



## Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL MEETING		
Date	2 December 2021	
Time:	09:30	
Venue:	Microsoft Teams/ICASA Head Office	
Remotely	Mariza Jurgens	MJ
	Fanie Swanepoel	FS
	Rajesh Jock	RJ
	Zanyiwe Asare	ZA
	Aifheli Makhwanya	AM
	Dylan Thomas	DT
Face to Face	Sibabalwe Mqhayi	SM
	Jeremiah Sikhosana	JS (Chairperson)
	Ishmael Hlomane	IH
	Pretty Dibakoane	PD
By Invitation	Gumani Malebusha	Acting Senior Manager: Consumer Affairs
	Lerato Morobane	Regions and Consumer Affairs
	Champs Maine	Manager: Finance

No.	Action Item	Person Responsible
<b>1.</b>	<b>Opening and Welcome</b> <ul style="list-style-type: none"> <li>The Chairperson opened the meeting at 09:00am and welcomed Consumer Advisory Panel Members and other invited attendees.</li> <li>Cllr Mkumatela requested to be excused to attend another meeting. He further informed everyone that Council had not forgotten the extended briefing meeting they had requested to meet with CAP members.</li> </ul>	<b>Chairperson</b>  <b>Cllr Mkumatela</b>
<b>2.</b>	<b>Apologies</b> <p>Cllr Mkumatela (attending Council Committee meeting). Cllr Semane (attending training).</p> <p><b>Confirmation of Quorum</b> Confirmed.</p>	<b>Secretariat</b>



## Independent Communications Authority of South Africa

No.	Action Item	Person Responsible
<b>3.</b>	<b>Ratification of agenda</b>  FS moved for the adoption of the agenda, seconded by RJ. Welfare of CAP Members was added on the agenda.	<b>FS and RJ</b>
<b>4.</b>	<b>Declaration of conflict Interest</b> Members had no conflict of interest to declare.	<b>Secretariat</b>
<b>5.</b>	<b>Actionable Items</b> <ul style="list-style-type: none"> <li>AM noted that most of the action items were concerns raised during the strategic meeting held on 6 October 2021 and most outstanding items were related to finance issues.</li> <li>The Secretariat was requested to invite the CFO to address CAP members on the outstanding finance matters.</li> </ul>	<b>Chairperson</b>
<b>6.</b>	<b>Minutes of the previous meeting</b> Minutes were approved subjected to corrections made by Members.	<b>Chairperson and CAP members</b>
<b>7.</b>	<b>Council Feedback and Governance Issues</b> <ul style="list-style-type: none"> <li>Chairperson requested CAP members who had accompanied him to the Council meeting to present Q2 report, to provide feedback to the meeting.</li> <li>Chairperson informed attendees that the Q2 report was approved after several questions of clarity were raised, one of which how close CAP's stakeholder engagement was have been in the rural and township SMME business community when conducting engagements. Our response was that CAP always attempts to include all target groups, when conducting engagements in an area.</li> <li>Chairperson requested ZA to provide a report on what was discussed at Council meeting.</li> <li>The Chairperson informed CAP members that Council expressed a desire to hold a half-day session to get appraised on a lot of content that is contained in CAP reports. Council decided to organise a special workshop with CAP members on</li> </ul>	<b>Chairperson</b>



## Independent Communications Authority of South Africa

No.	Action Item	Person Responsible
	<p>these issues highlighted in the reports.</p> <ul style="list-style-type: none"> <li>• PD reported that Council asked questions pertaining to the areas of collaboration, issues of accessibility to websites and online shopping based on the presented report. A question was posed about how close CAP was in engaging with rural and township-based small businesses.</li> <li>• IH thanked the team for the feedback from Council and indicated that CAP members had clear evidence of the things they had done with respect to the SMMEs constituency.</li> <li>• AM proposed that members attending council should take note of key issues being discussed pertaining to CAP for purposes of feedback to members. Members to support those who would be presenting at Council meetings.</li> <li>• MJ proposed that CAP members should extend stakeholder engagements to other metros like Gauteng as CAP has done only one metro, Cape Town. It will assist to engage the SMMEs in metros for township economy.</li> <li>• GM indicated that according to his recollection of the deliberations at Council, ICASA Chairperson emphasised on annual activities planned by CAP members and had requested a half-day session with ICASA Council for a detailed briefing presentation.</li> </ul>	<b>CAP members</b>
<b>8.</b>	<p><b>CAP Performance Review</b>  <i>Operational Plan for 2021/22 financial Year and Reporting on all Projects:</i></p> <ul style="list-style-type: none"> <li>○ <b>Stakeholder Engagements and Consumer Advocacy (NW)</b></li> <li>• IH reported that the Team met the Manager responsible for Enterprise and Stakeholder engagement at the Royal Bafokeng which is one of the most well-run kingdoms in Africa. It was agreed that there will be a follow up visit. The approach that will inform the visit will entail zooming into the SMMEs in their area and mining communities and target in rural areas community and their influence on consumer issues.</li> </ul>	<b>IH</b>



## Independent Communications Authority of South Africa

No.	Action Item	Person Responsible
	<ul style="list-style-type: none"> <li>We also applied the cold-calling method were formal and informal engagements with stakeholders. During these engagements, CAP was referred to other relevant stakeholders.</li> <li>IH commented that CAP members don't get optimal value in terms of support from ICASA's Communications Department. For instance, the team take photos of CAP members, delays in forwarding these photos means that they are not included in its quarterly reporting documents. Mr Maleka was described as very helpful in arranging informal engagements with community radio stations to augment the engagements as per execution plan</li> <li>MJ thanked stakeholder engagement champions for excellent work done as it was invaluable.               <ul style="list-style-type: none"> <li><b>Identification of Areas of collaboration</b></li> </ul> </li> <li>AM reported that two institutions that had been identified to assist the work of CAP and ICASA are the Direct Marketing Association of South Africa (which is responsible for the regulation of activities of the direct market industry in South Africa) and the Information Regulator. Those are the two institutions that CAP has recommended for ICASA to consider collaborating with.               <ul style="list-style-type: none"> <li><b>Effectiveness of ICASA consumer complaints and enforcement mechanisms (Due in Q4 - update)</b></li> </ul> </li> <li>It was agreed that the deliverable will be discussed in Q4 as it is due then.</li> <li>The Chairperson reported that the deliverable for areas that have been identified for research to be conducted by ICASA was due in Q4. The framework document circulated to CAP members was noted. The Chairperson further pointed out that the Research champions should have started to work on the complaints review document when the APP was approved.</li> </ul>	CAP Research Champions



## Independent Communications Authority of South Africa

No.	Action Item	Person Responsible
	<ul style="list-style-type: none"> <li>○ <b>Research area identification</b> <ul style="list-style-type: none"> <li>• Chairperson indicated that one of disability centres (Huhudi-Thusanang Disabled Centre) that CAP visited displayed lack of knowledge about the E-rate system as they did not know its workings. Research champions identified the area as one of consumer protection interest areas which must be investigated further.</li> <li>• GM indicated that there are zero rated websites that would guide them as well as ICASA E-rate Regulations that would assist. He committed to share a document outlining licensees concerns which CAP could use to enhance its submission.</li> </ul> </li> <li>○ <b>Comment on Regulations (Due in Q4 – update)</b> <p>AM indicated that this would form part of Q4 updates.</p> </li> <li>○ <b>Critical Consumer Concerns</b> <ul style="list-style-type: none"> <li>• AM indicated that it is important to have inputs and feedback from CAP members, especially research champions.</li> <li>• IH reported that the first three or four critical consumer concerns in the draft document had a direct impact on the access of radio broadcasting services in the rural communities. Issues pertaining to community radio transmission costs, network coverage particularly mobile data network connectivity which is poor on those areas.</li> <li>• Furthermore, the highlighted issues were seen as having an impact on the SMME's business in terms of enhancing their entrepreneurial ambitions as they depended on coverage. The Authority needs to assist in terms of awareness or guidelines on how to deal with these issues.</li> <li>• CAP members also noticed that Stakeholders in North West province did not know and/or had not met with ICASA officials in their region, hence they had negative perceptions. IH further indicated that (Huhudi-Thusanang Disabled Centre) needed to be revisited to address the challenges consumers</li> </ul> </li> </ul>	<p><b>AM</b></p>



## Independent Communications Authority of South Africa

No.	Action Item	Person Responsible
	<p>were experiencing.</p> <ul style="list-style-type: none"> <li>AM supported the report to be presented to Council meeting as she noted that; it was very informative. <ul style="list-style-type: none"> <li><b>Consumer trends</b></li> </ul> </li> <li>AM supported the submission of the Q2 consumer trends report to Council.</li> <li>ZA proposed an additional trend, which pertains to the work that NEMISA was doing, namely the launching of a digital platform alongside ZADNA for schools for children with disabilities. She committed to add this trend to the report.</li> <li>RJ seconded the submission of Q2 trends report. <ul style="list-style-type: none"> <li><b>Preliminary Q3 Advisory Reporting</b></li> </ul> </li> <li>Chairperson requested CAP members to circulate inputs for consolidation of advisory report. <ul style="list-style-type: none"> <li><b>Planning and reporting for Q3</b></li> </ul> </li> </ul> <p>Chairperson requested members to respond to emails on circulated CAP work. A 24-hour turnaround time for inputs was agreed.</p>	<p><b>ZA</b></p> <p><b>CAP members</b></p> <p><b>CAP members</b></p>
9.	<p><b>CAP's Expenditure Report Q1 2021/22</b></p> <ul style="list-style-type: none"> <li>GM indicated that the finance report had been circulated to members, although it had been circulated at a short notice on morning of the day of the meeting.</li> <li>Chairperson shared the report submitted to Finance Division regarding issues raised by CAP members.</li> </ul> <p><b>9.1. S&amp;T forms orientation</b></p> <ul style="list-style-type: none"> <li>One of the outstanding issues was regarding the S&amp;T forms which the CFO had promised to provide to CAP members.</li> <li>IH indicated the issue of the payment of cell phone data, CAP Members would appreciate feedback. Further requested</li> </ul>	<p><b>GM</b></p>



## Independent Communications Authority of South Africa

No.	Action Item	Person Responsible
	timelines through GM.	
<b>10.</b>	<p><b>General: Critical Concerns</b></p> <p><b>10.1 Welfare of CAP members</b></p> <ul style="list-style-type: none"> <li>• IH requested clarity with the issue of shuttle service from airport to hotel/hotel to the meeting venue, especially for CAP members who are travelling.</li> <li>• GM was requested to follow up with Finance on the aforementioned issues raised by CAP members.</li> <li>• SM indicated that she did not have issue with Uber and Bolt. She enquired if anyone knew that members have 15 days period within which to claim for an advance allowance.</li> <li>• Chairperson indicated that when the CFO attended the previous CAP meeting, it was agreed that members would be paid their claims on an ad hoc basis.</li> <li>• GM noted that a clarification regarding timelines of claims payments for advance allowance would come from Finance Division including an overview of how internal processes work.</li> <li>• LM highlighted the issue of advance allowance for refreshments including that CAP members are not allowed to purchase lunch for advance money allocated for dinner.</li> </ul> <p><b>10.2 Feedback on Vodacom by customers about disabilities</b></p> <ul style="list-style-type: none"> <li>• FS reported that he had posted on the group WhatsApp regarding a campaign done by Vodacom targeting persons with disabilities.</li> <li>• The Chairperson requested DT to add FS's suggestion under Consumer trends report related to the Vodacom campaign targeting persons with disabilities. He was further requested to do a quick assessment with other network operators on campaigns that are targeted at persons with disabilities.</li> <li>• GM advised CAP members to address any burning issues or follow up with licensees to be done formally by sending a letter with CAP Chairperson's signature.</li> </ul>	<p><b>GM</b></p> <p><b>SM</b></p> <p><b>Chairperson</b></p> <p><b>GM</b></p> <p><b>FS</b></p> <p><b>DT</b></p>



**Independent Communications Authority of South Africa**

<b>No.</b>	<b>Action Item</b>	<b>Person Responsible</b>
	<ul style="list-style-type: none"><li>• IH proposed that for Q4 CAP members conduct the last stakeholder engagement in February 2022.</li></ul>	<b>IH/CAP members</b>
<b>11.</b>	<b>Dates of meetings 2021/2022</b> <ul style="list-style-type: none"><li>• Q1: 24 June 2021</li><li>• Q2: 23 September 2021</li><li>• Q3: 2 December 2021</li><li>• Q4: Before 23 March 2022</li></ul>	<b>Chairperson</b>
<b>12.</b>	<b>Meeting adjourned at 15:00pm</b> <b>Date of next meeting:</b> Before 23 March 2022	<b>Chairperson</b>

Signed:

Mr Jeremiah Sikhosana  
CAP Chairperson

Date: 30 March 2022



# Signature Certificate

Reference number: XYEHB-ZZBUG-XF6HC-DSUX3

## Signer

**Jeremiah Sikhosana**

Email: maboy1966@gmail.com

Shared via link

Sent:

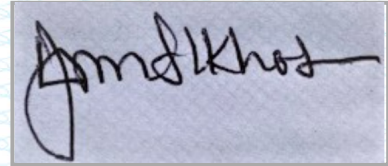
Signed:

## Timestamp

30 Mar 2022 10:59:01 UTC

30 Mar 2022 10:59:01 UTC

## Signature



IP address: 105.244.167.233

Location: Johannesburg, South Africa

Document completed by all parties on:

30 Mar 2022 10:59:01 UTC

Page 1 of 1



**Signed with PandaDoc**

PandaDoc is a document workflow and certified eSignature solution trusted by 30,000+ companies worldwide.

