

Introducing Action4Accountability and the CivActs Bulletin

The Action for Accountability (A4A) project is a partnership project between Ahmed Kathrada Foundation (AKF), Accountability Lab South Africa (ALSA), and Public Service Accountability Monitor (PSAM) together with four local communities. They are Lenasia, Finetown, Mondeor, and Makhandanda.

A4A works to help community members to follow up on public service accountability and good governance in South Africa through community-led action. The goal is to strengthen citizen action to improve accountability and engagement with local governance challenges.

This project works with Civic Action Teams (CivActs) which are feedback, dialogue, and community voice platforms. CivActs gather information to update communities through this bulletin and other community stakeholder meetings. The CivAct Bulletin is developed by Activist Storytellers who live in the community and are members of the CivActs. They will be telling the stories of communities that are building civic power to take action for accountability.

What's in this bulletin?

- **LENASIA: CivActs Team pushes for community update about delays in taxi rank upgrade project - p2**
- **FINETOWN: Community meets its ward councillor and newly elected ward committee - p2**
- **MONDEOR: CivActs Team takes action on open manholes and water infrastructure project damage - p3**
- **MAKHANDA: CivActs Team shapes advice letter to Parliament about municipal problems and how to solve them - p3**
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The Lenasia taxi rank project started in 2020 with a 2-year completion timeline. The plan was to upgrade the entrance and exit of the rank, but the project was expanded. The objective of the expanded project is to develop the outskirts of the Lenasia CBD and update the infrastructure as part of improving the transport hub.

The first phase of the project is focused on fixing the taxi rank, and was expected to only take 6-months to complete. The second part of the project is to fix the outskirts of the CBD, but has not yet been fully approved.

Ward 9 councillor, Imraan Moosa, conducted a meeting in September with the community and different stakeholders to give an update on the project's delays. Moosa later invited the CivActs team to a site visit where construction surveying company, Delta, gave an update on what needed to be completed for the rank to function again.

What's happening in Lenasia?



What's happening in Finetown?



In September, residents of Finetown were invited by Councillor Amelia Zama to meet her and the newly elected ward committee and understand their roles and responsibilities. The Finetown CivActs Team was there.

One of the most important issues for the Finetown community right now is urgently opening of the Finetown Clinic. The clinic was completed two years ago but has still not been handed over to the community. There has also been no information about when the community should expect it to be opened causing concerns and confusion.

The ward committee have made the issue one of their priorities. Zama informed the community that the clinic was expected to be opened in the next two months.

The open manholes and incomplete water infrastructure project running through ward 54 and surrounding areas continue to pose a danger to the community of Mondeor. This came out as an urgent issue and case to follow, during a meeting of the newly established CivActs Team in September.

Large trenches and deep holes have been left open on roadsides, pavements, and driveways. Affected residents have complained about disruptions to their access water. They are also concerned about safety because the manholes and trenches are not properly secured.

The CivActs team in Mondeor investigated the issue and was able to contact ward councillor, Stuart Marais, who has made an effort to resolve this issue by engaging the relevant stakeholders.

Four days after the CivActs Team's intervention, Mr. Mafanya of Meredale reported that Rand Water came to close the trench outside his home.

What's happening in Mondeor?



What's happening in Makhanda?



The water quality crisis in Makhanda is only getting worse. In some areas, taps flow with dirty water. This problem is part of a deeper municipal governance crisis that has affected the community for more than ten years.

PSAM invited the CivActs team to a stakeholder meeting held by the Parliamentary Committee that oversees National COGTA. This is the government department responsible for effective municipal functioning.

PSAM collected the views of the CivActs Team about how the crisis was unfolding and how it should be solved. This was packaged into a joint submission to the committee by community stakeholders that included civil society organisation and the business forum.

Meet our A4A Community Facilitators

Zarina Motala - CivActs Community Facilitator - Lenasia



Zarina Motala is one of our community facilitators for the A4A project. She was raised in Fordsburg in Johannesburg until she and her family moved to Lenasia when she was 11 years old. She says that growing up under apartheid and seeing inequalities in South Africa, she was motivated to be part of the change makers in her community.

Motala has served her community in various roles including as an administrator in the Parliamentary Constituency Office (PCO) in Lenasia. She has also played various roles in the Gauteng provincial legislature. She believes that women taking up community building and political leadership opportunities is not only exciting but important.

“Balancing family, work and community work was tough, but my family is always supportive”

Zarina says she's very excited about the Action for Accountability project in Lenasia where local service delivery and accountability need to be prioritised.

CivActs Teams in Action



Discussion about the Finetown Taxi Rank with CivActs Team on a tour with taxi association leadership.



The Finetown CivActs Team gathers outside the clinic that is yet to be opened and handed over to the community.

Get Involved

If you are interested in getting involved in CivActs and in taking Action4Accountability, send a message or WhatsApp to your local community facilitator:

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