Public Utilities Regulatory Authority

*Equity in Development*

# 2022 ANNUAL REPORT









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# Acronyms

| | |
|---|---|
| ***ACE*** | African Coast to Europe |
| ***C&MA*** | Construction and Maintenance Agreement |
| ***CIRT*** | Computer Incident Response Team |
| ***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 |
| ***GMA*** | Gambia Maritime Agency |
| ***GOTG*** | Government of The Gambia |
| ***GPPA*** | Gambia Public Procurement Authority |
| ***GPRS*** | General Packet Radio Services |
| ***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 Producer |
| ***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 and Economic Affairs |
| ***MOI*** | Ministry of Information |
| ***MNO*** | Mobile Network Operators |
| ***NAWEC*** | National Water and Electricity Company |
| ***NBN*** | National Broadband Network |
| ***POI*** | Point of Interconnection |
| ***MOCDE*** | Ministry of Communications and Digital Economy |

| | |
|---|---|
| ***PURA*** | Public Utilities Regulatory Authority |
| ***RE*** | Renewable Energy |
| ***SIXP*** | Serrekunda Internet Exchange Point |
| ***VHF*** | Very High Frequency |
| ***VOIP*** | Voice Over Internet Protocol |
| ***WIMAX*** | Worldwide Interoperability for microwave Access World |
| ***WSIS*** | Summit on the Information Society |

# Director General's Statement



***YUSUPHA M. JOBE***
***Director General***

The growth of the ICT and Energy sectors in the Gambia continued its upward trend. The growth in the ICT sector is attributed to the increased uptake of ICT services marked by increased mobile telephony, Internet, and mobile money subscriptions as well as that of the energy sector due to the expansion of the power supply to the ever-increasing customer base.

GAMCEL, AFRICELL, and QCELL increased their active mobile subscribers whilst COMIUM realized a decrease of 36%. Consequently, the total new addition of subscribers in the country resulted in an increase of 2% in the mobile penetration rate to 113% from 111% in 2020. The total number of new additions to the network through the allocation of new electricity meters increased by 16% compared to a 13% increase as recorded in 2020.

The Authority continued to facilitate the deployment of 3G and 4G services in the country which led to an increase in the deployment of 4G transceivers. The 3G and 4G have become the dominant broadband network technology in The Gambia. To ensure plurality and diversity of views in broadcasting, the Authority increased the number of broadcasting services licenses. To enhance the quality of service, inspections were conducted on licensed operators to assess the level of compliance and implement remedial and enforcement actions.

The Authority disseminated consumer advisory information, including campaign brochures during consumer education outreach activities, corporate events, and licensees' forums. Advisory information was also shared through the Authority's website and social media platforms.

To safeguard the interests of consumers in the ICT and Energy Sectors, the Authority handled consumer complaints and inquiries diligently and speedily. This involved resolution of various complaints relating to services provided by licensees as well as attending to inquiries on various ICT issues.

Social media plays an important role in this 24/7 world of communication. Through the usage of our website, Twitter, and Facebook sites, we were able to increase our

online presence as well as reach the wider populace and diaspora.

This helped to brand the institution and to effectively communicate the latest happenings in the institution which are germane to the public.

Social media also plays a significant role in answering questions and handling all complaints raised by the online community. During the period under review, we shared content that not only improved the Authority's visibility in different areas of its interventions but also for the country at large.

The dynamism and complexity of the ICT and Energy sectors demand constant updating of skills and knowledge amongst its players and regulators. To effectively regulate the sector, the Authority carries out capacity building for its staff and industry; encourages the transfer of knowledge from key partners and stakeholders. These initiatives were necessary to strengthen the institutional capacity of staff as well as attract, maintain, and retain a highly skilled and competent workforce to ensure efficient service delivery.

These achievements point towards a positive future for the ICT and Energy sectors, which all remain intrinsic to the country's economic growth. The Authority will continue its efforts to create a sustainable and enabling environment for the regulated sectors to meaningfully thrive.

The milestones achieved by the Authority could not have been realized without the support of the Board, Management, Staff, and our esteemed stakeholders. I also wish to extend our appreciation to the Ministry of Finance and Economic Affairs, the Ministry of ICT and the Ministry of Petroleum and Energy for their continuous support and cooperation.

I would also like to reiterate my thanks to the Board members of PURA for the enormous guidance and counselling they provided. They have been instrumental in the success stories registered by PURA in this period, and they are fully committed to the mission and vision of the institution.

Finally, I commend the staff for their contributions to advancing the Authority's strategic objectives. We also acknowledge the support of the government which has been pivotal and very appreciated.

# Chairman's Statement



**ALIEU MOMODOU NGUM**
***Chairman of the Board of Directors***

On behalf of the Board of Directors, Management and Staff of The Gambia Public Utilities Regulatory Authority (PURA), I am pleased to present the Annual Report and the Financial Statements of the Authority for the Year 2021.

This report seeks to highlight the Authority's achievements and steps undertaken towards the continued actualization of our Mandate and Vision of creating a digitally transformed nation and an improved ICT /energy service delivery. The achievements outlined herein are attributed to the continued implementation of the strategic objectives of the Authority.

The Authority continued to execute its mandate amidst the Corona Virus (COVID-19) Pandemic that brought into focus the central role of ICTs in the economy. This year, we witnessed an upsurge in the utilization of ICTs by various sectors which was largely attributed to the evolving needs and demands of the consumers as a result of the COVID-19 pandemic.

This consequently had a positive impact on the country's drive towards creating a digital economy as envisioned under the National Development Plan.

The Authority takes cognizance of the fact that the expansion and growth of the energy and ICT services will bolster the Authority's mandate and heighten expectations of consumers. The implementation of the Authority's Strategic objectives therefore continues to play an instrumental role in steering the Authority towards building a connected society utilising enabling regulations, partnerships and innovation in ICT and renewable energy solutions.

The rapid adoption and increased use of ICTs has widened our operational sphere and attack surface, resulting in an escalation of risks and challenges associated with the use of cyberspace. Notwithstanding, the Authority reaffirms its commitment to implement and enforce The Gambia Computer Security and Incident Response Team (gmSCIRT). During this year, the Authority has embarked on cyber security sensitization and implemented a Security Management Framework through our Cyber Security Unit (gmSCIRT).

In fulfillment of this mandate, the Authority through the gmCSIRT, reports cyber incidents relating to mobile applications. This has intensely enhanced the reporting of cyber security threat alerts.

The Authority, therefore, reaffirms its commitment to creating a conducive environment for optimal development of the ICT and energy sectors. This shall be achieved through continued effective regulations, partnerships, and collaboration. In this regard, I would like to express my sincere gratitude to the Ministry of Finance and Economic Affairs, the Ministry of Petroleum and Energy, the Ministry of ICT, the ICT service providers, strategic partners, all other stakeholders and the general public without whose support these achievements would not have been attained.

I also wish to acknowledge the service and commitment of the members of the Board, Management and the Staff of the Authority for their invaluable contribution and enthusiastic commitment in supporting the achievement of our mandate. Please also allow me to thank Honourable Members of the National Assembly (Select Committee) for the invaluable and insightful observation and guidance provided on our mandatory reports presented during this session engagement with the Committee. I look forward to a more vibrant, successful, and transformative forthcoming year.



*PURA Staff Photo*

# BOARD OF DIRECTORS



**ALIEU MOMODOU NGUM**
*CHAIRMAN*

**YUSUPHA M. JOBE**
*DIRECTOR GENERAL*





**SANA M. DARBOE**
*MEMBER*

**MOMODOU SISSOHO**
*MEMBER*





**THERESE SARR-TOUPAN**
*MEMBER*

**ANTHONY ADEMOLA TAYLOR**
*MEMBER*





**MOMODOU TAAL**
*EX-OFFICIO*
*MEMBER*

# HEADS OF DIRECTORATES



YUSUPHA M. JOBE
Director General



**EMMA MENDY**
Director of Legal, Licensing & Enforcement



**SOLO SIMA**
Director of Consumer Affairs



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



**MALAMIN DARBOE**
Director of Human Resources & Board Secretary



**PAUL S. MENDY**
Director of Finance & Administration



**NICHOLAS JATTA**
Director of Information & Communication Technology



**BURAMA JAMMEH**
Director of Economic Regulation

# 1. INTRODUCTION

The Annual Report for 2022 was produced in line with PURA's obligation under the PURA Act 2001 to report on its activities annually for the preceding year. Therefore, this Report catalogues the achievements of the Authority as well as documents several challenges it faced during the execution of its mandate in the year 2022.

## 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:

***Broadcasting***
***Electricity***
***Telecommunications (mobile, landline and ISP)***
***Petroleum (downstream)***
***Water & Sewage***

## 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.

## MISSION

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

## 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.

## 1.1 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 sustenance 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 Directorates during the year.

### PART V

**The Financial Review**

This Part looks at the financial status of the Authority during the year 2022. It highlights the income received against budgeted income and overall performance as regards PURA's financial operations during the year in review

# 2. PART I

## CORPORATE GOVERNANCE & HUMAN RESOURCES REVIEW

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

The Board currently comprises a chairperson, four other members, an Ex-Officio member, and the Director General. The Director of Human Resources and Corporate Affairs is the Secretary to the Board. The figure below shows the structure of the Authority.

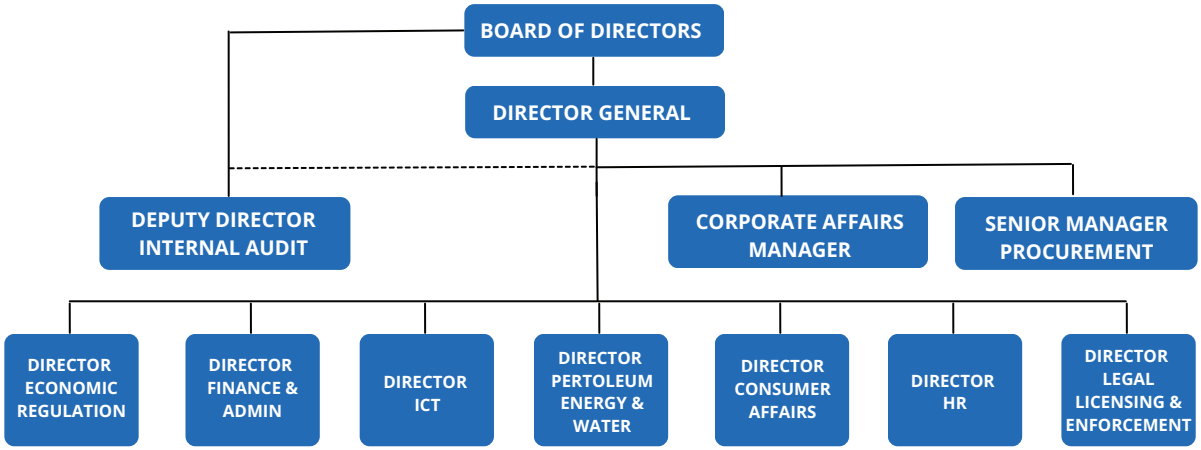



*Figure 1: 2021 PURA's organizational chart*

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

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

***Directorate of Economic Regulations*** - Advises the Director General on rates and tariffs; performs economic and financial analyses; conducts research and develops special studies and forecasts. It monitors investment programs as well.

***Directorate of Finance and Administration*** - Oversees the day-to-day functions of the PURA; coordinates administrative activities, including procurement. It monitors investment programs as well as oversees and manages the budget and funds of the institution as well as drawing of the monthly management accounts and giving the necessary financial advice. The Directorate is also responsible for issuing invoices for regulatory fees and follow-up on payments.

***Directorate of Human Resources and Corporate Affairs*** - Oversees the staff welfare and motivation. It handles recruitment, safety, employee relations, benefits, compliances, and training & development. It is also responsible for internal and external Communications, public and corporate affairs; and liaises with Partners through collaborations with other directorates and units. It conducts public forums like radio programs. Also advises the Management of the public perception of PURA's performance, and, where appropriate, suggests actions to improve PURA's image.

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

***Directorate of Energy, Water and 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 service quality.

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

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

## 2.1 HR ON SHORT TERM TRAINING BY DIRECTORATES

| DIRECTORATE | S/N | PROGRAM/VENUE/DATE |
|---|---|---|
| **DIRECTORATE OF CONSUMER AFFAIRS** | 1 | Budgeting & Workforce Planning (Crest Consulting |
| | | Praia, Cape Verde |
| | | 20-24 Sep 2021 |
| | 2 | Advance Office Management-EDMS- SMD |
| | | Senegal, Somone |
| | | 27 sep- 1 oct |
| | | 29 sep- 1 oct |
| | 3 | Study Tour- Water Regulation Committee |
| | | Zambia |
| | | 7-13 Nov |
| | 4 | Training on installed international Gateway monitoring System |
| | | Dubai |
| | | 15-19 Nov |
| | | |
| **DIRECTORATE OF ECONOMIC REGULATIONS** | 1 | Budgeting & Workforce Planning (Crest Consulting |
| | | Praia, Cape Verde |
| | | 20-24 Sep 2021 |
| | 2 | Strategic Planning: Results based Management (SMD) |
| | | Senegal, Somone |
| | | 13-17 Sept 2021 |
| | 3 | Study Tour ARTP |
| | | Senegal |
| | | 10-11 March 2021 |
| | 4 | Study Tour- Water Regulation Committee |
| | | Zambia |
| | | 7-13 Nov |
| | 5 | Training on installed international Gateway monitoring System |
| | | Dubai |
| | | 15-19 Nov |
| | 6 | Training on installed international Gateway monitoring System |
| | | Dubai |
| | | 15-19 Nov |
| | | |
| **DIRECTORATE OF FINANCE & ADMINISTRATION** | 1 | Budgeting & Workforce Planning (Crest Consulting |
| | | Praia, Cape Verde |
| | | 20-24 Sep 2021 |
| | 2 | Advance Office Management-EDMS- SMD |
| | | Senegal, Somone |
| | | 31 sep- 1 oct |
| | 3 | MSc-Asia Pacific University-Malaysia |
| | | Malaysia |
| | | 1 year |
| | 4 | Strategic Planning: Results based Management (SMD) |
| | | Senegal, Somone |

| | | |
|---|---|---|
| | | 13-17 Sept 2021 |
| | 5 | Study Tour- Water Regulation Committee |
| | | Zambia |
| | | 7-13 Nov |
| | 6 | Training on installed international Gateway monitoring System |
| | | Dubai |
| | | 15-19 Nov |
| | 7 | Strategic Communication-SMD |
| | | Senegal, Somone |
| | | 22-26 Nov |
| | 8 | Strategic Planning: Results based Management (SMD) |
| | | Senegal, Somone |
| | | 13-17 Sept 2021 |
| | 9 | Study Tour with MOICI |
| | | Ghana |
| | | 7-11 Sep |
| | 10 | Study Tour-ArTP |
| | | Senegal |
| | | 28 sep - 2 Oct |
| | | |
| **DIRECTORATE OF HUMAN RESOURCES** | 1 | Advance Office Management-EDMS- SMD |
| | | Senegal, Somone |
| | | 20-24 Sep 2021 |
| | 2 | MSC Business Administration |
| | | Malaysia |
| | | 1 year |
| | 3 | Strategic Planning: Results based Management (SMD) |
| | | Senegal, Somone |
| | | 13-17 Sept 2021 |
| | | |
| **DIRECTORATE OF INFORMATION AND COMMUNICATION TECHNOLOGY** | 1 | Advance Office Management-EDMS- SMD |
| | | Senegal, Somone |
| | | 28 sep- 1 oct |
| | | 30 sep- 1 oct |
| | 2 | Basics of CSIRT and Managerial Aspects |
| | | Ghana |
| | | 7-15 August 2021 |
| | 3 | MSc- Asia Pacific University-Malaysia |
| | | Malaysia |
| | | 1 year |
| | 4 | Strategic Communication-SMD |
| | | Senegal, Somone |
| | | 22-26 Nov |
| | 5 | Strategic Planning: Results based Management (SMD) |
| | | Senegal, Somone |

| | | |
|---|---|---|
| | | 13-17 Sept 2021 |
| | 6 | Study Tour ARTP |
| | | Senegal |
| | | 10-11 March 2021 |
| | 7 | Study Tour-ArTP |
| | | Senegal |
| | | 29 sep - 2 Oct |
| | | 30 sep - 2 Oct |
| | 8 | Training on installed international Gateway monitoring System |
| | | Dubai |
| | | 15-19 Nov |
| | | |
| **DIRECTORATE OF LEGAL LICENSING & ENFORCEMENT** | 1 | Masters of Law LLM in Business & Finance |
| | | USA |
| | | 1 year |
| | 2 | Strategic Communication-SMD |
| | | Senegal, Somone |
| | | 22-26 Nov |
| | 3 | Study Tour- Water Regulation Committee |
| | | Zambia |
| | | 7-13 Nov |
| | | |
| **DIRECTORATE OF PETROLEUM, WATER & ELECTRICITY** | | Study Tour- Water Regulation Committee |
| | | Zambia |
| | | 7-13 Nov |
| | | |
| **DIRECTORATE OF INTERNAL AUDIT** | 1 | 7th African Association of Internal Auditors |
| | | Tanzania |
| | | 24-28 May 2021 |
| | 2 | Budgeting & Workforce Planning (Crest Consulting |
| | | Praia, Cape Verde |
| | | 20-24 Sep 2021 |

*Table 1: HR on Short Term Training By Directors*

# 3. PART II

# THE MARKET DEVELOPMENT REVIEW

## 3.1 MACROECONOMIC REVIEW

As per the October world economic outlook, the global economy continues to face steep challenges, shaped by the lingering effects of three powerful forces: the Russia – Ukraine war, a cost-of-living crisis caused by persistent and broadening inflationary pressures, and the ongoing impact of pandemic-related lockdowns and supply chain disruptions, especially in China. Global growth is forecasted to slow from 6.0 percent in 2021 to 3.2 percent in 2022.

This is the weakest growth outlook since 2001. Emerging markets and developing economies are estimated to have seen inflation of 10.1 percent in the second quarter of 2022 and face a peak inflation rate of 11.0 percent in the third quarter- the highest rate since 1999. The sharp appreciation of the US dollar adds significantly to domestic price pressures and to the cost-of-living crisis for emerging markets and developing economies.

Similar to global growth projections, the domestic economy is projected to register a modest growth in real GDP from 4.3 percent in 2021 to 4.5 percent in 2022. Inflation year-on-year stood at 13.3 percent at the end of September 2022, and it is expected to continue this path due to uncertainty surrounding the trajectory of the war and the outlook on oil prices, especially considering OPEC's recent decision to cut oil production. The industry sector growth was expected to decline to 5.6 percent in 2022, coming from a strong base of 10.4 percent in 2021. This is largely because of a drop in performance in construction and a subdued recovery in manufacturing, as supply chain disruptions affect prices and availability of both manufacturing and construction inputs **(Source: 2023 Budget Speech delivered on December 2022).**




*Figure 1: Key Economic Drivers: Petroleum, ICT, Energy & Water*

The decision to decouple the former Ministry of Information and Communication Infrastructure (MOICI) into two separate Ministries in May 2022 reaffirmed the government's commitment to the realization of the objectives of its digital transformation agenda. To spur research and development in ICT, the Ministry is on a roadmap to establish technology hubs in the Greater Banjul Area and across all regions. The objectives of the initiative include fostering innovation, creating employment and employability, and providing transformative ICT driven solutions across all sectors. Additionally, the Government has prioritized the strengthening of national cyber security capabilities and capacities. These efforts are anchored on the pillars of the National Cyber Security Policy and Strategy 2022- 2026.

In the area of energy, NAWEC continues to face major challenges with the increased price of Heavy Fuel Oil (HFO) and difficulties in access and affordability of spare parts, coupled with the dramatic rise in demand for energy as a result of population growth and urbanization; expansion of infrastructure and social services; growth in small and medium size industries; and expansion in the tourism and hospitality sector. To address capacity constraints, Government has taken major steps including a Power Purchase Agreement (PPA) between NAWEC and SENELEC, Senegal for the importation of energy.

On petroleum, the restrictions on logistics and supply chain for the movement of traded commodities, food and services have had significant effects on prices globally and as a result, domestic pump prices of fuel consistently increased in 2022.

## 3.2 THE TELECOMMUNICATIONS SECTOR

The Gambia's telecom sector continues to thrive and has made significant strides over the recent years. GAMCEL, AFRICELL, QCELL and COMIUM still remain the only operating mobile network operators. GIRAFFE is the fifth licensed mobile network operator in the market; however, they are yet to commence operations since the issuance of their **license in 2022**. GAMTEL maintains its role as wholesaler and retailer in the Internet Service Provider market, among other retailers: Netpage, Unique Solutions, InsistNet and DK Telecoms.

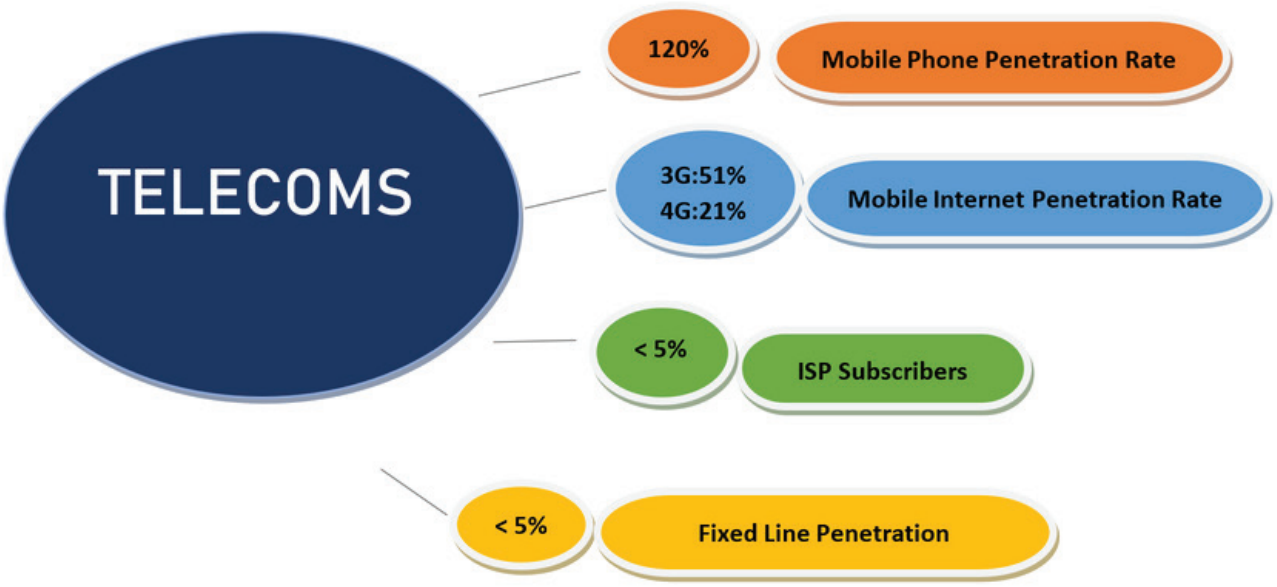



*Figure 2: Industry at a Glance*

### 3.2.2 Employment

The total employment in the telecoms sector stands at 2,612 with the GSM operators constituting 53%. Significant increases in employment emanated from GAMTEL and COMIUM, who increased their employment by 16% and 11% respectively. GAMTEL maintains its spot from the previous year as the operator with the highest employment count followed by AFRICELL. An anticipated increase in employment rates is expected within the next couple of years as COMIUM is expected to make a grand return along with the new entrant GIRAFFE.

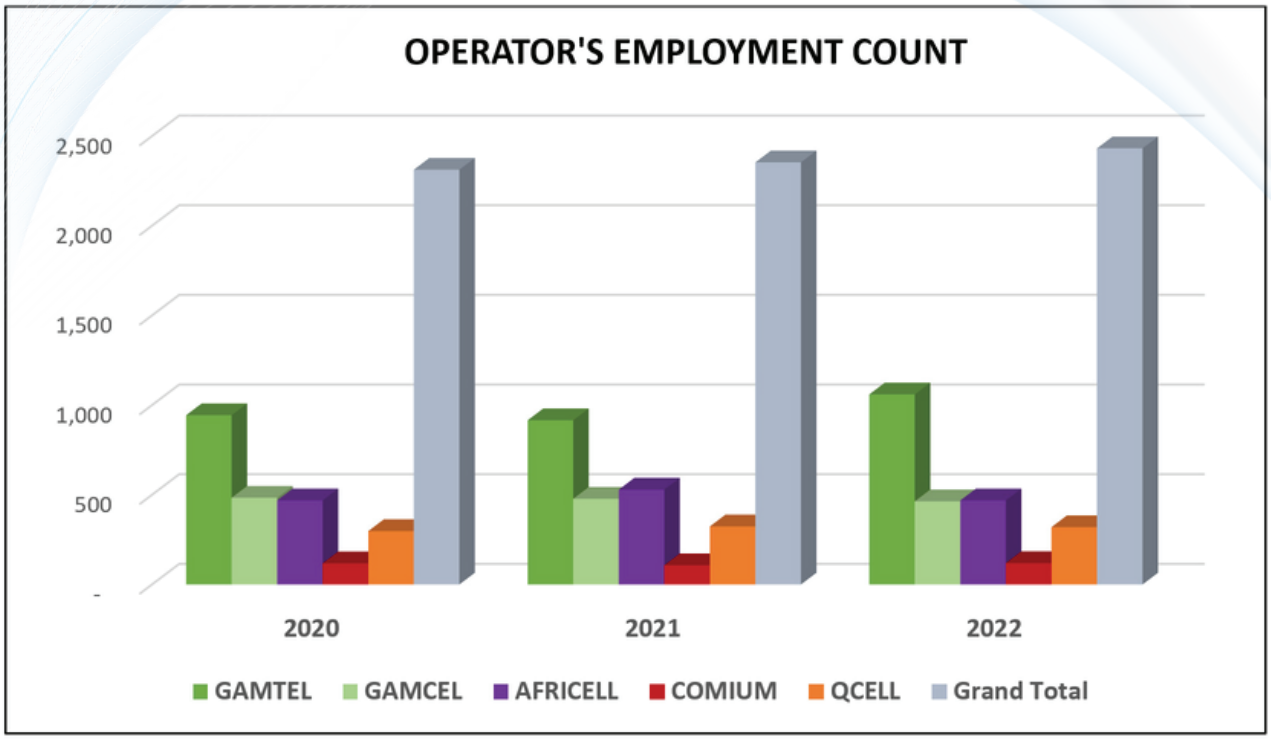



*Figure 3: Telecoms sector: GSM Employment Count*

### 3.2.3 Mobile Phone Subscribers

GAMCEL, AFRICELL and QCELL gained an increase in their active mobile subscribers during the reported year. This is countered by a decrease of 18% for COMIUM. The sector realized an increase of 6% in subscribers during the year reported. In parallel, the mobile penetration rate slightly increased to 120%, a 7% increase from 2021.

| ACTIVE MOBILE SUBSCRIBERS | | | | | |
|---|---|---|---|---|---|
| | 2018 | 2019 | 2020 | 2021 | 2022 |
| GAMCEL | 555,028 | 156,062 | 125,578 | 91,459 | 92,871 ↑2% |
| AFRICELL | 1,621,340 | 1,557,004 | 1,671,467 | 1,760,062 | 1,819,216 ↑3% |
| COMIUM | 428,950 | 194,909 | 137,599 | 88,359 | 72,762 ↓18% |
| QCELL | 576,075 | 676,739 | 738,388 | 864,040 | 911,004 ↑5% |
| **Total** | **3,181,393** | **2,584,714** | **2,673,032** | **2,712,461** | **2,891,609** ↑6% |

*Table 1: Active Mobile Subscribers*

### 3.2.4 MNO Market Share

Out of the total number of active mobile subscribers, AFRICELL continued to be the lead in the market with 62.8% (.02% decrease from 2021), QCELL follows with 31.5% (+0.5% increase). COMIUM continued to drop in market share with a decrease in shares of 0.5%, while GAMCEL maintained its 3% share with an increase of 0.02%.

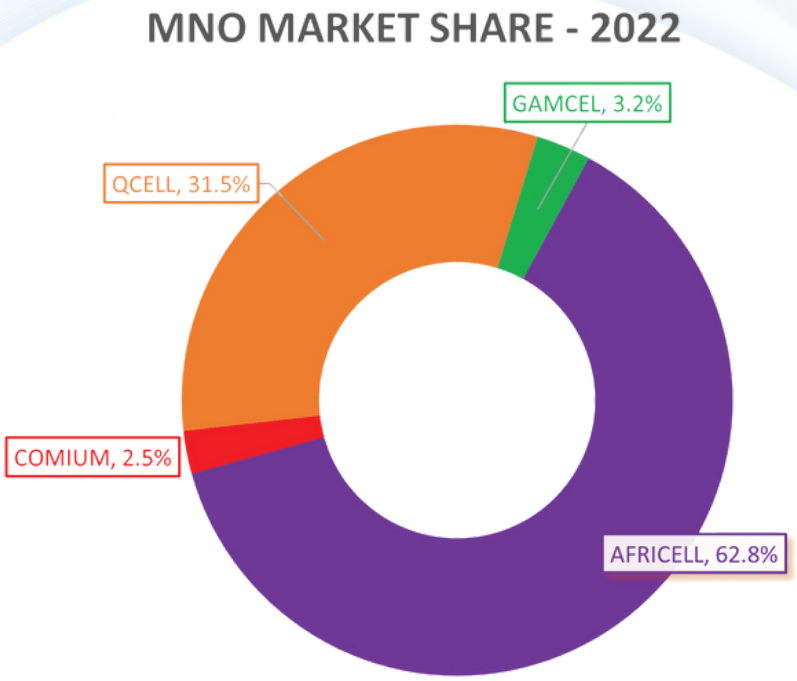



*Figure 4: MNO Market Share*

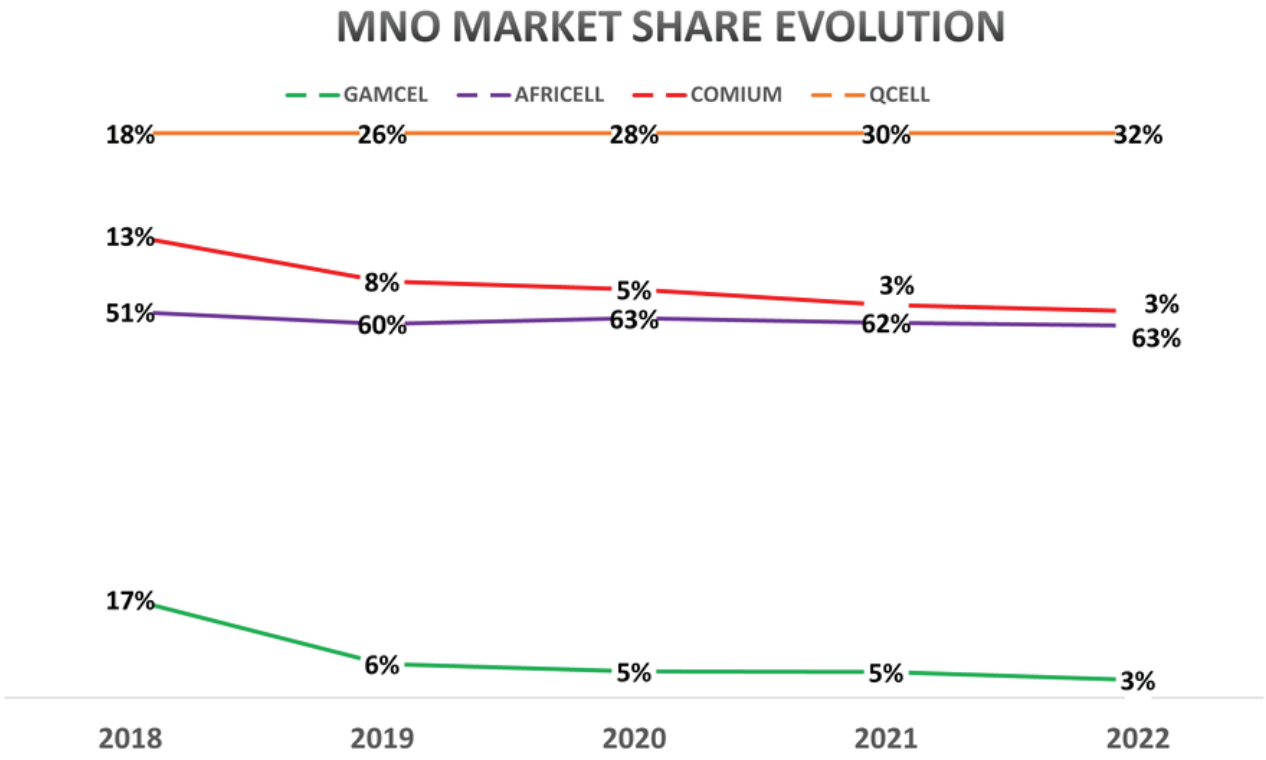



*Figure 5: MNO Market Share Evolution*

### 3.2.5 Mobile Voice and SMS Tariff

COMIUM continues to offer the cheapest tariff of GMD2.60/min for on-net and off-net calls whilst AFRICELL offer the highest off-net rate at GMD3.70/min. The average tariff for on-net calls remains at GMD2.65. AFRICELL reduced its zone 1 international tariff rate from GMD20.50/min to GMD19/min in the last quarter of 2022.

| CALL RATES | | | | | |
|---|---|---|---|---|---|
| Destination | GAMCEL | AFRICELL | COMIUM | QCELL | GAMTEL(FIXED) |
| Local on-net tariff | 2.70 | 2.60 | 2.60 | 2.70 | 0.60 |
| Local off-net tariff | 3.40 | 3.70 | 2.60 | 3.30 | 3.00 |
| International | | | | | |
| ZONE 1 | 18.23 | 19 | 22 | 19 | 18.23 |
| ZONE 2 | 13.8 | 14.5 | 31 | 14 | 15.00 |
| ZONE 3 | 16.8 | 17.5 | 34 | 21 | 20.00 |

*Table 2: Call Rates*

| SMS RATES | | | | |
|---|---|---|---|---|
| Destination | GAMCEL | AFRICELL | COMIUM | QCELL |
| Local on-net tariff | 0.44 | 0.40 | 0.55 | 0.40 |
| Local off-net tariff | 1.10 | 1.10 | 1.10 | 1.10 |
| International | 3.30 | 3.30 | 3.30 | 3.30 |

*Table 3:SMS Rates*

### 3.2.6 Mobile Voice Traffic

73% of total mobile voice traffic is constituted by On-Net traffic. Similarly, On-Net traffic makes up the largest percentage of outgoing traffic with 85%, a +1% increase from 2021. With the constant promotions from mobile network operators, consumers are provided with incentives to increase traffic. International outgoing traffic continues to decline in recent years with a -14% decrease in 2022 from 2021. Total mobile voice traffic has increased by 4% in the reported year, this corresponds with the increase in the number of active mobile subscribers.

| OPERATORS | Outgoing | | | Incoming | |
|---|---|---|---|---|---|
| | On-Net | Off-Net | International | Off-Net | International |
| GAMCEL | 26,254,188 | 19,141,258 | 605,506 | 28,596,334 | 450,854 |
| AFRICELL | 799,536,539 | 116,549,827 | 10,336,047 | 131,885,939 | 8,950,954 |
| COMIUM | 16,738,250 | 2,433,311 | 73,948 | 3,633,249 | 66,665 |
| QCELL | 715,746,350 | 127,298,552 | 5,565,245 | 102,892,116 | 4,958,321 |
| **Total** | **1,558,275,327** | **265,422,948** | **16,580,746** | **267,007,638** | **14,426,794** |

*Table 4: Call Volumes*

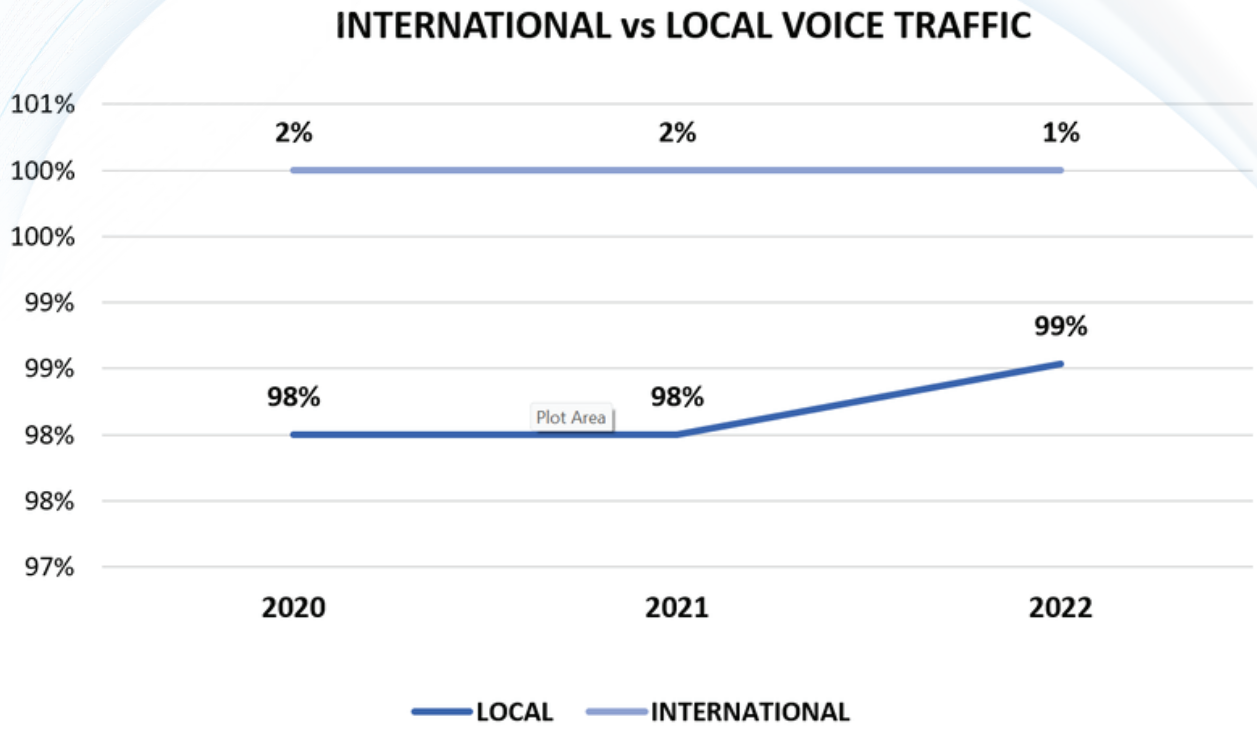



*Figure 6: International vs Local Voice Traffic*

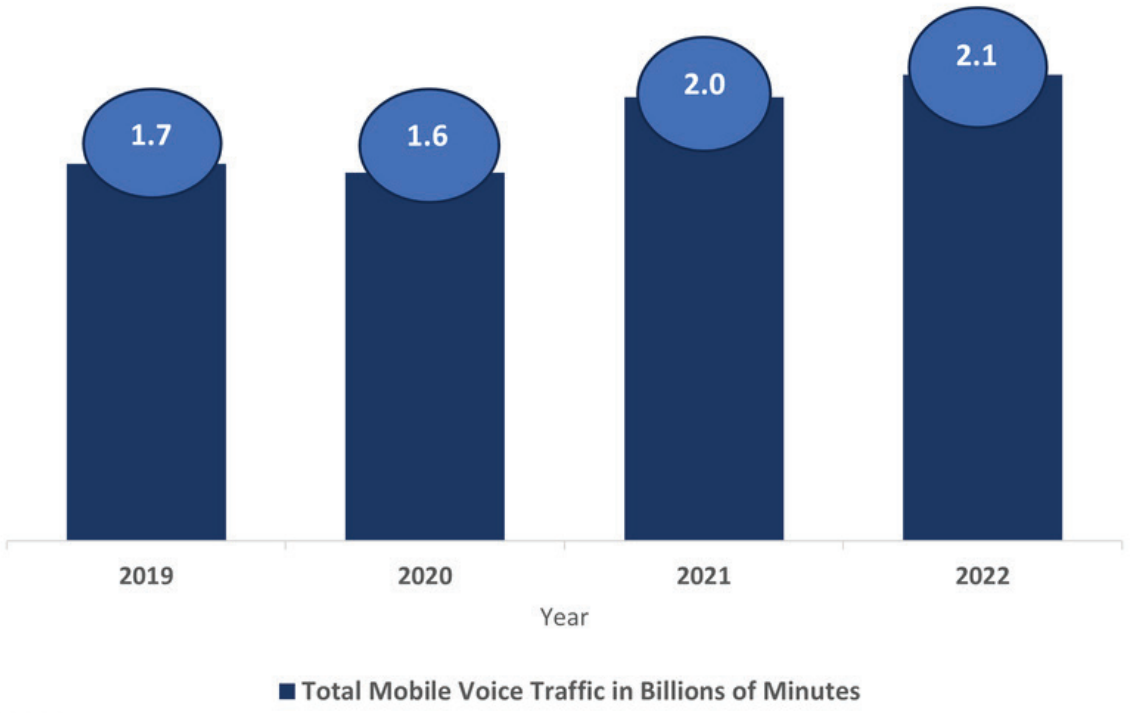



*Figure 7: Total Mobile Voice Traffic*

### 3.2.7 Mobile Internet Subscribers

The amount of 3G and 4G subscribers have increased by 3% and 90% respectively. 2.5G subscribers have increased by 5%. These increases correspond with the increase in active mobile subscribers.

| TOTAL MOBILE INTERNET SUBSCRIBERS 2022 | | | |
|---|---|---|---|
| **OPERATORS** | **2.5G (GPRS)** | **3G Subscribers** | **4G Subscribers** |
| **GAMCEL** | - | 76,524 | No 4G Service |
| **AFRICELL** | 709,134 | 873,006 | 343,702 |
| **COMIUM** | 24,517 | - | No 4G Service |
| **QCELL** | 29,091 | 273,887 | 165,205 |
| **TOTAL** | **762,742** | **1,223,417** | **508,907** |

*Table 5: Total Mobile Internet Subscribers - 2022*

| ANNUAL TOTAL DATA SUBSCRIBERS FOR MOBILE OPERATORS | | | | | |
|---|---|---|---|---|---|
| | **2018** | **2019** | **2020** | **2021** | **2022** |
| **GPRS Subscribers** | 950,420 | 730,398 | **696,354** | 725,506 | 762,742 |
| **3G Subscribers** | 788,210 | 918,840 | **1,051,277** | 1,185,902 | 1,223,417 |
| **4G Subscribers** | 31,106 | 57,825 | **91,825** | 267,205 | 508,907 |

*Table 6: Total Data Subscribers for Mobile Operators – 2022*

| MOBILE BROADBAND INTERNET TRAFFIC (Volume in Gb) Upload + Download | | | | | |
|---|---|---|---|---|---|
| | **Q1** | **Q2** | **Q3** | **Q4** | **TOTAL** |
| **GAMCEL** | 154,188,578 | 152,507,357 | | | **306,695,936** |
| **AFRICELL** | 3,219,883 | 3,662,162 | 4,318,222 | 5,012,687 | **16,212,954** |
| **COMIUM** | | | | | - |
| **QCELL** | 2,250,000 | 2,430,000 | 6,300,000 | 6,750,000 | **17,730,000** |

*Table 7: Mobile Broadband Internet Traffic 2022*

**Gamcel's data mobile internet traffic for Q3 and Q4 was unavailable at the time of this report.*

### 3.2.8 SMS Traffic

| SMS VOLUMES | | | |
|---|---|---|---|
| **OPERATORS** | **Outgoing** | | |
| | **On-Net** | **Off-Net** | **International** |
| **GAMCEL** | **545,658** | **699,623** | **118,545** |
| **AFRICELL** | **21,509,168** | **10,189,655** | **2,337,876** |
| **COMIUM** | **122,166** | **355,430** | **2,404** |
| **QCELL** | **1,217,269,275** | **9,301,135** | **820,823** |
| **TOTAL** | **1,239,446,267** | **20,545,843** | **3,279,648** |

*Table 8: SMS Traffic 2022*

### 3.2.9 Mobile Money

| | AFRIMONEY | QMONEY | Total |
|---|---|---|---|
| Total Number of Mobile Money Subscribers | 350,829 | 83,223 | 434,052 |
| Active subscribers (Revenue Generating 90 Days) | 72,985 | 78,234 | 151,219 |
| Total Deposits in Gambian dalasi (GMD) | 221,785,287 | 530,136,664 | 751,921,951 |
| Total Withdrawals in Gambia dalasi (GMD) | 90,243,707 | 385,354,484 | 475,598,191 |
| **Total Transfers in Gambian Dalasi (GMD)** | **24,870,116** | **253,739,214** | **278,609,330** |

*Table 9: Mobile Money Transactions in the Telecoms Sector 2022*

### 3.2.10 Internet Service Providers – Subscriber Count

The total number of Internet Service Provider (ISP) subscribers has increased significantly by +36% in the reported year. With the exception of QCELL and GAMTEL, all other 5 internet service providers experienced growth in their subscriber base. However, despite these increases, the penetration rate remains at less than 5% of the Gambian population - this indicates that the cost of access is still expensive for the average Gambian.

In the reported year, NETPAGE supersedes GAMTEL as the ISP with the largest market share with 26%. INSISTNET comes in a close second at 23%.

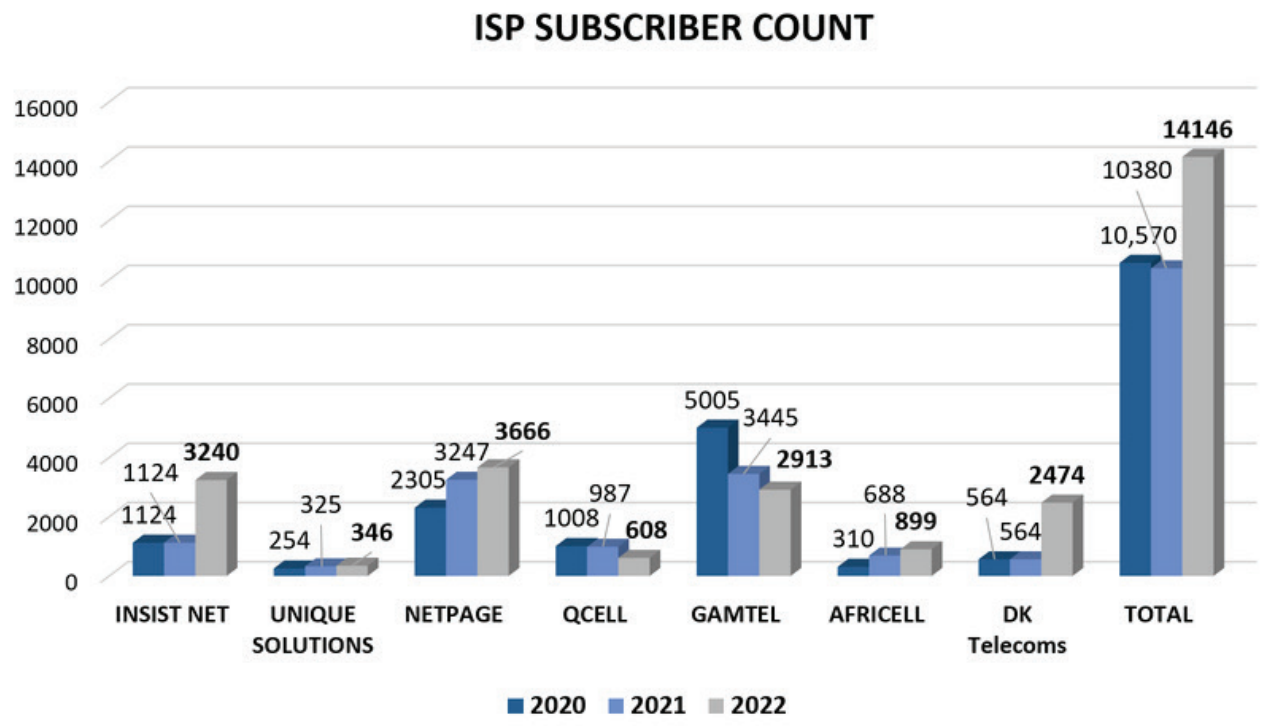



*Figure 8: ISP Subscriber Count*

### 3.2.11 Internet Service Provider Tariffs

| HOME TARIFF (shared) | | | | | | | Dedicated |
|---|---|---|---|---|---|---|---|
| Bandwidth | GAMTEL (ADSL2+) | GAMTEL (4G TAWA SUPER EXPRESS) | NETPAGE (DNA/4G LTE) | INSIST NET | QCELL | DK TELECOMS | UNIQUE SOLUTIONS |
| 1 Mbps | N/A | N/A | 2530 | 1500 | 2400 | 1000 | 2500 |
| 2 Mbps | N/A | N/A | 3500 | 1750 | 3500 | N/A | 4500 |
| 3 Mbps | N/A | N/A | 3850 | 2000 | 4200 | N/A | 6500 |
| 4 Mbps | 1500 | 2000 | 4000 | 2250 | 4900 | N/A | 8500 |
| 5 Mbps | N/A | N/A | N/A | 2500 | 5800 | 2500 | 10500 |
| 6 Mbps | 2000 | 2500 | 5800 | N/A | N/A | N/A | N/A |
| 7 Mbps | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 8 Mbps | 2500 | 3000 | N/A | 3250 | N/A | 3500 | N/A |
| 9 Mbps | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 10 Mbps | N/A | 3500 | 10000 | 4000 | N/A | 5000 | N/A |

*Table 10: ISP Home Tariffs*

| SME TARIFF | | | | |
|---|---|---|---|---|
| Bandwidth | GAMTEL (ADSL2+) | GAMTEL (4G TAWA SUPER EXPRESS | NETPAGE (DNA/4G LTE) | INSIST NET |
| 1 Mbps | N/A | N/A | 5060 | 1000 |
| 2 Mbps | N/A | N/A | 7000 | 2000 |
| 3 Mbps | N/A | N/A | 7700 | 3000 |
| 4 Mbps | 2000 | 2000 | 8000 | 4000 |
| 5 Mbps | N/A | N/A | N/A | 5000 |
| 6 Mbps | 2200 | 2500 | 11600 | N/A |
| 7 Mbps | N/A | N/A | N/A | N/A |
| 8 Mbps | 2500 | 3000 | N/A | 8000 |
| 9 Mbps | N/A | N/A | N/A | N/A |
| 10 Mbps | N/A | 3500 | 20000 | 10000 |

*Table 11: ISP SME Tariffs*

| CORPORATE TARIFFS (shared) | | | | | Dedicated | | |
|---|---|---|---|---|---|---|---|
| Bandwidth | GAMTEL (ADSL2+) | GAMTEL (4G TAWA SUPER EXPRESS | NETPAGE (DNA/4G LTE) | QCELL | UNIQUE SOLUTIONS | INSIST NET | QCELL |
| 256 kbps | N/A | N/A | N/A | 3713.06 | | | |
| 512 kbps | N/A | N/A | N/A | 6188.43 | 3000 | | N/A |
| 1 Mbps | N/A | N/A | 7590 | 10200 | 6000 | 1500 | 18000 |
| 2 Mbps | N/A | N/A | 10500 | 17000 | 10000 | 3000 | 30600 |
| 3 Mbps | N/A | N/A | 11550 | 22680 | 14000 | 4500 | 37800 |
| 4 Mbps | 3000 | 3500 | 12000 | 28080 | 18000 | 6000 | 50400 |
| 5 Mbps | N/A | N/A | 17400 | 37800 | 22000 | 7500 | 54000 |
| 6 Mbps | 5000 | 5500 | N/A | N/A | N/A | 9000 | 64800 |
| 7 Mbps | N/A | N/A | N/A | N/A | N/A | 10500 | 75600 |
| 8 Mbps | 6000 | 6500 | N/A | N/A | N/A | 12000 | 86400 |
| 9 Mbps | N/A | N/A | N/A | N/A | N/A | 13500 | 97200 |
| 10 Mbps | N/A | 7000 | 30000 | N/A | N/A | 15000 | 108000 |

*Table 12: ISP Corporate Tariffs*

| FIBRE TARIFF | | | | | | |
|---|---|---|---|---|---|---|
| Bandwidth | GAMTEL | | | NETPAGE | | |
| | FTTH (Residential) | FTTB (SME) | FTTO (Corporate) | FTTH (Residential) | FTTB (SME) | FTTO (Corporate) |
| 10 Mbps | 2500 | 6000 | 8000 | N/A | N/A | N/A |
| 20 Mbps | 3500 | 8000 | 10000 | 4000 | 8000 | 12000 |
| 30 Mbps | 5000 | 10500 | 13500 | N/A | N/A | N/A |
| 40 Mbps | 6000 | 12000 | 16000 | 6000 | 12000 | 18000 |
| 60 Mbps | N/A | 19800 | 21600 | 8000 | 16000 | 24000 |
| 80 Mbps | N/A | 24000 | 27200 | 10000 | 20000 | 30000 |
| 100 Mbps | N/A | 28000 | 32000 | 15000 | 30000 | 45000 |
| 120 Mbps | N/A | N/A | N/A | 20000 | 40000 | 60000 |
| 140 Mbps | N/A | N/A | N/A | 25000 | 50000 | 75000 |
| 200 Mbps | N/A | 56000 | 60000 | N/A | N/A | N/A |
| 300 Mbps | N/A | 75000 | 84000 | N/A | N/A | N/A |

*Table 13: ISP Fibre Tariffs*

## 3.3 THE ENERGY, WATER AND SEWAGE SECTOR

### 3.3.1 Electricity

The Gambia's electricity sector continues to be dominated by a vertically integrated public utility, NAWEC involved in all aspects of generation, transmission and distribution.

The inability to match the ever-increasing demand with the nearly constant supply remains an insurmountable challenge to overcome as a country being serviced by a State-Owned Enterprise. Most State-Owned Enterprises generally

face challenges in terms of their management (both operational and financial) as a result they lack the necessary capital to expand the networks, especially in remote areas.

NAWEC's total installed capacity has increased to 164 megawatts (MW) compared to 135.6 MW in 2021. With the increase in generation capacity, the total population with access to electricity is just above 60% in the reporting year, leaving a significant room for growth in the Energy market to bolster economic activities throughout the country. In 2022, electricity production has increased significantly by 22.3% mainly due to the SENELEC OMVG interconnection of the Grid with a capacity of 30MW and the renewal of the KARPOWER PPA 30MW contract for another 2 years. Overall, the general plant availability has improved to an average of 72%.

### 3.3.2 Electricity Tariffs

During the year under review, utilization of the 2014 determined rates as outlined below continued. Challenges in relation to data acquisition from the utility remain, however, the utility's data systems have significantly improved. In the fourth quarter of 2022, the utility applied for an upward review of electricity tariffs in the country. Upon receipt of the application, the Authority began the tariff review process in guidance with the tariff review guidelines.

| 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 – 2019 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 Government** | | 8.00 | 7.20 | 8.70 | | 9.70 | 10.90 |

*Table 14: Evolution of Electricity Tariffs*

### 3.3.3 Electricity Generation

As the country seeks new solutions to increase electricity access and provide a reliable service to consumers, the utility has a few projects outlined and in progress. One of which is the 23MW Solar Photovoltaic Plant in Jambur. This is the first of its kind to be introduced to the NAWEC's generation fleet. This project is for the design, supply, installation, operation and maintenance of Solar PV Plant with Battery Energy Storage System. The project is component 1 of the number of projects sponsored under the GERMP Project co-financed by the World Bank and European Investment Bank.

The tables below show the generation plant across the length and breadth of the country as of the fourth quarter of the reported year.

| Gen No. | Installed Capacity (MW) | Available Capacity (MW) | Make | Commissioning Date | Current Status |
|---|---|---|---|---|---|
| KPS -G1 | 3.0 | 0 | Mirrless | 1981 | Decommissioned |
| KPS - G3 | 3.4 | 0 | Mirrless | 1997 | Decommissioned |
| KPS - G4 | 6.4 | 0 | Deutz | 2001 | Not Operational |
| KPS - G5 | 12.2 | 11.1 | Man B&W | 2018 | Operational |
| KPS - G6 | 6.5 | 0 | Man B&W | 1990 | Not Operational |
| KPS - G7 | 6.4 | 5.5 | Deutz | 2001 | Operational |
| KPS - G8 | 6.4 | 5.5 | Deutz | 2001/2017 | Operational |
| KPS -G9 | 6.4 | 0 | Deutz | 2009 | Decommissioned |
| **Total** | **53.7** | **33.1** | | | |

*Table 15: Installed Capacity at Kotu Power Station*

| Gen No. | Installed Capacity (MW) | Available Capacity (MW) | Make | Commissioning Date | Current Status |
|---|---|---|---|---|---|
| G1 | 6.4 | 5.5 | Deutz | 2006 | Operational |
| G2 | 6.4 | 0 | Deutz | 2006 | Not Operational |
| G3 | 6.4 | 5.5 | Deutz | 2006 | Operational |
| G4 | 6.4 | 0 | Deutz | 2006 | Not Operational |
| G5 | 6.4 | 0 | Deutz | 2013 | Not Operational |
| G6 | 6.4 | 0 | Deutz | 2013 | Not Operational |
| G7 | 6.4 | 5.5 | Deutz | 2018 | Operational |
| **Total** | **44.8** | **16.5** | | | |

*Table 16: Installed capacity at Brikama I power Station*

| Gen No. | Installed Capacity (MW) | Available Capacity (MW) | Make | Commissioning Date | Current Status |
|---|---|---|---|---|---|
| G1 | 8.9 | 8.5 | Wartsila | 2011/2018 | Operational |
| **Total** | **8.9** | **8.5** | | | |

*Table 17: Installed Capacity at Brikama II power Station*

| Gen No. | Installed Capacity (MW) | Available Capacity (MW) | Make | Commissioning Date | Current Status |
|---|---|---|---|---|---|
| G1 | 9.4 | 9.2 | MAN | 2020 | Operational |
| G2 | 9.4 | 9.2 | MAN | 2020 | Operational |
| **Total** | **18.8** | **18.4** | | | |

*Table 18: Installed Capacity at Brikama III Power Station*

| Location/Unit | Installed Capacity (MW) | Available Capacity (KW) | Make | Installed Year | Current Status |
|---|---|---|---|---|---|
| Farafenni– G1 | 2.4 | 2.0 | MAN B&W | 2016 | On Standby |
| Farafenni – G2 | 2.4 | 2.2 | MAN B&W | 2018 | Under Maintenance |
| Basse – G1 | 2.5 | 1.8 | MAN B&W | 2016 | Under Maintenance |
| Basse -G2 | 2.7 | 2.0 | MAN B&W | 2018 | Under Maintenance |
| Total | 10 | 8 | | | |

*Table 19: Installed Capacity in Provinces*

### 3.3.4 Electricity Customer Base Evolution

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

During the period under review, the total number of new meter additions to the network through the allocation of new meters has increased by 51% in comparison to the 16% increase as recorded in 2021. According to the Energy Progress Report which measures countries' advancement towards the attainment of the United Nations sustainable development goal 7, the present total electricity access rate of the Gambia stands at 62.27% with 80.63% coverage in urban and 31.56% in rural areas. Looking at the trend from the past decade (2010-2020), biannual electrification increase in the Gambia has been hovering around 3% on average and evidently, it can only take a quick and robust turnaround to make 2025 a realistic year for universal electricity access.

| CATEGORY | 2020 | 2021 | 2022 |
|---|---|---|---|
| **GREATER BANJUL AREA** | | | |
| Domestic | N/A | N/A | 212,263 |
| Commercial (NGO'S, Schools, etc.) | N/A | N/A | 33,595 |
| Major consumers (Industries, Banks, S/markets etc. | N/A | N/A | 1,221 |
| Agriculture | N/A | N/A | 135 |
| Local Government Authorities | N/A | N/A | 265 |
| Central Government | N/A | N/A | 1,684 |
| **TOTAL GBA** | **224,220** | **195,575** | **249,163** |
| | | | |
| **PROVINCES** | **2020** | **2021** | **2022** |
| Domestic | 22,554 | N/A | 33,499 |
| Commercial (NGO'S, Schools, etc.) | 2,709 | N/A | 4,821 |
| Major consumers (Industries, Banks, S/markets etc. | 9 | N/A | 184 |
| Agriculture | 18 | N/A | 15 |
| Local Government Authorities | 44 | N/A | 147 |
| Central Government | 124 | N/A | 663 |
| **TOTAL Provinces** | **25,458** | **31, 928** | **39,329** |

*Table 20: NAWEC's Electricity Customers 2022*

### 3.3.5 Key Facts - Electricity

| ITEMS | 2021 | 2022 |
|---|---|---|
| Customer population | 292,123 | 288,492 |
| Quantity Sold in KWH To (GBA &PROVINCES) | 53,809,525 | 81,783,602 |
| Number of New Pre-Payment Meters Installed in the Period | 18,443 | 27,767 |
| Revenue Collected (GMD) | N/A | 4,600,183,830.64 |
| No. of Full Time Employees | 698 | 689 |
| Number Of Forced Outage Incidents | N/A | 3 |
| Total Interruption Time (Hrs) | N/A | 33hrs & 36 mins |

*Table 21: Key Facts – Electricity 2022*

| MONTH | NAWEC | SENELEC | SENELEC OMVG | KARPOWER | TOTAL |
|---|---|---|---|---|---|
| JANUARY | 23,691.97 | 2,984.31 | 0 | 15,592.99 | 42,269.27 |
| FEBRUARY | 18,653.30 | 2,702.87 | 0 | 16,310.88 | 37,667.05 |
| MARCH | 19,522.40 | 2,942.06 | 8360.866 | 18,494.59 | 49,319.92 |
| APRIL | 11,551.51 | 3,485.19 | 12676.534 | 17,772.99 | 45,486.21 |
| MAY | 12,012.32 | 3,020.36 | 17292.805 | 14,619.87 | 46,945.36 |
| JUNE | 11,050.13 | 2,727.55 | 17947.06 | 18,143.07 | 49,867.81 |
| JULY | 12,407.73 | 2,764.80 | 18411.41 | 18,084.95 | 51,668.89 |
| AUGUST | 10,043.38 | 2,304.85 | 18565.094 | 18,799.90 | 49,713.22 |
| SEPTEMBER | 10,911.60 | 2,315.81 | 17061.179 | 18,001.45 | 48,290.04 |
| OCTOBER | 11,205.47 | 2,645.61 | 19782.56 | 18,936.67 | 52,570.31 |
| NOVEMBER | 10,670.97 | 2,102.33 | 19289.871 | 18,915.99 | 50,979.17 |
| DECEMBER | 8,632.80 | 2,007.85 | 16166.409 | 20,043.22 | 46,850.28 |
| TOTAL | 160,353.58 | 32,003.60 | 165,553.79 | 213,716.57 | 571,627.54 |
| PERCENTAGE | 28.05% | 5.60% | 28.96% | 37.39% | 100.00% |

*Table 22: Electricity Production in GWh 2022*

| FINANCIAL INDICATORS | | |
|---|---|---|
| **Cost of New Connection** | CATEGORY | GMD |
| | Residential: Single Phase | 7,000 |
| | Residential: Three Phase | 22,000 |
| | Commercial: Single Phase | 6,500 |
| | Commercial: Three Phase | 22,000 |
| | Commercial: Max Demand | 80,000 |
| | Agriculture: Single Phase | 7,000 |
| | Agriculture: Three Phase | 22,000 |
| | Agriculture: Max Demand | 80,000 |
| | Industrial: Single Phase | 7,000 |
| | Industrial: Three Phase | 22,000 |
| | Industrial: Max. Demand | 80,000 |
| | Local Government: Single Phase | 7,000 |
| | Local Government: Three Phase | 22,000 |
| | Central Government: Single Phase | 7,000 |
| | Central Government: Three Phase | 22,000 |

*Table 23: NAWEC's Cost of New Electricity Connections 2022*

### 3.3.6 Third Party Sales

The year under review shows the viability and increasing demand for digital electricity vending platforms. As of the reported year, total third-party vendors are at a total of sixteen (16) compared to a total of seven (18) in 2021. Collectively, the third-party vendors have made sales of GMD 2.4 billion in 2022, showing an increase from GMD1.6 billion. These increases in sales over the years indicate that the population has grown increasingly comfortable and familiar with the use of digital vending platforms. These platforms augment purchasing access for consumers all over the country.

GAMSWITCH still manages the national interbank payment system and has the service on all the ATMs in the country including GT Bank since 2018.

In the reported year, nearly 53% of NAWEC sales were via digital payments. Among the players is QCELL who registers as the highest third-party electricity sales vendor, maintaining their position from 2021 with an increase of 25% in sales. Chapman Express and GamSwitch follow with both experiencing and increase in sales from the previous year. The table provided below showcases the vendors with the highest sales in the reported year. Notable vendors are K Creations and Flex Money who have experienced a significant change in sales growth.

| VENDOR | 2021 (GMD mn) | 2022 (GMD mn) | Variance |
|---|---|---|---|
| QCELL | 680.41 | 848.11 | +167.70 |
| Chapman Express | 522.61 | 584.39 | +61.78 |
| Gamswitch Company Ltd | 235.89 | 350.34 | +114.45 |
| AfriMobile Money | 216.62 | 168.81 | -47.71 |
| K Creations | 1.30 | 114.66 | +113.36 |
| Flex Money Transfer & Bureau de Change | 5.09 | 105.67 | +100.58 |
| Taybull | 6.55 | 99.84 | +93.29 |
| TOTAL | 1,668.47 | 2,271.82 | +603.35 |

*Table 24: Total Third-Party Sales on Electricity Vending Platforms per Vendor 2022*

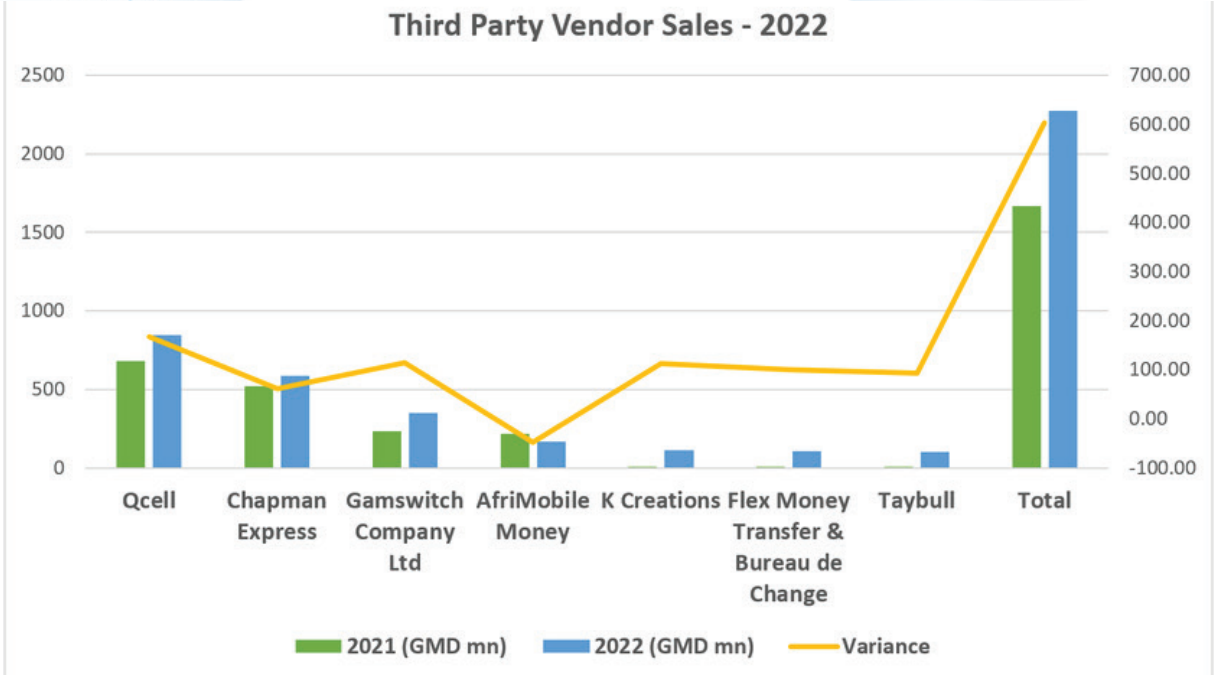



*Figure 9: Visualization of Third-Party Sales on Electricity Vending Platforms per Vendor*

### 3.3.7 Water and Sewage Services

As the demand for water supply increases due to population, the utility continues to find solutions to the existing water supply issues and to provide the supply needed for the increased demand. With increased demand comes with an increase in demand for better services and reliable access to water.

NAWEC, over the years under review has increased its production capacity. Under the Indian Exim Bank Water project alone (Replacement of Asbestos Water Pipes with Upvc Pipes in Greater Banjul Area), 9 boreholes were added to the Sukuta Treatment Plant amounting to a yield capacity of 720 m3/h. The water supplied was determined using the total yield capacity, which was reported as 54,830,160 m3/year. An efficiency factor of 0.82 was computed to factor in the down time of some of the boreholes. The total number of new service connections is 5,112 in 2022.

During the reported year, the utility has outlined and implemented projects to tackle the issues with access to water resources for communities. Water security is a core driver in transforming this country. Management of water resources in an equitable, sustainable manner contributes to poverty alleviation, socio-economic development, and environmental sanity.
The table below shows all the NAWEC water points across the length and breadth of the country.

| Well fields/Treatment plant | No. of Boreholes | Status |
|---|---|---|
| Sukuta (Salagi, Jambur, Jabang, Jambur, Jalambang & Latria) | 19 | Operating |
| Serekunda | 11 | Operating |
| Fajara | 6 | Operating |
| Brikama | 18 | Operating |
| TTC | 1 | Operating |
| NASA | 1 | Operating |
| Yundum | 1 | Operating |
| Kanifing | 1 | Operating |
| Kerr Serigne | 1 | Operating |
| Kembujeh | 1 | Operating |
| Kabafita | 1 | Operating |
| Brikama Old | 1 | Operating |
| Brikama New | 1 | Operating |
| Mariama Kunda | 1 | Operating |

*Table 25: NAWEC's Well Fields/Treatment Plants in the GBA*

| Well Fields | No. Of Boreholes | Status |
|---|---|---|
| Kanuma | 2 | Operating |
| Albreda | 1 | Operating |
| Kerewan/Saba | 1 | Operating |
| Farafenni | 2 | Operating |
| Kaur | 2 | Operating |
| Janjangbureh | 1 | Operating |
| Bansang | 1 | Operating |
| Basse | 3 | Operating |
| Soma | 2 | Operating |

*Table 26: NAWEC's Well Fields/Treatment Plants in the Provinces*

| Sewerage Plant | Status |
|---|---|
| Banjul | Operating |
| Kotu | Operating |

*Table 27: NAWEC's Sewerage Plants*

In the reported year, the utility reported an increase in water production. However, cumulative water losses persist as they continue to be on the rise for the past few years. These are mainly in the form of burst pipes, under metering and perhaps illegal connections. The utility continues to seek methods to minimize these losses as there is a tangible financial cost associated with these losses. In October of the reported year, the utility applied for an upward tariff review, citing inability to sustain business costs as their cost of inputs have increased significantly.

| YEAR | PRODUCTION $m^3$ | SALES $m^3$ | LOSSES % | REVENUE (GMD) |
|---|---|---|---|---|
| 2012 | 29,930,553 | 20,563,417 | 32 | 225,864,000 |
| 2013 | 29,772,311 | 20,611,310 | 31 | 244,168,000 |
| 2014 | 35,395,881 | 25,944,355 | 27 | 350,062,841 |
| 2015 | 37,375,261 | 30,971,741 | 20 | 576,511,592 |
| 2016 | 40,226,849 | 24,137,070 | 40 | 349,582,255 |
| 2017 | 40,303,775 | 27,615,840 | 31 | 413,307,309 |
| 2018 | 39,278,276 | 27,695,207 | 29 | 414,495,140 |
| 2019 | 42,892,605 | 27,780,820 | 35 | 387,792,653 |
| 2020 | 44,293,774 | 27,555,956 | 38 | 395,139,972 |
| 2021 | 39,542,892 | 30,340,849 | 30 | 418,958,881 |
| 2022 | 38,270,991 | 28,855,023 | 38 | 382,317,900 |

*Table 28: Evolution of NAWEC's Production, Sales, Losses, and Revenue*

| | 2021 | 2022 | % Growth |
|---|---|---|---|
| Total No. of Water Customers | 78,517 | 87,774 | +12% |

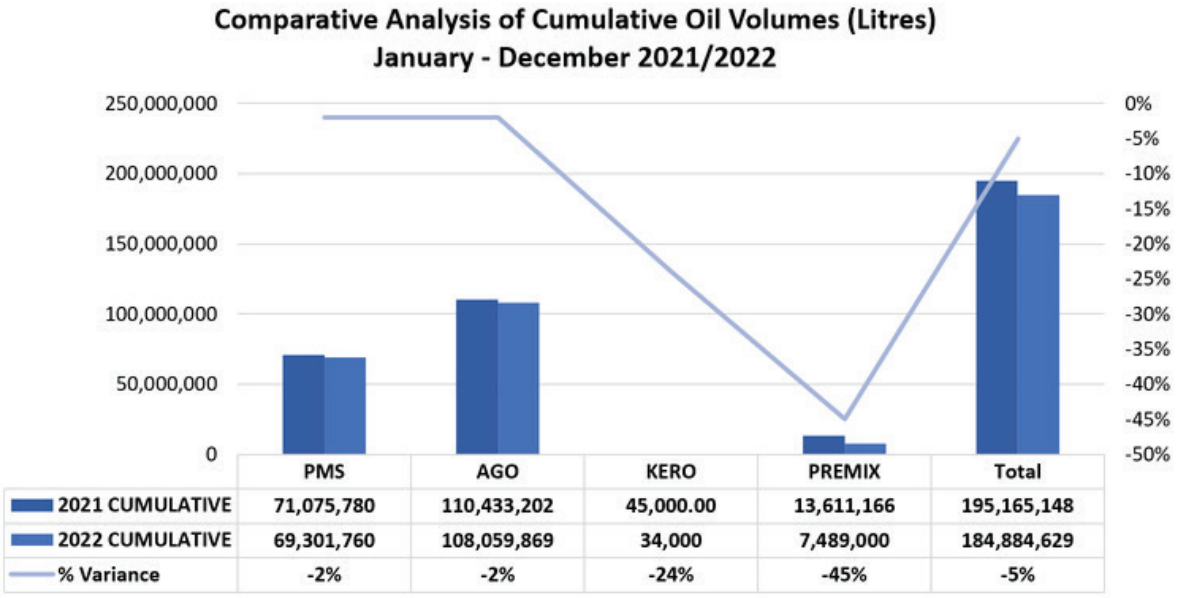
*Table 29: Total number of NAWEC's Water Customers 2021-2022*

| | 2021 | 2022 | % Growth |
|---|---|---|---|
| Total No. of Sewerage Customers | 2,152 | 2,587 | +20% |

*Table 30: Total number of NAWEC's Sewerage Customers 2021-2022*

## 3.4 PETROLEUM SECTOR

### 3.4.1 Oil Volumes




| | PMS | AGO | KERO | PREMIX | Total |
|---|---|---|---|---|---|
| 2021 CUMULATIVE | 71,075,780 | 110,433,202 | 45,000.00 | 13,611,166 | 195,165,148 |
| 2022 CUMULATIVE | 69,301,760 | 108,059,869 | 34,000 | 7,489,000 | 184,884,629 |
| % Variance | -2% | -2% | -24% | -45% | -5% |

*Figure 10: Comparative Analysis of Cumulative Oil Volumes (2021-2022)*

### 3.4.2 Pump Prices

The cost of inputs fluctuated during the reported year, and this is reflected in the price of fuel. According to BBC, in 2022, the price of Brent crude oil - one of the major global benchmarks - peaked at $139 a barrel and averaged roughly $100. With the frequent local exchange rate changes affecting purchasing power and fluctuation in the international fuel prices, the Gambian market realized an overall average price increase of 34% in petrol and 31% in diesel in 2022.

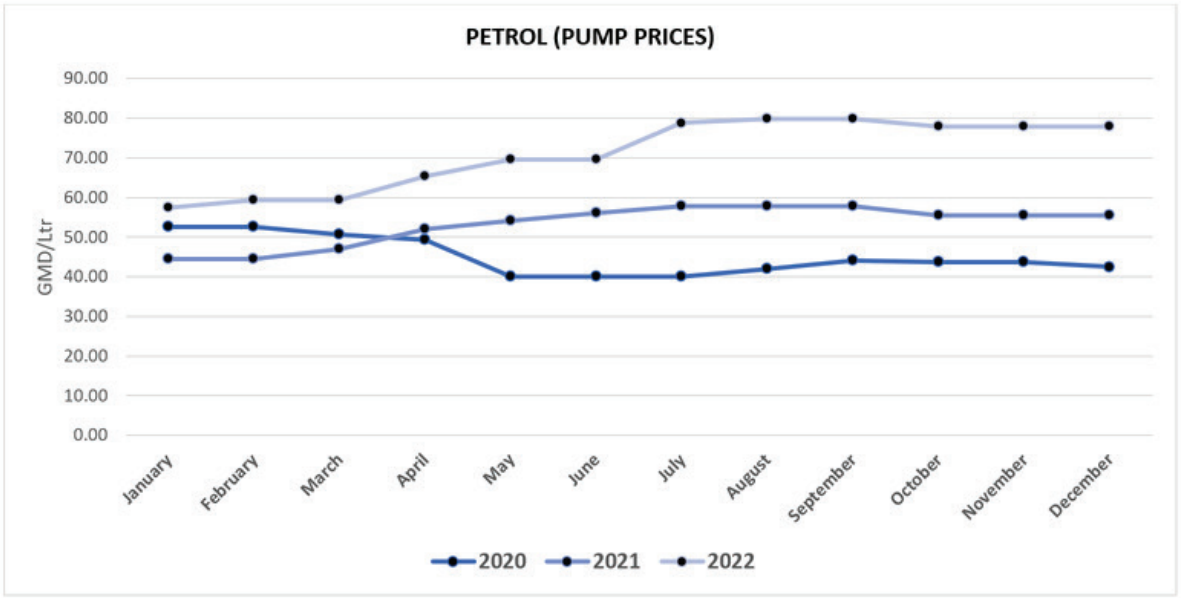



*Figure 11: Petrol Pump Prices (2020-2022)*

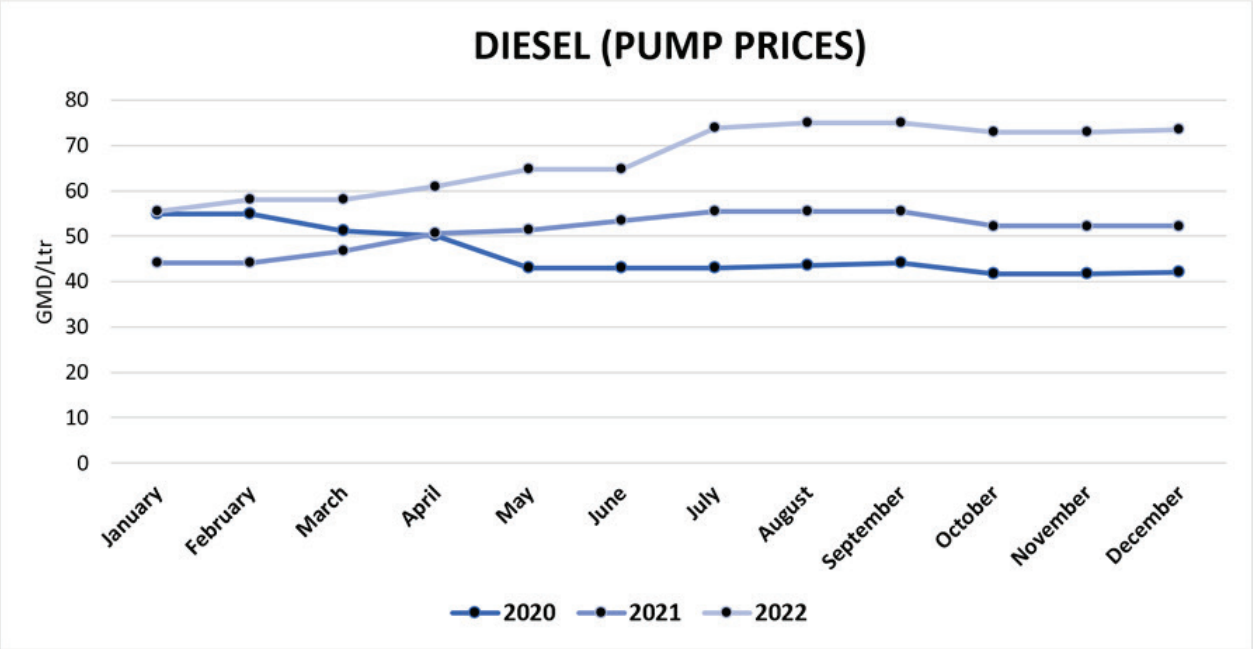



*Figure 12: Diesel Pump Prices (2020-2022)*

# 4. PART III

## LEGAL AND COMPLIANCE REVIEW

### DIRECTORATE OF LEGAL, LICENSING AND ENFORCEMENT

This document integrates the performance of the Directorate of Legal, Licensing, and Enforcement. It covers the activities of the DLLE from 1 January 2022 to 31st December 2022.

This annual report includes a summary of progress achieved in 2022 in delivering our key priorities and meeting key performance measures followed by a comprehensive review of the achievement of our strategic outcomes and critical priorities.

The Directorate of Legal, Licensing, and Enforcement is sharing its Annual Report for the year 2022. As we reflect on our achievements over a successful and exceptionally challenging year, our core purpose remains as important as ever; to help the Authority regulate the various sectors regulated within the ambit of the law.

### WHO WE ARE




The Directorate of Legal, Licensing and Enforcement (DLLE) is a significant support structure for the Authority in terms of legal matters, including amending the various laws governing the sectors we regulate, drafting official documents, processing license applications, and handling any other legal cases that may arise periodically.

## OUR RESPONSIBILITIES

This department oversees the following tasks and competencies:

- Providing legal support regarding drafting and modifying licenses, agreements, and regulations of the Authority.
- Following up on cases in which the Authority is involved, in coordination with outside counsel, the office of the Inspector General of Police, and the Ministry of Justice.
- Examining complaints and grievances, conducting administrative investigations on the issues referred to it by the different Directorates within the Authority, and making the necessary recommendations.
- Preparing and reviewing administrative contracts related to the Authority's work.
- Drafting statutory instruments relating to the Authority's work and submitting the necessary reports to the relevant sector and line ministries under the support of the Director General of the Authority.
- Provide legal services to support public inquiries

## THE DIRECTORATE OF LEGAL, LICENSING & ENFORCEMENT UNDERTOOK ACTIVITIES IN THE FOLLOWING SECTORS:

1. Licensing of Broadcasting Radio stations
2. Licensing of Broadcasting TV Stations
3. Licensing of Internet Service Providers (ISP)
4. Licensing of Downstream Petroleum Operators
5. Licensing Energy Sector
6. Regulatory Compliance
7. Enforcement Actions

This document integrates performance to help readers better understand the work of the Directorate of Legal, Licensing, and Enforcement (DLLE). It covers the activities of the Directorate from 1st January 2022 to 31st December 2022.

## 4.1 LICENSING

During the period under review, the Authority continued issuing various licenses on the regulated sectors in the following categories.

**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. This was followed by the liberalization of fuel importation in the Gambia, and a press release was issued for all operators to apply for licenses to operate within the regulatory spheres.

During the year under review, the Authority through the Honourable Minister of Petroleum and Energy, granted petroleum licenses in the following categories as established in the Petroleum Products Act 2016.

**PETROLEUM PRODUCTS RETAIL LICENSES**

1. MKA Excellence Limited - Ballanghar
2. MKA Excellence Limited - Kerr Nderry
3. MKA Excellence Limited - Besse

**PETROLEUM PRODUCTS (BULK STORAGE) LICENCE**

1. Gam Petroleum Storage Facility Company Limited
2. Castle Oil Company Limited - Bulk Storage

**PETROLEUM PRODUCTS IMPORTATION & RE-EXPORT LICENSE**

1. Sandalee Oil and Trading Company Limited
2. Lima Oil and Gas Company Limited
3. Mansa Oil & Gas
4. KM Holding Limited

**PETROLEUM PRODUCTS ROAD TRANSPORTATION BUSINESS LICENSE**

Following the development of the tanker truck database, the directorate of legal, licensing, and enforcement, as required has drafted a transport license template pursuant to the Petroleum Products (Road Transport Business) Regulations, 2018.

The said license has been forwarded to the Hon. Minister of Petroleum and Energy for approval before commencement of any issuance.

In compliance with the Petroleum Products (Road Transport Business) Regulations, 2018, the Authority has facilitated the registration of a total of 114 vehicles in the PURA Information System for Tanker Trucks (PISTT) in the period under review. The vehicles were tested by Pages Ltd subject to a contract between PURA and Pages for dry test inspection of tanker trucks to determine tested tanker trucks' safety to transport petroleum products.

**PETROLEUM PRODUCTS LIQUEFIED PETROLEUM GAS (LPG) LICENCE**

The Authority received no application for Liquefied Petroleum Gas (LPG) license during the period under review.

**LICENSING OF BROADCASTING RADIO STATIONS**

The Minister of Communications and Information, in his policy intervention mandate under the broadcasting sector in the period under review, placed a moratorium on all categories of Radio Broadcasting Licenses. This moratorium does not apply retrospectively; hence it did not affect current holders of a broadcasting license. Therefore, in the year under review, the directorate received the following four new applications for broadcasting licenses. However, given the moratorium, all new applicants were informed of the existence of the moratorium.

1. KM FM
2. REFELA FM
3. DIRECT AID
4. GOLDEN FM

In the period under review, the directorate reviewed and processed the following applications for broadcasting license renewal.

1. QRadio
2. King FM
3. DHK Radio FM
4. Home Digital
5. The Light FM (Renewal and Change from Commercial to Institutional Radio)
6. Sahel FM (Renewal and Transfer of License to Juneteenth Co. Ltd)

7. Abraxas Talk Radio - License change from Commercial to Institutional category

**LICENSING OF THE TELECOMMUNICATION SECTOR**

During the period under review, the directorate received and processed an application from Comium Gambia Limited for the transfer of its International Information and Communications Services Licence to Monty Mobile Limited.

**LICENSING OF BROADCASTING TV STATIONS**

During the period under review, the Authority did not receive any Broadcasting TV Station licenses.

**LICENSING OF INTERNET SERVICE PROVIDERS (ISP)**

During the year under review, the Authority through the Honourable Minister of Information and Communications Infrastructure granted six (6) Internet Service Providers License through a clear and transparent process as established in the PURA Act 2001 and Information and Communications Act 2009:

1. CYBER STREAM LIMITED,
2. SPEEDNET,
3. RAKTAK COMPANY LIMITED,
4. INTERSAT COMPANY LIMITED.
5. SKY TELECOM COMPANY LIMITED
6. BARAJALLY GROUP COMPANY

The following two (2) renewals of ISP licenses were processed during the period under review:

1. Insist Net Limited
2. Unique Solutions Limited

**LICENSING OF THE ELECTRICITY SECTOR**

The Authority did not receive any license application for electricity in 2022.

## 4.2 ENFORCEMENTS UNDERTAKEN

During the period under review, the DLLE continued to undertake enforcement programs to ensure that operators in the regulated sectors comply with applicable laws, licensing conditions, standards, Health, Safety and Environment (HSE) requirements and industry best practices. In this effort, the following enforcement actions were taken.

### STOP NOTICES

***NAWEC***: The Authority issued a stop notice against NAWEC due to their operation without compliance with minimum standard of performance required under the PURA Act and other regulations for public interest and safety.

***Jah Oil***: a stop notice was issued to Jah Oil Co. Ltd. for acting in contravention of the Petroleum Products Act 2016 safety standard.

***TechWorld Oil Company LTD***: A stop notice was issued to Techworld Oil Co. Ltd. for constructing a service station at Fatoto (URR) after their application for licence for the said Service Station was disapproved by the Minister of Petroleum and Energy for failing to meet the requirements of the applicable laws. A stop notice was issued to Techworld Oil Co. Ltd. for continuing to construct a service station at Wellingaraba (URR) without obtaining the required Approval and license from PURA and MOPE.

***Gam Petroleum***: a stop notice was issued against Gam Petroleum to cease operations in Banjul and directing it to relocate to the depot area in Mandinari.

***Drammeh Oil***: A stop notice was issued to Drammeh Oil for failure to observe required health and safety measures in the usage of their storage tanks.

***Equa Energy***: a stop notice was issued to Equa Energy for acting in contravention of the Petroleum Products Act, 2016 by conducting major construction work at their Jimpex service station without the authorization of the Authority. They were directed to immediately stop all construction activities in the above-named service station and comply with all legal requirements for the construction of service stations in the Gambia.

## LEGAL NOTICES

During the period under review, the following legal notices of enforcement was undertaken by the directorate:

***NAWEC***: On the 1st of June 2022 they acted negligently by not providing fuel for their standby generator at Janjanbureh in the Central River Region, thereby causing a shortage of water for several hours. A fine was imposed to that effect. The fine is yet to be paid.

***Atlas***: Atlas sold their shares to Oryx Energies Gambia and effected a change of name without obtaining the required Approval and Authorization from PURA and MOPE. The fine was subsequently reduced and they paid.

***Petrogas***: They engaged in an overland importation which is in violation of their Licence conditions and the fact that overland importation is prohibited when there is product in the country. The fine was subsequently reduced due to their plea, and it was paid.

***Halal Oil***: Halal operated a fuel station inside a residential building, a fine was imposed, and it is yet to be paid.

***Swift Petroleum***: They deliberately acted in contravention of the Petroleum Products Act 2016 by constructing a newly built service station at Missira (LLR) without obtaining the required Approval and license from PURA and MOPE. A fine was imposed and is yet to be paid.

***S &J Oil***: It deliberately acted in contravention of the Petroleum Products Act 2016 by constructing a newly built service station at Wellingaraba without obtaining the required Approval and license from PURA and MOPE. A fine was imposed which is yet to be paid.

***NAWEC***: The Authority having found out, through a visit by a joint stakeholder team to the oil spillage at Brikama Kembujeh and Madina from the NAWEC POWER PLANT that NAWEC negligently caused an oil spillage to residence and farms/swamps in the area. A fine was imposed and a follow up letter was written to them in relation to the fine.

***Gam Petroleum***: It failed to submit the Pull Test Certificate duly issued by the Gambia Maritime Administration as directed. GP Depot has been uncooperative in terms of compliance, and this has been going on since December 2021, even after so many extensions of time granted to them by the Authority. Therefore, a fine was imposed.

***Equa Energy Company Limited***: It imported petroleum Products over land from Senegal to the Gambia (Manjai) without official permission thereby breaching the Petroleum Products Act 2016, Petroleum Products (Importation) Regulation 2020 and the terms and condition of their licence. A fine was imposed and it was paid.

***Native Gas***: The Authority on the 18th October 2022 conducted a monitoring exercise at Native Gas depot and filling site in Sukuta and found that the site was operational with large amounts of LPG stored in a densely populated area after being given a disapproval by the Authority. A fine was imposed and they replied pleading with the Authority.

**DETERMINATION MADE BETWEEN NETPAGE AND GAMTEL**

The Authority made a determination between Netpage and Gamtel on a complaint received from Netpage (petitioner)in letters dated 25th March 2019, 22nd July 2019, 13th February 2020, 8th November 2021, 22nd November 2021 and 28th February 2022 on the following issues:

1. Delay in carrying out survey and installation of ECOWAN Fibre at various site.
2. GAMTEL refusal & anti-competition issues-Basse location
3. Delays in installation of ECOWAN Fibre at Lamin Daranka, Airport and Brikama Pop sites.

In response, GAMTEL (Respondent) in a letter dated 16th February 2022 addressed to the Authority gave a comprehensive reply to the complaints, protesting the issues claimed.

Consequent to these letters of protest and response, the Authority set up a committee to investigate and determine the issue at hand pursuant to Section 135 (1) of the Information and Communication Act 2009 and the Authority's Dispute Resolution Guidelines.

After its investigation, the Committee finds that the Respondent's long delay of 3 or 2 years is unreasonable. The Committee recommends that the Respondent set up a timeline from request of installation to completion of installation and provide the same to the Authority within two (2) weeks.

## 4.3 RECOVERY

The Authority is mandated under the PURA Act 2001, the Information and Communications Act 2009, the Petroleum Products Act 2016 to recover regulatory fees and numbering fees. The Ministry of Communication mandated the Authority to recover gateway fees.

The Authority demanded payment of regulatory fees, numbering fees and gateway fees from the following:

1. GAMCEL
2. GAMTEL.

The Authority also demanded for payment of regulatory fees only from the following:

1. Eye Africa TV
2. GRTS Radio
3. Cyberstream
4. Deggo FM
5. Al Falah FM
6. Sky FM
7. Fayda FM
8. Hilltop FM
9. Choice FM
10. Vibes FM
11. Sahel FM and
12. City Limits Radio

## 4.4 AWARENESS SENSITIZATION

A Nationwide sensitization on PURA's Legal Mandate, focusing on the existing legislations, regulations and guidelines directing the work of the Authority was held by the Directorate of Legal, Licensing and Enforcement. The objective of the sensitization was to enlighten the public on the various legal frameworks guiding the work of the Authority.

The sensitization was held in two phases, the first phase targeted the radio and tv stations in the Greater Banjul Area from the 28 TH November - 2nd December 2022. The second phase of the sensitization targeted community radio stations throughout the regions and community meetings were held at the village Bantabas. There were discussions held at nine (9) radio stations and ten (10) communities. The nationwide sensitization was held between the 13th to 19th December 2022.

## 4.5 CHALLENGES

Whilst PURA plays a fundamental role in the availability and affordability of quality public utilities, public knowledge, awareness, and understanding of PURA's regulatory functions in the regulated sectors. This remains below satisfactory which can be attributed to the following;

1. Low compliance level of some licensees.
2. Inadequate funding.
3. Limited training opportunities in regulatory matters.
4. The low pace of levy payment compliance especially from NAWEC, GAMCEL and GAMTEL.

## 4.6 IMPROVEMENTS

- A National Petroleum Information System database has been developed pursuant to Section 16 of the Petroleum Products Act 2016 which is now being used to process petroleum license applications. The National Petroleum Information System comprises of an integrated and centralized database and information system encompassing all petroleum products supply operations and installations, the principal market activities, and statistics of The Gambia as well as international reference data. The Authority is also working on procuring an system enable electronic license processing across the regulated sectors.

- An office has been rented and used as an annex to accommodate more staff pending the completion of the new PURA headquarters building project that is in progress.

- The review of the Information and Communications Act 2009 is ongoing which will enable the Authority to settle dynamic issues emerging in the Information and Communication Sector.

- The PURA Act 2001 review has commenced internally.

- Long outstanding enforcement fines and regulatory fees are being demanded from various operators and payments are being made by most of them.

## 4.7 WAY FORWARD

- Conduct more awareness programs to sensitize compliance to the general public and regulated public utility providers.

- Increase exposure of staff on regulatory-related matters through facilitating exchange programmes, study tours and international workshops.

- Actively engage the Government in institutional reforms and programs geared toward regulatory independence and self-reliance.

- Engage stakeholders in the roles and contributions of PURA to National Development Agendas.

- Strengthen the financial sustainability mechanisms of the Authority

- Institutionalize modern strategic and performance-based management and appraisal of staff as well as disciplinary measures when the need arises

- PURA to promote the introduction of regulatory courses by local institutions.

# 5. PART IV

## DIRECTORATE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

### INTRODUCTION

Information and Communications Technology (ICT) is completely transforming our mode of life, the way we easily communicate globally, making the world a 'Global Village' and above all, the way essential services such as e-health, to e-education, to e-commerce, to e-tourism, to e-farming, to e-government, mobile money, etc., are all delivered to our doorsteps. In addition, broadband networks deliver uncountable benefits touching the whole of society one way or the other, so as to meet the Sustainable Development Goals in every sector. These ICT services are continually becoming less cost-effective, especially when one looks at the savings across multiple sectors.

Mobile telephony services continued to be a key driver of telecommunications services in the Gambia using technologies such as 2G, 3G and 4G LTE. 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 the increased roll-out of broadband infrastructure, fixed Internet services are becoming increasingly popular for both cooperate and residential customers.

The Authority has been driving and still drives an ICT industry that is undoubtedly the main catalyst and driving force for social and economic transformation countrywide. The advancement and emerging technologies across several spheres of human endeavour, has indeed created new ICT industries, opportunities, new knowledge areas, jobs and challenges. This has increased the speed and set the pace at which affiliation between the different stakeholders in the economy and value chain needs to take place to ensure no aspect of our development aspirations are left lagging.

Consequently, in the fast-emerging technology ecosystem, there is a need for regulators to constantly review their regulatory instruments in a bid to ensure that frameworks, regulations and guidelines are relevant and fit for purpose. This will ensure that maximum benefit in innovation can be harnessed, and the potential risks mitigated on a timely basis.

Therefore, the Authority in partnership with key stakeholders has established frameworks and strategies for its journey towards national availability of affordable, accessible and available broadband infrastructure and services for the population.

Up to the year in review (2022), The Gambia's ICT sector comprised of various public service provider licensees such as one Fixed Line Network and National Fibre Capacity Provider, one International Fibre Capacity Providers, four Mobile Network Operators, eight Internet Service Providers (ISPs), forty eight FM Radio Broadcasters and six Content TV Broadcasters. In addition, there are also other private service provider licensees such as the Private Mobile Radio (PMR), Amateur HAM Radios, Maritime Telecoms Services, Aeronautical/Aviation Telecom Services and Very Small Aperture Terminals (VSATs).

## MONITORING TOOLS

***Quality of Service (QoS)***: Consequently, PURA has put more efforts in regulatory tools such as the QoS Tracker, the PR200 Spectrum Monitoring Receiver and the Electromagnetic Field (EMF) Radiation monitoring tools as shown below in Figures. **Xx**, **xx** and **xx** respectively). These tools are primarily to carryout Monitoring and Assessment of Quality of Service (QoS) and Quality of Experience (QoE) of the said Service Providers to ensure compliance of the established Key Performance Indicators (KPIs) and illegal usage of Scarce Spectrum Resources.

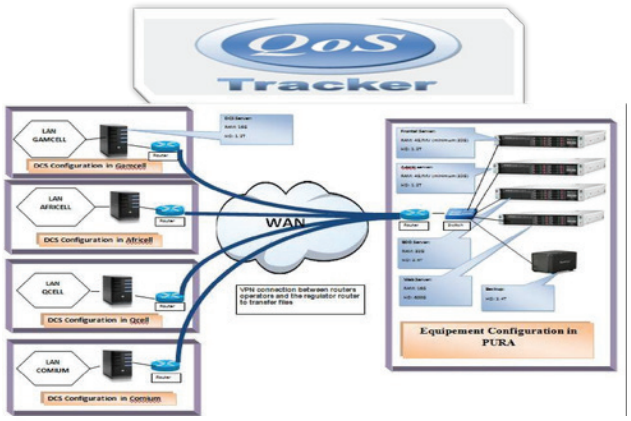



*Figure xx: Shows the architecture of the QoS Tracker being used by the Authority*

This led to the enhancement in the form of upgrades and optimization of MNOs networks in a bid to see improvement of the QoS as well as QoE, by increasing Base Transceiver Stations (BTS) and Core Network capacities together with other related resource.

***Spectrum Monitoring (SM)***: The R&S PR200 portable handheld monitoring receiver is used to effectively support our spectrum monitoring and interference detection/hunting tasks. It reliably detects, analyzes and locates signals from 8 kHz to 8 GHz in the spectrum bands. In addition, this tool can combine Radio Frequency (RF) performance with an intuitive user interface to offer an expanded range of spectrum monitoring functions.




*Fig: xx PR200 Spectrum Monitoring/Measuring Receiver use to trace license and illegal spectrum usage*

Other functions of the PR200 includes but not limited to geolocation of transmitters of interest, resolving frequency conflicts on-site and more. It outputs these functions thorough visualization modes, a wide range of markers, various recording methods and extensive mapping functions that are essential for evaluation and analysis using a screen with high resolution. Hence the PR200 is one of the most sophisticated spectrum portable hand held tool to have on-site. For investigating an undesired source of emission, signal searching over wide frequency ranges, signal analysis, direction finding and more.

***Electromagnetic Field (EMF) Monitoring:*** In the same vein, due to public concerns, the Authority also procured an EMF radiation monitoring equipment (Fig: x below) which is used to monitor and measure EMF radiation from ICT antennas and electricity (powerlines, transformers and generators) to ensure the safety of the general public and employees in these various industries.




*Fig: xx EMF Radiation Monitoring/Measuring Tool for ICT and Electricity*

During a monitoring and measurement exercise carried out by the Authority, the total cumulative field strength around KMC and BCC (as can be seen on the EMF route map below) ranges from 0.025 - 11V/m. The drive test team did the measurements next to areas with one antenna or an array of antennas within an Area of Measurements (AoMs) in KMC and BCC. The results generally showed compliance with reference to ICNIRP's safety reference levels, in that any person(s) within the AoMs in KMC and BCC are exposed to an average EMF value of 2.5V/m. This level is far below the International Commission for Non-Ionized Radiation Protection (ICNIRP) recommendations, hence so far, there is no need for panic with the emissions from the ICT antennas installed in The Gambia.




*Fig: Screen shot of KMC & BCC showing the AoM Indicating the Measurement routes*

## INTERNATIONAL VOICE GATEWAY MONITORING SYSTEM

The International Traffic Monitoring Gateway System is used by PURA for collecting call voice traffic data in real time. The system also helps in detection of frauds in terms of illegal call termination. An International Gateways provides and manages access to both international voice and data traffic that may utilise transmission mediums such as terrestrial, submarine and satellite systems and manage incomings. The International Voice Gateway Monitoring System (IGMS) procured by the government was installed and made operational by the Authority in 2019. The IGMS has the capability of 24 hours monitoring international voice traffic, combating fraudsters and monitoring the Quality of Service across all licensed Telecommunications Service Provider's networks that are connected to the system.

During the year under review, all the Telecommunication Service Providers namely GAMTEL, GAMCEL, AFRICELL, COMIUM and QCELL are issued with an International Voice Gateway Licence. Correspondingly, all licensed service providers have their connected networks to the IGMS through a Gateway (GW) Router (as shown in Fig: xx & yy below) to facilitate the assessment of the quality of service in real time.

The telecommunication Service Provider's links/ports are of two types, namely 1GB (Gigabytes) links and 10GB (Gigabytes) links/ports which depends on the amount of traffic being pushed through the network. At present, the distribution of these links amongst the Service Providers are as follows;

1. QCELL have three (3) 1GB links and two (2) 10GB links
2. GAMTEL/GAMCEL have (6) 1GB links and (2) 10GB links
3. COMIUM have (1) 1GB link and (1) 10GB link
4. AFRICELL have (17) 1GB links and (1) 10GB link.

Below are various schematic diagrams showing the technical configuration of the IGMS for ease of reference.

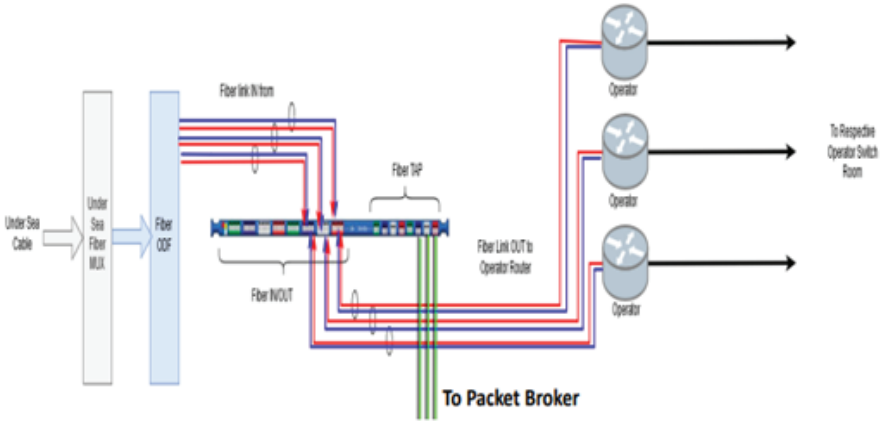



*Fig: xx Schematic diagram showing physical monitoring fibre optic links for MNOs for both the 10G or 1G links*

The international gateway monitoring network diagram showing the connected telecoms operators from the undersea submarine fibre optic cable ODF, through the Traffic Monitoring system at the ACE in Bijilo to the Serrekunda Exchange ODF room.

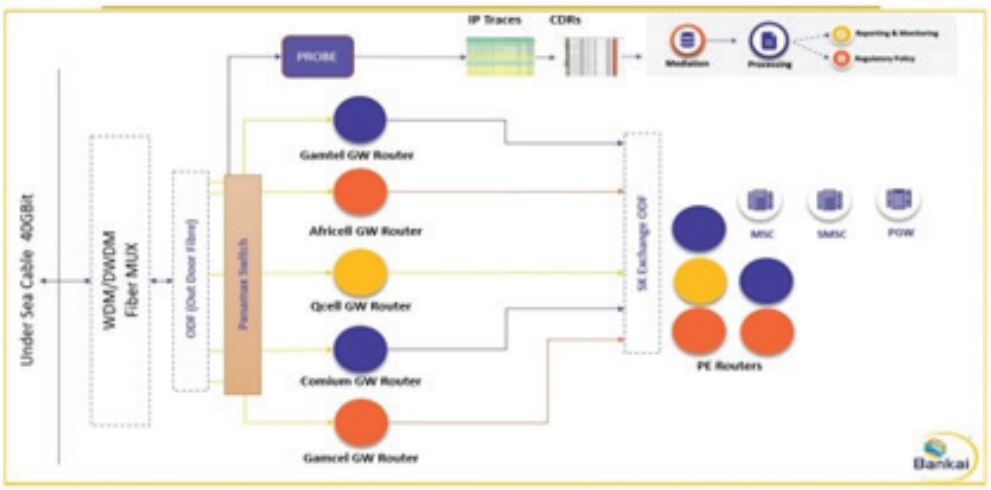



*Fig: xx The international gateway monitoring architecture diagram*

Inbound international traffic Call Detail Records (CDR) are generated through an automated system that facilitates cold and real time call data collection. Records are generated on an hourly basis by service providers and analysed by the Network Operating Centre Traffic Supervisors, forming the basis for revenue assurance on international calls. Consequently, invoices are generated on a

monthly basis and operators make payments to the Government and relevant stakeholders in line with the government's approved payment distribution plan.

The Authority maintains the IGMS, hence recruit and provides trainings for these Traffic Monitoring Supervisors who operate and manages the IGMS equipment as well as its web applications that runs the system's operations on a 24 hours basis. At the end of every month, reports / invoices are generated for analysis after which the invoices are shared with the various concerned service providers for reconciliation and settlement.

## QUALITY OF SERVICE

As stated in Section 83 of the Information Communications Act 2009, the authority has the mandate to ensure that the Telecommunications Operators provides acceptable Quality of Service (QoS) to their customers. Consequently, the Quality of Service Monitoring System called QoS Tracker continuously measures and monitors all cellular mobile networks to verify their compliance with Key Performance Indicators (KPI) targets set in the Quality-of-Service Guidelines (Rev 2022) for the Mobile Operators. The QoS Tracker measures and monitors the GSM mobile services that include voice services in dual mode (GSM and UMTS) and data services of UMTS and networks.

It is in this regard that PURA conducts country wide QoS measurements on cellular mobile networks via connected FTP servers to verify their compliance in regards with the Quality of Service targets, using our installed QoS Tracker Monitoring System. The QoS assessment focused on the mobile services that include voice and data services in dual mode (GSM and UMTS) including data services of both UMTS (3G) and 4G LTE (4G) networks.

Accordingly, PURA requested all Operators to rectify all QoS and Coverage issues identified in their networks as failure to comply may result in enforcement action. Following recommendations made by the Authority, two of the operators invested deeply in modernization, upgrade and optimization. As a result, the 2G and 3G geographical coverage of AFRICELL and QCELL in particular, have increased significantly and continuous improvement is expected.

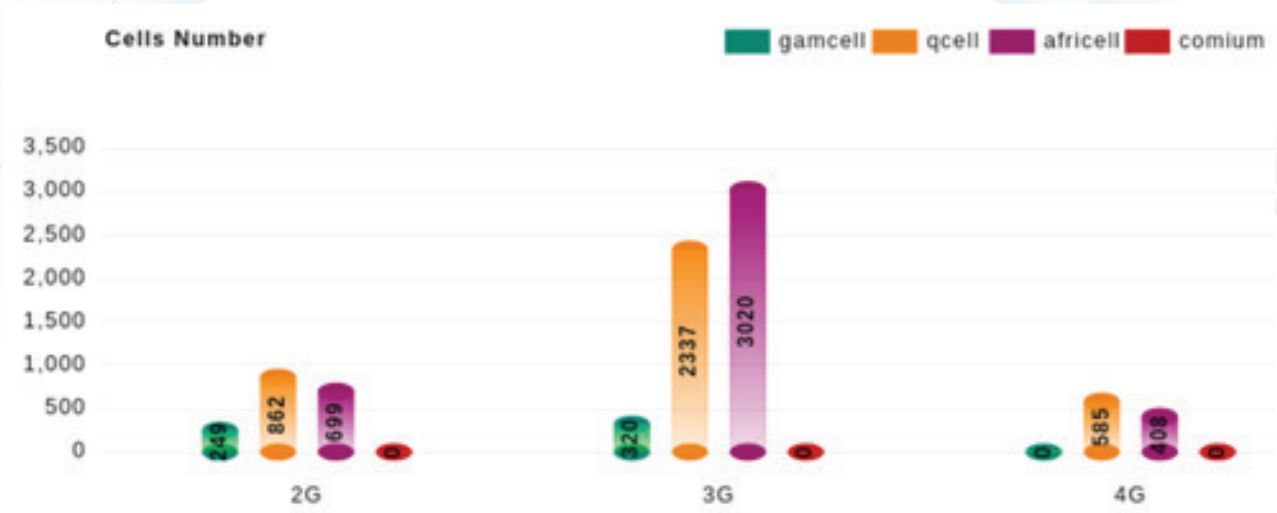



*Fig: xx Total cells by technology per MNO*

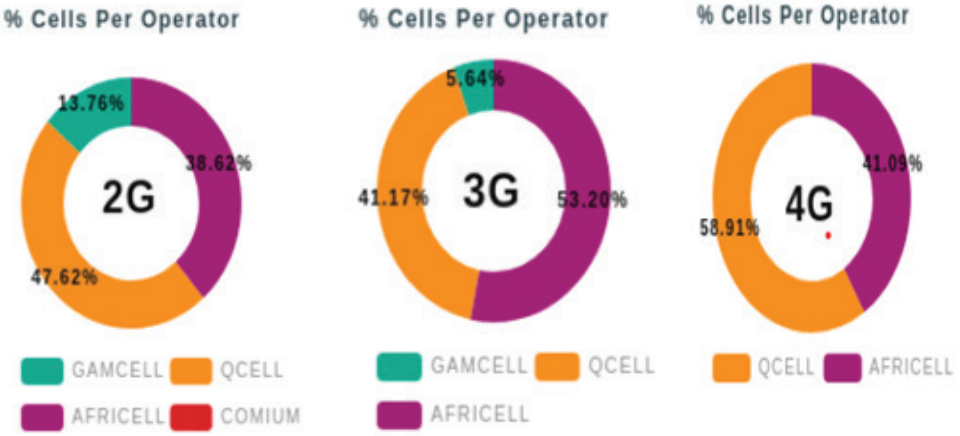



*Fig: xx Cells % by technology per MNO*

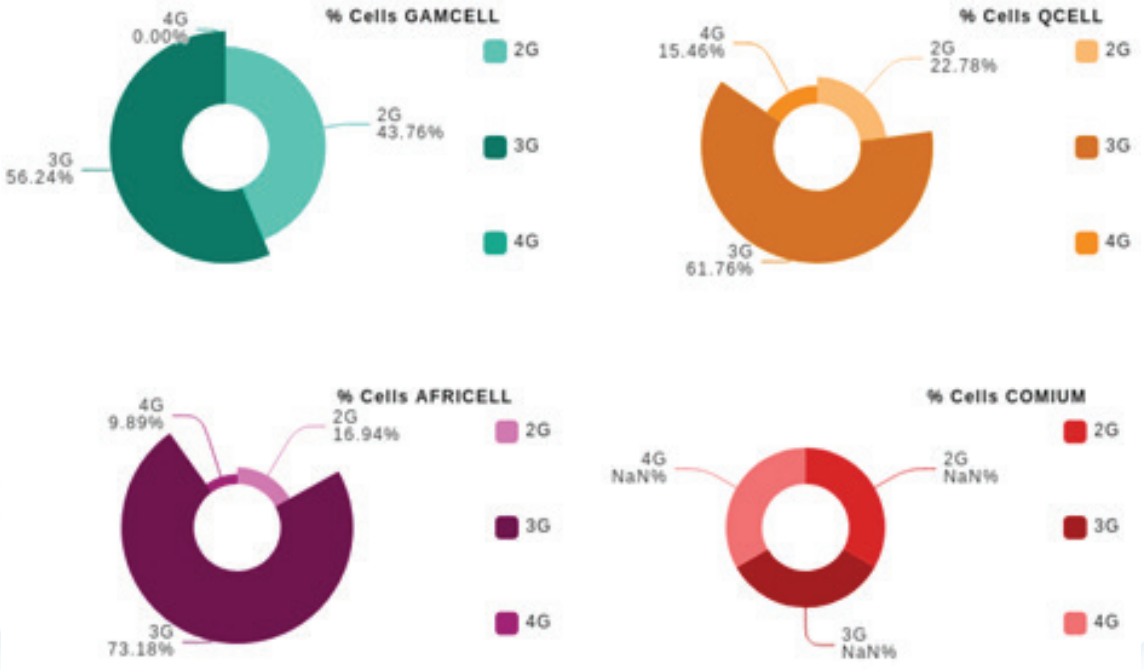
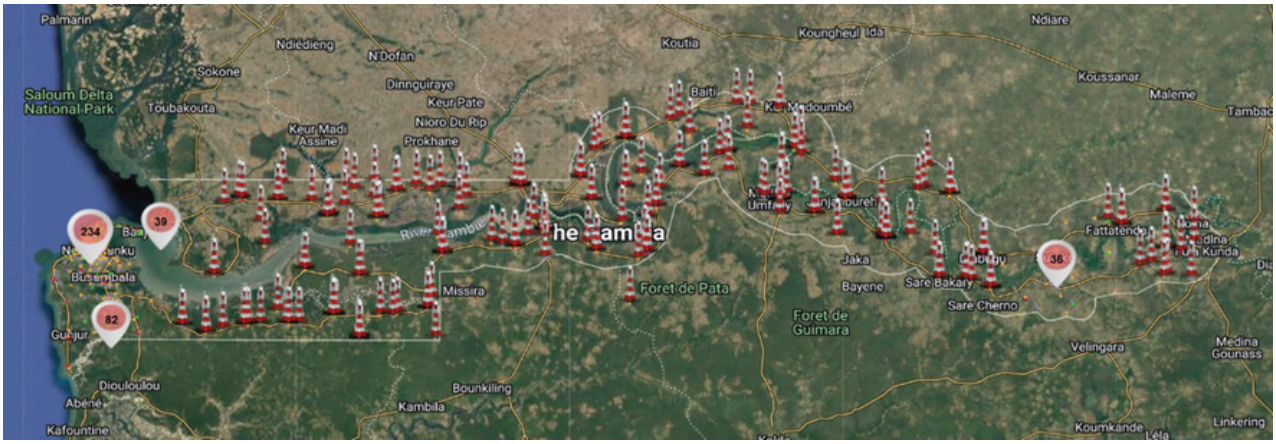



*Fig: xx MNOs by cells % for each technology*

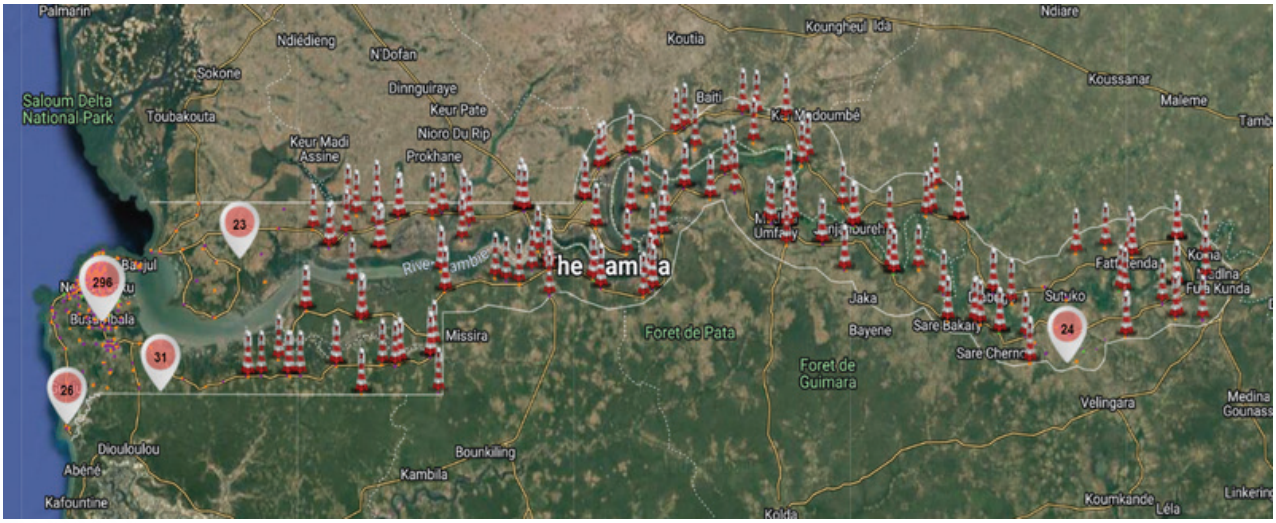
The following network diagram coverage maps shows the 2G, 3G and 4G technology sites of all the Mobile Network Operators (MNOs) countrywide in a pictorial form as captured by the QoS Tracker Monitoring System.




*All MNOs combine global GSM tower/mast for all technologies*




*MNOs 2G global GSM sites*




*MNOs 3G global GSM sites*




*Fig: xx MNOs 4G global GSM sites*

Below are maps showing AFRICELL's networks by technology countrywide (2G, 3G and 4G networks).




*Fig: xx AFRICELL 2G*




*Fig: xx AFRICELL 3G*




*Fig: xx AFRICELL 4G*

Below are maps showing QCELL's networks by technology countrywide (2G, 3G and 4G networks).

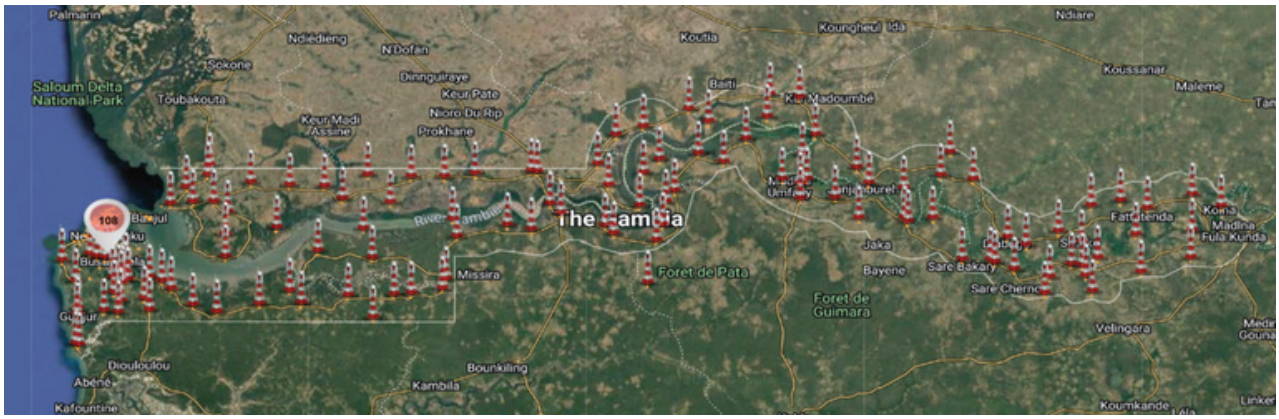



*Fig: xx QCELL 2G*




*Fig: xx QCELL 3G*




*Fig: xx QCELL 4G*

Below are maps showing QCELL's networks by technology countrywide (2G, 3G and 4G networks).




*Fig: xx GAMCEL 2G*




*Fig: xx GAMCEL 3G*

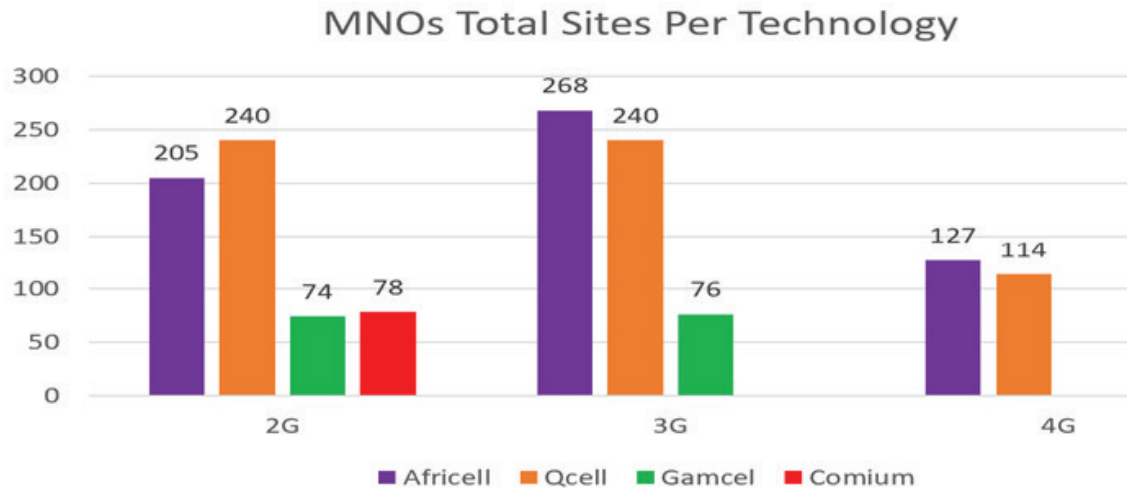
Below is a map showing COMIUM's network by technology countrywide (2G network).

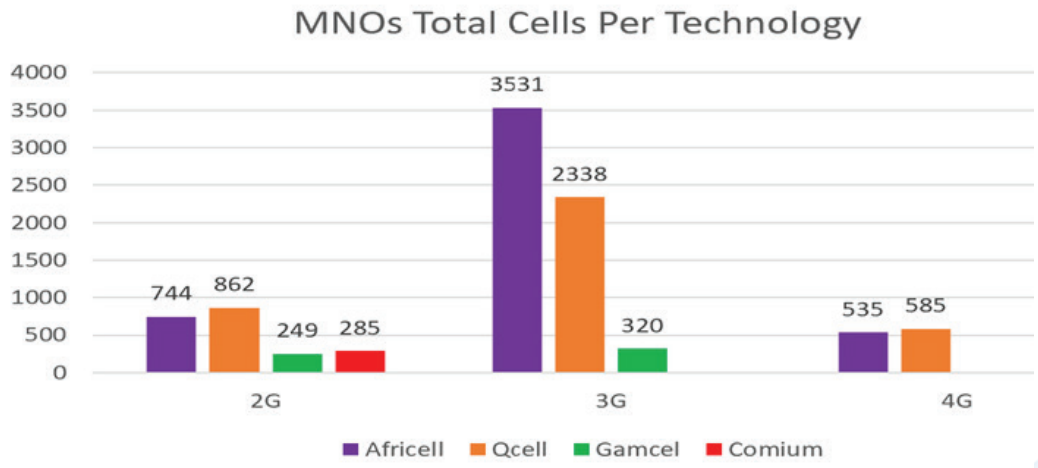



*Fig: xx COMIUM 2G*

## NATIONAL MOBILE INFRASTRUCTURE

By the end of the year in review, the national mobile infrastructure networks of all network operators composed of 2G, 3G and 4G LTE technology cell sites installed in their base stations as can be seen in Figure x



The base stations are predominantly mounted on towers/masts, though there are some base stations that are mounted on building roof tops. There are currently 1,422 sites where the above technologies are installed countrywide, compared to 808 sites in the year 2021 (to be verified). This has shown significant increment in sites roll

Table xx provides details of base stations (sites) for each technology per region.

| Item No | Region | Base Stations | | |
|---|---|---|---|---|
| | | 2G | 3G | 4G |
| | | | | |
| 1 | Banjul (BCC) | 14 | 18 | 9 |
| 2 | Kanifing Municipal Council (KMC) | 57 | 100 | 29 |
| 3 | West Coast Region (WCR) | 107 | 166 | 49 |
| 4 | Lower River Region (LRR) | 20 | 20 | 1 |
| 5 | Central River Region (CRR) | 22 | 31 | 2 |
| 6 | North Bank Region (NBR) | 30 | 49 | 4 |
| 7 | Upper River Region (URR) | 33 | 44 | 3 |

## NATIONAL COMPUTER CYBER SECURITY INCIDENT RESPONSE TEAM (gmCSIRT)

A national Computer Cyber Security Incident Response Team (gmCSIRT) responds to computer security or cybersecurity incidents by providing necessary services to a defined constituency to effectively identify threats, coordinate at national and regional levels as well as ensure information dissemination. It also acts as a focal point for the constituency in matters related to cybersecurity. The Authority is mandated to work with all stakeholders to ensure a secure cyberspace that is safe for the operators and consumers of communications services and infrastructure in The Gambia.

In this regard, the Authority in partnership with key stakeholders such as MOICI and the International Telecommunications Union (ITU) established gmCSIRT for the for The Gambia.gmCSIRT will provide its constituency with services and support surrounding the prevention and management of potential cyber security related emergencies.

The overall function of the gmCSIRT will be to responding to computer security incidents to regain control and minimize damage, providing or assisting with

effective incident response and recovery and inhibiting computer security incidents.

During the year under review, the Authority recruited staff with the requisite skills to man operation of gmCSIRT. The gmCSIRT Team collaborates with the other constituents such as financial institutions, government, law enforcers, ICT, utilities providers and critical national infrastructure for a safer and more secure cyberspace.

**National Cyber Security Awareness**

The following table depicts the distribution of various types of incidents reported to gmCSIRT in the years 2022. All the incidents reported to gmCSIRT have been resolved satisfactorily.

| Incident Type | NO of Incidents 2022 |
|---|---|
| Ransomware | 1 |
| Phone Hacking | 1 |
| Scams | 3 |
| Phishing | 1 |
| Financial Fraud | 1 |
| Advisory to CNI's | 17 |

*Table 1: Number of reported incidents in years 2022*

Through an analysis of the cyber security related data collected by the gmCSIRT during the years 2022 following observations can be made; Number of reported cases related to Scam has been on the increased during the year under review.

**Technical Committee Members**

gmCSIRT was part of numerous technical committees in response to requests made – particularly from government departments. Below are the main committees which gmCSIRT was part of during the year under review.

- Technical Review of The Draft Cybercrime Bill
- Committee member of the dot GM process headed by MOCDE
- Committee member in the Data and Privacy Bill headed by MOCDE
- Technical member of procurement of SIEM for Central Bank
- Technical Expert of the Central Bank of The Gambia ransomware attack
- Conduct a training program on Cyber Security for the NAM and Judiciary

**Training/Education Services**

In order to fulfil its mandate to create awareness and build IS skills within the constituency; gmCSIRT continues to organize training programs and education sessions targeting various audiences including CIOs, Engineers, System Administrators, Banking and Telecom Sector Staff, Students, and General Public.

**Awareness Programs and Training Sessions**

During the year 2022 gmCSIRT conducted the following training and awareness programs successfully

- Cyber Security awareness session for the School
- Session on online safety for National Assembly members.
- Social Media Campaign for the Public through the official gmCSIRT Facebook and Linkedin page

**Local**

Staff members of gmCSIRT participated in following capacity building activities;

- DFS Security Clinic (ITU)
- Workshop on presentations (OCWAR-C)
- Cyber Security Awareness and Child Online Protection (Ramsys InforTech)
- World Cybersecurity Awareness month in October in collaboration with MOCDE
- Panalist at the Annual The Gambia Internet Governance Forum (IGF)

**International**

CSIRT's week in Guniea (OCWARC-C)

**Security Alerts**

- An average of 50 compromised IPs per month were informed to ISPs.
- 100 critical security alerts were published and sent to subscribers.

**Achievements**

- The Cyber Security Bill was drafted, revised and finalized. Several meetings were held with the stakeholders before finalizing the bill.
- gmCSIRT take part in Africa Cyberthreat Assessment report
- Using our Cyber Threat Intelligence (CTI) tool, we issued several security advisories to various CNI's on regular basis
- Central Back Incident recovery process

- In partnership with ITU, facilitated and conducted Security Audit on QMoney App and results shared with Developers for improvement

**Future Plans**

Future Projects to be Implemented

The following initiatives are planned by gmCSIRT:

- Work with sectors to establish Sectoral CERT's
- Establishment of DFS Security Lab for The Gambia
- Be a member of OIC-CERT
- Be a member of FIRST
- Partnership with SaudiCERT

**Summary**

gmCSIRT shall continue to participate in regional and international events such as the ECOWAS CSIRT Week, AfricaCERT Cyber Drill, Commonwealth CERT meetings and training, FIRST annual conference and training and welcomes opportunities to collaborate with its sister CERTs in incident coordination and resolution. In addition to securing The Gambia cyber space, gmCSIRT is committed to support in securing the information environment in the Africa region and world with relevant regional and international security bodies like Africapol and Interpol and Cybersecurity organizations through ECOWAS, AfricaCERT and FIRST respectively.

## MANAGEMENT OF TELECOM NUMBERING RESOURCES

Private and public institutions require short codes for customer care services, awareness campaigns and other services that allow them to be in constant contact with their stakeholders and service beneficiaries. PURA plays a critical role in making sure that those resources are efficiently managed. In order to improve the management of short codes and service delivery to applicants, PURA developed a Guideline and Application Form for Short Codes which was validated by the stakeholders, whereby an applicant applies and is issued a short code if all the stipulated conditions are met. During the year under review, most of the short codes issued were of the Toll-Free category.

**Emergency Short Code Number Sensitization Program:**

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

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

It is in this regard that the Authority as part of its strategy signed a Memorandum of Understanding MoU with the Gambia Fire and Rescue Services to;

- Sensitize the public on the judicious use of fire and rescue emergency service calls
- Monitor efficiency of handling fire and rescue emergency service calls
- Monitor the quality of service on the telephone sets at the fire and rescue emergency service stations
- Monitor call routing to nearest fire and rescue emergency service centre
- Provide annual reports and statistics to assess the impact related to calls on fire and rescue incidents
- Provide quarterly reports on radio sensitisation programs to gage the impact of the sensitisation radio program
- Provide receipts on expenditures relating to any payments made by the Authority
- Increase the visibility of fire and rescue emergency service emergency call number in the interest of the general public
- Embark on an annual trek to carryout monitoring and evaluation of access on emergency services call routing
- Conduct weekly GFRS programs on the radio to sensitise the public on health and safety issues relating to fire, electricity, incense at our homes, cooking gas, petroleum products, thunder and lightning during the rainy seasons, open wells, sea and other related potential accidents.

This aspect of our relationship with the GFRS is ongoing annually, hence a need to periodically give update on this important role of our regulatory function.

## RADIOCOMMUNICATIONS FREQUENCY SPECTRUM

Frequency is considered as key element in the ICT sector and it is a scarce resource that requires efficient utilization. Provision of services using information and communications technologies requires good management of these finite resources such as numbers and radio frequency spectrum. Radio frequency spectrum resources are used in commercial, social and public domain to actualise all wireless communications.

During the reporting period, the Authority carried out a variety of activities to ensure availability of finite resources to operators and monitored compliance on the use of these resources. These national resources must be efficiently managed and assign to potential applicants in the ICT industry in the best interest of the general public to avoid harmful interference amongst users.

### Radiocommunication for Frequency Spectrum Re-Farming

The radio communication frequency spectrum used by the telecommunications/ICT service providers supports many services that provide economic, social and cultural benefits to society. The emergence of new technologies, increase in electronic communications equipment/systems, the increasing demand on personal communications devices and new entrants in the ICT sector have had a significant impact on the use of the radio spectrum.

During the year 2021/2022, QCELL raised concern to the Authority that the frequency spectrum in the 900 MHz band that was assigned to them was not continuous and as such QCELL engineers were disadvantaged in the planning, optimizing and configuring of their network base stations. Furthermore, QCELL highlighted that these challenges had an impact on the provision of quality of service to their customers.

The Authority review the frequency spectrum assignments to the mobile operators on the concerned band and determined that the request of QCELL was genuine. After consultation with all the concerned MNOs, a determination was made; that the frequencies on the concerned spectrum band be re-farmed to enable all operators have a continuous frequency spectrum assignment.

The Authority worked with the MNOs, namely, GAMCEL, AFRICELL, COMIUM and QCELL to ensured that a seamless frequency re-farming / reconfiguration was done in the early hours of the morning when there is less traffic to minimize any

interruption of service to the consumers. The frequency assignment on the concerned band is as shown on Figure xx before and after the re-farming exercise.




**Fig: xx Previous frequency assignments to operators on the referenced spectrum band**

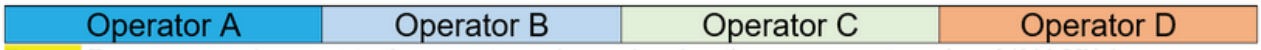



**Fig: xx Frequency assignment to the operators after re-farming the same spectrum band (900 MHz)**

In a similar vein, during the same year, to satisfy the increasing demand for spectrum assignment, the Authority hired a consultant to review the wholistic access frequency spectrum assignments to the mobile operators and ISPs in a bid to determine the spectrum bands that requires re-farming to ensure fair and efficient assignment of this scarce resources. Spectrum audit and refarming are ongoing processes to prevent spectrum hoarding and ensure optimal usage of the scarce spectrum resources.

The consultant in consultation with the Authority consulted all key stakeholders before the re-farming outcome was communicated to the concerned stakeholders. At the end of this important exercise, the Authority communicated the resultant outcome to all the concerned Mobile Network Operators and Internet Service Providers considering the size and investments of the various service providers so as not to compromise the quality of service of any network.

**Radio Frequency Spectrum Audit**

Spectrum Audits are part of the spectrum management and monitoring periodic exercise to ensure that spectrum assignment compliance is adhered to by all service providers as set out by the Telecommunications / ICT regulator's spectrum rules and regulations.

One of the spectrum audits carried out in 2021/2022 is the FM radio band audit which essentially consist of measuring the deviation and power of FM broadcasting stations during normal program operation and verifying compliance with the conditions set by the ITU-R 1984 Geneva (GE89) Agreement. The audit exercise took place in the GBA, precisely at Westfield Junction and was carried out on the VHF frequency bands between 87.5 MHz and 108 MHz which is also allocated to the FM Sound Broadcasting services in The Gambia, including other spectrum bands of interest.

| Frequency Range | 87,5 – 108 MHz (FM) |
|---|---|
| Scanned Spectrum |  |
| | **Findings**<br>Highlighting the activities of FM radio stations in the 87.5 - 108 MHz band, represented by the spikes across the waveform monitor |



*Scan showing some FM Radio stations in the VHF band (87.5 to 108 MHz)*

For this part of the spectrum audit exercise, it is important to consider and record for each selected measurement site, the following parameters listed below as they can have impact on the outcome of the measurement:

- Site Name
- Date
- Start time
- End time
- GPS coordinates (in WGS 84): Longitude (W) / Latitude (N)
- Team composition
- Temperature (° C)
- Pressure Atm. (mb / Pa) - (Atmospheric pressure)
- ASML (m) - (Altitude above mean sea level).
- Type of environment
- Proximity to public places
- Visible proximity of transmitter (s) to the measurement site
- Population density

The main equipment that was used to perform the spectrum audit measurements and scanning of different frequency bands is the newly procured PR200 Handheld Spectrum Monitoring Receiver with the calibration set to automatic after the initial pre-set mode. (Fig: xx below).

After the calibration, the spectrum receiver is equipped with the respective antenna or antenna system suitable for the frequency band range to be measured at that point in time. The setup of the measuring system is as shown on the diagram below.





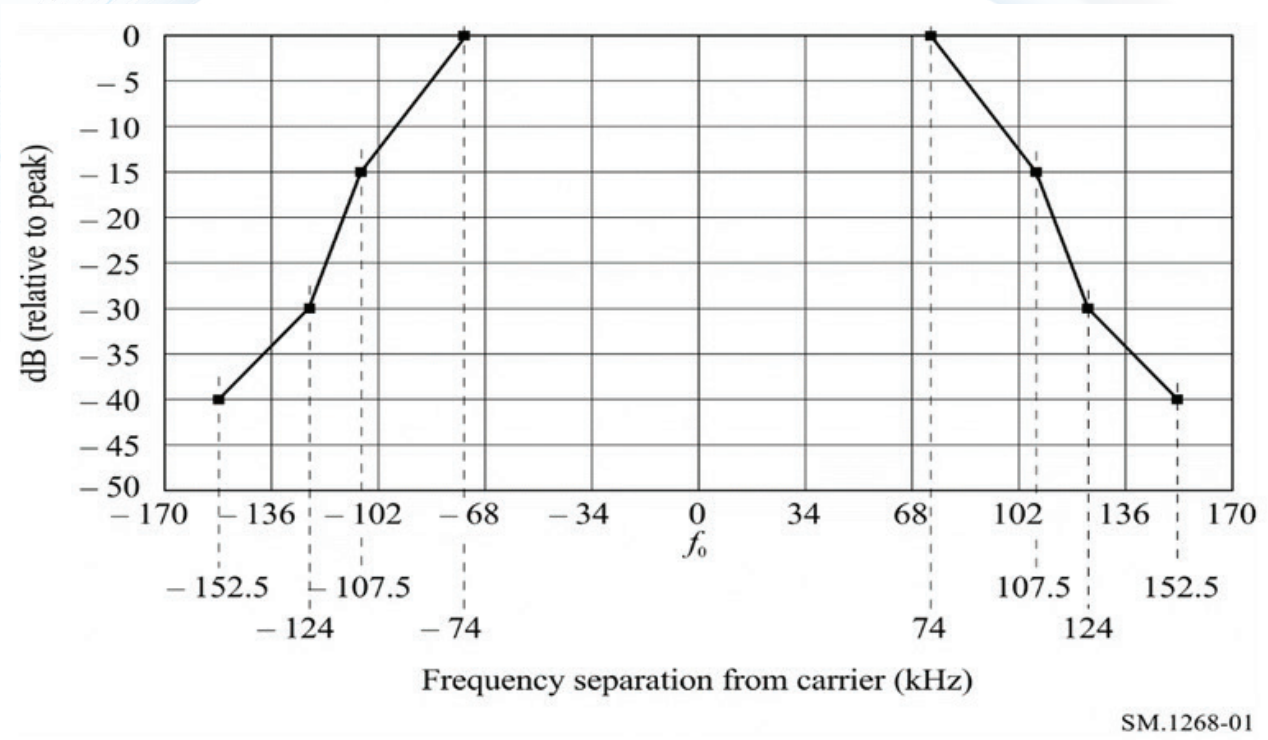
Rhode Schwarz
**PR200 PORTABLE MONITORING RECEIVER**

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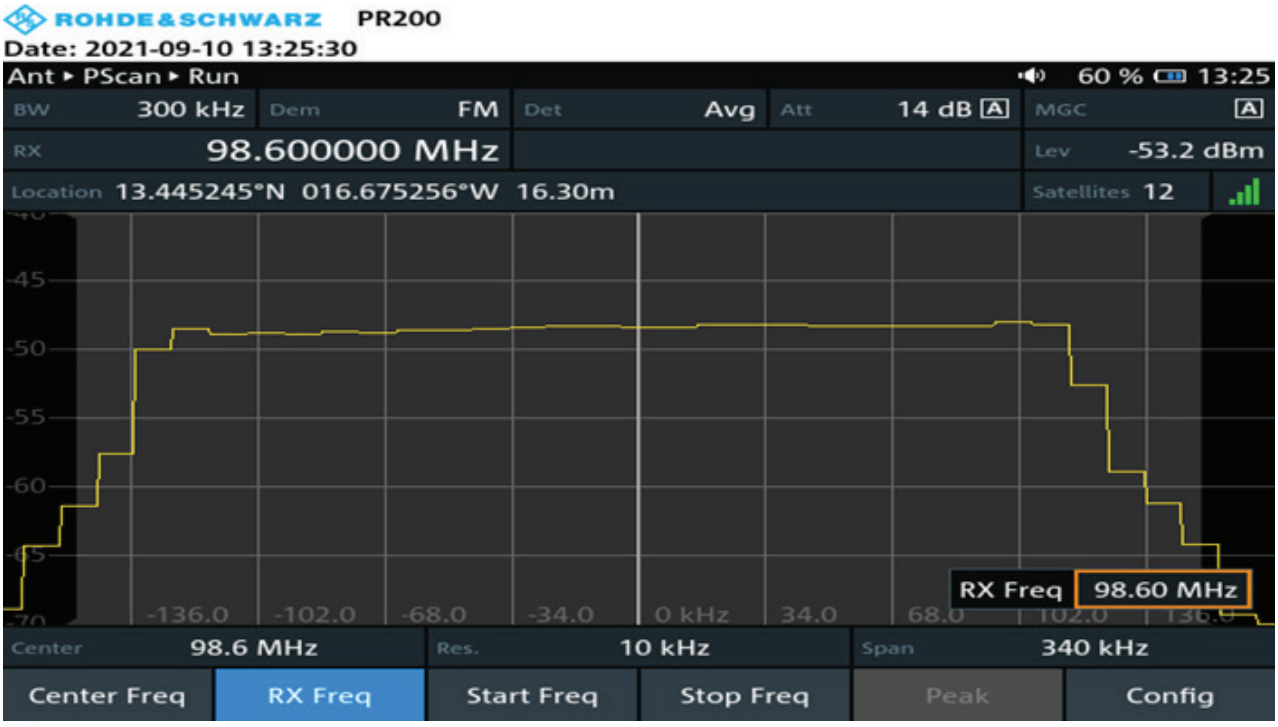
After the calibration, the spectrum receiver is equipped with the respective antenna or antenna system suitable for the frequency band range to be measured at that point in time. The setup of the measuring system is as shown on the diagram below.

## ITU-R RECOMMENDATION SM. 1268 ON STANDARD BANDWIDTH MASK

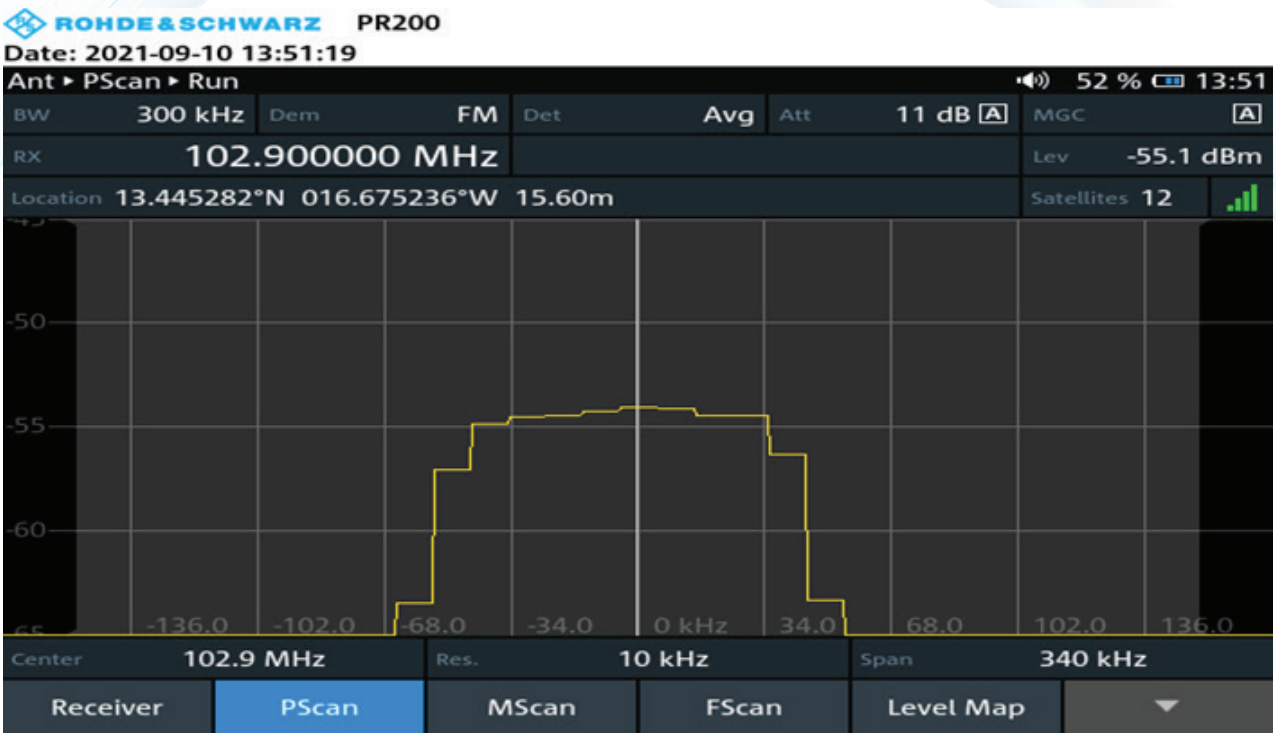
In accordance with Recommendation ITU-R SM. 1268, any transmitter mask measured during the VHF FM radio band (87.5 to 108 MHz) audit must be able to conform to the contours / shape of the standard bandwidth mask as indicated below. During this exercise, Out-of-Band (OoB) emissions were also identified and measured as per ITU-R recommendations.



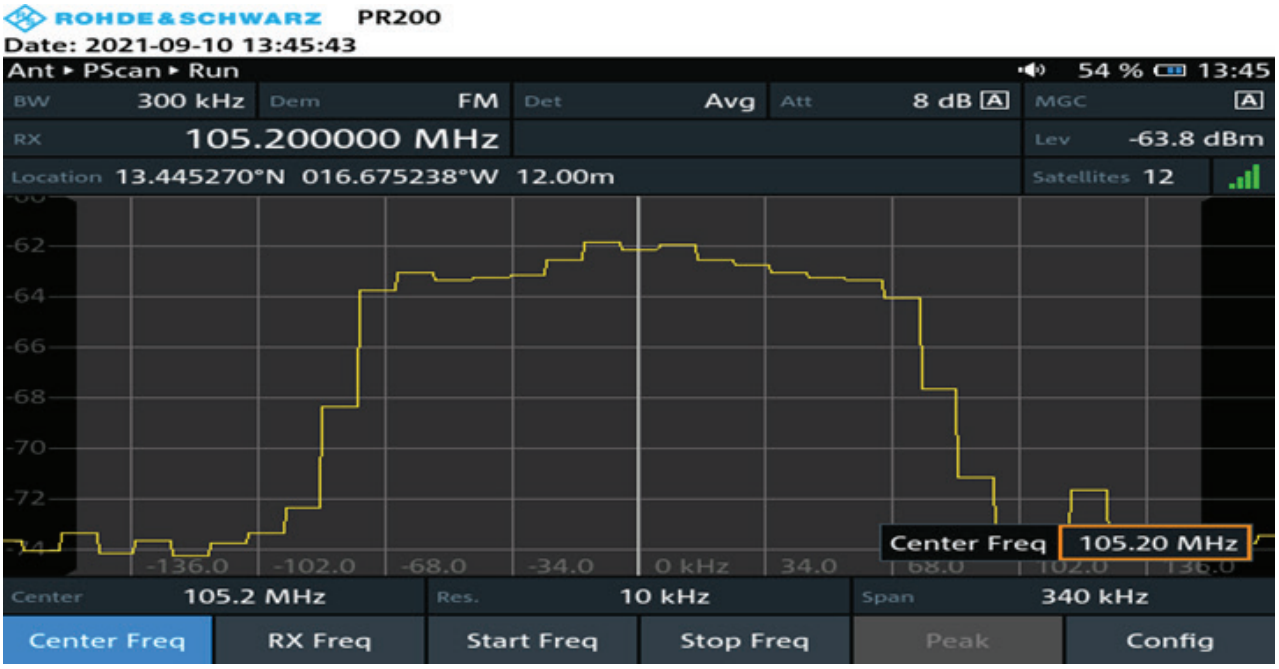

Below are practical results of audit carried out showing some examples of wave forms screenshots of fully compliant ITU-R recommended FM radio station transmitter bandwidth mask, indicating that these transmitters are properly configured.



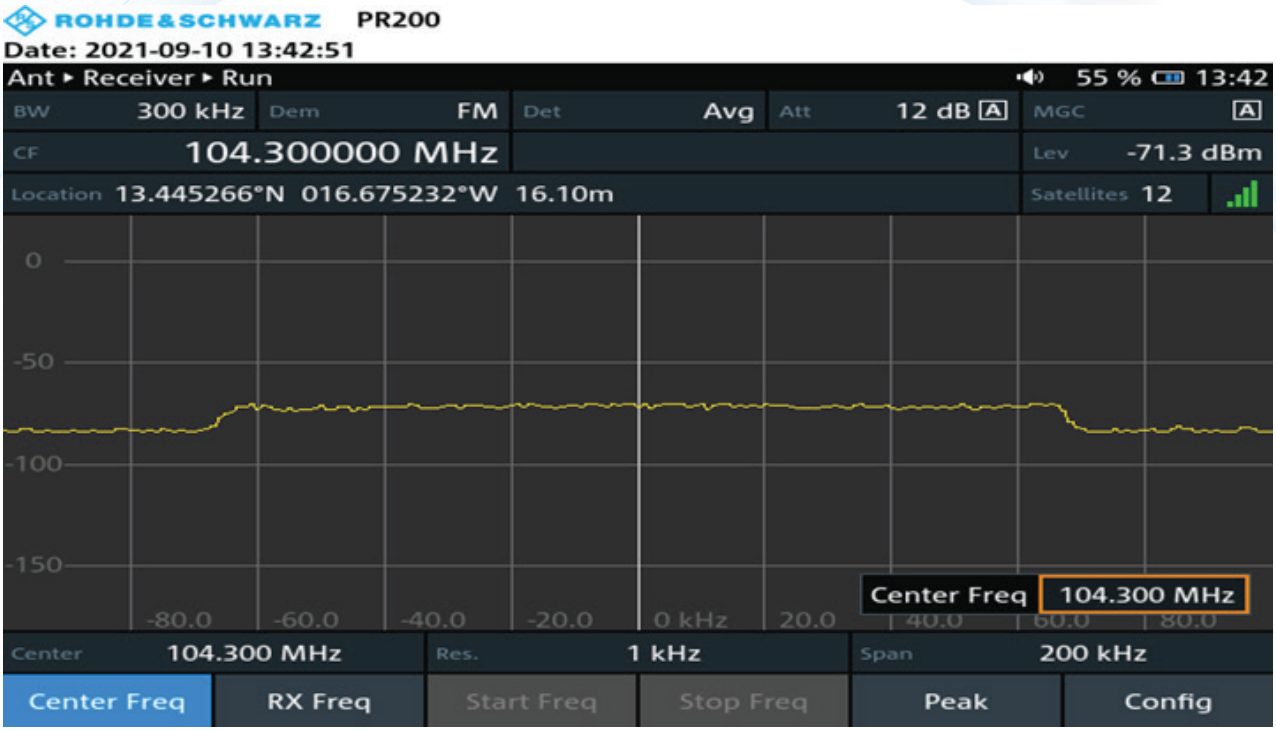

*GRTS FM 98.6 MHz; Compliant with assigned FM bandwidth mask, means transmitter is properly set*




*Radio Veritas FM 102.9 MHz; Compliant with assigned FM bandwidth mask, means transmitter is properly set*




*Nexus FM Radio 105.2 MHz; Compliant with assigned FM bandwidth mask, means transmitter is properly set*

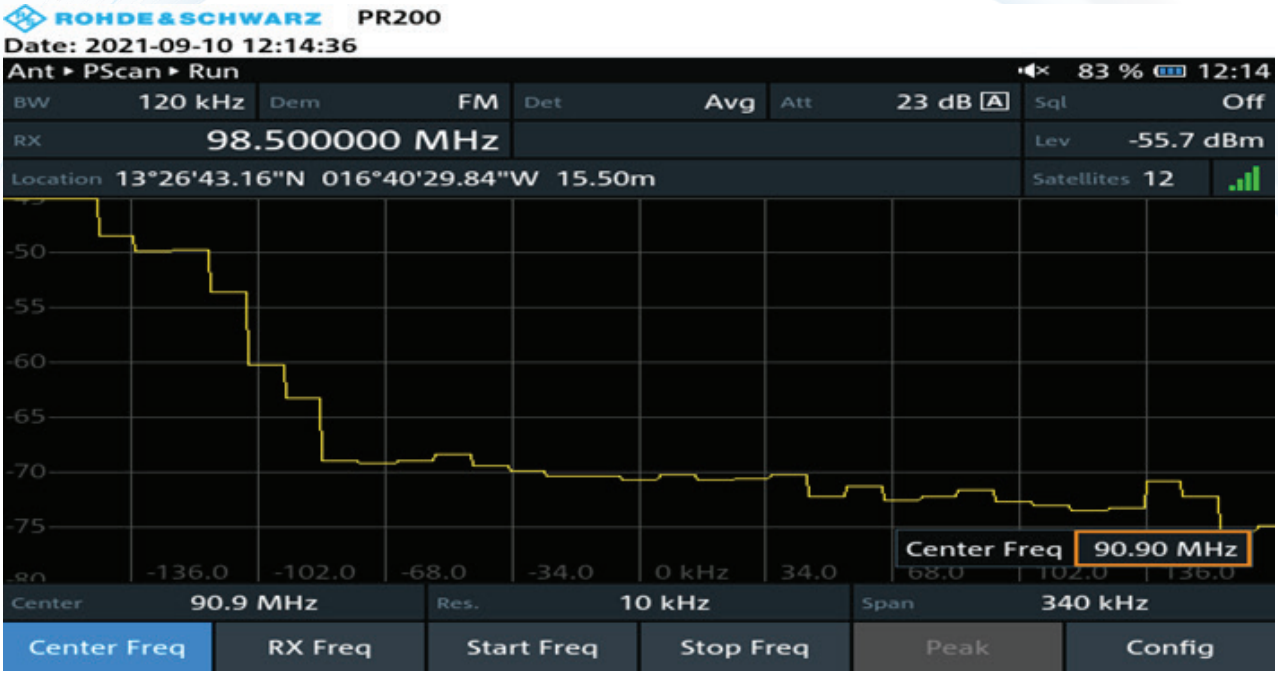



*HOT FM 104.3 MHz; Compliant with assigned FM bandwidth mask, means transmitter is properly set, but the signal is low due to the fact that they were transmitting on half their original antenna height at the time*

See below some examples of waveforms screenshots showing non-compliant ITU-R recommended FM radio station transmitter bandwidth mask, indicating that these transmitters are not properly configured and more work needs to be done.




*Polisio FM Radio 95.7 MHz; Non-compliant with assigned bandwidth, means transmitter is not properly set*




*FYDA FM Radio 90.9 MHz; Non-compliant with assigned bandwidth, means transmitter is not properly set*

## TABLE OF SUMMARY OF COMPLIANCE STATUS OF THE AUDITED FM RADIO STATIONS

| Nr | FM Station Name | Frequency (MHz) | Compliance Status | OK | TBR | NOT OK |
|---|---|---|---|---|---|---|
| 1 | Sahel FM | 88,5 | TBR | | X | |
| 2 | RFI C/O GRTS | 89 | OK | X | | |
| 3 | Light FM | 89,6 | OK | X | | |
| 4 | Senn FM | 90,5 | NOK | | | X |
| 5 | Fyda FM | 90,9 | NOK | | | X |
| 6 | Deggo FM | 91,5 | TBR | | X | |
| 7 | West Coast Radio 2 | 92,1 | OK | X | | |
| 8 | City Limit | 93,6 | TBR | | X | |
| 9 | West Coast Radio 1 | 95,3 | OK | X | | |
| 10 | Poliso FM | 95,7 | NOK | | | X |
| 11 | Star FM | 96,6 | NOK | | | X |
| 12 | Sky FM | 96,9 | TBR | | X | |
| 13 | Taranga FM | 97,5 | OK | X | | |
| 14 | GRTS FM | 98,6 | OK | X | | |
| 15 | DHK FM | 99,5 | NOK | | | X |
| 16 | Home Digital FM | 99,9 | TBR | | X | |
| 17 | Capital FM | 100,4 | OK | X | | |
| 18 | Unique (TAXI) FM | 100,7 | OK | X | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 18 | Unique (TAXI) FM | 100,7 | OK | X | | |
| 19 | Janneh Koto FM | 101,1 | TBR | | X | |
| 20 | Radio 1 FM | 102,1 | TBR | | X | |
| 21 | Radio Varitas | 102,9 | OK | X | | |
| 22 | Qradio | 103,3 | OK | X | | |
| 23 | Choice FM | 103,6 | TBR | | X | |
| 24 | Kora FM | 103,9 | OK | X | | |
| 25 | Hot FM | 104,3 | OK | X | | |
| 26 | Hill Top FM | 104,7 | OK | X | | |
| 27 | Nexus FM | 105,2 | OK | X | | |
| 28 | Paradise FM | 105,7 | OK | X | | |
| 29 | Vibes FM | 106,1 | OK | X | | |
| 30 | GRTS FM | 106,7 | OK | X | | |
| 31 | AL Fallah FM | 107,2 | OK | X | | |
| 32 | Afri Radio | 107,6 | OK | X | | |

*NOK = NON-COMPLIANT* *OK = COMPLIANT* *TBR = TEST TO BE REPEATED*

**Fixed Mobile Wireless Access Frequencies:**

On a similar note, an audit exercise was also carried out on the fixed mobile wireless access frequencies in a bid to assess the state of occupancy or cleanliness of the spectrum, the level of compliance of its beneficiaries as well as cases of illegal use. The said audit exercise also took place in the GBA in Banjul and Westfield in 2021/2022. The audit covered the frequency bands between 87.5 MHz and 6 GHz, in particular, those allocated to the mobile, fixed and broadcasting (FM and TV) services in The Gambia. The targeted technologies were; Private Mobile Radios (PMR), FM Sound Broadcasting, Analogue/Digital TV Broadcasting, GSM900, EGSM900, GSM1800, CDMA 2000, WiFi, WiMAX, UMTS 3G, 4G LTE and the 5 GHz 'unlicensed' band. The table below shows a sample of the parameters that must be considered at the test site before such measurements are carried out.

**SITE NAME: BANJUL**

## i. General

**Location:** July 22nd Square Round about
**Date:** 8th September 2021
**Start:** 11:57 hrs
**End:** 15: 12 hrs
**GPS Coordinates GPS (WGS 84):** Longitude: 16°34'29.4" *W*
Latitude: 13°27'10.8" *N*
**Team:** Pape Cire CISSE, Rodine S RENNER, Sita CEESAY and Tafsiru LOUM
**Temperature (°C):** 28
**Atm Pressure= (mb/Pa):**
**ASML (m):** 12

## ii. Site description

- **Environment type:**
  Urban settlement with 2 to 4 storey buildings.
- **Proximity to public places:**
  Office buildings, residence, business shops
- **Proximity of transmitter (s) visible from the measurement site:**
  Gamtel House tower approximately 150 meters away, WiFi/WiMAX Rx antennas, BTSs (2G, 3G, 4G), DTH Rx antennas
- **Population density:**
  Densely populated
- **Weather condition:**
  Sunny clear, i.e. normal weather and not windy

*Fig: xx Spectrum Audit Site Parameter Form*



*Tafsiru, Sita and Rodine viewing around the measurement area*



*Sita and Rodine conducting measurements*







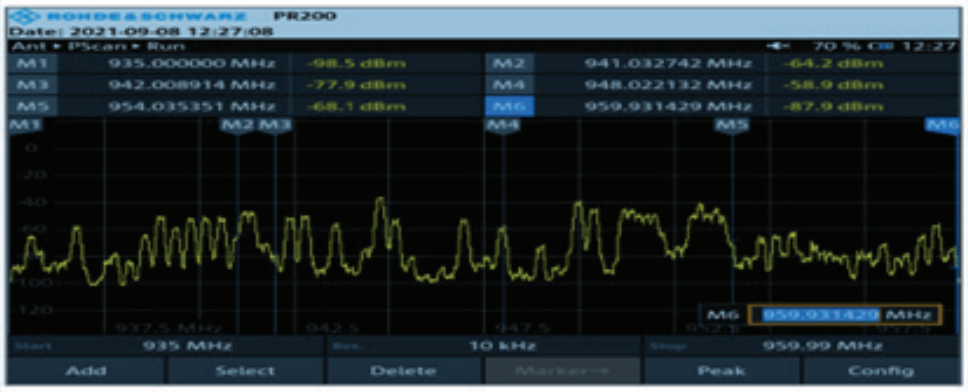
The PURA spectrum monitoring team at work

Pap Cisse Consultant / Trainer

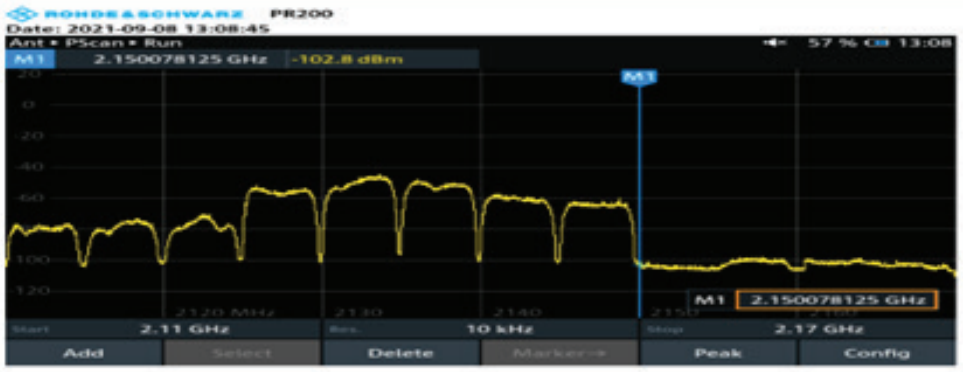
Some of our interesting findings are as shown below on the actual wave form monitor results that are screen captured in the field during the spectrum audit exercise. Note that self-explanatory notes of the waveform outputs are included in the screen shots.

| Frequency Range | 470 - 694 MHz (DTT) |
|---|---|
| Scanned Spectrum |  |
| Remarks / Recommendations | **Findings**<br><br>The Digital Terrestrial Television (DTT) channels below are measured :<br>Channel 28 - 530 MHz;<br>Channel 40 - 626 MHz;<br>Channel 45 - 666 MHz with the corresponding markers.<br><br>These frequencies are those assigned to Abuko DTT transmitters and it is in line with the ITU GE06D coordinated frequencies. However, we note the non-usage of the fourth assigned TV (Channel 38) at the time of this exercise. |

| Frequency Range | 790 – 862 MHz (LTE 800) |
|---|---|
| Scanned Spectrum |  |
| | **Findings**<br>The band is used by both LTE and CDMA (EVDO) 800 MHz technologies for data communications. |

| Frequency Range | 935 – 960 MHz (GSM /UMTS) |
|---|---|
| Scanned Spectrum |  |
| | **Findings**<br>GSM 900 MHz band – Very busy down link signals from the transmitters showing that all operators are operating<br>GSM 900 Showing individual operators using 6 markers |

| Frequency Range | 1710 – 1880 MHz (DCS /LTE 1800) |
|---|---|
| Scanned Spectrum |  |
| Remarks / Recommendations | **Findings**<br>DCS 1800 MHz band (1710 -1880 MHz) used for 2G and partly refarmed by QCELL for 4G LTE technology. QCELL's 1862 – 1879 MHz assignment operates both 2G & 4G LTE<br>DCS 1800 band – Individual operators' downlink signals are shown with the use of various markers. |

| Frequency Range | 2110 – 2170 MHz (UMTS /LTE FDD) |
|---|---|
| Scanned Spectrum |  |
| | **Findings**<br>UMTS/3: 2110 to 2170 MHz is very busy. It is observed that COMIUM's assignment which was temporary reassigned to AFRICELL are not currently being used i.e. 2156 to 2170 MHz. |



| Frequency Range | 5725 – 5850 MHz (WiFi 802.11a/b/g/n) |
|---|---|
| Scanned Spectrum |  |
| | **Findings**<br>Very busy 5 GHz band showing high level signals in the WESTFIELD area at the time of this exercise. This band is usually termed as the unlicensed band. |



It is interesting to note that after this first ever scientific spectrum audit exercise, made possible by the procurement of our first spectrum monitoring tool, we have detected some levels of non-compliance amongst some Service Providers of which appropriate actions were taken to redress the anomalies. Some of these anomalies ranged from underutilisation of assigned spectrum, usage of unauthorised spectrum (knowing and or unknowing), transmitting on abnormally low transmit power and in some instances discovered that services that should be switched ON are OFF at the time of the said exercise. Because of the benefits and advantages realised from this audit exercise, periodic exercise will be carried out as and when deem necessary by the authority.

**Spectrum and Licences Fees Mechanism**

Following the gazetting of the Wireless Telegraphy (Regulatory Charges for Communication Facilities and Service) Regulations 2019 for the Telecommunications/ICT sector, the Authority engaged the Gambia Revenue

Authority (GRA) as part of our usual stakeholders' consultation. The consultation focused on sensitising the GRA on the new charges to be applied to the Telecommunication's/ICT sector and enhance the efficiency of the nation's tax administration of ICT Licensees in order to improve revenue collection and encourage compliance.This is in line with the Memorandum of Understanding between the GRA and PURA which provides guidelines on the need to increase efficiency on the processes of revenue collection and payment re-conciliation by Licensed ICT service providers.

Following the consultation, GRA was able to reconcile the License and Spectrum fee payments from the Telecommunications/ICT sector and collected more than D100,000,000.00 (Hundred Million Dalasi) during the year 2021/2022. This process was noted with keen interest for the government whilst the Authority starts preparation for the review of the 2019 fee mechanism inline with the five yearly review as stated in the IC Act 2009 in a bid to ensure optimal assignment on the national scarce spectrum resources.

**Type Approval Certification**

The Authority is empowered by Part IX of the IC Act 2009 to establish and enforce standards for all Radio-communications and Telecommunications equipment in operation in The Gambia to ensure that they operate seamlessly and safely within Gambian environment.

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) in conformity with ITU Region 1 spectrum allocation.

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

In order to ensure quality of imported electronic radiocommunications and telecommunications equipment in terms of safety, interoperability as well as efficient use of spectrum, during the year under review, the Authority issued 413

type-approval certificates for radio-communications and telecommunication equipment from manufactures that met the standards used or adopted by the Authority, In consultation with various accreditable international test laboratories. There was a significant increase when compared to the total type approval certificates of 327 issued in the previous year, 2021.

**Maritime Telecommunication Services**

**Private Mobile Radio (PMR) 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 Ultra High Frequencies (UHF) bands. The stakeholders are mainly security companies, amateur radio, aviation and maritime services who set up these networks to aid their communications as well as their daily operations.

During the year under review, xx new Licences and renewals were issued for PMR services however. The licence is valid for a period of one year. The issued Licensees can be seen in Table xx.

**Amateur Radio**

Amateur Radio is a radio communication service for the purpose of self-training, interconnection and technical investigations carried out by amateurs. This will ensure that these activities are conducted by authorised persons interested in radio technique solely with an aim of acquiring knowledge for self and not for pecuniary interest. According to the Authority's Guidelines and Applications forms for Type Approval, the Authority may grant an Amateur Radio Licence to an applicant who has passed the radio amateur examination or possesses the requisite qualifications prescribed for the purpose.

During the year under review, xx new Licences and renewals were issued for Amateur Radio services however, all of the licensees are foreigners who use the facilities for short periods during their stay in the country for both personal leisure hobby and team competition. The licence is valid for a period of one year. The issued Licensees can be seen in Table xx.

## DIGITAL TELEVISION TERRESTRIAL (DTT) BROADCASTING

The global community through the International Telecommunication Union (ITU) agreed to the transition from analogue to digital broadcasting for Television (TV) and Radio signals. This migration process called Digital Terrestrial Transition (DTT) was agreed to be completed by 17th June 2015. This deadline was extended to 15th June 2020 due to challenges encountered from mainly developing countries.

The Gambia is now amongst the 120 countries in Europe, Middle East and Africa who took the important step towards the introduction of digital broadcasting when a treaty agreement was signed in June 2006 at the conclusion of the International Telecommunications Union's (ITU) Regional Radio Communications Conference in Geneva, heralding the development of 'all digital' terrestrial broadcast services for both sound and television broadcasting.

The digital migration is intended to make The Gambia create its own TV bouquet to be available to the world. It also opens the door to new innovations such as mobile broadcasting, interactive services along with High-Definition Television while providing but not limited to greater bandwidth to existing mobile, fixed and radio navigation services, etc. Furthermore, it is expected to reduce operating costs as TV Companies should not be required to put up their own dedicated networks such as transmitter, towers, antennas, but can be connected to the shared infrastructure of the Signal Distributor Licensee.

The migration from analogue to digital sound and television broadcasting technologies will be global and universal over time and will progress in all countries or regions at varying pace, according to the political will and financial resources of the respective countries.

The Government of the Gambia signed a contract with EXCAF to pre-finance the roll out of the DTT project and tasked PURA to champion the migration process in line with international best practice. Unfortunately, due to unforeseen financial circumstance to complete the project within the agreed contract period, the contract was terminated by the Government of The Gambia whilst searching for means to resolve this unfortunate situation to ensure the country joins the DTT nations.

The first phase of the migration process was launched on 3rd March 2020 at the Paradise Suites Hotel and presided by the then Honourable Minister of Information and Communications Infrastructure. Other dignitaries included the Director General of PURA with team, the Director General of GRTS, the Board Chairman of Digital Gambia Limited, the Director General of EXCAF, Management and staff of GAMTEL amongst others. Pictures taken during the launching ceremony are as shown in Figure xx.













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*Pictures of the launching of the first phase of the DTT transmission signal in the GBA*

In the year under review, GRTS TV, QTV, MTA TV, PTV, Eye Africa TV and Star TV had connected their live/production studios via transmission medium to the head end of EXCAF at the ACE Building for transmission of their content as a bouquet to the television broadcasting audience via DTT set top boxes, in the Greater Banjul Area (GBA) in phase one of the deployment. All the above television stations can also be accessed via satellite broadcasting transmission using satellite receivers.

**FM Radio Broadcasting**

In Part II of the IC Act 2009, the Authority is mandated to regulate broadcasting service in the territory of The Gambia in accordance with international standards. These standards are in three distinct categories: Operational, Technical and Content.

Currently there are forty-two (42) Commercial FM radio stations and Nine (9) Community FM radio stations licensed to broadcast under the IC Act 2009 in this country, giving a total of Fifty-one (51) FM radio stations countrywide.

The Authority continued the re-planning and optimizing the FM radio broadcasting frequency band plan during the year under review. This was achieved through the collaboration with the ITU and bi-lateral co-ordination with neighbouring countries such as Senegal our immediate neighbour, as outlined in the Geneva Agreement GE84 to which The Gambia is a signatory.

**Commercial FM Radio Stations**

Commercial radio stations are accessible in almost all the major towns and satellite villages in the Greater Banjul Area (GBA). Amongst the major commercial FM radio stations, GRTS, AFRIRADIO and QRADIO have countrywide coverage using one studio to multiple transmitter network, whilst Paradise FM, Taxi FM and Star FM have presence in the GBA, Soma and Basse areas using standalone studio / transmitter networks. Some of the FM radio stations have extended access of their services to their audiences through online broadcast transmission which makes them accessible worldwide in particular Gambian diaspora.

Broadcasters are required and encouraged to promote music tracks produced by local artists, in addition, broadcasters' licenses specified that a certain percentage of local content must be complied with in a bid to encourage the production of local content. Consequently, the Authority assigns FM frequencies to facilitate the provision of radio broadcasting services in the country.

In November2022 the Broadcasting section embarked on the annual countrywide trek, inspected all Forty radio stations with the following prime objectives:

- To Verify each FM radio stations compliant status to technical and operational standards.
- To recommend technical and operational standards improvement for each FM radio station
- To measure transmission coverage footprint for each FM radio station

**Trek Findings**

Implementation status of each standard by all FM radio stations broadcasting in this country, expressed in percentage (%) is shown in the column below each standard in the table below. For instance, 97% of FM radio stations possess analogue mixer. Only 3% of FM radio stations are equipped with digital mixer! Digital mixer is the desired standard in accordance with the ITU standard. Kindly note migration from analogue mixer to Digital mixer was an ITU recommendation which was initiated in 2015.

| Mixer | | Equalizer | Limiter | Audio Delay Unit | Phone Hybrid | Studio Earth | Studio Light | Studio Acoustic | Studio Cooling | On-Air Light |
|---|---|---|---|---|---|---|---|---|---|---|
| Analogue | Digital | | | | | | | | | |
| 97% | 3% | 13% | 43% | 3% | 7% | 23% | 47% | 17% | 73% | 27% |

| Fire Extinguisher | Recording Editing Facility | Program Storage Facility | Transmitting On Assignment | Transmitter Cooling | OB Facility | STL | Power Backup | Arrestor | Security |
|---|---|---|---|---|---|---|---|---|---|
| 50% | 50% | 90% | 100% | 63% | 100% | 6% | 53% | 37% | 0% |

| Transmitter Earthing | Transmitter Chasing | Mast Tower Painting | Aviation Light | Station Identifier (RDS) | Logbook |
|---|---|---|---|---|---|
| 40% | 57% | 67% | 37% | 0% | 0% |




It was noted that all the FM radio transmitters are transmitting on their officially assigned frequency. It was also noted that 63% of the transmitter environment are adequately cooled, in accordance with international standard. The findings also showed that only less that 4% of the 51 FM radio stations possess Radio Data System (RDS), security personnel and logbook for cataloguing daily events.

Only 27% of towers and or masts possess aviation lighting system. The trek also revealed that the tallest mast in the country is 150 m high installed at Abuko and Mansakonko owned by GRTS. However, the Mansakonko mast at the time of the visit does not have aviation safety light to warn out flying objects.

It was observed that only 17% of studios have adequate acoustic i.e. soundproof facility. Choice FM, Paradise FM, QRadio and Varitas are the only FM radio stations that had 100% soundproof studio facility at the time on the visit.

Non-Compliant Standard Index (%)

Total number of non-compliant standards of a given FM radio station, divided by total number of international standards, gives the non-compliant standard index, which is expressed in percentages (%). Therefore, the lower the non-compliant standard index (%) of a given FM radio station, the more compliant to international standard is that particular FM radio station.

AfriRadio, followed by Qradio then radio Veritas are the three FM radio stations most compliant to international standards. The least compliant to international standards FM radio station are Brikama Community radio, followed by Muimi FM and Abraxas Institutional radio.

After analysis of the trek results, all FM radio stations were written to indicating were they fall short of compliance as per the required standards and given reasonable timeframe to redress the shortfalls and inform the Authority of their compliance.

During the period under review, no FM radio broadcasting licenses were issued due to a moratorium by the Ministry since 2019. Table xx below shows a list of the FM radio Licenses issued to the FM broadcasting sector as of December 2019.

### COMMERCIAL FM RADIO STATIONS

| 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 | Abraxas Radio | 92.9 | Fajara M Section |

| | | | |
|---|---|---|---|
| 5 | Abraxas Radio | 92.9 | Fajara M Section |
| 6 | King FM | 94.7 | Talinding |
| 7 | GRTS FM | 95.1 | Mansakonko |
| 8 | Star FM | 96.6 | Serekunda / Brikama Highway |
| 9 | Taranga FM | 97.5 | Sinchu Alhagie |
| 10 | GRTS FM | 98.6 | Abuko (fed by 102.6 MHz) |
| 11 | GRTS FM | 106.7 | Abuko (fed by 96.0 MHz) |
| 12 | RFI C/o GRTS | 89 | Abuko |
| 13 | Capital FM | 100.4 | Kairaba Avenue |
| 14 | Taxi FM | 100.7 | Brussubi Phase 2 |
| 15 | Janneh Koto FM | 101.1 | Kombo Gunjur |
| 16 | Libidorr | 101.1 | Brusubi Phase 2 |
| 17 | Unique FM | 101.7 | Basse |
| 18 | Radio One FM | 102.1 | Fajara Golf |
| 19 | Radio Veritas | 102.9 | GPI HQ, Kairaba Avenue |
| 20 | Kora FM | 103.9 | Kanifing South |
| 21 | Hot FM | 104.3 | Bakau New Town |
| 22 | Hill Top FM | 104.7 | Serekunda Bartese |
| 23 | Nexus | 105.2 | Bertil Harding Highway, Bakau |
| 24 | Paradise FM | 105.7 | Pipeline, near BSTS |
| 25 | Paradise FM | 105.8 | Basse |
| 26 | Paradise FM | 105.5 | Farafenni |
| 27 | Vibes FM | 106.1 | Manjai Kunda |
| 28 | AL Fallah FM | 107.2 | MDI Road kanifing |
| 29 | Afri Radio | 107.6 | Kairaba Avenue |
| 30 | Choice FM | 103.6 | Sukuta Sanchaba |
| 31 | Sahel FM | 88.5 | MDI Road kanifing |
| 32 | Light FM | 89.6 | C/o Ahmadya, 7 Kombo Sillah Drive, Talinding |
| 33 | QRadio | 103.3 | Kairaba Avenue |
| 34 | Sky FM | 96.9 | Old Yundum |
| 35 | Deggo FM | 91.5 | Kairaba Avenue |
| 36 | DHK FM | 99.5 | Sinchu Alagie |
| 37 | Home Digital FM | 99.1 | Brikama |
| 38 | Nyomie FM | 94.0 | Essau |
| 39 | Fayda FM | 90.0 | Bundung Kakunda |
| 40 | Foroyaa FM | 97.2 | Kombo Sillah Drive, Churchils Town |
| 41 | Boulundala FM | 91.2 | Brikama New Town |
| 42 | Banjul FM | 98.9 | Independence Drive, Banjul |

## COMMUNITY FM RADIO STATIONS

| No | Name | Frequency | Location |
|---|---|---|---|
| 1 | Soma Community FM | 88.8 MHz | Soma – LRR |
| 2 | Bwiam Community FM | 91.9 MHz | Bwiam – WCR |
| 3 | Poliso FM | 95.7 MHz | Banjul Police HQ |
| 4 | Kerewan Community FM | 100.5 MHz | Kerewan – NBR |
| 5 | Bansang Community FM | 107.2 MHz | Bansang – CRR |
| 6 | Brikamaba Community FM | 96.8 MHz | Brikamaba – CRR |
| 7 | Brikama Community FM | 98.0 MHz | Brikama – WCR |
| 8 | Farafeni Community FM | 99.9 MHz | Farafeni – NBR |
| 9 | Kairanying Community FM | 107.9 MHz | Kuloro - WCR |

# 6. PART V

## 6.1 ELECTRICITY SECTOR

### MONITORING OF NAWEC POWER PLANTS, PROJECTS AND OMVG SUBSTATION IN BRIKAMA AND SOMA

The Authority, as per its strategic objective for regulatory improvement plan for electricity under the PURA Strategy 2022-2024, conducted inspections of all power plants, and transmission and distribution facilities. The inspections focused on improving operational conditions such health safety and environment amongst other parameters essential for continued power generation and supply for the public.

A visit to all the power plant facilities of NAWEC in the GBA and projects like the 225KV Jabang Substation, National Control Center, Brikama dispatch Center, OMVG Brikama and Soma Substations was conducted.

The following places mentioned below were visited by the Authority.

| Site | Operator | Service | Date |
|---|---|---|---|
| **Kotu Power station** | NAWEC | Electricity | 14/07/2022 |
| **Brikama 1 Power Plant** | NAWEC | Electricity | 14/07/2022 |
| **Brikama 2 Power plant (Wartsila)** | NAWEC | Electricity | 14/07/2022 |
| **Brikama 3 Power plant** | NAWEC | Electricity | 14 /07/2022 |
| **225KV Jabang Substation** | Contractor | Under Construction | 14/07/2022 |
| **Brikama Dispatch Centre** | NAWEC | Electricity | 14/07/2022 |
| **National Control Center** | Contractor | Under Construction | 14/07/2022 |
| **OMVG Substation Brikama** | SENELEC | Electricity | 14/07/2022 |
| **OMVG Substation Soma** | SENELEC | Electricity | 27/07/2022 |

*Table 1: The Site visited are listed above*

## ELECTRICITY GENERATION

### KOTU POWER PLANT

The Authority continued to monitor the state of operation and functionality of the engines at Kotu as they are key facilities for electricity generation for the country. The interconnection with Senegal (SENELEC) through the OMVG project has resulted to a reduced available capacity as most of the needed demand was efficiently covered through the SENELEC contract thus decommissioning some of the old engines.

**Summary of Kotu Power Plant generation capacity**

| Generator | G1 | G3 | G4 | G5 | G6 | G7 | G8 | G9 |
|---|---|---|---|---|---|---|---|---|
| Capacity (MW) | 3.4 | 3.4 | 6.5 | 11 | 6.5 | 6.5 | 6.5 | 6.5 |
| Max output (MW) | 2.5 | 2.5 | 5.5 | 10 | 5.5 | 5.5 | 5.5 | 5.5 |
| Year of commissioning | 1981 | 1997 | 2001 | 2017 | 2001 | 2001 | 2001 | 2009 |
| Operational output at time of visit | 0 | 0 | 5.5 | 10.5 | 5.5 | 0 | 0 | 0 |
| Mark of engine | Mirrless | Mirrless | Deutz | Doosan | MAN B & W | Deutz | Deutz | Deutz |

*Table 2: Kotu Power plant generation capacities*

**The status of each generator at the Kotu Power Plant was given as follows:**

1. **Generator 1 (G1)** The engine is decommissioned.
2. **Generator 3 (G3)** The engine is decommissioned.
3. **Generator 4 (G4)** The engine is available and operational.
4. **Generator 5 (G5)** The engine is available and operational and just completed 16000 hours of maintenance.
5. **Generator 6 (G6)** The engine is available and operational and just completed 4000 hours of maintenance.
6. **Generator 7 (G7)** The engine is on overhaul.
7. **Generator 8 (G8)** The engine is on overhaul.
8. **Generator 9 (G9)** The engine is decommissioned.



*Figure 1 The PURA and NAWEC at the Kotu dispatch center*



*Figure 2 NAWEC staff at work but not putting on proper personal Protective Equipment (PPE)*

## BRIKAMA POWER PLANT 1

### Summary of the Brikama 1 (former GEG) power plant capacities

| Generator | G1 | G2 | G3 | G4 | G5 | G6 | G7 |
|---|---|---|---|---|---|---|---|
| Capacity (MW) | 6.5 | 6.5 | 6.5 | 6.5 | 6.5 | 6.5 | 6.5 |
| Max Output (MW) | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 |
| Operational output at time of visit | 5.5 | 0 | 5.5 | 0 | 0 | 0 | 5.5 |
| Year of commissioning | 2006 | 2006 | 2007 | 2007 | 2013 | 2013 | 2017 |
| Mark of engine | Deutz | Deutz | Deutz | Deutz | Deutz | Deutz | Deutz |

*Table 3: Brikama 1 Power plant generation capacities*

**The status of each generator at the Brikama 1 power plant was given as follows:**

**Generator 1 (G1):** The engine is available and operational.
**Generator 2 (G2):** The engine is overhauled.
**Generator 3 (G3):** The engine is available and operational.
**Generator 4 (G4):** The engine is overhauled.
**Generator 5 (G5):** The engine is overhauled.
**Generator 6 (G6):** The engine is overhauled.
**Generator 7 (G7):** The engine is available and operational.

## BRIKAMA POWER PLANT 2 – WARTSILA

The engine (9MW Wartsila) was available and due for a 20,000-hour maintenance. The engine synchronizes at the dispatch center and later feeds to the feeder. The challenge faced normally is intermittent voltage and challenges in synchronizing.

### Summary of the Wartsila capacity

| Generator | G1 |
|---|---|
| Capacity (MW) | 9 |
| Max output (MW) | 8 |
| Operational output at time of visit (MW) | 8 |
| Year of commissioning | 2011 |
| Mark of engine | Wartsila |

*Table 4:Brikama 2 (Wartsila) generation capacity*

**The status of the generator at the Brikama 2 (Wartsila) power plant was given as follows:**

**Generator 1 (G1):** The engine is available and operational.

**BRIKAMA POWER PLANT 3**

The Authority uncovered challenges faced by NAWEC as highlighted by their engineers such as low frequency, earth faults and transient faults. They added that they also have challenges with the amount of dust from the cement factory that is affecting the engines.

**Summary of Brikama 3 Power Plant Capacities**

| Generator | G1 | G2 |
|---|---|---|
| Capacity (MW) | 10 | 10 |
| Max Output (MW) | 9 | 9 |
| Operational output at time of visit | 8 | 8 |
| Year of commissioning | 2020 | 2020 |
| Mark of engine | MAN B & W | MAN B &W |

*Table 5:Brikama 3 power plant generation capacities*

**The status of each generator at the Brikama 3 power plant was given as follows:**

**Generator 1 (G1):** The engine is available and operational.

**Generator 2 (G2):** The engine is available and operational.



*Figure 3 Figure 4 PURA and Brikama staff on discussion during the power plant monitoring visit*

## JABANG SUBSTATION 225KV

At the new substation site at Jabang, the team met the civil engineers on the ground and the civil works were proceeding well. The project is to design and build transmission infrastructures between Brikama and Jabang. This new substation would bring power, by extending the OMVG 225kV line closer to the heart of the GBA and would feed new settlements as well. The financiers of the project are the World Bank, European Union, and European Investment Bank. The Consultant is Mercados-Aries -International (MEI) and the contractor is TBEA Co.Ltd.



*Figure 5Figure 6 The Site engineers and PURA staff on discussion during the site visit at the jabang Substation*



*Figure 7 Work in progress at the 225KV Jabang Substation, galvanized steel towers for various equipment erected.*

## BRIKAMA DISPATCH CENTER

The PURA team met two controllers at the dispatch center. The controllers told the team that NAWEC is the end user of the Brikama dispatch Center, and the panels were manufactured in 2021 by Schneider Electric of Turkey and the service voltage is 33KV and Short Circuit Current of 25KA with a busbar rating of 2500 Amperes. PURA was informed that one of the main challenges they are facing is to maintain the set frequency.

The current dispatch center was wholly inadequate as it was not coordinating in real time with the OMVG substation nearby although communication lines were through mobile phone.

Also, whilst we met seasoned NAWEC staff, it was clear that there is a need to rapidly build capacity in terms of dispatching as the National Control center would soon be ready.



*Figure 8 The Brikama dispatch center building*

## NATIONAL CONTROL CENTER IN BRIKAMA

At the site at Brikama, next to the Brikama 3 power plant and near the OMVG site, a new facility is being built to be the national control center where all dispatching would be done, and all power plants will be controlled from this facility. This is an important milestone, as currently the country has a poor communication infrastructure to coordinate all the power plants. The team met

the civil engineers on the ground and the civil work is going in high gear. The financiers of the project are the World Bank, European Union, and European Investment Bank. The Consultant is Mercados-Aries -International (MEI) and the contractor is TBEA Co. Ltd.




*Figure 9 The Billboard at the National Control Center in Brikama*

## OMVG SUBSTATIONS BRIKAMA AND SOMA

There are two transformers of 75MVA each. This was more than sufficient for the GBA. The facility is mainly controlled by SNELEC. The amount of power being recorded is about 20MW and both transformers are being used. PURA was impressed by this strategy as it would allow for any issues to be covered within the warranty period.

The Soma Substation consists of Four (4) feeders with 30KV interconnection lines and as of now only one feeder is connected and there are two transformers of 15MVA each. At the time of the visit, only one transformer was operating, and the other transformer was on standby.



*Figure 10 Transformers at the OMVG Brikama Substation*




*Figure 11 PURA and SENELEC Staff at the OMVG Soma Substation Control Room*

## PURA'S CONCLUSIONS FROM MONITORING ELECTRICITY FACILITIES

Based on our latest monitoring exercise, it is clear that generation is no longer a constraint. NAWEC is now competing equally with a Licensed private operator (IPP) and importing power.

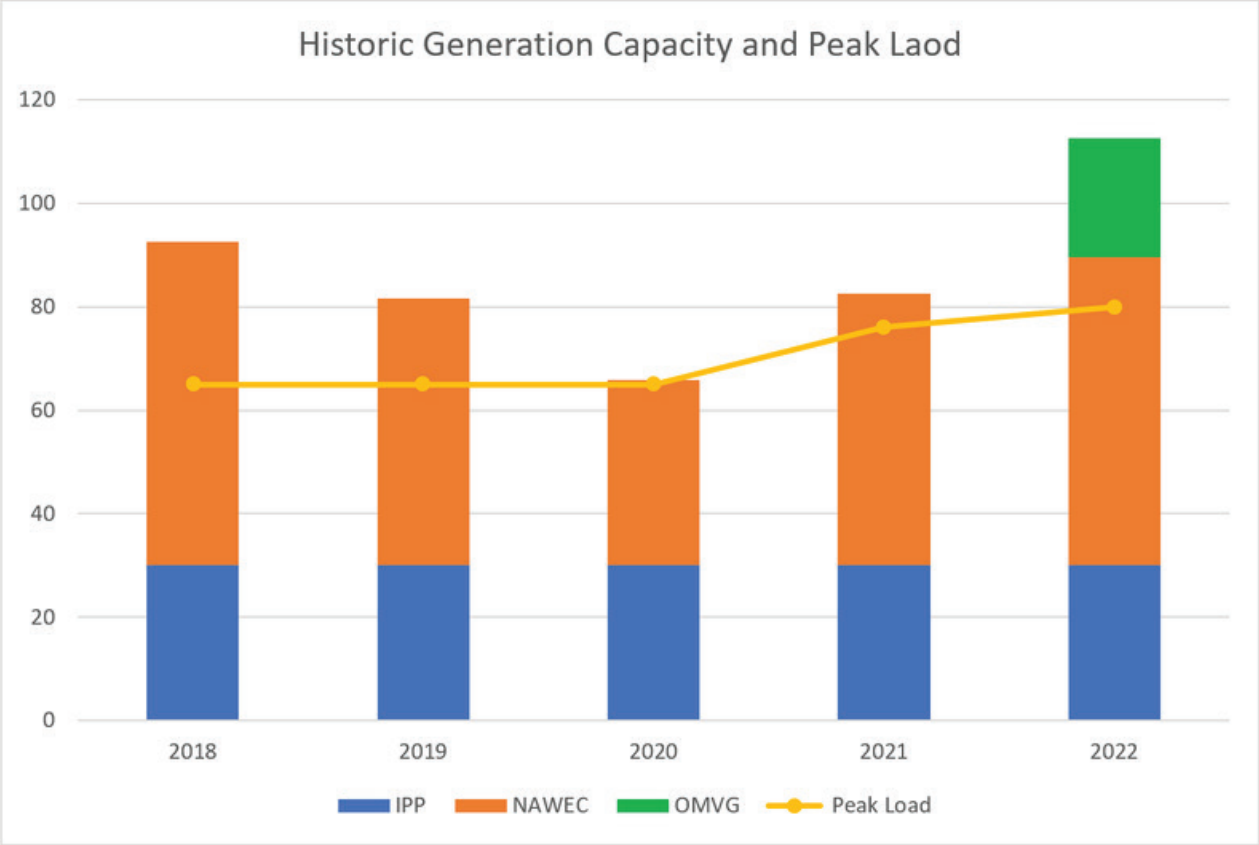



*Figure 12: Historic generation capacity and peak load*

Despite the significant available capacity, transmission infrastructure is currently being modernized as reported. However, greater planning is needed to ensure the HV lines are brought closer to the load center and more substations built rather than transformers everywhere.

- NAWEC should make sure that sludge is managed properly to avoid severe environmental damage.
  - The sludge pool at Kotu should be properly designed and contained.

- Capacity building and specialized training should be conducted for NAWEC dispatching staff in preparation of HV grid (225kV) operations.
  - NAWEC to engage SENELEC in Capacity building for the controllers at Kotu and Brikama Power plant and the dispatch Center at Brikama.

- Once the Control center is ready, PURA should introduce, Monitor, and improve internationally accepted KPIs (SAIFI and SAIDI) to monitor grid stability, record power outages in a manner that the reliability figures can be provided to generation, transmission, and distribution.
  - A Draft Regulation is being developed.

- NAWEC and SENELEC should work together to resolve the frequency and voltage issues.
    - Considering several engines at various power plants reliability can be improved by ensuring parameters such as Speed Droop characteristics of the entire power plants should be harmonized.
    - NAWEC's lack of visibility at Brikama substation could lead to frequent shutdown of the local power plants due to varied settings on auto mode at the grid.
    - Better understanding of the Senegalese grid should be conducted for all stakeholders including MOPE, NAWEC and PURA considering the interconnection and our geography.
    - NAWEC staff should be attached to the OMVG site especially at Soma where some level of dispatching is being done.

- NAWEC should connect the north bank and all the four feeders from the OMVG to give electricity to more communities and increase the load on the substation which is currently very low and inefficient.

- NAWEC should mainstream Health Safety and Environment Manager that will continue to look at the health and safety of staff and the environment.

- PURA to invite NAWEC to discuss the findings of the report as well as obtain an update on ongoing projects.

### 6.1.1 PROMOTING ELECTRICAL SAFETY TARGETING CONSUMERS AND KEY STAKEHOLDERS

**BACKGROUND**

The Gambia Public Utilities Regulatory Authority (PURA) developed a National Electrical Wiring Standard in partnership with relevant stakeholders in the sector. The Authority in collaboration with Area councils conducted a sensitization program for market managers and technicians on the prevention of market fires on Thursday 10th February 2022 at the Governor Conference Hall Mansakonko.

**OBJECTIVES**

The key objective of the standard is to guide professionals who are engaged in electrical wiring and installation works in the performance of their duties and to ensure safety of lives and property.

The Authority in partnership with (TGSB) has developed through the National Electro-technical Committee (NEC), two national standards on Conductors of Insulated Cables and National Electrical Wiring. These standards were proposed by the Authority (PURA) for the purpose of a Technical Regulation on the two subjects.

The opening of this event was graced by the Director General of PURA, The Governor of LRR and senior representatives from The Gambia Fire and Rescue Services. 40 participants consisting of representatives from Municipalities and electrical technicians were sensitized to the requirements in the standards.




*Figure 13 The high table during the sensitization forum at Mansakonko*

### 6.1.2 7TH ECOWAS REGIONAL ELECTRICITY FORUM THE GAMBIA

ECOWAS Regional Electricity Regulatory Authority (ERERA) was established as the regional regulatory body to regulate transboundary electricity trading. Since its inception, PURA had played a pivotal role in its development providing resources to support ERERA's growth. PURA have been experts in several working groups drafting key legislations and Terms of Reference for many studies.

ERERA's role is now more important following several ECOWAS Heads of State Directives on the shape and form of the regional market. Indeed, ECOWAS leaders realised that the huge investments needed to exploit the enormous resources of the region can only be done together. Several major projects are now coming online such as the OMVG CSLG etc. making virtually all countries interconnected with their immediate neighbours partly implemented by the West African Power Pool (WAPP). The First phase of the Regional Market has been launched.

As part of its activities, ERERA brings all regulators of West Africa annually to discuss regulatory issues and market trends. Following the COVID-19 pandemic, ERERA had not held a meeting and the Banjul event was the first meeting since 2018. PURA was proud to host the first post pandemic meeting to discuss several developments that had taken place over the last 4 years.

The 7th Regional Electricity Regulatory Forum of the ECOWAS Regional Electricity Regulatory Authority (ERERA) took place from November 9th to 10th, 2022 in Banjul, The Gambia with the theme: **"Energy Security in the ECOWAS Region Through Interdependence**".

It was preceded by a meeting of the Consultative Committees of Operators and Regulators of ERERA on 7 and 8 November 2022.



*Figure 14 Group photo during at the 7th ERERA forum in The Gambia*

### 6.1.3 STAKEHOLDER ENGAGEMENT: PURA'S INVOLVEMENT UNDP NAMA SUPPORT PROJECT

UNDP in collaboration with national stakeholders is implementing a 10.5MW renewable energy project entitled "Investing in Grid Connected Solar PV in The Gambia". The project funded by the NAMA Facility (Nationally Appropriate Mitigation Action) Support Project (NSP) seeks to provide incentives through a power purchase agreement with the National Water and Electricity Company (NAWEC).

The project seeks to promote private sector investment in the renewable energy sector of The Gambia and to support The Gambia to attain her Nationally Determined Contribution (NDC) commitment. At the end of the project, two solar PV plants will be installed at Farafenni and Basse at a scale of 6MW and 4.5MW respectively, supplying clean energy to meet the power needs of approximately 144,500 and thereby avoiding 322,019 tons of CO2 for the operational lifetime of the solar PV facilities.




*Figure 15 NAMA support project site at Farafenni*

### 6.1.4 LICENSING THE FIRST SOLAR MINI GRID IN NYAMMANAR (UPPER RIVER REGION)

In its efforts to promote renewables and green energy in the Gambia, The Authority has licensed Unique Energy and graced the Commissioning of the 120-kilowatt peak power solar PV mini-grid in Nyamanarr, URR which took place on February 25th, 2022. The Distribution and Generation Network commissioned, will for the first time, bring clean, reliable, and metered renewable energy to the doorstep of the people of Nyamanarr, a population of over 6,500 people, benefiting more than 200 households and businesses. The Mini-grid plant was financed by Unique Energy and Unique Solutions under the Unique Group of Companies with a partial grant from the US Agency for International Development (USAID) through the ECOWAS Centre for Renewable Energy and Energy Efficiency (ECREEE), with support from the government through the Ministry of Petroleum and Energy, PURA and GIEPA demonstrating the theme of the inauguration, promoting energy for all through Public Private Partnerships.




*Figure 17 The CEO & Chairmen of Unique Group (Papa Yusupha Njie) at the Inauguration Ceremony*

## 6.5 LICENSING THE FIRST SOLAR MINI GRID IN NYAMMANAR (UPPER RIVER REGION)

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## 6.2 PETROLEUM SECTOR

### 6.2.1 TRANSPORTATION

The Public Utilities Regulatory Authority (PURA) organized a sensitization forum on the PURA Information System for Tanker Trucks (PISTT) on 3rd March 2022 at Baobab Hotel. The main objective of the Forum was to launch the PISTT as well as train transporters on how to interact with the system. The event was graced by different stakeholders including NEA, The Gambia Fire and Rescue Services, GPF, FORTE Innovations, PAGES, Transporters, and the Press.

In the year under review, 239 vehicles from about 63 active transporters have been registered in PURA Information System for Tanker Trucks (PISTT) which came into operation in November 2021. The system works through an application processing in which data entry is initiated after the submission of an application by a truck owner or transporter to the Authority. Key information which includes the truck details such as registration number, chassis number and vehicle type are all registered in a database as well as driver details and their respective licensing documents such as the Driver's License, and Vehicle Insurance. The applications process is done for the following categories; newly submitted applications, for non-registered trucks in the PISTT, resubmission for trucks which failed their last inspection, and renewal of inspection for trucks whose inspections have expired. Tanker truck PASS inspections are renewed every six months which is initiated by a submission for renewal of inspection.






### 6.2.1.1 INSPECTION OF FUEL TRUCKS

The petroleum tanker truck inspection process follows the application process. The inspection covers various aspects of the tanker fitness for physical, mechanical, electrical, and general tanker fitness carried out by a third-party company called PAGES. An inspection result is generated for each truck after inspection. This result depends on the fulfillment of the minimum fitness requirements set for the trucks, to be safe to transport petroleum products. PASS result from truck inspections leads to issuance of licenses to the transporters to engage in petroleum products transport business.

As of 31st December 2022, 175 tanker trucks inspections were carried out since the development of the PISTT in November 2021. A total of 168 of the trucks were inspected in 2022 while 7 were inspected in 2021. Most of the inspected vehicles either passed or failed once. Few were vehicles which failed their initial inspection then were re-inspected and passed, and those which passed their inspections and renewed it after expiry, while very few were those which failed or passed two successive inspections.

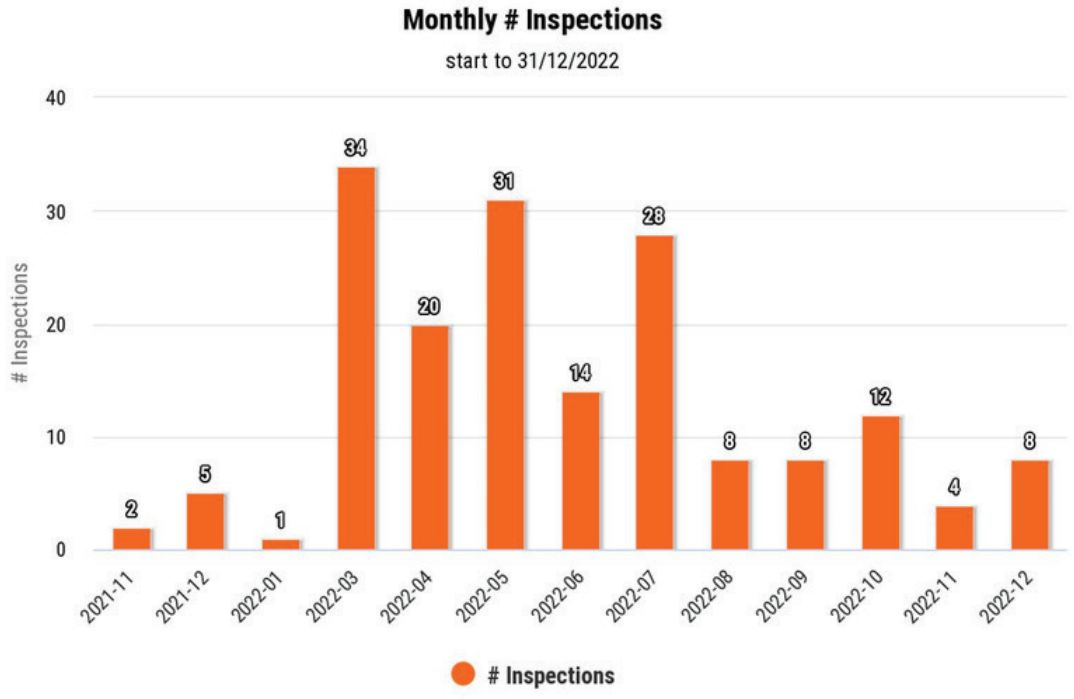



*Figure 18 Monthly inspection chart for the year 2022*

### 6.2.1.2 TRACKING OF FUEL TRUCKS – GP AND GPS DEPOT TRUCK SCANNING

The means through which PURA tracks tanker trucks entries to depots is mainly virtual. This is through scanning of the QR Codes on stickers affixed on windscreen of trucks. The QR Codes contain information of the respective trucks and display the information when scanned. The scanning is done by depot staff through a mobile app developed by FORTE Innovation, and then submitted to the PISTT for review by DPWE Staff. As of 31st December 2022, 3248 scans have been recorded in the PISTT most of which were from GP depot. The system also allows the depot staff to determine which trucks could be allowed to load product from the depot. Several trucks that failed the inspection were rejected entry into the depot.

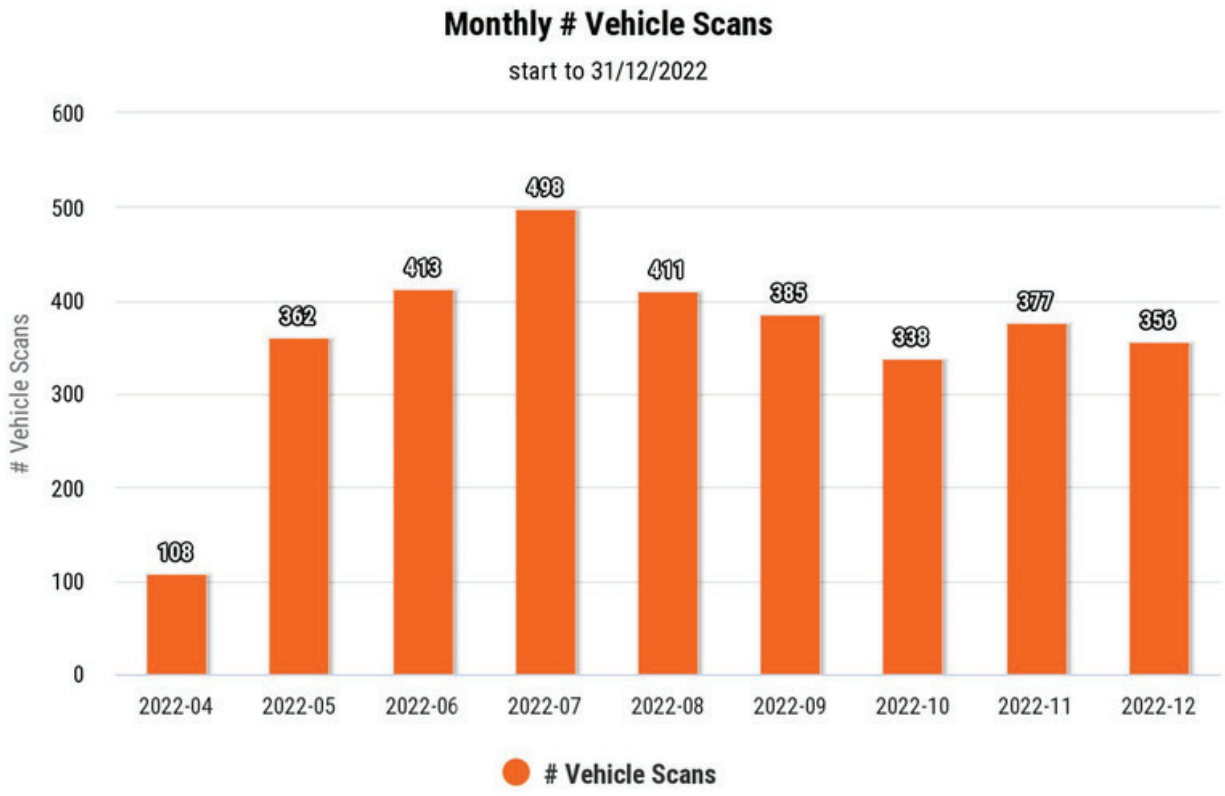



*Figure 19 Monthly Vehicle Scans at the depots*

## 6.2.2 BULK STORAGE

The Authority continues to monitor the operations of the GP and GPS depots through site inspection visits and meetings on Health and Safety improvement especially on the integrity of the critical infrastructure of the depot. Such includes the mooring station which had some dilapidating conditions over the years due to a lack of consistent maintenance as well as the succeeding effects of a change of depot management resulting from the national fuel crises in October 2021.

The GP depot had some significant infrastructure deficiencies that resulted in the Authority's enforcement action against GP with a follow up engagement to ensure that the effects of such failures are minimized. One key resultant effect of such a poor state of the infrastructure was evident when a major oil spillage occurred at the GP's mooring point. A joint stakeholder effort registered some measurable progress that resulted in the minimal effect of the spillage on marine life and the surrounding ecosystem. Enforcement actions were taken to ensure that adequate maintenance and operational safeguards are in place including a mandatory pull test for the mooring buoys.

In the later part of 2022, GP made significant improvements in upgrading the existing infrastructure, most especially the oil pipelines, to better standards through replacements and upgrades where necessary. The operational capacity gap was also closed with the hiring of new staff to handle depot operational matters and create a greater focus on safety and upgrading the infrastructure of the depot. There were relative improvements registered on the onshore-offshore oil pipelines and the mooring stations. These pipelines were replaced following expiration of their useful lifespan.

The Authority had received and processed an application by EMLOGIX for a third bulk storage facility with a total storage capacity of 20,000 MT. The depot is estimated to handle about 100,000 MT of Light fuel annually.

| SN. | Product Type | Estimated annual volume (MT) |
|---|---|---|
| 1. | Diesel | 60,000 |
| 2. | Jet Fuel | 30,000 |
| 3. | Petrol | 30,000 |
| 4. | LPG | 3,000 |
| 5. | HFO | 60,000 |

*Figure 20 Proposed annual capacity of the EMLOGIX Depot*

### 6.2.3 RETAIL STATIONS

The Authority has over the year screened about 60 new sites for use as fuel stations. The rise in the number of applications for new stations could be attributed partly to the amendments made in the Petroleum Products (Service Stations) Regulations 2018 which sets out new criteria for site location and selection.

### 6.2.4 MONITORING AND INSPECTION ACTIVITIES

**Construction monitoring**

The Authority has carried out several joint stakeholder monitoring exercises with relevant stakeholders to ensure construction works conform with set standards and the necessary safety guidelines and requirements. This has enhanced compliance with the PURA guidelines for Construction of Service Stations in The Gambia. About six (6) new stations were constructed and became operational in the year under review by the following OMCs of which two are new entities

i. EMLOGIX – Kotu Station
ii. EMLOGIX – Sukuta Station
iii. Fortune Petroleum – Tanji
iv. Fortune Petroleum – Arangalen
v. G Energy – Kitty
vi. Jah Oil – Yarambamba

**Site screening**

The Authority has witnessed an increase in the number of applications for new sites in the year under review. This has resulted in an increase in the number of service stations within the Greater Banjul Area. Sixty (60) new sites were screened in the year under review. This represents a 75% increase in the number of site screening applications. Out of this number, thirty - three sites have been disapproved while twenty – six sites were rejected. This represents 55% and 43% approval and rejection respectively.

In July 2022, A moratorium was issued on the construction of new service stations along the Lamin NTC junction towards Mandi nary. This was done in order to minimize the risk associated with the narrow road that road tankers often use.

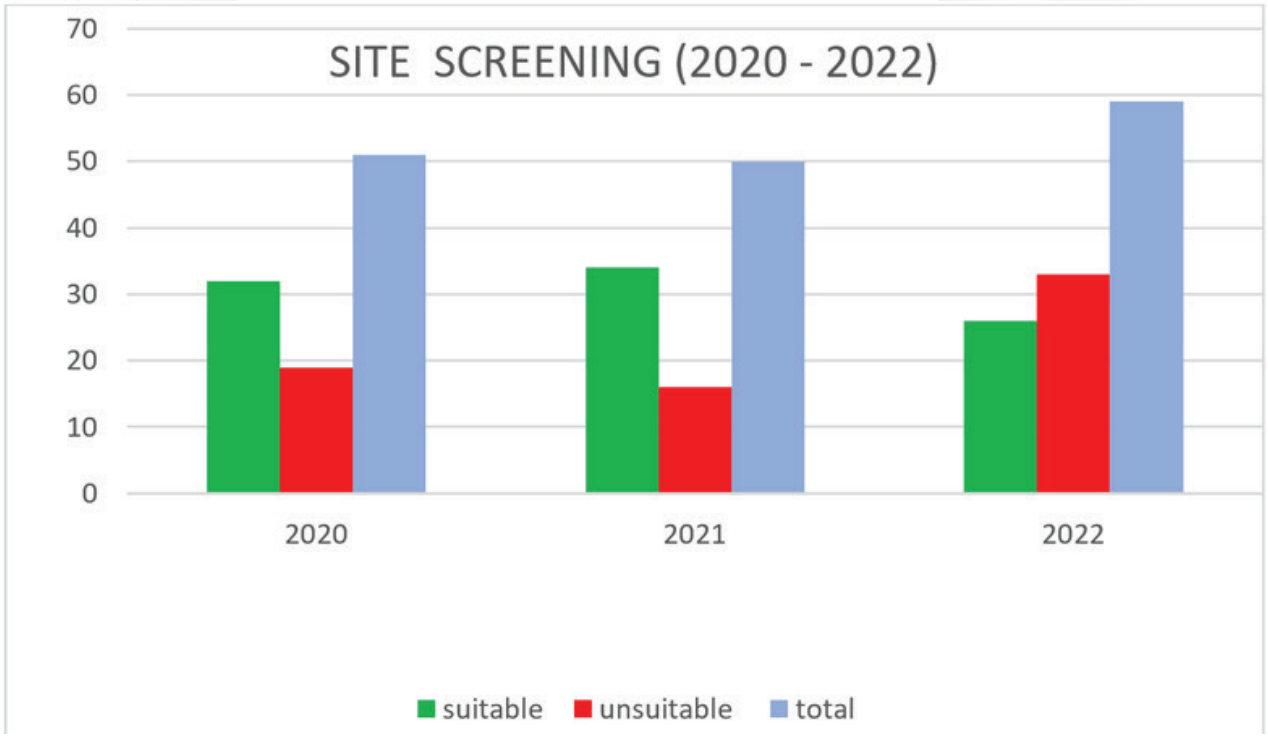



*Figure 21 Annual screening chart showing rejections, approvals and total*

**HSE Inspection**

In a bid to ensure that standards are maintained at the retail stations as well as to ensure that operational safety is enhanced, the Authority has conducted quarterly HSE inspection exercises which had significantly improved operational and safety standards for most of the stations especially in the Grater Banjul Area. However, safety in the sector remains a key component of the regulatory compliance framework and a major concern for both the Authority and the public.

A PURA team comprising four Petroleum Inspectors, the Petroleum Quality Assurance Officer and headed by the Petroleum Quality Assurance Manager, embarked on a four-day Health, Safety and Environment (HSE) inspection exercise in the Central and North Bank regions from 19th to 22nd July 2022. This is a quarterly exercise that is carried out to assess compliance to health and safety requirements as in the Petroleum Products Health and Safety Regulations 2018 and other operational safety requirements established by the Authority.

A total of twenty-five (25) service stations have been inspected across both regions with two other stations in Kalagi, West Coast Region. The inspection team also seized the opportunity to assess three new sites namely Quick Trip Oil and Gas in Mayamba and two sites for Jah Oil in Nyamanarr for use as service stations.

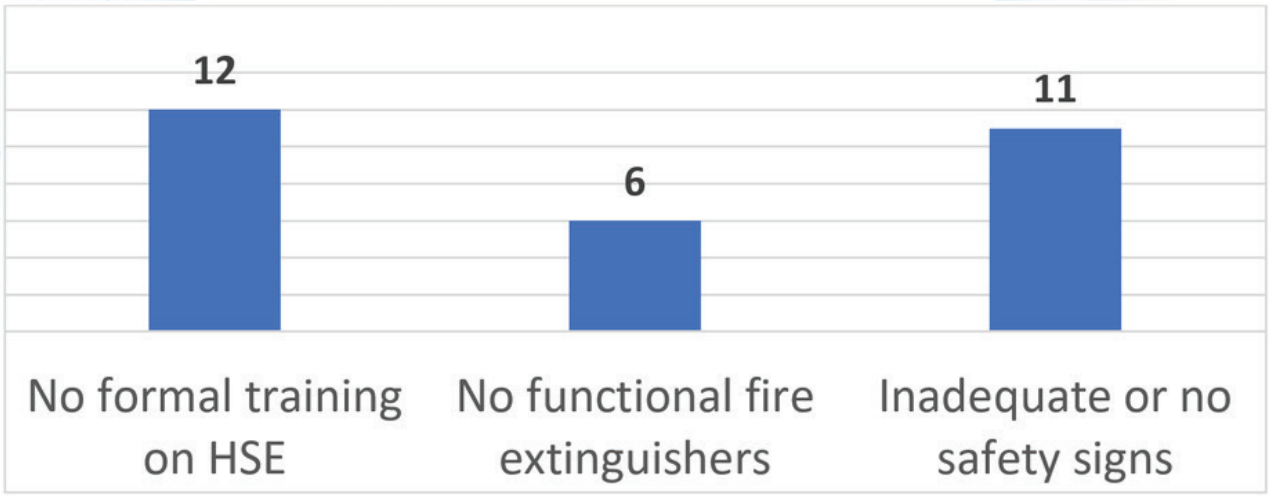



*Figure 22 Chart showing HSE issues at provincial stations*

**MAIN HSE OBSERVATIONS AND FINDINGS – PROVINCIAL STATIONS**

**Safety and General Housekeeping**

We observed a generally low level of compliance in this focus area. Apart from the GNPC and ATLAS/ORYX stations, the rest of the service stations do not regularly clean oil and fuel spills in the dispensing area. We have also observed that the concrete pavements are rough and had accumulated sand and as such dry cleaning of minor spills and drip spots were not effectively done. Some of the stations use the available sand boxes as waste bin after cleaning gallons before refilling them for customers.

Generally, both the pump attendants and the station managers neglect oil and fuel spills in their station because either the concrete pavement is defective or there is no sand box with sand available for the cleanup. Where there is a sand box with sand, the pump attendants only use these boxes to empty gallons after rinsing with petrol or gasoil. We have also observed that some of the stations like GNPC, ATLAS and Star Oil/PETROGAS have dedicated cleaners. However, the cleaning of drips and spills are not done in an effective and consistent manner. See attached in Annex 2 Pictures showing dark stains because of long to medium term lack of dry cleaning of spills.

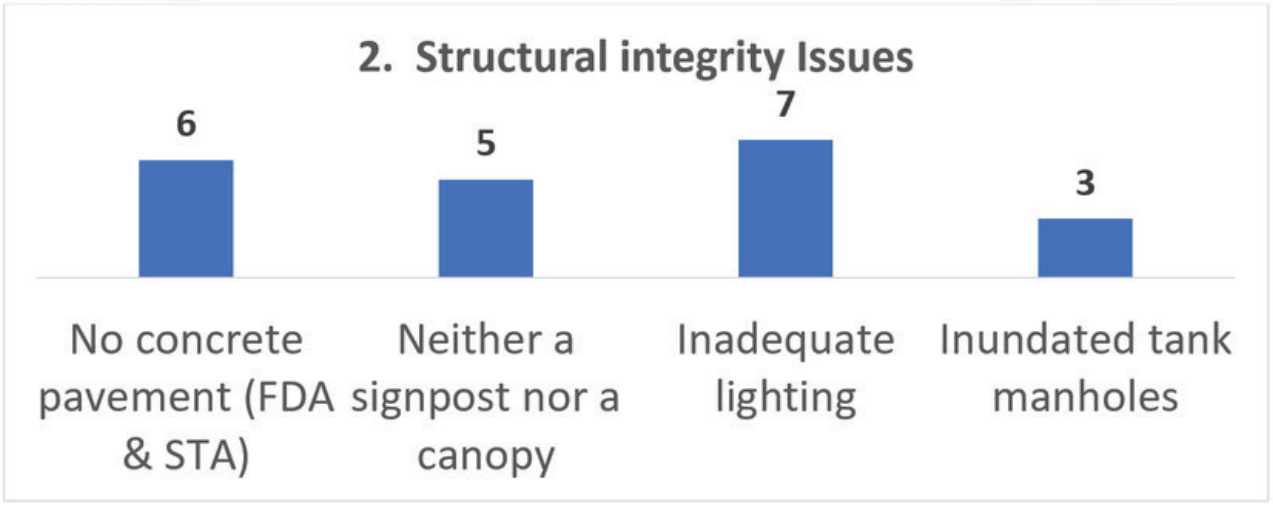



*Figure 23 Main issues in relation to structural integrity*

**INSPECTION OF LPG BOTTLING PLANTS**

The Authority during the year under review has conducted a HSE inspection of all LPG bottling plants in the country to ensure that minimum standards of operations are adhered to by all players. The country currently has the following LPG bottling company.

| Sn. | COMPANY NAME | ADDRESS/LOCATION |
|---|---|---|
| 1. | NJEGAN GAS | KANIFING |
| 2. | AMINAH HOLDINGS | KANIFING |
| 3. | JAH GAS | KANIFING |
| 4. | TIDA GAS | MANDINARY |
| 5. | ORYX ENERGIES | MANDINARY |
| 6. | NATIVE GAS | MANDINARY |

Through PURA's rigorous monitoring framework, a particular LPG plant was ordered to suspend operations following observations made on major Health and safety non compliances by the facility. The company complied and the facility was subsequently allowed to continue operations following fulfillment of the requirements.

**Fuel Quality Testing**

## 6.2.5 ACCIDENTS

A fire incident happened on 26th September 2022 at around 3:00pm at PETROGAS filling station at Kairaba Avenue, a team of inspectors was swiftly dispatched to witness and furnish the Authority with facts surrounding the

incident. Upon arrival at the station, we found that the area was sealed allowing only limited access. Personnel from The Gambia Fire and Rescue Services had already put off the fire at the time we arrived but there was smoke all over the office building. The fire started at a room housing the switch boxes for NAWEC cash-power meters (one each for the station, car wash and supermarket) were installed. The room also contains distribution boxes and other electrical installations.

**CAUSE OF THE FIRE**

The root cause of the fire is believed to be an electrical spark from either the cash-power meters or distribution boxes due to the unstable electricity supply. It was detected by one of the female staff who called the attention of others. The Station manager quickly pressed the emergency stop button to shut down the flow of electricity in the station before calling the fire service. The gas cylinders were also moved to a safe distance near the highway.




*Figure 23 Main issues in relation to structural integrity*

**INTENSITY OF THE FIRE**

The fire did not spread wide. Most damage was done to the room where the three cash power meters and distribution boxes were installed. The supermarket and other rooms were just filled with smoke, but nothing was directly destroyed by the fire and there were no injuries.

### OIL SPILL

**Oil Spill Trust Fund**

i. That a local trust fund will be established cosigned by PURA, GMA, and NEA. This fund will be meant to serve an initial funding source for emergency response to oil spill.

ii. It was agreed that all licensed importers shall contribute to this fund.

iii. An insurance cover to be borne by importers as part of the new post spill measures.

iv. There will be an international trust fund as per the international conventions. GMA will communicate the modalities of such a fund and the respective partner contributions.

v. The receiving terminals (bulk storage facilities) should also put in place a financial security covering for damage compensation and redress.

vi. It was also agreed that government should consider allocating funds to cover for oil spill expenses until such a time that an agreement is reach with the importers.

**Bunkering**

i. All parties issued with bunkering permit by the GMA must be confined within a ship-to-ship transfer only. No person/entity shall carry out transfers from modified fishing vessels to road tankers. GMA to indicate this condition in their approvals. PURA will not issue any permits for bunkering.

**Discharge Guidelines for Vessels**

i. PURA to share the draft with GMA for their input.

ii. Guidelines to be broaden to Standard Operating Procedure (SOP) which shall include the following.

- bunkering
- Terminal operations

iii. Further input from the GPA and NDMA into the guideline

## 6.3 WATER SECTOR

### 6.3.1 BACKGROUND

Fresh water, in sufficient quantity and quality is a basic human right but also essential for all aspects of life and sustainable development. The Sustainable Development Goal 6 (SDG 6) target of achieving universal access to safe and affordable drinking water by 2030 presents a huge challenge for all countries, not just those with low incomes. To ensure that the Gambia meet the set goals

and maintain its sustenance, benchmarking, standard monitoring, enforcement, and compliance are vital roles to which regulatory interventions are imperative and in no small measures' desirable. Under its strategic objective PSO2D, Regulatory Service Improvement Plan (Water) of the PURA Strategy 2022 – 2024, the Authority has led the following developments in improving water and sewage services in the Gambia.

### 6.3.2 DEVELOPMENT OF LEGAL AND REGULATORY INSTRUMENTS

The inadequate legal and regulatory instruments is one of the major weaknesses for the governance of the water sector in The Gambia. This has been identified in the PURA strategy 2022 – 2024 as a priority. The Authority is continually developing the regulatory framework and the tools needed for better regulation of water services.

a. A Water and Sewage Service Regulation has been validated by national stakeholders. Implementation of this regulation will increase accountability in service provision and institute better institutional arrangement for better management amongst stakeholders towards improving service quality.



*Figure 25: A National Validation Workshop of the Water and Sewage Service Regulations*

b. Under the technical support of the World Bank, a consultant has reviewed the Minimum Quality of Service Guidelines 2008 to reflect current service performance challenges in the sector. This will enable the Authority to monitor and enforce quality of service performance based on agreed Key Performance Indicators with the utilities.

c. Further to conducting training workshops on Water Safety Planning in 2020 and making it mandatory for utilities to have water safety plans, The Authority has been part of engagements with NAWEC for the development of the first Water Safety Plan for the utility.



*Figure 23 Main issues in relation to structural integrity*

d. The development of national standards for drinking water quality and wastewater (effluent) discharge quality has been initiated with the Gambia Standards Bureau.



*Figure 26: Figure 26: Inception meeting for the development of National Standards for Drinking Water Quality, Working with The Standards Bureau, and National stakeholders.*

e. The Authority with the Ministry of Health and the Department of Water Resources held a national Water Forum on groundwater protection during which high level representatives from UNICEF, parliamentarians and Permanent Secretaries deliberated through panel discussions on the need to enact the Water Bill 2014.




*Figure 27: Water Forum: A panel discussion on regulatory framework and legal instruments: PS Ministry of Fisheries, Assistant Chairperson of National Assembly Health Committee, Director Directorate of Public Health Service, Director General PURA, and Managing Director NAWEC*

### 6.3.3 MONITORING AND INSPECTION OF WATER SERVICE FACILITIES:

Monitoring service operations and functionality of facilities for water and sewage services is integral in promoting sustainable and efficient service delivery. The Authority conducts bi-annual inspection visits to NAWEC water facilities followed by recommendations for service improvement and enforcement where applicable.

a. Inspections of the Brikama Old tank followed by enforcement has improved the hygienic conditions and security at the facility.



*Figure 28: The hygienic conditions at Brikama Old Tank before and after inspection*

b. A sanitary risk assessment survey (assessment) of NAWEC boreholes followed by the Authority's Determination for NAWEC to fence all boreholes has progressively contributed to the fencing and securing of many NAWEC boreholes to prevent encroachment and contamination. Part of this survey also includes residential and institutional boreholes (schools and hospitals).



*Figure 29:Figure 30: PURA, DWR and MOH staff on Joint Assessment of Boreholes*

c. The Authority's Determination that followed a water point sampling survey has resulted in key infrastructural improvements. Key amongst the improvements was the renovation of the Tank at Fajara after the survey.



*Figure 30: The Fajara Water Tank repaired after Inspection.*

d. An inspection visits in August 2022 to water treatment plants and storage tanks, followed by presentations and the Authority's Determination has resulted in key infrastructural developments in Albreda, Farafenni, Janjanbureh, Kaur and Basse.



e. The Authority's enforcement Ref: P/NAWEC/Vol.II (72) for NAWEC to secure the water facilities in Farafenni with a fence has been successfully implemented.



*Figure 32: Fencing of Farafenni Water Facilities Following Enforcement*

f. An investigation on a water complaint of no supply by residence of Latrikunda Sabiji has been successfully conducted and recommended actions to redress the issue is being implemented by NAWEC with the support of a stakeholder team of PURA, NRA, KMC and Physical Planning.



*Figure 33: PURA staff overseeing the excavation and installation of an underground water pipe by NAWEC at Latrikunda Sabiji Cow Junction*

### 6.3.4 WATER QUALITY MONITORING

The Authority under its MOU with the Department of Water Resources since 2009 continued to strengthen its water quality monitoring programme to ensure the public consume safe drinking water.

### 6.3.5 WATER SAMPLING POINT SURVEY AND RISK ASSESSMENT

A water sampling point survey was conducted in May 2022 across the country. The objective was to map out and validate that all the water quality sampling points as per the quarterly water quality testing are NAWEC sources and not mixed with residential (private) boreholes. Further, the team conducted sanitary inspections at all sampling points using a questionnaire adopted from the World Health Organization.

This exercise fosters transparency and accountability between the regulator and its partners in water quality management and ascertains that regulatory decisions taken are evidence based.




*Figure 34: Map showing the distribution of water quality sampling points across the country. Conducted May 2022 by PURA in Collaboration with NAWEC and Department of Water Resources*

### 6.3.6 RESTORATION OF HIGH NITRATE LEVELS TO ACCEPTABLE CONCENTRATIONS IN THE FAJARA AND BAKAU WATER SUPPLY.

The Authority through its monitoring programme detected in 2017 that Nitrate levels slowly going beyond Levels recommended by WHO. Following testing and decommissioning of 2 boreholes with high concentration of Nitrate by the Authority and the blending of the water supply in Fajara with an additional supply from Sukuta Treatment Plant by NAWEC, Nitrate levels has now been restored to normal concentrations in the water supply by NAWEC.

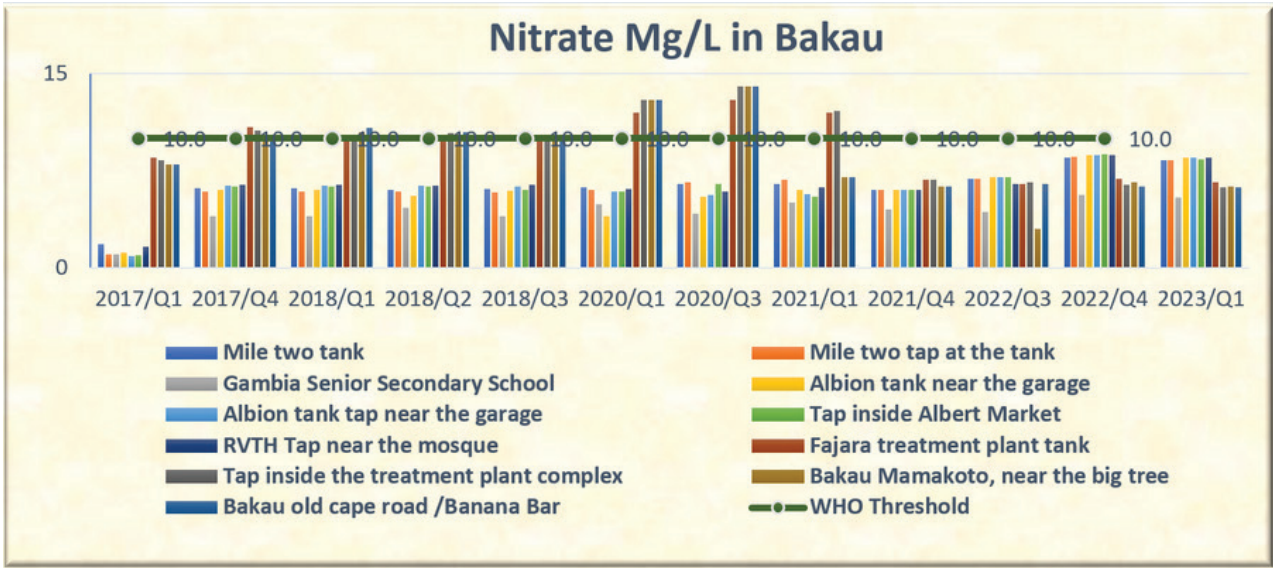



*Figure 35: Nitrate levels over the years in Bakau*



*Figure 36: Staff of the Authority with NAWEC and the Department of Water Resources testing NAWEC Boreholes in Bakau*

### 6.3.6 RESTORATION OF THE HIGH IRON LEVELS IN GUNJUR

The Authority through its monitoring programme and substantiated by complaints from the community of Gunjur, conducted a very lengthy investigation in collaboration with NAWEC and stakeholders such as The Department of Water Resources, Physical Planning and NRA on resolving the Iron content in the water supply. Key developments in restoring the quality issue at Gunjur includes NAWEC running a pipe from a Borehole with good quality in Nyofelleh to the Gunjur Treatment Plant, and the decommissioning of the affected borehole.

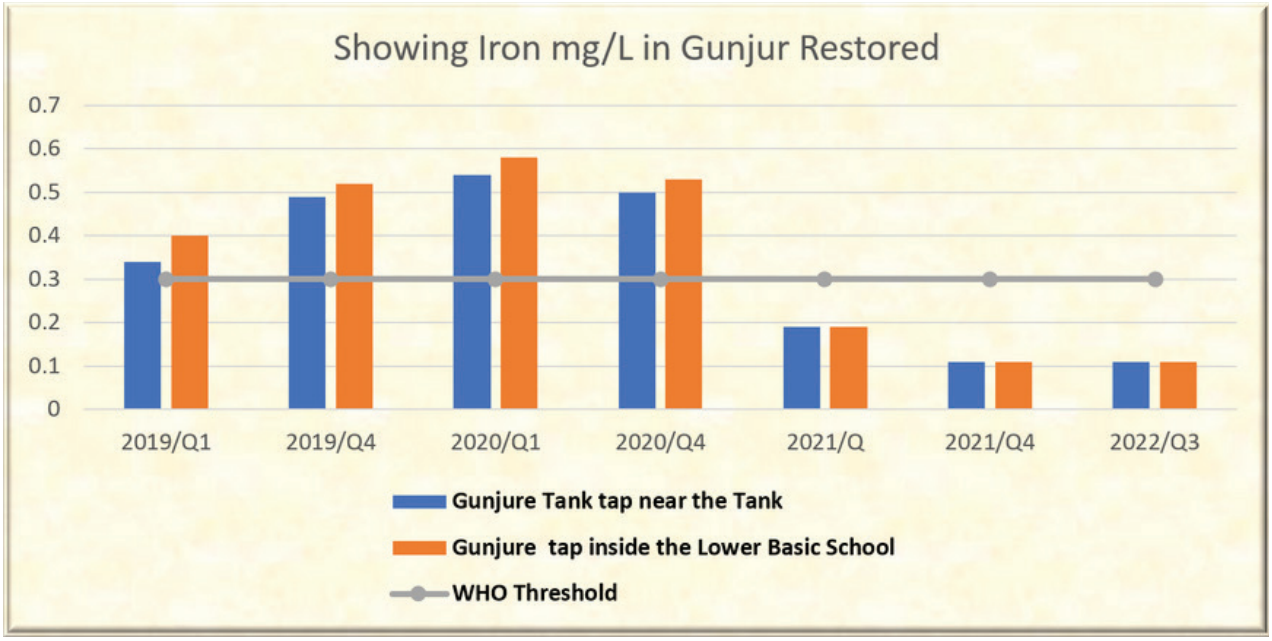



*Figure 37: Iron mg/L in Gunjur*



*Figure 38: The staff of the Authority with NAWEC at the Borehole in Nyofelleh engaging Gunjur community Members.*

## 6.4 STAKEHOLDER ENGAGEMENTS FOR SERVICE IMPROVEMENT

**a. MOU with Department of Water Resources:** The Authority continued to promote and strengthen partnership and collaboration for sustainable water service delivery. The MOU with the Department of Water Resources was reviewed to promote transparency and accountability in its collaboration for better water quality monitoring.

**b. MOU with FSQA**: The Authority has signed an MOU with the Food Safety and Quality Authority: with the objective to harmonize measures on water quality and safety monitoring and risk communication.



*Figure 39: The Signing Ceremony of the MOU between PURA and FSQA*

**c. MOU with NWASCO, Zambia:** The Authority also signed an MOU with NWASCO, the water service regulator of Zambia to provide and share regulatory knowledge and facilitate technical assistance for the development of the regulatory framework in The Gambia.

**d. Membership to the REGNET**: The Authority has been honored as a member of the World Health Organization International Drinking Water and Sanitation Regulatory Network **and has attended its statutory meetings to foster regulatory harmonization and best practices.**

**e. Global Exchange with Regulators**: The Authority's staff participated in global exchanges with regulators around the world. This is part of the Authority's efforts to build capacity and learn key lessons for regulatory improvement.




*Figure 40: Regulators 'Roundtable "A Global Exchange with Water and Sanitation Regulators."| MAY 4; Organized by the World Bank*

**f. National WASH technical Working Group**: The Authority took part in the WASH sector yearly review for 2022 and presented key regulatory developments. It also took part in the WASH disaster response by facilitating the decision making for immediate response in key affected areas such as in Saba.

**g. Meeting with E-Water Delegates for Water Service Licensing:** The Authority received high level delegates from E-Water on the need to license the company as a water utility in the Gambia.



*Figure 41: A meeting Between PURA staff with Delegates from E-Water*

# 7. PART VI

## DIRECTORATE OF CONSUMER AFFAIRS

### 7.1 EXECUTIVE SUMMARY

The Consumer Affairs Directorate (DCA) is charged with the administration of the affairs of consumers, as a key regulatory function of the Authority. It also ensures the continuity of service delivery by the licensed or authorized service providers and the preservation of public interest; to protect users and operators interests alike by taking measures likely to guarantee effective, sound, and fair service provision.

Therefore, we protect and promote consumers' interests; to ensure the availability, accessibility, and affordability of regulated services to all consumers regardless of geographic location. Directorate also charged with advocating for improved consumer awareness as it relates to the services that they consume, through general knowledge, sensitization related to the rights and obligations of consumers and service providers.

The Directorate in its continued effort to meet these complex strategic objectives for the year 2022, has engaged in consumer education and awareness using radio and TV programs, received consumer complaints via various channels, conducted, it's now well accepted bi-annual Consumer Parliament forum developed and validated the much-anticipated DO-NOT-Disturb guideline for consumer protection.

### 7.2 CONSUMER COMPLAINTS MANAGEMENT

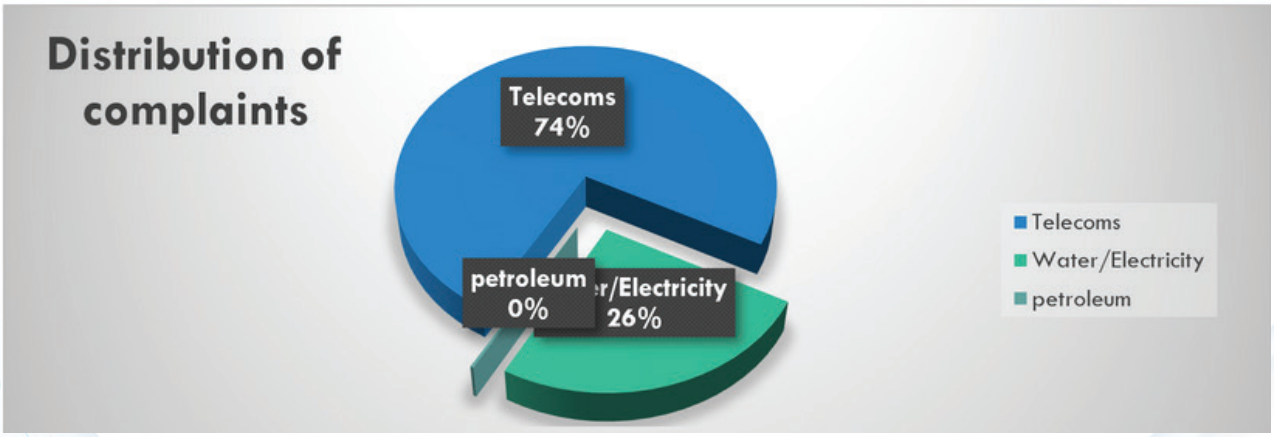



*Figure 1: Distributions of Complains per regulated sector.*

The DCA, in fulfilling its mandate of receiving and processing consumer complaints, continued to leverage on its complain resolution mechanism, to collect and process grievances and complaints for all regulated consumers. This is chiefly done through a Toll -free line –dubbed 148, but equally, consumers can also lodge complaints via our PURA Website, Email pura@pura.gm, Social Media handles, like Facebook and Twitter, Walk-in and or by writing.

As can be seen in Figure 1, the majority of the complains recorded for the year 2022 were telecoms related. Telecoms constitutes 74% whilst the water and electricity sector constituted 26%. Petroleum sector for the year under review received only one (1) complaint. this could be related to either effective resolution of complaints by the service providers, or limited understanding of consumers, as to the role of the Authority. This will be address through our Information Education and Communications.

### 7.2.1 Complaint Trend Analysis 2018-19-20- 21 and 2022

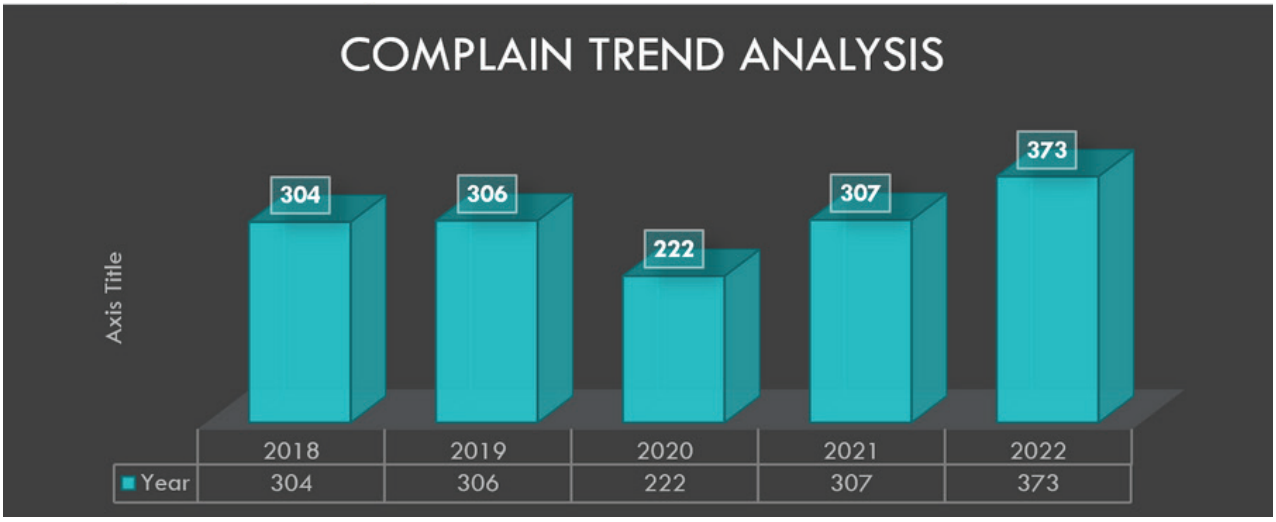



*Figure 2 Complaint Trend Analysis over 5 years*

The table above shows the trend analysis of complaints for the past 5 years. In 2022 the trend analysis shows an upward trend in complaints compared to the previous years. The reason for the increase is due to the credit scam that affects the consumers of the telecommunication sector. This menace has affected mainly third-party dealers who has lost huge amounts of money to this menace. However, the call center in collaboration with all operators were able to recover and refund a substantial sum to vendors. As part of the mitigation methods employed for this menace was to invite major dealers on a sensitisation meeting at our offices, this has gone a long way in reducing the time lag it takes to claim and refund once the scam occurs.

## 7.3 NAWEC

During the year under review all complaints received for NAWEC are categorised under the below parameters.




### 7.3.1 Five Major Complaints for NAWEC

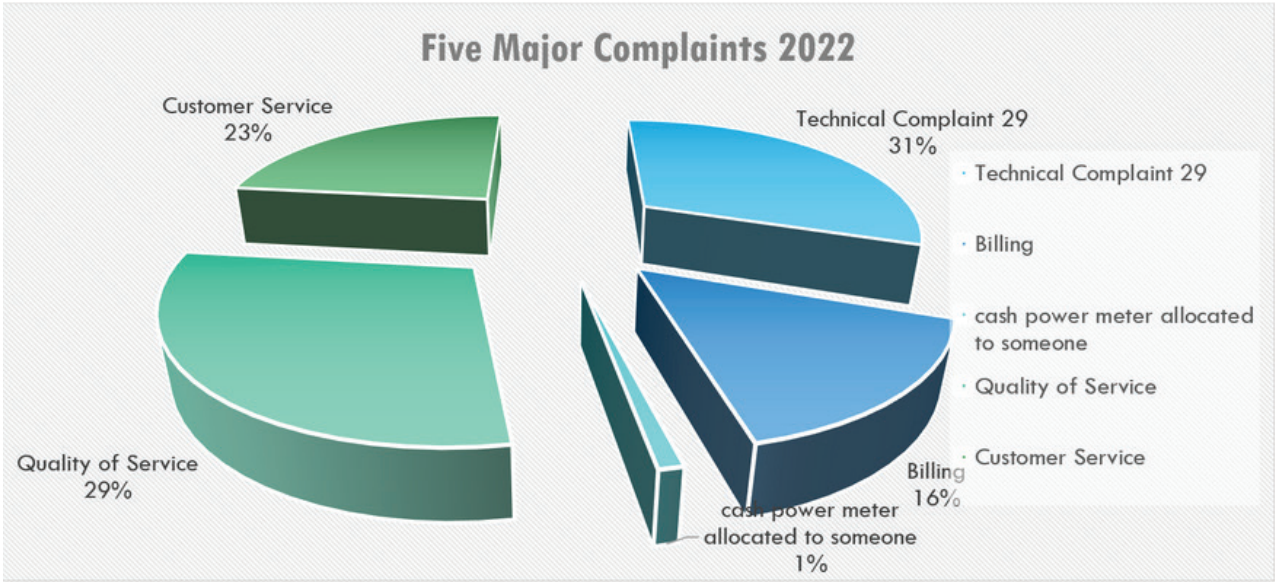



*Figure 3Distribution of Nawec Major Complaints*

For the year under review a total of Ninety-Five (95) complaints was registered for NAWEC. Technical complaints which constitute (Brust pipes, Leakages, faulty meter new service connection etc.) amounted to 29 complaints, which constitutes 31% of the total complaints recorded. Quality of Service-related complaints which constitutes (low voltage, high voltage bent poles power outages etc) registers the second highest with 28 complaints, representing 29%. Customer service complaints, constituting (disconnection, poor customer service, termination, no access to customer care etc). recorded 22 complaints, constituting 23%. Billing related complaints recorded 15, representing 16% percent of the total complaints received for the energy sector.

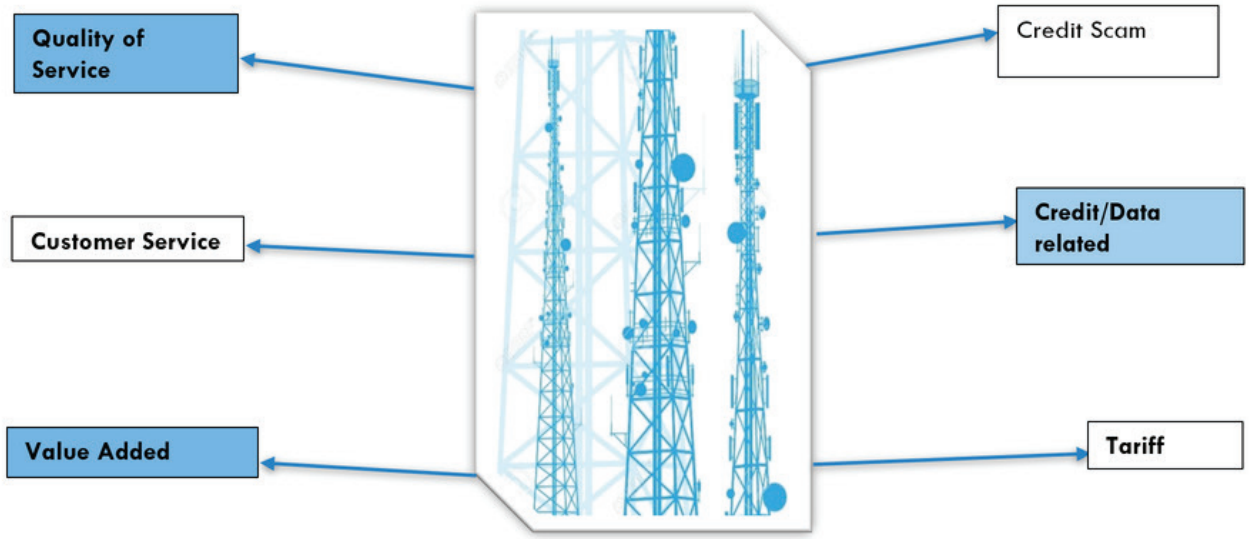
This is a typical representation for the energy sector as compared to previous years. Notably for the year under review the provision of electricity was much better, all be it that, there remains quality concerns as represented by complaints registered for the year under review.

## 7.4 PETROLEUM COMPLAINT

Jah oil company register the only complaint in the petroleum sector, representing the total amount of complaints received for the sector, this complaint was related to a wrong fuel being dispensed.

## 7.5 TELECOMMUNICATION SECTOR

During the year under review all complaints received under the telecommunication sector were categorised as follows.




### 7.5.1 Number of Complaints Per GSM Service Provider in 2022

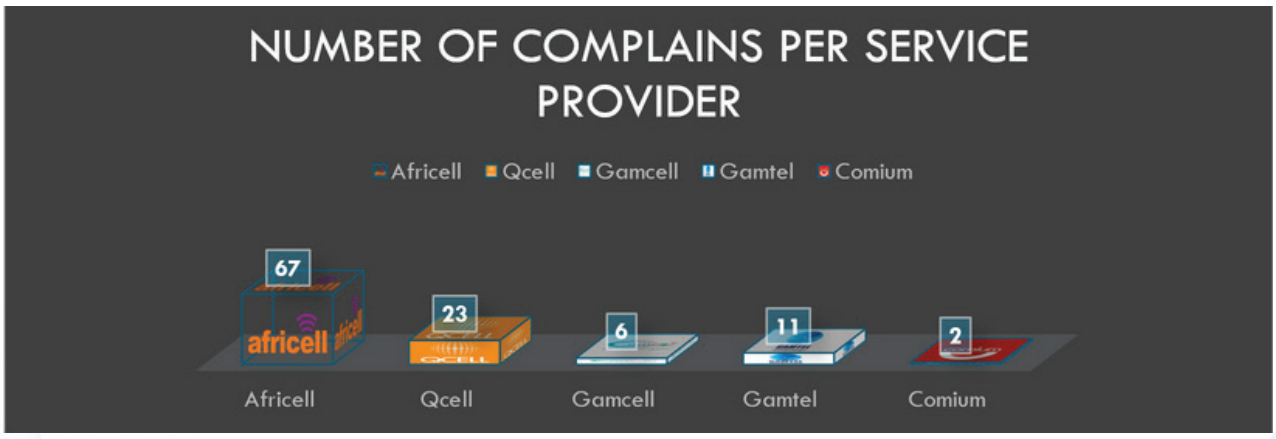



*Figure 3Distribution of Nawec Major Complaints*

During the year under review, the helpdesk registered a total number of One hundred & nine (109) complaints, from all Telecommunications Service providers, of which Africell as the biggest service provider, registers the most representing 61%, whilst Qcell as the second most complaint against registers 21%, and Gamtel for the first time comes in third with 10% leaving Gamcel who registered 6% and Comium due to factors related to their license registers the least at 2%.

### 7.5.2 Nopal Credit Scam

Credit scam is a new phenomenon that the directorate observed to be catching on, whereby, scammers trick vendors in into illegally sending electronic recharges to designated numbers with no intension of paying for the same. During the year under review, we received a total number of 169 such complaints amounting to D135,235, and the 148 Unit were able to, in collaboration with affected operators to retrieve and refund D68,768.

| SERVICE PROVIDER | NUMBER OF COMPLAINTS |
|---|---|
| AFRICELL | 6 |
| QCELL | 163 |
| TOTAL | 169 |

*Table 1Number of Nopal Credit Scam Complaint*

### 7.5.3 Major Complaints Per ICT Service Provider:

***Africell***

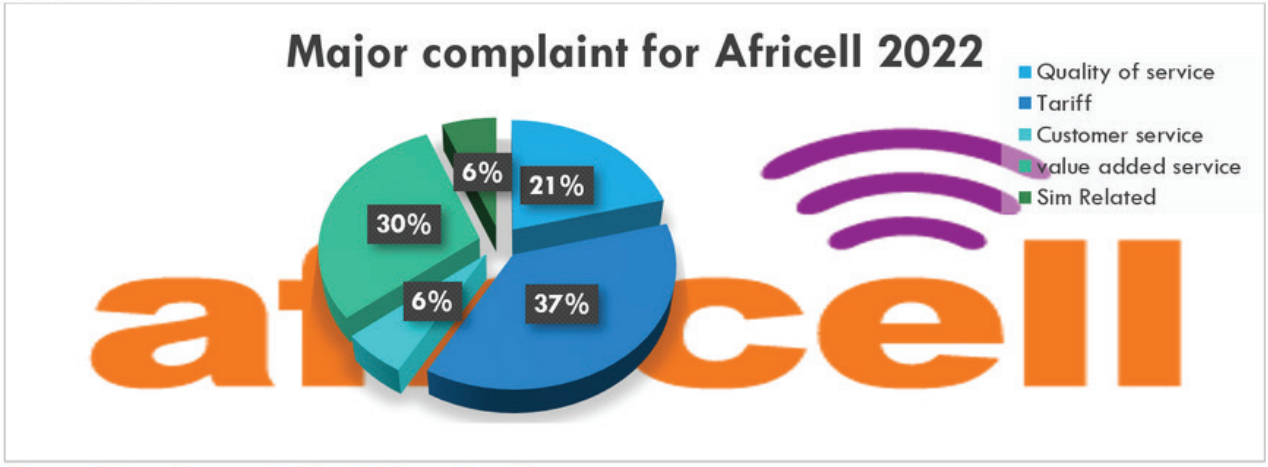



*Figure 5 Distribution of Africell Major Complaint*

As depicted above, for the year under review, Africell as the biggest telecom service provider, registers the most complaints for the reporting period segregated as thus: - 37% of the total complaints, received for them were related to Tariff, and value-added services related complaints registered 30%, Quality of service complaints registered 21%, customer service complaints registered 6% and sim related complaints registered 6%. We are concerned that customer care related complaints are on the rise, this may mean that there is a training need for its staffs.

### *Qcell*

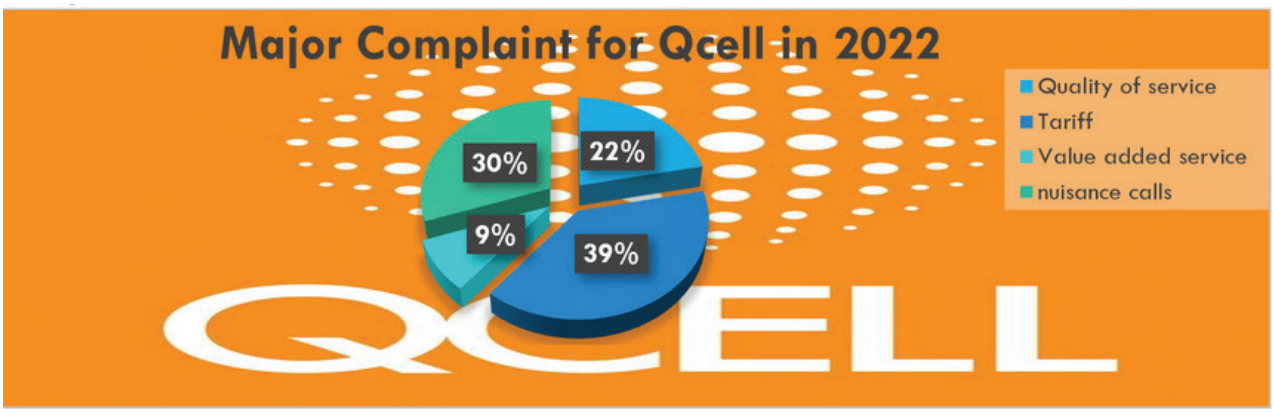



*Figure 6 Distribution of Qcell Major Complaint*

For the period under review, as the second biggest service provider, accordingly, received the second highest complains about the period under review 39% of Qcell's complaints were tariff related complaints, whilst fake marabout/ Credit Scam complaints registers 30% of their total complaints, Quality of Service-related complaints registered 22% with Value added service complaints registering 9%.

### *Gamcel*

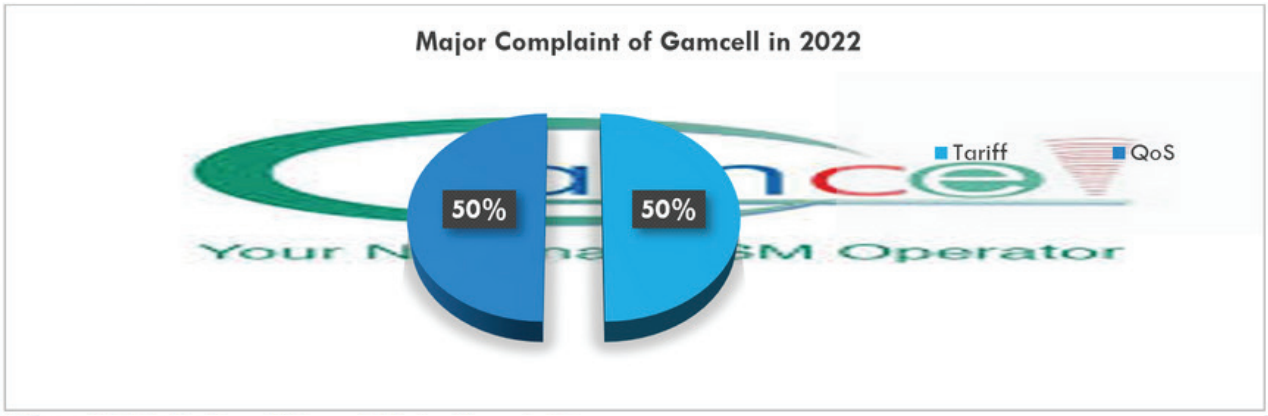



*Figure 7 Distribution of Gamcel Major Complaint*

Gamcel for the year under review registered a total number of six (6) complaints in 2022, this shows a declined in numbers when compared to the same period last year. 50% of their complains were categorise under complaints, QoS and complaints 50% and the other 50% was tariff related complaints, the reason we are seeing a reduced number of complaints registered for Gamcel is partly related to their call centre which is not modernised and raises challenges for customers to reach them, and the fact that they do not offer value added services as compared to other operators.

### *Gamtel*




*Figure 8 Distribution of Gamtel Major Complaint*

Gamtel on the other hand registered a total number of eleven (11) complaints in 2022, which were all Quality of service related. Consumers are generally complaining on the quality of the service provided by Gamtel, in terms of retainability, accessibility and retainability of their fibre network.

### *Comium*

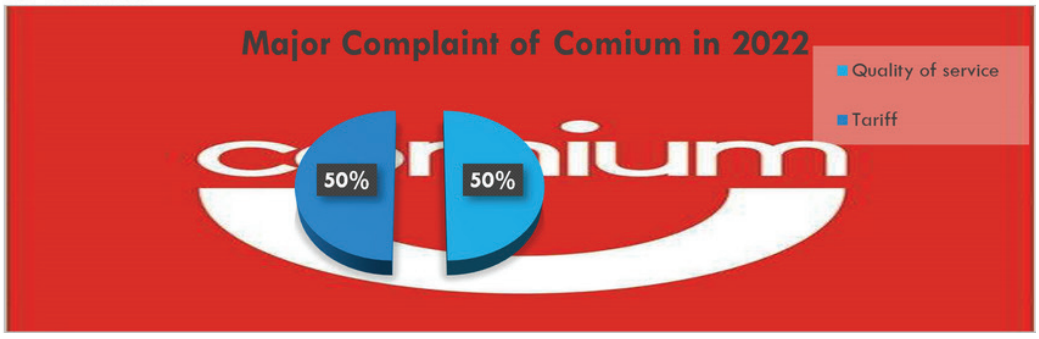



*Figure 9 Distribution of Comium Major Complaint*

Comium for the year under review registered a total of two (2) complaints. which were related to the Quality of their service and issues related to their tariff respectively. This could be explained as it relates to the time that the company were having both financial and regulatory challenges.

## 7.6 CONSUMER EDUCATION & AWARENESS

The Consumer Affairs Directorate remained committed, during the period under review to consumer protection through effective education and awareness campaigns. Staying true to our mission of consumer protection, the directorate sets out several education and awareness programmes with the intent of empowering, engaging, educating, and informing consumers.

### 7.6.1 Radio Station and Tv's Programs

During the period under review the Directorate engaged in several sensitization activities through different mediums, such as TV and radio, in our continued quest to reaching out to all our relevant constituents. We consider this to be the most effective means of reaching out to a wider audience in the country and see it as an important mechanism for the empowerment of consumers through information and communication. During the period under review these are some of the radio and TV stations that we have visited:

| Radio Station | Tv Station |
|---|---|
| **Grts Radio** | Grts Tv |
| **West Coast Radio** | Qtv |
| **Qradio** | Paradise Tv |
| **Afri Radio** | Eye Africa Tv |
| **Star Fm** | Star Tv |




*Figure 10 Pura Staff at one of the Radio Station*

As it is a known fact that the lifeblood of any regulatory agency is information as provided by its key stakeholders, these mediums were used to tease out and encourage social debate, to enhance internal pluralism of ideas all geared towards the improving and augmenting the advancing of the regulated sectors through our most important stakeholders the consumers.

This is all geared towards staying true to DCA's mission of consumer protection, as we set out several education, and awareness programs empowering, educating, and informing consumers through the radio stations. One such campaign is the weekly radio programs held at West coast radio and radio Gambia where consumers are opportune to phone in and discuss their concerns regarding services offered to them by service providers.

These initiatives was found to be extremely beneficial to both the consumers and the Authority and has resulted in influencing some of our regulatory activities, whilst boosting the confidence of consumers in their day-to-day interactions with their service providers, all towards making sure that they get value for money from there operators. All through the ethos of an informed consumer that makes informed choices.



*Figure 11 Pura Directors at a Tv Program*

### 7.6.2 Consumer Parliament




*Figure 12 Mascot of the Consumer Parliament*

For the year under review the Gambia Public Utilities Regulatory Authority (PURA) under the auspices of the Directorate of Consumer Affairs (DCA) organized its - 8TH Consumer Parliament. The objective of the Consumer Parliament, as before and amongst other things, is to avail consumers an opportunity to come face to face with their service providers to raise their concerns, suggestions, and or recommendations. The service providers are then expected to respond and decide on what will be done as per the concerns raised. The Consumer Parliament, as a flagship programme of the Authority avails all concerned an opportunity to engage with the senior management of all regulated entities and make suggestions and recommendations on how to better service provision and regulatory oversight of the same.

The theme for this year's consumer parliament was "cost and quality service delivery". As always, the theme of each Parliament is determined based on the concerns registered to the authority through complaints and or concerns, whereby the most recurring of these concerns is chosen to be the main discussion point of the Parliament.

The Consumer Parliament for the year under review was organised in the West Coast Region, as a highly populated region of the Country, seen by most as the melting-pot between urban and Rural Gambia. The event was graced by the Governor of West Coast Region, Local dignitaries, PURA Board of Directors, Director General and Management and other staff of the Authority, Senior managers of all Service providers, and the most important of all consumers.



*Figure 13 Parliamentarian*

As customary, prior to the event, the Authority embarked on an intensive 4-week long media campaign to sensitize the public about the upcoming event, this was done through radios, TV panel discussions, recorded jingles in various local languages, played in almost all local radio stations including community radios.




*Figure 14 Members of the High Table During the Consumer Parliament*

In line with the ever-changing terrain that consumers can be captured on, the event was streamed live on social media platforms through Eye Africa TV. This was done to extend our audience reach and to also engage the consumers that are not presently living in the Gambia to capture a holistic view of all concerns relating to all our regulated entities. Consumers true to form, came and raised their challenges by engaging directly with their service providers. We also used a popular local radio station to live-broadcast the event so that we can extend the reach as intended.

These were some of the complaints captured during the consumer parliament.

1. Transformer issues (Nawec)
2. Fiber issues (Gamtel)
3. Poor network/data (All Telcos)
4. High cost of data Tariffs (All Telcos, PURA)
5. New service connection (Nawec)
6. Shortage of water (Nawec)
7. Overstated Advertisement Claims (All Telcos)

The event was well attended vibrant and interactive, we consider it to be one of the most engaging of parliaments that we had in a while. The quality of questions and concerns were lauded by all as progressive and beneficial in informing future regulatory interventions. The Authority was also urged to increase the frequency of holding such events and hopefully use more mediums to sensitise of its advent, this way they believe participation can be enhanced even better.

### 7.6.3 Do Not Disturb (DND)




*Figure 15 DnD Mascot*

During the year under review, the Directorate through its 148 unit and due to the numerous complaints received, over the previous years, from the consumers regarding unsolicited text messages from their service providers.

Understandably, since the inception of GSM operations in the Gambia in 2001, subscribers received Short Message Service (SMS), otherwise known as text messages from Telecoms Operators. This medium was used when the Operators wanted to pass vital information such as network failures in some parts of the country and when they would be fixed. Subscribers received SMS on new coverage areas, especially during expansion by operators to new areas. Information on systems maintenance/upgrade and the period of maintenance, which were usually sent to subscribers at midnight, was also communicated via SMS. These SMS were received without complaints because they were informative.

Over the years, as the use of Telecommunications services for delivery of Business services increased, Operators on behalf of their business clients, began to send bulk SMS to subscribers on their networks as it was seen as a marketing tool. Instead, consumers receive unsolicited promotional SMS across networks, with subscribers sometimes receiving up to 10 or 12 SMS from some operators in a day, which overloaded their phone storage capacity, and constituted a constant drain/nuisance.

As a result, the Authority as mandated by the PURA Act 2010 to protect both the interest of consumers and service providers, decided to develop a guideline and in consultation with relevant stakeholders including the service providers to discourage or serve as a deterrent for sending unsolicited text messages to their consumers without their consent.

The DND initiative which is known as an effective method to stop such practices, is adopted by most regulated bodies within the sub-region, was launched during the year under review to a fanfare of appreciation form consumers of all classes. It provided the consumers the choice to completely stop receiving of partially receive information based on their need. As depicted below. Failure on the part of any operator is penalised with D50,000 thousand Dalasi per message, as a deterrent, we are yet to charge any operators since inception.

### 7.6.4 Analysis of DND Subscribers Per Service Provider

The number of subscribers from August to December. Below is the analysis on the chart, for the year under review.

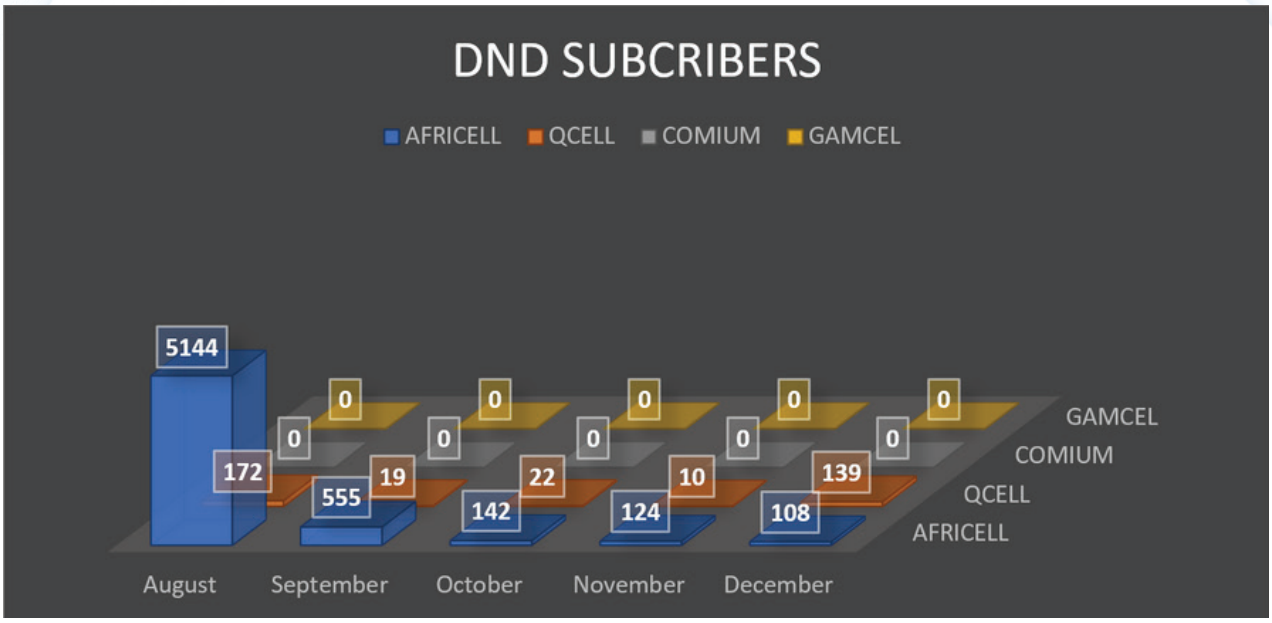



*Figure 16 DnD Subscription Per Service Provider*

## 7.7 CONCLUSION

In conclusion, for the year under review, DCA was able to invest more efforts in creating proactive advocacy led information and education activities, to compliment the current advocacy activities, relating to the renewed confidence of consumers in their consumption of all regulated services. The types of complaints received for the period, mirrors the fast rate of convergence in the regulated sector specifically the ICT sector which saw a rapid rise in the use of data, confirming the widely held global view that Data is the new oil.

The electricity sector for the year under review, Saw some improvements in terms of service provision to an extent better than the previous years. Having said that the challenges as evidenced by complaints received still revolve around overloaded transformers, showing that the electricity uptake for the period rose significantly through new connections., invariably this affected quality and availability of service. Do not disturb (DnD) on the other hand, which was introduced as an innovative way to address specific consumer concerns regarding unsolicited calls and text messages, was hail as success based on its timeliness as it relates to the needs of the consumers.

Finally, as a Directorate through our engagements with consumers both on Radio, TV and the consumer Parliament have come on the realisation that we need to put more effort in expanding and sustaining our consumer information and communications efforts across the board.

## 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 are 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 2022, **1.40%** of GSM Operators' turnover figure and a Fixed amount of **D5.0million** for Fixed Line Operator (GAMTEL) was invoiced unlike the previous **1.30%** of turnover for the Telecoms Operators, and the Internet Service Providers (ISPs) are now charged **1.0%** of their turnover. For the Energy sector, the Authority since 2008 has decided that the regulatory fee invoice to NAWEC is pegged at **D 8,000,000.00** for 2022, instead of the maximum amount chargeable of **1.0%** of Operator's annual turnover as stated in the 2018 Regulatory Fees Regulations of PURA.

The Authority has also charged a fixed amount of D100,000.00 instead of the 1.5% of their turnover figure for the Licensed TV Stations as a Supportive Regulation in the Broadcasting sector and D10,000.00 per Commercial Radio Station as per the Regulatory Fees Regulation.

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 D1.50 per number assigned. GAMTEL have not paid their Numbering Fees for 2018, 2019, 2020, 2021 and 2022.

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 has not been encouraging. The amount of **D120,994,108 was** budgeted as Regulatory Fees and Numbering Fees income. The total amount collected for Regulatory Fees, Numbering Fees and Arrears in 2022, amounted to **D114,020,267**, as shown in Table 1 below. Undoubtedly, the non-compliance by **GAMTEL, GAMCEL and NAWEC** has continued

to hamper the implementation of some of PURA's regulatory activities in all the regulated sectors.

**Table 1: Budgeted vs. Actual Income in Dalasis for Regulatory Fees and Numbering Fees Invoiced for 2022 and Total Arrears.**

| SOURCE OF FUNDS | BUDGET REGULATORY FEES 2022 | BUDGET NUMBERING FEES 2022 | ACTUALS PAID 2022 | AMOUNT OUTSTANDING 2022 | REGULATORY & NUMBERING FEES OUTSTANDING B/FWD. | TOTAL OUTSTANDING REGULATORY FEES & NUMBERING FEES 31/12/2022 | REMARKS |
|---|---|---|---|---|---|---|---|
| **GAMTEL** | 5,000,000 | 1,562,735 | 2,000,000 | 4,562,735 | 53,887,543 | 67,893,026 | |
| **AFRICELL** | 51,831164 | 2,842,872 | 50,354,771 | 4,319,265 | 0.00 | 4,319,265 | **Balance Paid In 2023** |
| **GAMCEL** | 3,976,854 | 189,987 | 0.00 | 4, 168,391 | 1,550 | 4,168,391 | |
| **COMIUM** | 2,290,295 | 283,806 | 2,574,101 | 0.00 | 748,332 | 0.00 | **Balance Paid In 2022** |
| **QCELL** | 19,103,687 | 2,350,325 | 21,454,012 | 0.00 | 0.00 | 0.00 | |
| **I NET WORLD COMPANY** | 0.00 | | 0.00 | 0.00 | 100,000 | 100,000 | |
| **NETPAGE** | 493,237 | | 493,237 | 0.00 | 0.00 | 0.00 | |
| **NAWEC** | 8,000,000 | | 17,000,000 | 10,878,755 | 19,878,755 | 10,878,755 | **Part of Arrears Paid in 2022** |
| **UNIQUE SOLUTIONS** | 369,762 | | 369,762 | 0.00 | 0.00 | 0.00 | |
| **INSIST NET** | 323,083 | | 323,083 | 0.00 | 0.00 | 0.00 | |
| **CORE MULTIMEDIA TV** | 100,000 | | 100,000 | 0.00 | 0.00 | 0.00 | |
| **D.K TELECOMS** | 150,000 | | 150,000 | 0.00 | 0.00 | 0.00 | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **GRTS TV** | 100,000 | | 100,000 | 0.00 | 0.00 | 0.00 | |
| **STAR TV** | 100,000 | | 0.00 | 100,000 | 0.00 | 100,000 | |
| **PARADISE TV** | 100,000 | | 30,000 | 100,000 | 30,000 | 100,000 | **Arrears Paid in 2022** |
| **MUSLIM AHMADIYYA TV** | 100,000 | | 100,000 | 0.00 | 0.00 | 0.00 | |
| **KARADENiZ POWERSHIP** | 18,726,301 | | 18,726,301 | 0.00 | 0.00 | 0.00 | |
| **XOOM WIRELESS** | 50,000 | | 0.00 | 100,000 | 50,000 | 100,000 | |
| **LEAP TELECOM** | 50,000 | | 25,000 | 75,000 | 50,000 | 75,000 | |
| **AGUA INC** | 000 | | 0.00 | 0.00 | 299,835 | 299,835 | |
| **ABC TV** | 50,000 | | 50,000 | 0.00 | 0.00 | 0.00 | |
| **CASTLEOIL CO.LTD** | 1,000,000 | | 0.00 | 1,000,000 | 0.00 | 1,000,000 | |
| **CYBER STREAM** | 250,000 | | 170,000 | 80,000 | 0.00 | 80,000 | |
| **EYE AFRICA TV** | 100,000 | | 0.00 | 100,000 | 0.00 | 100,000 | |
| **GAMPETROLEUM STORAGE FACILITY CO** | 1,000,000 | | 0.00 | 1,000,000 | 0.00 | 1,000,000 | |
| **GAMBIA ELECTRICAL** | 250,000 | | 0.00 | 250,000 | 0.00 | 250,000 | |
| **INTERSAT CO.LTD** | 250,000 | | 0.00 | 250,000 | 0.00 | 250,000 | |
| **TOTAL** | **113,764, 383** | **7,229,725** | **114,020,267** | **26,984,146** | **75,046,015** | **90,714,272** | |

The status of regulatory fees payment is depicted in Table 1 above. Only two of the GSM Operators and few of the ISPs have fully paid their regulatory fees invoiced for 2022 as at 31st December 2022, as illustrated above.

Public Utilities Regulatory Authority

*Equity in development*

# Public Utilities Regulatory Authority (PURA)

## Financial Statements

for the year ended 31st December 2022

Public Utilities Regulatory Authority
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# Financial Highlights

| | **31-Dec-22** | 31-Dec-21 |
|---|---|---|
| Surplus for the year (GMD) | **23,367,518** | 34,761,580 |
| Unimpaired capital (GMD) | **207,336,791** | 183,969,273 |
| Net current assets (GMD) | **194,882,522** | 177,611,335 |
| Net assets (GMD) | **207,336,791** | 183,969,273 |
| Management expenses to income ratio (%) | **76.1%** | 36.5% |
| Staff/personnel costs to income ratio (%) | **43.0%** | 35.7% |
| *Liquidity Rations* | | |
| Quick Ratio/Acid Test Ratio (times) | **6.7** | 11.87 |
| Current Ratio (times) | **6.7** | 11.87 |
| *Solvency Ratios* | | |
| Debt to Equity Ratio (%) | **16%** | 8.9% |
| Equity Ratio (%) | **85.9%** | 91.8% |
| Debt Ratio (%) | **14%** | 8.2% |
| *Efficiency Ratios* | | |
| Bad and doubtful debts (GMD) | **-** | - |
| Bad and doubtful debts Ratio (%) | **-** | - |
| Accounts Receivables Turnover (times) | **0.6** | 1.81 |
| Asset Turnover Ratio (%) | **63.9%** | 69.4% |
| *Profitability Ratios* | | |
| Profit (Surplus) Margin Ratio (%) | **15.1%** | 25.0% |
| Return on Assets (%) | **9.7%** | 17.4% |
| Return on Capital Employed (%) | **74.4%** | 18.9% |
| Return on Equity (%) | **11.3%** | 18.9% |

# General Information

## Directors

| | |
|---|---|
| Mr. Alieu Ngum | Chairman |
| Mr. Yusupha M. Jobe | Director General - Board Member |
| Mr. Momodou Sissoho | Board Member |
| Mr. Sana M. Darboe | Board Member |
| P. S. Finance | Board Member – Ex-Officio Member |
| Mr. Anthony Ademola Taylor | Board Member |
| Ms. Theresa Sarr Toupan | Board Member |

## Secretary

Mr. Malamin Darboe

## Auditors

HAD & Co
Chartered Accountants & Business Advisers
Bertil Harding Highway
Kerr Serign
The Gambia

## Bankers

Guaranty Trust Bank (Gambia) Limited
56 Kairaba Avenue
KSMD, The Gambia

Trust Bank Limited
3 / 4 Ecowas Avenue
Banjul, The Gambia

Access Bank (Gambia) Limited
47 Kairaba Avenue
KSMD, The Gambia

Ecobank (Gambia) Limited
42 Kairaba Avenue
KSMD, The Gambia

BSIC Bank Limited
Fajara
KSMD, The Gambia

## Solicitor

Amie Bensouda & Co, LP
136 Kairaba Avenue
Fajara
Kanifing Municipality
The Gambia

## Registered Office

94 Kairaba Avenue
Fajara M. Section
KSMD, The Gambia

# Directors' Report

The Directors present the Audited Financial Statements of the Authority for the year ended 31st December 2022.

## State of Affairs

The results for the year ended 31st December 2022 are as set out in the attached financial statements.

## Directors Responsibilities for the Financial Statements

The PURA Act 2001 and the Public Finance Act 2014 requires the Authority's Directors to prepare financial statements for each financial year which gives a true and fair view of the state of affairs of the Authority as at the end of the financial year and of its surplus or deficit for that period. In preparing these financial statements, the Directors are required to:

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

The Directors are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time, the financial position of the Authority and to enable them to ensure that the financial statements comply with the provisions of the PURA Act 2001 and the Public Finance Act 2014.

They are also responsible for safeguarding the assets of the Authority and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## Principal Activities

The principal activities of the Authority 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. The Authority does monitor and enforce standards of performance by public utilities and to promote fair competition amongst them. The Authority also regulates the downstream petroleum industry.

## Post balance sheet events

There were no significant events since the year-end, which could affect the results or financial position of the Authority.

## Results for the year

The results of the Authority are detailed in the accompanying financial statements.

## Employees

The number of employees and the cost associated with these employees is as detailed in note 4.

## Going concern

The Board of Directors have assessed the Authority's ability to continue as a going concern and have no reason to believe the Authority will not remain a going concern in the year ahead.

## Fixed Assets

The additions and disposals are as detailed in note 7 to the financial statements. There has not been any permanent diminution in the value of the Authority's fixed assets.

## Directors and their interest

The members of the board are detailed on page 2. None of the Board of Directors have beneficial interest in the Authority.

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Equity in development

Apart from the Director General, the rest of the Board of Directors are appointed for a period of three years, and they may be re-appointed for one further term of three years.

## Auditors

The Auditors, HAD & Co, have been appointed by the National Audit Office for a period of five years, from 31st December 2020 to 31st December 2024.

**By order of the Board**

**Secretary**

Date.....2024 10/05/24

# Report of the Independent Auditor's, HAD & Co

## To the Members of Public Utilities Regulatory Authority (PURA)

### Opinion

We have audited the financial statements of Public Utilities Regulatory Authority (PURA), which comprise the Statement of Financial Position as at 31st December 2022, the Income Statement, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements give a true and fair view of its financial performance and its cash flows for the year then ended in accordance with Generally Accepted Accounting Principles (GAAP) and have been properly prepared in accordance with the PURA Act 2001 and the Public Finance Act 2014.

### Basis for Opinion

We conducted our audit in accordance with International Standards 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 ethical 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.

### Emphasis of matter – Basis of accounting

We draw attention to note 1.2(i) to the financial statements, which describes the basis of accounting. The financial statements are prepared to assist Public Utilities Regulatory Authority (PURA) to comply with the financial reporting provisions of the PURA Act 2001. As a result, the financial statements may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

### Other Information

Management is responsible for the other information. The other information comprises the General Information and Report of the Directors as required by the PURA Act 2001 and the Public Finance Act 2014. The other information does not include the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not and will not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If,

based on the work we have performed, we concluded that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report.

**Responsibilities of Management and Those Charged with Governance for the Financial Statements**

Management is responsible for the preparation and fair presentation of the financial statements in accordance with GAAP 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 Authority's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Authority or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Authority's financial reporting process.

**Auditor's Responsibilities for Audit of the 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. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks 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, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit 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, based on the audit evidence obtained, whether a material uncertainty exists related 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 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.

The Engagement Partner on the audit resulting in this independent auditor's report is **Hassan Jatta**.

HAD & Co

**HAD & Co**
*Chartered Accountants and Business Advisers*
*Registered Auditors*
*Kerr Serigne, The Gambia*

Date: 10th May 2024

Public Utilities Regulatory Authority
Equity in development

# Income statement

*for the year ended 31st December 2022*

| | Notes | **31st December 2022 GMD** | 31st December 2021 GMD |
|---|---|---|---|
| **Income** | | | |
| Revenue | *2* | **151,428,430** | 135,563,720 |
| Other income | *3* | **2,842,289** | 3,433,241 |
| **Total income** | | **154,270,719** | 138,996,961 |
| **Expenses** | | | |
| Personnel expenses | *4* | **(66,262,515)** | (49,623,843) |
| Administrative expenses | *5* | **(59,688,554)** | (50,719,514) |
| Depreciation | *7* | **(4,952,132)** | (3,892,024) |
| Impairment charge | | **-** | - |
| **Total expenses** | | **(130,903,201)** | (104,235,381) |
| **Surplus for the year** | | **23,367,518** | 34,761,580 |

The attached notes form part of these financial statements.

Public Utilities Regulatory Authority
Equity in development

# Statement of Financial Position

*as at 31st December 2022*

| | | **31st December 2022** | 31st December 2021 |
|---|---|---|---|
| **Assets** | *Notes* | **GMD** | GMD |
| **Non-current assets** | | | |
| Property, plant, and equipment | *7* | **12,454,269** | 6,357,938 |
| **Total non-current Assets** | | **12,454,269** | 6,357,938 |
| **Current assets** | | | |
| Investments | *8* | **90,000,000** | 20,000,000 |
| Receivables | *9* | **99,620,091** | 84,790,808 |
| Cash and cash equivalent | *10* | **39,288,304** | 89,154,576 |
| **Total current assets** | | **228,908,395** | 193,945,384 |
| **Total Assets** | | **241,362,664** | 200,303,322 |
| **Equity and Liabilities** | | | |
| **Capital and Reserves** | | | |
| Capital | *11* | **-** | - |
| Retained earnings | | **207,336,791** | 183,969,273 |
| **Total Equity and reserves** | | **207,336,791** | 183,969,273 |
| **Liabilities** | | | |
| **Current liabilities** | | | |
| Payables | *12* | **34,025,873** | 16,334,049 |
| **Total current liabilities** | | **34,025,873** | 16,334,049 |
| **Total equity and liabilities** | | **241,362,664** | 200,303,322 |

These financial statements were approved by the Board of Directors on .....10/05.....2024 and were signed on its behalf by:

**Director**..... **Director**.....10·05·24

The attached notes form part of these financial statements

Public Utilities Regulatory Authority
Equity in development

# Statement of Changes in Equity

*as at 31st December 2022*

| | Capital GMD | Retained earnings GMD | Total GMD |
|---|---|---|---|
| Balance as at 1st January 2021 | - | 149,207,693 | 149,207,693 |
| Surplus for the year | - | 34,761,580 | 34,761,580 |
| Balance as at 31st December 2021 | - | 183,969,273 | 183,969,273 |
| **Balance as at 1st January 2022** | **-** | **183,969,273** | **183,969,273** |
| **Surplus for the year** | **-** | **23,367,518** | **23,367,518** |
| **Balance as at 31st December 2022** | **-** | **207,336,791** | **207,336,791** |

The attached notes form part of these financial statements.

Public Utilities Regulatory Authority
Equity in development

# Statement of cash flows

*as at 31st December 2022*

| | Notes | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|---|
| **Operating activities** | | | |
| Surplus for the year | | **23,367,518** | 34,761,580 |
| Depreciation | *7* | **4,952,132** | 3,892,024 |
| | | **28,319,650** | 38,653,604 |
| **Movement in working capital.** | | | |
| (Increase)/Decrease in investments | | **(70,000,000)** | 44,000,000 |
| (Increase) in receivables | | **(14,829,282)** | (5,992,535) |
| Increase/(Decrease) in payables | | **17,691,824** | (14,893,378) |
| Fixed assets adjustment | *7* | **-** | 1,893 |
| **Net cash inflows from operation activities** | | **(38,817,808)** | 61,769,584 |
| **Investing activities** | | | |
| Payments to acquire fixed assets | *7* | **(11,112,213)** | (5,655,688) |
| Proceed from disposal of Fixed Assets | | **63,750** | - |
| **Net cash flow from investing activities** | | **(11,048,463)** | (5,655,688) |
| Net increase in cash and cash equivalents | | **(49,866,271)** | 56,113,896 |
| Cash and cash equivalents at the beginning of the year | | **89,154,576** | 33,040,680 |
| **Cash and cash equivalents at end of the year *10*** | | **39,288,305** | 89,154,576 |

The attached notes form part of these financial statements.

# Notes to the financial statements.

## 1 Summary of Significant Accounting Policies

### 1.1 Corporate information

Public Utilities Regulatory Authority (PURA) was incorporated by an Act of parliament in 2001 and started operation in 2004. The registered address of the Authority is 94 Kairaba Avenue, Fajara M. Section, Kanifing Municipality, The Gambia.

The principal activities of the Authority 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. The Authority does monitor and enforces standards of performance by public utilities and to promote fair competition amongst them. The Authority also regulates the downstream petroleum industry.

### 1.2 Principal Accounting Policies

The following accounting policies have been applied consistently in dealing with items, which are considered material to the Authority's financial statements.

**i. Basis of preparation**

**Statement of compliance**

The financial statements have been prepared in accordance with Generally Accepted Accounting Principles, the PURA Act 2001 and the Public Finance Act 2014.

**Basis of measurement**

The financial statements are prepared under the historical cost convention.

**ii. Revenue recognition**

Revenue is measured at the fair value of the consideration received or receivable. Revenue is recognised when the performance obligations of the Authority is satisfied, that is when the services have been delivered to the regulated entities.

The Authority derives its revenue for the Regulatory fees and fines, external funding, investment income and any other income accruing on account.

*Fees and fines*

The Regulatory fees are based on a percentage of the actual returns received, which are mainly audited or management accounts of the previous year.

*Petroleum Levy*

This is based on D0.07 of total litres of petroleum lifted for a month by the Petroleum Companies, based on GRA computation.

*PURA International Gateway Fund*

This is based on the sharing mechanism approved by the Cabinet.

*Grants*

Revenue grants received are recognised in the income statement on a systematic basis over the period necessary to match them with the related cost, for which they are intended to compensate. Capital grants are recognised in the income statement over the useful life of the asset(s) to which they relate.

*Interest income*

Interest revenue is generally recognised when future economic benefits of the underlying assets will flow to the entity, and it can be reliably measured. It is income derived from use of an entity's assets and hence the interest is mostly dependent on the underlying agreement.

Interest earned comprises of interest on loans, treasury bills, bank deposits and other instruments and is accounted for on an accruals basis. In respect of loans, recognition of interest income ceases when payment of interest or principal is in doubt and any interest already recognised during that accounting period is reversed. Interest is thereafter included in income only when received.

*Government subventions*

These are monies received periodically into the Authority's designated bank accounts to defray costs of operations. They are leased to the income statement in the period received, unless stated otherwise.

**iii. Expenses**

Expenses are recognised when, and to the extent that, the goods or services have been received. They are measured at the fair value of the consideration paid or payable.

**iv. Property, plant and equipment**

Property, plant, and equipment are stated at cost less accumulated depreciation. Cost includes all cost incurred in acquiring the asset plus all directly attributable costs incurred in bringing the asset to its present location and condition for the asset to become operational.

Depreciation is provided on property, plant, and equipment, excluding land, on a straight-line basis at annual rates calculated to write off the cost of each asset over its estimated useful life as follows:

| **Asset category** | **Rate per annum** |
|---|---|
| Motor vehicles | 25% |
| Computer and other office equipment | 25% |
| Furniture, fixtures, and fittings | 20% |
| Others | 20% |

The estimated useful lives, residual values and depreciation method are reviewed at each year end, with the effect of any changes in estimate accounted for on a prospective basis.

The gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the asset and is recognised in the income statement.

*Subsequent expenditure*

Expenditure incurred to replace a component of an item of property, plant and equipment that is accounted for separately, including major inspection and overhaul expenditure, is capitalised. Other subsequent expenditure is capitalised only when it increases the future economic benefits embodied in the item of property, plant and equipment. All other expenditures are recognised in the income statement.

**v. Investments**

Treasury bills and bank deposits are stated at cost. Credit is taken for related income in the period it accrues.

**vi. Accounts receivable**

Accounts receivable originated by the Authority is measured at cost. An allowance for credit losses of accounts receivable is established when there is objective evidence that the Authority will not be able to collect the amounts due. Indicators that the accounts receivable are impaired include consistent default in the payments when considered due (more than 90 days), financial difficulties of the regulated entity and other indicators. When an accounts receivable is considered uncollectible, it is written off against the allowance account for credit losses. Subsequent recoveries of amounts previously written off are credited in the statement of comprehensive income. The carrying value of accounts receivable approximates to their fair value due to the short-term nature of those receivables.

**vii. Cash and cash equivalents**

Cash and local bank balances included in the balance sheet comprises cash in hand, balances held with banks and other financial institutions.

Cash and cash equivalents included in the cash flow statement comprises of cash, bank and other financial institutions balances and short-term investment, net of bank overdrafts.

**viii. Accounts and other payables**

Liabilities are recognised for amounts to be paid in the future for goods or services received, whether billed to the Authority.

**ix. Post-employment benefits - defined contribution plan**

A defined contribution plan is a post-employment benefit plan under which an entity pays fixed contributions into a separate entity and will have no legal or constructive obligation to pay further amounts if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior reporting periods. Obligations for defined contribution pension plans are determined by the amounts to be contributed and recognized as expense in profit or loss when they are due in respect of service rendered before the end of the reporting period.

The Authority contributes to the Social Security and Housing Finance Corporation's administered Provident Fund Scheme, wherein the employer contributes 15% of the employee's basic salary.

**x. Foreign currencies**

*Functional and presentation currency*

The financial statements are presented in The Gambia Dalasi (GMD), which is the Authority's functional and presentation currency.

*Transaction and balances*

Transactions in foreign currencies are translated into the functional currency using the exchange rates prevailing at the transaction dates. Monetary assets and liabilities expressed in foreign currencies at the reporting date are translated at rates of exchange ruling at the reporting date. Exchange differences arising in these cases are dealt with in the statement of comprehensive income.

**xi. Impairment**

On the reporting date, the Authority assesses if there is any objective evidence indicating impairment of financial assets or non-collectability of receivables.

An impairment loss, if any, arrived at as a difference between the carrying amount and the recoverable amount, is recognized in the statement of comprehensive income. The recoverable amount represents the present value of expected future cash flows discounted at original effective interest rate. Cash flows relating to short-term receivables are not discounted.

**xii. Contingent liabilities and contingent assets**

Contingent liability is a possible obligation that arises from past events and whose existence will only be confirmed by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Authority. It can also be a present obligation arising from past events that is not recognized because it is not probable that outflow of economic resources will be required, or the amount of obligation cannot be measured reliably.

Contingent liabilities are not recognized but are disclosed in the notes to the accounts. When a change in the probability of an outflow occurs so that outflow is probable, it will then be recognized as provision.

A contingent asset is a possible asset that arises from past events and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Authority. Contingent assets are not recognized but are disclosed in the notes to the accounts when an inflow of economic benefits is probable. When an inflow is virtually certain, an asset is recognized.

**xiii. Taxation**

No income tax provision is made as the Authority is exempted from corporate tax as an Agency of The Government as stipulated in Section 24 of the Income and Valed Added Tax Act, 2012.

**xiv. Provisions**

A provision is recognised in the balance sheet when the Authority has a legal or constructive obligation as a result of a past events, and it is probable that an outflow of economic benefits will be required to settle the obligation.

**xv. Related parties**

For the purposes of these financial statements all government related entities, key management personnel and Board members, together with the close members of their families in each case and with companies controlled by them, are considered and referred to as related parties. A number of transactions are entered into with related parties in the normal course of business. A detailed breakdown of related party transactions and balances outstanding at the year-end is provided in Note 13.

## 1.3 Significant accounting estimates, assumptions, and judgments

The preparation of financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income, and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

The key assumption concerning the future and other key sources of estimation uncertainty at the balance sheet date, that have a significant risk of causing material adjustment to the carrying amounts of assets and liabilities are as follows:

- Going concern assessment.
- Assessment of the useful life and residual values of fixed assets.
- Assessment of provision for bad and doubtful debts.
- Assessment for impairment of assets.

## 2. Revenue

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| Regulatory fees | **113,514,383** | 90,248,005 |
| Application fees | **166,000** | 589,000 |
| Regulatory fees Radio Stations | **305,000** | 80,000 |
| Typed approved fees | **3,925,789** | 3,372,707 |
| Penalty fees | **1,150,000** | 6,607,583 |
| Petroleum application fees | **683,000** | 341,000 |
| Numbering fees | **7,379,725** | 6,966,602 |
| Petroleum levy fees | **9,951,653** | 12,757,168 |
| PURA International Gateway Funds | **14,352,880** | 14,601,655 |
| | **151,428,430** | 135,563,720 |

## 3. Other income

| | | |
|---|---|---|
| Staff loans interest | **197,129** | 158,759 |
| Investment income | **697,160** | 3,252,482 |
| Sale of Tender Documents | **117,000** | 22,000 |
| Disposal of Fixed Assets | **115,000** | - |
| Donation Received for ERERA | **1,716,000** | - |
| | **2,842,289** | 3,433,241 |

## 4. Personnel cost and number

The average number of staff employed during the year analysed by category, is as follows:

| | 31st December 2022 | 31st December 2021 |
|---|---|---|
| Management | **12** | 10 |
| Others | **65** | 53 |
| | **77** | 63 |

| | **31st December 2022 GMD** | 31st December 2021 GMD |
|---|---|---|
| *Cost* | | |
| The aggregate payroll costs of these persons were as follows: | | |
| Salaries and wages | **19,601,850** | 16,945,192 |
| Allowances | **16,851,302** | 14,810,166 |
| Social Security contributions | **4,856,753** | 3,863,514 |
| Other Staff Costs | **24,952,610** | 14,004,962 |
| | **66,262,515** | 49,623,843 |
| *Salaries and wages* | | |
| Wages and Salaries | **15,649,554** | 13,895,567 |
| Income Tax | **3,952,296** | 3,049,625 |
| | **19,601,850** | 16,945,192 |
| *Allowances* | | |
| Responsibility | **3,586,795** | 3,309,355 |
| Telephone | **1,491,000** | 1,402,847 |
| Car/Transport | **3,874,262** | 3,465,581 |
| Residential | **3,589,670** | 3,170,419 |
| Acting/Charge | **226,973** | 114,612 |
| Staff Leave | **1,321,468** | 1,055,917 |
| Professional | **2,761,134** | 2,291,435 |
| | **16,851,302** | 14,810,166 |
| *Other Staff Costs* | | |
| Staff Car Scheme | **2,075,000** | 950,000 |
| Staff uniform | **79,762** | 8,500 |
| Medical expenses | **6,877,526** | 3,227,161 |
| Travel & Training | **11,110,126** | 9,819,301 |
| Communications Staffs | **3,524,476** | - |

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| Staffs Suppliers | **1,110,220** | - |
| Staff Recognition Award | **175,500** | - |
| | **24,952,610** | 14,004,962 |

## 5. Administrative expenses

| | | |
|---|---|---|
| National Travel exp. | **495,335** | 236,450 |
| Stationery/ Office supplies | **1,229,763** | 2,350,425 |
| Staff Travel Insurance | **51,219** | 4,734 |
| Fuel & Lubricants | **9,910,044** | 6,884,358 |
| Rent/ Facility Mgt. services | **3,936,331** | 3,421,076 |
| Electricity & Water | **971,525** | 778,412 |
| Advertisement | **1,342,115** | 1,209,330 |
| Promotional Mat/ Activities | **-** | 23,450 |
| Subscription – Journal/Magazines | **288,982** | 85,575 |
| Postages | **10,060** | 11,450 |
| Communications | **1,828,315** | 5,511,114 |
| Stakeholder Relationship | **2,153,864** | 1,562,433 |
| Repairs & Maintenance | **813,997** | 516,274 |
| Consumer Outreach Program | **3,851,129** | 1,600,628 |
| Workshop/Retreat (Local) | **605,725** | 445,389 |
| Consultancy | **1,401,308** | 800,000 |
| Conference & Meetings | **8,856,301** | 5,741,291 |
| Vehicle Insurance/ License | **174,384** | 110,224 |
| Corporate social responsibilities | **1,943,330** | 1,912,444 |
| Regulatory Support Expenses/CERT Project | **3,238,129** | 3,358,399 |
| Legal and Registration Fees | **6,800** | 150,000 |
| Meeting Allowance | **815,000** | 732,000 |
| GL Reconciliation Write-Off | **-** | (39,797) |
| Petroleum Management Costs | **2,352,245** | 2,846,188 |
| International Gateway Management Costs | **3,923,825** | 7,016,863 |

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| Software Licensing Costs | **1,446,838** | 1,290,275 |
| Bank Charges Gateway A/c. | **204,160** | 246,931 |
| Bank charges / Int. Paid | **193,023** | (143,539) |
| Board fees | **800,000** | 672,000 |
| Communications Board | **35,000** | - |
| Board Trainings | **938,946** | 342,600 |
| Membership contributions | **1,626,720** | 812,537 |
| ITU Campaign Support | **1,008,609** | - |
| ERERA Meeting Expense | **3,005,532** | - |
| Audit fees | **230,000** | 230,000 |
| | **59,688,554** | **50,719,514** |

## 6. Surplus for the year

| | | |
|---|---|---|
| *Profit for the year is stated after charging:* | | |
| Audit fees | **230,000** | 230,000 |
| Board of Directors' remuneration | **800,000** | 672,000 |
| Board Training | **938,946** | 342,600 |

## 7. Property, plant and equipment

| | Work-in-Progress GMD | Motor vehicles GMD | Computer equip. GMD | Furniture & fittings GMD | Other assets GMD | Total GMD |
|---|---|---|---|---|---|---|
| **Cost** | | | | | | |
| 1st Jan. 2022 | - | 10,319,750 | 19,565,916 | 6,709,558 | 12,320,448 | 48,915,672 |
| Additions | 2,400,000 | 3,899,000 | 3,483,703 | 963,510 | 366,000 | 11,112,213 |
| Disposals | - | (990,000) | (85,000) | - | - | (1,075,000) |
| **At 31st Dec. 2022** | **2,400,000** | **13,228,750** | **22,964,619** | **7,673,068** | **12,686,448** | **58,952,885** |
| **Depreciation** | | | | | | |
| 1st Jan. 2022 | - | 10,319,750 | 17,941,785 | 5,954,929 | 8,341,270 | 42,557,734 |
| Charge for the year | - | 974,750 | 1,594,050 | 451,365 | 1,931,967 | 4,952,132 |
| Disposal | - | (990,000) | (21,250) | - | - | (1,011,250) |
| **At 31st Dec. 2022** | **-** | **10,304,500** | **19,514,585** | **6,406,294** | **10,273,237** | **46,498,616** |
| **Net book value** | | | | | | |
| **At 31st Dec. 2022** | **2,400,000** | **2,924,250** | **3,450,036** | **1,266,774** | **2,413,211** | **12,454,269** |
| At 31st Dec. 2021 | - | - | 1,624,131 | 754,629 | 3,979,178 | 6,357,938 |

It is important to note a landed property was allocated to PURA by the Ministry of Lands in 2012, located in Kanifing KSMD with serial number SR NO: K251/2014. This property was leased in 2014 but yet to be valued and reflected in the financial statements.

## 8. Investments

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| Fixed deposits | **90,000,000** | 20,000,000 |

*Fixed Deposits*

PURA has two Fixed Deposit Investments with Access Bank (Gambia) Limited and BSIC Bank amounting to GMD30,000,000 and GMD60,000,000 at a return of 2.5% and 2.2% respectively for a period of three-month maturing 13th February 2023 and 27th January 2023; respectively.

## 9. Receivables

| | | |
|---|---|---|
| Trade receivables | **80,771,524** | 82,047,963 |
| Other receivables | **8,798,366** | 1,931,847 |
| Prepayments | **5,540,289** | 2,292,033 |
| Staff loan | **21,050,624** | 15,059,678 |
| Gross receivables | **116,160,803** | 101,331,521 |
| Provision for bad and doubtful debts | **(16,540,713)** | (16,540,713) |
| Net receivables | **99,620,090** | 84,790,808 |

The Authority does not have a provisioning policy and provision made is largely based on advice from the external auditors.

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| ***Staff loans*** | | |
| Personal | **4,009,704** | 1,275,369 |
| Car | **3,507,718** | 3,168,379 |
| Building | **13,533,202** | 10,615,930 |
| | **21,050,624** | 15,059,678 |

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| *Provision for bad and doubtful debts* | | |
| Opening balance | **16,540,713** | 16,540,713 |
| Charge for the year | **-** | - |
| Write-off | **-** | - |
| | **16,540,713** | 16,540,713 |

## 10. Cash and cash equivalents

| | | |
|---|---|---|
| Bank balances | **39,200,009** | 89,121,766 |
| Cash in hand | **88,295** | 32,810 |
| | **39,288,304** | 89,154,576 |

## 11. Capital

There is no authorised capital for the Authority.

## 12. Payables

| | | |
|---|---|---|
| 3rd Parties Share of Gateway Fund | **39,686** | 39,686 |
| Gateway Fund Transit A/c | **14,138,630** | 1,596,965 |
| Accruals | **468,750** | 1,622,754 |
| Provision – audit fees | **230,000** | 230,000 |
| Provision – telephone bills | **17,344,007** | 12,448,007 |
| Provision – fixed assets supplied | **60,000** | 302,637 |
| NIGMS Deposits-Refundable | **201,000** | 94,000 |
| Provision for TCG Service | **1,543,800** | - |
| | **34,025,873** | 16,334,049 |

*Gateway Fund Transit A/c*

This account holds the 50% share of Gateway Funds inflows invoiced to Gateway Licensed Operators before distributed to the various parties.

*Provision – telephone bills*

PURA is using GAMTEL Telephone Facilities (Land phones and Internet cable connections) for communication needs of the Authority. In turn PURA provide services to GAMTEL in form Regulatory services, which every year PURA issued invoices of Regulatory fees to all Operators for the Administrative costs of Regulation. GAMTEL is owing PURA a huge amount of money on Regulatory Fees, which GAMTEL is not paying regularly.

In the past, the Management of PURA and GAMTEL agreed to net off the GAMTEL Telephone Bills against their Regulatory Fees arrears, but of past years this does not happen, due to Noncompliance from GAMTEL Management. At the end of every Year, PURA Finance will make Provisions for unpaid GAMTEL Telephone Facilities (Land phones and Internet cable connections) to reflect the usage in our Financial Statements.

## 13. Related party transactions

### (a) Related entities

The Authority is related to all Government ministries, departments, agencies and quasi-autonomous non-governmental organisations under the common control of the Government. Also, the Authority is related to organisations that the Government jointly controls or significantly influences.

The Authority enters into transactions with these entities in the normal course of business based on consideration agreed with these related parties.

The nature of the transactions with these entities includes:

| | **31st December 2022 GMD** | 31st December 2021 GMD |
|---|---|---|
| ***Purchase of goods and services from related entities*** | | |
| GRA - Payroll tax | **3,952,296** | 3,049,625 |
| SSHFC - SSHFC contributions | **4,844,123** | 3,863,514 |
| NAWEC - Electricity and water | **971,525** | 778,412 |
| GAMPOST - Postages | **10,060** | 11,450 |
| GAMTEL/Gamcel – Communication | **1,658,000** | 1,907,044 |
| | **11,436,004** | 9,610,045 |

| | **31st December 2022 GMD** | 31st December 2021 GMD |
|---|---|---|
| ***Sale of goods and services to related entities.*** | | |
| *Regulatory fees* | | |
| NAWEC | **8,000,000** | 6,000,000 |
| GAMTEL | **5,000,000** | 5,000,000 |
| Gamcel | **3,976,854** | 4,611,763 |
| GRTS TV | **100,000** | 30,000 |
| | **17,076,854** | 15,641,763 |
| *Numbering fees* | | |
| GAMTEL | **1,562,735** | 1,562,735 |
| Gamcel | **189,987** | 206,804 |
| | **1,752,722** | 1,769,539 |
| *PURA International Gateway Funds* | | |
| Government of The Gambia | **118,498,623** | 93,097,302 |
| ICT Agency | **-** | - |
| Gamtel | **-** | - |
| | **118,498,623** | 93,097,302 |
| *Petroleum levy* | | |
| Gambia Revenue Authority | **9,951,653** | 12,757,168 |

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| ***Receivables*** | | |
| NAWEC | **10,878,755** | 19,878,755 |
| GAMTEL | **58,450,277** | 53,887,543 |
| Gamcel | **4,168,391** | 1,550 |
| Accountant Generals Department | **1,783,333** | 1,931,847 |
| GRTS TV | **-** | - |
| | **75,280,756** | 75,699,695 |
| *Provision for bad debts* | | |
| GAMTEL | **-** | - |
| NAWEC | **-** | - |
| | **-** | - |
| ***Payables*** | | |
| NAWEC | **-** | - |
| GAMTEL | **-** | - |
| Gamcel | **-** | - |
| GRTS TV | **-** | - |
| GRA | **-** | - |
| SSHFC | **-** | - |
| | **-** | **-** |

**(b) Transactions with Board of Directors and senior management**

***Compensation***

Key management includes Board of Directors and members of senior management. The compensation paid and payable to key management for employee services is shown below:

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| Board of Directors' emolument | **800,000** | 672,000 |
| Board Training | **938,946** | 342,600 |

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| Board of Directors' telephone allowance | **35,000** | 105,000 |
| Senior management salaries and Allowances | **10,635,210** | 8,204,504 |
| Employer social security contributions | **1,439,203** | 1,211,485 |
| Injury compensation contributions | **2,160** | 1,800 |
| Medical expenses | **147,913** | 61,697 |
| National Travel exp. | **41,070** | 24,900 |
| Staff Travel Insurance | **38,669** | 4,734 |
| Communications | **456,000** | 390,000 |
| Staff Car Scheme | **275,000** | 300,000 |
| Conference & Meetings | **3,037,293** | 797,704 |
| Travel & Training | **1,716,110** | 712,012 |
| | **19,562,574** | 12,828,436 |
| ***Purchase of goods and services from Board of Directors and senior management staff*** | | |
| *Goods* | | |
| Board of Directors | **-** | **-** |
| Senior management staff | **-** | - |
| | **-** | - |
| *Services* | | |
| Board of Directors (training) | **1,825,000** | 1,982,790 |
| Senior management staff | **-** | - |
| | **1,825,000** | 1,982,790 |
| *Staff loans interest* | | |
| Directors | **-** | - |
| Senior management staff | **61,015** | 53,811 |
| | **61,015** | 53,811 |

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| ***Other receivables*** | | |
| Board of Directors | **-** | - |
| Senior management staff | **-** | - |
| | **-** | - |
| ***Staff loans*** | | |
| *Personal* - Senior management staff | **1,125,986** | 354,832 |
| *Car* - Senior management staff | **1,099,167** | 942,500 |
| *Building* - Senior management staff | **3,957,194** | 2,398,285 |
| | **6,182,347** | 3,695,617 |
| ***Payables*** | | |
| Board of Directors | **-** | - |
| Senior management staff | **-** | - |
| | **-** | **-** |

## 14. Capital commitments

| | | |
|---|---|---|
| Authorised by the board of directors. and contracted for | **-** | - |
| Authorised by the board of directors. and not contracted for | **-** | - |

## 15. Contingencies

There were no liabilities in respect of claims against the Authority as at the balance sheet date. (2021: Nil).

## 16. Capital management

The Authority's objectives when managing capital is to safeguard its ability to continue as a going concern, so that it can continue to provide returns for shareholders and benefits for other stakeholders and to maintain an optimal capital structure to reduce the cost of capital.

Consistent with others in the industry, the Authority monitors capital on the basis of the gearing ratio. The ratio is calculated as net debt divided by total capital. Net debt is calculated as total borrowings (including current position of trade and other payables as shown in the statement of financial position) less cash and cash equivalents. Total capital is calculated as 'equity' as shown in the statement of financial position plus net debt.

| | **31st December 2022 GMD** | 31st December 2021 GMD |
|---|---|---|
| Trade and other payables | **34,025,873** | 16,334,049 |
| Cash and cash equivalents (Note 10) | **(39,288,304)** | (89,154,576) |
| Net Cash & Cash Equivalent | **(5,262,431)** | (72,820,527) |
| Total equity | **207,336,791** | 183,969,273 |
| Total capital | **202,074,360** | 111,148,746 |
| Gearing ratio | **(2.60%)** | (65.5%) |

*There are no externally imposed capital requirements.*

Public Utilities Regulatory Authority
Equity in development

# Supplementary Information

## i) Regulatory fees

| | 31st December 2022 GMD | 31st December 2021 GMD |
|---|---|---|
| GAMTEL | **5,000,000** | 5,000,000 |
| Nawec | **8,000,000** | 6,000,000 |
| Gamcel | **3,976,854** | 4,611,763 |
| Africell | **51,831,164** | 42,011,684 |
| Comium | **2,290,295** | 2,993,328 |
| QCell | **19,103,687** | 14,231,732 |
| Net page | **493,237** | 302,404 |
| Unique Solutions | **358,497** | 221,563 |
| Intersat | **250,000** | - |
| Cyber Stream | **250,000** | - |
| Gam Petroleum | **1,000,000** | - |
| Castel Oil | **1,000,000** | - |
| Karadeniz Powership | **18,726,301** | 14,241,012 |
| Core Broadcasting Multimedia | **100,000** | 30,000 |
| GRTS TV | **100,000** | 30,000 |
| Mediamatics (Paradise TV) | **100,000** | 30,000 |
| Muslim Television Ahmadiyya (G) | **100,000** | 30,000 |
| Star TV | **100,000** | 30,000 |
| ABC TV | **50,000** | - |
| Xoom Wireless Limited | **50,000** | 50,000 |
| Insist Net | **323,083** | 209,520 |
| D. K. Telecoms | **150,000** | 75,000 |
| Leap Telecom | **50,000** | 50,000 |
| Agua Inc | **-** | 100,000 |
| | **113,403,118** | 90,248,006 |

## ii) Numbering fees

| | | |
|---|---|---|
| GAMTEL | **1,562,735** | 1,562,735 |
| QCell | **2,500,325** | 2,334,014 |
| Gamcel | **189,987** | 206,804 |
| Comium | **283,806** | 283,806 |
| Africell | **2,842,872** | 2,579,244 |
| | **7,379,725** | 6,966,603 |

## iii) Trade receivables

| | **31st December 2022 GMD** | 31st December 2021 GMD |
|---|---|---|
| GAMTEL | **58,450,277** | 53,887,543 |
| Africell | **4,319,265** | - |
| NAWEC | **10,878,755** | 19,878,755 |
| Gamcel | **4,168,391** | 1,550 |
| Gam-petroleum | **1,000,000** | - |
| Castle | **1,000,000** | - |
| Leap Telecom | **75,000** | 50,000 |
| Xoom Wireless | **100,000** | 50,000 |
| Agua Inc | **299,835** | 299,835 |
| Cyber Stream | **80,000** | - |
| INET Limited | **100,000** | 100,000 |
| Comium | **-** | 748,332 |
| Star TV | **100,000** | - |
| Eye Africa | **100,000** | - |
| Mediamatics-Paradise TV | **100,000** | 30,000 |
| | **80,771,523** | 75,046,015 |
| *Customers how balances have been provided for* | | |
| GAMTEL | **-** | - |
| NAWEC | **-** | - |
| | **-** | - |

## iv) Bank balances

| | | |
|---|---|---|
| Trust Bank Limited | **5,572,819** | 5,627,497 |
| Ecobank Gambia Limited | **5,771,379** | 12,357,366 |
| Access Bank Gambia Limited | **4,915,089** | 1,244,214 |
| Guaranty Trust Bank Gambia Limited | **2,866,338** | 15,455,094 |
| Guaranty Trust Bank Gambia Limited - (Gateway Funds) | **16,883,117** | 1,576,788 |
| Guaranty Trust Bank Gambia Limited (USD) | **1,025,170** | - |
| BSIC Gambia Limited | **2,166,098** | 52,860,807 |
| | **39,200,010** | 89,121,766 |

Chartered Accountants & Business Advisers

# PUBLIC UTILITIES REGULATORY AUTHORITY (PURA)

## Management Letter

for the year ended 31st December 2022

*This report contains 43 pages*

**Strictly private and confidential**

Board of Directors
Public Utilities Regulatory Authority (PURA)
Kairaba Avenue
The Gambia

19th April 2024

Dear Sirs,

**Audit of the financial statements for the year ended 31st December 2022**

We have recently concluded our audit of the above financial statements and attach our Management Letter on various matters noted by us during the course of our work.

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

- **Grade 1: These are observations that are particularly significant and the involvement of management may be required for their resolution.**
- **Grade 2: These are observations that may have a significant impact on the control environment.**
- **Grade 3: These are observations which are less significant than Grade 1 and 2 but still need attention.**

We wish to inform you that the primary purpose of the audit is to enable us to express an opinion on the financial statements. Our examination of the accounting records are carried out on a test basis and should not be relied upon to disclose all defalcations or otherirregularities that may exist in your system but where such exist and are discovered during the course of our audit, they would be disclosed.

This document is provided on the basis that it is for the information of management and should not be quoted in whole or in part without our prior written consent.

We would like to take this opportunity to thank you and your staff for the cooperation accorded to us during the conduct of the audit. Should you require additional information on the matters raised, please do not hesitate to contact us.

Yours faithfully,

HAD & Co

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| | |
|---|---|
| **Department** | **Governance** |
| **Subject Area** | **Internal Audit** |
| **Subject Title** | **Follow up on internal audit points** |
| **Grade** | **1** |
| **Observation No.** | **1** |
| **Observation** | We are concerned that a series of internal control and other related issues reported by the internal audit team remained uncleared as at the end of the year as shown in **Appendix 1**. Some are even dating back from 2021. |
| **Implication** | Due attention might not have been accorded these internal audit concerns which could affect the entity's control environment.<br><br>Besides, follow up actions by both the board and senior management in addressing internal audit concerns were not effective. |
| **Recommendation** | Both the Board and Senior Management should assign a responsible officer to ensure closure of all internal audit concerns.<br><br>This individual should report to both the Board and Senior Management at every scheduled meeting. |
| **Management Comments** | The Board has issued a resolution for the establishment of an Audit Committee. This will enhance the position of the Internal Audit. Also, the Board has directed the Deputy Director of Internal Audit to be providing a status report on the implementation of the Board's resolution. This would help monitor the implementation of Board's resolutions which include directives on implementing Internal Audit recommendations.<br><br>As previously stated, DFA has been assigned to be making follow ups and close all Internal Audit concerns on a timely basis. |

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| **Department** | **Governance** |
| **Subject Area** | **Expenses management** |
| **Subject Title** | **Payment of Honorarium** |
| **Grade** | **1** |
| **Observation No.** | **2** |
| **Observation** | We noted with concern the amount and level of honorarium paid to staff of the authority in respect of performing services which seem to be their primary responsibilities. The total payment as per our analysis for 2022 was D3,431,500.<br><br>We did not see any evidence of Board approval of any of these payments despite one been very large (more than D500,000).<br><br>Besides, it is difficult to ascertain whether there were specific budgetary allocations for these payments under their respective expense categories. |
| **Implication** | There is apparent abuse of this expense line given the indiscriminate way honorarium is paid to staff. Management and Board oversight is very weak in this respect. |
| **Recommendation** | The Board should ensure that there is a policy in place for the determination and payment of any honorarium to any staff of the authority.<br><br>Honorarium payment, if unavoidable, should be budgeted in the respective expense categories. Otherwise, prior Board approval should be obtained before any payment (if not budgeted).<br><br>The Board should be provided with quarterly updates on the amount and level of honorarium paid in that quarter. |
| **Management Comments** | The payment of honorarium has been an ongoing issue, and it was not queried before by previous Audits.<br><br>It was noted that the honorarium payments were paid due to recognition of extra duty rendered by staff and various stakeholders especially during emergencies, such as the oil spillage at the Depot in **Mandinaring, successful hosting of International conferences were external funding where obtained etc.** There |

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| | was also benchmarking from other Institutions and DDIA was assigned to come up with a Honorarium Policy. This was drafted and presented to the Board. However, the Board indicated that the internal auditor was not the ideal person to prepare the policy and suggested that finance take the lead. They also indicated that some of the figures quoted needed to be revised.<br><br>The recommendations of the External Auditors are noted and going forward a budget line will be created. A Honorarium Policy has been approved by the Board and the implementation started in 2024 onwards. |

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| **Department** | **Governance** |
| **Subject Area** | **Expense management** |
| **Subject Title** | **Fuel for staff** |
| **Grade** | **1** |
| **Observation No.** | **3** |
| **Observation** | The authority provides fuel for each staff with a car based on the category of the staff. The allocation is in liters and the total amount spent per month fluctuates from month to month due to changes in the pump price. As per our analysis of the fuel and lubricant account, the total amount spent on fuel for each of the past three years is as follows:<br><br>2020 2021 **2022**<br><br>Amount 4,465,628 6,241,428 **8,790,844**<br>========= ========= =========<br><br>We noted that the fuel budget is almost always exhausted before the year ends and virement must be made to enable payment up to the end of the year.<br><br>We are also concerned that fuel meant for staff is comingled with fuel for the authority's fleet and generators. |
| **Implication** | Management and classification of fuel for staff has left much to be desired. Comingling staff and administrative fuel will distort total staff cost and ratios or other analysis that use staff cost. This is very misleading.<br><br>Not fixing fuel allocation for staff in dalasi terms implies that the Authority must deal with the fluctuations in pump prices which is not reasonable.<br><br>Frequent virement for fuel implies deficient budgetary process. |
| **Recommendation** | We recommend the following:<br><br>- Monthly fuel allocation be fixed in dalasi term for each staff.<br><br>- Fuel for staff be separated from fuel for the fleet and generators. |

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| | - Proper budgetary procedures be adopted to reduce the need for frequent virement. |
| **Management Comments** | The increase from year to year is based on the increased number of staff eligible to receive fuel coupons together with the continuous increase in fuel prices. Additionally, the increase in the Authority's regulatory activities and the continuous use of the office Generator contributed to year-on-year increases.<br><br>The fuel cost is put under one heading, and all fuel payments are made on the code for both Staff fuel, utility vehicles and office Gen-set.<br><br>The PURA Staff Fuel Policy and that of similar Institutions are based on Litres.<br><br>The Authority is planning to have regional offices countrywide and hopefully this will help to scale the amounts down.<br><br>A separate expense code has been created for fuel allocation to staff, separated from fuel supplies for utility vehicles and office Generators. This has been implemented. |

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| **Department** | **Finance** |
| **Subject Area** | **Expense Management** |
| **Subject Title** | **Classification of expenses** |
| **Grade** | **1** |
| **Observation No.** | **4** |
| **Observation** | We noted with concern the number of classification errors in the general ledger mainly misrepresenting the allocation of various personnel related expenses as shown in **Appendix 2**. |
| **Implication** | Either the finance staff are deliberately mispresenting staff-related costs, or the review of the postings were fundamentally flawed.<br><br>Also, there is no clarity as to what expenses constitute Corporate Social Responsibility and Stakeholder Relations. |
| **Recommendation** | The finance team should ensure that staff and board-related costs are clearly identified as such.<br><br>Management and the Board should consider clarifying what type of expenses should be classified under Corporate Social Responsibility and Stakeholder Relations. |
| **Management Comments** | This is noted, and expenses relating to staff have now been classified under staff cost.<br><br>A New Expenses code (Staff Welfare) has been created and all expenses relating to staff have been posted there.<br><br>Corporate Social Responsibility expenses relates to donations given to Government Institutions, Schools, Universities, Mosques, Churches and Individuals & Groups.<br><br>Stakeholder Relationship Management Expenses – these are costs that cater for Business Corporate Entertainment of guests e.g., lunches, dinners, agreed working sessions with consultants and staff lunches for meetings and inspections to outside Operators stations. |

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| **Department** | **Governance** |
| **Subject Area** | **Expense Management** |
| **Subject Title** | **Advertisement for recruitments** |
| **Grade** | **1** |
| **Observation No.** | **5** |
| **Observation** | As a result of the recruitment policy of the authority, advertisements are at times placed in popular newspapers. In two such advertisements, we are of the view that a lot have been spent to fill vacant positions and hire consultants as shown below: |

| Date | Vendor | Description | Amount |
|---|---|---|---|
| 07/28/22 | Foroyaa | Pymt of Job Vacancy Advertisement for 8 Positions (Half Page) | 62,400 |
| 07/28/22 | XL Standard Company Ltd | Pymt of Job Vacancy Advertisement for 8 Positions (Half Page) | 92,000 |
| 07/28/22 | the Voice News Paper | Pymt of Job Vacancy Advertisement for 8 Positions (Half Page) | 89,600 |
| 07/28/22 | The Point News Paper | Pymt of Job Vacancy Advertisement for 8 Positions (Half Page) | 96,000 |
| | | | 340,000 |
| 11/30/22 | XL Standard Company Ltd | Being payment for advertisement of HR Audit Consultancy | 25,300 |
| 11/30/22 | Foroyaa | Being payment for advertisement of HR Audit consultancy | 22,500 |
| 11/30/22 | the Voice News Paper | Being payment of advertisement for HR Audit Consultancy. | 24,000 |
| 12/13/22 | The Point News Paper | Being payment of HR Audit Consultancy Advertisement. | 25,250 |
| | | | 97,050 |
| | | | 437,050 |

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| **Implication** | The Human Resources Department did not do much cost benefit analysis in placing these advertisements given the number of cheaper |

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| | alternatives like PURA website, social media, GAM Jobs, etc. Funds meant for future development would have been used to advertise for the recruitment of staff and other consultants. |
| **Recommendation** | Management should carefully consider the choice of advertisement media to enable the authority to spend the barest amount possible. PURA website, social media, GAM Jobs and so on should be explored. Besides, the number of newspapers should be reduced as well. |
| **Management Comments** | The concerns are noted; however, it will be very risky if all the newspapers are not given equal opportunity to do the advertisements to fill the vacant positions and other issues. Some newspapers could be critical that the Authority is sidelining them for political or other reasons.<br><br>There will be a change of adverts methodology by using PURA website, Gam Jobs, and other media outlets to minimize this cost. |

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| **Department** | **Governance** |
| **Subject Area** | **Testing Equipment/Labs** |
| **Subject Title** | **Testing fuel samples** |
| **Grade** | **1** |
| **Observation No.** | **6** |
| **Observation** | We are concerned that since the Petroleum sector regulation was given to PURA, we have not yet seen or aware of efforts to ensure that fuel coming to the country are tested regularly in the country. Rather, the authority's staff will travel with the fuel samples to Dakar for testing. The following transaction was to pay for one such trip:<br><br>**2608 - Petroleum Mgmt Costs** |
| **Implication** | Management and the Board have not taken a strategic outlook and a sustainable solution in tackling the quality of fuel in the country. Poor quality fuel could proliferate the country without timely detection and removal. |

| Date | Recipient | Description | Amount GMD |
|---|---|---|---|
| 06/14/22 | Sheriff Manneh | Being payment of per diem to Dakar Senegal, to deliver fuel samples to SGS. | 56,000 |
| 06/14/22 | Haddy Jallow | Being payment of per diem to Dakar Senegal, to deliver fuel samples to SGS. | 56,000 |
| 06/14/22 | Sainey Jeng | Being payment of per diem to Dakar Senegal, to deliver fuel samples to SGS. | 36,400 |
| 08/02/22 | SGS Dakar, Senegal | Being payment for testing of fuel samples and Training of 2 PURA staff | 585,585 |
| 08/02/22 | SGS Dakar, Senegal | Being bank charges on payment for testing of fuel samples and Training of 2 PURA staff | 6,856 |
| | | | **740,841** |

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| **Recommendation** | Management and the Board should consider a more strategic and sustainable solutions in tackling the quality of fuel in the country by building a suitable lab for testing of fuel coming into the country. |
| **Management Comments** | All vessels coming to the country are only allowed to offload at storage facilities if they provide a valid certificate of quality.<br><br>It was noted that it is very important for the Authority to have a Testing Lab in the country to test fuel quality beyond the Depot along the value chain.<br><br>In 2020, the Authority attempted to procure the services of a Laboratory in the country, in which PAGES and CHEWEL Laboratories made bids, however none met the technical requirements. PAGES gave the same proposal of taking the samples to Senegal whereas CHEWEL fail to provide the technical requirement for an existing laboratory or a proposal to build one.<br><br>The Petroleum Act also requires an existing laboratory to be accredited and the closest accredited facilities are in Senegal.<br><br>The Authority's stepwise approach is to:<br>1. Continue testing with SGS whilst strategically engaging potential industry partners within the country and the region for the establishment of an accredited laboratory in The Gambia.<br><br>2. The Authority is also in the process of procuring rapid test kits that will enable it to get basic quality results on time to respond to fuel quality complaints.<br><br>And it is even risky going to Dakar, Senegal to do the fuel samples testing. Secondly the results could be tampered with and how sure are we that the results are even accurate.<br><br>It was also noted that more needs to be done to handle illegal fuel vendors and disposal of bad fuel confiscated. DPWE should study from Nigeria or Ghana about the disposal of illegal fuel confiscated.<br><br>It is **s**uggested that the fuel confiscated from Illegal Vendors be donated to the Police and other Government Stakeholders.<br><br>It is suggested that the Internal Audit should engage DPWE about the disposal of illegal fuel confiscated. |

<table>
<tr><td>Department</td><td>Finance</td></tr>
<tr><td>Subject Area</td><td>Income</td></tr>
<tr><td>Subject Title</td><td>Regulatory Fees</td></tr>
<tr><td>Grade</td><td>1</td></tr>
<tr><td>Observation No.</td><td>7</td></tr>
<tr><td>Observation</td><td>We noted that the Wireless Telegraphy Regulations, 2019 states that internet service providers shall pay regulatory fee based on a percentage on annual turnover. However, such charges are not applied consistently across the sector as shown below:
<table>
<tr><th>Year</th><th>Service provider</th><th>Amount</th><th>Basis Used</th></tr>
<tr><td>2022</td><td>Netpage Ltd</td><td>493,237</td><td>1% of turnover</td></tr>
<tr><td>2022</td><td>Unique Solutions</td><td>369,762</td><td>1% of turnover</td></tr>
<tr><td>2022</td><td>D.K. Telecoms</td><td>150,000</td><td>Fixed amount</td></tr>
<tr><td>2022</td><td>Xoom Wireless Ltd</td><td>50,000</td><td>Fixed amount</td></tr>
<tr><td>2022</td><td>Insist Net</td><td>323,083</td><td>1% of turnover</td></tr>
<tr><td>2022</td><td>Leap Telecom</td><td>50,000</td><td>Fixed amount</td></tr>
</table></td></tr>
<tr><td>Implication</td><td>The Authority does not comply with the regulation on the basis used to levy fees. This could result in loss of revenue.</td></tr>
<tr><td>Recommendation</td><td>Management should ensure that a consistent basis is used across the sector.</td></tr>
<tr><td>Management comments</td><td>The reason for the fixed charge was that some Internet Service Providers (ISPs) got their license and are yet to start operation, making it difficult to get their prior year Audited Financial Statements.<br><br>This is noted and we will work on coming with a Policy document.</td></tr>
</table>

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| **Department** | **Information Technology Department (IT)** |
| **Subject Area** | **Information Risk Management review** |
| **Subject Title** | **Outstanding information - IT Questionnaire** |
| **Grade** | **1** |
| **Observation No.** | **8** |
| **Observation** | As part of our Information Risk Management review, we shared our IT Questionnaire to enable us gather basic but essential IT related information. This request was made in August 2023. However, until date, we have not received the completed Questionnaire to enable us to finalise our review. This matter has even been escalated to the Board during our presentation of our audit report to them. **See Appendix 3 for details.** |
| **Implication** | Lack of completion of the IT Questionnaire is either due to sheer incompetence or willful disregard on the part of the IT team.<br><br>Besides, critical IT infrastructure of the authority could be at risk, without the knowledge of senior management and the board of directors. |
| **Recommendation** | Senior management and the board of directors should ensure that the IT Directorate complete and share our IT Questionnaire as a matter of urgency. Going forward, this should be completed as requested.<br><br>If lack of completion is due to incompetence, the IT team should be optimally trained to be able handle basic but essential IT tasks. |
| **Management comments** | This is noted and henceforth it will be provided. |

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| **Department** | **Human Resources (HR)** |
| **Subject Area** | **Payroll** |
| **Subject Title** | **Leave roster** |
| **Grade** | **2** |
| **Observation No.** | **9** |
| **Observation** | The Human Resources Department did not have a leave roster for staff for the year under review. |
| **Implication** | Employees going on leave unplanned can disrupt the workflow and leave their colleagues picking up the slack. Additionally, these employees may miss important deadlines or delay project completion. Ultimately, this can lead to decreased productivity. |
| **Recommendation** | HR should ensure that they meet with departments head to discuss and plan staff leave schedules that would not affect operations under normal circumstance. |
| **Management Comments** | The Human Resources Department is in support of the recommendation to have a Staff Leave Roster in place, detailing leave time and outstanding arrears. HR will write to all staff about their leave roster and urge them to proceed on leave when due. This will be in place for 2024. |

## Review of matters previously raised

| No. | Area | Observations | Management comments | |
|---|---|---|---|---|
| **2021** | | | | |
| 1 | **Internal Audit - Follow up on internal audit points** | We are concerned that a series of internal control and other related issues reported by the internal audit team remained uncleared as at the end of the year as shown in **Appendix 1**. Some are even dating back from 2020. | The DFA has been assigned to do follow-ups with concerned Officers to response to Internal Audit queries. Most of these queries have already been addressed | **In the process of resolving**.<br><br>Some internal audit points were resolved during the year. |
| 2 | **Internal Audit - Approval of the Annual Work Plan** | We noted that the internal audit work plan for 2021 was not signed by the Chairman as evidence of approval of the entire board. The Annual Work Plan presented for our review was signed by only the Director General (with the internal auditor signing as the preparer). | The Internal Audit work plan for 2022 was approved by the Board of | **Resolved**<br><br>The Internal audit work plan for 2022 and 2023 was approved by the board. |

<table>
<tr><th>No.</th><th>Area</th><th>Observations</th><th>Management comments</th><th></th></tr>
<tr><td></td><td></td><td></td><td>Directors and signed by the Chairman.</td><td></td></tr>
<tr><td>3</td><td>Expense management - Expenses</td><td>Our review of the expenses (personnel and administrative) for the year showed some very significant jumps in some expense lines during the year, even though it is just a year into the post pandemic period. Some of these expenses are shown in Appendix 2. We were expecting some moderate increases in many lines but an overall increase of 52% (D 34,344,554), as shown below, was unprecedented given a very moderate increase of 7% (D8,813,031) in total revenue. This increase in expenses is more than 7 times the increase in total revenue/income.
<table>
<tr><th>Expenses</th><th>2021<br>D</th><th>2020<br>D</th><th>Var<br>D</th><th>Var<br>%</th></tr>
<tr><td>Personnel</td><td>49,623,843</td><td>31,942,491</td><td>17,681,352</td><td>55</td></tr>
<tr><td>Administrative</td><td>50,719,514</td><td>34,056,312</td><td>16,663,202</td><td>49</td></tr>
<tr><td></td><td>100,343,357</td><td>65,998,803</td><td>34,344,554</td><td>52</td></tr>
</table>
Income</td><td>Expenses are being managed as per the Approved Budget and if required, Board Approvals will be requested for virements between expense lines.<br>The increase has been necessary due to increase in Regulatory Activities and Post Covid Pandemic</td><td>Not Resolved<br><br>Some expense lines still show significant increase during the year. e.g. Fuel.</td></tr>
</table>

<table>
<tr><th>No.</th><th>Area</th><th>Observations</th><th>Management comments</th><th></th></tr>
<tr><td></td><td></td><td>
<table>
<tr><th></th><th>2021<br>D</th><th>2020<br>D</th><th>Var<br>D</th><th>Var<br>%</th></tr>
<tr><td>Revenue</td><td>135,563,720</td><td>128,989,768</td><td>6,573,952</td><td>5</td></tr>
<tr><td>Other income</td><td>3,433,241</td><td>1,194,162</td><td>2,239,079</td><td>188</td></tr>
<tr><td></td><td>138,996,961</td><td>130,183,930</td><td>8,813,031</td><td>7</td></tr>
</table>
</td><td>activities for recovery of level of engagements.<br><br>This has been explained in the Management Letter of the year 2021.</td><td></td></tr>
<tr><td>4</td><td>Expense Management - Virement</td><td>From our review of the board minutes, we noted that some virements that were made between budget lines which were approved by the board as shown below:
<table>
<tr><th>Amount (D)</th><th>From</th><th>To</th></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td>3,000,000</td><td>Basic salaries and allowances</td><td>Medical expenses</td></tr>
<tr><td>2,000,000</td><td>Petroleum management</td><td>Conference and meeting</td></tr>
<tr><td>3,000,000</td><td>Project implementation expenses (Gateway management)</td><td>Travel and Training (Local and Overseas)</td></tr>
</table>
</td><td>This has been taken note of and approvals are sought from the Board before virements are made. We will ensure that no expenditures are exceeded without prior</td><td>Not resolved<br><br>The issue remains the same during the year.</td></tr>
</table>

<table>
<tr><th>No.</th><th>Area</th><th>Observations</th><th>Management comments</th><th></th></tr>
<tr><td></td><td></td><td>
<table>
<tr><td>2,330,000</td><td>Platts Subscriptions</td><td>Director General's Vehicle</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
</table>
<br>Also, we noted that when approval for virement to travel and training (local and overseas) was requested from the board in October, they already exceeded their budgets without any prior approval as shown below:
<br><br>
<table>
<tr><th>Budget Line</th><th>Approved Amount (D)</th><th>Actual Amount (D)</th><th>Variance (D)</th></tr>
<tr><td>Travel and training (overseas)</td><td>5,000,000</td><td>6,134,200</td><td>(1,134,200)</td></tr>
<tr><td>Local training</td><td>1,000,000</td><td>1,008,970</td><td>(8,970)</td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
</table>
<br>However, one of the virement was approved by the board without regards to the requirements of the Public Finance Act 2014 and its regulation of 2016. Section 29(8) of this Public Finance Act prohibits virements from personnel emoluments (wages and salaries) to other costs (budget lines).</td><td>virement request. Once the ERP which will be implemented in 2024 is up and running, this will be a thing of the past.</td><td></td></tr>
<tr><td>5</td><td>Cash and cash</td><td>We noted with concern that a huge amount of cash was left with the banks (D89,154,576) at the end of the year not invested in</td><td>The Authority did</td><td>Resolved</td></tr>
</table>

| No. | Area | Observations | Management comments | |
|---|---|---|---|---|
| | **equivalents - Treasury management** | treasury bills and other government bonds compared with only D33,040,680 as at end of 2020. This is coupled with reduction in investments in treasury bills of D44 million in the same period. The amount of investment in treasury bills at the end of the year was D20,000,000 compared to D64,000,000 at the end of 2020. | review the cash flow and make short term investments with the Banks. This resulted in interest earnings for PURA | There was fixed deposit investments amount of D90,000,000 as at the yearend 2022. |
| 6 | **Finance Manual - Draft Finance Manual** | We are concerned that the finance manual had been in draft for months after being available for senior management's review. | The Financial Procedures Manual has been updated and reviewed by Management and it will be presented to the Board for approval this year. | **Not Resolved**<br><br>The finance manual still in draft. |
| 7 | **Expenses - No Supporting** | During our review, we observed that the following payment vouchers were not supported with receipts and invoices. | This was explained at the Board | **Resolved**<br><br>All Payments vouchers reviewed were |

<table>
<tr><th>No.</th><th>Area</th><th>Observations</th><th>Management comments</th><th></th></tr>
<tr><td></td><td>documents attached</td><td>Medical Expense
<table>
<tr><th>Date</th><th>Details</th><th>Amount</th></tr>
<tr><td>02/12/21</td><td>Pymt of transportation & logistics for Makaireh Jonga Return to Dakar</td><td>10,000</td></tr>
<tr><td>O5/06/21</td><td>Pymt of overseas medical treatment for SMMSIRT (Third trip)</td><td>200,000</td></tr>
<tr><td>11/29/21</td><td>Being Pymt for the purchase of eye glasses for head of gmcir (MAX Jonga</td><td>15,000</td></tr>
</table></td><td>meeting, where the External Auditor was present, and it was agreed that it will be removed from the Audit report due to extenuating and special nature and circumstances.</td><td>adequately supported with relevant documents.</td></tr>
<tr><td>8</td><td>Income - Regulatory fees</td><td>During our review, we observed that the calculations and invoicing of the regulatory fees for 2021 were based on turnover of the audited 2019 financial statements instead of turnover of the audited 2020 financial statements as required.</td><td>This has been taken note of and will be implemented from 2024 onwards.</td><td>Not Resolved<br><br>The basis of calculation remains the same in 2022.</td></tr>
<tr><td>9</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="5">2020</td></tr>
</table>

| No. | Area | Observations | Management comments | |
|---|---|---|---|---|
| 10 | **Lack of a Provisioning policy** | The Authority does not have a provisioning policy and provision made is largely based on advice from the external auditors. Provision made last year of D11,085,425 related to very long debts due from private companies. Debts due from government institutions are not provided for irrespective of how long they have been overdue. | This has been included in the Financial Procedures Manual. | **Not Resolved**<br><br>The finance manual is still in draft. |
| 11 | **Internal Audit – various items** | **Vetting of Payments**<br>We also noted the involvement of the Internal Auditor in the pre-auditing of payment vouchers. Ideally, the Internal Audit should not be implementing control processes.<br><br>**Manual**<br>We requested for but not presented with an internal audit manual. | This has been done and presented to the Board. | **Not Resolved**<br><br>The process sill continues to be implemented.<br><br>**Not Resolved**<br><br>The Internal audit manual was not provided for our review. |
| 12 | **Board Matters** | We noted the following from our review of Board related matters:<br><br>- there is currently no Term of Reference (TOR) for the Board covering all aspects of their work beyond those reflected in the PURA Act (Act);<br>- we could not determine from the review of the Board minutes if the various department heads were invited to present their activities reports covering the period of the Board meeting | This is being assigned to the New Secretary to the Board (DLLE) to come up with TORs for the | **Not resolved**<br><br>During our review, Board TOR was not provided to us.<br><br>No evidence that various department |

| No. | Area | Observations | Management comments | |
|---|---|---|---|---|
| | | (quarterly as expected) apart from the Director of Finance who presents the quarterly management accounts.<br>- no special/subcommittees likes Audit/Risk and Finance and so on, were created to deliberate on issues relating to governance, risk management and control among others. | Board of Directors. It is in progress. | heads report to board.<br>Still no special/subcommittees established. |
| **2019** | | | | |
| **13** | **PROPERTY, PLANT & EQUIPMENT** | B. **Fixed Assets Insurance**<br><br>During our review on the safeguarding of Fixed Assets, we noted that only the Authority's vehicles are insured and that Furniture, Fittings & Equipment's were not insured against Fire and Other Perils. | The Authority has insured certain high value assets. Some of the assets are fully depreciated and cannot be insured unless revaluations are done. | **Not Resolved**<br><br>Assets are still not revalued and insured by the company. |
| | | | | |
| **14** | **HUMAN RESOURCE (HR)** | B. Staff Car Loans<br><br>During the review of Staff Car Loans, we noted that the staff car loan policy should be further improved to ensure that a joint bill of sale and joint insurance policy is maintained in line with recommend financial management practice | This will be further reviewed, and this will increase cost to the Authority. PURA will be required to | **Not resolved**<br><br>This is not done. |

| No. | Area | Observations | Management comments | |
|---|---|---|---|---|
| | | | pay for annual Joint Insurance covers for both PURA vehicles and staff vehicles. If only the staff is on the Bill of Sales and no Joint Insurance, the cost will be lower for PURA. | |
| | | | | |

## Appendix 1 – outstanding items from internal audit reports

**2022**

| Exercise | Observation | Recommendation | Status | Management Response |
|---|---|---|---|---|
| Billing & Receivables | We Observed that Content providers (TV stations) were all charged a fixed sum of **D100,000** except for ABC TV, which was charged **D50,000.** NAWEC and GAMTEL were also invoiced with fixed amounts of **D8,000,000** and **D5,000,000** respectively | We recommend for the Directorate of Finance invoice service providers based on the PURA (Regulatory and Administrative Fees) Act 2018. | Only NAWEC was invoiced using a percentage of its turnover. | Gamtel was also invoiced using a percentage of its turnover in 2023.<br>The TV Stations are charged fixed amounts because they do not present annual accounts. |
| | No Provisions and Bad Debt Write-off Policy | This policy is supposed to be maintained to mitigate the write-off of bad debts. It will also help in the calculation of the bad debts provision and the write-off. | implemented | This has been provided for in the revised Financial Procedures Manual which is to be presented to the Board for Approval. |
| | Lack of written Procurement procedures or Operations Manual | We highly recommend for the SPU to establish an operations manual to provide guidance for members and employees to perform their functions correctly and reasonably efficiently. | In-progress | A committee has been setup and is working on the Procurement Manual. |
| Directorate of Consumer | There is no formal evidence of daily review of | The Internal Audit recommends as per the immediate workflow chart for the daily | implemented | The recently implemented Electronic Consumer Complaint Management system now records and |

| Exercise | Observation | Recommendation | Status | Management Response |
|---|---|---|---|---|
| Affairs review | complaints by the 148 supervisors. | review of all complaints, and evidence of this should be available | | monitors all consumer complaints & workflows |
| Directorate of Human Resources | Board Resolutions are not updated into the necessary policies | Board resolutions that affect a specific policy must be adjusted and shared with staff. | Not implemented | HR has been directed to add an addendum or revise the policy when a Board Resolution affects an existing policy |
| | We observed that there is no Health and Safety policy. | We recommend for the Authority to establish or introduce a written health and safety policy. | Not Implemented | There is a Draft Policy that needs to be validated and adopted |
| Stores review | Discrepancies between the store records and physical count. | We recommend performing regular inventory monitoring as good practice and crucial to effective inventory control. | Not Implemented | Internal Audit to confirm the implementation |
| | Lack of proper store management recording system | We highly recommend the establishment of a proper record management system using both soft (Excel) and manual records. | Not Implemented | Internal audit to confirm |
| | Fixed Asset Register (FAR) still maintained on Excel | We recommend that the Asset register module of the QuickBooks software be used for the Asset register or procure a separate software if necessary. | Not Implemented | This is earmarked for inclusion in the planned Enterprise Resource Planning (ERP) system. The Procurement has been sent to GPPA for approval. |

| Exercise | Observation | Recommendation | Status | Management Response |
|---|---|---|---|---|
| | Lack of Insurance coverage for high-valued Assets. | We strongly recommend that the Authority implement an insurance cover for High-value Assets including all office equipment, furniture, Servers, etc. from unforeseen circumstances. | Only a few selected assets are insured | Some of these assets are fully depreciated and cannot be insured, unless revaluations are done. |
| | Series of long list of fully depreciated Assets | DFA to seek Management and Board approval to write off fully depreciated assets that are not still in service, damaged | Not Implemented | Finance & Audit to conduct a joint review to identify obsolete & other assets that are not in use for possible write-off. |
| Type Approval review | Duplicate Invoices numbers used for different Vendors | The easiest way to solve this problem is to come up with a system that easily classifies invoices. | Not implemented | This has been catered for on the proposed ERP. |
| | Payments that could not be matched with any Invoices | As mentioned in the previous Internal Audit Report, the Department is recommending that the ICT Department insist that vendors indicate the invoice numbers on proof of payment slips as that facilitates easy verification. | Implemented | Finance is now ensuring that all payments are accompanied with the invoice numbers for the amounts being settled. This would avoid the situation identified by the Internal Audit. |
| Medical review | The medical tracker database from January to June differs slightly from the actual records generated from Quick Books. | We strongly recommend that a more senior HR personnel review the medical tracker after the end of the month and confirm that appropriate data is recorded as and when due. | Implemented | Although the Medical Scheme is now outsourced, the HR Department is still maintaining the Medical Tracker Database. |

| Exercise | Observation | Recommendation | Status | Management Response |
|---|---|---|---|---|
| | Medical Insurance contract with West Africa (WA) Takaful | We recommend proper due diligence leading to a renewal of the contract and the use of an insurance broker during negotiations. | implemented | An Insurance Broker has been engaged who guided the Authority during the contract renewal negotiations in August 2023. |
| Payroll review | Growing number of contract staff as the Authority has engaged five staff on contract basis since January 2022 | Management needs to review the condition of staff that have been on contract for over one year with the view to absorbing them into the permanent pensionable service. | implemented | Most of these staff have been absorbed as permanent employees. The Authority has only three staff currently on contract |
| | The payroll is still held on an Excel Document and not produced through a software. | The Authority should procure a payroll software as soon as possible. | Not Implemented | This is also planned to be incorporated unto the ERP. |
| | The printout of the staff attendance register for January to March 2022 provided by HR shows that some staff do not log-in. | The Human Resources Department should remind all staff to be clocking-in and out always as a requirement. | The Biometric Attendance register has been abandoned | The Biometric Attendance Register has also been included in the ERP. |

**Outstanding from 2021**

| Exercise | Observation | Recommendation | Status | Management Comments |
|---|---|---|---|---|
| Fuel Usage Review | Utility Vehicles are used for mail delivery | Soft copies of letters should be sent or use motorbikes to reduce fuel usage | implemented | The Authority is now using Motorcycles to deliver mails, which consumes less fuel |

| | | | | |
|---|---|---|---|---|
| International Voice Gateway | Gamcel agreed to a payment plan but has stopped payments | Gamcel should be made to honour this payment plan | Not Implemented | Gamcel has been plagued with financial challenges which has affected their ability to pay. |

## Appendix 2 – List of expenses misclassified

| Account Name | Date | Name | Memo | Debit (D) |
|---|---|---|---|---|
| **2305 -Advertisement & Corp Bran** | | | | |
| | 07/25/2022 | I-LINK | Being Pymt for the Procurement of Digital Camera for Corporate Affairs | 55,000.00 |
| | | | | **55,000.00** |
| **2310 -Stakeholder Relationship** | | | | |
| | 03/04/2022 | Isatou F. Bah | Being retiremnt of imprest to buy lunch on staff induction programmee | 9,900.00 |
| | 03/04/2022 | Delicious Fast Food | Being payment of lunch for the Evaluation Committee on market assessment and competition study. | 1,680.00 |
| | 03/09/2022 | Matako Sanyang | Being retirement of imprest for the puechase of 25 packs of snacks | 7,750.00 |
| | 03/11/2022 | The Butchers Shop | Being payment of lunch and drinks for gmSCIRT audit exercise. | 7,021.00 |
| | 03/16/2022 | Matako Sanyang | Being retirement of cash imprest for the gmSCIRT audit exercise. | 9,650.00 |
| | 03/17/2022 | Delicious Fast Food | Being payment of lunch for DPWE Team while on offical trip. | 1,990.00 |
| | 04/26/2022 | Tafsiru Loum | Being payment of subsidence allowance for lunch during the monitoring GSM coverage. | 6,000.00 |
| | 04/28/2022 | Olimatta Taal | Being payment of team building and networking event. | 10,000.00 |

| Account Name | Date | Name | Memo | Debit (D) |
|---|---|---|---|---|
| | 05/06/2022 | Achein Jatta | Being payment of allowance to the ICT Team to embark on monitoring exercise on GSM coverage. | 3,600.00 |
| | 05/06/2022 | Chop Shop | Being payment of lunch for management meeting, and QoS training | 11,500.00 |
| | 05/06/2022 | Chop Shop | Being payment of lunch for QoS upgrade Team. | 19,400.00 |
| | 05/11/2022 | gabriel Bass | Beig payment of subsidence allowance for the extension of monitoring on GSM coverage by the ICT ... | 1,500.00 |
| | 05/11/2022 | Lamin Taylor | Beig payment of subsidence allowance for the extension of monitoring on GSM coverage by the ICT ... | 1,500.00 |
| | 05/11/2022 | Achein Jatta | Beig payment of subsidence allowance for the extension of monitoring on GSM coverage by the ICT ... | 1,500.00 |
| | 05/11/2022 | Abdoulie Cham | Beig payment of subsidence allowance for the extension of monitoring on GSM coverage by the ICT ... | 1,500.00 |
| | 05/11/2022 | Sainey Jeng | Beig payment of subsidence allowance for the extension of monitoring on GSM coverage by the ICT ... | 1,500.00 |
| | 05/12/2022 | Isatou F. Bah | Being payment of refund to EADG for the lunch she ordered for the mangement meeting. | 2,200.00 |
| | 05/19/2022 | Achein Jatta | Being payment of allowance for the monitoring exercise within the GBA. | 4,500.00 |
| | 05/24/2022 | Isatou F. Bah | Being payment of refund for lunch ordered during management meeting. | 2,500.00 |
| | 05/26/2022 | Isatou F. Bah | Being payment of refund to EADG for the excess amount spent over the imprest given to her. | 2,025.00 |
| | 05/26/2022 | Isatou F. Bah | Being retirement of imprest for purchase of birthday cake, drinks and snacks for DG's birthday | 20,000.00 |
| | 05/30/2022 | Nicholas Jatta | Being payment of refund for QoS Team farewell dinner to DICT. | 21,500.00 |

| Account Name | Date | Name | Memo | Debit (D) |
|---|---|---|---|---|
| | 06/02/2022 | Yusupha Jobe | Being payment of refund for pictures during the Water Regulation Validation. | 1,000.00 |
| | 06/10/2022 | Chop Shop | Being payment of Lunch for inhouse safety training for DPWE. | 9,000.00 |
| | 06/16/2022 | Chop Shop | Being payment of lunch for various meetings. | 10,250.00 |
| | 07/07/2022 | Chop Shop | Being Payment of Lunch for Meetings and Others | 7,375.00 |
| | 07/28/2022 | Chop Shop | Pymt of Lunch for Staff during Management Meeting and Others | 14,725.00 |
| | 08/02/2022 | Isatou F. Bah | Retirement of imprest on Lunch during Management meeting | 2,650.00 |
| | 08/23/2022 | Chop Shop | Pymt of Lunch & Drinks for Meetings & Site Visiting | 8,800.00 |
| | 08/25/2022 | Isatou F. Bah | Breakfast for Board meeting | 500.00 |
| | 08/25/2022 | Isatou F. Bah | Lunch for board meeting | 4,450.00 |
| | 08/25/2022 | Isatou F. Bah | Fruits for Board meeting | 2,100.00 |
| | 08/29/2022 | Chop Shop | Being Payment of Lunch for Various Staff Meetings | 8,345.00 |
| | 08/29/2022 | CHEF CORNER CHEF | Being Payment of Lunch for Retreat Committee Members | 3,450.00 |
| | 09/07/2022 | CORNER CHEF | Being Payment for Lunch during Staff meetings | 9,150.00 |
| | 09/16/2022 | CORNER CHEF | Being Payment of Lunch during Management Meeting of 12/09/ 2022 | 3,050.00 |
| | 09/16/2022 | CORNER CHEF | Being Payment of Lunch during QOS Training, (7&8/09/2022) | 11,150.00 |
| | 09/21/2022 | CORNER | Being Payment of Lunch durig QOS Training | 18,550.00 |

| Account Name | Date | Name | Memo | Debit (D) |
|---|---|---|---|---|
| | 10/14/2022 | CHEF CORNER | Pymt of lunch ordered during meetings | 19,150.00 |
| | 10/17/2022 | Chop Shop | Being Pymt of Lunch during Staff Meetings | 6,375.00 |
| | 11/09/2022 | CHEF CORNER | Being Payment of Lunch during Interview Sessions | 11,950.00 |
| | 11/18/2022 | Isatou F. Bah | Being retirement of imprest for Board meeting | 8,950.00 |
| | 12/15/2022 | Isatou Bah | Being retirement of Cash Imprest for the purchase of Lunch and Refreshment for the Management Me... | 8,790.00 |
| | 12/31/2022 | Jainaba Jobe | Pymt for the purchase of gift voucher for staff for the year 2022 | 655,000.00 |
| | 12/31/2022 | CHEF CORNER | Being Payment For The Procurement of Lunch for The Head Office Building Commitee Meeting, SSM An... | 7,800.00 |
| | 12/31/2022 | Chop Shop | Being Payment For Lunch for the Building Loan Site Visit. | 950.00 |
| | | | | **982,226.00** |
| **2319- Corporate Social Respons** | | | | |
| | 01/06/2022 | Juma jawo | Being payment of donation in respect of staff naming ceremony. | 5,000.00 |
| | 03/04/2022 | Lamin Gassama | Being payment of refund to RA for the payment of his gym fee covering fro February to April, 2022. | 900.00 |
| | 04/04/2022 | JABU's Trading Enterprises | Being payment of Ramadan gift to PURA Staff (Rice, Sugar, and cooking Oil) for 2022 Ramadan. | 485,000.00 |
| | 04/05/2022 | Ebou S. Tamba | Being payment of donation towards staff naming ceremony. | 5,000.00 |

| Account Name | Date | Name | Memo | Debit (D) |
|---|---|---|---|---|
| | 04/28/2022 | Ukachi Bass | Being payment of donation towards his baby boy's naming ceremony.. | 5,000.00 |
| | 05/10/2022 | Dawda Jammeh | Being payment of donation to ITMS whose wife gave birth to a baby girl on May, 2022. | 5,000.00 |
| | 05/17/2022 | Basirou Njie | Being payment of refud of gym membership fees for three (3) month to FM. | 2,500.00 |
| | 05/26/2022 | Aji Fama Jobe | Being payment of 50% accommodation cost for Ms. Jobe who will be attendin the World Telecommunic... | 38,880.00 |
| | 06/13/2022 | Jocellyn Johnson | Being payment of the remainung donation balance in respect of the late PS. | 60,000.00 |
| | 06/28/2022 | Burama Jammeh | Being payment of donation/ support towards the funeral of DER's daughter. | 10,000.00 |
| | 07/05/2022 | Asiatou Jallow | Being payment of donation towards her Weeding ceremony | 20,000.00 |
| | 07/18/2022 | Emma Gomez | Being payment of donation towards staff naming ceremony | 5,000.00 |
| | 07/21/2022 | Mustapha Jasseh | Being Payment of Donation towards Staff Naming Ceremony | 5,000.00 |
| | 08/11/2022 | Mustapha Jallow | Being payment of donation towards staff naming ceremony | 5,000.00 |
| | 08/11/2022 | Dawda Jatta | Being payment for refund of 4 month Gym membership fee ending 5th/10/2022 | 1,800.00 |
| | 08/11/2022 | Modou Bittaye | Being payment for refund of 3 months gym membership fee ending 1/11/22 | 2,000.00 |
| | 08/25/2022 | Alieu Badjie | Being Pymt of Staff Donation towards ITMS baby naming Ceremony | 5,000.00 |

| Account Name | Date | Name | Memo | Debit (D) |
|---|---|---|---|---|
| | 09/08/2022 | Isatou Jarju | Pymt of Donation towards her wedding ceremony | 5,000.00 |
| | 09/09/2022 | Horeja Cham | Being Payment of Refund for GYM Membership for Economist & PQAM | 2,500.00 |
| | 09/09/2022 | Ismaila Jadama | Being Payment of Refund for GYM Membership for Economist & PQAM | 1,800.00 |
| | 09/19/2022 | Malamin Darboe | Being Payment of Support to DHR for Damaged Fence caused by Heavy Rain Flood | 30,000.00 |
| | 09/28/2022 | Basirou Njie | Being Payment for the Refund of Gym Membership Fee to FM | 2,500.00 |
| | 10/14/2022 | Modou Bittaye | Pymt of donation towards staff wedding ceremony | 5,000.00 |
| | 10/17/2022 | Fatou Darboe | Being Payment for the Refund of GYM Membership to Ag.DLLE | 1,000.00 |
| | 10/27/2022 | Amadou Bah | Being Payment for the Refund of GYM Membership to IAO | 2,500.00 |
| | 10/31/2022 | Jainaba Jobe | Being Payment for the Refund of GYM Membership to CAS | 2,500.00 |
| | 10/31/2022 | Mustapha Jasseh | Being Payment of Support for VISA Follow Up to Dakar, Senegal for SHRM & SPM and Driver | 10,000.00 |
| | 10/31/2022 | Salifu Bah | Being Payment of Support for VISA Follow Up to Dakar, Senegal for SPM & SHRM and Driver | 10,000.00 |
| | 10/31/2022 | Baboucarr Cham | Being Payment of Support for VISA Follow Up to Dakar, Senegal for SPM & SHRM and Driver | 10,000.00 |
| | 11/10/2022 | Amadou Sowe | Being Payment for the Refund of GYM Membership to SMICT | 2,500.00 |
| | 11/14/2022 | Salifu Bah | Being Payment for the Refund of GYM Membership to SPM | 3,200.00 |

| Account Name | Date | Name | Memo | Debit (D) |
|---|---|---|---|---|
| | 11/21/2022 | Taaru Joiner | Being Payment for the Refund of GYM Membership to HRO | 2,500.00 |
| | 11/23/2022 | Amadou Bah | Pymt of donations towards staff naming Ceremony | 5,000.00 |
| | 12/05/2022 | Momodou Sellu Bah | Being payment for support and invitation towards the President Nationwide Tour 2022. to Brikama ... | 30,000.00 |
| | 12/16/2022 | Jainaba Jobe | Being payment of refund of gym membership to CAS for the month of December, 2022. | 2,500.00 |
| | 12/31/2022 | Tafsiru Loum | Pymt of refund for GYM membership for 3 months Jan-march 2023 | 7,500.00 |
| | 12/31/2022 | Haddy Jallow | Pymt of refund for GYM membership for the month of November 2022 | 2,500.00 |
| | | | | **799,580.00** |
| | | | | **1,836,806.00** |

# Appendix 3 – IT Questionnaire

| IT Environment | | | |
|---|---|---|---|
| **S/N** | **Focus Area** | **DATA/INFORMATION REQUEST** | **Owner** |
| **1** | **IT Environment** | List of all Critical Applications and their residing platforms (OS and their Database) | IT Manager |
| **2** | **IT Environment** | List of members of the I.T steering committee (if any) | IT Manager |
| **3** | **IT Environment** | Minutes of I.T steering committee meetings from 01st January 2022 to 31st December 2022. | IT Manager |
| **4** | **IT Environment** | Management reviewed and approved company policy document(s) covering ALL applications & the Network for the following areas<br>- Logical & Physical access security including password policy<br>- Network Security<br>- Change Management<br>- Problem & Incident Management<br>- Backup and disaster recovery | IT Manager |
| **5** | **IT Environment** | Updated I.T organogram/ structure | IT Manager |
| **6** | **IT Environment** | IT strategic plan covering the period 01 Jan. 2022 to date. | IT Manager |
| **7** | **IT Environment** | Minutes of General I.T Meetings | IT Manager |
| **8** | **IT Environment** | Management reviewed and approved company Password Construction Guideline document | IT Manager |
| **9** | **IT Environment** | List of outsourced IT Services/functions | IT Manager |
| **10** | **IT Environment** | SLA for the outsourced IT Services/functions provided above | IT Manager |

| IS Control | | | |
|---|---|---|---|
| **S/N** | **Focus Area** | **DATA/INFORMATION REQUEST** | **Owner** |
| **1** | **User Administration** | System generated listing of all the key business application users with the following fields:<br>- User ID<br>- User name<br>- Role ID/Description<br>- Work Place<br>- Creation time | IT Manager |

| | | | |
|---|---|---|---|
| | | - Last login time<br>- Status<br>- Expiry Date / Date of deactivation | |
| **2** | **User Administration** | An example of a new user added to the key applications during the audit period with all associated documentation from initiation to implementation including:<br>- evidence of new user access request form including the desired access level,<br>- evidence of authorizations from appropriate business manager(s),<br>- a screenshot of the users account and the access rights granted which should be consistent with the requested level of access | IT Manager |
| **3** | **User Administration** | An example of a user account terminated/removed from the key application during the audit period with all associated documentation from initiation to implementation including:<br>- the HR notification email<br>- evidence of removed access from the application in a timely manner | IT Manager |
| **4** | **User Administration** | System generated listing of all key business applications users including their associated access rights. The listing should include:<br>- associated groups/rights/menu options/responsibilities.<br>- indication of if the account is "Active" or "Disabled" (including dates of creation and deletion) | IT Manager |
| **5** | **User Administration** | System generated listing showing the system privileges assigned to each of the groups on the key business applications. | IT Manager |
| **6** | **User Administration** | Screenshot of the key applications configuration and password parameters indicating for example, minimum password length, required password strength, maximum number of times before account lock out occurs, idle time allowed, etc | IT Manager |
| **7** | **Change Management** | An example of a change completed on the all the key applications during the audit period with all | IT Manager |

| | | | |
|---|---|---|---|
| | | associated documentation from initiation to implementation (change request forms, evidence of business department authorization of change, evidence of testing performed on change prior to implementation, and evidence of migration from test environments to production environments and all additional correspondence relating to the change). | |
| **8** | **Change Management** | Minutes of I.T Change management Committee meetings (if any) | IT Manager |
| **9** | **User Administration** | New user creation form for all the key applications | IT Manager |
| **10** | **Change Management** | System generated list or screenshots showing the groups with access to the key business applications both in test and production environments and additional screenshots showing the user accounts that belong to the group(s) in each case. | IT Manager |
| **11** | **User Administration** | Evidence of risk assessment that addresses why risk Vbox is not monitored on DAM | IT Manager |
| **12** | **User Administration** | Please provide IS control quarterly management report during the audit period (Jan to Dec. 2022) | IT Manager |
| **13** | **Change Management** | Listing of all program changes implemented on key business applications during the audit period (January 1- December 31 2022). | IT Manager |

| **DBA** | | | |
|---|---|---|---|
| **S/N** | **Focus Area** | **DATA/INFORMATION REQUEST** | **Owner** |
| **1** | **Job Scheduling** | System generated listing or screenshot of the monthly back up schedules for all he key business applications. | IT Manager |
| **2** | **Back-Up** | System generated listing or screenshot of the monthly back logs which shows the completion status of the EOM back up process completed for all the key business applications. | IT Manager |

| SYS ADMIN | | | |
|---|---|---|---|
| **S/N** | **Focus Area** | **DATA/INFORMATION REQUEST** | **Owner** |
| **1** | **Logical Access Security** | System generated listing of all accounts on Windows AD showing account status (i.e. Active/Disabled) | IT Manager |
| **2** | **Logical Access Security** | System generated listing and Screenshot of all accounts (system and user accounts) that have any special privileges, e.g., Doman Administrators, etc. | IT Manager |
| **3** | **Change Management** | System generated listing or screenshots showing users for all the key business applications with access to the production and test environments. If system groups are utilized, please provide additional screenshots showing the users belonging to each group. | IT Manager |

| IT Audit | | | |
|---|---|---|---|
| **S/N** | **Focus Area** | **DATA/INFORMATION REQUEST** | **Owner** |
| **1** | **Logical Access** | Detailed IT Audit Schedule for 2022. | IT Manager |
| **2** | **Logical Access** | A copy of the latest IT Audit report. | IT Manager |
| **3** | **Cyber Security (IT Risk)** | Evidence of external penetration / vulnerability assessment performed in the audit period January 1- December 31 2022 or the latest report available. | IT Manager |

| Data Center | | | |
|---|---|---|---|
| **S/N** | **Focus Area** | **DATA/INFORMATION REQUEST** | **Owner** |
| **1** | **Data Center** | Photocopy of the sign-in register at the datacenter for the audit period (1 January 2022 - 31 December 2022) | IT Manager |
| **2** | **Data Center** | Copy of disaster recovery test run for the audit period (1 January 2022 - 31 December 2022) | IT Manager |
| **3** | **Data Center** | System screen-shot from the Monitoring tool | IT Manager |
| **4** | **Data Center** | Listing of all personnel with access to the Data Centre | IT Manager |

| Data Center | | | |
|---|---|---|---|
| **S/N** | **Focus Area** | **DATA/INFORMATION REQUEST** | **Owner** |
| **5** | **Data Center** | System generated log of users that gained access (Biometrics/card) to Data center | IT Manager |
| **6** | **Data Center** | Equipment movement logs during the audit period 1 January - 31 December 2022) | IT Manager |
| **7** | **Data Center** | Copy of the maintenance/service document | IT Manager |
| **8** | **Data Center** | Evidence of periodic review of Data Center Access Register within the Audit period | IT Manager |
| **9** | **Back-Up** | Disaster Recovery Plan and Business Continuity Plan | IT Manager |
| **10** | **Back-Up** | Copy of a sample back-up restore performed on all the key business applications and any associated documentation | IT Manager |
| **11** | **Back-Up** | Documentation of DRP tests performed and results | IT Manager |
| **12** | **Job Scheduling** | System generated list of scheduled jobs on all the key business applications indicating the following details.<br>• Name of scheduled activity<br>• Description of the scheduled<br>• Interval (i.e. Hourly, Daily) | IT Manager |
| **13** | **Job Scheduling** | An example of a scheduled process/job on all the key business applications that required follow up action and all associated evidence - copy of the entry in the register logging the event, the work order, etc. | IT Manager |