



**REPORT OF THE 29TH EACO REGULATORY ASSEMBLY HELD
ON 27TH JUNE 2024, AT SAFARI PARK HOTEL & CASINO, NAIROBI, KENYA**

1.0 INTRODUCTION

The 29th Assemblies of Regulators and extra ordinary Congress of the East African Communications Organization (EACO) took place from 24th to 28th June 2024; under the theme; **Promoting Digital Transformation in the East African Region**. The event was hosted by Communications Authority of Kenya, at Safari Park & Casino Hotel, Nairobi, Kenya. The meeting was facilitated by the Republic of Kenya. The attendance lists attached herewith as **ANNEX I**.

The Regulatory Assembly considered reports from the Committees and the Working Groups namely: - Legal & Constitutional Affairs Committee (LCAC), Human Resource Committee (HRC), Finance Audit & Risk Management Committee and the seven (7) Working Groups (WG1 – WG7).

The Assembly of Regulators noted implementation of Terms of reference (ToRs), challenges and recommendations presented by the Committees and Working Groups and adopted their recommendations as highlighted in this report.

2.0 OPENING OF THE MEETING

The meeting was officially opened by the Representative of the new Chairman of the Regulators Assembly Mr. Matano Ndaró, of Communications Authority of Kenya.

3.0 ELECTION OF THE BUREAU

The Bureau was formed as follows:

Chairman (Rep)	Mr. Matano Ndaró	CA/Kenya
1 st Rapporteur	Ms. Judith Bosibori	CA
2 nd Rapporteur	Mary Achol	NCA
Secretariat	Ms. Norah Sitati	EACO Secretariat

4.0 ADOPTION OF AGENDA

The Agenda for the 29th Assembly of Regulators was adopted and is attached as **ANNEX II**.

5.0 REMARKS OF THE OUT-GOING CHAIRMAN

The Representative of the outgoing Chairman, Eng. Deo Bizindayi made opening remarks to the Assembly of Regulators. He thanked CA, Kenya for hosting the meeting, the EACO Secretariat and all EACO Working Groups & Committees, which through their joint effort and commitment fostered to achieve their tasks. The out-going Chairman's remarks are attached as **ANNEX III**.

6.0 REMARKS OF THE IN-COMING CHAIRMAN.

The Chairman, Mr. Matano Ndaro thanked the out-going Chair, in particular for the impressive work done during his tenure and in general the commitment of the Republic of Burundi for the achievements made. Thereafter, he took over the role of chairing the meeting. The in-coming Chairman's remarks are attached as **ANNEX IV**.

7.0 CONSIDERATION OF PROGRESS REPORTS BY COMMITTEES AND THE WORKING GROUPS

7.1 REPORT OF LEGAL AND CONSTITUTIONAL AFFAIRS COMMITTEE (LCAC)

7.1.1 The following were noted from the presentation made by Chair of the LCAC Mr. George Njamwitha:

Noted 1:

1. Review of the EACO constitution
2. Review of the structure
3. Review of the rules of procedures for committees and working groups
4. Review of application for membership of EACO

7.1.2. Recommendations:

1. EACO members to continue encouraging their staff to participate in EACO activities especially in trainings, workshops and meetings.
2. The Congress to be renamed Advisory Council
3. The Executive Committee to be renamed The Board (composed of only the Director Generals of Regulatory Members) – aligning to CASSOA
4. The board may coopt independent experts, who shall not be part of The Board (EXCOM)
5. The Advisory Council (Congress) shall report to the Board (EXCOM).
6. Chairs of the Assemblies shall report to the board (EXCOM), but shall not be members
7. The Committees shall report to the board (EXCOM) for decision making

8. The Working Groups shall report to The Assemblies.

Agreed 1:

The report was adopted by the Assembly and is attached here with as **ANNEX V**

7.2 REPORT OF FINANCE, AUDIT & RISK MANAGEMENT COMMITTEE (FARMC)

Noted 2:

7.2.1 The following were noted from the presentation made by Vice Chair of the FARMC Mr. Melchior Nzakizwanimana:

1. Activities of the FARMC for the financial year 2023/2024
2. The Audit Report for the financial year 2022/23 had an unqualified opinion
3. Status of implementation of the audit observations

7.2.2 Recommendations:

Agreed 2:

The report of FARMC was adopted by the Assembly and is attached here with as **ANNEX VI**

7.3 HUMAN RESOURCE COMMITTEE (HRC)

Noted 3:

7.3.1 The following were noted from the presentation made by member of the HRC MS. Nelly Kimathi.

1. The ToRs of the committee
2. Activities performed in the financial year 2023-2024
3. Upcoming Activities

7.3.2 Recommendations:

1. Proposal to NRAs and designated postal operators to second their staff to EACO

Agreed 3:

The report of HRC was adopted by the Assembly and is attached here with as **ANNEX VII**

7.4 WG1: EACO COMMUNICATION SECTOR INDICATORS HARMONIZATION

Noted 4:

The report of WG1 presented by Ms. Juliette Nirera, Chair of WG1, which included;

7.4.1 The achievements

1. Reviewed the Telecommunications sector indicators
2. Data collection, analysis and reporting completed up to December 2023 (Quarter 2).
3. The EACO Communication Statistics Report is Quarter 2 of 2023/2024 (December 2023) with telecommunication indicators.

7.4.2. Challenges:

1. Different levels of technological and sector advancement have constrained data collection efforts. Some KPIs are easily accessible in some member states compared to others
2. Low participation in the physical meetings.
3. Limited capacity in data analysis for Member States
4. There were not enough funds to handle the task since the database was crashed and reinstatement consumed the earlier planned budget to include Broadcasting and Postal Indicators.
5. Some indicators do not solely reside under the ICT Regulators, e.g. Mobile Money Services.

7.4.3. Recommendations:

1. The working group requires a minimum of two Representatives for each Member States to enable continuity of work and technical inputs in different parameters of the Sectors.
2. NRAs should allocate budget to sponsor their members to attend physical meetings.
3. EACO Secretariat to provide or to seek capacity building partnerships for Working Group 1 members in data analytics with Global Partners e.g. GSMA and ITU.

Agreed 4.

The report of WG1 was adopted by the Regulatory Assembly and is attached here with as **ANNEX VIII**

7.5 WG2: ICT INFRASTRUCTURE DEVELOPMENT, CONNECTIVITY SHARING AND DIGITAL INCLUSION

Noted 5.

The following was noted from the presentation by Ms. Esther Wanyana, who

represented the Chair of WG2:

1. The ToRs and Activities for WG2 for 2023-2025
2. The meetings held during this cycle
3. The implementation status of these ToRs

7.5.1 Challenges

1. Inconsistencies in member participation
Proposal: Member States are requested to retain nominees to EACO Working Groups.
2. Low and unsatisfactory participation of private sector in the WG.
3. Poor collaboration amongst WG members from the same member state.
4. Limited support to acquire country information from fellow WG members.
5. Non-delivery of assigned tasks from some member states.

7.5.2 Recommendations:

1. Member states to appoint at least three active representatives
2. NRAs and EACO secretariat to encourage private sector participation
3. NRAs to encourage their members to discuss and complete assigned tasks together
4. Provision of access to information

Agreed 5.

The report of WG2 was adopted by the Regulatory Assembly and is attached here with as **ANNEX IX**

7.6 WG3: ICT APPLICATION, CONSUMER PROTECTION ISSUES AND CYBERSECURITY

Noted 6:

The following were noted from the presentation by Mr. Unguec Stephen Kang, Vice Chair of WG3: -

1. The ToRs and Activities for WG3 for 2023-2024
2. The meetings held during this cycle
3. The implementation status of these ToRs

7.6.1 Challenges

1. Lack of adequate subject Matter Expert representations in the working group
2. Irregularity attendance of meetings
3. Absence of a chair for WG3

7.6.2 Recommendations

1. The EACO Secretariat to proactively publicize, communicate and follow up on approved guidelines.
2. The two ToRs for the working group; Cybersecurity (Establish a framework for collaboration among the National CERTs in the region; and development of operational procedures for the regional CERT) be merged into one as they would have the same output. Proposed ToR name: **Establish a framework for collaboration among the national CERTS in the region.**
3. The EACO secretariat to organize a two-day workshop on Digital Financial Services, Child Online Protection, and Quality of Service.
4. That the title of the WG3 be reviewed to include Quality of Service (QoS), noting that WP2 handles matters on QoS and the absence of the name has had an impact on member states participation and the work of WG2. WG3 handles Cybersecurity and ICT Applications. WG1 handles matters on Consumer Protection, and WG3 handles matters on Cybersecurity.
5. The proposed revised name for the Working Group: **“Consumer Protection Issues, Quality Of Service, And Cyber Security”.**

Agreed 6.

The report of WG3 was adopted by the Regulatory Assembly and is attached here with as **ANNEX X**

7.7 WG4: POSTAL & COURIER SERVICES DEVELOPMENT AND REGULATIONS

Noted 7:

The following were noted from the presentation made by Ferdinand Kabyemela, Chairperson of WG4:

1. The ToRs for the Working Group.
2. Progress Report of the Working Group.
3. Activities for WG4 for 2024-2025

7.7.1 Challenges

1. Delay in providing inputs by some members.
2. Budget constraints which affected the attendance of physical meetings by all

- members of WG4;
3. Inconsistent attendance of meetings by members.

7.7.2 Recommendations

1. Members are urged to be proactive on the tasks assigned in order to complete WG4 tasks within the set timeframes.

Agreed 7:

The report of WG4 was adopted by the Regulatory Assembly and is attached here with as **ANNEX XI**

7.8 WG5 BROADCASTING DEVELOPMENT, SPECTRUM MANAGEMENT AND MEDIA SERVICES REGULATIONS.

Noted 8:

The following were noted in the presentation by Eng. Achol Dut De Dut, Chair of WG5:

1. Meetings held during the financial year 2023-2024
2. ITU WRC 27 preparations
3. The ToRs for the Working Group.
4. Activities done under the ToRs

7.8.1 Challenges

1. Poor and inconsistency in attendance of physical meetings
2. Delay in delivering draft documents by responsible Member States
3. Conflicting priorities for WG5 members between regular work within their administrations and work of EACO

7.8.1 Recommendations

1. It was observed that two (2) of the EACO member states despite having converging policy making bodies on telecommunication and broadcasting still have independent agencies regulating the two. This has presented gaps given the cross cutting nature of these two services which always makes it easier to treat them synonymously.
2. For these EACO administrations to consider reviewing their current regulatory standing considering the benefits of similar regulatory framework and structures that would make harmonization of regulations and strategies much easier for the region.
3. Review the existing mobile cross border frequency coordination mechanism and newly established continental agreement on the same (Harmonized Calculation

Agreed 8:

The report of WG5 was adopted by the Regulatory Assembly and is attached here with as **ANNEX XII**

7.9 WG6: COMMUNICATIONS NUMBERING PLANS, IP ADDRESSING, SERVICES PRICING & INDUSTRY ANALYSIS

Noted 9.

The following were noted in the presentation by Mr. Jacques Ndajimana, Vice Chair of WG6 :-

1. The ToRs for the Working Group.
2. Meetings held during the financial year 2023-2024
3. Achievements made in the financial year 2023-2024
4. Activities to commence in the financial year 2024-2025

7.9.1 Challenges

1. Poor and inconsistency in attendance by members and low turn up for meetings.
2. Delay in delivering draft documents by responsible Member states and Conflicting priorities for WG6 members between regular work within their administrations and work of EACO

7.9.2 Recommendations

1. Members States to appoint at least three members to each working group, considering all areas handled by the Working Group.
2. Working Group Members to be facilitated to concentrate on the work of EACO

Agreed 9.

The report of WG6 was adopted by the Regulatory Assembly and is attached here with as **ANNEX XIII**

7.10 WG7: E-WASTE MANAGEMENT & GREEN ICTs

Noted 10.

The following were noted from the presentation made by Eng. Apiu Philip, member of WG7:

1. Meetings held during the financial year 2023-2024
2. The ToRs for the Working Group.
3. Status of implementation of the work plan 2023-2025
4. Status of implementation of the Regional E-waste Strategy
5. The working Group to consider changing the word “gadgets” to “devices”

7.10.1 Challenges

1. Countries are at different levels on e-waste management
2. Low awareness levels on matters of e-waste
3. Constrained financial resources in implementing infrastructure for e-waste management
4. Slow pace in reviewing the existing e-waste laws; policies, regulation and guidelines to reflect the current environment and formulation of new ones;
5. Inadequate representation of service providers/operators (broadcasters) in wg07 meetings;
6. E- waste surveys not fully carried out
7. Counterfeit Gadgets Management is still a challenge

7.10.2 Recommendations:

1. Countries to enact various laws, policies, regulations, guidelines and standards on e-waste management ;
2. Member States to consider allocating a budget for e-waste management in order to conduct more awareness and fund e-waste management projects
3. Member States to continue with the implementation of the 2nd Regional E-waste Management Strategy (2022– 2027) while sharing experiences and success stories.
4. Member States to device mechanisms for getting e-Waste from the Government and its institutions for proper disposal
5. There is need to have more experts on Green ICTs and Counterfeit Gadgets management in WG 07
6. EACO member organizations should continue supporting the participation of their staff in ITU-T and ITU-D study groups related to E-waste.
7. Collaboration with higher institutions of learning

Agreed 10.

The report of WG7 was adopted by the Regulatory Assembly and is attached here with as **ANNEX XIV**

8.0 Completed Documents Adopted by the Assemblies are as follows:

- I. Postal and Courier Policy and Regulatory Framework
- II. Framework for Postal Modernization Strategy

9.0 SUBMISSION OF REGULATORY ASSEMBLY REPORT

This report is hereby submitted for consideration and approval.

Mr. Matano Ndaro

Chairman, 29th EACO Assembly of Regulators

Ms. Judith Obure

First Rapporteur

Ms. Mary Achol

Second Rapporteur

Ms. Norah Sitati

EACO Secrétariat

ANNEXES

ANNEX I – List of Participants

ANNEX II - Agenda



AGENDA OF THE
REGULATORY ASSEM

ANNEX III – Remarks by Out-going Chairman



Communications of
the outgoing Chairma

ANNEX IV - Remarks by In-coming Chairman



REMARKS BY
IN-COMING CHAIRPE

ANNEX V – Report of LCAC



Report of LCAC to
Assemblies 2024 - Re

ANNEX VI – Report of FARMC



FARM Committee
report for the Financi

ANNEX VII – Report of HRC



HRC- Presentation of
the HRC to the Regul

ANNEX VIII – Report of WG1



WG1 EACO - Report
29th Assemblies - 2.p

ANNEX IX - Report of WG2



WG2 -Presentation of
the Chair WG2-EACO

ANNEX X - Report of WG3



EACO WG 3
Presentation June 202

ANNEX XI - Report of WG4



WG4-Report-to-Asse
mbles-Meetings June

ANNEX XII - Report of WG5



EACO WG 5
Presentation Assembl

ANNEX XIII - Report of WG6



EACO WG 6 Report
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ANNEX XIV - Report of WG7



Report of Working
Group 7 to the Assem