



## Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL Q3 MEETING 2024/2025		
Date:	12 December 2024	
Time:	09:00 am	
Venue:	Physical ICASA Head Office, Tintswalo Boardroom Block C	
Physical	Phosa Mashangoane	PM
	Josephine Mabotja	JM
	Lindiwe Maepa	LM
	Mongezi Menye	MM
	Jack Tlokana	JT
By invitation	Gumani Malebusha	Regions and Consumer Affairs (GM)
	Lerato Morobane	Regions and Consumer Affairs (LM)
	Ramagoma Mahape	Regions and Consumer Affairs (RM)
Apologies	David Molapo	Acting Executive Regions and Consumer Affairs (DM)

<b>No</b>	<b>Action Item</b>	<b>Person Responsible</b>
<b>1.</b>	<p><b>Opening and Welcome</b></p> <p>The chairperson welcomed all present and noted the apologies. Portfolio Councillors for CAP were introduced; Cllr Sithole and Cllr Nontombana, who will resume engaging in the Q4 meeting.</p> <p>Portfolio Councillor informed the meeting that the remaining four CAP Members appointment is in the process of the deliberations there is progress. On the ToR document Portfolio Councillors are required to engage with the CEO and the Acting Regions and Consumer Affairs. Furthermore,</p>	<b>Chairperson</b>



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	advised CAP members were advised that the ToR it's about the administrative and it is not the responsibilities for Council.	
<b>2.</b>	<b>Apologies</b> Acting Executive: Regions and Consumer Affairs (attending Council Meeting).	<b>Secretariat</b>
<b>3.</b>	<b>Declaration of Interest</b> None	<b>Secretariat</b>
<b>4.</b>	<b>Ratification of Agenda</b> MM moved for adoption and was seconded by JT	<b>All</b> <b>MM and JT</b>
<b>5.</b>	<b>Adoption of the previous Minutes of Meeting</b> 20 September 2024 MM moved for adoption and was seconded by ML	<b>MM and LM</b>
<b>6.</b>	<b>Schedule of Matters Arising from Previous Meetings</b> Adopted by	<b>Secretariat</b>
<b>7.</b>	<b>Progress on Research Studies</b> <ul style="list-style-type: none"> <li>CAP Members reported that they have prepared comments on the Draft regulations for the I Conveyance of Mail, 2024, and the Oral presentation. Furthermore, the final document will be circulated to CAP members after the meeting.</li> <li>CAP Member reported that his research paper is on the impact of assistive communication Technologies, products, and devices for Persons with Disabilities and students. The research work was informed by the following primary reference documents, being articles of the UN Convention for Persons with Disabilities (specifically articles 5,6,7,9 and 24), the South African Constitution (sections 9 and 10), ICASA Code for persons with disabilities Regulations 2021, ICASA Consumer Advisory Panel Regulations,</li> </ul>	<b>LM, JT, and JM</b>



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	<p>2023 (Regulation12) and CAP Annual Business Plan 2024/2025FY. The report would be shared with the Secretariat.</p> <ul style="list-style-type: none"> <li>Postal Services Research progress on track report will be submitted on Q3 reporting.</li> <li>CAP Member reported that, she was busy with Research on Pensioners subscription fee discount in the Broadcasting sector and awaiting data from PRA.</li> <li>The Chairperson informed the meeting of the Submission to Council for CAP Quarter 3 Performance Information Report and its deliverables for FY 2024/2025 to Council for noting. It was agreed that the due date for members to submit their Q3 reports is on the 13<sup>th</sup> of January 2025.</li> <li>The due date for Mr Menye is the 15<sup>th</sup> of January 2025, the due date for submission of Q3 reports to the Chairperson is the 17<sup>th</sup> of January 2025 and the due date for Council Submission is the 20<sup>th</sup> of January 2025.</li> <li>The Chairperson requested members that he share the consolidated document on the 18<sup>th</sup> of January 2025. Furthermore, Mr Menye requested the Chairperson to share a summary of the engagements he attended.</li> </ul>	
<b>7.</b>	<p><b>Q4 Stakeholder Engagement</b></p> <ul style="list-style-type: none"> <li>The Chairperson reported that he completed reviewing Mpumalanga Stakeholder Engagement report, shared the report with the Project Leaders conducted the Mpumalanga Stakeholder Engagements.</li> <li>It was agreed that Stakeholder Engagement and Consumer Advocacy will be conducted on the second week of February 2025, in KwaZulu Natal Province.</li> </ul>	<b>CAP Members</b>
<b>8.</b>	<p><b>CAP Terms of Reference (TOR)</b></p>	<b>CAP Members</b>



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### **Minutes of Panel Meetings**

The Chairperson proposed that on the clause for minutes of meetings for Panel Members, Secretariat will circulate the draft minutes within (14) fourteen working days for Panel Members 'consideration, subsequently the minutes will be adopted and seconded at the next CAP meeting and signed off by the Chairperson and submitted to the Secretariat within (5) working days.

### **Request to hold Additional Meetings**

It was agreed that a motivation letter must submitted within two (2) weeks prior to commencement of the proposed Additional Meeting/s. Thereafter, the Office of the CEO will respond to the request to hold Additional Meeting/s by the Panel within five (5) working days of receipt of such request.

### **Declaration of Conflict of Interest**

The Panel Members must always ensure that they declare any conflict of interest or potential conflict of interest before they start their meetings. Panel Members must in line with the requirements of Regulation 17(3) declare their conflict of interest with the Chairperson and would be requested to be recused from the meeting or vote on the matter before the Panel.

### **Gifts**

It was agreed that the gifts should be disclosed to the Risk Compliance Specialist, for the purpose of documenting and reporting. Furthermore, Management provided clarity to the CAP members that declarations are sent to the Risks Specialist in person.

CAP Member requested to be excused to attend other appointment and left the meeting at 15:30 pm.

### **Remunerations of Panel Members for Work Done**

It was agreed that The Secretariat will prepare a memo to the Office of the Executive Regions and Affairs for approval within two (2) working days. The



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	<p>Secretariat will submit the approved memo to Finance Division for processing and payment of the Panel Members claims within seven (7) working days.</p> <p><b>Implementation of Recommendations Made by the Panel</b></p> <p>The Panel's recommendations upon approval by the Council will be submitted to the Office of the CEO for implementation by the responsible Division within ICASA. Thereafter, the Division implementing the Panel's recommendations will provide regular updates on the progress that has been decided by the Council through the Office of the CEO until the recommendations are fully implemented.</p> <p><b>Engagements with Regional and International Consumer Bodies</b></p> <ul style="list-style-type: none"> <li>• The CAP Members indicated that where the Panel requires/is required to engage with International Consumer Protections Bodies with similar mandate of the Panel, a protocol must be followed by the Chairperson through the Executive Regions and Consumers Affairs requesting approval by the CEO.</li> <li>• The Chairperson must prepare a memo within three months before the engagement with the Regional or International bodies to the Executive Regions and Consumer Affairs who would engage relevant internal structures to ensure that the request is considered for approval.</li> <li>• Furthermore, Management provided guidance that Corporate Services must be informed. The International Relations Unit is responsible for travel coordination.</li> <li>• CAP Member raised a concern regarding the sharing of information and assistance within the Regions when CAP is planning to conduct Stakeholder Engagement and Consumer Advocacy.</li> <li>• Management advised the CAP Members that during the planning of the Stakeholders' Engagements, the Chairperson must inform the Executive: Regions and Consumer Affairs before the Engagement by</li> </ul>	
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	<p>submitting the Execution Plan. Thereafter the Executive will inform the Regional Manager about where the Engagement will be conducted. The Regional manager will escalate the CAP request to his/her team to assist the CAP Members to liaise and arrange the meetings with the Stakeholders.</p> <p><b>Travel and Accommodation Costs</b></p> <p>The issue of travel costs was discussed by CAP Members and ICASA Management. However, CAP Members must agree as the Panel, thereafter the Chairperson must inform Management.</p> <p><b>Confidentiality</b></p> <p>It was reported that where a Panel member discloses confidential information which came to his or her knowledge in the performance of duties of the Panel Member, such a Panel member may be expelled from the work of the Panel. The Authority will inform the Panel Member of the incident and with a formal letter outlining the incident.</p> <p><b>Interaction with Media and Public Opinions</b></p> <p>Mr Malebusha advised and clarified that, where a Panel member is required to interact with the media, he/she must seek approval from the Chairperson of the Panel. The Chairperson of the Panel shall inform the Authority's Communications Department of such request and wait for their guidance and advice.</p> <p><b>Exit Report and Return of ICASA Resources</b></p> <p>Upon termination of office, the Panel Members may be requested to write exit reports. The Panel Members must return all properties such as books, software's, computers, equipment, business and access cards belonging to the Authority.</p> <p><b>Review and Approval of the Terms of Reference</b></p> <p>These terms of reference shall be reviewed every three (3) years and amended as required, subject to the approval of Council.</p>	
9.	<b>General</b>	<b>All</b>

