

The PURC Weekly Newsletter provides a concise, refreshing and balanced take on the weekly activities carried out by various Directorates in the Commission. It highlights on the top stories and delivers news on regulated activities for staff and key stakeholders.

## STAFF TRAINING ON MEDIATION

**25th February - 1st March 2019**

The Formal Hearing Secretariat, in collaboration with the Regional Operations Directorate of the Commission, organised a Professional Mediation Training Programme for staff of PURC.

The training was aimed at building the capacity of staff especially complaint officers in the Regional Operations Directorate to enable them efficiently perform their role as mediators in the settlement of utility related complaints and disputes.

The training programme was facilitated by Mr. Martin Nwoso and Fr. Thomas Oppong Tabiri of the Marian Conflict Resolution Centre, Catholic University College.

During the training programme, participants were introduced to Conflict, Conflict Resolution Techniques, Negotiation and Mediation, and Communication Skills among other equally vital aspects of professional mediation.

Certificates were awarded to participants at the end of the five-day training programme.



*Mr. Martin Nwoso making a presentation*



*Fr. Thomas Oppong Tabiri engaging Participants during the training*



*Ms. Catherine Hodasi, Head of the Formal Hearing Secretariat of PURC*



*The Executive Secretary flanked by the Directors for Legal and Regional Operations.*



*Certificates being awarded to participants after the completing the training*



*Participants together with the training facilitators in a group photo*

**REGIONAL OPERATIONS**

**Greater Accra Region**

**Radio Education**

The Greater Accra Regional Office of the Commission undertook a consumer education programme on Ada Radio, 93.3 FM as part of its efforts to effectively educate and engage with consumers of water and electricity. The programme was aimed

at taking the Commission closer to the doorsteps of its publics through education and also making the Commission's contacts available to the general public for complaint resolution and feedback.

Complaints and feedback were also received from consumers who called during the programme.

**One-on-One Public Engagement**

The Greater Accra Regional Office also undertook a one-on-one public engagement with consumers at Prampram.

The team further pasted posters with information on the Commission's contacts at vantage points for easy access by consumers.



*The regional team at Ada Radio 93.3 FM*



*The regional team pasting the posters*



*One-on-one education with a resident of Prampram*

**Eastern Region**

**Public Education**

The Eastern Regional Office extended its public education and complaints mobilization to Akarteng No. 1, a community along the Volta Lake in the Eastern Region. The objective of the programme was

to create awareness among consumers about the existence of the Commission as well receive complaints. Consumers were educated on the Regulation on Termination of Service, Rights and Responsibilities of Consumers and the Commission's Complaints policy and procedures.

**Monitoring**

The East Regional team also followed up on and investigated complaints of intermittent outages at Akorkorma Cici under the Asewewa District.



*Staff engaging residents of Akarteng No. 1*



*The Regional Team investigating complaints of intermittent outages at Akorkorma Cici*

