

**MEDIA RELEASE
FOR IMMEDIATE RELEASE
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Joburg Ombudsman and CoJ Revenue Department to host Open Days in June

The Office of the Ombudsman is proud to announce a series of Open Days this June, designed to serve not only as service delivery touchpoints but also vital opportunities for Joburg residents to raise concerns, seek assistance and immediate resolution on matters involving various city departments and entities.

This initiative, undertaken in collaboration with the Revenue Department, reflects a shared commitment to enhancing administrative responsiveness and promoting transparent, citizen-centred governance.

Why Attend

- *Direct Access to Services:* Meet with representatives and specialists in rates, valuations and refunds from the Revenue Department, Joburg Water, City Power, Pikitup, and more - all in one place!
- *Immediate Assistance:* Address billing issues, account queries, and service-related complaints on the spot.
- *Personalised Support:* Our Ombudsman team will be available to guide you through the complaint process and assist with new and existing complaints formally lodged against any of the city's departments and entities.

The participation of residents is vital in shaping a responsive and accountable local government and communities in the following regions are urged to mark their calendars and join us at the following Open Days:

Date	Region	Venue
7 June	G	K43 Highway, Old Corobrick Building, Lenasia
7 June	A	Rabie Ridge Community Hall
TBC	D	TBC

To ensure an efficient complaint-handling process, residents are advised to have the following documents ready prior to visiting our onsite helpdesk:

- A fully completed copy of the prescribed complaint form,
- A copy of the complainant's ID,

- A reference number from the City of Johannesburg,
- Proof of Residence (if available) and
- All prior correspondence related to the complaint

Whether you're facing challenges with municipal billing, water or power cut queries, or just need clarity on your rights, we encourage you to engage with us. Together, we can ensure that public service delivery works fairly for everyone.

To find out more information, please contact Corrine Lekhoane on 081 309 8360 or email corrine.lekhoane@joburgombudsman.org.za.

For media queries, please contact:

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