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**GENERAL NOTICE**

**NOTICE 851 OF 2007**



Independent Communications Authority of South Africa  
 Pinmill Farm, 164 Katherine Street, Sandton  
 Private Bag X10002, Sandton, 2146

**INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA (ICASA)**

**INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA  
 NOTICE OF INTENTION TO MAKE REGULATIONS IN RESPECT OF END-USER  
 AND SUBSCRIBER SERVICE CHARTERS FOR POSTAL, BROADCASTING,  
 ELECTRONIC COMMUNICATIONS NETWORK SERVICES AND ELECTRONIC  
 COMMUNICATIONS SERVICES LICENSEES:**

The Independent Communications Authority of South Africa ("the Authority") hereby gives notice that it intends making the following regulations in terms of subsection 2(n) read with section 69(5) of the Electronic Communications Act (Act No 36 of 2005) as well as Subsection 8 1 (c) of the Postal Services Act no 124 of 1998.

Interested persons are hereby invited to submit written representations with regards to the proposed regulations, to be received by no later than 16H00 on 24 August 2007 by post, hand delivery or facsimile and also in electronic format (Microsoft Word 6.0, Adobe PDF) transmission for the attention of:

Mr. Obakeng Thlabi

Manager: Complaints and Policy Block C or Ms. Lindisa Mabulu Block D

Private Bag X 10002 Pinmill Farm

Sandton, 164 Katherine Street

2146 Sandton

Where possible, written representations should also be e-mailed to

[OTThabi@icasa.org.za](mailto:OTThabi@icasa.org.za) and to [lmabulu@icasa.org.za](mailto:lmabulu@icasa.org.za)

Persons submitting written representations are further invited to indicate whether they require an opportunity to make oral representations and the estimated duration thereof, which duration shall not exceed one hour.

**PARIS MASHILE  
CHAIRPERSON**

**END-USER AND SUBSCRIBER SERVICE CHARTERS FOR POSTAL, BROADCASTING, ELECTRONIC COMMUNICATIONS NETWORK SERVICES AND ELECTRONIC COMMUNICATIONS SERVICES LICENSEES:**

**SECTION A**

**1. DEFINITIONS**

In this End-user and subscriber service charters, unless the context otherwise requires:

“**EC Act**” refers to the Electronic Communications Act (Act No. 36 of 2005).

“**ICASA Act**” refers to the Independent Communications Authority Act (Act No. 13 of 2000) as amended.

“**Postal Services Act**” refers to the Postal Services Act (Act No. 124 of 1998) as amended.

“**Reliability**” – “the ability of system or a component to perform its required functions under stated conditions for a specified period of time”.

“**Efficiency**” – “the ratio of the output to the input of any system”.

“**Rural**” – (also referred to as “the country”, countryside) “are sparsely settled places away from the influence of large cities. Inhabitants live in villages, hamlets, on farms and in other isolated houses”.

“**Urban**” – “an urban area is an area with an increased density of human-created structures in comparison to the areas surrounding it. An urban area is more frequently called city or town”.

**2. PURPOSE OF THE REGULATIONS**

These Regulations seek to prescribe the minimum standards for and end-user and subscriber service charters for different types of services in terms of chapter 12 of the ECA as well as the Postal Services Act no. 124 of 1998.

**3. APPLICATION OF THE CHARTERS**

The Regulations prescribe the minimum standards that define the approach to be adopted by all licensees in providing services.

## **SECTION B**

### **CORE PRINCIPLES**

#### **Postal Services Licensees**

The proposed customer care standards for the Postal Services Licensees to be adhered to at all times are the following:

1. Visibility
2. Accessibility
3. Convenience e.g. Location
4. Knowledge/Competence of Staff
5. Staff Attitude and
6. Security

#### **1. Visibility**

- 1.1. Corporate signage to be visible and displayed in all the affiliated branches (e.g. retail postal agencies).
- 1.2. Corporate signage for Branch Code to be displayed in all branches.
- 1.3. Business hours to be displayed in all branches.
- 1.4. All branches have to display Collection frequency and Clearing times.
- 1.5. All Products and Services to be displayed at all branches at all times.
- 1.6. An abridged copy of the Code of Conduct for end-users and subscriber must be displayed at all branches.
- 1.7. Copies of Complaints procedures and dispute resolution mechanisms must be made available to end-users and subscribers when entering into transactions with Service Providers.
- 1.8. The Complaints Procedures and dispute resolution mechanisms must be displayed at all branches at all times.
- 1.9. All postal services branches must display the Share call number, telephone, email & and fax numbers of Customer Contact Centres.
- 1.10. All branches must display their Regional/Provincial contact details e.g. phone, e-mail, and fax and contact persons.

**2. Accessibility:**

- 2.1. Ramps for the disabled people must be built at all areas where the licensee operates.
- 2.2. Ensure Provision of counters accessible to people with disabilities.  
persons.
- 2.3. Parking bays must be made accessible to the disabled people.
- 2.4. Postal services must be accessible to all communities.
- 2.5. Queuing times for end-users at all outlets may not exceed seven (7) minutes.

**3. Language:**

- 3.1. All branches may use English and the language that is predominant in a particular area in which the branch is situated, on all communication channels that they use e.g. posters, pamphlets, bill boards etc.
- 3.2. All branches must help the community they serve in the language they understand.

**4. Location:**

Postal Outlets and Branches must always be accessible to the customers. The outlet to be located approximately 5 Km away from the community it serves or cover a population density of 1: 10 0000.

**5. Security:**

- 5.1. All licensees must handle all mail and other correspondences with utmost integrity and security at all times.
- 5.2. All licensees must ensure the safety of postal users when using postal facilities. Facilities must where possible be secured by security guards and warning signals must be made clearly visible at all times.
- 5.3. All licensees must put in place effective measures to guard against mail violation. Security on mail and other postal crimes must be enhanced at all times.
- 5.4. All licensees must display at visible spots, a Crime Bust Line at all their affiliated branches at all times.

5.5. All licensees must take effective measures to communicate information about available insurance on mail and parcels to their customers at all times.

## **6. Reports:**

- 6.1. All licensees must submit reports upon request by the Authority.
- 6.2. Reports must be detailed to include, but not limited to reports on:
  - 6.2.1. Number of complaints received per month,
  - 6.2.2. Name and surname of the complainants,
  - 6.2.3. Date the complaint was received
  - 6.2.4. Date the complaint was resolved,
  - 6.2.5. Nature of complaint received,
  - 6.2.6. Number of items lost per month,
  - 6.2.7. Average turn-around times for all complaints combined.
  - 6.2.8. Number of applicants on waiting list (post boxes, fixed telephone lines)

## **Licensees must ensure that they implement effective customer relations management programs:**

## **7. Staff Attitude:**

- 7.1. Staff (personnel) at all service outlets/branches of licensees must be helpful, polite and friendly at all times,
- 7.2. Staff at all outlets must have a thorough and accurate knowledge of the products they are servicing customers with,
- 7.3. Staff at all outlets and branches of licensees must handle customers with honesty and respect,
- 7.4. Staff may wear presentable corporate wear with name tags

## **8. Customer Attitude:**

- 8.1. All licensees must undertake effective training programmes on good customer care to their staff at all branches.
- 8.2 The content of training programmes may include, but will not be limited to training on thorough product knowledge, providing customers with accurate and reliable information on products and services, honesty and integrity.

## **Electronic Communications Licensees**

**In terms of Subsection 69 5(a) licensees must cater for the following:**

### **1. Availability, Reliability and Efficiency of the electronic network licensees and communications service licensees:**

1.1. All licensees must ensure that the Service is available within the areas specified in its licence for 90% (ninety percent) of their actual area of coverage at least 95% (ninety-five percent) of the time.

1.2. All licensees must maintain a 95% reliability of service provision at all times, 24 hours a day or as per requirements of the License

1.3. All licensees must maintain 95% efficiency in delivering and transmitting services to end-users and subscribers at all times.

### **2. Service Delivery Precision:**

All postal, electronic network and communications licensees must attain at least 90% success rate in meeting customer requests for service, for qualifying customers, in accordance with their license conditions.

### **3. Connectivity or Call Failure Rate (Drop Calls):**

The percentage of national connectivity or call failure rates, which fail due to technical reasons, must not exceed 10% of all national connections or national calls in a month, for all electronic network and electronic communications licensees.

The licensee shall sell electronic communications equipment which conform to type approval standards as prescribed by the Authority.

### **4. Operator Response Time to Operator Assisted Calls:**

4.1. The operator response time may not exceed 60 seconds for all emergency services.

4.2 The operator response time may not exceed 3 minutes for all operator assisted calls, directory enquiry services, call centres and other non-emergency services.

4.3. The mean queuing time for customers may not exceed seven (7) minutes for all licensees.

## **5. Grade of Call**

All licensees must use their best endeavours to achieve a Grade of Service standard as stipulated in their licences.

## **6. General Customer Treatment by Service Representatives**

6.1. All licensees must maintain a detailed record of all complaints received from their customers.

6.2. All licensees must submit their Customer Complaints Reports every six months to the Authority.

6.3. All licensees must maintain a 100% success rate in successfully resolving their customer complaints received every six months.

6.4. All licensees must undertake a Customer Satisfaction Surveys from their customer data base, once every year.

6.5. The Customer Satisfaction Surveys must be submitted to the Authority annually.

6.6. The Customer Satisfaction Surveys must be open to public scrutiny.

## **7. Obligation to publish information on products and services**

7.1. All licensees must provide their customers and potential customers with comprehensive information regarding the broad range of service offerings, packages, tariff charges, terms and conditions of service provision and complaints handling procedures.

7.2. Customer information referred to in paragraph 7.1. above may be provided in English and in the predominant language in the area in which the licensee is operating.

7.3. Copies of information referred to in paragraph 7.1. above must be made available to customers upon request.



## **8. Terms and Conditions for Service Provision**

8.1. All licensees must provide their customers with a copy of the terms and conditions of service provision / customer service contract, for each transaction.

8.2. The terms and conditions of service provision must be written in plain simple language that is legally understandable.

8.3. Licensees must provide customers with a copy of the terms and conditions of service provision, written in any of the official languages of their choice, upon conclusion of any transaction.

**In terms of Subsection 69 5(b) licensees must cater/provide for the following:**

### **9. Fault Reports:**

In terms of Sub-Section 5(b) all electronic network and electronic communications licensees must maintain a fault report rate not exceeding 10% for every 1000 main lines per month.

### **10. Fault Clearance Rate / Mean Time to Repair Faults:**

10.1. All electronic network and communications licensees must maintain 100% Fault Clearance success rate for all reported end user fault reports in urban areas, within three (3) days or in accordance with their license conditions.

10.2. All electronic network and electronic communications licensees must maintain a 70% Fault Clearance success rate for all end-user reported faults in rural areas, within four (4) days, or in accordance with their license conditions.

**In terms of Subsection 69 5(c) licensees must cater/provide for the following:**

### **11. Customer confidentiality:**

The Licensee must protect the confidentiality of consumer information, and in particular, must-

11.1. use the information only for the purpose permitted or required;

11.2. report or release that information only to the consumer or prospective consumer,

11.3. as a result of an order of the court.

- 11.4. the licensee may disclose the confidentiality of consumer information to the third party as directed by the express written instruction of the consumer or prospective consumer,
- 11.5. the consumer must have the right to access and challenge credit records and information.
- 11.6. the Licensee must advise the consumer or prospective within the prescribed time before any prescribed adverse information concerning the person is reported by it to a credit bureau, and to receive a copy of that information upon request.

## **12. PRIVACY**

### Call line identification (CLI)

The licensee must protect the privacy of the consumer information and in particular must:

- 12.1 not disclose the CLI of the consumer or prospective consumer without prior consent.
- 12.2 Intercept communication without prior consent of his or her knowledge except when required by an order of court.
- 12.3 Must not disclose any information about the privacy of the consumers or prospective consumer's transaction without prior consent.
- 12.4 Must not SPAM consumer or prospective consumers without prior consent

**In terms of Subsection 69 5(d) licensees must cater/provide for the following:**

### **12. Obligation to provide information on Billing Features of a bill statement**

- 12.1. All licensees must provide a detailed bill statement to their customers, at all times.
- 12.2. A bill statement must explain all services payable by the customer, by line item.
- 12.3. Customers must not be unduly coerced into paying for some items on the statement, in the false pretext of mandatory charges.
- 12.4. All licensees must ensure that they deliver customer bills on time.
- 12.5 A clear distinction has to be made between connection and administration charges, e.g. when a subscriber upgrades or renews a contract, no connection charges should be levied as the subscriber is already connected to the network.

12.6 Administration fees must be less than the connection fees. The same approach should also be adopted by the affiliated and non-affiliated Service Providers of the Licensees.

12.7 Licensees and Service Providers (Affiliated and Non-Affiliated) must provide potential subscribers with comprehensive information on the tariff plans available and the specific billing method for each tariff plan. The said information is critical to enable the subscribers to make informed decisions.

**In terms of Subsection 69 5(e) licensees must cater for the following:**

## **Complaints Procedures for Postal and Electronic Communications Licensees:**

### **Introduction**

The procedures set out in Clauses 1 to 5 in this document can be changed by the Independent Communication Authority of South Africa (ICASA). All licensees will be informed of any changes/amendments. The requirements set out here or in any amended document are binding on all electronic communications and postal licensees.

### **1. General Requirements**

- 1.1. All licensees must nominate a Complaints Handling Official who will be responsible for dealing with complaints received from its customers and from the Authority.
- 1.2. ICASA must be informed of the name of this official. For the purposes of this document, this person will be referred to as the Complaints Handling Official.
- 1.3. All licensees must keep a register of all complaints received by it from members of the public.
- 1.4. All licensees must keep a log of all telephonic complaints received. (A pro-forma of this log is attached as Appendix 5).
- 1.5. All licensees must keep a register of all complaints from their walk-in customer care centres.
- 1.6. The Authority may request the licensee to furnish it, at anytime, with, copies of the records of complaints, correspondence with people who have complained or any other documents relating to complaints.

1.7. A request made by the Authority in terms of paragraph 1.6 must be complied with within:

- ◆ 48 hours for Broadcasting
- ◆ 7 days for electronic communications network services and electronic communications services, and
- ◆ 5 days for Postal, upon receipt of a request by the Authority.

## **2. Publishing Complaints Procedures of Licensees of Electronic Communications and Postal Services**

2.1. All licensees for sound and television stations must make regular on-air announcements informing consumers/members of the public about their right to complain, how to complain and procedures for lodging complaints.

2.2. All licensees for postal, electronic communications networks and electronic communications services must publish the complaints handling procedures at all their service outlets.

2.3. The complaints handling procedures must also be attached to or form part of each and every copy of the customer service contract.

2.4. All licensees must undertake any possible and effective measures to ensure that consumers are informed about their rights to complain.

2.5. All licensees must make copies of their complaints procedures available to consumers in any one or more official/broadcast language that is predominant in the area they operate or in the market they service.

2.6. All licensees must inform consumers about the end-user Code of Conduct for postal, electronic communications networks and electronic communications service licences.

2.7. All licensees must when informing their customers about their right to complain, give the address, contact telephone and facsimile numbers of the licensee, the name of nominated Complaints Handling Official, as well as the contact details of the Authority, for purposes of forwarding the complaint to ICASA, in case the complainant may be dissatisfied in the manner in which his/her complaint was resolved by the licensee.

2.8. In the case of sound and television licensees, announcements relating to complaints procedures must be broadcast at least three times in a week, at different times of the day, which times must be during peak hours (prime time).

2.9. The broadcast of announcements is compulsory. Consumers and members of the public must be informed of their right to complain and the procedure thereof.

2.10. The wording of this announcement can be determined by the Authority. A sample of such is attached.

2.11. An announcement made in terms of clause 2.1 must be broadcast in line with the languages of broadcast of the licensee.

### **3. Processing Complaints (Procedural Requirements)**

3.1. A copy of the recording of the broadcast on which any complaint is based must be kept by the licensee for at least sixty days after receiving the complaint. The Authority can request that the licensee keep the recording for a longer period if necessary.

3.2. In the case of a complaint lodged telephonically to the customer care centre, the licensee must keep copies of all recordings.

3.3. In the case of written complaints, licensees must keep copies of all written complaints up until the complaint has been resolved.

3.4. The Authority may demand that licensees keep records of complaints lodged with them for any length of time, as it may determine.

3.5. No complaint may be regarded as frivolous and licensees must respond to all complaints and keep records thereof.

3.6. A complaint may be responded to in writing by the licensee's Complaints Handling Official within 3 days upon receipt of such complaint.

3.7. The complainant will be given an opportunity to counter-respond to the licensees' response within five (5) upon receipt of a letter from the Authority.

3.8. Licensees must formally resolve all complaints received within 14 days.

3.9 ICASA reserves the discretion to extend the fourteen (14) days turn around period for complaints resolution

3.10 All written correspondence to a complainant must include information on procedures for forwarding a complaint to the Authority, in the event of dissatisfaction with the resolution

### **4. Reporting Requirements**

4.1 All licensees must maintain a record of all complaints they have received from their customers.

4.2 A licensee must prepare six-monthly reports on complaints received and processed. These reports will be called "Complaints Reports" and must be submitted to the Authority on request.

4.1 The reports must include:

4.1.1 a list of all complaints that were received, within the said period,

4.1.2 name and surname of each and every complainant,

4.1.3 a brief description of what the complaint was about,

4.1.4 date when the complaint was received,

4.1.5 the date when the complaint was resolved,

4.1.6 a brief description of the response by the broadcaster to the complaint,

4.1.7 Average turn-around time for resolving all complaints in the Complaints Report.

#### **COMPLAINTS ESCALATED TO THE AUTHORITY BY CONSUMERS:**

1. Complainants must first give their respective licensees an opportunity to resolve their complaints before they approach the Authority.

2. Steps will be taken to protect the anonymity of the complainant

3. In case the complainant is not satisfied that their problem was properly resolved, they may forward the complaint to the ICASA Consumer Affairs for further consideration.

4. In the case of Installation and Fault Report complaints against electronic communications network licensees, the Average Time To Install (ATTI) and the Average Time To Repair (ATTR) a Faulty Line shall be in accordance with their license conditions, the end-user and subscriber service charter and all other relevant regulations.

5. ICASA reserves the discretion to extend the fourteen (14) days turn-around time for complaint resolution.

6. Should the complainant not be satisfied by the manner in which his/her complaint was resolved and / or handled by the Consumer Affairs Unit, the complaint may be escalated to the Complaints and Compliance Committee (CCC), in terms of the provisions of the ICASA Act.

#### **SAMPLE ANNOUNCEMENT**

Attached hereto is a proposed announcement to publicise the complaints procedures of a community sound broadcasting licensee. Note that the station can draw up its own

announcement unless the Authority declares otherwise. This is merely an example of the announcement.

“Are you satisfied with what you hear in this radio station? If you suspect that **NAME OF LICENSEE** is not complying with its licence conditions kindly inform us. You can complain to **NAME OF COMPLAINT**

**OFFICIAL**, within 30 days of the broadcast on which your complaint is based. You can post the complaint to **ADDRESS OF LICENSEE**, or fax it to **FAX NUMBER OF LICENSEE**, or phone us on XXXXX (*The address, fax number and telephone number of the licensee should be repeated twice*).

We will reply to your complaint in writing within three days of receipt of your complaint. If you don't like our answer, you can send your complaint to the Monitoring and Complaints Unit of the Independent Communications Authority of South Africa. Their address is Private Bag X10002, Sandton 2146, their fax number is (011) 444-1461, and their telephone number is (011) 321-8200. (*The address, fax number and telephone number of ICASA must be repeated twice*).

**In terms of Subsection 69 5(f) licensees must cater for the following:**

#### **A. Monitoring Requirements and Procedures**

##### **1. Introducing Monitoring**

The Independent Communications Authority of South Africa (ICASA) monitors all licensees to make sure that they adhere to their licence conditions, the Code of Conduct and any policies or regulations that have been promulgated.

Monitoring compliance of electronic communications licensees is executed by Monitoring Inspectors (Herein referred to as “MI’s”). Of note is the fact that the functions of the Consumer Affairs Unit go beyond just being “constabulary” to licensed broadcasters but licensees are advised and assisted by this Unit to ensure compliance with the obligations of their licence, thus affording the best service to the end user.

The process is as follows:

1.1. Licensees will be assigned a Monitoring Inspector to help them understand the legislation governing their existence. The Monitoring Inspector will visit the

licensee to introduce him or herself as soon as possible after the licensee begins its operations.

1.2. If a licensee has not been telephoned or visited by any Monitoring Inspector, the licensee must telephone ICASA and speak to the head of the Consumer Affairs Unit.

1.3. During this first visit the Monitoring Inspector will:

1.3.1. Introduce the Monitoring Requirements of the Authority. (See 2 below)

1.3.2. Agree on dates for the submission of, among other things, audited financial statements, minutes of Board of Directors/Trustees meetings, Annual General Meetings (AGM) and complaints reports and diarise said dates together with the licensee.

1.3.3. Explain ICASA's complaints and procedures End-user and Subscriber Service Charters and Code of Conduct for licensees, the Code of Conduct for Good Practise for People living with disability, Complaints Compliance and Committee (CCC) Procedures.

1.3.4. Educate the licensee on the procedure to complete various log sheets.

1.4. The Monitoring Inspector will also request the licensee to furnish the Authority with the following information from the licensee:

1.4.1. The name of an individual to liaise with ICASA.

1.4.2. A copy of the licensee's programme schedule.

1.4.3. A list of all board members and their CV's

1.4.4. Minutes of all Board and Committee meetings held each year upon request.

1.4.5. Written proof of how the community will be allowed to participate in the management and programming of the station. The licensee will be required to explain how they will ensure that the community has access to their minutes, audited financial statements and other records.

1.5. A week after visiting the licensee, the Monitoring Inspector will confirm the information received and all dates agreed to during the visit in writing.

1.6. The Monitoring Inspector will write a report on the visit and keep it in the licensee's file at ICASA.

## **2. Monitoring Requirements**

In order to fulfil the mandate as set out in the Electronic Communications Act No 36, 2005 (ECA) and ICASA Amendment Act No 03, 2006 (ICASA Amendment Act) and each



licensees terms and conditions, the Authority will request certain information from all licensees which must be submitted upon request.

In the event that licensees fail to keep and submit the required records of information, the licensee will be summoned to a formal CCC hearing for non-compliance.

In an effort to measure compliance with licensees' terms and conditions, ICASA will request the following information:

### **2.1. Programming Recordings**

2.1.1. Every licensee must keep recordings of all programmes of broadcast within sixty (60) days from the date of broadcast as required by their individual license conditions and Section 53 of EC Act.

2.1.2. Licensee's may make recordings on video cassette (VHS), CD-ROM and audio CD.

2.1.3. Every cassette, tape or CD must be labelled to show the date and time of the programme which is recorded. Licensees must write out labels using the 24-hour clock i.e. 01h00 to 24h00.

2.1.4. The recordings must be an exact copy of the programmes broadcast and may not be edited or altered in any manner whatsoever.

2.1.5. The Monitoring Inspector will check these recordings to make sure that the licensee is adhering to the licence conditions, the Code of Conduct and other policies of the Authority.

2.1.6. The licensee must make any or all these recordings available to the Authority within 48 hours of a telephonic request by a Monitoring Inspector. This request will be confirmed by fax or letter after the telephone call.

2.1.7. The Authority will generally return any recording which it has requested within fifteen (15) working days of receiving the recording. If, however, there is a complaint about a programme or for any reason whatsoever the Consumer Affairs unit needs the tape for longer, the licensee will be informed and the recording will be kept for as long as it is necessary.

2.1.8. In the case of class licensees recordings will be collected, after confirmation with the licensee and returned by ICASA's preferred courier service. The licensee will not incur any costs unless the recordings are not ready when the courier arrives.

2.1.9. In the case of individual licensees, costs for submitting recordings will be incurred by individual licensees.

2.1.10. The licensee must broadcast for the number of hours stated in the licence conditions. If, for any reason, a licensee cannot broadcast for the said number of hours, the licensee must immediately inform its Monitoring Inspector or any other official within the Consumer Affairs Unit.

2.1.11. All documents on programme recordings including transcripts, letters requesting recordings; and schedules shall be filed in the licensee's file.

## **2.2. Programming Logs**

2.2.1 Licensees must keep and make available all the necessary written records or logs in a manner prescribed in its license conditions.

2.2.2 The Monitoring Inspector will furnish the licensee with a copy of the form which must be completed by the licensee during the first visit.

## **2.3. Financial Statements**

2.3.1. The licensee must keep all financial records of the radio station and its controlling entity.

2.3.2. A Monitoring Inspector may ask for any of these financial records at any time.

2.3.3. The procedures for requesting financial records shall be the same as that for programme recordings, as indicated in section 2.1.6.

2.3.4. In the case of class licensees a list of the names and addresses of all donors together with details of the amount donated by each donor must be submitted to the Authority annually. The Authority can also request a list of donors at any time.

2.3.5. The licensee must submit audited financial statements of income and expenditure every year within three months after the end of its financial year end. After receipt of the annual audited statements, the Authority may request any vouchers or documents related to these statements.

2.3.6. Original documentation, which is submitted to the Authority by the licensee, will be returned within two weeks of receipt.

## **2.4. Minutes of Meetings**

2.4.1. The Monitoring Inspector will request minutes of meetings of the licensee's board or controlling entity, as well as minutes of meetings of other committees at least twice per year.

2.4.2. The Monitoring Inspector will verify the frequency of the meetings of the board or

controlling entity, as well as the issues raised during such meetings. The same shall apply for meetings of other committees, meetings with the community and AGM's.

2.4.3. Minutes of such meetings must be made available to the Authority within 24 hours of request.

2.4.4. The procedure followed for requesting minutes will be the same as that for programme recordings, as indicated in section 2.1.6.

2.4.5. Copies of all documentation mentioned above shall be filed in the licensee's file.

## **2.5. Technical Requirements**

The Authority conducts on site technical monitoring from time to time and the licensee may be required to submit reports on technical issues such as commissioning reports; copies of technical reports and agreements with the signal distribution licensee.

## **2.6. Monitoring Reports**

2.6.1. The Monitoring Inspectors will compile an annual compliance report on each licensee for which he/she is responsible. This will include a detailed report on all activities of the licensee including financial, programming, complaints, technical, community involvement, and any other licence requirements.

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