

## **Chairman's year-End Message to Internal Stakeholders**

The year 2011 has come, and it is now drawing to a close. For the Authority it was a year marked by a change in leadership, as we saw with the induction of four Councillors, including myself as Chairman and the appointment of the Chief Executive Officer.

It was indeed a year full of challenges, but also of opportunities as well. 2011 saw the Authority pulling together as Council, Executive Management and staff to ensure that we hoist the banner of ICASA high.

Equally, there was a change of guard at the policy level with the appointment of Minister Dinah Pule, deputy Minister Stella Ndabeni and the Director general of the department of Communications.

On the regulatory front, we jointly delivered the following projects and activities:

- Reviewed and approved tariffs for Telkom and the South African post Office
- Processed 274 Numbering applications for voice services
- Licensed Multichoice and e-tv to provide mobile television services
- Issued Invitation To Apply and held public hearings for the provision of commercial radio broadcasting services for Gauteng, Cape Town and Durban
- Amended the SABC, e-TV and TNB broadcasting licences to allow for Digital Migration
- Monitored and approved Compliance Reports from 20 broadcasting services in terms of licence terms and conditions
- Processed compliance reports by Neotel, MTN, Cell C, Vodacom, Sentech, WBS, Telkom and Internet Solutions in terms of licence terms and conditions
- Hosted the National Summit for Persons with Disabilities to spell out challenges and priority areas that require redress in the communications and postal sectors
- Published and distributed in all 11 languages the Consumer Complaints Handling Procedure and the Complaints Manual with respect to services provided by communications and postal licensees
- Facilitated the resolution of 3 128 consumer complaints
- Published the 2011 Municipal Elections Regulations governing party political broadcasts and advertisements during the elections period

- Allocated party political broadcasts to registered political parties, in terms of broadcasting slots in various radio broadcasting services
- Monitored political broadcasts and reporting during the election period
- Hosted international meetings and delegations such as:
  - The CRASA and SAPRA penultimate annual general meetings, and the Joint General Meeting that paved the way for the consolidation of the two into one regulatory postal and communications association for Southern Africa.
  - Hosted the Institute of International Communications Conference
  - Conducted a Study Visit to the Federal Communications commission
  - Hosted a delegation from the Brazilian regulator, Anatel, on a fact-finding mission as part of their preparations for the 2014 FIFA World Cup
  - Monitored frequency spectrum interference, and clearance for the COP 17
  - Signed a memorandum of Understanding with Mozambique regarding signal spillage and interference on our borders

On the internal corporate side, there is some house-keeping matters that need resolution before we go into the new financial year.

- There is a need for a paradigm shift in terms of corporate culture to review the manner in which we conduct our business, keep our timelines for internal processes and how we respond to external stakeholders.
- The new paradigm shift speaks to Organisational Re-alignment. We must move into the new financial year with a new organogram for the Authority, including related processes of Skills Audit and Competency Assessments across the board.
- The contracts of a number of general managers are coming to an end, and we will some leaving to pursue careers elsewhere. The Authority wishes them well on their new endeavours.
- The Salary offer for this year was a cause of discomfort for many of you. However, please bear in mind that the findings of Twenty First century consultancy found that ICASA remunerates its employees above the market or sector bands.
- We have managed to secure additional funding from the Department of Communication to enable us to executes elements of our core mandate

As 2011 winds down, we should pause and ponder, and conduct a re-appraisal of ourselves, our organisation and our country. ICASA is a national organisation with a national mandate.

In other words, ICASA has been delegated by the national legislature to manage and administer the postal and communications sector on behalf of the executive arm of government.

It is in this regard that we should welcome change, and embrace change. The change of guard in the Communications Ministry was seamless, without any hiccups and we continue to work and engage with the new leadership at that level.

On the wider external environment, there has been greater challenges. We have seen the Arab Spring revolution which reminded us to pursue universal access and services in all its manifestations.

As an Authority, we should ask ourselves what value are we adding to the national agenda in terms of job creation and opportunities for young people and access to basic services in our postal and communications sector.

The crisis surrounding the Euro is a clear indication that we are not out of the valley yet. The recession which started in 2008 appears it will be with us for some time.

So across the world its not business as usual, and everywhere else is not business as usual, and it cannot be business as usual in ICASA.

The organisation needs to turn the corner in terms of audit qualifications. We cannot afford to be found wanting when it comes to providing value for money for the taxpayers.

The period 27 – 30 December for example, we cannot afford to shut down the institution and give ourselves free leave.

There is no free leave...in rands and cents the four days I have referred to would cost us in the region of 2 million rands for our salary bill.

That would constitute an audit query right away. I am happy that as I assumed my tenure a year ago this matter has been managed better for our own sake, for the sake of the institution and for the country.

A month ago national government unveiled the National Development Plan. What does the NDP imply for ICASA?

The NDP calls for each and everyone of us to conduct an introspection how relevant is ICASA and ourselves to the national developmental agenda?

What value add are we bringing to the national table?

I raise these questions because the end of the year we all tend to review our individual selves in terms of new year resolutions. I think we should do the same for ICASA.

I thank you , and wish you a merry Christmas and a happy New Year.