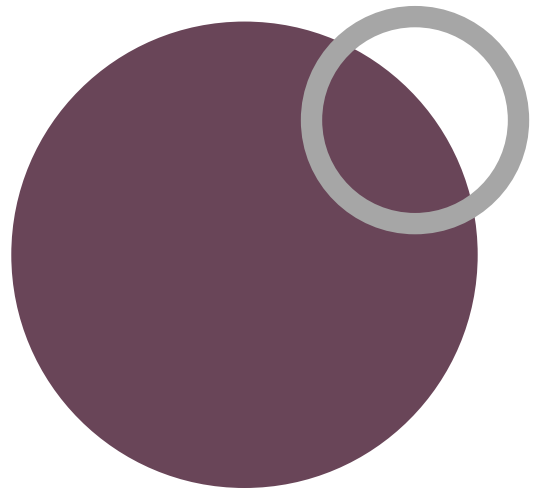


ANNUAL

REPORT 2022-23

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Year at a Glance

"The expedience and professionalism in which this matter was addressed is a testament to the CoCT offering a world class service, including the fantastic work done by the Office of the Ombudsman specifically Miss/Mrs Ngubo."

— Feedback from a complainant

1834

**New Complaints
Received**

390

**Complex
Investigations**

362

**Outside
Jurisdiction
Matters**

1026

**Redirected /
Escalated Matters**

377

**Completed
Investigations**

104

**Accepted
Recommendations**

OMBUDSMAN'S Message



The Integrated Development Plan (IDP) is the central strategy of the City, providing a clear set of priorities, namely economic growth, basic services, safety, housing, public space and environment, and transport. These priorities are built on the three foundations: a resilient city, a more spatially integrated and inclusive city, and a capable and collaborative City government.

It is our task as the City Ombudsman Office to keep the City on its toes in ensuring that services are delivered and that this set of priorities finds expression in how the City serves the residents. Our services are not only free but serve as a catalyst between the City of Cape Town (City) and the Cape Town residents (residents). Our primary function is to assist the City in delivering an accountable, transparent and democratic government. Residents are entitled to a responsive and capable government that delivers services.

True to our nature of being an independent and impartial institution, we continue to bring an independent and impartial mind to our work. We ensure that the City is fair in its decisions and in its dealings with residents and promotes constitutional values.

I took office at a difficult time when Covid-19 had reached our shores and the whole country was under lockdown. The lockdown was a difficult time; however, we remained resilient and used innovated digital solutions and leveraged on this technology to ensure that our Office continued to serve the residents. We introduced an SMS line (44781) to ensure that the residents were able to lodge their complaints with us.

We went paperless and therefore staff was able to stay put and attend to the complaints received. We further increased our footprint to be accessible, and today we have satellite offices in Khayelitsha, Mitchells Plain, Kuilsrivier, Durbanville and Atlantis. This is important in ensuring that residents are able to access our services where they are.

Our motto "striving for a workable solution" continues to anchor us to our mandate of recommending alternatives of what could work given the complaint brought to us. I wish to thank the staff of our Office for their dedication, hard work and passion for this work. I truly appreciate their understanding of social justice in their approach to our work.

I also wish to thank the City for its support and respect for our work as it implements our recommendations and is responsive when our Office raise matters for its reconsideration.

Yours Sincerely,

Vusumzi Magwebu
Ombudsman

The Role and Function of the City Ombudsman

People who have complaints against City of Cape Town officials (the administration) may approach the Office of the City Ombudsman (OCO / the Office) to intervene. The OCO serves as a catalyst between the City Administration and a complainant to, as far as possible, facilitate an amicable conclusion of the matters under dispute.

The Office usually acts as a last internal resort process, and is a voluntary option for conflict resolution. The OCO does not make binding decisions, mandate policies, or formally adjudicate issues for the City of Cape Town, but does have recommendatory powers.

The facilitation of all negotiations between the relevant parties is aimed at settling their disputes or differences, are considered privileged (whether oral or written), and are therefore protected from disclosure.

Accordingly, the content of any statement relating to the dispute / difference between the parties, any admission and / or any offer to achieve a compromise which is made with bona fide or genuine intent, will be protected from being disclosed or presented in any court.

In dealing with a complaint, the OCO usually combines facilitative and non-adversarial processes in terms of which the Ombudsman acts or assists as a neutral third party, in order to move towards the resolution of the complaint. It is important to note that the Office attempts to resolve public complaints by recommending workable solutions to both the City and the Complainant.

Alternative Dispute Resolution

The OCO has developed a Hybrid approach to conflict resolution, which combines the elements of both the organisational and statutory models for ombud services.



ADR

The Classical (statutory) Model of the Ombudsman's Office is regulated by legislation (created in the Constitution or legislation) and conducts formal investigations, whereas the Organisational Ombudsman's primary duties are to work with individuals / groups in an organisation, in order to explore and assist in determining options to help resolve conflict, problematic issues or concerns.

The Office's investigation methodology follows either the classical investigation process or alternative conflict-resolution process. These methodologies entail undertaking independent investigations into complaints against the City's administration.

The preliminary investigation will indicate whether recommendations towards corrective action can be made, whether alternative dispute resolutions are available, or whether the Office agrees with the City's officials. When the Office recommends that corrective action be taken, the line department has fourteen (14) days to respond (as per the Office of the City Ombudsman Policy). If there is no alternative dispute resolution available to the complainant, the Office will issue a report to confirm the outcome of the investigation.

Advocacy, Relationship Management & Communication

In addition to complaint handling, the OCO is performs advocacy, relationship management, and communication functions to create awareness of the ombud service by:

- i. Arranging advocacy and communication initiatives relating to the Ombud services (awareness and education);
- ii. Engaging with local, national, and international associations for organisational and statutory ombudsman institutions; and
- iii. Liaising and forging linkages, and managing long-term relationships with local, national, and international institutions / stakeholders.

1. Discussion: Statistical Information, Data Analysis and Key Performance Indicators

The Office of the City Ombudsman fulfils a supportive role to ensure fair administration of the functional areas which have been entrusted to the City in terms of Schedules 4 and 5 of the Constitution.

It promotes 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 function of the City 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 Office is consistent with various objects of local government as set out in section 152(1) of the Constitution, which the City is required to strive to attain in terms of section 152(2). The Office of the City Ombudsman is designed to ensure openness, accountability and propriety in the City Administration.

The OCO is underpinned by Council's strategic plan, comprising of priorities and foundations that all support the vision of creating a City of Hope. As an independent internal assurance provider, within the Office of the City Manager, it contributes to Objective 16: "A Capable and Collaborative City Government".

In light of good governance practice, the Ombudsman submits quarterly reports, as well as an annual statistical report, to the Audit and Performance Audit Committee (APAC) regarding its activities.

This report includes, amongst others, information such as the number and type of complaints received during the financial year, the directorates affected by these complaints, how the complaints were dealt with, comparative numbers, and other relevant information.

This report covers the 2022/2023 financial year, which is for the period 1 July 2022 to 30 June 2023, and will include information on the Office's advocacy and stakeholder engagements.

2. COMPLAINTS MANAGEMENT

2.1 Early Resolution Unit (ERU)

During the 2022/2023 financial year, a total of 1834 complaints were lodged with the Office of the City Ombudsman, versus 1540 that were lodged in the 2021/22 financial year (see Graph 1 below), which equates to an increase of 294 complaints year-on-year.

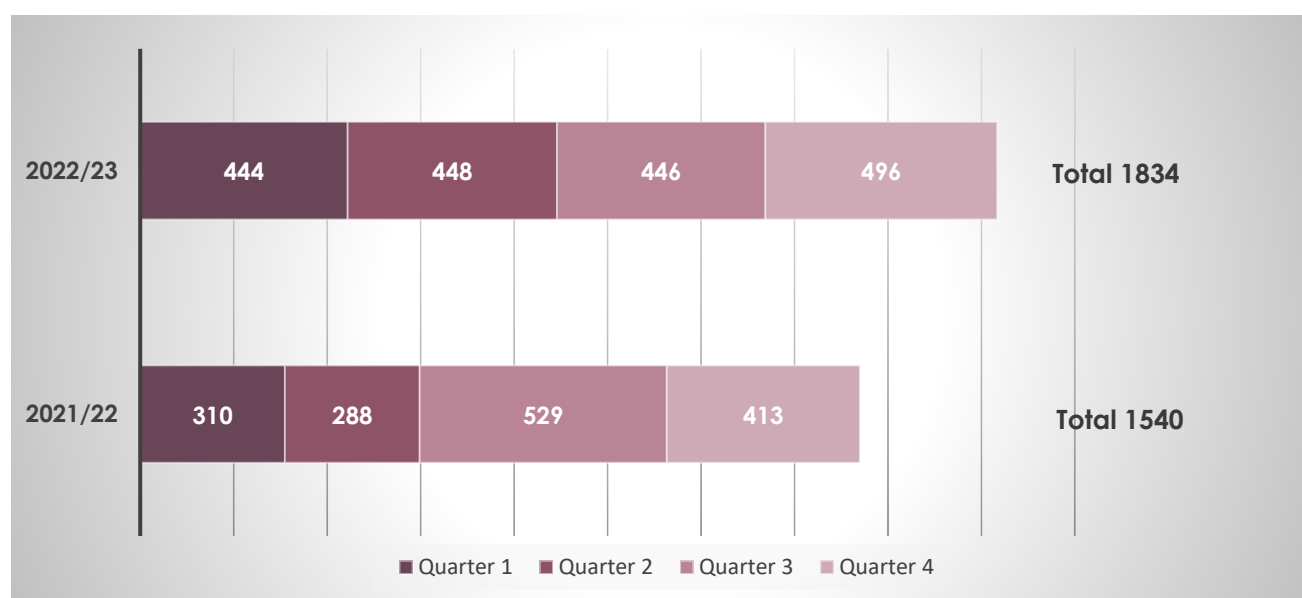
ERU

2.1.1 Comparative number of complaints in previous year:

The first focus area for the financial year was to increase our footprint and to extend its presence by bringing the services close to the communities. Secondly, to implement the use of digital services/online platforms for complainants to make easy and convenient contact with the OCO.

Based on the comparative number of complaints from last year we can confirm that the intentions of bringing the services closer to the communities has succeeded, but there are still more that can be done.

Graph 1: Comparative Number of Complaints received: 2021/22 and 2022/23 financial years



For the period of 2022/23 financial year, a notable increase of complaints were

received during quarters one, two and four and these complaints dealt with the following:

- Disputes where debt collection action was implemented due to the relevant property owners not qualifying for the mass write-off of debt as approved Council (MC 93/05/21);
- High water usage billing disputes due to master data information that is incorrect on SAP, which led to water meter numbers and meter reading differing from the meter devices found at the properties; and
- Defective meter disputes as a result of the 2019/11/061 Electricity Generation and Distribution directive, which allow backdating for electricity used but not paid for.

Furthermore, the complaints received during quarter three in 2021/22 financial year was due to jobseekers that utilised the SMS line to enquire about positions available and they were referred to the relevant line department.

2.2 Modes of Contact

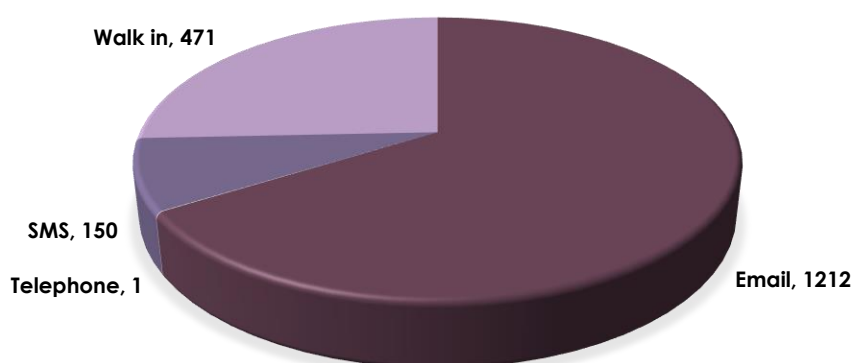
The mode of contact to the OCO is through a designated e-mail account, (ombudsdirect@capetown.gov.za), by post and fax, by complainants who come to the OCO to lodge complaints (the latter group is referred to as “walk-in” complainants) and via the SMS line.

As indicated in pie chart 1 below, the manner in which the 1834 complaints were received, 1212 (66.08%) were via email, 471 (25.68%) were walk-in complaints, 1 (0.05%) complaints were received via telephone, 150 (8.17%) via the SMS line.



It should be noted that from the 150 SMSs received, 44 SMSs were received and captured manually for the period 15 March 2021 to 30 September 2022 and from 1 October 2022 formed part of the ‘mode of contact’ status on the Ombudsman Advanced Tracking System (OATS).

Pie Chart 1: Modes of Complaint Submissions: 2022/23 financial year



2.3 Complaints Processed

During the previous financial year the performance target for ERU is to finalise 950 early resolution matters (non-complex investigations), the target was exceeded as 1814 early resolution matters were finalised.

Table 1: Breakdown of complaints received for 2022/23 financial year

Outside of Jurisdiction	Complaints redirected and escalated to line departments	Complaints submitted for Investigation	SMS service	Investigation for Early Resolution	Total
362	1026	390	*36	20	1834

* It should be noted that from the 48 SMSs that were received and processed, four (4) SMSs were captured on the OATS system for further processing, three (3) were redirected and one forms part of the complaints that need 'to be assessed' and eight (8) were 'outside of jurisdiction' matters. As at 1 October 2022 the SMSs forms part of the mode of contact on the OATS system.

As indicated in table 1, during the 2022/23 financial year, 1834 new complaints were recorded by OCO of which the Early Resolution Unit resolved 1814 complaints. The outcome of the complaints assessments are as follows:

- 362 complaints not related to the City administration or specifically excluded from the OCO's mandate in terms of the Ombudsman Policy and By-Law. The OCO responded by either providing the relevant regulatory body or general contact numbers to the client and is categorised as "out-of-jurisdiction" matters,
- 1026 complaints was redirected or escalated to the relevant line departments for resolution;
- 44 have been received via the SMS line; and

- 20 matters still need to be assessed and will be carried over to the subsequent financial year and progress on these assessments will be reported on during the first quarter of the 2023/2024 financial year.
- 390 complaints were deemed to be formally investigated and was allocated to an investigating officer.

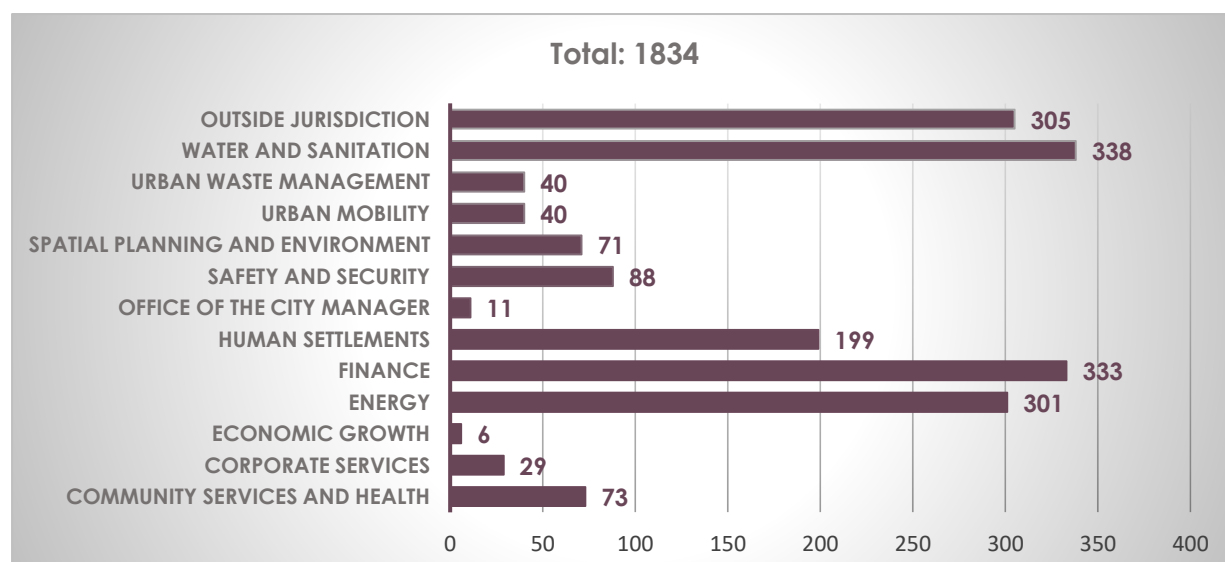
2.3.1 Complaint Analysis: 2022/23 financial year

As reflected in below chart 2, it can be seen that the majority of the complaints received that were processed by the OCO were against the Water and Sanitation Directorate (338 complaints or 18.42%), followed by the Finance Directorate (333 complaints or 18.15%) and the Energy Directorate (301 complaints or 16.41%).

Collectively, these three directorates account for 52.98% of complaints that were lodged at the OCO against the Administration. Of the 362 outside jurisdiction complaints lodged, 305 complaints were not related to the City administration or is specifically excluded from the OCO's mandate in terms of the Ombudsman Policy and By-Law. Our office responded either by providing the relevant regulatory body or general contact numbers to the client. These complaints are categorised as "out-of-jurisdiction" matters.

The remaining 57 outside jurisdiction complaints were captured against a directorate, as it is not in our mandate as per section 7 in our by-law (Matters not for investigations). Therefore, the chart below only reflects the 305 complaints that were not related to the City administration and the 57 is forming part of the directorates.

Graph 2: Complaints lodged against City of Cape Town Directorates: 2022/2023 financial year



2.4 Summary: Top 3 Directorates (ERU)

2.4.1 Water and Sanitation Directorate

Complaints regarding no water supply due to various reasons and complaints relating to high water bills, estimated water readings, disconnection of water supply, incorrect water billings, as well as blocked drains and sewer overflow is referred to the Water and Sanitation Depots.

Underground leaks and applications for second water rebates continue, the Tariff Policies provides that each property owner shall be limited to one rebate claim and thus applications for second water rebates is rejected. These disputes are generally referred to the OCO formal investigation unit for an alternative dispute resolution.

2.4.2 Finance Directorate

Our office continues to receive complaints relating to assistance with instalment plans/arrangements as a result of arrears on accounts due to various reasons namely: arrear service accounts, billing issues, water leaks resulting in huge water accounts and non-payment of the account as well as indigent and pensioners rebate applications.

Based on the outcome of our formal assessments, our office in conjunction with the Revenue department officials to assist the complainants in entering into a payment arrangement plan based on their affordability.

2.4.3 Energy Directorate

A drastic increase in complaints relating to piggybacking on electricity purchases has be noted. The on-going Energy matters received relate to electricity tampering disputes resulting from issuing of tampering fines and backdated electricity charges in lieu of electricity consumption used but not paid for.

The outstanding debt is then loaded on the Prepaid Electricity meter and deducted from purchasers made by the complainants. In some instances the complainants disputes the tampering allegations and request that their complaints be investigated.

The complainants also requests assistance with the electricity prepaid percentage deductions. These matters are referred to the OCO Formal Investigation unit for an alternative dispute resolution based on merit.

3. CASE MANAGEMENT

The main functional and operational area of the OCO is to resolve complaints lodged against the administration and remains an integral part of the key departmental specific indicators. During 2020, the office converted from a manual system to an electronic based system to ensure proper record keeping and to increase timeframes to issue closure report.

3.1 COMPLEX INVESTIGATION UNIT (CIU)

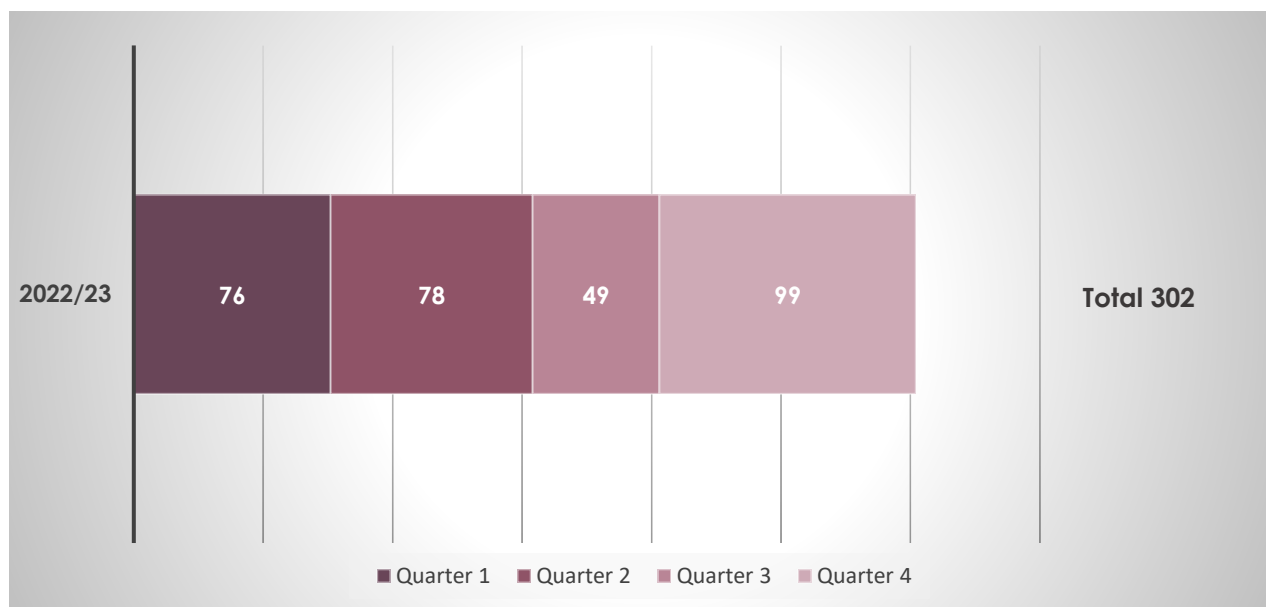
During the 2022/2023 financial year, 377 cases were resolved, versus 322 that were resolved in the 2021/22 financial year which equates to an increase of 55 closed cases year-on-year.

CIU

3.1.1 Cases Allocated

The graph below indicate the complaints that were assessed and deemed to be formally investigated which were allocated to an Investigating Officer. During the year under review, 302 complaints were allocated for case investigation.

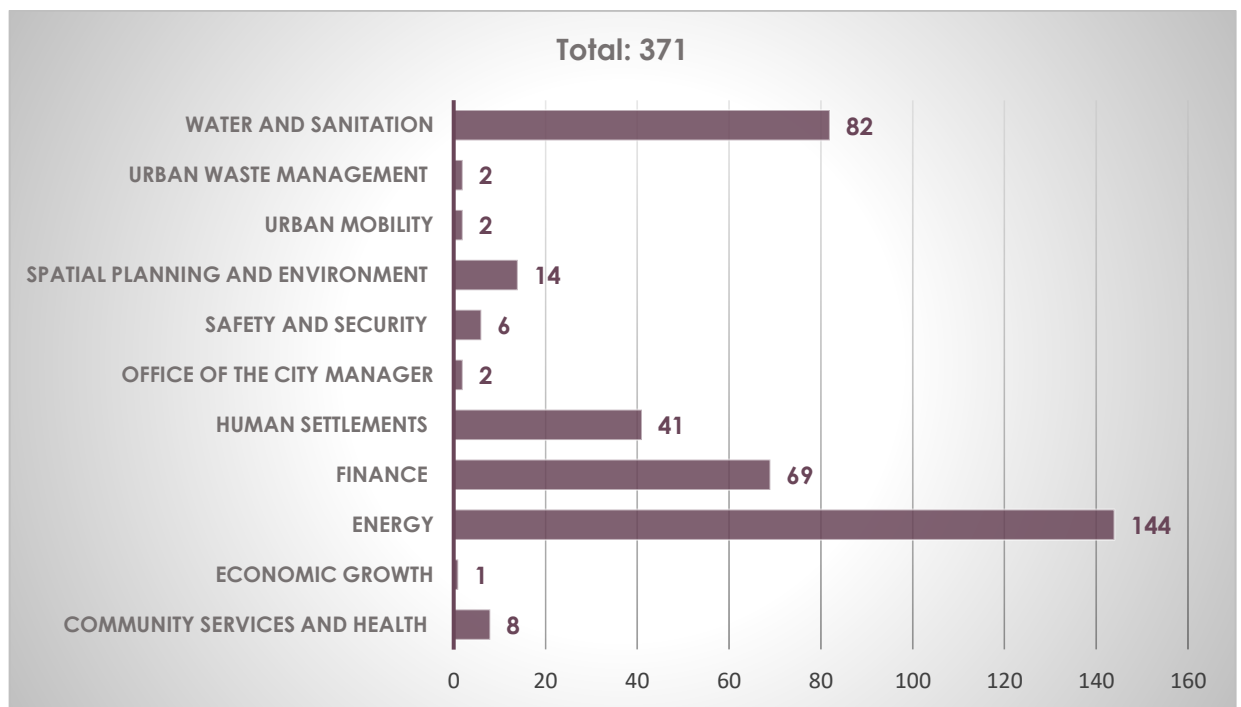
Graph 3: Cases allocated for Investigation for 2022/ 2023 financial year



3.1.2 Active cases

As a result of the complex nature of some of the cases it will result in cases being rolled over into the next financial year. Based on this, there are currently 371 active case investigation still in progress.

Graph 4: Active cases per directorate



Based on the data provided in **graph 5**, the cases statuses are as follows:

- Assessing – 44
- Active Investigation – 162
- Awaiting feedback – 60

This can be either from the line department or the complainant.

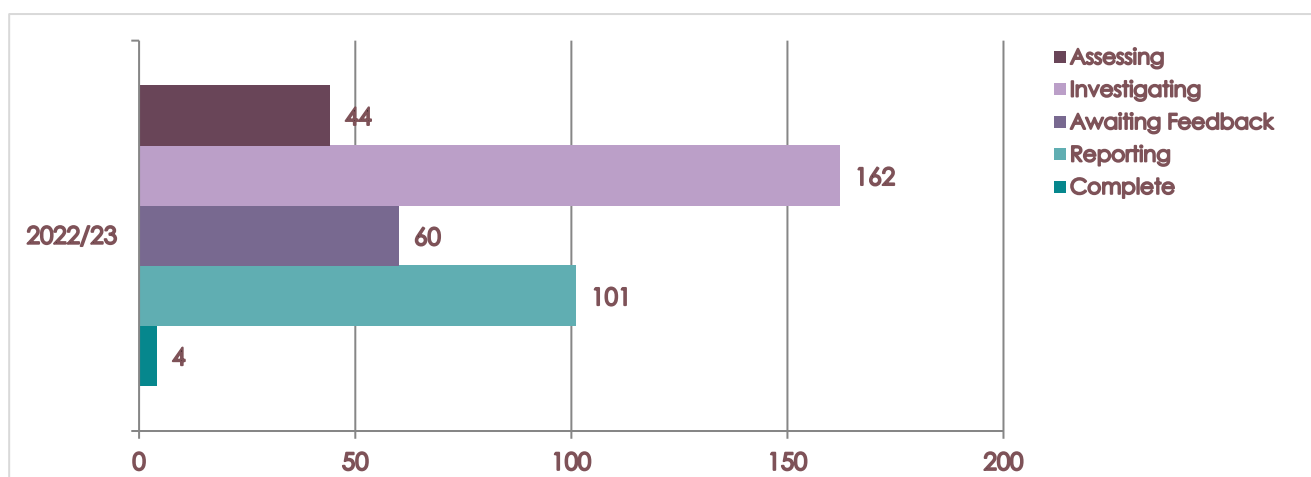
- Reporting - 101

The reporting phase includes the quality assurance that the senior professional officer must attend to as well as approval by the Manager and submission to the Ombudsman for final sign-off.

- Complete – 4

The signed report must still be provided to the complainant.

Graph 5: Case Investigation phases for 2022/23 financial year

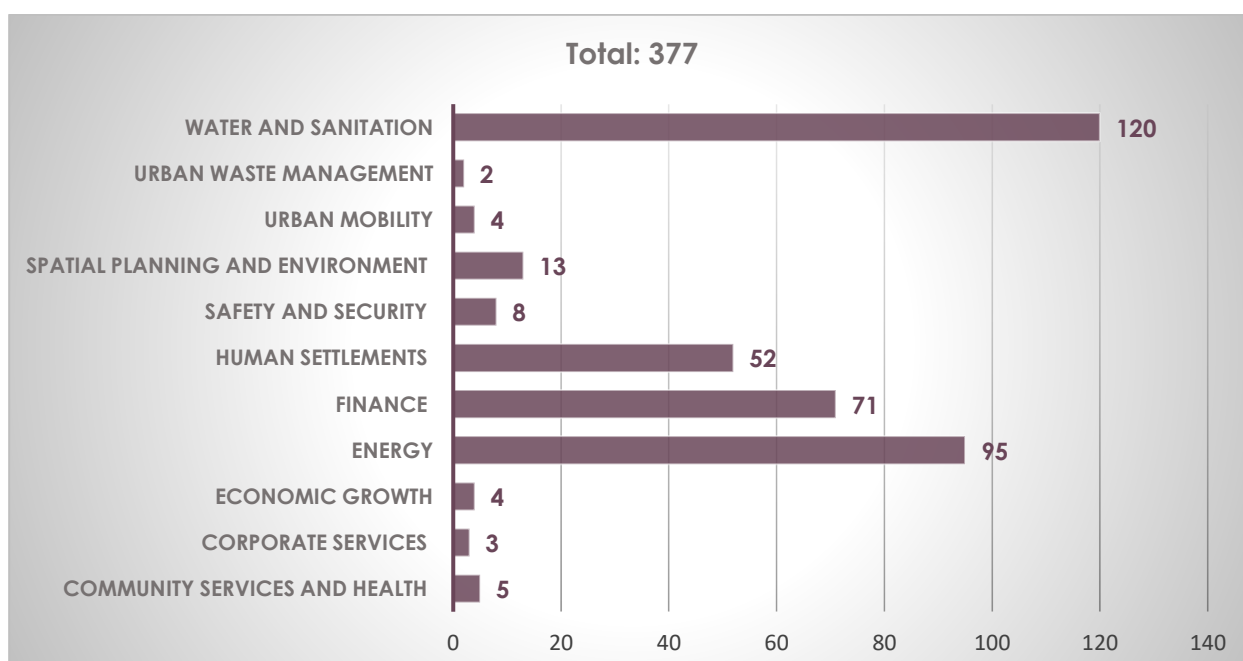


3.2 Investigations Finalised

During the 2022/2023 financial year, 377 cases were resolved, versus 322 that were resolved in the 2021/22 financial year which equates to an increase of 55 closed cases year-on-year.

As reflected in below graph 2, it can be seen that the majority of the cases closed by the OCO were the Water and Sanitation Directorate (120 cases or 31.83 %), followed by the Energy Directorate (95 cases or 25.19%) and the Finance Directorate (71 cases or 18.83%). Collectively, these three directorates account for 75.85% of cases resolved.

Graph 6: Breakdown of closed cases per City of Cape Town Directorates: 2022/23 financial year



3.3 Summary: Top 3 Directorates (CIU)

3.3.1 Water and Sanitation Directorate

The OCO has dealt with a number of disputes related to high water consumption complaints. These disputes involved issues such as private leaks, requests for second rebates, and request for recalculation or review of account adjustments. Some of these cases are linked to incorrect master data on the SAP system, particularly after water meters have been replaced.

This has led to an increase in fixed charges disputes and investigations have revealed that water meter numbers and readings often differ from the information found on meter device. In response to these issues, the OCO has recommended the backdating of account adjustments for metering errors for one (1) year, as per the Tariff policy.

This involves negotiating a suitable outcome with the Finance department on behalf of the complainant. Additionally, there has been an increase in water tampering cases and OCO plans to engage with the relevant line department officials to discuss the procedure for handling tampering contravention fees and for identifying tampering at water meter devices.

3.3.2 Finance Directorate

OCO dealt with a number of disputes related to debt collection actions, often referred to as "piggybacking". These disputes typically involve property owners questioning the methods used to collect outstanding debts.

Our office provides clarity on the policies and procedures followed by the line department and recommend that complainants apply for various rebates based on their current financial status.

Many of these disputes are related to services rendered to the property, which have been resolved by the service departments. However, property owners often do not adhere to warning letters issued by the Finance Directorate.

There were also disputes related to debt remission or write-offs, with requests for further consideration for additional amounts to be written off. The OCO's investigations have found that these debt collection actions are often related to high water tariff charges billed during water restrictions and Supplementary Valuation outcomes.

Property owners have struggled to reduce arrears on their accounts and often expect a full write-off of all their outstanding debt. Most formal investigations within the Finance Directorate involve disputes where debt collection action was implemented.

These disputes often stem from property owners who did not qualify for the mass write-off approved by Council on 27 May 2021. Secondary to this, are properties who only received a write-off of interest for debt older than the cut-off date of 30 June 2018.

The OCO approach is to propose settlement agreements, negotiated between the complainant and relevant line department officials within the Finance Directorate. However, these disputes are not always resolved amicably and may require intervention from our office. We then liaises with relevant line department officials to negotiate a settlement offer should the complainant request to settle the account.

3.3.3 Energy Directorate

OCO investigated a significant number of disputes related to tampering and defective meter replacements. Many of these ongoing disputes involve data analysis of electricity purchase history.

The office has recently engaged with the Executive Director: Energy to discuss the ongoing meter replacement project (Prepaid electricity meter software upgrade) which resulted in identifying defective meters and the backdating for three (3) years as per the Electricity Supply By-law.

Contravention notices linked to tampering and non-approved Small-Scale Embedded Generation (SSEG) installation complaints are ongoing, as are disputes over defective meter adjustments for electricity used and not paid for.

The OCO requests that the line department reconsider the adjustment period for tampering backdated charges based on information provided from investigation conducted.

The OCO requested an opinion from Legal Services to provide clarity with regards to a Directive issued by the Electricity Generation and Distribution department in 2019. The feedback received suggested that further engagement should be held to address the inconsistencies between the Tariff policy and Electricity Supply bylaw. Cases where

backdating of electricity used but not paid for in tampering related cases which exceeded the timeframe stipulated in the Tariff policy was held in abeyance.

These cases were given priority based on the outcome of a meeting with the ED and a recommendation was submitted to the relevant department. The OCO noted in their recommendation submitted that the City of Cape Town Electricity Supply Bylaw and the Tariff Policy should be read and implemented conjunctively.

The relevant department was required to adhere to the Tariff Policy as adopted by the Council or align the Tariff policy with Electricity Supply By-law which was approved and implemented from the 1 July 2023.

3.4 Impact Reporting

3.4.1 Background

Based on the trend and data analysis noted in the above paragraph the OCO proceeded with an impact reporting process.

3.4.2 Problem Statement

The OCO noted a vast increase in complaints regarding electricity accounts being adjusted for more than three years after tampering has been identified at the electricity meter. The accounts were then adjusted for consumption used but not paid for, with some accounts being adjusted for periods of more than 11 years.

The OCO does not condone tampering in any form, however in terms of the adjustment (for electricity used but not paid for), our office was of the view that the period of adjustment should be considered in terms of the approved Tariff Policy.

Since July 2015, the City of Cape Town's Tariff Policy has been clear on the time frames for any adjustment of municipal accounts (due to estimated readings, incorrect readings, metering errors, non-billings or any other tariff related reason), specifically a maximum period of one year except where tampering has occurred, the account may be adjusted for a maximum period of three years.

In November 2019, the Director: Energy Generation and Distribution issued a directive to all Electricity staff which withdrew all restrictions and limitations on

the period of adjustments to electricity accounts, and that all adjustments to electricity accounts shall be made in terms of sections 26, 56 and 57 of the Electricity Supply By-law adhering to the time frames stipulated therein.

The OCO took cognisance of the abovementioned directive that was subsequently withdrawn as well as section 26 of the Electricity Supply By-Law, which section does not specify a time frame for adjustments.

The OCO furthermore does not contest the superiority of a by-law over a policy however the office challenged what is stated in either document (i.e. the by-law and the tariff policy) against what is not.

3.4.3 Case study

The OCO provided line department with a preliminary report as a test case, recommending that line adjust the account in terms of the Tariff Policy. The recommendation was not accepted and the reason provided by line was that the By-Law section 26 (4) state that;

“(4) Where a consumer and/or any person has contravened sub-section (1) and such contravention has resulted in the meter recording less than the true consumption, the Service Provider shall have the right to recover from the consumer the full cost of his estimated consumption.”

3.4.4 Mediation meeting

The OCO met with the Executive Director: Energy on 12 May 2023 to discuss the problem statement and to facilitate a way forward. During the meeting the line department agreed to adjust the consumption in terms of the Tariff Policy in respect of cases/complaints that was lodged/received with the OCO.

The Early Resolution Unit prioritised the assessment of relevant complaints at point of intake which was included in the submission to the Electricity Department to adjust accordingly.

Similarly, the Complex Investigation Unit, provided the following case information to the line department:

- i) Original adjustment period,
- ii) Adjusted amount,
- iii) Recommended test period.

The line department furthermore confirmed that amendments to the specific clause in the Tariff Policy has been submitted and approved in terms of the Tariff Policy for the next financial year.

3.5 Financial Impact Analysis

Based on the outcome of the preliminary investigations, the OCO will indicate whether recommendations towards corrective actions can be submitted to line for their consideration.

For the period 1 July 2022 to 30 June 2023, the rand value of Office of the City Ombudsman recommendations (as per table 2 below) that were accepted by line departments in favour of complainants (104 cases) were R6 453 401.85. During this period, the rand value in respect of matters wherein the OCO could not provide an alternative solution or concurred with line departments' decisions (279 cases) was R5 083 410.97.

Table 2: Financial Impact of Office of the City Ombudsman interventions: 2022/23 financial year

Period: 1 July 2022 to 30 June 2023	Cases	Amount
Recommendations accepted by line departments (in favour of complainants)	104	R6 453 401.85
Office of the City Ombudsman (no alternative solution or concurring with line departments' decisions)	279	R5 083 410.97

4. Customer Satisfaction Survey

In terms of an annual SDBIP target, the OCO must achieve a score of 3+ on a Likert scale of 1 - 5 (with 5 being "extremely satisfied" and 1 being "extremely dissatisfied") on the services offered by the Ombudsman's Office to complainants in respect of cases.

Whilst this is an annual target, the results are monitored on a quarterly basis. Surveys are conducted telephonically or a survey form is sent to a complainant via email regarding cases (complex investigations) finalised but, on average, less than 25% of

those who have been sent survey forms will respond. During the period under review, the OCO achieved a score of three (3) and has achieved its target.

5. Advocacy and Awareness Campaigns

The Office also performs advocacy, relationship management and communication functions, in order to make residents and City staff aware of the existence of the City Ombudsman's Office, and the services it offers. Some of the campaigns are initiated by the OCO, with internal and external partners invited to participate in the event, or the Office may be invited to participate in campaigns that are initiated by internal and external partners.

In terms of the SDBIP target for 2022/23 financial year the office has to attend to thirty-six (36) awareness sessions. During the period under review, the OCO held forty-nine (49) awareness sessions, and has exceeded its target. The OCO diversified the type of awareness sessions in order to reach various communities as well the vernacular to reach a larger audience.

Further details regarding the eleven sessions and meetings are contained in table 3 below.

Table 3:

EVENT	ORGANISATION	DATE	VENUE
OCO Satellite Office Launch at Revenue Walk-in Centre	Municipal Courts, Legal Services	5 July 2022	Stocks and Stocks Building, Khayelitsha
OCO Satellite Office Launch at Revenue Walk-in Centre	Revenue, Debtors and Cash	5 July 2022	Liberty Promenade Mall, Mitchells Plain
Tygerburger Kuilsriver headline, 'City Ombudsman Opens New Office in Durbanville' –	Communication Department	6 July 2022	Print publication and online
OCO Satellite Office Launch at Revenue Walk-in Centre	Revenue, Debtors and Cash	12 July 2022	Kuilsriver Municipal Satellite Office, Van Riebeeck Street, Kuilsriver
OCO Satellite Office Launch at Revenue Walk-in Centre	Revenue, Debtors and Cash	19 July 2022	Durbanville Revenue Satellite Office,

EVENT	ORGANISATION	DATE	VENUE
			38 Oxford Street, Durbanville
OCO Satellite Office Launch at Revenue Walk-in Centre - CONTACT Newsletter publication	Communication Department		Print publication and online
Webinar Theme, "Showcasing Sectoral Ombudsman (Municipal, Police and Military Ombudsman)"	AORC – Afroican Ombudsman Research Centre	23 August 2022	ZOOM Webinar - online platform
International Ombuds Day - OCO & Revenue collaboration Information Sessions	Office of the City Ombudsman	Each Wednesday of the month of October 2022 (4x days) 5th, 12th, 19th and 26th	Concourse level, Cape Town Civic Centre
International Ombuds Day Media releases, e-nform communiqué	Communication Department	Published on 5 October 2022	Print publication and online
Radio Tygerberg 104Fm (Free air time)	Communication Department	Aired on 18 October 2022	Online radio broadcast
African Ombudsman and Mediator's Association (AOMA) presents, African Ombudsman Research Centre (AORC) OCO Facilitator, City Ombudsman. Webinar Theme, "Dealing with Challenging Behaviour"	AORC – African Ombudsman Research Centre	15 November 2022	Online platform – ZOOM Webinar
OCO Satellite Office relocation Launch at Omniforum Building, Kuilsriver - Information Session	Facilities Management	November 2022	Omniforum Building, Kuilsriver
OCO Satellite office relocation from Kuilsriver Administrative Office to Omniforum Building, Kuilsriver communiqué – e-nform publication	Communication Department	November 2022	Print publication and online
International Ombuds Day insert - Contact 109	Communication Department	Friday, 2 December 2022	Print publication and Online
OCO Festive period closure of Ombudsman Satellite Offices communiqué	Communication Department	Wednesday 7 December 2022	Print publication and Online
MyCiti Mini Information Sessions	Office of the City Ombudsman	Friday, 3 February & Monday, 6 February 2023	Via route CT Civic Centre, Table View, Century City, Milnerton, Sandown, Mamre, Atlantis).
World Consumer Rights Day 2023 Annual Exhibition	Office of the City Ombudsman	Wednesday, 15 March 2023	Concourse level, Cape Town Civic Centre from 10h00 to 13h00

EVENT	ORGANISATION	DATE	VENUE
Information Session held at Adriaanse Housing Office	Office of the City Ombudsman	Friday, 24 March 2023	Adriaanse Housing office, Seboa Street, off Adriaanse Avenue, Matroosfontein at 11h00 to 14h00.
"Sub-council Managers can now view Office of the City Ombudsman's Complaints Dashboard" – Communiqué	Office of the City Ombudsman	Friday, 24 March 2023	Internal electronic communication to all Sub-council Managers
OCO Round Table with Community Leaders Engagement - Atlantis (SC1)	Office of the City Ombudsman	Wednesday, 29 March 2023	Sub-council 1 Boardroom from 17h00 to 19h00
Business Hub Activation' session	Enterprise and Supplier Development, Enterprise and Investment	Thursday, 30 March 2023	Fezeka Sub council Chamber, Gugulethu from 10h00 to 14h00
Basket of Services (BOS) Information Session	Corporate Services	Wednesday, 12 April 2023	Manenberg Civic Centre, Sherwood Park Community Hall, 74-78, 4 th Avenue, Manenberg
Sub council 1 Activity Day (Atlantis) – OCO Presentation	Office of the City Ombudsman	Wednesday, 19 April 2023	Wesfleur Sub council Boardroom. Wesfleur Municipal Admin Building, Atlantis
Business Hub Activation, Information Session – Fish Hoek	Enterprise and Investment	Tuesday, 25 April 2023	Fish Hoek Sub council 19 Offices, 41 Central Cir, Fish Hoek, Cape Town, 7974
CONTACT Newsletter 111 World Consumer Rights Day 2023 insert – page 23 of 24	Office of the City Ombudsman	Publication (internal) on 8 May 2023	Electronic and print
Sub council Managers Dashboard e-nform Communiqué Heading, "Sub council managers can now view Ombudsman's Complaints Dashboard"	Office of the City Ombudsman	publication – (internal) on 11 May 2023	Electronic
Basket of Services (BOS), Information Session	Corporate Services	Wednesday, 19 May 2023	Lentegeur Civic Centre, Mitchells Plain
#Cityin60	City of Cape Town, Communications Department	Friday, 23 June 2023	City of Cape Town social media platforms
Launch of OCO Satellite office spaces - Information Session	Office of the City Ombudsman	Tuesday, 27 June 2023	Bandwidth Barn, cnr Spine and Mew Way, Illitha Park, Lookout Hill, Khayelitsha
Launch of OCO Satellite office spaces - Information Session	Office of the City Ombudsman	Tuesday, 27 June 2023	Atlantis Special Economic Zone, Atlantis Investment Facilitation Office (AIFO), William Gourlay, Atlantis Industria
CapeTalk567 AM radio interview with City Ombudsman, Vusumzi Magwebu	Office of the City Ombudsman	Thursday, 29 June 2023	Radio interview, telephonic timeslot 09h00 to 09h30. Presenter, Clarence Ford

6. Achievement of Office of the City Ombudsman for 2022/23

6.1 Launching of Office of the City Ombudsman Satellite Office

The Office of the City Ombudsman has launch its new satellite offices at the following Revenue Walk-in Centres:

- Kuils River Revenue Walk-in Centre
- Durbanville Walk-in Centre, Oxford Street, Durbanville
- Stocks and Stocks Building, Khayelitsha
- Liberty Promenade Mall, Mitchells Plain
- Atlantis Investment Facilitation Office, William Gourlay Street, Atlantis Industrial

6.2 Sub-council Complaints Dashboard

As of 17 April 2023, the Office of the City Ombudsman (OCO) provide Sub- council Managers with their respective directorate summary of complaints lodged with our office. These complaints have not been formally investigated by the office, but does provide a summary of issues that residents have.

The dashboard provides a short summary of the complaint description, when the complaint was captured, the relevant Directorate and Department and will indicate whether the OCO has redirected, escalated or allocated the complaint for formal investigation.



Case Summaries 2022/2023

By-law Interpretation

The complainant disputed the responsibility of maintaining a furrow/channel that runs underneath his property after a section of his driveway had collapsed and the City repaired the portion of the furrow. The City inspected the furrow and appointed a contractor to commence with repairing the collapsed section. The complainant raised questions about the state of the rest of the furrow, and who would be responsible for maintaining the structure.

The complainant was of the view that the City should maintain the furrow and quoted relevant legislation as well as a clause in the title deed of the property that noted that Council would have a right to access the lot to do maintenance, cleansing and repair of the furrow. The City's opinion was that

the furrow was deemed to be a private stormwater system.

Questions were then raised as to the reason for repairing the collapsed furrow in the first place. Correspondence issued by the City caused more confusion when it was mentioned that according to the City there no longer existed a stormwater furrow.

The OCO provided recommendations in terms of which the issue could be settled, and the line department obtained a legal opinion. It was clear that there was an interpretation dispute of the relevant by-law and based on this, the OCO noted that our mandate did not allow the OCO to provide legal opinions on interpretation issues. A closure report was issued.

Rectification Transfer

"The complainant was awarded a house through the Cape High Court. The house has an arrears amount that must be cleared through the debt clearance process before transfer can take place. We found that there are other four persons who are registered owners of the same property.

The rates clearance process has to be followed even when the property was granted through a court order in order for the prescribed clearance

certificate to be issued, as per section 118 of the Municipal Act.

We consulted with the Property Transfers and Ownership Change team in the Revenue Department for guidance and advice as the complainant stated that she is not in a financial position to clear the debt.

We recommended to the Revenue Department that they assist the complainant with being issued a rates clearance certificate, taking in into

consideration that she cannot afford to pay the rates clearance figures.

Our recommendation was accepted. Revenue advised that the transferring attorney needs to apply for a rectification transfer based on the court order (court order needs to be attached as well as seller IDs). A

payment schedule will automatically be triggered - the transferring attorney must then apply for disputed figures and the rates clearance team will issue a ZERO payment schedule for the purpose of the rates clearance process and this does not mean that the debt will be waived."

Water charges billed due to high water consumption recorded in 2018

The complainant enquired about the high consumption in October 2018 and also indicated that there were no leaks at this time. The line department reported no visible defects with the meter and there was no movement recorded.

In September 2020, the complainant was advised to have the meter tested and the application was made and paid for in October 2020. The meter failed the test and the line department compiled an adjustment for the meter leak for the period 4 October to 4 December 2019. However, no adjustment was processed for the period of the failed meter as the consumption on the new meter was comparatively equal to previous consumption.

According to data analysis, there was spike in water consumption for the period of October to December 2019, due to the meter leak, and it was also noted that there was high consumption recorded for October 2018 of 60kl, which normalised thereafter.

Our office concluded that it could not be determined as to how long the meter was faulty and, therefore, the consumption of 60kl for October 2018 could have been recorded in error, as no evidence of leaks nor meter defects were reported at that time.

We recommended the line department consider tariff assistance for the period of high consumption October 2018, which was implemented with an approximate amount of R22 836.66.

Transfer of a housing unit

The complaint received by this office relates to the transfer of a housing unit. The complainant has been on the City of Cape Town (CCT) housing list for over fifteen years. In 2016 the complainant was identified as a candidate beneficiary to receive a housing unit subject to compliance with the allocation criteria for the project.

An invitation was extended to the complainant in order to complete a subsidy application. The application was submitted to the Provincial Department of Human Settlements for consideration, subsequently the subsidy application was declined.

The application was declined as the applicant (the complainant) already has property on his name. It was discovered that the complainant has a similar identity document (ID) number with an individual residing in Gauteng, and that the Johannesburg Deeds Office, erroneously registered the complainant's ID number on the title deed instead of the correct owner's ID number (i.e. the resident from Gauteng).

The Johannesburg Deeds Office had the necessary rectification done to their records and replaced the complainant's ID number with the correct owner's ID number. The complainant was informed that should

the issue regarding his identity document number be resolved and the subsidy approved he will receive a housing opportunity on the Project. However, the house was transferred to the next candidate/beneficiary on the waiting list.

The CCT line department informed our office that the CCT has a housing unit, which is currently being illegally occupied and that the CCT's Legal Services Department is busy instituting eviction proceedings to evict the illegal occupants. The line department informed our office that the housing unit could only be occupied, once the eviction process has been concluded.

Based on the aforementioned, our office hereby proposed that the line department keeps the complainant abreast on the progress of the eviction and transfers the housing unit, as soon as the eviction order has been granted and the illegal occupants has vacated.

As from 2017 up until the property was transferred to the complainant our office has monitored the eviction process and continuously followed with CCT Legal Services and the CCT Line Departments. Our office has assisted the complainant up until the house was transferred to the complainant. The house was successfully transferred to the complainant in 2023.

Contravention notice for an SSEG installation

The complaint relates to a charge (R 8 016.00) for contravening section 39 of the Electricity Supply By-law, as the complainant's electricity generation equipment or small scale embedded generation (SSEG) had not been approved by the City.

The complainant stated that the SSEG was installed in August 2015 and was not aware that permission to install SSEG was required from the City of Cape Town.

According to notification 1015986497, dated 21 July 2020 the property was identified to have solar panels. A letter dated 22 July 2020, CONTRAVENTION OF SECTION 39 OF THE ELECTRICITY SUPPLY BY- LAW was issued to the complainant.

The contravention notice indicated an incorrect email address by the omitting of the letter "l" in the word Electricity - ElectricityCustomer.Support@capetown.gov.za

The complainant was unable to contact the department within the specified period regarding the contravention notice.

Although the contact information was incorrect on the contravention, notice the complainant submitted the SSEG application, which was approved and commissioned on 19 October 2020.

Based on the above, our office is of the view that the contravention notice with the incorrect information was not recalled and re issued to the complainant. This administrative error resulted in the billing of the contravention charge.

Our office recommends that the contravention charge of R 8 016.00 levied on account be reversed. The recommendation was accepted and implemented.

Interpretasie van verordening

Die klaer het die verantwoordelikheid vir die instandhouding van 'n sloot/kanaal onder sy eiendom betwis nadat 'n stuk van sy oprit ineengestort en die Stad die stuk sloot herstel het. Die Stad het die sloot geïnspekteer en 'n kontrakteur aangestel om met die herstel van die ineengestorte gedeelte te begin. Die klaer het vrae gestel oor die res van die sloot en wie vir die instandhouding van die struktuur verantwoordelik sou wees.

Die klaer was van mening dat die Stad die sloot in stand moes hou, en het toepaslike wetgewing aangehaal asook 'n klousule in die eiendom se titelakte waarin aangeteken is dat die Raad 'n reg van toegang tot die erf sou hê om instandhouding, reiniging en herstel van die sloot te doen. Die Stad was van mening dat die sloot as 'n private stormwaterstelsel geag word.

Vrae is toe gestel oor wat die rede vir die herstel van die ineengestorte sloot in die eerste plek was. Korrespondensie wat deur die Stad uitgereik is, het nog groter verwarring veroorsaak toe daar gemeld is dat daar volgens die Stad nie meer 'n stormwatersloot bestaan nie.

Die kantoor van die ombudsman (OCO) het aanbevelings gedoen waarvolgens die kwessie opgelos kon word, en die lyndepartement het 'n regsmening bekom. Dit was duidelik dat daar 'n dispuut oor die interpretasie van die verordening was, en gegrond hierop het die OCO gesê dat sy mandaat hom nie in staat stel om regsmenings oor interpretasiekwessies te verskaf nie. 'n Afsluitingsverslag is uitgereik

Regstellingsoordrag

Die Kaapse hooggeregshof het 'n huis aan die klaer toegeken. Die huis het 'n agterstallige bedrag wat deur die skuldklaringsproses opgeklaar moet word voordat oordrag kan plaasvind.

Ons het gevind dat daar vier ander persone is wat geregistreerde eienaars van dieselfde eiendom is.

Die eiendomsbelastingklaringsproses moet gevolg word selfs wanneer die eiendom deur 'n hofbevel toegestaan is sodat die voorgeskrewe

klaringcertifikaat uitgereik kan word, soos in artikel 118 van die Munisipale Wet bepaal.

Ons het die span vir eiendomsoordragte en verandering van eienaarskap in die departement inkomste geraadpleeg vir leiding en advies aangesien die klaer gesê het dat sy nie in die finansiële posisie is om die skuld te vereffen nie.

Ons het by die departement inkomste aanbeveel dat hulle die klaer help met

die uitreiking van 'n eiendomsbelastingklaringsertifikaat, met inagneming dat sy nie kan bekostig om die eiendomsbelastingklaringsbedrag te betaal nie.

Ons aanbeveling is aanvaar. Die departement inkomste het aangedui dat die oordragprokureur aansoek moet doen vir 'n regstellingsoordrag

gegrond op die hofbevel (hofbevel moet as verkopers se ID's aangeheg word). 'n Betalingskedule sal outomaties geaktiveer word - die oordragprokureur moet dan aansoek doen vir betwiste syfers en die belastingklaringspan sal 'n NUL-betalingskedule uitreik vir die doel van die eiendomsbelastingklaringsproses en dit beteken nie dat die skuld kwytgeskeldsal word nie.

Waterkoste gefaktureer weens hoë waterverbruik wat in 2018 aangeteken is

Die klaer het in Oktober 2018 navraag gedoen oor die hoë verbruik en ook aangedui dat daar geen lekkasies op hierdie stadium was nie. Die lyndepartement het geen sigbare defekte met die meter aangemeld nie en daar is geen beweging aangeteken nie.

In September 2020 is die klaer aangeraai om die meter te laat toets en die aansoek is in Oktober 2020 gedoen en betaal. Die meter het die toets gedruip en die lyndepartement het 'n aanpassing vir die meterlekkasie vir die tydperk 4 Oktober tot 4 Desember 2019 saamgestel. Geen aanpassing is egter vir die tydperk van die foutiewe meter verwerk nie, aangesien die verbruik op die nuwe meter relatief gelyk was aan die vorige verbruik.

Volgens data-ontleding was daar 'n styging in waterverbruik vir die tydperk van Oktober tot Desember 2019, as gevolg van die meterlekkasie, en daar is ook opgemerk dat daar 'n hoë verbruik vir Oktober 2018 van 60 kl aangeteken is, wat daarna genormaliseer het.

Ons kantoor het tot die gevolgtrekking gekom dat daar nie vasgestel kon word hoe lank die meter foutief was nie en daarom kon die verbruik van 60 kl vir Oktober 2018 foutief aangeteken gewees het, aangesien geen bewyse van lekkasies of meterfoute op daardie stadium aangemeld is nie.

Ons het aanbeveel dat die lyndepartement tariefbystand oorweeg vir die tydperk van hoë verbruik in Oktober 2018, wat met 'n benaderde bedrag van R22 836,66 geïmplementeer is.

Oordrag van 'n wooneenheid

Die klagte wat die kantoor ontvang het hou verband met die oordrag van 'n wooneenheid. Die klaer is al meer as vyftien jaar op die Stad Kaapstad se behuisingstelsel. In 2016 is die klaer geïdentifiseer as 'n moontlike begunstigde om 'n behuisingseenheid te ontvang onderworpe aan voldoening aan die toewysingskriteria vir die projek. 'n Uitnodiging is aan die klaer gerig om 'n subsidie-aansoek te voltooi. Die aansoek is by die provinsiale departement van menslike nedersettings ingedien ter oorweging, waarna die subsidie-aansoek van die hand gewys is.

Die aansoek is van die hand gewys aangesien die aansoeker (die klaer) reeds eiendom op sy naam het. Daar is ontdek dat die klaer 'n soortgelyke identiteitsdokumentnommer het as 'n individu wat in Gauteng woonagtig is, en dat die Johannesburgse aktekantoor die klaer se ID-nommer verkeerdelik op die titelakte geregistreer het in plaas van die korrekte eienaar se ID-nommer (d.w.s. die inwoner) van Gauteng).

Die Johannesburgse aktekantoor het die nodige regstelling aan hul rekords laat doen en die klaer se ID-nommer met die korrekte eienaar se ID-nommer vervang. Die klaer is ingelig dat indien die kwessie rakende sy identiteitsdokumentnommer opgelos word en die subsidie goedgekeur word,

hy 'n behuisingseleenheid as deel van die projek sal ontvang. Die huis is egter oorgeplaas na die volgende kandidaat/begunstigde op die waglys.

Die Stad Kaapstad se lyndepartement het ons kantoor ingelig dat die Stad Kaapstad 'n behuisingseenheid het wat tans onwettig beset word en dat die Stad se departement regsdiens besig is om uitsettingsverrigtinge in te stel om die onwettige okkupeerders uit te sit. Die lyndepartement het ons kantoor ingelig dat die behuisingseenheid eers bewoon kan word wanneer die uitsettingsproses afgehandel is.

Op grond van bogenoemde het ons kantoor hiermee voorgestel dat die lyndepartement die klaer op hoogte hou van die vordering van die uitsetting en die wooneenheid oordra sodra die uitsettingsbevel toegestaan is en die onwettige okkupeerders dit ontruim het.

Vanaf 2017 totdat die eiendom aan die klaer oorgedra is, het ons kantoor die uitsettingsproses gemonitor en deurlopend met die Stad se regsdiens en lyndepartemente opgevolg. Ons kantoor het die klaer bygestaan totdat die huis aan die klaer oorgedra is. Die huis is in 2023 suksesvol aan die klaer oorgedra.

Oortredingkennisgewing vir 'n SSEG-installasie

Die klagte hou verband met 'n heffing (R8 016) vir die oortreding van artikel 39 van die Verordening op Elektrisiteitsvoorsiening, aangesien die klaer se elektrisiteitsopwekkingstoerusting of kleinskaalse gekoppelde opwekking (SSEG) nie deur die Stad goedgekeur is nie.

Die klaer het verklaar dat die SSEG in Augustus 2015 geïnstalleer is en was nie bewus daarvan dat toestemming van die Stad Kaapstad nodig was om die SSEG te installeer nie.

Volgens kennisgewing 1015986497, gedateer 21 Julie 2020, is sonpanele op die eiendom geïdentifiseer. 'n Brief gedateer 22 Julie 2020, OORTREDING VAN ARTIKEL 39 VAN DIE VERORDENING OP ELEKTRISITEITSVOORSIENING is aan die klaer uitgereik.

Die oortredingskennisgewing het 'n verkeerde e-posadres aangedui deur die letter "i" in die woord "Electricity" weg te laat:

ElectricityCustomer.Support@capetown.gov.za

Die klaer kon nie die departement binne die gespesifiseerde tydperk kontak rakende die oortredingskennisgewing nie.

Alhoewel die kontakinligting op die oortreding verkeerd was, let daarop dat die klaer wel die SSEG-aansoek ingedien het, wat op 19 Oktober 2020 goedgekeur en in gebruik geneem is.

Op grond van bogenoemde is ons kantoor van mening dat die oortredingskennisgewing met die verkeerde inligting nie herroep en weer aan die klaer uitgereik is nie. Hierdie administratiewe fout het gelei tot die fakturering van die oortredingsheffing.

Ons kantoor beveel aan dat die oortredingsheffing van R8 016 wat op die rekening gehef is, teruggeskryf word. Die aanbeveling is aanvaar en geïmplementeer.

Isishwankathelo setyala 2022/2023

Ingcaciso yoMthetho kaMasipala

Ummangali uye waluphikisa uxanduva lokulondoloza ifolo / umjelo ohamba ngaphantsi kwepropati yakhe emva kokuba inxalenye yendlela egangathiweyo esuku kwindlela kawonkewonke eya egaraji okanye kwindlu yakhe idilikile saza iSixeko salungisa inxalenye yefolo. ISixeko sahlola ifolo saza saqesha unokotraka ukuba aqalise ukulungisa elo cala liwileyo. Ummangali ubuze imibuzo malunga nobume befolo yonke, kwaye nokuba ngubani oza kuba noxanduva lokulondoloza isakhiwo.

Ummangali wayenoluvo lokuba iSixeko kufuneka siyilondoloze ifolo kwaye wacaphula umthetho ofanelekileyo kwakunye nesoloty elikwitayitile yobunini bepropati ethi iBhunga liya kuba nelungelo lokufikelela kwisiza ukuze lilondoloze, licoce kwaye lilungise ifolo. Uluvo lweSixeko yayikukuba le folo yayithathwa

njengenkqubo yabucala yamanzi emvula.

Kuye kwabuzwa imibuzo malunga nesizathu sokulungisa ifolo edilikileyo kwasekuqaleni. Imbalelwano ekhutshwe siSixeko ibangele ukubhideka ngakumbi xa kuchazwa ukuba ngokweSixeko akusekho folo yamanzi emvula.

I-OCO inike iingcebiso malunga nokusonjululwa kwalo mba, kwaye isebe elichaphazelekayo lafumana uluvo lwezomthetho. Kwacaca ukuba kukho ingxabano yokucacisa umthetho kamasipala ochaphazelekayo kwaye ngokusekelwe kule nto, iOCO yaqaphela ukuba igunya lethu alizange livumele iOCO ukuba ibonelele ngezimvo zomthetho kwimiba yengcaciso. Ingxelo yokuvala yakhutshwa.

Ulungiso lotshintshelo

“Umkhalazi wathi wanikezelwa indlu ngokwemvume yeNkundla ephakamileyo yaseKapa. Indlu le iye yanetyala elingekahlawulwa ekwakufuneka licinyiwe, kusetyenziswa inkqubo engokucinywa kwamatyala ngaphambi kokuba kwenziwe unikezelwano.

Sathi kwafunyaniswa ukuba kukho abanye abantu abane ababhalise njengabanini kwakule propati ichaphazelekayo.

Inkqubo engokucinywa kweentlawulo kufuneka ilandelwe nokuba ipropati iye yanikezelwa ngokomyalelo wenkundla ukuze kukhutshwe isatifiketi sokukhululelwa kwiintlawulo, ngokungqinelana necandelo 118 loMthetho kaMasipala.

Saye sangqubanisa iintloko kunye neqela elijongene noTshintshelo noBunini bePropati kwiSebe lezeNgeniso ukuze kunikezelwe isikhokelo nengcebiso, njengoko

umkhalazi uye wavakalisa ukuba akekho kwimeko yezimali evumayo ukuba acime ityala.

Siye senza isindululo kwiSebe lezeNgeniso ukuba lincedisane nomkhalazi ukuba anikezelwe isatifiketi sokukhululelwa kwiintlawulo, kuthathelwe ingqalelo yokuba akanakho ukuhlawula izixamali ezibonakalisiweyo kukhululelo lweentlawulo.

Isindululo sethu saye samkelwwa. ElezeNgeniso laye lacebisa ukuba amagqwetha angotshintshelo kufuneka enze isicelo solungiso

lotshintshelo ngokubhekiselele kumyalelo wenkundla (umyalelo wenkundla kufuneka uqhotyoshelwe njengeSazisi somthengisi/iID).

Ishedyuli engentlawuli iyakuthi iveliswe ngokuzenzekelayo – amagqwetha otshintshelo ke ngoko kufuneka enze isicelo esijoliswe kwizixamali ezingengxoxo/ezikhalazelwayo kwaye iqelo lokhululelo kwiintlawulo liyakuthi likhuphe ishedyuli engentlawulo enguZIRO ngenjongo yokukhawulelana nenkqubo engokukhululelwa kwiintlawulo kwakhona oku akuthethi ukuba ityala liyakuthi lirhoxiswe".

lintlawulo zamanzi ezithe zahlawuliswa ngenxa yokusetyenziswa kwamanzi ngezinga eliphezulu oluthe larekhodishwa ngowama2018

Umkhalazi waye waphanda ngokumalunga nosetyenziso lwamanzi oluphezulu ngeyeDwarha 2018 kwaye wabonakalisa ukuba zange kubekho kuvuza kwamanzi ngeli xesha. Icandelo lesebe laye lanikezela ingxelo yokuba zange kubekho umonakalo obonakalayo kwimitha yamanzi kwaye akukho ntshukumo eyathi yarekhodishwa.

NgeyoMsintsi (Septemba) 2020, umkhalazi waye wacetyiswa ukuba imitha yaye yaxilongwa kwaye isicelo

sathi senziwa yaye sahlawulwa ngeyeDwarha 2020. Imitha yaye yalufelisha uxilongo kwaye icandelo lesebe lathi laqulunqa ulungelelwaniso olujiloswe kuvuzo lwemitha kwisithuba esisusela ngow4 kweyeDwarha ukuya ngowe4 kweyoMnga (Disemba) 2019. Nangona kunjalo, akukho lulungelelaniso olwathi lwenziwa kwisithuba sokusilela kwemitha yamanzi, njengoko usetyenziso kwimitha entsha lwaye lwalingana nosetyenziso lwangaphambili.

Ngokohlalutyo lwedatha, kwathi kwakho ingxaki kusetyenziso lwamanzi kwisithuba esisusela kweyeDwarha ukuya kweyoMnga 2019 ngenxa yokuvuza kwemitha, kwaye kwathi kwaqatshelwa ukuba kwaye kwarekhodishwa usetyenziso lwamanzi oluphezulu kweyeDwarha 2018 olungama 60kl, apho emva koko lwathi lwabuyela kwindlela yesiqhelo.

IOfisi yethu yaye yaqukumbele ngokuba akunakho ukugqitywa ukuba iyakuba lixesha elingakanani na imitha le eyathi yanengxaki kwaye ke ngoko

usetyenziso lwamanzi olungama60kl ngeyeDwarha 2018 lusenokuba larekhodishwa ngempazamo, njengoko kungekho bungqina bokuvuza okanye umonakalo kwimitha apho kwathi kwanikezelwa ingxelo ngalo ngelo xesha.

Siye senza isindululo sokuba icandelo lesebe lithathele ingqalelo ukuncedisana nezamaxabiso kwisithuba sosetyenziso lwamanzi oluphezulu lwangeyeDwarha 2018, apho sathi samkelwa kwaye samiselwa ngesixamali esimalunga namaR22 836,66.

Ukutshinthsela kweyunithi engezezindlu

Isikhalazo esathi safunyanwa yile ofisi simalunga nokutshintshelwa kwiyunithi engezezindlu. Umkhalazi ubekuluhlu lweSixeko saseKapa (CCT) olulindele ukufumana izindlu kwisithuba esingaphezulu kweminyaka elishumi olunesihlanu. Ngowama2016, umkhalazi waye wachongwa njengomgqatswa wokuxhamla ukufumana iyunithi engezezindlu ngokuxhomekeke ekubeni uthobela ummiselo lweprowujekthi ongolwabelo.

Isimemo saye sagqithiselwa kumkhalazi ukuba agcwalise isicelo esingoncedo lwezindlu. Isicelo saye sangeniswa kwiSebe lePhondo elingezokuHlaliswa koLuntu ukuba sithathelwe ingqalelo, apho emva koko saye sakhatywa

isicelo soncedo lwezizindlu. Isicelo esi saye sakhatywa ngenxa yokuba umfak'isicelo lo (umkhalazi) wayesele enepropati ephantsi kwegama lakhe.

Kwaye kwafunyaniswa ukuba umkhalazi lo unoxwebhu lwesazisi (ID) olufanayo nomnye umntu ohlala eGoli, kwakhona iOfisi engobunini yaseJohannesburg yaye ngempazamo yabhalisa inombolo yesazisi yomkhalazi kwitayitile yobunini endaweni yokubhalisa inombolo yesazisi yomnini ofanelekileyo (lo ungumhlali eGoli). IOfisi engoBunini yaseJohannesburg yathi yenza ulungiso olufanelekileyo kwiirekhodi zabo bayitshintsha inombolo yesazisi yomkhalazi yathathelwa indawo yinombolo yesazisi echanekileyo.

Umkhalazi waye waziswa ukuba ithe yasonjululwa indaba yoxwebhu yenombolo yesazisi, ke ngoko uncendo olungezezindlu olwathi lwaphunyezwa, ke ngoko uyakuthi alufumane ithuba lokubonelelwa ngezindlu kwiProwujekthi. Nangona kunjalo, indlu le ichaphazelekayo yaye yanikezelwa kumqatswa/kumxhamli olandelayo ngokoluhlu.

Icandelo lesebe leSixeko saseKapa (CCT) laye lazisa iofisi yethu ukuba iCCT ineyunithi ejongene nezindlu apho kungokunje ekuhleliwe kuye ngokungekhomthethweni kwaye iSebe leeNkonzo zoMthetho leSixeko (leCCT) lixakekile limisela amanyathelo angokugxotha abo bahleli ngokungekhomthethweni.

Icandelo lesebe laye lazisa iofisi yethu ukuba iyunithi engezindlu iyakuthi ibenabasebenzi benkonzo xa kuye kwaqakunjelwa inkqubo engokugxotha abahleli ngokungekhomthethweni.

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Ngokubhekiselele koku kukhankanywe ngentla apha, iofisi yethu ke ngoko iphakamisa ukuba icandelo lesebe ukuba lihlale ngokwazisa umkhalazi ngokumalunga nenkqubela engogxotho kwaye linikezele ngeyunithi engezindlu, nje ukuba kufezekiswe umyalelo wokugxotha kwaye abo bahleli ngokungekhomthethweni bekhutshiwe apha.

Ukususela ngowama2017 kude kuzokutsho ekubeni ipropati inikezelwe kumkhalazi, iofisi yethu iye yabek'iliso kwinkqubo engokugxothwa kwaye yathi gqolo ukulandela iNkonzo zoMthetho zeCCT namaSebe eCandelo leCCT. IOfisi yethu yaye yancedisana nomkhalazi kwade kwasekubeni ukuba indlu le inikezelwe kumkhalazi. Indlu le yathi yanikezelwa kumkhalazi ngempumelelo ngowama2023

Isaziso solwaphulomthetho ngokumalunga nokufakelwa kweSSEG

Isikhalazo simalunga nentlawulo yamaR8 016 ejoliswe kulwaphulo lwecandelo39 loMthetho kaMasipala ongoBonelelo ngoMbane, njengoko isixhobo soveliso lombane somkhalazi okanye isixhobo soveliso olususela

kolunye ngokwezinga olusezantsi (i-SSEG) apho sithe asaphunyezwa siSixeko.

Umkhalazi wadandalazisa ukuba isixhobo esi iSSEG saye safakelelwa ngeyeThupha 2015 kwaye

wayengenalwazi lokuba kufuneka imvume kwiSixeko saseKapa yokuba kufakelelwe iSSEG.

Ngokwesaziso esingu1015986497 esibhalwe owama21 kweyeKhala (Julayi) 2020, ipropati le yathi yachongwa njengezishushubezi zamanzi ezisebenzisa imitha yelanga. Ileta ebhalwe owama22 kweyeKhala 2020 ULWAPHULO LECANDELO39 LOMTHETHO KAMASIPALA ONGOBONELELO NGOMBANE, yathi yakhutshwa ijoliswe kumkhalazi.

Isaziso solwaphulomthetho sathi sabonakalisa idilesi yeimeyile egwenxa/eyimpazamo ngokuthi unobumba wegama elingu "I" kwigama elithetha uMbane u-Electricity

ElectricityCustomer.Support@capetown.gov.za

Umkhalazi zange abenakho ukuqhagamshelana nesebe ngokwexesha elimiselweyo

ngokumalunga nesaziso solwaphulomthetho.

Nangona ingcaciso engoqhagamshelwano yayingachanekanga kwisaziso solwaphulomthetho, umkhalazi wathi wasingenisa isicelo seSSEG apho sathi saphunyezwa kwaye sazalisekiswa ngowe19 kweyeDwarha (Okthobha) 2020.

Ngokubhekiselele koku kungentla, iofisi yethu inoluvo lokuba isaziso solwaphulo lomthetho esinengcaciso engechanekanga, zange sirhoxiswe kwaye sikhutshwe ngokutsha ngokujoliswe kumkhalazi. Le mpazamo ke kwezolawulo iye yangunozala wokuhlawuliswa intlawulo yolwaphulomthetho.

Iofisi yethu yenza isindululo sokuba kurhoxiswe kwiakhawunti intlawulo yolwaphulomthetho engamaR8 016. Isindululo esi sathi samkelwa kwaye samiselwa



Striving to reach a workable solution



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

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