



# APPLICATION FOR RADIO RENEWAL



INFO-HUB FM (PTY) Ltd

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## Performance Overview

Upon receiving the in August 2015, Info Hub FM could not commence operations due to unforeseen technical and financial constraints resulting in an undesirable financial losses. When we finally started in 2017, our financial prospects were exciting since we were the only radio station serving and covering semi-urban in Leribe and the districts in its vicinity. Unfortunately, with the advent of covid 19 pandemic hitting the country adversely, our socio-economic position was undesirably affected. Attempts to recover from this seemed virtually impossible and impractical; our economic climate still under pressure so that it becomes hard to come by a substantial advertising. With Maputsoe constituting the significant economic hub in the northern region of the country, the Russia- Ugrian war aggravated the situation as most of the factory worker were laid off and poverty struck.

### a) Detailed Performance Indicators<sup>1</sup>

As indicated above, some external factors placed the substantial pressure on our overall performance but Info Hub FM has remained resilient since some counteractive measure were put in place namely. We saw some fluctuating grow in an array of area. As indicated below

### b) Sales and Marketing Strategy

Our marketing team goes out in order to meet out clientele to assess customer satisfaction and/or absence thereof. In order to create a solid customer base, we handsomely decrease our prices so as to encourage brand loyalty; this in turn maintains our fundamental sales. As for our

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#### (e) Retention and Beneficiation Strategies

The working environment of our radio station will be conducive to personal growth of its employees and some incentives will be given to those who will be performing outstandingly well in maintaining the standards. They are also given competitive remunerations. So as to retain our highly qualified and experienced staff.

#### (f) Staff Beneficiation

At inception of Info Hub FM, had all staff members worked on voluntary basis, this occurred in the first two years (2017 and 2018). We had not fully found our footing in the demanding media industry. In 2019, we all received stipend to cater for transport fares mainly. In 2020 covid 19 pandemic took us back to the struggling phase in which diminutive stipend was greatly cut by 25%. In 2021, even though the aftermath of the pandemic could still be experienced, Info Hub FM saw upsurge in terms of revenue resulting in us being able to pay salaries for two staff members. Between 2022 and 2023, two more staff members began to receive salaries; since then nothing much has changed. This means fourteen of the sixteen members still receive stipends.

#### (g) Trainings and Tools to Ease Operations

##### Introduction

As desired by the Lesotho Communications Authority, all our core business employees, namely Managing Director, Station Manager, Programme Producer, Reporters and Presenters must be in possession of the relevant qualifications so as to avert underperformance that may

|                           |                                                                                                                                                                                                                                                       |         |                                                                                                                                                                                                                |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                           | freedom has topped the agenda of MISA in advancing some clear understanding of media freedom and responsibilities that come with it. The workshop in this regard sought to in the attendees the importance of observing the responsibilities as well. | One Day | were able to explain the concept 'Media Freedom', analyse its importance and a democratic society and evaluate challenges and limitations to press freedom in different contexts. One presenter attended this. |
| Media Professionalization | Balancing stories professionally; promotes fairness and objectivity, provides truth and accuracy, encourage informed public opinion, builds credibility and trust, reduces conflict and polarisation, fulfills journalistic ethics, protects          | One Day |                                                                                                                                                                                                                |

In order to avert some technical setbacks, Info Hub FM from time to time contracts a reputable expert in the area of technology to train our staff to utilize radio broadcasting equipment correctly. Upon the advent of the latest technology in the market, we seek some knowhow in that regard so as to move abreast with and/or outperform our completion.

#### (k)Public Beneficiation

Info Hub FM offers free call-in emergency service to the public it serves, this turns to be beneficial as it assists in combating some social ills like stock theft. We also have a programme that assists in ameliorating that abject poverty by encouraging self-reliance by making cooperatives. During Christmas season, we encourage benevolence and goodwill; we donate non-perishable food parcels to the disadvantaged of the society; the similar endeavor is carried out by collecting some old used clothes and donate them. All this is done for the betterment of our communities.

#### (l) Revenue Generation Sources

Since Info Hub FM is a registered radio station, we constantly focus on generating income by offering the unsurpassed radio broadcasting experienced to our valued audiences. We also do event management to boost our revenue. The avenues put in place in this regard include the following:

Advertising constitutes 55% of our total revenue

Promotion constitutes 15%

Brand Embassy constitutes 6%

Sponsorship 14%

Programme Sales 10%

this phenomenon, we decided to incorporate it in our everyday business by offering our clientele some additional social media platform in our ever growing social media spaces.

## **Report on Compliance with term, Laws, Regulatory Framework Directives**

| <b>Condition Subtopic</b> | <b>Adherence/observance under the current licence</b> | <b>Plans to Overcome failures and Constraintsor Alterations</b>                                                                                                                                                                                                                                                                                                  |
|---------------------------|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of Licencee          | No contravention                                      | The name is Info Hub FM as per its registration documents                                                                                                                                                                                                                                                                                                        |
| Technical Standards       | No contravention                                      | Info Hub FM has always adhered to this condition that we MUST operate with the given broadcasting parameters as given by the LCA. In accordance with our specific licence stipulations, we MUST stick to 94.6MHz as an assigned frequency from Chafo in Leribe, The power assigned for our transmission has always been 500 watts & 10 watts and our ;ink to the |

|                                          |                  |                                                                                                                                                                                                                                                                                             |
|------------------------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          |                  | M1300.                                                                                                                                                                                                                                                                                      |
| Programming                              | No contravention | In order for us to stay relevant to our audience and clientele, Info Hub FM seeks to put in place some alterations in our programming (new proposed programme format is attached for your consideration)                                                                                    |
| Ownership and Management                 | No contravention | The ownership of Info Hub FM remains unchanged; SekereKhomu is still the sole Managing Director. When it comes to the everyday management, the MD shall be relieved of his duties so as to give enough time to manage his chronic condition but he will be playing the oversight role most. |
| Amendments on Certain Documents of the e | No contravention | Info Hub FM has no intention to make changes to its basic documentation but the need arises to do so, we will inform the Authority accordingly.                                                                                                                                             |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>Hlotse LECSA Primary School was in need of some additional computers to fill their new computer lab, as Info Hub FM made an appeal/and request to our audience and clientele to lend a helping hand and succeeded.</p> <p>(d) During Covid 19 pandemic period mostly, some members of the communities within which we operate would come in person to make request for some food parcel hand-outs as their movements were restricted so selling on the streets was virtually impossible. This initiative provided the safety net for those faced with starvation and</p> |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                      |                  |                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      |                  | <p>and this is carried out by having a slot weekly in which                      The Commissioner of Police through                      his representative makes announcement, currently we have a specific programme intended to educate the public about crime. From the Police Headquarters we broadcast                      crime incidents fo all districts. This is all for free</p> |
| Emergency Procedures | No contravention | <p>Info Hub FM has assigned its receptionist to handle all the emergencies as a contact person, so that during any disaster she could assist. The good example of this initiative was when the country experienced the covid 19 pandemic in 2020 and 2021 in which we worked hand in hand with the Command Centre and Disaster</p>                                                           |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>resolve them amicable;</p> <p>a) There is a continuous advert that encourages the public to come to or office they have any complaint pertaining to or programming</p> <p>b) A file is made available in which complaints are saved. No complained so far.</p> <p>c) Upon lodging the complaint, Station Manager has to take it upon himself to grant the complainant timeous(within a week) solution before which a thorough investigation has to be conducted to establish the validity of grievance.</p> <p>d) The incident report</p> |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                                                                                                                        |                                                                                                                                         |                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                        |                                                                                                                                         | Authority, though other conditions were breached <b>The Station Manager shall ensure compliance.</b>                                                                                                                                     |
| “the licensee no earlier than two years or no later than one year prior to the expiry this licence submit to the authority an application for renewal” | Due to the ill health, the Managing Director has been unable to ensure the submission of the renewal application within the time limit. | Under the coming licence, we plan to entrust all the managerial duties to Station Manager as per the new management structure so as to avert this contravention. The application have been made before the last two years of our expiry. |

## Handling Complaints

Info Hub FM has put in place some measures to deal with the public complaint one of which is assigning the Station Manager to handle all the complaints and resolve them amicably;

- f) There is a continuous advert that encourages the public to come to or office they have any complaint pertaining to or programming
- g) A file is made available in which complaints are saved. No complained so far.

|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                               | tenure. We, therefore, outline herein the envisaged compliance procedures to counteract this weakness.                                                                                                                                                                                                                                                                                                                                          |
| (ii) Key areas of legal/regulatory compliance | Timely payment of fees and timely application for renewal                                                                                                                                                                                                                                                                                                                                                                                       |
| (iii) Compliance activities and timeline      | Info Hub FM shall entrust the oversight role to the Managing Director as all the day-to-day running of the radio will be done by the Station Manager. The areas to dwell much on include the payment of fees within the given time or propose the payment plan with LCA so as to avert delay. As for the late renewal application, the Managing Director shall commence working on the application in last three years prior to the expiry date |
| (iv) Risk Management                          | In order to mitigate the risk of falling behind with our payments, Info Hub FM shall communicate with the LCA more frequently                                                                                                                                                                                                                                                                                                                   |
| (v) Monitoring and Evaluation                 | Tools for monitoring and evaluation shall be put on place                                                                                                                                                                                                                                                                                                                                                                                       |

tremendous over the years. From time to time, members of the communities invite us to their newly established enterprises/businesses most of which are owned by the unemployed graduates. For example, last year alone has seen nine businesses commencing operations.

#### (b) Business Seminars

In Info Hub FM organizes some business seminars in a number of area; Botha-Bothe, Hlotse, Maputsoe and Peka by inviting the experienced business gurus to share how they managed to emerge in this unfavorable business climate; this in turn fosters the spirit of entrepreneurship

Through the current programme “TsaTemo” we have managed to encourage the establishment of cooperatives that seek to uplift the livelihoods of women in the production of dried fruits for sustainable food security. They also embark on the individual vegetable gardens.

#### (c) Staff Beneficiation

At inception of Info Hub FM, had all staff members who worked on voluntary basis, this occurred in the first two years (2017 and 2018). We had not fully found our footing in the demanding media industry. In 2019, we all received stipend to cater for transport fares mainly. In 2020, covid 19 pandemic took us back to the struggling phase in which diminutive stipend was greatly cut by 25%. In 2021, even though the aftermath of the pandemic could still be experienced, Info Hub FM saw upsurge in terms of revenue resulting in us being able to pay salaries for two staff members. Between 2022 and 2023, two more staff members

|   |                           |  |                                                                |
|---|---------------------------|--|----------------------------------------------------------------|
| 3 | Tshosane(Mr)              |  | somewhere on a fulltime basis and come to present during spare |
|   | Accountant M.Ts'ephe (Ms) |  |                                                                |

### Remuneration Bands

| Band Category | Band Remuneration Range |
|---------------|-------------------------|
| A             | M2000.00 - M3000.00     |
| B             | M400.00 – M600.00       |

### Info Hub Contribution to Corporate Social Investment

#### Introduction

While we fully understand that Info Hub FM is a commercial radio station, we have a corporate social responsibility to fulfill. As foresaid, we pride ourselves in interacting with the communities we serve so as to be able to spot areas that could change for the better. We are mostly interested in the following areas of social concern

#### (a) Environmental Responsibility

Info Hub FM is of the belief that sustainable environmental measures constitute the core fundamentals of our very existence hence we, from time to time embark on some initiatives like street cleaning. This is made possible by the positive image we ourselves have managed to build among our communities. For instance, once every two months, we collaborate with the Hlotse Urban Council and some small business unions to clean our town streets. Info Hub FM has appointed one famous

teacher and Info Hub FM staff wearing uniform, learners singing using sign language and learning to speak in sign language by our staff.

Hlotse LECSA Primary School is the only school that admits learners with myriad deformations and disabilities, so in 2024, we donated some walking sticks as it turned out that it was virtually impossible to secure them on their own due to financial constraints. These were meant for the physically challenged learners.

#### (d) Economic Responsibility

Info Hub FM plays a pivotal role in revamping the socio-economic conditions of the communities it serves and this is resultant from our firm stance enshrined in the core pillars of our business alluded to earlier on. One of the most fundamental roles through which we contribute to the economic transformational development is through the programme called Business Deal which is aimed at encouraging entrepreneurship and self-reliance. The impact of this endeavour has been increasingly tremendous over the years. From time to time, members of the communities invite us to their newly established enterprises/businesses most of which are owned by the unemployed graduates. For example, last year alone has seen nine businesses commencing operations.

Info Hub FM organizes some business seminars in a number of areas; Botha-Bothe, Hlotse, Maputsoe and Peka by inviting the experienced business gurus to share how they managed to emerge in this unfavorable business climate; this in turn fosters the spirit of entrepreneurship.

Through the current programme “TsaTemo” we have managed to encourage the establishment of cooperatives that seek to uplift the livelihoods of women in the production of dried fruits for sustainable

we will work alongside it and/or collaborate with it. For instance, the upcoming programming and contents can be posted on social media well beforehand.

### **(c) Seasonal Trends**

The management of Info Hub FM should remain vigilant and conscious of the media related and economic trends so as to be ready for any potentially unforeseen circumstances, this is done to stay relevant in the ever-changing media landscape.

### **(d) Membership and Affiliation**

Info Hub FM (Pty) Ltd will establish all the checks and balances pursuant to the conditions, rules and regulations as per the stipulations of issuance handed down by the Lesotho communications authority (LCA). Info Hub FM will also be affiliated to the media institute of southern Africa (MISA) and other relevant bodies that observe conditions of the Lesotho communications authority (LCA) which is the mother body mandated to oversee all communication matters countrywide. we will also be affiliated to Private Sector Development Foundation of Lesotho (PSDFL), Leribe Business Forum (LBF AND BEDCO).

### **(iii) Internet Broadcasting**

In addition to the traditional antenna-transmitter ways of broadcasting **Info Hub FM** seeks to embark on the internet broadcasting with which will increase our audience and publics exponentially. The international business communities that have some footprint in Lesotho will see the need to advertise with us thereby increasing our sales, marketing and advertising availability, footprint and strength by the end of our third year of operation under the new .

### **(iv) Podcasting**

Providing us with a platform to share information, stories and entertainment, unlike the linear nature of traditional radio, podcasts offer a flexible on demand audio experiences, allowing listeners to access content anytime anywhere. Which is going to furnish us with the much needed followership which will in return provide us with the paid for followership to increase our sales.

### **(v) Live Broadcasting**

So as to attract more the tech-savvy listenership, Info Hub FM plans to employ the social media platforms such as Facebook to keep touch with our publics and potential clientele.

### **(vi) Program Pre-recording**

In order to cut down on the number of presenters and producers Info Hub FM will employ the part-time and media experts that will prerecord their programs from afar so that they may be broadcast in due course. This will in turn reduce the operating expenditure.

### **(vii) Entertainment**

#### (d) Rent

Since Info Hub FM does not own any premises, we need to pay rent monthly and this is done to ease operations.

**INFO HUB FM** will ensure the construction of its own studios in order to avert exorbitant rental fees and these buildings will make use of off grid supply of power like solar energy and backup generators. About 15% of the total annual income will be set aside towards the construction of our own studios and office spaces and expect it to be accomplished in the first three years of its operation of the new licence term.

#### (d) Music Licence Fees

We as **INFO HUB FM** are aware of the new legislature which stipulates that the local music industry is to be paid for the use of its music on the basis of the percentage of the music in use (20% of its programming).

### Info hub FM management structure projections

#### Introduction

In line with the medical report attached herein from MotebangHospital in Hlotse, Leribe, the management structure of Info Hub FM must be changed so as to ease the everyday management activities like meeting the deadlines as expected. In accordance with this report, the Managing Director, SekereKhomomo will shed the bulk of his managerial duties on to the shoulders of the Station Manger as per the structure shown below. His terminal illness has proven to bear an adverse impact on the general

|                    |                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    | framework underpinning the ideal radio station operations in Lesotho.                                                                                                                                                                                                                                                                                                |
| Station Manager    | The Station Manager is meant to take on the daily running of the station so as to ensure adherence to the vision, mission and values in order to avert deviation from the core business of this entity. He/she reports to the Managing Director. He also responds to the customer/client/listener complaints as the LCA stipulations to ensure amicable resolutions. |
| Programme Producer | The Producer makes sure the news reporters furnish the station with the balanced stories which underpins the ideal reporting as per the stipulations of the LCA. As the name signifies. Info Hub FM producer plays the gatekeeping role to ensure each programme attains its mandate for the betterment of communities we serve.                                     |
| Receptionist       | The main role of the Receptionist is to ensure the daily in-office classified information safeguarding, filling and retrieval,                                                                                                                                                                                                                                       |

|                                        |                                                   | <b>Training Schedule</b>                                      |                                                                  | <b>Expectation</b>                                                                          |
|----------------------------------------|---------------------------------------------------|---------------------------------------------------------------|------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Improve technical and on-air skills    | Producers, and Presenters                         | Once every three months (one week)                            | On-the-job coaching by the reputable and experienced individuals | A well rounded person who can handle basic technical and on-air challenges well             |
| Ensure legal and regulatory compliance | Producers, Presenters and Social Media Specialist | Once every six months (one day)                               | Workshop by LCA and/MISA                                         | Someone knowledgeable in all areas pertaining to legal, regulatory and ethical confinements |
| Strengthen teamwork communication      | All Staff Members                                 | Once a year by Ha Khomo Cultural Village (Team-Building Wing) | Out-door Training involving physical exercise                    | Ensuring a smooth collaboration among pur staff members                                     |
| On-air training and articulation       | Producers, and Presenters                         | On-going Coaching                                             | On-the-job coaching by the reputable                             | Ensuring proper use of language, pronunciation                                              |

### Proposed Programme List/Format

| <b>Time and Days</b><br><b>Mon-Fri</b> | <b>Programme Name</b>                                | <b>Contents</b>                                                  | <b>Target Audience</b>   |
|----------------------------------------|------------------------------------------------------|------------------------------------------------------------------|--------------------------|
| 8:00-9:00                              | TsaKhoebo                                            | Market updates<br>Entrepreneurship<br>Business Trends            | Aspiring Business people |
| 9:00-9:30                              | Word of God/LENTSOE                                  | Ministering and Preaching                                        | General Public           |
| 9:30-13:00                             | Bopheloba Rona                                       | Health Issues, Food Handling, Family Matters                     | General Public           |
| 13:00-14:00                            | Khoaolla                                             | News Updates Phone-ins                                           | Middle Class             |
| 14:00-15:00                            | Rea Lema/ Ha li panoe                                | Agricultural Matters                                             | Farmers                  |
| 15:00-18:00                            | BochakeTs'iea                                        | Education, Drug Abuse, Youth Challenges, Entertainment. Sports   | Youth                    |
| 08:00-20:30                            | KaMorifing                                           | News Updates, Market updates                                     | Middle Class             |
| 20:30-22:00                            | TsaMahlale<br><br>Know Africa (Mondays & Wednesdays) | Science, Technology, Innovation<br>Information on African Issues | General Public           |
| 22:00-00:00                            | BannaKhotla                                          | Empowering a Bot Child and Men                                   | Males                    |
| 00:00-3:00                             | TsaMolao                                             | Education on Legal                                               | General Public           |

|               |                       |                                                                |                |
|---------------|-----------------------|----------------------------------------------------------------|----------------|
| 22:00-00:00   | Bosotho baka          | Cultural and traditional Matters                               | General Public |
| 00:00-3:00    | Rea Rorisa            | Praise and Worship                                             | General Public |
| 3:00-6:00     | Rata Lesotho          | Promoting Patriotism                                           | General Public |
| 6:00-8:00     | Bonono                | Arts                                                           | General Public |
| <b>Sunday</b> |                       |                                                                |                |
| 8:00-9:00     | Selibasa Bopheli      | Word of Good                                                   | General Public |
| 9:00-11:00    | Bakreste ba eabina    | Gospel Musi                                                    | General Public |
| 11:00-13:00   | TsaMehleng            | Back to Eighties                                               | Middle Class   |
| 13:00-15:00   | Monyanyako            | Monyanya                                                       | Middle Class   |
| 15:00-17:00   | Makolulo              | Music Playing Jazz                                             | Middle Class   |
| 17:00-19:00   | Bahloli               | Recognizing Good Deeds and outstanding Performance our society | General Public |
| 19:00-20:00   | Ha re Phomola         | Word of God                                                    | General Public |
| 20:00-22:00   | Boithuto ba Bible     | Bible Study                                                    | General Public |
| 22:00-00:00   | Khothalang            | Motivation                                                     | General Public |
| 00:00-3:00    | Re mo bona ele Molimo | Praise and Worship                                             |                |
| 3:00-6:00     | Government Service    | Where to find different                                        | General Public |

|                           |                                                                                                                                                                                                                     |    |              |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------|
| Coverage Analysis         | Even people from outside the areas mentioned above were covered, for instance Lekokoaneng, Upper Thamae in Maseru just to mention a few. Lesotho's mountainous topography pose a challenge with regards to coverage |    |              |
| Field Measurement Results | Coverage Presence (yes/no)                                                                                                                                                                                          |    | Demographics |
|                           | yes                                                                                                                                                                                                                 | No |              |
|                           | 39                                                                                                                                                                                                                  | 11 | 13-35        |
|                           | 42                                                                                                                                                                                                                  | 8  | 36-70        |

## Conclusion

While Info Hub FM experienced somewhat unfavourable time in the past ten year of its operation, we remained resilient to a larger extent. The impact of Covid19 period shook us to the very core of our existence because when it struck when we had not found our footing in the mainstream media industry. Even when we thought we had emerged from its grip, its aftermath could still be felt years thereafter hence our initial performance portrays this picture shown herein. Some innovative strategies are to be employed to counteract the effects of any out-of-control economic climate that may arise. We did our best to remain afloat; we are looking forward to performing better this coming term.

HlotseLeribe

BEDCO Room 33

Cell: (+266) 57282142 / 63320427



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## HANDLING COMPLAINTS

INFOHUB FM is committed to fair and impartial broadcasting which is an idea the Lesotho Communication Authority stands for.

In line with the conditions of our license, we have a file that is meant to record of the complain from our public and the resolution thereof. The Managing Director himself handles this due to its sensitivity. We also have a clip running constantly on air to educate the public on how to lodge the complaints.

A handwritten signature in black ink, appearing to be 'SK' or similar initials, written in a cursive style.

Sekere Khomo