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[2025

National Information and Communications Technology Act 2009

NOTICE OF MAKING OF MANDATORY INSTRUMENTS UNDER THE *NATIONAL ICT ACT 2009*

I, Kila Gulo-Vui, Chief Executive Officer of the National Information and Communications Technology Authority, (also referred to as NICTA), by virtue of the powers conferred by Section 218 of the *National ICT Act 2009* and all other powers me enabling, hereby give notice of the following instrument that has been made by NICTA pursuant to the *National ICT Act 2009*.

1. Regulatory Instruments:—

Consumer Complaints Management System Guideline 2025 pursuant to Section 218 of the *National ICT Act 2009*.

2. Commencement

This regulatory instrument takes effect from the date published herein.

Dated this 23rd day of October, 2025.

K. GULO-VUI,
Chief Executive Officer.