

**MEDIA STATEMENT
FOR IMMEDIATE RELEASE
10 February 2025**

Joburg Ombudsman injects more effort into Citizen Information Clinics

On Thursday, 13 February 2025, the Office of the Ombudsman for the City of Johannesburg will kick off its seven-week Citizen Information Clinics Programme at the Eastbank Hall in Alexandra, North-East Johannesburg. Under the theme “*Here to Hear You*”, the campaign will run across the seven regions of the city with the aim to educate residents of their constitutional rights to equitable and efficient basic municipal services.

“Effective service delivery is a catalyst for change and in creating platforms such as our clinics, we as an office of last instance can help to bridge the gap between the city and its constituencies as well as encourage active citizenry. Last year we welcomed thousands of residents from across the city, and we hope to welcome even more this year as we increase our regional footprint and contribute towards the acceleration of service delivery within the Joburg Metro”, commented Advocate Siduduzo Gumede, Joburg Ombudsman.

Additionally, these clinics are centred around building strong and sustainable partnerships, which require collaborative efforts between the city’s departments and entities as well as Chapter 9 institutions such as the Consumer Goods and Services Ombuds, Socio-Economic Rights Institute of South Africa (SERI) and the South African Human Rights Commission who will all be present to provide **free legal consultations, onsite**.

Residents are invited to attend these sessions to raise their concerns, seek guidance and access a broader range of expertise and resources such as information on the complaint lodging process of the office as well as awareness of their respective human rights and responsibilities.

Come meet our team of experts and connect with us at one of the following venues, near you:

CITIZEN INFORMATION CLINICS 2025			
Date	Time	Region	Venue
Thurs, 13 February 2025	10:00 – 14:00	Region E	East Bank Hall
Thurs, 20 February 2025	10:00 – 14:00	Region D1	Protea South Community Centre
Thurs, 27 February 2025	10:00 – 14:00	Region F	Brixton Multipurpose Centre
Thurs, 06 March 2025	10:00 – 14:00	Region B	Danie Van Zyl Community Centre
Thurs, 13 March 2025	10:00 – 14:00	Region C	Cosmo City Community Centre
Thurs, 20 March 2025	10:00 – 14:00	Region G	Orange Farm Multi-Purpose Centre
Wed, 26 March 2025	10:00 – 14:00	Region A	Diepsloot Youth Centre

For more information, please contact the Communication Deputy Director, Corrine Lekhoane on 081 309 8360 or Corrine.Lekhoane@joburgombudsman.org.za.

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For media queries, please contact:

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