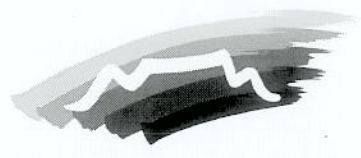


**REPORT TO CORPORATE SERVICES & HUMAN RESOURCES PORTFOLIO COMMITTEE**



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

1. **ITEM NUMBER :** To be inserted by Executive Support

2. **SUBJECT**

**CITY OMBUDSMAN QUARTERLY REPORT: 15/12/2010 – 15/03/2011 (3<sup>rd</sup> QUARTER OF 2010/2011)**

**ONDERWERP**

**KWARTAALVERSLAG VAN DIE STADSOMBUDSMAN: 15/12/2010 – 15/03/2011 (3de KWARTAAL VAN 2010/2011)**

**ISIHLOKO**

**INGXELO YEKOTA YE-OFISI KANOZAKUZAKU WEZIKHALAZO ZOLUNTU WESIXEKO: 15/12/2010 – 15/03/2011 (IKOTA YE-3 KA-2010/11)**

**LSUA4800**

3. **PURPOSE**

The report is for noting purposes.

4. **FOR DECISION BY**

For noting by the committee

5. **EXECUTIVE SUMMARY**

This is the City Ombudsman's third quarterly report for 2010/11 of complaints received from aggrieved persons against the City Administration, which have been investigated and attempted to be resolved on an amicable basis. Our office, then make recommendations as corrective measures to line departments for purposes of redress.

This report contains statistics on the complaints received for the particular period under review and provides upward feedback so as to identify trends, issues and

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concerns relating to certain administrative practices, processes, by-laws and/or policies.

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## 6. RECOMMENDATIONS

It is recommended that the City Ombudsman's report for the 3<sup>rd</sup> quarter of 2010/11, be noted.

### AANBEVELING

Daar word aanbeveel dat daar van die stadsombudsman se verslag vir die 3de kwartaal van 2010/2011 kennis geneem word.

### IZINDULULO

Kundululwa ukuba mayiqwalaselwe ingxelo ye-Ofisi kaNozakuzaku weZikhalazo zoLuntu wesiXeko yekota ye-3 kunyaka-mali ka-2010/11.

## 7. DISCUSSION/CONTENTS

### 7.1. Constitutional and Policy Implications

The Ombudsman fulfils a supportive role to uphold democracy and ensure fair administration of the functional areas which have been entrusted to the City in terms of Schedules 4 and 5 of the Constitution, i.e. to promote the effective administration of the matters which the City is empowered to administer and to assist it to discharge its functions and powers, and provide its municipal services, more efficiently. In this context the purpose of the Ombudsman's Office is to assist the City to meet its Constitutional obligations of providing accountable, democratic and transparent governance, while delivering on its mandate in relation to its Constitutional functions. The role of the Ombudsman's Office is consistent with various objects of local government as set out in s 152(1) of the Constitution, which the City is required to strive to attain in terms of s 152(2). It is designed to strengthen constitutional democracy and ensure openness, accountability and propriety in the City Administration.

The Ombudsman furthermore strengthens the effectiveness of the Public Protector and other Chapter 9 institutions, and alleviates some of the burden on the Public Protector and like institutions, especially with regard to less serious complaints. Cooperative relationships exist between the Ombudsman and a number of these institutions.



**7.2. Environmental implications**

Does your report have any environmental implications:	No <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>
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**7.3. Legal Implications**

N/A

**7.4. Staff Implications**

Does your report impact on staff resources, budget, grading, remuneration, allowances, designation, job description, location or your organisational structure?

No

Yes

**7.5. Risk Implications**

N/A

**7.6. Quarterly Statistics on Complaints Received**

The statistics and case summaries for the third quarter of 2010/11 have been attached as **Annexure A-D**

We received a total number of **289 complaints** in the third quarter of 2010/11 and we **resolved 191 complaints**.

The recommendations **accepted** by line departments for implementation was **72%** and the **turnaround was 78 days** in making final reports.

The **predominant directorates were Finance and Utility Services**. Most of the **complaints received in the Finance Directorate were in the Revenue department and sub-sections of the department**. These complaints related to lack of feedback after consumers/ratepayers corresponds with the City or where the consumer was of the opinion that the City acted unfairly / unreasonably.

We received twenty three (23) valuations complaints of which major questions were still about unresolved valuations objections of the 2009 general valuations.

Debtors and cash section had twenty one (21) complaints, such as delays in processing rebate applications.

Billing section had twenty complaints which were relating to change of addresses and non-receipt of statement of accounts.

Debt collection had seven (7) complaints that were related to letters of demand and disputed arrears amounts.

Supply Chain department had five (5) complaints which were re-directed to either the appeals' section of Legal Services through the Office of the City Manager.

Insurance department had only four (4) complaints which were re-directed that department as they were matters of first instance.

Audit Committee has also been receiving our quarterly reports, since they have requested that we also submit it to that committee and any other directorate which has the highest number of complaints of the particular quarter under review.

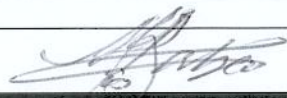
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## **ANNEXURES**

- Annexure A : Number of Complaints and Turnaround Time
- Annexure B : Resolved Cases and Accepted Recommendations
- Annexure C : Number of Complaints per Directorate
- Annexure D : Case summaries



**FOR FURTHER DETAILS CONTACT:**

<b>NAME</b>	Mandlenkosi Mgogoshe
<b>CONTACT NUMBERS</b>	021-400-9211
<b>E-MAIL ADDRESS</b>	Mandlenkosi.mgogoshe@capetown.gov.za
<b>DIRECTORATE</b>	Office of the City Manager
<b>FILE REF NO</b>	
<b>MBULELO BABA CITY OMBUDSMAN</b>	



**LEGAL COMPLIANCE**

REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.

NON-COMPLIANT

NAME

JEAN ROMAN

Comment:

TEL

(021) 400 - 2753

For noting

DATE

13/05/2011



**ACHMAT EBRAHIM  
CITY MANAGER**

Comment:

DATE

16.05.2011

(Author to obtain all signatures before submission to Executive Support)