



Independent Communications Authority of South Africa

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ECS/ECNS CLASS LICENSE ISSUING STANDARD OPERATING PROCEDURE 2020

PROCEDURE APPROVALS RECORD		
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Introduction

The ECS/ECNS Class licence application process highlight the critical steps that should be adhered to ensure compliance with prescribed Regulations and underlying statutes. This Standard Operating Procedure (SOP) will outline the process to be followed by Licensing Department in the Regions when processing applications for ECS / ECNS class licenses and the issuing of ECS/ ECNS class licenses to applicants in accordance with the provisions of Chapter 3 of the Electronic Communications Act 36 of 2005 and the relevant regulations.

BACKGROUND

This standard procedure manual provides a framework for the processing of ECS/ ECNS class license within the Authority. It sets out the detailed requirements and minimum levels of achievement necessary to establish a process for the approval of the ECS/ ECNS class licenses at ICASA.

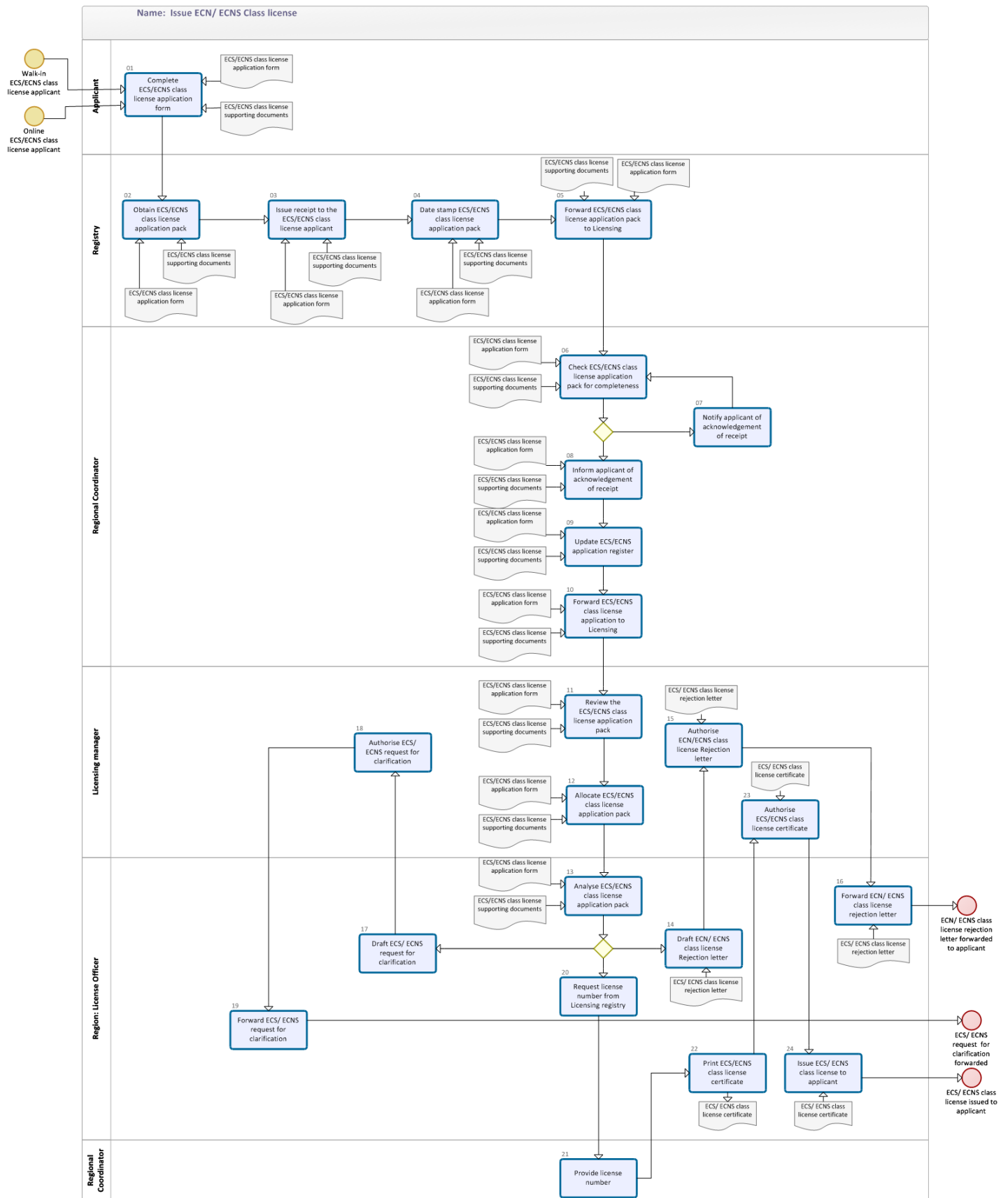
PURPOSE

The purpose of this standard operating procedure document is to illustrate the critical steps that should be adhered to when applications for ECS/ ECNS class licenses are received by the Authority in order to process such applications.

SCOPE

This this standard operating procedure document applies to all employees in the ICASA regional offices to ensure compliance with relevant legislation, regulations and to promote effective and efficient management of the processing and issuing of ECS/ ECNS class licenses.

Process Map



Procedure

Name	#	Description	Governance/Business Rule	Role	Document
Complete ECS/ECNS class license application form	01	1. Applicant completes a form (obtained from ICASA's website / offices (walk in)) IF: <i>ECS/ ECNS class license application forms are downloaded from the ICASA website:</i> - Complete the relevant <i>ECS/ ECNS class license</i> form; - Submit <i>ECS/ ECNS class license</i> form and supporting documentation by email to licensing@icasa.org.za AND - Submit/courier the hardcopies to the ICASA regional office. IF: <i>ECS/ ECNS class license application forms are handed to applicant as hardcopies at region/ICASA's office:</i> - Complete the relevant <i>ECS/ ECNS class license</i> form; - Submit <i>ECS/ ECNS class license</i> form and supporting documentation.	Applicant must file 5 (five) hard copies and 1 (one) electronic copy in terms of regulation 5(1A) of the Class Licensing Processes and Procedures Regulations (as amended) 2010	Applicant	ECS/ECNS class license pack
Obtain ECS/ECNS class license application pack	02	1. Receive the submitted/couriered hardcopies of the ECS/ ECNS class license application forms with relevant supporting documents.		Registry	ECS/ECNS class license pack
Issue receipt to the ECS/ECNS class license applicant pack	03	1. Complete the acknowledgement of receipt. 2. Issue the receipt to the applicant. 3. Hand the copy of the receipt (with date) to the applicant as confirmation that the ECS/ ECNS class license application pack has been received by ICASA.	The Authority is required to issue the license within 30 working days after receiving a complete application that meets the provisions of the ECA and the relevant regulations in terms of section 17(3) of the ECA, or it may refuse to register the application for a class license in terms of section 18 of the ECA whereupon the Authority must within 60 working days of its receipt of the application, in writing, inform the applicant of the reasons for the refusal and allow the applicant an opportunity to correct and resubmit the application.	Registry	- ECS/ ECNS class license pack - Receipt

Name	#	Description	Governance/Business Rule	Role	Document
Date stamp ECS/ECNS class license application pack	04	1. Stamp the ECS/ ECNS class license application pack to confirm the date of receipt thereof.		Registry	ECS/ ECNS class license pack
Forward ECS/ECNS class license application pack to Licensing	05	1. Notify the Licensing Administrator about the received ECS/ ECNS class license application pack and deliver the ECS/ ECNS class license application pack to the Licensing Administrator on the same day.		Registry	ECS/ ECNS class license pack
Check ECS/ECNS class license application pack for completeness	06	- Receive the ECS/ ECNS class license application pack from the Registry and ECS/ ECNS class license applications that are submitted electronically on licensing@icasa.org.za. - Make copies of all registered applications and prepare a list of applications. - Register the ECS/ ECNS class license application on the ECS/ ECNS class license Template (MS Excel). - Check the ECS/ ECNS class license application pack for completeness, which are all the necessary general fields completed in the application forms and whether all supporting documentation are submitted. - Ensure that the proof of payment is attached as part of the ECS/ ECNS class license pack. IF: ECS/ ECNS class license <i>application forms are incomplete:</i> Proceed to step 07 "Notify applicant of acknowledgement of receipt". IF: ECS/ ECNS class license <i>application forms are complete:</i> Proceed to step 08 "Inform applicant of acknowledgement of receipt".	Applicant must file 5 (five) hard copies and 1 (one) electronic copy in terms of regulation 5(1A) of the Class Licensing Processes and Procedures Regulations (as amended) 2010	Licensing: Administrator	ECS/ ECNS class license pack
Notify applicant of acknowledgement of receipt	07	- Send the "Acknowledgement of receipt" letter to the applicant with missing details notification. Inform the applicant about the delay that may be caused due to waiting period. - The application shall be put in abeyance pending receipt of completed application. - Upon receiving the outstanding information from the applicant, the Licensing Administrator must forward the received information to Finance for processing. Return to step 06 "Check ECS/ECNS class license application pack for completeness".	The Authority is required to issue the license within 30 working days after receiving a complete application that meets the provisions of the ECA and the relevant regulations in terms of section 17(3) of the ECA, or it may refuse to register the application for a class license in terms of section 18 of the ECA whereupon the Authority	Licensing: Administrator	- Acknowledgement of Receipt Letter - Proof of Payment

Name	#	Description	Governance/Business Rule	Role	Document
			must within 60 working days of its receipt of the application, in writing, inform the applicant of the reasons for the refusal and allow the applicant an opportunity to correct and resubmit the application.		
Inform applicant of acknowledgement of receipt	08	1. Register application on MS Access database 2. Send the "Acknowledgement of receipt" letter to the applicant. (E-mail sent to applicant with Reference number). 3. Store the ECS/ ECNS class license application pack on the Shared Drive. Proceed to step 09 "Update ECS/ECNS application register".		Licensing: Administrator	• ECS/ ECNS class license pack • Acknowledgement of Receipt Letter
Update ECS/ECNS application register	09	1. Complete the ECS/ECNS application register. Proceed to step 10 "Forward ECS/ECNS class license application to Licensing".		Licensing: Administrator	• ECS/ ECNS class license pack
Forward ECS/ECNS class license application to Licensing	10	1. Notify Finance/ Region: Licensing Officer and copy the Regional Manager about documents stored on the Shared Drive. 2. Forward the ECS/ ECNS class license Template (MS Excel) to Finance (revenue) on a weekly basis for purpose of invoicing. 3. Hand the ECS/ ECNS class license application pack to the Region: Licensing Officer and copy the Regional Manager. Proceed to step 11 "Review the ECS/ECNS class license application pack".		Licensing: Administrator	• ECS/ ECNS class license pack
Review the ECS/ECNS class license application pack	11	1. Receive ECS/ ECNS class license pack from the Licensing Administrator. 2. Receive confirmation of payment from Finance. 3. Assess ECS/ ECNS class license application. Proceed to step 12 "Allocate ECS/ECNS class license application pack".	The Authority is required to issue the license within 30 working days after receiving a complete application that meets the provisions of the ECA and the relevant regulations in terms of section 17(3) of the ECA, or it may refuse to register the application for a class license in terms of section 18 of the ECA whereupon the Authority must within 60 working days	Region: Licensing Officer	• ECS/ ECNS class license pack

Name	#	Description	Governance/Business Rule	Role	Document
			of its receipt of the application, in writing, inform the applicant of the reasons for the refusal and allow the applicant an opportunity to correct and resubmit the application.		
Allocate ECS/ECNS class license application pack	12	1. Distribute the ECS/ ECNS class license tasks to the Licensing Officer. Proceed to step 13 "Analyse ECS/ECNS class license application pack".		Region: Regional Manager	ECS/ ECNS class license pack
Analyse ECS/ECNS class license application pack	13	1. Assess the ECS/ ECNS class license application pack for completeness and correctness. IF: <i>ECS/ ECNS class license application pack is complete and correct:</i> Proceed to step 20 "Request license number from Licensing registry". IF: <i>ECS/ ECNS class license application pack is incomplete and/or incorrect and clarification is required:</i> Proceed to step 17 "Draft ECS/ ECNS request for clarification". IF: <i>ECS/ ECNS class license application pack does not meet the requirements:</i> Proceed to step 14 "Draft ECN/ ECNS class license application Rejection letter".	1. Applicant must be informed in writing within three (3) days of date of documents receipt. 2. The calculation of the turnaround time for processing the application should exclude the period of abeyance.	Region: Licensing Officer	ECS/ ECNS class license pack
Draft ECS/ ECNS class license Rejection letter	14	1. Draft the ECS/ ECNS class license application rejection letter. 2. Forward the ECS/ ECNS class license rejection letter to the Licensing Manager for sign off/ approval. Proceed to step 15 "Authorise ECS/ECNS class license Rejection letter".		Region: Licensing Officer	ECN/ ECNS class license rejection letter
Authorise ECN/ECNS class license application rejection letter	15	1. Receive the Draft ECS/ ECNS class license application rejection letter from the Licensing Officer. 2. Review the content of the ECS/ECNS class license rejection letter. 3. Approve the ECS/ECNS class license application rejection letter.		Region: Licensing Officer	ECN/ ECNS class license rejection letter

Name	#	Description	Governance/Business Rule	Role	Document
		4. Send the approved ECS/ECNS class license application rejection letter to the Licensing Officer. Proceed to step 16 "Forward ECS/ECNS class license rejection letter".			
Forward ECS/ECNS class license rejection letter	16	1. Receive the signed ECS/ECNS class license application rejection letter from the Licensing Officer. (Set out the reasons for the rejection of the application and provide the applicant an opportunity to correct and resubmit the application. Also, the request must be sent to the applicant within 60 working days of receipt of the application pack by the Authority.) 2. Scan the ECS/ECNS class license rejection letter. 3. Send the approved ECS/ECNS class license application rejection letter to the applicant. (Send the scanned copy to the applicant and retain the original copy for filing). 4. Upload the scanned PDF onto the Shared drive. File the original copy according to the document retention policy.	The Authority is required to issue the license within 30 working days after receiving a complete application that meets the provisions of the ECA and the relevant regulations in terms of section 17(3) of the ECA, or it may refuse to register the application for a class license in terms of section 18 of the ECA whereupon the Authority must within 60 working days of its receipt of the application, in writing, inform the applicant of the reasons for the refusal and allow the applicant an opportunity to correct and resubmit the application.	Region: Licensing Officer	• ECN/ ECNS class license rejection letter
Draft ECS/ ECNS request for clarification	17	1. Prepare the ECS/ ECNS request for clarification. 2. Forward the draft ECS/ECNS request for clarification to the Regional Manager for sign off/ approval. Proceed to step 18 "Authorise ECS/ ECNS request for clarification".		Region: Licensing Officer	• ECS/ ECNS request for clarification
Authorise ECS/ ECNS request for clarification	18	1. Receive the Draft ECS/ECNS class license request for clarification notice from the Licensing Officer. 2. Review the content of the ECS/ECNS class license request for clarification notice. 3. Approve the ECS/ECNS class license request for clarification notice. 4. Send the approved ECS/ECNS class license request for clarification notice to the Licensing Officer. Proceed to step 19 "Forward ECS/ ECNS request for clarification".		Region: Regional Manager	• ECS/ ECNS request for clarification
Forward ECS/ ECNS request for clarification	19	1. Receive the signed ECS/ECNS class license request for clarification from the Regional Manager. 2. Scan the ECS/ECNS class license request for clarification.	The request must be sent to the applicant within 60 working days of receipt of the	Region: Licensing Officer	• ECS/ ECNS request for clarification

Name	#	Description	Governance/Business Rule	Role	Document
		3. Send the approved ECS/ECNS class license request for clarification to the applicant. (Send the scanned copy to the applicant and retain the original copy for filing). 4. Upload the scanned PDF onto the Shared drive. File the original copy in accordance with the document retention policy.	application pack by the Authority.		
Request license number from Licensing Registry	20	1. Forward an email to the Licensing Registry with the applicant's details requesting the license number. Proceed to step 21 "Provide license number".		Region: Licensing Officer	
Provide license number	21	1. Receive the e-mail from the Region: Licensing Officer requesting the license number. 2. Allocate the license number to the applicant's details. 3. Forward the issued license number to the Licensing officer. 4. Update the Licensing number register. Proceed to step 22 "Print ECS/ECNS class license certificate".		Regional Coordinator/Licensing Registry	• License number register
Print ECS/ECNS class license certificate	22	1. Receive the e-mail from the Regional coordinator with allocated license number for the applicant. 2. Print three (3) original of the licenses. 3. Forward the printed three (3) licenses to the Region: Licensing Manager for approval. Proceed to step 23 "Authorise ECS/ECNS class license certificate".		Region: Licensing Officer	• ECS/ ECNS class licenses
Authorise ECS/ECNS class license certificate	23	1. Receive the ECS/ECNS class licenses from the Licensing Officer. 2. Check details for completeness and correctness. 3. Approve the ECS/ECNS class license by placing a signature. 4. Return the approved ECS/ECNS class license to the Licensing Officer. Proceed to step 24 "Issue ECS/ ECNS class license to Applicant".		Region: Regional Manager	• ECS/ ECNS class licenses
Issue ECS/ ECNS class license to Applicant	24	1. Receive the approved ECS/ECNS class licenses from the Region: Regional Manager. 2. Scan the ECS/ECNS class licenses. 3. Send the approved ECS/ECNS class license to the applicant. (Send the scanned copy to the applicant and retain the original copy for filing). 4. Upload the scanned PDF onto the Shared drive. File the original copy according to the document retention policy.	The Authority is required to issue the license within 30 working days after receiving a complete application that meets the provisions of the ECA and the relevant regulations in terms of section 17(3) of the ECA, or it may refuse to register the	Region: Licensing Officer	• ECS/ ECNS class licenses

Name	#	Description	Governance/Business Rule	Role	Document
			application for a class license in terms of section 18 of the ECA whereupon the Authority must within 60 working days of its receipt of the application, in writing, inform the applicant of the reasons for the refusal and allow the applicant an opportunity to correct and resubmit the application. The Authority is required to maintain a register of all issued licenses in terms of section 16(3) of the ECA and also to publish, annually, the list of class licensees in the Government Gazette in terms of section 16(3) of the ECA.		