



Innovation for Better Regulation Conference

**Royal Villas
Ezulwini, Eswatini
8th to 10th April 2024**

The Foreword

Over the years, the landscape of regulation has undergone significant changes, influenced by advances in technology, shifts in consumer demands and expectations, and evolving business models. To keep pace with this dynamic environment, it is important that as regulators of the electronic communications and postal sectors, we embrace innovation to enhance regulatory effectiveness, efficiency, and adaptability.

Recently, the Communications Regulators' Association of Southern Africa (CRASA) launched its Strategic Plan 2023/28 which focuses on 'Enhancing innovation in the regulation of the communications sector' as one its strategic goals. Enhancing innovation in the manner that we regulate is imperative in the increasingly digital and interconnected world we live in. If we are to remain relevant and effective in the discharge of our regulatory mandates, we need to seriously consider and seek answers to the following pertinent questions:

- a) What are the key challenges in regulation that hinder innovation and digital transformation in the communications sector?
- b) How can regulatory flexibility and agility be achieved where the digital technologies are evolving rapidly?
- c) What are the potential risks and benefits of emerging technologies including Artificial Intelligence (AI), Internet of Things (IoT) and 5G and how can innovation in regulation maximise the benefits while mitigating the risks?
- d) What is the impact of the rapidly evolving digital technologies and services on competition policy?
- e) How can innovative regulation foster expedited and secure cross-border flows of data financial transaction and merchandise in support of regional, and global e-commerce and trade?
- f) How do differing approaches to cybersecurity and consumer protection in various Southern African Development Community (SADC) countries affect innovation in the provision of cross-border digital services and products; and
- g) What is the role of digital ethics and data privacy in digital regulation and how can they be integrated in regulation to achieve responsible innovation?

I welcome you all to the "Innovation for Better Regulation" workshop and look forward to the great discussions and shared insights of innovative ideas that will shape the future of regulation of the communications sector in the SADC. It is my hope that we can collectively work towards creating a regulatory environment that is not only flexible and responsive to change but also the conduit of innovation.

Sincerely

Bridget Mphatso Linzie

8th April 2024 – Day One

Exploring Innovation in Regulation

Time	Session Description	
09:00 – 09:40	Session 1: Opening Session	
09:00 - 09:05	Calling Workshop to Order	DC (Host)
09:00 - 09:15	Remarks	CRASA Executive Secretary
09:15 - 09:25	Remarks	Representative of CRASA Chairperson (DRC)
09:25 – 09:30	Opening Statement	Host
09:30 - 09:40	Group Photograph	All
09:40 - 10:30	Session 2: Key Concepts in Innovation in Regulation	Bengt Mölleryd, PhD
	<ul style="list-style-type: none">Defining innovation in Regulation	Senior Analyst SPIDER
	<ul style="list-style-type: none">The evolving technological landscape	Department of Computer and Systems Sciences (DSV)
	<ul style="list-style-type: none">Importance of Innovation in Regulation	Stockholm University
10:30 - 11:15	Session 3: Barriers to Innovation in Regulation	
	<ul style="list-style-type: none">What are the barriers to innovation in Regulation?	
11:15 – 11:35	Tea/Coffee Break	
11:35 – 13:00	Session 4: Identifying Current Regulatory Challenges	
	<ul style="list-style-type: none">Identifying weaknesses in current approaches to regulationIdentifying examples of innovative regulation approaches:<ul style="list-style-type: none">✓ Regulatory Sandboxes✓ Regulatory Collaboration✓ Self-Regulation✓ Regulatory Impact Assessments	Dr. Charley Lewis
		Councillor
		Independent Communications Authority of South Africa (ICASA)

8 th April 2024 – Day One Cont..		Exploring Innovation in Regulation	
Time	Session Description		
13:00 – 14:00	Lunch Break		
14:00 – 15:00	Session 5: Implementation of Innovation in Regulation		
	<ul style="list-style-type: none"> • Regulatory Impact Assessments (RIA) <ul style="list-style-type: none"> ✓ Introduction to RIA ✓ Importance of RIA ✓ Types of RIAs ✓ Methodologies for Conducting RIA 	Emma Green	Senior Associate and Regulatory Impact Assessment Lead, Genesis Analytics, United Kingdom
15:00 – 16:00	Session 6: Implementation of Innovation in Regulation. Continued		
	<ul style="list-style-type: none"> • Regulatory Impact Assessments (RIA) <ul style="list-style-type: none"> ✓ Legal and Regulatory Foundations of RIA ✓ RIA in the Digital Age ✓ Stakeholder Engagement in RFIA ✓ Common Challenges in RIA ✓ Impact and Evaluation 	Emma Green	Senior Associate and Regulatory Impact Assessment Lead, Genesis Analytics, United Kingdom
16:00	Adjournment		Chairperson (DRC)

9th April 2024 – Day Two

Implementation of Innovation in Regulation

Time	Session Description	Participants
09:00 – 09:10	Welcome Remarks and Day One Recap	Chairperson (DRC)
09:10 – 10:00	Session 7: Implementation of Innovation in Regulation (Cont..) <ul style="list-style-type: none">Regulatory Innovation in the Postal Sector - Case of the European UnionEuropean Institutional framework and the current legal framework of the EU, Postal Service Directive and the Cross-Border-Parcel-Delivery Regulation.	Thomas Schlegel Chairperson of the European Committee For Postal Regulation (CERP) and Deputy Head of International Postal Affairs BNetzA Dr. Robert Pochmarski, LL.M. (EUI) European Commission Investment Conditions and Public Services
10:00 - 11:00	<ul style="list-style-type: none">Regulatory Innovation in the ICT Sector – Global perspective	Nancy Sundberg Senior Programme Officer with the Telecommunication Development Bureau (BDT International Telecommunication Union (ITU)
11:00 – 11:20	Tea/Coffee Break	
11:20 – 12:30	Session 8 (Part A) : Cross Border Interoperability <ul style="list-style-type: none">Mobile Money PaymentsInvestment GapsCompetition RegulationTax	Ms. Nomonde Gongxeka-Seopa Sub-Saharan Africa Senior Policy Manager GSMA
12: 30-13:00	Session 8 (Part B): Universal Service Fund and Quality of Service	Ms. Nomonde Gongxeka-Seopa Sub-Saharan Africa Senior Policy Manager GSMA
13:00 – 14:00	Lunch Break	
14:00 – 16:00	Session 9: Innovation in Regulation for Cross Border Interoperability <ul style="list-style-type: none">Innovative Regulation of Cross-border Data FlowsInnovative Regulation of Cross Border Mobile Money PaymentsInnovative Regulation of Cross Border E-Commerce	Tariro Nyimo Head Stakeholder Engagement & Fundraising at Digital Frontiers - Digital Frontiers Institute
16:00	Adjournment	Chairperson (DRC)

10th April 2024 – Day Three		Implementation of Innovation in Regulation: Ethics and Responsible innovation
Time	Session Description	Participants
09:00 – 09:10	Welcome Remarks and Day Two Recap	Chairperson (DRC)
09:10 – 10:50	Session 10: Ethical Dimensions of Data Protection	
	<ul style="list-style-type: none"> Fundamentals of Data Protection Global, Continental and Regional perspective on Data Protection Regulation of emerging issues in Data Protection - Case Study: Eswatini 	Sicelo Simelane Manager Data Protection Eswatini Communications Commission
10:50 – 11:05	Tea/Coffee Break	
11:05 – 12:30	Session 11: Regulatory Strategies and Best Practices for Responsible Innovation	
	<ul style="list-style-type: none"> Responsible Innovation Frameworks for AI Developing Ethical Innovation in Regulation Strategies for AI Successful Case Studies of Responsible Innovations and Ethical Solutions Fostering a Culture of Responsible Innovation 	Sylvia Appiah CEO - Information Governance Solutions (IGS) Ghana
12:30 -12:45	Workshop Summary	Secretariat
12:45 – 12:50	Closing Remarks	Chairperson (DRC)
12:50 – 13:00	Farewell Remarks	Host
13:00 – 14:00	End of Workshop	



Bengt G Mölleryd, PhD.

Bengt Molleryd is since March 2024 working as a senior analyst at Spider at Stockholm University working with the capacity building program iPRIS. Prior to Spider, Bengt worked as senior analyst at the Swedish Post and Telecom Authority (PTS) for 15 years focusing on various aspects of economic analysis.

He was designated chair for the working party on Communication Infrastructure and Services Policy at the OECD for five years. Before PTS, Bengt worked as a financial and telecom analyst at a number of investment banks for 10 years. He did a Ph.D. in Stockholm School of Economics in 1999



Dr Charley Lewis (Ph D, M Comm)

Formerly an independent ICT sector analyst, researcher and trainer, Dr Lewis now serves as a Councillor for the regulator, ICASA. He is also an honorary Adjunct Professor at the University of the Western Cape.

His skills and expertise cover a wide range of competencies within the broad field of ICT policy and regulation, including:

- ICT policy analysis, formulation & evaluation;
- ICT sector policy, law & regulation;
- Telecommunications, broadband, broadcasting and the Internet;
- Universal access & service, and the digital divide;
- Consumer protection & quality of service;
- Spectrum management;
- Statistics & indicators;
- Digital skills;
- The knowledge economy and the 4th Industrial Revolution.

Dr Lewis's career includes roles as an academic and researcher, trade union IT manager and policy representative, information systems analyst and developer, high school teacher. His PhD thesis recently received the 'Doctoral Award 2018' from the SA Association of Political Studies in "recognition of excellence in written work at the doctoral level".

Dr Lewis has written and published papers, articles in refereed journals, as well as several book chapters. He is well-known as an ICT expert with extensive experience and exposure, not only in South Africa, but across the continent. Dr Lewis has extensive teaching and lecturing experience – As a senior lecturer at the University of the Witwatersrand, he managed and taught both professional development and academic courses to ICT regulators, policy-makers and industry practitioners. He has also conducted training sessions, lectures and seminars in a wide range of mainly African countries: Burkina Faso, eSwatini, Ethiopia, Ghana, Kenya, Lesotho, Namibia, Nigeria, Rwanda, Sweden, Tanzania, Uganda.



Ms. Emma Green

Emma Green is an economics consultant in the Shared Value and Impact Practice at Genesis Analytics, Africa’s largest economics consultancy. She specialises in socioeconomic and regulatory impact assessment (RIA), public policy analysis, economic modelling and stakeholder engagement.

Genesis Analytics supports governments and regulators across Africa to make the best regulatory decisions based on rigorous RIA. Their assessments are founded on holistic data-driven impact analysis, expert stakeholder engagement facilitation, and customised regulatory and non-regulatory solutions. Emma has completed regulatory impact assessments for various governments on regulatory matters related to corporate law, taxes and exchange controls affecting startups and investors, liquor laws, national lottery regulations, transport incentives, and economic transformation policy.

Emma is also one of two instructors on Genesis Analytics’ online course, *Regulatory Impact Assessments: Tools and Techniques* available on Udemy. Emma holds a Master’s in Development Studies from the University of Cambridge, a bachelor’s degree in Politics, Philosophy and Economics, and an honours degree in Economics from the University of Cape Town (UCT). She also completed a postgraduate course in Regulatory Impact Assessment at the LUISS School of Government.



Nancy Sundberg

Senior Programme Officer with the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) dealing with policy and regulatory matters. Nancy had been involved in telecom/ICT reform for more than 25 years. As a senior regulatory expert, she coordinates and is a contributing author to regulatory publications. She is also actively involved in the organization of global and regional events and in training programmes for regulators and policy-makers. Nancy contributes to projects implementation and further delivers reports, articles and presentations on sector reform and digital transformation at regulatory meetings around the world.



Ms. Nomonde Gongxeka-Seopa

Ms. Nomonde Gongxeka-Seopa is a seasoned global ICT Policy and Regulatory practitioner. She has worked for both public and private entities and has occupied executive managerial positions, including advisory roles. She has a demonstrated history of working in online digital platforms, telecommunications space, and broadcast (Public, Private, Community) and print media. Nomonde, has recently, she joined the GSMA as the Sub-Saharan Africa Senior Policy Manager after occupying the role Head of Public Policy, Southern Africa Region at Meta (formerly Facebook) where she led engagements on policy reforms in area such as data privacy, digital content, competition and consumer rights.

She was also a Councillor at the Independent Communications Authority of South Africa (ICASA), which regulates the Telecommunications, Broadcasting and Postal Services sector, where she handled assignments such as Spectrum Management, End-User Subscriber Charter Regulations, Code for Persons with Disabilities. In addition, she was the Chairperson of the Digital Migration Advisory Council (DMAC) charged with the responsibility of advising the Minister of Communications on migration from analogue to digital television. She is also the former Chairperson of the SADC Media Awards, South Africa's National Adjudication Committee (NAC) reporting to the Presidency.



Tariro Nyimo

Tariro is passionate about programs and partnerships related to Sustainable Development Goals, emphasising Inclusive Digital Economic Development and Gender Equality. She is a thought leader in the area of women's financial inclusion, digital gender divide and women's economic empowerment. Tariro's experience combines fintech, financial regulation and policy (Reserve Bank of Zimbabwe) and banking projects within sub-Saharan Africa. Tariro is currently Head Stakeholder Engagement & Fundraising at Digital Frontiers. She is a Certified Digital Finance Practitioner and Certified Gender Equality Changemaker, holds an MBA from Nottingham Trent University, BSc Mathematics and Statistics from University of Zimbabwe is currently finalising an MPhil Inclusive Innovation from University of Cape Town.



Thomas Schlegel

Chairperson of the European Committee for Postal Regulation (CERP)

Thomas is a Government Official for Bundesnetzagentur since June 2010.

Thomas held various positions in the Transport and Governmental sector from 2007 till 2019. More significantly, since September 2019 he holds the following positions:

- Postal Regulation Department – Section International Postal Affairs
- Deputy Head of Section International Postal Affairs
- Deputy Head / Head of the German Delegation to the Universal Postal Union

Participation in:

- CERP Working Groups UPU and Policy
- UPU Council of Administration and Postal Operations Council
- UPU Task Force Opening Up
- UPU CA C2 Expert Team on UPU Products and Services
- Geneva Group – UPU
- EU Postal Directive Committee
- European Committee for Standardization, TC 331 – Postal Services



Sicelo Simelane

Sicelo Simelane is the Manager Data Protection at the Eswatini Communications Commission (ESCCOM). A PECB Certified Data Protection Officer, Sicelo has been at the helm of ESCCOM's Data Protection function since December 2022. Prior to that, he was the Legal and Compliance Manager at ESCCOM. Sicelo joined the Regulator in 2014 having served as the Legal officer for the Swaziland Water And Agricultural Development Enterprise (SWADE) for 2 years.



Ms. Sylvia Appiah

An experienced data protection & cyber security professional with over 25 years working experience (gained mainly in the UK and more recently in Africa in various disciplines ranging from Business Administration, GRC, Cyber Security, Data Protection & Privacy, Training & Coaching, Privacy Management, System Development & Implementation. Holds an MSc in Cyber Security and Management from the University of Warwick and certified to IAPP CIPP/E, Certified Data Protection Supervisor (Ghana) and Certified Information Security Implementor and Auditor (ISO27001). Recently Trained as AI Governance Professional. CEO and Lead Data Protection Consultant of Information Governance Solutions (IGS).

Delivers training to Certified Data Protection Supervisors (Practitioners) as an accredited institution by the Protection Commission – Ghana. Currently working with a number of organisations & Clients in Ghana and offering services on data protection compliance programmes to best practice standard, especially the Data Protection Act 2012, Ghana and GDPR and other African Jurisdictions laws and regulations. Delivered bespoke training in South Africa on vendor risk management and in line with POPI Act. Presenter and Panel member on Data Protection Masterclass in Uganda in 2019.

Designed the Certified Data Protection Supervisor/Officer with the Data Protection Commission Ghana. Guest presenter/trainer Executive Course in ESG (Sustainability and Climate Risk) October 2023. Designed and delivered the Data Protection and Compliance Management & Registration (Regys) system for the Data Protection Commission (Ghana) Under the E-Transform project, Ministry of Communication, regular panellist, speaker and host in data protection webinars.