

## 8. Yeyiphi inkqubo elandelayo xa kujongenwe nesikhalazo?

Siza kungenelela phakathi kwamaqela omabini kwaye sizama ukufumana isisombululo esisebenzayo

- Sithumela iinkcukacha zakho kwisebe elifanelekileyo
- Senza uphando oluzimeleyo kwaye siphonononge impendulo yesebe.
- Sihlangana nabo bonke abachaphazelekayo ukufumana ithuba lokucacisa okanye ukuni ka iinkcukacha ezingezinye.
- Sikhupha ingxelo yeziphumo zokuqala ukuze lisebe elifanelekileyo linike izimvo zalo,
- Sizama ukufumana enye intlanganiso yokusombulula imbambano phakathi kwamaqela achapha zelekayo ngenjongo yokusombulula iingxaki ezikhoyo.
- Sinikeza ngengxelo yokugqibela ka Zikhhalazo kunye nezindululo kubo bonke abachaphazelekayo.
- Kuyo yonke le nkqubo asithathi cala kwaye sivelela zonke iinkalo zesikhalazo eso, size sicebise ngenyathelo elinokuthathwa apho kufanelekileyo.

**Asinakubonela ngezizigqibo ezibophelelayo kodwa singacebisa ngenyathelo elinokuthathwa elifana:**

- Nokulungiswa kwee-akhawunti ebezenziwe ngendlela engeyiyo
- Ukwenziwa kwento ebekuvunyelenwe ngayo (isigqibo ebekuvunyelwene ngaso ngamaqela)
- Ukunika izizathu ezibhaliweyo

### linkcukacha zoqhagamshelwano

Umnxeba: 021 400 5487  
SMS: 44781 (kusebenza amaxabiso amiselweyo  
**eOmbud: [www.capetown.gov.za/eOmbud](http://www.capetown.gov.za/eOmbud)**

Iwebhusayithi:  
**<http://www.capetown.gov.za/ombudscomplaints>**

I-imeyile:  
**[ombudsdirect@capetown.gov.za](mailto:ombudsdirect@capetown.gov.za)**

Ifeksi: 021 400 5952  
Iposi: Posbus 298, Kaapstad 8000

### Imibuzo kwikhawuntara nedilesi yendawo:

Kumgangatho wesithathu,  
Tower Block,  
eKapa eCivic Centre,  
12 Hertzog Boulevard

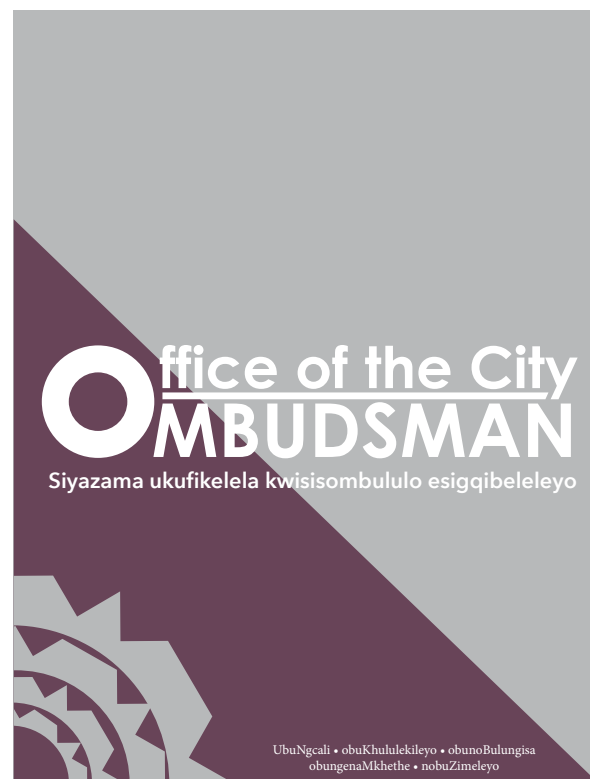
### Iiyure zokusebenza:

**08:00 - 16:00, ngoMvulo ukuya ngoLwesihlanu**  
(ngaphandle kweempelaveki neentsuku zeholide zoluntu)

(Rolstoeltoegang via die grondverdieping,  
Kaapstad-burgersentrum, Toringblok,  
Hertzog-boulevard 12)

### Okanye

Kumgangatho wokuqala,  
Old Granary Building Kwikona yeHarrington  
neLong Market Street,  
eKapa



## Imibuzo esoloko ibuzwa



Senza inkqubo yenzeke. Sisonke.

## 1. Yintoni iOfisi kaNozikhalazo weSixeko

I-Ofisi kaNozikhalazo weSixeko iphanda ze isombulule izikhalazo ezimalunga nomasipala phakathi kukamasipala kunye nabahlali

I-Ofisi kaNozikhalazo weSixeko uphanda izikhalazo zolawulo olugwenxa, iinkqubo ezilandelayo nezinto ezenziweyo.

## 2. Ibiza malini le nkonzo?

IOFISI IBONELELA NGENKONZO  
**YASIMAHLA** KUBAHLALI.

## 3. Yeyiphi imiba ephandwa yile Ofisi?

**Singaphanda imiba apho umasipala:**

- Engazange aphenzule kwisicelo, isikhalazo okanye enye imbalelwano.
- Enikezele ngenkonzo engekho mgangathweni.
- Eyibethe ngoyaba imigqaliselo yeBatho Pele (**abantu kuqala**), nto leyo ebangela ukuba abantu bathunyelwe ngapha nangapha.
- Engalandelanga iinkqubo ezifanele ukulandela kwimiba efanele ukuphandwa yiofisi.
- Enze into engafanelekanga.

**Asikwazi kuphanda imiba emalunga:**

- Nezigqibo zezopolitiko kunye nendlela yokuZiphatha kooceba
- Nezibhenzo zezolawulo
- Nemiba ephathelene nemibutho okanye iyuniyoni zabasebenzi
- Nemiba yeethenda okanye ephathelene neethenda zeSixeko

- Nezikhalazo ezimalunga nokusetyenziswa gwenxa kwemali kunye norhwaphilizo (oku kufuneka kuxelwe kumnxeba wokuchaza urhwaphilizo weSixeko: **(0800 323 130)**

Emva kokuba iofisi iyifumene ifomu yakho, siya kuthatha isigqibo sokuba ingaba iOfisi kaNozikhalazo weSixeko yeyona ndawo ifanelekileyo yokusingatha lo mba. Ukuba akunjalo, siyakucacisa ukuba kutheni singenako ukuwusingatha, kwaye sicebise ngolunye uncedo, ukuba lukhona.

## 4. Ndingasifaka nini isikhalazo kwiOfisi?

I-Ofisi isebenza njengendawo yokugqibela yangaphakathi kwaye le nkqubo iyindlela yokuzithandela yokusombulula imbambano.

Idla ngokufuna isiqinisekiso sokuba umkhalazo uye wasebenzisa zonke iindlela ezikhoyo kumasebe achaphazelekayo kuqala phambi kokuba abhenele kuNozikhalazo.

**Ngesi sizathu uNozikhalazo angasidlulisa isikhalazo kwiSebe lezoBudlelwane baBaxumi okanye kwisebe elichaphazelekayo okanye ibhungana njengendawo yokuqala yoncedo.**

## 5. Leliphi ixesha elimisel weyo endingafumana ngalo impendulo kwiOfisi?

Siyazibophelela ekuthatheni ingqalelo zonke iimbalelwano ngeentsuku ezimbini zokusebenza.

Ngokuxhomekeke kubunzima besikhalazo, unokulindela impendulo engenye kwiintsuku ezisixhenxe ukuya kwezilishumi zokufunyanwa kwesikhalazo (ngaphandle kokuba kumiselwe engenye indlela).

Enye imbalelwano iya kuthunyelwa zingaphelanga iintsuku ezisixhenxe ukuya kwezilishumi zokusebenza malunga nenombolo yereferensi

yesikhalazo sakho kwakunye nexesha kuphendula (oluxhomekeke kubunzima bombandela).

## 6. Ndisifaka njani isikhalazo?

- Ungeza eofisini yethu ugcwalise ifomu yezi-khalazo okanye ungasithumelela i-imeyile, okanye ufekesele isikhalazo sakho kuthi. Kufuneka uchaze ingxaki, usixelele ukuba **KWENZEKE NTONI NGUBANI OBEKHONA, KUNYE NEMPENDULO EPHUMA KWISEBE, UKUBA IKHONA.**

Ungathatha nefomu emiselweyo phaya kwi-intanethi kwiwebhusayithi yethu:

**Iwebhusayithi kaNozikhalazo weSixeko**

**<http://www.capetown.gov.za/ombudscomplaints>**

**Okanye**

**ucofe kwilinki ye- eOmbud <https://web1.capetown.gov.za/web1/oats/>**

**ukuze ugcwalise ifomu yezikhalazo kwaye uyifake ngeintanethi.**

## 7. Ukuze le Ofisi ikwazi ukukunceda sifuna oku kulandelayo:

- Ileta esayiniweyo yemvume ukuba awunguye umnini obhalisiweyo kunye nekopi yesazisi (i-ID) yomnini.

**Iinkcukacha ezipheleleyo kwisikhalazo sakho:**

uhlobo lwesikhalazo, isebe elichaphazelekayo (ukuba uyalazi), izizathu zokufaka isikhalazo, ezinye iinkcukacha kunye naziphi na izilungiso ezifunekayo.

**Faka iikopi zamaxwebhu afanelekileyo.**