



***Analysis of correspondence to Msunduzi  
municipal officials, political leadership, COGTA  
and national leadership from 2020 - 2023***

***August 2023***

*By Residents, For Residents*

**Analysis of correspondence to Msunduzi municipal officials, council leadership, national and provincial leadership/departments from 2020 to 2023.**

Since the establishment of MARRC we have been engaging with the Msunduzi municipal officials, council leadership, national and provincial leadership/departments through formal meetings, attending full council and MPAC meetings. These were as a means to engage with government at all levels for MARRC to provide workable solutions to the endless challenges faced within the city.

This also included submitting numerous letters to obtain information and to ask tough questions on numerous issues. These letters go unanswered or unacknowledged and one needs to ask why this is the case. Is it because the said recipient is unable to reply to the questions stated as it is too difficult to answer, is it poor governance or plainly being disrespectful.

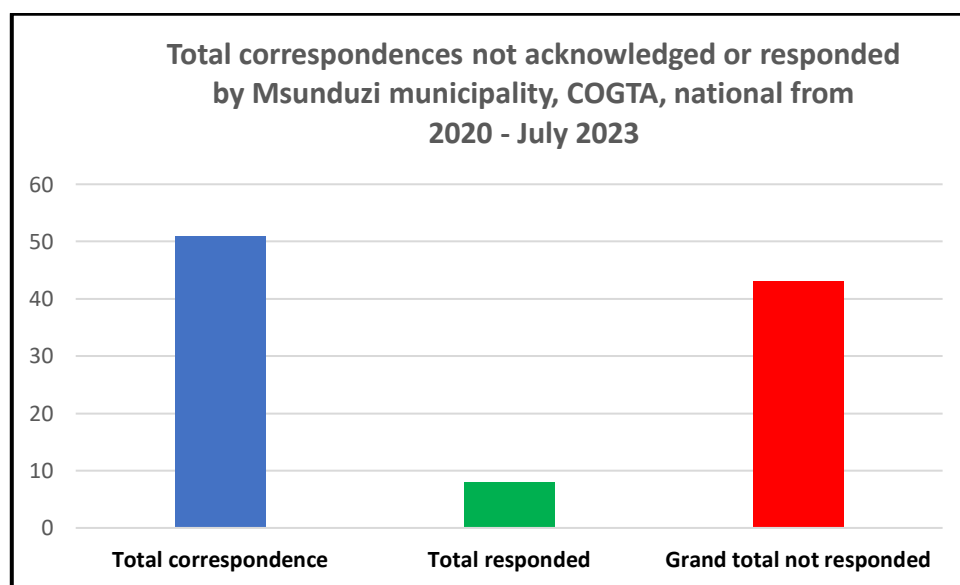
MARRC has forged relationships with numerous stakeholders and who also engage with the municipality and who have also experienced the same encounters as MARRC has with the municipality leadership and management.

Information that is requested are at times slapped with a request to submit a PAIA Act application and at most times the information is denied despite appealing the cases where information was denied.

The following provides an overview of the total number correspondences submitted to Msunduzi municipal officials, council leadership, national and provincial leadership/departments from 2020 to date and illustrates no acknowledgments or responses but some responses to all our correspondence.

These acknowledgements and responses are supposed to be following the compliance of Chapter 2, Section 5(1) (b) and Chapter 4, Section 17(2) (a) of the Municipal Systems Act.

**Total letters submitted = 51 with only 8 responses and the total letters not responded is 43 = 84%**



The responsibility of a government and its agents towards the public is to realize previously set objectives and to account for them in public.

In the public sector, the term accountability refers to answerability by public officials to a higher authority and the electorate for the manner in which they implement the policies and decisions of government. In other words, they are called to account for all their actions and/or inactions to the electorate. It is clear that responsibility leads to accountability.

The lack of acknowledgment and responding to correspondence shows irresponsibility and unprofessionalism on the part of Msunduzi municipal officials, council leadership, national and provincial leadership/departments. It is an indictment of poor governance and service delivery.

This is an area that needs to be improved drastically and it is appalling that the citizens are subject to this kind of behaviour.

One can only hope that this part of governance may improve which is in line with the Batho Pele principles of putting People First.

Below is all the correspondence submitted and all letters are hyperlinked for easy access to read the letters and issues. The letters highlight the tough questions that we posed to hold the management and political leadership accountable at the municipality.

All the residents are demanding is professionalism in governance and actual service delivery which is not happening at the moment.

2020 – Total letters submitted = 8 vs Total acknowledged and responded to = 0					
Date of letter	Contact person	Designation	Department	Subject heading	Comments
19/02/2020	Councillor Mary Schalkwyk	Chairperson	Municipal Public Accounts Committee	<a href="#">Combined residents and ratepayers' submission on flawed valuation process</a>	No acknowledgement and response
27/03/2020	Nelisiwe Ngcobo	Acting Municipal Manager	Municipal Manager	<a href="#">Objection and review of the appointment of the municipal manager</a>	No acknowledgement and response
6/04/2020	Jayshree Seethal		Revenue	<a href="#">Questions on tariff process 202/2021</a>	No acknowledgement and response
8/04/2020	Cllr. Mzimkhulu Thebolla	Mayor	Mayor	<a href="#">Objection and review of the appointment of the municipal manager</a>	No acknowledgement and response
23/04/2020	Jayshree Seethal		Revenue	<a href="#">Municipal Rates and Tariffs - 2020/2021</a> Request for information on percentage increases chosen. Request for an extension of deadline in order to comment.	No acknowledgement and response
09/05/2020	Mododa Khathide	Municipal Manager	Municipal Manager	<a href="#">Imposition of proposed rates tariffs</a>	No acknowledgement and response
22/06/2020	Sipho Hlomuka	MEC for COGTA	MEC for COGTA KZN	<a href="#">Letter of Demand</a> -	No acknowledgement and response
29/06/2020	Ravi Pillay	MEC for Finance	KZN Finance Department	<a href="#">Suspension of the ratification of the 2020/2021 Msunduzi municipality budget</a>	No acknowledgement and response.

2020 – Total letters submitted = 7 vs Total acknowledged and responded to = 1					
Date of letter	Contact person	Designation	Department	Subject heading	Comments
06/07/2020	Cllr. Mzimkhulu Thebolla	Mayor	Mayor	<a href="#">Open letter to the mayor</a>	No acknowledgement and response.
30/07/2020	Mododa Khathide	Municipal Manager	Municipal Manager	<a href="#">Summary of issues raised at land fill site meeting of 24 July 2020</a>	No acknowledgement and response
23/08/2020	Mododa Khathide	Municipal Manager	Municipal Manager	<a href="#">Objection to the sponsorship to Maritzburg United</a>	No acknowledgement and response
14/09/2020	Zinhle Shabalala  Cc: Mr. Mododa Khathide Municipal Manager			<a href="#">Input and comments, for inclusion in the finalisation of the credit control and debt collection policy</a>	No acknowledgement and response. We reviewed the policy after adopted by council and inputs. Our amendments and comments to the policy were not considered.
26/11/2020	Cllr. Mzimkhulu Thebolla	Mayor	Mayor	<a href="#">Pietermaritzburg Business Fair, SMME's and Co-Ops Festival and Investment Conference 2021</a>	No acknowledgement and response.
27/11/2020	Sipho Hlomuka	MEC for COGTA	MEC for COGTA KZN	<a href="#">Case study on the billing challenges</a>	The case study report was handed delivered in person to the former MEC of COGTA Sipho Hlomuka and emailed to the mayor, former municipal manager, former ministerial representative, CFO. To date there has been no engagement on the report and no acknowledgement and response.
1/12/2020	Sipho Hlomuka	MEC for COGTA	MEC for COGTA KZN	<a href="#">Request for intervention</a>	Received a call from the mayor office to set up a meeting. It was only through this intervention at the MEC of COGTA that we managed secure a meeting with the mayor.

2020 -- Total letters submitted = 1 vs Total acknowledged and responded to = 0					
Date of letter	Contact person	Designation	Department	Subject heading	Comments
10/12/2020	Cllr. Mzimkhulu Thebolla	Mayor	Mayor	<a href="#">Memorandum</a>	No acknowledgement and response

2021 – Total letters submitted = 5 vs Total acknowledged and responded to = 1					
Date of letter	Contact person	Designation	Department	Subject heading	Comments
01/03/2021	Xolie Ndzingi		Revenue	<a href="#">Submission on Credit and Debit Collection Bylaw</a>	No acknowledgement and response
14/01/2021	Sibusiso Molefe	Manager: Mayoralty	Manager: Mayoralty	<a href="#">Objection to the awarding of R27 million to Maritzburg united</a>	<a href="#">Letter of response</a>
12/02/2021	Sipho Hlomuka	MEC for COGTA	COGTA KZN	<a href="#">Letter of complaint - lack of commitment and non-responsiveness to our Memorandum dated the 10 December 2020 from the mayor.</a>	No acknowledgement and response
22/03/2021	Mrs Nelisiwe Ngcobo	CFO	CFO	<a href="#">Objection to tariff increases 2021/2022</a>	No acknowledgement and response
14/06/2021	Sipho Hlomuka	MEC for COGTA	COGTA KZN	<a href="#">Msunduzi to remain under administration, without major progress towards remedying crises.</a>	No acknowledgement and response

2022 – Total letters submitted = 1 vs Total acknowledged and responded to = 1					
Date of letter	Contact person	Designation	Department	Subject heading	Comments
31/03/2022	Cllr. Mzimkhulu Thebolla	Mayor	Mayor	<a href="#">Appointment of Municipal Manager for Msunduzi Municipality</a>  <a href="#">Letter 14/04/2022</a> <a href="#">Letter 05/07/2022</a> <a href="#">Letter 29/08/2022</a>	<p>MARRC enquired about the delay in the appointment of MM to objecting to the appointment of the MM and requested list of candidates, shortlisted of candidates, report on the preferred candidate, list of selection and interviewing panel.</p> <p>We were requested to submit a PAIA Act application for the above information which was denied to us even after an appeal process.</p> <p>We also appealed to COGTA for intervention and the final report on the appointment of the MM which was not forth coming.</p> <p><a href="#">Response from COGTA 15/09/2022</a></p>
<p>The following are MARRC PAIA Act application and responses from the municipality who denied us access to information on the appointment of the new municipal manager.</p> <p><a href="#">Process to appoint MM 01/04/2022</a></p> <p><a href="#">PAIA Act application - 19/04/2022</a></p> <p><a href="#">Municipal response - 11/05/2022</a></p> <p><a href="#">20/07/2022</a></p> <p><a href="#">Separate folio 20/07/2022</a></p> <p><a href="#">Municipal response - 02/12/2022</a></p> <p><a href="#">Appeal Application 23/01/2023</a></p> <p><a href="#">Appeal letter 23/01/2023</a></p> <p><a href="#">Municipal response – 15/02/2023</a></p> <p><a href="#">Municipal response 03/03/2023</a></p>					

2022 – Total letters submitted = 10 vs Total acknowledged and responded to = 2					
Date of letter	Contact person	Designation	Department	Subject heading	Comments
12/04/2022	Mrs Nelisiwe Ngcobo	CFO	CFO	<a href="#">Letter of complaint on municipal staff at AS Chetty</a>	No acknowledgement and response
27/04/2022	Sipho Hlomuka	MEC for COGTA	COGTA KZN	<a href="#">Resignation of Ministerial Representative – Mr. Duma</a>	No acknowledgement and response
29/04/2022	President Matamela Cyril Ramaphosa	President	Presidency	<a href="#">Request for urgent intervention to save Msunduzi Municipality</a>	No acknowledgement and response
18/05/2022	Mrs Nelisiwe Ngcobo	CFO	CFO	<a href="#">Illegal disconnection of resident's services by the Msunduzi municipality whilst under account dispute</a>	No acknowledgement and response
03/06/2022	Sipho Hlomuka	MEC for COGTA	COGTA KZN	<a href="#">Request for directive for Msunduzi Municipality to place a moratorium on disconnection of electricity and restriction of water during dispute/query of account</a>	No acknowledgement and response
06/09/2022	Mrs Nelisiwe Ngcobo	CFO	CFO	<a href="#">Disconnection drive on arrears</a>	<a href="#">Responded 12/09/2022</a>
22/09/2022	Mrs Nelisiwe Ngcobo	CFO	CFO	<a href="#">Disconnection drive on arrears</a>	Follow up response to their letter dated 12/09/2022 and received no response.
04/11/2022	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Meeting MARRC members</a>	Meeting held on 11/11/2022 and <a href="#">minutes attached.</a>
22/12/2022	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Eskom load reduction</a>	No acknowledgement and response
27/12/2022	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Sponsorship of Last Dance New Year Event</a>	No acknowledgement and response



2023 – Total letters submitted = 12 vs Total acknowledged and responded to = 3					
Date of letter	Contact person	Designation	Department	Subject heading	Comments
26/01/2023	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Resume monthly meetings</a>	No acknowledgement and response
27/01/2023	CIlr Eunice Majola	Speaker	Speaker	<a href="#">Meeting MARRC members</a>	No acknowledgement and response
03/02/2023	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Assessment of rates and tariff charges 2023-2024</a>	No acknowledgement and response
06/02/2023	Ms BN Sithole-Moloi	MEC for COGTA	COGTA KZN	<a href="#">Request for meeting</a>	No acknowledgement and response
06/03/2023	Mrs Nelisiwe Ngcobo	CFO	CFO	<a href="#">High municipal accounts</a>	No acknowledgement and response
15/03/2023	Mrs Nelisiwe Ngcobo	CFO	CFO	<a href="#">Objection to 2023/24 draft Register of Tariffs and Charges</a>	No acknowledgement and response
05/04/2023	Mrs Nelisiwe Ngcobo	CFO	CFO	<a href="#">Change in billing cycle</a>	<a href="#">CFO replied to formalise response and no response wasn't provided.</a>
19/04/2023	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Urgent matter: change in billing cycle</a>	No acknowledgement and response
24/04/2023	Martin Sithole	Ministerial Representative	COGTA	<a href="#">Letter of demand</a>	No acknowledgement and response
06/05/2023	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Formal objection to multiple billing cycle</a>	No acknowledgement and response
08/05/2023	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Raising of External Loan (Bilateral Agreement)</a>	No acknowledgement and response
11/05/2023	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Memorandum</a>	MARRC held a protest on the multiple billing cycle outside city hall on 11 May 2023 and handed over a memorandum to the MM. He made a public statement to meet us the following week. <a href="#">Received letter</a> from MM to acknowledge receipt of memorandum and to meet. <b><u>To date Dlodlo, no meeting!</u></b>

<b>2023 – Total letters submitted = 4 vs Total acknowledged and responded to = 1</b>					
<b>Date of letter</b>	<b>Contact person</b>	<b>Designation</b>	<b>Department</b>	<b>Subject heading</b>	<b>Comments</b>
16/05/2023	Ms BN Sithole-Moloi	MEC for COGTA	COGTA KZN	<a href="#">Objection to multiple billing cycle</a>	No acknowledgement and response
04/07/2023	Khanyisile Shoba	Senior Manager	Revenue	<a href="#">Request for an extension of the 30 June 2023 deadline for payment arrangements</a>	<a href="#">Acknowledged receipt of letter</a> and will respond by COB on Friday 07/07/2023. To date no response and followed up on 16/07/2023.
09/07/2023	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">New PSL football team for Msunduzi</a>	No acknowledgement and response
19/07/2023	Lulamile Mapholoba	Municipal Manager	Municipal Manager	<a href="#">Objection of R27million sponsorship to Royal AM Football Club</a>	No acknowledgement and response