

## **HADIZA KACHALLAH**

### **BRIEF DESCRIPTION OF ACTIVITIES IN ITU-D STUDY GROUP 1**

Hadiza Kachallah is a Senior Manager with the Nigerian Communications Commission (NCC). She joined the ITU-D Study Group 1 in 2018 and has been part of two (2) ITU-D Study Group 1 study cycles;

- 1<sup>st</sup> Cycle - 2018-2021
- 2<sup>nd</sup> Cycle- 2022-2025

She has researched and garnered so much experience in ITU-D Study Group activities that during the 2<sup>nd</sup> Study Cycle, she was nominated for the post of *Vice-Rapporteur* on Study Question 6 of the ITU-D Study Group 1. During the period of study, she actively participated actively by carrying out the following activities:

- Developed and submitted a consumer protection related Contribution on *Do-Not-Disturb/ Unsolicited Message* menace.
- Developed and submitted a Contribution pertaining *Tools the Nigerian Communications Commission (NCC) uses to engage consumers and resolve complaints in the Nigerian Telecom Industry*
- Discussed and shared Nigeria's country experience on consumer education and consumer protection policies such as questionnaires for nationwide surveys.
- Collected ideas and shared other country experiences with other departments of the NCC to serve as a guide in developing similar policies/ projects.
- Actively participated and was recognized within Study Group 1 management team as a main contributor. As a consequence, she was permitted to chair several meetings of Study Question 6.
- Awarded fellowship to Chair a session on *Consumer Protection Mechanisms relating to QoS/ QoE* during a workshop titled “Increasing Consumer Awareness: Mechanisms to promote informed consumer decision making” organized by ITU in Brazil (June 18 – 20, 2024) and was a guest speaker on the session titled “Cyber Security Awareness and online Safety” [Workshop report.pdf](#).
- As Vice-Rapporteur of Study Group 1, she has directly contributed to the development of two chapters of the final Report of Question 6/1 (“Consumer Information, Protection and Rights) based on study group discussions and research. Additionally, she has collaborated with other co-rapporteurs from other countries to revise existing chapters of the Report. As vice rapporteur, her proposed recommendations on reports, guidelines, and best practices will be incorporated into the final WTDC-25 Report. These contributions could be

adopted as ITU best practices/guidelines and may potentially become policy recommendations for Member States.

- Hadiza Kachallah was recognized by a non-profit sector member of ITU and ATU known as RIFEN (Réseau International des Femmes Expertes du Numérique) which is an international Network of Women Digital Experts); an international NGO that works to achieve Sustainable Development Goals (SDGs) through the promotion of professional and academic women and girls in the field of digital economy. RIFEN is a network of multi-disciplinary pool of women experts who exchange work through their Platform on issues of SDGs and ICT, and encourages the active participation of women experts at national, régional, continental and international levels towards defining strategies and making policies. She was nominated to be the Country's Focal Point RIFEN following the recognition of her active participation at the ITU Study Groups, and has mentored Women/ Girls in the activities of ITU.

She is also a member of the ITU-D Network of Women.

Her networking with the management and members of the ITU D Study Group 1 contributed towards an impactful relationship which led to NCC's first meeting with Amazon which is considering Nigeria as one of the 1<sup>st</sup> countries in Africa marked for deployment of its satellite service.