



Guidelines on the partnership between the NRA and Consumer Protection Associations

WATRA Working Group on Consumer
Access and Experience

APRIL 2026

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TRANSMISSION SHEET

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WATRA CONTACT:

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1 Context

The modern consumer protection movement originated in the United States and was led by Ralph Nader, whose advocacy in the 1960s advanced consumer rights. This movement prompted the development of consumer protection laws, including the recognition of the right to information.

Today, consumer rights are widely recognized and protected through:

- Targeted laws and regulations,
- Consumer organizations,
- NRA

2 The Role of Consumers in Telecommunications Regulation

Consumer associations are critical stakeholders in inclusive telecom regulation, serving as channels for disseminating regulatory initiatives and providing feedback on consumer experiences. Their inputs enable regulators to assess service quality and experience, while their representativeness significantly influences technology adoption, tariff regulation, and overall service improvement.

3 Areas of Collaboration

- Establish formal partnership frameworks between NRAs and registered consumer associations.
- Strengthening capacity building and continuous engagement with the consumer association
- Strengthen continuous engagement with consumer associations to reflect evolving consumer needs.
- Engage consumer associations in decision-making processes in the digital sector.
- Create structured multi-stakeholder consultation platforms involving government, operators, and consumer groups.
- Provide periodic updates to consumer associations on industry developments and trends.
- Ensure consultation with consumer organizations on draft regulations and major policy initiatives (e.g., SIM Registration, addressing, universal service, unbundling, number portability).
- Facilitate forums, training programs, and support participation in regional and international engagements.

4 The Partnership Agreement

Telecom Consumer Advocacy Groups are encouraged to serve as Consumer Protection Ambassadors within their communities and should be able to meet the needs of the diverse population. This is to ensure that consumers across communities are well informed, irrespective of their geopolitical zones or inability to attend formal consumer-centric programs.

Consumer Advocacy Groups to be considered for the NRA's Consumer Advocacy database must:

1. Must be a duly registered corporate entity with the relevant Corporate Affairs Commission within member states and possess reputable Directors/Trustees.
2. Must have a verifiable physical address or operational location.
3. Must demonstrate sound knowledge of the Commission and the Telecommunications/ICT industry.
4. Should possess a strong understanding of consumer-related issues and show a clear commitment to consumer information and education.
5. Must provide verifiable evidence of previous or ongoing consumer advocacy initiatives.
6. Must have the capacity to design and deliver consumer advocacy programs in English and at least three major Nigerian languages.

5 ELIGIBILITY CRITERIA

5.1 Eligibility and Operational Requirements

1. Must be a duly registered corporate entity with the Corporate Affairs Commission, with verifiable and reputable Directors/Trustees.
2. Must have a registered and verifiable physical office address.
3. Must demonstrate sound knowledge of the Regulatory Authority as well as the Telecommunications/ICT industry.
4. Must possess a strong understanding of consumer issues and show commitment to consumer information and education.
5. Must provide verifiable evidence of previous or ongoing consumer advocacy activities, particularly in the electronic communications sector.
6. Must be recognized for promoting awareness and defending the interests of users of electronic communications services.
7. Must have the capacity to design and deliver consumer advocacy programs in the relevant major languages.
8. Must demonstrate nationwide reach or representation across the national territory.

5.2 Administrative and Reporting Obligations

1. Must provide evidence of legal status, including registration documents, statutes, and proof of incorporation.
2. Must maintain a legally constituted and functional office structure.
3. Must submit annual descriptive and financial reports detailing the Association's activities.
4. Must actively participate in relevant regulatory or stakeholder activities (e.g., ARN engagements) at least twice annually.



6 REVISION

These consumer rights and obligations may be reviewed and revised periodically by WATRA, as necessary.

7 ANNEXES

Reference:

WATRA/WG/CAE/2024/001

WATRA/WG/CAE/2025/003

Meeting minutes: Banjul, Gambia, June 10-13, 2024

Meeting minutes: Accra, Ghana, July 21-24, 2025

- Model agreement

8 Between the Undersigned

The NRA is located at (Address)

Represented by its Director General, Mr., acting in the name and on behalf of the said Authority.

Hereinafter referred to as "NRA."

AND

"The Consumer Protection Association", located at the following address:

Represented by its President,

Mr., hereinafter referred to as "CPA."

The following was agreed upon:

ARTICLE ONE:

This agreement establishes the scope and areas of collaboration between the parties for the implementation of their partnership.

ARTICLE TWO:

The ARN shall support the CPA by providing relevant information on regulated sectors, supporting awareness campaigns, strengthening institutional capacity through training, and providing/renewing ICT equipment and internet connectivity annually.

ARTICLE THREE:

The CPA shall support the NRA by serving as a liaison to consumers, facilitating communication, raising awareness, providing guidance, collecting data, and engaging in other regulatory activities within the telecommunications and digital sectors.

ARTICLE FOUR:

The CPA shall submit its annual activity program to the NRA in the last quarter of each year, aligned with the agreed areas of collaboration.



ARTICLE **FIVE:**

Requests from the CPA shall be assessed against eligibility criteria established by the NRA in accordance with applicable guidelines.

ARTICLE **SIX:**

The CPA shall utilize all resources solely for agreed purposes and in the interest of consumers, maintain audited financial records, and submit an annual report detailing resource utilization and impact.

ARTICLE **SEVEN:**

The NRA reserves the right to conduct compliance checks and may suspend or terminate support where breaches persist beyond thirty (30) days.

ARTICLE **EIGHT:**

Either party may terminate the agreement upon three (3) months' written notice.

ARTICLE **NINE:**

This agreement shall remain valid for an indefinite period.

ARTICLE **TEN:**

This agreement shall take effect from the date of execution.

Execution:

Signed in, in two (2) original copies.

For NRA
The Director General,

For CPA
The President

Sign.....

Sign.....

