



MINUTES OF CONSUMER ADVISORY PANEL MEETING

Date	24 June 2021	
Time:	09:30	
Venue:	Microsoft Teams	
Virtually	Noxolo Gogo	Chairperson
	Sibabalwe Mqhayi	Member
	Rajesh Jock	Member
	Jeremiah Sikhosana	Member
	Ishmael Hlomane	Member
	Fanie Swanepoel	Member
	Aifheli Makhwanya	Member
	Mariza Jurgens	Member
	Pretty Dibakoane	Member (joined the meeting at 10:52 am)
	Dylan Thomas	Member
	Zanyiwe Asare	Member
By Invitation	Gumani Malebusha	Acting Senior Manager: Consumer Affairs
	Nditsheni Hangwani	CCA
	Lerato Morobane	CCA
	Luthando Mkumatela	Councillor
	Champs Maine	Manager: Finance

Independent Communications Authority of South Africa

No.	Action Item	Person Responsible
1.	Opening and, welcome <ul style="list-style-type: none"> The Chairperson opened the meeting at 09:00am and welcomed Consumer Advisory Panel Members and other invitees. 	Chairperson
2.	Apologies and Confirmation of Quorum	Secretariat
3.	Ratification of the Agenda <ul style="list-style-type: none"> It was resolved that the agenda be ratified with changes. Rajesh proposed item on the Final draft CAP booklet v3 to be moved to 6.2, RJ has 14H30pm appointment. Rajesh moved agenda amendments and Fanie seconded 	All RJ RJ and FS



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4.	Declaration of conflict Interest <ul style="list-style-type: none"> Members confirmed on record that they have nothing to declare. 	All
5.	Council Feedback and Governance Issues <p>5.1 Feedback from Council on Quarter 4 Report 2020/21</p> <p>Things that are needed to follow-up from Q4 as addition to 2021/2022 FY</p> <p>Cllr Mkumatela shared communication from DoC regarding new reporting lines that are required from Council and the Authority. The feedback covers Governance issues.</p> <p>Cllr Mkumatela read what was written by CAP panel performs the following functions:</p> <ul style="list-style-type: none"> Advise ICASA Provide Consumer perspective Liaise with consumers Promotes the interest of consumers Prepare annual plan and budget Report quarterly and annually to Council <p>Cllr agrees that it's a challenge when we wait for end of March to report, we need to take quarterly reports as part of annual report, there is a new format expected from Council from DOC, let us know what we are doing and have them in electronic system by the 15 March before the end of financial year. Further, Cllr indicated that quarterly reports are extremely important.</p> <p>Chairperson thanked Cllr Mkumatela for advising CAP Members. We are agreeing in principle, when we prepare a round robin it's about all of us making a comment on what is circulated.</p> <p>Jeremiah requested clarity on guidelines from Cllr Mkumatela in terms of impact and what CAP have achieved, what is expected from members.</p> <p>Cllr Mkumatela advised CAP to acquire more information from Council Committees of ICASA and raise the level awareness.</p> <p>5.2 Feedback from Council on Quarter 4 Report 2020/21</p>	<p>Chairperson</p> <p>Cllr Mkumatela</p> <p>Cllr Mkumatela</p> <p>Chairperson</p> <p>JS</p> <p>Cllr Mkumatela</p>
6.	CAP Performance Review	

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	<p><i>Operational Plan for 2021/22 Financial Year and Reporting on ALL Projects</i></p> <p>6.1 Stakeholder Engagements and Consumer Advocacy</p> <p>Sibabalwe reported that, on 11-14 May 2021 CAP and ICASA (CCA) visited various community of KZN (KwaZulu Natal), we observed how poor cell phone network connectivity and radio coverage, we visited radio stations, disability centres Council Offices and Post offices. Disability Centres raised a concern of sign language Interpreters and the need to increase content of persons with disabilities. Sunny South Community Radio Station raised a challenge of radio signal. Increase content for Persons with Disability. CAP members also visited a Post Office at Kokstad.</p> <p>CAP Members raised the following questions:</p> <p>FS raised a question of observation regarding accessibility for Persons with Disability Consumers, and what type of disability does the learners have?</p> <p>ZA responded that Post Office does have the ramp, interpretation, and sign language they don't have anybody. Schools we visited are children with learning mental disability. Radio stations there were no Persons with Disability</p> <p>The Chairperson added that radio stations we visited lost one of presenters, because of security the area is not safe and unavailability of transport to assist Person with Disability.</p> <p>Cllr Mkumatela asked if; CAP members during visits at Post Office monitor compliance have a standardised questionnaire. There are things done at a high level, it might be Executive, Council and Board members. SAPO issue it is known by the Minister, ICASA and Board members. CAP ours is to be critical of the Regulations and the measure that are in place today. CAP needs to leave a legacy that Post Office serve consumers governance is well organised and Regulations are taken at a high level.</p> <p>ZA reported that; in terms of Compliance monitoring standards that are currently used at Post Office, how often are updated?</p> <p>Ishmael's response to question asked by Cllr Mkumatela; ICASA Regional team have a checklist mainly on compliance when they're doing</p>	<p>SM</p> <p>Chairperson</p> <p>FS</p> <p>ZA</p> <p>Chairperson</p> <p>Cllr Mkumatela</p> <p>ZA</p> <p>IH</p>



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	compliance, CAP's role is on consumers interest from consumer perspective and CAP's mandate on Postal issues.	
	<p>6.2 Final draft CAP booklet</p> <p>Introduction and background are complete, pictures from members may be required. Frame objective and principles by Rajesh and Chairperson. It was indicated that for design and layout RFQ is required. Printing and binding are required, deadline for outstanding information. ICASA to finalise the RFQ process for language requirements. We divided ourselves to two Champions groups. I am coordinating the booklet with the Chairperson is one of our deliverables.</p> <p>We have biographies already we will need your pictures in a later stage. Jeremiah provided the trends provided input. Zanyiwe provided perception surveys, Sibabalwe provided benchmarking, Critical concerns Aifheli and Pretty collaborated the inputs, Fanie provided research issues, commentary on Regulations Aifheli and Dylan worked together. Outstanding inputs from Mariza for attending public hearings to be inserted on the booklet.</p> <p>Chairperson requested members to resolve part A and B of comments.</p> <p>Ishmael part A: we may need to revisit our objectives mention our journey about CAP who are we directed to external stakeholders and the internal stakeholders of ICASA. Indicate what we have done, who is the intended audience of the booklet.</p> <p>Aifheli thank you for overview on part A we need to have additional eye, Part B: distribution strategy should be informed by our target audience. Part B of the booklet we need ICASA to provide CAP with the cooperate identity. Procurement issues; Gumani and CCA team to source RFR through Supply Chain Management (SCM).</p> <p>Mariza joined the meeting at 12:18pm.</p> <p>Mariza raised a question on how the booklet will be made accessible for Persons with Disability.</p> <p>Jeremiah agreed with comments made by Ishmael and Aifheli, the issue of budget R100 000.00 it is enough for the current Financial Year are we fine.</p> <p>Rajesh response to all the questions; the booklet will be accessible and</p>	<p>RJ</p> <p>RJ</p> <p>Chairperson</p> <p>IH</p> <p>AM</p> <p>MJ</p> <p>JS</p> <p>RJ</p>

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	<p>well distributed to all stakeholders and persons with special needs. In terms of budget the estimates were sourced with service providers. I worked with the Chairperson around the issues of budget and RFQ. Procurement issues will be facilitated by CCA.</p> <p>Our inputs are the deadline for submissions was 26 June 2021 for the champions.</p> <p>Deadline for terms of reference is for CAP members only.</p>	<p>Chairperson</p> <p>CAP Members</p>
	<p>6.2.1 Execution Plan Eastern Cape</p> <p>Sibabalwe indicated that, there is proposed stakeholder engagement to be held in the Eastern Cape it needed by services provided by ICASA. The plan is to visit special schools, radio stations, Post Offices and Royal place (Traditional Leaders). Areas that we are visiting are: Amathole and Sarah Baartman Districts: Peri-Urban and Rural in Dutywa, Gcuwa/Butterworth, Centane, Monti/East London, Qonce/King Williams Town, Diene/Alice, Ngqushwa/Peddie and Gqeberha.</p> <p>Ishmael indicated that, Traditional Leaders are key stakeholders' engagement in Stakeholder Engagement</p> <p>Aifheli support Ishmael's comment that we should consider sending more than one team to meet our targets. Things keep on changing with COVID 19 related issues.</p> <p>Sibabalwe indicated that, proposed dates for the event are 26-30 July 2021.</p> <p>It was agreed that; indicated that Sibabalwe will share/circulate execution plan today (24 June 2021) everyone.</p>	<p>SM</p> <p>IH</p> <p>AM</p> <p>SM</p> <p>All</p>
	<p>6.3 Consumer Protection Research Areas Identified</p> <p>Activities for 2020/2021; Conducting trends and analysis, perception surveys, benchmarking, studies and information and communications technology consumer related scanning.</p> <p>In terms of the CAP Regulations 2017, CAP's role is to advise the Authority in a report submitted annually on consumer issues resulting to electronic communications, broadcasting, and postal services. The Research Areas Implementation Plan has been circulated. A concept document was circulated for one of the identified research areas, the deadline for submission was end of June 2021, the Champions managed</p>	<p>FS</p> <p>AM</p>



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	<p>to circulate 31 May 2021.</p> <p>In summary, the CCC concept document looks at the consumer handling mechanism from a consumer perspective. Once a complaint has been lodged, it will be referred to CCC to make a ruling. Recommendation of areas of improved to ensure that handling of consumers complainants is centric.</p> <p>The concept document will assist on what we discovered in the Northern Cape with a community radio station which lodged a complaint with the CCC.</p> <p>Ishmael has moved for adoption on presentation by the Research Team.</p> <p>Jeremiah indicated that, benefits of the study and objectives are acceptable problem statement as indicated.</p> <p>Aifheli requested members to agree on timelines for submission of Q1 Report. Report writing guidelines were adopted and how they should be integrated to the system for CAP projects.</p> <p>Cllr Mkumatela advises CAP Members to confine their research and deal with what they had.</p> <p>Aifheli requested CAP Members to forward their inputs before close of business tomorrow, 25 June 2021.</p>	<p>AM</p> <p>Chairperson</p> <p>IH</p> <p>JS</p> <p>AM</p> <p>Cllr Mkumatela</p> <p>AM</p>
	<p>6.4 Commentary: Workshop - Report on White Paper MJ -JS - 23 June 2021</p> <p>Aifheli reported that, two commentaries were submitted on Q1 for commenting, but we missed the deadline.</p> <p>Jeremiah indicated that, in terms of keeping how we place comments we commit we are satisfactory and teamwork colleagues needs to commit.</p> <p>Cllr advises that, CAP requires the support from ICASA and stakeholders and the knowledge of supporting the community.</p> <p>Chairperson and Aifheli raised a question of missing a deadline and the reason why the submission was declined considering the contributions that were made. CAP members were of the view that this was not fair.</p> <p>Cllr advised CAP members to guard their independence as they're not part of ICASA Council and staff and taken as an independent committee</p>	<p>AM</p> <p>JS</p> <p>Cllr Mkumatela</p> <p>Chairperson and AM</p> <p>Cllr Mkumatela</p>



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	<p>of ICASA. Members how best can we conclude with the matter based on the advice provided by Cllr?</p> <p>Cllr Mkumatela indicated that, the matter should be discussed with CAP Chairperson then decide whether we can meet with Council later.</p>	<p>Chairperson</p> <p>Cllr Mkumatela</p>
	<p>6.5 ITU Workshop on Accessibility in Africa-Report on Attendance</p> <p>6.5.1 Critical concerns (emanating from different projects)</p> <p>Aifheli indicated that, there were no critical concerns for today.</p> <p>To pursue the WC3 guidelines through the South African office in CSIR for some of the elements of Accessibility in Africa though Government is following a continental route through ITU. Collaborations are part of CAP's mandate, forging those links with CSIR is critical and should be followed up or executed. There has been no communication with organisations of People with Disabilities on issues of access to communication during the pandemic.</p> <p>Jeremiah indicated that; the CSIR will assist CAP Members with Q2 report.</p>	<p>AM</p> <p>MJ</p> <p>JS</p>
	<p>6.6 Benchmarking</p> <p>Sibabalwe reported that the purpose of the benchmarking project is to benchmark ICASA's performance versus other countries. The primary objective for this project is for CAP to advise the authority on what ICASA may adopt in order to be on par with other developed countries in order to improve on service delivery for vulnerable groups.</p> <p>Creation of audit in different content on website; texts, images, and audio visuals. Table of different organisation, hierarchy information, navigate structure and talk up option regarding blind consumers. We looked at colour contest, call centre to articulate consumers issues. We also looked on ICASA to amend its Regulations to accommodate for Persons from different disabilities.</p> <p>Chairperson requested Aifheli to advise with the deadline date for the finalization of submission.</p> <p>Submission to be send before close of business tomorrow, 25 June 2021, at 16H30pm, for Sibabalwe and Zanyiwe to finalise the documents.</p>	<p>SM</p> <p>ZA</p> <p>Chairperson</p> <p>AM</p>




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	<p>6.7 Planning and Reporting</p> <p>Jeremiah reported that, what was presented should be used on Operation Plan for CAP and linked with the approved APP. It must not be delayed by preliminary advisory for the quarter it's a high requirement. We need to know when the deadline of Quarterly Reports is.</p> <p>Gumani indicated that; Quarterly Reports are due a week before the end of each quarter and that must be tabled to Council a week after end of a quarter.</p> <p>Chairperson asked when is the deadline for Council submission?</p> <p>Lerato's responded that, documents for Council meeting should be submitted a week before the meeting.</p> <p>6.8 Summary of Discussions from Q1 Operational Planning Workshop by CAP-29 April 2021-1</p> <p>It was resolved that the planning and reporting team to resend the Comparative Cost Analysis of CAP FY2021/22 Work Plan vs Consolidated Operational Plan.</p>	<p>JS</p> <p>GM</p> <p>Chairperson</p> <p>LM</p> <p>All</p>
7.	<p>CAP's Expenditure Report</p> <p>Finance reported that; they wait for month to end full budget to date. A spread sheet was presented to CAP members with total figures of available budget allocated to cost centres and project.</p> <p>Chairperson appreciated Mr Maine for presenting expenditure report for CAP members, they will wait for a detailed report.</p> <p>CAP Claims</p> <p>Ishmael raised a concern when travelling CAP members experience challenges with advance, which affects they're operational plans.</p> <p>Cllr Mkumatela indicated that; what is expected by CAP Members to be pre-arranged</p> <p>Ishmael requested Finance to Action the requirements of CAP members when doing the visits.</p>	<p>Finance-Champs Maine</p> <p>Chairperson</p> <p>IH</p> <p>Cllr Mkumatela</p> <p>IH</p>
8.	<p>Minutes of the previous meeting: 18 March 2021</p> <p>The minutes of the previous meeting were accepted.</p>	



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	Adoption of minutes: Fannie moved for approval and seconded by Zanyiwe.	FS and ZA
9.	<p>Actionable Items</p> <p>Matters arising from minutes of 18 March 2021</p> <p>Mariza raised a question; when presenting to Council interchange of ideas, what is happening to our comments.</p> <p>Actionable items</p> <p>Ishmael asked if finance will be presenting or not.</p> <p>Gumani's response Finance will present.</p> <p>Planning and reporting</p> <p>Aifheli proposed that we adopt</p> <ul style="list-style-type: none"> Jeremiah indicated that, guidelines minimum standards, to adopt the habit at the end of the quarter what transpired, what was done Note down what to write on the final advisory report. <p>Chairperson added that when we do stakeholder engagements, we report on everything we have done.</p> <p>Ishmael added that, action and agree on at the end of quarter how a commentary or research areas,</p> <ul style="list-style-type: none"> How do we as different groups or champions how do we come the more advisory from our activities? Fanie asked when writing a report how many pages or length of the report is required, it was discussed in our previous meetings. Aifheli agrees with Mariza's comment, the most practical way of presenting information is in a table format, making information in a way Mariza can access the document. Jeremiah added that all the comments are taken, we should communicate our ideas the table and summary are welcomed. Sometimes we need to be accurate, advisory report is different from any other reports. <p>Chairperson when do we do the quarterly report?</p> <ul style="list-style-type: none"> Ishmael proposed that before every quarterly meeting all the champions draft their advisory report for that quarter, then we present them and agreed upon. At the end of the year, we look back to that report and consolidate 	<p>MJ</p> <p>IH</p> <p>GM</p> <p>AM</p> <p>JS</p> <p>Chairperson</p> <p>IH</p> <p>FS</p> <p>AM</p> <p>JS</p> <p>Chairperson</p> <p>IH</p>



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	<p>all the advisory note and move forward, we also be monitoring our tasks</p> <p>Chairperson proposed that, we prepare a round robin when it's done and circulated.</p> <ul style="list-style-type: none"> • Zanyiwe agrees with Ishmael and Chairperson's way of thinking, we should have feedback and wording scenarios of what is the criteria of the report that has the advisory and not having advisory. <p>Chairperson reported that members need to make an informed decision.</p>	<p>Chairperson</p> <p>ZA</p> <p>Chairperson</p>
10.	<p>Dates of meetings 2021/2022</p> <ul style="list-style-type: none"> • Q1: 24 June 2021 • Q2: 23 September 2021 • Q3: 2 December 2021 • Q4: Before 23 March 2022 	<p>Chairperson</p>
11.	<p>Meeting adjourned at 16:57pm</p> <p>Date of next meeting: Q2 23 September 2021</p>	<p>Chairperson</p>

Signed:  Date: 30 September 2021

Ishmael Hlomane
CAP Member
CAP Chairperson of the Day