I-OFISI EYINTLOKO
Office of the Public Protector
Private Bag X677
Pretoria
0001
175 Lunnon Street
Hillcrest Office Park
0083
INombolo yomNxeba:
(012) 366 7000
IFeksi: (012) 362 3473

EMPUMA KOLONI
P O Box 1400
Bisho
5605
Unathi House
Independent Avenue, Bisho
Behind Pick 'n Pay
INombolo yomNxeba:
(040) 635 1286/7/1145/1126
IFeksi: (040) 635 1291

EFREYISTATA
P O Box 383
Bloemfontein
9300
Public Protector House
82 Kellner Street
Bloemfontein
INombolo yomNxeba: (051)
448 6172/6185
IFeksi: (051) 448 6070

EGAUTENG
P O Box 32738
Braamfontein
2017
Constitutional Hill
Women's Jail
2 Kotze Street
C/o Kotze & Joubert Streets
Johannesburg
INombolo yomNxeba:
(011) 339 3737/2047
IFeksi: (011) 339 2858

KWAZULU-NATAL
P O Box 4267
Durban
4000
22nd Floor
Suite 2114
Commercial City Building
Durban
INombolo yomNxeba:
(031) 307 5300/5250/5251
IFeksi: (031)307 2424

ELIMPOPO
P.O Box 4533
Polokwane
0700
Unit 2301, Wyndom Park
23 Rabe Street
Polokwane
INombolo yomNxeba:
(015) 295 5712
(015) 295 5699
(015) 295 5956
IFeksi:(015) 295 2870

EMPUMALANGA
P O Box 3373
Nelspruit
1200
Pinnacle Building
Suite 101
1 Parkin Street
Nelspruit
INombolo yomNxeba:
(013) 752 8543
IFeksi:(013) 752 7883

KUMNTLA KOLONI
P O Box 1505
Kimberley
8300
4 Sydney Street
Pretmax Building
2nd & 3rd Floor
Kimberley
8300
INombolo yomNxeba:
(053) 831 7766 / 8325381/2
IFeksi:(053) 832 3404

KUMNTLA-NTSHONA
P O Box 512
Mafikeng
2745
Public Protector's Chambers
Cnr Martin & Robinson
Streets
Mafikeng
INombolo yomNxeba:
(018) 381 1060/1/2
IFeksi: (018) 381 2066

ENTSHONA KOLONI
P O Box 712
Cape Town
8000
4th Floor
51 Wale Str/Bree Str

Cape Town
INombolo yomNxeba:
(021) 423 8644
IFeksi: (021) 423 8708

II-OFISI ZEMIMANDLA

E-GEORGE
P O Box 9481
George
6530
1st Floor South Wing
Bataleur Park
Cnr Cathedral & Cradock Street
George
6259
INombolo yomNxeba(044) 874
2887/904
IFeksi:(044) 874 5922

E-KURUMAN
P O Box 79
Mothibistad
8474
1 Rose Avenue
Shop 1
Kuruman
8460
INombolo yomNxeba:
(053) 712 1762 / 2347
IFeksi:(053) 712 2417

EMABOPANE
P O Box 3165
Rosslyn
0200
Central House
2nd Floor, Room 334
Mabopane
INombolo yomNxeba:
(012) 702 5458/4330
IFeksi: (012) 702 8127

NE WCASTLE
No 58
Corner Allen and Scott Street
Newcastle
P O Box 1169
Newcastle
2940

E-RUSTENBURG
P O Box 371
Tlhabane
0309
Suite No 12
Old SARS Building
135 Klopper Street
Rustenburg
INombolo yomNxeba:
(014) 592 9023/6
IFeksi: (014) 592 9031

ESIYABUSWA
P O Box 2391
SIYABUSWA
0472
Old Parliament Building
Job Skosana Street
SIYABUSWA
0472
INombolo yomNxeba:
(013) 973 0033/6
IFeksi: (013) 973 0029

E-UPINGTON
P.O Box 15
Upington
8800
Umbra Building
55-59 Mark Street
Upington
8800
INombolo yomNxeba:
(054) 338 5740
IFeksi: (054) 331 0036

E-VRYBURG
P O Box 891
Vryburg
8000
Old Mutual Building
Market Street
Vryburg
8600
INombolo yomNxeba:
(053) 927 2221
IFeksi: (053) 927 2509

ISIXHOSA

PUBLIC PROTECTOR
SOUTH AFRICA

UNGABA UNESIKHALAZO MALUNGA NEMFANELO ZENKONZO ZOLUNTU KURHULUMENTE?

UMKHUSELI WOLUNTU ANGAKUNCEDA!

Yintoni uMkhuselo woluNtu?

UMkhuseli woluNtu (okanye i-Ombudsman njengoko yayisaziwa njalo i-ofisi):

- Ligosa elikwinqanaba eliphezulu;
- Lizimele kurhulumente kunye namaqela ezopolitiko;
- Uqeshwe yiPalamente ngokoMgaqo-siseko
- Ufumana izikhalazo kubantu abanezikhalazo kumasebe karhulumente, ii-arhente, okanye kumagosa; kwaye

Unamagunya oku:

- Phanda;
- Lamla, ukuxolelanisa nokuqhuba uthetha-thethwano;
- Kwenza isincomo samanyathelo okulungisa; kunye
- Nokukhupha iingxelo.

Isebenza njani i-Ofisi yoMkhuseli woluNtu?

Nabani na unokufaka isikhalazo kuMkhuseli woluNtu, oya kuthi ke yena asiphande esosikhalazo.

Cinga ngoMkhuseli woluNtu njengonompempe onokuwajonga onke amacala engxaki. Ukuba ngaba uMkhuseli woluNtu ucinga ukuba isikhalazo sinezizathu, uyakwenza nantoni na esemandleni akhe ukufumana isisombululo kwingxaki, eziquka ukwenza izincomo zokutshintshwa kwenkqubo.

UMkhuseli woluNtu usenokuwuxela ePalamente umcimbi, eyakuthi ke yona yenze ingxoxo-mpikiswano ngomcimbi lowo kwaye iqinisekise ukuba izincomo ziyalandelwa.

Uphando kaninzi lwenziwa ngokungekho sikweni, kodwa uMkhuseli woluNtu unokukhupha iisamani ebantwani ukuba banike ubungqina phantsi kwesifundo okanye uqiniselo ukuba kuba yimfuneko oku.

Ngubani ongaphandwa nguMkhuseli woluNtu?

- Urhulumente kuwo nawuphi na umgangatho. Oku kuquka urhulumente wesizwe, owamaphondo noogunyaziwe beengingqi;
- Nawuphi na umntu owenza umsebenzi karhulumente. Oku kuquka nabani na owenza nawuphi na umsebenzi osemthethweni ochaphazela bonke, okanye inxenye yabantu baseMzantsi Afrika, umzekelo umsebenzi karhulumente, ofana nepolisa okanye igosa lonyulo;
- Amaziko karhulumente afana ne-SABC, Eskom ne-Telkom; kunye
- NamaBhunga asemthethweni, umzekelo iBhunga loPhando ngeeNzululwazi zabaNtu (Human Sciences Research Council) kunye neBhunga lezeNzululwazi noPhando lwezoShishino (Council for Scientific and Industrial Research).

Yintoni engaphandwa nguMkhuseli woluNtu?

Ukungaphathwa kakuhle okuye kwakwehlela, ngenxa:

- Yokusetyenziswa kakubi kwamagunya;
- Ukuziphatha ngokungafanelekanga , ngokungathembekanga, ngokukrwada okanye okunye;
- Ulibaziseko olungafanelekanga;
- Isigqibo esithathwe ngabasemagunyeni;
- Ulawulo olugwenxa;
- Ukunganyaniseki okanye ukuphatha ngokungafanelekanga imali karhulumente;
- Ukuzityebisa ngokungafanelekanga; kunye
- Nokufumana uncedo ngokungafanelekanga.

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Umntu ukhalaza xa kutheni kuMkhuseli woluNtu?

Ngaphambi kokuba ufake isikhalazo kuMkhuseli woluNtu, zama ukuyisombulula ngokwakho ingxaki kuqala, umzekelo ngoku:

- Thetha ne(ama)gosa elibandakanyekayo okanye, ukuba oko akuncedi;
- Ukubhalela umntu ophethe i(ama)gosa elo, umzekelo iNtloko yeSebe, eGosa eliyiNtloko eliPhetheyo okanye uMphathi kaMasipala; kwaye
- unokucinga nangokuya kwiLungu lePalamente okanye iNdlu yoWiso-mThetho.

Olu lwazi lulandelayo kufuneka luqulathwe kwileta;

- ubunjani besikhalazo sakho;
- imvelaphi nembali yesikhalazo sakho;
- isizathu esenza ukuba ufune siphandwe isikhalazo nguMkhuseli woluNtu;
- amanyathelo owathathileyo okusisombulula ngokwakho isikhalazo. Kufuneka ukhankanye amagama, imihla, kunye nento eyathethwayo. Iikopi zayo nayiphi na imbalelwano phakathi kwakho kunye namagosa kufuneka ihlonyelwe kwileta yakho; kunye
- nedilesi yakho yeposi kunye nenombolo yomnxeba apho unokufunyanwa khona.

Ungabhala okanye ucele okwazi ukubhala akubhalele ukuba awukwazi ukubhala,

Ungatsalela umnxeba i-ofisi yoMkhuseli woluNtu apho kukho amalungu abasebenzi aqeqeshiweyo aya kumamela isikhalazo sakho.

Kufuneka utyelele i-ofisi nokuba yeyiphi kulamaphondo alithoba uzokwenza udliwano-ndlebe okanye uzokucetyiswa.

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Isikhalazo kufuneka sixelwe kuMkhuseli woluNtu kwiminyaka emibini ukusukela kumhla wokwenzeka kwaso.

Izikhalazo zinokufakwa kwakhona kwiindawo zokutyelela ekusetyenzwa kuzo yi-ofisi, kunye nocweyo oluqhutywa yi-ofisi. Iindawo onokutyelela kuzo yimimandla echongelwe injongo zokuqhuba udliwano-ndlebe nabafaki zikhalazo, kwaye zifunyanwa kuwo onke amaphondo. Iindawo ezinokutyelelwa kusetyenzwa kuzo okungenani kanye ngenyanga.

Ingaba nabani na omnye umntu uza kuva ngesikhalazo sam?

UMkhuseli woluNtu kunye nabasebenzi bayakugcina igama lomfaki sikhalazo liyimfihlo xa kukho imfuneko.

Kubiza malini ukufumana uncedo kuMkhuseli woluNtu?

Iinkonzo zezasimahla

uMkhuseli woluNtu akanakuphanda oku kulandelayo?

- Izigwebo ne zigqibo ezenziwe enkantolo;
- Izenzo zabucala ezenziwe ngabantu abangabodwa;
- Iinkampani zabucala; kunye
- Izifundiswa ezingasebenzeli urhulumente njengo gqirha namagqwetha.

Koko, abasebenzi boMkhuseli woluNtu banokunceda ngokukuxelela ukuba ukhalaza phi na okanye yintoni ekufuneka uyenze kwezi meko zingasentla. Kwiimeko ezithile esezikhankanyiwe apho uMkhuseli woluNtu angenalungelo lokuphanda isikhalazo sakho, uya kukuthumela kwisebe elilungele oko.

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