



## Independent Communications Authority of South Africa

### MINUTES OF CONSUMER ADVISORY PANEL Q2 MEETING 2024/2025

Date:	20 September 2024
Time:	09:00 am
Venue:	Physical ICASA Head Office, Tintswalo Boardroom Block C

<b>Physical</b>	Phosa Mashangoane	PM
	Josephine Mabotja	JM
	Lindiwe Maepa	LM
	Mongezi Menye	MM
	Jack Tlokana	JT

<b>By invitation</b>	Nditsheni Hangwani	Regions and Consumer Affairs (NH)
	Lerato Morobane	Regions and Consumer Affairs (LM)
	Cllr Luthando Mkumatela	Councillor
	Cllr Charley Lewis	Councillor
	Mavhungu Makatu	Regions and Consumer Affairs(MM)
<b>Apologies</b>	Gumani Malebusa	Regions and Consumer Affairs (GM)

No	Action Item	Person Responsible
1.	<b>Opening and Welcome</b> The chairperson welcomed all present and noted the apologies.	<b>Chairperson</b>
2.	<b>Apologies</b> GM is attending to family responsibilities and is represented by NH	<b>Secretariat</b>
3.	<b>Declaration of Interest</b> None	<b>Secretariat</b>
4.	<b>Ratification of Agenda</b> MM moved for adoption and was seconded by LM	<b>MM and LM</b>



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5.	Feedback from Council	Council
	<ul style="list-style-type: none"> <li>• The Portfolio Cllr reported that CAP members are required to ensure their work is professional. The issue of performance contracts needs to be discussed by the CEO and HR internally.</li>   <li>• <b>Resolution</b> - The matter must be escalated to the CEO and liaised with HR to develop the performance contracts and request feedback by the end of October 2024. The Councillor proposed that the performance of the CAP Chairperson be assessed by the Executive Regions and Consumer Affairs. A dissenting voice came from a CAP member that it would be inappropriate for the CAP Chairperson to be assessed by the Executive Regions and Consumer Affairs. The CAP Member attested that the Council is the appointing authority for CAP and needs to consider delegating that function to a Councillor who oversees the work of the Panel to assess the performance of the CAP Chairperson. The Councillor acknowledged that motion and stated that they would present the motion to Council for a decision.</li>   <p><b>CAP Budget</b> - Members are required to know the expenditure of its budget and manage the number of meetings held and the process of requesting additional meetings. Allocation of the work CAP Chairperson will be invited to the organisational meetings/events by the ICASA Chairperson or the CEO.</p>   <li>• <b>Draft Regulations</b>-Secretariat must inform the CAP Members with a list of activities in the organisation. The outgoing CAP Chairperson (Councillor) who oversees the work of CAP as delegated by the Council reported that Cllr Sithole will be the CAP Chairperson and Deputy Chairperson will be Cllr Nontombana.</li>   <li>• <b>Update on Regulations</b> - CAP Members to ensure that additional matters are picked up, and consider the Regulations which fall under APP/OPP. Furthermore, make inputs on Regulations on the SABC Bill.</li> </ul>	



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	<p>The 28<sup>th</sup> of October 2024 is the end of the term for Portfolio Councillors, however, that has not been communicated formally.</p> <ul style="list-style-type: none"> <li>• <b>Terms of Reference (TOR)</b> – The CAP Portfolio Cllr requested management to share the Draft TOR document with the CAP Members for inputs and have a time limit. Furthermore, he proposed that a workshop should be held to discuss the Terms of Reference.</li> <li>• Furthermore, the Deputy Portfolio Cllr requested CAP Members to comment thoughtfully on the TOR as they relate to the function of CAP.</li> <li>• <b>Performance Contracts</b>-The Portfolio Cllr indicated that the development of Performance Contracts is a core function of HR and that is an internal matter that must be raised with the CEO and HR. The two Executives are required to work together on the matter. The item is linked with the performance contracts and assessment of the CAP Members.</li> <li>• <b>Claims</b>-The Portfolio Cllr indicated that claims are required to be paid on time and the hours claimed need to be managed by the CAP Chairperson, as the task was done by him. CAP Members are required to justify why an additional meeting should be held. Furthermore, members are expected to have quarterly meetings and yearly calendars for their meetings.</li> </ul>	
<b>6.</b>	<p><b>Adoption of the previous Minutes of Meeting</b></p> <p><b>20 September 2024</b></p> <p>A CAP Member proposed the adoption of the minutes and was seconded by the other Member.</p>	<b>Secretariat</b>
<b>7.</b>	<p><b>Report back on Q1 Presentation to Council</b></p> <ul style="list-style-type: none"> <li>• It was reported to Council that all the activities were achieved in Q1 CAP reported to Council that they were requested to implement the work of their predecessors for Q4 2023/2024 FY. They implemented</li> </ul>	<b>Chairperson</b> <b>JT and JM</b>



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	<p>the outstanding work and achieved all deliverables. The Quarterly Advisory was reported as not achieved because the CAP Annual Business Plan was not yet tabled to Council for approval, hence the Quarterly Advisory could not be achieved. CAP could not implement the Annual Business Plan and achieve the Quarterly Advisory before the Business Plan was approved. The council indicated that CAP recorded the reason for non-achievement in their Q1 Report.</p> <ul style="list-style-type: none"> <li>• CAP explained to the Council that quality research needs adequate human and financial resources. It was reported to the Council that ICASA consider outsourcing research to consultants who will work closely with CAP or the internal researchers in ICASA to assist in conducting research. A Cllr cautioned that the Budget amount of R200,000.00 is not sufficient for conducting a quality research study</li> <li>• It was reported that Q2 covers all the work done by the CAP Members. The Portfolio Cllr indicated that the Annual Report has quarterly inputs, and the Deputy Cllr agreed with him.</li> </ul>	
<b>8.</b>	<p><b>Q2 Report and Quarterly Advisories-Limpopo Project</b></p> <ul style="list-style-type: none"> <li>• It was reported that general observation is linked with what CAP Members are going to report. A CAP Member reported that the event started at Moutse Community Radio, and most issues raised were social. TafelKop had issues with electricity which affected the broadcaster's announcement on the radio, and that enabled the Radio Station not to broadcast to the community. Botlokwa and SKM had issues with interference and network.</li> <li>• The matter at hand is how CAP addresses issues going forward and how ICASA addresses the recommendations. Issues of data rate and information shared on the radio empower the community. On Postal issues, there is no clear understanding of why accessing their</li> </ul>	<b>MM and LM</b>



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	<p>monies is happening to the community. The money saved at the Post Office is difficult to access during withdrawal.</p> <ul style="list-style-type: none"> <li>• It was reported that another issue is that ICASA needs to review the policy on appointing Board Members and Station Managers. Previous Management required to be vetted. Some of the Board Members are government employees.</li> <li>• SKFM raised an issue of how Online Radios are regulated. Furthermore, the Chairperson indicated that Moutse Station Manager wrote a letter to the CAP Chairperson raising various governance issues about Community Radio Broadcasting Services. The CAP Chairperson reported that he forwarded the letter to the Executive: Licensing and Compliance for further assistance to the Manager of Moutse Community Radio Station. The Executive promised to assign a Compliance Officer to deal with the matter.</li> <li>• The CAP Member reported that the report that will be presented to the Council will include all the work done for Q2 and Limpopo Stakeholder Engagements and Consumer Advocacy.</li> <li>• <b>Quarterly Advisories</b> - It was agreed that the recommendations made are based on the findings that have been articulated in the report. However, the finalised report will enlighten the Council about the work done in the quarter under review.</li> </ul>	
9.	<p><b>Post Limpopo Project Review</b></p> <p><b>Was the scope of the projects realistic and achievable?</b></p> <ul style="list-style-type: none"> <li>• It was reported that the engagement has met the expectations and the groundwork done was successful. The involvement of the Liaison Officer in Limpopo contributed to CAP achieving the scope of the project. The Councillors highlighted that there are certain things that CAP need to do in future stakeholder engagements.</li> </ul>	<p><b>CAP Members</b> <b>ICASA Staff</b></p>



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- It was indicated that the scope was appropriate and realistic that it was part of the business and has addressed the critical concerns for women and broadcasting services.
- It was reported that in a few areas, the targeted audience was not available. However, in Makhado predominantly women were present in numbers including the women board member being present. Furthermore, there was a challenge of language as such communications was not clear in some engagements.
- It was reported that in Mashishimale community members who attended the event, were promised refreshments at the engagement. It was suggested that there should be improvement in SCM processes.
- Community Radio Stations raised an issue of owing Sentech money for signal distribution.
- The Portfolio Councillor advised CAP members to do research before engaging with the Regions and inform them about the critical concerns. Furthermore, the CAP Chairperson requested the CAP Members to communicate amongst themselves and work effectively.
- It was reported that the CAP Team had a challenge with language, however, translations were made, and the Project Leaders collaborated well with the CAP Chairperson in terms of the introduction and the purpose of engagements.

### **The strengths and weaknesses.**

- It was reported that for future stakeholder engagements/events, CAP Members need to consider the duration of the project. The language spoken by the stakeholders needs to be taken into consideration. Questions need to be at the level of the targeted



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	<p>stakeholders. Handing out promotional material depends on the environment of the targeted stakeholders.</p> <ul style="list-style-type: none"> <li>• On the issue of community radio stations CAP Members need to consider compliance. MDDA would not fund the stations that are not compliant. The meeting reported that Broadcasting Compliance needs to monitor Community Radio Stations.</li> <li>• It was highlighted that in the past roadshows, the previous CAP Members did not have issues, and management communicated with the Regions. Following up on what was highlighted, CAP communicated with management and management communicated with the Executive Regions and Consumer Affairs.</li> <li>• Cllr advised CAP Members whenever they make engagements, they need to inform management.</li> <li>• The Chairperson raised a question of whether the Project Leaders had gathered sufficient data and analysed it.</li> <li>• The portfolio Cllr indicated that ICASA uses MS Teams for meetings. Management will investigate the options for assisting members with the recordings at the stakeholder engagements.</li> <li>• It was reported that the dependencies were always available with assistance from the Regions personnel and the channel of communication.</li> <li>• The CAP Chairperson proposed that a consent form be considered for asking the stakeholders for their consent to allow their pictures to be taken and used by the Authority in its marketing and branding.</li> </ul>	
<b>10.</b>	<b>Q3 Critical Concerns for Persons with Disabilities and Engagements in Postal Services</b>	<b>JT and LM</b>



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	<ul style="list-style-type: none"> <li>• It was reported that some radio stations are closed. Limpopo Regional Office was provided with the Draft Execution Plan for inputs as CAP depends on them to liaise with their stakeholders. The intention was to cover all the districts in Mpumalanga. The CAP Team is awaiting feedback from the Liaison Officer. The Project Leader is expected to share the Execution Plan with the CAP Members.</li> <li>• It was reported that preparations have started, and the proposed dates for the events are 21<sup>st</sup>-25<sup>th</sup> October 2024. The Draft Execution Plan and the invitation letter have been generated, and a meeting was held between the Mpumalanga Regional Office, Consumer Affairs, and CAP Project Leaders responsible for the Stakeholder Engagements. The Regions will take note of the Execution Plan and add what would assist CAP Members.</li> <li>• In terms of the period for the engagements it was agreed that CAP Members will conduct engagements for two hours in consideration of the distance to be travelled from one destination to another engagement.</li> <li>• The Chairperson reported that the ICASA Chairperson would like to attend CAP stakeholder engagements so that he can have first-hand experience with the work of CAP in the communities. The ICASA Chairperson will only be available to attend the CAP Stakeholders Engagements from 1<sup>st</sup> November 2024 as he was highly committed to ICASA work before the beginning of November. ICASA Chairperson may attend the engagements in the fourth quarter if his schedule allows.</li> </ul>	
<b>11.</b>	<p><b>Report back on ICASA Corporate Strategic Planning</b></p> <ul style="list-style-type: none"> <li>• The CAP Chairperson reported that the deliberations on ICASA Corporate Strategy were on analysing the internal stakeholders which are ICASA employees. CAP is also an internal stakeholder.</li> </ul>	<b>Chairperson</b>





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	<p>Participants were divided into groups to discuss the strengths and weaknesses within ICASA. Furthermore, the CAP Chairperson reported that the CAP Annual Performance Plan (APP) would be developed after ICASA's APP so that CAP APP could be in sync with ICASA APP.</p> <ul style="list-style-type: none"> <li>The Portfolio Cllr indicated that the ICASA Corporate Strategic Planning is an ongoing process and that there will be engagements with external stakeholders. Collaborating with other stakeholders is intended to enhance the regulatory function of ICASA. CAP was required to provide a list of its stakeholders to the coordinator of ICASA Corporate Strategic Planning and that was done.</li> </ul>	
<b>12. Research Training for CAP Members</b>	<ul style="list-style-type: none"> <li>The CAP Chairperson had discussions with management on the process of ICASA procuring consultants to assist CAP Members with research training. It was reported that the PRA Division would need to be requested for guidance on how to identify the research focus groups. Project leaders were requested to draft the research questionnaires for their focus groups. Furthermore, the CAP Chairperson will engage with management to propose a meeting between CAP Members and the PRA Division.</li> <li>A concern was raised about the practicality of implementing this research methodology. Clarity was required if a Panel Member was expected to coordinate the information gathered by other Panel Members. It was agreed that the Team Leaders would provide weekly updates. Furthermore, it was proposed that Team Leaders be required to engage with PRA to discuss the research methodology to be used. The team Leaders are requested to agree on the research approach and questions on topics to be discussed with the PRA Division.</li> </ul>	<b>Chairperson</b>

