



## Independent Communications Authority of South Africa

| MINUTES OF CONSUMER ADVISORY PANEL Q4 MEETING<br>2024/2025 |  |   |
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| Date:  | 19 March 2025  |   |
| Time:  | 09:00 am   |   |
| Venue:   | Physical ICASA Head Office, Tintswalo Boardroom<br>Block C |   |
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| Physical   | Phosa Mashangoane  | PM  |
|  | Josephine Mabotja  | JM  |
|  | Lindiwe Maepa  | LM  |
|  | Mongezi Menye  | MM  |
|  | Jack Tlokana   | JT  |
|  |  |   |
| By invitation  | Gumani Malebusha   | (GM) Regions and Consumer Affairs                   |
|  | Lerato Morobane  | (LM) Regions and Consumer Affairs                   |
|  | Ramagoma Mahape  | (RM) Regions and Consumer Affairs                   |
| Apologies  | Siyanda Nkamisa  | (SA) Acting Executive: Regions and Consumer Affairs |
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| <b>No</b> | <b>Action Item</b>  | <b>Person Responsible</b> |
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| <b>1.</b> | <b>Opening and Welcome</b><br><br>The chairperson welcomed all present and noted the apologies. | <b>Chairperson</b>        |
| <b>2.</b> | <b>Apologies</b>  | <b>Secretariat</b>        |
| <b>3.</b> | <b>Declaration of Interest</b><br><br>None  | <b>Secretariat</b>        |
| <b>4.</b> | <b>Ratification of Agenda</b><br><br>MM moved for adoption and seconded by LM                   | <b>All</b>                |



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| 5. | <p><b>5.1 Finalisation of the Annual Business Plan 2025/26</b></p> <p>The Chairperson indicated that members need to concur with the annual business plan so that it can be submitted to Council for approval. However, there are two areas that the Chairperson and Mr Tlokana must finalise, and the third area is for the Chairperson to add the total of the budget.</p> <p><b>5.2 Capacity building and knowledge sharing</b></p> <p>Members agreed on the identified output risks on capacity building and knowledge sharing, including a lack of cooperation and approval from the relevant institutions. The mitigation of the risk would be to secure collaborative agreements through proactive communication and engagement with these institutions. It was indicated that the issues of travelling internationally, payments of CAP Members, and Subsistence and Travel Allowance would be clarified in the CAP Remuneration Guidelines.</p> <p><b>5.3 Financial Resources and Cash Flow Projections</b></p> <ul style="list-style-type: none"> <li>• Management indicated that the budget for CAP activities has been allocated in line with CAP Regulations, of July 2023, Sections 20, 21 and 25. The budget is in line with the Regions and Consumer Affairs approved budget and is subject to the Authority's procurement processes. The Members finalised the Key Focus Areas (KFA) and the budget that would fund the KFA.</li> <li>• Chairperson will discuss the issue of Performance Contract for the CAP Members with the Acting Executive, Regions and Consumer Affairs.</li> </ul> <p><b>5.4 Stakeholder Engagements and Reporting</b></p> <p>Members agreed the Team leaders will claim a maximum of 6 hours that for the preparations of the Execution Plan for</p> | CAP Members |
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|           | <p>Stakeholders Engagements. The Chairperson would claim 1 hour for the review of the Execution Plan.</p> <p><b>5.5 Research Papers</b></p> <p>CAP Member indicated that the budget allocation for the Research Papers is not enough.</p> <p><b>5.6 The Review of Regulations</b></p> <p>Members indicated that a CAP Member who is making commentary on Regulations would be remunerated for a maximum of 15 hours worked, and the other CAP Member tasked to review the same Regulations would be remunerated for a maximum of 8 hours. The commentary on the Draft Regulations on the Conveyance of Mail, 2024 was achieved.</p> <p><b>5.7 Governance</b></p> <p>CAP Members agreed on four quarterly meetings and four additional meetings for a full complement of nine Members. Council Quarterly Meetings would be attended by two CAP Members who will accompany the Chairperson to table the CAP Quarterly Report.</p> |   |
| <b>6.</b> | <p><b>Adoption of the previous Minutes of Meeting</b></p> <p>JT moved for adoption of the minutes of 12 December 2024 and was supported by MM.</p>  | <p><b>Secretariat</b></p> <p><b>JT and MM</b></p> |
| <b>7.</b> | <p><b>Schedule of Matters Arising from Previous Meeting</b></p> <p>The Schedule of Matters Arising from the previous meeting was adopted, pending the finalisation of the Terms of Reference.</p>   | <b>All</b>  |
| <b>8.</b> | <p><b>CAP Additional Human Resource</b></p> <p>Members agreed that CAP needs an additional dedicated human resource to coordinate the day to day operations of CAP. Furthermore, members proposed to the CAP Chairperson to draft</p>   |   |



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|            | a submission requesting the Council for a dedicated additional human resource to assist CAP.   |                    |
| <b>9.</b>  | <b>CAP Budget 2025/2026</b> <ul style="list-style-type: none"> <li>The Chairperson reported that the CAP budget was prepared by management for CAP. The Panel is required to allocate the budget for all Deliverables in the Annual Business Plan 2025/2026.</li> <li>Management advised members to recommend to the Council for an increase in the CAP budget allocation. Members agreed to prioritise the Deliverables in line with the budget allocation, considering the issue of insufficient funds.</li> <li>The Chairperson indicated that there is a need for CAP to research how much it would cost to embark on international travel for Knowledge Sharing with Bodies having a similar mandate to CAP. Members agreed that Mr Tlokana must find out the costs for return flights and the cost of accommodation at the hotel, and provide the Chairperson with that information so that he can finalise the budget.</li> </ul> | <b>CAP Members</b> |
| <b>10.</b> | <b>Report of Mpumalanga Stakeholders' Engagements</b> <ul style="list-style-type: none"> <li>The Project Leader reported that the Mpumalanga Engagement took place in October 2024. The focus areas covered were Postal Services, Community Radio Stations in Ermelo, Bushbuck, Barberton and Kanyamazane. Concerns were raised by the Project Leaders that they drove long distances from one area to another.</li> <li>Persons with Disability and Senior Citizens were covered at KamaGugu and the area adjacent to the Kruger National Park. The Mpumalanga Engagement report was completed and submitted.</li> </ul>  | <b>JT and LM</b>   |

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|            | <p>corporate policies of Multichoice and SABC regarding the Pensioners' Subscription Fee Discount.</p> <ul style="list-style-type: none"> <li>• Furthermore, she has requested data per race from the Service Providers through PRA so that she can determine whether white people are the only people receiving Pensioners Subscription Fee Discount, because Multichoice stated that they only provide the discount to people living in Old Age Homes.</li> <li>• Multichoice claimed that they could not provide information because of POPIA. The Member indicated that the report on Research Broadcasting will be submitted before the 31<sup>st</sup> of March 2025.</li> </ul>   |           |
| <b>13.</b> | <p><b>CAP Q3 Performance Information Report</b></p> <p>CAP Member reported that the Q3 Performance Information Report was submitted on time, presented to Council, and he was remunerated for the work he did.</p>   | <b>MM</b> |
| <b>14.</b> | <p><b>CAP Q4 and Annual Advisory Report 2024/2025FY</b></p> <ul style="list-style-type: none"> <li>• Mr Menye reported that he will submit the KZN Stakeholder Engagement on Friday, 21<sup>st</sup> of March 2025. He will submit the Annual Advisory Report on the 26<sup>th</sup> of March for the Chairperson to review.</li> <li>• The chairperson clarified that all members sitting around the table are working on deadlines.</li> <li>• Management advised and reminded the CAP Chairperson that the due date of the CAP Annual Advisory Report must be submitted before the 31<sup>st</sup> of March 2025. However, the CAP Chairperson indicated that he was informed by the Company Secretary that the Council Quarter 4 Reporting Meeting is on the 28<sup>th</sup> of April 2025 and that the Reports must be submitted to the Council seven days before the Council Meeting.</li> </ul> | <b>MM</b> |

