



Seychelles
Communications
Regulatory
Authority

PUBLICATION INFORMATION MANUAL

Prepared in terms of Section 53 of the Promotion of Access to Information Act, 2018

Last Updated: January 2026

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1.0 List of Acronyms and Abbreviations

For the purposes of this Publication Information Manual, the following acronyms and abbreviations shall apply:

- **SCRA** – Seychelles Communications Regulatory Authority
- **HOIH** – Head of Information Holder
- **IC** – Information Commissioner
- **IO** – Information Officer
- **ATIA** – Access to Information Act

2.0 Purpose of Publication Manual

This Publication Information Manual is intended to assist members of the public in understanding the types of information held by the Seychelles Communications Regulatory Authority (SCRA), the manner in which such information may be accessed, and the procedures to be followed when requesting access to records held by the Authority.

This Manual is useful to the public because it enables persons to:

- understand the nature and categories of records that may already be available at SCRA, without the need to submit a formal request under the Access to Information Act;
- understand how to make a request for access to a record held by SCRA;
- access the relevant contact details of the officials who may assist the public in relation to records and access to information matters;
- know the remedies or avenues available within SCRA in relation to requests for access to records, before approaching the Information Commissioner;
- understand the services available to members of the public from SCRA and the manner in which such services may be accessed;
- obtain a general description of the guide issued or updated by the Information Commissioner on the use of the Access to Information Act, and how access to that guide may be obtained;
- where applicable, understand whether SCRA processes personal information, the purpose for which such information may be processed, and the categories of data subjects or categories of information to which such processing may relate;
- where applicable, know whether SCRA intends to transfer personal information outside the Republic of Seychelles, and the recipients or categories of recipients to whom such information may be supplied; and
- understand whether SCRA has appropriate measures in place to safeguard the confidentiality, integrity, and availability of any personal information that may be processed.

3.0 Establishment of SCRA

3.1 Background

The Seychelles Communications Regulatory Authority (SCRA) is a public institution operating under the purview of the Vice-President's Office and established to serve as the independent regulator of the electronic communications and broadcasting sectors in Seychelles. Its mandate is provided under the **Communications Act, 2023**, which sets out the Authority's legal responsibility to regulate the sector in a manner that promotes fair competition, consumer protection, spectrum efficiency, licensing compliance, and universal access.

As a Government budget-supported organisation, SCRA's organisational structure is designed around the delivery of its statutory and operational functions. This includes regulatory oversight of telecommunications and broadcasting services, management of spectrum resources, enforcement of licence conditions, development of consumer protection measures, and implementation of policy-aligned regulatory frameworks that support national development. The Authority also plays an important role in ensuring that Seychelles' communications environment remains modern, transparent, competitive, and responsive to emerging technological changes.

SCRA is currently being developed as a modern regulator capable of delivering measurable public value. Recent institutional priorities have included the strengthening of its organisational and administrative structure, relocation and operational establishment, stakeholder engagement, transition from previous regulatory arrangements, and the rollout of major sector initiatives such as Mobile Number Portability (MNP), the General Consumer Code, Quality of Service (QoS) standards, and new regulatory work relating to satellite and digital communications services. These efforts reflect SCRA's commitment to building a strong regulatory foundation for long-term sector growth and national progress.

3.2 Vision

To establish the telecommunications and broadcasting sector as an economic driver for national progress.

This vision reflects SCRA's broader understanding that regulation is not merely an administrative or technical function. Rather, effective regulation is a strategic tool that can help stimulate investment, encourage innovation, expand digital inclusion, improve service quality, and support the country's wider socio-economic transformation. SCRA therefore seeks to position the communications sector as a strong enabler of economic activity, national competitiveness, and public service delivery in Seychelles.

3.3 Mission

Our mission is to regulate the electronic communications sector, according to the Communications Act, 2023, so as to foster accountability, transparency, and Inclusivity.

*Our mission is to regulate the electronic communications and broadcasting sector in accordance with the **Communications Act, 2023**, in a manner that promotes accountability, transparency, inclusivity, and good governance.*

We engage with service providers to promote business investments and innovation, which will support national progress and development.

SCRA works with operators, service providers, Government institutions, consumers, and other stakeholders to create a fair, orderly, and forward-looking communications environment. Through effective licensing, regulatory oversight, consumer protection measures, and stakeholder consultation, the Authority seeks to encourage responsible investment and innovation while safeguarding the public interest.

Through good governance, we ensure the protection of consumer interests and engage with all stakeholders to create a level playing field.

The Authority is also committed to ensuring that consumers benefit from reliable, affordable, and quality services. In carrying out its mission, SCRA promotes fair market practices, supports universal connectivity, strengthens transparency in the sector, and develops regulatory tools that respond to both current and emerging needs. This includes building modern systems and processes that improve efficiency, reinforce public confidence, and ensure that the communications sector contributes meaningfully to national development.

3.4 Core Values

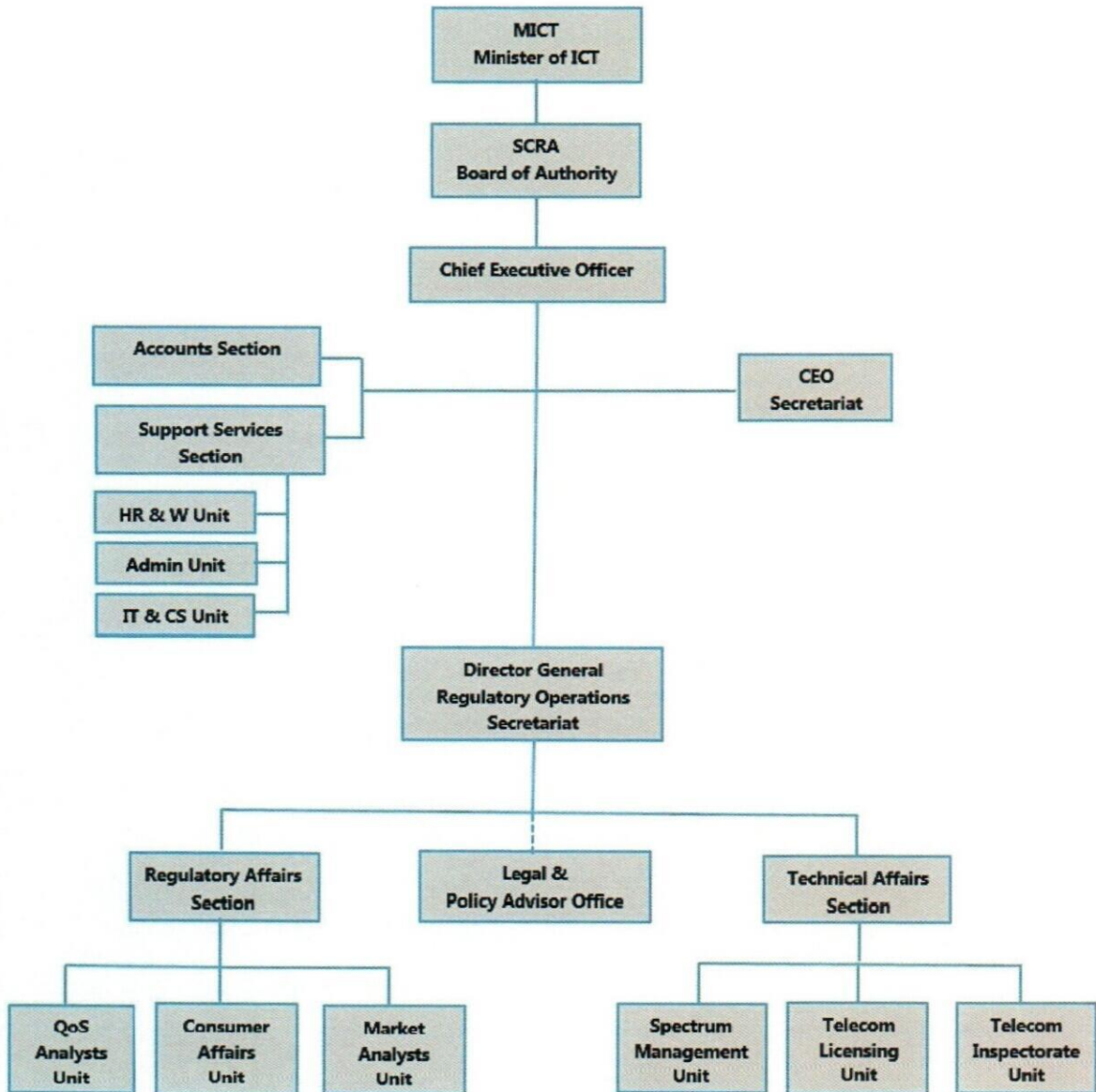
Integrity, Inclusivity & Excellence

3.5 SCRA Mandate

- Licensing
- Spectrum Management
- Consumer Protection
- Competition Regulation
- Broadcasting Oversight
- Universal Access
- Technical Standards and Compliance

4.0 O&A Structure of SCRA and Core Functions

4.1 Structure of SCRA:



4.2 Core Functions

The principal function of the Seychelles Communications Regulatory Authority (SCRA) is to regulate the electronic communications and broadcasting sectors in Seychelles in accordance with the **Communications Act, 2023**. In carrying out this responsibility, SCRA works to ensure that the sector operates in a lawful, fair, efficient, transparent, and consumer-oriented manner.

In practical terms, SCRA's functions include the licensing and regulation of electronic communications networks, services, and broadcasting activities; the management and monitoring of radio frequency spectrum; the promotion of fair competition within the communications sector; the protection of consumer rights and interests; the development and enforcement of regulatory standards and codes; and the support of universal access and service development so that communications services remain accessible and beneficial to the public.

SCRA also plays an important role in responding to emerging technological and market developments. Recent institutional priorities indicate that the Authority is actively focused on strengthening quality of service oversight, advancing Mobile Number Portability (MNP), supporting the introduction of new services such as satellite-based connectivity (Starlink), improving internal digital systems, Frequency Management Database (FMD), and developing modern regulatory tools, Telecom Licensing System (TLS), that allow the Authority to operate more effectively and transparently.

Through these functions, SCRA seeks to create a communications environment that encourages investment and innovation while ensuring accountability, legal compliance, market fairness, and public confidence in the telecom & broadcasting sector.

5.0 Key contact details for Access to Information of SCRA

The following contact details are provided to assist members of the public who wish to request access to information held by SCRA, or who require guidance on the Authority's procedures under the Access to Information framework.

5.1 Information Officer

Name: Dean Florine
Tel: (+248) 4398814
Email: dflorine@gov.sc

5.2 Head of Information Holder

Name: Wilven Jean
Tel: (+248) 4398801
Email: ceo@scra.sc

5.3 Head Office Contact

Postal Address:
P.O. Box 312

Physical Address:
1st Floor, Creole Spirit Building
Quincy Street
Victoria, Mahe
Republic of Seychelles

Tel: (+248) 4398800
Email: communications@scra.sc
Website: www.scra.sc

6.0 Remedies available in respect of the ATIA

6.1 Remedies

SCRA is committed to promoting openness, transparency, and public access to information in line with the principles of the Access to Information framework. Where a person is seeking information from the Authority, the following remedies and access mechanisms are available:

- **Proactive disclosure of information**

SCRA will, as far as reasonably practicable, make information publicly available through its official and regularly updated communication channels, including its website and official social media platforms. This is intended to reduce unnecessary barriers to access and to ensure that key public information is made available in a timely and transparent manner.

- **Public availability of contact details for access requests**

SCRA makes publicly available the contact details of its Information Officer and Head of Information Holder so that members of the public may know where to direct requests for information, seek clarification on procedures, or follow up on applications made to the Authority.

- **Administrative review or follow-up through the designated office**

Where an applicant is dissatisfied with the handling of a request, delayed response, or refusal to disclose information, the matter may be raised with the designated office of the Authority for internal review or administrative follow-up in accordance with the applicable legal and procedural requirements.

- **Access to further remedies under the applicable law**

Where necessary, an applicant may pursue any further remedy available under the Access to Information legal framework, including any appeal, review, or complaint mechanism provided by law.

7.0 Categories of Proactively Disclosed Records of SCRA

SCRA is committed to proactive disclosure of information in order to promote transparency, accountability, and public access to records of public importance. The Authority therefore makes available, or may make available, certain categories of records through its official website and through the applicable Access to Information process.

These categories include manuals, legislation and regulations, policy and guideline documents, annual reports, and the contact details of officers responsible for access to information matters.

Categories	Document Type	Summary of Document Purpose	Available on Website	Available upon ATIA Request
Manuals	Publication Information Manual	To explain the types of information held by SCRA, how the public may access such information, and the procedure for making requests under the access to information framework.	Yes	Yes
Legislations / Regulations	Communications Act, 2023	To provide the legal framework governing SCRA, including its mandate, powers, duties, and the regulation of electronic communications and broadcasting services in Seychelles.	Yes	Yes
Policies and Guidelines	National Numbering Plan	To explain how numbering resources are structured, allocated, and managed in Seychelles, and to guide operators, service providers, and the public on the national numbering system.	Yes	Yes
Policies and Guidelines	National Frequency Band Plan	To show how the radio frequency spectrum is allocated and used in Seychelles, and to support efficient spectrum management and lawful frequency use.	Yes	Yes

Policies and Guidelines	Seychelles Marine Radio Frequencies Handbook	To provide guidance on marine radio frequencies used for maritime communication and safety, and to assist maritime users in the proper use of such frequencies.	Yes	Yes
Policies and Guidelines	Amateur Radio Band Plan	To inform licensed amateur radio users of the relevant frequency bands available for amateur radio operations and to promote responsible spectrum use.	Yes	Yes
Policies and Guidelines	National Jammer Regulatory Framework	To explain the regulatory controls, restrictions, and conditions relating to the use or possession of signal jamming equipment in Seychelles.	Yes	Yes
Annual Reports	Annual AIA Reports	To provide information on SCRA's compliance with access to information obligations, including reporting on information requests and disclosure practices.	Yes	Yes
Directory of IO and HOIH	Details of Information Officers	To provide the names and contact details of the designated officers responsible for handling access to information matters at SCRA.	Yes	Yes

Note: The availability of each document, whether on SCRA's website or upon request under the Access to Information framework, shall depend on the nature of the record, its status for public release, and any applicable legal or procedural limitations.

8.0 Public Services offered by SCRA

8.1 Services available

The Seychelles Communications Regulatory Authority (SCRA) provides a range of public and regulatory services in support of its mandate to regulate the electronic communications and broadcasting sectors in Seychelles. These services are intended to ensure lawful sector operation, protect consumer interests, promote fair competition, and facilitate transparent engagement with operators, licensees, and the general public.

The services available from SCRA include, but are not limited to, the processing and administration of regulatory matters relating to licensing, spectrum and frequency use, broadcasting oversight, consumer protection, and regulatory compliance. SCRA also provides guidance to members of the public and sector stakeholders on applicable regulatory requirements, numbering and frequency plans, and other official instruments issued by the Authority.

In addition, SCRA is progressively strengthening services that directly benefit consumers and the wider public. Internal strategic planning documents show that the Authority is pursuing initiatives such as the implementation of Mobile Number Portability (MNP), the development and enforcement of the General Consumer Code, the strengthening of Quality of Service (QoS) oversight, and the digitalisation of selected regulatory processes. These initiatives are intended to improve service delivery, increase transparency, support public access to regulatory information, and create more efficient channels for engagement and complaint handling.

Where applicable, SCRA also engages with operators, service providers, Government entities, and members of the public through consultations, stakeholder meetings, public notices, and other communication mechanisms in order to support informed participation in the regulatory process.

Below is a summary of services offered by SCRA:

- Licensing and regulatory guidance for electronic communications and broadcasting services;
- Spectrum and frequency management information and related guidance;
- Consumer protection support and regulatory complaint handling mechanisms;
- Publication of regulatory information, plans, guidelines, and official notices;
- Stakeholder consultation and public engagement on regulatory and sector matters;
- Access to information support in accordance with the applicable access to information framework; and
- Public information and awareness services through SCRA's website and official communication channels.

9.0 SCRA's Public Involvement in Policy, Strategy and Legal Instruments Formulation

SCRA recognises the importance of public participation, stakeholder consultation, and institutional transparency in the development of policy-related positions, regulatory strategies, guidelines, and legal instruments affecting the communications and broadcasting sectors. In carrying out its functions, the Authority may therefore involve the public and relevant stakeholders through consultative processes, depending on the nature of the issue under consideration and the applicable legal or administrative requirements.

This public involvement may take various forms, including stakeholder meetings, consultations with operators and service providers, publication of draft instruments or notices for comment, direct engagement with public institutions, and the receipt of written views or submissions from interested parties. Such engagement helps SCRA to promote fairness, improve regulatory quality, strengthen accountability, and ensure that the views of affected stakeholders are taken into account where appropriate.

Internal SCRA strategic documents further reflect consultation and stakeholder engagement as a core part of the Authority's operating approach, particularly in areas such as licensing transition, interconnection frameworks, consumer protection measures, competition-related work, and legal framework modernisation. This demonstrates that SCRA's approach to regulation is not only enforcement-based, but also participatory and consultative in nature.

For the purposes of this Manual, members of the public should understand that SCRA may, where necessary and appropriate, invite comments, hold consultations, or communicate regulatory proposals through official channels before finalising certain policies, strategies, guidelines, or legal instruments.

10.0 Availability of the Manual.

10.1 Language of the Manual

This Manual is made available in the English language.

10.2 Availability of Copies

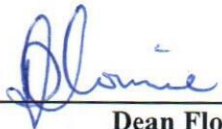
A copy of this Manual, and any updated version thereof, shall be made available as follows:

- on SCRA's official website at the following address: www.scra.sc
- to any person upon request; and
- to the Information Commissioner (IC) upon request.

11.0 Updating of the Manual

SCRA shall, where necessary, review, update, and publish this Manual on an annual basis, or at such other time as may be required to reflect material changes in the Authority's structure, functions, contact details, records, services, or applicable legal and administrative arrangements.

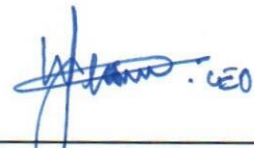
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11/04/2026

Date



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01/04/2026

Date



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