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O
nce again it is my pleasure to present to you the latest edition of The Public Protector, the final edition for the financial year ending March 31, 2014.

This platform is one of many that we employ to ensure that many people get to know about not only the existence of this office but also how it can help them as well as where to find it.

As previously promised, this edition takes into account the information needs of linguistic communities.

You already know that the Public Protector is required by section 182(4) of the Constitution to be accessible to all persons and communities.

It therefore becomes important to package information in all officials languages so as to enhance access to this vital constitutional institution.

This has been our busiest year yet, with unaudited figures showing that our caseload shot up to an unprecedented 40 000.

We have seen a steady rise in the number of cases we handled annually over the last four years and we expect the upswing to continue in the coming years.

The more the complaints, the more the workload.

This means more people are accessing this institution in line with the Constitution while on the other hand it means our investigators get overworked.

This is why some of you are still waiting for your cases to be finalised. We are mindful of the fact that “justice delayed is justice denied.”

The truth is we continue to grapple with the challenge of underfunding as our budget is not proportionate to the workload.

Nevertheless we continue to work smarter, doing more with less. We also strive to ensure a balance between the quality of investigation and the promptness thereof.

In this edition, you will see some of the cases with dealt with this year, which involve ordinary people.

There are incorrect perceptions out there we only deal with cases involving high profile persons.

The truth is that 95 percent of our workload comprises cases similar to those that swell the pages of this magazine.

Another important story in this edition is the one on Chief Justice Mogoeng Mogoeng’s call on government across Africa to support institutions of the Ombudsman or Public Protectors.

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Support the Ombudsman institution, says Mogoeng

Chief Justice makes an impassionate plea to African governments and the AU

Chief Justice, Mogoeng Mogoeng has called on African governments and the African Union to improve efforts aimed at creating conditions that are conducive to effective Ombudsman or Public Protector offices across the continent.

Security of tenure, decent remuneration and retirement benefits, proper security arrangements, acceptable budget, competent staff as well as office accommodation and tools of trade must be secured for the Ombudsman, Chief Justice Mogoeng said.

He was delivering a keynote address at the two-day African Ombudsman Summit held in Kempton Park, Johannesburg recently.

Chief Justice Mogoeng called on Ombudsman institutions to be determined to uproot corruption in governments, explaining that cover-ups were not signs of patriotism but “a betrayal of legitimate expectations of the poor and under-serviced majority”.

Bringing it closer to home, he said the proper exercise of the constitutional powers of South Africa’s Public Protector boded well for ridding government of maladministration and corruption.

“The publication of the Public Protector’s reports and the huge media coverage they enjoy, have probably discouraged multitudes from allowing greed to drive them down the wasteful expenditure or corruption lane,” he said, adding that the office must be supported, strengthened and protected by “all genuine lovers and advocates of good governance”.

Chief Justice Mogoeng also issued a warning to heads of Ombudsman institutions, urging them to guard against what he termed “illegitimate external influences” whom he said were ever-ready to fake genuine support or appreciation of a job well done when it was in fact their desire to manipulate.

He said people heading Ombudsman institutions should be independent in relation to decision-making processes and authority.

“The position of the Ombudsman is in many ways similar to that of a Judge,” he said.

“They are both required to render decisions without fear, favour or prejudice. Who will be excited by or unhappy about the outcome should never be, and I want to believe is never, a consideration.”

The Chief Justice said “ever-flowing” invites to prominent platforms and prestigious networking opportunities for the select few must be accepted on a principled basis that did not compromise the interests of countries and the continent. He explained that a compromised person or institution would lack the credibility to contribute meaningfully to good governance.
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The African Ombudsman Summit adopted a pioneering declaration

Delegates at the African Ombudsman Summit adopted a ground-breaking governance instrument titled the OR Tambo Minimum Standards for Effective Ombudsman Institution and Cooperation.

The historic declaration proposes ten minimum standards that African states ought to comply with when establishing Ombudsman Institutions (or Public Protectors) in the continent.

These include the independence and autonomy of such institutions; the establishment of such institutions that is preferably guaranteed in the constitutions of the individual states; and the security of tenure for heads of such institutions.

On independence and autonomy, the declaration advises that these should be guaranteed by the constitutions of individual states and that the Ombudsman should be exempt from being sued or prosecuted in their personal capacities.

With regard to the security of tenure, the declaration recommends a fixed term that is not subject to removal without a just cause. The process of removal should be fair, transparent and regulated by the constitutions of individual states, preferably involving an independent body. Also, the Ombudsman’s appointment process must be transparent and preferably executed through a competitive process in the legislature.

On the mandate, the declaration emphasizes that focus should be on the investigation and mediation of maladministration complaints, prescribing that the term maladministration should be broadly interpreted.

It advocates for adequate resourcing of such institutions, the pitching of the rank of the Ombudsman at the level of a high court judge, the need for the Ombudsman to be apolitical and accountable to the legislature as well as having the activities of the Ombudsman audited by supreme audit institutions in respective countries.

About the African Ombudsman Summit

- It sought to explore the contribution that such institutions could make to the consolidation of democracy, good governance, peace and stability on the continent.
- It was attended by heads of African Ombudsman institutions (or Public Protectors), inter-governmental representatives, academics, Non-Government Organisations, political parties and experts in ombudsman practice.
- It was hosted by the Public Protector through the African Ombudsman Research Centre (AORC), whose board she chairs.

About AOMA

- The African Ombudsman and Mediators Association (AOMA) is 39-member organisation of Ombudsman and Mediators across the African continent.
- It was established in 2003, with a view to enhancing the support of African Ombudsman offices in their role of ensuring good governance in the countries in which they operate.
- Angolan Ombudsman, Dr Paolo Tjipilica is its President while Public Protector Adv. Thuli Madonsela is its Executive Secretary.

About AORC

- The African Ombudsman Research Centre (AORC) serves as the African Ombudsman and Mediators’ Association’s (AOMA’s) resource and archive centre.
- It provides various services, and assistance to AOMA members, including information and research and coordination.
- It was opened officially by President Jacob Zuma in March 2011.
- It is funded by the Department of International Relations and Cooperation through the African Renaissance Fund and managed by the Public Protector South Africa.
- It is based at the University of KwaZulu-Natal in Durban.
Dit het die Openbare Beskermer slegs nege werksdae geneem om 'n man wat in 'n vreemde land gestrand was, met sy gesin in Delft, Kaapstad, te verenig. Dit het gevolg op 'n klagte deur Pastoor Mathew Terwase se vrou, Phedelia, wat vroeër in Desember 2013, aan die Openbare Beskermer geskryf het nadat haar man toegang tot 'n vlug van Lagos na Suid-Afrika geweier is in November 2013.

Pastoor Terwase van die Faith Liberation Bybel Ministerie, 'n wettige Nigeriese immigrant, het vroeër na sy land van herkoms gereis. Hy was op pad terug, toe ouwerhede hom verhinder het om aan boord van die Suid-Afrikaanse Lugdiens vlug te gaan.

Owerhede het sosialistie ondertek dat sy naam op die lys van die paspoort bedriegers verskyn. Terwase se paspoort is in 2009 gesteel. Hy het die diefstal gerapporteer aan die ouwerhede, wat gelei het tot die inhegtenisneming van die verdagte.

Die verdagte, ook van die Nigeriese oorsprong, maar wat onwettig in die land is, is later na sy geboorteland gedeporteer. 'n Nuwe paspoort is aan Terwase uitgereik.

In die tyd wat die reisdokument gesteel is, is Terwase se naam gemerk. Maar amptenare van die Departement van Binnelandse Sake het nagelaat om sy naam van die VISA en die Entry Stop lys te verwyder na die inhegtenisneming en daaropvolgende deportering van die eintlike dief.

'N Mobiele kantoor van Binnelandse Sake is hier te sien ter uitbreiding van die dienste van die Departement aan die gemeenskap van Delft in Kaapstad. 'n Plaslike immigrant is onlangs gestrand in Nigeriese gelaat nadat amptenare nagelaat het om sy naam van die lys van reisdokument bedriegers te verwyder

### Nege dae man gestrand op vreemde land te red

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Vier jaar later was die amptenare se floter steeds problematies vir Terwase. Hy moes ’n week spandeer en slaap op die vloer by Murtala Muhammed Internasionale Lughawe terwyl hy wag vir sy naam om van die VISA en die Entry Stop lys te verwyder te word, sodat hy terug na sy vrou by die huis kon reis.

Maar daar was hoop op die horison nadat Terwase se vrou die Openbare Beskermer gekontak het. Kort ná die ontvangs van haar klagte, het die Openbare Beskermer die Departement genader vir diéheidlikheid.

"Die departement het onmiddellik gereageer ... en binne net nege werksdae is die klaer se naam verwyder van die lys, en was hy in staat om Suid-Afrika binne te kom," het die Openbare Beskermer gesê.

Die Teraswes, wat ’n weeklikse voedingskema behartig vir die behoeftiges in hul omgewing, is verlig, en het die Openbare Beskermer bedank vir die spoedigheid van die saak en om te verseker dat geregtigheid seëvier.


Die Openbare Beskermer het die Departement geloo of vir sy samewerking en die spoed waarteen hulle opgetree het om die onmiddellijke verwydering van Terwase se naam van die VISA en die Entry Stop lys te verseker.

Sy het ander organe van die staats aanmoedig om met dieselfde dringendheid te reageer wanneer haar kantoor hulle nader met vrae namens gegriefde lede van die publiek.

- Salvation Mokgatlhe
Munna wa vunduni la Gauteng o wana phentsheni yawe kakhili nga murahu ha musi vhatholi vhawe vha kholo vheda minwaha ya 20 vha sa mu badeli. Hezwi zwo tevhela u dzhelelela ha
Mutsireledzi wa Tshitshavha we a ima kha la u ri Vho-Jacob Ndoro* vha badelwe dziphentsheni dzavho, na nzawelele dzvo vhala ubva nga duvha le phentsheni yavha yo tea u badelwa ngalo.
Ha wanala uri vha GEPF vho badela masiheleni a swikaho R 979.51 bannanji ya ngu vha Ditsong nga nswa we Vho-Ndoro vha bviswa musuhumoni.
Vha Ditsong vho thoma nga la uri vha GEPF rdo vhone vhe vha vha vho tea badela masiheleni banganjy vha nswa uri vha kune u badela Vho-Ndoro.
Ha wanala uri vha GEPF vho badela masiheleni a swikaho R 297.51 banngani ya vha Ditsong badela masheleni a swikaho R9 Ha wanala uri vha GEPF vho badela masiheleni a swikaho R 297.51 banngani ya vha Ditsong GEPF vho balela u vha badela Vho-Ndoro.

Munna o fehidzisela o wana masiheleni awe a phentsheni

Imizamo yokwandisa izinsiza zokusondeza uMvikeli woMphakathi kubantu bonke


Mushumeli wa kale wa Ditsong Museum o wana zwi fhiraho zwe a lavhelela musi a tshi vhila masiheleni awe a phentsheni nga murahu ha minwaha i padaho 20

Vryburg kade engasebenzi ngokwezinta ebellendilekele. Manje ke ihhovisi lase Mabopane seli yathutha liya eGermiston, elase Siyabuswa liya eWitbank bese elase Vryburg liya eKlerksdorp. UMvikeli woMphakathi uthe iminingwane ephelile mayelana nesikhathi azovulwa ngaso amahhovisi sizoniumeyelwa maduzane. Uthe kubelelekuleleleku uthe ihhovisi laki landise izinyathelo ngokomongo we section 182(4) woMthethosisekelo ogumyaza uMvikeli woMphakathi ukuhlikile emahhovisi eThekwini nomphakathi ukuhlikile emahhovisi uMvikeli woMphakathi umamahhovisi eThekwini nomphakathi.

“Tshoza ezikwazi ezikwazi ezizathimba ezithokwa ezikhona. "Futhi ke umphakathi ukuhlikilisekuke emahhovisi uyakunjini weMthethosisekelo ogumyaza uMvikeli woMphakathi umamahhovisi eThekwini nomphakathi.

*Asi dzina la vhukuma

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Mosireletsi wa Setšhaba o ak

M osireletsi wa Setšhaba, Adv. Thuli Madonsela, o akgotse lefapha la Ditirelo tsa Setšhaba la porofense ya Mpumalanga morago ga se a sebiditseng sekai se se bontshang tsela e mafapha a puso a tshwanelweng ke go e tsaya lefapha la Ditirelo tsa Setšhaba. Dikgwebo di hira dikago yona go tswa mo pusong, di duela bonnyane R1700 ka kgwedi. Ke maikarabelo a puso go tlhokomela torotswana eo, dikago tsa yona gammogo le go e rebola ditirelo. E ne yare ka kgwedi ya Firekgong 2014, lefapha la romelela Mosireletsi wa Setšhaba lenaane la go tsaya dikgato tsa paakanyo go ya ka pegelo ya gagwe, segolojobogo malele a go rarabolola mathata a a filhleletseng ke dipatlisiso. Se se akaretsa go phimolwa ga dithendara tse di neng di setse di rebotswe le go simolola dikgato tsa go rebola seša. “Ke akgola boeteledipele ba ga Mokhuduthamaga Dikeledi Mahlangu (yo o mo setshwantshong) mo molaotheo wa naga o fa Mosireletsi wa Setšhaba dithata tsa go batlisisa, go bega le go tsaya dikgato tsa paakanyo,” ga bua jalo Mosireletsi wa Setšhaba. 

“Molaotheo o tlhalosa gape gore Mosireletsi wa Setšhaba o ikarabela fela mo molaotheong le mo molaong. Se se raya gore dikgotlatshhekelo ke tsone fela di nang le dithata tsa go beela thoko ditshwetso tsa me.” Mo pegeleng eo a e biditseng Poisoned Processes, e a e rebotseng ka Sedimonthole 2013, Mosireletsi wa Setšhaba o filhete fakaitotofatso tsa tsela lefapha la Ditirelo tsa Setšhaba la porofense ya Mpumalanga morago ga se a sebiditseng sekai se se bontshang tsela e mafapha a puso a tshwanelweng ke go e tsaya fa dipeleng tse ditheo tse di ikemetseg, tse di tshwanang le kantoro ya gagwe di fetsa go rebolwa. Se se tla morago ga gore lefapha leo le mo kwalele fa ngwaga wa 2014 o roga, le amogela diphitlhelelo tsa dipatlisiso tsa gagwe ga mmogo le dikgato tse di maleba tsa paakanyo. Dipatlisiso di ne di totile ditatofatso tsa go rebolwa go go seng ka fa molaong ga dithendara tsa go hirisa mabenkele a torotswana ya Pilgrim’s Rest; go ntshiwa ga dikitsiso tsa go belesetsa dikgwebo mo mabenkeleng go go sa siamang; go sa tsibogeleng ikuelo ya dikgwebo kgatlhanong le dikitsiso tse; gammogo le matshosetsi a go beleselela dikgwebo mo mabenkeleng.

Torotswana eo ya Pilgrim’s Rest ke ngwe ya ditsha tsa ngwaboSwa tsa naga tse di etelwang ke bajaranla gangwe le gape. E ka fa tlase ga thokomelo ya lefapha la Ditirelo tsa Setšhaba. Dikgwebo di hira dikago tsa yona go.
gore lefapha le ne le rebotsedihendara tsa go hirisa mabenkele ka tsela e e sokameng, e e neng e se ka ga molaong e e nnete. 
O filhetsetse gape gore kgwebo e e neng e filwethendara, e ne se le maemong a go bona thendara eo le gore maithsholo a lefapha mabapi le seo a ne a se ka fa molaong, a sa siama e bile a ka kaiwa e e tsamaiso e e sokameng.

Mosireletsi wa Setšhaba o filhetsetse gape gore kgwebo le neng e se ka ga molaong e le nnete.

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O fitlhetse gape gore kgwebo kgatlhanong le dikitsiso tseo ga ka a tswea tsia ke lefapha.

Mosireletsi wa Setšhaba o filhetsetse gape gore kgwebo tse di neng di le mo maemong a go lefapha go sekaseka nthla ya kitsiso e khutshwane ya gore dikwebo di tswe mo mabenkeleng le gona ga go a ama sentle dikwebo, baagi ba torotswana eo le seemo sa yone sa bojanala.

Mabapi le dikgato tsa paakanyo, Mosireletsi wa Setšhaba o ne a laetse tlhogo ya lefapha go phimola dikontraka tsa go hirisiwa ga mabenkele le gore dikgato tsa go hirisa mabenkele di simolowe sesa.

"Tlhogo ya lefapha e netefatse gore dikgato [le leša] tsa go hirisa le tsamaisana le melawana e maleba, ga le tseye letlhakore, le direlwa mo pepeneneng, le a gaisanelwa mme ebile ga le jele puso madi a mantsi go sa tlhokege," ga bua jalo Mosireletsi wa Setšhaba.

O ne a ikuela gape kwa thogong ya lefapha go netefatsa gore dikgato tse diša tse di tsamaisana le meroro ya ngwabo lesa mme di tsaya tsia dikgatlhengo tsa bannalesebe botlhe go ya mola.

Tlhogo ya lefapha e ne etshwanetse gore netefatsa gape fa beng ba dikwebo ba torotswana eo bao ba sa tleng go atlego ma dikgatong tse diša tsa go rebola dithendara ba fiwa dikitsiso tsa nako e e lekaneng, ee sa ntsishwanelang go nna ka fa tlase ga dikgwedi di le tharo.

Tlhogo ya lefapha gammogo le mokhuthamaga ba ne ba laetswe go eletlhoko dithla tsa go se nefatsa fa tsamaisa ya dithendara e tsamaisana le melawo was tsamaisa ya matlole a setšhaba le melawana e mengwe ee maleba.

Ba ne ba tschanetse go tsaya ga dikgato tse di maleba kgatlhanong le badiri ba lefapha ba ba tla fitihelwa ba dirisitse matlole a puso botlhaswa.
Public Protector helps clear false criminal record

A 32-year-old Gauteng man is confident about his job prospects after the Public Protector helped clear his name of any record of criminality.

Simon Dlanga* of Pretoria approached the Public Protector in 2013, alleging that official records showed that he was a criminal even though he did not have a conviction to his name.

Dlanga was arrested in 2009 and 2011 in Sinoville and Wierdaburg respectively. He never got convicted as both cases were withdrawn on the basis of lack of evidence.

Dlanga, however, got the shock of his life when he was told by a potential employer that he could not be hired on the basis of a criminal record against his name.

“I went for a job interview, where my fingerprints were also taken,” he recalled. “I was later taken aback when people from the company I had hoped to work for told me that I had a criminal record.”

Soon Dlanga sought clarity at the South African Police Service Criminal Record Centre, where he was sent back to the two police stations that held the dockets containing criminal allegations against him.

At the two police stations, he was informed that the cases against him had been closed and told to go back to the CRC, where officials failed to help him.

Distracted, he turned to the Public Protector, writing in his emailed complaint that “this is ruining my future [and chances of] finding a job”.

The Public Protector contacted officials at the CRC, who indicated that they hadn’t been informed about the outcome of the cases against Dlanga. The investigating officer was also contacted and asked to communicate the outcomes of the cases to the CRC. Dlanga’s record was cleared shortly thereafter.

“I am really thankful to for the help I got. I advise anyone experiencing similar problems to contact the Public Protector,” he said.

*not real name

Metro pays up after Public Protector intervention

The Public Protector has helped a Gauteng woman recover thousands of rand owed to her by the City of Joburg.

Pikie Kwena* turned to the Public Protector when efforts to obtain a refund allegedly to the tune of R6981 from the Metro drew a blank.

The debt arose from Kwena’s overpayment of her municipal account.

She had earlier approached the municipality for a reimbursement and was made to fill-in refund application forms.

“I was informed that I would get my money within three weeks,” Kwena recalled.

Instead of getting her dues, she was told she would not be refunded because her account was still active.

Kwena could not make sense of the explanation since her account had been paid up. It was at that point that she sought the intervention of the Public Protector.

Upon receipt of the complaint, the Public Protector exchanged correspondence and met with officials at the Metro.

Four months after the Public Protector’s involvement, Kwena received R4714.23 from the municipality.

Although it was not what she had initially claimed for, Kwena was happy that the municipality paid her eventually.

“Thank you once again for the diligence [with which] this matter was handled,” she said, adding that more public awareness programmes should be explored on the role of the Public Protector so that more people experiencing similar challenges can be helped.

*not real name
HOW DOES THE PUBLIC PROTECTOR HELP?

WHAT IS THE PUBLIC PROTECTOR?
The Public Protector is a high level Independent constitutional officer, appointed by the President on the recommendation of Parliament in terms of the Constitution. The Public Protector has the power to make findings, issue reports and take appropriate remedial action.

WHAT CAN BE INVESTIGATED BY THE PUBLIC PROTECTOR?
Conduct in government at any level. This includes central, provincial and local government and state owned enterprises. Any person performing a public function. This includes anyone performing any official duty which affects all, or part of, the people of South Africa such as an employee of the State such as a policeman or an electoral officer. Corporations or companies where the State is involved such as Eskom and Telkom. Statutory councils as well as the Human Sciences Research Council and the entities covered by the Public Service Management Act. Acts of private individuals involved in state business may also be investigated.

HOW DOES ONE COMPLAIN TO THE PUBLIC PROTECTOR?
You should try to solve the problem yourself before complaining to the Public Protector, for example by: Speaking to the officials involved and if that does not help you can write to the person in charge of the officials such as the Head of Department or the Chief Executive Officer or the Municipal Manager. You may also consider approaching a member of the National or Provincial Parliament or a safer oversight body such as the Independent Police Investigative Directorate. Only if you are still unable to solve the problem, should you approach to the Public Protector.

CAN THE PUBLIC PROTECTOR INVESTIGATE WITHOUT A COMPLAINT?
Yes, he or she may also add to a complaint.

WHAT CAN THE PUBLIC PROTECTOR NOT INVESTIGATE?
Court decisions by judges and magistrates, including sentences imposed by them. Conduct outside state affairs. However, staff of the Public Protector can help by advising you on where to complain or what to do in the above cases. In certain cases the Public Protector may refer you to a Court of Law. Since the Public Protector does not act as anyone’s legal representative, you will be advised to consult a lawyer if the matter must go to court.

WHAT CAN THE PUBLIC PROTECTOR INVESTIGATE?
Maladministration, including prejudice suffered by the complainant or another person, abuse of power, unfair, capricious, discourteous or other improper conduct and undue delay. Dishonesty or improper dealing with respect to public money and improper enrichment, receipt of improper advantage may also be investigated. The Public Protector also investigates corruption and violations of the Executive Ethics Code.

HOM MUCH DOES IT COST TO GET HELP FROM THE PUBLIC PROTECTOR?
Services are free.

WILL ANYONE ELSE HEAR ABOUT MY COMPLAINT?
The Public Protector and staff will keep the name of a complainant confidential when necessary, and if at all possible.

HOW DOES THE OFFICE OF THE PUBLIC PROTECTOR WORK?
Anyone can complain to the Public Protector except under the Executive Members Ethics Act. Think of the Public Protector as a referee who can look at all sides of a problem. If the Public Protector finds that the complaint is justified, he/she will do whatever possible to find a solution to the problem. The Public Protector may also report the matter to Parliament, which will debate the matter and see to it that the remedial action is followed. Investigations are mostly done informally, but the Public Protector can subpoena people to give evidence under oath or affirmation when this becomes necessary.
WHERE TO FIND THE PUBLIC PROTECTOR

HEAD OFFICE: PRETORIA
Private Bag X677, Pretoria 0001
175 Lunnion Street
Hillcrest Office Park, 0083
Tel: (012) 366 7000
Fax: (012) 362 3473

PROVINCIAL OFFICES

EASTERN CAPE
P O Box 424, Bisho 5605
Unathi House
Independent Avenue, Bisho
Behind Pick’n Pay
Tel: (040) 635 1286 / 7 / 1145 / 1126
Fax: (040) 635 1291

FREE STATE
P O Box 383, Bloemfontein 9300
Standard Bank House
Suit Office, 2nd Floor
15 West Burger Street, Bloemfontein
Tel: (051) 448 6172 / 6
Fax: (051) 448 6070

GAUTENG
P O Box 32738, Braamfontein 2017
Leno’s Place
187 Bree Street
Corner Bree and Rissik Street
Johannesburg
2000
Tel: (011) 492 2807/93/21/25
Fax: (011) 429 2365

KWAZULU-NATAL
P O Box 4287, Durban 4000
22nd Floor, Suite 2114
Commercial City Building
Durban
Tel: (031) 307 5300 / 5250 / 5251
Fax: (031) 307 2424

LIMPOPO
P O Box 4533, Polokwane 0700
Unit 2301, Wyndom Park
23 Rabe Street, Polokwane
Tel: (015) 295 5712 / 5956
Fax: (015) 295 2070

MPUMALANGA
P O Box 3738, Nelspruit 1200
Pinnacle Building, Suite 101
1 Parkin Street, Nelspruit
Tel: (013) 752 7883
Fax: (013) 752 7883

NORTHERN CAPE
P O Box 1505, Kimberley 8300
4 Sydney Street, Pretmax Building
2nd & 3rd Floor, Kimberley 8300
Tel: (053) 831 7766 / 832 3404
Fax: (053) 832 3404

NORTH WEST
P O Box 312, Mafikeng 2745
Public Protector’s Chambers
Cnr Martin & Robinson Streets, Mafikeng
Tel: (018) 381 106 / 1 / 2
Fax: (018) 381 2066

WESTERN CAPE
P O Box 712, Cape Town 8000
4th Floor, 51 Wale St / Bree St
Cape Town
Tel: (021) 423 8644
Fax: (021) 423 8708

REGIONAL OFFICES

GEORGE
P O Box 9481, George 6530
1st Floor South Wing
Bateleur Park Ctr Cathedral &
Craddock Street, George 6259
Tel: (044) 874 2887 / 904
Fax: (044) 874 5922

KURUMAN
P O Box 79, Mothibistad 8474
1 Rose Avenue
Shop 1, Kuruman 8460
Tel: (053) 712 1762 / 2347
Fax: (053) 712 2417

RUSTENBURG
P O Box 371, Thabane 0309
Suite No 12, Old SARS Building
135 Koeper Street, Rustenburg
Tel: (014) 592 9023 / 6
Fax: (014) 592 9031

MTATHA
P O Box 7208, Mthatha 5099
No 6 Knoff Street, Fortgate, Mthatha
Tel: (047) 531 3773 / 4 / 5
Fax: (047) 531 3778

PHUTHADITJHABA
P O Box 5877, Phuthaditjhaba 9866
Mampol Street, Shop No 1,
Naledi Mall
Tel: (058) 713 2974 / 5
Fax: (058) 713 2975

SIVABUSWA
P O Box 2391, SIVABUSWA 0472
Old Parliament Building
Job Skosana Street,
Siyabuswa 0472
Tel: (013) 973 0033 / 6
Fax: (013) 973 0029

UPINGTON
P O Box 15, Upington 8800
Umbra Building
55-59 Mark Street, Upington 8800
Tel: (054) 339 5740
Fax: (054) 331 0036

VRYBURG
P O Box 891, Vryburg 8000
Old Mutual Building Market Street
Vryburg 8660
Tel: (053) 927 2221
Fax: (053) 927 2509

NEWCASTLE
P O Box 1169, Newcastle 2940
No 58 Corner Allen and Scott Street,
Newcastle 2940
Tel: (034) 326 3450
Fax: (034) 326 3470

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