 2014, except **GAMTEL, GAMCEL, NAWEC, THOMAS GLOBAL TECHNOLOGIES**, and LANIX as illustrated above.

Part III: Market Development Review

Macroeconomic Performance

The year 2014 marked the penultimate year in the implementation of The Gambia's medium term development agenda, (P.A.G.E 2012-2015). Through the year, the Gambia has had to revise its growth forecasts taking into cognizance the significant external shocks that arose from the impact of the Ebola epidemic in sub-regional countries with Sierra Leone and Liberia particularly being affected severely.

Through concerted efforts from the Government of The Gambia and dedicated civil society organizations, The Gambia has strengthened its resolve to remain Ebola-free. Notwithstanding, the regional impacts of the pandemic have severely altered the economic landscape of the country. This has resulted in revised GDP growth forecasts from 5.5% to 2%.

Other external shocks mainly related to the effects of climate change also had significant impacts on the Gambian economy. These led to erratic rainfall patterns in certain parts of the country thus leading to reduced agricultural output. Developments associated with the country's Vision 2016 agenda is expected to reverse the declining trends in agricultural output.

In terms of sectoral contributions to GDP, The services sector, of which the regulated communications sub-sector falls under continues to be the biggest contributor to GDP with 61%, Agriculture with 19% and Industry of which the regulated electricity sub-sector falls at 14%.

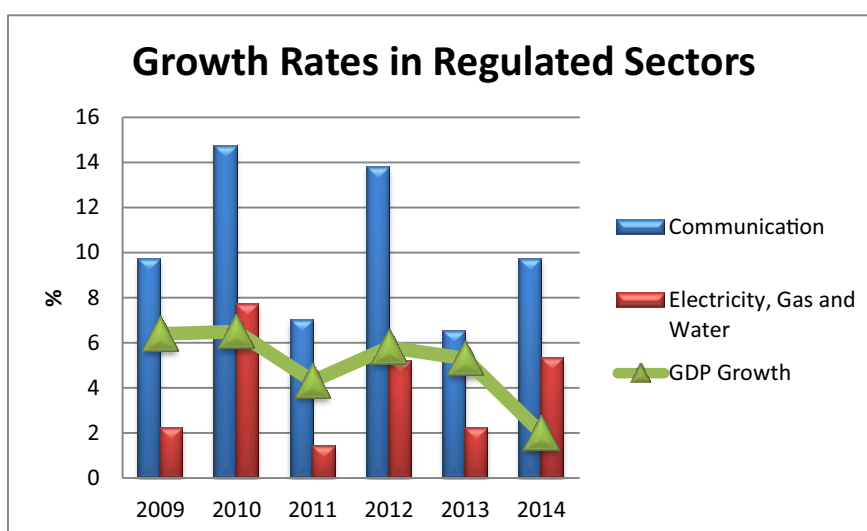


Figure 2: Growth Rates in Regulated Sectors

For the past two years, GDP growth has consistently outperformed growth in the regulated electricity sub-sector. We are now witnessing a reversal of that trend in 2014 with growth in the Electricity sub-sector standing at 5.3%. Growth in the Communications sub-sector continues to be impressive mainly as a result of new service and product offerings in data services.

PURA maintains that significant lessons can be drawn from the introduction of private players into the communications sub-sector which has led to significant year-on-year growth within the sector. These lessons can be readily applicable in the electricity sector where more private sector participation in the form of Independent Power Producers (IPPs) is encouraged to complement the services provided by the national utility, NAWEC.

The Government has taken an initial step in this regard with the creation of the Public Private Partnership (PPP) Unit at the Ministry of Finance. It is envisaged that this would be a first step in consolidating gains realized from the Gambia Submarine Cable (GSC) partnership between Government and the ICT sector operators.

The Telecommunications Market

The Gambia's ICT industry comprises of One Fixed Line Operator, Four Mobile Network Operators and Five Internet Service Providers. GAMTEL serves as the sole fixed line Operator through its Copper and CDMA network. GAMCEL, AFRICELL, COMIUM & QCELL serve as the mobile network operators. QCELL and GAMTEL also double as Internet Service Providers in addition to NETPAGE, UNIQUE SOLUTIONS and LANIX Ltd.

Investment

The telecommunications sector around the world continues to grow unabated, The Gambia is no exception to this trend. In line with this growth, it is imperative that operators, particularly those in The Gambia augment their networks to ensure that standards are maintained for call quality issues to be particularly addressed.

The Authority as part of its mandate will rigorously ensure that operators adhere to minimum quality of service standards through the requisite expansion of their networks to cater for a growing subscriber base.

The proliferation of mobile devices across the country is highly welcome and should be of particular importance in the provision of service delivery through the creation and introduction of innovative services geared towards easing access for consumers.

Over the past year, we have witnessed welcome linkages between the two regulated sectors in ICT and Energy. The introduction of the QPower (QCELL) platform through which consumers can buy Prepaid Electricity tokens from their mobile phones serves as a welcome disposition in helping consumers ease mobility constraints associated with the traditional retail platforms offered by NAWEC. On its part, PURA will create the enabling and supportive framework geared towards enticing other network operators to venture into such innovative platforms and deepen competition in these new market spheres for the increased welfare of the Gambian citizenry.

Investments in the telecommunications sector during the period totaled GMD 260.8 million representing a 26.4% decrease from 2013 levels. AFRICELL led the pack with total investments at GMD 131.7 million representing about 50% of total sector Investment. A slight 6% increase was witnessed from QCELL in tandem with network expansions and upgrades during the period.

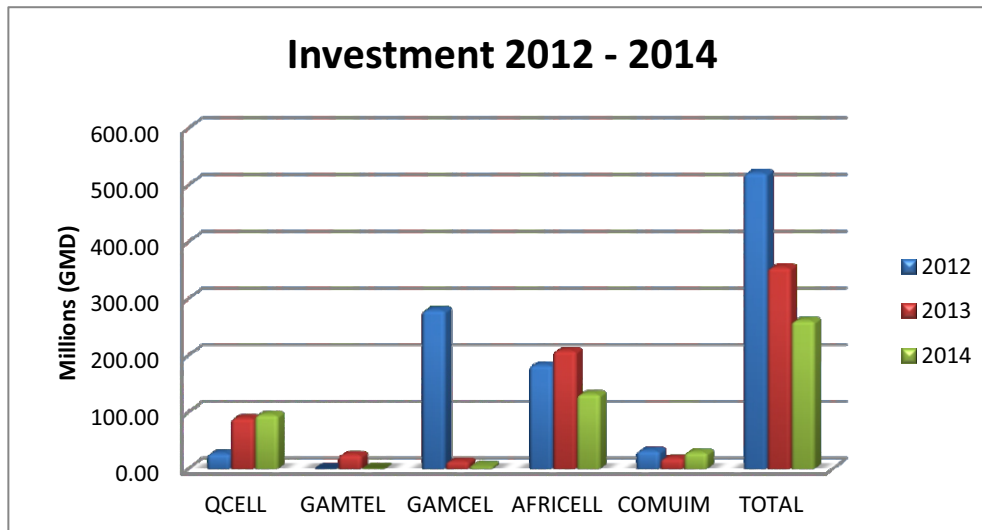


Figure 3: Investment 2012 - 2014

Employment

Total Employment in the telecoms sector stood at 2,177 for the period ending December 2014. There was a marginal 9% decrease in the number of total employees within the sector. This decrease in employment is mainly attributable to a decrease in the number of contract workers employed over the period. Furthermore, AFRICELL outsourced its call center related operations to a third party provider and therein transferred the employment contracts of their call centre staff as part of the transition. Slight gains in total employment were witnessed from both QCELL and COMIUM.

Continuing with established trends from previous years, GAMTEL continue to dominate the employee base in the ICT sector with over 54% of total employees within the sector.

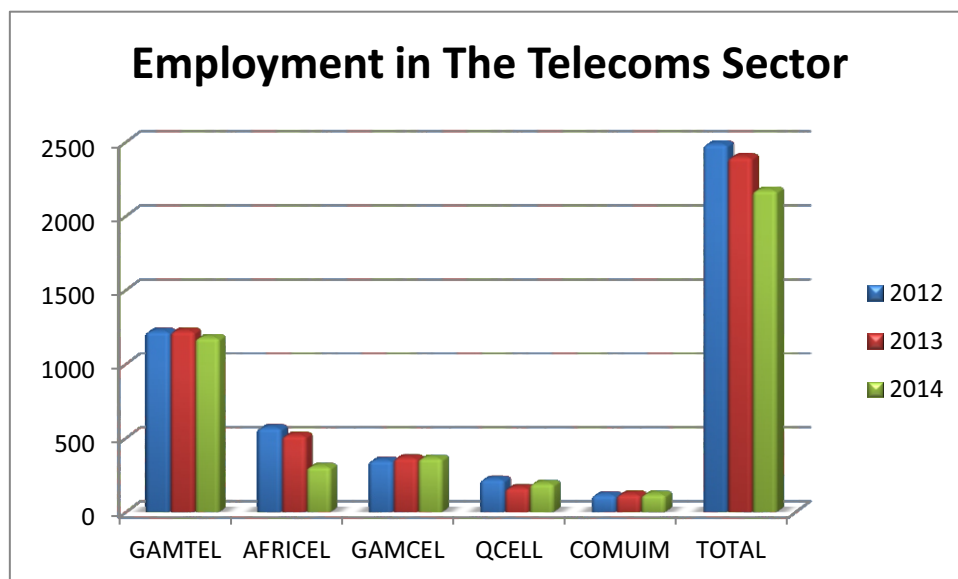


Figure 4: Employment 2012 - 2014

In continuing to harness and appreciate the important role Women play in productive sectors, PURA places a keen eye on mainstreaming Gender within the ICT sector. This has resulted in PURA taking an active lead in organizing a GIRLS in ICT day aimed at promoting the involvement of more women within the ICT sphere.

At the end of 2014, there a total of 552 female employees employed in the ICT industry, this represents about 25% of the total workforce. At PURA, we fervor the ardent belief that the male to female ratio of employment in the sector would be at par in the not too distant future.

Subscribers

The mobile telecommunications sub-sector has continued to present impressive growth prospects in terms in rising subscriber levels. This is in stark contrast to the relative decline in fixed network services around the world where a negative growth trajectory has been the norm in recent years. In a bid to go against these international trends, GAMTEL as the fixed operator must ensure that new product offerings be targeted at retaining existing customers and enticing new demand in their products. The Authority will offer the conducive regulatory environment to ensure that new and innovative products are given the necessary support to thrive and thus boost competition.

The Mobile Market continues to see competition from the four licensed mobile network operators; GAMCEL, AFRICELL, COMIUM and QCELL.

AFRICELL continues to have the largest share of subscriptions with 1,308,704 subscribers, followed by GAMCEL with 494,878 subscribers, COMIUM with 386,488 subscribers and QCELL with 358,610 subscribers. Their respective market shares are shown below:

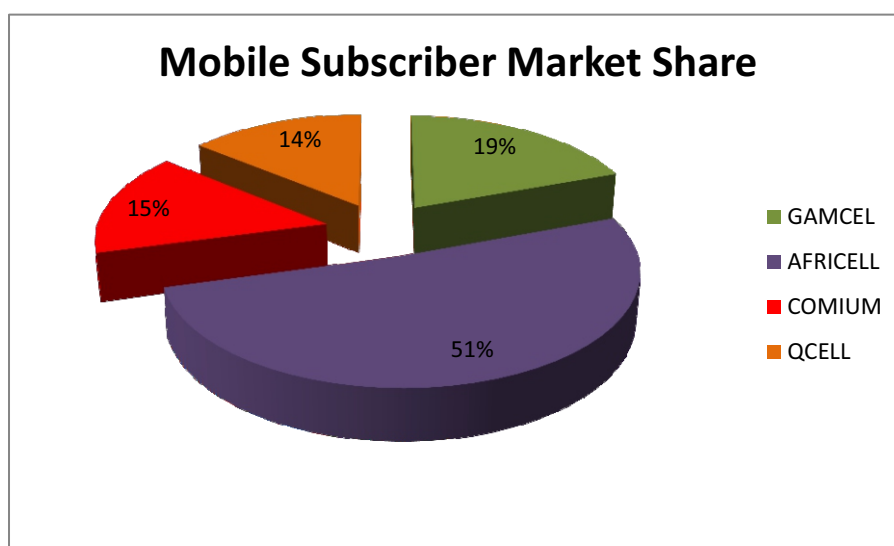


Figure 5: Mobile Subscriber Market Share

Mobile Subscriptions in The Gambia grew from 2,174,969 subscribers in 2013 to 2,548,780 subscribers in 2014 representing a growth of 17%. Through the year, GAMCEL noted to the Authority that they submitted active subscriber numbers for 30 days against the industry standard definition of 90 days. The subsequent amendments have thus been made in these figures. The growth in the sector is however reflective of the uptake in new services and the widened geographic reach particularly around border areas of the Gambian mobile sector operators. It should be noted that the number of access lines (SIM cards) are used in denoting subscriber figures as per ITU guidelines.

Operator	Number of Subscribers						
	2008	2009	2010	2011	2012	2013	2014
GAMTEL	48,560	48,541	48,777	50,450	64,196	50,334	55,841
GAMCEL	285,761	339,946	365,385	433,440	584,407	425,929	494,978
AFRICELL	579,969	662,279	730,919	803,312	880,167	1,144,051	1,308,704
COMIUM	249,000	275,000	350,000	350,000	335,646	348,723	386,488
QCELL	N/A	35,649	32,045	47,540	100,716	256,266	358,610

Table 3: Subscribers 2008 - 2014

Prepaid subscriptions continue to be the preferred choice for the Gambian consumer owing to a myriad of factors. These range from Income distribution patterns across mass market consumers and the attraction and prevalence of low denomination calling cards that effectively contribute to this dominance of prepayment subscribers. Prepaid subscribers accounted for 99.35% of total subscriptions with post-paid subscriptions accounting for a miniscule 0.65% of total subscribers.

Mobile Internet Subscribers

In December 2012, the Gambia witnessed the launching of its first submarine cable landing station (ACE). The new capacity provided by the ACE cable has led to new market opportunities and new growth prospects in the sector solely driven by the mobile data revolution. The mobile sector in The Gambia has readily adapted to these trends with all mobile operators offering data services on their networks. Three out of four have upgraded platforms for Mobile Broadband Connectivity (3G). It is envisaged that COMIUM will make the requisite investment in 3G facilities in the not too distant future.

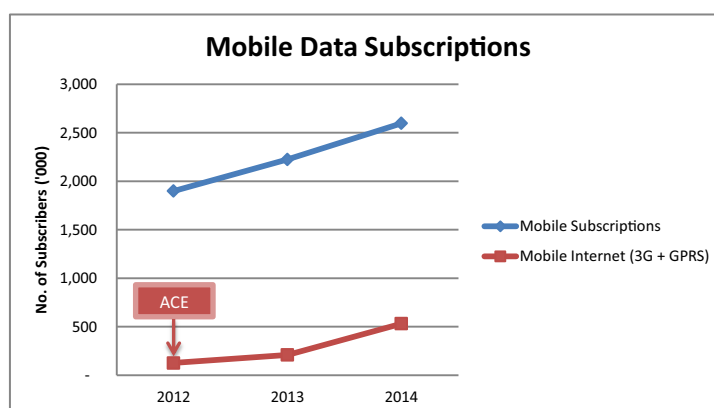


Figure 6: Mobile Data subscriptions for the period 2013 - 2014

Following the launch of ACE in 2012, the growth in Mobile Internet subscribers has closely followed the growth trajectory of Mobile subscriptions countrywide. Total Mobile Internet subscriptions now stand at 532,939 subscribers. This growth has been fuelled partly by the availability of low-cost smart phones with Mobile data capabilities and the data offerings on the various mobile networks.

PURA will continue to create an enabling environment conducive towards further enhancing the growth prospects in these markets, both on the supply and demand side through the encouragement of further investments in more advanced technologies, most notably 4G LTE. This promises to be an exciting new frontier for the Gambian ICT sector.

Mobile Penetration

As a direct correlation with the growth in the number of Mobile Subscribers, Penetration in The Gambia continues to be on a steady increase. Total penetration in The Gambia continues to significantly outperform the African Average for both Mobile and Fixed services which cumulatively stands at 72.32% at the end of 2014.

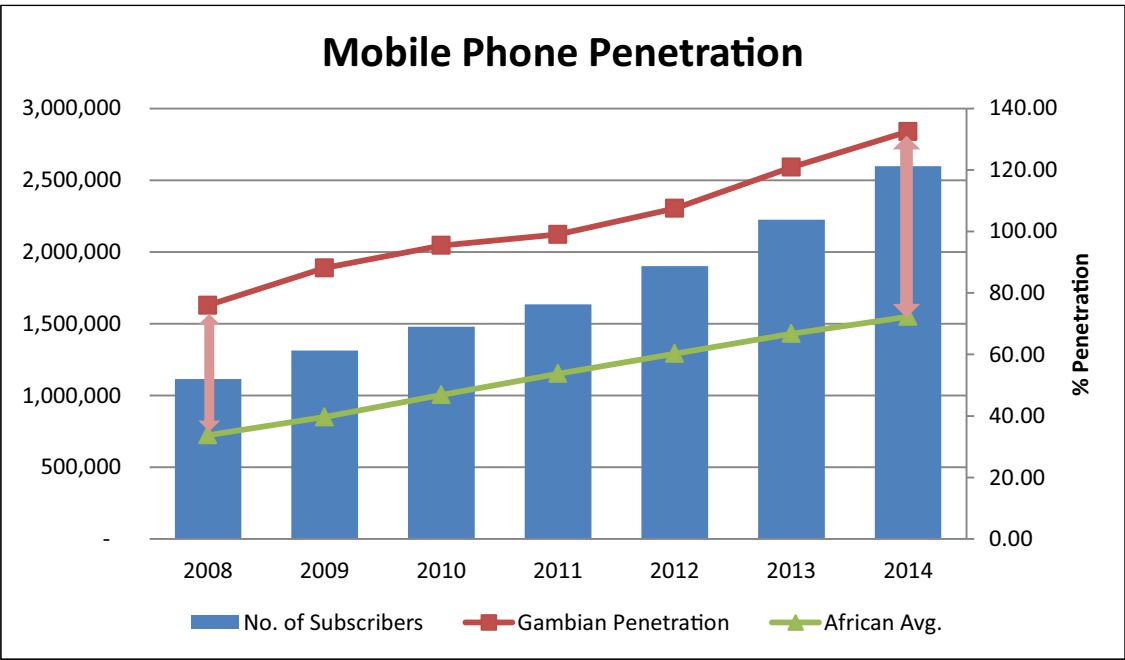


Figure 7: Mobile Penetration compared to African average (2008 - 2014)

The near ubiquity of mobile phones throughout the country places it in good stead to be the ideal platform for service delivery across the country. Key amongst these will be the introduction of new services such as mobile money and e-payment services to enable greater financial inclusion and complement the existing branch networks of financial institutions in The Gambia. Operators will have to take advantage of this potential by using their networks as a platform to transform national payment systems in The Gambia.

Traffic Volumes

In line with the growth in subscriber figures, the sector also witnessed growth in total traffic figures. Total minutes recorded during the period 2014 peaked at 1.58 billion minutes representing a marginal 3% increase over the preceding period.

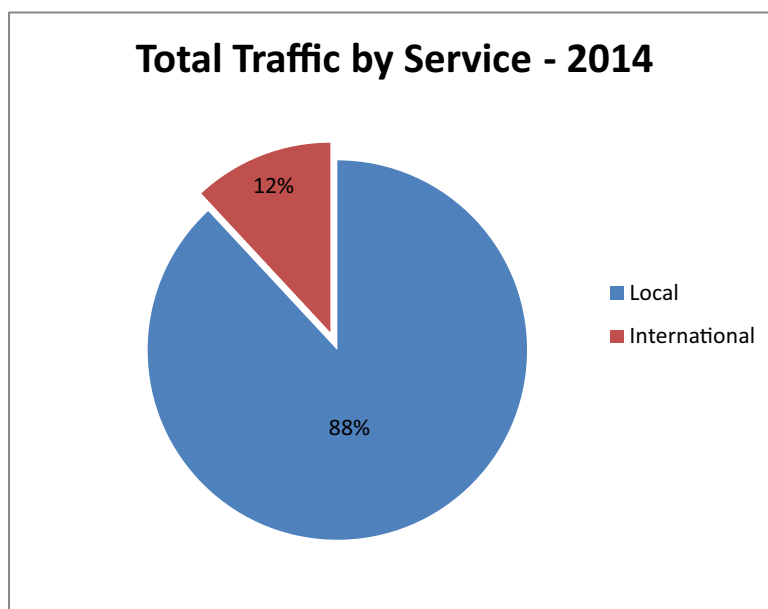


Figure 8: Traffic by Service

The share of total traffic by service has been relatively consistent and in line with trends observed in previous periods. Local traffic continues to dominate with 88% of total traffic registered in the country. Off-Net Traffic (Cross Operator) traffic increased from 137 million minutes to 158 million minutes representing a 15.3% increase. This is partly attributable to the virtual collapse of On-Net and Off-Net tariff differentials witnessed from the 2013 tariff increase. Nonetheless, Operators continue to offer On-Net bonuses designed to entice consumers towards making intra-network calls.

In terms of traffic per operator, COMIUM continues to lead the market mainly through its signature promotion, the free bonanza. It is a mainly On-Net promotion which rewards customers by offering Free On Net minutes following the recharge of airtime. This has resulted in a total share of 43% for COMIUM, followed by GAMCEL and AFRICELL with 22%, QCELL with 12% and GAMTEL with 1%.

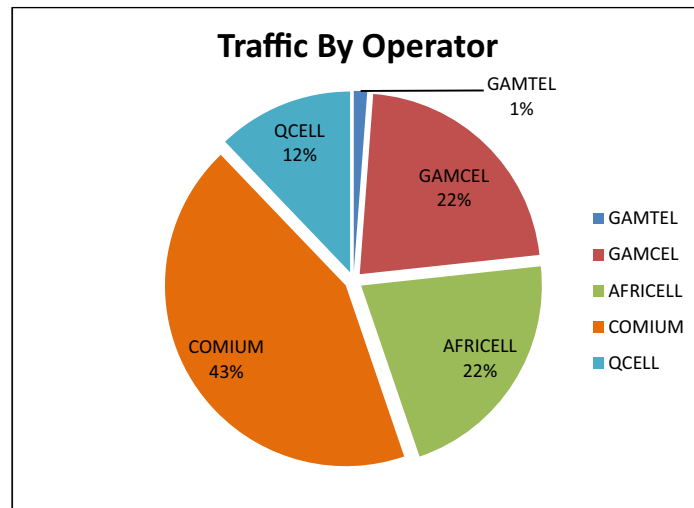


Figure 9: Traffic by Operator

International Traffic

The graph below denotes International Traffic Volumes from 2009 to 2014. Through the period, we have witnessed significant growth across various indicators, However it is imperative to note with concern that International Voice Traffic declined by 9% during the period under review. Although a myriad of factors could be responsible for this relative decline, the continual monopoly of the International Voice Gateway continues to be a hindrance in the development of the sector. In this regard, concrete policy action must be taken towards ensuring the survival of GAMTEL and liberalizing the International Voice market for greater consumer welfare.

The prevalence of Over-the-Top (OTT) services (Viber, Skype etc) continues to pose significant competitive pressures on traditional voice markets. It would therefore be prudent for operators, particularly GAMTEL to be cognizant of this paradigm shift across the globe. Tariffs and Quality of Service issues on the traditional voice platforms must be adequately addressed to stem this decline in International Voice Traffic Volumes.

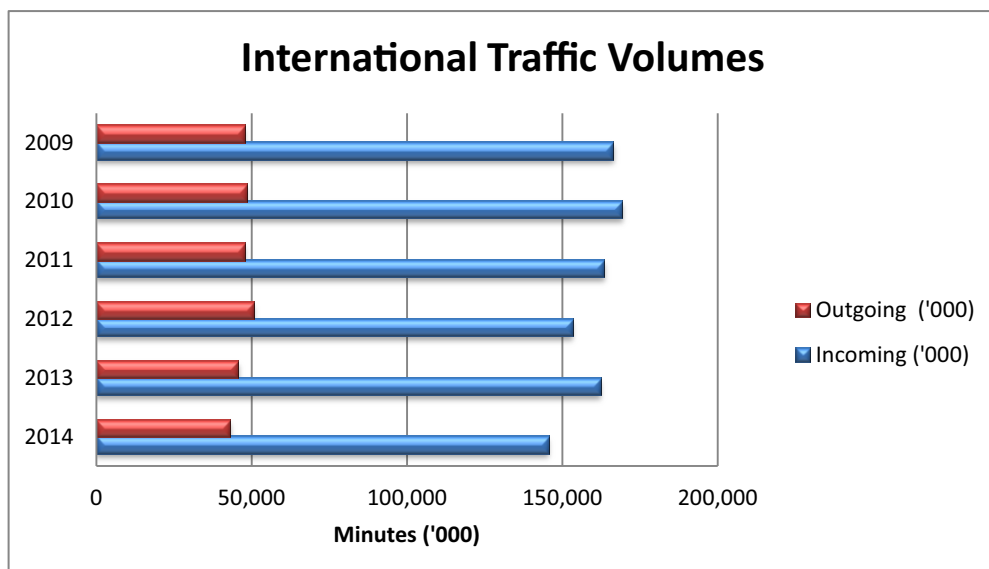


Figure 10: International Traffic Volumes

Tariffs

The Authority as part of its mandate recognizes the importance of ensuring competition in the ICT sector particularly in the area of Tariffs. In this regard, The Authority continually monitors the tariffs of all regulated services to ensure that the market forces that drive competition are at play for better consumer welfare and greater economic efficiency.

Tariffs in the GSM sub-sector have remained constant following the general Tariff increase in 2013. This has been a key feature of the sector through which there has not been much volatility in the domestic retail tariff rate regimes from the operators. To entice On-Net customers however, operators are still offering significant On-Net Promotions (Bonus Minutes, etc) which are effectively designed to subsidize the effective rate of an On-Net call.

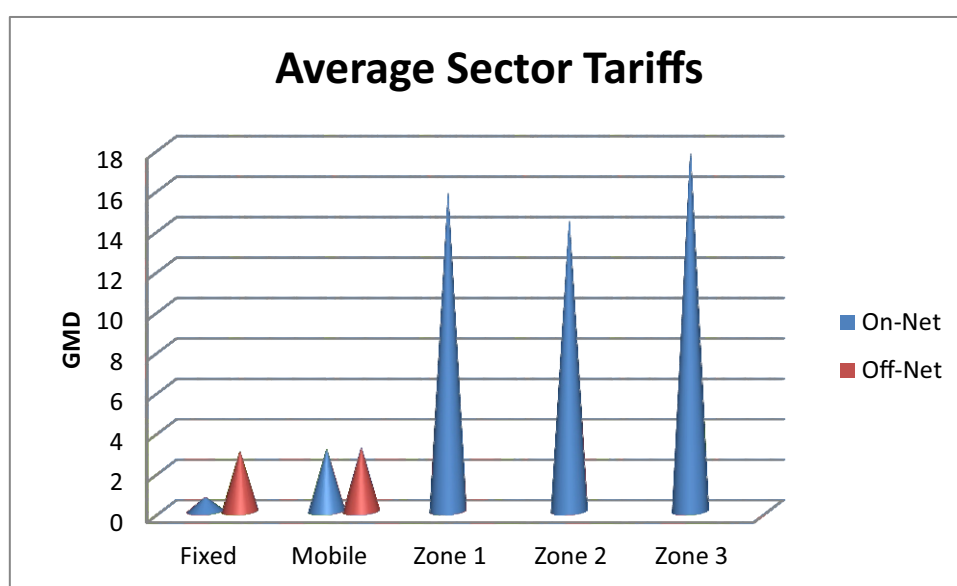


Figure 11: Average Sector Tariffs

On the International front however, GAMTEL as the custodian of the International Voice Gateway initiated a rate review in August 2014 requesting for a review for Zone 1 calls to Senegal. In their request, GAMTEL noted that the underlying cost structure in that zone had changed considerably over the year. The Authority reviewed the request thoroughly as part of its mandate in setting tariffs in markets where competition is minimal. A new tariff determination for both the retail and wholesale segment was subsequently issued taking into cognizance GAMTEL's concerns on the respective cost drivers.

Tariffs in Zone 2 (U.S & Europe) and 3 (Rest of the World) have been relatively stable since the Authority's last determination on international calls in 2009.

Owing to the peculiarities inherent in the International Voice Market, particularly GAMTEL's monopoly on the gateway. The Authority will continue to monitor developments with particular regards to competition and tariff issues in ensuring that the maximum consumer and national benefits are derived therein. The Authority still maintains its insistence on the fact that a competitive market, where feasible, is much better at setting prices than regulation.

The Internet Market

Subscribers

The Fixed Internet and Broadband market continues to grow albeit at a relatively slow pace. This sector could prove to be a major catalyst for greater socio-economic development in The Gambia. Fixed Broadband Household penetration is still below 2%. Total subscribers in the sector stood at 2,869 for the period ending December 2014. NETPAGE through its 4G WIMAX Network led the pack with 1,070 subscribers during the period, followed by QCELL with 932 subscribers, GAMTEL with 461 subscribers, Unique Solutions with 356 subscribers. The figures for LANIX Ltd, were estimated for the period as no regulatory submission was received.

An interesting facet of the market is the customer distribution of the various ISPs. Netpage through its portable Customer Premise Equipments (CPE's) on its 4G network has a significant number of residential customers. Unique Solutions also with a 4G Wimax network has a relatively high-value corporate base through its payment systems with the Central Bank of The Gambia. GAMTEL is leveraging on its fibre network to provide dedicated leased line services to a variety of corporate entities.

Significant growth prospects are inherent within this sector but Quality issues designed to enhance Last mile access must be adequately developed for the fixed broadband market to make significant contributions in the ICT sector. In complementing the ACE project, the ECOWAN project promises to solve some of the structural problems hampering the development of the sector.

Innovative schemes such as the continuous roll-out of Infrastructure and the provision of Free Wireless Access should help in ushering new demand in this still nascent market. The cost of service provision also continues to be a major hindrance in the development of the sector. The Authority has previously employed a light handed regulatory approach in order to let market forces drive demand in the broadband market. Although Internet Prices have reduced marginally since the introduction of the ACE cable, tariffs are still high at a per capita level for the average Gambian consumer.

The continuous persistence of high retail prices might force more overt regulation in the future through innovative Wholesale Pricing schemes and Infrastructure sharing regimes designed to introduce new entrants into the market and further deepen penetration thereby making access easier and more affordable for consumers.

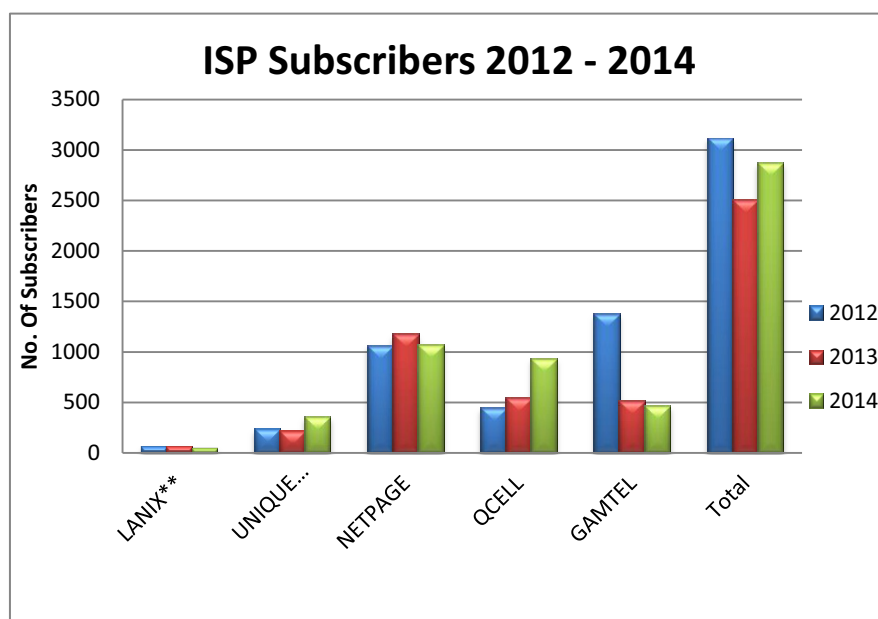


Figure 12: Subscribers by ISP

The Electricity, Water and Sewerage Markets

The provision of low cost and reliable electricity supply is critical for the growth and development of African countries. Various studies have been conducted on the subject by African countries, regional agencies as well as the multinational agencies with a view to harnessing the great potential the continent possesses. The greater percentage of the electricity is produced through conventional means despite the great potential in Hydro and renewable sources. The inability to harness the hydro and renewable potentials give rise to high electricity rates and unreliable supply.

According to the World Bank Doing Business index most African countries remain uncompetitive as a result of the high cost of electricity. African industries most times depend on self generation because the national grids apart from being excessively expensive, are hardly available leading to uncompetitive prices in the goods produced vis-a-vis the goods produced from the west. The effect of the problem is not only limited to the industry but across the entire spectrum of economic activities across the continent. Studies have shown that Africa has one of the fastest growing numbers of middle class and as such the demand for electricity services will continue to surpass supply if the entire electricity value chain is not restructured.

Most African power utilities remain state (government) owned, with Privatization being the exception rather than the rule. However, many countries are considering the privatization of all or part of their power sector. This is most often done in conjunction with a programme to privatize state-owned utilities generally. More commonly, many countries have invited the private sector in to build new plants, or to take over the management of existing undertakings. This is frequently done to nurse the state-owned utilities back to health before they are sold off.

The situation in The Gambia is a direct mirror of the issues in the entire continent. The electricity service provision is still run by a state owned enterprise (NAWEC) which is vertically and horizontally integrated with the additional function of providing water and sewerage services. The company has an extensive grid network in the Greater Banjul Area supported by many isolated mini grids in the provincial service as part of the Rural Electrification Programme.

Even though Government is yet to privatize the company serious efforts are under way to have the company unbundled and the electricity Act has also paved the way for private sector participation in the generation segment. As a result a license has been granted to a private undertaker to set up an IPP with an installed capacity of 25.6MW in Brikama under the Build, Operate and Transfer arrangement. In fact the Assets of the company has since been transferred to NAWEC during the course of the year bringing an end to the operations of the IPP.

Despite the passing into law of the Renewable Energy Act in 2013, the industry/ investors are yet to take advantage of the opportunities. No major investment in renewable energy has taken place and efforts are under way to operationalize the Feed in Tariffs so as to attract investment in the sector.

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 sources are exploited.

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

Table 4: Evolution of Tariffs for electricity services from 2010 - 2015

Electricity Generation

During the year under review, the company has not made any significant addition to the generation capacity of the company. The Tables below shows the generation plant across the length and breadth of the country.

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 R&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 5: 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 6: Table 7: List of engines of 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 8: List of engines of at Brikama Power station owned by the IPP

Provinces

Location/Unit	Installed Year	Installed Capacity (kW)	No. of Engines (kW)	Available Capacity (kW)
Essau	2006	460	2 x 200 + 1 x 60	400
Farafenni	2006	1,400	2 x 600 + 1 x 200	1,360
Mansa Konko	2006	1,000	2 x 400 + 1 x 600	940
Kerewan	2006	220	1 x 100 + 2 x 60	180
Kaur	2006	180	3 x 60	120
Bansang	2006	600	3 x 200	540
Basse Mobile Unit		450	1 Containerized	410
Basse Santo Su	2006	1,400	2 x 600 + 1 x 200	1,360
Total		5,710		5,310

Table 9: List of Power Stations 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. The existing power lines are being upgraded and while transmission lines are being extended to new areas in the Greater Banjul Areas..

By end of 2014, NAWEC had a total electricity customer base of 145,141 in 990 coded zones grouped in seven categories as shown in the tables below.

Category	2009	2010	2011	2012	2013	2014
Domestic	53,898	54,465	24,767	19,585	25,840	16,575
Commercial (NGO'S, Schools, etc)	6,262	6,038	5,118	4408	6,093	4,003
Major consumers (Industries,	683	689	463	451	450	502
Agriculture	54	57	5	14	27	18
Local Government Authorities	1,160	1,201	1,214	194	250	229
Central Government	1,430	1,453		1059	1123	1,079
Prepavment Customers	40,396	49,942	67,763	85,071	99,532	110,652
Provincial Services (aggregated)						11,540
TOTAL	103,883	113,845	98,116	110782	133,315	145,141

Table 10: Number of customers per customer category (2009 - 2014)

ITEMS	2009	2010	2011	2012	2013	2014
Customer population	103,883	113,845	98,116	110,782	133,315	145,141
Sales MWh - Credit	96,397	106,594	80,947	84,728	68,234	71,789
Sales MWh - Prepayment	59,025	77,731	87,042	102,490	120,954	146,577
Rev. collection Credit (x1000)	777,262	630,356	628,463	802804	761,239	723,308
Prepayment sales (x1000)	456,083	512,615	647,586	893,670	1,073,787	1,254,763
System Losses Power House Consumption	32.7%	31.2%	31.2%	23.8	24.9	24
Power Demand MW	108	126	132	147	152	160
Energy Demand MWh	501,420	596,030	621,680	647,330	685,805	735,309
Customer growth p/a %	20	10	23	13	20	8.87
Energy Demand Growth rate	6	18.9	4.3	11	3	5
Power Demand Growth rate	20.0	16.7	5	4	6	7.2
Revenue growth rate	-3.0	-7.3	12	33	8	7.79

Table 11: Status of the electricity market.

The figures in Table 11 indicates that system losses remain at 24% over the last 3 years which is an indication that serious investments are needed to bring the figure to the desired value of below 20%. The upgrade of the transmission network when completed will go a long way in addressing the challenges in the network.

A closer look at the above table above also indicates a decline in the rate of electrification over the year. From a high of 20% increase in the 2013, the company only manages a modest increase of 9%. This development is a deviation from the trend as can be shown in the table. Since 2012 the company has been registering customer growth rate of double digits and with the expansion in the west coast region and excessive demand of the service in the Greater Banjul one would expect a sustained momentum in the electrification rate.

When the growth in Customer numbers is contrasted against the growth in revenue, it becomes clear that the two variables are linked this time round as oppose to 2013. In 2013, a growth in customer numbers of 20% could only account for a modest 8% growth in revenue. However during the year under review, there is a greater correlation between the two in line with basic economic theory. Customer growth rate of 9% translates to a growth in revenue of 8% almost registering the same growth rate. The Graph below shows the growth in revenue versus the growth in Customers.

Third Party Services:

Over the years NAWEC has adopted a policy of liberalizing the sale of prepayment tokens to interested institutions who have met predetermined criteria. The objective of the policy is to give easier access to the public to the services and also reduce the burden on NAWEC staff especially during busy hours. The participating institutions and the value of transactions in Dalasi is presented in the table below;

Institution	Amount (D)
Trust Bank Ltd.	15,342,709.00
Elton	295,310,960.30
QCELL	97,875,028.35
Total amount	408,528,697.65

Table 12: Third Party Prepaid Vending Transactions

The total revenue realized from third party services amounted to D408,528,697.65 representing 32% of all prepayment sales. The impressive performance of the service should be nurtured and if possible allow more players in the market which will usher in competition and better service delivery in the immediate future. In the distant future and depending on the maturity of the service the entire distribution could be outsourced to these institutions and concentrate on Generation and transmission

Water Service Provision

The Government of The Gambia realizing the importance of safe drinking water to the well being of the individual has taken numerous steps in providing this basic service to the Gambian populace. The Government through the Ministry of Water Resources and in collaboration with donors has provided solar powered safe drinking water to all major villages and towns in the country. These are stand alone systems structured to meet the demand of each settlement. The Greater Banjul Area and the major Administrative Areas across the country get their potable water supply through NAWEC. The company over the years has been steadily expanding its coverage across the Greater Banjul Area. According to the UNDP, the Gambia has met its MDG Target of providing safe drinking water to 80% of its population. The gains in the sector will be sustained in the coming years and NAWEC is on course to provide potable water to the rest of the under served areas within the GBA.

The table below shows all the NAWEC water points across the country.

Well fields	No. of Boreholes	Status
Salagi & Jambur	20	Operating
Wellingara & Sukuta	11	Operating
Fajara	6	Operating
Brikama Ballast	17	Operating
TTC	1	Operating
NASA	1	Operating
Yundum	1	Operating
Kanifing	1	Operating
Kerr Serigne	1	Operating
Brikama	1	Operating
Mandinary	2	Operating
Gunjur	2	Operating
Total	64	

Table 13: List of various well fields and the number of boreholes in each well field.

Provinces

Well Fields	No. Of Boreholes	Status
Essau	2	Operating
Kerewan	1	Operating
Mansakonko	2	Operating
Farafenni	3	Operating
Kaur	1	Operating
Janjangbureh	1	Operating
Bansang	1	Operating
Basse	2	Operating
Juffureh	1	Operating
Buwiam	1	Operating
Total	15	

Table 14: list of provincial boreholes and their operating status.

Sewerage Plant	Status
Banjul	Operating
Kotu	Operating

Table 15: Sewage facilities in the GBA

Water Quantity Sold and Revenue

The quantity of water produced, sold and revenue generated during the period of 2010 to 2012 is shown in the table below.

Year	Production (m ³)	Sales (m ³)	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
2014	35,395,881	25,944,355	27	350,062,841

Table 16: Amount of water produced, sold and revenue generated.

Over the year, NAWEC increased its revenue by 43% compared to only 8% in the previous year. However the losses still, remain high constituting about 27% of all water produced. The huge increase in revenue despite the high losses is an indication that there is potential in water is yet to be fully exploited. This assertion does not negate the fact the company is making efforts in addressing the high losses.

From a high of 35% in 2011 the company has lowered the figure of the losses to 27% during the year under review. The indications are that efforts are being done to bring the losses to acceptable levels.

Part IV: Consumer Affairs

Who we are & what we do.

The Directorate of Consumer Affairs (DCA) serves as the industry's watchdog mandated by the PURA Act 2001 to protect the interest of consumers of all regulated services. The core functions of the directorate are to educate, inform, advice and protect consumers in a professional and courteous manner. The Directorate also protects consumers from unfair competition by unlicensed practitioners.

In 2014, the DCA's activities took a different twist. The Directorate participated in numerous community engagement and empowerment activities. It also executed policy activities in the following areas:

Dispute Resolution

During the period under review the Directorate of consumer affairs received volumes of complaints and enquiries. The directorate intervened to resolve the complaints by engaging service providers and consumers in an even handed manner which led to amicable resolutions of complaints registered with the Authority. In addition, the directorate continued to engage with all service providers to ensure that information is shared about complaints received, with a view that through this, the service providers will be able to analyze trends and identify areas that need improvement.

Stakeholder Relations

The advent of new technological advances which invariably affects the way information is handled in learning institutions around the world. The impacts of these new technologies are felt by learning institutions in every aspect. As part of the Authorities ethos of inclusion of all Gambians in the benefits of ICT, as a sector regulator, who recognizes the value that academia, can add to this mix, the Authority as part of its regulatory support and its information communications and Education, ethos found it imperative to collaborate with the University of The Gambia ICT Association. Thus, DCA coordinated these efforts during the period under review, and worked with the UTGITCA Association, in recognition of the above.

As a result the Authority during the period under review paid for a fact finding trek along the length and breadth of the country by the students of the association to go on a fact finding mission with regards to the level of access of rural schools to ICT.

This gap analysis resulted in the fact that valuable information that was gathered in relation to the gaps that exists in the provinces and as such concrete plans are being put in place in collaboration with the UTG for some training for rural ICT teachers, by the members of the association, paid for by the Authority, slated for the next review period.

DCA continues to collaborate with all consumer advocacy groups in relation to issues affecting consumers of all regulated entities.

Consumer Education and Awareness

For consumer empowerment, engagement, education and information, the Directorate conducted several radio programmes. The radio programmes were opportunities for consumers to phone-in and discuss their concerns and enquire about issues regarding the services being offered to them.

The phone in programmes also provided the opportunity to remind consumers about the 148 toll-free facilities that had been set up under the directorate, and could be accessed free of charge by consumers of all GSM service providers.

The programmes also went a long way to increase the visibility of the Authority in highlighting the work that it embarks upon in relation to our information and education philosophy which has begun to pay dividend as evidenced by the increased number of complaints being dealt with by the center.

Visit to Third Party Cash Power Vending Points

The directorate embarked on a visit to all Elton cash power vending points. This was to determine the customer experiences and also to know if mechanisms are in place to handle consumer complaints that may arise. This was also an opportunity for the Authority to receive feedback from consumers buying cash power at the Elton stations. Concerns of consumers were also taken and the majority of consumers met were delighted and satisfied with the initiative. However, few complaints were received regarding the functionality of cash power processing equipment, in terms of down-time of the vending machines, which was seen as an impediment to an otherwise brilliant alternative. Work continues in this vein in collaboration with all concerned parties.

Complaints Analysis Data - 2014

As a way of background information, the 148 toll free number is provided to the consumers of all regulated entities as one of the means of contact with the regulator. The facility offers them a chance to express concerns in relation to services they consume. The Consumer Affairs Helpdesk is the watchdog charged with handling consumer complaints, concerns and enquires from the consumers of all the sectors regulated by the Authority.

From January to December 2014, herein refer to as the period under review, complaints received are logged and analyzed as below depicted:

Complaints Received For All Sectors

In 2014 a total of two thousand five hundred and eight (2,508) complaints were received and dealt with from consumers compared to the same period last year, when only 298 complaints were received. The rate of complaint coming to us has increased significantly.

This can be attributed to consumer education and awareness campaign the authority continues to engage in. With all the complaint received, the telecommunication sectors accounts for up to 93% of the total complains received. The distribution of the total complaints received is presented in the figure below;

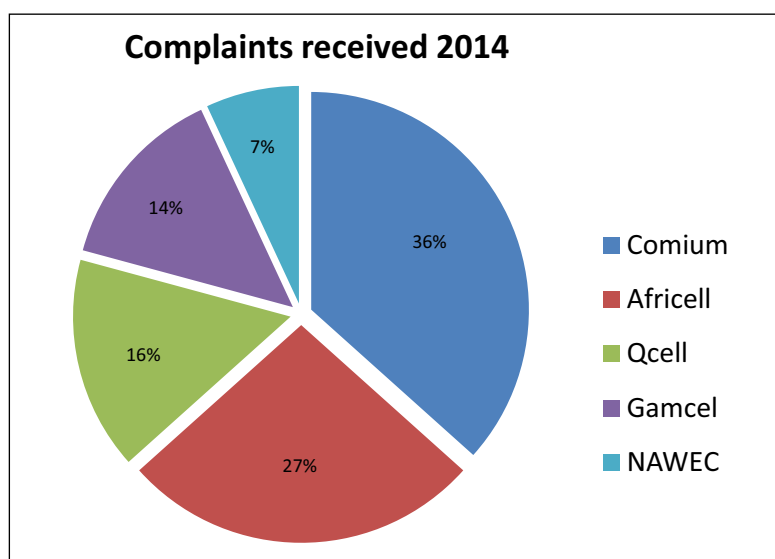


Figure 13: Distribution of complaint received 2014

Of all the complaints received in 2014, COMIUM accounts for the highest amounting to 37% whilst NAWEC registered only 7%, a huge improvement compared to their previous year's performance.

Water and Electricity Sector:

The Figure below depicts the number of complaints registered in water service from January to December 2014.

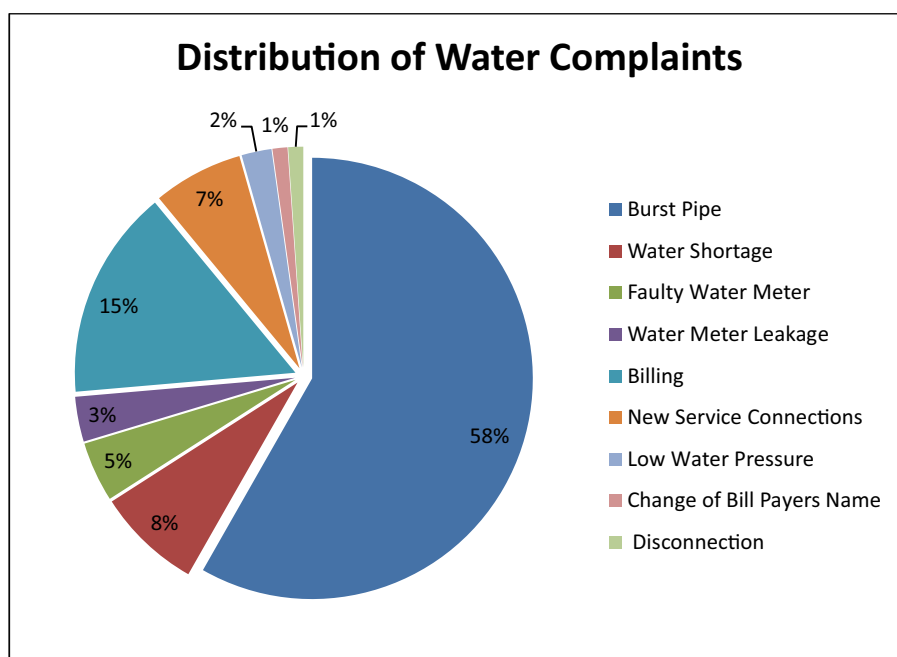


Figure 14: What people complain about Water Service

The single most complaint for NAWEC in their water services was burst pipes, representing 58% of all water complaints received. Burst pipe remains the main concern brought to us under the water services. This is the case not because NAWEC does not respond to complaints but rather they have a very weak system of recording the complaints of burst water pipes that they respond to.

We found most of the complaints registered with the Authority in relation to burst water pipes to be recurring at exactly the same places where pipes are exposed. This is followed by complaints relating to billing, which also accounts for 15%. Commendably for the period under review all other parameters measured registered very low numbers as compared to the previous year.

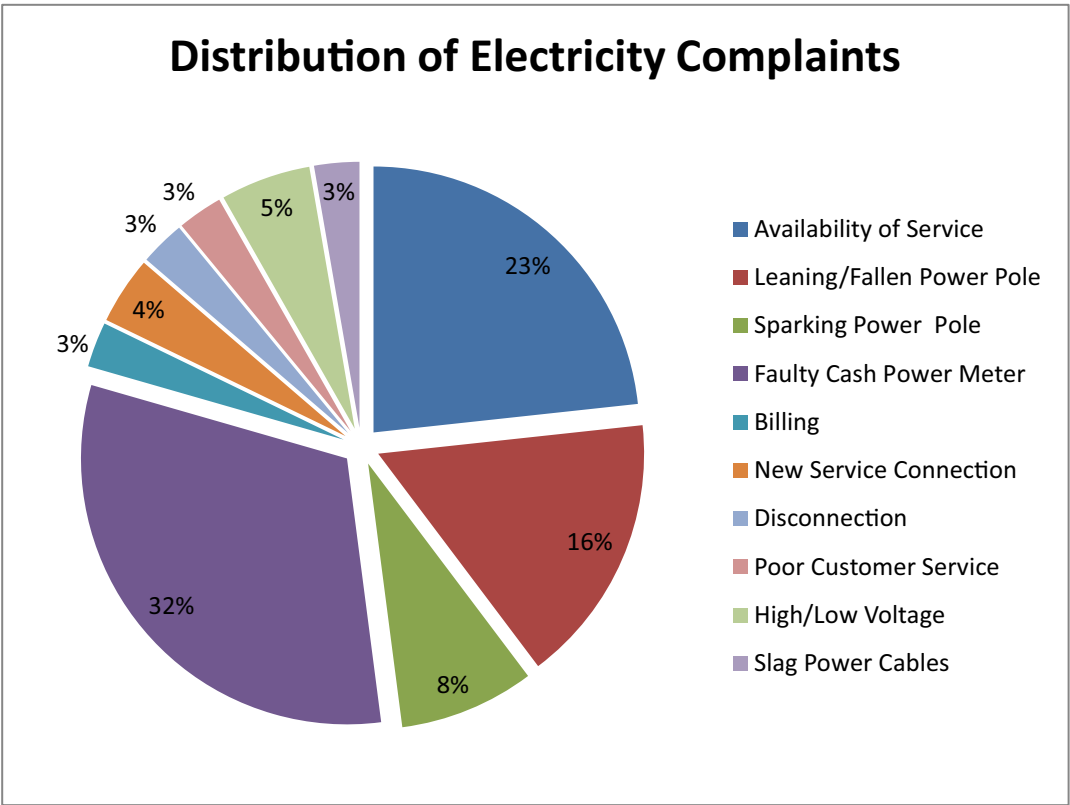


Figure 15: What consumers complain about their Electricity Service

The period under review registers an unusually high number of complaints relating to faulty cash power meters, this shows a relationship to the lower number of 3% registered for billing related complaints, this could be explained by the fact that a growing number of NAWEC consumers are now on cash power as suppose to credit billing.

Interestingly, for the year under review availability of service only accounted for 23%. Subsequently 16% of consumers have also express concerns about leaning power poles and 8% sparking power poles. However, it is worthy to note that all other parameters have registered negligible amounts of complaints as depicted.

Complaints in the Telecoms Sector

The table below depicts the cumulative number of complaints that were registered from January 2014 to December 2014.

Type Of Complaint	GAMCEL	AFRICEL	COMIUM	QCELL
Poor/No Network Coverage	99	256	246	109
Make /Receive Calls	20	45	73	19
Send/Receive SMS	55	101	148	66
Bonus Deduction				4
Credit Deduction	6	8	3	2
Echo	48	105	156	56
Drop Call	24	38	81	30
Call Clarity	47	64	144	55
Congestion			1	1
Interference		2	1	
Tariff	1	2		9
Mobile Data	34	38	19	40
QPower TM				1
152 Kolareh		3		
Bonanza			43	
Over Scratch	2	1	4	
Can't Access Customer Care	34	3	2	2
Fun Ring Deactivation		3		
Total	360	669	921	394

Table 17: What consumers complain about GSM OPERATORS?

For the period under review all mobile operators, register significant amount of poor network coverage.

COMIUM for the year under review registered the highest sum total of 921. It is interesting to note that compared to the previous years the main cause of concern for COMIUM consumers relates to their Bonanza service. However, for the year under review this parameter came in as their 6th lowest area of concern for consumers whilst their general quality of service came in as a major concern for consumers.

Africell consumers recorded the second highest number of complaints. However the caveat is that they have the highest number of customers overall, Nonetheless, the complaints as registered by their customers are also mainly related to quality of service issues for the period reviewed, chief amongst these was for poor and or no Network coverage.

GAMCEL consumers for the period under review also are consistent with other operators in registering poor and or no network coverage as the highest area of concern for their customers. And other related call quality issues. For the period under review GAMCEL registered the least amount of complaints However, the inability for GAMCEL customers to reach their customer care on the assign number of 130 continues to plague its customers.

QCELL on the other hand registered the second lowest number of complaints received overall for the period under review, however, they registered the highest data complains for the same period. Also consistent with all other operators' complaint patterns, review indicates a surge in quality of service issues as depicted.

The overall indication in relation to complaints received and processed at the 148 call center seems to be pointing to an increase in the number of complaints received for all regulated entities. This could be related to the increased level of awareness of consumers in relation to their rights of compliant. This is a positive correlation to all the information, communication and education efforts of the Authority.



Figure 16a: Participants at the Consumer Parliament

5th Consumer Parliament

PURA's primary duty under PURA Act 2001 is to protect the interests of consumers in respect to choice, price, quality of service and value for money. In carrying out its functions, PURA used different approaches to educate and empower consumers. It is in this spirit that PURA created the Consumer Parliament, and continues to rely on this medium of creating a platform for consumer operator interaction.

Consumer parliament as you may be aware is a forum where consumers are given the opportunity to lodge complaints directly to their service providers who are obliged to handle and resolve such complaints either during the course of the forum or within a clear timeline.

The 5th Edition was held on the 6th of December 2014 at the Semega-Janneh Hall in Buffer Zone, Latrikunda Sabiji. The forum as always was well attended by the residents of the area and all regulated entities (NAWEC, AFRICELL, GAMCEL, COMIUM, QCELL, GAMTEL, GAMCEL, NET PAGE, AND UNIQUE SOLUTIONS) who have by now come to realize the potential of the immense benefits of speaking directly to their consumers in relation to their level of service, planned activities in relation to their service provision amongst others, all sent in appropriate representation.

The forum was also graced by a sizable amount of national assembly members, indicating the honourable members' interest in the welfare of their constituents. Also in attendance and representing the Mayor of Kanifing were all ward councilors of the area, a representative from the Ministry of Women's affairs was also in attendance and so were the consumer advocacy groups.



Figure 16b: Participants at the Consumer Parliament

As a result the general public who in effect become the parliamentarians engaged their service providers on a range of issues relating to and not limited to the following:-

- i). High internet tariff
- ii). Lack of electricity
- iii). Water supply, burst pipe and wrong estimate of bills
- iv). Frequent power cuts
- v). Poor quality of service by mobile operators
- vi). Incentives for 'NOPAL' sellers

The concerns of consumers were received by all operators in good faith and most of them were addressed at the forum and those concerns that were not addressed were taken up by the Authority and work commenced and is underway to address issues like quality of service which in effect mirrors, what the callers on 148 were complaining about.

All in all the entire forum lived up to expectations as a forum that provides consumers a platform for putting their concerns directly to their service providers.





Figure 16c: Participants at the Consumer Parliament

Part V: Legal & Compliance Review

The legal department is responsible for three key areas, namely licensing, dispute resolution and enforcement for all regulated sectors. In the period under review the following were undertaken:

1. Licensing of Broadcasting Radio stations
2. Licensing of Internet Service Providers
3. The receipt of new license applications and renewal requests
4. Resolution of inter operator disputes between Africell and Comium
5. Enforcement through administrative fine between Africell and Comium
6. Girls in ICT

Licensing of Broadcasting Radio station

The Authority through the Honourable Minister of Information and Communications Infrastructure granted two (2) additional Commercial radio station licences to Exit One FM and Sahel FM through processes as established in the PURA Act 2001 and Information and Communications Act 2009. These licenses were issued in order to support and ensure pluralism and further access to information for citizens of The Gambia.

Licensing of Internet Service Provider (ISP)

The Authority through the Honourable Minister of Information and Communications Infrastructure granted a Category II ISP license to I-Link Computers. I-Link is a well established and successful general IT equipment supply and support business which commenced operations in 2004. They have been licensed to provide internet services throughout the country.

The receipt of new license applications and renewal requests

The Authority received an application for FM radio stations from Modou Faal (Lamarana) however the application was administratively incomplete and therefore was not reviewed.

The Authority also received an application for FM radio stations from Mr Momodou Oko Drammeh however the application was administratively incomplete and therefore was not reviewed.

The Authority also received an application from the Gambia Association of Satellite Cable Networks requesting to be included into our regulatory framework in order for them to effectively provide services in a competitive environment. The Authority is currently finalizing a regulatory framework for that area of the broadcasting sector.

Resolution of inter operator disputes between Africell and Comium

An interconnection dispute between Africell and Comium which started towards the end of 2013 was resolved in 2014. Both operators had disconnected their text messages connectivity through the severance of interconnection without the Authority's prior approval which is required by law.

As a result the Authority had to institute dispute resolution proceedings in order to resolve this dispute which also resulted in enforcement action being taken against both operators for failing to provide licensed services to their consumers.

Enforcement through administrative fine between Africell and Comium

The Authority issued a fine of D340, 000 to both Africell and QCELL for failing to comply with a Determination issued on 31st December 2013. Both fines were paid by both GSM operators as and when due. The fines were paid into a separate account from the Authority's operational account for transparency purposes. These funds were only used on special projects in order to avoid conflict of interests that would emanate from using it for operations.

Girls in ICT

PURA as the telecommunications regulatory body sponsored all the events for Girls in ICT 2014 as part of its regulatory support role. The Ministry of Information and Communication Infrastructure (MOICI) established a taskforce consisting of PURA, the Ministry of Youths and Sports, ITAG, Hotink to organize and plan the events.

The one year event consisted of three main activities leading to the official celebration day on 24th April and a logo competition that ran for seven weeks. The three activities were: familiarization tour of women in ICT at work & visit to local ICT institutions, secondary school debate (Rural vs Urban), and a symposium. For the official day on 24th April 2014, a prize giving day for winner of both the debate and logo competition and a dance/cocktail for the students. Although the entire event took place during the Easter break, the turnout was superb. Extensive exposure was achieved through different media platforms such as, radio and television shows and social media, especially our Facebook page, Girls in ICT Gambia.

Event 1: Women in ICT Tour

Objective

The main objective of this event was for students to meet women in decision making positions in the ICT sector and thus realize the viability of females working within the technical field. It was also intended to accord students the opportunity to see how far The Gambia has come with regards to ICT infrastructure.

Implementation

The event was held on the 12th of March 2014. Forty (40) students (mainly female) from four (4) schools across The Gambia where chaperoned by members of the National Organising Committee on the tour. The students were taken to Africa Coast to Europe (ACE) Landing Station which is the termination point of the first and only fibre optic cable to the Gambia providing broadband connectivity with international bandwidths. The group also visited QCell, a mobile operator owned by a Gambian citizen, Lasting Solutions, an ICT training institute; RLG Gambia Ltd, a mobile and computer assembling plant and finally GAMCEL our national telephone carrier.

Impact

The students got a chance to see local ICT infrastructure and thus have a feel how far The Gambia has come and the opportunities available here in the country with regards to ICT. More importantly, the students were given an insight of the viability of women working in ICT. They were also advised on embracing math and science, as it is an integral element of technology today. It was also critical to bring the male students along as it is believed that they need to see the possibilities of females working in ICT. They may be future employers or have sisters or female friends who may be interested in ICT and they can give them the support because they have seen a female Chief Technology Officer at QCell or a female Chief Operating Officer at RLG.



Figure 17: Group photo of the 2014 Girls in ICT at the Kairaba Hotel

Event 2: Debate: Do Gambian girls have a place in ICT – Rural versus urban.

Objective

The objective of this debate was to gauge the student's analytical skills and depth of research as well as their ability to stand in front of an audience and deliver their message effectively.

Implementation

Students were brought down from Armitage Senior Secondary, a school based in the eastern part of the country in Jangjangbureh, to go against the only all-girls school in the country, St Joseph's Senior Secondary School in Banjul. Armitage was for the motion while St Joseph's was against the motion. The debate took place at St Joseph's School and it was well attended by both public and private sector players in both the ICT and education fraternity and students from other schools. The debate was won by St. Joesph's.

Impact

The irony was that the winners of the debate were arguing against the motion thus saying that Gambian girls did not have a place in ICT. However, it was very obvious that they did their research. St Joseph's has a well equipped Computer Lab with Internet connectivity and up until the debate started, the St Joseph's girls were in there doing their research. The students from Armitage unfortunately do not have a Computer Lab and could not have access to the Internet to do their research. Their argument was based purely on their reasoning with no facts or references. It was no surprise that St Joseph's won the debate. This event went on to further reiterate the importance of ICT as a tool for girls to empower themselves



Figure 18: The debate on the role of girls in ICT

Event 3: Symposium

Objective:

The objective of the symposium was to bring together top ICT women in The Gambia to interact with the students. It was a platform for all our multi stakeholders, particularly, key women in ICT such as, Naceesay Marenah, the Director of IT of The Gambia's national mobile operator, (GAMCEL) female NGO leaders such as Yadi Aribio Njie of FAWEGAM, top female lawyers such as Loubna Farage, and female bank managing director of EcoBank Gambia, Mareme Mbaye Ndiaye, all of whom came together to discuss the girl / women in ICT issue.

Implementation

The symposium was opened by the Director of Basic Education, who praised MOICI for continuously pushing the youth in the ICT agenda, by particularly shining light on the disparities in the gender participation in the ICT terrain. She commended MOICI's work, as it is complimentary to what her ministry has been promoting nationally.

The topics centered on, privacy and the Internet; breaking the socio economic and institutional barriers: youth empowerment and entrepreneurship; ICT development for women -- breaking the gender divide; and ICT and the media. There were also two main presentations from two women working in ICT, an Engineer, Sally Bitttaye Janneh on the myths surrounding female engineers and another presentation by Ida Mboob, a telecoms law specialist on the difficulties of regulating a rapidly changing domain. Both ladies are from the Public Utilities Regulatory Authority, PURA, who was the main event sponsor.

Impact

Various issues were discussed, such as, girls realizing their aspirations in technology, protecting themselves online, improving their research and development skills through online forums and courses to being smart about social media and its impact on our generation. The event being the first of its kind was well received and praised for promoting the girls in ICT agenda and for propelling it on a higher platform in The Gambia.



Figure 19: Participants during the symposium.



Figure 20: Youths interacting with each other during the event.

Official Event:

On the official International Girls in ICT Day, 24th April 2014, a prize giving and cocktail dance was held for all the students.

The winner of the logo competition was announced and walked away with a RLG laptop. The debate prizes were handed out as well.

During the assessment meeting with the logo competition entrants, the team got the chance to meet one of girls whose logo came second place. The team was touched by her story as she had started a course with an IT institution but was unable to maintain her financial obligations so she had to drop out of the course. Even though she did not have a computer to design the logo herself, she came up with a very inspiring concept and got someone with a computer to help her come up with her logo. The team felt she had the potential and drive and needed to be encouraged. The team thus approached PURA, the regulator to sponsor her to continue her IT course. She was surprised with this news at the cocktail.

Remarks made by the Deputy Permanent Secretary, Information at MOICI bordered on the events overall success and immediate impact. An announcement was made of three technical training packages that were sponsored to the Gambia Girls in ICT campaign by a local training institute. This showed the importance and far reaching impact the campaign had gathered thus far.

After successful deliberations of the events, one might ask, why the need to engage more girls and women in ICT? Well according to an ITU study, “human talent with the right skill sets is the keystone of a vibrant and diversified ICT sector. That talent pool needs to be enriched through the nurturing and training of non-discriminatory human capital, primarily in universities, research and development centers and trade or 'applied' schools, in order to respond to the ever-evolving needs of the ICT industry. Therefore, equal participation of women and men in policy-making, decision-making and equal access to communication services for both women and men is a necessity for a balanced society.”

Studies also show that the ICT sector remains a viable and promising sector for employment. This makes it a driver in socio-economic development and women must take advantage of this. The growth in jobs in the ICT domain has seen a lot of women left behind especially at the senior level mainly due to demotivation, retention and lack of promotion within the sector.

The figures say it all, almost 95% of all jobs require ICT skills and women must not be left behind. Technology is the new currency and without the acquirement of its appropriate application, one will surely be left behind. In partnership with the ITU, MOICI is pushing for women's development and employment in ICTs. Our goal is to demonstrate to girls that ICT can be a smart, lucrative and fun-fulfilling career path.

Our celebration of Girls in ICT day is an ongoing one and will not end on the official day itself. We plan on pushing the Girls in ICT agenda via different mechanisms such as, mentorships, education and social awareness campaigns. Girls need to understand the weight in creating technology that works for them.

A more holistic approach to technology needs to be pushed in order for African girls to innovate gender appropriate applications that favor them. Government plays a mammoth task in this sphere, by designing policies that promote and encourage girls to embrace ICTs and the public sector comes into play by creating a level playing field for girls to be incorporated into their institutions.

Gambia Girls in ICT web mentions:

<http://www.oafrica.com/education/annual-girls-in-ict-day-celebrated-across-africa/>

<http://standard.gm/site/news/3495-want-girls-innovators-not-consumers-ICT---Khadijah-Aja-Tambajang.html>

<http://allafrica.com/stories/201403201325.html>

<http://allafrica.com/stories/201403211230.html>

Part VI: Regulatory Activities

A. Information & Communications Technology (ICT)

National Broadband Stimulation Strategy

Vision 2020 has identified ICT as an enabler and recognizes the importance of these technologies in economic development. In line with this Vision The Authority and MOICI is working to have one of a society of connected communities with high speed internet and broadband access that facilitate faster socioeconomic advancement of the nation and its people.

During the year under review, the Ministry of Information, and Communications and Infrastructure (MOICI) in collaboration with the Authority spearheaded the development of a National Broadband Stimulation Strategy with the technical assistance of a consultant under the West African Regional Communications Infrastructure Project (WARCIP). The key objectives of the National broadband Stimulation Strategy is to promote pervasive broadband deployment; increase broadband adoption and usage; and ensure availability of broadband services at affordable prices. All these are aimed at maximising the political and socioeconomic benefits of broadband.

The development of this strategy is in line with trends in the world today and is critical for the realization of the country's development goals including achieving digital inclusion. The vision of the National Broadband Stimulation Strategy is to transform The Gambia to a knowledge-based society driven by a high capacity usage of our nationwide broadband network.

The strategy will guide the development of an enabling policy, legal and regulatory environment for the roll out of broadband services in The Gambia. The strategy is expected to spur growth in the ICT industry, other sectors of the economy and the provision of Government services on electronic and mobile platforms. The strategy will bolster the Government's efforts of transforming the country into a knowledge-based economy in line with The Gambia's development strategy, Vision 2020.

The process is being driven by involving experts from the public and private sectors in The Gambia on the thematic areas of the broadband ecosystem namely, Infrastructure and Connectivity; Applications and Devices; Content and Innovation; Capacity Building and Awareness; Policy, Legal and regulatory Issues; and Finance and Investments.

On the regulatory side, PURA shall give effect to the open access principles enshrined in the IC Act 2009 wherein no infrastructure deployed on public resources shall be administered to the detriment of the general public. Furthermore, the Authority is and shall proactively monitor and address any anticompetitive behaviour among service providers along the broadband value chain, and shall also monitor the quality of the services delivered, the billing, billing patterns and billing structures for services to ensure that consumers get good value for money.

Spectrum is a critical resource of the wireless ecosystem and where necessary shall the Authority shall refarmed, reassigned and reallocated to benefit new wireless broadband technologies capable of delivering high-speed broadband networks and a regulatory framework developed that will promote optimal use of spectrum.

Cyber Security Management

Cyber security issues have assumed new dimensions, with growing cases of cybercrime, cracking, copyright infringement, identity theft, etc. Such crimes may threaten the nation's security. Indeed privacy of transaction is constantly being threatened and the same consumers that are to benefit from the new technologies and services will be demanding even more protection from the service providers and regulators. Laws are therefore being upgraded to cover new areas such as electronic transactions, e-commerce and cyber security etc.

Cyber security has attracted global attention and has become a key item in the information agenda of many countries and ICT related organizations. Cyber security is a set of measures designed to protect the cyber environment from attacks.

International best practice requires that every country establishes a national framework for the management of cyber crime. This entails developing the necessary policies, legal and regulatory framework as well as a technical implementation of the same through the establishment of a national Computer Incident Response Team (CIRT).

The Authority realizes that every modern nation state depends on the reliable functioning of its critical infrastructure to guarantee national and economic security

In line with Part III of the Information and Communications Act 2009, the Authority in collaboration with the Ministry of Information's and communications (MOICI) is in the process of establishing a National Cyber security management framework. The Computer Incident Response Team Coordination Centre will serve as the national co-ordination and collaboration centre for cyber security management.

The functions of the CIRT are to put in place preventive measures to detect any potential threats (proactive); investigate and resolve cyber crime (reactive); and carry out research, analysis and capacity building on cyber security (research and development).

In order to operationalize the CIRT, the Authority signed a Memorandum of Understanding (MOU) with the ITU on the implementation of the facility. This project will be co funded by the ITU the World bank through the WARCIP project. In addition, the Authority facilitated the formation of the National Cyber Security Steering Committee (NCSC) consisting of Ministry of Information and Communications, and law enforcement agencies amongst others.

Multimedia Unleashed By Mobile Broadband

Advances in mobile network technology are enabling consumers to access multimedia applications that would have been impossible on the 1G and 2G mobile networks. The deployment of mobile broadband services has unleashed a multitude of multimedia services and a corresponding explosion in data traffic.

Although mobile data traffic has grown dramatically in the past five years, there are plenty of reasons to believe that there is far more growth still to come. In the next ten years, more people and machines will use mobile networks to access online services and connect with each other. At the same time, smart phones will become increasingly ubiquitous and each new smart phone user will send and receive more data than they did with their previous handset. Moreover, usage of video on demand will continue to rise and the resolution of these videos will continue to improve. The growing popularity of high definition video and other rich multimedia content is going to fuel a further surge in mobile data traffic.

Mobile networks are like roads – they have limited space. If too much traffic arrives at once, they become congested and the traffic slows to a crawl or even grinds to a halt. As an Authority, if we allow network congestion to rise unchecked, it could eventually stop the positive impact of mobile broadband services on the economy and on society. The Authority has thus taken the steps to minimize congestion:

Closely collaboration with mobile operators to do the following:

- Network densification by deploying more base stations
- Off loading traffic by steering more traffic towards WiFi routers and away from base stations. Consumers are encouraged to use WiFi hotspots to free congestion on base stations
- Improving spectral efficiency using new technologies or upgrades to squeeze more traffic into specific slice of spectrum
- Licensing more spectrum by increasing the amount of spectrum used to support mobile broadband services
- Ensuring that the ECOWAN project which is laying a national fibre optic backbone across the country is implemented successfully. Operators will they be able to backhaul the traffic from their base stations using high capacity broadband infrastructure.

Smart Phones

Mobile services are undergoing a period of dramatic growth causing a tremendous increase in data traffic which in turn is making new technologies and mobile spectrum essential. The rising data demand is being driven by the growing number of mobile subscribers and particularly smart phone users who are connecting to faster networks and consuming higher bandwidth content and services such as video.

The number of mobile connections is predicted to increase from 6.9 billion in 2013 to 9.2 billion in 2020 of which 5.9 billion are expected to be data hungry mobile broadband connections. These faster connections are being exploited by a rising number of smart phones that are tasked with increasing bandwidth heavy applications. This has resulted in a surge of traffic as these devices generate an average 48 times more mobile data than their basic feature phone counterparts.

In The Gambia, consumers use these smart phones to make calls, text, access their emails and use social networking sites and the internet on the move. They also use them, store and share pictures and videos and to download music and video clips.

Smart phones are turning Gambians into a nation of mobile addicts. As is globally, this addiction is taking its toll on manners within our society - :

- Adults and teenagers are now using their mobiles during meal times.
- Teenagers and adults use now using their phones where they have been told not to, such as in prayer houses, schools, libraries.
- Even the bathroom and toilet are no longer off limits, as teenagers use their phones there.

Older 2G mobile phones are often better for making calls because they allow more internal space for aerials. This may be due to the reduced complexity of antenna on these devices and 2G phones not having issues in switching between 2G and 3G networks.

The Authority has made test calls in different areas of the country using basic and smart phones to gauge the performers of these devices in order to mimic the quality of experience of the consumer. In areas that the phones were tested:

- Basic mobile phones generally returned somewhat better performance than smart phones for call completion and call set-up.
- Quality of sound was not found to differ between 2G and 3G devices.
- Performance differences are likely in practice to be modest, and not necessarily a factor that consumers should base their choice of phone on.

The smart choice? If consumers want the best reception while making calls, they should avoid using a smart phone or disable data on their smart phones.

Serekunda Internet Exchange Point

As the Internet increasingly globalizes, the interconnection between networks, content providers and users is more and more critical to creating the 'network of networks' that is the Internet. At the center of this globalization are Internet exchange points (IXPs), facilities where all Internet players can interconnect directly to each other, thereby improving quality of service and reducing transmission costs. IXPs have already played a key role in the development of an advanced Internet ecosystem across North America, Europe and Asia.

This paper details the impact that such IXPs have had in two emerging markets in sub-Saharan Africa: Kenya and Nigeria. The benefits for Internet Service Providers (ISPs) alone includes savings on international capacity costs, along with an improved quality of service resulting in additional revenues, with a total value worth millions of dollars per year.

IXPs typically follow a gradual evolution path, building on the growing number and diversity of their members over time. Early in the Internet development cycle in most countries, Internet Service Providers often find it cost-effective to use their international Internet connections to exchange domestic traffic, a process often known as 'tromboning.' Tromboning is the result of unilateral action, with each ISP independently concluding that it is more cost-effective to use its international connections for domestic traffic exchange than to connect to every other ISP separately. However, the use of international capacity for domestic traffic is expensive, and this tromboning can be eliminated, with corresponding cost savings, if ISPs adopt a co-operative approach to create a local IXP where domestic traffic can be exchanged.

The establishment of an IXP in the country enables local ISPs to connect directly together and exchange domestic traffic, typically with settlement-free peering, thereby reducing or eliminating tromboning and saving cost on international transit while reducing latency (by avoiding local traffic to be carried internationally).

To the extent that the IXP begins to build critical mass, involving most or all of the ISPs, it will also begin to attract content providers, along with business, academic, and government users, and thereby become the center of a vibrant Internet ecosystem in the country. Further, the IXP can also begin to attract international content and connectivity providers, becoming a regional hub for Internet traffic.

The benefits of localizing Internet interconnection are increasing, due to consumers' growing demand for services with increasing bandwidth (such as video) and lower tolerance for latency (such as Voice over IP).

In developed countries, IXPs have played a key role in advancing the Internet ecosystem over the past 15 years. Today, IXPs are also progressively growing in Africa, despite a more challenging economic and telecommunications environment as can be seen in the figure below:



Figure 21: Map of IXPs around the world (source ITU)

An IXP can have short-term and longer-term benefits: the short-term benefits of creating an IXP are as follows.

- Reduced latency: all domestic traffic will now avoid international hops, thereby significantly reducing the latency of transmission, which becomes particularly important for time-sensitive services such as VoIP calls.
- Reduced costs: in addition, exchanging domestic traffic via peering at the IXP, and thereby eliminating tromboning will save on the cost of international transit, as the originating ISP does not have to pay transit to send domestic traffic to an international exchange point, while the receiving ISP does not have to pay transit to bring that traffic back to their domestic network.
- Increased autonomy: in many instances, outages on submarine or satellite connectivity impair national and regional connectivity. IXPs eliminate the dependency on International connectivity for local communication which results in a robust and reliable local internet infrastructure.

The Authority worked in close collaboration with the Ministry of Information and communications Infrastructure (MOICI) and key stakeholders from the public and private sector to achieve the objective of establishing an IXP in The Gambia, called the Serekunda Internet Exchange Point (SIXP). The stakeholders (executive of SIXP) used their own resources and got additional support from the WARCIP, the African Union obtained the necessary equipment for the establishment of an IXP. These equipment were installed, configured and commissioned with the assistance of our peers INEX from Ireland.

The inauguration ceremony was held at the Serekunda Exchange Complex on 12th July 2014 and attended by The Honorable Ministry, MOICI, the Permanent Secretary MOICI, Managing Director of GAMTEL, the Officer in Charge of PURA, the project implementation unit of WARCIP, the African Union Commission amongst other dignitaries as can be seen in the pictures below,



Figure 22: The Hon. Minister, MOICI launching the IXP in The Gambia, July 2014

The executive of SIXP in a bid to localize traffic that is routed to the outside world when users in The Gambia do a Google search has noted that the approximate international bandwidth on this search engine is about 450 Mbs/day. By having a Google search cache hosted in SIXP, this utilized international bandwidth bound for Google will be free and used for other internet applications. Contacts were made with Google and an MOU has been signed with Google and SIXP for the hosting of the Google cache. Google has provided and shipped the Google Cache Content servers and shall manage its content updates at their own cost.

In the same vein, PCH (a service provider that mainly localizes Internet traffic to African countries) to provide services and they have a router and server for SIXP. The installation and commissioning of these routers and servers is expected to be completed by mid 2015

Mobile Cellular Services

The total number of Base Station Transceivers (BTS) deployed for the provision of 2G services and 3G services are as shown in the Table below;

	Number of Base Station Transceivers (BTS) deployed		
	2012	2013	2014
Total Number of BTS	326	331	368

Table 18: Number of Base Station Transceivers (BTS) deployed for all operators

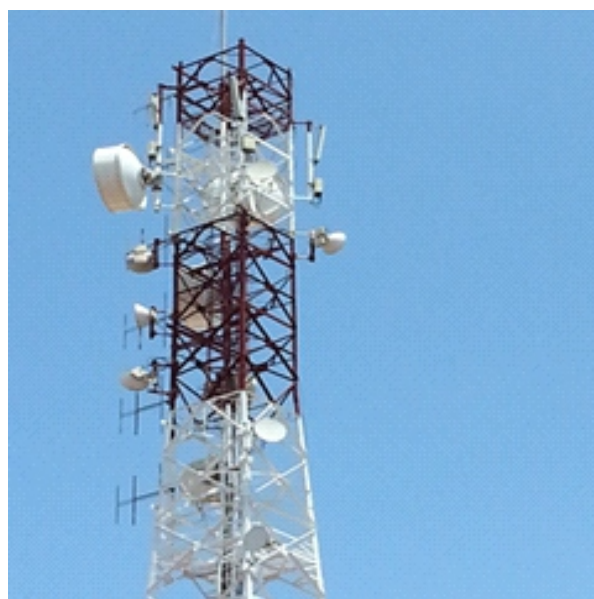


Figure 23: BTS cell site with antennas

As can be seen on the table above, the BTSs are on the increase every year. The continued installations of these transceivers will only expand the coverage area, increase signal quality and increase the capacity in the urban and rural set up for voice and data services. This trend is in line with our universal service obligation and we shall continue to encourage the operators to rollout to underserved area by sharing the reports of our annual countrywide trek reports. This shall impact the economy positively as more population has access to both voice and data services. In addition to the above, it is now a global trend that data services are on an increase and therefore its growth is expected to be on an upward trajectory.

Mobile Money In Emerging Economies

Mobile money has attracted more interest from the developing countries than from developed countries. Mobile money adoption is currently lower in more developed countries, where most people have bank accounts and the mobile phone is evolving as just another payment channel for existing financial products and services and for customers with bank accounts. In emerging economies, however, mobile money is being used strategically to enable people without bank accounts to carry out financial transactions.

According to the World Bank, financial inclusion, or broad access to financial services, is defined as an absence of price or non-price barriers in the use of financial services. In a developing country like The Gambia, the financial infrastructure is not well developed, with a limited number of payment instruments and a larger unbanked population, because access to financial services is very costly.

This results in a large percentage of the population operating on a cash only basis and outside the formal banking system. In some parts of the developing world, unemployment benefits and health insurance are not available, so in difficult times, people rely on informal risk-sharing arrangements involving networks of friends and family.

In some cases, informal methods are also used to transfer money, which presents several risks. Poorly developed transportation systems and expensive money-transfer services also help to make mobile money more appealing. In rural areas, people have to travel long distances from their homes to collect remittances; this represents a significant cost in addition to the already high transfer fees. Mobile money may be the only viable alternative to cash.

The recent growth of mobile money has allowed millions of people who are otherwise excluded from the formal financial system to perform financial transactions relatively cheaply, securely, and reliably. Mobile money has achieved the broadest success in Sub-Saharan Africa, where 16 per cent of adults report having used a mobile phone in the past 12 months to pay bills, send or receive money.

Mobile money in emerging countries is more than just technology. A well-developed agent network is essential in order to achieve scale. In addition to providing vital cash-in and cash-out services, agents are important for building trust for first-time users of formal financial services. The agents receive a commission for the work they do, i.e. converting cash into e-money and vice versa.

In addition, since the mobile money services involve both telecommunications and financial services sectors, there is a wide range of stakeholders in both these areas. Moreover, the whole sector requires government regulation to establish a level playing field for operators in both the financial services and the telecommunications sectors and to protect consumers.

A few stakeholders have contacted the Authority with a view of partnering with the mobile operators and the Regulatory Agency of the banks to provide mobile money. The Authority noted that the main technologies currently employed for mobile money transfers shown below are services that are available with all our mobile operators:

- i). SMS
- ii). STK
- iii). USSD
- iv). Wireless Application Protocol (WAP)

Furthermore, it has indentified the main expectations of stakeholders in the mobile money ecosystem in emerging economies. Table 19 shows the win-win situations which mobile money brings to different stakeholders in the ecosystem. Thus, the Authority will do all that is within its mandate to facilitate the introduction of mobile money in the country.

Stakeholders	Expectations
Consumer	<ul style="list-style-type: none"> • Reduced risk of carrying cash • Minimal learning curve • New service is available everywhere • Low or zero additional cost of usage • Security of transactions • Person-to-person transactions • Able to send and receive money (both domestic and international remittances)
Friends/family members	<ul style="list-style-type: none"> • Able to send and receive money (both domestic and international remittances) • Able to send/receive money in emergency situations
Employers	<ul style="list-style-type: none"> • Reduce time • Reduce cash risks
Mobile network operator	<ul style="list-style-type: none"> • Potential to add value to existing services • Increase customer loyalty • New revenue channels • Increase average revenue per user • Reduce airtime distribution cost
Banks/microfinance institutions	<ul style="list-style-type: none"> • Branding and customer loyalty • New customers • Ownership or co-ownership of the new payment application • Secure and trusted payment service • Anti-money laundering requirements • Integration/use of existing infrastructure and payment methods
Agents	<ul style="list-style-type: none"> • Earns commission on transactions • New revenue streams • Increase traffic and sales
Merchants	<ul style="list-style-type: none"> • Offer convenience to customers
Regulator	<ul style="list-style-type: none"> • Promote financial inclusion • Promote interoperability among payment services • Reduce risks of money laundering

Table 19: Expectations of stakeholders in mobile money transfer ecosystem

B. Spectrum Management

With the proliferation of new technologies and the growing demand for telecommunication services, the demand on spectrum has increased rapidly. The greatest demand has in the past come from television and radio communications and with the new focus on mobile telephone services, broadband and the delivery of data in high speeds, there is a growing demand for spectrum to facilitate these services. Today, there are approximately over 105 active licensed / authorized users of the spectrum in The Gambia, utilizing frequencies up to the 23 GHz band.

The draft National Spectrum Register was developed in 2013 and has constantly being updated when new spectrum assignments are made. But with the proliferation of new technologies it is essential to revise the National Spectrum Register in its entirety so that it could become the basis for development in the telecommunications sector and optimized spectrum utilization activities in the country amongst the users. The National Spectrum Register shall be reviewed by a consultant in a bid to developing National Frequency Allocation Table and Band Plans for the different frequency bands. These important documents for the continuous development of the sector would be made public early 2016 after consultation with stakeholders.

REGULATORY RESOURCES AND TECHNOLOGIES

The Authority is mandated to regulate resources required for communication services such as the radio frequency spectrum and numbering. The radio frequency spectrum is the range of frequencies used for wireless applications such as broadcast television / radio, wireless computer networks, Bluetooth, global positioning system (GPS), mobile telephony, cordless telephones / microphones, remote controls, walkie talkies and many general and specialised applications used in everyday life.

The current radio frequency spectrum policy of the Authority came into effect in 2009. Since then, the nature of use and deployment of spectrum has changed due to new economic and business requirements. The Authority is currently reviewing its spectrum policy in order to enable wider national broadband diffusion in deployment of proven, less costly and reliable wireless broadband networks that are also quick to rollout.

The Authority is also reviewing its type approval rules in order to improve efficiency and to enhance the protection of consumers.

Spectrum Planning and Management

Radio frequency spectrum was assigned to various categories of users such as: major network operators, community radio stations, security companies, amateur radio and network services.

Implementation of Type Approval Guidelines

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. In this regard, the Authority developed Type Approval Guidelines which can be accessed by stakeholders on the link below:

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

The Authority type-approved or grant certificates of conformity to devices that meet a minimum set of regulatory, technical and safety requirements for devices in line with the Type Approval Guidelines. These devices may be used for both licensed and unlicensed bands. These devices were all low power units that are not expected to cause harmful interference, hence they are termed, Short Range Devices (SRD). In the year 2014, ninety two (92) certificates for type approved equipment were issued compared to thirty eight (38) in 2013.

The Authority is also reviewing its type approval rules in order to improve efficiency and to enhance the protection of consumers in terms of the purchase of telecommunications, radiocommunications and electrical equipment and their accessories countrywide.

Spectrum Monitoring

Spectrum monitoring activities included signal spillage control, monitoring of harmful interference and spectrum auditing. For the period in question, most spectrum monitoring activities were focused on signal spillage control.

PURA and the Regulatory Authority of Post and Telecommunications (ARTP) of Senegal continued to address the spillage of GSM frequencies through a Memorandum of Understanding (MoU) signed by both parties as well as an implementation agreement signed by network operators of both countries. The MoU has established a Technical Steering Committee (TSC) which meets once a year to address these issues.

Assignment of Numbering Resources

During the Financial Year 2014, the Authority assigned Numbering blocks (Mobile and fixed Telephony 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.

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 June 2014 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 such as Business Registration Certificates, Licenses, TIN certificates and GRA payment receipts are available. At the end of the tour a comprehensive report was prepared detailing specific challenges for each radio station. A set of recommendations for addressing the challenges identified were sent to all FM operators for implementation within a specified time line. A list of both commercial and community FM radio stations as at December 2014 are showed in table 20 and 21 respectively.

NO.	Name	Frequency	Location
1	RFI	89.0 MHz	GRB Abuko
2	Senn FM	90.5 MHz	Banjul
3	West Coast 1	92.1 MHz	Kotu
4	City Limit	93.6 MHz	Kairaba Avenue
5	West Coast 2	92.1 MHz	Kotu
6	Star FM	96.6 MHz	Serekunda / Brikama Highway
7	Taranga FM	97.5 MHz	Sinchu Alhagie
8	GRTS FM 1	98.6 MHz	Mile 2
9	Capital FM	100.4 MHz	Kairaba Avenue
10	Unique FM	100.7 MHz	Bakau New Town
11	Unique FM	101.7 MHz	Basse
12	GRTS FM	102.6 MHz	GRTS Mile 7
13	Radio 1 FM	102.1 MHz	Banjul
14	Kora FM	103.9 MHz	KaniFing south
15	Hot FM	104.3 MHz	Bakau New Town
16	Hill Top FM	104.7 MHz	Serekunda Baritesh
17	Paradise FM	105.7 MHz	Pipe Line
18	Paradise FM	105.8 MHz	Basse
19	Paradise FM	105.5 MHz	Farafeni
20	Vibes FM	106.1 MHz	Manjai
21	GRTS FM 2	106.7 MHz	Abuko
22	AL Fallah FM	107.2 MHz	MDI Road kanifing
23	Afri Radio	107.6 MHz	Kairaba Avenue

Table 20: Commercial FM Radio Stations

No	Name	Frequency	Location
1	Soma Community FM	88.8 MHz	Soma - LRR
2	Bwiam Community FM	91.9 MHz	Buiam - WCR
3	Kerewan Community FM	100.5 MHz	Kerewan - NBR
4	Bansang Community FM	107.2 MHz	Bassang - CRR
5	Brikamaba Community FM	96.8 MHz	Brikamaba - CRR
6	Brikama Community FM	98.0 MHz	Brikama - WCR
7	Farafeni Community FM	99.9 MHz	Farafeni - NBR

Table 21: Community FM Radio Stations

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 join the national amateur radio societies existing in most countries. The following table shows the amateur radio Call Signs assigned in 2014.

Item Nr	Call Sign	Month Assigned
1	C5WP	January
2	C5YK	January
3	C5/MINTA	February
4	C5JA	July
5	C5II	July
6	C5X	September
7	C5S	October
8	C5YK	December

Table 22: Amateur Radio Call Sign Assignments

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 24: Tower showing alternate red / white aviation safety paint



Figure 25: Mast showing aviation safety red lights (25m and above)

During the year 2014, there was constant monitoring of all masts and towers to make sure that the safety concerns of the Authority on this aspect are adhered to at all times.

Internet Café Surveys

Internet cafes provide public access points for internet services. The Authority is responsible for keeping track of the growth and behaviour of internet cafés throughout the country. To achieve this, the Authority gathers statistics related to the number and attributes of functioning internet cafés throughout The Gambia.

The data reviewed indicated that the number of Internet cafes has declined. Factors that might contribute to the decline in the number of internet cafés include perpetually high costs of bandwidth as well as increasing use of tablets and smartphones among others.

EBOLA PREVENTIONS AND AWARENESS CAMPAIGN

The most widespread epidemic of Ebola virus disease (commonly known as "Ebola") in history is currently ongoing in several West African countries. It has caused significant mortality, with reported case fatality rates of up to 71% and specifically 57-59% among hospitalized patients. It began in Guinea in December 2013 and then spread to Liberia and Sierra Leone.

A small outbreak of twenty cases occurred in Nigeria and one case occurred in Senegal, both now declared disease-free. Several cases were reported in Mali, but this outbreak has also been declared over, and an isolated case has been reported in the United Kingdom. Imported cases in the United States and Spain have led to secondary infections of medical workers but have not spread further.

Given the scale of the EBOLA epidemic, governments and health authorities embarked on putting in place measures to not only prevent the diseases from entering the country, but also monitor it as well. This required the provision of information, educating the public as well as communicating through massive sensitization by all and sundry. As an Authority, we noted that the crusade to contain EBOLA virus disease requires education and awareness creation of the general public from all key stakeholders. In this regard, we made a determination to render support to the Ministry of Health and Social Welfare on their sensitization mission by providing a toll free number 1025 which the public could use in dissemination pertaining to EBOLA virus disease via SMS broadcast text messaging.

PURA fully supported the request from the Ministry of Health and Social Welfare to use SMS broadcast as one of the avenues to sensitise the public on EBOLA virus disease.

As part of our usual stakeholder consultation, we met with the mobile operators and impressed on them that the EBOLA disease is currently affecting the sub-region and beyond and all countries must put strong and coherent measures in place to fight it, including widespread sensitisation. In this regard, they were requested to support this noble initiative by sending the attached SMS text message on 'EBOLA virus disease' to the general public in the shape and format of your choice. All operators agreed to provide the services at no cost as it had economic, health and other social impacts. Furthermore, they provided free mobile phones and pre-paid SIM cards to the Department of Health and Social Welfare.

Creation of Short Code 1020 for the July 22nd Competition

The Authority received a request from the Ministry of Tourism to discuss the way forward on the format for the participation of the public in determining winners for different categories through voting (phone) on competition pertaining to the July 22nd, 20th anniversary celebration.

Following the discussion, the Authority consulted with the Mobile operators who unanimously bought into the noble idea of the Ministry. Consequently, the Authority assigned the Short Code number 1020 which the operators created and configured on their networks thus enabling the general public vote by sending SMS. The voting categories include the following.

- Dancing
- Drama
- Music
- Masquerades and mask gesseh, hunting, kumpo and kankurang
- Night Masquerades
- Poems in English and Vernacular
- Traditional Dress
- Songs in English and Vernacular

The results of the voting were used by the committee responsible for the July 22nd Competition to determine and award various prizes.

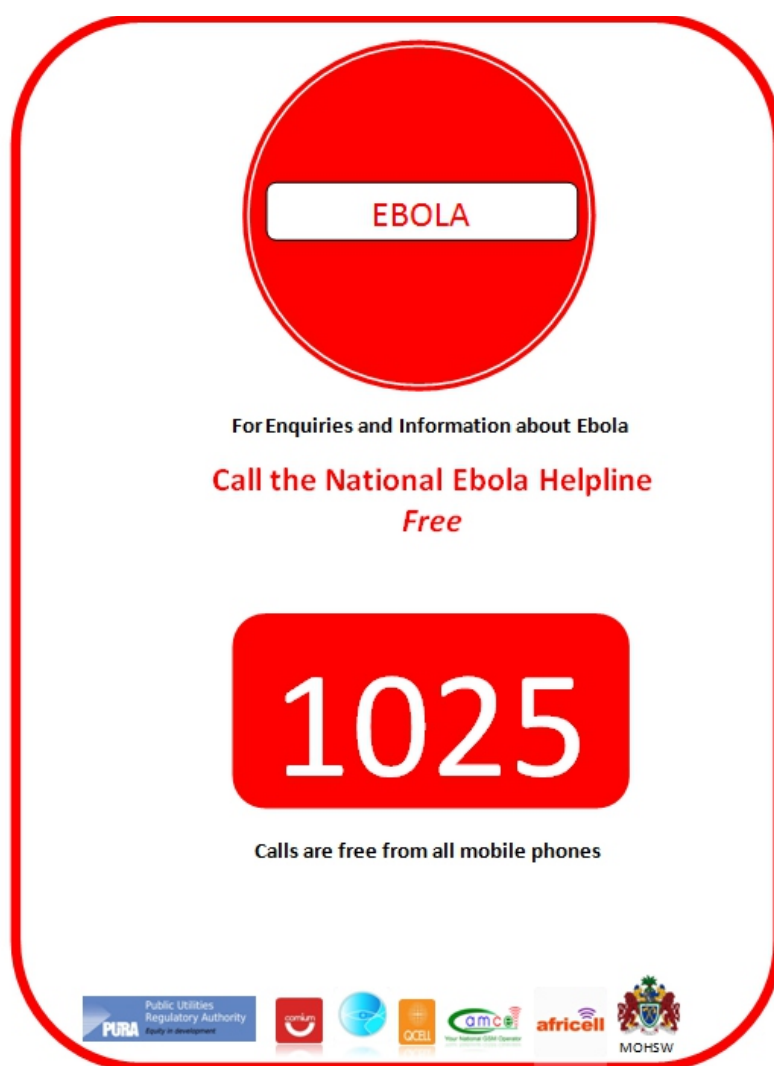


Figure 26: advert published on the newspapers on the 1025 helpline

CONNECT SCHOOL'S PROJECT

The **Connect Schools – Computer Lab** (CS-CL) Project is a PURA initiative to support the government's quest to achieve the development aspirations of The Gambia's long-term strategy, Vision 2020. The relevant implementation is focused on the medium-term development strategy and investment program for 2012 to 2015, the Program for Accelerated Growth and employment (PAGE).

The CSCL project was aligned to Pillar 3 of the objectives of PAGE, which is “to strengthen human capital stock to enhance employment opportunities implemented through strategies to improve access, equity, quality and equality, and by financing education, health, and water and sanitation”.

According to PAGE, in terms of Information and Communication Technology (ICT), the education sector will approach the interventions from two fronts, namely: ICT in education and education in ICT. While the former will be required to use ICT in order to improve teaching and learning across all levels of education, the latter will be used to advance the cause of ICT through education, particularly at the level of secondary education with a focus on employability among the graduates at this level and beyond.

The Gambia's objective of improving access to education coincides with the target of connecting all primary, secondary and post-secondary schools to ICTs by 2015 set by the world leaders at World Summit on the Information Society (WSIS).

As the cost of ICT connectivity and facilities are too high for the majority of schools in The Gambia, this benevolent intervention by PURA would have a big impact and be a worthy addition in our efforts to supplement Government's PAGE and Vision 2020.

The very rapid pace of ICT development in the Gambia has seen a lot of modern technology, access and facilities deployed by Internet Service Providers (ISPs). It is however lamentable that the deployments, facilities and access are still concentrated in the same traditional urban and profitable areas.

It was with this background in mind that PURA championed this strategic project, CS-CL as an exemplary corporate citizen, and leading by example within the ICT industry that we have been mandated to regulate.

In abridgment, this effort was proposed to fall within the areas of providing computer resources, networks and internet access to identified educational institutions in the rural and peri-urban communities, to ensure lasting engagement of students in the ICT sector, as one of PURA's strategic contributions towards PAGE and Vision 2020.

Ming Daw Senior Secondary School IT Lab Project

In order to fulfill the Connect the schools objectives, PURA consulted extensively with relevant stakeholders such as Office of the President, Ministry of Basic and Secondary Education (MOBSE), NAWEC, ICT Operators, etc .

The concept had the full endorsement and support of the stakeholders. Furthermore MOBSE identified MING DAW for the pilot project, whilst NAWEC provided support by providing the electricity meter, NETPAGE provided internet connectivity with one year free subscription.

The official inauguration of the computer Lab was done by the Honorable Minister of Basic and Secondary Education on the 19th of October 2014, as part of the 20th anniversary celebrations of the July 22nd revolution.



Figure 27: Hon. Minister, MOBSE, delivering the opening remarks



Figure 28: The IT Manager of PURA surveying the room dedicated for IT



Figure 29: Fully furnished and equipped IT Room to be used by the school

Following the official launch, PURA provided a two weeks training to teachers and auxiliary staff at Ming Daw Upper Basic School in various skills to enable them teach the students effectively. Some of the aptitude areas covered include:

1. Computer Basics (Hardware and Software systems)
2. The Internet: Browsing, Safety, Security etc.
3. Internet Safety for Children, and Child Online Protection (COP)
4. Maintaining and Managing a Computer Lab
5. Windows 8
6. Teaching Techniques for I.T. Courses



Figure 30: Unveiling of the Plaque



Figure 31: Inaugural Plaque

C. Electricity Sector

Monitoring Activities:

As with previous years the Department conducted quarterly monitoring visits to all NAWEC facilities including water and electricity plants.

Generally the facilities have been well kept and maintenance were conducted according to the annual schedule.

There were however notable incidents during the course of the year that had marked impacts on power generation.

The new engine in Brikama being operated by NAWEC suffered a major damage in January 2014 and had to be replaced with a new block. Both NAWEC and the manufacturer had to be commended for a speedy response following issuance of the Investigation Report. The engine was back in service in late August 2014.

The Brikama Power plant formerly operated by an IPP was now being run by NAWEC following a handing over of the facilities in 2013. The plant status had now changed much from the same engines producing as in 2013, G1, for example is still not operational. The plant would need new investment to rehabilitate some of the engines that are out of service for more than two years now.

The Rural Electrification Expansion project was also at an advanced stage with work progressing well. The civil works for the two power plants in Farrafenni and Basse were at an advanced stage and the transmission works were also very advanced. This new project when completed would bring 24hrs electricity to many stations in the provinces as well as electrify a lot of new towns such as Brikama Ba, Baja Kunda, Diabugu and Kundang etc.

The demand for electricity continues to rise significant not only from new connections but also from existing ones as household incomes rise and urbanization also increases energy intensity.

National Electrification

Since 2008 PURA has been monitoring the National Electrification efforts. This is part of our mandate to ensure that national objective which is clearly stipulated as 100% electrification is achieved.

Indeed more towns and villages have been electrified especially during the last ten years. The government remains committed to providing basic services and PURA would continue to support this endeavour to bridge the rural urban gap. Following the success of the REP I, the West Coast Electrification project has brought electrification to the West Coast region the electrification level in this region has grown four fold in 6 years. This illustrates the high demand for electricity. The URR, with its wealthy satellite villages around the provincial capital, Basse, has also seen significant rise in electrification level. With the REP II clearly on the way, further improvement would be recorded by 2015.

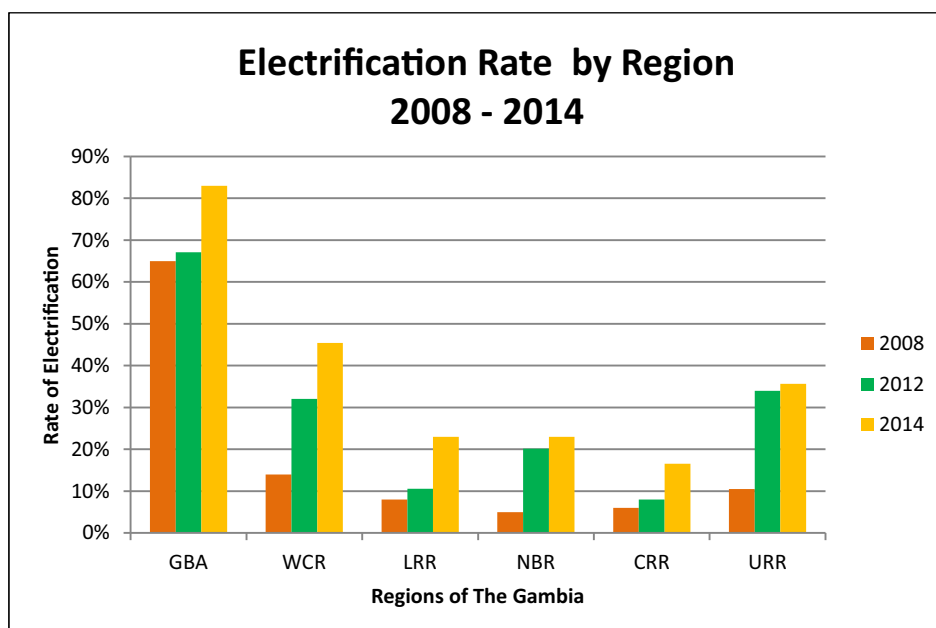


Figure 32: National Electrification Level

The government has maintained a policy of reducing the cost of meters in the provinces and this has also helped.

Over the last 20 years significant investment in provincial power generation has been made. During the course of the year, PURA staff conducted monitoring treks to all sites to see the state of the infrastructure. The transmission and distribution system in the provinces is in a good state and is being well maintained by NAWEC.

Data from the provinces showed that all the provincial sites have a demand that exceed the installed capacities meaning that growth remains strong. The income distribution is also different with URR showing high electrification rate.

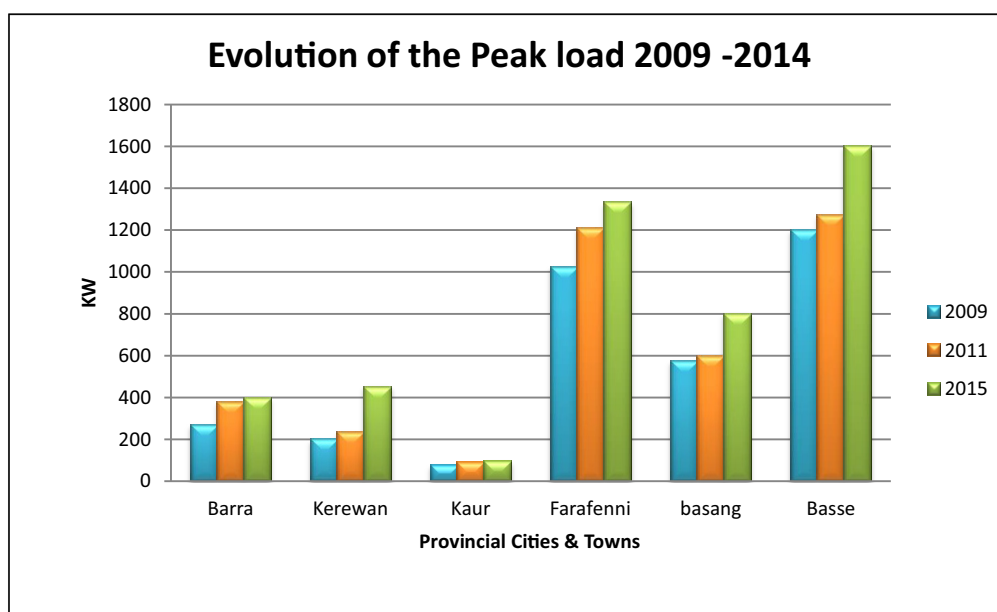


Figure 33: Evolution of Peak Load in Provincial stations 2009 -2014

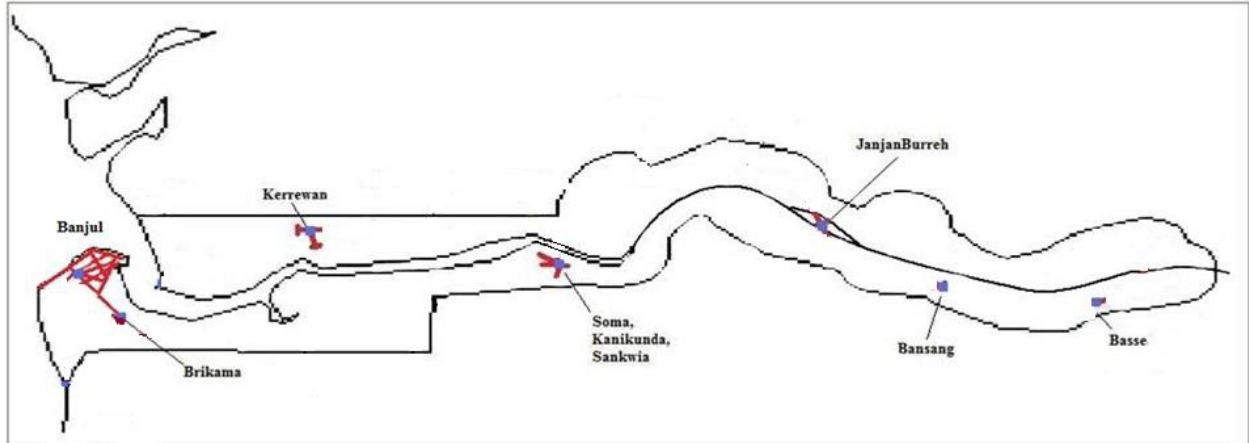


Figure 34: National Electricity Infrastructure 2000

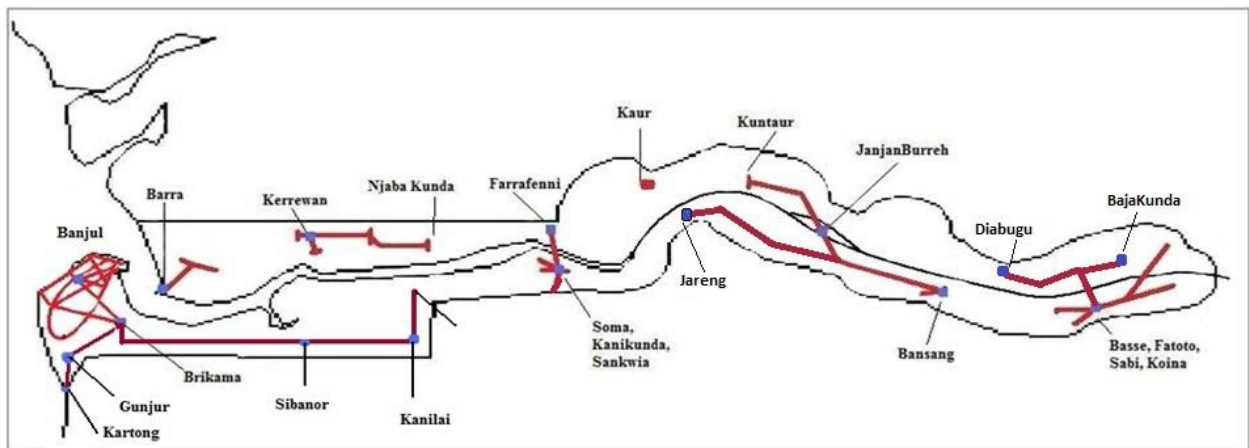


Figure 35: National Electricity Infrastructure 2014

From the data being compiled it clear that the National Transmission infrastructure is evolving naturally into a National Backbone with the un-connected gaps in many cases separated by about 50km. New transmission lines are being built and by the end of 2015 the remaining parts of the country would have increased access to electricity.

However the current infrastructure is at 33kV and there are limits to using a medium voltage over long distances.

PURA would continue to advocate a National Electricity Grid to take advantages of

- i. Huge savings in fuel use, O&M and logistics costs
- ii. More Centralised power generation and better efficiencies
- iii. Huge export potential
- iv. Lower labour and man power costs

New towns being electrified also means more households have access to electricity.

D. Water Sector

The water sector is tasked to spear head all technical matters in water and sewage regulatory affairs. The unit collaboratively works with other departments in the course of the Authority's technical determinations to regulate water utility services. Water and sewage services during the year under review and before have been monopolized by the National Water and Electricity Company (NAWEC).

Objective

The broad objectives of this sector in 2014 were to ensure that;

- i. Customers are adequately supplied with high quality water for drinking
- ii. NAWEC operate efficiently to optimized water resources management (underground water).

Methods/activities

- Quarterly water quality monitoring visits to all NAWEC stations
- Regular inspection of NAWEC facilities throughout the country.
- Intermittent spot checks for quality assurance in production and distribution of water
- Stakeholder meetings for service review and improvement.

Quality Monitoring

The Authority has committed partnership with the Department of Water Resources in a bilateral agreement to monitor the quality of water delivered to customers throughout the country. In this clause, The Authority every year provides in part laboratory reagents and equipment for the Abuko Water Laboratory to test 82 water points throughout the country on a quarterly basis. These tested water points are treatment plants, service taps and reservoir tanks.

The main aim of carrying out these tests is to make sure that consumers are provided with not only a palatable but also safe drinking water. This is geared towards promoting public health and other developmental dimensions in which water is a driving force.

The main water quality parameters comprise of physico-chemical and biological indicators of relevance as far as our source of water in The Gambia is concerned and also with respect to World Health Organization (WHO) standards for drinking water.

There has been slight improvement in major indicators under review compared to the previous years and this depicts improvement in the quality of water services. Water treatment plants throughout the country performed well in 2014, reflecting delivery of investment, improved sampling arrangements and significant efforts by operational staff.

PURA inspections of works have generally shown treatment works to be adequately equipped and well managed. Among site specific issues identified, some common themes emerged, including a need to more comprehensively assess and respond to important risks to water quality, including the need for additional water quality monitoring where a risk has been identified.

Water Balance

The Authority in its presumptive objective to contribute in the promotion of efficient water resource management; has ensured regular documentation on preset water performance indicators annually for NAWEC. This information is further analyzed regularly to keep track of the utility's operational performance. In this regard, particular attention is paid to water production, usage, losses and plant capacity in response to meet the growing demand. The table below contains data for the past ten years on the most relevant performance indicators. The Authority presides on this data to monitor NAWEC's performance over each year.

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Total water Billed, Cu M/Year	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	25,944,356
Total Daily Usage, Cu M/Day	36811	34,750	34,923	41,388	38,189	40,914	37,347	47,376	48,920	52,564	71,080
Total Average production Cu M/month	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	25,949,657
Average Daily production Cu M/day	44,338	43,735	43,478	46,393	55,034	65,902	59,896	75,168	76,721	76,507	98,322
Avg. Avail. for distribution Cu M/month	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	1,986,622
Average Daily Distribution Cu M/day	42,900	38,320	42,670	44,124	44,256	49,065	46,120	63,660	60,619	63,716	66,221
% Production Losses Cu M/month	3%	12%	2%	5%	20%	26%	23%	15%	21%	17%	33%
Water production losses, Cu M/day	1,438	5,415	808	2,269	10,778	16,837	13,776	11,508	16,101	12,791	32,101
% Unaccounted For Water Unaccounted For Water, Cu M/day	14%	9%	18%	6%	14%	17%	19%	26%	19%	18%	-7%
%Non Revenue Water Non Revenue Water, Cu M/day	17%	21%	20%	11%	31%	38%	38%	37%	36%	31%	28%
Non Revenue Water, Cu M/Year	2,747,304	3,279,377	3,122,501	1,827,103	6,148,088	9,120,824	8,230,500	10,144,133	10,147,161	8,739,222	9,943,138
Total Average Day Demand, Cu M/day	36,811	34,750	34,923	41,388	38,189	40,914	37,347	47,376	48,920	52,564	71,080
Daily Parking Factor	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	55,217	52,125	52,384	62,081	57,284	61,371	56,020	71,064	73,380	78,846	106,621
Plan Capacity, Cu M/Day	52,100	52101	56,073	59,184	59,184	89,424	89,424	89,424	89,908	92,301	162,000
Plan Capacity, Cu M/Year	19,016,500	19,016,865	20,466,645	21,602,160	21,602,160	32,639,760	32,639,760	32,639,760	32,816,420	33,689,865	59,130,000

Table 23: 10 year Water Balance 2004 -2014

Plant Capacity

Being the only water utility company for the country, NAWEC has been constantly increasing capacity to meet the demand of the steadily growing population served. There is a 68,000m³ per day increase to the 2013 total capacity per day which represents a 72% growth in capacity. The peak demand which correlates in growth to capacity also increases from 80,000m³ per day in 2013 to 106, 620m³ per day and this represents a 28% growth.

This has created a reserved capacity of 55,380m³ per day which technically can allow for expansion of services to new areas. The graph below illustrates trend in growth for peak demand compared to plant capacity.

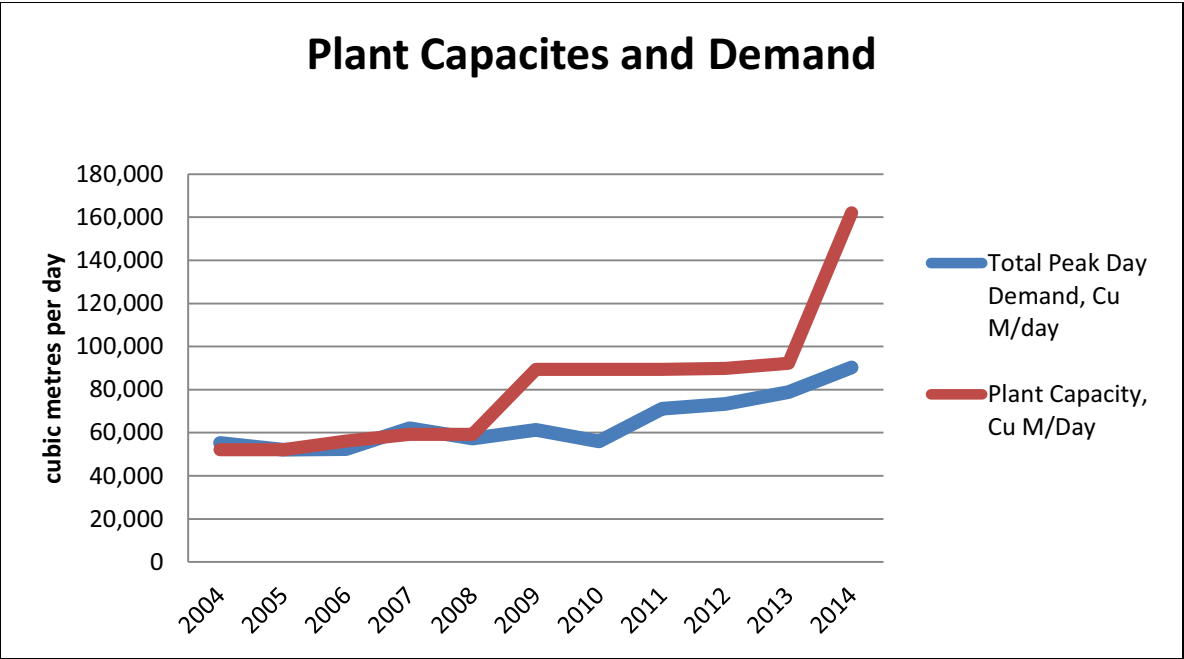


Figure 36: Daily water production capacity against plant capacity

Analysis of data obtained on demand, production and distribution as illustrated in the chart below has also revealed that the company over the past years has been producing and distributing quantities that meet the daily demand for its customers. However a gradual increase in peak demand observed during the past two years has surpassed average daily productions and distributions. This has called for more production considering that the company has evenly increased its plant capacity that can relatively accommodate for more production.

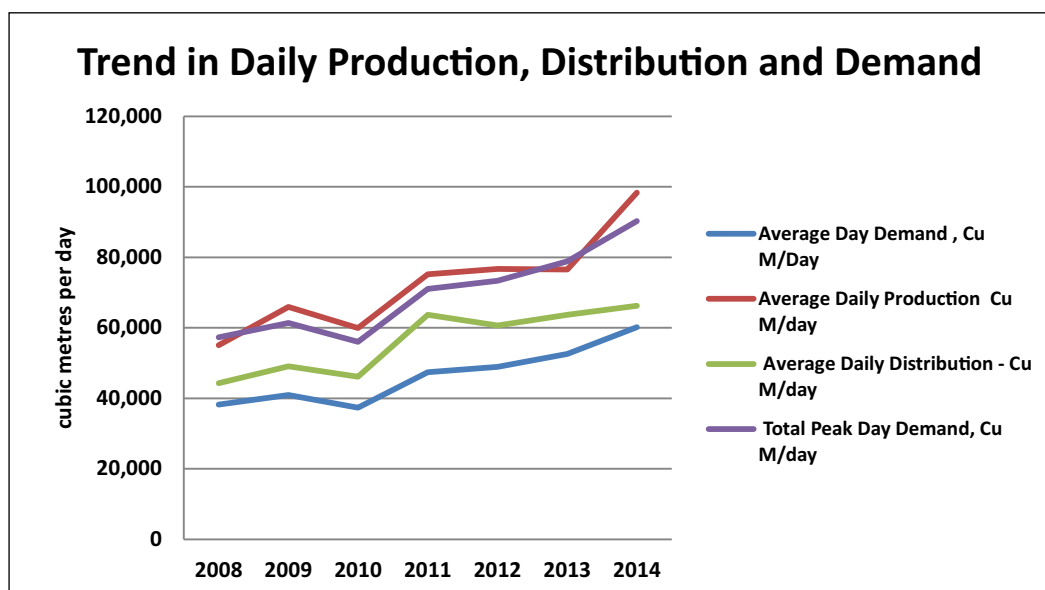


Figure 37: Historical Daily production and distribution of water

Water Production

NAWEC is the water and sewage service provider in The Gambia. The only source the company use is groundwater. The Authority has been periodically monitoring NAWEC operations to ensure efficient production that meets the demand of its customers whilst promoting sustainability of the resource. According to their annual data submitted for 2014, the company has 64 operational boreholes in the Greater Banjul Area and 15 in the provinces, distributed among 20 well fields.

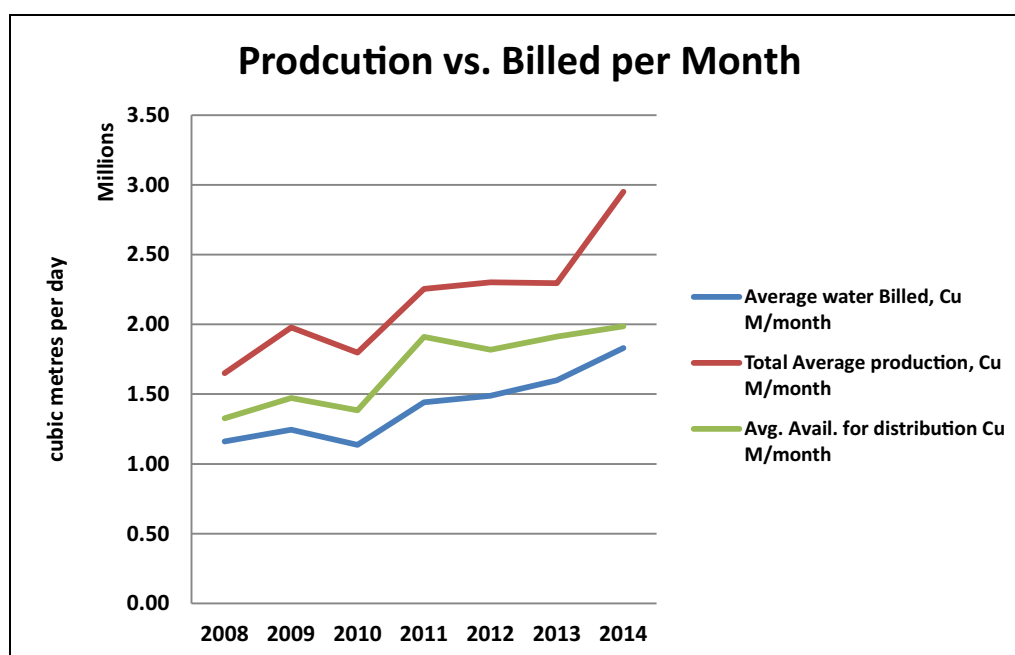


Figure 38: Billed vs. total water produced (annualized average)

Annual water production data obtained from NAWEC as indicated in the graph above has been relatively rising and falling since 2008 but a sharp increase was observed over the past year. This is probably attributed to the increasing demand that reflects a rise in developmental activities. Sector consumption data has highlighted a steep increase in the domestic, agricultural, industrial and commercial categories in which agriculture recorded twice higher than any sector. Daily average water production in cubic meters has increased approximately from 54,000m³ in 2008 to 98,322m³ in 2014.

Non-revenue Water

Non- Revenue water is primarily a proportion of total water produced per period of time that does not reflect into monetary terms. It is generally attributed to causes such as distribution system leakages, meter inaccuracies, illegal connections, hydrant flushing, firefighting and other maintenance.

Percentage reduction or increase in non-revenue water is directly linked to production losses and unaccounted for water. Non-revenue water was approximately less than 20% on average before 2008 but a sharp increase of 31% and 38% was seen in 2008 and 2009 respectively and this growth was consequently maintain in the following year towards 2012. This steep rise in proportion of non-revenue water can be associated with the concurrent rise of both production losses and unaccounted for water in the same period. There was a significant reduction in the proportion of non-revenue water in 2013 however this has instantly risen to 39% in 2014. Despite the increase in non-revenue water, there has been Improvements in cutting down the proportion of unaccounted for water.

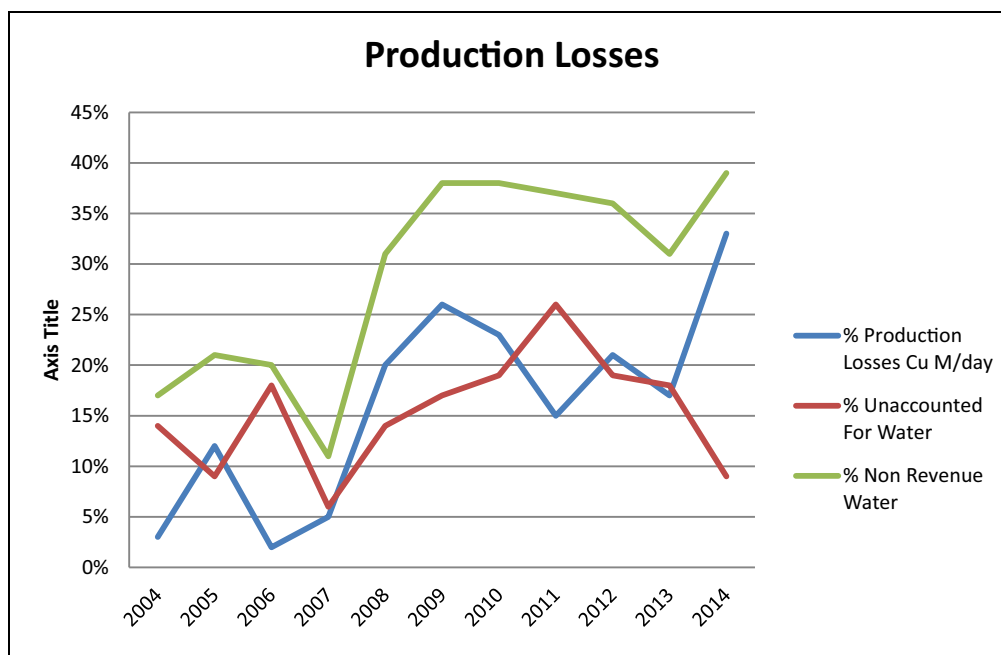


Figure 39: Different Water losses including Non Revenue Water

These gains can be replenished by strengthening commitment to metering and leakage maintenance. Out of the 53,560 customers the company had, 93% were metered and only 89% of those metered has functional meters.

The Authority has been conducting periodic inspection of NAWEC facilities and spot checks at most vulnerable places throughout its operation lines to ensure efficiency. In every quarter of the year under review, staff of the Authority conducted an inspection visit to all NAWEC stations. These visits are capped with stakeholder meetings that draw necessary actions to be taken to improve NAWEC operations.

Part VII: Outlook for 2015

Open Access Interconnection

The ECOWAN project is being implemented in order to improve connectivity in The Gambia by providing the opportunity to access the ACE submarine cable and by creating an enabling environment for improved connectivity an integrated approach is required.

In this context, the Authority needs to ensure that the appropriate regulatory environment is in place so that all operators can effectively benefit from both the landing point and the national backbone.

Such an environment would allow the full potential of these new infrastructures to the country to be realised for the development of the ICT sector (in accordance with government policy for ICT, and the regional integration objectives of the ECOWAS), and, ultimately, for the benefit of consumers.

In particular, in addition to the PPP framework, the Authority requires adapted open and non-discriminatory access and capacity resale tools to be in place to ensure fair rules of competition.

The Authority through the assistance of WARCIP shall be acquiring the services of a consultancy to develop an open access interconnection framework instruments and an assessment of the ICT sector.

The Interconnection Access and Co-location Guidelines will outline the general obligations which will apply to all operators in the country, as well as the specific obligations which will apply to those operators that have been found to have SMP

Spectrum Management

The radio-frequency spectrum supports many applications and services that provide economic, social and cultural benefits to society. The availability of new technologies and products in the electronic communications sector and the increasing portability of personal communications devices have had a significant impact on the use of the radio spectrum. An increasing proportion of the population use communications services and devices in their personal and business lives, which are dependent on the availability of radio spectrum. Yet, as a developing country, significant efforts are needed to bring the capabilities and use of ICT's to the populace broadly.

In this regard, the Authority with the assistance of WARCIP shall be acquiring the services of a consultancy to have in place a spectrum management and planning system that exploits to the maximum extent possible the economic and social benefits of this national resource for our economy and society.

Furthermore, it will ensure that the spectrum planning and management regime in The Gambia is sufficiently responsive and adaptable in this fast changing environment and that it supports and promotes competition, innovation, research and development in new spectrum-based services and applications and contributes to sustainable economic growth and social development.

Strategic Plan

The Authority with the assistance of WARCIP will engage a qualified consultancy firm to develop a Regulatory and Organizational Action Plan which is consistent with current trends in the global regulatory practice. The plan would be geared to strategically and organizationally position the Authority to be proactive in addressing new challenges in all the regulated sectors.

Annex I: Auditor's Report & Accounts 2014

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)

Annual Report and Accounts

For the year ended 31 December 2014

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

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Income and expenditure account	6
Cash flow statement	7
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PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)

General Information

Directors

Chairman	Mr.Momodou O.S. Badjie (Appointed w.e.f. 17th September 2014)
Member	Mrs. Sainabou Wadda Cisay (Appointed w.e.f. 17th September 2014)
Member	Mr. Ebrima Cham
Director General	Mr. Abdoulie Jobe (Replaced 17th September 2014)
Ag. Director General	Mr. Ansumana Sanneh (Appointed w.e.f. 17th September 2014)
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 2014

The directors present their report for and accounts for the year ended 31 December 2014.

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 judgements 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 2013. 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 2014 are as set out in the attached financial statements.

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 Authority.

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

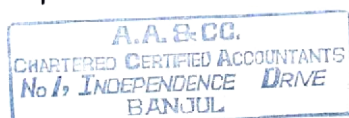
We conducted our audit in accordance with International Auditing Standards. An audit includes examination, on a test basis, of the evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors 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 2014 and of its gain for the period then ended and have been properly prepared in accordance with the Companies Act 2013.

A.A. & Co



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

Date.....

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
BALANCE SHEET AS AT 31 DECEMBER 2014

		2014	2014	2013
	NOTES	D	D	D
FIXED ASSETS	11		2,336,404	1,134,687
CURRENT ASSETS				
DEBTORS AND PREPAYMENTS	4	72,913,207		63,307,486
CASH AND BANK BALANCES	5	4,034,432		2,814,954
ECO BANK (G) LTD LOAN A/C		-		2,420,000
		76,947,639		68,542,440
CURRENT LIABILITIES				
CREDITORS & ACCRUALS	6	3,965,454		8,520,192
		3,965,454		8,520,192
WORKING CAPITAL			72,982,185	60,022,248
			75,318,589	61,156,935
FINANCED BY				
ACCUMULATED FUND	7		75,318,589	61,156,935
			75,318,589	61,156,935

DIRECTOR  _____

DATE _____

CHAIRMAN  _____

DATE _____

**PUBLIC UTILITIES REGULATORY AUTHORITY(PURA)
INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 31
DECEMBER 2014**

		2014	2013
	NOTES	D	D
INCOME	2	50,780,892	51,068,299
AFTER CHARGING			
PERSONNEL COSTS	3	11,774,387	11,772,575
OTHER ADMINISTRATION EXPENSES		23,813,161	27,554,011
DEPRECIATION	11	1,031,690	3,448,411
EXCESS INCOME OVER EXPENDITURE		14,161,654	8,293,302
RESERVES B/F		61,156,935	52,863,633
RESERVES C/F		75,318,589	61,156,935

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2014

		2014	2013
	NOTES	D	D
NET CASH FROM OPERATING ACTIVITIES	8	1,032,885	2,369,917
(Including Finance Charge)			
RETURN ON INVESTMENT AND			
SERVICING OF FINANCE			
FINANCE CHARGES		-	(51,835)
INVESTING ACTIVITIES			
ACQUISITION OF FIXED ASSETS	11	(2,233,407)	(300,585)
INVESTMENTS			
FINANCING ACTIVITIES			
LONG TERM LOANS			
SHARE CAPITAL CONTRIBUTIONS			
INCREASE/(DECREASE) IN CASH			
AND CASH EQUIVALENT	9	(1,200,522)	2,017,497

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2014

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.

Vehicles	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	2014	2013
	D	D
Gamtel Co. Ltd	11,940,310	14,497,730
Nawec Co. Ltd	4,000,000	4,000,000
Gamcel Co.Ltd	13,364,813	11,265,620
Africell Ltd	13,499,112	12,665,820
Comuim	3,416,083	3,233,030
G.E.G Ltd	-	2,500,000
Qcell	2,428,766	2,205,192
Net page Ltd	50,000	50,000
Linux	50,000	50,000
Thomas Global Technologies	50,000	-
Unique Solutions	50,000	50,000
I Net World Co	50,000	-
	48,899,084	50,517,392

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2014

	2014	2013
2b OTHER INCOME	D	D
Gambia Government	-	-
Interest on staff loans	38,489	40,315
Application fees	5,000	7,500
Bank interests & Type Approval Fees	1,108,319	284,042
Penalty Fees	730,000	
Operators' Contributions WARCIP	-	219,050
Operators' Contributions ITU Day	-	-
Other Income	-	-
Investment Income	-	-
	1,881,808	550,907
TOTAL INCOME	50,780,892	51,068,299
 3. PERSONNEL COSTS		
	D	D
Wages and salaries	10,358,618	10,347,503
Social security and pension costs	1,415,769	1,425,072
	11,774,387	11,772,575
 4. DEBTORS AND PREPAYMENTS	D	D
PREPAYMENTS- OFFICE RENTAL	335,000	290,832
DEPOSIT- 200KVA GENERATOR	-	848,361
STAFF LOANS (PERSONAL)	707,413	130,680

STAFF LOANS (CAR)	4,181,989	6,652,718
REGULATORY FEES (see 4(a) break down)	67,688,805 72,913,207	55,384,895 63,307,486

4 (a) Regulatory Fees	D	D
GEG	10,660,425	11,560,425
Nawec	19,378,755	17,878,755
Gamcel	3,342,810	1,879,210
Gamtel	34,031,815	23,891,505
Linux	175,000	125,000
Thomas Global	50,000	-
Connexion Solutions	50,000	50,000
	67,688,805	55,384,895

5. CASH AND BANK BALANCES	D	D
TRUST BANK (G) LTD	540,045	943,657
ACCESS BANK (G) LTD	1,143,246	72,971
GT BANK (G) LTD	2,003,613	1,226,133
RELIANCE FINANCIAL SERVICES	21,682	11,024
CASH IMPREST ACCOUNT	10,000	-
ECO BANK (G) LTD	315,846	561,169
ECO BANK (G) LTD LOAN A/C	-	2,420,000
	4,034,432	2,814,954

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2014**

	2014	2013
6. CREDITORS & ACCRUALS	D	D
WATRA MEMBERSHIP CONT. 2013	1,264,575	612,075
AUDIT FEES	122,682	100,000
WORLD REPORT COMMUNICATIONS LTD.	1,692,302	-
BANK LOAN-ECO BANK	-	7,222,222
PROVISION ON TELEPHONE BILLS	885,895	585,895
	3,965,454	8,520,192
 7. ACCUMULATED FUND	 D	 D
OPENING BALANCE	61,156,935	52,863,633
SURPLUS FOR THE YEAR	14,161,654	8,293,302
BALANCE C/F	75,318,589	61,156,935
 8. RECONCILIATION OF OPERATING PROFIT TO NET CASH INFLOW FROM OPERATING ACTIVITIES		
	D	D
OPERATING PROFIT/(LOSS)	14,161,654	8,293,302
DEPRECIATION CHARGES	1,031,690	3,448,411
(INCREASE)/DECREASE IN DEBTORS	(9,605,721)	(3,119,945)
INCREASE/(DECREASE) IN CREDITORS	(4,554,738)	(6,303,686)
NET CASH INFLOW FROM OPERATING ACTIVITIES	1,032,885	2,318,082

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

	D	D
BALANCE AT 1 JANUARY	5,234,954	3,217,457
NET CASH INFLOW	(1,200,522)	2,017,497
BALANCE AT 31 DECEMBER	4,034,432	5,234,954

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)

10. DETAILED INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2014

	NOTES	2014 D	2013 D
INCOME	2	50,780,892	51,068,299
		50,780,892	51,068,299
EXPENSES			
PERSONNEL COSTS	3	11,774,387	11,772,575
MEDICAL EXPENSES		383,496	405,792
STAFF TRAVEL INSURANCE		5,840	1,900
BANK CHARGES AND INTEREST		56,306	51,835
LOCAL TRAVEL EXPENSES		65,784	33,050
FUEL & LUBRICANTS		3,543,763	3,075,361
RENT / FACILITY MGT SERVICES			

LEGAL & REGISTRATION EXPENSES	2,177,913	1,871,484
STATIONERY AND OFFICE SUPPLIES	7,200	201,794
ELECTRICITY AND WATER	1,216,381	1,021,842
SUBSCRIPTION-JOURNAL/MAGAZINES	653,889	678,665
POSTAGES	66,340	60,714
COMMUNICATIONS	4,376	2,752
STAKEHOLDER RELATIONSHIP	1,659,186	1,627,056
REPAIRS & MAINTENANCE	812,008	718,998
CONSUMER OUTREACH PROGRAM	582,430	321,802
WORKSHOP / RETREAT (LOCAL)	1,293,055	410,472
OPERATORS CONT. WARCIP LAUNCHING EXP	67,098	196,287
STAFF CAR SCHEME	-	349,050
CONSULTANCY	-	425,000
CONFERENCE & MEETINGS	252,168	110,575
VECHICLE INSURANCE / LICENSE	1,492,525	3,342,499
STAFF UNIFORM	240,373	337,920
CORPORATE SOCIAL RESPONSIBILITIES	42,400	33,525
AVERTISEMENT	1,403,390	1,350,506
BANK LOAN INTEREST CHARGES	2,048,800	156,543
REGULATORY SUPPORT EXPENSES	767,732	2,165,905
OPERATORS ITU DAY EXPENSES	1,895,508	352,915
BOARD FEES	-	-
SIM CARD REGISTRATION	252,500	282,000

PROJECT			
MEMBERSHIP CONTRIBUTIONS		480,629	481,602
AUDIT FEES		716,652	4,710,719
TRAVEL & TRAINING EXPENSES		122,682	113,225
DEPRECIATION	11	1,502,737	2,662,223
		1,031,690	3,448,411
		36,619,238	42,774,997
SURPLUS FOR THE YEAR		14,161,654	8,293,302

PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2014

11. FIXED ASSETS SCHEDULE

<u>COST</u>	VEHICLES D	COMPUTERS D	FURNITURE D	OTHER ASSETS D	TOTAL D
As at 1st January 2014	3,520,000	14,128,777	4,791,255	2,381,565	24,821,597
Additions	-	375,050	146,600	1,711,757	2,233,407
Disposals	-	-	-	(648,210)	(648,210)
As at 31st December, 2014	3,520,000	14,503,827	4,937,855	3,445,112	26,406,794
<u>DEPRECIATION</u>					
As at 1st January 2014	3,520,000	13,535,956	4,541,234	2,089,720	23,686,910
Charge for the year	-	390,679	176,125	464,886	1,031,690
Charged on Disposals	-	-	-	(648,210)	(648,210)
As at 31st December, 2014	3,520,000	13,926,635	4,717,359	1,906,396	24,070,390
<u>NET BOOK VALUE</u>					
As at 1st January 2014	-	592,821	250,021	291,845	1,134,687
As at 31st December, 2014	-	577,192	220,496	1,538,716	2,336,404

PURA Performance Improvement
Observation Document For
the year ending 31st
December 2014

Strictly Private and Confidential

AA & Co.

Chartered Certified Accountants

Financial management, consulting, accountancy, auditing, taxation, project preparation and management, insolvency, accounts computerisations, market research, investment management, human resources management.

Registered office: 1 Independence Drive, Banjul
Mailing Address: P.O. Box 396, Banjul, The Gambia
E-mail Address: aa.coaccountants@yahoo.com
asanneh@qanet.gm

Tel: (220) 4223894
Fax: (220) 4223894

The Director General
PURA
Kairaba Avenue
KMC, The Gambia.

July 2, 2015.

Dear Sir,

Audit of the financial statements for the year ended 31st December 2014.

We have recently concluded our audit of the above financial statements and attached is our performance improvement observation document on the issues of internal control noted by us during the course of our work.

Our examination of the accounting records are carried on a test basis and should not be relied upon to disclose all errors and irregularities, which are not material in relation to the financial statements.

We would like to extend our appreciation to the management and staff for their cooperation and assistance during our audit. Should you require any further information, please do not hesitate to contact us

Yours faithfully,

1. ADVERTISEMENT CONTRACT

OBSERVATION

During Our review of the Authority's internal control procedures for the year under reviewed, it was revealed that in February 2011 the Authority has purportedly entered into an advertisement contract worth twenty-eight thousand Euros (€28,000) with World Report Communications Ltd (WRC), a Company registered in UK without following due processes.

PURA failed to fulfill its contractual obligation after signing of the contract and the matter was taken to High Court of the Gambia by WRC where the case is still ongoing.

IMPLICATION

Allowing contracts of such nature to be signed without due processes and procedures being followed reflects weakness in the Authority's internal control procedures.

Significant financial loss to the Authority could be incurred where constituted authorities are not followed particularly those relating to finance.

RECOMMENDATION

The authority should ensure policies and procedures as approved by the Board are strictly adhered to and that non compliances are adequately dealt with.

MANAGEMENT RESPONSE

The World Report case emerged as a result of an advertising contract purportedly signed on the 9th February 2011 between the then Officer-in-Charge of PURA and World Report, in which the latter claimed 28,000 EUROS plus compound interest of 1.8% from the date of signature.

Following a series of demand letters for payment emanating from World Report, PURA convened a Management meeting on the issue. The then former Officer-in-Charge of PURA and the then former Deputy Director Public and International Affairs at PURA were present, in which both were given an opportunity to provide facts surrounding World Report's claim as follows:

1. That the World Report informed them that the Gambia Government requested them to do an advertisement for the Gambia, and that all Government departments, Public Enterprises and Institutions will take part in the Advert
2. That Institution has taken slots and would also like to run an advert for PURA. That the advert will be with the Independent Newspaper of the UK.

3. That all Government departments, Public Enterprises and Institutions have booked the slot and that the slots could be exhausted and not many were left.
4. That they could book a slot for the Advert and if the Institution doesn't wish to continue can cancel after fifteen days of signing the contract.
5. On that basis to keep a slot World Report filled in the contract form hand written with no figures inserted and then the OIC purported signed the document on the basis to keep the slot to avoid losing it in case it was true that all Institutions should advertised with them.

In a meeting held on the 3rd March 2012, PURA Board of Directors upon considering all issues surrounding the matter including Legal Advice provided at the time resolved and communicated to World Report through their Legal Representative in a letter consistently denied all allegation made by World Report.

On the 4th January 2012, the Authority was in receipt of a Writ of summons issued by the High Court of the Gambia dated 3rd January 2012 which requested for our representation to attend the High Court on the 8th 2013 to answer to the suit by World Report Communications.

Following receipt of the Writ of Summons, the Board of Directors of PURA deliberated on the matter and concluded on the need immediately to hire the services of a lawyer to defend the case at the high court.

As a result of these developments PURA Management decided to provide a brief on the issue to its new Board of Directors appointed into office in September 2014, in the 38th Meeting of the Board on the 20th January 2015.

The Board of Directors after deliberating on the issue stated that there should have been a note in the accounts, as a disclosure, to state that this case is outstanding and the value stated. This should be reflected in the 2014 audited accounts.

The Management of PURA is cognizant of the fact that there were some administrative lapses and has since ensured that some of those lapses were dealt with appropriately, by refusing to pay World Report are battling it out at the courts for determination before parting with public funds.

2. DEBTORS

OBSERVATION

This observation was made last financial year and remains valid this year too; amounts due from certain regulated bodies appear to be impaired due to poor commitment or lack thereof in fulfilling their obligations towards PURA. Regulatory debtors balance outstanding as at 31st December 2014 is Eighteen million, Seven hundred and eighty-nine thousand, seven hundred and twenty dalasis (D18,789,720) more than total regulatory fee for the year (2013: D4,867,503). The Management of PURA however, has decided not to write off part of these debts 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 extensively engage its line Ministry to facilitate recovery of these long outstanding debts. Where necessary, payment plans could be made to enable the debtors pay their dues over a reasonable period of time.

Further, PURA should embark on rigorous assessment of their debtors to ascertain recoverability and write off debts where debtors are impaired.

MANAGEMENT RESPONSE

PURA Management and with the help of our Line Ministry will continue to engage the defaulted Operators (GAMTEL and NAWEC) to try and pay their regulatory fees arrears.

3. CAR LOAN

OBSERVATION

As per observation in 2013 management letter, an ex staff who is defaulting in fulfilling her car loan obligation still owe the Authority D271, 250.

IMPLICATION

Potential financial loss to the Authority if the ex staff is not persistently followed to pay her outstanding balance.

RECOMMENDATION

Management should continue following up on the balance. A reasonable pay plan that will enable the ex staff make regular installment payments towards her liability should be drawn and agreed upon for swift settlement of the debt.

MANAGEMENT RESPONSE

Management is making continuous follow-ups with the ex-staff through letters and emails. In March 2015, she made a payment of **D50, 000.00**, leaving a balance of **D221, 250.00**, which she promised to settle.

The Board of Directors has passed a resolution to write to her for follow up payment, failure to which legal action will be taken.