



Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL Q1 MEETING 2024/2025

Date:	28 June 2024	
Time:	09:00 am	
Venue:	Physical ICASA Head Office	
Physical	Phosa Mashangoane	PM
	Josephine Mabotja	JM
	Lindiwe Maepa	LM-2
	Mongezi Menye	MM
	Jack Tlokana	JT
By invitation	Gumani Malebusa	Regions and Consumer Affairs
	Lerato Morobane	ML-1 Regions and Consumer Affairs
	Cllr Luthando Mkumatela	Councillor
	Cllr Charley Lewis	Councillor

No	Action Item	Person Responsible
1.	Opening and Welcome The Chairperson welcomed all present and noted the apologies.	Chairperson
2.	Apologies GM attending to family responsibilities	GM
3.	Declaration of Interest None	Secretariat
4.	Ratification of Agenda JT moved for adoption and was seconded by LM	JM and LM
5.	Adoption of the previous Minutes of Meeting 28 June 2024	Secretariat
6.	Assessment Template and CAP Performance Contracts	Chairperson



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	<p>a. CAP Chairperson indicated that he developed the document and CAP Members made comments as agreed by members in the previous meeting. The Chairperson presented the draft performance contract to Councillors, template to Councillors. Furthermore, the Chairperson indicated that the draft performance plan would be submitted to HR for further guidance regarding performance and invited HR to guide in terms of the draft performance plan. However, HR was not available to guide in terms of the CAP performance contract.</p> <p>b. LM indicated who will appraise the Chairperson, the document indicates that the Chairperson will appraise all CAP Members.</p>	
7.	<p>CAP Terms of Reference (TOR)</p> <p>a. NH reported that the terms of reference were done and submitted to the Council for comments and awaiting feedback.</p> <p>b. Cllr Mkumatela indicated that there was no TOR submission received from the Executive Regions and Consumer Affairs or the CEO. The document needed to be submitted to the Secretariat, the draft terms of reference document needed circulated to the CAP members to look at it and invite other relevant stakeholders within ICASA to make comments and finalise it and eventually submit it to the Council for approval and make it available to CAP Members.</p> <p>c. Cllr Mkumatela indicated that he would have a discussion with the Executive Regions and Consumer Affairs and the CEO and advise CAP on the Term of Reference.</p> <p>d. Cllr Lewis indicated that there is a relationship between the Terms of Reference and the Regulations. He explained that the Regulations cover all the functions.</p> <p>e. MM fully concur and agrees with the explanation of Cllr Lewis and that all CAP meetings must quorate.</p>	Management

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	<p>f. PM indicated that the draft performance assessment tool would be submitted to HR for further guidance.</p> <p>g. JM needed to understand the hours for claiming when the work has been done, including the quality and the quantity of work. JM requested clarity in terms of the quality of the work done, and she addressed the issue in the presence of Councillors.</p> <p>h. MM indicated that when claiming for every hour for the work done there must be a level of maturity and level of engagement on these issues. He stated that the Chairperson manages the budget.</p> <p>i. JT fully agrees with Cllr Mkumatela that the regulations are clear and very much operational as members can see. It is expected that the terms of reference to clarify the ecosystem for CAP, the ICASA mandate on consumer rights and protection, the End-User and Subscriber Service Charter and the Code of Conduct regulations. JT stated that CAP will be involved in Stakeholder Engagement, and he wanted to know if CAP has a Stakeholder Engagement Policy that guides the implementation of the CAP mandate.</p> <p>j. Cllr Mkumatela indicated that ICASA must provide all the required systems to CAP Members and finalise all the performance agreement contracts for the CAP Members. CAP needed ICASA to provide Panel Members with the draft Terms of Reference, as that is crucial for the operation of CAP.</p>	
8.	<p>Previous Research Topics and Research Papers</p> <p>a. LM-1 reported that she has shared the previous research topics and papers with the Stakeholder Engagements Reports with the CAP Members.</p> <p>b. MM indicated that the research areas identified by the previous CAP and that the current CAP Members need to confirm which topics can be used for their research studies.</p>	CAP Members



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	<p>c. LM-2 indicated that the research topics from the previous CAP for Q1 2022/23 are clear and can be executed for the current Financial Year.</p> <p>d. Furthermore, Cllr Lewis indicated that Members are more than welcome to communicate with him about the research topics and that he will share the research documents with the Members.</p>	CAP Members
9. Regulatory Projects	<p>a. Cllr Lewis indicated that it is valuable for Members to see what is in the APP, and consult with the office of the CEO, about Regulatory Projects. It needs to be noted that not all the Regulatory Projects are in the annual performance plan.</p> <p>b. The Operational Performance Plan works through the Secretaries and they make sure that all the information is in the Council Annual Performance Plan. CAP needs to ascertain which Council Committees are relevant to CAP.</p> <p>c. The chairperson raised a question on Regulatory Projects and what is the APP and the OPP. APP is what goes to the Council and OPP to the Executive.</p> <p>d. LM-1 requested the CAP Chairperson to communicate with Gumani regarding information requested by CAP Members from the Project Leaders of the organisations. Cllr Lewis shared the APP and OPP documents with the CAP Members.</p>	Management
10. Finance Issues	<p>a. JT indicated that a meeting is required with Finance Officials to clarify the process and procedures for CAP Members' claims. Furthermore, to have a proper induction to acquire clarity on the processes.</p> <p>b. The Chairperson requested LM-1 to enquire with Finance if CAP Members are entitled to subsistence travel allowance and which star hotel CAP Members qualify for accommodation.</p>	Finance

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11.	Final Draft CAP Business Plan 2024/2025 <p>a. The Chairperson presented the Draft CAP Annual Business Plan to Councillors, which is in line with the CAP’s mandate, the quarterly deliverables and targets which provide a representation of the targeted consumer segments and communication sectors. CAP’s functional role is to prioritise consumer rights and interests with a special emphasis on women, youth, and people with disabilities, identifying critical consumer concerns that impact these groups.</p> <p>b. CAP Members have agreed on the following Stakeholder Engagements in line with the Draft Annual Business Plan:</p> <ul style="list-style-type: none"> i. The objective, Outcome Statement, Key Annual Outputs with Targets, the activities and Risk Identification and Mitigation were explained to Councillors. ii. The number of annual advisories in Q1, reading, analysing, and compiling the quarterly report, editing, proofreading, typesetting and perfecting the quarterly report will be actioned. iii. Critical concerns for women and one stakeholder engagement in Q2 on broadcasting will be implemented with the support of regional offices. iv. Critical concerns for youth and Engagement in telecommunications will be implemented in Q4. v. Critical concerns for persons with disabilities and Engagement in postal services will be implemented in Q3. vi. Telecommunications papers is a research project to be implemented in Q3. An appropriate research topic in the telecommunications industry will be identified for research. 	CAP Member
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	<p>City, and the Critical Concerns for Persons with Disability will be implemented in Mpumalanga Province at Mbombela.</p> <p>d. The Draft Annual Business Plan was revised and amended accordingly by the CAP Members, particularly on the Stakeholder Engagement activities.</p>	CAP Members
12. General	<p>a. Regarding the vacancies of the remaining four CAP Members will provide an update, and the filling of those vacancies would assist CAP Members to plan properly.</p> <p>b. Cllr Mkumatela proposed that members must discuss issues related to CAP under general.</p>	All
13. Closure	<p>The meeting adjourned at 15:38</p> <p>Date of next meeting: 20 September 2024</p>	Chairperson

Signed by:

CAP Chairperson

Date: 27 September 2024