



# National Telecommunications Commission NATCOM

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## NATCOM'S CONSUMER PARLIAMENT

*Education is the Consumers first line of Empowerment'*

The Consumer Parliament of the National Telecommunications Commission is established as a national forum made up of the major stakeholders in the industry to INFORM, EDUCATE and PROTECT consumers and users of telecommunications services in the country.

Its formation is deemed to enhance the Commission's task to serve as the industry's watchdog charged with educating, informing and protecting consumers in a professional and well-mannered way that ensures a healthy flow of information.

Our overriding Goal in this regard is to provide the telecoms consumer or user with expert advice, serve as a principal information source while performing the functions of a key consumer protector and an educator and problem solver for all telecommunications services in Sierra Leone.

### **BENEFITS**

NATCOM'S Consumer Parliament will

- Provide an opportunity for Consumers to have access to both Operators/Service Providers and the Regulator;
- Raises greater awareness of the rights of Consumers and the obligations of the Service Providers and serves as a platform that will enable Operators and Service Providers to clarify issues pertaining to service delivery and related matters;
- Enable the Operators and Service Providers to publicly give account of their operations and services to the consumer and user of the services they provide;
- Enhance the role of the regulator in creating an enabling environment that ensures fair competition and transparency in the industry;
- Promote quality and efficient service delivery throughout Sierra Leone, and

- Establish a medium for dialogue and action by all the stakeholders in the industry in a bid to ensure prompt, qualitative and affordable services for all.

## **COMPOSITION**

NATCOM's Consumer Parliament is structured and made up of the following:-

- The Speaker who presides and is chosen from Consumer parliamentarians for that day.
- Consumer Parliamentarians chosen randomly across the country who meets NATCOM's criteria for a Parliamentary ticket.
- The Clerk of the House who acts as rapporteur assisted by a representative of the Commission.
- The High table of representatives of Operators and Service Providers and
- The High table of representatives of the Regulator (NATCOM) and the Ministry of Information and Communications

Both the Speaker and Clerk of the House are elected from among Members of the Consumer Parliament. One can only serve as a Consumer Parliamentarian once as it is a one day experience we want the majority of consumers to benefit from as they attempt to influence the trends and strategies in the market and as a resource pool for both the industry and regulator.

## **CRITERIA TO BE A MEMBER OF NATCOM'S CONSUMER PARLIAMENT**

- Potential members must be 18 and over.
- You must own a mobile phone or an ardent user of the internet
- In both cases above you must show proof of active subscription.
- Members must be fluent in English which is the official medium of communication

Registration forms and free tickets for admission as a Consumer Parliamentarian can be obtained from the Commission Premises referred to above or from the following locations namely:

- For the Far East End of Freetown -25 tickets

- For the East End of Freetown - 30 tickets
- For Central Freetown - 30 tickets
- For the West End of Freetown - 30 tickets
- For the Far West 25 tickets
- Mountain Villages 10 tickets

Tickets are issued on a first come first serve basis as long as the applicant meets the criteria above. Please come with any form of Identity card to identify your name and age and evidence of your subscription to either mobile phone operators and/or Internet Service providers (ISP's).

Limited seats not exceeding thirty will be available for the Press, Observers and members of the Public. This inaugural session and subsequent sessions will be broadcast live over both the radio and television networks so that consumers at home and the general public will follow the trend and benefit from the exercise.