



CONSUMER ADVISORY PANEL

CAP ANNUAL ADVISORY REPORT (2024/2025)

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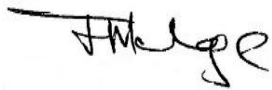
FOREWORD

On behalf of the Consumer Advisory Panel (CAP), I am pleased to deliver the Annual Advisory Report for the fiscal year 2024/25. The present group of CAP Members were appointed in March 2024 according to the stipulations of the Consumer Advisory Panel Regulations, published in Government Gazette No. 48960 in July 2023, as amended.

Throughout the period under review, CAP engaged rigorously to fulfill the performance goals outlined in the Annual Business Plan 2024/2025. The primary performance areas for 2024/25 were as follows:

- Critical Concerns for Women, Youth and Persons with Disability.
- Commentary on Regulations.
- Commentary on Regulatory Projects.
- Engagements with stakeholders regarding Telecommunications, Broadcasting and Postal Service sectors.
- Research Papers on Telecommunications, Broadcasting and Postal Service sectors.

I would like to convey my appreciation to CAP Members for their steadfast dedication and for making sure that CAP fulfills its responsibilities. Thanks to their commitment, CAP has successfully reached the performance goals outlined in the Annual Business Plan for the current financial year.



Phosa Mashangoane
Chairperson – CAP

Date: 22 April 2025

1. BACKGROUND

The Consumer Advisory Panel (CAP) was established by the Independent Communications Authority of South Africa (ICASA) in terms of Section 71 of the Electronic Communications Act, 2005 (Act No. 36 of 2005, as amended) and Regulations on the establishment of CAP, published on Government Gazette, No 48960 of 2023. CAP comprises nine part-time members who should be appointed through a public nomination process. Currently, five members have been appointed.

According to the Regulations, CAP performs the following functions:

- 1) Preparation and submission of quarterly and annual advisory reports to the Authority on consumer-related issues resulting from the usage of electronic communications, broadcasting, and postal services, which include:
 - (i) critical concerns affecting consumers with particular emphasis on persons with disabilities, senior citizens, women, youth, and people living in underserved areas; and
 - (ii) research on issues affecting consumers and report findings.
- 2) Providing a consumer perspective through commentary on relevant Regulations and regulatory projects when published for public comment.
- 3) Liaising and engaging with consumers on a quarterly basis to understand consumer perspectives on issues impacting the electronic communications, broadcasting, and postal services sectors.
- 4) Preparing the Panel's annual plan and budget for approval by Council.
- 5) Reporting quarterly and annually to Council through the Panel's Chairperson on activities and findings for the year.

2. CAP MEMBERS

CAP comprises the following members:

CAP MEMBER	STATUS
Phosa Mashangoane	Chairperson
Josephine Mabotja	Member
Mongezi Menye	Member
Jack Tlokana	Member
Lindiwe Maepa	Member

3. PERFORMANCE SCORECARD

The quarterly deliverables and targets set out herein, aim to provide a representation of the targeted consumer segments. CAP's functional role is to prioritise consumer rights and interests with a special emphasis on women, youth, senior citizens, people with disabilities, and people living in underserved areas, thereby identifying critical consumer concerns that impact these groups. CAP has completed 17 out of 18 annual targets.

Note 1: The Broadcasting Research Paper, which was planned for Q3 was swapped for Draft Regulations on the Conveyance of Mail (Draft Regulations), as the Draft Regulations submission date was in the Q3 in line with planning by the Draft Regulations Committee.

Note 2: The Broadcasting Research Paper, which was planned for Q3 could not be delivered in that quarter, but had to be postponed to Q4, to enable CAP to make regulatory comments and participate in the Public Hearing of Draft Regulations on the Conveyance of Mail (Draft Regulations) in Q3.

Note 3: The Broadcasting Research paper was delivered in Q4.

Note 4: Commentary on Regulatory Projects depends on ICASA providing CAP with those Projects. During the year under review, there were no Regulatory Projects that ICASA provided CAP with for its commentary.

Outputs	Output Indicators	Annual Targets	Quarterly Targets			
			Q1	Q2	Q3	Q4
Quarterly Advisory	Number of Quarterly Reports	4	1	1	1	1
Annual advisory	Number of Annual Advisories	1				1
Critical Concerns for Women	Number of Critical Concerns for Women	1		1		
Critical Concerns for Youth	Number of Critical Concerns for Youth	1				1
Critical Concerns for Persons with Disability	Number of Critical Concerns for Persons with Disability	1			1	
Commentary on Regulations	Number of Commentaries on Regulations	1			1	
Commentary on Regulatory Projects	Number of Commentaries on Regulatory Projects	1				N/A
Engagements in the Telecommunications Sector	Number of Engagements in the Telecommunications Sector	1				1

Engagements in the Broadcasting Sector	Number of Engagements in the Broadcasting Sector	1		1		
Engagements in the Postal Sector	Number of Engagements in the Postal Services Sector	1			1	
Telecommunications Paper	Number of Papers in the Telecommunications Sector	1			1	
Broadcasting Paper	Number of Papers in the Broadcasting Sector	1			1	1
Postal Services Paper	Number of Papers in the Postal Services Sector	1			1	1
Annual Plan	Annual Plans	1	1			
Budget	Number of Budget Plans	1	1			

Legend:

Green		Achieved
Amber		Partially Achieved
Red		Not Achieved

4. CAP GOVERNANCE MEETINGS

CAP held four quarterly meetings as stipulated in the Regulations.

Date	Activity
28 June 2024	CAP Q1 Meeting
20 September 2024	CAP Q2 Meeting
12 December 2024	CAP Q3 Meeting
19 March 2025	CAP Q4 Meeting

5. CAP ADVISORY FOR THE FINANCIAL YEAR 2024/25

One of the key functions of CAP is the preparation and submission of quarterly and annual advisory reports to the Authority, on consumer related issues resulting from the usage of electronic communications, broadcasting, and postal services. The following are the CAP's consumer advisories that were considered during the period under review.

5.1 Stakeholder Engagements and Consumer Outreach

5.1.1 Limpopo Province Stakeholder Engagements

Stakeholder engagements and critical concerns for women are amongst CAP strategic imperatives as stipulated in the Annual Business Plan 2024/2025 Financial Year. CAP visited Limpopo Province from the 2nd until the 6th of September 2024.

CAP engaged with the following stakeholders in Limpopo Province:

Stakeholders	Date
Moutse Community Radio Station	02 September 2024
Thabantsho Community Radio Station	03 September 2024
SKFM Community Radio Station	03 September 2024
Botlokwa Community Radio Station	04 September 2024
Makhado Community Radio Station	04 September 2024
Nzhelele Community Radio Station	04 September 2024
Vhembe Community Radio Station	05 September 2024
Mashishimale Community Members.	06 September 2024

The following general observations were identified as common amongst the areas where CAP engagements took place:

- a) Regular and persistent load reduction.
- b) Water scarcity is negatively affecting the Radio Presenters about ablution and sanitation services.
- c) Very high, expensive and unfordable data and airtime prices.
- d) Closed Post Offices that are negatively affecting the consumers.
- e) Long queues and poor customer service at the Post Offices that are still functioning.
- f) Poor broadcasting and communication network coverage.
- g) Inaccessibility of deposited funds at the Post Bank.
- h) The bank account holders must make appointments with the Post

Bank on the day of the appointment to withdraw a maximum of R1000.

- i) The money withdrawn is mostly needed to fund the funerals of their loved ones. The account holders stated that the maximum of R1000 is not sufficient for funeral services.
- j) Difficulty in finding women Radio Presenters.
- k) Foreign-owned businesses do not utilise the advertising services of community radio stations.
- l) Revenue generation challenges for community radio stations.
- m) Lack of Government funding for community radio stations.

5.1.2 Mpumalanga Province Stakeholder Engagements

Stakeholder engagements that are related to postal service and critical concerns for people with disabilities are amongst CAP strategic imperatives as stipulated in the Annual Business Plan 2024/2025 Financial Year. CAP visited Mpumalanga Province from the 21st until the 25th of October 2024.

CAP engaged with the following stakeholders in Mpumalanga Province.

Stakeholders	Date
Siyabuswa Postal Outlet	21 October2024
Thembisile Hani Local Municipality (JS Moroka Municipality)	21 October2024
Bethal Postal Outlet, Ermelo	22 October2024
Ligwa Community Radio Station	22 October 2024
Kamagugu Inclusive School	23 October 2024
Kamatsulu	23 October 2024
Barberton Community Radio Station	23 October 2024

Bushbuckridge and Casteel Postal Outlets	24 October 2024
Bushbuckridge Community Radio Station	24 October 2024
Kanyamazane Community Radio Station (KAY FM)	24 October 2024
Nkomazi Community Radio Station	25 October 2024
Silindokuhle Special School	25 October 2024

The following issues were identified as common amongst the areas where CAP engagements took place:

- a) High data and airtime prices.
- b) Inability to transfer data/minutes credits across all networks.
- c) Closure of Post Offices.
- d) Long queues and poor customer service at local Post Offices.
- e) Poor mobile network coverage.
- f) Inaccessibility of deposited funds at the Post Bank.
- g) Revenue generation challenges by Community Radio Stations.
- h) Lack of support by Local Businesses and Local Municipalities.
- i) Alleged strict ICASA Regulations about License renewals.
- j) Lack of Government funding for Community Radio Stations.
- k) Sentech signal distribution fee cost.

5.1.3 KwaZulu-Natal Province Stakeholder Engagements

CAP held stakeholder engagements that focus on telecommunications and critical concerns for the youth in different areas in KwaZulu-Natal. The aforementioned focus areas amongst CAP strategic imperatives as stipulated in the Annual Business Plan 2024/2025 Financial Year. CAP visited KwaZulu-Natal Province from the 24th until the 28th of February 2025.

CAP engaged with the following stakeholders in KwaZulu-Natal:

Stakeholders	Date
Izwi Lomzansi Community Radio Station	24 February 2025
KwaZulu-Natal Blind and Deaf Society	24 February 2025
Day Dawn Special School	25 February 2025
Highway Community Radio Station	25 February 2025
Muthande Society for the Aged	26 February 2025
VN Naik School for the Deaf	28 February 2025
VIBE FM and Kwa-Mashu Community Members	28 February 2025

The following issues were identified as common amongst the areas where the engagements took place:

- a) Inability to transfer data/minutes credits across all networks.
- b) Closure of Post Offices.
- c) Poor mobile network coverage.
- d) Sentech signal distribution fee cost.
- e) Regular and persistent loadshedding and load reduction.
- f) Very high, expensive, and unaffordable data and airtime prices.
- g) Closed Post Offices that are negatively affecting the consumers.
- h) Long queues and poor customer service at the Post Office.
- i) Poor broadcasting and communication network coverage.
- j) Special dispensation for disabled people and the elderly in terms of data prices.
- k) Open trenches that are left by operators who are installing the fibre in the townships

5.1.4 Stakeholder Engagements Recommendations

- a) That the Authority deploy the Monitoring and Compliance Teams to visit areas where CAP observed challenges with the Quality of Service (QOS) to measure the QOS in the districts that CAP visited with regards to telecommunications, broadcasting and postal services and report back to the Council.
- b) That the Compliance Team be deployed to the same districts to determine compliance with license terms and conditions about telecommunications, broadcasting and postal services.
- c) That the Authority brings the issue of the Post Office and Post Bank challenges to the attention of the Department of Communications and Digital Technologies.
- d) That the Authority seek clarity on behalf of Community Radio Stations, why the MDDA discontinued the funding that they used to grant to the Community Radio Stations.
- e) That the Authority brings the issue of the Post Office and Post Bank challenges to the attention of the Department of Communications and Digital Technologies. This has been a common challenge to all the three provinces that were visited by CAP in the 2024/2025 Financial Year.
- f) That the Authority brings the challenges of lack of water and electricity to the attention of the Ministry of Water and Sanitation, and the Ministry of Electricity respectively.
- g) That the Licensing and Compliance Division of ICASA resolves the challenges of the Community Radio Station Boards interfering with the management of the Community Radio Stations in Limpopo Province.
- h) That the Authority, through Regulations, sets the Standard Requirements that must be met by the Board Members of Community Radio Stations.
- i) That the Compliance Team deals with the illegal community radio stations that are operating in KwaZulu-Natal Province.
- j) That the Authority notes that the vacant Post Office buildings are occupied by vagrants, and they pose a serious risk of crime, especially in the townships.
- k) That the Authority notes and engages relevant stakeholders about the special

dispensation of free data or low data prices for disabled people and the elderly.

- I) ICASA should follow up on the airwaves in Durban that are stronger in the ocean than inland. This was raised as a critical concern by most of the community radio stations that CAP visited in KwaZulu-Natal.

5.2 Commentary on Regulations

5.2.1 Draft Regulations on the Conveyance of Mail

CAP supported the assertion made by the Authority that it is necessary to repeal the Conveyance of Mail Regulations, 2009. CAP recommended the repeal of the Regulations to address the following issues which are important in protecting the South African economy and consumers:

Technology – Technological advancement has made it convenient for consumers to receive Mail without going through the traditional value chain. It is therefore vital to include the definition of Mail alongside the definition of Conveyance of Mail in the Draft Regulations.

High Crime Level in South Africa – the issue involves theft and hijacking. CAP propose that the Authority work closely with the Law Enforcement Agencies as Disaster Management and Business Continuity Plan at a Company level cannot be adequate to address the issue that affects the Country. Cooperation among Regulators in different Sectors, government departments and Law Enforcement Agencies is vital.

High Unemployment Rate – it has already been demonstrated above that there is an abnormally high level of unemployment rate. Issues such as the hiring of illegal foreigners have negatively affected the employment of South Africans. The Department of Employment and Home Affairs, the Department of Labour and Law Enforcement have already started to target the Hospitality Industry, specifically Restaurants, to clamp down on illegal restaurant employment.

South African Post Office Business Rescue - SAPO is on the verge of collapse, and it is not clear how long the entity will keep on delivering couriers and other services. It will therefore be prudent for the Authority to work closely with the Department of Communications and Digital Technologies in fulfilling the intention to review the exclusivity of SAPO in terms of Section 16(8) of the PSA, as published in [Government Gazette No. 50077, Volume 704 dated 5 February 2024](#) to avert the collapse of postal services.

5.3 Research Papers

5.3.1 Telecommunications Paper

Title: Emerging Technology and the Impact of Assistive Communication Technologies on Students with Disabilities

The commitment to increase the inclusion of students with disabilities has ensured that the concept of Assistive Technology (AT) has become increasingly widespread in education. The main objective of the paper was to focus on conducting a systematic review of studies regarding the impact of Assistive Technology on the inclusion of students with disabilities. To achieve the above, a review of relevant empirical studies published between 2009 and 2020 in four databases (Web of Science (WoS), Scopus, ERIC, and PsycINFO) was carried out.

The sample consists of 31 articles that met the inclusion criteria of this review, out of a total of 216 identified. The findings of this study include that the use of Assistive Technologies is successful in increasing the inclusion and accessibility of students with disabilities, although barriers such as teacher education, lack of information or accessibility are found.

A) Results and findings of Assistive Technology Communication Products

- There are several benefits of using communication products:
- They help people with communication disorders to express themselves.

- They increase the self-esteem and confidence of their users.
- They enable people to live their lives fully without being excluded from society.
- They improve the transmission of sound for people with hearing loss.
- They contribute to the well-being of people with disabilities.
- They promote the efficiency of learning.

B) Global challenges Faced with Communication Products

- Although the utilization of assistive technology for communication products is needed by a large number of people globally, it remains a luxury for the majority of them due to its high cost. Two hundred million people with low vision do not have access to assistive products for low vision whereas the hearing aid production only meets 10% of the global need out of a population of 466 million people globally who experience hearing loss.
- There is a lack of policy about communication products as well as trained personnel to offer technical support.
- There is a need for an adequate level of expertise of the team members (health professionals, community workers and technical support) working along with children with learning disabilities.

C) Proposed Way Forward

- There is a need for interdisciplinary and transdisciplinary research is needed with imperative user involvement/influence as well as research in the area of technology as it grows rapidly.
- All areas of the globe have unmet AT needs, but they differ depending on climate and geography, available personnel and finances, and policy directives. The provision of communication products should consider that.
- There is a need to create low-cost or affordable products for low- and middle-income regions.

5.3.2 Postal Services Paper

Title: The Role of Postal Services in Rural Development and Social Inclusion in South Africa

The paper focused on the analysis of how postal services in South Africa function as social infrastructure, addressing rural development and social inclusion. It examines the historical and current roles of the South African Post Office (SAPO) while evaluating strategies for modernization and sustainability to meet the evolving needs of underserved communities.

Drawing on the works of authors such as Fourie (2001), Manda et al. (2017), and Gaglio et al. (2019), the study investigated whether postal services could remain a vital tool for achieving equitable access to essential services and fostering socio-economic development. This study also looked at various inclusions and highlighted the SA Post Office 19th December 2024 Amendment Bill & briefly outlined the draft regulations on the Conveyance of mail 2024 which could mitigate the on-going decline in SA Postal services and finally, made recommendations.

A) Recommendations

“Social inclusion” has gained increasing currency in international and domestic policy discourse over the past decade, to some extent, replacing (albeit partially incorporating) once du jour ideas about “social cohesion” and “social capital” Social Inclusion & Policy Making in South Africa. Issue 73. August 2014

Saving the South African Post Office (SA Post) as a social infrastructure providing service, particularly in rural areas, requires innovative and inclusive strategies aligned with the country's social inclusion goals. Here are actionable recommendations:

- Expand Digital and Financial Services

Rationale:

The SA Post can leverage its vast network to bridge the digital and financial divide in rural communities.

B) Recommendations:

- Transform Post Offices into Digital Hubs: Provide internet access, digital literacy training, and e-services for communities.
- Expand Postal Banking Services: Reintroduce and enhance postal banking to serve the unbanked population in rural areas, offering low-cost banking and financial literacy programs.
- Leverage SA Post's Infrastructure for E-Governance.

Rationale:

The postal network can serve as a platform for delivering government services in hard-to-reach areas.

C) Recommendations:

Act as a One-Stop-Shop for Government Services: Enable rural post offices to process applications for IDs, grants, driver's licenses, and other essential services.

Social Grant Distribution: Strengthen the post office's role in the secure, efficient distribution of social grants, particularly with amendments aimed at broader social inclusion.

Community Outreach Programs: Use the post office for health awareness, vaccination campaigns, or community programs in collaboration with local government departments.

Redefine the Postal Business Model.

Rationale:

A shift from traditional mail services to modern, diversified offerings is essential for sustainability.

D) Recommendations:

Courier and Logistics Services: Capitalize on the e-commerce boom by offering last-mile delivery services in partnership with online retailers.

Sustainable Business Practices: Introduce eco-friendly initiatives such as using electric vehicles for mail delivery and solar-powered post offices.

Subscription-Based Delivery Services: Create subscription models for frequent users in rural areas, such as farmers needing agricultural supplies.

Leverage Technology for Social Inclusion.

Rationale:

Digital tools can enhance inclusion and service delivery in rural areas.

E) Recommendations:

Mobile Post Office Units: Deploy mobile units equipped with digital tools to reach remote areas.

Use of Block chain for Transparency: Employ block chain technology to track grant payments and other transactions for accountability.

Data Collection for Planning: Use postal networks to collect data on rural communities, aiding in the delivery of targeted public services.

CAP proposed that ICASA views the upcoming Local Government Elections of 2026 as a pilot research study.

Regulations should be made to allow for a small percentage of political advertisements, as well as News Programmes, to be made accessible.

After the elections, ICASA should, together with the Disability Sector, draft regulations to make future elections more accessible.

5.3.3 Broadcasting Paper

Title: Pensioners Subscription Fee Discount in the Broadcasting Sector

The Objective of the Research Paper was to look into the Policies applied by Service Providers in the Broadcasting Sector, specifically with regard to Pensioners Subscription Fee Discount. Demographic Factors will be factored in to determine how they affect the Socio-economic dynamics. It is envisaged that data will be analysed for the past ten years to establish how many Pensioners, per Race, have subscribed to Pay-Tv Service in relation to the Total Number of Pensioners. It is also important to do Comparative Analysis Study to assess the relationship between the number of Pensioner Subscribers and those who received the Discount.

Statistics South Africa (Report no. 03-19-08) conducted the Mid-year Population Estimates that captured the profile of people over the age of 60 years and older including the socioeconomic and demographic circumstances covering the period 2017 to 2022.

Entities provide customers with discounts because of their Marketing Strategies to attract more customers but also to fulfil their Corporate Social Responsibility in line with the Companies Act No. 71 of 2008 (the Act) and Companies Regulations, 2011. The Authority's Report on the State of the ICT Sector (31 March 2023) looked into the Black Economic Empowerment Measures taken by Entities, by analysing Top Management (EXCO members) employed in Telecommunications, Broadcasting and Postal Sectors. Consumer Advisory Panel (CAP) Research Paper will look into Corporate Social Responsibility in the Broadcasting Sector, concentrating on the Pensioners Subscription Fee Discount.

It is noted that in fulfilling their Social Responsibilities, Service Providers in the ICT Sector have established Foundations that provide Communities with Donations. For instance, they have donated Computers to Schools that cater for pupils with Special Needs. In the Broadcasting Sector, Pay-TV Service Providers have thus decided to enter into the Pricing Segment by providing Subscription Fee Discounts to Pensioners. The National Association of Broadcasters, in its Third Edition Report, states that in the past five years, Broadcasters have invested in 1747 Corporate Social Responsibility Projects at a value of R1.4 billion.

A) Recommendations

The Consumer Advisory Panel make the following Recommendations:

1. As a listed Company on the Johannesburg Stock Exchange, Multichoice is expected to adhere to the Social and Ethics Committee Mandate. It is therefore recommended that PRA look into whether DSTV has flouted the Companies Act Regulation 43(5)(a)(iv) which deals with consumer relationships, including the company's advertising, public relations and compliance with consumer protection laws: The Company may be using discriminatory Marketing Strategy by not offering the Discount to Pensioners who are not staying in Old Age Homes.
2. SABC and DSTV have not been able to provide the Authority with a 10-year Pensioners Subscribers and Pensioners Subscriber Fee Discounts Data per Race. SABC has cited the Protection of Personal Information Act as a reason for not being able to collect such data.

Guidance Note on Direct Marketing in terms of the Protection of Personal Information Act 4 of 2013 (POPIA) is provided by the Information Regulator South Africa. The Guidance as per Chapter 3 of POPIA provides for "the

conditions for lawful processing of personal information. The processing of personal information of data subjects for the purpose of direct marketing must comply with the eight (8) conditions for lawful processing of personal information". Companies only need the Consent of the Person whose data is collected in order to conduct direct marketing.

Collection of data as per Race is important as it helps in assessing whether consumers are not discriminated against when Discounts are offered. This is especially important, as alluded earlier, that the Gini Coefficient for South Africa is high (0.65), indicating a huge unequal distribution of income.

Also, it is important to analyse the provision of Pensions Subscription Fee Discount in the case of DSTV, as they claim that they only offer Discounts to Pensioners who live in Old Age Homes. It has also already been mentioned that CAP became aware of the fact that the Limpopo and KwaZulu-Natal consumers were not aware of Pensioners Discounts offered by SABC and DSTV. Also, important is the fact that CAP is looking for data per Race that does not include the names of Subscribers and therefore Personal Information will not be divulged. Also it is noted that the Authority has a right to receive confidential information from Service Providers, as long as the information is not made public.

3. ICASA may take lessons from Ofcom on how to effectively protect vulnerable consumers, by giving them advice on Pensioners Subscription Fee Discounts

and other cheaper Packages. Service Providers are failing to advise consumers about these Packages. Ofcom has alluded to the fact that consumers do not have access to information about lower priced Social Tariffs.

PROFILES OF CAP MEMBERS





Phosa Mashangoane
Chairperson

Phosa has 35 years management experience of serving the public at the Administration Board of Northern Transvaal; the South African Broadcasting Corporation; the Commission for Gender Equality (CGE); and the Independent Communications Authority of South Africa. He served as a Non-Executive Director of the Digital Dzonga Council, which advised the Minister of Communications on Digital Migration Strategy in South Africa. Currently, he is a member of the Institute of Directors South Africa, and the Non-Executive Director of the Film and Publications Board, wherein he serves in the Human Resources and Remuneration Committee, and Operations and Information Technology Committee.

He was appointed by the United Nations Department of Economic and Social Affairs as a member of the Expert Group on Building Inclusive Society and Development through Promoting ICT Accessibility. He successfully lobbied and convinced the ICT world leaders at the World Conference on International Telecommunications 2012 (WCIT- 2012) to include Accessibility, Inclusivity, e-Waste, and Energy Efficiency in the International Telecommunications Regulations (ITRs).

He holds BA in Communications (UNISA); BA (Hons) in Communications (Rand Afrikaans University (RAU) now University of Johannesburg; MA in Communications (RAU); Executive Development Programme (GIBS); Gender Policy and Planning (University College London, United Kingdom); Post Graduate Certificate in

	<p>Management (Buckinghamshire Chilterns University College (BCUC), United Kingdom); Postgraduate Diploma in Management Studies (BCUC) and MBA (BCUC).</p>
 <p>Josephine Mabotja CAP Member</p>	<p>Josephine obtained a Master of Arts degree (Economics) from California State University at Fullerton (USA), a Bachelor of Commerce Honours degree (Economics) from the University of Fort Hare and Diploma in General Nursing & Midwifery (RSA). She is a Certified Ethics Officer (the Ethics Institute). She successfully completed Telkom Risk Management Assessment Course – Risk Management together with Business Ethics are ingredients that ensure Consumer Protection and the Sustainability of an Entity.</p> <p>She has extensive regulatory and corporate governance experience having worked for a Regulated Company and Regulators in different Sectors. She has served on the Board of the Office of Health Standards Compliance and as a Member of the Audit, Risk & Finance Committee. She was an instrumental part in establishing the Entity.</p> <p>She served as Chairperson of the Consumer Advisory Panel (CAP), thus taking a leading role in establishing the Committee and ensuring that the Objectives are implemented as per Regulations and governance processes are in place, writing Research Papers and commenting on Draft Regulations. She has worked at the South African Reserve Bank and at the Financial Services Board regulating Collective Investment Schemes. She served as a Member of the Consumer Affairs Committee.</p>

	<p>Currently she is a Member of the Agricultural Produce Agents Council, the Prescribed Minimum Benefits Review Advisory Committee (at CMS) and CAP.</p>
 <p>Lindiwe Maepa CAP Member</p>	<p>Lindiwe is a seasoned corporate Trainer/ Facilitator with accreditation from the International Finance Corporation (IFC) & ETDP SETA. She has been a business executive with robust background spanning diverse industries, and a proven record of accomplishment of over 25 decades driving Sales & Marketing, Learning & Development, BBBEE and Board Governance Solutions.</p> <p>She holds master's in educational management. Post Grad Diploma in Governance Risk & Compliance. Professional Directorship & Certification of Board Chairing. Executive Development Programme & Sustainability Assurance Certified Practitioner.</p> <p>She is currently Chair of the Employee Benefit Trust Scheme at Adcorp Holdings. Non – Executive Director at Professional Body of Environmental Hygiene (Pro- Bono). Previously was at the following Board's: SMME Chamber of Commerce as Board Secretary. Independent Board Chair at Redpath Mining. Independent Trustee at the Character Company. Committee member of Governance Standards at Directors Association.</p>



Mongezi Menye
CAP Member

Mongezi is the former Ombudsman of the City of Cape Town. He is currently employed as the Chief Executive Officer of the South African Veterinary Council (SAVC). The SAVC is a statutory regulatory body that is regulating the Veterinary and Para-Veterinary Professions.

He holds a B. Juris (Law) degree, Master of Philosophy (MPhil) degree in Conflict, Transformation and Management, Master of Laws (LLM) degree in Corporate Law (Cum Laude) and Master of Science (MSc) in Business Psychology.

He has vast work experience in both private and public sectors. He also has experience of championing regulatory, consumer and human rights issues, for instance as the Adjudicator General (CSOS), Ombudsman (COCT) and as a member of the Consumer Advisory Panel (ICASA). Mongezi served as the Board Member and Member of the Audit and Risk Committee of the Artscape. He is the Member of the Ethics Committee of the Health Professions Council of South Africa (HPCSA) and the Ethics Committee of the South African Institute for Chartered Accountants (SAICA).



Jack Tlokana
CAP Member

Jack has more than 30 years of experience in telecommunications. His area of specialty includes Network Operations, switching and transmission, numbering management, frequency spectrum management, interconnection, facilities leasing and Local Loop Unbundling. In 1990 he got a Thomjackson scholarship for the study of British Telecom, Royal Mail, Giro Bank and Parcel force Business Models' and Operations.

He is an accredited and registered facilitator, assessor and moderator with MICT SETA & ETDP SETA. Mr Tlokana is a qualified HR practitioner and held HR management positions with Telkom SA and MICT SETA. He Further had a stint will MRTT as a quality assurer for Artisan sills development programmes and learnerships.

He conducted an assessment for 80 learners in Mobile Cell phone repairs skills training programme in 2021. Mr Tlokana has been a member of ICASA's Complaints and Compliance committee for a period of more than six years, whereby had the opportunity to work, deliberate and adjudicate over more than 300 cases referred to the CCC.

CONSUMER ADVISORY PANEL IN ACTION

