

**MEDIA RELEASE
FOR IMMEDIATE RELEASE
13 November 2025**

Join the Joburg Ombudsman Open Days: Real Solutions, Real Service.

The Office of the Ombudsman for the City of Johannesburg, in partnership with City Power and Joburg Water, is taking municipal services directly to communities through a citywide outreach programme in the form of Regional Open Days, under the theme “Joint Proactive Query Resolution Campaign.”

The campaign will run from November 2025 to February 2026, covering all seven regions of the City of Johannesburg. Each Open Day will be held at easily accessible community venues, kicking off at **Thuso House, 61 Jorissen Street, Braamfontein**, on Saturday, 15 November 2025 from 08h00 to 16h00.

“This initiative reflects our commitment to bringing essential services closer to residents, resolving persistent service-delivery queries and restoring confidence in the City’s systems. Upholding fairness, accountability and good governance remains at the core of our work and through our collaboration with City Power and Joburg Water, we are ensuring that service challenges are resolved directly at the source”, remarked Joburg Ombudsman, Adv. Siduduzo Gumede.

This supports Chapter 2 (3) of the Ombudsman By-Law, 2023, which empowers the Office to investigate, mediate and resolve issues of maladministration, unfair treatment and service delays within the City’s operations.

Residents are encouraged to attend the session to:

1. Resolve outstanding billing and service queries
2. Clarify discrepancies on municipal accounts
3. Receive updates on pending complaints submitted to the respective entities
4. Lodge new complaints directly and
5. Engage on matters relating to City Power and Joburg Water services

To ensure a smooth and efficient complaint-handling process at the on-site help desk, residents are advised to bring a copy of their ID document or proof of residence, copies of recent municipal accounts, and any relevant correspondence from City Power, Joburg Water or the Ombudsman’s Office.

For more information, please contact Corrine Lekhoane on 081 309 8360 or at corrine.lekhoane@joburgombudsman.org.za.

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