

## **Acting Municipal Manager takes Greater Knysna residents into confidence**

Knysna Acting Municipal Manager, Mr Boy Manqoba Ngubo, has moved swiftly to assess the state of municipal operations following his arrival in Knysna, coinciding with a period of severe weather and growing public concern regarding service delivery challenges.

Residents across the Greater Knysna municipal area have experienced significant discomfort in recent months due to ongoing infrastructure-related challenges affecting water supply, wastewater systems, electricity services and other essential municipal services. Recognising the impact these challenges have had on communities, businesses and public confidence, Ngubo has embarked on a comprehensive programme of inspections, assessments and engagements aimed at restoring stability and accountability within the administration.

Since assuming his responsibilities on 6 May 2026, Ngubo has conducted several site visits and operational assessments across key service delivery departments. These engagements have provided him with a firsthand understanding of the challenges facing the municipality and have driven immediate interventions aimed at improving staff and institutional performance and service delivery outcomes.

"A municipality functions effectively when three critical pillars work together, that is, the Council, the Administration and the Public," said Ngubo. "Over recent months, residents have shown remarkable resilience while civil society organisations, community leaders and various stakeholders have stepped forward to offer assistance and support to the municipality. This commitment from our communities places an even greater responsibility on the administration to perform, to account and to deliver. The administration exists to serve the public. We are committed to fostering a culture where residents are treated with respect, where communication is timely and transparent, and where service delivery remains our primary focus"

Ngubo acknowledged that restoring public trust requires more than commitments and assurances.

"The people of Knysna deserve a municipality that is responsive, professional and accountable. Public confidence can only be rebuilt through visible action, improved performance and a culture of accountability throughout the institution. Our residents must know that their concerns are being heard, action is taken and that corrective measures are being implemented where shortcomings have been identified. Public accountability is not an abstract concept, it is a fundamental obligation of every staff member. Where there are failures, they must be addressed. Where there is excellence, it must be recognised and replicated."

Following his assessments, Ngubo has initiated a broad consequence management drive aimed at strengthening administrative accountability and enhancing service delivery standards across the organisation. He has committed himself to providing regular public feedback on progress being made in this regard.

While specific details relating to individual employee matters cannot be disclosed due to applicable labour legislation and procedural requirements, Ngubo confirmed that appropriate measures will be initiated where necessary, including disciplinary or other action where warranted.

Ngubo further emphasised that institutional recovery and service delivery improvement will require a collective effort involving councillors, municipal officials, communities and external stakeholders.

"The challenges facing the municipality were not created overnight, and they will not be resolved overnight. However, there is a clear commitment from both political and administrative leadership to confront these challenges directly. Our focus is on building a capable institution that delivers sustainable services and earns the trust of the communities it serves", Ngubo concluded.

## **ENDS**

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