

22 April 2026

Per hand

The Municipal Manager

Mr Obakeng Isaacs

Kai !Garib Local Municipality

In re: Municipal website failures, procurement disclosure gaps, tariff transparency, official communication controls, and request for urgent clarification

Dear Mr Isaacs

1. The Kakamas Belangegroep writes to record its serious concern regarding the present state of the Municipality's official website and the broader breakdown in public communication that appears to surround it.
2. On the Belangegroep's inspection, the Municipality's website appears materially deficient as a public-facing platform for disclosure, accountability and ordinary civic communication. This is not a minor technical inconvenience. It goes directly to the ability of residents, ratepayers, service users and interested parties to obtain reliable information from the Municipality in a lawful, orderly and timely manner.
3. The immediate concern arises from **Notice K007/2026**, in which the Municipality informs the public that the Final Annual Report 2024/2025, the Draft Budget 2026/2027 and the Draft Integrated Development Plan 2026/2027 are available at municipal offices and on the municipal website. Yet the Municipality cannot lawfully and fairly direct the public to documents on its website if those documents are not in fact there, are incomplete, or are not reasonably locatable by an ordinary member of the public. That defeats the object of public notice and frustrates informed public participation. In terms of sections 16 and 17 of the Municipal Systems Act, the Municipality must encourage and enable community participation, including in budget processes. Sections 21A and 21B further require that documents which must be made public under the Systems Act, the MFMA or other applicable legislation be conveyed to the local community, including on the official website, and that the municipal manager maintain and regularly update that website.
4. The problem extends beyond Notice K007/2026. The screenshots presently available to us show an "Awarded Tenders" page and an "Awarded RFQ's" page populated only with entries for 2011/2012, 2012/2013 and 2013/2014. If that is indeed the current state of the site, those pages are so outdated as to be misleading. A procurement disclosure page that exists in form but has effectively been abandoned in substance does not promote transparency. It undermines it. It creates the false impression that procurement outcomes are being publicly disclosed when, on the face of it, they are not.

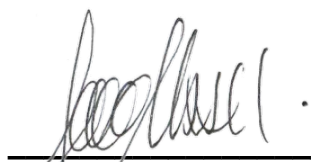
5. In relation to procurement, the position is serious. For a local municipality, the current SCM threshold framework distinguishes between formal written price quotations for procurements over R2 000 up to R300 000 (VAT included) and competitive bidding for procurements above R300 000 (VAT included). That means RFQ-type procurement is not peripheral. It covers a substantial band of municipal expenditure. Lack of visibility on awarded RFQs therefore has direct implications for transparency, equal treatment of suppliers, public oversight, and the integrity of the Municipality's own procurement trail. As for competitive bids, National Treasury's MFMA Circular 83 requires municipalities to advertise all bids on the eTender Publication Portal and to publish notices of all awarded competitive bids there, including key award information, within seven working days.
6. The Belangegroep is also concerned that the Municipality's current tariffs are not readily available on the website. Tariffs are not obscure internal working papers. They affect every household, business, farmer and service user. In terms of section 17(3) of the MFMA, when an annual budget is tabled it must be accompanied by draft resolutions imposing municipal taxes and setting municipal tariffs. Section 22 then requires the annual budget and the documents referred to in section 17(3) to be made public, and section 75 requires annual budgets, budget-related documents and budget-related policies to be placed on the municipal website within the prescribed time. If residents cannot readily locate the current tariffs, the Municipality is failing at the most basic level of public-facing financial communication.
7. A further concern is responsibility and accountability. The Belangegroep accordingly requires the Municipality to identify:
 - 7.1. the official presently responsible for the municipal website, by name, post title and directorate;
 - 7.2. the line manager or senior official exercising oversight over that function;
 - 7.3. the written delegation, mandate or functional allocation under which that responsibility is exercised;
 - 7.4. the key performance indicators, performance targets or other measurable deliverables applicable to that official in respect of website maintenance, public disclosure, document publication and communications management;
 - 7.5. whether those targets have in fact been met during the current and previous financial year; and
 - 7.6. if not, what remedial steps have been taken.
8. The Belangegroep is equally concerned by what appears to be a breakdown in official communication channels. It is a matter of grave concern if members of the public can effectively communicate with the Municipality only through the personal email addresses of officials, rather than through stable, monitored, role-based municipal addresses. That creates obvious governance, records-management and

security risks. At minimum, it raises concerns about continuity of access, audit trails, official record retention, monitoring, confidentiality, loss of institutional control over correspondence, and the risk that important municipal communications become fragmented across private inboxes rather than managed through official systems.

9. In that regard, the Belangegroep requires a written explanation of:
 - 9.1. the current operational status of mm@kaigarib.gov.za;
 - 9.2. if that address is not functioning properly, when and why it ceased functioning;
 - 9.3. what official mailbox or mailboxes are monitored for communications to the Municipal Manager and senior administration;
 - 9.4. who monitors those mailboxes and according to what protocol;
 - 9.5. how incoming mail is logged, acknowledged, escalated and archived;
 - 9.6. what safeguards are in place to ensure continuity of access when officials are absent, suspended, transferred or leave office; and
 - 9.7. why members of the public have repeatedly had to rely on personal email addresses to obtain any response at all.
10. The Belangegroep is also concerned that Facebook now appears, in practice, to be functioning as a substitute for the Municipality's own website. That is not an acceptable communications model for a public institution. Social media may supplement official communication, but it cannot replace a functioning official website and proper record-based disclosure. Reliance on Facebook as a primary channel carries obvious risks: unequal access for residents who do not use that platform; loss of authoritative control over official records; difficulty in verifying what constitutes the Municipality's final and official notice; poor archival integrity; the possibility of deletion, alteration or incomplete retention; and the reduction of serious municipal communication to an unstable third-party platform governed by commercial rather than public-law considerations.
11. The legal position is not obscure. Section 55 of the Municipal Systems Act places the implementation of applicable legislation and the facilitation of community participation within the responsibilities of the municipal manager. Section 75 of the MFMA places specific website publication duties on the accounting officer. The state of the Municipality's website, the apparent absence or inaccessibility of key public documents, the stale procurement pages, the absence of readily accessible tariffs, and the apparent dysfunction of official email channels together suggest a serious failure of communications governance rather than an isolated technical defect.
12. The Belangegroep therefore requires, within **ten (10) business days** (thus on or before Friday, 8 May 2026) of this letter:
 - 12.1. a written response to each issue raised above;

- 12.2. the identification of the responsible website and communications officials;
 - 12.3. copies of the applicable delegations, job descriptions or extracts sufficient to show who carries responsibility for website administration and public communications;
 - 12.4. copies of the KPIs or performance targets applicable to that function;
 - 12.5. the exact links at which the Final Annual Report 2024/2025, Draft Budget 2026/2027, Draft IDP 2026/2027, and the current tariff schedules are published, failing which electronic copies of those documents must be provided directly;
 - 12.6. a written explanation for the apparent absence of current procurement outcomes from the Municipality's "Awarded Tenders" and "Awarded RFQ's" pages;
 - 12.7. confirmation of the Municipality's compliance position regarding publication of awarded competitive bids on the eTender Publication Portal; and
 - 12.8. clarification of the Municipality's official email governance, monitoring and retention arrangements.
13. The present situation is not administratively neutral. It impairs scrutiny, weakens accountability, frustrates public participation, and undermines confidence in the Municipality's willingness or ability to communicate through proper official channels.

Yours faithfully



Jaco Visser

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