

**KEYNOTE ADDRESS BY THE EXECUTIVE VICE CHAIRMAN OF THE NIGERIAN
COMMUNICATIONS COMMISSION (NCC) – ENGR. ERNEST C.A. NDUKWE AT THE
INAUGURATION CEREMONY OF THE INDUSTRY CONSUMER ADVISORY FORUM (ICAF)**

PROTOCOLS

- (1) Chairman, Nigerian Communications Commission, **Alhaji Ahmed Joda**,
- (2) Distinguished Commissioners of the Board of NCC,
- (3) ICAF Members
- (4) Captains of industries,
- (5) Presidents of Consumer Advocacy Groups (CAGs),
- (6) Representatives of Challenged Groups,
- (7) Gentlemen of the press
- (8) Distinguished ladies and gentlemen.

It is my pleasure to welcome you to this inaugural ceremony of the Industry Consumer Advisory Forum (ICAF). The **Industry Consumer Advisory Forum** which is being formally launched today will act in an advisory capacity, will make recommendations to the Commission regarding the interests and concerns of the consumer of ICT products and services, the interests and concerns of persons with disabilities and the elderly, as well as ensure consumers are protected from unfair practices. It is anticipated that the Forum will also facilitate the review of the Consumer Code of Practice Regulations, 2007, as well as make recommendations on all issues to the Commission and on any other matter the Commission may direct.

At the Nigerian Communications Commission (NCC), the Consumer enjoys a primary focus. The consumer is a major stakeholder in the telecoms industry. This consumer can be an individual, a corporation, community or institution, and therefore, has different needs and

expectations from the industry. It is therefore our responsibility as the Regulatory Body to see that the industry satisfies the various needs where possible, of this class of stakeholders.

At the NCC, we have been very active in safeguarding the interests of our consumers. Whether in facilitating investment, ensuring national spread, facilitating rural access, licensing new operators, holding consumer outreach programs and consumer parliament sessions, ensuring service availability, affordable and good quality service the consumer is the target beneficiary. Whether in facilitating number portability, establishing call centres, providing computers and internet facilities in schools, ensuring the Operators deal promptly with consumer queries and requirements, protecting them from unfair practices by service providers, holding consumer town hall minutes, developing an NCC consumer contact centre, supporting the various consumer advocacy groups - all our efforts are geared towards ensuring the consumers are better served.

This ICAF initiative is therefore very much in keeping with the focus of NCC which remains that as Regulators, we ensure that the interest of the consumers is at all times protected. The members of this special Forum have been selected based on their expertise and wealth of knowledge in their areas of specialization. These areas of specialization include Consumer Advocacy Groups (CAGs), the Challenged Groups, Service provision, specialized Corporate User Groups (CUGs), Community representation, the academia, and much more.

I congratulate you on your recognition and appointment for this national assignment. It is our belief and expectation that the ICAF inauguration today will be a further boost to our effort at improving consumer protection and ensuring high quality service provision.

Finally, distinguished ladies and gentlemen, on behalf of the Board and Management of the Commission I have the pleasure and honour to invite the Chairman of the Commission, Dr Ahmed Joda, to formally inaugurate the Industry Consumer Advisory Forum (ICAF). Once again I welcome you to this inaugural ceremony and thank you for your time and active participation.

Thank you all.

Engr. Ernest Ndukwe, OFR

Executive Vice Chairman/CEO

February 10, 2009