



# Public Utilities Regulatory Authority

*Equity in Development*

## ANNUAL REPORT AND FINANCIAL STATEMENT OF PURA

# 2017

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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	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 for 2017 was produced in line with PURA's obligation under the PURA Act 2001 to report on its activities annually for the preceding year. Therefore, this Report catalogued the achievements of the Authority as well as documented several challenges it faced during the execution of its mandate in the year 2017.

## WHO WE ARE & WHAT WE DO

The Public Utilities Regulatory Authority (PURA) is The Gambia's independent multi-sector regulator established by the Government under PURA Act 2001 to regulate the following sectors:

- Broadcasting
- Electricity
- Telecommunications
- Transportation
- Water & Sewage
- Postal

However, PURA currently regulates the following four sectors.

- Telecommunication
- Energy
- Water and sewage
- Electricity
- Petroleum

The PURA Act 2001 mandates PURA to provide guidelines on rates and fees for the provision of regulated public services and protect the interest of consumers and of public utilities. PURA also monitor and enforces standards of performance and promotes fair competition among public utilities. In addition, the functions and role of PURA are further defined in the Information and Communications Act, 2009 (IC Act) and the Electricity Act 2005. The IC Act 2009 sets out PURA's mandate as the authority responsible for the regulation of information and communications services, information and communications networks, associated facilities and associated services. It further assigns additional functions to PURA and as well clarifies functions granted to PURA under the PURA Act. The Electricity Act 2005 similarly assigns additional functions to PURA and clarifies functions granted to PURA under the PURA Act.

## VISION

To be a knowledge-based institution that is highly relevant to the development of public utility services through the promotion of investment in infrastructure for Quality Service Delivery in The Gambia.

## MISSION

To create a competitive environment for utilities that ensures that high quality services are available, affordable and accessible to consumers.

## REPORT LAYOUT

### **Part I - The Corporate Governance and Human Resources Review**

This part provides an overview of the organisational structure of PURA and identifies the regulatory capacity building activities, focusing on staff training which are relevant to the sustained and long-term development of the Authority. Also it identifies the challenges that needed 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 Act.

### **Part II - The Market Development Review**

This part provides a detailed update on the market trends in all the sectors we regulate.

### **Part III- Legal and Compliance Review**

This part highlights the impact and status of existing and impending legislations that empower PURA with the legal basis to discharge its regulatory mandate. It also looked at the status of compliance of the regulated utilities in terms of their obligations under the regulatory process.

### **Part IV - Key regulatory activities embarked on by the Authority**

This part highlights the main activities of the ICT, Electricity, Water and Consumer Affairs Directorate during the course of the year. .

### **Part V - The Financial Review**

This Part Looks at the financial status of the Authority during 2016. It highlights the incomes received against budgeted income and overall performance as regards PURA's financial operations during the year in review.



## CHAIRMAN'S STATEMENT

This report comes at a time when The Gambia is witnessing unprecedented change following the successful elections of December 2016. This new dispensation saw increasing recognition of PURA as a strategic institution in the realization of the National Development Goals.

New policy initiatives include the liberalization of the Broadcasting sector. The Authority rapidly developed a regulatory framework for the application of TV licenses and published for investors to apply.

In the same vein, following the enactment of the Petroleum Products Act and the new policy to liberalize the importation of petroleum products, the Authority developed a licensing framework which included application form for potential investors in this strategic sector.

PURA was also actively engaged in a number of activities to enhance its performance and better serve the general public through effective and efficient regulation, fostering competition, encouraging investment, protecting public interest and ensure a level playing field within all sectors.

In accordance with its additional new mandate in the petroleum sector, the Authority signed a memorandum of understanding with the Weight & Measures Bureau to provide licensing and control activities in setting performance standards as outlined in the Petroleum Products Act 2016 and the PURA Act of 2001. It is prudent to have regular monitoring of petroleum products/services so as to maintain high standards of products as well as protect consumers.

In the field of renewable energy, the Authority in partnership with UNIDO implemented the renewable energy Women and Youth Entrepreneurship Fund. This partnership offers grants to young entrepreneurs to grow their businesses using renewable energy. PURA administered the programme and reviewed applications from across the country. In 2017, more than D500,000 worth of grants were disbursed to youths in various sectors such as poultry and media. The project is to last for 18 months.

However, the Authority also had to deal with new challenges especially in the ICT sector, such as providing the resources for the deployment of mobile 4G data infrastructure and services. License enforcement activities with major Operators and challenges to our decisions in the courts.

The Authority will continue to be a powerful and vocal agent for the interest of consumers. In effect, during the same period, the Authority conducted a Quality of Experience caravan to gauge the concerns of consumers about the respective services being offered to them by the Operators.

The board has been committed to working with staff to transform PURA into a highly effective regulatory body. We will continue to seek for the best talents available and additional staff will be recruited in 2018.

As the Authority embarks on the last phase of implementation of its Strategic Plan 2015 – 2018, we shall continue to utilize internal resources efficiently and collaborate with the national, regional and international stakeholders.

During the last 3 years, it has been an honour to see PURA expand and grow into a stable and respected public institution. I am happy to report that today, it is one of the leading institutions that is consulted by all stakeholders on any major investment or policy formulation.

I have no doubt that with its committed staff, this trend will continue, and PURA will consistently ensure that public service delivery in The Gambia meets the expectations of the ordinary consumer especially in the new democratic dispensation.

I take this opportunity, on behalf of the Board, to applaud the members of Staff for their professionalism and dedication in the delivery of the aforementioned attainments. I also wish to extend our gratitude to the Ministry of Finance and Economic Affairs, Ministry of Petroleum & Energy and the Ministry of Information and Communications Infrastructure (MOICI)) for their support.

We look forward to a vibrant year as the sector diversify and embrace convergence and also continue to prosperity.

## DIRECTOR GENERAL'S OUTLOOK



This year's Annual Report covered the performance of the various markets within the Electricity, Water and Telecommunications/ICT sectors for the period of January to December 2017. The report showed data on subscriptions, traffic, infrastructure deployment, revenues, investment and employment in the Electricity and Telecommunication/ICT sector. The data collected is also used by the Authority to monitor and inform policy decisions

aimed at facilitating orderly growth of regulated sectors.

Indeed it had been a year of emerging challenges. But it had also been a year of fulfillment and pride. Being one of the youngest Regulatory Authorities in the sub-region, PURA's Board of Directors and Management remained ever committed to pursuing the Government's vision in making the Gambia an ICT knowledge based environment; with ICT being progressively utilized as tool for socio-economic development. In this vein, we undertook numerous strategic initiatives that would ensure a vibrant ICT sector.

Since its establishment, the Authority as an independent public institution has been given leverage and flexibility to develop regulations, monitor the markets and implement government policies relevant to regulated sectors in consultation with stakeholders. I am confident that PURA will forge ahead with even more momentum to achieve our goals for the development of the regulated sectors, the promotion of competition and the protection of consumer interests. However, there still remain major challenges in one key area that is the liberalization of the International Voice Gateway and the procurement of National and International Gateway Measuring System which is a necessity for efficient telecom regulation. The Authority will continue to strive to keep the ICT sector and all other regulated sectors supportive to the national economy.

The ICT sector in the Gambia continues to record significant growth, which has led to an increase in the number of Gambians accessing various ICT services. This growth is as a result of the Authority's continued provision of an enabling environment for service providers in the information and communications sector including broadcasting, multimedia, telecommunications and e-commerce

The gap between energy consumed and the projected energy demand continued to rise, as there isn't any significant addition to the generation capacity of the NAWEC during the period under review. However, the Venezuela project continue to pay dividends as line extension are on the increase without any major issues with the voltage. The company also has an extensive grid network in the Greater Banjul Area supported by many isolated mini grids in its provincial service which forms part of its Rural Electrification Programme.

There is also a case note for Renewable Energy so as to enable the country to amass clean energy on large scale without significant environmental effect. The Authority believes in the potentials for renewable energy, it could be attests that the increasing trends of the electricity tariffs over the years to date and a close analysis of this trend indicates the fact that it is high time renewable sources are exploited.

The provision of potable water remains a challenge for almost all developing countries and Gambia is no exception, in the Gambia underground water continues to be the main source of drinking water. NAWEC in its bid to make our drinking water safe has its chlorination facilities spread across the major growth centres, hence making the water source one of the safest in the sub-region. The Government through the help of donors has also put in place standalone solar powered water systems for those communities that do not have access to the NAWEC water distribution network.



The Authority is acutely aware of the pivotal roles required to be performed in areas such as providing reviews of, and recommendations on licensing; offering serious and consequential policy advice; reviewing costs and tariffs; protecting consumers; and preserving trust and certainty in the regulatory environment.

It is also worth underscoring that if the Authority is to continue being successful, relevant and achieving constant improvement, the governance of the organization and its strategic direction must remain matters of critical focus. It is the Authority's principle to instill and foster a corporate environment founded on professionalism and partnership so as to provide the operators with sound guidance in pursuit of implementing government policies and regulatory determinations.

The Authority has taken the task of fulfilling its mission with great enthusiasm and is excited by the challenges, imperatives and urgencies of the coming year. We also offer every assurance to our stakeholders that we are looking forward to working with them in the spirit of cooperation and understanding to achieve our common goals and national development agenda in the regulated sectors.

It could be proudly mentioned that the achievements cited above are partly contributed to by good staff training and development policies put forward by the Competent PURA Board of Directors and the Management. The Board and Management have always been persistent in their quest for investing in staff training and development which we believe is key for building a sustainable organization.

The Authority is grateful to the esteemed leadership and Government for the confidence they repose in PURA, hence we would continue to strive and excel in the ranks of leading regional public utility regulators. We would continue to demonstrate and abide by the international best practices as well as seek premium quality training for our staff in diverse regulatory and technical course curriculum from and with our international partners.

Finally I would like to take this opportunity on behalf of the Board, Management and Staff, to convey our sincere gratitude to the Government and particularly our line Ministry (MOFEA) for the support and guidance provided to the Authority throughout the year under review. Without which, it could be nearly impossible for the Authority to implement its obligations as provided for in the PURA Act 2001, sector legislation, and policies.

In addition, we thank the Ministry of Information, and Communications Infrastructure and the Ministry of Petroleum and Energy for the support extended to the Authority particularly on matters relating to contentious issues during the entire period of 2017.

We also thank operators for their cordial cooperation accorded to the Authority during the period under review.

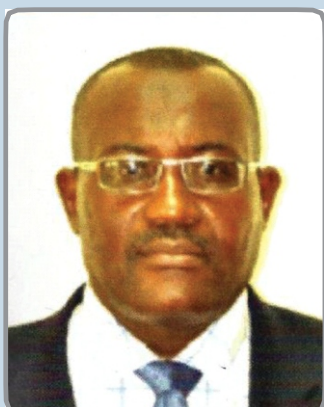
We look forward to your continued support and guidance in the future as we implement the sector policies aimed at achieving the universal access and universal service goals.



## BOARD OF DIRECTORS



**MR. MOMODOU O.S BADJIE**  
Chairman



**MR. EBRIMA CHAM**  
Member



**SAINABOU WADDA-CISSE**  
Member



**ABDOULIE JALLOW**  
Ex-Officio Member



**MR. ANSUMANA SANNEH**  
Director General

## HEADS OF DEPARTMENT



**ANSUMANA SANNEH**  
Director General



**NICHOLAS JATTA**  
Director of Information  
Communication Technology



**SOLO SIMA**  
Director of Consumer  
Affairs



**M. L. SOMPO CEESAY**  
Director of Energy,  
Water & Petroleum



**PAUL MENDY**  
Director of Administration  
& Finance



**BURAMA JAMMEH**  
Director of Economic  
Regulation



**MALAMIN DARBOE**  
Director of Human  
Resources & Corporate  
Affairs / Board  
Secretary

## PART I: CORPORATE GOVERNANCE & HUMAN RESOURCES REVIEW

PURA is governed by Board of Directors who are appointed by the President of the Republic of The Gambia based on the recommendation of the Ministry of Finance and Economic Affairs.

However, the Authority had experienced the lack of a complete Board since the expiry of the term of previous board in August 2017. Though numerous efforts and follow ups were done by the Management to ensure the Board Members are constituted, a complete board is yet to be constituted.

The Board used to comprise a Chairperson and four 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. However, two of the positions have been vacant for the last Board tenure.

During the year under review PURA continued the implementation of its Strategic Plan 2016 – 2018 which focused on improving systems and processes, institutional and staff capacity development, sector leadership, advocacy and assistance to government. The Authority also continued to review and formulate key aspects of sector strategies and policies that would have major impact on the Gambian economy in the future.

The Authority had witnessed the recruitment of five new staff to fill the positions of Human Resources Manager, Human Resource & Corporate Affairs Officer, Legal, Licensing and Enforcement Officer, Economics Officer and Consumer Affairs Officer. These staff had boosted the workforce of the Authority and filled the gaps created by staff undergoing overseas capacity building programs. During the period under review, PURA has also given first time job experience opportunity to 13 Gambians as Interns, who have had their first time job experience in the Authority.

PURA also focused on Capacity Building as a high priority. In 2017 the Authority hosted three International Workshops in the country and send staff on a wide range of international and national training programs, which included management development training as well as sessions covering the specific sectors that PURA regulates. The Authority also sponsored two junior staff to gain degree level qualification at the University of the Gambia.

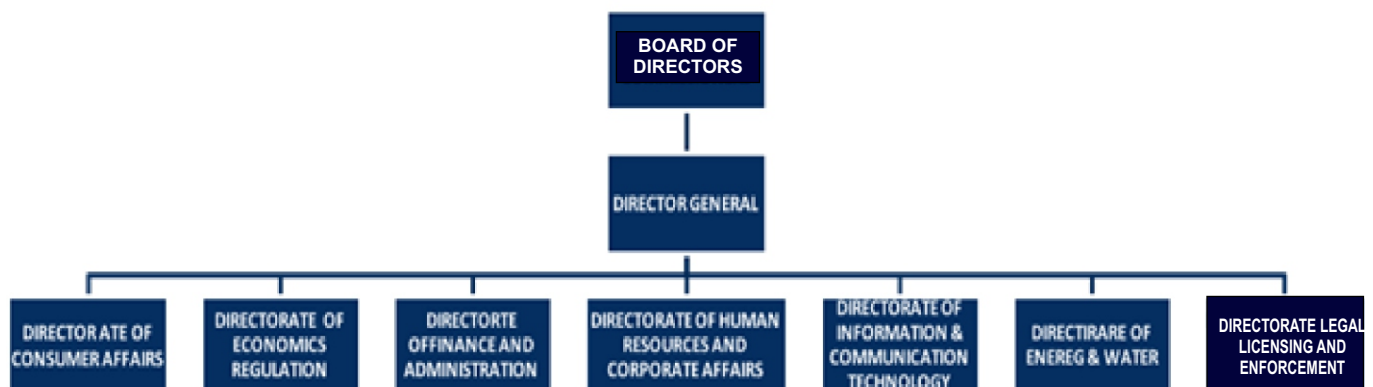
Two professional staff and a member of Management were also availed the opportunity to pursue Master's Degree programs overseas in various fields on study leave with salary. The two officers were partly sponsored by the Authority and the third person obtained a full scholarship. The Authority also received several fellowships and partially funded capacity building programs from its partner institutions as well as scholarships for Masters Programs for the staff. The table 1 shows the various capacity building programs attended by the staff during the year under review.

**STAFF TRAINING 2017**

DEPARTMENT	INSTITUTION	COUNTRY	PROGRAM
Directorate of Consumer Affairs	ITU	Benin	ITU Regional Forum
	ECOWAS	Nigeria	Cyber Security
	PURC	USA	42 International training program
	IMO/ITU	UK	Expert Group Meeting/Maritime
	ITU	S. Africa	Study Group 12
	ITU	Geneva	Study Group 20
	ITU	Argentina	World Telecommunication Conference
	ITU	Argentina	World Telecommunication Conference (WTDC-17)
	ECOWAS	Lomé	Validation workshop
	BI4T	Dakar	SGS labs
Directorate of Economics Regulation		Tunis	QOS training
	ECOWAS	Lomé	Validation workshop
	ITU	Zimbabwe	Study group 3
	ITU	Geneva	Study group 3
	ITU	China	Study group 9
	University of Bradford UK		
	BI4T	Abidjan	Master's program
		Tunis	Energy Access
		Tanzania/	QOS training
		Uganda	Study Tour
Directorate of Finance & Administration	ITU	Busan	ITU-WORLD TELECOM 2017
	WATRA	Liberia	General meeting of west African Telecommunication
Director General's Office		Dakar	SGS labs
	ITU	Tanzania	Study Tour
Directorate of Human Resources & Corporate Affairs		Dakar	Regional Radio communication Seminar
	ITU	Mauritius	Capacity building for Sub Saharan Countries in Africa
	Surrey University	UK	Master's program
	Rome Business School	Rome	Master's program
Directorate of Information & Communication Technology	ITU	Geneva	Study Group 12
	ITU	Egypt	Study Group 13
	ECOWAS	Cape Verde	preparatory meeting
	WATRA	Liberia	General meeting of west African Telecommunication
	ITU	Dakar	Regional Radio communication Seminar
	BI4T	Tunis	QOS training
		Tanzania/	
		Uganda	StudyTour
	DPWE	Dakar	SGS labs
	ERERA	Ghana	9th ERERA consultative meeting
Legal Licensing & Enforcement	ECOWAS	Lomé	Validation workshop
	ERERA		Ghana Inaugural meeting of the licensing working group
	ERERA	Ghana	10th ERERA consultative committee meeting
	Washington fellowship	Ghana	Regional Conference
	BI4T	Tunis	QOS training
		Tanzania/	
		Uganda	Study tour

**Table 1 : Staff Training 2017**

In 2015 PURA underwent an organizational structuring and strategy plan review to improve its systems and processes, institutional and staff capacity development, sector leadership, advocacy and assistance to government in the review and formulation of key aspects of sector strategy and policies in order to have major impact on the Gambian economy and society .



**Figure 1: 2017 PURA's Current Organizational Chart**

**Director General** - Responsible for the day-to-day management of PURA, with the objective of improving the efficiency in the provision of public utility services and increasing the percentage of Gambian and residents to access regulated services. He advises the Board on the appropriate framework for regulation of public utilities in the country in accordance with relevant legislations and PURA's mandate.

**Consumer Affairs Directorate** - Handles consumer complaints of utility services and resolves them with the relevant service providers. It monitors the level of consumer satisfaction with services provided by utilities. 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.

**Economic Regulation Directorate** - Advises PURA on rates and tariffs, performs economic and financial analyses, conducts research and develops special studies and forecasts. It monitors investment programs that the Authority regulates.

**Human Resource & Corporate Affaires Directorate** - Oversees the staff welfare and motivation. It handles recruitment, safety, employee relations, benefits, compliances and training & development. It is also responsible for the internal and external communications of the Authority and advises management on the public perception of PURA.

**Information Communication & Technology Directorate** - Gives technical advice to the PURA on issues relevant to regulation of the telecommunications sectors.

**Energy and Water Directorate** - Gives technical advice to PURA on issues relevant to regulation of the energy, water and sewage sectors.

**Finance and Administration Directorate** - Coordinates administrative activities, including procurement. It manages the budget 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.

**Legal, Licensing and Enforcement Directorate** - Advises PURA and management on all legal matters affecting the Authority. Draft all legal instruments such as licenses, contracts and regulations of the Authority. It undertakes and supervises the enforcement process and processes applications of license



## PART II: THE MARKET DEVELOPMENT REVIEW

### MACROECONOMIC PERFORMANCE

The year 2017 has been a very challenging period for the Gambian economy. The new political regime heralded the beginning of concerted efforts to unwind a legacy of grave economic mismanagement with a view to restore good economic governance, as well as to reverse the stagnation of living standards, symptomized by poverty levels that have been stuck at 48 percent for a decade.

The new Government inherited a debt burden of over D56.5 billion (120 percent of GDP). This huge debt overhang put an immense pressure on Government's capacity to finance its development agenda for years to come, and at a time when they face pressing development needs and strong expectations for improved livelihoods and lives from Gambians. In correspondence to these challenges the country encountered a GDP deficit of 9.8% and a real growth rate of 3%.



**Figure 2 : ICT contribution on GDP**

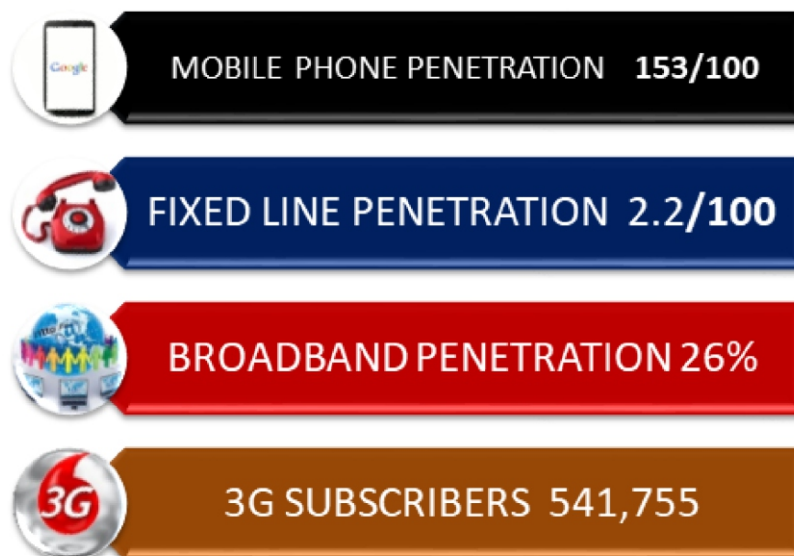
The service sector in which the telecommunication sector under the Authority's purview falls under continues to be the major contributor on GDP representing a factor of 65.4% on annual GDP 2017. The contribution of the telecommunication alone stands at 12.57% with a yearly growth rate of 9.3%.

The energy sector still remains at a precarious situation with an increasing demand. The acute electricity crises arising from insufficient and inadequate supply of only 58MW of the available generation capacity compared to at least 70MW demand, making blackouts pervasive.

To remedy the situation the country took steps to work with the World Bank on the implementation process of the energy sector roadmap, which aims to transform NAWEC into an efficient service delivery institution; and the ongoing support from the International Monetary Fund (IMF) which is centered on supporting a program to put the country's macroeconomic fundamentals on a sound footing.

## THE TELECOMMUNICATION SECTOR

The structure of The Gambia's ICT market has relatively remained constant over the years with a steady growth rate as the demand for its services increases. GAMTEL as the national operator serves as an Internet Service Provider and the sole fixed line operator through its Copper and CDMA network. GAMCEL, AFRICELL, COMIUM and QCELL are still the mobile network operators. QCELL also doubles as an Internet Service Provider in addition to Netpage, Unique Solutions, InsistNet, and I-NET World.

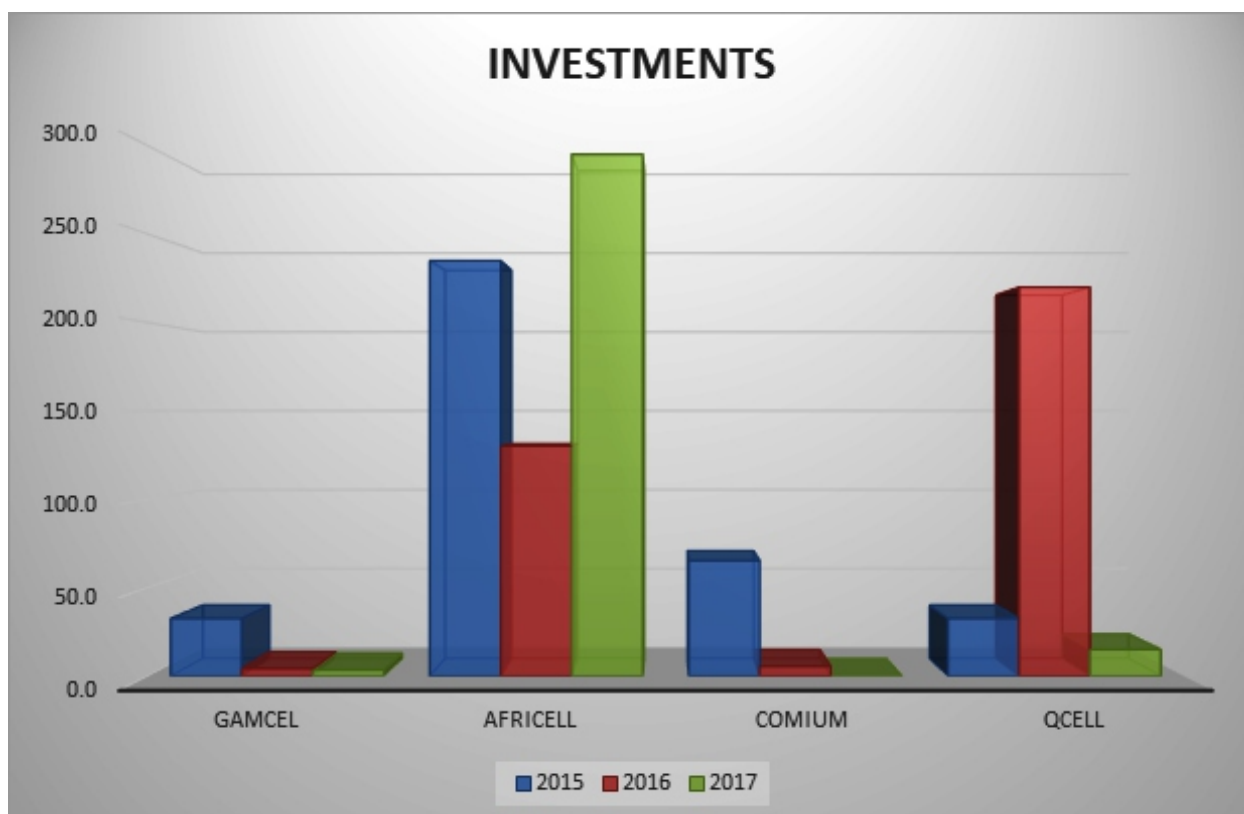


**Figure 3: The industry at a glance**

## INVESTMENTS

The telecommunication sector witnessed a slight decline in its investments as the year ended 2017 against the 2016 levels. Total reported investment for the year under review totaled to D313.6 million dalasi, representing a 13% decrease in investment from the 2016 levels.

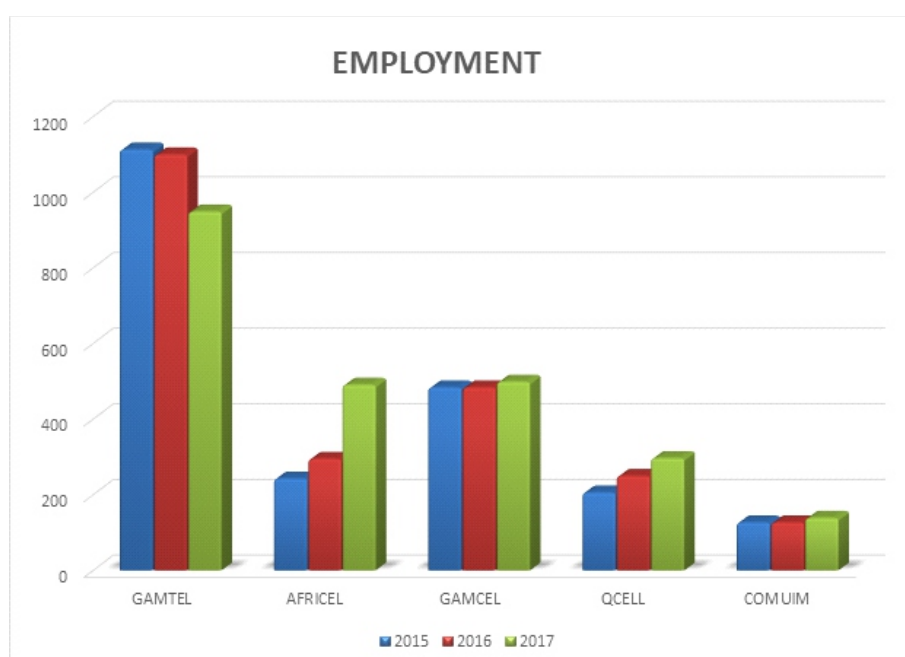
The year's reported growth in investment was anchored by AFRICELL with an increase of 127% showcasing a total sum of D295.1 million, which can be attributed to prospected deployment of its 4G services in the year 2018. QCELL the second leading mobile operator that horned the growth in investment in 2016 by an increase of 557% in its investment, witnessed a decrease of 95% whilst GAMCEL encountered a fall of 19%. COMIUM did not report any investments figures for the year ended 2017.



**Figure 4 : Investments in the Telecommunications Sector**

### EMPLOYMENT

Employment in the telecommunication sector have remained relatively constant at 2375 employees compared to 2256 employees as reported in 2016. A slight increase of 5% was witnessed by the sector in its employment rate. As all the Operators showcase an increase in their employment rate, the state own fixed line operator GAMTEL witnessed a decline of 13% i.e. 151 in its employee's figures. AFRICELL had a massive increase of 66% of employees, followed by QCELL, COMIUM and GAMCELL with 19%, 9% and 3% increase respectively.



**Figure 5 : Employment in the Telecommunications Sector**



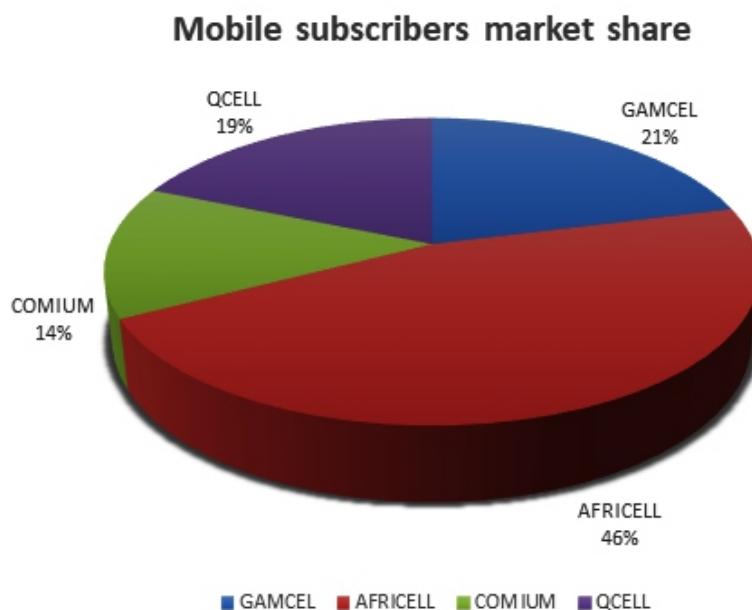
## SUBSCRIBERS

Over the years, mobile has become a vital platform for bringing the access gap across verticals in the country. Total subscription reached an outbound figure of 3,220,038 active subscribers representing 11% increase in subscription rates which signifies the virtually saturated market. These figures showcase the growth rate as the demand for the telecoms services increases especially in the demand for data. The growth rate triggers the need for the sector to invest more in ensuring adequate, high speed and reliable internet service to enticed more customers. The deployment of the 4G (fourth generation) LTE service for higher speed and connectivity by QCELL is a milestone for meeting the demand of this new age driven by data.

OPERATORS	YEARS					
	2012	2013	2014	2015	2016	2017
<b>GAMCEL</b>	584,407	425,929	494,878	374,227	506,315	677,785
<b>AFRICELL</b>	880,167	1,144,051	1,308,704	1,452,711	1,454,156	1,490,566
<b>COMIUM</b>	298,433	348,723	386,488	437,854	434,899	449,225
<b>QCELL</b>	100,706	256,266	358,610	451,427	503,601	602,462

**Table 2: Mobile Subscribers**

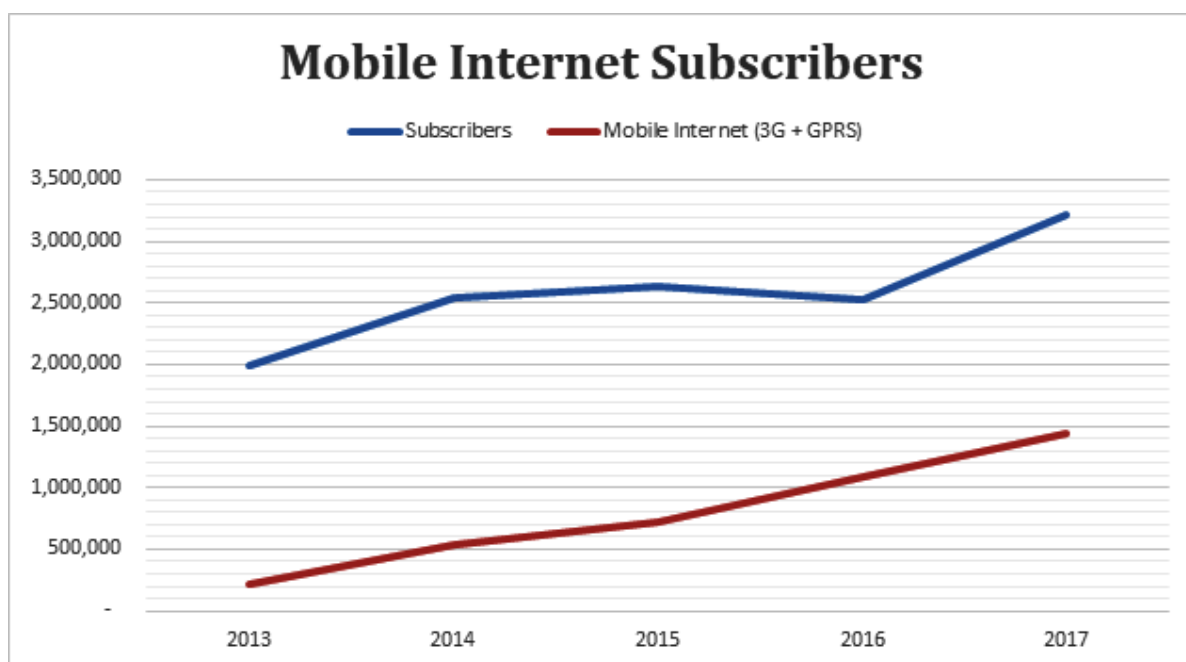
AFRICELL continues to lead the pack in terms of mobile subscription by 46% of the total market share followed by GAMCEL which has witnessed the highest growth rate in its subscriber's base with 21% subscription rate. QCELL and COMIUM represents 19% and 14% respectively. Below is the chart representing the mobile subscribers' market share.



**Figure 6: Mobile subscribers market share**

## MOBILE INTERNET SUBSCRIBERS

Mobile internet subscribers continue to grow, driven both by increased smartphone subscription and a continued increase of flexible mobile data packages/plans. Mobile technology is a key enabler of digital inclusion. It is the first and, in many cases, the only source of connectivity for the mass. Total Mobile Internet Subscriptions grew by 32% in 2017 from 1,087,340 subscribers to 1,433,011 subscribers, denoting 68% penetration rate for mobile broadband services as illustrated in the graph below.



**Figure 7: Mobile Internet Subscribers**

As the mobile internet subscriber growth continues to showcase steady growth rate, the business case for network operators to invest in upgrading mobile network is deemed significant. This trend is expected to continue with the deployment of more 4G LTE services and the introduction of next-generation, high-quality broadband connectivity, mostly 5G in the not too far future.

## PENETRATION

Mobile penetration continues to be higher in The Gambia than the African average when regionally and at a continental level. The penetration rate in the year under review for the Gambia reached an outbound figure of 153% compared to the African average of 98.7%. This further strengthens PURA's resolve to continue championing the use of mobile phones as a preeminent tool for service delivery owing to its near ubiquity across the country.

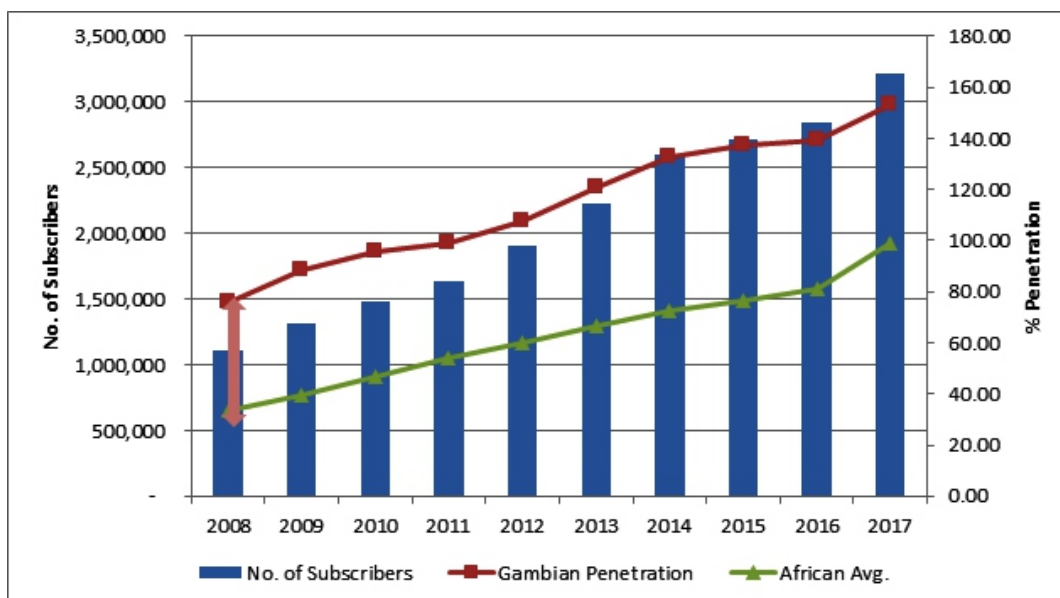


Figure 8: Penetration

## TRAFFIC

As the subscription to mobile internet soars the traditional voice is supplemented by the Voice over Internet Protocols services. The sector has been experiencing decline rate in international traffic and a steady decline in growth rate in local traffic over the years. Local traffic for the year under review constitutes 93% of the total traffic, denoting a steady growth rate of 3% while international traffic declined to 7% from 9% as witnessed in the previous year.



Figure 9: Call Traffic

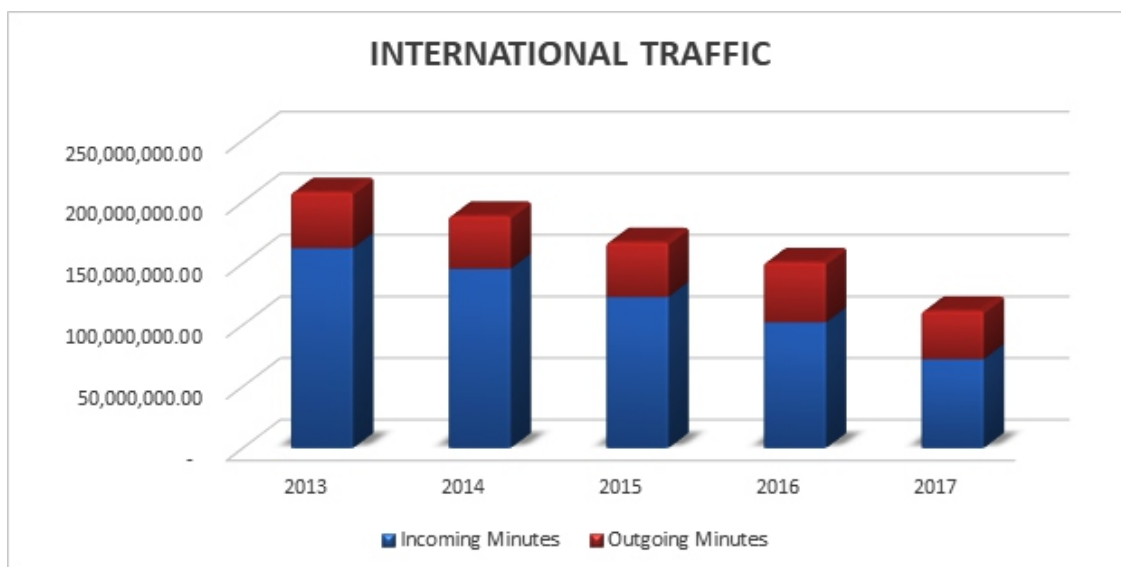
## INTERNATIONAL TRAFFIC

As the usage of data substitutes the traditional voice communication medium significant steady decline have also become the norm in the sector as per its international voice traffic due to multiple factors.

Although a myriad of factors are responsible for the persistent decline in international traffic, the continual monopoly of the International Voice Gateway outlines other factors as it is directly correlated with the termination rate for international voice. Thus, the Authority in ensuring affordable tariffs plans push for the liberalization of the international voice market for greater consumer welfare and revenue to both the state and the private operators.

The aforementioned with the intervention of the Authority triggers the termination of the MGI contract in mid-2017 with the sole aim of liberalization and increase in international traffic. The anticipated increase in traffic after liberalization is redirected by the prevalence

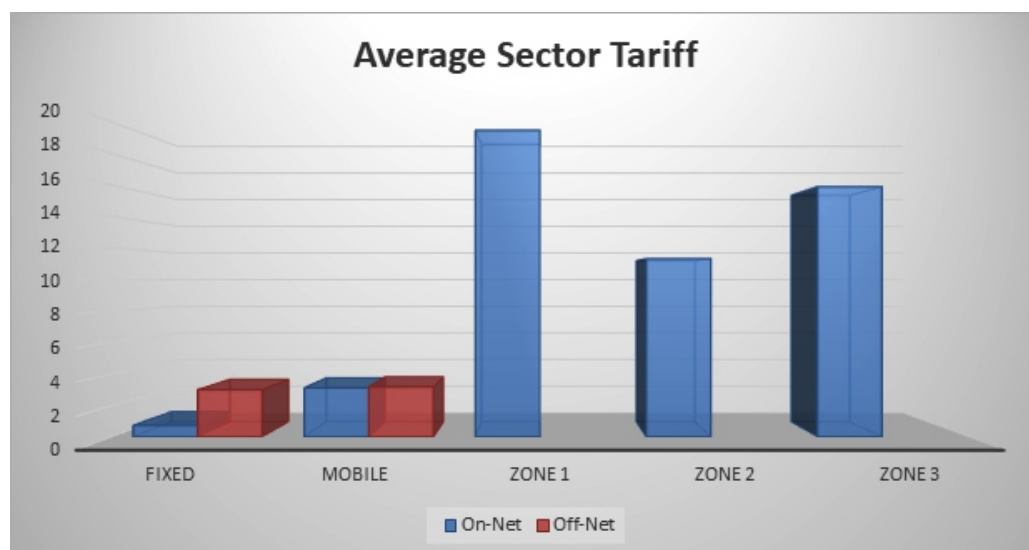
of Over-the-Top (OTT) services (Viber, Whatsapp, Skype etc) as it continues to pose significant competitive pressures on traditional voice markets. The decrease in termination rates as witness in 2017 from \$53 US Cents to \$46 US Cents didn't lead to the expected increase in international voice traffic since OTT services and SIM box trafficking (SIM fraud) still proposes cheaper rates. 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**

## TARIFF

The sector tariffs have also virtually remained constant over the last few years in spite of the current economic challenges and rising inflation on other sectors that are correlated with the telecommunication sector. To maintain productivity local calls are still charged at an average price of D3.11 for On-Net (calls between the same network operators) and D3.18 for Off-Net (cross-network operators). The state own fixed line operator GAMTEL still offers the cheapest tariff for both On-Net and Off-Net across the country.



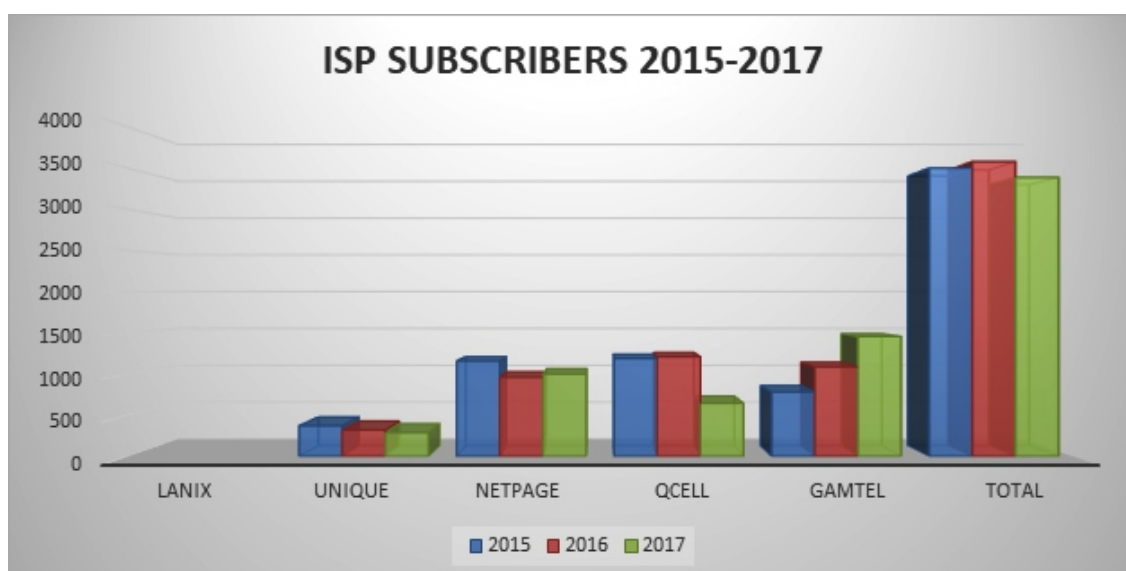
**Figure 11: Average Sector Tariff**

Average tariffs for international calls are still charged based on zonal structures. Zone 1 (Senegal) has the highest tariff charged per minute of D19.49. Zone 2 (U.S. & Europe) still form the lowest tariff destination to call by an average tariff rate of D11.33 per minute followed by Zone 3 (Rest of the world) with an average price of D15.9 per minute.

## FIXED BROADBAND INTERNET

The subscribers for fixed broadband internet witnessed a steady growth rate for the past years albeit many different players in the sector. The year 2017 shows a different phase as the sector witness a 6% decrease in its total subscription level opposed to the prospected steady growth rate as attributed to it. The 6% decrease portrayed a total subscription of 3387.

The figures for GAMTEL were estimated for the period as the company didn't record their internet subscribers in the regulatory submission received. GAMTEL lead the pack in the reported year followed by NETPAGE. QCELL the second leading ISP encountered a massive drop in ISPs subscribers rate by 47% i.e. from 1210 to 645 in 2017 followed by UNIQUE.



**Figure 12: ISP Subscribers 2015-2017**

## THE ELECTRICITY, WATER AND SEWERAGE MARKETS

The provision of affordable and reliable electricity supply is critical for the growth and development of third world countries. The role electricity plays in the socioeconomic development of any country has been well researched by multinational agencies, regional bodies and research institutions and both showed a positive correlation between the electrification rate and the level of economic development. In the greater part of the Sub Saharan Africa however, the provision of reliable and affordable electricity remains a challenge and where the service is available it is produced through non economical means such a thermal instead of hydro resources. As a result the retail tariff where there is no subsidy scheme becomes unbearable to consumers. Because of the high retail tariffs the operators do not generate enough revenue to expand and improve their networks leading to

outages over time. Meanwhile in the midst of these outages, there is abundant hydro and renewable potentials untapped.

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 locally vis á 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 activates across the continent. Studies have shown that African has one of the fastest growing numbers of middle class and as such the demand for electricity services will continue to surpass demand if the entire electricity value chain is not restructured.

The business of Electricity provision in most African Countries still lies with the State which are normally vertically integrated and very few are privatized. However because most of them could not meet the customer expectations have resorted to privatizing part of the value chain such as generation. It is becoming a norm for private developers given licence under the partial privatization drive to produce and sell to the incumbent operator under an agreed scheme. This has



tremendously ameliorated the power situation in most of those countries but the ultimate goal will be full fledged liberalization of the sector.

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 its provincial service as part of the Rural Electrification Programme.

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 Consumption	PURA's Determined Rates for 2010	Ministry's Determined Rates for 2010	PURA's Determined Rates for 2011	New Consumption Band (KWH)	2012 Determined rates	2014 Determined Rates
Domestic Credit Meters	0-40	2.02					
	1-92	2.24	0-300	9.1			
	41-600	6.5	6.2	7.2	301-600	9.45	
	601-1000	7	6.65	7.75	601-1000	9.7	
	Above 1000	8	7.6	8.4	Above 1000	10.4	
Cash Power	Flat rate	6.5	6.2	7.2		9.1	10.14
Commercial		8	7.2	8.6		9.7	10.9
Hotel/Industries		8.5	7.65	8.95		10.4	11.65
Agriculture		8	7.2	8		9.1	10.14
Area Councils		8	7.2	8.7		9.7	10.9
Central Government		8	7.2	8.7		9.7	10.9

Table 3: Evolution of Tariffs for electricity services from 2010 – 2017

## ELECTRICITY GENERATION

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

### Kotu Power Station

Location/Unit	Make	Installed Year	Installed Capacity (MW)	Available Capacity (MW)
KPS - G1	Mirrless	1981	3	2.5
KPS - G2	Mirrless	1981	3	2.5
KPS - G3	Mirrless	1997	3.4	2.5
KPS - G4	Deutz	2001	6.4	5.5
KPS - G6	MAN B&W	1990	6.4	5.5
KPS - G7	Deutz	2001	6.4	5.5
KPS - G8	Deutz	2001	6.4	5.5
KPS - G9	Deutz	2009	6.4	5.5
Total			41.4	35

Table 4: List of engines at Kotu Power Station.

### Brikama Power station owned by NAWEC

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
<b>Total</b>			25.6	16.5

Table 5: List of engines at Brikama Power station owned by NAWEC

### Brikama Power station II

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
<b>Total</b>			25.6	16.5

Table 6: List of engines 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	1400	2 x 600 + 1 x 200	1360
Mansa Konko	2006	1000	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	1400	2 x 600 + 1 x 200	1360
<b>Total</b>		5710		5310

Table 7: 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. The rehabilitation of the transmission lines under

the Venezuela project continue to pay dividends as line extensions are on the increase without any major issues with the voltage. By end of 2016, NAWEC had a total electricity customer base of 192931 in 990 coded zones grouped in seven categories as shown in the tables below.



## Number of Customers

CATEGORY	2012	2013	2014	2015	2016	2017
Domestic	19,585	25,840	16,575	15,381	14,732	14,647
Commercial (NGO'S, Schools, etc)	4,408	6,093	4,003	3,842	3,697	3,682
Major consumers (Industries, Banks, S/markets etc)	451	450	502	509	512	564
Agriculture	14	27	18	17	24	19
Local Government Authorities	194	250	229	212	213	488
Central Government	1,059	1,123	1,079	1,085	1,099	1,105
Prepayment Customers	85,071	99,532	110,652	126,388	149,162	158,041
Provincial Services(aggregated)			11540			3,064
TOTAL	110,782	133,315	145,141	146,435	169,432	182,931

Table 8: Number of customers per category (2012 – 2017)

ITEMS	20112	2013	2014	2015	2016	2017
Customer population	110782	133315	145141	146435	169432	182931
Sales MWH -Credit	84728	68234	71789	88157	20277	44321
Sales MWH-Prepayment	102490	120954	146577	138079	149162	125607
Rev. collection Credit (millions)	802.804	761.24	723.309	836.648	832.4001	800,093,061.59
Prepayment sales(millions)	893.681	1,073.79	1,254.76	1400.113	1,614.55	1,809,093,202.58
System Losses Power House Consumption	23.8	24.9	24			
Power Demand MW	147	152	160	166	173	184
Energy Demand MWh	647,330	685805	735309	794345	862419	931258
Customer growth p/a %	13	20	8.87	1	15.7	8
Energy Demand Growth rate	11	3	5	8	9	8
Power Demand Growth rate	4	6	7.2	3,7	4	6
Revenue growth rate	33	8	7.79	13	9.4	7

Table 9: Status of the electricity market

The company registered a 7% increase in revenue during the year under review and this is a slight drop when compared with 9.2% realized in the previous. During the same period growth in customer numbers remain a modest 8% as compared to 15.7% the previous year. The prepayment sales share of the total revenue continues to grow as a result of the policy of changing all residential and Government institutions to Prepayment so as to mitigate against accumulated unpaid bills.

The gap between energy consumed and the projected energy demand continued to grow over the time and concerted efforts are needed to close this gap. There have not been any significant improvements in the generation component and the demand for the services continues to grow in the Greater Banjul Area and the provinces. Major investments are also needed to extend the grid to unserved areas so as to boost service connection.

### Third Party Services

The adoption of digital payments in the Gambian economy is on the increase at different customer service point within the economy. In the Electricity sub- sector, the uptake is on the increase as there are eight registered players in the electricity electronic prepayment sales. Out of the eight, Gamswitch which manages the National Interbank Payment system has the service on all the ATMs in the country. The coming of the Gamswitch service has greatly increased access and the scheme is in its infancy but it promises to be a viable outlet for prepayment sales. The service generally registered a 22% increase in transaction over the previous year figures. Among the players Afrimoney registered the highest growth in sales moving from a mere D0.63m to D48.2m representing a whopping 762% increase. The performance of Afrimoney is expected to grow further in the coming years because the platform is anchored on Africell which happens to be the largest mobile network in the country. Overall Atlas remains the major player in the industry registering sales figure of over D345m during the year accounting for over 50% of all sales on the digital platform.

	INSTITUTION	2014 (Dm)	2015 (Dm)	2016 (Dm)	2017 (DM)	%change
1	Trust Bank Ltd.	15.343	40.803	21.28	23.22	109%
	Elton	295.,311	280.275	327.3	345.24	5%
	Qcell	97.875	83.139	159.98	205.57	28%
	GT Bank		3.918	10.5	2.27	-78%
	Afrimoney			0.63	48.62	7617%
	Approve Service				2.62	
	Elixir Group				0.91	
	GAMSWITCH				8.41	
	Total	408.529	408.135	519.69	636.86	23

Table 10:Third Party Services

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

**Table 11: List of provincial boreholes and their operating status.**

Sewerage Plant	Status
Banjul	Operating
Kotu	Operating

**Table 12: Sewage facilities in the GBA**

## Water Quantity Sold and Revenue

The quantity of water produced, sold and revenue generated during the period of 2010 to 2017 is shown in the table below.

YEAR	PRODUCTION m3	SALES m3	LOSSES %	REVENUE Dalasi
2010	27,781,445	22,605,584	19	152,240,000
2011	28,309,264	18,501,049	35	126,473,463
2012	29,930,553	20,563,417	32	225,864,000
2013	29,772,311	20,611,310	31	244,168,000
2014	35,395,881	25,944,355	27	350,062,841
2015	37,375,261	30,971,741	20	576,511,592
2016	40,226,849	24,137,070	40	349,582,255
2017	40,303,775	27,615,840	31	413,307,309

**Table 13: Amount of water produced, sold and revenue generated from 2010-2017**

NAWEC almost maintained the same production levels as 2016, however the sale figures rose from 24,137,070 m<sup>3</sup> to 27,615,840 m<sup>3</sup> representing an increase of 14%. The production losses for the year also dropped to 31% from a high figure of 40% registered in the previous year. Revenue generated during the year also rose by 18% over last year figures. The performance is quite promising but as explained in the previous years.

### Third Party Services: Electricity

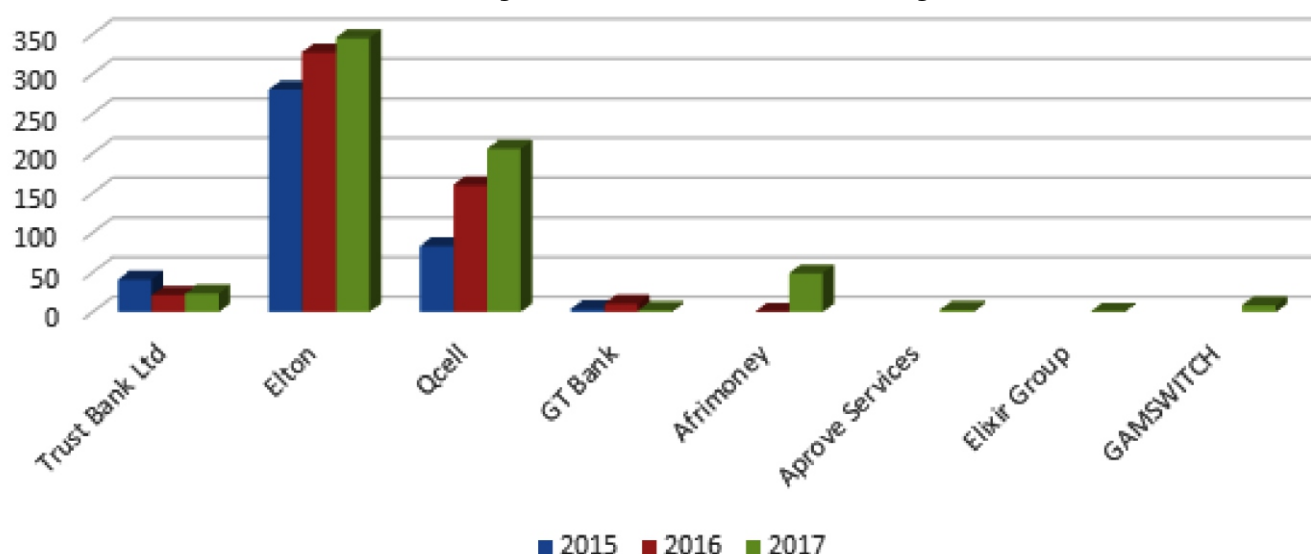


Figure 13: Third Party Services Electricity

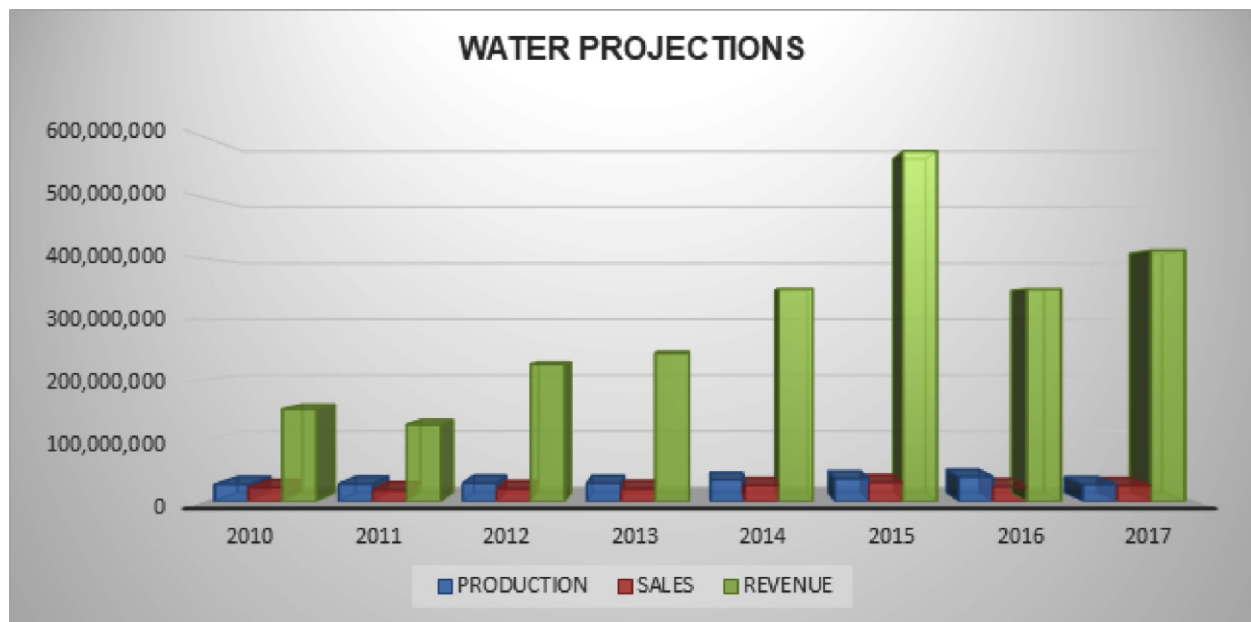
### Water Service Provision

The provision of potable water remains a challenge for most all developing countries and Gambia is no exception. Poor infrastructure coupled with lack of maintenance on the existing facilities are key features of the potable water service delivery in this part of the world. In areas where the source is surface water and without the necessary chlorination facilities, the population runs the risk of infection through water borne diseases. Here in the Gambia underground water continues to be the main source of drinking water and the water company has its chlorination facilities spread across the major growth centres. At the villages where the network is not available Government through the help of donors has put in place standalone solar powered water systems for those communities. In smaller villages wells remains their main source of drinking water.

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

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

Table 14: List of various well fields and the number of boreholes in each well field



**Figure 14: WATER PROJECTIONS**

concerted efforts needs to be in place to curb the high level of water losses if the wants to remain viable. This is a positive development as the 2016 figure was a drop of nearly 40% of the 2015 figures. The company needs to maintain the momentum registered this review period so as to be in a position to provide effective service delivery.



### PART III- LEGAL AND COMPLIANCE REVIEW

The Year 2017 has been an eventful and challenging period for the Directorate of Legal, Licensing and Enforcement. The year under review witnessed tremendous activities in our regulated sectors and the emergence of new sectors added to the mandate of the regulators.

The Department of Legal, Licensing and Enforcement undertook activities in the following sectors:

1. Licensing of Broadcasting Radio stations
2. Licensing of Broadcasting TV Stations
3. Licensing of Internet Service Providers (ISP)
4. Licensing of Downstream Petroleum Operators
5. Resolution of Inter operator Disputes
6. Enforcement Actions
7. Girls in ICT 2017

#### Licensing of Broadcasting Radio Stations

The Authority through the Honourable Minister of Information and Communications Infrastructure granted three (3) additional Commercial radio stations to Nexus, QRadio and DHK 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 Broadcasting TV Stations

Based on the Government's decision through a policy directive, the Broadcasting sector specifically the TV Broadcasting was liberalized in 2017. In this regard, the Authority through the Honourable Minister of Information and Communications Infrastructure granted the first ever content provider license to Core Broadcasting through processes as established in the PURA Act 2001 and Information and Communications Act 2009.

#### Licensing of Internet Service Providers (ISP)

During the year under review, the Authority through the Honourable Minister of Information and Communications Infrastructure granted two (2) Internet Service Providers License to Xoom Wireless and Leo Network through processes as established in the PURA Act 2001 and Information and Communications Act 2009.

#### Licensing of Downstream Petroleum Operators

Following the passage of the Petroleum Products Act, 2016 by the National Assembly and the assenting to it by the President of the Republic of The Gambia on 30<sup>th</sup> December, 2016, The Authority (PURA) was given the regulatory mandate over the sector. This was followed by the liberalization of the importation of fuel in the Gambia and a press release was made for all operators to come forth to apply for licenses in order to operate within the regulatory spheres. The Authority through the Honourable Minister of Petroleum and Energy granted two (2) Importation License to NP Gambia Ltd and Sahara Oil through processes as established in the Petroleum Products Act 2016.

### Resolution of inter operator disputes between Gamtel, Comium and Africell

The Authority received a complaint from Comium Gambia Ltd and Gamtel that Africell had unilaterally commissioned its own international gateway thereby violating the provisions of the Information and Communications Act 2009 ("IC Act") and its License, causing loss of customers to Comium and loss of revenue.

Upon receipt of these complaint, the Authority requested that Gamtel provide further evidence and information to support its allegations. Further to this the Authority notified Africell that it has commenced investigations under Section 134 of the IC Act and warning Africell not to terminate any international calls as such actions would constitute a contravention of their license.

Gamtel and Comuim Gambia Ltd provided the requested information to support their complaint and the Authority invited AFRICELL to provide an explanation to issues raised by the complainant. The Authority also conducted an independent investigation to ascertain the veracity and accuracy of the complaint. Upon completion of the investigation, the Authority again wrote to Africell and ordered it to immediately desist from terminating international voice calls and warned them of the institution of an enforcement action in case of non-compliance. The Authority also requested a written explanation from Africell which they failed to provide.

Due to the non-compliance of Africell, the Authority issued an Enforcement Notice and directed that they do the following;

- Immediately desist from terminating International Voice Calls
- To pay a fine of **GMD 5,000,000** (Five Million Dalasis) in accordance with Schedule 2 Section A 10 of the Enforcement Regulations 2010, for operating outside the scope of your licence, by terminating International calls without an International Gateway Licence.
- To Pay a fine of **GMD 500,000** (Five Hundred Thousand Dalasis) in accordance with Schedule 2 Section A 12 of the Enforcement Regulations for failure to comply with the Authority's Direction to desist from terminating without licence

## Enforcement Actions

### Sim Card Registration Monitoring- April 2017

The Gambia Public Utilities Regulatory Authority (Registration of Telephone Subscribers) Regulations) 2012 provides a regulatory framework for the mandatory registration of subscribers to Telephone Services. PURA together with its stakeholders has since been working closely with all GSM operators to ensure compliance to the provisions of the Regulations. In the process of handling the nuisance calls complaints, it was realized that most of the consumers' details were inconsistent with the registration details provided by Africell, thus the need to embark on a SIM Registration Monitoring Exercise around the GBA. During the Monitoring Exercise, it was observed that Africell was not registering subscriber details at point of sale

Africell wrote to the Authority, giving an update on their SIM card registration exercise. They stated that following their visit to the Authority, they felt it necessary to evaluate their registration exercise so as to assess their level of compliance. They reported that following their evaluation, it was realised that most of their sales agents/third party vendors have been bypassing the registration procedures set for them. The operator promised that as a remedy they will weed out unreliable and direct sales agents and renewing sensitization and awareness as well as appointing more clerks and controls on the system.

The Authority having conducted investigation was satisfied that AFRICELL acted in contravention of the SIM Card Registration Regulations and thus they were asked to Suspend the sale of New SIM Cards by third parties until certain remedying conditions were fulfilled and that they pay a fine of **GMD** 10,000 (Ten Thousand Dalasis) for each of the 70 unregistered and activated SIM Cards, amounting to D700, 000 (Seven Hundred Thousand Dalasis).

### Sim Card Registration Monitoring- August 2017

As a follow up to the Monitoring exercise conducted in April, The Authority embarked on a Countrywide investigative and Monitoring exercise and following analysis of the data collected during the monitoring Exercise, it was observed that only AFRICELL SIM cards were available for sale **Active and Unregistered**.

The Authority sent a legal Notice Africell as a result of their persistent non-compliance with the SIM Card Registration Regulations and directed the following:

- The Suspension of SIM Card Sales Through Third Parties
- To provide a report on the measures or strategies that AFRICELL shall put in place to comply with the Authority's Determination
- Pay a fine of to pay a fine of GMD D3, 950, 000 (Three Million Nine Hundred and Fifty Thousand Dalasi) being 25,000 (Twenty Five Thousand Dalasi) for each of the 158 SIM Cards sold to subscribers without registering their ID details and activated at point of sale.



## GIRLS IN ICT

International Girls in ICT day is an initiative backed by International Telecommunications Union (ITU) member states in the ITU plenipotentiary resolution 70 (Guadalajara 2010) to create a global environment that empower and encourages girls and young ladies to consider careers in the growing field of Information Communication Technologies (ICTs).

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 and other Stakeholders.

The 2017 GICT was celebrated with four (4) different events aimed at empowering encouraging young girls to pursue careers in the ICT field. The first event was a Girls In ICT Tech Training which targeted 20 girls in Senior Secondary School within the GBA with the objective to inspire girls to become more confident in creating digital content as well as developing skills that use information and communication technologies productively. The Tech Training was conducted over a period of 4 weeks at GTMI and where thought on ICT skills such as website creation and development, online safety rules etc.

The second event was a Mentorship program which target young girls in junior school and was conducted over a period of 2 weeks. The aim of the mentorship program was to show students the importance they can play by in society embracing and specializing in ICTs. They were given the opportunity to see real women in ICT at work and realize the dynamism of females working within the technical field.

They also had two sessions where leadership skills was taught. On the 26<sup>th</sup> of April, 2017 a half day workshop was held celebrating Girls in ICT Day for 75 young girls from different senior and junior secondary schools. Leading women in the ICT sector in The Gambia were invited to the workshop to talk to the girls and young women.

They had the opportunity to have discussions with professional in the ICT field who made presentations on the various career opportunities in the ICT field and the need for more female engineers. The main aim of the workshop was to engage students to find interest in ICTs and to see the possible career paths they can take such as, ICT law, entrepreneurship or research and development. There was also be a presentation by the mentees and the participants of the Tech Camp. At the end of the workshops, certificates and prizes were given to the participants of the Girls ICT Tech Training and the Mentorship Program.

The Final Event for the Girls in ICT 2017 celebration was Summer Camp held at Armitage Senior Secondary School for 30 girls in the Central River Region. This was the first time that part of the Girls in ICT celebrations was held outside of the GBA. The Training objective was engaged the students in an interactive technology and computer camp. The girls had an opportunity to have “hands on”

experience and also interact with different professional specialized in the ICT Sector who can guide and mentor then on how to start on developing ICT careers at an early stage. We selected girls from the different schools and priority was given to the girls in the rural areas. At the end of the camp, certificates were given to the participants.



**Figure 15: Director of Consumer Affairs opening the Girls in ICT training 2017**



**Figure 16: Girls in ICT Training**



**Figure 17: Girls in ICT training on website design and online safety.**



**Figure 18: Summer tech camp held at Armitage Senior Secondary School 2017**

## PART IV - KEY REGULATORY ACTIVITIES

### INFORMATION AND COMMUNICATIONS TECHNOLOGY

The Information and Communications Technology (ICT) sector continues to play a pivotal role in facilitating socio-economic development. Proliferation of ICT services provides unique opportunities for various stakeholders to leverage on business innovations, enhanced service delivery, access to information and general ease of doing things by society, among others.

Access to and use of ICTs is a key ingredient in boosting economic growth and reducing inequalities thereby improving the livelihoods of citizens. Governments continued to play a pivotal role in bridging the digital divide and promoting a digital economy. Mobile cellular services prevailed, as they are increasingly used to offer economic and social solutions.

### MOBILE NETWORK COVERAGE

The main desired impact of the QoS Monitoring System is the improvement of services by mobile operators, and this includes the addition of new and/or improved Cell Sites to better serve the consumers, and increase geographic coverage.

The number of connections for both fixed and mobile services per every 100 inhabitants, normally referred to as teledensity, or in case of mobile services only, as SIM card penetration, has been growing steadily over the years. Teledensity provides an objective and fair reflection about the development of a communications sector.

The geographic area coverage which has access to communications service has also increased given the development of new base transceiver stations (BTSs) in new areas by both network operators. The teledensity increase access to telecommunications and has thus enabled The Gambia to have one of the highest telephone penetration rates in the sub region as can be seen in Figure 19.

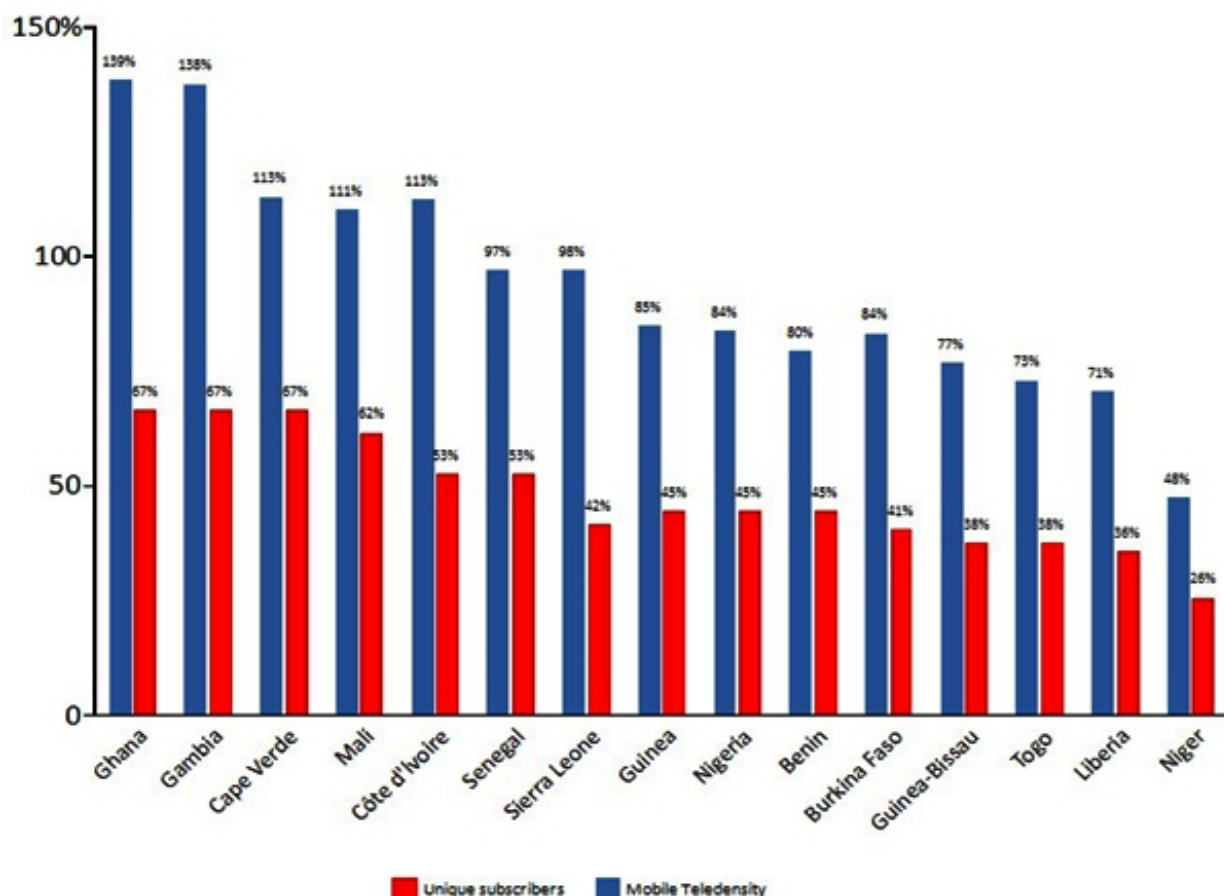


Figure 19: Mobile Penetration in ECOWAS countries

From our annual countrywide treks, it is estimated that the land coverage is now just over 96% of the country. The areas which have services of mobile network services are reflected on the graphs depicted in Figures 20.

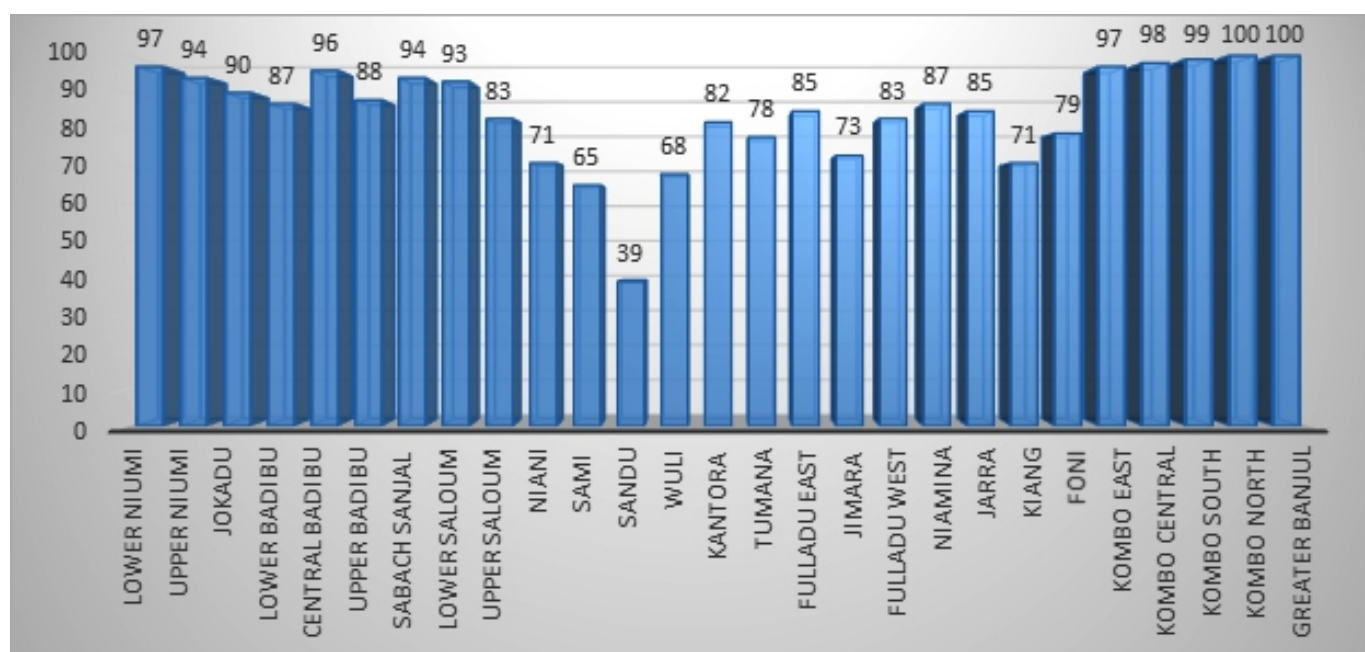
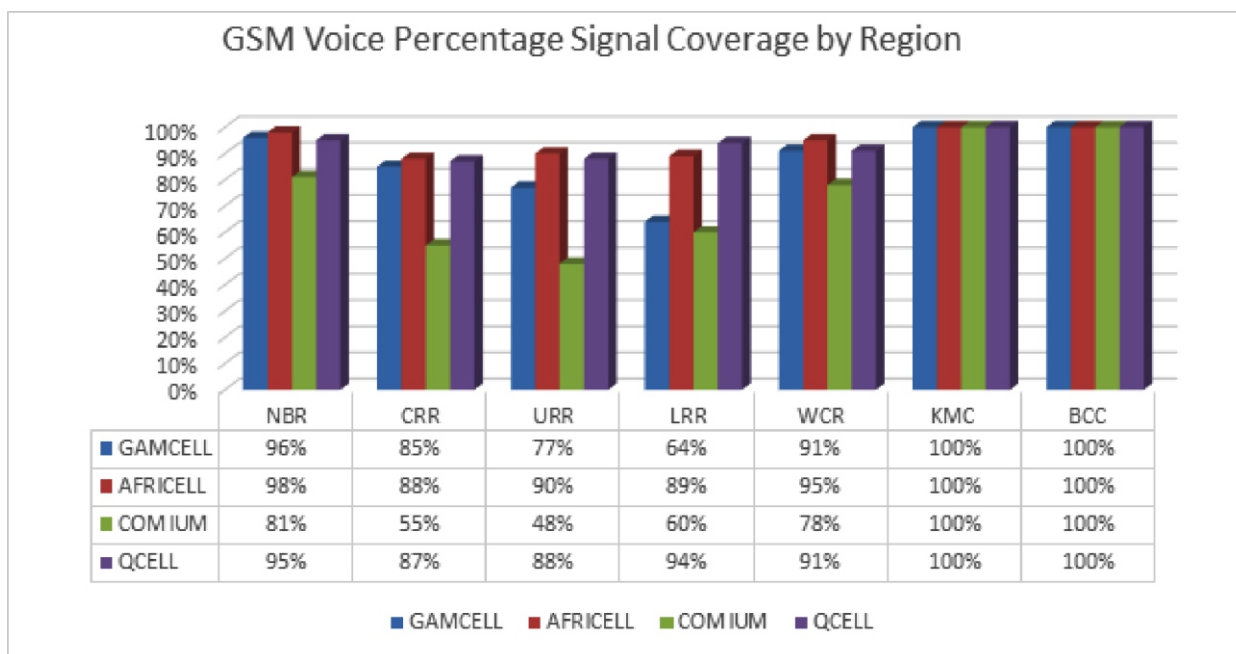
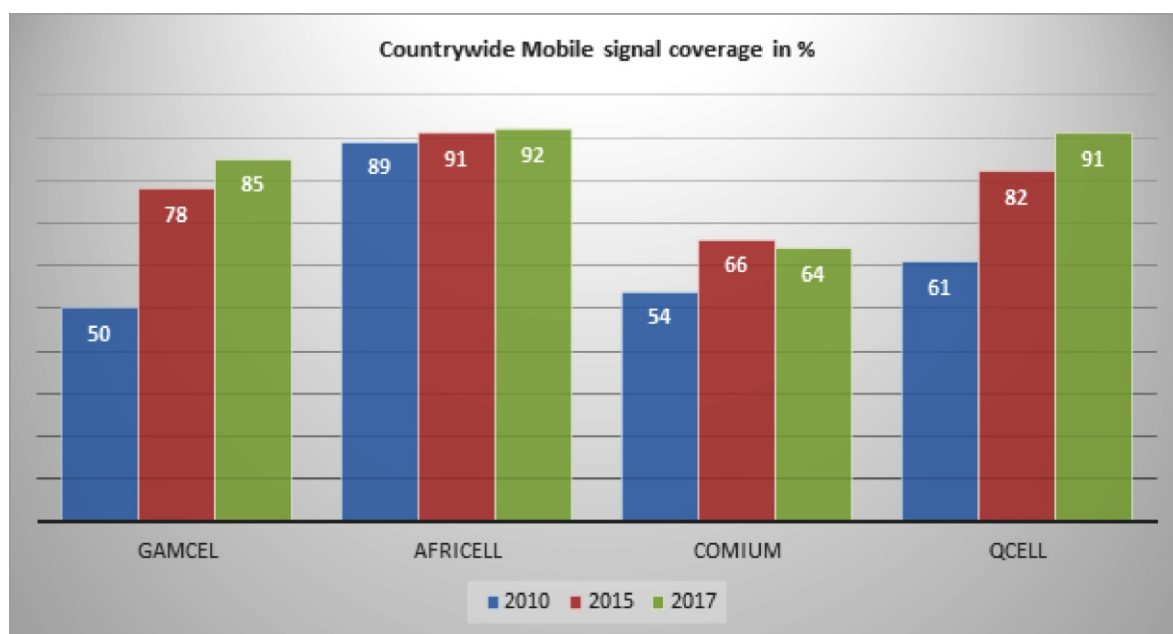


Figure 20: The areas with Mobile Network





**Figure 21: GSM Voice Percentage Signal Coverage By Region**



**Figure 22: Countrywide Mobile signal coverage in %**

### Number of Cells Deployed

The main desired impact of the QoS Monitoring System is the improvement of services by Mobile Network Operators (MNOs), and this includes the addition of new and/or improved Cell Sites to better serve the consumers and increase geographic coverage.

At the end of December 2017, compared to December 31<sup>st</sup> 2016, the number of Cells deployed by each operator on each network is shown in Figure 20 and the associate coverage map are Figure 24 and Figure 25.

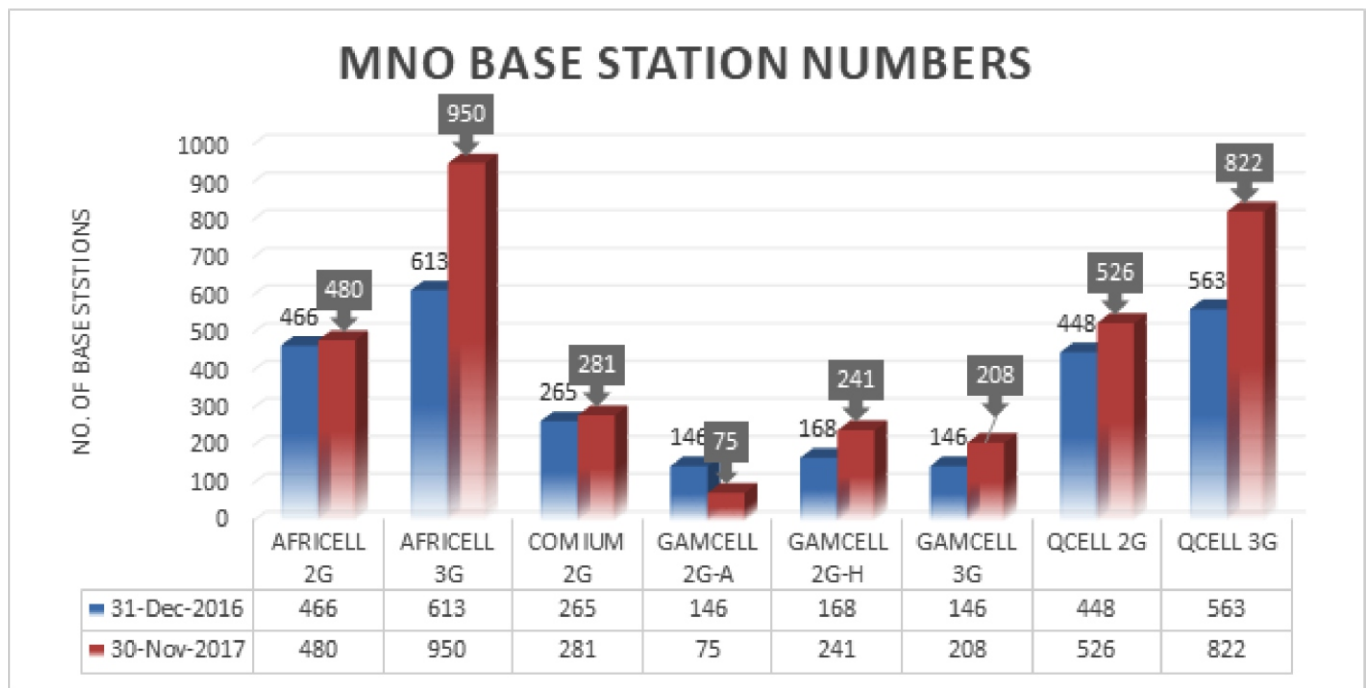


Figure 23: MNO Base Station Numbers

### Countrywide 3G Coverage – All Operators – 2084 Cells

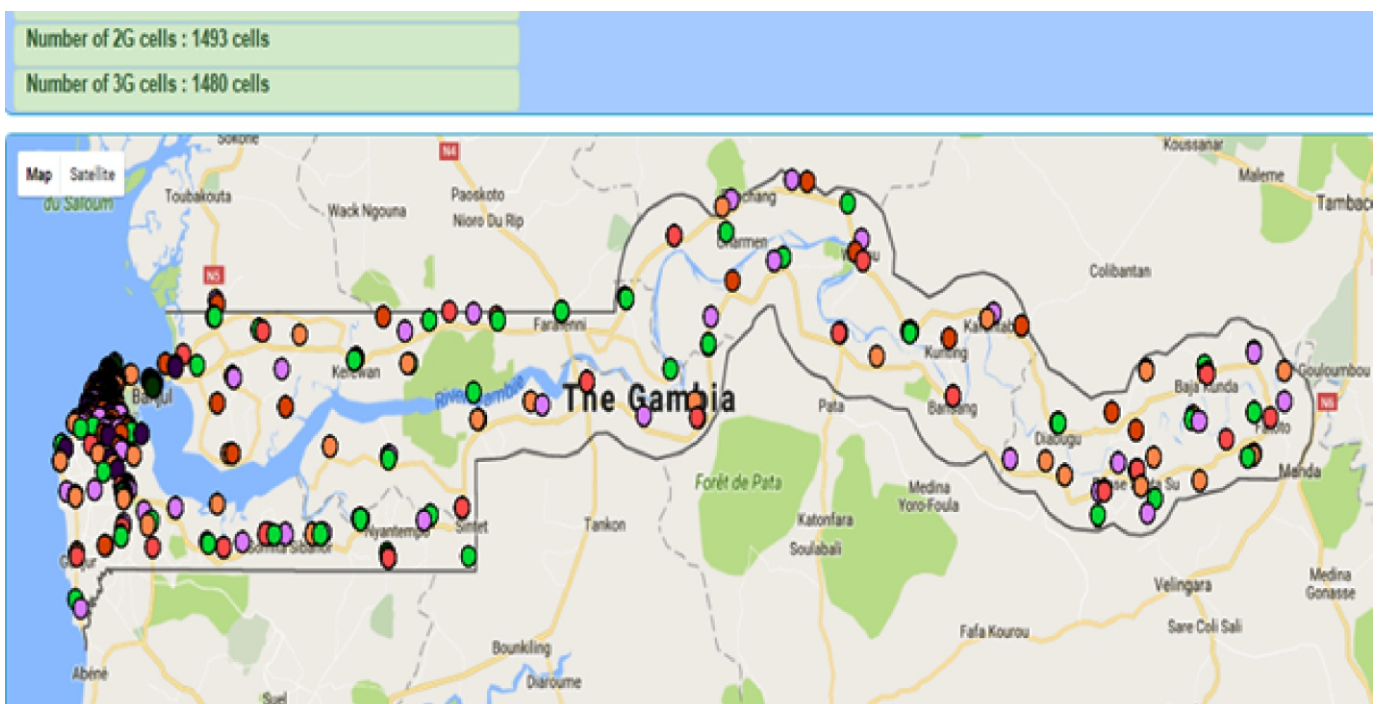


Figure 24: Countrywide 2G Coverage - All Operators

## Countrywide All Networks 2G

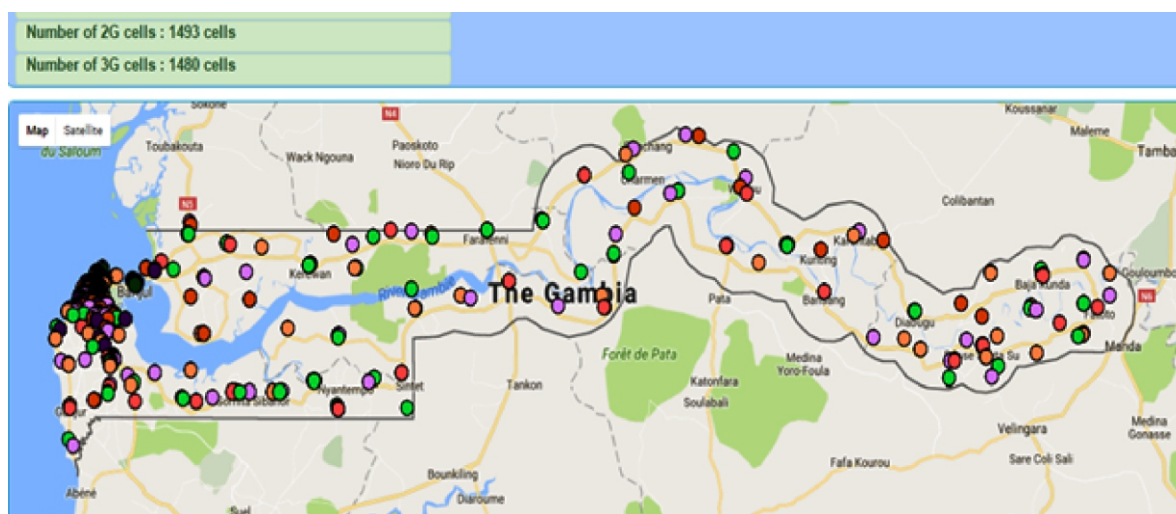


Figure 25: Countrywide 2G Coverage - All Operators

## QUALITY OF SERVICE MONITORING NETWORK

The Authority by virtue of Section 83 of The Information Communications Act 2009, is mandated to ensure that all licensed Telecommunications Service Providers offer an acceptable quality of service.

Being cognizant of the aforementioned provision, the Authority uses its Quality of service monitoring platform to enable it balance the interests of all stakeholders, particularly consumers and regulated utilities as Quality of Service Standards is vital to the sanctity and vibrancy of the ICT sector. Figure 23 show the network deployments by each operator, as at December 2017.

## Mobile Network Operator - Network Colour Key Codes

Mobile Network Operators :	Generations :	
<input checked="" type="checkbox"/> <b>AFRICELL</b>	<input checked="" type="checkbox"/> <b>2G</b>	<input checked="" type="checkbox"/> <b>3G</b>
<input checked="" type="checkbox"/> <b>COMIUM</b>	<input checked="" type="checkbox"/> <b>2G</b>	
<input checked="" type="checkbox"/> <b>QCELL</b>	<input checked="" type="checkbox"/> <b>2G</b>	<input checked="" type="checkbox"/> <b>3G</b>
<input checked="" type="checkbox"/> <b>GAMCEL</b>	<input checked="" type="checkbox"/> <b>2G</b>	<input checked="" type="checkbox"/> <b>3G</b>

Figure 26: Network Colour Key Codes

## QUALITY OF SERVICE BENCHMARKING

The QoS Monitoring Network generates reports and benchmark them against the set targets stipulated in the QoS Guidelines. Generated reports are published for the consumption of the general public. This will ensure that consumers get up to date and accurate information about the performance of various Mobile Communication Service providers' networks. This will help them make informed choices when deciding on their choice of network



## Call Success Rate (CSR)

This parameter measures the number of calls that are completed / connected on a network satisfactorily compared to the total number of call attempts made by callers. The target set for this parameter is 95% of the calls expected to be completed.

## Handover Success Rate (HSR)

Call handover occurs when a mobile handset moves out of one cell to the next and is handed over automatically from the base station of the first cell, to that of the next with no discernible disruption of the call. This rate represents the efficiency for mobility between cells (this can be affected by bad radio quality or signal strength). This rate should be higher than 95%.

Figure 24 below shows a selected comparative key performance indicators such as call success rate, handover success rate, and call drop rate for GAMCELL, AFRICELL, COMIUM and QCELL for their 2G and 3G networks.

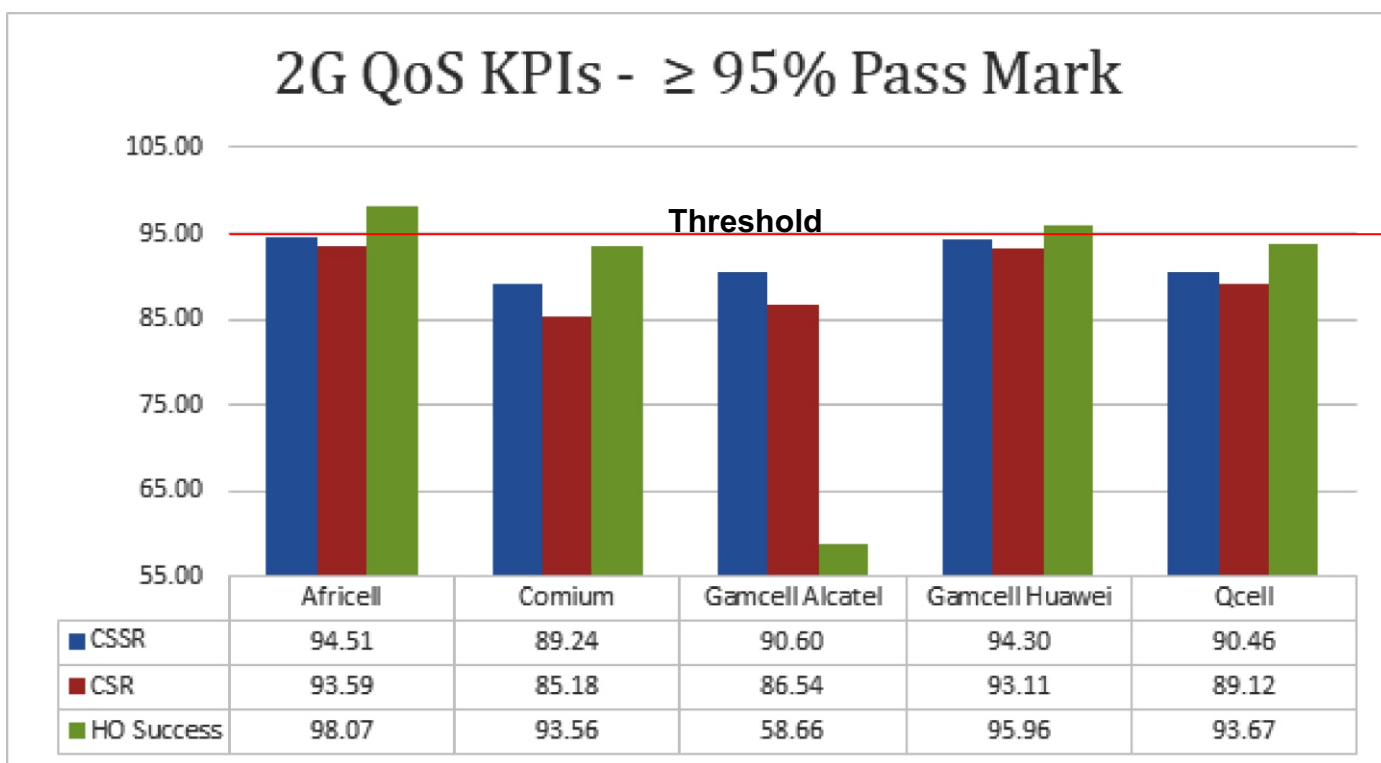


Figure 27:2G QoS KPIs -  $\geq 95\%$  Pass Mark

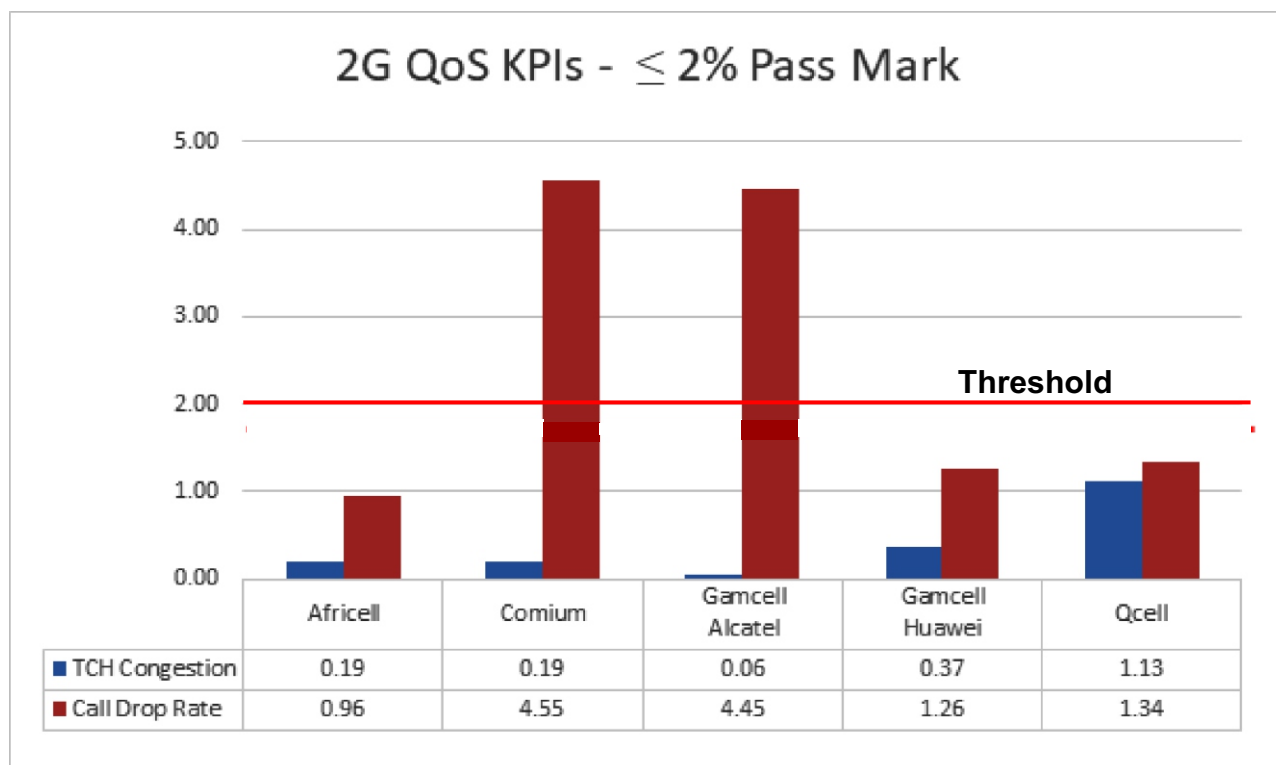


Figure 28: Global 2G Comparative Performances

## REGIONAL QUALITY OF SERVICE PERFORMANCE

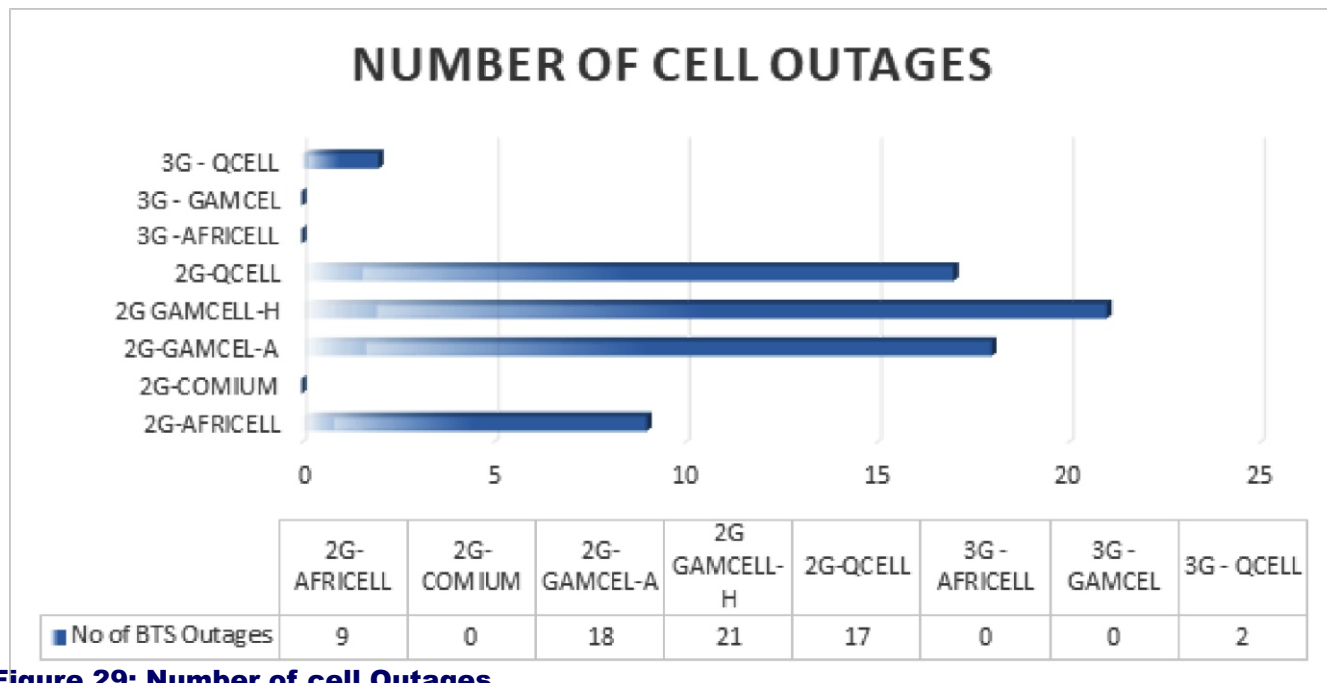
During the month of December 2017, the quality of service monitoring network was able to determine the quality of service delivered in each region throughout the country. Furthermore, it can determine the quality of service delivered in each location that a BTS is installed on a 24/7 basis. A quality of service delivered in randomly selected districts as shown Table 15.

Region	Call Success Rate (%)				Handover Success Rate (%)			
	GAMCELL	AFRICELL	COMIUM	QCELL	GAMCELL	AFRICELL	COMIUM	QCELL
Banjul	96.74	96.84	95.9	95.6	98.71	99.38	97.15	93.65
Kanifing	96.05	96.46	91.09	95.37	98.38	99.28	95.19	96.13
Foni Bondali	86.27	91.9	79.12	88.21	97.67	96.86	92.75	96.87
Fulladu East	93.16	95.7	79.77	76.7	96.27	98.61	97.49	90.57
Jarra West	93.61	86.44	86.02	93.61	96.68	96.69	97.92	97.75
Kantora	94.92	95.3	70.84	86.82	81.77	96.69	95.93	95.94
Kombo East	89.11	91.76	72.9	85.85	93.97	97.4	84.61	90.75
Lower Baddibu	84.22	89.61	74.59	88.12	94.9	93.34	87.83	91.41
Janjanbureh	94.85	96.51	53.96	96.28	92.26	98.96	95.02	97.86
Niani	94.15	94.81	84.84	95.26	97.1	98.87	95.88	95.51
Sandu	78.28	85.88	82.33	90.47	90.42	96.41	96.97	90.19
Wuli	92.67	91.98	83.75	68.18	97.26	96.56	98.23	87.52

Table 18: Regional Quality of Service Performance

## NETWORK OUTAGES

During the month of December 2017, the quality of service monitoring network was able to determine the number of 2G and 3G Base Station Transceivers that were out of service of each of the operators as shown in Figure 26.



**Figure 29: Number of cell Outages**

The outage of Cells may be due to technical issues, planned maintenance, mains, generator or solar power outages, etc.

## SUPPORTS FOR VICTIMS OF NATURAL DISASTERS IN KUNTAUR & FREETOWN

Today, when we hear the term “natural disaster,” fresh memories of the recent floods unfold in our minds. It is during times of natural disasters that the element of solidarity in humanity surfaces.

At PURA, the key sectors we regulate are not only essential services but also first line services needed to response to emergencies and disasters. Indeed, energy, water and communications infrastructure and services are usually also affected by disasters.

PURA has a long history of collaborating with Gambian institutions on disaster relief. We worked closely with Ministry of Health during the Ebola crisis in the sub-region to open a National Helpline (**1025**) so that the population could access expert information on Ebola.

It is no coincidence therefore, that a request was made to PURA by His Excellency, the Ambassador of Sierra Leone to network with the ICT providers to raise funds for the affected flood victims in Sierra Leone using the services of their respective networks.

Sierra Leone and The Gambia share a long history with strong family ties. Both we also share strong economic bonds and I must point out that two of our GSM companies operate in both countries.

MOICI, PURA and the stakeholders in the ICT and energy sectors that we regulate, like all

Gambians and non-Gambians were shocked by the devastation to the communities that experienced the consequences of flood in Sierra Leone and Kuntaur.

Nonetheless, we have been encouraged and moved by resilience of the people during those times of crisis and felt proud of the work of the various philanthropies, emergency and social services that gave support in one way or the other.

PURA engaged NAWEC, GAMTEL, GAMCEL, COMIUM, QCELL, NETPAGE and UNIQUE SOLUTIONS and with its own contribution, was able to raise D385,000.00 to help the affected communities of Sierra Leone and the Gambia. AFRICELL had also made contribution but opted to act directly with the communities which we equally support.

A handing over ceremony was organized on 30<sup>th</sup> October 2017, as can be seen in Figure 30 & 31 during in which cheques of D192,500.00 were handed over to the Sierra Leone Ambassador and another cheque of D192,500.00 to the NDMA for the affected victims. PURA believes that these two institutions were in a better position to deliver the required relief on the ground.

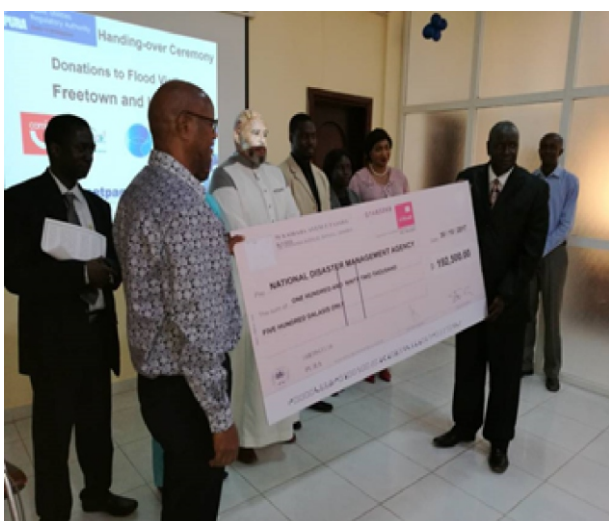


Figure 30: Handing over ceremony to NDMA



Figure 31: Handing over ceremony to the Sierra Leone

## WORKSHOPS ON DIGITAL INCLUSION

Digital inclusion is the ability of individuals and groups to access and use information and communication technologies.

Access and use of information and communication technologies impacts individuals and the community as a whole. A digitally inclusive community must include the disabled because of its important to economic and workforce development, civic participation, education, healthcare, and public safety. Disability is part of the human condition; almost everyone will be temporarily or permanently impaired at some point in life.

Although people living with some type of disability may not have the opportunity to live life in the same way that we do, we must realize that disability is not inability. Disability simply requires a little creativity and resourcefulness and a lot of hard work and determination. Society has a tendency to view individuals with disabilities as incapable of making contributions to the world. This perception, however, is anything but accurate.

To live with a disability requires a certain amount of ingenious, and for that reason, people with disabilities deserve nothing but respect considering they have to work hard just to be able to live life in the same way that people without disabilities do. Some of the greatest contributions that have been made to this world have come from people living with various types of disabilities, proving that their creativity and ingenious are invaluable. Disabled or not, all people are capable of doing great things with the life they have been given. We are all unique in our own way, and we all possess the potential to have a positive impact on the world.

PURA notes that building a digitally inclusive community requires participation and support from all sectors: community-based organizations, business, and government and policy makers. Furthermore, the populations least likely to be online include the less educated, individuals with lower incomes, seniors, and persons with disabilities.

It is in this regard that PURA in consultation with MOICI and the ITU, co-funded a digital inclusion workshop from 4-5<sup>th</sup> December 2017 at the Kairaba Hotel. This workshop which was just after the World Disability Day 3<sup>rd</sup> December was attended by foreign participants from Nigeria and local participants from the telecommunications/ICT operators, the Gambia disabled society .

The workshop resolved to increase Digital Inclusion in member countries by developing Technology and internet access strategies for individuals which must include but are not limited to Public access computers and extending broadband service into rural areas lacking reasonable cost high speed broadband.

The Permanent Secretary of the Ministry of ICT gave the opening remarks. Pictures taken during the workshop are shown in the figure below.



**Figure 32: Opening Ceremony of the Digital inclusion forum**



**Figure 33: Hon. Minister of MOICI with the DG PURA at the Digital Inclusion forum**



**Figure 34: Participant at the Digital Inclusion forum**



## 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 specialized applications used in everyday life.

### PRIVATE LAND MOBILE SERVICES

During the year under review, the Authority issued authorization to stakeholders to operate private mobile portable devices in both very high frequency (VHF) and high frequencies (HF) bands. The stakeholders are mainly security companies, amateur radio and aviation services who set up these networks to aid their operations.

### 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. Table 16 shows the amateur radio Call Signs assigned in 2017.

Item No	Call Sign	Month Assigned
1	C5DX	December
2	C56RU	December
3	C56VC	December
4	C5YK	December

**Table 19: Amateur Radio Call Sign Assignments**

## TYPE APPROVAL

The public radio and telecommunications networks have been designed primarily for the transmission of information between subscribers, sometimes via complex switching networks. The networks usually consist of large numbers of switching points, interconnected by various transmission media such as copper cable, fibre optic cable and many other times, radio frequency waves. To give satisfactory overall performance on any network, the communication links must be built and maintained in such a way that their systems comply with both national and international signaling and transmission standards.

In the same respect, it is essential that all the terminal equipment to be connected to these systems/networks also meets national and international standards and regulations and therefore does not cause degradation of the network or its established parameters. All the equipment that is intended for use in public radio and telecommunication networks, provided it meets national regulations and requirements, is granted what is known as Type Approval. The process of type approval is intended to ensure that radio communication and telecommunication equipment complies with a set of national and international regulatory standards and requirements.

In accordance with the Information and Communications Act 2009, the Authority has within its remit the responsibility of type approving and accepting all telecommunications equipment intended to work within the public telecommunications networks in the country. In this regard, the Authority developed Type Approval Guidelines which can be accessed by stakeholders on this link below:

<http://www.pura.gm/wp-content/uploads/2018/02/Guidelines-Type-Approval-Application.pdf>



Type approvals are granted for telecommunications products that meet a minimum set of regulatory, technical and safety standards set by the Authority. In the year 2017, one hundred and eighty-seven (**187**) certificates for type approved equipment were issued compared to one hundred and eighty-seven (187) certificates in 2016.

### 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 conducts a countrywide monitoring and inspections of all FM, TV and Telecom operators to verify compliance with their license obligations. It is an opportunity to meet with the broadcasters, see samples installations and sensitize the industry players on the current broadcasting standards and industry trends.

During the year under review, the Authority conducted an inspection tour to a sample commercial and community radio stations. 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. The exercise entailed establishing the availability of radio broadcasts in areas of coverage, band occupancy, transmission power, and inspecting transmitter sites of the national broadcaster and other broadcasting stations.

The outcome of the exercise revealed the following:

- ❖ The broadcasters do not regularly maintain their transmitter equipment, i.e. servicing, tuning and alignment of the equipment.
- ❖ There were some transmitter sites, which had sub-standard installations like poor earthing and cabling.
- ❖ Air conditioners were not working in the transmitter equipment rooms at some of the transmission sites. Absence of air-conditioning would be damaging to equipment especially in enclosed containers or cabinets where excessive heat emanating from the transmitters in turn results in the malfunctioning of the transmitters.
- ❖ Some of the sites use natural ventilation without filters; therefore, creating dusty equipment rooms.

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. The Authority worked with these broadcasters to rectify the situation and most of these deficiencies were corrected. However, some cases need long-term solutions and capital investment and their progress will be made in the next reporting period.

### BROADCASTING SERVICES

## Frequency Coordination

PURA is mandated by the Information and Communications Act 2009 to allocate, license, standardize and manage the use of the radio frequency spectrum resources in a manner that ensures widest variety of programming and optimal utilization of spectrum resources.

One of our key strategic objectives for the telecommunications sub- sector include the creation of a conducive environment for the establishment of a fully liberalized technology-neutral and competitive telecommunications sector. One of the strategies we identified towards this is to enforce fair and efficient management of scarce resources such as spectrum.

Spectrum demand is driven by a number of factors. Key among these are the level of usage of the associated services, technology developments, the national plans, as well as regional and international decisions. Although there is continued evolution of more spectrum efficient technologies, the industry is also developing new spectrum-hungry systems and applications. The emergence of a networked society and expansion in use of spectrum to other sectors of the economy like agriculture, health and energy due to developments such as Internet of Things, has also heightened the scarcity of spectrum and its importance to the development agenda of the country.

The radio communication frequency spectrum supports many 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 demand on 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. Services such as Television, FM Radio, Very Small Amateur Satellites (VSAT) used by Embassies and other stakeholders, wireless cellular operators, Internet Service Providers, Maritime and Aeronautical services, etc., all use radio communications spectrum.

Consequently, the Authority needs to have a Spectrum Management Framework to:

- ❖ facilitate realization of the broadband goals as a strategic intervention towards the objective of ensuring a conducive policy, legal and regulatory framework that is responsive to industry demands.
- ❖ increase access and usage of ICT in our countries so as to transform the economies and improve service delivery.
- v inspire trust and confidence in the use of ICTs and thereby bring about growth in ICT and its utilization; and harnessing the potential of ICTs as an enabler of growth and service delivery.

The Gambia and Senegal are members of the International Telecommunications Union, African Telecommunications Union and the ECOWAS. The International Telecommunications union recommends for its members, and neighbours in particular to meet regularly and not only coordinate but harmonise spectrum resources to ensure efficient delivery of interference free services to customers.

In fulfilling this ITU recommendation, a series of meeting between The Gambia, Guinea Conakry, Guinea Bissau, Mauritania, Mali, Cape Verde in Senegal who is the secretariat for the cross border meeting for the sub region were held in Dakar. During these referenced meetings, the Gambian operators were unable to attend which is why it was resolved for PURA to organise this meeting, whereby the Senegalese Telecommunications operators will come and meet with their counterparts and strategies ways of putting in place a spectrum framework that will enable both operators to provide interference free service across their borders. Correspondingly, PURA organised a frequency coordination workshop from 15 – 18<sup>th</sup> October 2017 at the Ocean Bay Hotel whereby the operators used their collective expertise on board to arrive on decisions that would give our two countries the maximum benefits for a sustainable development. the workshop will avail opportunities for operators between Gambia and Senegal to share experience, identify success and challenges, and chart a way forward for closer collaboration in improving quality of service delivery to customers



**Figure 35: Opening at the Regional Frequency Meeting**



**Figure 36: Participants at the Regional Frequency Meeting**

The Authority continued re-planning and optimizing the FM broadcasting frequency plan during the year under review. This was achieved through the collaboration with the ITU and bi-lateral co-ordination with neighboring countries as outlined in the Geneva Agreement GE84 to which The Gambia is a signatory. PURA is happy to report that 125 FM broadcast sound radio frequencies were registered with the ITU Master Frequency International Register as of December 2017. This means that these frequencies are recorded in the MFIR and that The Gambia has priority over its neighbour to utilize these particular frequencies provided that, the technical parameters at the time of submission are respected. The registration process puts The Gambia up to date in its bid to respect its ITU obligation of registering frequencies in the event of cross border interferences in the future. 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 conducts a countrywide monitoring and inspections of all FM, TV and Telecom operators to verify compliance with their license obligations. It is an opportunity to meet with the broadcasters, see samples installations and sensitize the industry players on the current broadcasting standards and industry trends.

During the year under review, the Authority conducted an inspection tour to a sample commercial and community radio stations. 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. Below is a list of both commercial and community FM radio stations as at December 2017.

The Authority assigned 31 FM broadcasting frequencies up to date and licensed 26 FM broadcast Radio Stations in various locations throughout the country as can be seen on the table below;

### **COMMERCIAL FM RADIO STATION**

During the period under review, a number of licenses were issued and most of them are for the use of radio frequency spectrum. The Tables 17 and 18 give a summary of the Licenses issued to the FM broadcasting sector as of December 2017.



NO.	Name	Frequency	Location
1	RFI	89.0 MHz	Abuko
2	Senn FM	90.5 MHz	West Field
3	West Coast 2	92.1 MHz	Kotu
4	City Limit	93.6 MHz	Kairaba Avenue
5	Star FM	96.6 MHz	Churchills Town / Serekunda / Brikama Highway
6	Taranga FM	97.5 MHz	Sinchu Alhagie
7	GRTS FM	98.6 MHz	Mile 7
8	GRTS FM	102.6 MHz	GRTS Mile 7
9	GRTS	106.7 MHz	Abuko
10	Capital FM	100.4 MHz	Kairaba Avenue
11	Unique FM	100.7 MHz	Bakau New Town
12	Unique FM	101.7 MHz	Basse
13	Radio 1 FM	102.1 MHz	Fajara Booster Station
14	Kora FM	103.9 MHz	KaniFing south
15	Hot FM	104.3 MHz	Bakau New Town
16	Hill Top FM	104.7 MHz	Sukuta
17	Paradise FM	105.7 MHz	Pipe Line near BSTS
18	Paradise FM	105.8 MHz	Basse
19	Paradise FM	105.5 MHz	Farafeni
20	Vibes FM	106.1 MHz	Manjai
21	AL FaLAH FM	107.2 MHz	MDI Road kanifing
22	Afri Radio	106.7 MHz	Kairaba Avenue
23	Sahel Group FM	88.5 MHz	MDI Road, Kanifing
24	Choice FM	103.6 MHz	Sanchaba Sullay Jobe
25	SKY FM	96.9 MHz	Old Yundum
26	Deggo FM	100.1MHz	Kairaba Avenue
27	QRadio	103.3 Mhz	Bijilo
28	West Coast Radio 1	95.3MHz	Kotu
29	GRTS FM	98.7 MHz	Basse
30	QRadio	100.3 MHz	Basse
31	GRTS FM	93.9 MHz	Kuntaur
32	QRadio	103.3 MHz	Janjanbureh
33	QRadio	103.6 MHz	Kaur
34	QRadio	103.1 MHz	Kwinella
35	QRadio	103.3 MHz	Bwiam

Table 20: Commercial Fm Radio Station

No	Name	Frequency	Location
1	Soma Community FM	88.8 MHz	Soma - LRR
2	Bwiam Community FM	91.9 MHz	Bwiam - WCR
3	Kerewan Community FM	100.5 MHz	Kerewan - NRR
4	Bansang Community FM	107.2 MHz	Bansang - 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 - NRR
8	Kairanying Community FM	107.9 MHz	Kuloro

Table 21: Community FM Radio stations

## PART V - KEY REGULATORY ACTIVITIES

### Electricity Sub- sector

Following the recent shortages of water and electricity supplies in the GBA, a quick visit to all NAWEC water treatment and electricity generation plants was conducted by the team comprised of staff of the Directorate of Energy, Water & Petroleum and NAWEC .

The purpose of the visit was to appraise current capacity and operation procedures as well as ongoing projects. Data collection was basically through open discussions, checklists and substantiated by observations. The sites visited were Kotu Power Station, Brikama 2 (Wartsila) Power Station, Brikama 1 (GEG Power Station), Fajara Treatment Plant, Sukuta Treatment Plant and Brikama Treatment Plant.



**Figure 37: NAWEC with the Directorate of Energy, Water & Petroleum**

### Kotu Power Station

Kotu Power station is historically NAWEC's main power generation facility. The age of the power plants has an obvious effect on their condition and thus on their availability, engine failures, short comings and major faults are very common.

Key findings from the discussions indicated that the current generation was between 20MW to 22 MW which is far lower than the usual capacity. The main reason for the reduction in capacity is attributed to a poor maintenance schedule implemented in 2016. Many engines due for maintenance were not taken out for maintenance in 2016 due to late arrival of spare parts thus impacting the functionality of the engines and making them overdue in 2017. Only 4 out of 8 engines were running at the time of the visit in late 2017.





**Figure 38: G6 Engine at Kotu Power Station**

### **Brikama Power Station I (Wartsilla)**

The 9MW Wartsila is currently not available as a result of the accident that occurred in June leading to a failure of the con rod and the cracking of the block too. It has a capacity of 9MW. The manufacturer was contacted to investigate what actually led to the accident and it was observed that it was as a result of component failure. NAWEC was making all efforts to mobilize the funds to bring the engine back to life.

### **Brikama Power Station II (Former GEG)**

The Station Manager said that the inavailability of spare parts was the main issue affecting the plant. Through the World Bank expansion project, a Deutz engine has been procured and the base and alternator of the generator is available. The capacity will be 6.5MW, and currently most of the generators are on a breakdown and operating on only three (3) generators thus producing 15MW.

## **WATER AND SANITATION**

### **NAWEC Water Facilities**

The water facilities have been found to be in the same state as the previous year except for major improvement in chlorination in the GBA. Almost all the treatment plants in the GBA have fully functioning chlorine dosing stations with additional reserve tanks.

## Kotu Sewage Pond Managed by AGUA (Gambia) Ltd.

Numerous upgrades were ongoing in the sewage system which will improve resilience of AGUA Gambia's operations. The facility's functionality was greatly improved by the construction of a pretreatment system to replace the old bar screens and also upgrading pump stations. However, AGUA was yet to install the ABIS system as contained in its business plan. Furthermore, quality of effluent needs to be tested before final discharge into water bodies.

## The PURA/DWR Water Quality Monitoring Program

The **Abuko Water Laboratory** conducts quarterly water quality tests for physico-chemical, microbiological and chemical parameters against the World Health Organization (WHO) drinking water standards. PURA has partnered with the Department of Water Resources in an MoU to monitor the quality of water from NAWEC to customers in the country. The reason for carrying out these tests is to make sure that customers are provided with safe and portable drinking water. However, few chemicals such as iron that occur naturally in the ground are also closely monitored.

## Water Quality Results

Overall the water quality sampling showed a decline in quality as the year progressed. The gains registered in 2016 were not sustained. In the third quarter out of the 100 samples tested, 14 samples were positive of total coliforms. Total coliform is a test for the indication of bacteria in water. Out of the 14 positive samples, more than 70% were from taps which is at the end user and also an indication of great risk to the consumer.

In addition, 8 out of the 14 samples registered fecal coliform bacteria which is a more pertinent microbiological indicator for drinking water quality monitoring. Samples of positives Fecal Coliforms indicate fecal contamination usually coming from warm blooded animals such as humans. This can be a vital source for the transmission of enteric pathogens which can cause diseases to consumers. The WHO Drinking Water guidelines, which is the standard adopted by PURA, recommends that there should be ZERO COLIFORMS PER 100ml SAMPLE TESTED for fecal coliform.

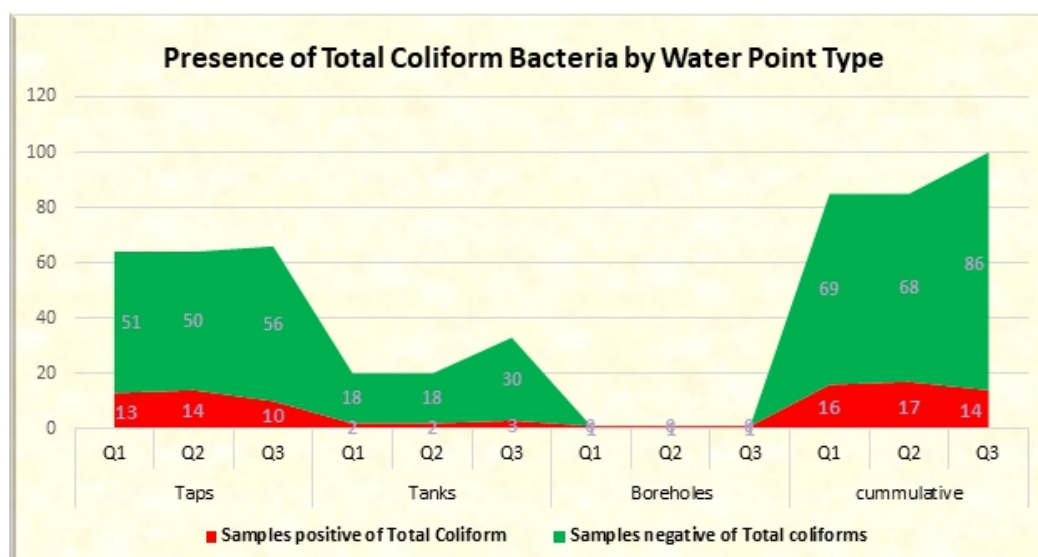
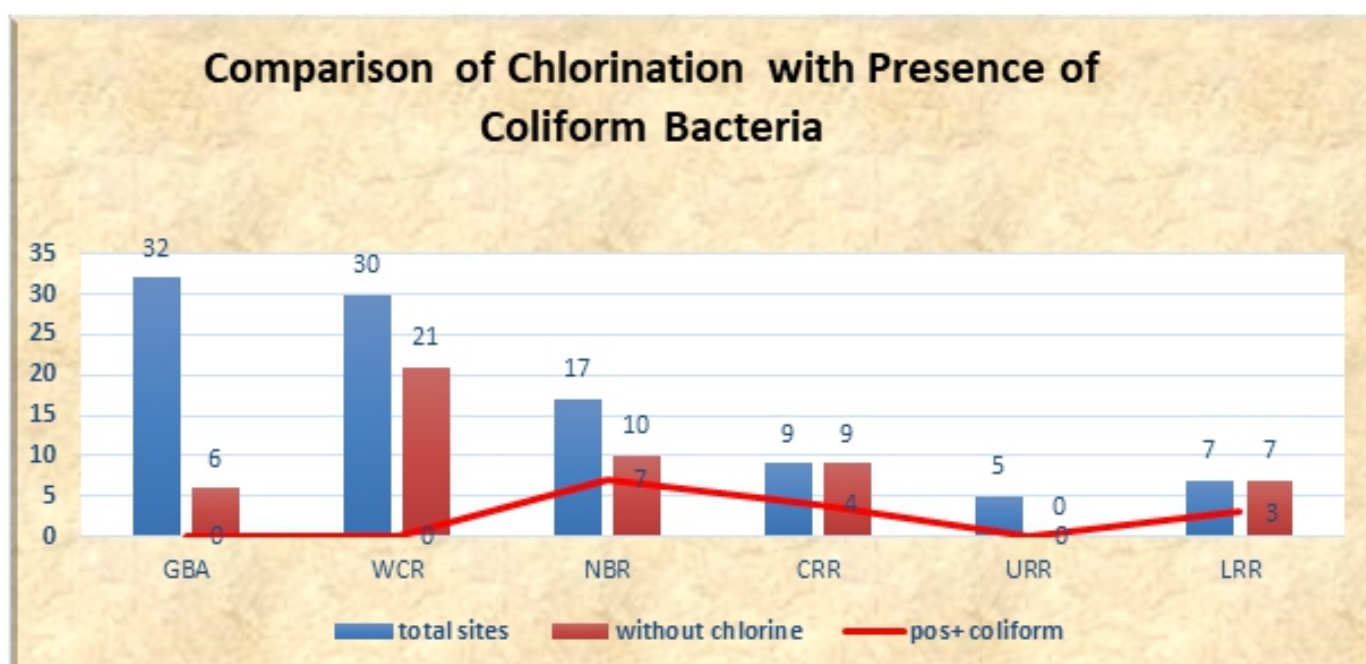


Figure 39: Coliform bacteria by Water point type

Water Point	Coliform Level /100ml
Barra Tap at Amaba Street	16
Juffureh Tap at NAWEC	12
Mayamba Tap Opposite the Video Club	8
Kanuma NAWEC Tank	24
Armitage Senior Secondary School Tap	12
Janjangbureh NAWEC tank	16
Pakalinding tap at the mosque	24
Soma Medina Tap on Banjul/Soma Highway	16

**Table 22: Water points with Fecal Coliform**

A distribution of samples by regions showed that samples of positive coliforms came from NBR, CRR and LRR. An accumulation of the samples has showed that there is 86% compliance to microbiological regulatory standards.



**Figure 40: Availability of Residual chlorine**



Correlating the distribution of samples of positive Coliforms and Residual chlorine, the inadequate treatment with Chlorine in NBR, CRR and LRR could once again be associated to the presence of coliforms in this regions.

An accumulation of samples from all the regions has shown that 53 out of the 100 samples tested recorded zero presence of residual chlorine which indicated a compliance rate of only 53%. Failure to adequately chlorinate would pose a significant risk of contamination to the end user. WHO has recommended a minimum of 0.3mg/l of Residual Chlorine throughout the network up to the end users' taps.

## CHEMICAL RESULTS

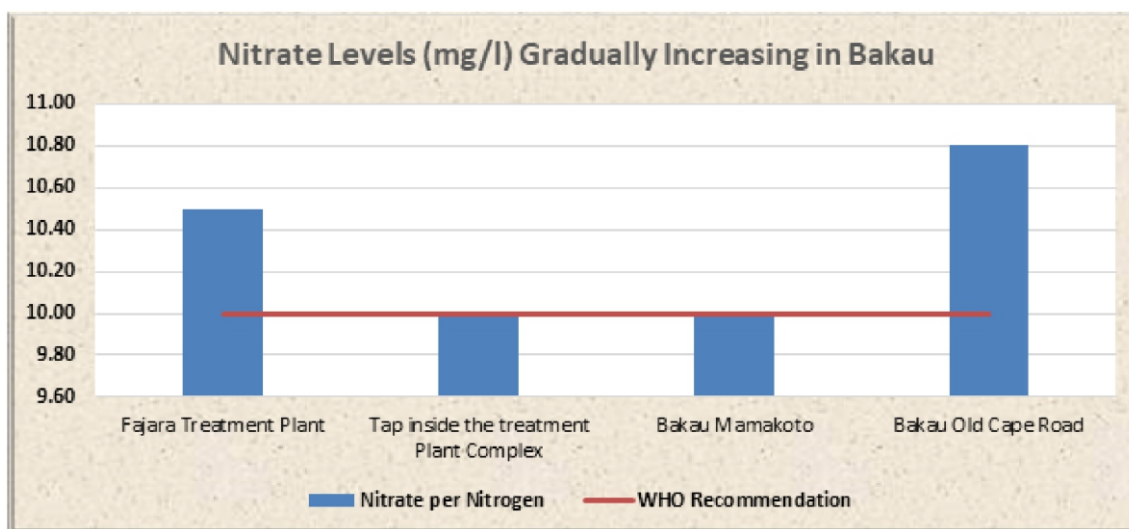


Figure 41: Nitrate Levels in Bakau

There is slight increase in Nitrate-Nitrogen levels beyond the WHO recommended values of 10 mg/l in Bakau. Nitrate-nitrogen ( $\text{NO}_3\text{-N}$ ) in groundwater may result from point sources such as sewage disposal systems, dump sites and livestock facilities, non-point sources such as fertilized cropland, parks, golf courses, lawns, and gardens, or naturally occurring sources of nitrogen. The situation in the Fajara Area needs further investigation to identify the source of the contamination.

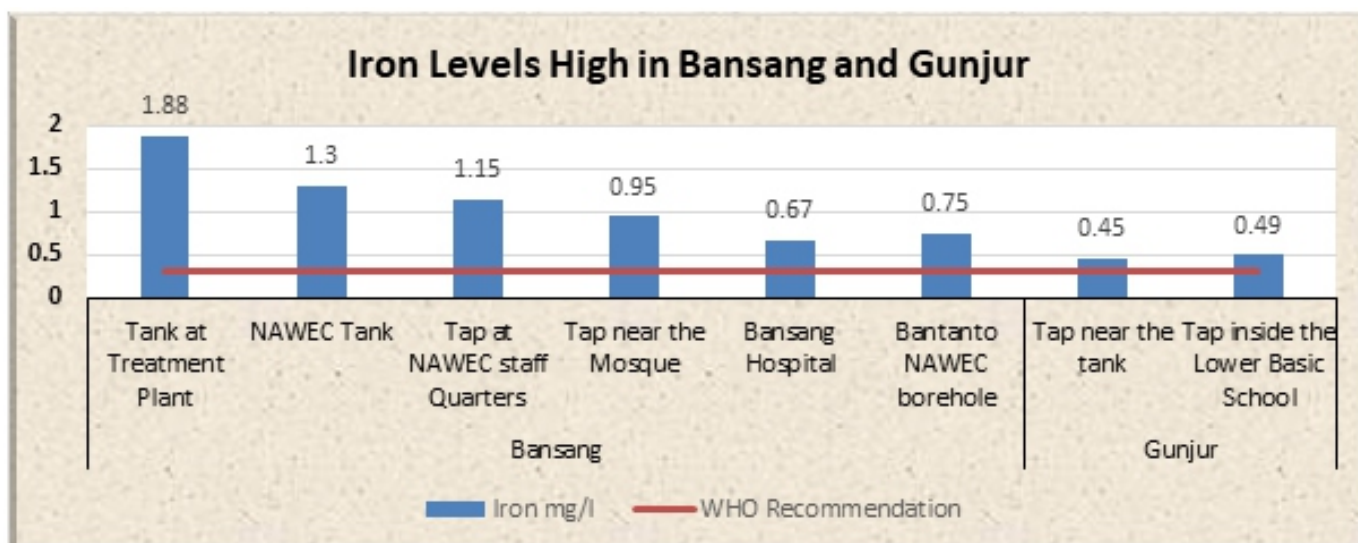


Figure 42: Iron in Bansang

Iron which naturally occurred in the ground in parts of the country is still a persistent contaminant at Bansang. Test values still remain two to three folds higher than WHO recommended value of 0.3mg/l. The chart in Figure 7 shows that all the tested points in the Bansang network have higher values. Iron at regulated values has nutritional importance but at high values can stain laundry and sanitary wares. Health effects on human beings are only obvious at extremely high values.

### Illegal Dumping of Sewage

PURA and The National Environment Agency (NEA) as stakeholders in the sewage sector have noted with great concern about the rise in illegal dumping of raw sewage which is hazardous to the general public. The two institutions have collaboratively worked on investigating cases of this nature at Tambana and Nema Kunku. A joint press release was published in the print media showing pertinent information on enforcement and regulation of the sewage sector.



**Figure 43: Illegal dumping of raw sewage along the Coastal Road to Gunjur.**

Truck drivers were also engaged in several meetings on the issue illegal dumping. There is need for better planning and building of a new waste water treatment plant in the country as the population expansion and settlement has spread significantly over the last decade.

### Petroleum Sector

**PURA** had engagement with all stakeholders in the industry, both public and private. The first engagement was with MOFEA on the new regulatory regime and the pricing of products.

On the 9<sup>th</sup> of May 2017, a site visit was conducted at the Mandinari Tank Farm. The team composed of PURA Staff, the Commissioner of Petroleum and MOPE staff. The team met the MD of GAMSTORAGE Ltd who gave a brief outline of the tank farm's history and operational details.

PURA informed them of the new dispensation as well as it being the sector regulator. Normally the depot takes about two shipments per month depending on demand but that's the average.

The MD however raised concerns about product quality which he hope they will be addressed by regulations.

The team also visited the Mini-Refinery next to the Tank Farm, cracks used sludge oil from Kotu and Brikama power stations. The facility was very crude in construction and while personnel found on site who cannot speak English. The owner was not at the site.

The general HSSE standards were non-existent or absent and there was also a pungent sulphuric smell in the air.



**Figure 44: A typical fuel station in the GBA**



Additional consultation was held with key partners such as the Gambia Police Force, The Gambia Fire and Rescue Service and Weight & Measures Bureau. **The memorandum** of understanding between PURA and Weight & Measures Bureau in setting performance standards as outlined in the **Petroleum Products Act 2016 and the PURA Act of 2001** was signed. It is prudent for regular monitoring of petroleum products/ services be done so as to maintain high standards of products as well as consumer protection. The agreements is aimed at promoting cooperation in the following areas:

- Conducting joint inspection of petroleum facilities.
- Conducting and sharing test results of petroleum products equipment and calibration.
- Setting parameters for petroleum products dispensing equipment accuracy and tolerance.
- Protecting consumers through joint sensitisation programmes.

In line with the strategic activities of the Authority in regulating the petroleum sector, a stakeholder team from PURA with Ministry of Petroleum and Energy and the Gambia Standard Bureau staff visited petrol stations across the country from Saturday, 12<sup>th</sup> to 14<sup>th</sup> August 2017.



**Figure 45: A typical fuel station in the Provinces**



**Figure 46: An informal fuel vending station**

The purpose of the trip was to obtain baseline data and familiarize themselves with the current operational status quo. The mission randomly collected petrol product samples quality assurance testing.

Following the handing over of petroleum products inspection and quality assurance functions and responsibilities by the Ministry of Petroleum and Energy, a PURA team visited 35 small dealers and established petrol stations all over the country. The target groups were:

- Provincial fuel stations
- Informal off-road dealers and
- Storage depots

Generally, all the facilities in the provinces were in poor condition of general upkeep. These included the facilities of established Oil Marketing Companies (OMCs). The pumps were very old and in one instance we found a manually operated pump. Health and Safety awareness was very low especially with the road side dealers. Furthermore, most of the dealers lack the technical know-how on using fire extinguisher.

## CONSUMER AFFAIRS

### COMPLIANT RESOLUTION

In order to enhance effectiveness and efficacy of service, the 148 call center continues to be available to all consumers, as a means of reporting complaints to the Authority. Consumer complaints play important roles in regulation as they provide a useful barometer on consumer detriment and unfair practice. Access to a fair and transparent complaint resolution process is an essential part of effective consumer protection framework. At the 148 call center, a 360 complaint resolution mechanism was put in place to resolve consumer complaints.

The call center agents receive and process consumer's complaints and enquiries. Complaints received are logged into a database relayed to the relevant service provider for lodging resolution. If the complaint lodged cannot be resolved by the call center agents' due to technical issues, the complaint is escalated to the relevant directorate at the Authority for further analysis. Responses are always conveyed back to the complainant to complete the complaint resolution cycle.

### CONSUMER EDUCATION AND AWARENESS'

The Consumer affairs department has remained committed to its mandate of consumer education and has continued its advocacy works by educating consumers about their rights and responsibilities.

The Directorate sets out several education and awareness programmes with the intent of empowering, engaging, educating and informing consumers. One of such campaign is the weekly

radio programmes where consumers are opportuned to phone in and discuss their concerns regarding services offered to them by service providers.

This platform is also utilized to sensitize consumers about the 148 toll-free telephone which consumers can use to complain and seek for redress. We also sponsor other key stakeholders like the Gambia Fire and Rescue Service and Consumer Advocacy groups to also conduct sensitization with programs specific consumers about their rights and obligations.

### 2017 COMPLAINT DATA ANALYSIS

A total of Nine Hundred and Sixty-Three (963) complaints were received during the year under review. Compared to the 2016, a significant increase was made, which was as a result of the surge in Sim-box fraud and Fake marabout calls in 2017.

Fake “MARABOUT CALL” is a phenomenon wherein consumers all over the country where receiving unsolicited calls from “marabouts” i.e. fortune tellers. This lead to an increase in the complaints received from all GSM service providers as all operators where affected.

### MONTHLY COMPLAINTS VOLUME

The highest number of complaints were received in the months of March and December.



Figure 47: Monthly Complaints

## COMPARISON OF COMPLAINTS FOR ALL REGULATED ENTITIES 2016/2017

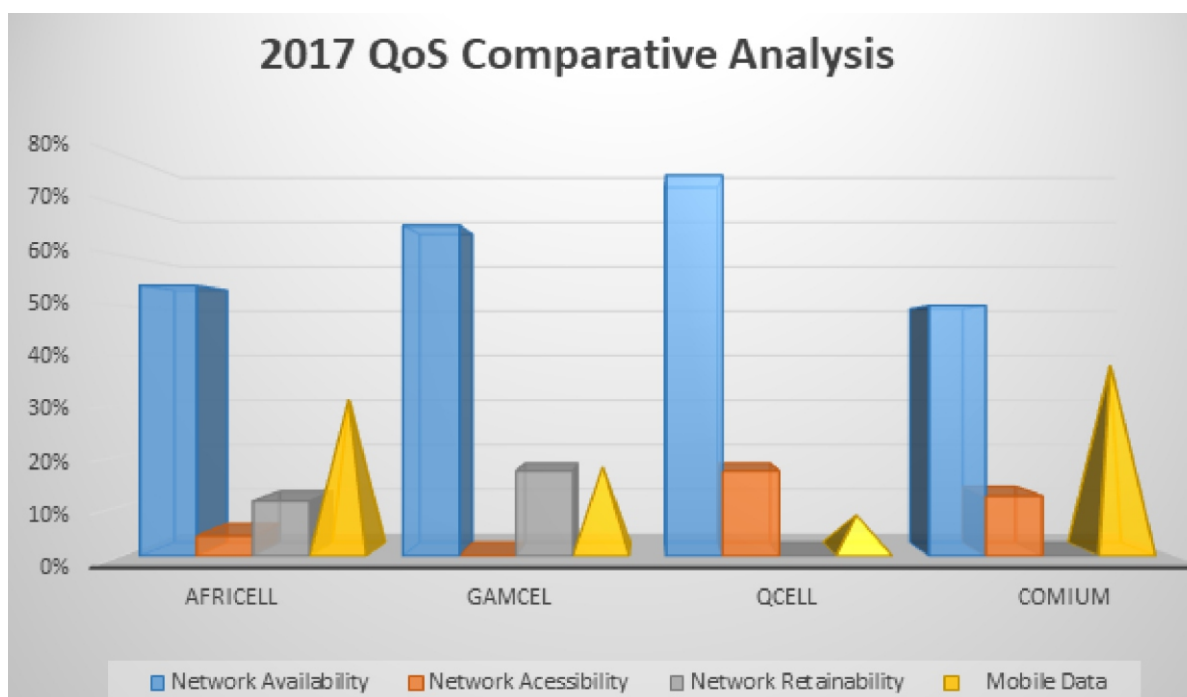
As can be seen below AFRICELL Received the highest complaints during the period under review. However, compared to last year, the rate of complaints increased significantly. This can be attributed to the malicious calls and sim box fraud that occurred during the year. All telecoms operators realized significant increase in the number of complaints received compared to last year except QCELL. AFRICELL being the most affected realized 473% increase, GAMCEL recorded a

Complaint Received from January to December 2017		
SERVICE PROVIDER	COMPLAINTS	TRENDS FROM 2016
NAWEC	140	10% ↑
AFRICELL	534	473% ↑
COMIUM	55	17% ↑
QCELL	55	2% ↑
GAMCEL	85	150% ↑

**Table 23: Analysis of complaints for all regulated entities 2016/2017**

## 2017 COMPARATIVE ANALYSIS OF QOS COMPLAINTS

Quality of service complaints are logged into four different categories; Availability, Accessibility, Retainability and mobile Data.



**Figure 48: 2017 QoS Comparative Analysis**

During the period under review, using the aforementioned parameters QCell logged the highest Network Availability failure, Comium recorded the lowest rate. All operators have improved on their retainability and network accessibility is also improving. Although mobile data continues to be a problem for Africell and Comium.

### 2017 COMPLAINT BY- SERVICE PROVIDER

#### GAMCEL'S MOST COMMON COMPLAINTS

During the period under review, 73% of complaints received were related to Sim-box Fraud. The inability to recharge credit accounted for 8%, this was as a result of Gamcel encountering a problem with their billing system.

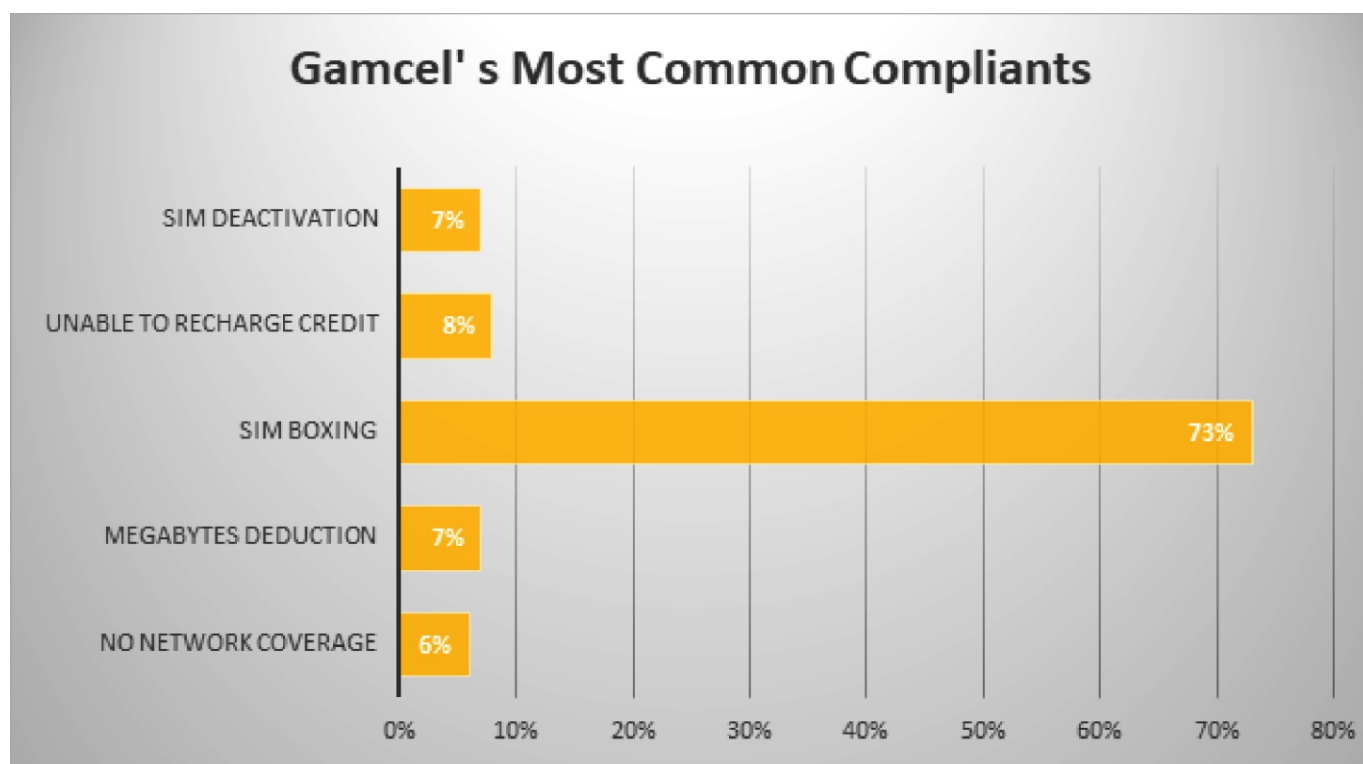


Figure 49: Gamcel most common Complaint

#### AFRICELL'S MOST COMMON COMPLAINTS

65% of complaints received from Africell subscribers were related to “Marabout Call” and measures have been taken to ensure that it discontinued. 22% of complaints received was related to simbox fraud and measures have been taken to eradicate the fraudulent act. A task force was set up comprising of all relevant stakeholders in order to bring forth solutions to this problem, as it is costing the government and operators revenue.



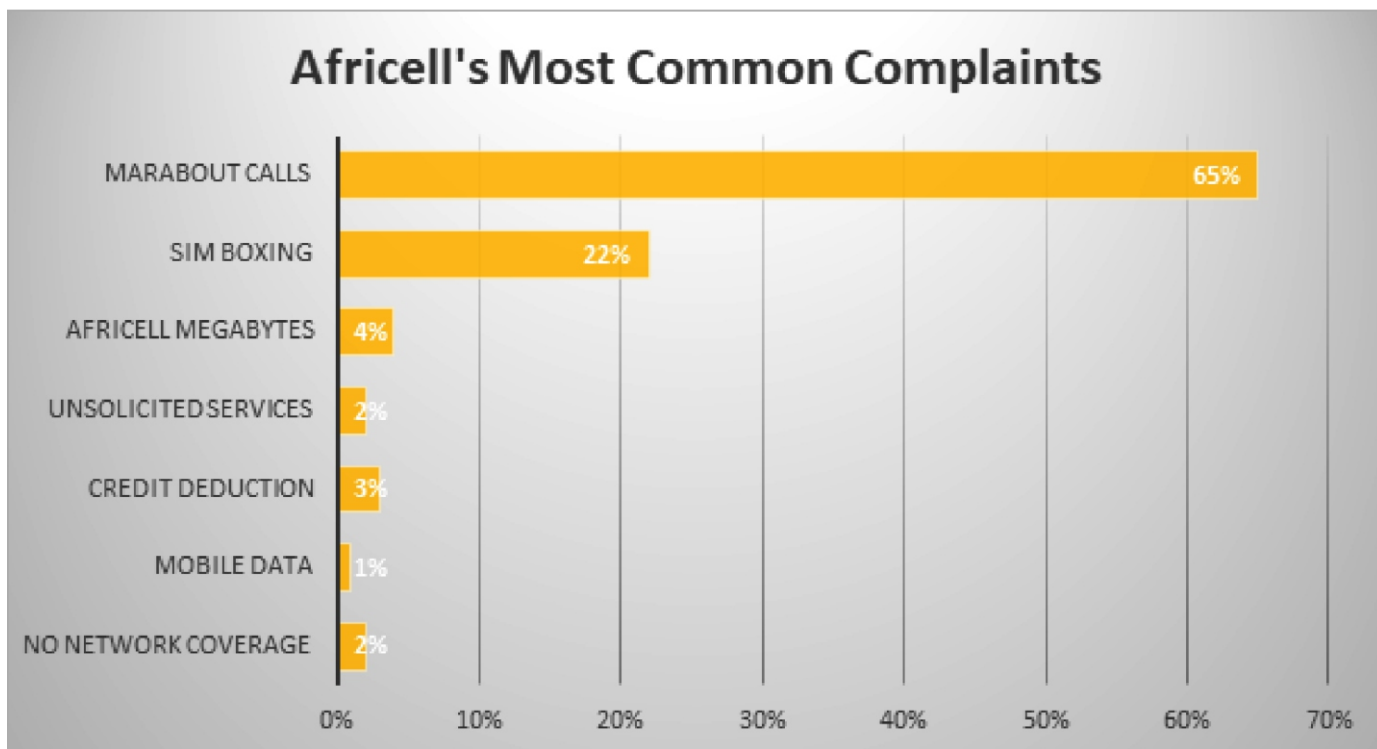


Figure 50: Africell's Most Common Complaints

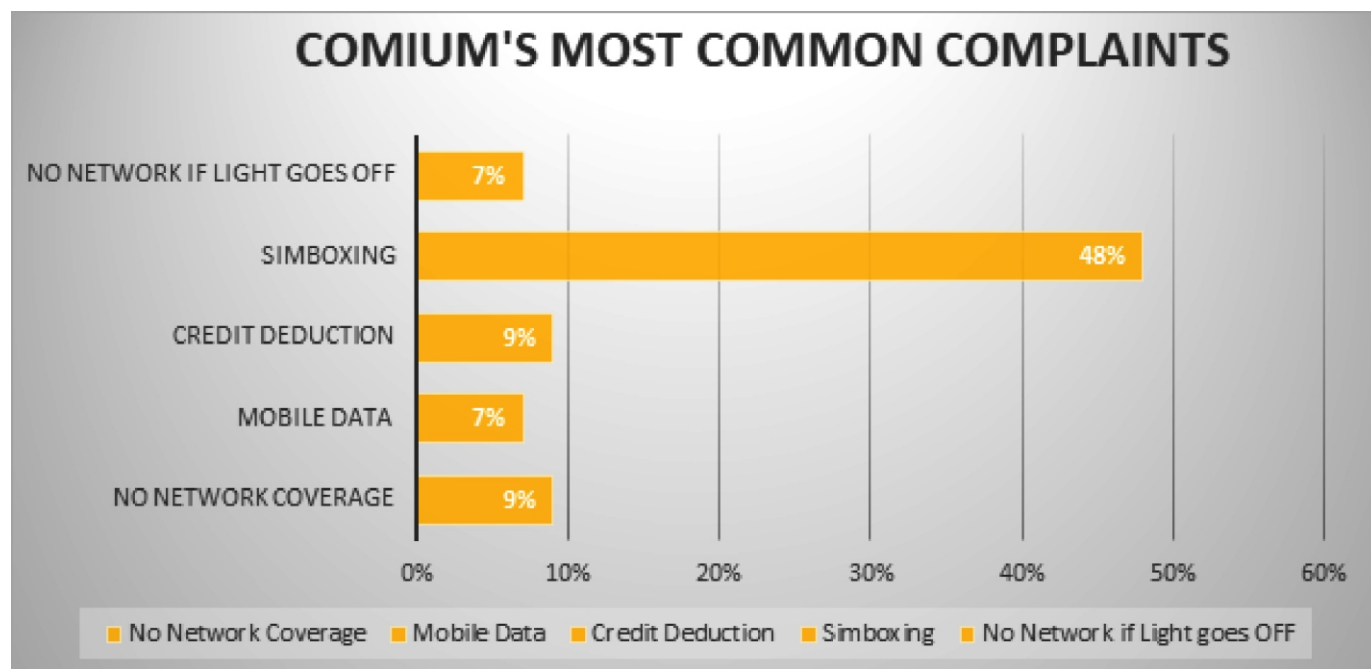
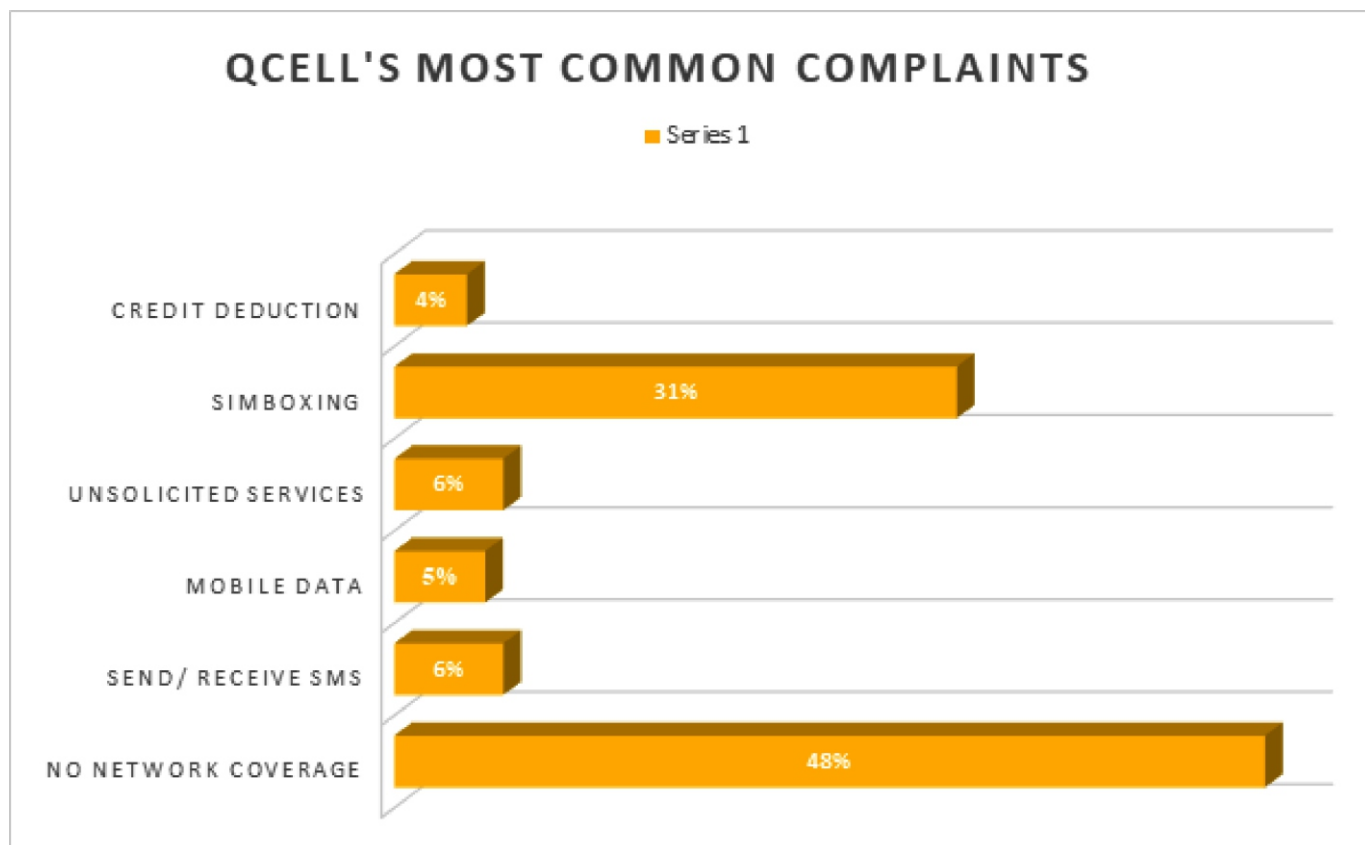


Figure 51: Comium's Most Common Complaints

#### COMIUM'S MOST COMMON COMPLAINTS

As it can be noted below, 48% of complaints received from comuim subscribers was related to sim-box fraud which is the highest number of complaints received during the year under review. Credit deduction recorded 9% and no network when light goes off recorded the lowest number of complaints. This shows an improvement as the percentage has decreased compared to last year.

## QCELL'S MOST COMMON COMPLAINTS



**Figure 52: QCell's Most Common Complaints**

No network coverage recorded 48% of the complains during the year under review, whilst simboxing recorded 31% of complaints. There has been an improvement with the mobile data services as a significant drop in the number of complaints received was noted.

## NAWEC

National Water and Electricity Company (NAWEC) is the sole provider of water and electricity for consumers in the country. However, the complaints received will be categorized into water and electricity.

## NAWEC WATER COMPLAINTS

For the period under review, the highest number of complaints received are related to disconnections. This is a result of consumers not paying their bills on time and in some cases bills have been paid but did not reflect on the NAWEC accounts. Burst pipes continue to be a problem although a decrease can be noted in the number of complaints that were received. Despite the fact that response rate for NAWEC to the said complaints are very high, the problem keeps recurring and increasing year after year. Billing counts for 15% of complaints received and this is a course for concern.

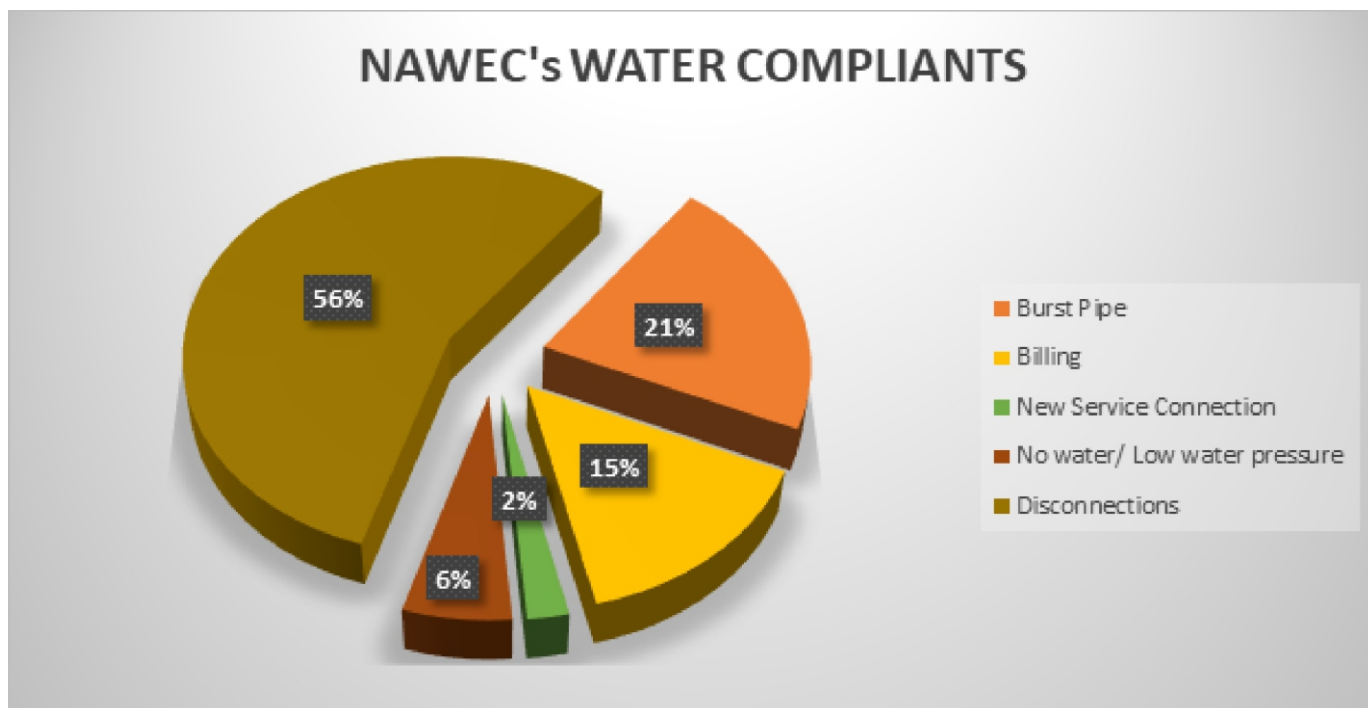


Figure 53: NAWEC'S Water Complaints

#### NAWEC ELECTRICITY

The leading complaint for NAWEC Electricity is Bend Pole, which poses a question of both quality and safety, since this particular complaint causes alarm to the general public, The Authority has since engaged NAWEC to put in check the occurrences of such. Faulty cash power meters recorded 14% of complaints received and no light constitutes 25%. A decrease can be noted in complaints related to new service connection and disconnection.

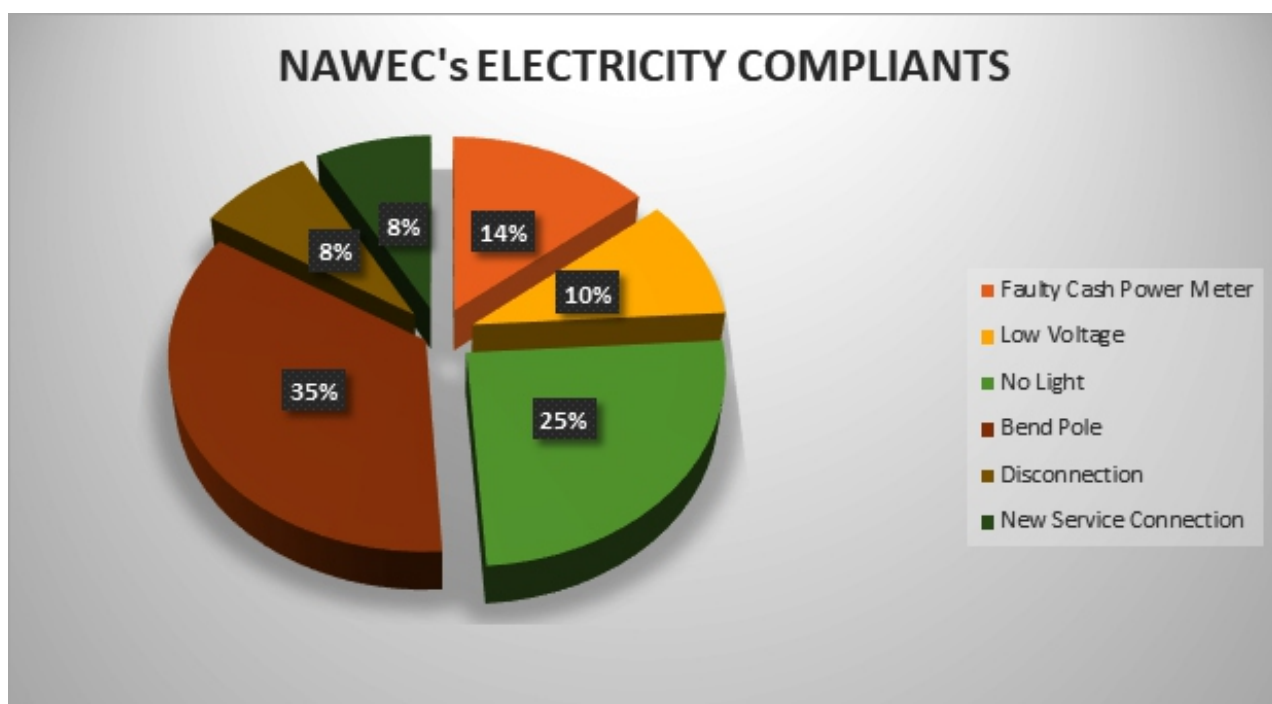


Figure 54: NAWEC's Electricity Complaints

## CONSUMER PARLIAMENT 2017

In 2017, DCA conducted its 6<sup>th</sup> Consumer Parliament with the Theme: ***Challenges and opportunities in ICT and regulated sector for Differently abled groups***". This platform provided insights of PURA's core areas and created an avenue for the consumers to have close interaction and in-depth knowledge of the regulated sectors.



Figure 55: Opening remarks by DCA at the Consumer parliament 2017



Figure 56: Operators panelist representatives



Figure 57: Operators representatives and PURA members of staff



Figure 58: Operators representatives and PURA Director General

The DCA also conducted outreach programs such as Bantaba and Consumer parliament. These events are alternated yearly as the Bantaba is done in rural areas and the consumer parliament in urban areas. These outreach programs are an extension of PURA's 148 complaints hotline designed to provide impartial and effective consumer complaints resolution mechanism related to ICT, Electricity, Water, Sewage and Petroleum Products as mandated by the PURA Act 2001.

During the period under review PURA organized the 6<sup>th</sup> Consumer Parliament at West Westfield. The theme for this year's Consumer parliament is: “**Challenges and opportunities in ICT and regulated sectors for Differently abled groups**”. Consumers of regulated sectors especially the differently abled people, had the opportunity to raise various concerns and challenges they face when utilizing the services provided by regulated entities.

GSM Operators on their part to redress complaints relating to their sector, pledged to create a free SMS platform for the differently abled groups wherein they can communicate with people at no cost as this was part of the concerns raised about services provided by telecoms operators. QCell also pledged a sum of Two hundred Thousand Dalasi's (D200,000) to the federation of Gambia Association for the Deaf & Hard of Hearing (GADHOH).

This year's consumer parliament is by far one of the most successful consumer parliament held since its inception. The platform was not only limited to people in the Gambia as the program was streamed live online for Gambians leaving in the diaspora. The event was featured on Facebook and had more than four thousand three hundred and eight six (**4386**) views and still counting. The entire concerns raise by the various consumers of regulated sectors were recorded and aired on GRTS and QTV a detail report was also prepared which was shared with various service providers.



## PART VI: THE FINANCIAL REVIEW

PURA's main source of income is Regulatory Fees charged to Regulated Entities.

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 2017, 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 **D 50,000.00** per annum for Internet Service Providers (ISPs) in the information and communications sector. For the energy sector the Authority since 2008 has decided that the regulatory fee invoice to NAWEC is fixed at **D 4,000,000.00** 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.

SOURCE OF FUNDS	BUDGET	ACTUAL PAID	AMOUNT OUTSTANDING	REMARKS
GAMTEL	13,218,744	0	13,218,744.00	
AFRICELL	19,334,821	17,723,586	1,611,235	Balance paid in 2018
GAMCEL	5,333,097	2,666,548	2,666,549	Balance paid in 2018
COMIUM	4,119,082	3,775,825	343,257	Balance paid in 2018
QCELL	4,737,880	4,737,880	0	
I NET WORLD COMPANY	50,000	50,000	0	
NETPAGE	50,000	50,000	0	
NAWEC	4,000,000	0	4,000,000	
UNIQUE SOLUTIONS	5,0000	50,000	0	
INSIST NET	5,0000	50,000	0	
AGUA INC	4,00000	400,000	0	
THOMAS GLOBAL TECHNOLOGIES	5,0000	0	50,000	
<b>TOTAL</b>	<b>51,393,624</b>	<b>29,503,839</b>	<b>21,889,785</b>	

**Table 24: Budgeted vs. Actual Income in Dalasis for Regulatory Fees Invoiced for 2017**



Despite these considerations and engagements, the payment of regulatory fees by GAMTEL and NAWEC has not been encouraging. Out of the amount of **D51.394million** budgeted as regulatory fees income, only **D29.504million** was collected, as shown in Table 1 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. The status of regulatory fees payment is depicted in Table 1 above. Only one of the GSM Operators and four of the ISPs have fully paid their regulatory fees invoiced for 2017 as at 31<sup>st</sup> December 2017, except **GAMTEL, NAWEC and THOMAS GLOBAL TECHNOLOGIES**, as illustrated above.



**PUBLIC UTILITY REGULATORY AUTHORITY – (PURA)  
MANAGEMENT LETTER REPORT  
FOR THE YEAR ENDED 31<sup>st</sup> DECEMBER 2017**

**AUGUSTUS PROM  
AUDIT.TAX.ADVISORY  
REGISTERED AUDITORS**

**3 KAIRABA AVENUE  
SERREKUNDA, KMC  
THE GAMBIA**

**JULY 2018**



AUGUSTUS PROM  
AUDIT.TAX.ADVISORY



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**IN CONFIDENCE**

**REF: AP/C/PURA/652/18/(1)**

3<sup>rd</sup> July 2018

Managing Director  
Public Utility Regulatory Authority (PURA)  
Kairaba Avenue  
KSMD, The Gambia.

Dear Sir,

**PUBLIC UTILITY REGULATORY AUTHORITY (PURA)**  
**MANAGEMENT LETTER FOR THE YEAR ENDED 31<sup>ST</sup> DECEMBER 2017**

We have completed the audit of the Public Utility Regulatory Authority (PURA) for the year ended 31<sup>st</sup> December 2017 and wish to bring to your attention the following observations and implications. The recommendations suggested are for management action aimed at improving operations, accounting and internal controls systems, level of compliance etc.

We wish to inform you that the purpose of the audit is to enable us to express our professional opinion on the accounts presented to us by the management to audit. Such an audit should not be relied upon to disclose all defalcations or other irregularities that may exist in your system but where such exist and are discovered during the course of our audit, they would be disclosed.

Please accept the Firm's profound gratitude for the cooperation of the Management Team accorded to us during the conduct of the audit exercise.

Should you require additional information on the matters raised, please do not hesitate to contact us.

Yours Sincerely,

.....  
**AUGUSTUS PROM**  
**AUDIT.TAX.ADVISORY**  
**REGISTERED AUDITORS**

## PRIORITISATION OF AUDIT FINDINGS

The objective of the management letter report is to communicate appropriately to those charged with governance and management on information gathered in the course of the audit to give added value to the client.

The management letter is used to communicate with those charged with governance focusing on the following:

- Weaknesses within the internal controls system that could lead to material losses or
- misstatements in the financial statements;
- Efficiencies to be made, to improve the overall performance of the organization;
- Failure to comply with policies, laws, regulations and laid down procedures;
- Issues to be addressed which would enable the audit to run more smoothly.

The findings which are stated in the management letter are categorised into a system of grading to enable management to better prioritise implementation of recommendations emanating from audit findings.

The observations raised during the audit are categorised into three different grades.  
The grades are as follows:

**Grade 1: These are findings that are particularly significant and the urgent involvement of management may be required for their resolution (High Risk);**

**Grade 2: These are finding that may have a significant impact on the control environment or financial systems which can have a negative impact on operations within the organisation (Medium Risk);**

**Grade 3: These are findings which are less significant than Grade 1 and 2 but still need attention (Low Risk).**

## 1. **INVESTMENT APPRAISAL** **GRADE 2**

### 1.1 **OBSERVATIONS**

For the year under review, an amount of D16.1m was placed as fixed deposit investment with local banks. Upon discussions with management, it was confirmed to us that the authority does not have any documented investment appraisals with regard to fixed deposit to ensure that the bank in which the deposit has been placed, offers the best investment returns in the money market.

### 1.2 **IMPLICATION**

Lack of investment appraisals documents means that we were unable to confirm if various returns have been considered before placing it with a bank that is offering the highest returns.

### 1.3 **RECOMMENDATION**

We recommend that investment appraisals should be done and documented for all fixed deposit investments showing the various rates offered by the Banks which gives management a better bargaining position thus creating better returns.

### 1.4 **MANAGEMENT RESPONSE**

*These were Debts owed by GAMTEL and NAWEC in respect to Regulatory Fees invoiced in 2014 and were outstanding during the Financial Audit of the year ended 31<sup>st</sup> December 2014 and car loan balance of former employee of PURA, which all total to D16, 131,560.00.*

*There was an Executive Directives for the Inspector General of Police to recover Regulatory fees arrears and lodge them to a Police Recovery Account held at Mega Bank. In February 2017, a letter was written to the Inspector General of Police requesting for refund of the debts recovered and lodged them into PURA's Trust Bank Account.*

*A decision was agreed at Management to invest the amount recovered.*

*There was an engagement between our Two major Banks we bank with (Trust Bank (G) Ltd and Guaranty Trust Bank (G) Ltd), and they offered similar Investment returns of 13.33% for 12 months. A decision was then made to invest the funds with Trust Bank (G) Ltd where the funds are held.*



## **2. REGULATORY FEES GRADE 1**

### **2.1 OBSERVATIONS**

During our review on the Regulatory fees of the Authority, we noted that Q Cell was not included in the regulatory fees policy for the period under review.

### **2.2 IMPLICATION**

The above indicates that the regulatory fees policy which is meant to be used as a guide with regard to regulatory fees is outdated and needs to be updated. Q Cell not stated in the regulatory fees policy makes it difficult to establish the basis of the fee being charged.

### **2.3 RECOMMENDATION**

We recommend that management should ensure that the regulatory fees policy is updated to reflect the current rates being charged.

### **2.4 MANAGEMENT RESPONSE**

*The Public Utilities (Regulatory and Administrative Fees) Regulations 2006, shows the Proportion of turnover of Utility payable as Regulatory fees and this applies to all regulated Utilities in 2005 and beyond. And thus applies to Comium and QCell and all Internet service Providers that came after 2005.*

### 3. REVIEW ON LAST YEAR'S AUDIT MANAGEMENT LETTER POINTS

Details	Audit Observation	Year Reported	Current Status	Auditors' Remarks
<b>Dormant Account</b>	Upon our review on closing bank balances for the period, we noted that Reliance Financial has a closing balance of D21,991 which has not moved for over a period of 18 months which indicates that the account is dormant.	31 December 2016	Not Implemented	This has not been addressed by Management
<b>Physical Asset Verification</b>	During our review on the controls with regard to fixed assets of the authority, we noted that management did not conduct a physical asset verification exercise which is in line with recommended asset control practices.	31 December 2016	Not Implemented	This has not been addressed by Management.
<b>Service Rule Book</b>	During our review on the authority's service rule book we noted that it was last updated in 2006 hence causing certain elements of the book outdated such as section 8013 – Maternity Leave which states that "Any female employee in the permanent service of the Authority finding herself in a state of pregnancy shall report at once to a medical officer of the authority. On production of a satisfactory medical certificate, she may be granted leave for a period of 3 months with full salary calculated to cover six weeks before and six weeks after confinement. Based on our review on the local laws and legislation, we noted that this is not in compliance with the 2010 Women Act which states that the leave to be granted is 6 months.	31 December 2015	Currently being Implemented	Management is currently working on this to ensure the Service Rule Book is being updated.



**PUBLIC UTILITY REGULATORY AUTHORITY – (PURA)  
FINANCIAL STATEMENTS & REPORTS  
FOR THE YEAR ENDED 31<sup>st</sup> DECEMBER 2017**

**AUGUSTUS PROM  
AUDIT.TAX.ADVISORY.  
REGISTERED AUDITORS**

**3 KAIRABA AVENUE  
3rd FL. CENTENARY HOUSE  
SERREKUNDA, K.M.C  
THE GAMBIA**

**APRIL 2018**

## General Information

### 1. Board of Directors

Mr.Momodou O.S. Badjie	Chairman
Mr.Ebrima Cham	Member
Mrs.Sainabou Wadda Cisse	Member
Mr.Abdoulie Jallow	Ex-Officio Member – PS MOFEA
Mr.Ansumana Sanneh	Director General

### 2. Board Secretary

Mr. Malamin Darboe

### 3. Bankers

Trust Bank (G) Ltd  
3/4 Ecowas Avenue  
Banjul, The Gambia.

Eco Bank (G) Ltd  
Kairaba Avenue  
KMC, The Gambia.

Reliance Financial Services  
Kairaba Avenue  
KMC, The Gambia.

Access Bank (G) Ltd  
Kairaba Avenue  
KMC, The Gambia.

Guaranty Trust Bank (G) Ltd  
Kairaba Avenue  
KMC, The Gambia.

### 4. External Auditor

Augustus Prom  
Audit.Tax.Advisory.  
Registered Auditors  
3rd FL. Centenary Building  
3Kairaba Avenue, KMC  
The Gambia

### 5. Registered Address

94 Kairaba Avenue  
KMC  
The Gambia

## **Board of Directors Report**

### **For the Year Ended 31<sup>st</sup> December 2017**

The Board of Directors of the Public Utilities Regulatory Authority (PURA) presents their audited financial statements for the year ended 31<sup>st</sup> December 2017.

#### **1. State of Affairs**

The state of affairs of the Public Utilities Regulatory Authority (PURA) is set out in the accompanying financial statements and notes on pages 7 to 15.

#### **2. Principal Activities**

The principal activities of the PURA 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 the public utilities. PURA does monitor and enforce standards of performance by public utilities and to promote fair competition amongst them.

#### **3. Director's Responsibilities for the Financial Statements**

The Companies (Gambia) Act, 2013 and the PURA Act of 2001, requires the Authority's Directors to prepare financial statements for each financial year, which gives a true and fair view of the Authority's financial position and of its profit or loss as at year end.

In preparing these financial statements, the Board of 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; and
- § Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Corporation will continue in business.

The Directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any given time, the financial position of the Corporation and to enable them to ensure that they comply with Generally Accepted Accounting Principles (GAAP). They are also responsible for safeguarding the assets of the Authority and taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### **4. External Auditors**

The Authority's external auditor, Augustus Prom-Audit. Tax. Advisory, as appointed through the National Audit Office The Gambia, have expressed their willingness to continue in office.



**BY ORDER OF THE BOARD OF DIRECTORS**

.....  
**BOARD SECRETARY**

**DATE:** .....

#### **Registered Address**

94 Kairaba Avenue  
KMC, The Gambia





AUGUSTUS PROM  
AUDIT.TAX.ADVISORY



3 Kairaba Avenue – P O Box 587, The Gambia - Telephone (220) 4378146/ 4392376 / 4378147 – Fax (220) 4378148

E-mail: [admin@augustusprom.com](mailto:admin@augustusprom.com)

[www.augustus-prom.gm](http://www.augustus-prom.gm)

### **Auditor's Opinion**

We have audited the accompanying financial statements of Public Utility Regulatory Authority (PURA) which comprises the Balance Sheet, Income Statement, Cash Flows Statement and notes for the year then ended, and notes to the Financial Statements including Accounting Policies applicable to the institute.

In our opinion, the Financial Statements give a true and fair view of the Financial Position of the Authority as at 31<sup>st</sup> December 2017 and of its Financial Performance and its Cash Flows for the year then ended and has been prepared in accordance with Generally Accepted Accounting Principles and have been properly prepared in accordance with the Requirement of the Companies (Gambia) Act, 2013 and the PURAA Act of 2001.

### **Basis of Opinion**

We conducted our audit in accordance with International Standard on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the financial Statements section of our report. We are independent of the Company in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in The Gambia and we have fulfilled our other responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Responsibilities of Management and those charged with governance for the Financial Statements**

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with Generally Accepted Accounting Principles, and in the manner required by the Companies Act, 2013 and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, management is responsible for assessing the Authorities's ability to continue as a going concern, disclosing, as applicable, matters related to going concern operations, or have no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Institute's financial reporting process.

### Auditors Responsibilities for the Audit of Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatement can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risk of material misstatement of the financial statements, whether due to fraud or error design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intention omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Institute's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and basic on the audit evidence obtained, whether a material uncertainty exists relating to events or conditions that may cast significant doubt on the Institute's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Institute to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the Financial Statements, including the disclosures, and whether the Institute's financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit. We also provide those charged with governance with a statement that we have complied with relevant ethical requirement regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significant in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

The Engagement Partner on the audit resulting in this independent auditor's report is Mr Augustus F. Prom.

.....  
**AUGUSTUS PROM**  
**AUDIT. TAX. ADVISORY.**  
**REGISTERED AUDITORS**

**DATE:** ..... **2018**

# Income Statement

*For the year ended 31st December 2017*

<i>Notes</i>		<b>2017</b>	2016
	<b>GMD</b>	<b>GMD</b>	
<b><u>Income</u></b>			
Revenue	8	51,686,124	45,976,521
Other income	9	2,724,969	1,595,035
<b>Total income</b>		<b>54,411,093</b>	<b>47,571,556</b>
<b><u>Expenditure</u></b>			
Personnel Cost	10	13,478,841	13,428,898
General & Administrative Expenses	11	29,581,230	27,043,634
Depreciation	2	2,496,098	1,803,404
<b>Total Expenditure</b>		<b>45,556,169</b>	<b>42,275,936</b>
<b>Surplus for the Year</b>		<b>8,854,924</b>	<b>5,295,620</b>

# Balance Sheet

As at 31st December 2017

	Notes	2017 GMD	2016 GMD
<b><u>Assets</u></b>			
<b><u>Non Current Assets</u></b>			
Property, Plant & Equipment	2	4,261,571	3,794,499
		<hr/>	<hr/>
		4,261,571	3,794,499
		=====	=====
<b><u>Current Assets</u></b>			
Cash and Bank Balances	3	1,951,761	7,353,206
Trade Receivables	4	73,699,444	75,247,847
Staff Loan Receivable	5	3,744,604	3,729,096
Fixed Deposit Investment		16,153,410	-
		<hr/>	<hr/>
		95,549,219	86,330,149
		<hr/>	<hr/>
<b>Total Asset</b>		99,810,790	90,124,648
		=====	=====
<b><u>Reserves &amp; Liabilities</u></b>			
<b><u>Reserves</u></b>			
Retained Earnings	7	95,844,367	86,989,443
		<hr/>	<hr/>
		95,844,367	86,989,443
		<hr/>	<hr/>
<b><u>Liabilities</u></b>			
Trade and Other Payables	6	3,966,423	3,135,205
		<hr/>	<hr/>
		3,966,423	3,135,205
		<hr/>	<hr/>
<b>Total Reserves &amp; Liabilities</b>		99,810,790	90,124,648
		=====	=====

The Financial Statements were approved by the PURA Board of Directors on  
 .....and signed on its behalf by;

DIRECTOR: .....

DIRECTOR: .....

# Cash flow Statement

For the year ended 31st December 2017

	Notes	2017 GMD	2016 GMD
<b>Operating Activities</b>			
Surplus for the year		8,854,924	5,295,620
<i>Adjust for:</i>			
Depreciation	2	2,496,098	1,803,403
		<b>11,351,022</b>	<b>7,099,023</b>
(Decrease) Increase in Receivable		1,532,895	1,193,836
Increase in Payables		831,218	(1,245,270)
<b>Net Cash flows from Operating Activities</b>		<b>13,715,135</b>	<b>7,047,589</b>
Fixed Deposit Investment		(16,153,410)	-
Acquisition of Fixed Assets		(2,963,170)	(588,847)
<b>Net cash outflow from investing activities</b>		<b>(5,401,445)</b>	<b>6,458,742</b>
Net Decrease in cash and cash equivalent		(5,401,445)	7,353,206
Balance at 1st January 2017		7,353,206	894,464
<b>Balance as at 31st December 2017</b>		<b>1,951,761</b>	<b>6,458,742</b>



## Notes to the Financial Statements

### 1. Accounting Policies

The following accounting policies have been applied consistently in dealing with items which are considered material in the Authority's Financial Statements.

#### 1.1 Basis of Accounting

The Financial Statements have been prepared under the historical cost convention, in accordance with the Generally Accepted Accounting Principles (GAAP), and the requirements of the Companies (Gambia) Act 2013 and the PURA Act 2001.

#### 1.2 Property, Plant & Equipment

Items of property, plant and equipment are stated at cost less accumulated depreciation less impairment loss and the amount of any subsequent revaluation. It is the Authority's policy to charge full year's depreciation in the year of acquisition and no charge in the year of disposal.

Depreciation is calculated and charged to the income and expenditure statement on a straight-line basis by reference to the estimated useful lives of the assets at the following rates:

Motor Vehicles	25%
Computers & Other office equipment	25%
Furniture, fixtures & Fittings	20%
Others	20%

#### 1.3 Revenue Recognition

Revenue comprises regulatory fees, contribution by The Gambia Government, external funding and any other income accruing on accounts. Revenue grants are recognised in the financial statements on receipts. Capital grants are recognised in equity. However, they are transferred to the income statement to meet related cost.

#### 1.4 Employee Benefits

Obligation for contribution to the Social Security & Housing Finance Corporation administered pension scheme at a rate of 15% on employee's salary are recognised as an expense in the Income and Expenditure Statement. PURA's contribution of GMD15 per month per employee to Social Security & Housing Finance Corporation as Industrial Injury Compensation is also recognised in the Income and Expenditure Statement.

#### 1.5 Foreign currency Translation

Transactions in foreign currencies are converted into Dalasis at the rates of exchange ruling at the date of the transaction. Monetary assets and liabilities denominated in foreign currency are converted in to Dalasis at the rates of exchange ruling at the balance sheet date. All gains and losses are transferred to the income and expenditure account.

#### 1.6 Taxation

No tax provision is made as the Authority is exempted from tax as an Agency of The Government.

## 2. FIXED ASSETS

### COST/VALUATION

At 1 <sup>st</sup> January 2017	Motor Vehicles	Computer Equipment	Furniture & fittings	Others	Total
	GMD	GMD	GMD	GMD	GMD
Additions	7,460,850	15,488,872	5,074,055	3,526,559	31,550,336
Disposal	2,053,900	521,270	351,000	37,000	2,963,170
	(1,560,000)	-	-	-	(1,560,000)
At 31/12/17	7,954,750	16,010,142	5,425,055	3,563,559	32,953,506

### DEPRECIATION

At 1 <sup>st</sup> January 2017	Motor Vehicles	Computer Equipment	Furniture & fittings	Others	Total
Charge for the year	5,490,424	14,756,139	4,908,176	2,601,098	27,755,837
Disposal	1,498,688	460,843	142,926	393,641	2,496,098
	(1,560,000)	-	-	-	(1,560,000)
At 31/12/17	5,429,112	15,216,982	5,051,102	2,994,739	28,691,935

### NET BOOK VALUE

At 31/12/17	Motor Vehicles	Computer Equipment	Furniture & fittings	Others	Total
	GMD	GMD	GMD	GMD	GMD
	2,525,638	793,160	373,953	568,820	4,261,571
At 31/12/16	1,970,426	792,733	165,879	925,461	3,794,499

	2017 GMD	2016 GMD
<b>3. Bank &amp; Cash</b>		
Trust Bank Ltd.	178,170	632,638
Eco Bank Gambia Limited	56,128	2,690,480
Access bank Gambia Limited	86,113	439,548
Guaranty Trust Gambia Limited	1,599,359	3,558,549
Reliance financial services	21,991	21,991
Cash Imprest account	10,000	10,000
	<u>1,951,761</u>	<u>7,353,206</u>

#### 4. Trade Receivables

Gamtel Ltd	38,612,612	39,335,341
Nawec Ltd	19,378,755	22,378,755
Gamcel Ltd	2,668,152	2,488,318
G.E.G Ltd	10,660,425	10,660,425
I Link	50,000	50,000
Linux	225,000	225,000
Thomas Global Technologies	150,000	100,000
Connection solutions	343,257	-
Insist Net	-	10,000
Qcell	8.00	8.00
Africell	1,611,235	-
	<u>73,699,444</u>	<u>75,247,847</u>

#### 5. Staff Loans & Prepayments

Staff personal loans	1,528,229	1,658,528
Staff car loans	1,820,542	1,712,235
Prepayments	395,833	358,333
Others	-	-
	<u>3,744,604</u>	<u>3,729,096</u>

	2017 GMD	2016 GMD
<b>6. Trade and Other Payables</b>		
WATRA Membership Contribution 2014/15	1,181,412	1,158,600
Audit fees	210,450	210,450
Provision for court judgement	1,692,302	1,692,302
Accruals – Telephone Bills	882,259	73,853
	<b>3,966,423</b>	<b>3,135,205</b>
<b>7. Retained Earnings</b>		
Opening Balance	86,989,443	81,693,823
Surplus for the Year ( <i>See Page 8</i> )	8,854,924	5,295,620
Closing Retained Earnings Balance	<b>95,844,367</b>	<b>86,989,443</b>
<b>8.Revenue</b>		
Regulatory fees	51,393,624	45,929,021
Application fees	292,500	47,500
	<b>51,686,124</b>	<b>45,976,521</b>
<b>9.Other Income</b>		
Sale of tender documents	-	6,000
Type approval fees	1,874,313	1,527,061
Bank interest	44,581	25,444
Staff loan interest	31,075	36,530
Penalty Fees	700,000	-
Petroleum Application Fees	75,000	-
	<b>2,724,969</b>	<b>1,595,035</b>
<b>10.Personnel Cost</b>		
Salaries& Wages	11,879,247	11,787,074
Social Security Contributions	1,599,594	1,641,824
	<b>13,478,841</b>	<b>13,428,898</b>

	2017 GMD	2016 GMD
<b>11. General &amp; Admin Expenses</b>		
Admin and office expense ( <i>See Note 11a</i> )	24,857,867	25,643,204
Board fees	236,500	278,000
Membership contributions	781,440	139,608
Audit fees	210,450	210,450
Travel and training expenses	3,494,973	772,372
	<b>29,581,230</b>	<b>27,043,634</b>

#### 11a. Administrative & Office Expenses

Medical expenses	808,156	784,853
National travel expenses	275,683	124,549
Office Stationary	1,419,187	1,291,461
Staff travel insurance	2,025	11,745
Fuel & lubricants	2,955,726	3,034,210
Rent/facilities management services	2,681,209	2,712,069
Electricity & water	965,927	988,369
Advertisement	748,413	228,025
Subscription- Journals/magazines	69,457	144,265
Postages	5,630	5,915
Communications	3,157,150	7,447,018
Stakeholder relationship	890,891	1,063,586
Repairs & maintenance	715,446	532,093
Consumer outreach program	1,526,872	1,479,990
Workshops/ retreat	46,135	98,570
Staff car scheme	1,450,000	-
Consultancy	449,980	12,000
Conference & meetings	3,672,605	2,709,986
Vehicle insurance & licence	295,725	258,660
Legal & registration fees	715,600	15,018
Staff uniforms	35,125	46,200
Corporate social responsibilities	1,226,468	1,050,900
Regulatory support expenses	715,495	1,063,114
Sim card registration project	-	467,362
Bank charges	28,962	73,246
Other expenses	-	-
	<b>24,857,867</b>	<b>25,643,204</b>

## 12. Contingent Liabilities

The Contingent Liabilities of the Authority is as follows;

### 1. World Report Case

The case against PURA filed by World Report CIVIL SUIT NO HC/705/13/CO/162/ D2 AND CIVIL APPEAL NO 82/2014 were concluded and judgment was entered in favour of PURA on the 10<sup>th</sup> of November 2016. World Report did not file appeal.

### 2. Africell Gambia Limited Vs The Gambia Public Utilities Regulatory Authority [PURA] – Civil Suit NO: HC 036/17/MF/012/F2

The High Court on 3<sup>rd</sup> day of March 2017 granted Africell Gambia Limited leave to make an application for the following orders:-

- 1) That the Applicant herein be granted an order of CERTIORARI against the Respondent herein to remove into the High Court of The Gambia for the purpose of being quashed the Legal Notice of THE GAMBIA PUBLIC UTILITY REGULATORY AUTHORITY (PURA) made on the 14<sup>th</sup> day of February 2017 against AFRICELL GAMBIA LIMITED the Applicant herein and all other orders or and all subsequent orders and notices made thereafter imposing a fine of GMD5,000,000 (Five Million Dalasi) against the Applicant and a further fine of GMD500,000.00 (Five Hundred Thousand) and a daily fine of GMD25,000.00 in as long as the fines remain unpaid upon the grounds set forth in the copy of the statement attached hereto;
- 2) A stay of all execution of the said notices and orders, fines and all orders which are not in accordance with the applicable law, and the Constitution pending the hearing of this application or the further orders of this Honourable Court;
- 3) For such further or other orders as to this Honourable Court shall deem fit. The Court on 3<sup>rd</sup> April 2017 ordered written briefs of arguments on the Applicants' application and Counsel on 22<sup>nd</sup> June 2017 adopted their respective briefs. The case is accordingly adjourned for Judgment. Judgment was delivered on 16<sup>th</sup> November 2017 wherein the application was dismissed.

**Present Status:** Africell had appealed against the said Judgment to the Court of Appeal and same is pending.



**3. Africell Gambia Limited Vs The Gambia Public Utilities Regulatory Authority [PURA]  
Civil Suit NO: HC 364/17/CO/076/C1**

The Applicant (**Africell Gambia Limited**) filed an application praying for an Interim Injunction to refrain the Respondent (**PURA**), its agents or servants from ordering the Applicant to cease the sale of SIM cards by third parties or interfering with the marketing of the said SIM cards or acting as threatened in the Respondents letter to the Applicant dated the 4<sup>th</sup> day of August 2017 pending further orders in this suit;

An Interim Injunction restraining the Respondents, its agents or servants from publishing similar words defamatory of the Applicant pending further orders in this suit.

Written briefs were ordered on 5<sup>th</sup> October 2017 and same were adopted on 24<sup>th</sup> January 2018. **The Court in its ruling of 22<sup>nd</sup> February 2018 dismissed the Interim Injunction and award cost of D15, 000.00 to the Respondent.**

**Present status:** The substantive suit was adjourned to 25<sup>th</sup> April 2018 at 12:00 pm for mention. Currently the case was adjourned was ruling but the Applicant has expressed interest for settlement and the court adjourned the case to 7<sup>th</sup> July 2018 at 12:30 pm for Report on Settlement.

**4. Africell Gambia Limited Vs The Gambia Public Utilities Regulatory Authority [PURA] –  
Civil Suit NO: HC 373/17/MF/098/A1 [IN THE MATTER OF AN APPLICATION BY AFRICELL  
GAMBIA LIMITED AND IN THE MATTER OF A LEGAL NOTICE DATED THE 4<sup>TH</sup> DAY OF  
AUGUST 2017 ISSUED BY THE GAMBIA PUBLIC UTILITIES REGULATORY AUTHORITY  
(PURA) TO AFRICELL GAMBIA LIMITED]**

The High Court as per Hon. Justice Zainab Jawara Alami on the 24<sup>th</sup> of August 2017, granted the Applicant to filed an application praying:

1) That the Applicant herein be granted an order of CERTIORARI directed against the Respondent herein to remove into the High Court of The Gambia for the purpose of being quashed the legal Notice of THE GAMBIA PUBLIC REGULATORY AUTHORITY (PURA) made on the 4<sup>th</sup> day of August 2017 against AFRICELL GAMBIA LIMITED the Applicant herein and all other orders or all subsequent orders and notices made thereafter related to the same including that imposing a fine of GMD3,950,000 (Three Million Nine Hundred and Fifty Thousand Dalasi) against the Applicant and a further fine of D25,000 (Twenty Five Thousand Dalasi) and a daily fine of D10,000.00 as long as the fines remain unpaid upon the grounds set forth in the copy statement attached hereto;

2) A stay of all executions of the said notices and orders, fines and all other orders which are not in accordance with applicable law and Constitution pending the hearing of this application and the further orders of this honourable court;

3) For such further or other orders as to this court shall seem fit

Written briefs of arguments were ordered and adopted. The case is adjourned to 17<sup>th</sup> April 2018 at 12:00 pm for Judgment.

**Present status:** Judgment was delivered on the 24<sup>th</sup> of May 2018 in PURA's favor and on the 6<sup>th</sup> of June 2018, AFRICELL filed an appeal in the Court of Appeal of The Gambia against the judgment.

**5. Africell Gambia Limited Vs The Gambia Public Utilities Regulatory Authority (PURA) – Civil Appeal NO: GCA 014/2018**

This is an Appeal against the ruling of the High Court as per Hon. Justice Jawo delivered on 22<sup>nd</sup> February 2018 in **Civil Suit NO:364/17/CO/076/C1 Between Africell Gambia Limited Vs The Gambia Public Utilities Regulatory Authority [PURA]**.

The Appellant/Applicant also filed an application praying for an Interlocutory Injunction to refrain the Respondent (**PURA**), its agents or servants from ordering the Appellant to cease the sale of their SIM cards by third parties or interfering with the marketing of the said SIM cards or acting as threatened in the Respondents letter to the Applicant dated the 4<sup>th</sup> day of August 2017 pending further orders in this Appeal, **And;** An Interlocutory Injunction restraining the Respondents, its agents or servants from publishing similar words defamatory of the Appellant pending further orders in this Appeal.

**Present status:** An affidavit opposing the application. The case was adjourned to 23<sup>rd</sup> April 2018 at 10:00 am for ordering of written briefs of arguments on the said application. Briefs were filed and the court adjourned the case to 7<sup>th</sup> July 2018 at 12:30 pm for Report on Settlement/judgment.