

BUREAU OF CONSUMER SERVICES – OVERVIEW

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VISION

- To develop an efficient and effective regulatory regime which will promote consumer interests, safety and collaboration to ensure sustainable provision of utility service.



GOALS:

- To protect consumer interests
- To provide appropriate educational and informational structures for consumers to achieve Commission's aims
- To develop an efficient communication system to ensure collaboration amongst all stakeholders within the industry.



COMPOSITION OF BUREAU

- Staff Nos.- 10 Officers
- Regional Offices – 3. (Accra – Gt. Accra, Volta, Eastern Regions)
 - (Kumasi – Ashanti, B – Ahafo, Northern, U. East, U. West)
 - (Sekondi – Western & Central)



STRATEGIES

Establishment of ff systems:

- Complaints Handling and Analysis
- Effective Monitoring
- Appropriate performance standards
- Intensive Public Awareness Programmes
- Consumer Services Committees



OPERATIONAL ACTIVITIES

- Implementation of L. I .s on Complaints Procedure and Termination of Service
- Quarterly Monitoring of Consumer Service Structures
- Administration of Regional Offices
- Public For a and Media encounters, etc
- Preparation of reports on performance of Utilities
- Educational Campaigns



PLANNED ACTIVITES

- Establishment of more regional offices
- Installation of efficient Consumer Information System
- Development of Appropriate Consumer Services Performance Standards
- Implementing effective feedback mechanisms such as surveys to inform Commission's policy decisions
- Addressing the problems of low income consumers
- Establishment of Consumer Services Committees
- Developing effective enforcement measures.



ISSUES

- Development of appropriate skills
- Adequate funding

