

PRESS RELEASE



WORKSHOP :

Strengthening the regulator's capacity in consumer protection and dispute resolution

The Multisectoral Regulatory Authority of Djibouti is organizing a training workshop, which will be delivered by the MARPIJ firm from October 13 to 14, 2024, and will be held at the Sheraton hotel in Djibouti. Indeed, the ARMD is responsible for regulating activities carried out on the national territory in the sectors of telecommunications and renewable and non-renewable energies. As part of the strengthening of the regulator's technical capacity, the ARMD is launching activity 4 of the technical assistance provided by the international firm MARPIJ. This workshop aims to:

- Assist the regulator in matters relating to consumer protection;
- Provide training on the theme of alternative dispute resolution;
- Train judges on the issues and texts of electrical communication.

In this sense, the role of the ARMD in terms of consumer protection will be to establish the necessary structures and procedures to better protect the interests of consumers in the regulated sectors. Consequently, the ARMD will have to set up complaint and grievance tools to facilitate and improve consumer access to these regulated sectors and their services.

The objective of this workshop is to strengthen the skills of participants in dispute resolution and the protection of consumer interests. The ARMD will be led to establish the necessary procedures and regulations to allow consumers to express their complaints and operators to resolve their disputes. Furthermore, a group of 10 magistrates will be trained during this workshop to enable them to acquire the skills necessary for resolving disputes relating to the telecommunications and energy sectors involving operators and consumers. The main points that will be covered by the trainer, Me Éric Veve of the International Firm MARPIJ, are as follows:

- A presentation and history of the telecommunications sector and its players in Djibouti;
- The challenges of liberalization;
- The role of the regulator;
- The main aspects of telecommunications regulation.

Consumer protection constitutes one of the most important missions of the ARMD, as dictated by Law No. 74/AN/20/8th L.

Source : ARMD