

# PUBLIC NOTICE

## IDENTIFICATION OF TELECOM CONSUMER ADVOCACY GROUP AND UPDATE OF DATABASE

The Nigerian Communications Commission (The Commission) is pleased to invite interested Consumer Advocacy Groups, especially within the telecommunications ecosystem to submit details of their areas of specialization for possible collaborations on initiatives that align with the Commission's ideals of promoting consumer education among telecom stakeholders.

### General Terms of Reference:

#### A. Updating Telecom Consumer Advocacy Groups Data Base

In pursuance of the Consumer Protection, Information and Education mandate of the Commission, the Consumer Affairs Bureau (CAB) seeks to establish a robust database of Consumer Advocacy Groups that can be called upon to inform and educate telecom consumers on their rights and responsibilities as well as create awareness for the Commission's activities and industry trends as the need arises.

#### B. Objectives of Updating Telecom Consumer Advocacy Groups Database

The objective is to have a pool of genuine Advocates that are passionate about consumer protection and are willing to:

1. Inform and educate telecoms consumers.
2. Protect consumers from abuses, exploitation and deceit.
3. Assist NCC to educate telecom consumers on their rights and obligations.
4. Bridge the communication gaps existing between consumers and the regulator on the one hand, and the operating companies on the other.
5. Obtain useful feedback needed to improve telecom service delivery.

#### C. Commission's Expectation of Telecom Consumer Advocacy Group

1. Assist the Commission in creating consumer awareness and education.
2. Sensitize telecom consumers and bridge information gaps on relevant consumer issues.
3. Assist in mobilizing and enlightening some target consumers such as market women, artisans, the unskilled and those in the rural areas at various programmes and on regulatory interventions by the Commission that target and benefit the consumers.
4. Provide a leverage for the Commission to execute consumer-centric projects that will cover the six (6) geopolitical zones and impact telecom consumers in all nooks and crannies of Nigeria.
5. Assist in reaching out to special groups such as the "Persons living with Disabilities" to ensure all-inclusive participation in the Nigerian telecom space.

#### D. Criteria for Consumer Advocacy Groups

Telecom Consumer Advocacy Groups are encouraged to serve as Consumer Protection Ambassadors within their communities and should be able to meet the needs of the diverse population. This is to ensure that all

consumers of Information and Communication Technology products and services across the country are well-informed irrespective of their location in all geopolitical zones or inability to attend formal consumer-centric programmes.

Consumer Advocacy Groups to be considered for the Commission's Consumer Advocacy Groups database:

1. Must be a corporate entity duly registered by the Corporate Affairs Commission and should have verifiable Directors/ Trustees.
2. Must have a verifiable physical address/location.
3. Must have a good knowledge of the Commission and Telecoms/ICT industry.
4. Should be able to demonstrate a good knowledge of various consumer issues and should be passionate about consumer Information and Education.
5. Should be able to demonstrate/provide evidence of previous or ongoing consumer advocacy work carried out.
6. Should have capacity to deliver consumer advocacy programmes in English and three major Nigerian languages.

#### E. Submission of Documents

Interested Consumer Advocacy Groups are invited to send written requests to the Consumer Affairs Bureau of the

#### Commission via e-mail address:

consumeradvocacy@ncc.gov.ng and attach soft copies of the following:

1. Brief profile of the Advocacy Group.
2. Qualification and experience of team members.
3. Proof of registration with Corporate Affairs Commission.
4. Track record of previous or ongoing consumer advocacy work carried out.
5. Evidence of area of specialization and proof of influence within communities.

Advocacy Groups may also wish to provide evidence of other unique qualifications/experiences that make them suitable for the planned activities. All submissions must reach the Commission by October 13<sup>th</sup>, 2023. Subject of emails should indicate "Identification of Telecom Consumer Advocacy Groups and Update of Data Base".

Please note that the platform will be open for submission for a period six (6) weeks starting from the date of this publication.

Signed:

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(FNSE, FRAES, FAEng, FNIEEE)  
Executive Vice Chairman/CEO  
Nigerian Communications Commission