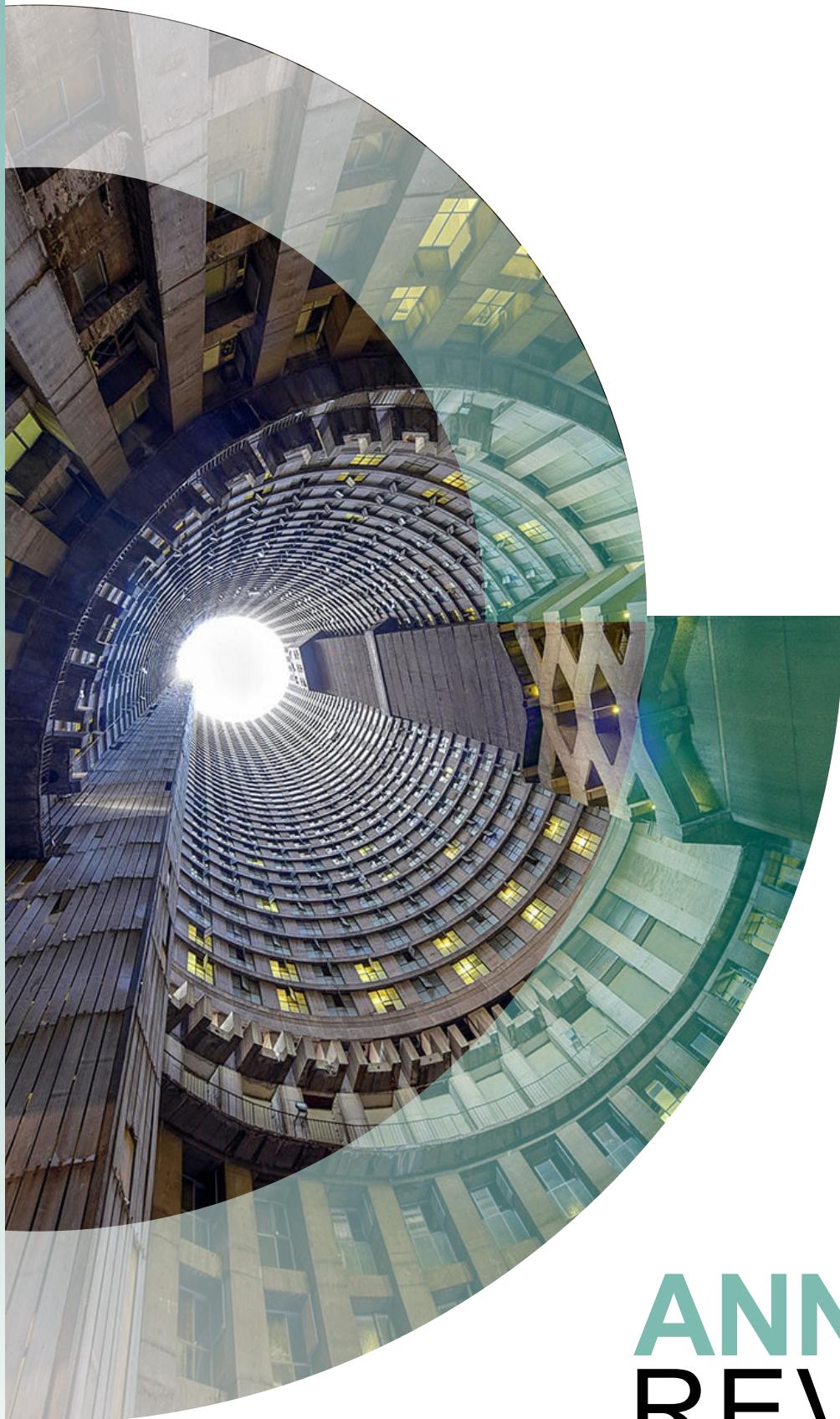




a world class African city



2023/24

# ANNUAL REVIEW

Good Governance | Good Decisions



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# PART 1

## MESSAGES

### Foreword:

#### From the Ombudsman

01



**“As outlined in Section 3(2) of our By-Law, our office investigates complaints relating to maladministration, human rights violations in respect of access to efficient and equitable service delivery, and prejudices against members of the public. ”**

I am proud to present our Annual Review for the 2023/24 Financial Year. This report not only serves as a summary of our performance over the past year, but also a reflection of the challenges faced and future projections to enhance the efficiency and equity of the City of Johannesburg's service delivery. The Office of the Ombudsman is, in accordance with Section 2(5) of our By-law of the Ombudsman By-Law 2023, functionally accountable to Council through the Office of the Speaker, and administratively accountable to the City Manager. We operate as an independent structure of government within the administration of the City of Johannesburg, dedicated to promoting good governance and safeguarding the rights of individual and commercial residents of the city.

As outlined in Section 3(2) of our By-Law, our office investigates complaints relating to maladministration, human rights violations in respect of access to efficient and equitable service delivery, and prejudices against members of the public.

The key highlight of this period was the newly promulgated Ombudsman By-Law 2023, which introduced essential changes within the authoritative framework of our Office, thereby cementing our authority as an independent structure. The By-Law reflects our strategic foresight and responsiveness to the evolving needs of the residents, as well as our ability to improve the accountability of the respective departments and entities.

As we mark 10 years of our existence as an office of last instance, we know this is not just a time to acknowledge the positive changes — both individual and systemic — that this office has made possible but one which also presents us with an opportunity to shine a light on real and persistent concerns felt by the public. Through our collaboration with the office of the Public Protectors South Africa, we hope to strengthen our credibility as an office through the sharing of knowledge and expertise, and capacity building.

I would like to extend my warm appreciation to all our stakeholders, the City's administration and residents for entrusting us to redress their frustrations with the City.

**Advocate Siduduzo Gumede**  
Ombudsman: City of Johannesburg



**“Together, with the continued support of the Office of the Ombudsman, I believe that we will indeed build a more inclusive City that is accountable to its constituencies. ,”**

## Message of support: Speaker of Council

As a city, we often look to institutions such as the Office of the Ombudsman for the City of Johannesburg to advise us on best practices of the protection and promotion of the rights of residents across all colour and class lines.

I am pleased to extend my support to the Ombudsman and his team, as they present their Annual Review for the 2023/24 Financial Year. This report bears testament to the commitment of our city towards good governance and easy access to equitable services to all.

At the heart of any thriving municipality lies the confidence of its residents and as the City’s Speaker, I am committed to ensuring that our great city continues to flourish under an independent, transparent, efficient, and equitable investigation process of the Ombudsman’s office.

By virtue of its regulatory role, the Office of the Ombudsman has become a symbol of hope within our communities; often acting as a bridge between aggrieved residents and the administration of the City of Johannesburg.

As we reflect on its performance in the past year, it is equally important for us to recognise the critical role the Ombudsman plays in society but also its significant contribution to the development of our city, helping to foster an environment of open dialogue and encouraging a sense of accountability across the various municipal departments and entities.

On behalf of the City of Johannesburg, I extend my deepest gratitude to the dedicated team in the Office of the Ombudsman. Your steadfast commitment to serving our residents is truly commendable, and your impact is felt throughout our communities.

Together, with the continued support of the Office of the Ombudsman, I believe that we will indeed build a more inclusive City that is accountable to its constituencies.

**Cllr. Nobuhle Mthembu**  
Speaker of Council: City of Johannesburg



## Message of support: Acting City Manager

On behalf of the City of Johannesburg, it is a pleasure to extend my message of support to the Office of the Ombudsman for their invaluable contribution towards the accelerated delivery of municipal services to the residents of the city.

This Office has been instrumental in helping to safeguard the human rights of residents within the city and enhancing public trust in our departments and entities. Their efforts to investigate complaints, mediate disputes and promote effective administrative practices have contributed towards the positive transformation of how we serve our customers.

As we look ahead, we understand that there will always be new challenges to overcome but with the continued support and guidance of institutions such as the Ombudsman Office, we are confident that we will navigate through and apply corrective actions where we have been found wanting as a city.

**“We commend the Ombudsman and his team for their unwavering commitment to serving the residents of the City of Johannesburg. And we remain committed to upholding the principles of good governance and ensuring that the rights of every resident are protected. ,”**

Together, we will build a high functioning City of Johannesburg, where transparency, equity, and responsive governance are not just aspirations but a reality for millions of residents across our regional footprint.

As we continue working together to ensure that the City of Johannesburg remains an inclusive beacon of hope, may this report serve as a reminder of the remarkable progress we have made as a collective.

**Tshepo Makola**  
Acting City Manager: City of Johannesburg

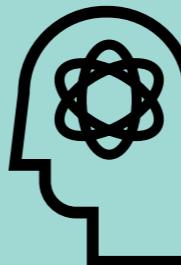
## PART 2

# STRATEGIC OVERVIEW

### Strategic Overview

The Office of the Ombudsman for the City of Johannesburg (“the Office”) was established in terms of The Establishment of the Office of the Ombudsman for the City of Johannesburg By-Law, 2014 in line with section 13(a) of the **Local Government: Municipal Systems Act, 2000** (Act No. 32 of 2000). The reason for its establishment was to provide residents of the City of Johannesburg with a last-resort dispute resolution mechanism for complaints of maladministration, unfair treatment and alleged violations of human rights by the City of Johannesburg (“CoJ”), its Municipal Entities (“MEs”) and employees.

The Office seeks to ensure that citizens feel acknowledged through a refined, shared and comprehensive customer-centric approach that puts them at the center of its operations. Thus, highlighting an equally important pillar of its work, which is to promote a culture of accountability and respect for human rights within the city.



#### **Vision**

To be a responsive investigator and mediator of human rights-related complaints in the City of Johannesburg.



#### **Mission**

To be an office of last instance that contributes towards accelerating service delivery and promoting a culture of respect for human rights by investigating complaints of maladministration to improve confidence and accountability in the city.

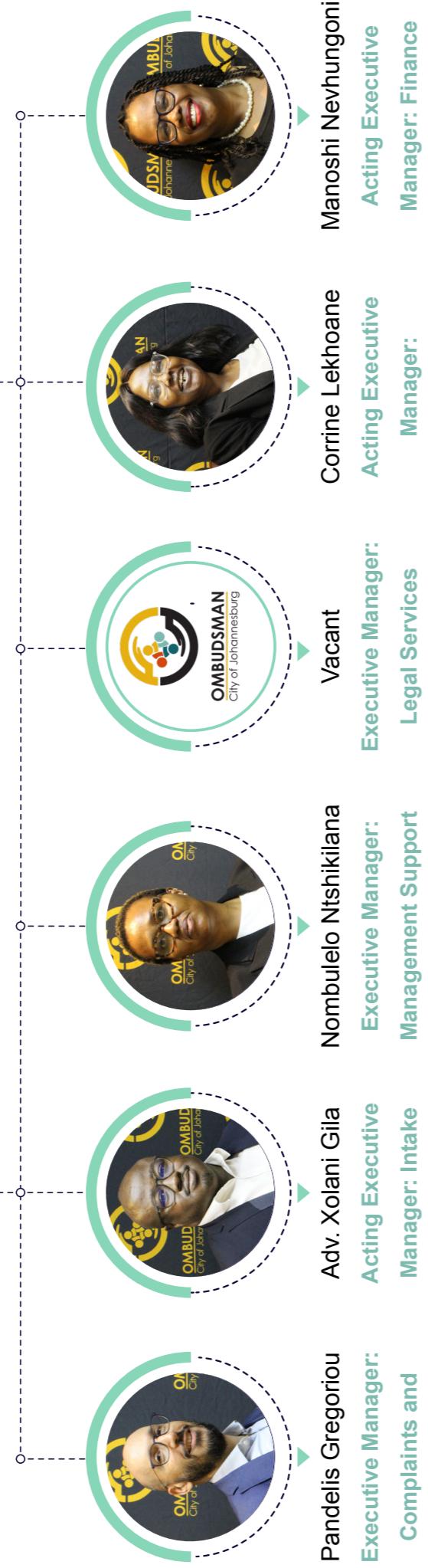


#### **Values**

- Accessibility
- Accountability
- Fairness
- Integrity
- Transparency



Adv. Siduduza Gumede  
**Ombudsman**



## PART 3 OPERATIONS

# Intake and Registry Unit

08

As a primary point of contact, the Intake and Registry Unit is responsible for the receipt, screening and processing of all incoming complaints. Therefore, functioning as a crucial component in the complaints-handling process within the Office of the Ombudsman.

Through weekly preliminary assessment meetings, the unit gathers, prepares, preserves and analyses complaint forms and supporting documents - reference numbers, incident descriptions and correspondence to and from the department and entity in question - in a period of 14 days upon receipt, to determine the justifiability of individual complaints.

All complaints that fall within the mandate of the Office are forwarded and processed to the Complaints and Investigations Unit for further investigation.

## Registered Complaints

In the reporting period 1 721 complaints were registered, with 466 cases closed at intake level, this indicates a 32% annual increase of cases registered as compared to the 16% in the previous year (2022/23).



Of the 466 cases closed, 84% of complainants accepted the outcomes from the preliminary investigations, 2.4% were withdrawn by the complainants, 1.8% fell outside the jurisdiction of the Office, and 1.5% were closed through \*internal referrals. During the period in review, in Quarter 4 10% of the cases were \*\*deferred

\* Complainants failed to exhaust the City's internal processes prior to escalating with our Office and were subsequently referred to the respective departments and/or entities.

\*\* deferred cases relate to outstanding information from the department/entity and/or complainant.

## Outcomes of Validated Complaints

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Complaint Status	Total
Complaints outside the jurisdiction of the office.	8
Complaints withdrawn by complainant during the assessment process.	11
Complaints closed via internal referral to the City of Johannesburg departments and/or entities. Where complainant was advised to exhaust City complaints processes with internal stakeholders before approaching the office.	9
Complaints closed after a preliminary investigation or complainant's acceptance of the outcomes.	390
Complaints deferred for preliminary / pending submission of supporting documents beyond 7 days those that are awaiting preliminary investigation responses.	48
<b>Total</b>	<b>466</b>

\* The table below illustrates the breakdown of complaint outcomes. deferred cases relate to outstanding information from the department/entity and/or complainant.

## Joburg Ombudsman Rules in Favour of Pensioner

[www.joburgombudsman.org.za](http://www.joburgombudsman.org.za)

Umbiko

1 April 2024

On 11 March 2024, the Office of the Ombudsman received a complaint relating to a "delay in the approval of a pensioners' rebate application" and upon receipt, the office conducted a preliminary investigation with the Rates Department to determine the merits of the complaint and on 15 March 2024, the Rates Department responded that they had granted the



rebate until June 2027 (crediting the complainant's account from July 2023 to March 2024).

There were no outstanding issues for investigation and the office proceeded to close the file.

## Communication Channels Used to Lodge Complaints

The Office remains accessible to all residents of the City of Johannesburg (particularly from underserved communities) as a result of its continuous efforts to remove barriers that make it extremely difficult for residents to gain access to its services. Through various channels ranging from walk-ins and regional Outreach campaigns to digital platforms such as the website, WhatsApp and email services, residents were able to leverage both traditional and digital channels of communication for better ease of access and convenience.

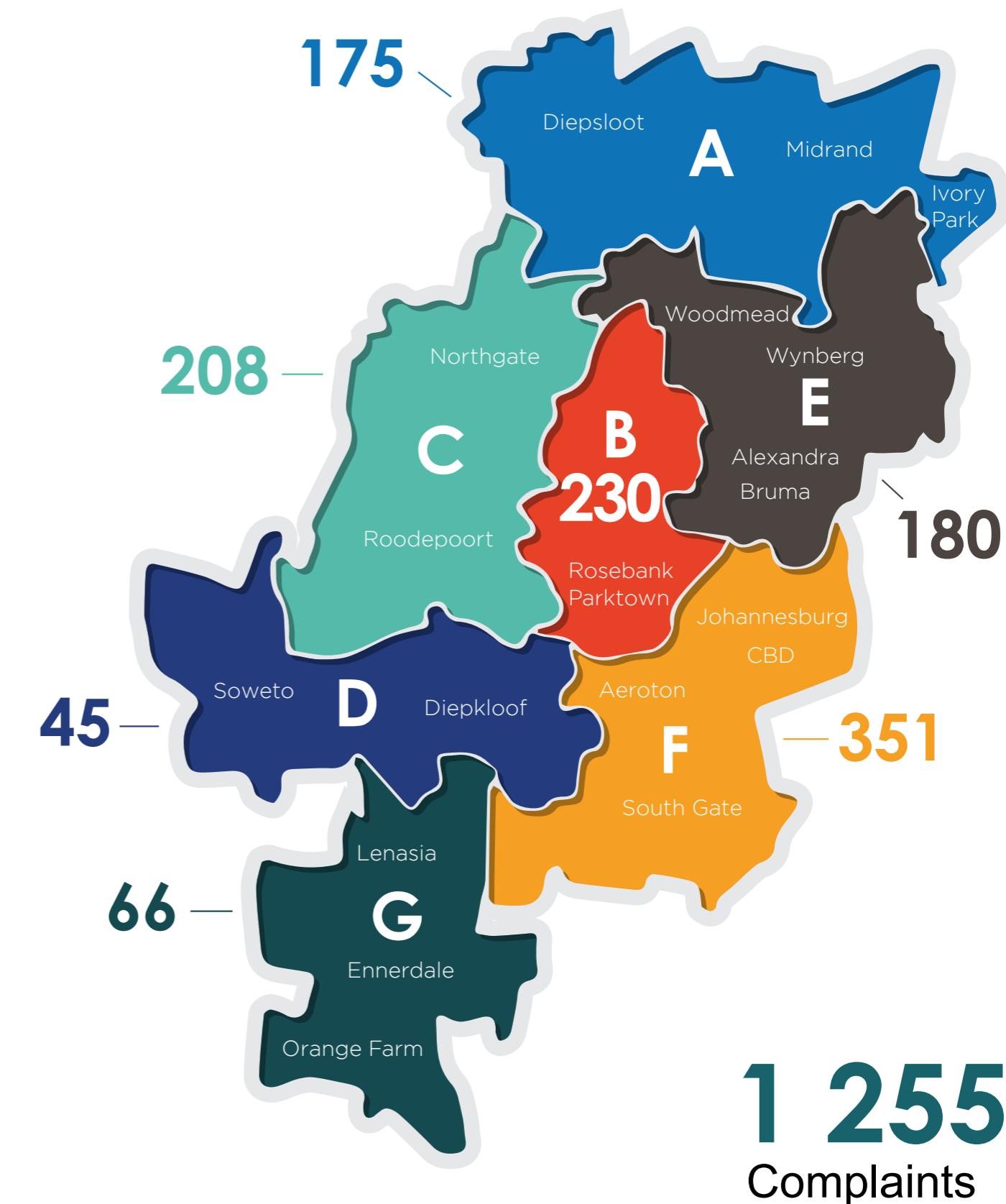
Of the 12 097 complaints received within this financial year, the Office noted a significant shift in communication preferences among the residents, with a substantial percentage lodging their complaints through email. This spike from 4 210 in 2022/23 to 8 554 this year, reflects an inclination towards a more easily accessible, efficient and fast service offering. This progression not only helps to enhance our service delivery model but also empowers residents to expedite their complaints lodging customer journey.



The above illustration reflects the total number of individuals who have interacted with the office on matters ranging from the status of one's complaints with their respective investigator to seeking advice and/or a referral on a matter outside of the jurisdiction of the Office. Not everyone who reaches our office is not necessarily a complainant.

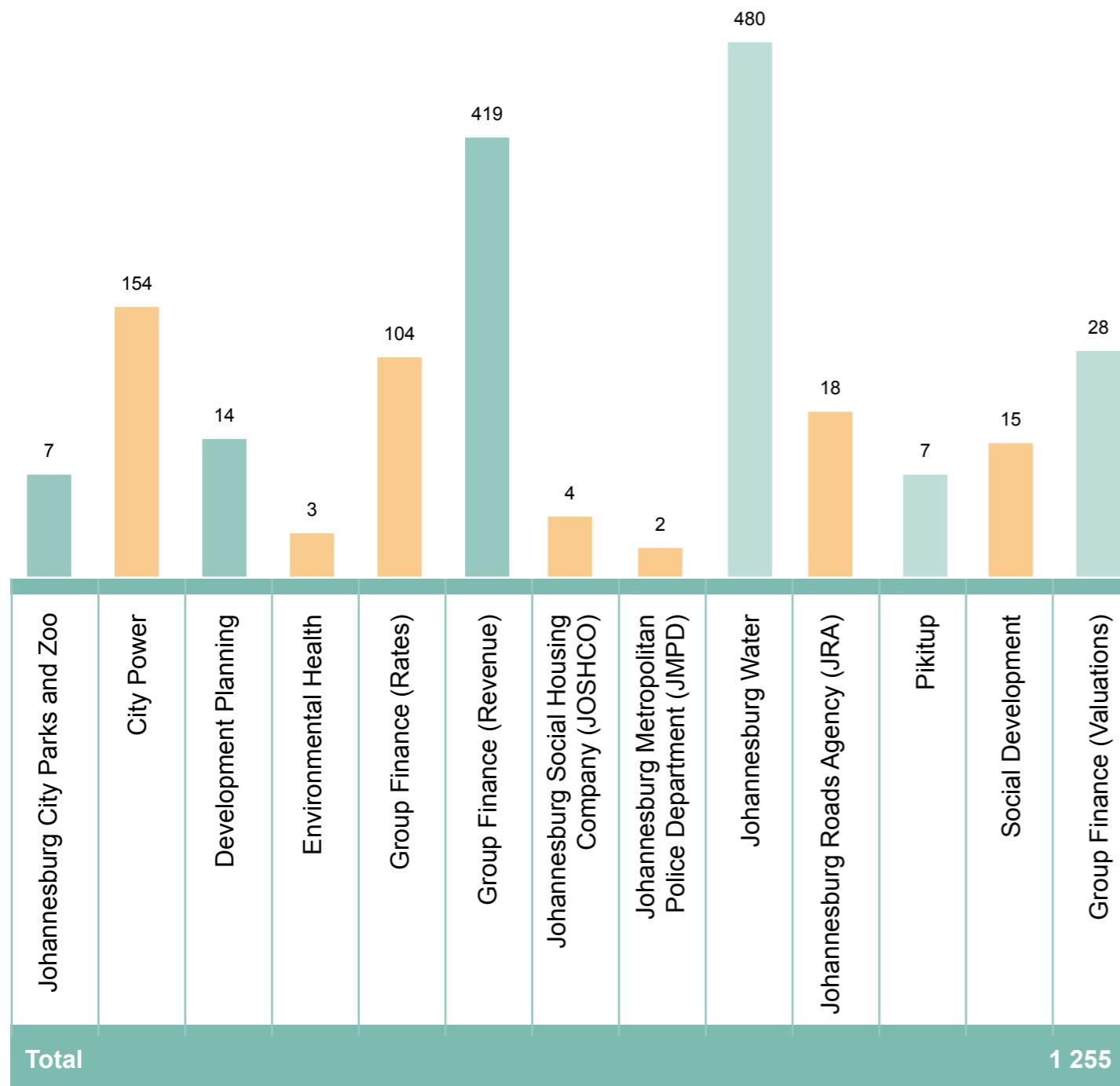
## Regional Complaints Profile

The Office of the Ombudsman is committed to ensuring that all residents have access to free, fair and equitable services and the following map is indicative of the growth of its regional footprint and growing brand affinity as an office of last resort.



The nature of the complaints received by the Office of the Ombudsman indicate an upward trend highlighting an increasing dissatisfaction with CoJ departments i.e., Group Finance and entities i.e., City Power and Johannesburg Water, pertaining to issues of service delivery, incorrect billing and poor maintenance of infrastructure.

Conversely, the unit also received complaints against the Johannesburg Metropolitan Police Department (JMPD), underlining the public's concerns towards law enforcement practices and lack of accountability amongst officials. The positive aspect of this, is that residents are beginning to see the value of the existence of the Office in local government and have identified where they may be able to fully exercise their rights and hold the administration accountable.



Note: The office is committed to addressing the concerns of our communities with professionalism, impartiality and fairness by instituting a thorough fair and impartial investigation process and acknowledges the importance of timely feedback and strive to keep complainants informed throughout each step of the process.

## Property Value affects the financial status of thousands of families annually

[www.joburgombudsman.org.za](http://www.joburgombudsman.org.za)

Umbiko

05 March 2024

Property Value affects the financial situations of thousands of families every year. Fortunately, there are legislative safeguards in place, such as the Municipal Property Act 6 of 2004 which is a piece of legislation that enforces the following:

- 1) to regulate the power of a municipality to impose rates on property,
- 2) Make provision for fair and equitable valuation methods of properties
- 3) To make provision for objections and appeals process among other provisions.

On 5 March 2024 the Office of the Ombudsman received a complaint relating to a Dispute on Property valuation and request of written reasons" and upon receipt the Office conducted a preliminary investigation with the property Valuations department to determine the merits of the complaint and on 11 March 2024, the COJ Valuations Department responded stating that

- a) The Valuer's decision in terms of section 51 regarding the objection.
- b) Any adjustments made to the valuations roll in respect of the property concerned, and
- c) whether Section 52 applies to the decision.

2) Within 30 days after such notification, such an objector or owner may, in



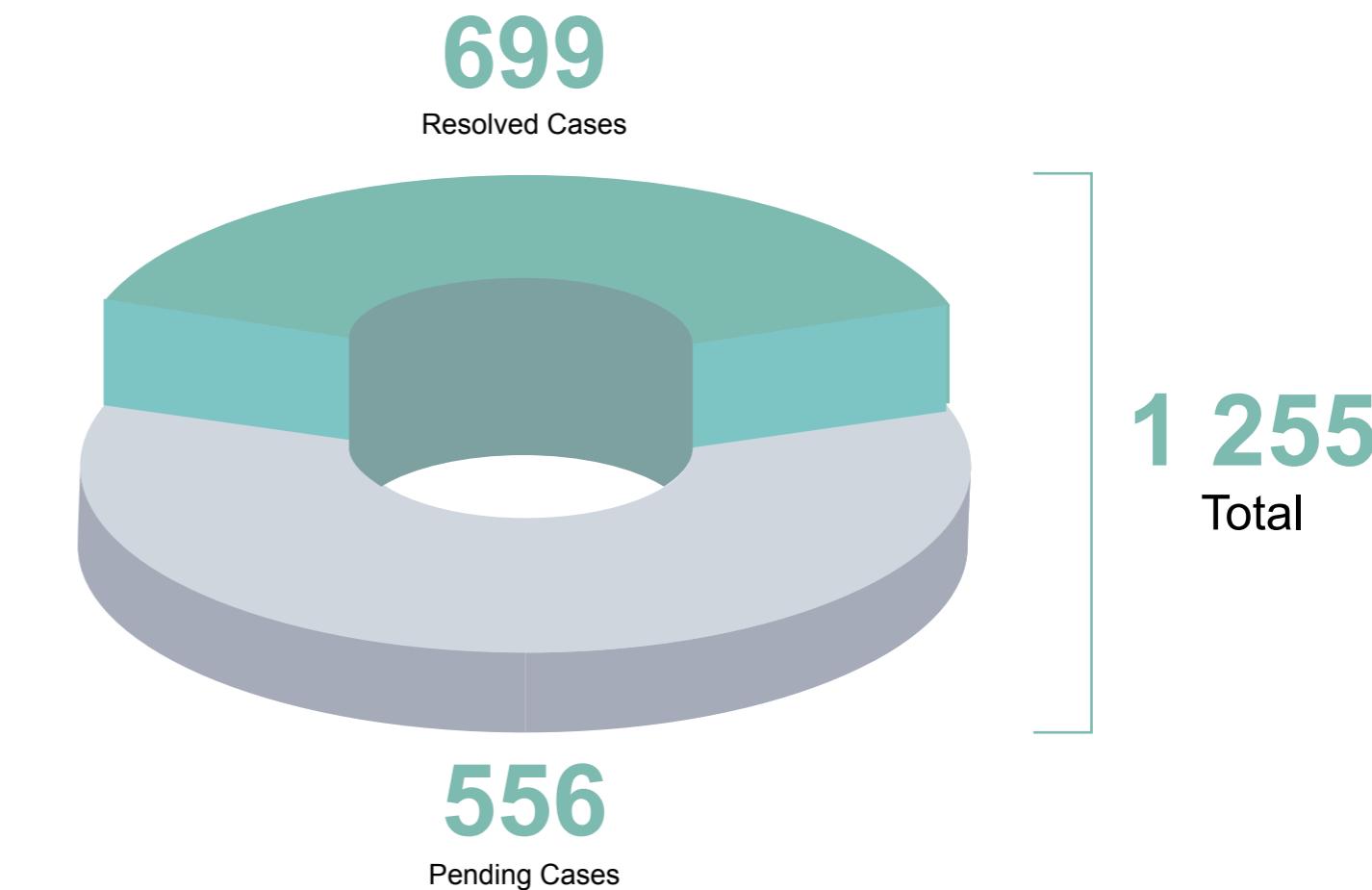
This picture is used for illustration purposes

## Complaints and Investigations Unit

The Complaints and Investigations Unit is responsible for the investigation and resolution of all assessed complaints relating to service delivery failures, human rights violations and maladministration, lodged against the City of Johannesburg departments and entities.

As a core function of the office, the unit receives all registered complaints that have been assessed and escalated from the Intake and Registry Unit, for formal investigation. After gathering and examining evidence, the investigations team will compile a report with their findings and recommended remedial actions.

In the year under review, 1 255 complaints were received and 699 were resolved and finalised, compared to 868 received and 649 resolved respectively, in 2022/23. The 55,69% increase in the resolution rate may be attributed to the employment of a permanent executive manager for the unit, which provides business continuity and stability within the unit.



## Performance Overview

The Complaints and Investigations Unit continuously reviews its performance and identifies opportunities to improve the complaints resolution rate. In the year under review, the unit demonstrated an increase in the resolution rate of complaints and a few notable cases emanated from Johannesburg Water, Department of Human Settlements and City Power, who achieved a success rate of 78%, 82% and 85%, respectively.



**78%**



**82%**

Department of Human Settlements



**85%**

This significant increase in the performance target of the percentage resolution of new complaints accepted in the quarter under review, is attributed to the successful initiation of interventions in the previous quarters, where the Ombudsman had escalated the challenges experienced i.e. where certain departments were delaying responses to on-going investigations, to the City Manager. This has assisted in the resolution of complaints within the agreed timeframes set in the Ombudsman By-Law, the Standard Operating Procedures (SOP) and the Memoranda of Understanding (MOUs) signed between the Ombudsman and the respective departments. Notwithstanding such increases, the Ombudsman shall nonetheless consider pursuing such escalations in instances where delays persist to ensure a higher closure rate improvement of new complaints.

Despite having attained a good success rate with the above-mentioned entities and department, the office is often faced with the challenge of none or late responses which hinder the unit's ability to close cases within the period set for completion in our Standard Operating Procedures (which provides the maximum time given to the office to resolve matters/complaints within 3-6 months). This lack of timely feedback impedes the unit's efficiency. Fortunately, the newly promulgated Ombudsman By-Law 2023, will address these challenges as it now allows the office to subpoena officials and account to our clients. This will help to foster cooperation and enhance collaboration between the office and the City's administration.

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## Backlog Cases

In the last quarter of the previous financial year, the unit had a total of 195 backlog cases, which were an accumulation of active cases that remained unresolved due to various factors ranging from nonresponsiveness from the CoJ departments and entities to more complex issues falling outside of the prescribed six months for our office to close a matter. The current resolution rate of backlog cases is 14% and these are usually related to water, electricity and billing.

## Own-Instance Investigations

During the 2023/24 financial year, the Office of the Ombudsman conducted a total of 25 proactive investigations, demonstrating its commitment to address systemic issues within the City of Johannesburg's administration. These cases highlight the pressing need to address underlying concerns that may have an adverse effect on the collective. By concluding these cases, the Ombudsman not only fosters a culture of accountability but also strengthens trust between residents and the city. This strategic focus on systemic problems positions the office as a catalyst in the improvement of good governance and overall service delivery.

The current resolution rate of backlog cases is 14% and these are usually related to water, electricity and billing.

A photograph of a complaints form from the City of Johannesburg Office of the Ombudsman. The form includes fields for 'FOR OFFICE USE ONLY' (File number, Date received), 'DETAILS OF THE COMPLAINANT' (Title, Name, Surname, ID/Passport number, Physical address), and 'Postal Code' and 'Postal address' fields. The form is branded with the 'Joburg' logo and the 'OMBUDSMAN' logo.

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# Ombudsman vs City of Joburg Parks and Zoo, Joburg Water and Environmental Health Department

[www.joburgombudsman.org.za](http://www.joburgombudsman.org.za)

Umbiko

Section 6

The Office of the Ombudsman conducted an own instance investigation against City Parks and Zoo, Environmental Health and Johannesburg Water regarding the issue of pollution, resulting in environmental hazards at Wemmer Pan Lake Region F in Johannesburg.

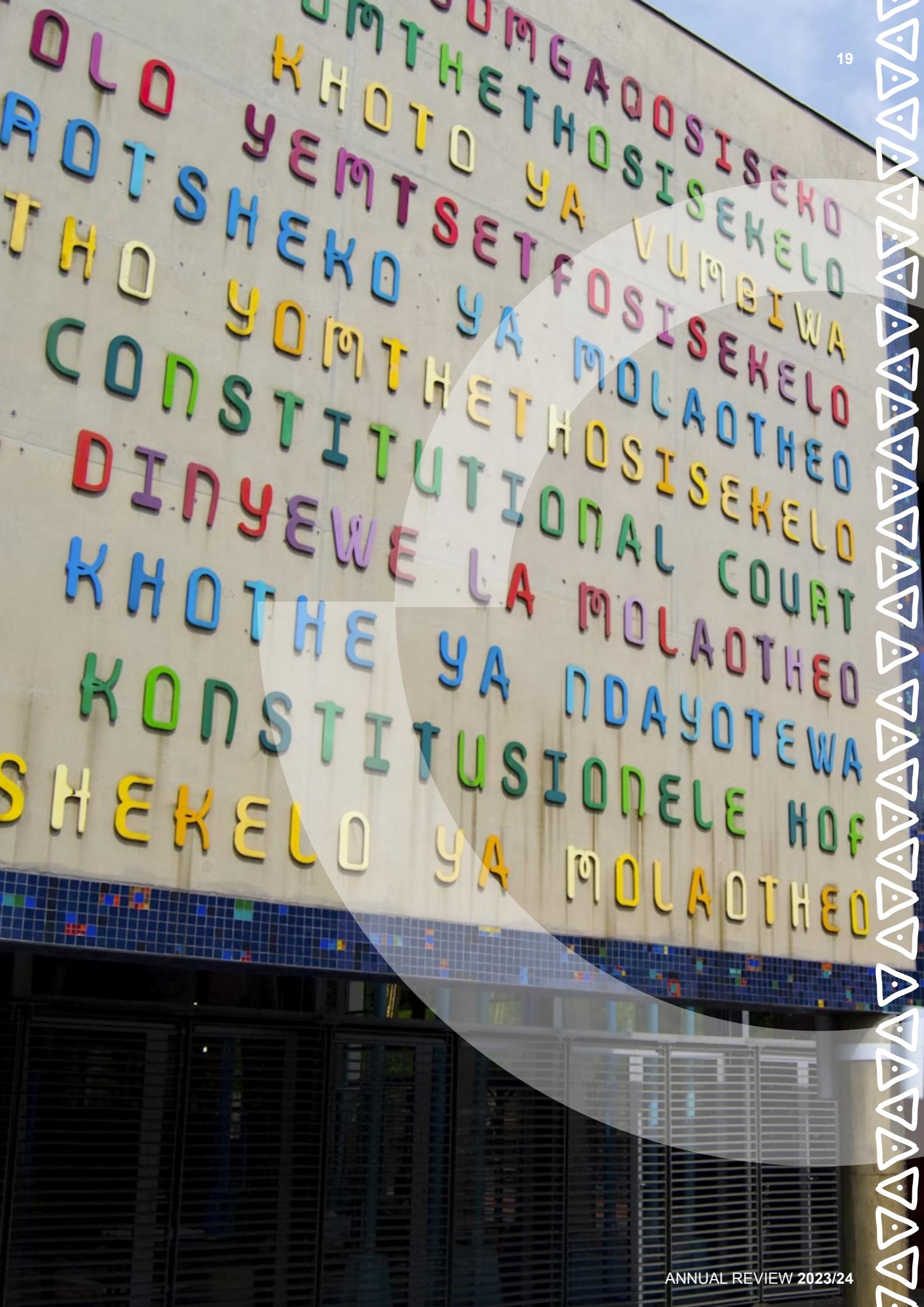
The investigation was conducted in line with Section 6 of the Ombudsman By-Law which stipulates that the “Ombudsman may at his or her own instance investigate any alleged act or omission or any attempt by an employee serving in the municipality or municipal entity which constitutes any (a) maladministration in the affairs of the municipality to the prejudice of a member of the public; (b) improper conduct in the affairs of the municipality which directly or indirectly prejudices a member of the public and (c) other act or omission by an employee performing a public function which results in the unlawful or improper prejudice to a member of the public.”

The office conducted an assessment and determined that the matter fell within its jurisdiction. As a result, the preliminary view of the office was that the alleged issue of pollution at Wemmer Pan Lake amounted to service delivery failure and threatened the health and safety of both people and the different species around the lake. After receipt of allegation letters to the executives of the respective entities, our office received a response with promises to speedily address the issue raised.

The entities have since supplied reasonably enough fixed park refuse bins to ensure that littering is prevented, sent technicians



This picture is used for illustration purposes



# Legal Services Unit

The Legal Services Unit is responsible for the administration and monitoring of all contracts and seeks to ensure that the management thereof is effective, risk-averse and falls within the prescribed legal framework.

The unit has successfully facilitated the signing of various Memoranda of Understanding (MoUs) with the expectation that these will formalise inter-departmental collaborations and strengthen existing relationships between the Office, CoJ departments and entities at both a strategic and operational level; essentially helping to advocate and promote the protection of the rights of residents within the City. Additionally, the Ombudsman concluded a Memorandum of Understanding (MOU) with the Gauteng Office of the Public Protector in March 2024.

The areas of cooperation between the two institutions are as follows:

- a. Practical arrangements to provide access to, and information on, the services of the Parties;
- b. Collaboration on advocacy and outreach initiatives to facilitate better access to the public and become more visibly involved in education and promotional campaigns aimed at raising awareness of the respective roles of the Parties;
- c. Strategic collaboration on promoting good administrative practice within the city and the development of simplified and standardized complaints handling procedures within the City to help prevent complaints from arising and to help it to improve its complaint handling processes to deal effectively with service delivery concerns and grievances by affected communities; and
- d. Consultation and collaboration on areas of common interest to the Parties to fulfil their respective functions as fully, effectively and efficiently as possible, including the sharing of appropriate information and maintaining effective communication.



Khulile Mtiki  
Senior Investigator PPSA

Vusumuzi Dlamini  
Gauteng Provincial  
Representative PPSA

Adv. Siduduzo Gumede  
Ombudsman

Pandelis Gregoriou  
E.M: Complaints and  
Investigations  
(Ombudsman)

## Promulgated Ombudsman By-Law, 2023

Furthermore, the unit, in collaboration with the City of Johannesburg Legislature, championed the amendment and review process of the Ombudsman By-Law 2014 to correlate with legislative requirements and enable it to effectively implement its prescript(s).

Through the City of Johannesburg's Legislature, the Council invited residents to actively participate in a 30-day long hybrid process which required the submission of their comments on the Amendment and Review of the City of Johannesburg Ombudsman By-Law 2023, in terms of section 7(5) of the Rationalisation of Local Government Affairs Act 1998, Section 12 of the Local Government Municipal Systems Act no 32 of 2000. The Ombudsman By-Law 2014 was amended and reviewed to be consistent with the legislative requirements and for effective implementation.



**The amendments and/or review of the Ombudsman By-law were aimed at:**

1. Closing gaps that have been identified during investigation of complaints raised with the office since its inception.
2. Strengthening powers of the Office of the Ombudsman to ensure
  - It's independence, efficiency and effectiveness.
  - That remedial actions of the Ombudsman are binding.
  - That City Departments and entities implement Ombudsman remedial action.
3. Covering offences, penalties, and consequences regarding non-compliance within the provision of the By-Law.

On 28 February 2024, the Ombudsman By-Law 2014 was subsequently gazette on 28 February 2024 as the newly promulgated Ombudsman By-Law, 2023 [Click here to download a copy of the Ombudsman By-Law, 2023](#).



Advocate Siduduzo Gumede & Prof Eesa Fredericks (University of Johannesburg: Associate Professor / Deputy Director: RCPILEC)

## Management Support Unit

As the custodian of business planning, human resource management, risk management, compliance, corporate performance management, individual performance management, administration and reporting, the Management Support Unit plays a crucial role in enhancing the office's effectiveness in the internal and external environment. The unit has established systems and processes to institutionalise these management functions, which not only enhance internal capabilities but also position the office favourably in the external environment, ensuring sustained effectiveness and the fulfilment of its core mandate.

Under the year in review, the unit put in place measures that helped to build a high-performing office that proactively contributes to and builds a sustainable, socially inclusive, locally integrated and globally competitive City.

### *Key Programmes include:*

#### **Business Planning**

Business planning is essential to set the direction and focus for our office for a particular period. Through this process, we can interrogate the internal and external milieu and how they affect our work, determine our resource requirements and constraints, conduct risk analysis, and ultimately set performance targets. The business plan is also an important communication tool to both our internal and external stakeholders and provides a yardstick against which we are held accountable by Council and the public.

#### **Reporting**

Is required to report to Council, through the Speaker on a quarterly basis on the commitments made in our business plan. This is as a vital mechanism to ensure accountability, ensuring that the office operates within the framework of applicable laws and meets the needs of the public. Accordingly, the unit consolidates the office's quarterly reports which give an account of, but not limited to, the number of investigations received and the activities of the office.

**In this way, the operations of the office are transparent and subject to public scrutiny through public representatives in Council, creating a robust environment for constructive debate, to build trust and effective public oversight.**



## Human Capital Management (HCM)

During the period under review, the key focus for this function was talent acquisition. Accordingly, key positions at the senior management and operational levels were filled. This was an important balance to ensure that there was adequate capacity to set the strategic direction of the office on one hand and to implement it on the other.

The HCM function was also instrumental in the establishment of structures that facilitated employee engagement processes in the office, including the Employment Equity and Skills Development committees. Key interventions in this regard included education and awareness programmes relating to emotional intelligence, anti-harassment, Employment Equity in the workplace, disability inclusion, protection of personal information act workshop.

The office continued to contribute towards youth employment by recruiting fifteen (15) graduates under the EPWP programme, who were deployed in various units within the office on a rotational basis to provide them with work experience in different fields. For example, after receiving the appropriate training, the beneficiaries were deployed to community outreach activities as Ambassadors, where they interacted directly with residents about our service offering. They were often the first point of contact that many complainants have with the office, thus enhancing our accessibility, responsiveness, and customer service. This approach has proven to contribute to both the personal and professional growth of the programme participants and the attainment of organisational objectives.

## Risk and Compliance Management

Risk management is a vital component of organisational success, enabling the office to navigate uncertainties and minimise losses. In this regard, the office underwent a comprehensive review of its strategic and operational risk management action plans. Regular monitoring and reporting led to a 100% implementation rate of all risk management action plans for 2023/24.



# Communications and Media Unit

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The Communications and Media Unit serves as the catalyst for public awareness and education, proficiently crafting and executing various communications and marketing strategies that empower the residents of the City of Johannesburg with information on how to utilise bodies such as the Ombudsman office to promote and advocate for the protection of their human rights to basic municipal services.

The Office strives to connect with stakeholders through various channels to promote its services and during the year in review, the unit intensified its efforts to promote the awareness of its services offering through numerous activities ranging from Outreach and stakeholder information clinics to traditional and digital communication campaigns.

## Communications Programmes

To improve brand awareness, increase audience engagement and share information, the unit used various methods and strategies such as public relations efforts, a monthly newsletter and digital marketing campaigns, namely email and social media marketing.

## Outreach Activities

To foster a culture of informed engagement and civic participation, the unit made significant strides with its outreach programme, successfully reaching a total of 9 061 people, through various activations in all the regions of the city. These aimed to bridge the gap between the community, our Office and the City's administration.

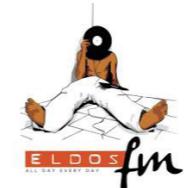
## Media Relations

Beyond Advocacy Clinics, the Office leveraged media relations to amplify its reach and raise awareness about its mandate. Through strategic dissemination of articles, press releases, and interviews, we effectively utilized various media platforms to profile the Office and its activities.

Our media relations efforts reached an impressive audience of over 2 521 027, with coverage valued at R816 914 in Advertising Value Equivalent (AVE). Our strategic media relations efforts yielded a remarkable 46.43% positive sentiment across platforms, reinforcing a positive brand image and establishing credibility with its stakeholders.

By joining the power of media, we successfully promoted awareness of our services, fostering a deeper understanding of our mandate and commitment to the residents of the City of Johannesburg.

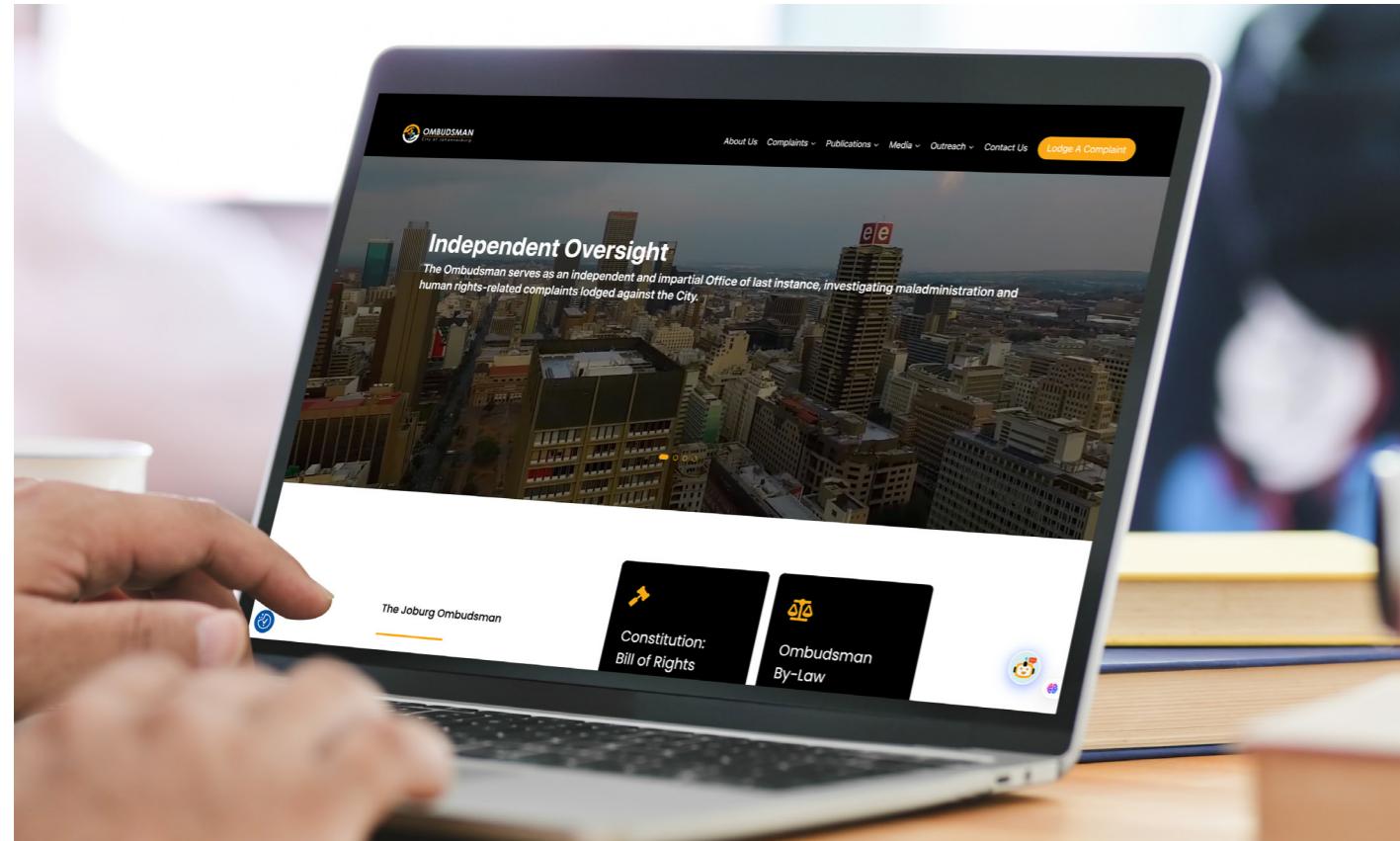
## Media coverage received



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## Redesigned Website

The Office of the Ombudsman understands that it does not function as a silo and is committed to using innovation to improve service delivery and enhance one's human rights to efficient access to information. It's on that premise that it is slowly transitioning towards digital organisation not only internally through its CMR platform where all received complaints are captured and processed but also through the launch of its new redesigned website, which now has new cutting-edge features such as a Chatbot that offers self-service options for accessing information conveniently, 24/7 support to residents with instant query responses to limit waiting times, and resource direction for the resolution of concerns efficiently. This new feature provides a user-friendly interface as well as accessibility functions to ensure that all residents are provided with fair and equal access to its services regardless of their socio-economic status.



## Joburg Ombudsman Webinar and Brand Awareness Survey

The unit marked a significant milestone with the successful hosting of its inaugural webinar, themed "The Role of an Ombudsman in Promoting Good Governance," drawing an impressive audience of over 200 attendees from the global community. This initiative not only demonstrated our commitment to knowledge sharing, best practices, and promoting good governance but also helped us to reinforce our role as a connector and facilitator of global conversations, fostering enhanced collaborations and understanding among stakeholders, worldwide.

Additionally, it launched its inaugural survey to gauge public awareness of the office, reaching 2 000 respondents across the seven administrative regions of the City of Johannesburg, providing insight into the public's perception of our office. The survey, which was conducted during Quarters 3 and 4 of the 2023/24 financial year, received a total of 1,210 responses.

Region F was the most responsive region, accounting for 21% of the responses, followed closely by Region E and A with 16% respectively. The survey revealed that 35% of respondents were familiar with our office, with the majority (75%) indicating that they knew about us through our outreach and media efforts. Furthermore, 34% of respondents demonstrated an understanding of the services offered by our office.



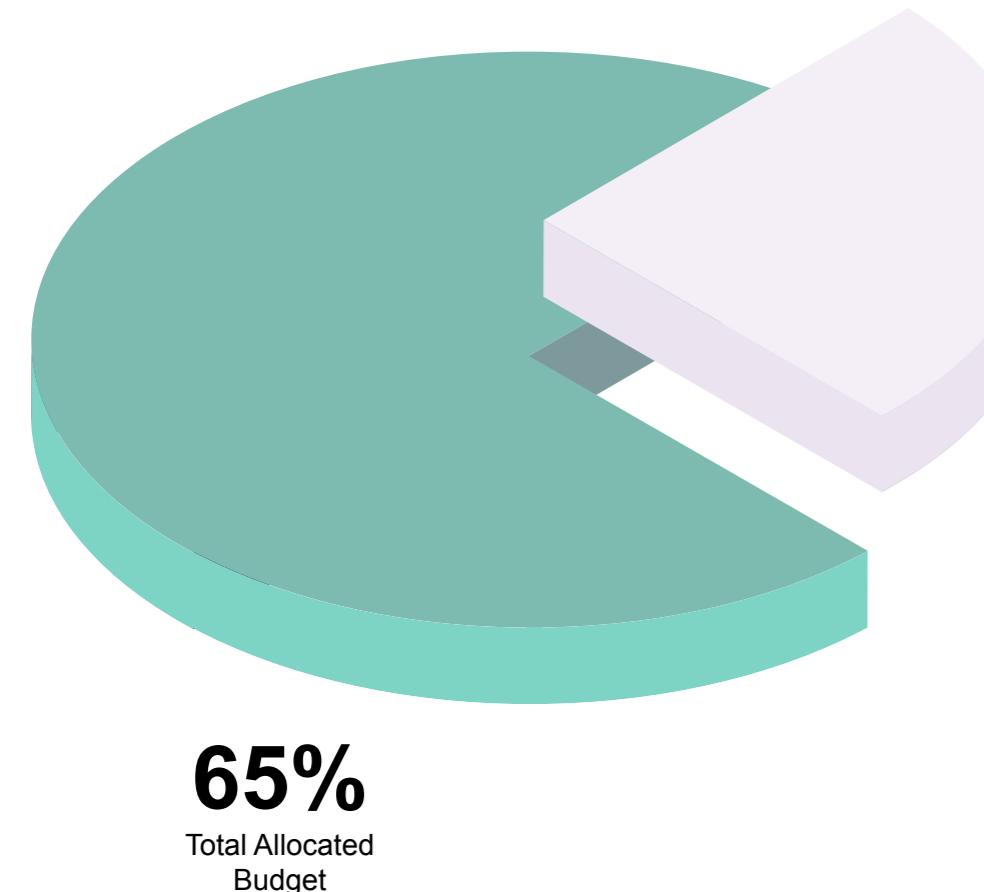
# Finance Unit

The role of the Finance Unit is to ensure financial prudence and compliance with financial regulations through the management of Capex and Opex budgets, supply chain management processes and financial reporting.

## Cost Distribution

During the period in review, the total allocated budget of 62% was allocated to employee-related costs. Of which 35% was allocated towards day-to-day operating expenses. This covered items such as office rental, office supplies, technology enhancements, and other essential costs.

*Note: The unit maintained strict financial controls and compliance measures throughout the year under review. Helping the department to ensure that there are no financial irregularities.*



## Operating Performance - 2023/24

Description	Budget	Actual Expenditure	Variance	% spent
Employee related costs	22,414	20,619	1,795	92
Depreciation & Asset impairment	854	337	517	39
Contracted services	8,316	8,037	279	97
General Expenditure	1,674	1,345	329	80
Internal Charges	2,510	1,936	574	77
<b>Total</b>	<b>35,768</b>	<b>32,274</b>	<b>3,494</b>	<b>90</b>

## Capital Expenditure - 2023/24

Budget	Adjusted Budget	Actual Expenditure	Variance
R'000	R'000	R'000	R'000
1,000	600	95	- 505
<b>1,000</b>	<b>600</b>	<b>95</b>	<b>- 505</b>

*Note: The unit maintained stringent financial controls and compliance measures throughout the 2023/24 financial year. Ensuring no financial irregularities.*

# Highlights

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2024

# Appendix

## LIST OF MOU'S

To date, MoUs with the following departments, municipal entities and institutions have been concluded.

### City of Johannesburg Departments:

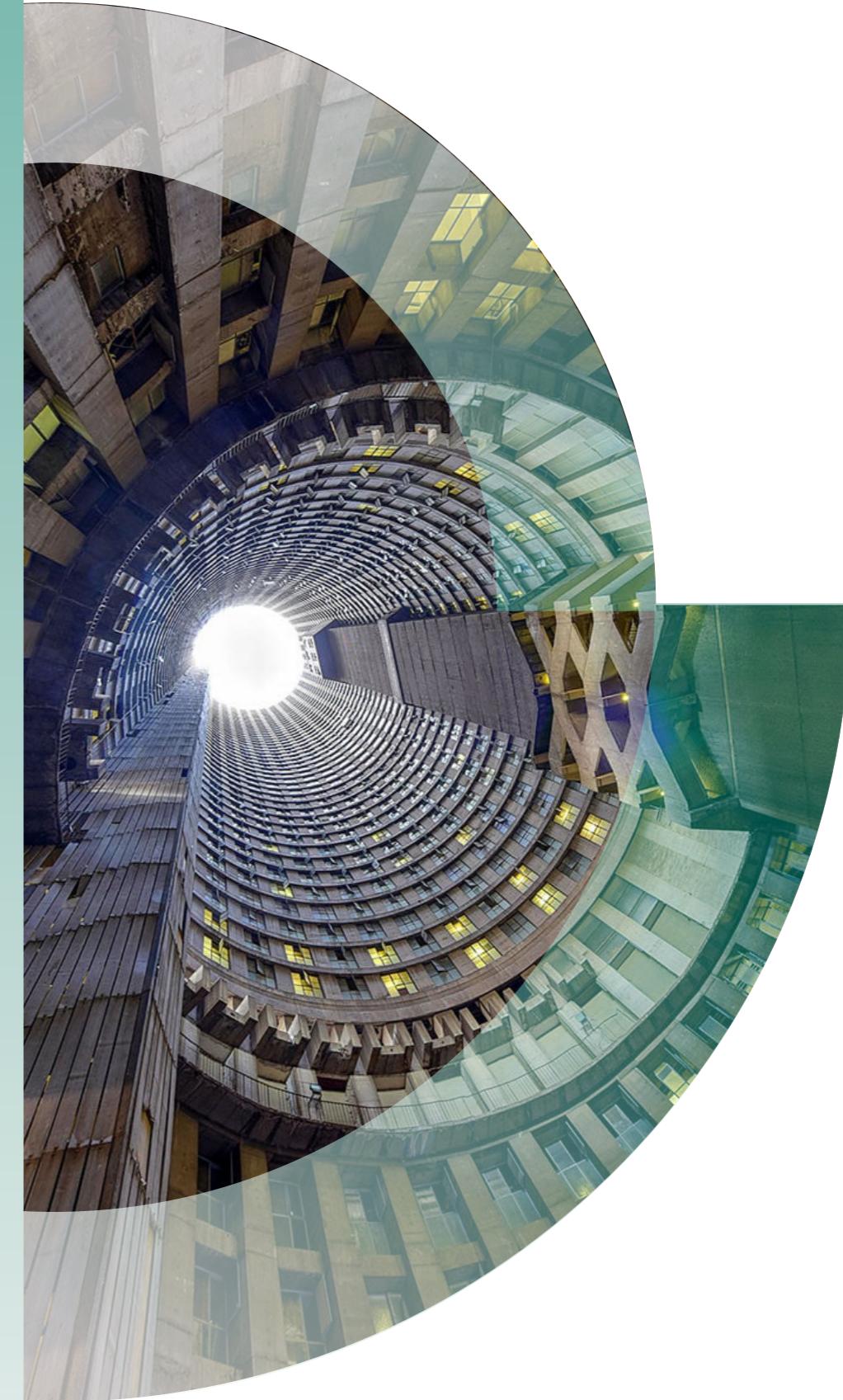
- Department of Human Settlement
- Department of Public Safety
- Citizen Relationship and Urban Management (CRUM)
- Group Finance

### City of Johannesburg-owned Entities:

- Pikitup
- Metrobus
- Johannesburg Property Company (JPC)
- Johannesburg Roads Agency

### External Stakeholders:

- South African Human Rights Commission
- Public Protector South Africa



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