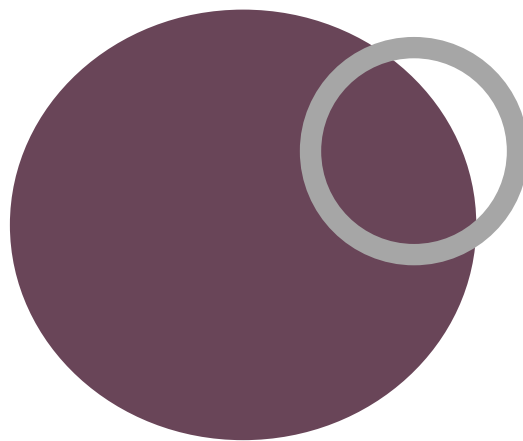




ANNUAL REPORT 2023-2024

Contents



Year at a Glance.....	Page 3
Ombudsman's Message.....	Page 4
The Role and Function of the City Ombudsman.....	Page 5
1. Statistical Information, Data Analysis and Key Performance Indicators.....	Page 7
2. Complaints Management.....	Page 8
2.1 Registration and Assessment Unit	
2.2 Modes of Contact	
2.3 Complaints Processed	
3. Case Management: Early Registration Unit.....	Page 14
3.1 Early Resolution Unit	
3.1.1 Investigations Allocated	
3.1.2 Investigations Finalised	
3.1.3 Data Analysis Summary: Top 3 Directorates	
4. Case Management: Complex Investigation Unit.....	Page 17
4.1 Complex Investigation Unit	
4.1.2 Investigations Allocated	
4.1.3 Active Cases	
4.1.4 Investigations Finalised	
4.2 Data Analysis Summary: Top 3 Directorates	
4.3 Financial Impact Analysis	
5. Customer Satisfaction Survey.....	Page 22
6. Advocacy and Awareness Campaigns.....	Page 23
7. External Stakeholder Management.....	Page 26
8. Case Summaries	Page 27

Year at a Glance

"The Investigating Officer maintained a high level of professionalism throughout the interaction, ensuring clear and effective communication with me."

— Feedback from a complainant

2260

**New Complaints
Received**

162

**Early Resolution
Investigations**

232

**Complex
Investigations**

935

**Redirected /
Escalated Matters**

394

**Completed
Investigations**

160

**Accepted
Recommendations**



Ombudsman's message



Our Office remained steadfast in its primary function to assist the City Of Cape Town to deliver an accountable, transparent and democratic government. Residents are entitled to a responsive and capable government that delivers services.

The Integrated Development Plan (IDP) is a strategic framework for building a city based on five pillars: *the opportunity city, the safe city, the caring city, the inclusive city, and the well-run city*. It is our task as the City Ombudsman Office to keep the City on its toes in ensuring that services are delivered in ensuring that these 5 pillars find expression in how the City serves the residents.

Our increased footprint that resulted in satellite offices in the following areas, Khayelitsha, Mitchells plain, Kuils River, Durbanville and Atlantis has gained traction and was clearly another step and innovation in the right direction. This is important in ensuring that residents are able to access our services where they are.

I once again wish to thank the staff of our Office for their resilience and hard work in ensuring that we serve our stakeholders effectively and efficiently.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Vusumzi Magwebu', written over a horizontal line.

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). The Office will issue a closure report to confirm the outcome of the investigation.

Advocacy, Relationship Management and 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 2023/2024 financial year, which is for the period 1 July 2023 to 30 June 2024, and will include information on the Office's advocacy and stakeholder engagements.

2. COMPLAINTS MANAGEMENT

2.1 Registration and Assessment Unit (RAU)

The unit attends to the intake, registration and assessments of complaints to determine whether complaints fall within the OCO mandate. During the 2023/2024 financial year, a total of 2260 complaints were lodged with the Office of the City Ombudsman, versus 1834 that were lodged in the 2022/23 financial year (see Graph 1 below), which equates to an increase of 426 complaints year-on-year.

RAU

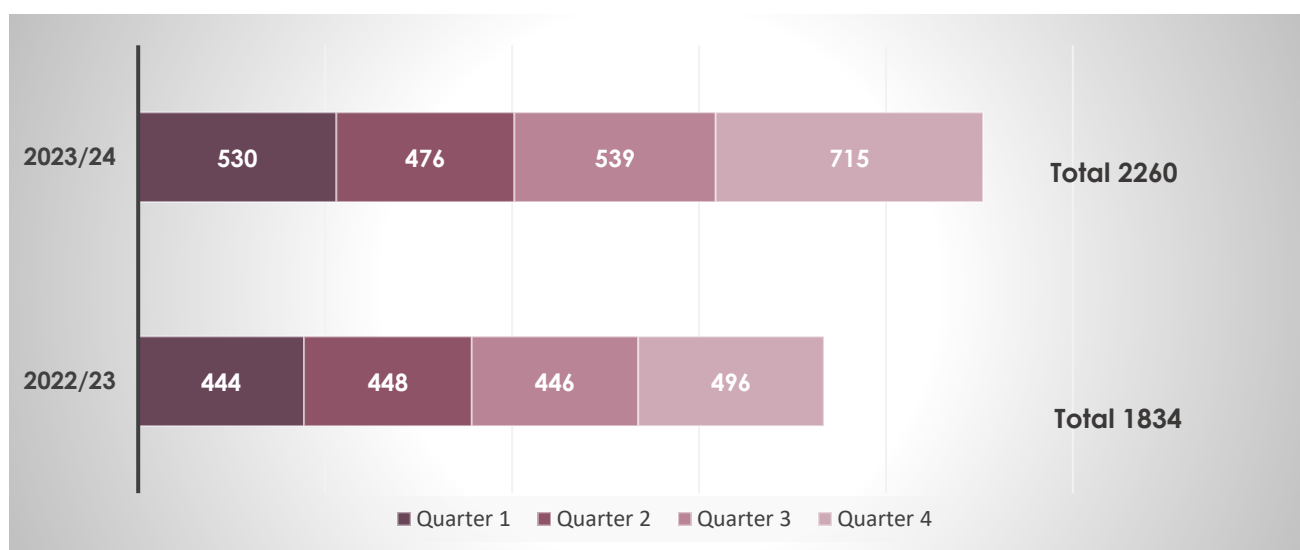
2.1.1 Comparative number of complaints in previous year:

The primary focus for the financial year was to expand our reach and strengthen our presence by bringing services closer to the communities. Additionally, we aimed to implement digital services and online platforms, making it easier and more convenient for complainants to engage with the OCO.

Comparing the total number of complaints with last year confirms that our efforts to enhance accessibility have been successful, though opportunities for further improvement remain.

The numerous awareness sessions conducted throughout the financial year have been instrumental in achieving our focus areas, as reflected in the increased volume of complaints received.

Graph 1: Comparative Number of Complaints received: 2022/23 and 2023/24 financial years



2.2 Modes of Contact

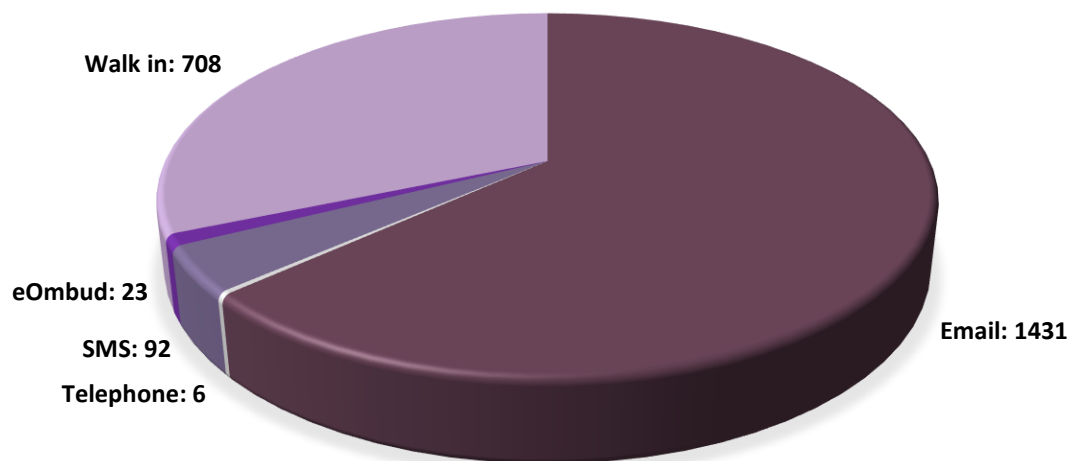
The Ombudsman Office (OCO) can be reached through various modes of communication, including a designated email address (ombudsdirect@capetown.gov.za), postal mail, in-person visits by complainants (referred to as "walk-in" complainants), the eOmbud application, and an SMS line.

As illustrated in Pie Chart 1 below, the modes of contact for the receipt of 2260 complaints are as follows.

- 1431 complaints (63.31%) were submitted via email,
- 708 complaints (31.32%) were walk-ins,
- 92 complaints (4.07%) were received through SMS,
- 6 complaints (0.26%) came via telephone, and
- 23 complaints (1.01%) were filed through the eOmbud application.

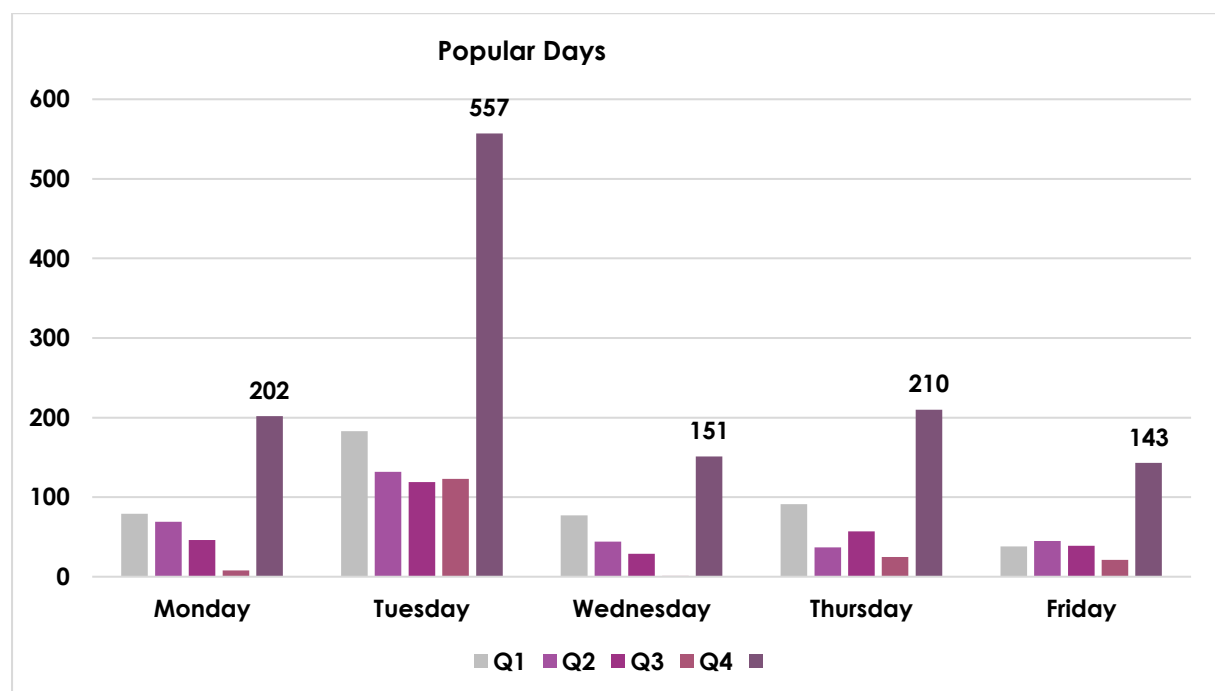


Pie Chart 1: Modes of Complaint Submissions: 2023/24 financial year



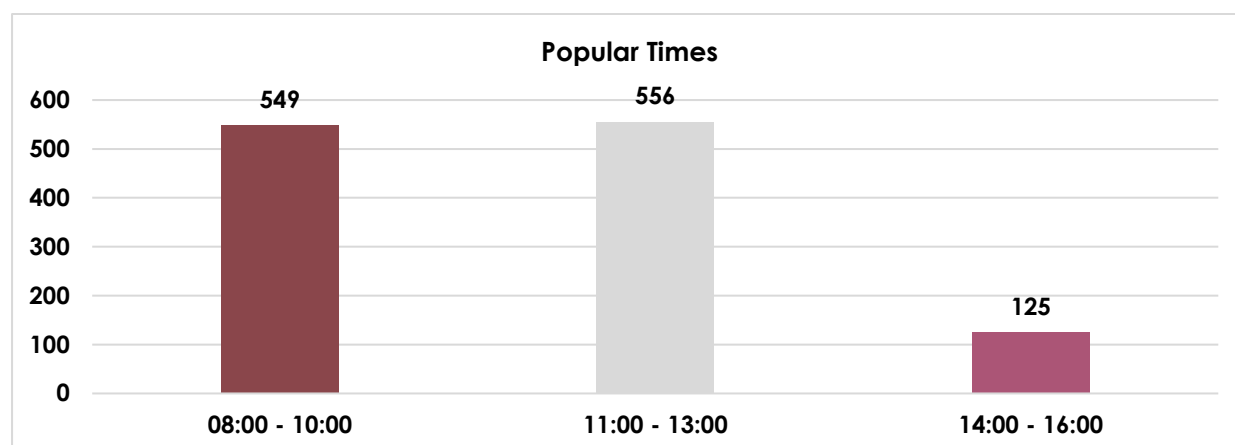
As shown in Graph 2, the data reveals that Tuesdays are the most popular day for complainants to visit the Civic Centre walk-in centre. This trend suggests that Tuesdays are likely seen as the most convenient or preferred day for complainants to seek assistance or lodge complaints.

Graph 2: Popular days to visit the office: 2023/24 financial year



As depicted in Graph 3, the data indicates that the peak times for complainants visiting the Civic Centre walk-in centre occur between 11:00 and 13:00. This suggests that a significant number of complainants prefer to visit during these hours, possibly due to a combination of factors such as lunch breaks, availability, or the general convenience of visiting during midday hours.

Graph 3: Walk-in complainants: Popular times for 2023/24 financial year



Satellite Offices

Our office also operates satellite locations in the areas listed below. The offices are strategically located to ensure that residents have easy access to services, assistance, and the ability to lodge complaints in their local areas and are open exclusively on Tuesdays.

Satellite Office	Address
Kuils River Walk-in Centre	Van Riebeeck Rd, Kuils River, Cape Town, 7580
Durbanville Walk-in Centre	Administration Office, Oxford Street, Durbanville, 7550
Stocks and Stocks Municipality Building	Ntlazane Rd, Khayelitsha, Cape Town, 7784
Liberty Promenade Mall	A.Z Berman Drive, Mitchells Plain, Cape Town, 7785
Atlantis Special Economic Zone	William Gourlay St, Atlantis Industrial, Cape Town, 7349
Desmond and Leah Tutu House	Ground floor, Corner of Harrington and Long Market Street, Cape Town, 8001

2.3 Complaints Processed

Table 1: Breakdown of complaints received for 2023/24 financial year

Outside of Jurisdiction	Complaints redirected or escalated to line departments	Complaints submitted for Investigation	Assessment	Total
485	935	674	166	2260

The outcome of the complaints assessments are as follows:

- 485 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,
- 935 complaints was redirected or escalated to the relevant line departments for resolution;
- 674 complaints were deemed to be formally investigated and was allocated to an investigating officer.
- 166 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 2024/2025 financial year.

2.3.1 Statistical Analysis: 2023/24 financial year

As reflected in Graph 4 below, the data shows that the majority of complaints received and processed by the OCO were against the Water and Sanitation Directorate, with 439 complaints, making up 19.42% of the total. This is followed by the Finance Directorate, which received 388 complaints, or 17.16%, and the Energy Directorate, with 380 complaints, representing 16.81%.

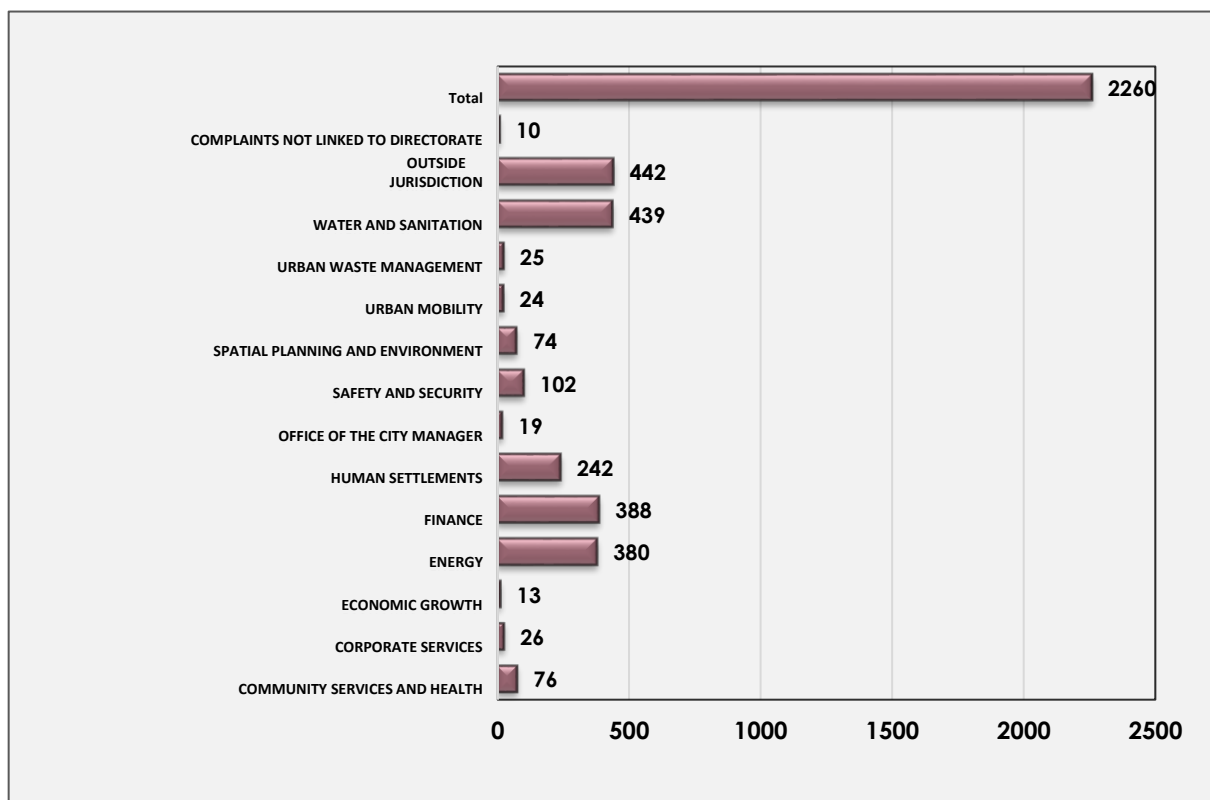
Together, these three directorates account for a total of 47.96% of all complaints lodged with the OCO against the Administration.

Of the 485 outside jurisdiction complaints lodged, 442 complaints was 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 43 outside jurisdiction complaints were captured against a directorate, however the assessment outcome determined that the matter did not fall within our mandate as per section 7 in our By-Law, therefore, the graph below only reflects the 442 complaints. The 10 complaints that is not linked to a directorate was still in the process of being assessed.

Graph 4: Complaints lodged against City of Cape Town Directorates: 2023/2024 financial year



3. CASE MANAGEMENT: EARLY RESOLUTION

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.

3.1 EARLY RESOLUTION UNIT (ERU)

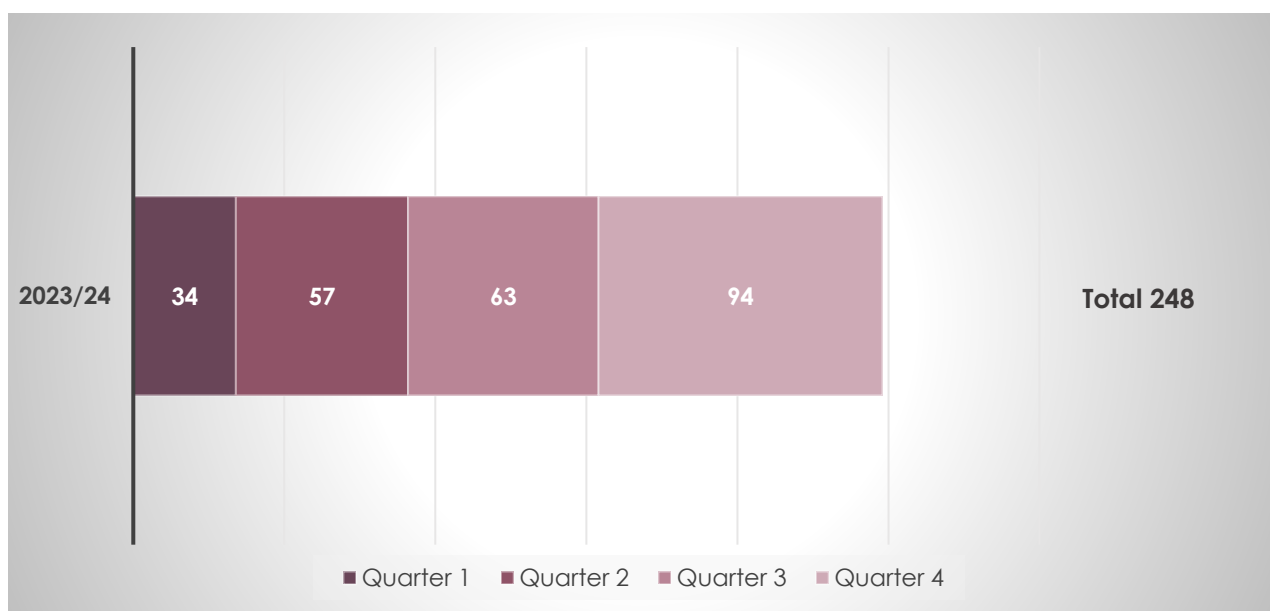
The ERU was established on 1 November 2023 as part of a business improvement initiative led by OCO. The ERU focus on handling less complex cases, aiming to resolve each case within a 60-day timeframe. In its first year of operation, during the 2023/2024 financial year, the unit successfully resolved, 162 cases.

ERU

3.1.1 Cases Allocated

The graph 3 below indicates the complaints that was assessed and deemed to be investigated which was allocated to an investigating officer in ERU. During the year under review, 248 complaints was allocated for case investigation.

Graph 5: Cases allocated for investigation for 2023/ 2024 financial year

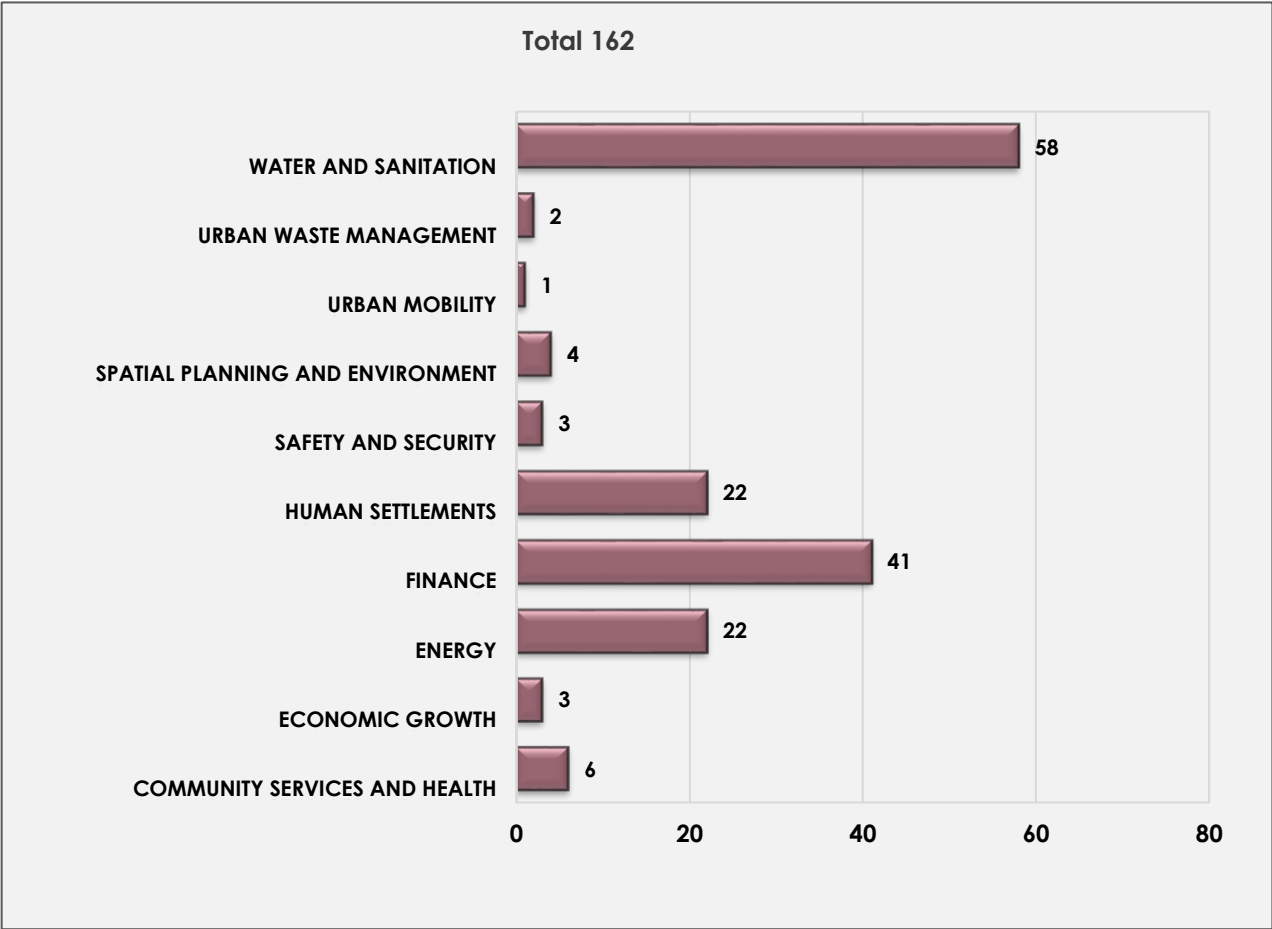


3.1.2 Investigations Finalised (ERU)

During the 2023/2024 financial year, 162 cases was resolved.

As reflected in graph 4 below, it can be seen that the majority of the cases closed by the ERU was in the Water and Sanitation Directorate (58 cases or 35.80 %), followed by the Finance Directorate (41 cases or 25.30 %) and the Energy Directorate (22 cases or 13.58%). Collectively, these three directorates account for 74.68% of cases resolved.

Graph 6: Breakdown of closed cases Directorates: 2023/24 financial year



3.2 Summary: Top 3 Directorates (ERU)

3.2.1 Water and Sanitation Directorate

- “No water” complaints regarding no water supply due to various reasons.
- Complaints relating to high water bills, estimated water readings, incorrect water billings.
- Due to the heavy rainfall this winter, blocked drains and sewer overflow has affected many areas within the City of Cape Town.
- Underground leaks and applications for second water leak rebates. The Tariff Policy states that each property owner shall be limited to one rebate claim and thus applications for second water rebates was rejected.

3.2.2 Finance Directorate

- Assistance with instalment plans/arrangements.
- Delay with indigent and pensioner's rebate applications.
- Assistance with indigent and pensioner's rebate applications.

3.2.3 Energy Directorate

- Tampering of the electricity supply.
- Due to the property value exceeding R500 000.00 with effect from 1 July 2023, residents no longer receive free electricity units.

4. CASE MANAGEMENT: COMPLEX INVESTIGATION

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.

4.1 COMPLEX INVESTIGATION UNIT (CIU)

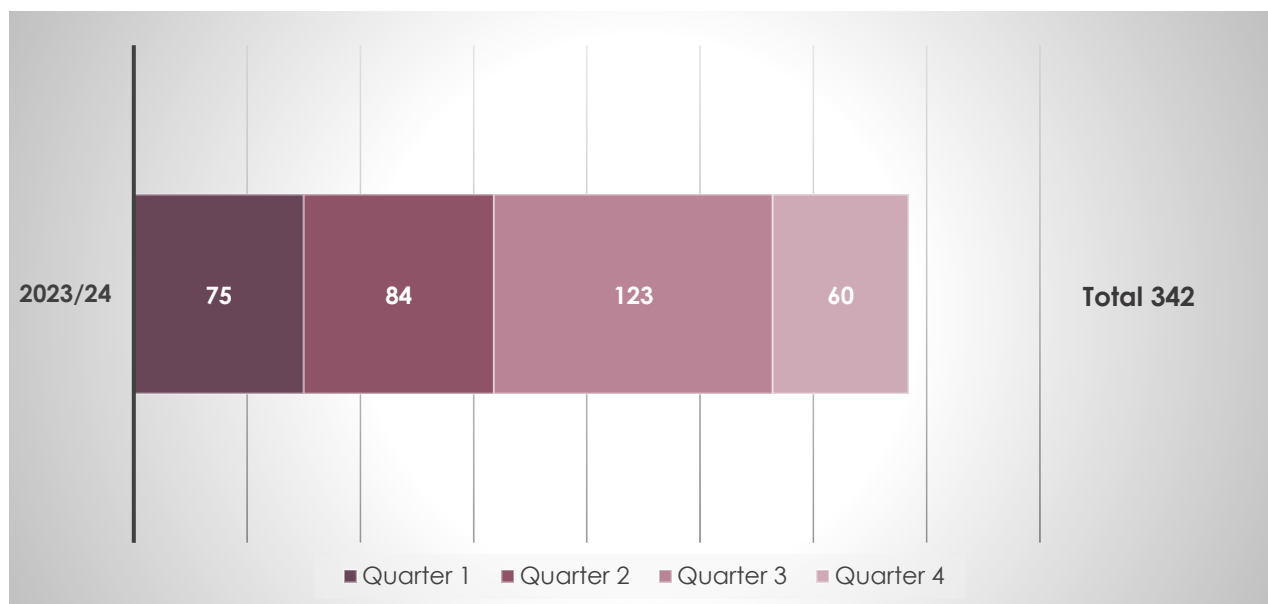
The Case Investigation Unit (CIU) deals with complex cases, whereby a preliminary report with recommendations may be submitted to the City's line department for their consideration

CIU

4.1.1 Cases Allocated

The graph presented illustrates the complaints that was assessed and considered for formal investigation by a CIU Investigating Officer. Specifically, during the financial year under review, a total of 342 complaints was allocated for case investigation.

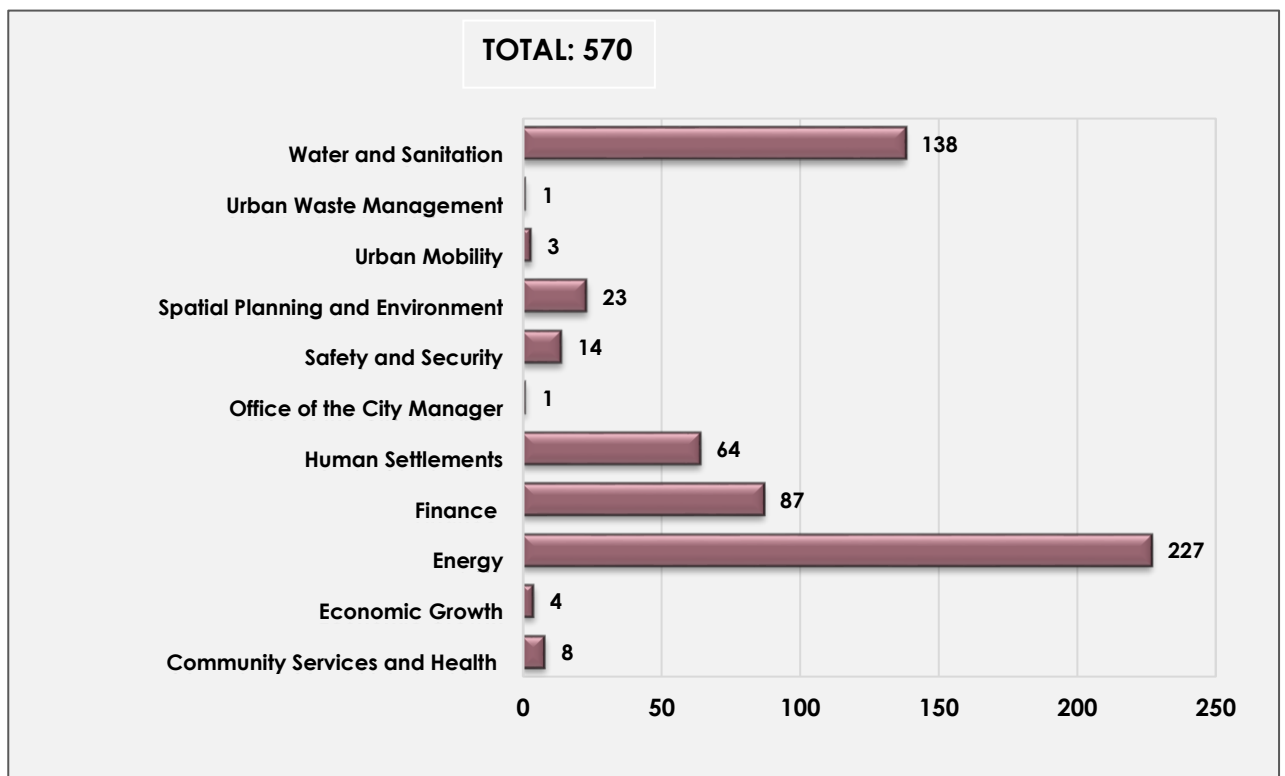
Graph 5: Cases allocated for investigation for 2023/ 2024 financial year



4.1.2 Active cases

The complex nature of certain cases often means that some investigations cannot be resolved within the current financial year. As a result, these cases are rolled over into the next financial year for continued attention. At present, there are 570 active case investigations still in progress, reflecting the ongoing efforts to address and resolve each case, despite the intricacies involved.

Graph 6: Active cases per directorate

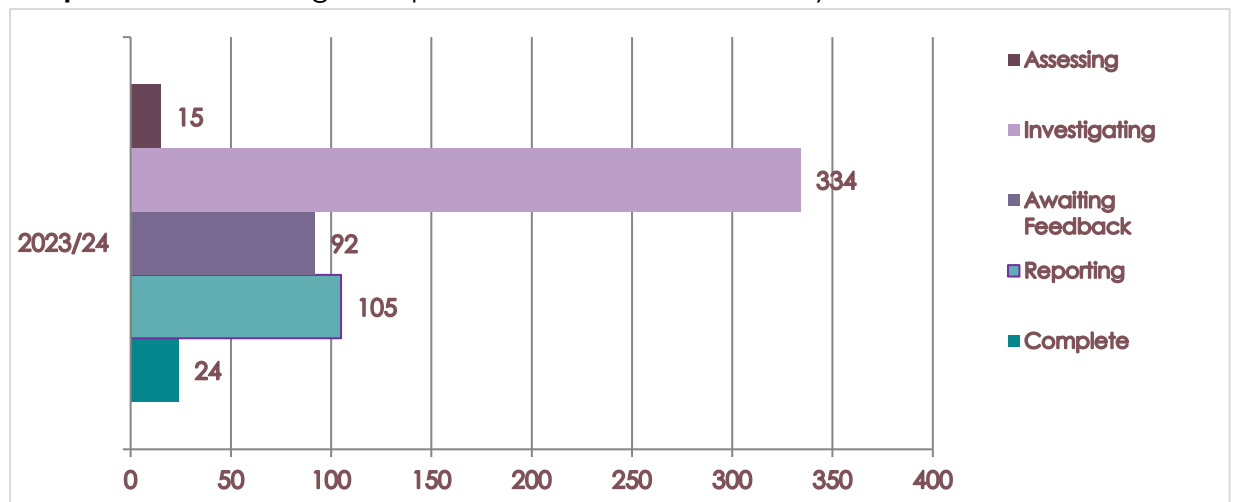


Based on the data presented in Graph 6, the case statuses are as follows:

- Assessing: 15 cases
- Active Investigation: 334 cases
- Awaiting Feedback: 92 cases
 - This feedback may be required from either the line department or the complainant.

- Reporting: 105 cases
 - The reporting phase involves quality assurance, which must be completed by the Senior Professional Officer, along with approval from the Manager and submission to the Ombudsman for final sign-off.
- Complete: 24 cases
 - The signed report must still be provided to the complainant.

Graph 7: Case investigation phases for 2023/24 financial year

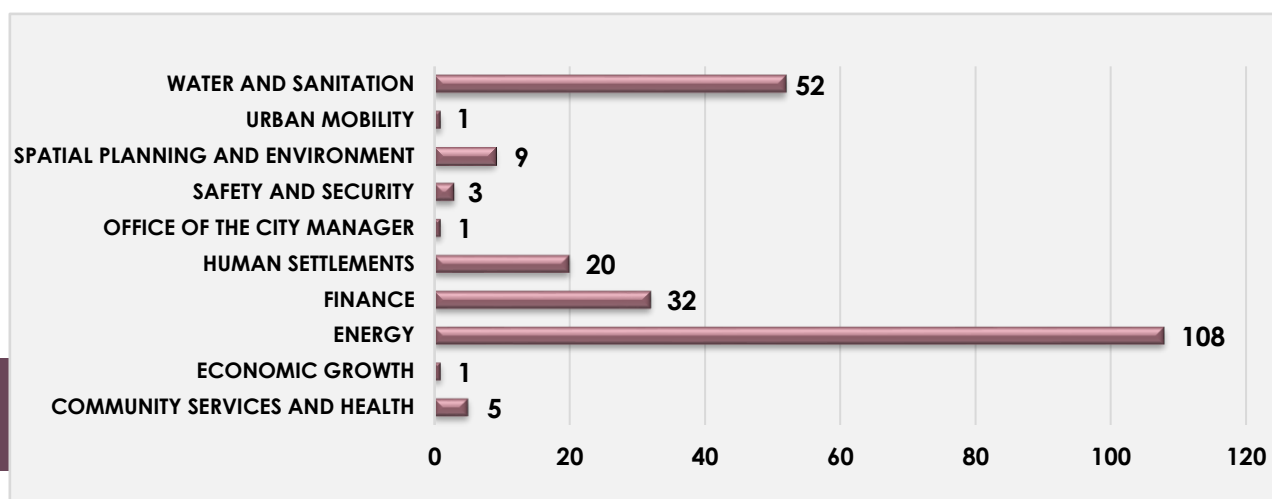


4.1.3 Investigations Finalised

In the 2023/2024 financial year, 232 cases were successfully resolved. This figure reflects the OCO's continued commitment to efficiency and effectiveness in addressing and closing cases. Resolving 232 cases within the financial year demonstrates our team's dedication to maintaining high standards of service delivery.

As reflected in graph 8 below, it can be seen that the majority of the cases closed by the CIU was in the Energy Directorate (108 cases or 46.55 %), followed by the Water and Sanitation Directorate (52 cases or 22.41 %) and the Finance Directorate (32 cases or 13.79%). Collectively, these three directorates account for 82.75% of cases resolved.

Graph 8: Breakdown of closed cases per City Directorates for 2023/24 financial year



4.2 Summary: Top 3 Directorates (CIU)

4.2.1 Energy Directorate

- Disputing tampering fines of Electricity Prepaid Meters.
- Backdating of electricity used but not paid for.
- Meter replacements that were identified as a defective meter based on electricity purchase pattern.
- Implementing necessary adjustments and prioritising and finalising cases in line with Tariff policy 2022-2023.

4.2.2 Water and Sanitation Directorate

- Ongoing disputes over high water bills and water rebate adjustments.
- Formal investigations into transposed meters.
- Adjustments in water accounts linked to estimated accounts and outdated master data.
- Changes in water consumption patterns and unqualified plumbers unresolved leakage issues.
- Increase in cases related to water tampering disputes

4.2.3 Finance Directorate

- Investigating cases related to indigent applications, which was rejected, or delays due to incomplete or missing information.
- Increase in property debt or outstanding service charges and debt collection actions implemented by the line department (piggy-backing).
- Increase in property value (properties over R500 000) due to General Valuation outcomes.
- Change in electricity tariff category from lifeline to domestic due to property value.
- Property owners disagreeing with service department outcomes.
- Disputes related to General Valuation outcomes and backdated adjustments.

4.3 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 2023 to 30 June 2024, the rand value of Office of the City Ombudsman recommendations (as per table 2 below) that was accepted by line departments in favour of complainants (162 cases) was R5 244 296.42. 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 (238 cases) was R4 356 867.16.

Table 2: Financial Impact of Office of the City Ombudsman interventions: 2023/24 financial year

Period: 1 July 2023 to 30 June 2024	Cases	Amount
Recommendations accepted by line departments (in favour of complainants)	162	R5 244 296.42
Office of the City Ombudsman (no alternative solution or concurring with line departments' decisions)	238	R4 356 867.16

5. Customer Satisfaction Survey

In terms of an annual Service Delivery and Budget Implementation Plan (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 four (4) and has exceeded its target.

6. 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 2023/24 financial year the office has to attend to thirty-six (36) awareness sessions. During the period under review, the OCO held sixty-three (63) 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. The specifics of the eleven sessions and meetings are outlined comprehensively in Table 3 below.

Table 3: Awareness session held during 2023/24 financial year

EVENT	ORGANISATION	DATE	VENUE
CONTACT Newsletter	Office of the City Ombudsman and The Business Hub Collaboration	June/July Edition – 12 July 2023	July publication - print and online
OCO PowerPoint Presentation to Customer Relations Department – (CRM)	Office of the City Ombudsman	Thursday, 20 July 2023	Skype for Business Session
Subcouncil 9 Information Session	Office of the City Ombudsman	Tuesday, 25 July 2023	Site B Shopping Centre, Khayelitsha
Launch of Stocks 'n Stocks Satellite Office	Office of the City Ombudsman	Tuesday, 1 August 2023	Stocks and Stocks Building, Development Management Consultation Room
Basket of Services (BOS) Information Session	Corporate Services	Friday, 18 August 2023	Seawinds Community Hall, Seawinds
Office of the City Ombudsman Information Session at Kuilsriver	Office of the City Ombudsman	Tuesday, 5 September	Kuilsriver Administrative Office
Office of the City Ombudsman Information Session at Durbanville	Office of the City Ombudsman	Tuesday, 12 September 2023	Durbanville Administrative Office, Oxford Street, Durbanville
Basket of Services (BOS) Information Session	Corporate Services	Friday, 18 August 2023	Lotus River Multi-purpose Hall, Lotus River
African Ombudsman Research Centre (AORC), a research and training arm of the African Ombudsman and Mediators' Association (AOMA) in collaboration with the international Ombudsman Institute (IOI) theme, <i>Ombuds in the digital age: Navigating challenges and opportunities Webinar</i> . Facilitator: City Ombudsman, Vusumzi Magwebu	African Ombudsman Research Centre (AORC)	Tuesday, 10 October 2023	Webinar, ZOOM electronic platform
Brochure and Flyer Distribution	Office of the City Ombudsman and Public Participation Unit	Tuesday, 10 October 2023	Subcouncil 11, Athlone and surrounds
International Ombuds Day 2023 - Community engagement	Office of the City Ombudsman Community engagement with the Acting Public Protector SA: Kholeka Gcaleka and special guest speakers from regulatory bodies	Thursday, 12 October 2023	Dulcie September Minor Hall, Athlone
Enterprise and Investment Mobile Business Hub	Enterprise and Investment, Office of the City Ombudsman and City departments' consultation with business owners from the formal and informal sector	Thursday, 19 October 2023	Strand Municipal Office
City Ombudsman Benchmarking Meeting discussion, Meet & Greet with international linkage Cameroon, Africa	Office of the City Ombudsman and Cameroonian Public Independent Conciliator, North-West Region, Mr Simon Fai Tamfu	Friday, 20 October 2023	Office of the City Ombudsman Boardroom and Portfolio Committee Boardroom

EVENT	ORGANISATION	DATE	VENUE
Brochure and Flyer Distribution	Office of the City Ombudsman and Public Participation Unit	Monday, 23 October 2023	Subcouncil 18, Grassy Park and surrounding areas
Media release: 'City Ombudsman Kuilsriver Satellite Office Relocates'	Office of the City Ombudsman and COMMS	Tuesday, 24 October 2023	Electronic publication
International Ombuds Day 2023 Community engagement Newspaper Athlone/Lansdowne People's Post publication	Office of the City Ombudsman	Tuesday, 24 October 2023	Electronic and print publication for distribution
International Ombuds Day 2023 Community engagement	Office of the City Ombudsman, Office of the Consumer Protector, City of Joburg, Western Cape Police Ombudsman - Special guest speakers from regulatory bodies	Wednesday, 25 October 2023	Grassy Park Civic Centre
Kenilworth Centre Shopping Mall Information Session and Community consultation engagement	Office of the City Ombudsman	Friday, 27 October 2023	Kenilworth Centre Shopping Mall
Basket of Services Community Engagement	Corporate Services MAYCO Member, Alderman Theresa Uys - Office of the City Ombudsman, City departments	Thursday, 9 November 2023	Elsies River Civic Centre, Cnr Halt and Salberau Roads, Elsie's River
SASSA Community Outreach and OCO collaboration	SASSA and Office of the City Ombudsman	Friday, 15 November 2023	Turfhall Sports Ground in Belthorn Estate, Lansdowne
Anti-fraud and Corruption Awareness Event	Forensic Services, Office of the City Ombudsman and City departments	Friday, 17 November 2023	Cape Town Civic Centre, Concourse level
OCO International Benchmarking Workshop with Cameroon, Africa delegation	Office of the City Ombudsman and the Office of the Public Independent Conciliator, North-west and South regions, Cameroon, Africa delegation	21 and 24 November 20 – 2 days	Office of the City Ombudsman boardroom and OCM Portfolio Committee Boardroom
Corporate initiative - Office of the City Ombudsman staff Rewards and Recognition Ceremony	Office of the City Ombudsman	Wednesday, 13 December 2023	Desmond and Leah Tutu House (Formerly, Old Granary Building)
Festive Season Arrangements - Satellite Office closure	Office of the City Ombudsman, Communication Department	Publication on 18 December 2023 (closed from Tuesday, 19 December 2023 and will reopen on Tuesday, 9 January 2024)	Electronic platforms
The Office of the City Ombudsman collaborates with the Launch of NPO, A Helping Hand	Non-profit Organisation (Registered)	Wednesday, 14 February 2024	Lobelvia Hall, Lentegeur, Mitchells Plain
Basket of Services Community Engagement	Corporate Services MAYCO Member, Alderman Theresa Uys -	Thursday, 29 February 2024	Bonteheuvel Civic Centre

EVENT	ORGANISATION	DATE	VENUE
	Office of the City Ombudsman, City departments		
Contact Newsletter Publication: Office of the City Ombudsman and Cameroonian Public Independent Conciliator Benchmarking Workshop - international linkage Cameroon, Africa	Office of the City Ombudsman and Cameroonian Public Independent Conciliator, North-West Region, Mr Simon Fai Tamfu and South West Region, Mrs Telesen Spouse Motaze Dorothy Atabong held on 21, 24 November 2023	Published on 7 March 2024, February/March Edition 116	Online and print
Launch of OCO New Look and Feel branding and Meet & Greet the City Ombudsman	Khayelitsha Shopping Centre	Friday, 8 March 2024	Online and print
World Consumer Rights Day 2024 Exhibition	Office of the City Ombudsman annual Exhibition	Friday, 15 March 2024	Cape Town Civic Centre, Concourse Level
World Consumer Rights Day 2024 City Ombudsman Strategic Session with the Western Cape Police Ombudsman	City Ombudsman and Western Cape Police Ombudsman, General Oswald Reddy and Communications Officer	Friday, 15 March 2024	Cape Town Civic Centre, Concourse Level
eOmbud Application demonstration to Ombudsman staff (Internal)	Office of the City Ombudsman	10 April (Students), 3 May (SPO & Administrators), 6 June (ERU) & 12 June 2024 (CIU)	In-person meeting Skype for Business
Basket of Services Community Engagement	Corporate Services MAYCO Member, Alderman Theresa Uys - Office of the City Ombudsman, City departments	Wednesday, 24 April 2024	Thusong Youth Centre, Tafelsig, Mitchells Plain
Office of the City Ombudsman collaboration with The Mobile Business Hub Activation	Enterprise and Investment	Friday, 10 May 2024	Sunningdale Sports Centre, Corner of Waterville Street and Sunningdale Drive, Sunningdale (Milnerton Rural).
Office of the City Ombudsman collaboration with The Mobile Business Hub Activation	Enterprise and Investment	Friday, 17 May 2024	Kuilsriver Civic Centre, 10 Church Road, Kuilsriver.
OCO collaboration with SASSA Mobile Services Southern Suburbs region	SASSA Mobile Services Southern Suburbs region	Thursday, 6 June 2024	Retreat Civic Centre, 17 Toring Road, Retreat,
Office of the City Ombudsman Meet & Greet the City Ombudsman and Advocacy and Stakeholder Management collaborations with National Financial Ombud Scheme (NFOS)	Office of the City Ombudsman	Thursday, 13 June 2024	NFO, 6th Floor, Claremont Central Building, 6 Vineyard Rd, Claremont, Cape Town
Launch of OCO Satellite Office at the Desmond and Leah Tutu House	Office of the City Ombudsman	Friday, 28 June 2024	Desmond and Leah Tutu House, Ground Floor, Cape Town

7. External Stakeholder Management

The OCO recently participated in a Complaints Management Capacity Building and Benchmarking Workshop organized by the Public Independent Conciliator (PIC) of the North West and South West regions of Cameroon.

During the workshop, our team presented an overview of our operational performance matrix, providing insights into our approach to executing functions and responsibilities. Extensive discussions covered our investigation methodology, investigation life cycles, the development of preliminary and closure reports, and record management practices. We also shared insights on the operational adjustments and resilience measures implemented by the OCO during the pandemic.

The office looks forward to ongoing collaboration with our colleagues in Cameroon.



8. Case Summaries 2023/2024

Dated tampering (Contravention fine levied due to tampering with electricity prepaid meter)

In May 2023, the Revenue Protection team conducted a meter inspection of the electricity prepaid meter on suspicion of tampering as a result of a low purchase history. The complainant was not aware of the tampering and he was informed by the Revenue Protection team that it seems to be a dated tampering connection. A contravention notice was issued in May 2023 and a fine with an amount of R8 134.80 was loaded on to the prepaid account in June 2023.

The OCO proceeded to analyse the data of the previous owner and determined that the electricity purchase history was very low to no purchases before the complainant took ownership of the property in July 2015 and the purchases seemed to be consistent after the complainant took

ownership. Certain living changes were taken into account when the OCO

considered the data. The complainant could validate lower purchases of electricity during 2018 due to his family spending a significant amount of time at his in-laws' residence to assist with the care of their one-year-old daughter. Therefore, his extended stay at the in-laws house during 2018 resulted in a notable reduction in electricity consumption at his primary residence.

The OCO was then comfortable with recommending the reversing of the contravention fine as it seemed that the data substantiated that tampering occurred before the complainant took ownership.

The line department accepted the recommendation and refunded the contravention amount.

Mix-up with meters - No water supply and period of estimated meter reading

The complainant indicated that the property had its own water meter when the property was registered in 2018. The water meter details were changed in July 2019, however, it was noted that the meter change request related to property situated at number 4, next to the complainant's property which is number 8.

In February 2021, the complainant requested the water meter to be located as he stated that the City removed the water meter at number 8, when a fire hydrant/hose reel was installed at number 4 in 2021. In May 2021, the line department was requested to verify the meters supplying number 4 and number 8. However, the meter details verified for number 8 differed from the City's internal system. There were also different meter details supplied for number 8, during 2019 to 2021 as per photos taken by the line department during the various site visits.

The OCO arranged an inspection in loco to validate the claims made by the complainant. Subsequent visits were arranged with the Water Inspector to do a water shut-off, and during a site inspections in July 2022 it

was reported that the water meters for both number 4 and 8 were situated in front of the building of number 4. He also stated that either the meter for number 8 was removed, when the building at number 4 was renovated, or the meter was buried under the paving.

The OCO sent further requests to correct the technical master data and bill the complainant accordingly. The line department installed the new meter number 23001693 in August 2023.

The complainant also had concerns relating to the extended period of estimated reading and billings while no water was used at the property, since the meter was missing. He was concerned that when the proposed renovations were completed and the water usage is monitored thereafter, the line department would then effectively backdate the meter readings on this new consumption. This would mean that a much larger building's water usage will be used to backdate water usage in a single storey building, which was not using any of Council's water separately, since the meter was removed.

The OCO analysed the dated and recommended the line department backdate the account for the period of estimated readings due to the missing water meter.

The line department accepted our recommendation and implemented a credit adjustment for the period

November 2019 to August 2023 with an amount of R112 579, 96 (including VAT and interest), in October 2023. Our office could not make any further recommendations and we advised the complainant visit the nearest Municipal office to enter into a suitable payment arrangement for the outstanding arrears on the account.

Defective Meter Reversal Charge

The complainant approached our office when she realised that the City implemented piggybacked deductions at 20% from their prepaid electricity purchases each time they purchased electricity. She required clarity as they were buying electricity all along and when they ran out of units, electricity supply will terminate. The complainant stated that the keypad was faulty and they would struggle to punch in units but they eventually would manage to get the units through. She requested that our office investigates the matter, stops the piggybacking and refund the money that has already been paid through piggybacking.

The complainant advised our office that the reason the purchases would

have decreased is because her mother, who was living at the house, passed away. To validate this information the OCO relied on the data analysis of the water consumption. The water consumption report also showed that there was the same pattern of consumption as with the electricity, consumption decreased from January 2018. Based on this, and the fact that the complainant was able to punch in their units at the meter, the OCO recommended to cancel the defective meter adjustment credit the amount that was deducted via piggybacking. The recommendations was accepted and the case was closed.

Piggyback as a result of a defective pre-paid electricity meter

The City conducted an inspection of the Council's Electricity meter associated with the complainant's property, in the absence of any evidence of tampering, they determined that the meter was defective. Their theory was that the history of prepaid electricity purchases for the period from 29 March 2019 up to 28 March 2022 was lower in the rand value versus purchases when comparing against the date of registration of the property up to 29 March 2019.

The complainant disputed that the meter was defective nor that he benefitted from electricity used but not paid for, he asked the OCO to assist and investigate the matter.

The OCO consulted with the complainant on 28 September 2023 and we put forward the findings of the City and sourced an explanation for what we also found to be a reduction in rand value of purchases. The

complainant submitted that during the periods when there was a reduction in rand value of purchases, he was studying abroad. We requested him to provide supporting documents to that effect and he provided sufficient proof.

The OCO validated the documents submitted and were satisfied that they provided a prima facie evidence that the prepaid electricity meter was not defective and that the reduction in the rand value of purchases was caused by the property being vacant most of the time during the period identified. We forwarded the submissions made including the copies of passport and visa to the City.

Based on the supporting evidence provided by the complainant, we recommended for the City to reverse the adjustment loaded on the account. The City accepted and implemented our recommendation on 15 November 2023.

Transposed Water Meters

The complainant owns two properties in the same road – Property A & Property B. The complainant applied for a meter test for Property A (primary residence) after receiving the invoice showing excessive charges for water.

When the department came to remove the meter for testing, they removed the meter at Property B instead of the meter at Property A and according to the test results feedback the meter failed.

The meter at Property A was also replaced with a new meter in March 2023 (as the meter ceased). Our investigation revealed that the meters at the two properties were transposed from March 2023 up until October 2023.

Based on the above, our office made the following recommendations:

Property A – as the complainant paid for a meter test and the meter was removed without testing in March 2023, our office recommended that the complainant be given the benefit of the doubt and the account be adjusted for the disputed period based on the average on the new meter.

Property B – as this meter was tested and failed, we recommended that this account be considered for a possible adjustment as well.

The department accepted both our recommendations and implemented them accordingly.

Withdrawal from capital investment not considered income

The complaint lodged with the OCO was regarding the inclusion of a monthly capital investment withdrawal as part of the income on a senior citizen rebate application. Our office assessed the complaint and engaged with the relevant department.

After consultation between the Head: Policy Implementation & Monitoring (Valuations) and the Manager: Accounting and Assets (Treasury), it was noted that from a tax perspective, withdrawals from a capital investment would not be taxed as income and

therefore it should not be included in the gross monthly household income.

Based on the above, our office recommended that the complainant apply for the City's Indigent Grant as it

would be of greater benefit than a senior citizen rebate and facilitated the application. The application was approved and the indigent grant is valid until 30 June 2026.

Peutery in die verlede (oortredingsboete gehef vir peutery met koopkragmeter)

Die inkomstebeskerminspan het in Mei 2023 'n meterondersoek van die koopkragmeter gedoen op grond van 'n vermoede van peutery weens 'n lae aankoopgeskiedenis. Die klaer was nie bewus van die peutery nie en is deur die inkomstebeskerminspan ingelig dat dit 'n peuterverbinding uit die verlede blyk te wees. 'n Oortredingskennisgewing is in Mei 2023 uitgereik en 'n boete van R8 134,80 is in Junie 2023 teen die voorafbetaalde rekening gehef.

Die kantoor van die Stadsombudsman (OCO) het vervolgens die data van die vorige eienaar ontleed en bepaal dat daar baie lae tot geen elektrisiteitsaankope was voordat die klaer in Julie 2015 eienaarskap van die eiendom geneem het. Aankope blyk konsekwent te wees vandat die klaer eienaarskap geneem het. Die OCO het sekere lewensveranderinge in ag geneem

toe die data oorweeg is. Die klaer kon bewys dat daar laer elektrisiteitsaankope gedurende 2018 was omdat sy gesin 'n groot hoeveelheid tyd by sy skoonouers se woning deurgebring het vir hulp met die versorging van hul eenjarige dogtertjie. Sy lang verblyf by sy skoonfamilie se woning gedurende 2018 het dus tot 'n merkbare vermindering in elektrisiteitsverbruik by sy primêre woning gelei.

Die OCO kon toe met gerustheid aanbeveel dat die oortredingsboete teruggeskryf word aangesien die data klaarblyklik staaf dat die peutery plaasgevind het voor die klaer eienaarskap geneem het.

Die lyndepartement het die aanbeveling aanvaar en die oortredingsbedrag teruggeskryf.

Verwarring met meters – Geen watertoevoer en tydperk van geskatte meterlesings

Die klaer het aangedui dat die eiendom sy eie watermeter gehad het toe die eiendom in 2018 geregistreer is. Die watermeterbesonderhede is in Julie 2019 verander, maar daar is opgemerk dat die versoek om meterverandering verband hou met die eiendom geleë te nommer 4, langs die klaer se eiendom, wat nommer 8 is.

Die klaer het in Februarie 2021 versoek dat die watermeter opgespoor word omdat die Stad volgens hom die watermeter by nommer 8 verwyder het toe 'n brandkraan/brandslang in 2021 by nommer 4 geïnstalleer is. Die lyndepartement is in Mei 2021 versoek om te verifieer watter meters water aan nommer 4 en nommer 8 voorsien. Die geverifieerde meterbesonderhede vir nommer 8 het egter van die Stad se interne stelsel verskil. Daar is ook ander meterbesonderhede vir nommer 8 voorsien volgens foto's wat gedurende 2019 tot 2021 deur die lyndepartement geneem is tydens die verskeie terreinbesoeke.

Die OCO het 'n ondersoek ter plaatse gereël om te bepaal of die klaer se aansprake geldig is. Daaropvolgende

besoeke is met die waterinspekteur gereël om 'n waterafsluiting te doen, en tydens 'n terreinondersoek in Julie 2022 is daar gerapporteer dat die watermeters vir beide nommer 4 en 8 voor die gebou van nommer 4 geleë is. Hy het ook gemeld dat die meter vir nommer 8 óf verwyder is toe die gebou by nommer 4 opgeknop is óf dat die meter onder die plaveisel begrawe is.

Die OCO het verdere versoeke gestuur om die tegniese meesterdata reg te stel en die klaer dienooreenkomstig te faktureer. Die lyndepartement het die nuwe meternommer 23001693 in Augustus 2023 geïnstalleer.

Die klaer was ook bekommerd oor die lang tydperk van geskatte lesings en rekeninge terwyl geen water by die eiendom gebruik is nie, aangesien die meter onopspoorbaar was. Hy was bekommerd dat sodra die voorgestelde opknappings voltooi is en die waterverbruik daarna gemonitor word, die lyndepartement basies die nuwe verbruik sal gebruik om die meterlesings terug te dateer. Dit sou beteken dat 'n veel groter gebou se waterverbruik gebruik sal word om

waterverbruik in 'n enkelverdiepinggebou terug te dateer, wat nie enige van die Raad se water afsonderlik gebruik het nie, aangesien die meter verwyder was.

Die OCO het die data ontleed en aanbeveel dat die lyndepartement die rekening terugdateer vir die tydperk van geskatte lesings as gevolg van die onopspoorbare watermeter.

Die lyndepartement het ons aanbeveling aanvaar en 'n kredietaanpassing vir die tydperk van November 2019 tot Augustus 2023 geïmplementeer met 'n bedrag van R112 579, 96 (BTW en rente ingesluit) in Oktober 2023. Ons kantoor kon geen verdere aanbevelings maak nie en ons het aanbeveel dat die klaer sy naaste munisipale kantoor besoek om 'n geskikte betalingsreëling te tref vir die uitstaande agterstallige rekening.

Omkering van heffings weens defektiewe meter

Die klaer het ons kantoor genader toe sy opmerk dat die Stad'n 20%-aftrekking van hulle koopkragaankope doen elke keer wat hulle elektrisiteit koop. Sy het vir duidelikheid gevra aangesien hulle nog deurgaans elektrisiteit koop en die elektrisiteitstoevoer afgesluit word wanneer hulle nie meer eenhede oor het nie. Die klaer het gesê dat die toetsbord foutief is en hulle sukkel om die eenhede in te voer, maar dat hulle dan uiteindelik wel daarin slaag om die eenhede ingevoer te kry. Sy het versoek dat ons kantoor die aangeleentheid ondersoek, die

aftrekking staak en die geld terugbetaal wat reeds weens die aftrekkings betaal is.

Die klaer het ons kantoor in kennis gestel dat die rede waarom die aankope afgeneem het, is omdat haar ma, wat by die huis gewoon het, oorlede is. Die OCO het op die data-ontleding van die waterverbruik staatgemaak om die geldigheid van hierdie inligting te bepaal. Die waterverbruikverslag het dieselfde verbruikspatroon as die elektrisiteitsverbruik getoon, naamlik dat verbruik vanaf Januarie 2018

afgeneem het. Die OCO het op grond hiervan, asook die feit dat die klaer hulle eenhede by die meter kan invoer, aanbeveel dat die aanpassings vanweë die defektiewe meter

gekanselleer word en dat die bedrag wat afgetrek is, gekrediteer word. Die aanbevelings is aanvaar en die saak is gesluit.

Aftrekkings as gevolg van 'n defektiewe koopkragmeter

Die Stad het 'n ondersoek gedoen van die Raad se elektrisiteitsmeter wat met die klaer se eiendom verband hou. In die afwesigheid van enige bewyse van peutery het hulle bepaal dat die meter defektief is. Hulle teorie was dat die geskiedenis van koopkragaankope vir die tydperk van 29 Maart 2019 tot 28 Maart 2022 laer was in randwaarde in vergelyking met aankope vanaf die datum van registrasie van die eiendom tot 29 Maart 2019.

Die klaer het aangevoer dat die meter nie defektief is nie en dat hy ook nie baat gevind het by gebruikte, maar onbetaalde elektrisiteit nie. Hy het die OCO gevra om hom by te staan en die saak te ondersoek.

Die OCO het die klaer op 28 September 2023 geraadpleeg. Ons het die bevindings van die Stad voorgehou en

vir 'n verduideliking gevra vir wat ons ook bevind het as 'n vermindering in die randwaarde van aankope. Die klaer het beweer dat hy gedurende die tydperke wat daar 'n vermindering in die randwaarde van aankope was, in die buiteland studeer het. Ons het hom versoek om stawende dokumente daarvoor te verskaf en hy het voldoende bewys gelewer.

Die OCO het bepaal dat die dokumente wat ingedien is, geldig is en was tevrede dat dit 'n prima facie-bewys is dat die koopkragmeter nie defektief is nie en dat die vermindering in die randwaarde van aankope veroorsaak is omdat die eiendom gedurende die geïdentifiseerde tydperk meestal onbewoon was. Ons het die voorleggings wat gemaak is, insluitend afskrifte van die klaer se

paspoort en visum, aan die Stad gestuur.

Op grond van die stawende bewyse wat die klaer voorsien het, het ons

aanbeveel dat die Stad die aanpassing wat op die rekening gelaai is, terugskryf. Die Stad het ons aanbeveling op 15 November 2023 aanvaar en geïmplementeer.

Omgeruilde watermeters

Die klaer besit twee eiendomme in dieselfde straat – eiendom A en eiendom B. Die klaer het aansoek gedoen om 'n metertoets vir eiendom A (die primêre woning) nadat hy 'n buitensporige rekening virr watergebruik ontvang het.

Toe die departement die meter vir toetsing verwyder het, het hulle die meter by eiendom B in plaas van die meter by eiendom A verwyder en volgens die toetsresultate was die meter defektief.

Die meter by eiendom A is ook in Maart 2023 met 'n nuwe meter vervang (aangesien die meter nie meer gewerk het nie). Ons ondersoek het aan die lig gebring dat die meters by die twee eiendomme vanaf Maart 2023 tot Oktober 2023 omgeruil is.

Op grond van die bogenoemde het ons kantoor die volgende aanbevelings gemaak:

Eiendom A – aangesien die klaer vir 'n metertoets betaal het en die meter sonder toetsing in Maart 2023 verwyder is, het ons kantoor aanbeveel dat die klaer die voordeel van die twyfel gegee word en die rekening vir die betwiste tydperk aangepas word ooreenkomstig die gemiddelde lesing van die nuwe meter.

Eiendom B – aangesien hierdie meter getoets is en defektief bevind is, het ons aanbeveel dat hierdie rekening ook vir 'n moontlike aanpassing oorweeg word.

Die departement het albei ons aanbevelings aanvaar en dit dien ooreenkomstig geïmplementeer.

Onttrekking uit kapitaalbelegging word nie as inkomste beskou nie

Die klagte wat by die OCO ingedien is, was oor die insluiting van 'n maandelikse kapitaalbeleggingsonttrekking as deel van die inkomste op 'n aansoek om seniorburgerkorting. Ons kantoor het die klagte beoordeel en met die betrokke departement geskakel.

Na oorlegpleging tussen die hoof:beleidsimplementering en monitering (waardasies) en die bestuurder: rekeninge en bates (Tesourie), is kennis geneem dat uit 'n belastingperspektief, onttrekkings uit

'n kapitaalbelegging nie as inkomste belas sal word nie en daarom behoort dit nie by die bruto maandelikse huishoudelike inkomste ingesluit te word nie.

Op grond van die bogenoemde het ons kantoor aanbeveel dat die klaer aansoek doen om die Stad se deernistoelae, aangesien dit 'n groter voordeel as 'n seniorburgerkorting inhou en het die aansoek gefasiliteer. Die aansoek is goedgekeur en die deernistoelaeis tot 30 Junie 2026 geldig

Ukuphazanisana nomhla (Isohlwayo sokuthintela esihlawuliswayo ngenxa yokuphazamisana nemitha yombane)

KwekaCanzibe 2023, iqela loKhuseleko lweNgeniso lenza uhlobo lwemitha yemitha yombane othengwayo ngokurhanela ukuphazamiseka ngenxa yembali yokuthenga ephantsi. Ummangali wayengenalwazi ngoluphazamiseko kwaye waziswa liqela loKhuseleko lweNgeniso ukuba kubonakala ngathi luphazamiseko lothungelwano lomhla. Isaziso sokwaphula umthetho sakhutshwa kwekaCanzibe 2023 kwaye isohlwayo seR8 134.80 safakwa kwi-akhawunti yombane othengwayo kweyeSilimela 2023.

I-OCO iqhubekile nokuhlalutya idata yomnini wangaphambili yaze yagqiba kwelokuba imbali yokuthenga umbane yayiphantsi kakhulu ide ingabikho ngaphambi kokuba ummangali athathe ubunini besakhiwo kweyeKhala 2015 kwaye indlela yokuthenga yayibonakala ifana nasemva kokuba ummangali ethathe ubunini. Utshintsho oluthile lokuphila

luthathelwe ingqalelo xa iOCO iqwalasela idatha. Ummangali angakuqinisekisa ukuthengwa okuphantsi kombane ngo2018 ngenxa yokuba usapho lwakhe luchitha ixesha elininzi ebukhweni bakhe kuba luncedisa ekukhathaleleni intombi yabo enonyaka ubudala. Ngoko ke, ukuhlala kwakhe ixesha elide kwindlu yasebukhweni bakhe ngo2018 kubangele ukuncipha okuphawulekayo kokusetyenziswa kombane kweyakhe indawo ahlala kuyo.

I-OCO yayikhululekile ngokuguqulwa kwesohlwayo sokwaphula umthetho njengoko kwakubonakala ngathi idatha iqinisekisa ukuba ukuphazamiseka kwenzeka ngaphambi kokuba ummangali athathe ubunini.

Isebe lecandelo lasamkela isindululo laza lasibuyisela isixamali sokwaphula umthetho.

Ukutshintshana kweemitha – Akukho manzi anikezwayo kunye nexesha eliqikelelweyo lwemitha

Ummangali ubonise ukuba ipropati le yayinemitha yayo yamanzi xa yayibhaliswa ngo2018. Iinkcukacha zemitha yamanzi zatshintshwa kweyeKhala 2019, ngoko ke, kwaqapheleka ukuba isicelo sokutshintsha sinxulumene nepropati okunombolo 4, emelene nomhlaba wommangali okwinombolo 8.

KweyoMdumba 2021, ummangali wacela ukuba imitha yamanzi ifumaneke njengoko wayechaza ukuba iSixeko sasusa imitha yamanzi kwipropati ekwinombolo 8, xa kwakufakwa umbhobho womlilo kwanombolo 4 ngo2021. KwekaCanzibe 2021, isebe elifanelekileyo lacelwa ukuba liqinisekise ngeemitha ezibonelela kwanombolo 4 nakwanombolo 8. Nangona kunjalo, iinkcukacha zemitha eziqinisekisiweyo ezikwanombolo 8 zahluka kwezo zikubuxhakaxhaka bangaphakathi beSixeko. Kwakukho neenkukacha ezahlukileyo ezinikezelwe kwanombolo 8 ngo2019 ukuya ku2021 ngokwemifanekiso

ethathwe lisebe lecandelo ngexesha isenza utyelela ngamaxesha ahlukeyo.

I-OCO yenza amalungiselelo okwenza uhlolo ngamabango enziwe ngummangali. Kwalungiselelwa olunye utyelelo olulandelayo kunye noMhloli waManzi ukuba avale amanzi, kwaye kwathi ngexesha lokuhlolwa kwesiza kweyeKhala 2022 kwaxelwa ukuba iimitha zamanzi yezi ndawo zimbini, ekwinombolo 4 nakwinombolo 8, zaziphambi kwesakhiwo esikwanombolo 4. Ukwathe mhlawumbi imitha ekwanombolo 8 yasuswa, xa kwakulungiswa isakhiwo esikwanombolo 4, okanye imitha yacinezeleka phantsi kwepavumente.

I-OCO yathumela ezinye izicelo zokulungisa idatha yobugcisa bokuqala yaze yahlawulisa ummangali ngokufanelekileyo. Isebe elifanelekileyo lafakela imitha entsha engunombolo 23001693 kweyeThupha 2023.

Ummangali wayesoloko enenxalabo malunga nexesha elongezelelweyo lengqikelelo yokufunda kunye netyala

kube kungekho manzi asetyenziswayo kweso sakhiwo, kuba imitha yamanzi yayilahlekile. Wayenexhala lokuba xa uhlaziyo olucetywayo lugqityiwe kwaye nokusetyenziswa kwamanzi kubekwe iliso emva koko, isebe elifanelekileyo liyakuthi emva koko libuyisele umva ngokufanelekileyo ukufundwa kweemitha kolu setyenziso lutsha. Oku kuyakuthetha ukuba ukusetyenziswa kwamanzi kwisakhiwo esikhulu ngakumbi kuya kusetyenziselwa ukubuyisela umva ukusetyenziswa kwamanzi kwisakhiwo esinomgangatho omnye, ebesingasebenzisi manzi eBhunga emva kokuba imitha yamanzi iye yasuswa.

I-OCO yahlalutya umhla yaze yacebisa ukuba isebe elifanelekileyo libuyisele umva ityala ngexesha lengqikelelo yofundo ngenxa yemitha yamanzi engekho.

Isebe elifanelekileyo lazamkela iingcebiso zethu laze laphumeza uhlehlengiso lwetyala kwisithuba seyeNkanga 2019 ukuya kweyeThupha 2023 ngesixamali esiyiR112 579, 96 (kubandakanywa neRhafuntengo kunye nenzala), kweyeDwarha 2023. Iofisi yethu ayikwazanga ukwenza ezinye iingcebiso kwaye sicebise ummangali ukuba aye kwiofisi kaMasipala ekufutshane ukuze enze amalungiselelo afanelekileyo entlawulo yemali engekahlawulwa ekwiakhawunti.

Intlawulo yokubuyisela imitha enesiphene

Ummangali waya kwiofisi yethu akufumanisa ukuba iSixeko siphumeze ukuba kutsalwe kubo emagxeni i20% ekuthengeni kwabo umbane rhoqo xa bethenga umbane. Wacela ukucaciselwa nanjengoko

babewuthenga umbane ngalo lonke ixesha kwaye xa uphelile, ubonelelo lombane luza kupheliswa. Ummangali wathi indawo enamaqhosha yayimoshakele kwaye babesokola ukufaka iiyunithi kodwa ekugqibeleni babede

bakwazi ukuzifaka. Wacela ukuba iofisi yethu yenze uphando ngalo mba, kuyekwe ukubekwa emagxeni akhe kwaye kubuyiswe imali esele ihlawulwe ebekwe emagxeni akhe.

Ummangali ucebise iofisi yethu ukuba isizathu sokuba izinto ezithengwayo zehle kungokuba umama wakhe, owayehlala kuloo ndlu, wasweleka. Ukuqinisekisa olu lwazi iOCO yaphendula kuhlalutyo lwedatha yokusetyenziswa kwamanzi. Ingxelo

yokusetyenziswa kwamanzi yabonisa ukuba ikwayindlela efanayo neyokusetyenziswa kombane, ukusetyenziswa kwehla ukusukela kweyoMqungu 2018. Ngokuphathelele koku, nangokuba ummangali waye wakwazi ukufaka iiyuniti kwimitha, iOCO yacebisa ukurhoxisa ityala lemali etsalwe kuye emagxeni ngesiphene sokuhlengahlengiswa kwemitha. Iingcebiso zaye zamkelwa laze netyala lavalwa.

Ukubekwa emagxeni ngenxa yemitha yombane othengwayo enesiphene

ISixeko senza uhlolo lwemitha yombane weBhunga onxulumene nomhlaba wommangali kungekho bungqina bokuphazamisa, bafumanisa ukuba imitha inesiphene. Ibali labo lalilelokuba imbali yokuthengwa kombane othengwayo ukusuka ngomhla wama29 kweyoKwindla 2019 ukuya kowama28 kweyoKwindla 2022 yayisezantsi ngokwexabiso lerandi xa kuthelekiswa nokuthengwa xa kuthelekiswa nomhla wokubhaliswa komhlaba ukuya kowama29 kweyoKwindla 2019.

Ummangali uphikise ngelithi le mitha inesiphene kwaye akaxhamlanga kumbane osetyenzisiweyo kodwa awuhlawulwanga, ucele iCOC ukuba incedise kwaye yenze uphando ngalo mba.

I-OCO iye yabonisa nommangali ngomhla wama28 kweyoMsintsi 2023 kwaye sabeka phambili iziphumo zeSixeko saza safumana ingcaciso ngoko sikufumanise ikukuthotywa kwexabiso lerandi lokuthenga nanjengokowayefunda phesheya. Samcela ukuba asinike amaxwebhu

axhasa loo nto waze wasinika ubungqina obaneleyo.

I-OCO yaqinisekisa ngamaxwebhu angenisiweyo kwaye yanelisekile ukuba baze nobungqina bokuqala bokuba imitha yombane othengwayo yayingenasiphako kwaye ukucuthwa kwexabiso lokuthenga lerandi kubangelwe kukuba isakhiwo besingenamntu ixesha elininzi ngelixhesha lichaziweyo. Sithumele

iziphakamiso ezenziweyo ukuquka neekopi zeencwadi zokundwendwela kunye nevisa kwiSixeko.

Ngenxa yobungqina obuxhasayo obunikwe ngummangali, sicebise ukuba iSixeko silurhoxise uhlangahlengiso olufakwe etyaleni. ISixeko siye vuma saze saphumeza isindululo sethu ngomhla we15 kweyeNkanga 2023.

7

Imitha zamanzi ezatshintshanayo

Ummangali uneepropati ezimbini kwindlela enye – iPropati A & nePropati B. Ummangali wafaka isicelo sovavanyo lwemitha kwiPropati A (indawo yokuhlala yokuqala) emva kokufumana ii-invoyisi ezibonisa intlawulo ephezulu yamanzi.

Ukufika kwesebe ukuza kukhupha imitha ukuze ivavanywe, bakhupha imitha ekwiPropati B endaweni yemitha ekwiPropati A kwaye ngokwengxelo yeziphumo zovavanyo imitha zange iphumelele.

Imitha ekwiPropati A nayo yatshintshwa ngemitha entsha kweyoKwindla 2023 (nanjengoko imitha yayiphelile). Uphando lwethu lubonise ukuba iimitha kwezi propati zombini zatshintshana ukusukela kweyoKwindla 2023 ukuya kweyeDwarha 2023.

Ngenxa yoku kungentla, iofisi yethu yenza ezi ngcebiso zilandelayo:

IPropati A – nanjengoko ummangali elihlawulele uvavanyo lwemitha kwaye imitha yasuswa ngaphandle kovavanyo kweyoKwindla 2023, iofisi yethu yacebisa ukuba ummangali

athathwe njengothembekileyo kwaye
netyala lihlengahlengiswe
ngokwexesha lesiphikiso ngokusekelwe
kumyinge wemitha entsha.

IPropati B – nanjengokuba le mitha
yaye yavavanywa yaze

ayaphumelela, sicebise ukuba eli tyala
lithathelwe ingqalelo
ngokohlengahlengiso olunokwenziwa.

Isebe liye lazamkela iingcebiso zethu
laza laziphumeza ngokufanelekileyo.

Ukutsalwa kwemali kutyalomali oluyinkunzi akujongwa njengengeniso

Isikhalazo esifakwe kwiOCO
sasimalunga nokubandakanywa
kokutsalwa kwemali rhoqo
ngenyanyanga kuyotyalomali
oluyinkunzi njengenxalenye yengeniso
yesicelo sesaphulelo sommi omdala.
Iofisi yethu iye yasihlola isikhalazo yaza
yathethana nesebe
elichaphazelekayo.

Emva kothethathethwano phakathi
kweNtloko kuMiselo loMgaqonkqubo
kunye nokuBek'iliso (uQingqomaxabiso)
kunye noMphathi kuCwangcisomali
neeAsethi (uNondyebo), kwaye
kwaqatshelwa ukuba ngakwicala
lerhafu, ukutsalwa kwemali

kutyalomali oluyinkunzi akuyi kurhafiswa
njengengeniso kwaye akufanelanga
kufakwe kwingeniso yenyanga
epheleleyo yekhaya.

Ngenxa yoku kungentla, iofisi yethu
icebise ukuba ummangali enze isicelo
sesibonelelo sokungathathintweni
seSixeko njengoko siya kuba luncedo
olukhulu kunesaphulelo sommi omdala
kwaye yasiququzelela isicelo. Isicelo
saye samkelwa kwaye isibonelelo
sokungathathintweni siza kusebenza
kude kube ngumhla wama30
kweyeSilimela 2026.



Striving to reach a workable solution



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

General enquiries:

Contact us on weekdays from 08:00 - 16:00

(Excl. public holidays)

Telephone: 021 400 5487

Fax: 021 400 5952

Email: ombudsdirect@capetown.gov.za

SMS: 44781 (standard rates apply)

Counter queries and postal address:

3rd floor, Tower Block

Cape Town Civic Centre

12 Hertzog Boulevard

Cape Town

or

Desmond and Leah Tutu House (old Granary)

First floor

Corner of Harrington and Long Market Street

Cape Town

