



Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL MEETING		
Date	08 December 2022	
Time:	09:00 am	
Venue:	Microsoft Teams/ICASA Head Office	
Remotely	Mariza Jurgens	MJ
	Zanyiwe Asare	ZA
	Pretty Dibakoane	PD
Face to Face	Jeremiah Sikhosana	JS (Chairperson)
	Ishmael Hlomané	IH
	Fanie Swanepoel	FS
	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.	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 invited attendees. Chairperson informed members about the resignation of a CAP Member, Mr Rajesh Jock. 	Chairperson
2.	Apologies Gumani Malebusha, Dylan Thomas and Aifheli Makhwanya Confirmation of Quorum Confirmed.	Secretariat
3.	Ratification of agenda FS moved for adoption and SM seconded	IH and FS
4.	Declaration of conflict Interest Members had no conflict of interest to declare.	Secretariat
5.	Actionable Items: Outstanding	CFO



Independent Communications Authority of South Africa

	The issue of data allowance: It was reiterated that the issue was addressed and closed in the previous meeting.	
6.	Minutes of the previous meeting To effect correction on page four	Chairperson and CAP members
7.	Council Feedback and Governance Issues <ul style="list-style-type: none"> • Cllr- the first concern is the recommendation of CAP, what do we do as the organisation with those recommendation. CAP Chairperson was requested to list compile a consolidated list of the recommendations that CAP had submitted in their reports. • Cllr- the unintentional spillage of signals around neighbouring countries is a serious issue; our Engineering Division should be aware of that and take it seriously. • Cllr- the issue of Post Office outlets, they've got an argument which is finance. Auditor General cannot do anything about the books of Post Office. • Cllr- Council indicated that they were discussing issues of traveling regarding logistics, the SCM should revise some of their policies. • Cllr- the Draft CAP Regulations were published we're expecting representations. Council extended the deadline for the submission, the new date for submission is 16th of January 2023. • Chairperson- indicated that CAP members will prepare the recommendations for quarter 4 meeting. 	CAP Panel
8.	FY2022/23 Annual Work Plan Recap <p>a. Stakeholder Engagements and Consumer Advocacy</p> <ul style="list-style-type: none"> • Chairperson-reported that there was an engagement conducted in the Western Cape, targeting the Southern Cape area. • Cllr-does the stakeholder engagements includes the visits. • Chairperson- response was the targeted province was the Western Cape, specifically the Southern Cape. • SM- Some of the key take outs were the SANSA (South 	



Independent Communications Authority of South Africa

	<p>African National Space Agency) complaints. The duration of six-months to resolve the complaints. Eden FM raised a concern that they don't get adequate support from ICASA in relation to training and development.</p> <ul style="list-style-type: none"> • Chairperson-indicated the issue of community radio sector concern about the issue of handling licence renewal by ICASA. We noted in the Western Cape there were no complaints about funding, the municipalities there assist community radio stations with the budgetary resources. • CIIR-indicated that the major issue concerning community radio stations is governance. On the workshops ICASA conducted Sentech required community radio stations to pay for service. • CIIR-requested CAP Members to proofread their reports prior to submission, the records are future purpose. • IH-going forward it will be proper to present our plan of the ICT workshop. Members would like to conduct it next year towards the end of January 2023. A plan will be shared with members for further inputs. <p>b. Comment on Regulations</p> <ul style="list-style-type: none"> • The issue of Regulations will form of part one. The draft Regulations I have asked members to work on the End-User Subscriber and the Draft CAP Regulations. • IH- the comment on draft CAP Regulations based on our experience need to emphasise on what should be done better. It's an opportunity to exercise what is our mandate. • Chairperson-indicated that members should look at what the number of CAP Members proposed on the Regulations. • Chairperson- ICASA must provide feedback when they say the functions of CAP. • SM- indicated that they need to obtain response to CAP reports to Council. CAP needs to make provision for that. • Chairperson- indicated that the feedback is required for CAP, to understand where they need to improve on their reports. • Chairperson- requested members to read the regulations and make sure that there are no errors on the document. 	<p>Stakeholder Champions</p>
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Independent Communications Authority of South Africa

	<p>c. Consumer trends-assessments conducted on consumer trends, benchmarking, and study tours.</p> <ul style="list-style-type: none"> • Chairperson- indicated we told them that e-commerce and fraud was highlighted by members as we are required to look on how to protect consumers. • IH- we outlined the trends what is all about we also talked about the implications, it brings the relevance. RM may share with us the number of e-commerce fraud or security issues how they're addressed to the Authority. <p>d. Critical Consumer Concerns</p> <ul style="list-style-type: none"> • Chairperson- indicated three concerns and he further advised that, they must take two. They agreed to take the SANSA one to Council. <p>e. Areas of collaboration identification</p> <ul style="list-style-type: none"> • IH- the first issue here is to motivate and recommend why we need collaboration with the relevant bodies like NFVF. • Chairperson- indicated that it's an issue of sharing information. <p>f. Research area identification</p> <p>Chairperson- indicated the first one was dealt with one in Q2. Just look on how we can moderate that undertake.</p> <p>IH- indicated that members role is identification will be supported by our motivation. Further he indicated that there is a Division in ICASA which deals with Research.</p> <p>Chairperson- it was agreed that the identification motivation must be a one page will be linked it from our stakeholder engagements.</p> <p>g. FY2023/24 Annual Work Plan (Planning and Reporting)</p> <ul style="list-style-type: none"> • Chairperson- reported for the purposes Annual Work Plan we have done the plan for FY2023/2024, the incoming cohort will have something to follow. 	
9.	<p>CAP's Expenditure Report to date</p> <ul style="list-style-type: none"> • CM- presented the budget spreadsheet; printing and stationery 	Finance Division



Independent Communications Authority of South Africa

	<p>R255 000 no expenditure to date, travel you have spent R300 000. you still have R700 000 not used, advertising and publications no expenditures R252 000. Communications on cell phones cost the indications it that no expenditure. Conference and meetings no expenditure, the budget was supposed to spent on meetings.</p> <ul style="list-style-type: none"> • Committee in terms of your honorarium you have a full year budget of over 39% spending to date, 28.6% of your full budget 3.8 million, 2.7 million.to spend on. Expected spending it supposed 58% but you only spend 28%. Your expected expenditure is. A virement can be done where there is more budget in relation to the Mth document. • IH- With respect to cost cutting initiatives by the Authority, CAP needs to align on areas where they underspend. How CAP reconcile that with the directive of the Authority. • CM- indicated that 2017 directive from National Treasury on cost containment gives more clarity on what IH requested. • ZA- requested guidance on issues of cost containments, and a way forward. CAP members had an initiative to do a benchmarking international study tour. • CM- advised the CAP Members direct the matter to office of the CEO through Regions and Consumer Affairs. 	
10.	<p>General</p> <ul style="list-style-type: none"> • IH- raised the issue of claims specifically for quarterly meetings. The concern was that the daily rate was inadequate when looking at the preparations required. How can it be reviewed? • ZA- proposed the matter be addressed in a formal way, by writing a letter/memo to Council. • Chairperson: Advised that this be held back as ICASA reviews these rates annually. 	
11.	<p>Dates of meetings 2022/2023</p> <ul style="list-style-type: none"> • Q1: 04 May 2022 • Q2: 22 September 2022 • Q3: 08 December 2022 • Q4: 24 March 2023 	Chairperson



Independent Communications Authority of South Africa

12.	Meeting adjourned at: 15:40 pm Date of next meeting: 08 December 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 March 2023