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**Our Ref: CIRCULAR/035/2026**

**23<sup>rd</sup> January 2026**

**To: Director Generals and Chief Executives  
CRASA Members**

**INVITATION TO CRASA MEMBERS FOR THE SECOND MEETING OF THE CONSUMER COMMITTEE (CC) AND CONSUMER PROTECTION WORKSHOP ON DIGITAL PLATFORMS AND CONSUMER PROTECTION: TRUST, SAFETY, USER EMPOWERMENT AND DIGITAL WELLBEING IN LUSAKA, ZAMBIA FROM 23<sup>RD</sup> TO 27<sup>TH</sup> FEBRUARY 2026.**

The Communications Regulators' Association of Southern Africa (CRASA) reaffirms its compliments to all Members of the Association.

CRASA has the honour to invite your nominated representative(s) to attend the Second Meeting of the Consumer Committee (CC) for the 2025/26 Financial Year, to be held in Lusaka, Zambia from 25<sup>th</sup> to 27<sup>th</sup> February 2026 from 09h00 to 17h00 Central African Time (CAT).

The meeting will be preceded by a two-day capacity-building workshop on *Digital Platforms and Consumer Protection: Trust, Safety, User Empowerment and Digital Wellbeing*, scheduled for 23<sup>rd</sup> to 24<sup>th</sup> February 2026. The workshop is being convened by CRASA in partnership with Meta, with the participation of other digital platforms, to address key consumer protection challenges and issues arising from digital platforms in the SADC Region. The workshop focuses on practical approaches to strengthen consumer trust and safety, improve redress mechanisms, and enhance cooperation between regulators, platforms and consumer stakeholders.

The purpose of the CC Meeting is to finalise the implementation of the Consumer Committee Operational Plan for 2025/26 and to deliberate on priority consumer protection issues in the evolving digital environment. Accordingly, the meeting will consider the implementation and finalisation of the following projects:

- (i) Exploratory Study on the Role of Consumer Organizations in Consumer Protection in the ICT Sector in SADC;
- (ii) Consumer Guide to Rights and Responsibilities offered by Digital Services in SADC;
- (iii) Baseline Assessment of Regional Consumer Protection Challenges Arising from Digital Platforms in SADC; and
- (iv) Consumer Protection Operational Plan for 2026/27.

The draft agenda for the workshop and meeting is attached hereto as Annex I and Annex II respectively for your reference. The Country Information Note, including a list of recommended hotels, will be shared in due course.

Should you have any requests for further information, kindly contact the CRASA Secretariat at [crasa@crasa.org](mailto:crasa@crasa.org), copying Mr. Shukya Kiroga, CRASA Head of Electronic Communications, at [skiroga@crasa.org](mailto:skiroga@crasa.org).

CRASA looks forward to your active participation and contribution and avails itself of this opportunity to express its appreciation for your continued support in the implementation of the CRASA Strategic Plan 2023/28.

Please accept the assurances of our highest consideration.

Sincerely,



Brian Kasonka Mwansa  
**Acting Executive Secretary**

Attachments:

- *Annex I: Draft Agenda – Digital Platforms and Consumer Protection: Trust, Safety, User Empowerment and Digital Wellbeing*
- *Annex II: Draft Agenda – Second Meeting of the Consumer Committee (CC) (2025/26)*