

COJ OMBUDSMAN
(Management Support)

2026/27 BUSINESS PLAN:
COJ OMBUDSMAN

1. STRATEGIC THRUST

The Mayoral Priorities applicable to this report are:

- a. Good governance.
- b. Active and engaged citizenry.
- c. Sustainable service delivery.
- d. Job Opportunity and Creation.

2. PURPOSE

The purpose of this report is to obtain approval for the 2026/27 Business Plan for the CoJ Ombudsman.

3. BACKGROUND

- 3.1. The business plan supports the implementation of the mandate of the Ombudsman as provided for in the Ombudsman By-laws, 2024. The 2026/27 business plan further supports the City's ability to meet its outcomes and outputs as expressed in the GDS 2040 to ensure among others meaningful citizen participation empowerment, guaranteed customer and citizen care and service and creating a responsive, accountable, efficient and productive metropolitan government.
- 3.2. Accordingly, the business plan gives effect to the objectives of the CoJ Ombudsman as outlined in Section 2 of its by-laws.

4. PERFORMANCE OUTPUTS

Through its 2026/27 Business Plan, the Office will pursue the following key objectives:

- i. Improve turnaround times and increase complaint resolution rates.
- ii. Conduct proactive investigations to address systemic service delivery failures.
- iii. Strengthen the monitoring and implementation of findings/ corrective action issued to City departments and entities.
- iv. Increase public awareness and trust through targeted communication and outreach initiatives.
- v. Contribute to job creation through Expanded Public Works Programme (EPWP) placements.

COJ: COUNCIL

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The 2026/27 Business Plan positions the Ombudsman to achieve greater effectiveness, strengthen municipal accountability and advance administrative justice for all residents of Johannesburg. Through strategic collaboration, continuous public engagement, and a firm commitment to fairness and integrity, the Office will continue to contribute to a more responsive and people-centred City.

These objectives will be supported by a OPEX budget of R50 669 000 and CAPEX of R1 000 000.

5. OTHER DEPARTMENTS CONSULTED

Group Finance
Group Strategy Policy Coordination and Relations

6. ANNEXURE

CoJ Ombudsman Business Plan: 2026/27

COJ: COUNCIL

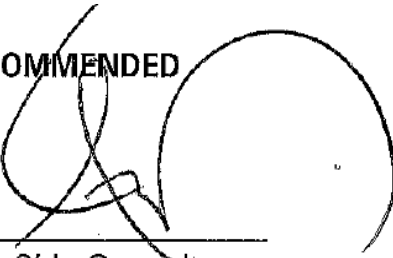
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7. RECOMMENDATION

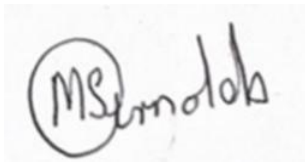
7.1 It is recommended that Council adopts the 2026/27 business plan for the CoJ Ombudsman.

RECOMMENDED



Adv. S'du Gumede
Ombudsman
Date: 23 April 2026

APPROVED



Cllr. Margaret Arnolds
Speaker of Council
Date: