



GAUTENG PROVINCE

CO-OPERATIVE GOVERNANCE AND
TRADITIONAL AFFAIRS
REPUBLIC OF SOUTH AFRICA

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Ms M Mosupyoe, MPL
Speaker: Gauteng Provincial Legislature
Private Bag X52
Johannesburg
2000

Dear Madam Speaker

RESPONSE TO LEGISLATURE QUESTION 5.COGTA143 TABLED BY MEMBER B ENGELBRECHT OF THE DEMOCRATIC ALLIANCE (DA)

5. COGTA0143. With regard to service delivery protests, could the MEC please indicate:

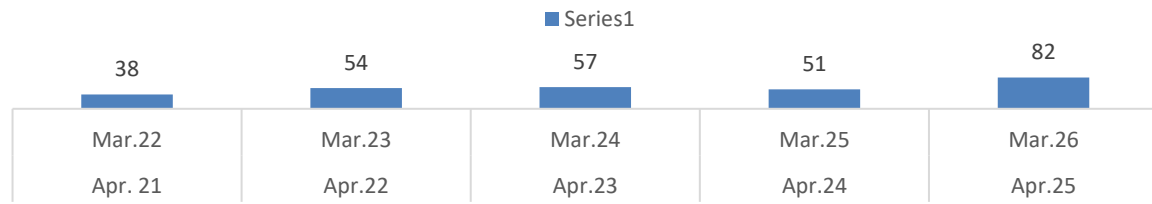
- (i) Over the last five financial years, how many service delivery protests took place in Gauteng;**

Response:

According to the Municipal IQ Hotspots (Service Delivery Protests Monitor), a total of 282 major service delivery protests were recorded in Gauteng during the five financial years from 1 April 2021 to 31 March 2026. The annual breakdown is as follows:

Financial Year	Number of major service delivery protests
2021/22	38
2022/23	54
2023/24	57
2024/25	51
2025/26	82
Total	282

Service Delivery Protests: Gauteng (April 2021 to March 2026)



(ii) How much money, in rands and cents, was lost due to the service delivery protests;

Response:

There is currently no official departmental methodology or database that quantifies the direct financial losses arising from service delivery protests. The financial impact of protests varies considerably depending on their location, duration and severity. Costs may include:

- Damage to municipal infrastructure and public property.
- Repair or replacement of damaged infrastructure and municipal assets.
- Disruption of municipal service delivery operations.
- Increased expenditure on policing, emergency response and clean-up operations.
- Interruptions to business activity.
- Traffic disruptions and lost productivity.

Accordingly, it is not possible to provide a verified Rand value for the cumulative financial losses attributable to service delivery protests in Gauteng during the period under review.

(iii) What were the main reasons for the protests

Response:

- Analysis of the Municipal IQ Hotpots (Service Delivery Protests Monitor) indicates that protests in Gauteng were primarily driven by dissatisfaction with the provision of basic municipal services.
- Electricity-related grievances were the most frequently recorded, featuring in approximately 48% of all major service delivery protests over the five-year period, followed by water-related issues (26%). Other commonly recorded grievances included sanitation (6%), housing (5%), roads (5%) and refuse removal (4%). A small number of protests related specifically to councillor or governance issues (less than 1%).

Main grievance	Number of protests	% of all protests*
Electricity	135	47.9%
Water	73	25.9%
Sanitation	18	6.4%

Main grievance	Number of protests	% of all protests*
Housing	15	5.3%
Roads	15	5.3%
Refuse removal	11	3.9%
Councillor / governance	2	0.7%

*Percentages are expressed as a proportion of the 282 protests recorded between April 2021 and March 2026. Some protests involved multiple grievances and not every protest had a recorded grievance. Consequently, the percentages do not total 100%.

(iv) What measures are in place to ensure that residents of the province receive the service delivery they pay for;

Response:

Municipalities have various measures in place for delivery of services through planning and implementation measures to ensure the provision of services to communities. Gauteng Department of CoGTA also monitors and support municipalities through various measures in this regard. The measures include:

- Development of Integrated Development Plans (IDPs), Service Delivery and Budget Implementation Plans (SDBIPs) and performance management systems by municipalities.
- Infrastructure repairs and maintenance by municipalities
- COGTA constantly monitors municipal performance and progress towards meeting service delivery targets.
- COGTA various forms of support to municipalities such as infrastructure, governance and institutional support.

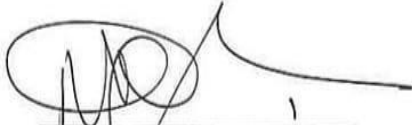
(v) How many businesses have closed their doors and moved their operations elsewhere due to the impact of service delivery protests in the province;

Response:

- The Department does not have information on the number of businesses that have closed or relocated specifically due to service delivery protests.

- Business decisions are influenced by numerous factors, including market conditions, crime, infrastructure reliability, electricity supply, logistics, labour considerations and the broader economic environment. While recurring service delivery protests may contribute to relocation decisions in some instances, particularly where they result in repeated disruptions to business operations or access routes, this impact cannot be quantified with certainty using currently available data.

Sincerely,

A handwritten signature in black ink, consisting of a large, stylized 'M' followed by a horizontal line and a small flourish.

MR. JACOB MAMABOLO, MPL

**MEMBER OF THE EXECUTIVE COUNCIL FOR COOPERATIVE GOVERNANCE AND
TRADITIONAL AFFAIRS AND INFRASTRUCTURE DEVELOPMENT**

DATE: 31/07/2026