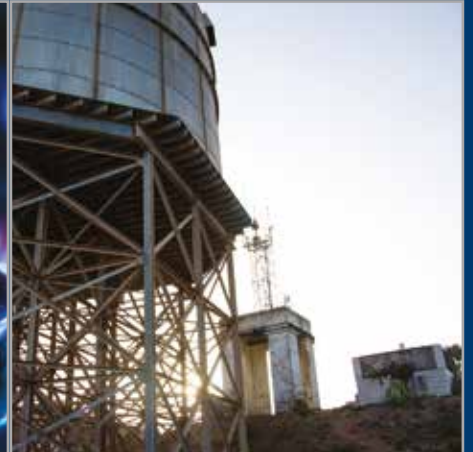


PURA

ANNUAL REPORT & FINANCIALS

2018



Public Utilities
Regulatory Authority
Equity in development

Contents

FIGURES	I
TABLES	2
ACRONYMS	3
DIRECTOR GENERAL'S STATEMENT	4
REPORT LAYOUT	6
HEADS OF DIRECTORATES	7
INTRODUCTION	8
WHO WE ARE	8
PART I- CORPORATE GOVERNANCE & HUMAN RESOURCES REVIEW	9
RECRUITMENT	11
PART II- THE MARKET DEVELOPMENT REVIEW	15
THE TELECOMMUNICATION SECTOR	16
EMPLOYMENT	18
MOBILE INTERNET SUBSCRIBERS	19
MOBILE PENETRATION	20
TRAFFIC	20
INTERNATIONAL TRAFFIC	21
TARIFF	21
FIXED BROADBAND INTERNET	22
The Electricity, Water and Sewerage Markets	23
PART III- LEGAL AND COMPLIANCE REVIEW	29
Licensing of Broadcasting Radio Stations	30
Licensing of Broadcasting TV Stations	30
Licensing of Downstream Petroleum Operators	30
Resolution of Inter Operator Disputes	30
PART IV- KEY REGULATORY ACTIVITIES EMBARKED ON BY THE AUTHORITY	32
INFORMATION AND COMMUNICATIONS TECHNOLOGY	33
MOBILE NETWORK COVERAGE	33
NUMBER OF CELLS DEPLOYED	33
4G LONG TERM EVOLUTION NETWORK	35
QUALITY OF SERVICE MONITORING NETWORK	35
QUALITY OF SERVICE BENCHMARKING	35
CALL SUCCESS RATE (CSR)	36
HANDOVER SUCCESS RATE (HSR)	36
REGIONAL QUALITY OF SERVICE PERFORMANCE	36
NETWORK OUTAGES	37
SEREKUNDA INTERNET EXCHANGE POINT	37
NUMBERING	38

EMERGENCY NUMBERS	39
REGULATORY RESOURCES AND TECHNOLOGIES	40
BROADCASTING SERVICES	40
DIGITAL SWITCH OVER	40
TELEVISION BROADCASTING	41
RADIO BROADCASTING	41
COMMERCIAL FM RADIO STATIONS	41
COMMUNITY FM RADIO STATION	42
PRIVATE LAND MOBILE SERVICES	43
AMATEUR RADIO	43
TYPE APPROVAL	43
ITU PLENIPOTENTIARY CONFERENCE (PP-18)	44
ONGOING ACTIVITIES IN THE ICT SECTOR	45
ELECTRICITY SERVICES	46
NAWEC Provincial Electricity Facilities	46
KARPOWER IPP Powership	47
NAWEC GBA	48
Kotu Power Station	48
Brikama Power Station Extension (20MW)	48
PETROLEUM RETAIL ACTIVITIES	48
Inspection of Retail Stations	48
Volumetric Verification Exercises	49
Fuel Quality Testing	50
Environmental Audit Verification for Petroleum Service Facilities	50
Water Services	51
NAWEC Water Facilities	51
The PURA/DWR Water Quality Monitoring Program	51
REAGENTS FOR WATER	51
Sewage Sector	52
Kotu Sewage Pond	52
Banjul Sewage System	53
CONSUMER AFFAIRS	54
COMPLAINT DATA ANALYSIS	54
ELECTRICITY SERVICES	54
TELECOMS COMPLAINTS	55
PART V- THE FINANCIAL REVIEW	57

FIGURES

Figure 1:	PURA's Organisational Chart	10
Figure 2:	ICT and Electricity contribution on GDP	16
Figure 3:	ICT Sector at a glance	17
Figure 4:	investment in the Telecommunications Sector	17
Figure 5:	Employment in the Telecommunication Sector	18
Figure 6:	Mobile Subscribers	18
Figure 7:	Mobile subscribers market share	19
Figure 8:	Mobile internet subscribers	19
Figure 9:	Mobile penetration rate	20
Figure 10:	Call traffic	20
Figure 11:	International Traffic	21
Figure 12:	Average Sector Tariff	22
Figure 13:	ISP Subscribers 2015- 2018	23
Figure 14:	Electricity Customers 2013-2018	25
Figure 15:	Prepaid and Credit meters	26
Figure 16:	Karpower production data	27
Figure 17:	Mobile network operators 2G cell sites deployment	34
Figure 18:	Mobile operators 3G cell deployment	34
Figure 19:	Countrywide 3G Coverage – All Operators	34
Figure 20:	Countrywide 3G Coverage - All Operators	34
Figure 21:	Mobile Network Operator - Network Colour Key Codes	35
Figure 22:	Global 2G Comparative Performances	36
Figure 23:	Number of cell outages	37
Figure 24:	The Honorable Minister cast his ballot during elections for the membership to the ITU	45
Figure 25:	Switchgear and metering points on the interconnection from Senegal at Keer Ayub/ Farrafeni crossing.	46
Figure 26:	Underground cables from Senegal linking to the NAWEC grid at Amdalai to supply the North Bank	46
Figure 27:	April 2018 new engine hall and stack for the Basse power plant expansion	46
Figure 28:	KARPOWER IPP Powership	47
Figure 29:	Kapowership, transformer barge and fuel supply ship loading at Banjul	47
Figure 30:	Brand new 11MW engine commissioned in Kotu	48
Figure 31:	Fuel tanks for the new 20MW power plant during routine inspection	48
Figure 32:	Typical GNPC Petrol station, Bansang	49
Figure 33:	Verification of fuel dispensing by Weights & Measures Staff with PURA staff observing the exercise LPG Refilling Plants	49
Figure 34:	LPG bottling plant	50
Figure 35:	Njegan Gas launch of branded LPG cylinders	50
Figure 36:	DG PURA Handing Over the Reagents and devices to PS MINFW and Dir. DWR	51
Figure 37:	Timeline of cooperation between the DWR & PURA	51
Figure 38:	Donated Reagents	52
Figure 39:	Water testing activity	52
Figure 40:	Water survey test at Fajara	52

Figure 41: Water survey at Pipeline with sediments contents	52
Figure 42: Kotu sewage treatment facility	52
Figure 43: Silt and dirt from the work in progress at the lagoons	53
Figure 44: Discharge in progress at the Second pond skipping one of the key steps of pre-treatment.	53
Figure 45: Exposed manhole along the kotu Silo Bridge with the sewage pipe under the bridge	53
Figure 46: Albert market Banjul raining season 2018	53
Figure 47: Annual NAWEC Complaints	54
Figure 48: NAWEC complaints	55
Figure 49: Telcom's complaints	55
Figure 50: Africell recurring complaints	55
Figure 51: Comium recurring complaints	55
Figure 52: Qcell recurring complaints	55
Figure 53: Gamcel recurring complaints	55
Figure 54: QoE caravan	56

TABLES

Table 1: Short- and long-term training attended by staff in 2018.	11
Table 2: Evolution of Tariffs for electricity services 2012-2018	24
Table 3: List of engines at Kotu Power Station	24
Table 4: List of engines at Brikama Power Station owned by NAWEC	25
Table 5: List of engines at Brikama Station owned by the IPP	25
Table 6: Karpowership supply to NAWEC	25
Table 7: List of NAWEC Electricity suppliers in the provinces	25
Table 8: Number of customer per category 2013-2018	26
Table 9: Status of the electricity market	26
Table 10: Third party Services	28
Table 11: Sample QoS performance in some regions	36
Table 12: Serekunda Internet Exchange (SIXP) Traffic	38
Table 13: National numbering Plan of The Gambia	39
Table 14: Licensed Television Content Providers as of December 2018.	41
Table 15: Commercial Radio Stations	42
Table 16: Community radio Station	42
Table 17: Amateur Radio Call Sign Assignments	43
Table 18: Budgeted vs. Actual Income in Dalasis for Regulatory Fees Invoiced for 2018 and Total Arrears.	59

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
KMC	Kanifing Municipal Council
kV	Kilo-Volts
kWh	Kilowatt Hour
MOPE	Ministry of Petroleum and Energy
MOFEA	Ministry of Finance & Economic Affairs
MOICI	Ministry of Information and Communications Infrastructure
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

DIRECTOR GENERAL'S STATEMENT



On behalf of the Management and Staff of the Gambia Public Utilities Regulatory Authority (PURA), I am happy to present to you the Authority's Annual Report for the year ended December 2018 as required under the PURA Act 2001. This annual report summarizes the progress we have made over the past year in implementing a range of activities of the Authority.

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

The National Development Plan 2018 -2021 singles out Energy and ICT as a critical enablers of socioeconomic development. In particular, the ICT sector has the potential of revolutionizing the country's development through digital information communicated quickly and securely across the social strata, through technologies that facilitate interactions and transactions across the digital economy.

With regards to facilitating access to ICT services, the Authority in consultation with the Ministry of Information and Communications Infrastructure (MOICI) and key stakeholders had formulated the National Broadband Strategy that to guide the development of broadband infrastructure and connectivity, content application and innovation, and capacity building and awareness. The Strategy lays the foundation for the transformation of The Gambia into a knowledge-based economy driven by a high-capacity nationwide broadband. A national fibre optic backbone infrastructure has been rolled out across the country. Furthermore, the Authority has put in place the frameworks to address the current existing organization, efficiency and non-discriminatory pricing framework.

In the broadcasting sector, the Authority continued to prepare for the migration from analogue to digital television broadcasting. The Authority has so far granted a total of 5 entities with Licenses to roll out Broadcasting Content Services on the digital television platform. The Content Service Providers are authorized to enter into contractual arrangements with a digital TV signal distributor for their content to be distributed in the coverage areas of their interest.

As electronic business increasingly becomes an essential element of our economic endeavours, there is an urgent need for trusted electronic credentials. The Authority has been involved in activities aimed at having a Computer Incidents Response Team (CIRT) expected to protect the country's cyber space and to provide a trusted environment over open Internet networks with the overall benefit of accelerating growth of electronic commerce and enhanced national competitive edge.

On the international plane, the Authority continued to discharge its responsibility as the designated government representative to affiliated regional and international Energy and ICT bodies. It shall continue its active participation in regional and global fora with a view to ensuring that The Gambia's national interest is protected and enhanced. The Authority also stands to remain at the cutting edge of regulation in the regulated sectors through knowledge, skills and experience gained through the arising

international exposure.

Regarding the Energy sector, the Authority reviewed a licensed application for a 30MW. The IPP started operations in April and it had a significant impact on the GBA. The electricity situation in 2018 has improved from the 2017 situation. Similar progress has also happened in the Provinces where importation from Senegal has also brought 24 hours electricity.

We continue to make strong efforts to regulate the petroleum sector supporting sister government agencies. The initial efforts of the Authority is focused on licensing and bringing all operators within the regulatory space.

I am convinced that the Authority will continue to be a powerful and vocal agent for the interests of citizens and consumers. We will work closely with all relevant stakeholders to curtail anti-competitive behaviour in the sectors we regulate and to develop new models for promoting healthy competition. I encourage you to engage us as we seek to facilitate a sound, fair and competitive Energy and ICT sectors in The Gambia.

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

My sincere thanks to the Management, the entire staff and our stakeholders who tirelessly worked hard in implementing most of the activities during this period. Together with our stakeholders we shall continue to deliver to the national agenda while transforming the lives of consumers and investors in the regulated sectors.



ANSUMANA SANNEH
Director General

REPORT LAYOUT

Part I - Corporate Governance and Human Resources Review.

This part provides an overview of the governance structure of PURA. It also covers the capacity building activities which are relevant to the sustained and long-term development of the Authority.

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 2018. It highlights the incomes received against budgeted income and overall performance as regards PURA's financial operations during the year in review.

HEADS OF DIRECTORATES



ANSUMANA SANNEH
Director General



SOLO SIMA
Director of Consumer
Affairs



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



NICHOLAS JATTA
Director of
Information
Communication
Technology



**MOMODOU LAMIN
SOMPO CEESAY**
Director of Energy,
Water & Petroleum



PAUL MENDY
Director of
Administration &
Finance



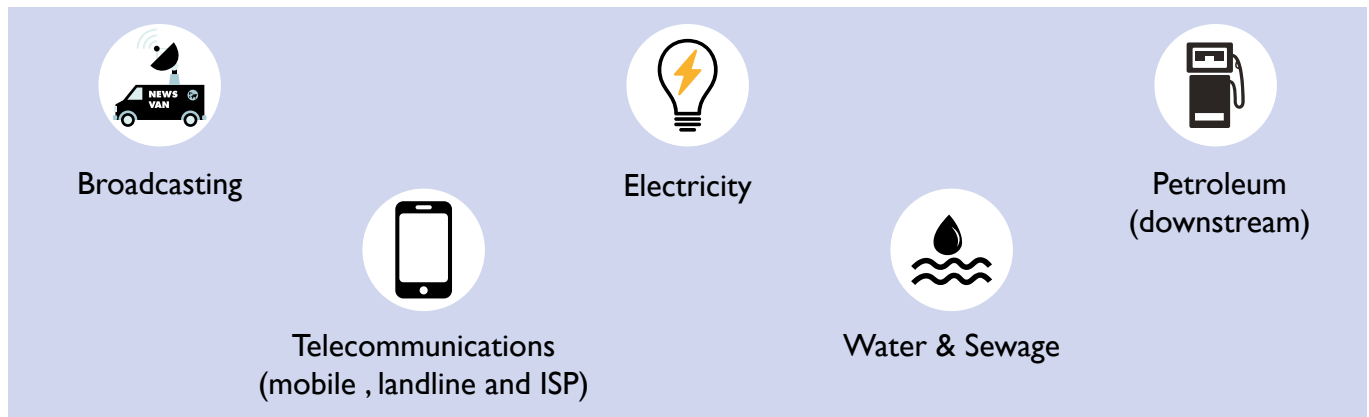
BURAMA JAMMEH
Director of Economic
Regulation

INTRODUCTION

The Annual Report for 2018 was produced in line 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 2018.

WHO WE ARE

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:



WHAT WE DO

PURA protects both the interest of consumers and Service providers within the sectors it regulates. It provides guidelines on rates and fees for the provision of regulated public services and monitors and enforces standards of performance and promotes fair competition within its regulated sectors.

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.

Our Team



PART I

CORPORATE GOVERNANCE &
HUMAN RESOURCES REVIEW

PART I: CORPORATE GOVERNANCE & HUMAN RESOURCES REVIEW

PURA has a Governing body of Board of Directors appointed by the President of the Republic of The Gambia from the recommendation of the Minister of Finance and Economic Affairs (MoFEA). The responsibility of the board is to serve as the overall oversight of the Authority.

The Board comprises a Chairperson, three other members, including an Ex-Officio member which is a representative from MoFEA, and the Director General. The Director of Human Resources and Corporate Affairs serves, as Secretary to the Board. The table below shows the structure of the Authority .

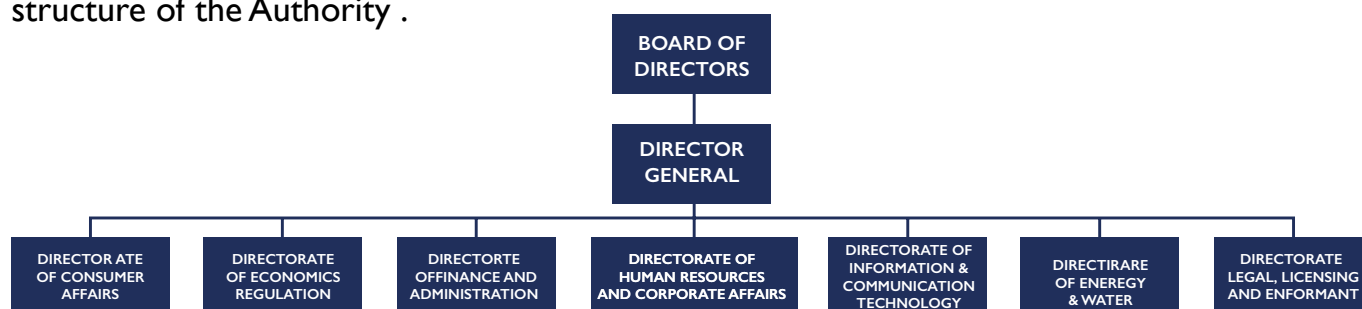


Table 1: PURA's Organisational Chart

Director General – is responsible for driving the strategic plan of the Authority and is supported by the seven Directorates to ensure that the strategic objectives are met. He advises the Board on the appropriate framework for regulation of public utilities in the country in accordance with relevant legislations.

Directorate of Consumer Affairs - Handles consumer complaints of utility services and restores them with the relevant service providers. It monitors the level of consumer satisfaction with services provided by utilities and PURA itself. It evaluates the performance of the utilities against the respective quality of service standards.

Directorate of Economic Regulation - Advises Director General on rates and tariff; performs economic and financial analyses conducts , and develops special studies and forecasts. It monitors investment programs within the sectors it regulates.

Directorate of Finance & Administration - coordinates administrative functions of the Authority manages the Authority's budget and funds, provides financial advice to management and draws up monthly management accounts. The Directorate is also responsible for issuing invoices for regulatory fees and follow-up on payments.

Directorate of Human Resources & Corporate Affairs - Oversees the personnel functions of the Authority such as recruitment, health and safety, employee relations, benefits, compliances and training and development. It handles the internal and external communications of the Authority and advises management on any communication matters.

Directorate of Information Communication & Technology - Advises the Director General on issues relevant to regulation of the telecommunications / ICT and Broadcasting sectors.

Directorate of Energy, Water & Petroleum – Advises the Director General on issues relevant to regulation of the energy, water and downstream petroleum sectors. It also monitors compliance with regulations and quality of service within the energy, water and petroleum sector.

Directorate Legal, Licensing and Enforcement - Advises the Director General and management on all legal matters affecting the Authority. It drafts all legal instruments such as licenses, contracts and regulations for the Authority.

The year under review witness the transsition of the last phase of the Authority current strategic plan to enhance performance and better service the general public. The strategic plan focused on these four main objectives:

1. Increase competition and investment in Telecom/ICT Sector.
2. Support Evolution of Power and Water Industry Structure and Regulation.
3. Consumer Protection and Advocacy
4. Institutional Capacity Building

RECRUITMENT

The staff strength was very stable in 2018. One professional staff was recruited to handle the effective monitoring and implementation of the downstream petroleum sector that we assured in 2017.

Staff also underwent different training to build further capacity in the institution. The table below documents a few trainings staff underwent.

DEPARTMENT	ORGANISATION	TRAINING	LOCATION
Director General	ITU	23rd Meeting of the Telecommunication Development Advisory Group	Geneva, Switzerland
	Tor Vergata University	International master's in Public Procurement Management (IMPPG)	Italy
	ERERA	12th Consultative Committees Meeting & 6th Forum of ERERA	Cotonou, Benin
Directorate of Consumer Affairs	ECOWAS	Stakeholder Forum on the Implementation of ECOWAS Regulation on Roaming on Public Mobile Communications Network in ECOWAS Region	Abuja, Nigeria
	Greenwich University	MSc in Strategic Marketing	United Kingdom
	Derby University	BSC Business and Management	Online (Gambia)
	ITU	ITU-T SG5RG-AFT, ITU-T SG5RG-ARG & ITU-T SG20RG-AFR meeting Internet of Things & smart cities & communities	Zanzibar, Tanzania
Directorate of Consumer Affairs	ECOWAS	Validation Meeting on Quality of Experience (QOE) Framework / Guidelines for ECOWAS Region	Abidjan, Cote d'Ivoire
		21st Edition of the International Summer School on Regulation of Local Public Services	Italy
	ITU	ITU Cyber Drill Alert	Cote D'voire, Abidjan

Directorate of Economic Regulations	ITU	ITU- Study Group 9 (Broadband cable and TV)	Geneva, Switzerland
	ITU	ITU Regional Development Forum for Africa	Accra, Ghana
	ITU	Regional & Economic Dialogue for Africa back to back training	Burkina Faso
	ITU	Study Group 9 (Broadband cable & TV)	Bogota, Colombia
Directorate of Energy, Water & Petroleum	ECOWAS	Regional Energy Co-operation Summit	Abidjan, Ivory Coast
	Regional Maritime University of Ghana	BSc Top-Up in Electrical Engineering	Ghana
	IHE Delft Institute for Water Education in the Netherlands	Master's in Water Management	Holland
	ATU	Capacity building Workshop on National Quality Policy Implementation	Abidjan, Cote d'Ivoire
	ERERA	13th ERERA Consultative committee meeting	Accra, Ghana
Directorate of Finance & Administration	ITU	Strategic and Financial Plan 2020-2023	Abuja, Nigeria
	International Online University	BSc Management	Online (Gambia)
	ECOWAS	ECOWAS Regional Conference on the Promotion of Digital Economy	Abidjan, Cote d'Ivoire
	GFS	Management & Leadership Development Program	Cap Skirring , Casamance
	ITU	ITU 18th Global Symposium for regulators (GSR18) conference	Geneva, Switzerland
Directorate of Human Resources & Corporate Affairs	ITU	Strategic and Financial Plan 2020-2023	Abuja, Nigeria
	International Online University	BSc Management	Online (Gambia)
	ECOWAS	ECOWAS Regional Conference on the Promotion of Digital Economy	Abidjan, Cote d'Ivoire
	GFS	Management & Leadership Development Program	Cap Skirring , Casamance
	ITU	ITU 18th Global Symposium for regulators (GSR18) conference	Geneva, Switzerland
Directorate of ICT	ATU	ATU- Capacity building workshop on satellite communication	Nairobi, Kenya
	ITU	ITU Regional Workshop on Digital Broadcasting Technologies	Nairobi, Kenya
	ITU	Study Group 11	Geneva, Switzerland
	ITU	Regional Spectrum Monitoring Workshop	Accra, Ghana
	ITU	Plenipotentiary Conference	Dubai

Directorate of LLE	ATU	ATU- Capacity building workshop on satellite communication	Nairobi, Kenya
	ERERA	11th ERERA Consultative Committee Meeting	Accra, Ghana
	ITU	Study Group 17	Geneva, Switzerland
	ECOWAS	Freedom of Expression & Digital Rights Litigation workshop	Lagos, Nigeria
	University of the Gambia	Master's in Law	The Gambia

Table 1: Short- and long-term training attended by staff in 2018.





PART II

THE MARKET DEVELOPMENT
REVIEW

PART II: THE MARKET DEVELOPMENT REVIEW

MACROECONOMIC OVERVIEW

As the country continues to go through a transitional period, issues related to macroeconomic stability have become a key anchor in realizing our national development aspirations. The Gambia has registered some positive economic gains during the period under review, however, the fiscal space remains critical requiring the use of innovative ways to boost domestic revenue mobilization, coupled with prudent macroeconomic management. Real GDP is estimated to grow 5.4% in 2018, up from 3.5% in 2017, driven largely by the services sector which expanded by 10% in 2018. This is mainly from growth in the transport, construction and the telecommunication sector. Signalling signs of improvement, the fiscal deficit narrowed to 3.9% of GDP in 2018 from 7.9% in 2017. The debt to GDP ratio which stood at 129.2% has reduced to 88% through re-basing but debt servicing continues to consume a significant portion of Government revenue.

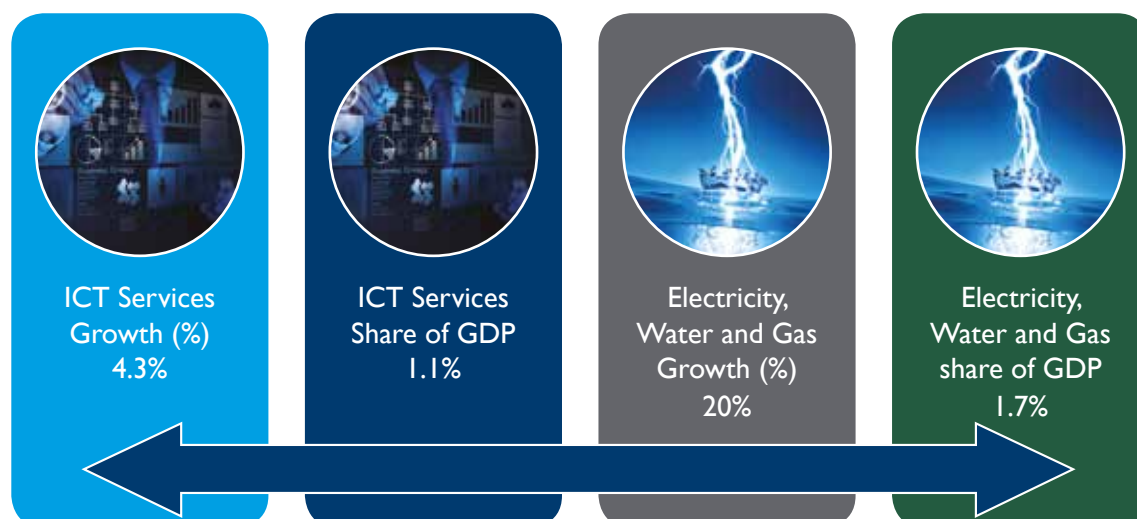


Figure 2: ICT and Electricity contribution on GDP

The year 2018 was critical for the ICT sector in The Gambia. The National Information and Communication Infrastructure policy (NICI II), was set for adoption before the end of 2018, clearly articulates the policy direction for the ICT sector and maps out strategies anchored on ten crosscutting pillars that are geared towards the digital transformation of the Gambia's economy. In addition, The Ministry of Information and Communication Infrastructure (MOICI) has started implementing the National Cyber Security Strategy and Action Plan. These efforts are geared towards protecting the Critical Information Infrastructure, and ensuring robust systems are in place to guard the country from cyber criminals.

The power rental agreement with KARPOWER coupled with the completion of the 11 megawatts Kotu expansion project has significantly boosted NAWEC's generating capacity to over 90 megawatts, meeting peak load demand of 65-70MW in the Greater Banjul Area. The ongoing 20 MW IDB funded project in Brikama is expected to be operational by end 2019, putting NAWEC in a position to meet future expected demand. In order to address transmission and distribution challenges, efforts are underway to address network bottlenecks, mainly through the intervention of the World Bank funded Gambia Electricity Restoration and Modernization Project (GERMP)

THE TELECOMMUNICATION SECTOR

The structure of the ICT Ecosystem in The Gambia remained constant with the same mobile network operators for a decade now, coupled up with few internet service providers. As of December 2018, GAMTEL as the national operator still serves as a wholesaler and a retailer in the ISP market, in addition to being the sole fixed line operator through its Copper and CDMA network. In the year under review, the operators offering mobile telephony services are GAMCEL, AFRICELL, COMIUM and QCELL. Owing to a converged licensing framework, AFRICELL, COMIUM and QCELL also double as ISPs in addition to Netpage, Unique Solutions, InsistNet and I-NET World.

THE INDUSTRY AT A GLANCE

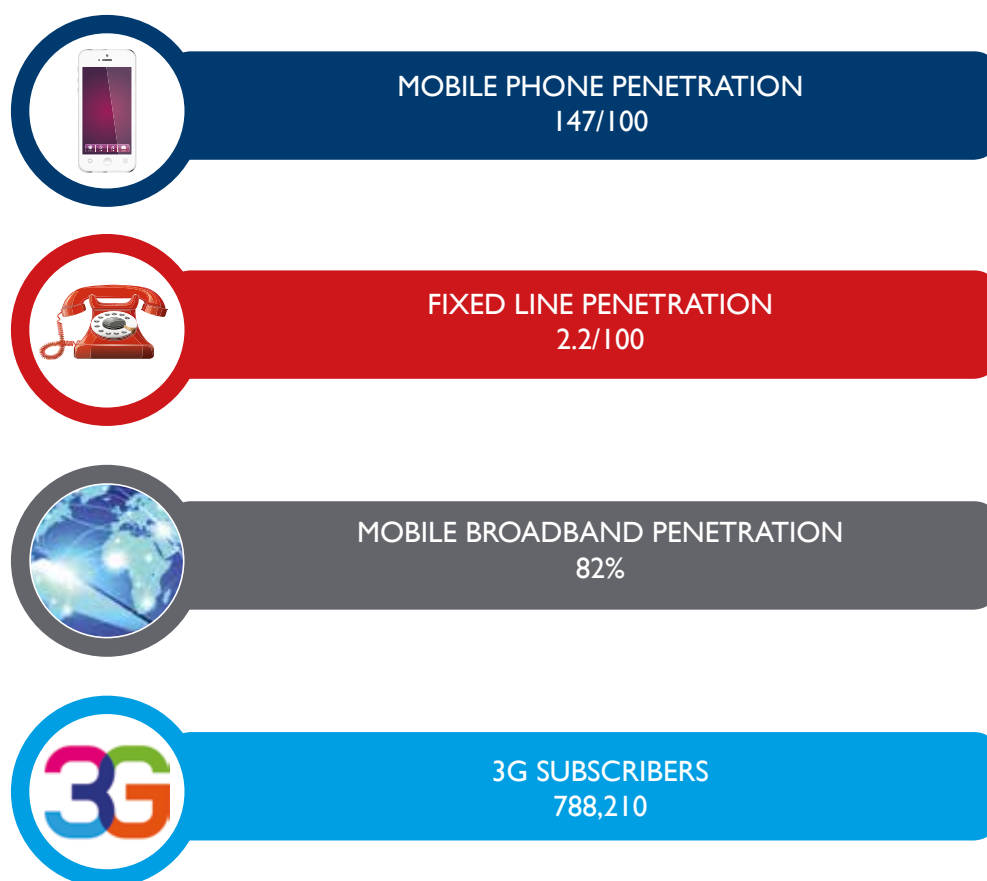


Figure 3: ICT Sector at a glance

INVESTMENTS

Infrastructural development is key towards meeting consumer demand in the ICT sector; it is imperative that continuous investments are made to ensure growth, improve quality and increase access. This year, the sector witnessed a decrease in its level of investments against the 2017 figures. Total reported investment at the year ended 2018 was D126, 908,086 compared to D204, 508,350 in 2017, indicating a decrease of 60%.

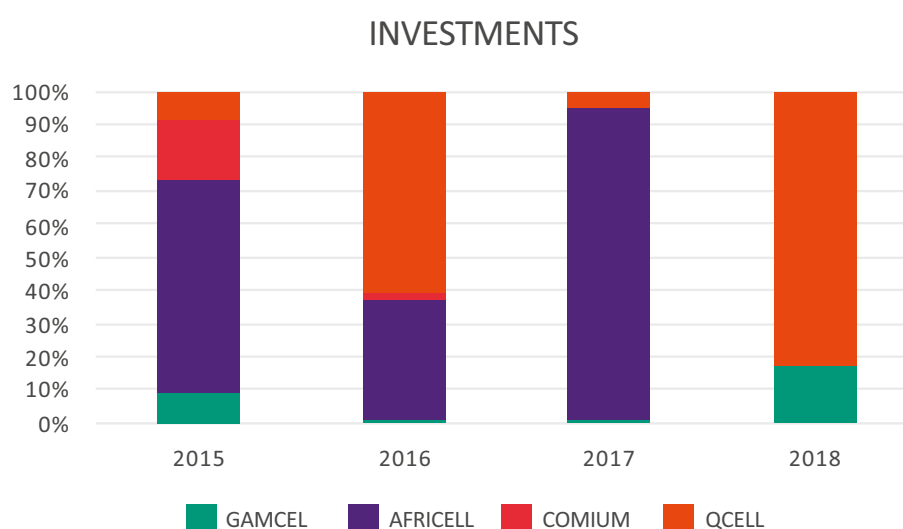


Figure 4: investment in the Telecommunications Sector

QCELL led the pack in terms of investment levels in 2018 with a share of 83% from the total reported investment figures. Followed by GAMCEL who reported an investment of D21.8 million showcasing an increase of 538%, this follows years of significant underinvestment from GAMCEL since 2015. COMIUM, AFRICELL and GAMTEL did not report any investments figures for the year ended 2018.

EMPLOYMENT

Total employment in the sector stands at 2,990 representing a 26% increase over the corresponding period. GAMTEL continues to be the highest employer in the sector with a total employee base of 1,156 in 2018, representing a 22% growth rate. GAMCEL's employee base shrunk by 1% whilst AFRICELL, COMIUM & QCELL increased employment levels by 2%, 101% and 89% respectively. The sharp increases for COMIUM is as a result of its expanded interventions in the ISP market by providing fixed wireless services to mainly residential and corporate customers. The emergence of a consolidated group for QCELL with the addition of TV to its GSM and ISP offerings explains the significant increase in employment. This further buttresses the importance of a liberalized regime in stimulating employment. The industry continues to witness the effects of an outsized public sector with the total employees of GAMTEL/GAMCEL representing 55% of total sector employees. In light of converged frameworks as seen in other countries, policy and operational decisions to merge these two companies would be prudent, especially for efficiency and cost rationalization purposes.

OPERATORS' EMPLOYEE COUNT 2015-2018

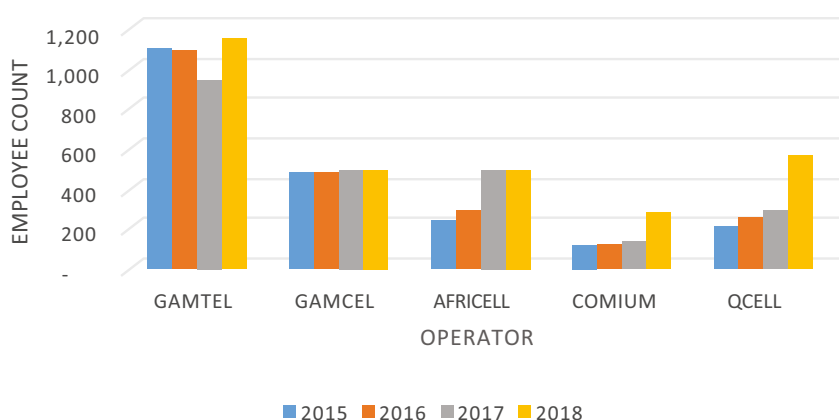


Figure 5: Employment in the Telecommunication Sector

SUBSCRIBERS

As we witness more users in mobile subscription, the connectivity gap continues to close. The Gambian telephony market is highly concentrated with an HHI of 3383 indicating the presence of significant competition between market players, albeit with room for improvement to an optimal level of 2500.

MOBILE ACTIVE SUBSCRIBERS

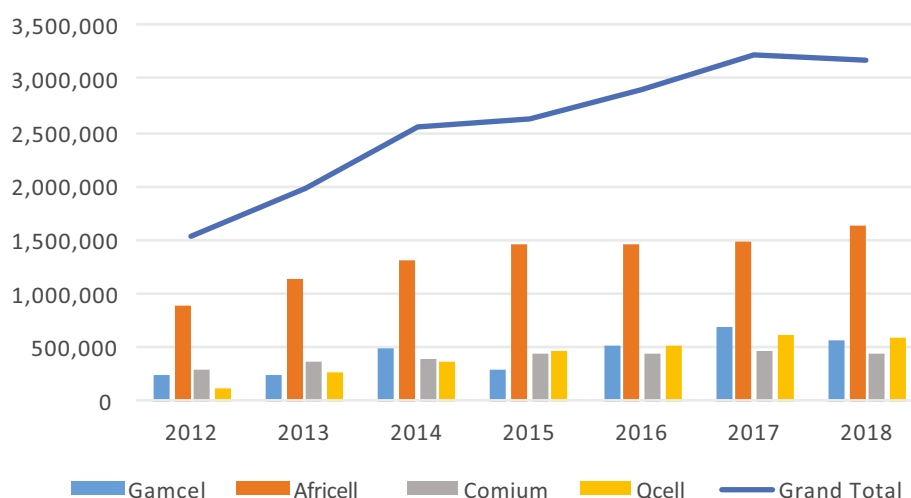


Figure 6: Mobile Subscribers

In the period under review, the mobile telephone subscriptions decreased from 3,220,038 recorded in the year 2017 to 3,181,393 recorded in the year 2018, a 1% decrease. Mobile telephone penetration rate dropped from 153% recorded in the year ended to 147% that was recorded at the year ended 2018.

Subscriber Market Share as of 2018

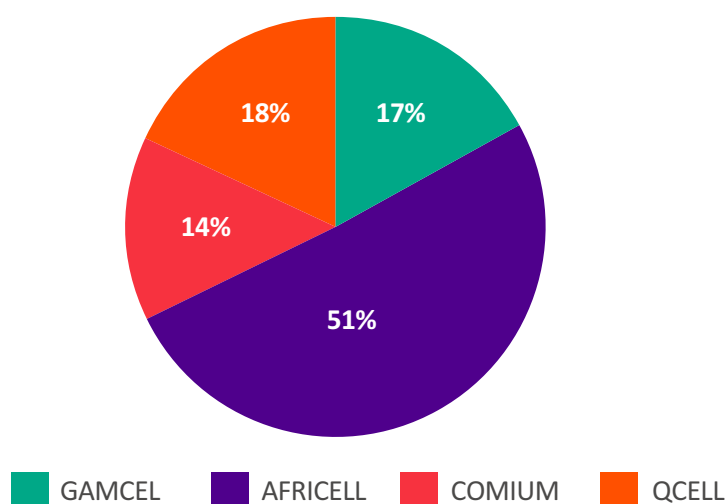


Figure 7: Mobile subscribers market share

AFRICELL continues to lead the pack in terms of mobile subscription with 51% of the total market share. GAMCEL, QCELL and COMIUM witnessed a decrease in their subscriber base with 17%, 18% and 14% of the market share respectively.

MOBILE INTERNET SUBSCRIBERS

As the boundaries between mobile and the wider digital ecosystem continue to blur, data monetization poses a continued challenge, as many operators are moving beyond their traditional Telco businesses to explore new opportunities in a fast-changing competitive landscape. Whilst smartphones remain the focal point of the consumer internet economy, the range of connected devices (and therefore internet access channels) is greater than ever.

By the end of 2018, mobile internet subscriptions totaled 1,769,736, portraying a penetration rate of 82%. A total of 336,725 new mobile internet subscribers have been added from 2017 to 2018.

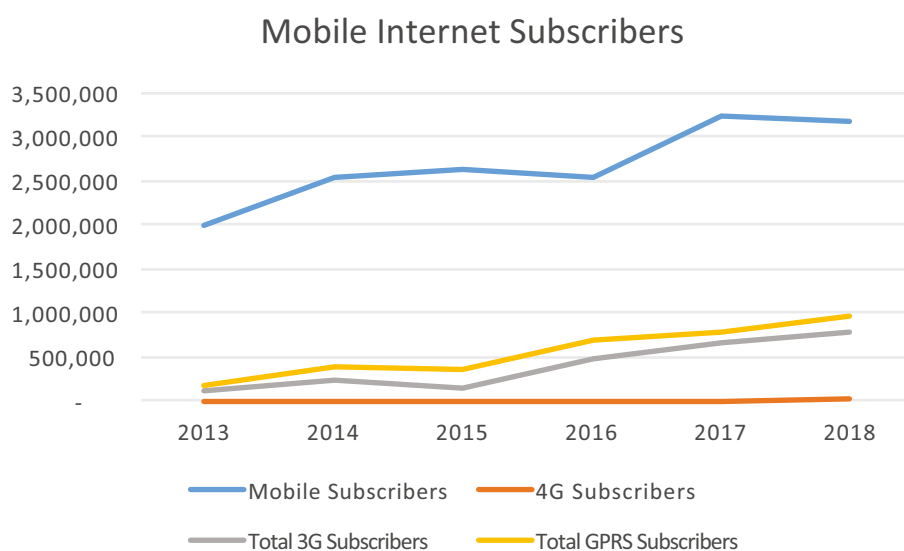


Figure 8: Mobile internet subscribers

MOBILE PENETRATION

Gambia's mobile penetration continues to be higher than both the regional and continental level. The penetration rate in the year under review for the Gambia reached 147% compared to the African average of 98.9%. 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.

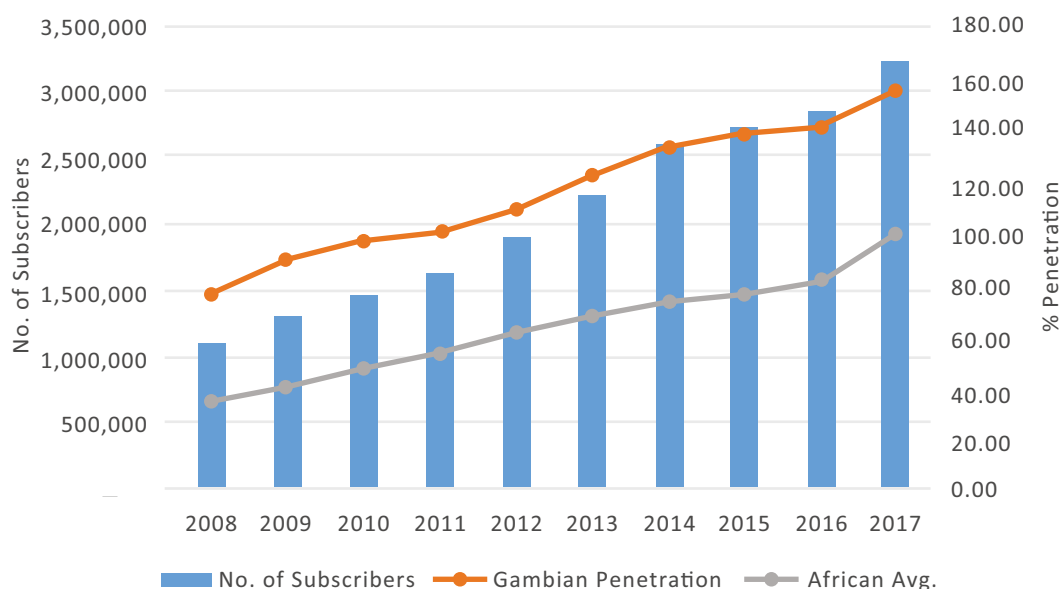


Figure 9: Mobile penetration rate

TRAFFIC

As witness in the previous years, local traffic continues to exceed the international traffic. Total traffic in the reported year grew by 6%, out of which local traffic constituted 96% of the traffic and only 4% forms the international traffic. Correspondingly in the year 2018 the sector witnessed a massive drop of 55% in international traffic as a result of increase in VOIP (OTT) users and persistent rise in the number of SIM Boxers.

Local traffic has been growing constantly and recently increased by 9% as the year ended 2018. The pioneer for this increase continues to be upheld by on-net calls. In the reported year, on-net calls increased by 49 million minutes which can be attributed to the price war witnessed, leading to a massive reduction in on-net tariffs.

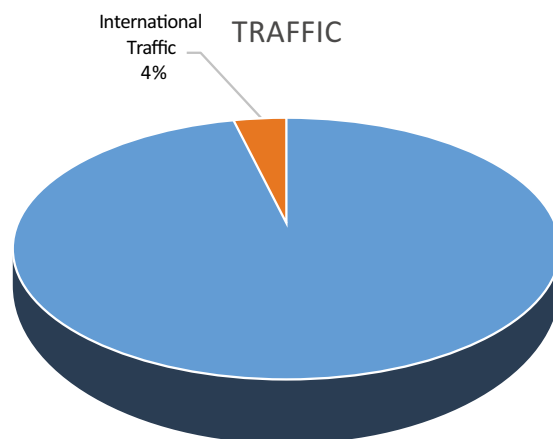


Figure 10: Call traffic

INTERNATIONAL TRAFFIC

The introduction and prevalence of smart phones capable of internet connectivity has also led to evolving trends witnessed in the telecommunications sector. This has led to significant decreases in reported international calls via the traditional voice gateways. Such decreases have been substituted by a corresponding increase in the usage of Over the top (OTT) platforms such as Whatsapp. These have become a much cheaper and more convenient alternative for subscribers.

Additionally, owing to very high incoming termination rates for calls into The Gambia (US\$0.30/min), there remains a grey market dominated by sim boxers. This is represented by consumers receiving international calls masked as local numbers. In the absence of a robust gateway monitoring system, the country continues to be at the liberty of unscrupulous dealers affecting revenue within the sector as well as much needed Government tax revenue.

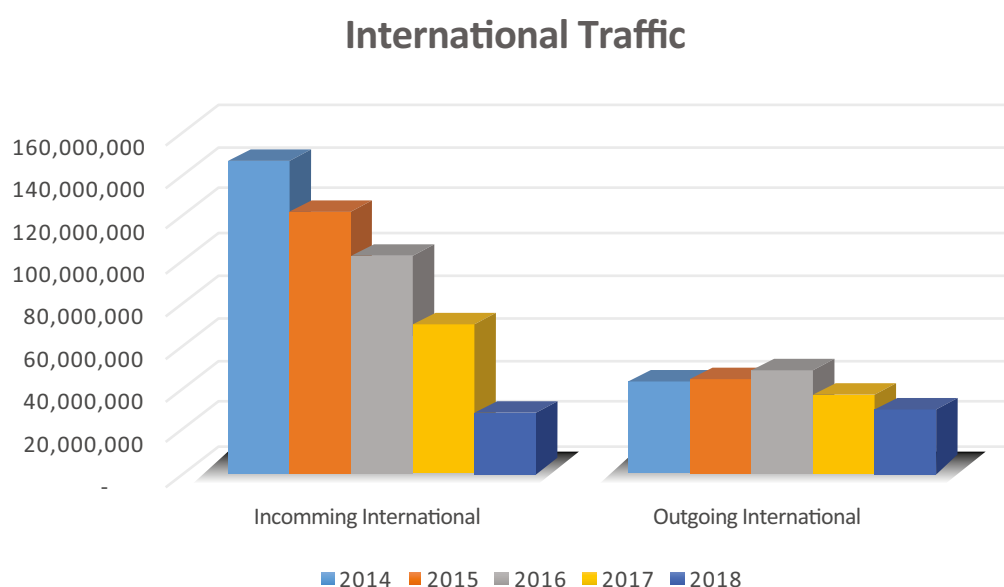


Figure 11: International Traffic

The Authority continues to push for liberalization of the international gateway. At the policy level, Government had also terminated the exclusive gateway monitoring contract awarded to MGI by the previous regime, this has led to significant decreases in the International termination rate from a high of US\$ 0.56/min to US\$0.30/min currently. Nonetheless more needs to be done to ensure the country realizes the dividends that come with a liberalized voice gateway.

TARIFF

As competition continues to be the ultimate determinant of the telecommunication tariff, significant reductions in the on-net tariff have been realized in the year under review. All mobile network operators reduced their tariffs, resulting to a 28% decrease in on-net tariffs (D2.23/min) and 11% drop in average off-net tariffs (D2.83/min). As the Authority has been advocating for reliable and affordable tariff rates, the recent price signals from operators has helped in bridging the affordability gap. The state own fixed line operator GAMTEL still offers the cheapest tariff for on-net calls in the country at D0.73/min.

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 to with an average tariff rate of D13.83 per minute followed by Zone 3 (Rest of the world) with an average price of D15.9 per minute.

Average Sector Tariff

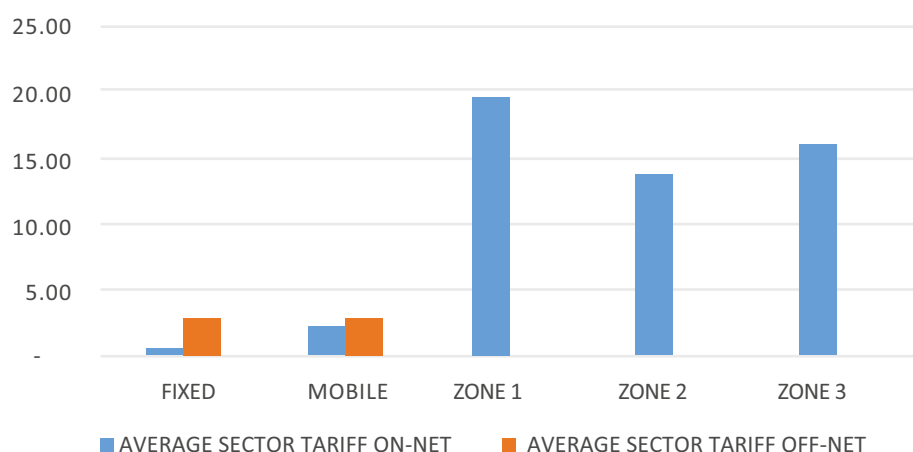


Figure 12: Average Sector Tariff

FIXED BROADBAND INTERNET

The Gambia has been successful in increasing access to basic voice communication and mobile internet services. However, the uptake in fixed internet services has not reached the anticipated levels, due to a myriad of factors, mainly related to high retail prices. To ameliorate some of these issues, a combined US\$50 million has been invested in International Internet Connectivity (ACE) and the development of a national fibre backbone (ECOWAN) to help ease the access gaps, developing scale economies and reducing internet connectivity rates across the country. However, while these networks have been successful in expanding capacity, they still face challenges in bringing down the cost of access. The country still has one of the lowest fixed broadband penetration rates of 2% of households and with costs representing 98.6% of GNI per capita. Utilization by operators on these infrastructures (ACE & ECOWAN) was also insignificant due to prohibitive wholesale tariffs.

To ensure an effective open access regime for both ACE and ECOWAN is created, the Authority developed and commissioned a tariff model to ensure transparency and access on both the ACE and ECOWAN network. This led to a massive reduction in the wholesale prices of some services such as Fast Ethernet by 54% which should effectively translate to lower retail rates. In addition, cost reflective wholesale rates makes it appealing for new operators to enter into the market. The resultant effect has seen the enhanced competitive entry of ISP's like InsistNet and I-Net world who were not initially part of the Gambia submarine cable consortium.

Although uptake has been slow, the ISP market has realized an increase in their subscriber base for the past years. In the reported year total subscribers increased by 20% i.e. from 3699 in 2017 to 4433 in 2018. GAMTEL continues to lead the ISP market in terms of subscriber base. All the ISPs witnessed a growth in their subscriber base except for NETPAGE which witnessed a drop of 2%. QCELL, INSIST and UNIQUE had an increase of 12%, 16% and 11% respectively.

ISP SUBSCRIBERS 2015- 2018

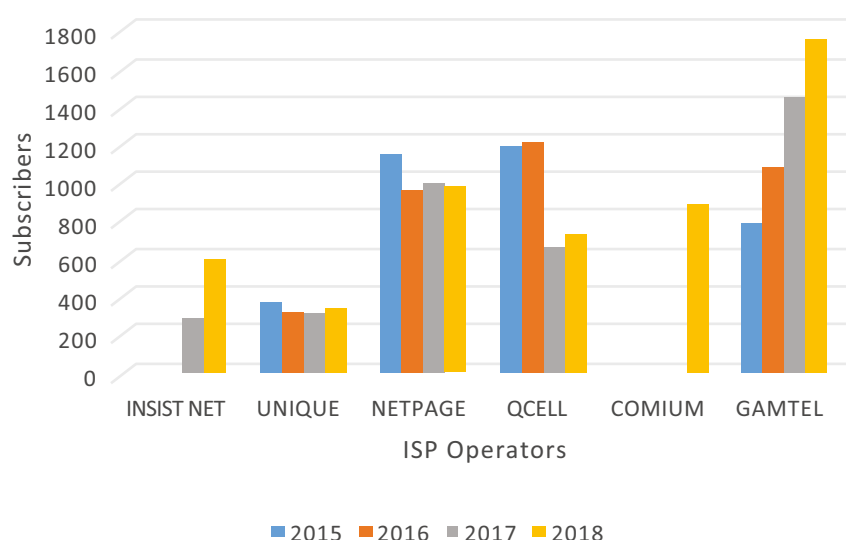


Figure 13: ISP Subscribers 2015- 2018

The Electricity, Water and Sewerage Markets

Electricity services continue to be a great harbinger for development considering the mutually beneficial relationship stylized by the presence of a dynamic causal relationship between electricity and development. As such, the provision of reliable, affordable and adequate electricity services continues to be of paramount importance to countries across the globe. This is particularly prevalent in Sub-Saharan Africa where the provision of reliable and affordable electricity supply has continued to elude policy makers and national operators.

Such anomalies have been realized and concerted efforts are being made through a myriad of initiatives particularly relating to regional integration. Tangible examples include the South African Power Pool (SAPP), closer to home, OMVS between Guinea, Mali, Senegal and Mauritania and more recently the establishment of the West African Power Pool (WAPP). Such schemes allow for geographically and resource disadvantaged countries to tap in regional markets to augment crippling supply deficits. They further serve towards exploring low cost generation technologies such as Hydro, deviating away from more expensive thermal plants that continue to place significant operational costs on local operators.

Nonetheless, it is also imperative to ensure the local aspect of the sectors operations, particularly those that relate to the Transmission & Distribution network are sufficiently maintained through continuous investments and maintenance, without this the net benefit of the added capacity is rather futile.

Electricity reform in the Gambia through the Electricity Act in The Gambia has been towards decoupling the sector with the introduction of private players to augment capacity issues particularly in Generation. Although progress has been made, much more can be achieved through policy initiatives of unbundling, improved operational efficiencies and a targeted regulatory framework on ensuring the quality of electricity services.

The Gambia, through NAWEC still maintains a vertically and horizontally integrated electricity utility involved in all aspects of Generation, Transmission & Distribution with an added mandate to provide water and sewerage services. Naturally, this leads to issues of cross subsidization and a visceral neglect of other services owing to the firefighting nature of operations.

2018 was a watershed year for the Gambian electricity sector where tangible improvements were witnessed in the supply and reliability of service through reduced outages. However, much more can be done to ensure Gambians with access to grid connected electricity receive the unfettered benefits of a 24-hour power supply network.

In 2018, we also witnessed the licensing and introduction of a major IPP project through the Korabey Karpowership aimed at augmenting the supply deficits in electricity generation. The ship comes with an installed capacity of 36 MW and is able to feed in electricity into the national grid via a commercially negotiated power purchase agreement with NAWEC. It is hoped that more mutually beneficial investments of this nature continue to be introduced in the sector.

Furthermore, and for the first time in Gambia's history, electricity interconnection links were signed with Senegal also through a bilateral power purchase agreement between NAWEC and SENELEC. This has helped to greatly ameliorate various issues that have encumbered provincial operations in The Gambia. As a result, significant cost savings could be realized by NAWEC by switching off more expensive light fuel engines and increased uptime hours on the network via the interconnection links.

ELECTRICITY TARIFFS

The table below highlights the evolution of Electricity tariffs since 2010. As is evidenced from the table, there has been a continuous increase in electricity tariffs in the Gambia. Although retail tariffs have stabilized since the Authority's last determination in 2014, effective 2015, a myriad of factors remain responsible for the high electricity rates Gambians are faced with.

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	9.10	10.14
	41-600	6.50	6.20	7.20	301-600	9.45	10.49
	601-1000	7.00	6.65	7.75	601-1000	9.70	10.77
	Above 1000	8.00	7.60	8.40	Above 1000	10.40	11.54
Cash Power	Flat rate	6.50	6.20	7.20		9.10	10.14
Commercial		8.00	7.20	8.60		9.70	10.90
Hotel/ Industries		8.50	7.65	8.95		10.40	11.65
Agriculture		8.00	7.20	8.00		9.10	10.14
Area Councils		8.00	7.20	8.70		9.70	10.90
Central Govt.		8.00	7.20	8.70		9.70	10.90

Table 2: Evolution of Tariffs for electricity services 2012-2018

Key amongst which relate to the external pressures of global oil prices and an import dependent economy creating significant pressures on the cost of acquiring foreign currency for international purchases. In this stead and in line with its work program for 2019, the Authority shall commence work on updating the current tariff setting framework towards a more responsive multi-year tariff methodology with identified pass through periods.

Electricity Generation Capacity

Location/Unit	Make	Installed Year	Installed Capacity (MW)	Available Capacity (MW)
KPS – G4	Deutz	2001	6.4	5.5 (available only on Q1 2018)
KPS _ G5	Dosan	2017	11	10
KPS – G6	MAN B&W	1990	6.4	5.5 (run from Jan-Feb 2018)
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			43	32

Table 3: List of engines at Kotu Power Station

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

Table 4: List of engines at 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 (was shutdown in Q3 2018)
BRK – G2	Deutz	2006	6.4	5.5 (Break down in Q2 2018)
BRK – G3	Deutz	2007	6.4	5.5
BRK – G4	Deutz	2007	6.4	5.5
BRK _ G5	Deutz	2013	6.4	5.5
BRK _ G6	Deutz	2013	6.4	5.5
BRK _ G7	Deutz	2017	6.4	5.5
Total			44.8	38.5

Table 5: List of engines at Brikama Station owned by the IPP

Location/Unit	Make	Installed Year	Installed Capacity (MW)	Available Capacity (MW)
Karpowership	MAN	2018	36	30
Total for NAWEC			36	30

Table 6: Karpowership supply to NAWEC

Location/Unit	Installed Year	Installed Capacity (KW)	No. of Engines (KW)	Available Capacity (KW)
Farafenni	2006	1400	2 x 600 + 1 x 200	1360
Kaur	2006	180	3 x 60	120
Basang	2006	600	3 x 200	540
Basse Santo Su	2006	1400	2 x 600 + 1 x 200	1360
Total		3580		3380

Table 7: List of NAWEC Electricity suppliers in the provinces

Indicative Facts & Figures

The sector continues to witness significant increases in the customer population highlighting the ever apparent need to boost investments to augment the increased demand. As a rapid urbanizing population continues to emerge, it is imperative that the electricity network is responsive to these new additions.

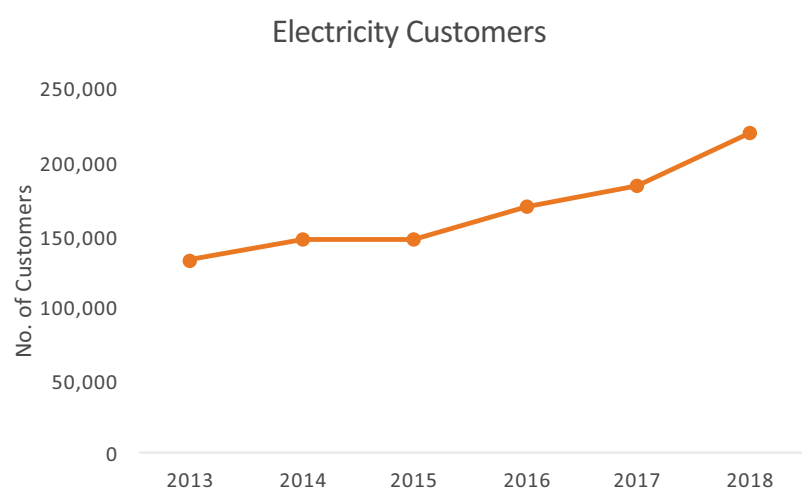


Figure 14: Electricity Customers 2013-2018

During the period under review, total new additions to the network through the allocation of new meters increased by 20%, a significant increase over the corresponding period from 2016 to 2017 which was recorded at 8%. With electricity access levels still below 60% across the country coupled with access initiatives that have been planned, electricity services will continue to grow significantly in the next few years. Addressing such growth will need concerted efforts in developing infrastructure to avoid any associated output gaps in the sector.

The table below details the customer profiles per customer category.

CATEGORY	2013	2014	2015	2016	2017	2018
Domestic	25,840	16,575	15,381	14,732	14,647	23,263
Commercial (NGO'S, Schools, etc)	6,093	4,003	3,842	3,697	3,682	4,657
Major consumers (Industries, Banks, S/ markets etc	450	502	509	512	564	538
Agriculture	27	18	17	24	19	28
Local Government Authorities	250	229	212	213	488	314
Central Government	1,123	1,079	1,085	1,099	1,105	2,218
Prepayment Customers	99,532	110,652	126,388	149,162	158,041	170,945
Provincial Services(agggregated)		11,540			3,064	17,389
TOTAL	133,315	145,141	146,435	169,432	182,931	219,352

Table 8: Number of customer per category 2013-2018

Corresponding to the added customer figures is the increased revenue generation capacities of NAWEC. The period under review has seen a tremendous increase in revenues just above 25%. Total revenue from prepayment alone is 2.345 billion Dalasis. This represents around 72% of total revenue generated from electricity sales. It further serves to highlight the evolving nature of the Gambian consumer towards prepaid services and the successes of NAWEC towards migrating its consumer base to a fully integrated prepayment solution.

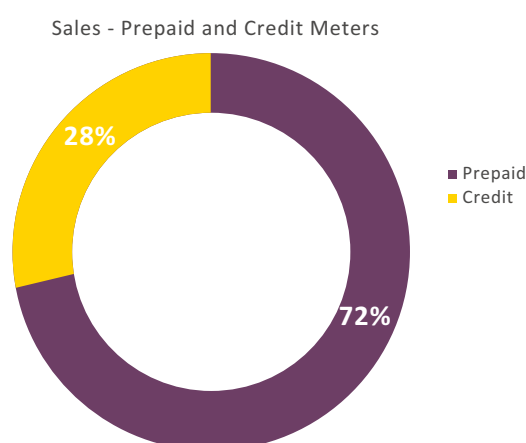


Figure 15: Prepaid and Credit meters

ITEMS	2013	2014	2015	2016	2017	2018
Customer population	133315	145141	146435	169432	182931	219,352
Sales MWH -Credit	68234	71789	88157	20277	44321	88,298
Sales MWH-Prepayment	120954	146577	138079	149162	125607	205346
Rev. collection Credit ('000)	761,240	723,309	836,648	832,400	800,093	923,519
Prepayment sales('000)	1,073,787	1,254,764	1,400,113	1,614,551	1,809,093,202	2,345,317,199
System Losses Power House Consumption	24.9	24				
Power Demand MW	152	160	166	173	184	193
Energy Demand MWh	685805	735309	794345	862419	931258	1,005,759

Customer growth p/a %	20	8.87	1	15.7	8	19.9
Revenue growth rate	8	7.79	13	9.4	7	25.28

Table 9: Status of the electricity market

To continue reaping the benefits of this transitional strategy, it is imperative that NAWEC works on continuous loss reduction programs particularly for both technical and non-technical losses on their network. Non-technical losses in this realm mainly relate to the theft and bypass of electricity meters by unscrupulous consumers. The net effect of these bypasses is that genuine consumers eventually end up paying more, resulting in a net societal deficit.

It is envisaged that in 2019, concrete policy action will be taken regarding the payment of bills for streetlighting across the country. A clear and sustainable path forward must be designed by all relevant stakeholders to ensure issues of cross-subsidization that currently prevail are eliminated. PURA will work on creating a stakeholder forum to this effect with all concerned parties.

Furthermore, and as intimated through the roadmap for the sector, the introduction of smart meters will bode well for revenue assurance purposes in ensuring the viability of the utility. At PURA's level, minimum thresholds are set for electricity losses (technical & non-technical), these are embedded within the tariff structure to ensure that consumers are safeguarded from utility inefficiencies.

The introduction of the Karpowership has also been quite beneficial in enhancing the revenue collection base of NAWEC as the added capacity is absorbed by the grid. The figure below details the monthly production of the power ship since it began operations in May 2018. This serves to highlight the complementarities that exist in the power sector, particularly through the leveraging of private capital, something PURA will continue to advocate for. Total production from Karpower in 2018 stood at 153,223 Mwh.

The monthly breakdown is highlighted below.

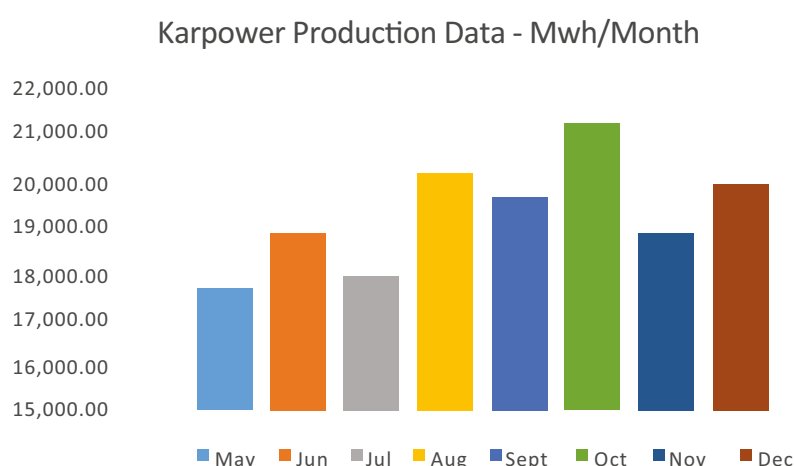


Figure 16: Karpower production data

Third Party Services

Being a multi-sector regulatory Authority allows PURA a significant vantage point in assessing the dynamic effects of markets under its purview. As such, this allowed to Authority to clearly identify the potential synergies and cross-fertilization between the ICT and Energy sectors. The Authority is glad to note that significant progress has been made in the development and deployment of a digital economy in The Gambia, thus taking advantage of the ubiquity that comes with mobile phone penetration across the country.

To this end, the Authority instituted an authorization framework for third party services who wish to interface with NAWEC on the purchase of prepaid tokens for final delivery to the end consumer via web or mobile. Qpower was the first authorized provider leveraging on the platform of QCELL, however over the last few years, the sector has witnessed the introduction of Elixir Global Group, Afrimoney, Approved Services, GTbank and Gamswitch.

This sector continues to show significant growth prospects as indicated by a 26% increase in the total number of transactions done via third party services with a total value of D802.18 million. The introduction and presence of a robust competitive framework has also resulted in reduced transaction charges which are as low D2 currently for some operators.

The total value of this market represents around 34% of total prepayment sales for NAWEC. The Authority is of the firm belief that these could be an effective substitute for NAWEC retail outlets with a win-win outcome for the utility in terms of cost savings and consumers in the realm of convenience where cashpower tokens can be directly purchased from their homes via their mobile phones.

	INSTITUTION	2015 (Dm)	2016 (Dm)	2017 (DM)	2018 (Dm)	%change
1	Trust Bank Ltd.	40.803	21.28	23.22	25.46	10%
2	Elton	280.275	327.3	345.24	430.49	25%
3	Qcell	83.139	159.98	205.57	188.29	-8%
4	GT Bank	3.918	10.5	2.27		
5	Afrimoney		0.63	48.62	104.52	115%
6	Approved Services			2.62	12.35	371%
7	Elixir Group			0.91	4.10	351%
8	GAMSWITCH			8.41	39.98	340%
	Total	408.135	519.69	636.86	802.18	26%

Table 10: Third party Services

Of the authorized providers, only Qpower recorded a decrease in the total volume of transactions of about 8%, perhaps an indication of the hyper competitive market that is emerging. Some other providers witnessed exponential growth of above 300%. An active diaspora engagement by some of the providers has been key where web portals can be used to purchase tokens for friends and family back home.

Moving forward and through subsequent tariff processes, The Authority plans to look at the feasibility of introducing a wholesale discount with these third-party providers to stimulate their engagements with NAWEC. Currently a transaction charge is applied on top of the electricity token purchase which may serve as a disincentive for some consumers. Embedding it within an applied wholesale rate will allow NAWEC to collect money upfront from the third-party providers who would then effectively compete within the allocated discount band. This will eventually serve to further benefit consumers who can effectively shop around based on the most competitive rate, alleviating the transaction charge that is currently applied.

Through the Authority's consumer engagements with the public, a variety of consumers particularly in remote regions with difficulty in accessing NAWEC outlets have expressed their appreciation to the Authority on the introduction of third party services. They have further intimated and requested for reduced transaction charges to aid the effective uptake in their regions and villages.



PART III

LEGAL AND COMPLIANCE REVIEW

PART III- LEGAL AND COMPLIANCE REVIEW

The Department of Legal, Licensing and Enforcement is tasked, among other responsibilities, to receive and process license applications, convey the Authority's recommendations on the applications to the License issuing Ministries, and provide legal advice to the Authority. The year 2018 witnessed the continuation of the performance of the mentioned activities. Equally, it was quite eventful and challenging for the Directorate in the areas of legal advisory, Licensing and Enforcement in the regulated sectors as well as in the emergent new sectors.

The Department of Legal, Licensing and Enforcement undertook the following in the year under review:

1. Licensing of Broadcasting Radio stations (FMs)
2. Licensing of Broadcasting TV Stations (CPL)
3. Licensing of Internet Service Providers (ISP)
4. Licensing of Downstream Petroleum Products Operators
5. Resolution of Inter operator Disputes

Licensing of Broadcasting Radio Stations

The Authority through the Honourable Minister of Information and Communications Infrastructure granted three (3) additional Commercial radio stations license to ABRAXAS FM, King FM, and VERITAS 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 promote access to information by citizens and residents in The Gambia.

Licensing of Broadcasting TV Stations

Based on the Government's decision through a policy directive to liberalise the broadcasting sector, the television broadcasting subsector was liberalised in 2017. In this regard, the Authority through the Honourable Minister of Information and Communications Infrastructure granted Content Service Provider licenses to STAR TV, MTA GAMBIA TV and PARADISE TV through processes as established in the PURA Act 2001 and Information and Communications Act 2009. The Authority supports the view that the many Content Service Provider licenses the Honourable Minister grants will engender wider programming choices for viewers.

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 30th December 2016, PURA was given the regulatory mandate over the downstream petroleum sector. The Authority in 2018 processed and recommended for issuance of importation license pursuant to the processes as established in the Petroleum Products Act 2016. 2018 witnessed proliferation of applications for importation, export, retail and re-export licenses. Many companies submitted their applications to partake activities in the downstream petroleum sector. The Honourable of Petroleum and Energy granted and issued various license to Medina Petroleum (Importation), Globe Oil (Importation) Rotterbi Energia (SA) (Importation and Re-Export), Rotterbi Energia (Gambia) (Importation), Baye Ceesay Oil and Gas (Importation and Export), Jah Gas (Importation and Export) and Afri Oil and Gas (Importation).

Resolution of Inter Operator Disputes

One of the mandates of the Authority is to receive and resolve disputes between and among the regulated operators. The Directorate of Consumer Affairs receives and resolves complaints and Directorate of Legal, Licensing and Enforcement resolves inter-operator disputes using PURA Disputes Guidelines. The following major inter-operator disputes were resolved in 2018:

1. Capital FM's complaint about jamming/interferences of their frequencies by Afric Radio on 107.6 MHz, Al Fallah Radio FM on 107.2 MHz and City limits Radio on 93.6 MHz.
2. QCELL's complaint about AFRICELL's 4G LTE Commercial Advertisement. The Authority resolved the complaint with a Determination wherein AFRICELL was ordered to withdraw the Commercials where speed test comparisons are made and where it referred to its 4G LTE as "The Real 4G LTE Network" within seven (7) days. QCELL was ordered to remove its commercial advertisements where it referred to its network "The Gambia's only LTE Mobile Network".
3. QCELL's complaint against AFRICELL about the EI Congestion was resolved with a Determination wherein it was determined that AFRICELL and QCELL shall "add 6 extra EI links on or before the 15th May 2018 to ensure traffic utilization on their trunk group.
4. INSISTNET's complaint against GAMTEL fiber pricing. It was resolved with a Determination that GAMTEL may continue with the existing price structure as submitted to the authority and the Last Mile Fiber Connectivity pricing should be submitted before implementation.

Notwithstanding the highlighted major complaints that were resolved in the year under review, both the Directorate of Consumer Affairs and Legal, Licensing and Enforcement have dealt with minor complaints as and when they were reported.



PART IV

KEY REGULATORY ACTIVITIES
EMBARKED ON BY THE
AUTHORITY

PART IV - KEY REGULATORY ACTIVITIES

INFORMATION AND COMMUNICATIONS TECHNOLOGY

Information and Communications Technologies (ICTs) are a key component of the overarching science, technology and innovation portfolio that is driving change and more importantly growth. ICTs have become recognized as essential ingredients for any society as it strives towards experiencing sustainable economic growth and development. The stakeholders are embracing the dynamics of new innovations and ICT technological developments the opportunities they present.

The Gambian market for Information and Communication Technologies is characterized by a high evolution and demand for services across the socio-economic spread of the country. Enhancement in the use of ICT requires a proper regulatory framework to create an environment that promotes public confidence and ensure stability, transparency, competition, investment, innovation, and growth in the ICT sector. PURA's mandate, among other things, in the ICT sector is to license, monitor and enforce license obligations, manage scarce resources, advise policy makers on telecommunications/ICT related issues and represent The Gambia in international organizations on issues pertaining to ICT. We strive to promote the provision of modern, efficient, reliable, affordable and easily accessible telecommunications/ICT services and the widest range

MOBILE NETWORK COVERAGE

Mobile telephony services continued to be a key driver of telecommunications services in the Gambia. These services provided a convenient platform through which other services such as mobile money, mobile broadband and Over the Top (OTT) services could ride on. Conversely, fixed telephony services continued on a declining path. Internet usage through the mobile phone continued to dominate fixed Internet access. However, with increased roll-out of broadband infrastructure, fixed Internet services are becoming increasingly popular.

The Universal Access focuses its assistance on areas which are beyond the reach of telecommunications/ICT services, enabling underserved and unserved communities to connect with other populations and take advantage of the opportunities and benefits that come with access to broadband Internet and other ICT services.

As an Authority, we provide supportive regulations and scarce resources to facilitate access and use of telecommunications/ICT services, on affordable terms, to the public in underserved or underserved regions. Furthermore, the Authority through the support of the World bank and IFMIS hired the services of a consultant to review the prices of the GAMTEL national fibre backbone. Following the consultancy, the prices for leasing capacity on fibre were reduced to enable operators acquire higher and more reliable and secured bandwidth on the national backbone for the deployment of broadband services on their networks. The agreed prices are uploaded on the Authority's website for the perusal of all stakeholders.

NUMBER OF CELLS DEPLOYED

At the end of December 2018, compared to December 31st, 2016, the number of Cells deployed by each operator to provide 2G and 3G universal access on each network is shown in Figure 17 and 18. The associate coverage map is shown in Figure 19.

Mobile Network Operator's 2G Cell Deployment

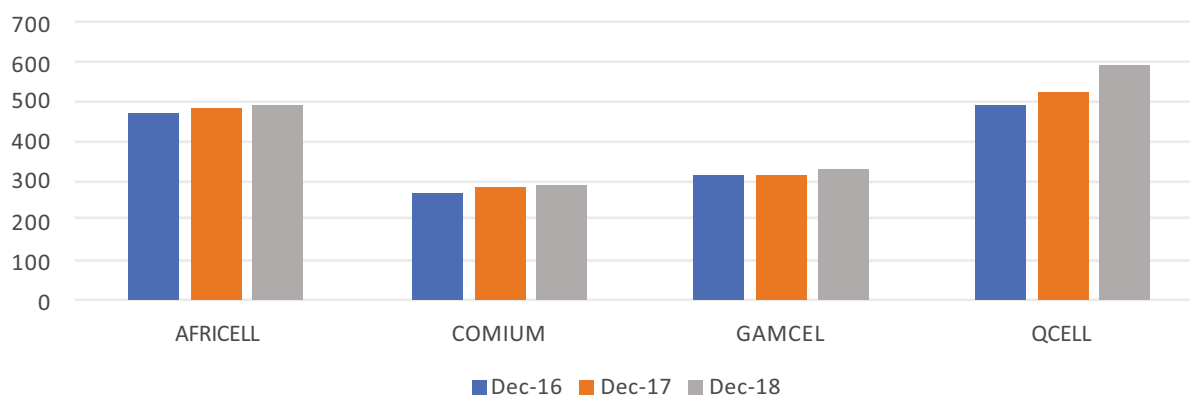


Figure 17: Mobile network operators 2G cell site deployment

Mobile Operator's 3G Cell Deployment

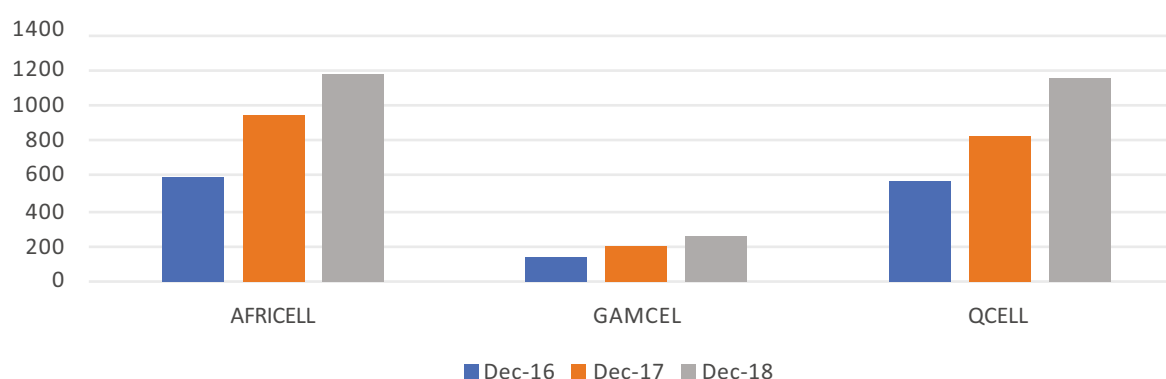


Figure 18: Mobile operators 3G cell deployment

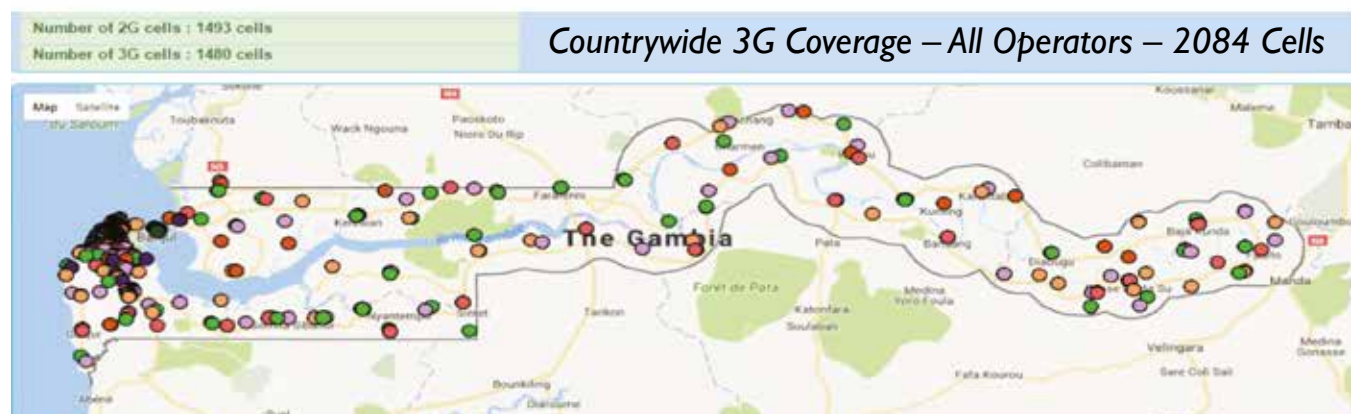


Figure 19: Countrywide 3G Coverage – All Operators

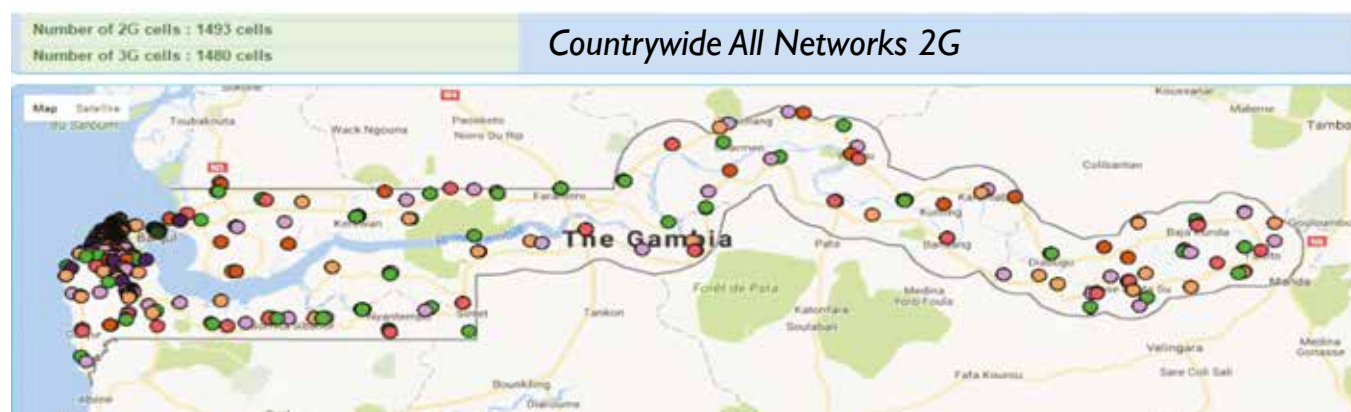


Figure 20: Countrywide 3G Coverage - All Operators

4G LONG TERM EVOLUTION NETWORK

LTE, an abbreviation for Long-Term Evolution, commonly marketed as 4G LTE, is a standard for wireless communication of high-speed data for mobile phones and data terminals. It is based on the GSM/EDGE and UMTS/HSPA network technologies, increasing the capacity and speed using a different radio interface together with core network improvements.

LTE is the natural upgrade path for carriers with both GSM/UMTS networks and CDMA2000 networks. The different LTE frequencies and bands used in different countries will mean that only multi-band phones will be able to use LTE in all countries where it is supported.

During the period under review, QCELL made an application for additional frequency resources to enable them to provide high capacity throughputs for their new and existing customers on their 4G LTE network. Additional spectrum, including both coverage and capacity service provision, means mobile operators can connect more people and offer faster speeds.

Pursuant to the Authority's vision to promote the provision of modern, efficient, reliable, affordable and easily accessible telecommunications/ICT services and the widest range, their request was evaluated, and the necessary resources were provided accordingly.

AFRICELL and QCELL are the only two operators providing mobile wireless broadband 4G LTE services in the country. Furthermore, AFRICELL and QCELL have installed LTE networks in parts of Greater Banjul Area as well as of their universal service obligation which is in line with the Authority's recommendations.

AFRICELL and QCELL have both leased capacity on GAMTEL's ECOWAN fibre optic cables using the Authority's approved tariff to support increasing video consumption alongside demand for higher video quality from their mobile customers.

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 to 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. Table 21 show the network deployments by each operator, as at December 2018.

Mobile Network Operators :	Generations	
✓ AFRICELL	✓ 2G	✓ 3G
✓ COMIUM	✓ 2G	
✓ QCELL	✓ 2G	✓ 3G
✓ GAMCEL	✓ 2G	✓ 3G

Figure 21: Mobile Network Operator - 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 22 shows a selected comparative key performance indicator such as call success rate, handover success rate, and call drop rate for GAMCEL, AFRICELL, COMIUM and QCELL for their 2G networks.

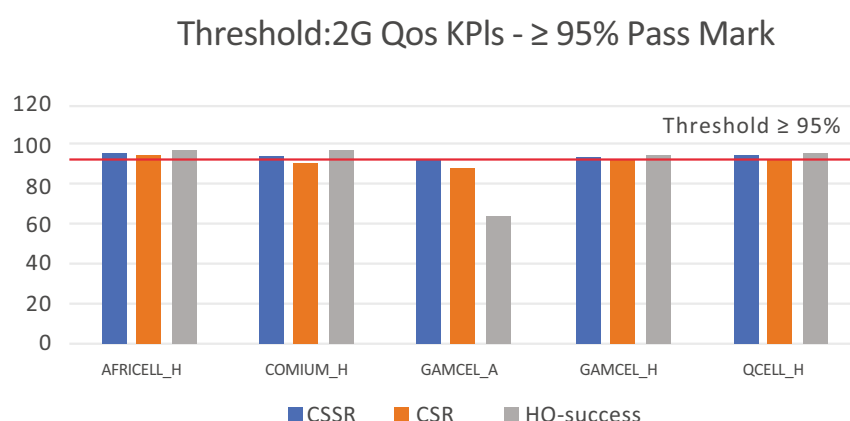


Figure 22: Global 2G Comparative Performances

REGIONAL QUALITY OF SERVICE PERFORMANCE

During the month of December 2018, 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 report in randomly selected districts is shown in Table 11.

Region	Call success Rate				Handover success Rate			
	Africel	Comium	Gamcel	Qcell	Africel	Comium	Gamcel	Qcell
Banjul	97.22%	94.59%	97.88%	97.88%	99.43%	90.80%	98.35%	98.35%
Central Badibou	91.24%	90.81%	94.51%	90.50%	94.92%	94.74%	97.46%	95.01%
Foni Bondali	93.73%	89.46%	92.83%	95.10%	97.12%	96.36%	88.71%	97.70%
Foni Kansala	95.34%	88.83%	97.27%	97.27%	97.30%	92.28%	97.80%	97.80%
Kanifing	95.50%	95.20%	94.94%	94.94%	98.62%	96.40%	95.99%	95.99%
Kiang Central	93.08%	89.25%	93.23%	93.23%	94.21%	93.78%	93.30%	93.30%
Kombo East	91.76%	88.19%	86.90%	85.55%	97.67%	93.69%	90.31%	94.25%
Lower Badibou	88.90%	86.06%	89.89%	89.89%	93.34%	97.07%	93.87%	93.87%
Lower Nuimi	87.24%	85.62%	90.81%	91.16%	93.50%	88.61%	83.20%	95.86%
Jarra East	93.00%	91.12%	94.29%	94.29%	96.36%	96.79%	97.74%	97.74%
Janjanbury	96.90%	92.60%	93.16%	92.94%	98.88%	98.61%	81.57%	96.10%
Wuli	95.41%	86.79%	89.11%	93.45%	97.32%	99.20%	98.86%	99.26%
Fuladu East	95.47%	84.55%	93.60%	94.03%	97.96%	97.92%	97.52%	97.17%

Table 11 Sample QoS performance in some regions

NETWORK OUTAGES

During the month of December 2018, 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 can be seen in the graph in Figure 23

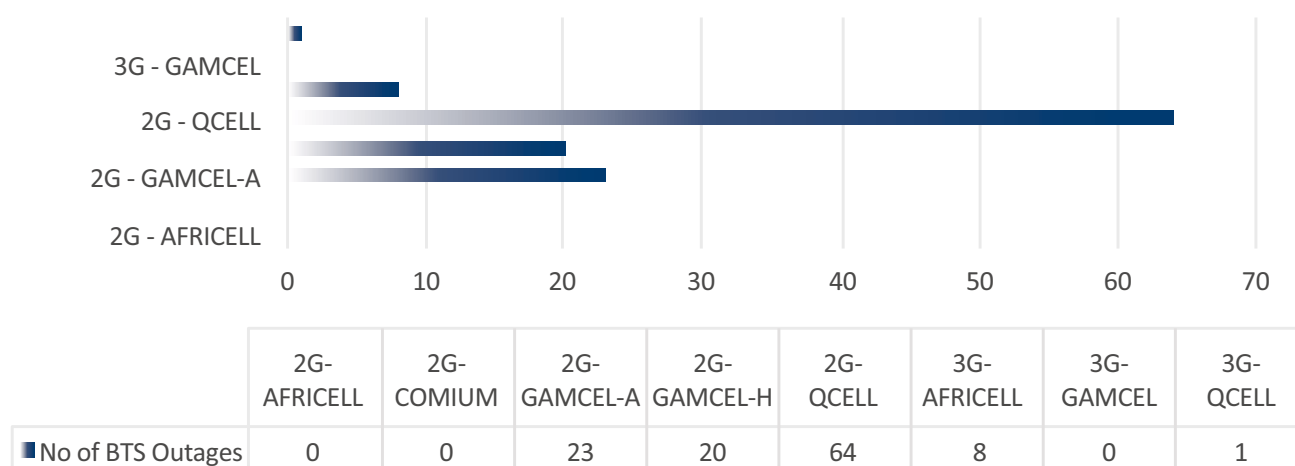


Figure 23: Number of cell outages

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

SEREKUNDA INTERNET EXCHANGE POINT

Internet has become an essential tool for communication, commerce, and development in an increasingly globalized world. As Internet usage increases globally and being part of the day to day activities in different organizations and individual users, the interconnection between Internet Service Providers (ISPs), content providers and users become more and more critical to creating the 'network of networks' that is the Internet.

Governments around the world have given high priority to the development of their national Internet infrastructures to achieve higher levels of Internet penetration among their populations. Internet Exchange point activities have been supported and catalyzed by national and international stakeholders, including local Internet service provider's information technology businesses and non-profit organizations that believe that the Internet can contribute substantially to the socio-economic development around the world.

Due to this development of internet usage, PURA, MOICI and the relevant stakeholders saw the need to establish the Serekunda Internet exchange point (SIXP) arose, where all Internet players can interconnect directly to each other and exchange local traffic, reducing international transit costs while improving network performance and quality of service (QoS). An Internet exchange point (IXP) is a facility of Internet infrastructure that can increase the affordability and quality of the Internet for local communities. IXPs enable local networks to efficiently exchange information at a common point within a country rather than needing to exchange local Internet traffic overseas. In many of the developing countries, for example, Internet messages need to be exchanged beyond their borders, which add significant costs because of lack of connectivity between domestic networks.

Before the establishment of the SIXP all INTERNET traffic between different ISP was exiting the Gambia and coming back. The IXP has allowed for all domestic traffic to stay in country which has made INTERNET generally faster by reducing response times.

Since then the SIXP has grown to host the PCH, Google and Facebook Cache. This has made content from Google such as YouTube and search faster and has vastly improve INTERNET speeds but more importantly reduce the cost of INTERNET for every Gambian.

As shown in Table 12, the maximum traffic at the Serekunda Internet Exchange Point increased during the year under review. The statistics show that the traffic at SIXP almost doubled over the last year.

Serekunda Internet Exchange traffic (SIXP)				
Direction of traffic	ISP/Mobile operator server			
	2017		2018	
	Average (Gbps)	Maximum(Gbps)	Average (Gbps)	Maximum(Gbps)
Inbound	975.239	668.859	712.823 Mbits	1.125 Gbits
Outbound	28.007	14.746 Mbits	712.807 Mbits	1.125 Gbits

Table 12: Serekunda Internet Exchange (SIXP) Traffic

A challenge that the SIXP has is that no ISP alone consumes enough bandwidth globally to host the cache due the small population in the Gambia, as a result the cache has to be operated on a rotating bases between all ISPs. This is problematic for the IXP technically and during the rotation there is the risk of major parts of the INTERNET shutting down for extended periods of time. This can result in major disruptions that can have an impact on the economy as banks and other major institutions depend on the INTERNET to do business.

To compliment this effort the Authority's sector ministry MOICI has provide **2 STM I** of its bandwidth capacity at ACE to be used by the IXP for filling up the PCH, Google and Facebook cache. PURA has during the period under review, complimented the work of SIXP by providing financial assistance.

NUMBERING

Numbering Plan is a type of numbering scheme put in place for the management and administration of numbering resources structured in a standard format to provide unique telephone addresses and identities to user-to-network interface, services or end user.

A national numbering plan has enormous benefits which includes:

- The efficient management of National Electronic Numbering resources
- To create equal access, transparency and fair competition
- To enhance consumer protection
- Helps reduce complaints of Unsolicited Electronic Communications
- Track source of all Electronic Communications
- Helps the public access social services such as Fire, Police, Hospital Ambulance etc.

PURA is mandated under Part VIII of the IC Act 2009 to develop and administer the National Electronic Numbering resources and provides guidelines on allocation and use of numbering resources in accordance with the ITU recommendation E.164

During under review, QCELL made an application for additional number resources. The application was thoroughly reviewed taking note of the investment, network deployment in both underserved and urban areas, Quality of Service delivery, new technology deployment and market share amongst others. Following the review, QCELL were allocated additional number blocks on the 50x xxxx and 51x xxxx number block series as can be seen in Table 13.

Numbering block	Operator	Technology	Numbers available
0	International access		
1	Short codes of all operators	Emergency calls, and Value added Services	
2xx xxxx	AFRICELL	GSM 2G/3G/4G	1,000,000
3xx xxxx	QCELL	GSM 2G/3G/4G	1,000,000
4xx xxxx	GAMTEL	Fixed lines +ADSL	1,000,000
50x xxxx	QCELL	GSM 2G/3G/4G	100,000
51x xxxx	QCELL	GSM 2G/3G/4G	100,000
52x xxxx	Reserved	N/A	100,000
53x xxxx	Reserved	N/A	100,000
54x xxxx	Reserved	N/A	100,000
55x xxxx	Reserved	N/A	100,000
56x xxxx	GAMTEL	Fixed lines +ADSL	100,000
57x xxxx	GAMTEL	Fixed lines +ADSL	100,000
58x xxxx	Reserved	N/A	100,000
59x xxxx	Reserved	N/A	100,000
6xx xxxx	COMIUM	GSM EDGE	1,000,000
7xx xxxx	AFRICELL	GSM 2G/3G/4G	1,000,000
8xx xxxx	GAMTEL	CDMA Fixed-wireless	1,000,000
9xx xxxx	GAMCEL	GSM 2G/3G	1,000,000

Table 13: National numbering Plan of The Gambia

During the year under review, eight (8) new short codes were assigned to private institutions.

EMERGENCY NUMBERS

An emergency is a situation that poses an immediate risk to health, life, property, or environment. Most emergencies require urgent intervention to prevent a worsening of the situation. These emergency services should be managed by emergency workers in the Gambia, there are three main emergency services, i.e the Police, Fire and Rescue services and the Hospital medical services who in principle should maintain full-time emergency service stations to which emergency calls are directly routed by our telecommunications operators

In line with the country's Emergency Service obligation, PURA is mandated under Section 34 of the Information and communications Act 2009 to ensure that telecommunications operators make available to its subscribers' free access to an emergency police, fire service, and medical number, preferably of three digits. Correspondingly, PURA in consultation with the operators have availed the free emergency calls number 116 to the Hospital Ambulance service, 117 to the Police and 118 to the Fire and Rescue Services accessible to the general public on a 24/7 basis.

When disasters strike, they have devastating negative impact on people's lives, and on the economy. The impact is even worse for those living in remote and isolated areas with no access to basic information and communication facilities. Emergency telecommunications play a critical role in disaster risk reduction and management.

A common measurement in benchmarking the efficacy of emergency services is the response time, the time that it takes for emergency responders to arrive at the scene of an incident after the emergency response system was activated. Due to the nature of emergencies, fast response times are often a crucial component of the emergency service system. Timely access to information from emergency calls is critical for emergency response.

PURA being the telecommunications/ICT regulator is working tirelessly to ensure emergency services are used judiciously and efficiently because emergencies can happen anywhere and at any time. The very

nature of an emergency is unpredictable and can change in scope and impact. There is no doubt that having a robust telecom infrastructure with enough number of lines and planning ahead can be crucial in protecting lives, the environment, and property

It is in this regard that we have signed an MOU with the Gambia Fire and Rescue Services to help in exercising some functions to not only improve emergency service call response time but sensitize the general public on the emergency access and services. Additionally, we periodically embark on a countrywide tour to monitor/test access to emergency services. The Gambia Fire & Rescue Services is responsible for fire suppression, fire prevention, hazardous materials control, technical rescue, and fire safety education.

During our last countrywide tour in the year under review, we noted that some emergency calls could not be successfully established due to faulty telephone sets or lines. Furthermore, the emergency service staff informed us that they find it difficult to make follow up calls to the victims in the absence of caller line identification services. PURA deemed it fitting to buy telephone sets with caller line identification facilities provided by GAMTEL, to alleviate this challenge on emergency call delivery. The telephone sets were handed over to the Fire and Rescue Services in the PURA conference room on 27th February 2018.

The ceremony was attended by GAMTEL, National Disaster Management Agency and senior management and staff of the Fire and Rescue Service.

PURA is also working closely with GAMTEL whose fixed telephone lines are used to terminate these emergency calls; to ensure that the lines are operational at all times and that calling line identity service to these emergency service centers is provided. We are indeed proud of this collaboration and would do everything necessary to further strengthen this partnership.

We hope that these telephone sets that are being presented to the Gambia Fire and Rescue Services would not only provide easy access to emergency call services but shall be put into good use.

REGULATORY RESOURCES AND TECHNOLOGIES

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

BROADCASTING SERVICES

The Authority is mandated to regulate all broadcasting service providers in accordance with the Chapter IV of the Information and Communications Act 2009.

DIGITAL SWITCH OVER

The Authority is working closely with MOICI and the relevant stakeholders to foster the television broadcasting migration process from Analogue to Digital in The Gambia.

Analogue to Digital Migration is the process in which broadcasting services offered on the traditional analog technology are replaced with digital based networks over a specific period. The transition or switch from analog television to digital television is referred to as the Digital Migration.

The Analogue to Digital Migration arose out of the Regional Radio-communications Conference of 2006 (RRC06) and the subsequent Geneva 2006 Agreement (GE06) of the International Telecommunications Union (ITU) "Recommendations" of which The Gambia is a party and signatory.

The broadcasting industry is pivotal in the mobilization of the public for the socio-economic development

of most countries in Sub-Saharan Africa. This it does through educational, informational and entertainment programs. For the Gambia, broadcasting is the main channel for the implementation of the National Development Plan (NDP) and Vision that envisages having “A digital nation and creating a modern information society. As an essential facilitator of this broader plan, the broadcasting enables the dissemination of information about services aimed at addressing the needs of the poor, vulnerable and marginalized groups in society. In addition, broadcasting is responsible for keeping the nation informed of the national and the international events. It also aims to promote the delivery of high quality and efficient broadcasting services by both public and private service providers.

TELEVISION BROADCASTING

During the year under review, PURA licensed three (3) FM Television Content Providers as can be seen in Table 14.

Content Service Provider Television Stations		
No	Name	Location
1	Paradise TV	Kanifing North
2	Star TV	Mamadi Sillah Drive
3	MTA TV	Talinding

Table 14: Licensed Television Content Providers as of December 2018

RADIO BROADCASTING

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 neighbouring countries as outlined in the Geneva Agreement GE84 to which The Gambia is a signatory.

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.

Below is a list of both commercial and community FM radio stations as at December 2018.

The Authority assigned 31 FM broadcasting frequencies up to date and licensed 34 FM broadcast Radio Stations in various locations throughout the country as can be seen on the table below;

COMMERCIAL FM RADIO STATIONS

The Authority allocates frequencies to facilitate the provision of radio broadcasting services in the country.

During the period under review, a number of licenses were issued and most of them are for the use of radio frequency spectrum. The next table gives a summary of the Licenses issued to the FM broadcasting sector as of December 2018.

NO.	Name	Frequency	Location
1	Senn FM	90.5	Banjul
2	West Coast Radio 1	95.3	Kotu
3	City Limit	93.6	Kairaba Avenue
4	West Coast Radio 2	92.1	Kotu
5	Star FM	96.6	Serekunda / Brikama Highway
6	Taranga FM	97.5	Sinchu Alhagie
7	GRTS FM	98.6	Abuko (fed by 102.6 MHz)
8	GRTS FM	106.7	Abuko (fed by 96.0 MHz)
9	RFI C/O GRTS	89	Abuko
10	Capital FM	100.4	Kairaba Avenue
11	Unique FM	100.7	Bakau New Town
12	Janneh Koto FM	101.1	Kombo Gunjur
13	Unique FM	101.7	Basse
14	Radio 1 FM	102.1	Fajara Golf
15	Kora FM	103.9	Kanifing South
16	Hot FM	104.3	Bakau New Town
17	Hill Top FM	104.7	Serekunda Baritesh
18	Paradise FM	105.7	Pipe Line near BSTS
19	Paradise FM	105.8	Basse
20	Paradise FM	105.5	Farafeni
21	Vibes FM	106.1	Manjai
22	AL Fallah FM	107.2	MDI Road kanifing
23	Afri Radio	107.6	Kairaba Avenue
24	Choice FM	103.6	Sukuta
25	Sahel FM	88.5	MDI Road kanifing
26	Light FM	89.6	C/O Ahmadya, 157 Kombo Sillah Drive, Talinding
27	Qradio	103.3	Bijilo
28	Sky FM	96.9	Old Yundum
29	Deggo FM	91.5	Kairaba Avenue
30	Nexus FM	105.2	Serekunda
31	DHK FM	99.5	Sinchu alagie
32	Atlantic FM	106.4	Sanchaba Sulaye Jobe
33	Radio Varitas		Kairaba Avenue
34	Home Digital FM	99.9	Brikama

Table 15: Commercial Radio Stations

COMMUNITY 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 - WCR

Table 16: Community radio Station

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.

The Authority issues amateur radio licenses to individuals in accordance with 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. During the year under review the Authority issued 2 amateur radio operator licenses as can be seen in Table 17.

Item No	Call Sign	Month Assigned
1	C5/G0KTO	January
2	C5WP	March

Table 17: 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 signalling 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 Authority is mandated with Part IX of the IC Act 2009 establish and enforce standards for all telecommunications equipment in operation to ensure that they operate seamlessly and safely within the Gambia.

To ensure maximum interoperability and affordability for consumers, the Type Approval standards set by the Authority are based on international standards from; The International Electrotechnical Commission (IEC) and its International Special Committee on Radio Interference (CISPR), The European Committee for Electrotechnical Standardization (CENELEC) and The European Telecommunications Standards Institute (ETSI).

All equipment manufacturers, vendors and operators, including customer devices such as mobile phones and wireless adapters, must therefore ensure that their equipment conform to the applicable standards as mandated by the Authority before bringing them into The Gambia.

In the year 2018, two hundred and forty-nine (249) certificates for type approved equipment were issued compared to one hundred and eighty-seven (187) certificates in 2017.

ITU PLENIPOTENTIARY CONFERENCE (PP-18)

The International Telecommunication Union's (ITU's) 20th Plenipotentiary Conference (PP-18) was held from the 29th October to the 16th November at the Dubai World Trade Centre in Dubai, UAE. The Plenipotentiary Conference is one of the highest decision-making bodies of ITU, the United Nations specialized agency for ICTs. It is held in every four years. The Conference is the key event at which ITU Member States build consensus on key international ICT issues, elect leaders for the Union's top posts, and decide on a roadmap for ITU's work over the next four-year period, including strategic and financial plans.

ITU is unique in the United Nations family in bringing together 193 Member States, over 700 private sector companies and more than 150 academic institutions. It plays an integral role in enabling the development and implementation of ICTs worldwide by: coordinating the shared global use of the radiofrequency spectrum; promoting international cooperation in assigning satellite orbits; working to improve communication infrastructure and digital skills everywhere; and establishing worldwide standards that foster seamless interconnection of a vast range of communication systems.

More than 2500 participants attended the PP-18, including heads of government, ministers and other delegates from most of ITU's 193 Member States, as well as representatives from private companies, academic institutions and national, regional and international bodies.

The PP-18 was opened with a global call for the world to "act as one" to connect the world's nearly four billion people who remain unconnected to the Internet. Information and Communication Technologies (ICTs) are already empowering billions of individuals around the world – by providing access to education, health care, e-government and mobile banking, among many other key services.

In his statement, the ITU Secretary General indicated that the challenge before us today is to ensure that new technologies and ICTs in general continue to be a source for good for everyone across the world. He posited that the crucial challenge faced is harnessing the benefits of new technologies for all, while safeguarding against the risks from their misuse.

During the meeting, member states elected the ITU management team, the Radio Regulations on a four-year term. The role of the elected officials is to consider broad telecommunication/ICT policy issues and ensure that the Union's activities, policies and strategies fully respond to today's dynamic, rapidly changing telecommunications /ICT sector.

The Gambian delegation which comprised of MOICI, PURA, GAMTEL and GAMCEL voted in line with governments' foreign relations objectives. Pictures of the meeting and election can be seen in Figure 24



Figure 24: The Honorable Minister cast his ballot during elections for the membership to the ITU

ONGOING ACTIVITIES IN THE ICT SECTOR

Some of the ongoing activities in ICT Sector during the year under review are the following:

- Incremental 2G, 3G and 4G LTE network deployment
- Deployment of Fibre to the home by GAMTEL and Netpage
- Consolidation and Optimization of Mobile operator's networks to improve quality of service in order to meet the required standards stipulated in the Authority's Quality of Service Guidelines.

ELECTRICITY SERVICES

This year saw significant investment in the electricity sector. As with previous years, PURA conducted vigorous monitoring of all NAWEC facilities and also of the IPP. In addition, with the new government relations with Senegal had improved a lot and cross border interconnection activities were also conducted.

Monitoring commenced from the 28th - 30th April 2018 as part of the effort by PURA to fulfil its monitoring of services provided by NAWEC and assess the situational of NAWEC in the provinces regarding the electricity and water provided by NAWEC.

The team visited all the NAWEC water and electricity facilities in provinces from Barra to Basse, inspecting the implementation of the current projects in Farafenni power plant, Basse power plant and the SENELEC interconnection in Karang and post Kerr Ayib.

NAWEC Provincial Electricity Facilities

Generally, the team found the generating facilities in good working order following the expansion of the system through the REEP project. The importation of electricity from Senegal has reduced the number of generating points and will obviously have significant cost savings for NAWEC. More interconnection points should be encouraged.



Figure 25: switchgear and metering points on the interconnection from Senegal at Keer Ayub/ Farrafeni crossing.

Regarding new HFO engines for Farafenni and Basse plant expansion, the works were at an advanced stage by the contractors under the REEP Phase two. Additional 3MW engines were been added to each site to increase their capacities. Basse has also been linked to Bansang thus the power plants in the provinces have been reduced from 6 to 1 over a year. This would mean significant electricity savings for NAWEC in terms of diesel generation to HFO and imports.

Moreover, demand for new connections was up and with assistance from the World Bank, more than 30,000 new electricity meters were been added nationwide. This meant that electricity access in the provinces was increasing significantly as well.



Figure 26: Underground cables from Senegal linking to the NAWEC grid at Amdalai to supply the North Bank



Figure 27: April 2018 new engine hall and stack for the Basse power plant expansion

With the increased power generation and importation in the provinces, significant extension of the network has also been carried out. Currently the Basse Network is the most extensive supplying from Basse to Jareng and Wassu.

Farafenni has been linked to both Kaur and Kerewan also introducing 24hrs electricity in this network. The southern part of this network also

supplies Soma up to Jalembereh. The Upper Nuimi district which was the least electrified in the North Bank Region has also seen network roll out.

The Barra network has been extended to include several villages in Upper Nuimi up to Juffureh. It is very clear from the figure below that NAWEC have now an extensive network running at 33kV.

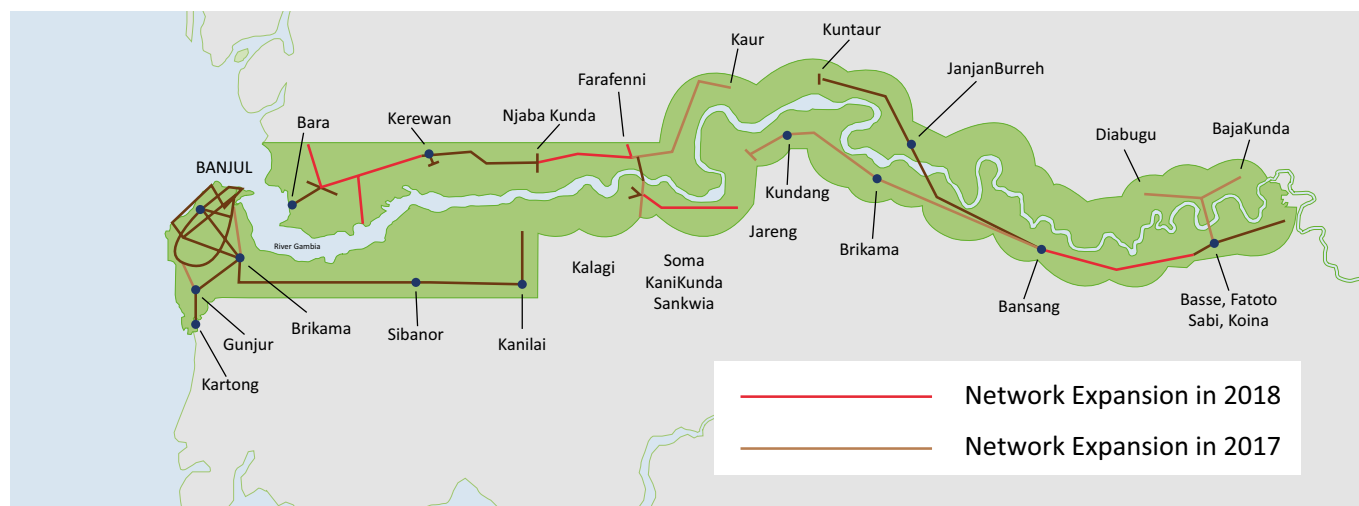


Figure 28: KARPOWER IPP Powership

KARPOWER IPP Powership

The power plant is installed on a ship with an installed capacity of 36MW. The effective capacity to be off-loaded is 30MW.



Figure 29: Kapowership, transformer barge and fuel supply ship loading at Banjul

The two generating engines (18MW each) are made by MAN, the leading manufacturers of diesel engines globally and the two alternators are equally from ABB. ABB is the leading Swiss company producing high quality electrical equipment and accessories.

The ship is anchored at a specific location as follows in Banjul just behind the craft market.

1. Longitude: 13.27.150N
2. Latitude: 6.34.152 W

A team from PURA including the Director General visited the boat on the 30th of April 2018 and witnessed the final capacity test between NAWEC and the powership. The entire vessel was inspected. The ship is coupled with another ship upon which is anchored a 53MVA transformer.

The Plant Manager showed the team the control room, the SCADA system as well as the metering point. PURA was satisfied with all the installations. The vessel has its own supply arrangement for both fuel and waste fuel discharge. A full EIA was conducted as well for the electricity production.

Two major incidents affected Karpower's performance during the year 2018. In August 2018 there was a power cut affecting the main pylons connecting the vessel. This led to a serious power outage within the GBA affecting up to 30hrs power supply.

The second incident happened in September 2018 when there was delay in the fuel supply for the vessel. The GBA was affected for 24hrs as power was rationed.

Karpower was instructed to comply with the Authority's Incident Notification Guidelines for all future incidents.

NAWEC GBA

Throughout 2018, the performance of power plants in the GBA was very impressive. The Wartsilla 9MW generator at Birkama was fully rehabilitated with WB funding. This together with the IPP significantly improved power supply in the GBA

Kotu Power Station



Figure 30: Brand new 11MW engine commissioned in Kotu

In 2018 the new 11MW engine, currently the largest running engine owned by NAWEC came online. This led to significant stability on the grid. The engine was successfully commissioned and has been running smoothly since. Currently the GBA is facing transmission bottlenecks leading to occasional brownouts. However, it must be reported that power supply quality has improved significantly compared to 2017 with blackouts lasting on average 15 minutes.

Brikama Power Station Extension (20MW)

The current expansion of the Brikama power plant is progressing smoothly. The plant was visited in October 2018 together with other members of the Electricity Road Map taskforce. It is envisaged that the plant will be ready by the first quarter of 2019. Construction was at an advanced stage and this would go a long way in providing a stable source of power for the baseload.



Figure 31: Fuel tanks for the new 20MW power plant during routine inspection

PETROLEUM RETAIL ACTIVITIES

Inspection of Retail Stations

Since 2017 when the Authority took over regulatory functions in the downstream sector, there have been significant changes and developments for the year under review. The key regulatory activities were monitoring including inspection, quality testing and processing of petroleum license applications. As part of PURA's mandate to regulate downstream petroleum sector in The Gambia, a quarterly inspection was conducted from to assess compliance with



Figure 32: Typical GNPC Petrol station, Bansang

minimum standards and guidelines set by PURA.

The Authority carried out quarterly inspection of service stations across the country from the 30th August to 2nd September 2018. About 90% of the retail stations inspected were owned by corporate companies and only 5% were individually owned of which the majority were found in the Upper River Region of the country. This was to ensure adherence to basic minimum quality assurance standards of retail service stations including basic health and safety, and an assessment of the general operations of the service stations in accordance with PURA guidelines and international best practices.

Further to the inspection, the Authority has and continue to engage operators in the sector through stakeholder meetings and official notification letters for service and operational improvements. Where substantial observations and findings on an eminent risk to public health and safety is independently obtained by the Authority, suspension of retail operations were issued and verified to ensure compliance.

The inspection findings show that industry standards were not applied across the board with visible standard infrastructural gaps between service stations in the Greater Banjul Area and those in the provincial part of the country. This is largely due to the level of investments on service stations in the rural areas compared to those in some of the urban and Greater Banjul Area.

In particular, PURA found one station to be a major health risk at Basse owned by Jah Oil.

The inspections highlighted that basic health and safety equipment, training of staff especially pump attendants and adequate management of waste

generated at the service station, were deficient especially at provincial service stations. In this regard, there are activities and response outlines designed by the Authority to addressing these challenges both in the short and long term. A basic health and safety training in collaboration with the fire service has been identified for implementation in the Directorate's 2019 work programme.

Volumetric Verification Exercises

Following our MoU with the Weights & Measures Bureau, the Authority conducted two exercises in January 2018 and December 2018. These verification exercises for fuel products vending was fully funded by PURA. It covered stations in the GBA and the provinces. In the initial tests several stations failed as there were vending in excess of the acceptable tolerable limits. However, in December the situation was much better implying that the OMCs have realised the importance of regulation.

PURA also worked with Weight & Measures to design new stickers for consumer awareness of the verified pumps.

Station Managers were informed that stickers would be introduced with the indication of **PASS** or **FAIL** in respect with the result of the verification exercises.



Figure 33: Verification of fuel dispensing by Weights & Measures Staff with PURA staff observing the exercise LPG Refilling Plants

LPG Refilling Plants

The current LPG cylinder categories are 3, 6, 12, 9, 30 and 50 kg. This sector continues to grow with an average storage capacity of 40 metric tonnes compared to a national average of 1000 metric tonnes for the year under review. About 95% of refilling plants are located within the Kanifing industrial zone with the remaining in Mandinari.



Figure 34: LPG bottling plant

Inspection of these facilities was essential in ensuring compliance with operational requirements. The facilities were of generally small-scale infrastructural setup. However, these were adequate with recommendations for improvements in health and safety measures. Verifications of Measurement with respect to net content of LPG cylinders is an essential element in ensuring fair trade and healthy market competition. The Authority is in collaboration with relevant stakeholders such as The Gambia Standards Bureau and Weights & Measures Bureau of MoTIE to ensure fairness compliance to acceptable measurement limits set by law.

The LPG sector continues to be the most competitive. Since the liberalisation of the sector, there has been market driven innovations and competitive strives by the operators. The introduction of branded LPG cylinders by Njegan Gas and Atlas are indications that operators in the sector are gradually moving towards having individual company branded bottles which has ushered in a new line of competition to enhance a more customer focus service delivery systems in the market.



Figure 35: Njegan Gas launch of branded LPG cylinders

Fuel Quality Testing

For the year under review, the Authority has conducted fuel sampling and testing activities for quality assurance purposes. The minimum national specifications for the products namely Diesel, Gasoline and kerosene were used as benchmarks for testing quality parameters of the fuel samples. The samples were collected from the main Depot in Mandinari and other retail stations in the country which were subsequently tested in Senegal. The laboratory test results based on the samples show that the national quality specifications were not met. From the tests results the fuels being imported into The Gambia range from 3100 ppm to 4000 ppm.

The Authority has started an aggressive consultation with key stakeholders and operators in a view to having a reference point on fuel pricing that commensurates the quality.

Environmental Audit Verification for Petroleum Service Facilities

The Authority and other stakeholders such as the Gambia Fire and Rescue Service at the invitation of National Environment Agency (NEA) embarked on a series of joint environmental audit verification exercises of petroleum service facilities across the country. These site verification activities include, retail stations, waste oil and crude oil refineries and LPG refilling plants. These exercises were meant to establish the suitability of the proposed or existing project site for the intended activity.

Water Services

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 and provision of backup power in few sites in the GBA. Almost all the treatment plants have fully functioning chlorine dosing stations with additional reserve tanks.

There has been a stable improvement in the GBA; however, facility upkeep, encroachment, safety and security concerns remain a challenge.

The PURA/DWR Water Quality Monitoring Program

The Authority has committed partnership with the Department of Water Resources in a MoU to monitor the quality of water delivered by NAWEC to consumers throughout the country. In that regard, the water resources department helps in carrying water quality tests, for nitrate, and other chemical parameters against the World Health Organization (WHO) drinking water standards. The essence for carrying out these tests is to make sure that consumers are provided with a tasteful and also safe drinking water. This is geared towards promoting public health and other socioeconomic dimensions in which water is a driving force.

Due to the good quality of groundwater in The Gambia, particular attention is usually given to indicators relating to microbial contamination and disinfection (Chemical e.g. nitrate and irons) which are more related to operations and contamination arising from the surface environment. However, few chemicals such as irons are naturally found underground and also closely monitored. The program has also recently included testing for few heavy metals which in large quantities are toxic and could have diverse health effects for consumers.

REAGENTS FOR WATER

As part of a MOU agreed with PURA and water resources, PURA will be sponsoring the purchase of reagents. The reagents are used by water resources to monitor the standards of good water by the WHO water guidelines.

As part of a MOU agreement with PURA and the Department of Water Resources in 2009, PURA supported the DWR Abuko Lab with the following;

- significantly contributed towards the MOU, part of PURAS Contribution was procuring of reagents worth D250,000.00
- eight executive chairs,
- a printer, cartridges that will last for a year,
- and finally provide them with internet,

The handing over ceremony was attended by significant government dignitaries which took place at Pura Conference Room on the 19th of December 2018. All efforts geared towards improving National development for Water shortage & Water Quality.



Figure 36: DG PURA Handing Over the Reagents and devices to PS MINFW and Dir. DWR



Figure 37: timeline of cooperation between the DWR & PURA



Figure 38: Donated Reagents

Water quality Monitoring

In October 2018 PURA organized a water survey within the GBA, seven samples were tested for physio-chemical and other chemical parameters against the World Health Organization (WHO) drinking water standards. Analyses of the reports are yet to be produced by the water resources department.

The test performed was for the indication of all elements present in the water according to the WHO standard, the water samples were taken randomly within the GBA in the following areas Pipeline, Fajara and Latrikunda respectively. During the water survey Pipeline (EC 38) and Latrikunda (39) have better taste of water in relation to the Electricity Conductivity (EC) spot check.



Figure 39: Water testing activity



Figure 40: Water survey test at Fajara



Figure 41: Water survey at Pipeline with sediments contents

Sewage Sector

Kotu Sewage Pond

As always PURA maintained continued vigilance and monitoring of the Kotu sewage ponds. During the year the facilities were faced with a major incident which included the intervention of both PURA, several Ministries and also the Police.



Figure 42: Kotu sewage treatment facility

In February 2018 the Kotu area suffered from pollution due to the dumping of fish meal plant waste from Gunjur and Sanyang. Tanker trucks were hauling waste from these fish plants which upset the treatment process. PURA issued a notice to Agua not to accept any more waste from Gunjur.

During a monitoring visit, we observed that the trucks were off-loading from the second pond. This was being emptied directly into the ponds without any pre-treatment.

As a result, the discharged solids were settling in the corner of the pond just by the Futrelec Building. In fact, there was evidence of eutrophication as plant growth was building up as can be seen in the picture below.

The stench from this end was very strong as compared to the other parts of the facility. The old pre-treatment site was being modified with a new concrete block.



Figure 43: Silt and dirt from the work in progress at the lagoons



Figure 44: Discharge in progress at the Second pond skipping one of the key steps of pre-treatment.



Figure 45: Exposed manhole along the kotu Silo Bridge with the sewage pipe under the bridge

In 2018 numerous upgrades were found undergoing in the sewerage system which will improve resilience of AGUA Gambia's Operations. The facility's functionality was greatly improved by the construction of a pre-treatment 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.

Banjul Sewage System

The Ministry of health and Social Welfare in collaboration with PURA, BCC, KMC, NEA, NDMA, GPA, NAWEC, GPU, GRTS. organized an emergency meeting on the current sewage back flow in Banjul, during the meeting the sewage back flow was seen, and stakeholders made several recommendations to immediately address them.



Figure 46: Albert market Banjul raining season 2018

CONSUMER AFFAIRS

The Directorate Consumer Affairs, during the period under review had remained committed to its mandate of consumer education and continued advocacy work.

It set out several educational and awareness programmes with the intent of empowering, engaging, educating and informing consumers. One such campaign during the year under review was the weekly radio programmes where consumers were given the opportunity to phone in and discuss their concerns regarding services they consume.

The radio programs also sensitize consumers about our 148 toll-free telephone facility which allows consumers to call, complain and seek for redress. This is in conjunction with our ongoing collaboration with key stakeholders like the Fire service and Consumer Advocacy groups to also conduct programs to sensitize their specific consumer segments as to their rights and obligations.

COMPLAINT DATA ANALYSIS

During the year under review a total number of three hundred and four **(304)**, complaints were registered at the 148-call centre. This points to a 25% decrease in complaint volumes compared to the same period in 2017. The reason for this could be related to an interesting trend that we are noticing, in that consumers are becoming more and more aware of their rights and are engaging their service providers for resolution and getting it, especially in the ICT sector, as such do not get to reach out to us (PURA). However, the Authority received complains related to megabytes and credit deductions in the year under review.

ANNUAL NAWEC COMPLAINTS



For the year under review, an increase was registered in the number of complaints handled for NAWEC, amounting to 26% compared to the previous number of complaints filed for 2017, of which 42% was water related, specific

to burst pipes and the unavailability of water, which registered 25%, and correspondingly, 18% of complaints received for the period were billing related. Below is a graphical representation of the complaints.

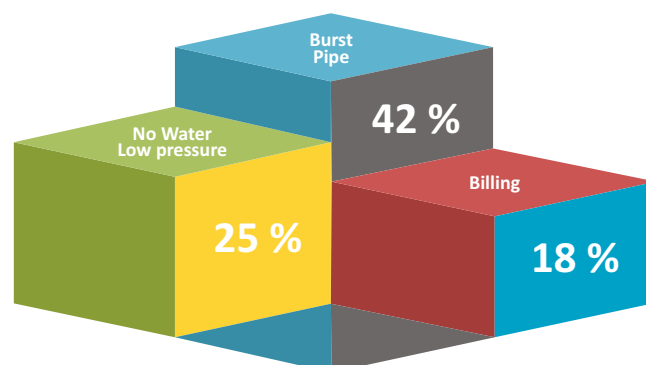


Figure 47: Annual NAWEC Complaints



ELECTRICITY SERVICES

The above indicates that faulty cash power meter related issues registered the highest amount of complaints for the year under review, 38% of complaints received during the same period, was in connection to faulty cash power new service connection accounted for **18%**, sparkling poles due to lost or poor connection with the mains was **16%**, and low voltage registered **13%**.

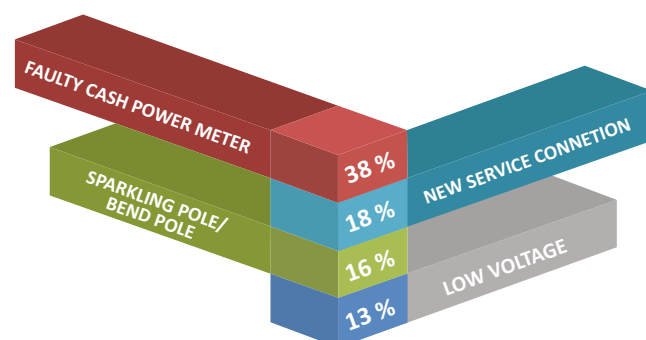


Figure 48: NAWEC complaints



TELECOMS COMPLAINTS

Complaints lodged at the 148-call centre for the past four years had been fluctuating within the range of **500 – 300** complaints. **571** were recorded in 2015, **389** in 2016, **329** in 2017 and **304** in 2018. This is indicative of a slight but consistent decline in the volume of complaints, yearly.

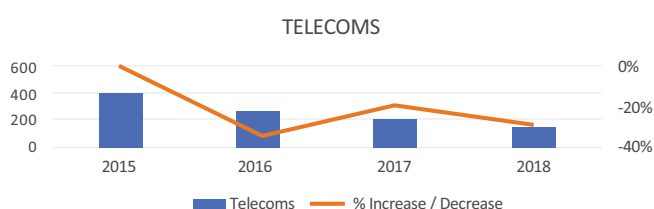


Figure 49: Telecom's complaints

AFRICELL RECURRING COMPLAINTS

Africell for the year ending 2018, registered the second highest number of complaints lodged. The most common complaint recorded for the period under review were Megabyte deduction, no network coverage and credit deduction. Below is a graphical representation of the complaints.

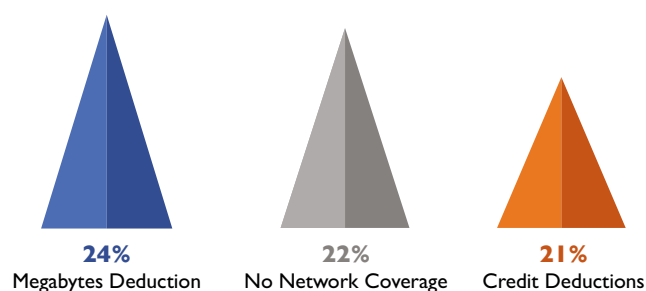


Figure 50: Africell recurring complaints

COMIUM RECURRING COMPLAINTS

During the period under review, the Bonanza the main and longest running promotion for COMIUM again topped their most frequent complaint list. Also, as shown in the figure below, subscribers have also complained about no network coverage and poor customer care service.



Figure 51: Comium recurring complaints

QCELL RECURRING COMPLAINTS

Qcell during the period under review recorded the third highest number of complaints in the telecoms sector. The majority of complaints registered are credit deduction related as depicted below, Consumers have also raised concern regarding no network coverage. GAMCELL

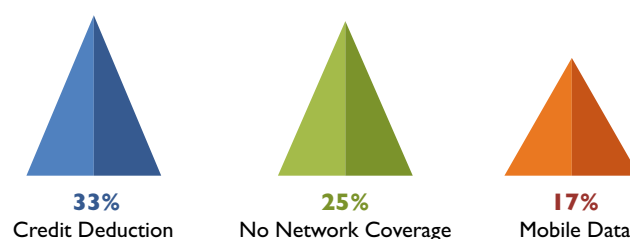


Figure 52: Qcell recurring complaints

RECURRING COMPLAINTS

Gamcel subscribers have raised concerns about no network coverage during the review period and this constituted the majority of its complaints in 2018. Credit deduction and particularly customer care also affected a lot of subscribers during the year under review.

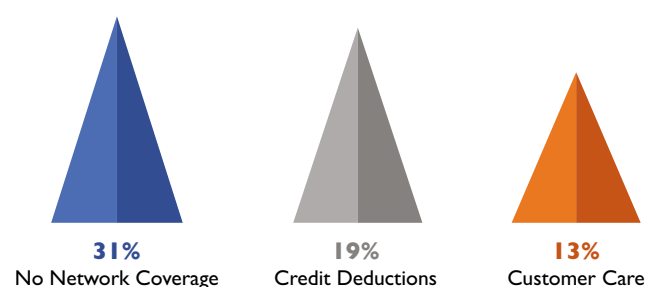


Figure 53: Gamcel recurring complaints

QUALITY OF EXPERIENCE (QoE) CARAVAN 2018



Figure 54: QoE caravan

KEY ACTIVITY

2018, DCA conducted its 2nd Quality of Experience Caravan in the GBA Area, where 13 locations were visited based on population size and density. The team engaged consumers using semi structured questioners and interviews. The main areas of focus QoE caravan was mainly to do with network coverage, retainability, accessibility, and mobile internet usage for the telecommunication sector.

The caravan was aimed at achieving a holistic understanding of the consumer's telecom, electricity and water experience. Generally, the campaign was well received by the general public as an alternative.

CONCLUSION

The 2018, the year under review has been an engaging year, that saw the active expansion of the Authorities regulatory mandate, to include Petroleum. The types of complaints mirror the fast rate of convergence in the ICT sector which saw a

rapid rise in the use of data, confirming the widely held global view that Data is the new voice.

And for the electricity sector the year under review was one of their most challenging in terms of quality and availability of both electricity and water, and consumer's expressions of such issues took a turn for the good, in that more consumers than we have ever seen are willing to raised their concerns without fear. This is a good development that will go a long way in helping the regulator whose life-blood is information to shape more information and education programmes, so as to structure such expressed concerns into constructive ones.

Given this new change in dynamics the DCA will invest more efforts in creating proactive advocacy led information and education activities, to compliment the current state of affairs, relating to the renewed confidence of our consumers in their consumption of all regulated services.



PART V

THE FINANCIAL REVIEW

PART V - 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 2018, 1.05% of GSM Operators' turnover figure and 1.00% of Fixed Line Operator's turnover was invoiced unlike the previous 1.10% 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 2018 Regulatory Fees Regulations of PURA.

Also as per the National Numbering Plan Regulation 2017, which provide that "the Authority shall determine the fees payable for the use of Numbering resources that compensate for the management costs of the Numbering Plan, control of its use and encourage the efficient use of number assignments". The amount chargeable as per the Numbering Plan Regulation is up to D5.00 per number, however, the Authority this year charged each Operator D0.50 per number assigned. GAMTEL have not paid their Numbering Fees for 2018.

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

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

Despite these considerations and engagements, the payment of regulatory fees by GAMTEL and NAWEC has not been encouraging. Out of the amount of **D51.425million** budgeted as regulatory fees income, only **D34.888million** was collected, as shown in Table I below. Undoubtedly, the non-compliance by **GAMTEL** and **NAWEC** has continued to hamper the implementation of some of PURA's regulatory activities in all the regulated sectors.

SOURCE OF FUNDS	BUDGET FOR 2018	ACTUALS PAID FOR 2018	AMOUNT OUTSTANDING FOR 2018	REGULATORY FEES OUTSTANDING B/FWD.	TOTAL OUTSTANDING REGULATORY FEES 31/12/2018	REMARKS
GAMTEL	9,340,045.00	0.00	9,340,045.00	36,812,612.00	46,152,657.00	
AFRICELL	22,116,245.00	20,273,224.27	1,611,235.00	0.00	1,611,235.00	Balance Paid in 2019
GAMCEL	4,278,099.00	3,274,567.26	1,003,531.74	0.00	1,003,531.74	Balance Paid in 2019
COMIUM	3,853,395.00	3,853,395.00	0.00	0.00	0.00	
QCELL	7,236,831.00	7,236,831.00	0.00	0.00	0.00	
I NET WORLD COMPANY	50,000.00	0.00	50,000.00	0.00	50,000.00	
NETPAGE	50,000.00	50,000.00	0.00	0.00	0.00	
NAWEC	4,000,000.00	0.00	4,000,000.00	16,378,755.00	20,378,755.00	
UNIQUE SOLUTIONS	50,000.00	50,000.00	0.00	0.00	0.00	
INSIST NET	50,000.00	50,000.00	0.00	0.00	0.00	
AGUA INC	400,000.00	100,000.00	300,000.00	0.00	300,000.00	
TOTAL	51,424,615.00	34,888,017.53	16,304,811.74	53,191,367.00	69,496,178.74	

Table 18: Budgeted vs. Actual Income in Dalasis for Regulatory Fees Invoiced for 2018 And Total Arrears.

The status of regulatory fees payment is depicted in Table I above. Only two of the GSM Operators and three of the ISPs have fully paid their regulatory fees invoiced for 2018 as at 31st December 2018, except **GAMTEL, NAWEC, AGUA** and **I NET WORLD CO**, as illustrated above.

APPENDIX:

AUGUSTUS PROM AUDIT.TAX.ADVISORY



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www.augustus-prom.gm

IN CONFIDENCE

REF:AP/C/PURA/652/19/(1)

15th May 2019

Board of Directors

Thro: Board Chairman

Public Utility Regulatory Authority (PURA)

Kairaba Avenue

KSMD, The Gambia.

Dear Sir,

PUBLIC UTILITY REGULATORY AUTHORITY (PURA) MANAGEMENT LETTER FOR THE YEAR ENDED 31ST DECEMBER 2018

We have completed the audit of the Public Utility Regulatory Authority (PURA) for the year ended 31st December 2018 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

Augustus Prom

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



CONTENTS

No.	Description	Pages
1	Governance – Board of Directors	4
2	Staff Emergency Loan	6
3	Non Moving Trade Receivables	8
4	Review on Previous Year Points	10

Prioritization 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 categorized into a system of grading to enable management to better prioritize implementation of recommendations emanating from audit findings during the audit.

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

Grade 1 - Highly Risky	These are findings that are particularly significant and the urgent involvement of management may be required for their resolution (High Risk);
Grade 2 - Medium Risk	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 Authority.
Grade 3 - Low Risk	Weaknesses which have a lower level of risk, but are possibly indicative of a loss of control and require attention because it could lead to consequences that could be avoided.

I. GOVERNANCE – BOARD OF DIRECTORS

GRADE 2

I.1 OBSERVATIONS

During the period under review, we noted there was no board in place overseeing the authority. Furthermore, we requested for the final budget for 2018 but it was confirmed to us that there was no budget due to the absence of a board for approval.

I.2 IMPLICATION

The Authority not having a board is not in line with good corporate governance practice considering their main role is to oversee operations of management. A budget not in place could lead to inefficiency

in expenditure management of the authority.

1.3 RECOMMENDATION

We recommend that management should ensure a board is always in place which is key in ensuring organizational objectives are being met.

1.4 MANAGEMENT RESPONSE

The Members Board of Directors of the Authority are appointed by the President through the recommendation of Ministry of Finance in accordance with the provision of The Public Utilities Regulatory Authority Act 2001. On the 28th of August 2017 the Authority wrote a letter (Ref: P/ADM/BOD/Vol. IV/ (46)) to the Permanent Secretary Ministry of Finance and Economic Affairs (MOFEA), copied to the Secretary General and Head of Civil Service (SG&HCS), Office of the President and the then Chairperson of the Board notifying them that the term of the Board Members would expire on the 17th September 2017.

Further to this the Authority wrote several correspondences on this matter details of which are provided below;

On the 27th November 2017 another letter (Ref: P/ADM/BOD/Vol. IV/ (47)) was written to the Permanent Secretary MOFEA as a reminder and request for a new board, since there was no reply to our previous correspondence, yet again this was copied to SG&HCS.

On the 6th of February 2018 a letter (OP/328/01/PARTVII (66 – LK) from Office of the President addressed to Permanent Secretary MOFEA and copied to the Authority granting approval for appointment of only two Board members.

On the 8th of March 2018 the Authority wrote (Ref: P/MOFEA/Vol. II (80) making reference to (OP/328/01/PARTVII(66 – LK) from the Office of The President copied to the Authority; once again inviting reference to the relevant PURA Act as mentioned above, reminding the Permanent Secretary MOFEA that the appointment of only the two Board members and without a chairperson is not enough to constitute a functional Board.

On the 19th of July 2018 ((Ref: P/ADM/BOD/Vol. VI (55)) was written and addressed to Permanent secretary MOFEA for the appointment of remaining Board Members and the Chairman so that the Authority can function smoothly but to no avail.

On the 23rd of October 2018, the Authority wrote again (Ref: P/ADM/BOD/Vol. VI (57)) concerning the appointment of the remaining Board members and the appointment of the Chairperson as before.

Finally, on the 27th of February 2019 that the Authority received letters which were written on the 20th of February 2019 appointing the Chairman of the Board and three others as Board Members. The Board was then inaugurated and conducted its first Meeting on the 23rd of March 2019; and it's fully functional and constituted as present.

2. STAFF LOANS – EMERGENCY LOAN

GRADE I

2.1 OBSERVATIONS

Chapter XI, page 46 of the Service rule states that “the authority may grant loans to staff with emergency issues in areas of health, education or housing for them and their immediate base on merit basis as may be advised by the welfare/ Loans committee on a case by case basis. This recommendation may be approved or rejected”.

For the period under review, a total amount of GMD472,350 was given out as emergency loan. We further noted that the emergency loan section as per the service rule has no limit, interest % as well

as the settlement period.

We noted instances in which a staff guaranteed up to GMD472,350 for other employees taking out loans. There is no documented criteria with regards to staff guaranteeing other staff for loans.

2.2 IMPLICATION

Not maintaining a policy could lead to inconsistency in the application of the loan within the organization.

Staff guaranteeing other staff for loans without a documented criteria could defeat the purposes by not covering the risk exposure on staff defaulting causing non moving ex staff loans further leading to Financial losses to the Authority.

2.3 RECOMMENDATION

We recommend that management should ensure the policy on emergency loans is documented and approved. Staff guaranteeing other staff should also be documented to ensure there is consistency and to ensure that the risk exposure of staff defaulting is minimal.

2.4 MANAGEMENT RESPONSE

The Service Rule has provided for Emergency Loan so as to help the staff in emergency situations. The emergency loans do not have an upper limit but this is taken care of by the provisions set that limit the amount that can be deducted from staff salary, hence a staff's monthly deduction of all his or her liabilities cannot go beyond the 50% of take home pay. This automatically sets the limit the staff can have as an Emergency Loan, also the same interest element is applied as the revolving loan on the basis of a 1% interest rate.

Staff guarantees are used to mitigate against any potential risk since all liabilities to the institution must be paid prior to receipt of your social security benefits. However, like all categories of staff loan schemes, the Authority will develop a robust implementation policy/guideline for the emergency loan scheme.

3. NON MOVING TRADE RECEIVABLES

GRADE I

3.1 OBSERVATIONS

During our review on trade receivables, we noted the instances in which debtor accounts have not moved since 2014. As follows;

Debtor	Last Movement	Amount (GMD)
GEG Ltd	2014	10,660,425
I LINK	2015	50,000
Linux	2015	225,000
Thomas Global Tech.	2017	150,000

3.2 IMPLICATION

Having debtor accounts which have not moved since 2014 makes us question the recoverability of the above balances. Furthermore there was no recent correspondence provided for us to ascertain the customers above have plans to settle the liability owed to the authority.

3.3 RECOMMENDATION

We recommend that management should look into the above balances and propose to the board for

a write off if recoverability is doubtful.

3.4 MANAGEMENT RESPONSE

The mentioned ISPs (Internet Service Providers) were issued ISP licenses for the provision of Fixed Broadband internet services but they have not rolled out their services commercially. Their licenses have since expired.

The proposed write off will be presented to the Board for their subsequent consideration taking into cognizance they never started commercial operations.

GEG Response

On GEG, their regulatory fees were computed and the company was invoiced pursuant to their license conditions. However, on the 5th February 2015, the Authority received a letter from the Office of the President noting that an Executive Directive has been issued requesting the Ministry of Finance & Economic Affairs to knock this amount from the amount GEG claims Government of The Gambia/NAWEC owes them. Management nonetheless, due to the unprecedented nature of the then directive continued to reflect it on our books as a matter of precaution. However, said company has since ceased operations with their assets at the Brikama Power Plant transferred to NAWEC. The proposed suggested write off will be presented to the Board for their subsequent consideration.

4. REVIEW ON LAST YEAR'S AUDIT MANAGEMENT LETTER POINTS

Details	Audit Observation	Year Reported	Current Status	Auditors' Remarks
Regulatory Fees	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.	31st Dec 2017	Currently being implemented	This is currently being implemented, a new regulation is developed and signed in August 2018.
Investment Appraisal	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.	31st Dec 2017	Implemented	In the current period under review, there is no investment. The investment is as a result of a Roll Over. However, they have acknowledged that going forward for new investments, an appraisal will be conducted.
Dormant Account	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
Scheme of Service	During our compliance review on the approved service rule book of the authority, section 2014 states that "There shall be an approved scheme of service for staff of the authority". Based on discussions with management, we noted that there is no approved scheme of service of the authority.	31 December 2015	Currently being Implemented	This is being addressed by management.

CONTENT	PAGES
GENERAL INFORMATION	60
BOARD OF DIRECTORS' REPORT	61-63
AUDITOR'S REPORT	64-65
BALANCE SHEET	66
INCOME & EXPENDITURE STATEMENT	67
CASH FLOW STATEMENT	68
STATEMENT OF CHANGE IN EQUITY	69
NOTES TO THE FINANCIAL STATEMENTS	70-75

GENERAL INFORMATION

1. Board of Directors

-

For the Period under review, there was no board in place. The previous board's mandate ended in 2017.

2. Board Secretary

-

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. KMC,

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

5. Registered Address

94 Kairaba Avenue
KMC
The Gambia

Board of Directors Report

For the Year Ended 31st December 2018

The Board of Directors of the Public Utilities Regulatory Authority (PURA) presents their audited financial statements for the year ended 31st December 2018.

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 8 to 19.

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 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

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: 15/5/19

Registered Address

94 Kairaba Avenue
KMC
The Gambia

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, Statement of Changes in Equity and notes to the Financial Statements including Accounting Policies applicable to the Authority.

In our opinion, the Financial Statements give a true and fair view of the Financial Position of the Authority as at 31st December 2018 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 Act, 2013 and the PURA 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 Authority 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' 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 Authority'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 scepticism 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 Authority'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 Authority'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 Authority 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 Authority'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

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



DATE: 15/5/19

Balance Sheet*As at 31st December 2018*

	Notes	31st Dec 2018 GMD	31st Dec 2017 GMD
Assets			
Non-Current Assets			
Property, Plant & Equipment	2	4,834,662	4,261,571
Total Non-Current Assets		4,834,662	4,261,571
Current Assets			
Cash and Bank Balances	3	(730,772)	1,951,761
Trade Receivables	4	82,831,436	73,699,444
Staff Loan Receivable	5	3,211,362	3,744,604
Fixed Deposit Investment		17,599,400	16,153,410
Total Current Assets		102,911,426	95,549,219
Total Asset		107,746,088	99,810,790
Reserves & Liabilities			
Reserves			
Retained Earnings	7	101,585,556	95,844,367
Total Reserves		101,585,556	95,844,367
Liabilities			
Trade and Other Payables	6	6,160,532	3,966,423
Total Trade & Other Payables		6,160,532	3,966,423
Total Reserves & Liabilities		107,746,088	99,810,790

The Financial Statements were approved by the PURA Board of Directors on

15/5/19 .and signed on its behalf by;

DIRECTOR:  **DIRECTOR:** 

The notes on page 70 – 77 form an integral part of the financial statements.

Income Statement*For the year ended 31st December 2018*

	Notes	31st Dec 2018 GMD	31st Dec 2017 GMD
Income			
Revenue	8	53,069,616	51,686,124
Other income	9	8,057,133	2,724,969
Total income		61,126,749	54,411,093
Expenditure			
Personnel Cost	10	14,396,031	13,478,841
General & Administrative Expenses	11	36,722,090	29,581,230
Depreciation	2	4,309,923	2,496,098
Total Expenditure		55,428,044	45,556,169
Surplus for the Year		5,698,705	8,854,924

The notes on page 70 – 77 form an integral part of the financial statements.

Cash flow Statement*For the year ended 31st December 2018*

	Notes	31st Dec 2018 GMD	31st Dec 2017 GMD
Operating Activities			
Surplus for the year		5,698,705	8,854,924
<i>Adjust for:</i>			
Depreciation	2	4,309,923	2,496,098
		10,008,628	11,351,022
(Decrease) Increase in Receivable		(8,598,750)	1,532,895
Increase in Payables		2,194,109	831,218
Prior Year Adjustment		42,484	-
Net Cash flows from Operating Activities		3,646,471	13,715,135
Fixed Deposit Investment		(1,445,990)	(16,153,410)
Acquisition of Fixed Assets		(4,883,014)	(2,963,170)
Net cash outflow from investing activities		(6,329,004)	(5,401,445)
Net Decrease in cash and cash equivalent		(2,682,533)	(5,401,445)
Balance at 1st January 2018		1,951,761	7,353,206
Balance as at 31st December 2018		(730,772)	1,951,761

The notes on page 70 – 77 form an integral part of the financial statements.

Statement of Changes in Equity
For the year ended 31st December 2018

	Notes	31st Dec 2018 GMD	31st Dec 2017 GMD
At 1st January 2017		86,989,443	86,989,443
Profit for the year		8,854,924	8,854,924
At 31st December 2017		95,844,367	95,844,367
At 1st January 2018		95,844,367	95,844,367
Prior Year Adjustment		42,484	42,484
Profit for the year		15,698,705	5,698,705
At 31st December 2018		101,585,556	101,585,556

The notes on page 70 – 77 form an integral part of the financial statements.

Notes to the Financial Statements

I. Accounting Policies

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

I.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 PURAA Act 2001.

I.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 straightline 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%

I.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.

I.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.

I.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.

I.6 Taxation

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

2. Property, Plant & Equipment

	Motor Vehicles	Computer Equipment	Furniture & fittings	Others	Total
	GMD	GMD	GMD	GMD	GMD
Cost/Valuation					
At 1st January 2018	7,954,750	16,010,142	5,425,055	3,563,559	32,953,506
Additions	3,335,000	578,276	185,950	783,788	4,883,014
Disposal	(970,000)	-	-	-	(970,000)
At 31/12/18	10,319,750	16,588,418	5,611,005	4,347,347	36,866,520
Depreciation					
At 1st January 2018	5,429,112	15,216,982	5,051,102	2,994,739	28,691,935
Charge for the year	2,332,438	509,649	161,283	1,306,553	4,309,923
Disposal	(970,000)	-	-	-	(970,000)
At 31/12/18	6,791,550	15,726,631	5,212,385	4,301,292	32,031,858
Net Book Value					
At 31/12/18	3,528,200	861,787	398,620	46,055	4,834,662
At 31/12/17	2,525,638	793,160	373,953	568,820	4,261,571

	31st Dec 2018	31st Dec 2017
	GMD	GMD
3. Bank & Cash		
Trust Bank Ltd.	10,886	178,170
Eco Bank Gambia Limited	(50,189)	56,128
Access bank Gambia Limited	12,656	86,113
Guaranty Trust Gambia Limited	(736,116)	1,599,359
Reliance financial services	21,991	21,991
Cash Imprest account	10,000	10,000
	(730,772)	1,951,761
4. Trade Receivables		
,Gamtel Ltd	46,670,695	38,612,612
Nawec Ltd	20,378,755	19,378,755
Gamcel Ltd	1,003,532	2,668,152
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	150,000
Connection solutions	-	343,257
Insist Net	300,000	-
Qcell	8	8
Africell	1,843,021	1,611,235
Inet World Ltd.	50,000	-
Karadeniz Powership	1,500,000	-
	82,831,436	73,699,444
5. Staff Loans & Prepayments		
Staff personal loans	1,526,237	1,528,229
Staff car loans	1,285,125	1,820,542
Prepayments	400,000	395,833
	3,211,362	3,744,604

31st Dec 2018
GMD31st Dec 2017
GMD**6. Trade and Other Payables**

WATRA Membership Contribution 2014/15	1,931,408	1,181,412
Audit fees	210,450	210,450
Provision for court judgement	1,692,302	1,692,302
Accruals – Telephone Bills	2,326,372	882,259
	6,160,532	3,966,423

7. Retained Earnings

Opening Balance	95,844,367	86,989,443
Surplus for the Year (See Page 9)	5,698,705	8,854,924
Prior Year Adjustment	42,484	-
	101,585,556	95,844,367

The Prior Year Adjustment of GMD42,484, is due to system differences in the retained earnings opening balance in the audit report and the accounting system.

8. Revenue

Regulatory fees	52,924,616	51,393,624
Application fees	145,000	292,500
	53,069,616	51,686,124

9. Other Income

Type approval fees	2,343,743	1,874,313
Bank interest	-	44,581
Staff loan interest	23,621	31,075
Penalty Fees	335,000	700,000
Petroleum Application Fees	482,000	75,000
Investment Income	2,655,810	-
Numbering Fees	2,216,959	-
	8,057,133	2,724,969

10. Personnel Cost

Salaries & Wages	12,612,921	11,879,247
Social Security Contributions	1,783,110	1,599,594
	14,396,031	13,478,841

	31st Dec 2018 GMD	31st Dec 2017 GMD
II. General & Admin Expenses		
Admin and office expense (See Note I Ia)	28,854,258	24,857,867
Board fees	128,000	236,500
Membership contributions	791,644	781,440
Audit fees	210,450	210,450
Travel and training expenses	6,737,738	3,494,973
	<hr/>	<hr/>
	36,722,090	29,581,230
I Ia. Administrative & Office Expenses		
Medical expenses	1,084,492	808,156
National travel expenses	306,110	275,683
Office Stationary	1,538,227	1,419,187
Staff travel insurance	4,050	2,025
Fuel & lubricants	3,337,053	2,955,726
Rent/facilities management services	2,726,734	2,681,209
Electricity & water	813,105	965,927
Advertisement	871,570	748,413
Subscription- Journals/magazines	101,250	69,457
Postages	8,290	5,630
Communications	3,129,828	3,157,150
Stakeholder relationship	725,574	890,891
Repairs & maintenance	647,592	715,446
Consumer outreach program	1,536,108	1,526,872
Workshops/ retreat	-	46,135
Staff car scheme	-	1,450,000
Consultancy	606,527	449,980
Conference & meetings	7,226,868	3,672,605
Vehicle insurance & licence	203,699	295,725
Legal & registration fees	130,600	715,600
Staff uniforms	52,425 3	5,125
Corporate social responsibilities	924,080	1,226,468
Regulatory support expenses	1,354,469	715,495
Bank charges	51,458	28,962
Other expenses	1,474,149	-
	<hr/>	<hr/>
	28,854,258	24,857,867

12. Contingent Liabilities

The Contingent Liabilities of the Authority is as follows;

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

The High Court on 3rd day of March 2018 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 14th day of February 2018 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 3rd April 2018 ordered written briefs of arguments on the Applicants' application and Counsel on 22nd June 2018 adopted their respective briefs. The case is accordingly adjourned for Judgment. Judgment was delivered on 16th November 2018 wherein the application was dismissed.

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

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

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 4th day of August 2018 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 5th October 2018 and same were adopted on 24th January 2018. **The Court in its ruling of 22nd February 2018 dismissed the Interim Injunction and award cost of D15, 000.00 to the Respondent.**

Present status: The substantive suit was adjourned to 25th 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 7th July 2018 at 12:30 pm for Report on Settlement.

3. **Africell Gambia Limited Vs The Gambia Public Utilities Regulatory Authority [PURA] – Civil Suit NO: HC 373/17/MF/098/AI [IN THE MATTER OF AN APPLICATION BY AFRICELL GAMBIA LIMITED AND IN THE MATTER OF A LEGAL NOTICE DATED THE 4TH DAY OF AUGUST 2018 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 24th of August 2018, 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 4th day of August 2018 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 17th April 2018 at 12:00 pm for Judgment.

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

4. **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 22nd February 2018 in **Civil Suit NO:364/I7/CO/076/CI 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 4th day of August 2018 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 23rd 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 7th July 2018 at 12:30 pm for Report on Settlement/judgment.

