



PRESS RELEASE

Acting ICT Minister outlines Government Expectations as Lume takes up role as NICTA CEO

Hon. Peter Tsiamalili Jnr, MP
Acting Minister for ICT



The Acting Minister for Information and Communications Technology has outlined strengthened Government expectations for the newly appointed Chief Executive Officer of the National Information and Communications Technology Authority (NICTA), emphasising the need for decisive leadership and measurable improvements across the ICT sector.

While acknowledging the existing policy priorities already set for NICTA, the Acting Minister said the Government now expects the new CEO to place **greater and more immediate focus on improving the quality and reliability of ICT services**, particularly as demand for digital connectivity continues to grow across the country.

“The Government expects clear improvements in service quality for consumers and businesses. Persistent service disruptions, network unreliability and customer dissatisfaction must be addressed as a priority,” the Acting Minister said.

Minister Tsiamalili further stressed the importance of expanding connectivity, particularly to underserved and remote communities, noting that access to reliable and affordable ICT services is critical for inclusive economic growth, education, health service delivery and social participation. The Minister said the CEO and NICTA must now place greater emphasis on exploring and licensing alternative technologies to accelerate connectivity expansion. Acknowledging that the Starlink matter is currently before the courts, the Acting Minister encouraged all parties to work together to amicably resolve the issue so that national connectivity goals can be achieved.

In addition, the Acting Minister highlighted growing concerns over the **increase in consumer complaints**, calling on the new CEO to strengthen customer protection mechanisms, improve complaints handling processes, and work closely with operators to ensure service providers meet their regulatory and service obligations.

“The rising number of consumer complaints is a clear signal that stronger accountability and consumer-focused outcomes are required across the sector,” the Acting Minister said.

The Acting Minister also emphasised the need for NICTA to take a more proactive role in addressing **emerging digital risks**, including cyberbullying and other online harms, particularly those affecting young people and vulnerable users. This includes working collaboratively with Government agencies, industry players and community stakeholders to promote safer online environments and responsible digital use.

The Acting Minister reiterated that these expectations form part of a broader Government push to strengthen accountability and performance across the public sector, noting that the Government has now **mandated the Chief Secretary of the Government to take firm and decisive disciplinary action against non-performing Heads of Departments**. In this context, the Acting Minister cautioned the new CEO that the Government will not hesitate to **hold him to account for any failure to deliver on key policy and regulatory objectives**, including improved **connectivity, affordability, service quality, consumer protection and tangible outcomes** aligned with the Government's digital transformation agenda.

The Minister reaffirmed the Government's commitment to supporting reforms that promote competition, innovation and consumer protection, and expressed confidence that the new CEO will rise to the challenge and deliver results that benefit all Papua New Guineans.



Hon. Peter Tsiamalili Jnr, MP

Acting Minister for ICT and Minister for Works and Highway

PAPUA NEW GUINEA