

GovChat — South Africa's WhatsApp-Based Citizen Engagement Platform and Its Meta Access Dispute

AI in the Public Sector · Good practice · South Africa

Quality score: 67/100

Evidence strength: Descriptive / self-reported

Summary

A WhatsApp-based platform connecting up to 13 million South Africans to grants, COVID-19 testing and municipal services became a landmark antitrust case after Meta moved to cut off its access, testing how public digital services can depend on a private platform.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-14

[GovChat](#) — accessed 2026-08-14

[GovChat Newsroom](#) — accessed 2026-08-14

[Daily Maverick: Competition Tribunal ruling in GovChat case could be a game-changer for Big Tech](#) — accessed 2026-08-14

[IOL: GovChat CEO welcomes action taken by the Competition Commission over Meta](#) — accessed 2026-08-14

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