

PUBLIC UTILITIES REGULATORY COMMISSION



REPORT ON THE DISENGAGEMENT AND INAUGURATION CEREMONIES OF THE WA AND TUMU CONSUMER SERVICE COMMITTEES

**REPORT ON DISENGAGEMENT CEREMONY OF THE WA CONSUMER
SERVICE COMMITTEE AND INAUGURATION OF THE TUMU
CONSUMER SERVICE COMMITTEE**

1.0 Introduction

In fulfillment of Section 31 of the PURC Act (Act 538 of 1997), the Commission established a five-member Consumer Services Committee (CSC) in the Wa Municipality with the mandate to keep under review issues affecting the interest of consumers, help in consumer education, make representation to, and consult with public utilities on matters that affect consumers, receive and transmit complaints to the Commission. The Committee since its establishment has performed its mandates creditably.

2.0 The Establishment of the Upper West Regional Office

In April 2020 however, the Commission as part of its decentralization policy established the Upper West Regional Office to regulate and oversee the services of the Northern Electricity Distribution Company (NEDCo) and Ghana Water Company Limited (GWCL) in the region.

The presence of the Regional Office in Wa significantly reduced the effectiveness of the Wa CSC. This, therefore, led to the Commission's resolve to relocate the CSC to Tumu in the Sissala East Municipality which is about 133 Kilometers from Wa.

3.0 A Selection Interview Held in Tumu

In June 2021, the Commission organized a selection interview in Tumu which selected five (5) persons with relevant backgrounds and experiences to be members of the CSC. These members include Mr. Musah Iddrisu – an Electrician and a businessman, Mr. Abdul Wahab – Sawmill Operator, Mr. Musah Tommie – Welding and Fabrication by profession, Mr. Wuturira Issaka Atiku - A Professional Teacher at Kanton Senior High School, and Madam Talata Mahammadu - the President of the Pito Breuer Association in Tumu.

4.0 Disengagement Ceremony for the Wa CSC

On Wednesday, August 17, 2021, a disengagement ceremony was held for the Wa CSC members in the Upper West Regional Office. The Chairman for the occasion, Alhaji Abukari Jabaru on behalf of the Executive Secretary of the Commission thanked the members for their selfless and dedicated services to the Commission for the past years. The Director mentioned that the Commission sees the members as important partners with rich experience in the workings of the Commission and would therefore not hesitate to contact them anytime their services are needed. He, therefore, encouraged them to maintain the bond between themselves and the Commission.



A group picture with the Wa Disengaged Consumer Services Committee

4.1 Presentation of plagues, Cash Prizes, and Letters of Disengagement

The Commission gave the five (5) members plaques of honor and some cash prizes in acknowledgment for their contribution to the growth and development of the Commission in the region. The members were also given their disengagement letters.



Disengaged Wa CSC Members with their plaques

4.2 Expression of Gratitude and Thanks

The Chairperson of the Wa CSC, Hajia Adia Mumuni, on behalf of her colleagues, expressed gratitude and thanked the PURC for the great honor done them. She said although working with the Commission was not an easy task, they eventually became used to the pressure especially from aggrieved consumers who constantly approached them with their utility problems. She also expressed the Committee's satisfaction to the Executive Secretary who she says has been a pillar to the CSC.

5.0 Inauguration Ceremony of the Tumu CSC

On Thursday, August 18, 2021, the five (5) member team, comprising four (4) men and a lady from Tumu in the Sissala East Municipality were inaugurated into office and issued with letters of appointment.



A group picture with the Tumu CSC

The Chairman for the occasion, Alhaji Abukari Jabaru congratulated the members for their selection into the CSC and encouraged them to work hard to justify the

confidence reposed in them. The Director also added that they should see their inclusion into the CSC as an opportunity to serve their people, adding that there is fulfillment in serving people. The Director also urged them to leave above reproach and not to indulge themselves in acts that would cast the name of the Commission in bad light in the Tumu Municipality.

In responding, the members took turns to assure the Commission of their resolve to work as a team for the Commission to achieve its aims and objectives.

6.0 Conclusion

It is important to state that the processes leading to the disengagement of the Wa CSC and its relocation to the Sissala East was very successful.