



# Inaugural Citizen Information Clinic At Riverlea

**T**he inaugural Citizen Information Clinic, hosted by the Ombudsman for the City of Johannesburg, Advocate Siduduzo Gumede, was held on Thursday, February 22 2024, at the Riverlea Recreation Centre, heralding the start of a series of clinics to be held

across all seven regions of the City.

The clinic's debut saw an impressive turnout, with over 100 attendees eager to gain insights into effective engagement with municipal authorities and understanding various facets of the City's administration.

A central aim of these information clinics was to

empower residents by elucidating the role played by the Office of the Ombudsman in investigating maladministration and promoting efficient service delivery.

Participating in the clinic were key internal and external stakeholders, including industry representatives and

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entities such as Joscho, Joburg Tourism, City Parks, and the Zoo, Public Protector South Africa, Credit Ombudsman, and Consumer Goods and Service Ombudsman, among others. They all shared valuable insights into their roles and mandates, illustrating how they can be of service to community members.



Luisa Maphoto, responsible for civic education and awareness within the Ombudsman Office, delivered a speech sharing information on different entities and methods residents can use when lodging complaints. "Our goal is to enhance the efficiency of service delivery by advocating for good governance and championing basic human rights. As the Office of the Joburg Ombudsman, part of our responsibility is to uphold the human rights of every resident residing in the City of Johannesburg," she said. Margaret Arnolds, the Speaker of the City of Johannesburg, and Msimelelo Lobi, Ward 68 Councillor, expressed enthusiasm for the initiative in Riverlea. In her keynote address, Arnolds encouraged residents to take advantage of the opportunity to engage with entities and make

informed decisions when facing issues, as well as understanding their rights within the City.

As part of the clinic, stakeholders and City officials were taken to illegal mining sites to witness firsthand the challenges faced by the community, particularly regarding crime and environmental health.

Gumede stressed the importance of these visits, stating: "By visiting these sites, we aim to assess the challenges faced by the community and explore how City entities, including departments, can intervene and provide support to continue driving positive change in the City."

Participants raised concerns about challenges in lodging complaints and contacting different avenues. They were immediately assisted by being directed to the right entity.