



MEDIA STATEMENT

FOR IMMEDIATE RELEASE

Date: 28 June 2021

JOBURG OMBUDSMAN APPOINTS REGIONAL AMBASSADORS TO REACH MORE RESIDENTS

Joburg Ombudsman, Advocate Siduduzo Gumede welcomed 25 Ambassadors on Friday 25 June 2021, appointed to create the presence of the Office of the Ombudsman in the seven regions of the City.

The Office of the Ombudsman was established in terms of the Establishment of the City of Johannesburg: Ombudsman By-Law, 2014, and in line with the City's 2040 Growth & Development Strategy (GDS 2040), which defines the type of society the City aspires to be, by the year 2040.

The appointed 25 Joburg Ombudsman Ambassadors will take the Office to the residents of Johannesburg in July. They will be placed at all the regions of the City to assist residents with their complaints of alleged maladministration and unfair treatment by the City of Joburg's departments and entities. Taking the Office to the people will ensure that residents can easily access our Offices in the regions that are in their neighbourhood.

As an office of last instance, residents may only approach the office after they have exhausted all official channels of the City of Joburg. Residents can talk to the ambassadors, lodge complaints, and use the complaints boxes that will be allocated in the regions.

The appointments of the Ambassadors coincide with the youth month, and most of these Ambassadors are young, and mostly graduates.

This project will ensure that more residents have access to this vital service in the regions. This initiative will ensure that **Service Delivery** and **Human Rights** issues are dealt with.

“The Ambassador programme is significant in the history of our City and our country as they were recruited from the youth of our City and will spend eighteen months in the Office of the Ombudsman where they will be exposed to the inner workings of an Office of the Ombudsman in local government, said Joburg Ombudsman, Adv. Sduduzo Gumede.

“This is a great victory for service delivery in the City. To my knowledge it is a first in this country. There’s therefore great interest in how it will develop. It’s an experiment that, no doubt, will be emulated and replicated throughout the country in the future. Let us therefore approach it with the requisite commitment and give it the attention it deserves” concluded Joburg Ombudsman.

The Office of the Ombudsman is reachable through the following channels:

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-STATEMENT ENDS-

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