



a world class African city

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MEDIA RELEASE

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Office of the City of Johannesburg's Ombudsman creates awareness about its services

The Office of the Ombudsman of the City of Johannesburg held an information session at the Don Mateman Community Centre in Eldorado Park Region G on Thursday, 07 March 2024.

This was to create awareness of citizens' human rights, responsibilities and the various offices that can assist residents with their complaints.

Representatives from the Human Rights Commission, Public Protector's Office, National Financial Ombudsman Scheme and the Tax Ombudsman were present to share information and create awareness of their respective offices.

Deputy Director for Communications and Stakeholder Relations in the city's Ombuds Office, Corrine Lekhoane says: "We have started a process to engage communities on the role of the city's ombuds office including public offices open to them for consultation and assistance with their unresolved complaints.

"We have partnered with these offices to create awareness of how to access them free of charge on banking, insurance, credit, racism, discrimination and other systemic issues that affect individuals or communities at large."

The Joburg Ombuds Office shared information about its processes, bylaws, roles and responsibilities and how complaints of maladministration and service delivery issues it investigated.

"Our services are also free of charge and our offices are located at the city's Revenue Centres and open from 8am to 4pm Monday to Friday for walk-in complaints and also online via Facebook, X and the city website," says Lekhoane.

Kabelo Mtema from the National Financial Ombudsman Scheme encouraged residents to approach her Office on any financial issue, "be it a vehicle, insurance policy, cellular phone contract, prescribed debt or credit card complaint, it will be investigated by attorneys free of charge".

Information stalls were set up in the hall by the different offices to advise, distribute brochures and even take complaints.

The Regional Director and local councillors were also in attendance in support of the Ombuds Office. Residents were appreciative of the information clinic and had many questions about unresolved service delivery complaints and prescribed debt.

For more information or assistance, visit the local Revenue Office for a walk-in consultation or online @Jhbombudsman X or Facebook @Joburg Ombudsman.

Ends

Issued by Virgil James

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