



Meeting Name: 1st Meeting of the Consumer Committee (CC) 2025/26

Venue: Kinshasa, DRC

Meeting Dates 28-29 July 2025

For more information: skiroga@crasa.org / crasa@crasa.org

DRAFT AGENDA

Monday, 28 July 2025			
SESSION NO	TIME (CAT)	SESSION	LEAD PERSON
1.	08:30-09:00	Registration	Secretariat
2.	09:00- 09:15	Welcoming of Guests and Introductions	Director of Ceremony, ARPTC
3.	09:15-09:25	Remarks	CRASA Acting Executive Secretary
4.	09:25-09:35	Welcoming Remarks	CC Chairperson, Lesotho
5.	09:35-09:50	Opening Remarks	ARPTC President
6.	09:50-10:00	Group Photo	All
	10:00-10:30	HEALTH BREAK AND NETWORKING	All
7.	10:30-10:40	Confirmation of Quorum	CRASA Head Electronic Communications (HEC)
8.	10:40-10:50	Adoption of the Agenda and Working Hours	CRASA HEC
9.	10:50-11:15	<ul style="list-style-type: none"> Review of Minutes of the 2nd CC Meeting 2024/25 and Matters Arising Review of the Resolutions and Directives of the EXCO and AGM relating to CC 	CRASA HEC
10.	11:15-13:00	Establishing Working Groups for the following tasks:	CC Chairperson

Annex I

		1) Development of Report on the Role of Consumer Organizations in Consumer Protection in the ICT Sector in SADC; 2) Development of a Consumer Guide to Rights and Responsibilities offered by Digital Services in SADC;	
	13:00-14:00	LUNCH BREAK	All
11.	14:00-17:00	Working Group Meetings	CC Leadership/ Secretariat
12.	17:00-17:10	Adjournment of Meeting	CC Chairperson
	17:10-17:20	TEA BREAK AND NETWORKING	All

Tuesday, 29 July 2025			
SESSION NO.	TIME (CAT)	SESSION	LEAD PERSON
13.	09:00-09:10	Remarks to Working Groups	CC Chairperson
14.	09:10-10:30	Working Group Meetings	All Members
	10:30-11:00	HEALTH BREAK AND NETWORKING	All
15.	11:00-13:00	Working Group Meetings	All
	13:00-14:00	LUNCH BREAK	All
16.	14:00-16:30	Plenary	CC Chairperson
17.	16:30-17:00	Closing Ceremony: <ul style="list-style-type: none"> Date and Venue of Next CC Meeting Vote of Thanks Closing Remarks and Closing of Meeting 	HEC CC Vice Chairperson - Zambia CC Chairperson - Lesotho
	17:00	TEA BREAK AND NETWORKING	All