



Happy New Year

Having just entered the New Year, we at the Office of the Ombudsman for the City of Johannesburg extend our heartfelt wishes to our valued clients. This time of the year is a poignant reminder for all of us to continue to uphold and advocate for good public administration, equality, justice, and accountability.

We remain committed to enhancing transparency and efficiency in public administration, ensuring that decisions and actions related to service delivery are driven by fairness and a desire to protect the basic human rights of all the residents of the city.

Revised Ombudsman By-Law 2023 ready for Gazetting

2024 is a particularly significant year for us, as it marks the 10th anniversary of the Ombudsman By-Law, 2014. One which will see the amendment of the existing document, which will now enable the Ombudsman to ensure that all remedial actions are binding and that offenses, penalties, and consequences relating to non-compliance by the respective departments and entities are fully enforced.

These amendments will include changes such as the addition of "Disciplinary Offences", where any employee of the City who fails to comply with any lawful instruction or request for information by the Ombudsman acting in terms of the provisions of this By-law shall be guilty of misconduct and may be charged as such, as per the Municipality's Disciplinary Procedure and Code of Regulations for Senior Managers, respectively. Additionally, "Offences and Penalties" now stipulate that any member of the public found guilty of contravening this By-law, shall be guilty of an offense and upon conviction, be liable to a fine or imprisonment for a maximum period of three (3) months.

This is indeed a big win for both the residents and our office because not only will residents receive their just redress, but we will be able to strengthen the efficiency of our investigative processes.

This is no small feat, one that would not have been possible without the ongoing support of the City's Council as well as the valuable contribution of the residents and colleagues within the legal fraternity (CoJ Group Legal, academia and the private sector, etc.).

The revised By-law will take effect upon publication in the Provincial Gazette as the City of Johannesburg: Ombudsman By-law, 2023.

New Joburg Ombudsman Website Launching Soon: Now With an Option to Lodge Your Complaint Online!



This month will see the launch of our new and improved user interface website, which will have online features that are easy to access, understand, and use to help facilitate certain actions such as lodging a complaint and tracking your current case with us, right in the comfort of your home.

Through the integration of our Complaints Management System, you, as our client will now be able to register your profile, lodge a complaint through a secure website, and have a login credential to access instant and up-to-date data relating to your case.

Additionally, you will also experience new interactive features such as a Chatbot, social media sharing and a feedback web form; with an option to subscribe to our monthly newsletter to keep abreast of the latest office news and developments as well as other informative content relating to your rights and responsibilities as a resident of the City of Johannesburg.

Our new mobile-friendly website will not only help you navigate with ease but will contribute to our overall service offering. We will be able to centralise the collection of complaints from various channels and integrate a cookies-enabled functionality to streamline data privacy compliance (essentially helping to improve the usability of our platforms and overall user experience within our complaints process).



For feedback, please email editor@joburgombudsman.org.za.

