

N	INUTES 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	
	 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.	



No	Action Item	Person Responsible
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	Chairperson
	 23 March 2022 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.	
7.	Minutes of the previous meeting	Chairperson
	Minutes were approved subjected to corrections made by Members.	and Secretariat
8.	Minutes were approved subjected to corrections made by Members. Council Feedback and Governance Issues	
8.		
8.	 Council Feedback and Governance Issues 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 	Secretariat



No	Action Item	Person Responsible
	people who are physically challenged can't access ICASA's website.	
	 AM indicated that it was important that new CAP Members should be inducted and be clarified with what was expected from them regarding Advisory Report. 	
	 IH thanked Cllr Mkumatela for advising and guiding CAP Members on what was expected from them, further requested Cllr Mkumatela or CCA to clarify on what was expected from CAP Members at the end of term. 	
	 Cllr Mkumatela indicated that from 28 March 2022 Council would be meeting every day to consider submissions, and therefore any CAP submission should be prepared in good time for tabling on that date. 	
	 GM informed the meeting that HR Division would provide an update regarding the end of term for CAP Members. GM would follow up with Senior Manager: HR to advise on processes and procedures. 	GM
	 Cllr Mkumatela indicated that specific issues of financial governance would be provided by the CFO. 	
9.	CAP's Expenditure Report Q1 2021/22	
	 CM had sent report for February 2022 and this was presented to CAP Members. His presentation highlighted that CAP had not spent anything at that point in respect of the printing and stationery budget of R250 000. 	
	 Committees' honorariums expenditure was reported at R1.4 million, which was ahead of budget by over R300,000. On the other hand, the overall expenditure stood at 63.9% versus a projection rate of 92%. A virement would need to be done. 	GM
	 Cllr Mkumatela raised a concern regarding R300 000.00, what is CIA it is, do you have a plan to assist CAP members going forward, or are you going to assist members to have a proper figure, to avoid overspending. 	
	 Finance provides monthly reporting to Consumers Affairs, GM should prepare virements on areas of overspending. The virement 	GM & Finance



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	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.	
	 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". 	Chairperson & GM
	 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. 	



No	Action Item	Person Responsible
	 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. 	СМ
	 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.	
10.	CAP Performance Review	
	Operational Plan for 2021/22 financial Year and Reporting on all Projects:	
	 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



No	Action Item	Person Responsible
	 AM enquired with respect to issues highlighted regarding the role of CAP and the ICASA team forming part of the delegation for Post Office visits: are the champions pleased if issues encountered were subsequently resolved. 	-
	 IH responded by making any observation that regarding the North West engagement the coordination and the quality of support from the regional team was not up to standard. The support should not only come from head office colleagues. 	
	 ZA proposed that CAP members should draft a checklist in advance and communicate with colleagues from the regional offices. The roles of ICASA members should be specified to ensure understanding of what is required from them by CAP Members. 	
	 GM noted concerns raised by CAP members during travelling when conducting stakeholder engagements, further he requested CAP Members to indicate the expectations from regional offices. 	
	 Identification of Areas of collaboration 	
	 AM reported that all the organisations CAP had recommended: SABS, Direct Marketing SA and GSMA they're all involved in consumer protection work. 	CAP Research Champions
	 GM indicated that the issue of relationships with other Regulators and other already identified bodies by ICASA we could get an internal document which expresses that. 	
	 IH in terms of areas of collaboration how to form understanding on MOU, he advised that it should find expression in our advisory and it must get to Council level to be cleared. 	
	 Effectiveness of ICASA consumer complaints and enforcement mechanisms (Due in Q4 - update) 	
	 Chairperson requested AM to lead members on this item, further requested members to provide input or write feedback. 	CAP members
	 AM indicated that the document required CAP Members to make input to the document. The following is recommended: that 	



No	Action Item	Person Responsible
	international training and practical workshops on how to resolve consumer complaints be held internally; and providing survey or feedback regarding resolution of consumer complaints.	-
	 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. 	
	Research area identification	CAP members
	Submitted in Q2 and 3 achieved all the targets.	
	 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. 	
	Critical Consumer Concerns	
	Chairperson noted that they were due in Q2 and 3	
	 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. 	
11.	General: Critical Concerns	
	IH urged that CAP Members should contribute to all CAP projects.	
	Chairperson indicated that the feedback from Council t applies to everyone.	
	Minutes of the Consumer Advisory Panel O4 23 March 2022	



No	Action Item	Person Responsible
12.	Dates of meetings 2021/2022	Chairperson
	 Q1: 24 June 2021 Q2: 23 September 2021 Q3: 2 December 2021 Q4: Before 23 March 2022 	
13.	Meeting adjourned at 15:55 pm Date of next meeting:	Chairperson
	4 May 2022	

Signed:

Mr Jeremiah Sikhosana CAP Chairperson

Date: 24 May 2022

Signature Certificate

Reference number: PTWGY-NGRCR-Y7E8V-FYCZD

Signer Timestamp Signature

Jeremiah Sikhosana

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Sent: Signed: 24 May 2022 12:44:42 UTC 24 May 2022 12:44:42 UTC

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