

**MEDIA STATEMENT**  
**FOR IMMEDIATE RELEASE**  
**29 January 2026**

**From complaints to action: Ombudsman clinics deliver real change in communities**

From 5 February to 26 March 2026, the Office of the Ombudsman for the City of Johannesburg ("the Office") will roll out its annual Citizen Information Clinics across the City, under the theme "*Working together to deliver real solutions*". The clinics bring Ombudsman services directly into communities, providing residents with an accessible platform to raise concerns and seek resolution.

This year's rollout builds on demonstrated progress achieved through ongoing collaboration between the Office and the City's departments and entities. The implementation of corrective actions in response to complaints raised during the Information Clinics held in March last year confirms that when institutions work together, tangible and measurable improvements in people's living conditions can be achieved.

The Office is particularly encouraged by the extent to which community concerns have translated into action on the ground, reaffirming the clinics as a practical and responsive mechanism for meaningful community engagement. These outcomes show that they are not merely forums for lodging complaints but effective interventions that drive solutions, restore public trust and place residents' needs at the heart of service delivery.

This progress reflects the strength of cooperative governance and highlights the importance of sustained collaboration between the Ombudsman's Office and municipal departments in addressing community challenges. It further reinforces the role of the clinics as a key initiative that work *for the people*, ensuring that community voices are heard and respected.

The impact of this approach is clearly visible in Protea Glen, Soweto, where a bakery had been operating illegally under unsafe conditions, including unlawful electricity connections and an open sewer that posed serious health and safety risks to the surrounding community. Following the Ombudsman's intervention, decisive corrective measures were taken: the illegal bakery and other tenants were evacuated at Marketplace, situated at the corner of R558 and Tau Street; illegal electricity meters were removed; unlawfully erected structures were demolished and the property owner initiated the formal process of applying for rezoning and consent use, submitting building plans to the City of Johannesburg for approval.

Building on these successes, the Citizen Information Clinics for 2026 have been further strengthened to ensure that community engagements lead to visible and lasting outcomes. Issues raised by residents will now be connected to real-time solutions through follow-up Open Days, enabling communities not only to voice concerns but also to see progress in action. Rolled out across the City, these clinics and Open Days bring services closer to residents, enhance awareness of rights and accelerate the resolution of long-standing service delivery challenges.

Beyond addressing individual complaints, the clinics play a critical role in raising awareness of the Ombudsman's mandate, promoting a culture of human rights and accountability and facilitating direct, face-to-face engagement with key partners, including City Power, Joburg Water, Revenue Services, Chapter 9 Institutions and other stakeholders. This outreach is supported by Section 17(1)(a) and (b) of the [Ombudsman By-Law, 2023](#), which mandates public education and information-sharing as core functions of the Office.

"This initiative is about meeting communities where they are", said Ombudsman Advocate S'du Gumede. "By bringing services directly to residents, we are not only addressing immediate concerns but also reinforcing accountability and delivering solutions that make a real difference in people's daily lives".

In parallel, the Office is adopting a proactive resolution approach to address long-standing and complex complaints arising from departmental non-responsiveness, administrative delays or matters that have exceeded the six-month closure period. Enabled by Chapter 2(3) of the By-Law, this approach empowers the Office to investigate, mediate and resolve cases of maladministration, unfair treatment and service delays, prioritising fairness, dignity and timely redress for residents.

Residents attending the clinics are encouraged to bring their ID or proof of residence, recent municipal accounts, and any correspondence from City Power, Joburg Water or the Office of the Ombudsman. Assistance will be available for:

1. Outstanding billing and service queries;
2. Discrepancies on municipal accounts;
3. Updates on pending complaints;
4. Lodging of new complaints and
5. Engagement on City Power and Joburg Water services.

**Connect with our experts and have your concerns addressed at a venue close to you.**

THURSDAY CITIZEN INFORMATION CLINICS 2026			
Region	Date	Time	Venue
Region B	05 February 2026	10:00 – 16:00	Ferndale Recreation Centre, Randburg
Region D1	12 February 2026	10:00 – 16:00	Protea South Multipurpose Centre, Soweto
Region A	19 February 2026	10:00 – 16:00	Diepsloot Youth Centre
Region E	05 March 2026	10:00 – 16:00	Marlboro Community Hall
Region G	12 March 2026	10:00 – 16:00	Lenasia Civic Centre
Region C	19 March 2026	10:00 – 16:00	Roodepoort City Hall, Roodepoort
Region F	26 March 2026	10:00 – 16:00	Crown Gardens Recreation Centre

SATURDAY OPEN DAYS 2026			
Region	Date	Time	Venue
Region B	07 February 2026	08:00 – 16:00	Randburg Civic Centre, Ferndale
Region A	21 February 2026	08:00 – 16:00	Lonehill Fire Station
Region E	07 March 2026	08:00 – 16:00	CoJ Regional Offices, Sandton
Region C	28 March 2026	08:00 – 16:00	CoJ Regional Offices, Florida
Region D1 and D2	09 May 2026	08:00 – 16:00	Diepkloof Multipurpose Centre, Soweto
Region G	26 May 2026	08:00 – 16:00	Lenasia Civic Centre

Through these clinics, the Ombudsman reaffirms the Office's commitment to ensuring residents' voices are heard, service delivery issues are resolved and accountability is strengthened across Johannesburg. By meeting communities where they are, the Office delivers tangible impact and meaningful solutions for residents citywide.



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