



Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL Q1 MEETING		
Date	23 June 2023	
Time:	09:00 am	
Venue:	Microsoft Teams/ICASA Head Office	
Remotely	Zanyiwe Asare	ZA
	Dylan Thomas	DT
Face to Face	Jeremiah Sikhosana	JS (Chairperson)
	Ishmael Hlomane	IH
	Fanie Swanepoel	FS
	Sibabalwe Mqhayi	SM
	Mariza Jurgens	MJ
	Pretty Dibakoane	PD
By invitation	Nditsheni Hangwani	Regions and Consumer Affairs
	Lerato Morobane	Regions and Consumer Affairs

No.	Action Item	Person Responsible
1.	<p>Opening and Welcome</p> <p>The Chairperson opened the meeting at 09:00am and welcomed Consumer Advisory Panel Members and other invited attendees.</p> <p>Previous Minutes to be reviewed after the meeting. Members were requested to send LM their respective input and comments. It was agreed that the minutes are to be adopted in the next meeting. Actionable items were discussed and covered.</p>	Chairperson
2.	<p>Apologies</p> <p>Gumani Malebusa was reported to be attending another meeting.</p> <p>Confirmation of Quorum Confirmed.</p>	Secretariat
3.	Ratification of agenda	



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	In terms of ratification of agenda was adopted with no additional items.	IH
4.	Declaration of conflict Interest Members had no conflict of interest to declare.	Secretariat
5.	Minutes of the previous meeting It was agreed that members would make comments and corrections on the minutes and submit to Lerato by Wednesday before end of business.	CAP Panel
6.	Actionable Items Chairperson indicated that members look at the minutes for actionable items. Some of the issues will be picked up when discussing the review.	Chairperson and CAP Panel
7.	Council Feedback and Governance Issues Chairperson reported that members attended Council meeting, and he was accompanied by SM, MJ and IH, and further requested those attended to provide feedback. MJ -indicated that mentioned what has been done on the Elections Regulations, Council we will be commenting on the Schools Connectivity Regulations, they also mentioned the cause regarding the accessibility for persons with disability and what has been done to affect. IH - reported that Council was interested in knowing whether our recommendations are implemented or not, further Council is supposed to be concerned about whether our recommendations are actioned or not. It is disappointing that we've been raising issues if our recommendations would be driven from the CEO's office in terms of cascading to relevant departments or action and it will be fair for CAP to be abreast of what is happening. There is a bit of movement but assume perhaps more for Gumani and his team is to follow up and keep track of such. It would be great for CAP when attending Council meeting to know what the level of issues and progress are.	Cllr Mkumatela
8.	CAP Performance Review <i>CAP Annual Work Plan for 2023/24 and Reporting on ALL Projects:</i>	Finance Division

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	<p>a. CAP's Expenditure Report to date</p> <ul style="list-style-type: none"> • CAP Members requested that the CAP Expenditure Report should be circulated to members prior to quarterly meetings. <p>b. Sensitization and Awareness Initiative</p> <ul style="list-style-type: none"> • The CAP Sensitisation Workshop was executed successfully. The workshop with all Regional Managers was attended by JS and IH in Cape Town. <p>c. Stakeholder Engagements and Consumer Advocacy</p> <ul style="list-style-type: none"> • IH- was mandated to come up with an Execution Plan and that was done. There was a huge involvement from the Regional Office. The plan was shared with GM and Gauteng Regional Manager for their inputs. Mariza did a lot of groundwork and Fanie also assisted with inputs. The plan included Municipalities and their Stakeholders using municipal venues. Other key stakeholders included, Deaf SÁ and NCFB (Woman Youth, SMME's and Persons with Disabilities). • The Stakeholder engagements were coordinated through the Gauteng regional office by the Liaison Officer Mr James Ngoma, who arranged appointments with municipalities, i.e. Tshwane Metro, Midvaal and Lesedi. The plan was to visit community radio stations to understand the key challenges in terms of delivering mandate as per their license requirements. • MJ-reported that in the Gauteng engagements, the disability sector in Tshwane, Sedibeng and Ekurhuleni complained that ICASA doesn't have a toll-free number to lodge complaints. • SM- reported on the issue of the lack of connectivity 	
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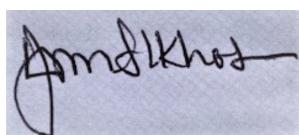
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	<p>caused by load shedding which affects underserved areas in Gauteng.</p> <ul style="list-style-type: none"> • PD- reported the issue of numbers in community radio stations, skills development and how ICASA ensures compliance. • ZA- the elderly group and community from Mamelodi had issues with postal services poor service delivery from postal services. A person with a disability was denied access with their Guide Dog as 'animals were not allowed'. • From a Telecommunications perspective, the use of USSD codes is a major issue. There is a need to highlight and look at solutions to assist visually impaired persons with registering sim cards. On broadcasting issue and no access to TV and DSTV, ZA proposed that ICASA should assist with a workshop in the Ratanda Community regarding processes and procedures to apply for a community radio station. <p>d. Research areas identified.</p> <ul style="list-style-type: none"> • MJ- indicated that audio description for blind persons should be considered i.e. artificial intelligence software. ICASA regulates content during election periods. Collaboration for access few consumers and community understand what ICASA regulates, further ensure elections communication is accessible. • ZA- proposed that artificial intelligence identified area for research be a Q2 deliverable. <p>e. Commentary</p> <ul style="list-style-type: none"> • CAP agreed that the target was met in terms of mail conveyance workshop/meeting held in Q1. 	
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	f. Bodies Recommended for collaboration. <ul style="list-style-type: none"> Chairperson indicated that he would work on the collaborations document and circulate it to members the following week. 	
9.	Sensitization and Awareness Initiative <ul style="list-style-type: none"> CAP sensitisation Workshop with the Regional Managers was executed successfully. 	CAP Panel
10.	General CAP ICT Workshop was scheduled for the 6 th of August 2023, while the Stakeholder Engagement for the Northern KZN region was to be held on 24-28 July 2023.	All
11.	Date of meetings 2023/2024 <ul style="list-style-type: none"> Q1: 23 June 2023 Q2: 14 September 2023 Q3: TBC Q4: TBC 	Chairperson
12.	Meeting adjourned at: 14:30 pm Date of next meeting: TBC	Chairperson

Signed:



Mr Jeremiah Sikhosana
CAP Chairperson

Date: 14 September 2023

Signature Certificate

Reference number: HT5PE-8PPDQ-KBE7R-HUKPV

Signer

Timestamp

Signature

Jeremiah Maboy Sikhosana

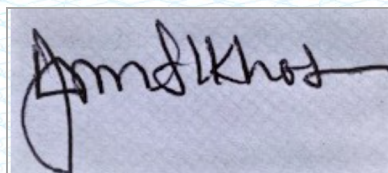
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