



AFRICAN DIALOGUE FACEBOOK: BIOGRAPHIES OF PARTICIPANTS

**The Sixth Annual African Consumer Protection Dialogue Conference:
Strengthening the Framework for Dealing with Cross Border Consumer Violations**

8-10 September, 2014 Lilongwe, Malawi

Sponsored by:

**THE COMESA COMPETITION COMMISSION,
THE MALAWI COMPETITION AND FAIR TRADING COMMISSION AND
THE U.S. FEDERAL TRADE COMMISSION**

Common Market for Eastern and Southern Africa (COMESA)

George K. Lipimile

**Director and Chief Executive Officer
COMESA Competition Commission**



George K Lipimile is the current Director and Chief Executive Officer of the COMESA Competition Commission. Prior to his current appointment, he served as Senior Advisor at the United Nations Conference on Trade and Development (UNCTAD) in the Division of Competition and Consumer Law Policy. At UNCTAD he was in charge of the technical assistance and capacity building programmes in the area of competition and consumer policies for the developing and least developed countries.

Mr. Lipimile established and became the first Executive Director of the Zambia Competition Commission in Zambia (the first modern competition Authority in the Eastern and Southern African Region). His duties included advising the government on a range of trade and competition issues, including the negotiations of the Doha Rounds, WTO Agreements, EPAs negotiations, in addition to issues relating to the regional trade and economic integration of the SADC/COMESA Agreements.

For a long time, Mr. Lipimile served as the head of Zambia Intellectual Property office. He was the Chairperson of the African Regional Intellectual Property Organization (ARIPO) for two terms. He sits on several boards of research and academic institutions.

Mr. Lipimile is highly consulted on issues pertaining to the enforcement of competition and consumer law and policy. He is an economist and lawyer by profession.

Mary Gurure

Manager, Legal Services and Compliance
COMESA Competition Commission



Mary Gurure joined the COMESA Competition Commission (the Commission) in December 2012 and was one of the pioneer technical staff members when the Commission officially commenced operations in January 2013. Ms. Gurure is, among other things, responsible for ensuring compliance with the COMESA Competition Regulations which contains extensive provisions on consumer protection and is also in charge of enforcement actions for breaches of the Regulations.

Prior to joining the Commission, Ms. Gurure was the Commission Secretary and Legal Advisor for the Zimbabwe Competition and Tariff Commission, a regulatory authority with the mandate of regulating competition and trade tariffs within the economy of Zimbabwe. Before that she was Chief Legislative Drafter with the Attorney-General's Office under the Ministry of Justice in Zimbabwe. Ms Gurure is a holder of a Bachelor of Laws Honours degree from the University of Zimbabwe. She also has a Post Graduate Diploma and Masters in Women's Law obtained from the University of Zimbabwe and Certificates in Legislative Drafting and the Law of Treaties.

William Mwemba

Head of Mergers and Acquisitions Department
COMESA Competition Commission



Willard Mwemba began his career in Competition Law at the Competition and Consumer Protection Commission in Zambia in 2006. He worked at the Competition Authority in Zambia for close to 7 years before he joined the COMESA Competition Commission. While at the Competition Authority in Zambia, Willard rose to the position of Director of the Mergers and Monopolies Department. During his employment at the Competition Authority in Zambia, Mr. Mwemba handled some very high profile cases and initiated investigations on high profile cartels.

Mr. Mwemba joined the COMESA Competition Commission in January 2013 and became its first head of the Mergers and Acquisitions Department. Mr. Mwemba has written extensively on the subject of competition law and has spoken at several high profile fora. He is frequently invited to guest lecture on the subject at Universities and Colleges in Zambia. He holds two Bachelor's degrees with specialisation in Law and Economics from the University of Zambia. He also holds a Master's degree in European Union Competition Law from Kings College; London. Mr. Mwemba is a member of the American Bar Association, the International Bar Association and the Economics Association of Zambia.

Vincent Nkhoma

Manager, Enforcement and Exemptions COMESA Competition Commission

Mr. Nkhoma is the Manager responsible for Enforcement and Exemptions at the COMESA Competition Commission. Previously, he has worked for the Ministry of Industry and Trade of Malawi in several capacities and has served as the Malawi Investment and Trade Representative to South Africa and other SADC Countries while resident at the Malawi Consulate General in Johannesburg, South Africa.



Within the field of competition law, Mr. Nkhoma was part of the interim secretariat instituted to operationalize the Competition and Fair Trading Commission of Malawi established under the Competition and Fair Trading Act. Mr. Nkhoma holds a Bachelor's Degree in Economics from University of Malawi and a Post-graduate Diploma and Master's Degree in Economics for Competition Law from Kings College London.

Malawi

Charlotte Wezi Malonda

**Executive Director
Competition and Fair Trading Commission**



Charlotte Wezi Malonda is a lawyer admitted to the Malawi bar and is a competition law practitioner with over 12 years of professional experience in human rights, constitutional and administrative law, competition and consumer protection law. She worked with the Ministry of Justice and Constitutional affairs from 2002 to 2006 and later on joined the office of the Ombudsman from 2006 to 2012 as Controller of legal services.

Mrs. Malonda is among the few competition law experts in the legal fraternity in Malawi and a member of the Malawian Bar and Women Lawyers Association. She is an avid researcher and trainer in various areas of the law, having served as a civic educator and trainer in human rights law and has authored legal manuals in various areas of the law, which are used by paralegals in the Mangochi and Dedza district in Malawi. Wezi Malonda is the first executive director of the Competition and Fair Trading Commission, which was set up as an autonomous agency in 2013. She has supervised the establishment of the Commission and has led a lean but efficient team of staff in strong enforcement efforts for the past 24 months.

Mrs Malonda is an alumni of the University of Malawi and the University of Zimbabwe and University of London. She has started an initiative to set up a program of lectures on Competition Law at the University of Malawi for future inclusion in the university curriculum, and held two highly attended public lectures with the University of Malawi and Blantyre International University. She is one of the three female heads of competition authorities in Africa also having extensive exposure to the COMESA Competition Commission. She has appeared on several talk shows, radio and TV programs educating and empowering Malawians on the role of the Competition Commission in consumer protection. She enjoys conducting trainings and empowerment commitments for various groups of people interested in competition and consumer protection. She is a passionate consumer advocate.

United States

Charles A. Harwood

**Director of Northwest Regional Office in Seattle
U.S. Federal Trade Commission**



Charles Harwood is the Director of the U.S. Federal Trade Commission's Northwest Regional Office in Seattle. This is Mr. Harwood's second tour as the Northwest Region Director. He also held the position from 1989 to 2009. From 2009 through 2013, Mr. Harwood was in Washington, D.C., as Deputy Director of the Federal Trade Commission's Bureau of Consumer Protection. In the first half of 2013, Mr. Harwood served as the Acting Director of the Bureau of Consumer Protection. At the FTC, Mr. Harwood has received various awards, including the FTC Chairman's Award for service to the agency.

Before joining the FTC, Mr. Harwood was a Counsel to the U.S. Senate's Committee on Commerce, Science, and Transportation. As an attorney for the Commerce Committee, Mr. Harwood worked on transportation, sports, and product safety legislation.

On behalf of the FTC, Mr. Harwood has participated in international consumer protection and competition conferences, training programs, and law enforcement initiatives in North and South America, Europe, Asia, and Africa. He also served as a short-term advisor to the Romanian consumer protection agency and the Bosnian competition agency. In 2012, Mr. Harwood was a member of a U.S. Department of Commerce delegation to China concerning privacy and intellectual property laws in internet commerce. Mr. Harwood was also instrumental in the establishment of several permanent U.S.- Canada law enforcement task forces to coordinate cross-border consumer protection law enforcement.

In 2012, Mr. Harwood was appointed by the Secretary of the Interior to a second five-year term as a Commissioner of the Indian Arts and Crafts Board, an advisory board within the U.S. Department of Interior that oversees implementation of federal laws promoting the marketing and sale of Native American arts and crafts.

Mr. Harwood is a member of the Oregon and District of Columbia Bars.

Deon Woods Bell

**Counsel for International Consumer Protection and
Technical Assistance Program Coordinator
U.S. Federal Trade Commission, Office of International Affairs**



Since joining the FTC in 2007, Deon Woods Bell has been responsible for a wide variety of consumer policy issues regarding bilateral and regional cooperation, technical assistance, privacy and legal enforcement matters, in addition to issues pertaining to the nexus between consumer protection and competition policy. She currently serves as the lead FTC official for the International Consumer Protection Enforcement Network (ICPEN) Secretariat and oversees the FTC's consumer protection technical assistance portfolio. She also designed and implemented the FTC's first Consumer University in 2011, as well as helped launch the African Consumer Protection Dialogue in 2009. Ms. Woods Bell has also served as a consumer protection expert at the United Nations Conference on Trade and Development (UNCTAD) Adhoc Consumer Protection Meetings of the Intergovernmental Group of Experts on Competition Law.

Prior to joining the FTC, Ms. Woods Bell was a Senior Counsel with the Commercial Law Development Program (CLDP) of the U.S. Department of Commerce where she primarily advised regarding commercial law reform and technical assistance programs in Latin America, Africa, the Middle East, and South Asia.

She was an associate at Steptoe & Johnson, LLP in Washington D.C. and also Assistant General Counsel for two Fortune 500 companies, focusing on international transactions and regulatory issues, prior to joining the U.S. Government.

Ms. Woods Bell earned a law degree from the University of Chicago, where she was a member of the University of Chicago Law Review and was also a Fulbright Scholar to Mexico. She has a Master's degree in Economics from the University of Michigan and graduated with a triple major B.A. (International Relations, Economics and Latin American Studies) from American University in Washington, DC.

Ms. Woods Bell speaks Spanish and French. In addition, she has worked and traveled extensively in Latin America, Africa and the Middle East, and has lived in Chile, Argentina, Mexico, Belgium, South Africa and Ghana.

Ms. Woods Bell is married and has three children.

Comoros

Mohamed Hachim

**Head, Competition & Consumer Authority of Comoros
Planning Coordinator, Department of Commerce**

Since April of 2013, Mr. Hachim has served as the Commissioner for Competition and Consumer Affairs. He is also the Planning Coordinator within the Department of Commerce.

During the course of his extensive career, Mr. Hachim served as Chef de Service des Homologations des Prix, Secretary General of the Ministry of Finance, and Director General of National Commerce. Mr. Hachim has also served at the Department of Records Management, as Director of Personnel Management of Economy and Trade, Director of Housing at the Ministry of Finance, and head of the Department of Competition, Consumer Affairs, and Fraud Prevention.

Mr. Hachim holds a Diplome de l'OMC in Commercial Politics from Geneva (2000), a Certificate of Introduction to Commercial Management (1987), and a Baccalaureat in Secondary Education (1984).



Consumers International

Onica N. Makwakwa

Head of CI Office, Africa

Onica N. Makwakwa joined Consumers International (CI) in September 2012 as Head of CI Office for Africa where she is charged with leading and supporting the development of consumer protection and empowerment in Africa by supporting CI members in the region; implementing the CI Africa strategy; and reconnecting the Africa consumer movement with the global movement to deliver change for consumers.



She has over 20 years of professional experience in the public, private and non-profit sectors where she has served in numerous high level positions with national and international organizations including as Executive Director of UNITY: Journalists of Color, Inc., Director of Development at YWCA USA, Black Women's Health Imperative (formerly the National Black Women's Health Project), and National Low Income Housing Coalition and International Development Officer for the National Council of Negro Women in the USA.

A graduate of The University of Iowa where she earned a Masters degree in Education and a Bachelor of Science in Psychology with a minor in Women's Studies and Education, she also attended Grinnell College in Iowa.

Ms. Makwakwa is a native of Soweto, South Africa; after living in the USA for 23 years, she recently joined the Homecoming Revolution and now works throughout Sub-Saharan Africa while based in South Africa.

East African Community

Dorica Suvye Phiri

Trade Advisor

**Commonwealth Secretariat Hub and Spokes Project
East African Community Secretariat**



Dorica Suvye Phiri, a Trade Adviser under the Commonwealth Secretariat Hub and Spokes Project currently working at the East African Community Secretariat, has specialized in trade policy formulation and negotiation, and regional integration, competition law and policy and intellectual property law. She previously worked as Regional Trade Policy Advisor at the Common Market for Eastern and Southern Africa. She also worked as a Lecturer at the Faculty of Law, University of Malawi, teaching Commercial Law and Intellectual Property Law.

Dorica holds a Master of Laws degree in International Trade and Investment Law from the University of Pretoria, South Africa and a Master of Laws Degree in Intellectual Property Law from the University of Turin, Italy and the WIPO World Wide Academy.

Egypt

Eng. Aly Anis

**Executive Director, Societal Interaction
National Telecom Regulatory Authority
Egypt Ministry of Communications and Information Technology**



Aly Anis worked for NTRA since 2004 as Societal Interaction Executive Director. He is managing three departments Market surveys, contact center and Consumer Protection. He is responsible about Consumer protection committee, industry representatives committee & Child Online safety program.

He was Operations & Customer Service General Manager for EgyNet (data carrier) and Soficom co. board member for four years before joining NTRA.

Mr. Anis was Alexandria & Delta Field Manager at Fujitsu (ICL) from 1983 until 2000. During that period he was working as a system analyst and programmer, SW, HW consultant engineer, UNIX operating system expert, networks 2nd line support engineer & UNIX system administrator instructor.

Before that, he was a systems analyst and programmer in the computer centre of "Societe de behera" for 2 years. Mr. Anis began his career as a teaching assistant and staff 1982-1983 (as part time job) at faculty of engineering- Alexandria University.

Mr. Anis graduated from the Faculty of Engineering, Alexandria University in 1982.

Sameh Saied

**Senior Manager, Consumer Rights Protection.
National Telecom Regulatory Authority
Egypt Ministry of Communications and Information Technology**



Sameh Saied joined the NTRA in 2006 as Consumer Rights Protection manager. Mr. Saied is managing the Consumer Protection Department's activities and is responsible for the Consumer Protection Committee.

Mr. Saied was Operations Contact Center's Supervisor for Microsoft Egypt, three years before joining NTRA. From 1997 to 2003, Mr. Saied was a Spanish and French tour guide.

He graduated from the Faculty of Arts, Cairo university in 1997.

Amal Ehsan Shafik

**International Relations Manager
Consumer Protection Agency
Egypt Ministry of Trade and Industry**

Amal E. Shafik is the International Relations Manager at the Consumer Protection Agency of Egypt (CPA) and Ex Manager of the NGOs' Outreach Department at the same Agency.

Since joining the CPA in Feb 2011, Amal E. Shafik has been responsible of setting and updating yearly and Monitoring & Evaluation plans of both above mentioned departments, aiming to outreach for local, regional and international governmental agencies and NGOs to enhance the scope of CP system in Egypt. Also, lead and mentor the department staff so that they assume active responsibility as staff members and act independently & professionally within the framework of the CPA.

Prior to joining CPA and for 6 years, worked as a project Manager for 3 time-framed and internationally funded development projects at reputable Non Governmental organizations.

Ms. Shafik had her career first started at international corporate companies, as a Marketing and Administration Coordinator at Thomas Cook overseas Ltd, a Marketing & Training coordinator at Bayer Scientific Bureau, and finally as an HR & Training Manager, at SAT-7 International TV.

In between CPA and her corporate employment, Ms. Shafik worked as a part time Action Research Analyst at the Education Reform Program funded by the USAID, and a Management Advisor to Think and Do Egyptian development Foundation. She continues to be a freelance trainer on soft skills, capacity building of NGOs, Arabic/English translation, and an audio narrator.

She earned a Bachelor degree of Languages and translation from Ain shams University, Faculty of Alsun, a Diploma of Media production, and a Diploma of Human Resources Management from the American University in Cairo. She is also a fellow at the Ford fellowship of International Management and Strategy, Picker Centre for Executive Education, Columbia University, USA

Mrs. Shafik speaks English, French and Arabic, and enjoys social work and travelling. She has been to Europe, the Middle East, Africa, Asia and North America.



Gambia

Amadou Ceesay

**Executive Secretary and CEO,
Gambia Competition and Consumer Protection
Commission**

Amadou Ceesay is a management specialist with over 12 years of progressive experience in HR, strategic planning and policy development.



Mr. Ceesay started his career as a personnel officer at the Personnel Management Office with responsibility for manpower planning, training and development for the Civil Service. He was seconded to the National Environment Agency (NEA) in 1994 to serve as administrator of a World Bank-funded environment project. Mr. Ceesay was responsible for setting up the NEA's plan of operation and the development of a human-resource development plan. From 2002 to 2008, Mr. Ceesay served as the director of human resources at the Gambia Tourism Authority with responsibility for the development and implementation of a human-resource development strategy for the tourism sector.

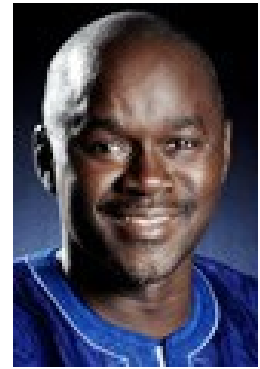
From January 2009 to November 2010, Mr. Ceesay served as the Director for human resources development at the Gambia Public Procurement Authority (GPPA) with responsibility for ensuring that all government agencies and departments are trained to apply the GPPA Act and Regulations. Mr. Ceesay was also responsible for the introduction of a procurement cadre in the Civil Service. In October 2010, Mr. Ceesay was appointed by the president to head the Gambia Competition Commission.

Mr. Ceesay obtained his master of public administration degree from the University of Liverpool in 1998. He has undergone numerous other professional courses, including public procurement, tourism management, strategic planning, economics for competition law etc.

Katim S. Touray

Independent International Development Consultant

Katim S. Touray is an independent international development consultant with over 12 years experience working in Africa on assignments for UN and government agencies, as well as non-governmental organizations. He has conducted consultancies in many African countries, on subjects ranging from project and program evaluation, to information and communication technologies (ICTs).



Dr. Touray is also a free and open source software enthusiast, and has been a member of the Council of the Free Software and Open Source Foundation for Africa (FOSSFA) since 2008, and the Council's Vice Chair from 2010 to 2012. He also served for three years (2008-2011) on the Board of Directors of ICANN. While on the ICANN Board, he served on the Public Participation, IANA, and Global Relationships committees of the board, and other board working groups and teams. He also represented ICANN at many sub-regional Internet Governance Forums (IGFs) in Africa, and global IGFs. Dr. Touray was also Chairman of Board of Directors of the National Agricultural Development Agency (NADA) from 2007-2008, helping build the agency from the ground up.

Dr. also helped found the Consumer Protection Association of The Gambia (CPAG) in 2005, and presently serves as the Secretary of CPAG's Executive Council. He has helped CPAG organize mobilize resources, conduct public sensitizations on consumer issues, and represented the organization on many forums. From 1997-2002, Dr. Touray built and managed consumer and small business information Web site with over 10,000 documents and links from various US government and other consumer protection and small business development agencies.

Dr. Touray has a Ph.D. in Soil Science from the University of Wisconsin, Madison, an MS in Soil Science from Montana State University, Bozeman, Montana, USA, and a B. Agric. degree from the University of Nigeria, Nsukka. In addition, he has working knowledge of French, and is a fluent speaker of his native language, Wolof, as well as Mandinka and English.

Ghana

Irene Aborchie-Nyahe

Director, Legal Assistance Network – Ghana

As a Public Interest Lawyer with special interest in Consumer Protection, Ms. Aborchie-Nyahe finds Consumer Protection as a major pillar in advancing human rights. Before embarking on her career she successfully ran businesses which directly brought her into contact with consumers and their challenges for six (6) years.



Ms. Aborchie-Nyahe entered the University of Ghana in the year 2000 where she obtained her first degree in Psychology and Sociology as combined majored. These courses equipped her with skills of analyzing and understanding human behavior. She again entered the Faculty of Law at the University of Ghana where she obtained her second degree in Law (LLB). She proceeded to the Ghana school of Law where she obtained her professional law certificate (BL) and was called to the Ghana Bar.

Ms. Aborchie-Nyahe joined the Law Reform Commission of Ghana where she was in charge of Consumer Protection and the Law of Torts. She was invited by the Ministry of Trade and Industry of Ghana as the Legal Consultant in charge of drafting the Consumer Protection Policy for Ghana. She has since assisted the Ministry at various fora as far as the Consumer Protection Policy of Ghana was concerned.

In 2008, she established the Legal Assistance Network-Ghana a human rights organization. The organization provides legal aid for the underprivileged and the vulnerable in Ghana with about twenty (20) Lawyers as Volunteers.

Ms. Aborchie-Nyahe is a member of the International Federation of Female Lawyers (FIDA) and a Partner at Afadjato Chambers, a firm of practicing lawyers.

Ruby Saakor Tetteh

Senior Commercial Officer
Ministry of Trade and Industry, Ghana

Ms. Ruby Saakor Tetteh has been working with the Ministry of Trade and Industry for the past decade. She holds a Masters in Development Studies and Public Policy from the Institute of Social Studies, The Hague and Central European University, Budapest respectively. Ms. Tetteh has been actively been involved in proposing policy and program choices in trade and industry in Ghana.



Specifically, she continues to build expertise in policy, program development and project implementation as well as consumer policy development issues.

Ms. Tetteh has been involved in developing Ghana's Consumer Policy which is currently being reviewed by Government.

INTERPOL

Africa S. Apollo

**Criminal Intelligence Officer, Anti-Corruption and Financial Crimes
Specialized Crimes and Analysis Department
ICPO-INTERPOL General Secretariat**



Africa Apollo is a Rwandan Police officer who joined the former Gendarmerie Nationale du Rwanda that was later transformed into the Rwanda National Police in the year 2000. Mr. Apollo started as a street police officer in Kigali, became a commissioned officer in 2005 and before being seconded to ICPO-Interpol he served as a crime intelligence investigator/analyst for “white collar crime” in the department of police intelligence in Rwanda Police Headquarters.

Mr. Apollo has undergone various professional training most especially in the Criminal investigations and intelligence analysis and has predominantly been involved in investigations of Fraud and corruption cases in his country – Rwanda. He has worked with United Nations Peace Keeping missions in Liberia and South Sudan.

Mr. Apollo is now working with ICPO-INTERPOL’s General Secretariat as a criminal intelligence officer in the Anti-Corruption and Financial crimes Sub-Directorate.

Africa Apollo is 39 years old, he is married and has 3 children (one girl and two boys). He has a Bachelor’s degree in Business Management and a Post graduate diploma in Business Management and Entrepreneurship.

Kenya

Boniface Makongo

**Chief Legal Officer
Competition Authority of Kenya**

Mr. Makongo has over 11 years of experience in litigation, corporate and commercial law. He has previously worked for both Constituencies Development Fund Board and at the Water Services Trust Fund as a Legal Officer, heading and having helped establish the said departments.



Mr. Makongo holds a Master's Degree in International Economic Law from the University of South Africa, a Bachelors of Law Degree from Moi University and a Diploma in Management of Information systems from the Institute for Management if Information Systems (U.K) as well as a postgraduate Diploma in Corporate Governance. He is an active member of the Law Society of Kenya. The Legal Unit is responsible for providing legal advice and strategic direction on the interpretation and application of relevant legislation with regard to investigations. The unit also offers Secretarial Services in the Authority's Board.

David Makumi

**Senior Analyst, Consumer Affairs Division
Competition Authority of Kenya**

Mr. Makumi is a Senior Analyst: Consumer Affairs Division at the Competition Authority of Kenya. He holds a Bachelor of Arts in Economics and Business Studies from Kenyatta University and a Certificate in Regulation from the London school of Economics.



Mr. Makumi also holds a Certificate in Support Systems for Microenterprises from the Centre for International Cooperation at the Gold Meir Mount Carmel International Training Center, Haifa, Israel. In addition, Mr. Makumi holds various certificates in Competition Policy and Law and Certificate in Research Skills from Kenya Institute of Administration.

Nigeria

Olaolu Adebowale Adegbite, MFR

**Director of Operations
Economic and Financial Crimes Commission - Nigeria**



Mr. Adegbite is a versatile fraud investigator and currently serves as the Director of Operations of Nigeria's Economic and Financial Crimes Commission (EFCC). He holds a Bachelor's Degree from the University of Lagos and Masters from the Pushkin Institute Moscow. He also had additional academic training at University of Virginia and Harvard Kennedy School of Government.

He has professional training at several Law Enforcement Academies including the International Law Enforcement Academy Roswell New Mexico and the FBI National Academy Quantico Virginia.

Mr. Adegbite's publications include: Nigerian Advance Fee Fraud Scams. RCMP Gazette Vol. 70 No.1 2008 (Canada), Nigerian Advance Fee Fraud Scams: Perception & Reality. Australian Police Journal September 2009 (Australia) and, Fraud and Counterfeiting in Nigeria. International Organized Crime: The African Experience. ISPAC. Edited by John T. Picarelli November 2011 (Italy).

Mr. Adegbite holds the National honour of Member of the Order of the Federal Republic of Nigeria.

Maryam Abdullahi Bayi

**Director, Consumer Affairs Bureau
Nigerian Communications Commission**

Mrs. Bayi is a graduate of Political Science from Ahmadu Bello University Zaria and an Associate member of Chartered Institute of Personnel Management currently concluding an MBA with the University of Leicester in the United Kingdom. She has over thirty years' experience in Administration and Human Resource Management.

In the course of her career, Mrs. Bayi held various positions which included being a Personnel Manager and Head of department in the New Nigerian Newspapers Ltd and later as an Editorial Board Member from 1981-1990. From 1991-1994 Mrs. Bayi was commissioner for the Kaduna State women's Commission. She held this position for four years until her appointment as Executive Director for Renaissance Products Ltd from 1995-2000.

Mrs Bayi has been a member of several non-governmental Organisations as Vice President and President respectively of Human Development Foundation of Nigeria, New Nigeria Women Association and Soroptimist International. From 2005 to the present, Mrs. Bayi is working in the Nigerian Communications Commission where she rose from a Principal Manager to Director within those years. At the NCC Mrs. Bayi received two awards as best Head of Department for 2009 and 2011.

Mrs. Bayi was recently awarded an International Award by British Institute of Leadership and Management. Currently, she is the Director of Consumer Affairs Bureau of NCC which handles all consumer issues, complaints, compensations, compliance, consumer education, information and protection.

Philip Eretan

Assistant Director

**Head, Consumer Policy Development and Monitoring Unit, Consumer Affairs Bureau
Nigerian Communications Commission**

Mr. Philip Eretan is a 1989 First Class Honours graduate of Accounting from Obafemi Awolowo University and a Fellow of the Institute of Chartered Accountants of Nigeria. He is also a member of the Chartered Institute of Bankers of Nigeria as well as the Chartered Institute of Stockbrokers. His working career cuts across professional accountancy and the banking sector where he has worked with notable institutions such as Coopers & Lybrand; Arthur Andersen & Co.; Central Bank of Nigeria; Ecobank Nigeria Plc and NAL Bank Plc.

Mr. Eretan joined the service of the Nigerian Communications Commission on 2nd January, 2006 as a Principal Manager in the Tariff and Charges Department, saddled principally with assessment and collection of levies due to the Commission from all the Licensees. He later moved to the Economic Analysis and Corporate Planning Department where he was responsible for the strategic planning and knowledge management efforts of the Commission.

Mr. Eretan was appointed the Head, Internal Audit Department of the Commission on 19th June 2008, a position he held until his recent redeployment on 19th March 2013 as Head, Consumer Policy Development and Monitoring (CPDM) Unit of The Consumer Affairs Bureau. As Head, CPDM, Mr Eretan will ensure protection of consumer rights; develop policies and strategies aimed at protecting these rights; assess the implications of the activities of network service providers on consumers; conduct periodic review of consumer-related policies and laws to ensure they are relevant and reflect industry trends and standards, management of consumer complaints and grievances, amongst other things.

Mr. Eretan is married with children.

Prince Chinonye E.C. Ikegwuruka

**Zonal Coordinator/Chief Surveillance & Enforcement Officer
Consumer Protection Council Abuja
Federal Ministry of Trade and Investment - Nigeria**

Prince Chinonye E.C. Ikegwuruka is the Zonal Coordinator and Chief Surveillance and Environmental Officer at the Consumer Protection Council in Abuja. He received a Bachelor of Arts degree in Political Science and Public Service from Central State University in Edmond, Oklahoma, USA.



Dr. Atoyebi Joseph Olufemi

Head of Information and Reference Unit, Consumer Affairs Bureau Nigerian Communications Commission

Dr Atoyebi had his First Degree in 1983 at the University of Ibadan where he studied Geography in the Faculty of Social Sciences. He acquired his Masters Degree in Geography at the University of Ilorin in 1987, while he obtained his Doctorate Degree also in Geography at the University of Ilorin, Nigeria, in 1997.

His working experience spanned over 30 years in both Public and Private sectors of the Nigerian economy. He worked as Education Officer in the Public Service from 1984 -1992 before changing his career from Public to the Private sector when he joined the Banking Industry first as Manpower Development Manager and later in the Inspectorate department until 2001.

Dr Atoyebi joined the Nigerian Communications Commission in October 2001 as the Principal Manager responsible for Training and Development programme of the Commission. His first point of service at the Commission was in the Human Capital Department from 2001 -2005 after when he was redeployed to the Consumer Affairs Bureau of the Commission.

Dr Atoyebi was head of the Monitoring Unit of the Consumer Affairs Bureau between 2005 and 2009, he later became the Unit Head of the Information and Reference Unit from 2010 – May 2012. He headed and supervised the activities of the Department from May 2012 to October 2013. He is currently the Head of Information and Reference unit of the Consumer Affairs Bureau of the Nigerian Communications Commission.

Dr Atoyebi is married with four children.

South Africa

Thezi Rosemary Mabuza

Deputy Commissioner
National Consumer Commission – South Africa

Ms. Mabuza was previously the Head of the National Liquor Authority in the Department of Trade and Industry after her tenure as the Senior Manager for Skills Development & Administration at the Safety & Security Sector Education and Training Authority (SASSETA). She also held Directorship positions at the Department of Correctional Services responsible for Functional & Management Training and Training Standards.



Ms. Mabuza holds a Master's degree in Public Policy and Administration from Jackson State University in Mississippi, USA. She also holds a certificate in Executive Leadership Development from the Wits Business School and a certificate in Project Management from the University of Pretoria.

The highlight of her employment at the Department of Trade & Industry (the DTI) was reviving the National Liquor Regulators Forum that improved relations and cooperation in the regulation of alcohol, and led to the adoption and implementation of the Liquor Regulators' Strategy to combat Liquor abuse; and the collation of the national liquor licensing information.

Other highlights include the development and roll-out of the consultation strategy in the formulation of the Sector Skills Plan within the Safety & Security Sector Education and Training Authority (SASSETA); the development and roll out of the Middle Managers' Development Programme in partnership with Tshwane University of Technology and the establishment of the Directorate: Training Standards that spearheaded the development Quality Assurance System in training and development of staff within the Department of Correctional Services.

Thami Bolani

Director and Chairperson, National Consumer Forum

Thami Bolani joined the National Consumer Forum in 2001 whilst still in the employ of the Department of Finance, Economic Development and Tourism of the Limpopo Province in South Africa.



Since then he has played an important role in growing the NCF as the voice of consumers in South Africa.

Under Mr. Bolani's leadership, the NCF has registered several achievements including: the establishment of the Consumer Fair newspaper, a daily slot on radio to educate and empower consumers and small businesses, the launch of the consumer investment fund, and the accreditation of the NCF Academy by BANKSETA

Currently, the NCF is involved in establishing a consumer cooperative movement and a consumer bank within the next 12 months.

Louisa Hetisani

Manager for Credit Information and Research National Credit Regulator – South Africa

Ms. Louisa Hetisani is the Manager for Credit Information and Research at the NCR. Her role includes monitoring compliance of credit bureaus. This includes producing statistics on the consumer credit records and fulfilling the research objectives of the NCR as outlined in the NCA.



Ms. Hetisani holds Hons. Bcom (Law) and Master of Business Leadership (MBL) degrees from the University of South Africa. She started her career in academia where she taught Risk Management at the undergraduate level. She has also served at the Department of Human Settlements where she worked as Deputy Director in the Development Finance Directorate.

Lesiba Mashapa

Company Secretary
National Credit Regulator – South Africa



Mr. Mashapa is currently the Company Secretary of the South African National Credit Regulator. His role includes managing the administrative infrastructure of the NCR.

Mr. Mashapa taught law for several years at the University of Pretoria before going into private practice as a Partner in a law firm in Johannesburg. He has extensive experience in consumer protection, credit bureau regulation, labour relations, and commercial law.

Mr. Mashapa holds a B.A. and an LL.M. from the University of Pretoria.

Tanzania

Frederick Ringo

**Director General
Fair Competition Commission - Tanzania**

Frederick Ringo has served as the Director General of the Fair Competition Commission (FCC) since August, 2013. His current tenure is for 4 years.



Mr. Ringo is a lawyer and a former senior lecturer in law at the University of Dar es Salaam in Tanzania. He has been principal counsel for the government in privatization as well as chief legal counsel the Cairo based African Export-Import Bank.

Prior to joining the FCC he was managing partner of ADEPT Chambers (Advocates) a commercial legal practice in Dar es Salaam which as a member of the Africa Legal Network group of law firms.

Hamza Johari

Executive Secretary

Tanzania Civil Aviation Authority Consumer Consultative Council



Hamza S. Johari was appointed the first Executive Secretary of Tanzania Civil Aviation Authority Consumer Consultative Council on March 2006. He is the Chief Executive Officer of the Council responsible for overall implementation of the Council's strategic objectives. In October 2013, he was appointed by the Law Reform Commission of Tanzania to be a member of the task force team to review consumer protection legislation in Tanzania in order to Draft the new consumer protection legislation. He has been coordinating the exercise of developing the National Consumer Protection Policy in Tanzania and he has a professional span of about nine years in Consumer Protection.

Mr. Johari is currently the Secretary of Tanzania Consumer Forum, and a member of the National Air Transport Facilitation Committee, the East African Air Transport Facilitation Committee, the Advisory Board of the Civil Aviation Training Center, and the National Steering Committee to Study the Financing Option under Public Private Partnership for Airports Infrastructure Developments. He is also a Chartered Member of International Chartered Institute of Transport and Logistics (CILT), and a Life Member of the Administrative Staff College of India.

He is a part-time lecturer in Consumer Protection Law, Law of Contract, International Transport Law and International Law at the University of Dar es Salaam, the National Institute of Transport, and the Eastern & Southern African Management Institute (ESAMI).

He was the former State Attorney at the Ministry of Justice and Constitutional Affairs, Legal Counsel for Ranger Safaris Tanzania Limited and Legal Counsel for Tritel Tanzania Limited and former lecturer in Transport Laws at Mzumbe University.

He lives in Dar es Salaam with his wife and three children.

Bernard Elia Kihyo

Executive Director
Tanzania Consumer Advocacy Society



Since July 2007, Mr. Kihyo has been the Executive Director of Tanzania Consumer Advocacy Society (TCAS).

In addition, for the past seventeen years, Mr. Kihyo has worked for a number of non-governmental organizations such as the International Red Cross and Red Crescent on refugees' camps for Burundians, Congolese, and Rwandese in multiple capacities including team leader. Mr. Kihyo also worked with Marie Stopes International as a program officer in reproductive health for three years..

Mr. Kihyo is a founder and a key player in over a dozen local and global civil society networks, covering a wide variety of public-interest issues including consumer rights, financial education, health care –rational use of medicines, ecology, good governance and peace. He manages a number of consumer advocacy and education projects in Tanzania in areas such as sustainable consumption, financial services and children education. He has led the development and implementation of a Financial Education kit for teachers, as well as financial education campaigns targeting youth. He oversees the work of the Consumers Advisory Centre in Dar es Salaam.

Mr. Kihyo has extensive experience conducting mystery shopping studies, baseline and end-line surveys in areas such as consumers' awareness on their rights and responsibilities, consumers' expectations, consumers' behaviors on financial and health services.

He has been engaged in consultancy and project work promoting the rights of consumers with a variety of institutions such as International Telecommunication Union, SADC, IFC, World Bank, DFID, and Bill and Melinda Gates Foundation. Currently Bernard is a representative of Africa region to the global expert group represented with US, Russia, Italy, UK, Brazil, china, Mexico and Africa for financial services under Consumers International.

Frank Shanel Mdimi

**Senior Communications, Public Relations and Consumer
Education Officer
Fair Competition Commission, Tanzania**



Frank Shanel Mdimi is a Graduate with an Upper 2nd Degree in Agriculture from Sokoine University of Tanzania and has attended a number of short courses on Public Relations in South Africa and internally.

Fomerly, he worked for the Tanzania's Privation Agency, Presidential Parastatal Sector Reform Commission between June 2000 and October, 2006, after which he joined the Tanzania Education Authority and later Fair Competition Commission from May, 2007 to date.

Mr. Mdimi in an in-house groomed journalist having worked for the Business Times and Majira newspapers' advertising section as well as feature writer for Sunday Majira. He also worked for the Habari Corporation in the Press Production between 1995 and 1999 and later in the African Newspaper as a reporter in 1999 before joining Farmers' Education and Publicity Unit in December, 1999 and later Presdeitnail Parastatal Sector Commission between June 2000 to October, 2006.

He has also had a number of professional courses on Intellectual property Rights, Competition (Anti-trust), Regulation and Rate/Tariff Setting and Managing Documentation Centres.

Joshua P. Msoma

**Senior Consumer Protection Officer
Fair Competition Commission - Tanzania**



Mr. Msoma joined FCC in 2008 and was entrusted to oversee consumer protection issues ranging from consumer education, training, enforcement and regional corporations under the Department of Consumer Protection. In addition to handling consumer protection issues, Mr. Msoma handles issues pertaining to competition and counterfeit.

Actively involved in the formation of African Consumer Protection Dialogue in 2009, Mr. Msoma was elected the first Deputy Executive Secretary in 2010. Currently, he is the Secretary to FCC – Editorial Board entrusted among other things the production of FCC’s quarterly Newsletter.

Before joining FCC, Mr. Msoma was a Senior Education Officer with the Ministry of Education and Vocational Training where he performed several training and administration functions in different capacities. He is also an expert in Sports Management and Administration and was a Chairperson, Tanzania Beach Volleyball (June 2006 – June 2013) and Council Member East and Central Africa Beach Volleyball Council (ECABCO).

Mr. Msoma earned a Diploma in Education (Dip Ed) and a Degree in Education (Bed Com) from Dar es Salaam Teacher’s College and University of Dar es Salaam respectively. At the University he was active member of (DARUSO) Dar es Salaam University Students Organization and he was awarded two certificates of leadership and two certificate of appreciation from the University.

Mr. Msoma speaks English and Swahili. He is also involved in peer education, counselling and sports training, marketing and consulting.

Uganda

Joseph Kizito

Consumer Affairs Specialist
Uganda Communications Commission



Joseph Kizito is the Consumer Affairs Specialist at the Uganda Communications Commission. Mr. Kizito joined the Uganda Communications Commission in 2009, and is in charge of Consumer outreach programs, Oversight of Consumer Complaints Management.

Mr. Kizito is part of a vibrant Consumer Protection team at UCC that has carried out several Consumer Empowerment projects in Uganda. He also sits on the Regional Working Group on Consumer Protection, under the East African Communications Organization (EACO) that deals with cross-border collaboration on communication issues in East Africa.

Mr. Kizito has also worked in the Private sector and at the Uganda Civil Aviation Authority in Compliance and Consumer protection capacities.

Joseph is a holder of a Bachelor of Arts degree in Social Sciences and a Masters degree in Management Studies. He has also done several courses in Consumer Protection and Regulation. He is widely travelled in regionally and internationally.

In his free time Joseph is freelance Television sport pundit.

Kimera Henry Richard

Chief Executive

Consumer Education Trust (CONSENT), Uganda

Mr. Kimera has been a consumer advocate for over 20 years and has education, public administration and marketing academic backgrounds.

In two decades of consumer advocacy, he helped start the Uganda Consumers Protection Association (UCPA) in 1993 and worked with them until 2001 when he shifted his focus to other consumer-related businesses.

In 2002, Mr. Kimera returned to consumer advocacy, joining hands with like-minded consumers and started CONSENT, a consumer awareness, advocacy and empowerment organization that is a member of Consumers International – a global network of over 250 member organizations.

Mr. Kimera is a member of international, regional and national Committees and Boards championing and promoting the consumer agenda as consumer representative and Consumers International delegate at the ISO, CODEX, WTO, EU, UNEP, UNCTAD, AU, EU, ACP and FAO – Committee on World Food Security among others.

Mr. Kimera, with his team at CONSENT, has conducted a number of researches on contemporary socio-economic issues from a consumer orientation, in partnership with public-private and civil society organizations. The researches mainly focused on consumer perceptions on quality of services and goods, technologies, social welfare, competition and consumer protection, social responsibility and business ethics among others.

Mr. Kimera is a student of Social Responsibility since 2013 when he was trained by ISO International Expert as a national expert on ISO 26000 Standard. Then contracted by ISO, Geneva to facilitate the Uptake of SR Project in Housing Finance Bank (HFB) as a consultant from January 2013 – August 2014.



Zambia

Brian Muletambo Lingela

**Director, Consumer Protection and Education
Competition and Consumer Protection Commission - Zambia**



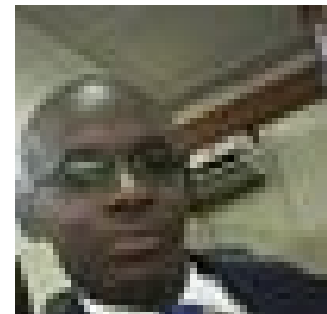
Mr. Lingela joined the Commission in June of 2009 as Director-Consumer and Public Relations.

Mr. Lingela is among the founder delegates of the African Dialogue (AD) on Consumer Protection Annual Conferences in 2009 and is the Southern African representative on the AD. In 2013, Brian was the Chief Co-Organiser of the 5th African Consumer Protection Conference in Livingstone, Zambia.

Between 1998 and 2009, Mr. Lingela worked variously as a Journalist with the Zambia National Broadcasting Corporation and Zambia Information Services and Researcher, Programme Officer and Manager-Information and Broadcasting at the Media Institute of Southern Africa (MISA) Zambia. Mr. Lingela earned a Master's Degree in Communication for Development from the University of Zambia in 2006; a Postgraduate Certificate in Media Studies with focus on media, democracy and development from the Institute for Media and Communication, University of Oslo, Norway in 2005 and a Bachelor of Arts (BA) Degree in Mass Communication with Public Administration from the University of Zambia in 2002.

James Mwansa Chalungumana

**Investigator for Solwezi, North Western Province
Competition and Consumer Protection Commission, Zambia**



James Mwansa Chalungumana is the Investigator for Solwezi, North Western Province in Zambia. Since joining the Competition & Consumer Protection Commission in early 2014, he is tasked with handling all cases bordering on competition and fair trading captured under the Competition and Consumer Protection Act no. 24 of 2010 of the laws of Zambia.

Mr. Chalungumana's work involves receiving and investigating all unfair trade practice cases, carrying out awareness campaigns for the commission and representing the commission at various forums among others. Prior to joining the Commission, he worked as Credit recoveries Officer at Investrust Bank Plc since January 2011 where he partly managed the loan portfolio of that Bank in the Northern Region.

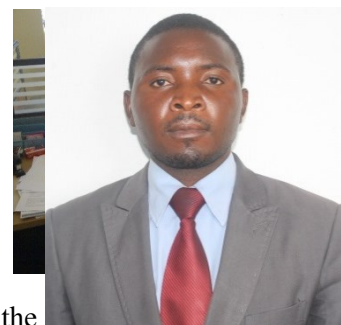
Mr. Chalungumana holds a Bachelor's Degree in Public Administration & Library and Information Science from the University of Zambia obtained in 2010. He had several internships prior to and during his time as a student with Bank of Zambia (BoZ), Ashburn Corporate Services and Budget Stores Ltd.

Twaambo Chuula

Public Health Officer

Competition and Consumer Protection Commission, Zambia

Mr. Chuula joined the Competition and Consumer Protection Commission (CCPC) under the Directorate of Consumer and Education on 28th April, 2014. Since joining the Commission, he has been responsible for investigating food safety related complaints in line with the Competition and Consumer protection Act No. 24 of 2010 for the Commission.



Mr. Chuula is also responsible for taking samples to the laboratory for analysis and further examination to aid with the Commission's investigations. He conducts food safety inspections and research for the Commission if need be. Mr. Chuula also participates in consumer awareness programs aimed at imparting knowledge, skills and behavioural change with regards to consumer rights.

Before joining the Commission, Mr. Chuula worked with Population Council (PC) as Study Manager, a USAID Non-Governmental Organisation which specialise in reproductive health and HIV/AIDS research. He has also worked for the Local Authority in the Public health Department as a Senior Health Inspector.

Mr. Chuula earned a degree in Environmental Health from the University of Zambia (UNZA). He speaks English and is a Zambia citizen.

Nervious Himabala

Duty Officer

Competition and Consumer Protection Commission -Zambia

Nervious Himabala joined the Competition and Consumer Protection Commission (Commission) under the Directorate of Consumer and Education on 28th April, 2014.

Since joining the Commission, Mr. Himabala has been responsible for receiving and recording consumer complaints from Consumers and anti-competitive trade practices from enterprises. Mr. Himabala is also responsible for keeping statistics of complaints received according to likely section of the Competition and Consumer Protection Act No. 24 of 2010 (the Act) which creates and confers to the Commission the investigatory power on Consumer cases. He also educates consumers on their rights and obligations under the Act.

Before joining the Commission, Mr. Himabala worked at Transparency International Zambia (TIZ). TIZ is a member of Global anti-corruption movement called Transparency International Movement with an exclusive focus of promoting Transparency and Accountability at all levels in society. It is a watchdog Organisation on corruption and maladministration.

Mr. Himabala earned a Diploma in Law from the National Institute of Public Administration in Lusaka, Zambia. Additionally, he speaks English and lives in Zambia.

Moses Musantu

Senior Investigator

Competition and Consumer Protection Commission - Zambia

Moses Musantu joined the Competition and Consumer Protection Commission in August of 2011 as a Research Analyst in the Mergers and Monopolies Department.

In January, 2013, Mr. Musantu was promoted to the position of Senior Investigator in the Mergers and Monopolies Department and was later transferred to the Department of Consumer and Education in August, 2013. His major functions are to investigate unfair trading practices as well as supervision of staff.



Prior to joining the Commission, Mr. Musantu worked for EQUIP2, a United States Agency funded project in the Education Sector as Programme Associate- policy, research, monitoring and evaluation. While at EQUIP2, Moses played a pivotal role in the development of materials for Education Leadership Management Course for school managers in Zambia. The programme also encompassed capacity building activities for tutors and course managers.

Mr. Musantu has a Bachelor of Arts Degree in Economics and Statistics from the University of Zambia. He is currently pursuing a Masters of Law in Competition Policy and Law with the University of Lusaka.

Thelma Mwai Musonda

Research Analyst

Competition and Consumer Protection Commission - Zambia

Thelma Mwai Musonda is a Research Analyst at the Competition and Consumer Protection Commission (the Commission). She joined the Commission in April of 2014 as an Economist in the Research Department. Her duty is to research and develop policy on a range of issues relating to the implementation of competition policy and consumer welfare. Ms. Musonda assists in matters related to the effective functioning of the Commission vis-à-vis policy issues. In addition, she assists in developing cutting-edge analysis and policy based on best practices in the administration and enforcement of competition law and policy.



Ms. Musonda has worked as an Intern at the Zambia Institute for Policy Analysis and Research, an institution that conducts research in order to support the Government to formulate informed and evidence-based policies, in addition, a support system for the private sector, civil society and other stakeholders in Zambia for policy formulation, implementation and monitoring.

Ms. Musonda holds a Bachelor of Arts Degree with a Major in Economics and Minor in Public Administration from the University of Zambia. She speaks English and lives in Zambia.

Leya M. Mwape

Legal Assistant

Competition and Consumer Protection Commission - Zambia

Ms. Mwape joined the Competition and Consumer Protection Commission (CCPC) as a Legal Assistant under the Directorate of Legal & Enforcement in May of 2011.



Before joining the Commission, Ms. mwape worked at the Ministry of Health as a data entry clerk. This was particularly for a Prevention of Mother to Child transmission of HIV/AIDS (PMTCT) programme that focused on the Western province of the Republic of Zambia. The exercise involved the compilation of the number of pregnant mothers that had tested positive as well as the numbers of babies that were receiving Anti-Retroviral therapy (ART).

Ms. Mwape hold a Bachelor of Arts degree in Law from the Zambian Open University. She is a Zambian Citizen and conversant in English, Chichewa and Bemba.

Mutemwa Nakambowa

Regional Investigator-Western Province

Directorate of Consumer and Education

Competition and Consumer Protection Commission Zambia

Mr. Nakambowa joined the Competition and Consumer Protection Commission (CCPC) under the Directorate of Consumer and Education on 28th April, 2014. Since joining the Commission, he has been responsible for investigating a number of complaints from a wide spectrum of the economy in line with the Competition and Consumer protection Act No. 24 of 2010 for the Commission. Mr. Nakambowa is also responsible for taking part in Inspections with the Health Inspectors from the Local Authority in the Public health Department from the Municipal Council. He conducts food safety inspections and research for the Commission. He also participates in consumer awareness programs aimed at imparting knowledge, skills and behavioral change with regards to consumer rights and protection.



Before joining the Commission, Mr. Nakambowa worked with Tourism Council of Zambia (TCZ) as a Research Assistant, a Non-Governmental Organisation which specialises in Tourism Matters and Hospitality issues particularly on Consumer protection and Tourism expansion in Zambia. He also worked for Shoprite, PEP Stores and Pick-n-Pay Stores in the Consumer care and protection Departments and Sales Departments.

Mr. Nakambowa earned a degree in Economics & Development Studies from the University of Zambia (UNZA). Additionally, he has a certificate in Gender Studies from Mindolo Ecumenical Centre.

Mr. Nakambowa speaks English and Five Zambian Language namely Silozi, Bemba, Nyanja, Lamba & Sisubiya (also spoken in Namibia, Botswana, Swaziland & Lesotho).

Masauso Phiri

**Investigator – Consumer Department
Competition and Consumer Protection Commission - Zambia**



Masauso Phiri is currently an Investigator in the Consumer Department and is based at the Commission's Copperbelt Regional Office. Mr. Phiri's main role is to investigate and resolve consumer complaints.

Prior to joining the Consumer Department, Mr. Phiri worked in the Mergers and Monopolies Department as a Research Analyst, assessing mergers and restrictive trade practices. Mr. Phiri also has vast experience in Telecommunications (International Gateway Management) having worked for Zamtel from 2006 to 2011, when he joined the Commission.

Mr. Phiri holds a Degree in Economics from the University of Zambia and is currently studying for a Master's Degree in Business Administration and also accounts with the Chartered Institute of Management Accountants (CIMA).

Emmanuel Zulu

**Investigator
Zambia Competition and Consumer Protection
Commission**



Mr. Zulu's first engagement with the Competition and Consumer Protection Commission (the Commission) was in November 2012 when he worked as a part-time Research Assistant under the Directorate of Legal and Enforcement for six months. His duties under the Directorates of Legal and Enforcement included, among others, investigating Restrictive Business Practices, Cartels, and abuse of dominance cases.

Mr. Zulu was fully engaged as a Research Analyst under the Directorate of Consumer and Education on 1st May 2013. Since joining the Directorate of Consumer and Education, his duties include investigating consumer complaints, conducting inspections, conducting consumer education programs and advocacy in line with the provisions of the Competition and Consumer protection Act No. 24 of 2010. He is currently engaged as an Investigator operating from the Eastern Province Chipata office which was opened in 2013.

Before joining the Commission, Mr. Zulu worked with World Vision Zambia as a part-time Private Research Assistant for both Evaluation and Baseline Surveys in Southern, Northern and Western Provinces of Zambia in 2012.

Mr. Zulu holds a Bachelor of Arts Degree in Economics (Major) and Development Studies (minor) from the University of Zambia. In May 2014, he attended a training on Investigating Competition law violations organized by the African Competition Forum (ACF) in Mauritius.

Zimbabwe

Calistar Dzenga

Senior Economist for the Competition Division Competition & Tariff Commission

Ms. Dzenga joined the Commission in October 2007 as an Economist under the Competition Division. Since then, she has handled both Mergers & Acquisition cases as well as carrying out investigations into restrictive business practices. Ms. Dzenga has also played an advocacy role to publicise the operations of the CTC to both the private sector as well as to the general public.



It was in 2011 when she was elevated to the position of Senior Economist and in 2013, Ms. Dzenga was appointed by the CTC to be its contact person for all COMESA issues hence she handles the mergers notified to the COMESA Competition Commission on behalf of Zimbabwe.

Ms. Dzenga holds a Bachelor of Science Honours Degree in Economics from the University of Zimbabwe as well as a Masters of Commerce Degree in Strategic Management & Corporate Governance from Midlands State University. She speaks Shona and English.