

## ANNEX 5: PRESENTATION BY MACRA

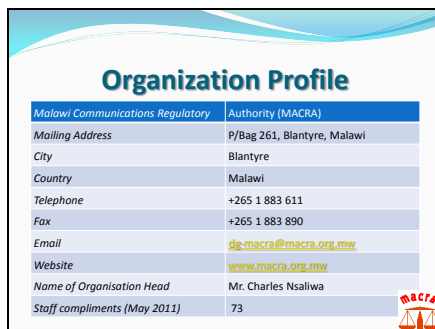
### Slide 1



### Slide 2



### Slide 3

The slide has a light blue background with a wavy top border. The title "Organization Profile" is in bold, dark blue capital letters. Below it is a table with two columns: "Malawi Communications Regulatory" and "Authority (MACRA)". The table contains contact information and organizational details. In the bottom right corner is the MACRA logo.

Malawi Communications Regulatory	Authority (MACRA)
Mailing Address	P/Bag 261, Blantyre, Malawi
City	Blantyre
Country	Malawi
Telephone	+265 1 883 611
Fax	+265 1 883 890
Email	<a href="mailto:dg-macra@macra.org.mw">dg-macra@macra.org.mw</a>
Website	<a href="http://www.macra.org.mw">www.macra.org.mw</a>
Name of Organisation Head	Mr. Charles Nsaliwa
Staff compliments (May 2011)	73

Slide 4

## VISION & MISSION

**Vision**

*To be a world class ICT regulator ensuring universal access to ICT services.*

**Mission**


*We are an ICT regulator promoting the development of the ICT sector through, investment, monitoring, research and training to professionally deliver reliable and affordable communications services throughout Malawi.*



Slide 5

## ESTABLISHMENT

- The Authority was established under section 3 of the Communications Act (1998); cap 68:01 of the Laws of Malawi. Operations commenced in 2000 with mandate covering the four basic communication sectors namely;
  - Telecommunications;
  - Broadcasting;
  - Postal services; and
  - Management of radio frequencies (spectrum).
- MACRA is an independent regulator, reporting to Parliament through the Ministry of Information. However the ultimate authority in terms of decision making rests with the Board of Directors appointed by the President.



Slide 6

## Organization structure

• Technical directorates	• Service directorates
• Telecommunications	• Executive
• ICT Development	• Procurement
• Technical and Standards	• Internal Audit
• Spectrum Management	• Economics
• Broadcasting	• Finance and Administration
• Postal Directorate	• Legal directorate

Slide 7

## MANDATE & DUTIES

In deriving its mandate from the Communications Act, MACRA undertakes the following duties in regulating the communications sector;

- Ensure the provision of reliable & affordable communication services.
- Protect the interests of consumers.
- Promote efficiency and competition.
- Encourage the introduction of new communications services.
- Promote research and development.



Slide 8

## MANDATE & DUTIES – cont'd

- Foster the development of communications services and technology in accordance with recognised international standards.
- Promoting universal access / service.
- Regulating fair access to scarce and vital resources (e.g. radio spectrum).
- Serving as a policy advisory body to the Ministry responsible for communications.



Slide 9

## Sector performance

Information relating to how the three technical sectors have evolved over the years.

Slide 10


## Sector Structure

**Telecommunications**

- Largest component of the sector in terms of licenses issued.

Current statistics:

- 2 fixed line operators (MTL & ACL)
- 3 mobile operators (TNM, Airtel & Celcom Limited).
- 1 CoC operator (ESCOM).



Slide 11

## Sector Structure- cont'd

**Telecommunications**

- 3 International gateway operators (MTL, Celtel & TNM).
- 148 VSAT operators.
- 400 + radiocommunication operators in respect of different spectrum dependent services i.e. PMR's.




Slide 12

## Sector Structure- cont'd

**Internet / Data**

- 14 active ISP's currently in operation.
- Data services offered as part of ISP licence



Slide 13


## Sector Structure- cont'd

**Broadcasting**

- Encompassing both TV and Radio broadcasting services.

Current statistics:

- 4 Terrestrial TV broadcasters (TVM, CFC TV, Lunthia & All for Jesus).
- 1 Digital Satellite TV broadcasters (M / choice).
- 2 Public radio broadcasters (MBC radio 1 & 2)
- 21 other broadcasters (Private commercial / religious / community).



Slide 14


## Sector Structure- cont'd

**Postal Services**

- Recent developments have seen the integration of the postal aspect in the ICT sector.

Current statistics:

- 1 Public Postal Operator (MPC).
- 16 Courier operators.



Slide 15


## Licensing Structure

**Current (Technology Neutral, Service Specific)**

- Individual Licences – competitive tendering (Voice services, i.e. fixed & mobile).
- General Licences – mere registration (ISPs, data, VANS etc)

**Future (Technology and/or Service Neutral)**

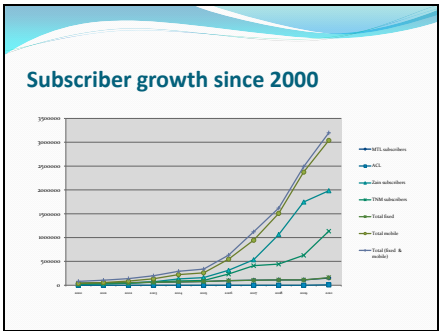
- Proposed licensing structure in several categories i.e. Application Services Licence, Facilities licence, Network Services Licence, Content Services Licence.



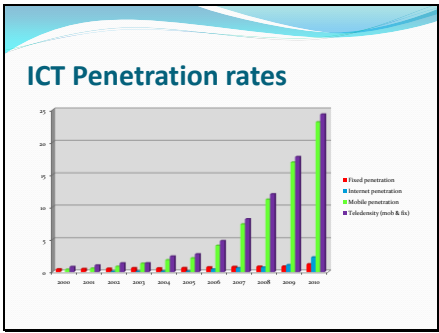
Slide 16



Slide 17



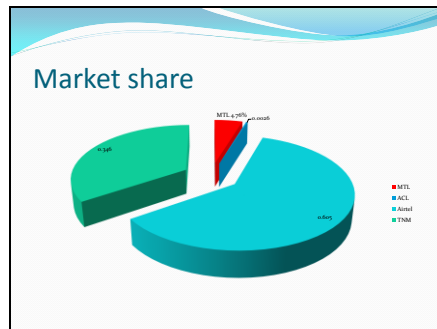
Slide 18



Slide 19



Slide 20



Slide 21

### Projects and achievements for 2010/2011

Target	Achievement to date
<ul style="list-style-type: none"> <li>Acquire new monitoring sites</li> </ul>	<ul style="list-style-type: none"> <li>Land acquired and supplier for equipments under evaluation</li> </ul>
<ul style="list-style-type: none"> <li>Launch CIRMS project</li> </ul>	<ul style="list-style-type: none"> <li>The project is under review by OPC expected to launch next financial year</li> </ul>
<ul style="list-style-type: none"> <li>Issue new mobile licence by December 2010</li> </ul>	<ul style="list-style-type: none"> <li>New licence has been issued to CELCOM</li> </ul>

Slide 22

2010/11 achievements 'continued	
Target	Achievement to date
<ul style="list-style-type: none"><li>Established at least one telecenter in each district</li></ul>	<ul style="list-style-type: none"><li>19 Telecentres established and are operational</li></ul>
<ul style="list-style-type: none"><li>Establish internet connectivity to at least three universities</li></ul>	<ul style="list-style-type: none"><li>Internet connectivity has been finalized at Catholic and SDA universities.</li></ul>

Slide 23

2010/11 achievements 'continued	
Target	Achievement to date
<ul style="list-style-type: none"><li>Issue ten new broadcasting licences</li></ul>	<ul style="list-style-type: none"><li>Advert was for new licences were made 36 applications received and evaluation awaiting Govt clearance</li></ul>
<ul style="list-style-type: none"><li>Acquire a new media monitoring equipment by December 2010</li></ul>	<ul style="list-style-type: none"><li>Supplier identified and commissioning expected in June 2011.</li></ul>
<ul style="list-style-type: none"><li>Acquire global positioning System for postal assessing postal quality of service</li></ul>	<ul style="list-style-type: none"><li>Supplier identified and first component expected before years end.</li></ul>

Slide 24

2010/11 achievements 'continued	
Target	Achievement to date
<ul style="list-style-type: none"><li>Start construction of office complex by July 2010</li></ul>	<ul style="list-style-type: none"><li>Land acquired in Lilongwe area 13. Construction not commenced as there are no utilities on the plot</li></ul>
<ul style="list-style-type: none"><li>Establish regional office in Lilongwe by Sept 2010</li></ul>	<ul style="list-style-type: none"><li>The office was secured and occupied in April 2011 (Oxfam offices).</li></ul>
<ul style="list-style-type: none"><li>Finalize the review of Communications Act</li></ul>	<ul style="list-style-type: none"><li>Finalized with all stakeholder consultation, now at drafting stage.</li></ul>



Slide 25

### Challenges faced in 2010/11

- Operators resistance to new technology derailing the progress (CIRMS project)
- Illegal broadcasters and courier operators
- Difficulties in securing forex affected the procurement of some important equipments.
- Continued absence of dividend policy affected the cash flow projection for the Authority
- Delays in obtaining Govt approval for some staff related issues (House ownership scheme and functional review)

Slide 26

### Plans and projects for 2011/12

- **Launch of connect a constituency project**  
Telecentres will have to be established for every constituency in Malawi. The plan is to start with 20 telecenter.
- **Implementation stage for the Regional Communications Infrastructure Project (RCIP) on last mile connectivity .**  
This is a World Bank funded project aimed at connecting Malawi to submarine cables in Tanzania. The first phase will involve internet connectivity to over 20 teachers development centre in Malawi.

Slide 27

### Plans and projects for 2011/12 ctd

- **Commissioning of Consolidated ICT Regulatory Management Service (CIRMS).**  
The project will improve monitoring of quality of service for telecom operators, revenue assurance and fraud management.
- **Commencement of construction of modern office complex**  
MACRA would like to commence construction of modern office complex in Blantyre.
- **Introduction of converged telephony licencing regime**  
The new licencing structure will remove distinction on fixed or mobile operators

Slide 28

### Plans and projects for 2011/12 ctd

- **Participate in ITU telecom world 2011 –showcasing ICT development in Malawi**  
The event will be held in Geneva where member countries of ITU are required to showcase their developments in ICT. This will present a forum for sharing ideas and networking with other regulators.
- **Setting the framework for universal services in postal services.**  
The public postal operator has the responsibility to ensure availability of postal services to rural areas which are not profitable. The establishment of universal access will result in creation of a fund to support the provision of postal services in rural areas.
- **Continuation of the digital migration project.**  
MACRA will continue taking active part on the project.

Slide 29

### OPPORTUNITIES

- Government political will ..... *policy development initiatives.*
- Skilled labour market ..... *inclusion of academia for relevant curricula development.*
- Network of stakeholders ..... *constant consultation on all issues of national importance.*
- Economic stability ..... *good and improving socio-economic indicators.*
- Convergence ..... *modern and higher generation technologies with value added services.*



Slide 30

### CONCLUSION & WAY FORWARD – cont'd

Studies / Research


- Finalize the cost of doing business study.
- Finalize the report on EMF from telecom towers

Universal Access

- Establishment and implementation of the Universal Access Fund (UAF).

ICT Development

- Establishment of a telecentre in every district.



Slide 31


CONCLUSION & WAY FORWARD –  
cont'd

Administrative

- Build a new office complex.
- Enhance capacity building.

Technical

- Finalize review the National Frequency Band Plan.
- Implement a converged licensing framework.
- Institute mandatory number registration and consider implementation of number portability.



Slide 32

CONCLUSION & WAY FORWARD –  
cont'd

Corporate Social Responsibility

- Increase ICT related assistance to educational institutions.

Legislation

- Finalize review of the Communications Act.
- Review current regulations and develop new regulations.
- Implement policy directions on ICT development as stipulated in the National ICT policy.

Consumer issues

- Establish a unit within MACRA on consumer protection

