



Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL Q1 MEETING		
Date	14 September 2023	
Time:	09:00 am	
Venue:	Microsoft Teams/ICASA Head Office	
Remotely	Zanyiwe Asare	ZA
Face to Face	Jeremiah Sikhosana	JS (Chairperson)
	Ishmael Hlomane	IH
	Fanie Swanepoel	FS
	Sibabalwe Mqhayi	SM
	Mariza Jurgens	MJ
	Pretty Dibakoane	PD
	Dylan Thomas	DT
By invitation	Gumani Malebusha	Regions and Consumer Affairs

No.	Action Item	Person Responsible
1.	Opening and Welcome The Chairperson opened the meeting at 09:00am and welcomed Consumer Advisory Panel Members and other invited attendees. Minutes to be reviewed after the meeting members were requested to send LM updated version.	Chairperson
2.	Apologies Lerato Morobane attending training. Confirmation of Quorum Confirmed.	Secretariat
3.	Ratification of agenda 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



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5.	Minutes of the previous meeting Q2 Meeting 14 September 2023	CAP Panel
6.	Actionable Items	Chairperson and CAP Panel
7.	Council Feedback and Governance Issues <ul style="list-style-type: none"> • Chairperson indicated that CAP members need to align its plan with internal plans and processes of what ICASA does. • GM proposed that CAP need to recommend to Council when they attend strategic planning to invite CAP members, it will guide CAP what is required from members. • Planning processes of ICASA will assist CAP Members with the planning of the APP. In terms of the Stakeholder Report, Dr Lewis indicated that Council requires a summary. • GM reported that the Portfolio Council is attending another meeting. 	
8.	CAP Performance Review <i>CAP Annual Work Plan for 2023/24 and Reporting on ALL Projects:</i> <p>a. CAP's Expenditure Report to date</p> <p>GM reported that request was sent to Finance (Champs Maine) to present CAP expenditure report to date, there was no indication from Finance, he further indicated that Champs is off sick.</p> <p>b. Stakeholder Engagements and Consumer Advocacy</p> <ul style="list-style-type: none"> • DT- proposed that based on Council feedback all the stakeholder reports should prepared as an executive summary. • IH- agrees with the executive summary for Council point of view, his view was that CAP keep doing what has been done. What Council is raising it will assist to relate on what is required, and accept Council recommendation, further mentioned that when members reading the report to pay attention on the key issues. 	Finance Division

- **MJ-** mentioned that with the experience she was pleased to notice that the team managed to include school for persons with disabilities, because the area they visited it has few schools for persons with disabilities.
- **IH-** appreciated Mariza's contribution it proves that she has read the report.
- **PD-** comment was that she read the report issues were well captured and wished it was escalated down to Regions there are issues which requires urgent attention from the Regions.
- **ZA-** indicated that the report was more in depth than other reports that we have put together. First one, just seeing if we can somehow maybe create new avenues within ourselves to go under that support, secondly in areas where there is completely no connectivity like weights known. There was overlap between Department of Education and ICASA's mandate with giving or ensuring that connectivity for the underprivileged and for children living with these abilities in special schools. Even the Department of Health is unable to update its records.
- **IH-**indicated that PD point its relevant how we phrase our reporting to emphasise our action, how CAP Members prepared it.
- **GM-**noted this issue has been acknowledged both sides, further noted that, the terms of reference will give context of what needs to be done, it is also written in the Regulations. There will be open window for discussions.

c. Industry Knowledge and Info Exchange Workshop

- **JS-** indicated that it proposed that we start with the workshop internally.
- **ZA-** indicated that it was going to be an excellent approach if we invited other stakeholders, ZA was not certain what was required from her, she has prepared the concept document and put extra effort on the document.
- **IH-**indicated that the workshop went well, proposed that it should be an ongoing exercise we could have achieved more, further we should not be limited as the Panel.



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	<ul style="list-style-type: none"> • PD- what happened yesterday we did not get all we wanted to know about the industry, consider the invitation to other role players. • SM-requested to understand how different the planning for Stakeholder Engagement of the CAP Members is. • FS-recommend that with a new CAP member, have a similar workshop as soon as possible that they understand the role of within ICASA in different departments. <p>d. Critical concerns of CAP stakeholders</p> <ul style="list-style-type: none"> • JS- indicated that members need to read the End-User Serviced Charter Regulations. Radio broadcasting services it is about rural underserviced areas, there are community who does not have access to connectivity. Community is willing to apply for community radio stations. • IH- indicated that the Northern KZN that we have been through there is no access to radio broadcasting which is a concern for communities. Community needs guidance in applying for community radio stations. 	
9.	<p>General</p> <p>None</p>	All
10.	<p>Date of meetings 2023/2024</p> <ul style="list-style-type: none"> • Q1: 23 June 2023 • Q2: 14 September 2023 • Q3: 04 December 2023 • Q4: TBC 	Chairperson
11.	<p>Meeting adjourned at: 15:00 pm</p> <p>Date of next meeting:</p> <p>04 December 2023</p>	Chairperson



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Signed:

A handwritten signature in black ink on a light blue background. The signature appears to be 'Jeremiah Sikhosana'.

Mr Jeremiah Sikhosana
CAP Chairperson

Date: 03 December 2023

Signature Certificate

Reference number: EFXCX-AKJPZ-G8IVG-SQIZV

Signer

Timestamp

Signature

Jeremiah Maboy Sikhosana

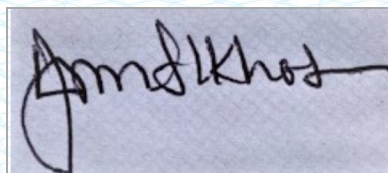
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