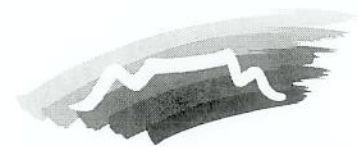


CM 211628

LC 3876

## REPORT TO FINANCE 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: 15/03/2011 – 15/06/2011 (4<sup>th</sup> QUARTER OF 2010/11)**

**ONDERWERP**

**KWARTAALVERSLAG VAN DIE STADSOMBUDSMAN: 15/03/2011 – 15/06/2011 (VIERDE KWARTAAL VAN 2010/11)**

**ISIHLOKO**

**INGXELO YEKOTA YE-OFISI KANOZAKUZAKU WEZIKHALAZO ZOLUNTU WESIXEKO: 15/03/2011 – 15/06/2011 (IKOTA YE-4 KA-2010/11)**

**LSUA4800**

3. **PURPOSE**

This report is for noting purposes only.

4. **FOR DECISION BY**

For noting by the committee

5. **EXECUTIVE SUMMARY**

This is the Office of the City Ombudsman's fourth 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 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 4<sup>th</sup> quarter of 2010/11, be noted.

### **AANBEVELING**

Daar word aanbeveel dat daar van die stadsombudsman se verslag vir die vierde kwartaal van 2010/11 kennis geneem word.

### **IZINDULULO**

Kundululwa ukuba mayiqwalaselwe ingxelo ye-Ofisi kaNozakuzaku weZikhalazo zoLuntu wesiXeko yekota ye-4 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 obligation 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. A cooperative relationship exists 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 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 fourth quarter are attached as **Annexures A-D**.

We have received a total number of **329 complaints** in the fourth quarter of 2010/11 and we resolved **77%** of them, which is above our target of **70%**.

Line departments have accepted **80%** of our recommendations for implementation and our turnaround time was **70 days** in making final reports, as opposed to the 90 days benchmark.

Most of the complaints received were from Finance Directorate and Utility Services. There has been a significant improvement in the cases resolved and line departments accepting our recommendation for implementation. This approach is of benefit not only to the complaints, but also to the City Administration as it indicates an improvement in acknowledging and correcting any mistakes that might have occurred in the service delivery processes.



**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:**

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<b>DIRECTORATE</b>	Office of the City Manager
<b>FILE REF No</b>	
<b>CITY OMBUDSMAN</b> MBULELO BABA	



**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 RIANNA SAYED  
 TEL 021 400 4508  
 DATE 07/07/2011

Comment:  
FOR NOTING

  
**CITY MANAGER**  
 ACHMAT EBRAHIM

Comment:  
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DATE 08-07-2011

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