



Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL MEETING		
Date	04 May 2022	
Time:	09:00 am	
Venue:	Microsoft Teams/ICASA Head Office	
Remotely	Mariza Jurgens	MJ
	Rajesh Jock	RJ
	Aifheli Makhwanya	AM
	Dylan Thomas	DT
	Pretty Dibakoane	PD
Face to Face		
	Jeremiah Sikhosana	JS (Chairperson)
	Ishmael Hlomane	IH
	Fanie Swanepoel	FS
	Zanyiwe Asare	ZA
	Sibabalwe Mqhayi	SM
By Invitation	Cllr Mkumatela	Councillor
	Ramagoma Mahape	Regions and Consumer Affairs
	Lerato Morobane	Regions and Consumer Affairs

No.	Action Item	Person Responsible
1.	<p>Opening and Welcome</p> <ul style="list-style-type: none"> The Chairperson opened the meeting at 09:00am and welcomed Consumer Advisory Panel Members and other invited attendees. Cllr Mkumatela requested to be excused to attend another meeting. 	<p>Chairperson</p> <p>Cllr Mkumatela</p>
2.	<p>Apologies</p> <p>Cllr Mkumatela (attending Stakeholder meeting). Gumani Malebusha (attending Interviews).</p> <p>Confirmation of Quorum Confirmed.</p>	Secretariat



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3.	Ratification of agenda	FS and RJ
4.	Declaration of conflict Interest Members had no conflict of interest to declare, ZA joined the meeting fifteen minutes later.	Secretariat
5.	Actionable Items: Outstanding	
6.	Minutes of the previous meeting AM proposed members to send LM their comments later.	Chairperson and CAP members
7.	Council Feedback and Governance Issues <ul style="list-style-type: none"> Chairperson reported that, he had not received any feedback regarding end of term for CAP Members. In terms of governance reporting, all documents that had to be presented on Q4 had been submitted and approved, including the Advisory report for FY 2021/2022. IH noted that, outstanding issues regarding governance where feedback had not been received, amongst them is the data issue. In our previous meeting, we had the finance official, and still nothing has been resolved. IH expressed his view that he was expecting by now that CAP would have received a feedback or communication regarding end of term for CAP members. He proposed that the matter be escalated to Cllr Mkumatela. Chairperson responded that the only outstanding issues are the issue of data and the use of e-hailing services such as Uber. He reported that an email was sent to the CFO regarding outstanding issues and no feedback had been received. SM commented on the issue of Liaison Officers' lack of clarity regarding their roles (interruptions in CAP Stakeholder Engagements) as it affects CAP performance. IH expressed concern on the general lack of consistency in the support CAP gets from the Regions during stakeholder 	Chairperson



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	<p>engagement.</p> <ul style="list-style-type: none"> DT raised the issue of exit/handover and asked if there were ICASA processes and procedures in place guiding CAP Members. AM indicated that the issue of exit/handover raised by DT on WhatsApp was important. Her observations were that the work CAP should find expression in some of ICASA Committees. reported that she's returning to South Africa in December 2022 or early January 2023 she won't be able to courier the laptop as it is expensive. Further she requests guidance in this regard. The meeting requested RM to assist with clarifying processes and procedures to be followed when returning a laptop allocated to JM and provide feedback. Chairperson responded that ICASA has not communicated with him regarding the exit procedure or processes for CAP Members. ZA proposed that, correspondence should be addressed to ICASA Council requesting how to submit work done/handover. Cllr Mkumatela reported that the Consumer Advisory Panel is one of the ICASA Committees that had managed to meet their targets for FY2021/2022. On the issue of CAP end-of-term, he informed the meeting that a resolution had been taken by ICASA Council to extend the period of the term. Finance Division would be required to facilitate the process before end of that week. CAP members would be receiving communication in that respect. IH mentioned that members were concerned about handover, and therefore Cllr Mkumatela's update had covered their concerns. CAP members are looking forward to adding value 	RM/GM
8.	<p>FY2022/23 Annual Work Plan Recap</p> <ul style="list-style-type: none"> Chairperson indicated that, a document was circulated yesterday for FY2022/2023 Annual Work Plan Recap, which summarises key points on the proposed Work Plan Narrative report accommodates everyone as it is 	



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accessible.

ICASA Complaints Mechanisms not included in FY2022/2023 budget. Consumer trends has been allocated a budget of R520 000 to accommodate the international study tour and benchmarking exercise which will be undertaken in FY2022/2023. There is no target for research in Q1, deliverables are only due in Q2 and Q3.

Stakeholder Engagements and Consumer Advocacy

- IH reported that, generally the NW and Limpopo engagements were successful despite a few cancellations by some of the stakeholders.
- IH indicated that the main approach of the engagement was arranged through municipalities as an entry-point into the communities. The various stakeholders from municipality were converged in one place at the municipal office ranging from businesspeople to youth groups, Forums for Persons with Disabilities, Community Radio Stations, and key stakeholders, as per municipalities arrangements.
- IH stated that the objective was to get the stakeholders in one venue to share their views around issues that ICASA regulates. Therefore, most important for CAP was to pick up on how all the municipalities in their Integrated Development Plans capture critical issues on how to improve service delivery towards communications for consumers.
- According to IH, in most areas the Panel picked up a general issue of mobile data and voice connectivity, this appears to have deteriorated over the past years. In some rural areas, all they need is just mobile voice. In township and peri-urban, data is critical to enable business, and it's a big challenge. They also raise issues of network providers being unable to put up base stations.
- CAP achieved its target in terms one of the areas in Lephhalale.
- In Makhado and Malamulela we had an opportunity to meet with the business forums.



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- The SMMEs, as identified by municipalities, were engaged with.

Comment on Regulations

- AM indicated that CAP would be commenting on the Draft End-User regulations published by ICASA on 31 March 2022. AM will wait for comments from CAP members until Friday, 6 May 2022. AM indicated that CAP would be commenting on the Draft End-User regulations published by ICASA on 31 March 2022.

Consumer Trends

- The meeting noted that two reports were due in Q2 and 3.
- IH requested CAP members to plan according to its targets guided by the Annual Work Plan.
- AM proposed that members should volunteer to lead the specific projects under Consumer Trends.
- Under the Consumer trends budget line item, there is provision for benchmarking for 2022/2023. A proposal for the international benchmarking element to be done, we need champions to lead CAP, concept plan is required.
- ZA reported that she had a discussion with SM around different African Countries regarding benchmark study tour. They were looking at different African Countries: Rwanda, Kenya and Ethiopia the focus was on Kenya and Ethiopia their socio-economic experience it is similar issues to South Africa. The Champions would have a plan ready for submission by Monday, 9 May 2022.

Critical Consumer Concerns

- Chairperson indicated that when the stakeholder engagement report was finalised, CAP members would be guided by the key points of the report to come out with critical consumer concerns.
- SM volunteered to lead the coordinating of the consumer critical concerns draft report.



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	Areas of collaboration identification <ul style="list-style-type: none"> The deliverable for this item is Q2 and Q3. Chairperson advised CAP members to suggest where possible collaboration should happen. 	
9.	CAP's Expenditure Report to date <ul style="list-style-type: none"> An apology was sent by email from CM to LM, it was read in the meeting. It was reported that due to year-end closing activities the Finance Division was busy with Auditor General Officials. No results are available for Q1 reporting. IH indicated that it is unacceptable for issues raised by CAP members not been addressed, CAP Members requires deliverables as assured. 	Finance Division
10.	General: Critical Concerns <ul style="list-style-type: none"> IH proposed that CAP Members should contribute to other projects, we need to move on with inclusivity. Chairperson indicated that the feedback from Council it applies to everyone. Chairperson commented, it was indicated in the past that; members are given three days on the document circulated for comment. Further, proposed to have operations meeting to discuss the working plan. The meeting agreed that the Chairperson will prepare a motivation for CAP members to hold extra meeting on 27 May 2022. 	Chairperson
11.	Dates of meetings 2022/2023 <ul style="list-style-type: none"> Q1: 04 May 2022 	Chairperson
12.	Meeting adjourned at 15:30 pm Date of next meeting: 3rd November 2022	Chairperson



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Signed:

A handwritten signature in black ink, appearing to read 'Jeremiah Sikhosana', written over a light blue background.

Mr Jeremiah Sikhosana
CAP Chairperson

Date: 23 September 2022

Signature Certificate

Reference number: BGWMZ-7BWGP-HX7SP-WYJUW

Signer

JEREMIAH SIKHOSANA

Email: maboy1966@gmail.com

Sent:

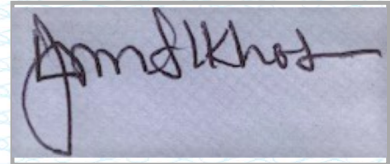
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IP address: 41.23.34.251

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