

# CONSUMER PROTECTION–TARGETED SUBSIDIES, RIGHTS, RESPONSIBILITIES AND REGULATION

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## PRESENTATION OUTLINE

- PURC'S Action Plan
- Leadership
- Strategies
- Pro-Poor Pilot Programmes
- Overall Goal

## PURC'S ACTION PLAN

Commission Action Plan is founded on its Socio-Economic Policy which is based on the following criteria:

- Accessibility
- Affordability
- Quality
- Community Involvement
- Duty of Care

## LEADERSHIP ROLE

PURC will take a lead role in protecting the interest of consumers in line with its regulatory mandate, as well as that of the Government's poverty reduction objectives

## STRATEGIES

- Tariff: Lifeline Tariffs and Government Subsidy
- Legislation: L.I.s on Termination of Service, Complaints Procedure and Consumer Service Committees
- Regulations and Guidelines: Social and Tariff Policies, Tankering Guidelines, Consumer Charters, Consumer Service Practice, etc

## STRATEGIES—CONT'D

- Targeting Investment for Low Income Groups: PURC will instruct urban utilities to include pro-poor criteria when undertaking investments in supply projects
- Public Awareness Programme: Public Fora, Radio & TV Adverts, Media Programmes, Monitoring Exercises to ensure adherence to performance standards

## PRO-POOR PILOT PROGRAMME

- Pro-poor pilot programme involves ensuring water accessibility to urban poor in Accra in collaboration with Ghana Water Company Limited (GWCL) AND Water Aid

## CONCLUSION

**The overall goal is to provide lessons and opportunities for PURC to refine its Social Policy objectives**