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Ref No: 17/2/2/1 - 491/2025

Ms. Cheryl Jute and Messrs. Anoosh Rooplal; Juanito Damons

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Dear Madam/Sir

**REGIONS AND CONSUMER AFFAIRS DIVISION OF ICASA (RCA) AND MR
ANVIL D NEL (MR. NEL) V SOUTH AFRICAN POST OFFICE (SAPO)
CASE NUMBER: 491/2025**

The above matter has reference.

1. On 18 February 2025, RCA lodged a postal complaint with the CCC against SAPO for investigation in terms of section 17B(a) of the Independent Communications Authority of South Africa ("ICASA") Act No. 13 of 2000.
2. The CCC adjudicated the matter on 18 July 2025 and 25 September 2025, and made the following findings:
 - (a) Regulation 5.1 states that: "The conveyor is deemed to possess the mail from the moment that mail is handed to the conveyor or his agent." The charge is dismissed.

- (b) Regulation 5.2 states that: "Possession of mail passes to the addressee, upon delivery of mail." The charge is dismissed.
- (c) Regulation 5.3 states that: "The conveyor is liable for damages, loss and theft of mail from the point of receipt of goods until delivery of the goods is completed". The charge is dismissed.
3. As a result, CCC made the following recommendations to Council: "The complaint is dismissed. Accordingly, no order is advised to Council." The CCC provided advice to Council as to its functions in terms of section 17B(b) of the ICASA Act (as more specifically detailed in the judgment).
4. On 11 December 2025, the Council of ICASA approved the recommendations of the CCC as indicated in paragraph 3 above, having considered the reasons advanced by CCC in their judgment.
5. For your attention, the judgment of the Authority is attached and marked as Annexure "A".

Yours Sincerely,



Mr. Mothibi G. Ramusi

ICASA Chairperson

Date: 11 / 12 / 2025

CC:	Ms. Meera Lalla Acting CCC Coordinator
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