

## Media Release

To: Editors and Community Media

### Joburg Ombudsman Unpacks the Role of an Ombudsman in Good Governance in the City of Johannesburg

**17 October 2024** – The Office of the Ombudsman (the “Office”) in collaboration with the University of Johannesburg’s Community Engagement Department hosted a hybrid public lecture under the theme “*The Role of the Ombudsman in Good Governance*” at the University of Johannesburg’s Nadine Gordimer Auditorium, a venue synonymous with a woman of principle.

Often ranked as a premier statutory body in the facilitation of many complementary principles i.e., impartiality, transparency, accountability and citizen education engagement, the Office understands that good governance often aids improvement of local governance and safeguard the human rights of residents in the City of Johannesburg (the “City”) while playing a pivotal wheel of progress in the City’s developmental programmes i.e., Community Based Planning (CBPs) and Integrated Development Planning (IDPs) sessions; and essentially help to drive critical vehicles such as municipal entities towards efficient and equitable service delivery across the City’s regional footprint.

Led by the Ombudsman for the City of Johannesburg, Advocate Siduduzo Gumede, the role of the Office in actively and effectively maintaining values of good governance within the city is guided by the Ombudsman By-Law, 2023 and seeks to promote and advocate for the protection of human rights by (1) ensuring the adherence to the principles of procedural fairness and administrative justice (2) assisting the preservation and promotion of compliance with all resolutions, policies and by-laws which govern municipality (3) developing awareness of human rights among the residents of the City of Johannesburg (4) making recommendations to the City Manager in order to enhance the promotion and implementation of human rights and (5) investigating complaints of violations of human rights by the administration of the municipality and seek appropriate redress.

“Through such collaborative efforts, we hope to encourage an engaged citizenry where citizens can see themselves as partners and foster a culture of accountability amongst ourselves as residents of the city by playing our part. From the simple action of paying one’s municipal services (water, electricity, rates) on time, helping to maintain and protect public infrastructure or even complying with the City’s By-Laws and regulations, we can collectively create a robustly functioning democratic system and help to promote public trust, improve service delivery and create a just society”, commented Adv. S’du Gumede, Ombudsman for the City of Johannesburg.

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