



FEEDBACK REQUIRED FROM THE CONSULTATIONS

THE SUMMARY OF THE PROPOSAL BY THE AUTHORITY

The following are some of the summarized proposal solutions for comment to put in place to enable the Authority to perform its functions efficiently and effectively. These include all other possible solutions available discussed as follows:

- a. To accredit Repair Services Providers.
- b. To ensure that Type Approved devices are repaired in accredited Repair Service Centers.
- c. Ensure that approved accredited Repair Services Providers are captured on the Type Approval Management System.
- d. Ensure to dispose off electronic waste in accordance with Waste Management procedures.
- e. Register of entities that hold Type Approval Certificate who were assisted with repair services by the accredited Repair Service Provider.
- f. To ensure that consumers get full after sales support.
- g. To adopt the proposed Type Approval Repair Services Providers Guidelines.

In view of the background information and the problem statement to this consultation paper, stakeholders are hereby requested to provide responses, comments and proposals in line with the following questions:

- i. Is repairing of electronic equipment a real concern to you, should it be addressed?

- ii. How can the government and other stakeholders best address the issue of electronic devices repair services and maintenance?

- iii. Should Repair services Providers be accredited?

- iv. What qualification do you think the Repair Service Centers personnel should have?

[Empty response box]

v. How can the government and other stakeholders best address the issue of poor workmanship by Repair Services providers?

[Empty response box]

vi. Is after sales support a real concern to you?

[Empty response box]

vii. How do you think after sales support should be provided?

[Empty response box]

viii. Are you aware that there are many Repair Service Providers without any qualification?

ix. What do you think should be done to Repair Service providers without formal Repair Center/ workshop?

The stakeholders are further invited to make comments on any related issue not covered by the questions.

The draft Guidelines can also be accessed at the following URL:
www.bocra.org.bw.

The respondents are invited to comment on any other issues not covered in this consultation document which they consider to be relevant to this consultation.

The Authority will carefully consider comments submitted and take them into account when assessing the need for regulatory intervention. Respondents are required to include their personal /company particulars as well as correspondence address in their submission to this consultative document.

The Authority reserves the right to make public all written submission made in response to this consultation paper and to disclose the identity of respondents.

Comments, suggestions and clarifications from Stakeholders can be send to the Department of Technical Services of BOCRA to the email addresses below on or before the **23rd November 2021**.

1. Ms Lizzy Tshoko 368 5551 tsheko@bocra.org.bw
2. Mr Thokozani Mlazier 3685517 mlazier@bocra.org.bw