



Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL MEETING		
Date	23 March 2022	
Time:	09:00 am	
Venue:	Microsoft Teams/ICASA Head Office	
Remotely	Mariza Jurgens	MJ
	Rajesh Jock	RJ
	Aifheli Makhwanya	AM
Face to Face		
	Jeremiah Sikhosana	JS (Chairperson)
	Ishmael Hlomane	IH
	Pretty Dibakoane	PD
	Fanie Swanepoel	FS
	Zanyiwe Asare	ZA
	Dylan Thomas	DT
	Sibabalwe Mqhayi	SM
By Invitation	Cllr Mkumatela	Councillor
	Gumani Malebusha	Acting Snr Manager: Consumer Affairs (GM)
	Lerato Morobane	Regions and Consumer Affairs
	Champs Maine	Manager: Finance (CM)

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. 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. 	
2.	Apologies Cllr Mkumatela (attending Council Committee meeting). Cllr Semane (attending training).	Secretariat
3.	Confirmation of Quorum Confirmed.	



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4.	Ratification of agenda FS moved for the adoption of the agenda, seconded by RJ. Welfare of CAP Members was added on the agenda.	Secretariat
5.	Declaration of conflict Interest Members had no conflict of interest to declare.	All
6.	Actionable Items <u>23 March 2022</u> a) MJ reported she could not read actionable items as they were on a tabular format. The Chairperson apologised and noted this for correction in future. b) GM indicated that regarding data CM would provide an update on that matter. Furthermore, he reported that IT couldn't procure JAWS because it was not on their demand plan for 2021/2022. IT would procure JAWS for the next financial year.	Chairperson
7.	Minutes of the previous meeting Minutes were approved subjected to corrections made by Members.	Chairperson and Secretariat
8.	Council Feedback and Governance Issues <ul style="list-style-type: none"> • Cllr Mkumatela commented that the experience that CAP members had gained by serving over their term was invaluable for the ICT Sector. He explained that as Council, they did find any NGO's that were very active in the ICT sector. For instance, the ITA that had been published for community radio stations, the Authority received 140 applications and only 2 applicants qualified across the country. With respect to community TV, 40 TV applications were received and none of the applicants qualified. • Cllr Mkumatela informed the meeting that when Council noted that reports must be of high quality, it did not only refer to CAP reports, but also the organisation. For quality of service, the organisation requires that the efforts to improve quality of reports it must be included in the budget as well. When CAP is conducting stakeholder engagements it should consider compliance. • With respect to the issue of disability, Cllr Mkumatela noted that 	CAP Members

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	<p>should be prepared to correct the overspent liners. The virements can be done between now, before month end to rectify the liners where we overspend.</p> <ul style="list-style-type: none"> • Cllr Mkumatela indicated that underspending and advertising were noted on the previous meeting. • ZA indicated that looking on the line items it doesn't specifically or explain how CAP does things. International Travel last financial year we proposed to do some research International for stakeholder engagement and benchmarking. There should be reassignment of numbers for line items, where not spent. • CM responded that during lockdown there was no movement, ICASA's core division, (Communication) they could not arrange International Travel. • Chairperson explained the context of the CAP honorarium driver to understand why it would be ahead: essentially CAP members are tasked for certain assignments which they would be execute and report back to the panel for discussion and subsequent adoption. It is therefore conceivable that this budget line item would be exceeded when one accounts for this together with other meetings such as preparing CAP strategy and operational plans for Work Plan. So, the recording of the honorarium would be "incorrect". • The Chairperson requested that CCA and Finance would need to account for this nature of work when establishing the budget for CAP by diving with the hourly rate of R1500 the amount allocated to the activities associated with the various CAP tasks to be able come up with total hours to be claimed for each task. For instance, in terms of CAP activities if members comment on a regulatory document and it's not a quarterly meeting, then members recover time spent through the hourly rates and this is recorded as honorarium. • GM proposed that the issue of budget should be discussed internally, there is certain fixed honorarium, to know how many hours are going to be utilised by the end of financial year in terms of the budget. 	<p>Chairperson & GM</p>



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	<ul style="list-style-type: none"> • PD raised the issue of cell phone and data allowance for CAP Members • It falls within Mr Maine's scope. • CM responded that nothing had been processed and indicated that he would allow the CFO to respond to that as there will be subsequent questions from the submission. CM requested GM that when meeting with CAP Chairperson to discuss APP information that this be shared with him. • IH indicated that issues raised in the previous meeting regarding car hire vs uber, data and advance allowance are still outstanding. • GM indicated that, CM to convey the request to the CFO regarding all the outstanding matters submitted to office of the CFO. • Cllr reported that he had communicated with the CEO reminding him about CAP submission, Council sent back it to HR to address long term issues of CAP. The matter is with HR it should be back by next week, I will request • CEO to prioritise the submission CAP members needs to know the date of exit/end of term. Cllr Mkumatela request CAP Members to assist Council with submission of Advisory Report. • Cllr Mkumatela left the meeting at 12:00 pm. • DT asked if it was possible to request minutes of Council meeting attended by CAP Members. • AM clarified that on the advisory report around the trends, we need to include things which fall under ICASA's mandate. 	CM
10.	<p>CAP Performance Review</p> <p><i>Operational Plan for 2021/22 financial Year and Reporting on all Projects:</i></p> <ul style="list-style-type: none"> ○ Stakeholder Engagements and Consumer Advocacy (NW) • Chairperson indicated that as per the agenda the item was done in Q3, CAP would be able to report achievement. 	Champions



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	<p>international training and practical workshops on how to resolve consumer complaints be held internally; and providing survey or feedback regarding resolution of consumer complaints.</p> <ul style="list-style-type: none"> • MJ indicated that it is still impossible for persons with certain types of disability to lodge a complaint with ICASA. • AM indicated that, she will revise/amend the document as requested by the Chairperson. <ul style="list-style-type: none"> ◦ Research area identification • Submitted in Q2 and 3 achieved all the targets. <ul style="list-style-type: none"> ◦ Comment on Regulations (Due in Q4 – update) • Chairperson indicated that the item is for noting the report was submitted in January 2022, achieved all the targets. <ul style="list-style-type: none"> ◦ Critical Consumer Concerns • Chairperson noted that they were due in Q2 and 3 <ul style="list-style-type: none"> ◦ Preliminary Q3 Advisory Reporting • AM presented the report, members discussed and provided inputs. • Chairperson indicated that Cllr Mkumatela requested CAP Members to submit the Advisory report in time for Council approved. • RJ thanked all CAP members who made contributions to the document • MJ agreed with the document and thanked CAP members for contributions made. 	CAP members
11.	<p>General: Critical Concerns</p> <p>IH urged that CAP Members should contribute to all CAP projects.</p> <p>Chairperson indicated that the feedback from Council t applies to everyone.</p>	



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12.	Dates of meetings 2021/2022 <ul style="list-style-type: none">• Q1: 24 June 2021• Q2: 23 September 2021• Q3: 2 December 2021• Q4: Before 23 March 2022	Chairperson
13.	Meeting adjourned at 15:55 pm Date of next meeting: 4 May 2022	Chairperson

Signed:

Mr Jeremiah Sikhosana
CAP Chairperson

Date: 24 May 2022

Signature Certificate

Reference number: PTWGY-NGRCR-Y7E8V-FYCZD

Signer

Jeremiah Sikhosana

Email: maboy1966@gmail.com

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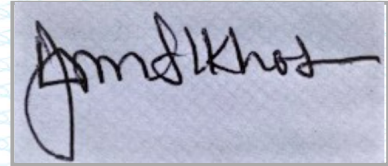
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