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Umyalezo ovela kwiOmbud

Ngokohlobo lomsebenzi wam akukho mntu undixelelayo ukuba yintoni na elungayo e-UCT. Endaweni yoko abantu bayeza kum baze kukhalaza ngezikroba ezikhoyo kwinkqubo yalapha, usilelo lobulungisa, uqhwarelo kucikizeko nangazo zonke iingxaki. Le nto ke ibanga imingeni kulo msebenzi, kodwa ke kambe, mandikhawuleze ukongeza ngelithi, ngumsebenzi ekwanelisa kakhulu ukuwenza. Xa bendijonga izinto ezingasebenziyo ndiye ndadibana nezinto ezisebenza kakuhle. Ixabiso leOmbuds likwiizimvo endiye ndizivakaliselwe ngabandwendweli kwiinxaxheba eziliqela endizithathayo ekuncediseni i-UCT ekubeni ibe nobulali. Lulwaneliseko lokunceda abanye abantu “bacacelwe kwiinkalo ezinobumfiliba”, ngokwendlela awabeka ngayo omnye umtyeleli. Ukunceda abanye abantu, nokuba ngamanye amaxesha ndiziva ndidyobheke kakhulu “njengomlondolozo weenyembezi zabo”, kunomvuzo omkhulu njengoko neyunivesiti nayo isiba nekufundayo kule nkqubo.



“NjengeOmbud, ndiye ndiwabone onke amacala ezintsompothi ezibekwa ngabatyeleli kunye nabaphenduli.”

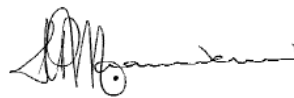
Ngomhla we-12 Agasti (ongekho kwesi sithuba senzelwa le ngxelo), ndaye ndamenywa yi*Student Orientation and Advocacy Service*, iNkonzo yoqhelaniso lwabafundi, ukuba ndiye kuthetha ngenxaxheba yam. Ndaye ndafumanisa ukuba yayikhona into engumahluko ekubeni phakathi kweli qela labafundi likhulu. Ndakhawuleza ndayibhaqa, yayingumoya wabo wolonwabo nochulumanco. Leyo ke yinto endingafane ndiyibone kakhulu emsebenzini wam.

Iyunivesiti ngumsonto onamaqhina- qhina, ekubandakanyeka kuwo amaqela amaninzi anjongo zawo zikhuphisanayo. Ngokohlobo lwayo, kuye kwenzeke ke ukuba abe kwiimeko zongquzulwano, olukhulu noluncinane. NjengeOmbud, ndiye ndiwabone onke amacala ezintsompothi ezibekwa ngabatyeleli kunye nabaphenduli. Ndibona umzobo wemeko ngobungakanani bawo, kubandakanya neendlela ehamba ngazo inkqubo nobunjani bongquzulwano,

izizathu ezisezingcanjini zalo neemeko ezingamatyheneba aluphemelelayo olo ngquzulwano. Kananjalo ndiba sendaweni entle endenza ndilibone ifuthe elibi elunalo ungquzulwano kumaqela ngamaqela ahlukeneyo. Inxaxheba yam njengeOmbud kukuba ndiphucule isakhono seyunivesiti ekukhawulelaneni nongquzulwano.

Le ngxelo ibandakanya isithuba esisukela kumhla 1 Julayi 2015 ukuya kumhla wama-30 Juni 2016. Izehlo ezihlanu ezibandakanyiweyo kule ngxelo zaqala kwisithuba esinyathelweyo kwingxelo eyandulela le, zaza zayo kuqokunjelwa kwesi sithuba senzelwa le ngxelo.

Ingeniswa ngembekokazi



Zetu Makamandela-Mguqulwa

Intshayelelo

Iofisi yeOmbud isebenza njengovimba weyunivesiti apho abantu abasuka kwiinkalo zonke zeyunivesiti banokuya kudimbaza khona izikhokelo malunga neenkxalabo ezichaphazela umntu lowo ngokwemeko azifumana ekuyo, kanti ngokunjalo neziphathelele kwinkqubo ngokubanzi. Impendulo yeOmbud kwimiba ethe yaza kwandlalwa kwiofisi yayo iba yelungiselelwe ukuba ingqamane kangangoko nobunjani bemeko leyo ibekwayo. Okuyinene kona kukuba iofisi yeOmbud ifanele ukuba yindawo yokugqibela yokuya kuyo, oko kukuthi, ifanele ukuba isetyenziswe xa abantu bethe bankqonkqoza kuzo zonke iingcango, kodwa bashiyeka bengekaneliseki ziziphumo, ngakwicala lobulali bazo. Kambe ke, amaxesha amaninzi abantu beza kule ofisi bengakhange baqale ngokuya kunkqonkqoza kweminye iminyango ngeenkxalabo zabo, isizathu ikukuba bengaqinisekanga ncam ngeendlela abanokuzithatha okanye benenkolelo yokuba abasayi kumanyelwa okanye baphathwe ngobulali. Isikakhulu aba bantu baba nento ethi iofisi yeOmbud ibe yindawo yokuqala ukuzimamela ngenzondelelo iinkxalabo zabo. Enyanisweni, ndibonile ukuba ukwenziwa kwengxelo, kwezinye iimeko, kukhokelela ekuveleni kwezikhhalazo ezitsha, ngenxa yosilelo oluye lwenzeka kwezinye iinkalo ezikhoyo ekunokuhlanjwa ngazo kusombululo lweengxaki.

Xa abatyeleli besiza, yonke imiba abeza nayo ingxamisekile. Xa ungumntuyedwa emsebenzini akukwazeki ukuba ungaziqobi ekukhawulelaneni nemfumba yemiba, usakha ubudlelane, kodwa ungadanga wawulahla umgama ofanele ukuba khona phakathi kwakho namaqela achaphazelekayo. Phambili phaya apha kule ngxelo uza kuzotywa umfanekiso opheleleyo wabo bathe batyelela le ofisi, neentlobo zeenkxalabo zabo. Lo mfanekiso uya kulandelwa zizindululo eziye zenzelwa iyunivesiti.

Imvelaphi

IOfisi yeOmbud yeYunivesiti yaseKapa yasekwa yiKhansile yeYunivesiti ngo-2010, yaze yatshayelelwa ngolu hlobo: “I-Ombud yeyunivesiti- isithuba eso awathi uGqr Max Price, iNqununu, wasoloko eyishumayela imfuneko yaso ukusukela ekubekweni kwakhe - ngumsebenzi womntu okhethiweyo ongathathi cala wokusombulula iimbambano nomsebenzi wakhe oyindoqo ikukubonelela abantu beyunivesiti ngoncedo olungathiwa pahala nolungenabuceducedu buninzi, kubandakanya abafundi nabasebenzi. Umsebenzi weOmbud, ngokwesaziso esithe sakhutshwa kutsha nje ngusihlalo weKhansile, uArchbishop Njongonkulu Ndungane, unembali ende nenesithozela njengesixhobo sokuthintela ungungcuthekiso, nedolo nezinye iindlela ezigwenxa nezingenabulali kwimpatho. Kwesi sikhundla, uMakamandela-

Mguqulwa uya kuthi abe “ngumbetheleli wobulali”, osebenza njengovimba weenkukacha neengecebiso; onceda ngeempendulo kwimibuzo yabantu; encedisa nasekusonjululweni kweenkxalabo nakwiimeko ezinobuzaza.” (Monday Paper, Volume 29, 16, 22 Oktobha 2010)

Kwiindawo ezininzi zehlabathi, iiOmbud zeyunivesiti zisungulwa ngenxa yezidube-dube neenguqu ezininzi ezibonakalayo, ize ke iofisi leyo ibe sesinye sezisombululo esingajonganga nje nezikhalazo kuphela, koko ikwayindawo yokunceda ekusetyenzisweni kweengcinga ezintsha nokwenza inguqu kwiziko elo. Iofisi yeOmbud yase-UCT ayizange isekwe ngenxa yongquzulwano olubonakeleyo, koko ngenxa yembono yokuba iofisi ezimeleyo engakhethi cala inganceda ekuzifezekiseni iinzame ze-UCT zokuzisa inguqu ngokuthi ezinye zezinto ezenziwayo zibandakanye nezi zilandelayo:

1. Ukuzimamela iinkxalabo nokuzithathela amanyathela izikhalazo.
2. Uqeqesho kwiimeko zongquzulwano, usombululo nenkqubo zolamlo zesiqhelo.
3. Ukuqinisekisa ngobulali kokwenzekayo eyunivesiti nakwizigqibo ezithathwayo.
4. Ukuzihlalutya iingxaki nokukhangela iindlela zokuzisombulula.
5. Ukuqwalasela omabini amacala kwimbambano nethuba elinobulali lokumanyelwa.
6. Ukuqinisekisa ngofikeleleko lweofisi yeOmbud (ukukhuthaza inkonzo

nokusebenziseka kwayo lula).

7. Ukubonelela ngeenkukacha ezimalunga nemigaqo-kqubo ye-UCT nokuqwalasela ubulali kwiinkqubo nezikroba ezinokuvuleka kuzo.
8. Ukuqwalasela iindlela ezihamba ngazo izinto, nokwenzela iinkokeli zeyunivesiti izindululo malunga neenguqu, njengomkhuthazi-nguqu.

I-Ombud ibonelela abantu namaqela abantu ngendawo enokhuseleko yokuba bavakalise iinkxalabo zabo besazi ukuba baza kumanyelwa. Ukuza kuthi ga ngoku sele ndimamele abantu abangama-5483 bethetha ngamava abo e-UCT. Ukuqala kwam ukungena kwesi sikhundla ngo-2011, ndaye ndathi “Ukumamela sisipho esinqabileyo; kuzalwa ngamava eminyaka-nyaka. Ndizifanekisa nqwa nomfundi wokumamela”. Emva kweminyaka emihlanu ndise-UCT, andikaphumeli kwizifundo zokumamela. Endaweni yoko ndiqaphela ukuba ukuyiphumela inkalo yezi zifundo kungaba yinto enobungozi, njengoko kufuneka ndimamele njengesiqalankunda ngamaxesha onke kubatyeleli bebonke. Ndingatsho nje ngaphandle kwamathandabuzo ukuba iiofisi zeeOmbud zezinye zeeofisi ezimbalwa ezigunyaziselwe ukumamela ngaphandle kokugweba nezinokuba nempumelelo ukuba ziyeva. Oku ke kubukelwa ngokunyanisekileyo. Nakubeni isenokukhangeleka iyinto encinane, ithi iynike ubuntu iyunivesiti. Omnye umtyeleli osele emkile ngoku apha eyunivesiti wabhala wathi.

Zetu,

Ndiyathemba uphila kakuhle.

*Bendicinga ngawe ngenye imini -
nesiphiwo sakho esingummangaliso
sokushenxisa ubumfiliba. Ngoku ndikunye
no-XXX eLondon. Ndayithanda kakhulu
inkxaso yakho nentelekelelo yakho
kwimeko yeengqimba zamafu amnyama.*

Ngemibuliso

XXX

Amaxesha amaninzi abantu abeza kufuna uncedo kule ofisi baba noloyiko lokuba abanye abantu baza kukwazi ukuba bebekhe baqhagamshelana neofisi yeOmbud. Injalo kakhulu le nto kubafundi bezidanga ezilandela ezokuqala abazifumana kwiimeko zongquzulwano nabo bafunda phantsi kokhokelo lwabo okanye kwabo bahlohli bangekaqinisekiswa ngobugxina kwimisebenzi yabo abazifumana bekwimeko yongquzulwano nabo bangentla kwabo, benoloyiko lokuba imisebenzi yabo ayisoze iqinisekise ngobugxina kulo masebe basebenza kuwo. Umfundi wezifundo zemasters oweza kukhalazela “ukungahoywa” ngulowo afunda phantsi kokhokelo lwakhe waye wavakalisa umnqweno wokuthweswa esi sidanga ngaloo nyaka. Wathatha iintsuku ezama ukuthatha isigqibo ngokuba ndiqhagamshelane na okanye ndingaqhagamshelani noNjingalwazi wakhe ngalo mba, njengoko wayeziqonda ukuba angekhe aphumelele eyedwa. Wayesoyika. Wacela ukuba akhe aye kuthandaza ngalo mba, akhe alale

phezu kwawo, azile nokutya, wamana equqa ebuyelela izihlandlo zada zaba malunga nesine, engade afumane sigqibo. Wayengafuni ukuba aziphose enyuleni, azonakalisele. Wayesithi uNjingalwazi wakhe uyinkokheli kule nkalo, futhi ungumntu angakuthandayo ukusebenza naye kwixesha elizayo. Ekugqibeleni ndaye ndadibana noNjingalwazi lo ndamnika ingxelo umfundi lo. UNjingalwazi yena waye wamtsalela umnxeba esithi mabakhawuleze badibane emva koko. Umfundi waye wandenzela ingxelo ethi yahamba kakuhle kakhulu loo ntlanganiso, yacaciswa naloo “mpazamo” ngakwicala likaNjingalwazi futhi oku kungaqondani kwabanika ithuba lokuba bathethe ngeprowujekthi yakhe kubandakanya nezicwangciso zokusebenzisana kwiiprowujekthi kwixesha elizayo. Isiphelo esonwabisayo!

Iofisi yeOmbud, ngokwesiqhelo ayifanelanga ukuba ibe yindawo yokuqala ekuyiwa kuyo, njengoko le ofisi ingathathi indawo yezigqeba zeyunivesiti ezikhoyo zokubhenela, koko ibambisana nazo. Iiofisi zeeOmbud zimamela bonke abalapha kumasango eyunivesiti, zide ziphumele nangaphandle kwemida yonke. Olu fikeleleko lukhuthazwa nayimigangatho yobuhlebo, yokungakhethi cala, yokuzimela nokusebenza ngaphandle kwemida yezigqeba ezisesikweni. Le ofisi yiofisi engundoqo apho abantu beyunivesiti bamkelekileyo ukuba bathethe ngokukhululekileyo ngawo nawuphi na umba, nanini na. IOmbud ibambelela kwiMigangatho yoMsebenzi emine eyamiselwa nguMbutho weeOmbud weHlabathi (I-International Ombud’s Association). Nantsi loo migangatho:

Ukuzimela

Ngenjongo yokuqinisekisa ngokungakhethi cala le ofisi ingaphandle kwazo zonke izigqeba zeyunivesiti, ngomsebenzi nangenkangeleko. IOfisi yeOmbud yenza ingxelo kuSihlalo weKhansile, kodwa ke kambe inalo ufikelelo nakwiQela leeNkokeli zeYunivesiti eziPhezulu (Senior Leadership Group) ngenjongo yokuthethana ngemiba neemeko zongquzulwano ezivelayo. IOmbud inikwe igunya lokuba iqokelele zonke iinkcukacha ezifunayo kubo bonke abantu beyunivesiti ukuze ikwazi ukuvelisa ubunzulu bomba lowo.

Ukusebenza ngaphandle kwezigqeba ezisesikweni:

Kwiingxelo zam ezidlulileyo bekuthiwe “ezingekho sikweni”. NjengoSihlalo woMmandla weAfrika woMbutho weeOmbud weHlabathi (African Region Chair of the International Ombud’s Association) ndaye ndakhawuleza ndaba nokuwugatya lo mgangatho njengonokwenza ubhideko apha eMzantsi Afrika. Apha eMzantsi Afrika xa uqhagamshelwano okanye iinkqubo zingekho sikweni, kwezinye iinkcubeko phofu, isenokunika intsingiselo yokungaqheleki (ukungabikho mgangathweni uqhelekileyo). Iofisi yeOmbud, ayinjalo, njengoko yona iliziko elisekiweyo yiyunivesiti yaseKapa ngokusesikweni. Le ofisi ikhuthaza abantu ukuba basombulule iingxaki bengadanga badlulela kumanqanaba olawulo aphezulu, zingekade zinabe zibe mandundu. Nangona inguvimba wemicimbi engafakwayo kwiirekhodi,

iOmbud iqwalasela indlela ezihamba ngayo izinto, imiba neenkxalabo ngemigaqo-nkqubo neenkqubo, kubandakanye nemiba enokuthi ivele kwixesha elizayo, bungakhange phofu butyeshelwe ubuhlebo, ize ke yenze izindululo malunga namanyathelo okukhawulelana nazo.

Ukungakhethi cala

Iofisi yeOmbud iqwalasela imicimbi yawo onke amaqela achaphazelekayo kwimeko ethile khona ukuze iwancedise ekufikeleleni kwizivumelwano ezamkelekileyo macala nezinobulali, nezihambelanayo nomnqophiso weyunivesiti nezinto ezilixabiso kuyo. Le ofisi ayisayi kusebenza njengomlomo weyunivesiti okanye womntu othile. IOmbud igxininisa kubulali nobulungisa.

Lo Mgangatho wokuSebenza ngathi ubhidaniswa nokuchopha elucingweni, apho amanye amalungu eyunivesiti alindela ukuba iOmbud ingabi nazimvo zitsolileyo ngakumbi ezihambisana nomba weenguqu notshintsho. Njengoko sele nditshilo, iOmbud kufuneka ibonakalise izinto ezixabisekileyo kwelo ziko ilisebenzelayo. Inguqu yenye yeentsika ezintlanu zeSicwangciso esiliQili se-UCT sika-2010 – 2014.

Ubuhlebo

Eyona nto ngathi yeyona ibalulekileyo ngeofisi yeOmbud kukuba yindawo enokutyelelwa ngokukhuselekileyo. IOmbud ilugcina luyinto elihlebo lonke uqhagamshelwano nabo bafuna uncendo. Iinkcukacha zabatyeleli nezemicimbi

abayivelisayo azixelelwa omnye umntu ngaphandle kwemvume. Ukuzinikezela kwinto yobuhlebo akugungqi; uphambuko kule meko luye ke lubekho kuphela xa kubonakala ukuba kukho umngcipheko womezako.

Izibakala zoGunyaziso zingajongwa phaya kwiSihlomelelo A.

Ukufumana intseko

Njengengcali kusombululo longqzulwano ndandifudula ndikuqonda, futhi ndisakuqonda nangoku, ukuba iinkqubo zokuyondelelana zamaziko, njengenkqubo yomzimba womntu, zisenokungayamkeli inxenye yeziko elo evela ngaphandle. Oko ndathi ndaqeshwa ndaye ndaqulunqa iziganga zogunyaziso ezisekelwe phezu komgaqo-nkqubo weOmbud owathi waqulunqwa yiyunivesiti. Ndiba neendibano neqela labalawuli, iiNtloko zaMacandelo eZifundo zonke, abalawuli abaphetheyo (Executive Directors) namanye amaqela achaphazelekayo aphambili afana neeYunivoyoni neKhansile yaBameli baBafundi (SRC), ngenjongo yokudala nokulondoloza ubudlelane. Ndiye ndizamele ukuba ezi ndibano ndibe nazo kabini ngonyaka. Ndiye ndenze neentetho-nkcazelo kuMaqonga afana neProfessional and Administrative Support Staff (PASS), ngokumenywa, nakwiindibano zoqhelaniso lwabasebenzi ngokusebenzisana neSebe lezaBasebenzi (HR). Ndiyelela amacandelo ezifundo ndiye kuthetha ngenxaxheba, kananjalo ngamaxesha athile ndithumele namanqaku kwi-UCT Monday Paper okanye kwiVarsity, futhi siye sithumelele amacandelo ezifundo, izakhiwo ezihlala abafundi, I-SRC, iiYunivoyoni neemanejala

zamacandelo ezifundo. Siyayihlaziya iwebhusayithi njengomnye uvimba wokubethelela ukufumaneka kwale nkongo ezingqondweni zabantu, kunjalo bengekayifuni nokuyifuna. Ndinombulelo omkhulu kumasebe athi asimemele ukuya kwenza iintetho-nkcazelo kuwo. Xa ndijonga zonke iinzame zethu zokubhengeza le ofisi, ndiye ndibone ngathi ilizwe lomlomo lelona linefuthe elikhulu, ngelixa iingcebiso ezivela kumacandelo ezifundo, zisanda nazo. Ndikhumbula ndisithi komnye umfundi owacetyiswa ngumhlobo wakhe ukuba akhe atyelele le ofisi, sizama ukuba singabi “yeyona mfihlelo igcinakele kakuhle kakhulu yale yunivesiti”. Anelisekile lusombululo lwengxaki yakhe, waye wandibhalela esithi:

Nksz Makamandela-Mguqulwa

Oku kulandelayo kunxulumene nokundincedisa kwakho ekubeni XXX ekuqaleni kwalo nyaka. Ndiyabulela. Andazi ukuba ngendathini na ukuba wawungazange undincedise xa ndathi ndatyelela iofisi yakho ndisoyika futhi ndikhathazekile ngentsasa yomhla wama-25 Januwari, xa ndandisele ndiza ku-XX. Kwiiveki ezimbini endazichithela kwiinzame zokufumana umntu wakwi-XX wokuba akhe andimamele, wena waba ngumntu wokuqala ukundimamela. Umntu wokuqala owayengazimisela kundidlulisela kwenye indawo nokundixelela ukuba kwakungekho nto yayinokwenziwa. Ndiya kuhlala ndinombulelo ngexesha owathi walithatha undimamela uyiqonda nemeko endandikuyo wandivulela indlela yokuba ndi-XXX, kodwa ke ilusizi into yokuba loo nto iwele emagxeni omntu wangaphandle

kwe-XXX. Ululutho kakhulu kubafundi abaye bazifumane benongquzulwano noGoliyathi wase-UCT namasebe ayo kwaye mna ndiza kuthi gqolo ngokumcebisa ukuba eze kule ofisi yakho nabani na onengxaki ne-UCT. Ndingathi ke emva kokuthetha ngolu hlobo, ndinexhala lokuba enyanisweni ngokohlobo obeka ngalo, 'uyeyona mfihlelo igcinakele kakuhle kakhulu yase-UCT'. Yingxaki ke le kuye wonke umntu okholelwa ekubeni udlelwe indlala yi-UCT, kodwa azive eyedwa kungekho mntu ungakwicala lakhe. Ngoko ke mna ndikholelwa ekubeni kuninzi okusafanele kwenziwa ekubhengezeni le ofisi yakho, izinto ezifana nokwenziwa kweentetho-nkcazo ngexesha loQhelaniso lwabafikayo (Orientation) okanye ngesithuba kwi- UCT Radio. Ube libaso kum lokundikhanyisela ngexesha lengxaki yam, futhi ndikholelwa ekubeni ungaba njalo kubantu abaninzi.

Enkosi kakhulu, uThixo akusikelele.

XX

Isicwangciso esiliqili sokwenza ingxelo

Phezu kweengxelo ezibhaliweyo zininzi ezinye iindlela zokumana kusenzelwa amasebe aMacandelo eZifundo ingxelo. Ingxelo yonyaka yona inemisebenzi emithathu ebalulekileyo:

1. Okokuqala nokona kubaluleke kakhulu, iqinisekisa ukuba lukhona uxanduva lokwenza ingxelo phakathi kweOfisi nabantu ebasebenzelayo.
2. Okwesibini, ibonelela ngovandlakanyo olusemthethweni lokuqhubeka apha eyunivesiti, kananjalo inika iinkcukacha ezenza ukuba abaphathi nabalawuli babe nokunikwa uxanduva lokuphendula ngezinto ezithe zenziwa okanye zangenziwa apha ekuhambeni konyaka lowo.
3. Okwesithathu, inika uluntu iqonga lokuba bacacise, baxoxe, futhi bakhuthaze ukusetyenziswa kwale nkondo kumasango eyunivesiti.
4. Into yokugqibela efanele kuveliswa malunga neNgxelo yoNyaka kukuba iOfisi yeOmbud yenza ngayo umsebenzi olulutho kwiziko eli lonke. Izindululo eziqulathwe kwiNgxelo yoNyaka zithe gabalala uhlobo olu lwazo, kwaye ziphakamisa iinguqu kwimigaqo-nkqubo okanye kwiinkqubo zolawulo, iinguqu ezo ezithi zibe lulutho ebantwini kwiziko eli nokuba bebengakhange bona bade baya kutyelela iOmbud ngeliya kufaka izikhalazo.

Ushwankathelo lonyaka

Umthamo wemicimbi

Kwesi sithuba senzela le ngxelo inani labantu abaye batyelela iOmbud liye lenyuka kakhulu ukusuka kuma-498 ngo-2015 laya kuma-583 ngo-2016, apha kwesi sithuba senzela le ngxelo ingama-706 imicimbi eye yaziswa kule ofisi.

iTheyibhile 1

Abatyeleli ngeengcebiso	512
Abatyeleli ngeenkukacha nje kuphela	71
BEBONKE ABATYELELI	583

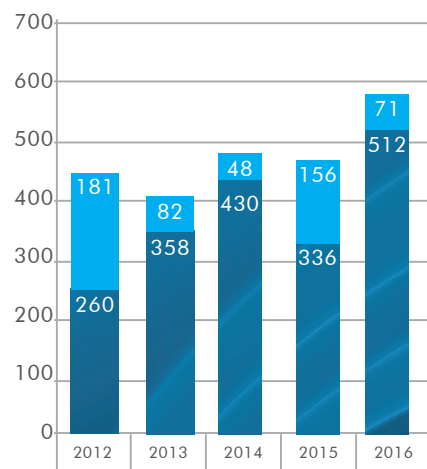
Ulwahlulo lwemiba

Ukusukela ngo-2012, le ofisi iye yasebenzisa iinkalo ezifanayo zokwenziwa kwengxelo ezaqulunqwa yi-IOA zokuchaza izizathu zokuqhagamshelana kwabantu nale ofisi. Le nkqubo ineenkalo ezilithoba ngokubanzi nezingama-99 eziphantsi kwazo, ezisetyenziswa ekwahluleni imiba, imibuzo okanye iinkxalabo. Iofisi yeOmbud yase-UCT apha eminyakeni iye yazilungisa ezi nkalo ukuze zifanelane neengxaki zase-UCT.

Le theyibhile ingezantsi apha ibonakalisa inani lemicimbi enxulumene nenkalo nganye kwiinkalo ezifanayo kule minyaka mihlanu idlulileyo. ITheyibhile 4 inika inani lemiba ngo-2016 ngokweenkalwana ezingaphantsi nezineenkukacha ezithe kratya malunga nemiba neenkxalabo.

iGrafu 1

Inani labatyeleli okusuka ngo-2012 – 2016



■ Abatyeleli beengcebiso
■ Abatyeleli beenkcukacha

Ulwahlulo lwemiba lwe-IOA:	2016	2015	2014	2013	2012
Imbuyekezo naMalungelo	22	23	17	42	53
Ubudlelane babanoxulumano	110	87	81	136	196
Ubudlelane boontangandini nobamakholwane	54	46	43	38	60
Ukuqhuba nophuhliso lwemisebenzi efundelweyo	57	55	41	67	60
Ukuqhuba nophuhliso lwemisebenzi efundelweyo	104	45	51	73	49
Ezomthetho, Ezemigaqo, Ezemali noThotyele	62	45	23	50	48
Ukhuseleko, Impilo neNdalo Esiqingongileyo	170	142	157	218	33
Imiba yeenkonzo/yolawulo	80	83	52	30	72
Ephathelele kwiZiko, kwiZicwangciso Eziliqili nakuMnqophiso	47	79	87	117	71
IiNqobo, iNtsulungeko neMigangatho	706	605	552	771	642

iTheyibhile 2: Inani lemiba ngokweenkalo ezifanayo zokwenziwa kwengxelo ze-IOA ukusukela kwiNgelo yoNyaka ka-2012 ukuya kweka-2016

** Isithuba sengxelo yonyaka ka-2012 sineenyanga ezili-14, esezinye iingxelo sineenyanga ezili-12.

linkalo zokwenziwa kweNgxelo ezifanayo ze-IOA ngokweMiba/ ngeeNkxalabo

linkalo neenkawana (ezilungiselelwe I-UCT)

1. Imbuyekezo, Amalungelo, Amawonga nokuvunywa - Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nobulali, ukufaneleka nemfano yembuyekezo yabasebenzi, amalungelo namanye amaphulo amalungelo.

a. Imbuyekezo – Izinga lomvuzo, isixa somvuzo, ulwahlulo lwemivuzo yomsebenzi/inqanaba, okunye.	7
b. Intlawulo – Ulawulo lwentlawulo, uqhagamshelwano olunxulumene nentlawulo.	2
c. Amalungelo – Izigqibo ezimalunga nempilo, amazinyo, ubomi, ikhefu/ ikhefu lokugula/lokufunda, ikhefu lokuphucula izifundo, imfundo, iiyure zomsebenzi, inqanaba lewonga longaphandle, njl.	15
d. Umlhalaphantsi, ipenshoni – Ukufaneleka, ukubalwa kwesixa, amalungelo omhlalaphantsi, imiqathango yokuhlawulwa.	3
e. Amalungelo anxulumene nokwenziwa komsebenzi	5
f. Inshorensi – Impilo, IOD, nokunye.	2
g. Imfundo yabaselula, Ulondolozo lwabantwana	0
h. Amawonga, Ukuvunywa	1

2. Ubudlelane babanoxulumano – Imibuzo, iinkxalabo, imiba okanye imibuzo phakathi kwabantu abanobudlelane (oko kukuthi abasebenzi abakumanqanaba aphezulu kakhulu, amacandelo ezifundo-abafundi, ikholwane-ikholwane, umfundi-umfundi).

a. Eziphambili ngokubaluleka, iiNqobo, iiNkolelo – Ukungaboni ngaliso linye malunga noko kufanele ukuthathwa njengokubalulekileyo – njengokona kubaluleke kakhulu – isikakhulu kusuka kwiinkolelo ngentsulungeko yasemsebenzini nangokubanzi nje.	95
b. Imbeko, Impatho – Ukubonakalisa ukuziphatha okungafanelekanga, ukungabakhathaleli abanye abantu, ubukrwada, ukungaqhuqheki, njl.	100
c. Intembeko, Ubulumko – Ukukrokrela ukuba abanye abanyanisekanga, nokuba umntu unqwenela kangakanani na ukunyaniseka, njl.	98

d. Igama – Ifuthe elinokudalwa ngamarhe okanye nentle bendwane ngemiba yomsebenzi okanye ngomntu.	84
e. Uqhagamshelwano – Umgangatho okanye kunye nobungakanani boqhagamshelwano.	100
f. Uvuyelelo, Ubugwili – Ungcungcuthekiso, izoyikiso okanye kunye nonyanzeliso.	68
g. Okuphathelel kulwahlukano – Izimvo okanye iintethwana ezigwenxa nokuziphatha okubonwa kunokungabacingeli abanye abantu okanye ukunganyamezelani ngenxa yolwahlukano ngobubani, ezifana nolwahlukano ngobuhlanga, ngesini, ngobuzwe, ngokwesini esikhethwayo, ngokhubazeko, ngenkolo, PASS vs abahlohl, inqanaba, icandelo kwezemfundo.	93
h. Impindezelo – Izenzo zempindezelo esuka kwizinto ezidlulileyo ezenziwayo okanye ezathethwayo okanye ekudizweni.	50
i. Ubudlova – Obenzekayo okanye izoyikiso zokwenzakalisa.	11
j. Imisebenzi, lishedyuli – Ukufaneleka okanye ubulali kulwabiwo lwemisebenzi, umthamo womsebenzi olindelweyo.	56
k. Ingxelo – Ingxelo okanye ulwamkeleko olubonakaliswayo, okanye iimpendulo ngengxelo enikiweyo.	65
l. Uvandlakanyo lokwenziwa komsebenzi/Uhlelo ngenqanaba – Ukwenziwa komsebenzi kuvandlakanyo olusesikweni okanye olungabophelelekanga kwimigaqo-nkqubo.	33
m. Uhlelo ngokwamanqanaba – Ukwenziwa komsebenzi wokuhlohla kuvandlakanyo olusesikweni okanye olungabophelelekanga kwimigaqo-nkqubo.	24
n. Imeko yesebe – Izimo, izithethe okanye iingqondo ezibokaliswayo kwisebe elo liluxanduva lwabaphathi okanye lwabahlohl.	62
o. Imfezeko yokuphatha – Ulawulo lwesebe okanye lwegumbi lokufundela, ukusilela ekuqwalaselweni kwemiba.	58
p. Ukungathobeli – Ukwala ukwenza oko kuyalelweyo.	26
q. Imfezeko yokuziphatha – Ukufaneleka, ukugcinwa kwexesha, iimfuneko, ezinye iindlela zokuphendula.	17
r. Ukulingana kwempatho – Ukukhetha, omnye umntu okanye abanye abantu baphathwa kakuhle kunabanye.	48

3. Ubudlelane boontangandini nobamakholwane – Imibuzo, iinkxalabo, imiba okanye imibuzo phakathi kwabantu abanobudlelane (umzkl umanejala-umsebenzi, umphathi-umfundi, icandelo lezifundo-umfundi, icandelo lezifundo-PASS, icandelo lezifundo/PASS-konikwe abangaphandle, ikholwane-ikholwane, umfundi-umfundi).

- | | |
|--|----|
| a. Eziphambili ngokubaluleka, iiNqobo, iiNkolelo – Ukungaboni ngaliso linye malunga noko kufanele ukuthathwa njengokubalulekileyo – njengokona kubaluleke kakhulu – isikakhulu kusuka kwiinkolelo ngentsulungeko yasemsebenzini nangokubanzi nje. | 51 |
| b. Imbeko, Impatho – Ukubonakalisa ukuziphatha okungafanelekanga, ukungabakhathaleli abanye abantu, ubukrwada, ukungaqhuqheki, njl. | 51 |
| c. Intembeko, Ubulumko – Ukukrokrela ukuba abanye abanyanisekanga, nokuba umntu unqwenela kangakanani na ukunyaniseka, njil. | 48 |
| d. Igama – Ifuthe elinokudalwa ngamarhe okanye nentle bendwane ngemiba yomsebenzi okanye ngomntu. | 50 |
| e. Uqhagamshelwano – Umgangatho okanye kunye nobungakanani boqhagamshelwano. | 52 |
| f. Uvuyelelo, Ubugwili – Ungcungcuthekiso, izoyikiso okanye kunye nonyanzeliso. | 41 |
| g. kuphathelel kulwahlukano – Izimvo okanye iintethwana ezigwenxa nokuziphatha okubonwa kunokungabacingeli abanye abantu okanye ukunganyamezelani ngenxa yolwahlukano ngobubani, ezifana nolwahlukano ngobuhlanga, ngesini, ngobuzwe, ngokwesini esikhethwayo, ngokhubazeko, ngenkolo, PASS vs abahlolhi, inqanaba, icandelo kwezemfundo. | 45 |
| h. Impindezelo – Ilenzo zempindezelo esuka kwizinto ezidlulileyo ezenziwayo okanye ezathethwayo okanye ekudizweni. | 29 |
| i. Ubudlova – Obenzekayo okanye izoyikiso zokwenzakalisa. | 14 |
| j. Imisebenzi, lishedyuli – Ukufaneleka okanye ukuba nobulali kwemisebenzi, umthamo womsebenzi olindelweyo. | 36 |

4. Ukuqhuba nophuhliso lwemisebenzi efundelweyo – Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkqubo zolawulo nezigqibo ngokuqala kunye nokuyeka emsebenzini nokuba ubandakanya ntoni na umsebenzi lowo (oko kukuthi ugayo lwabasebenzi, uhlobo nendawo yomsebenzi, ukhuseleko lomsebenzi nokuyeka).

- | | |
|---|----|
| a. linkqubo zezicelo zomsebenzi, ezokukhetha nezokugaya abasebenzi – linkqubo zokugaya nokukhetha abasebenzi, uququzelelo lwezicelo zomsebenzi, iingxelo ngezicelo zomsebenzi, ukuchonga abokubizelwa udlwano-ndlebo nemiqathango yokukhetha, ubulali basemsebenzini, izigqibo ezinembambano ezinxulumene nogayo nokukhethwa kwabasebenzi. | 20 |
| b. Uhlelo nenkcazo yemisebenzi – linguqu nokungevani malunga neemfuno zomsebenzi, imisebenzi efanelekileyo. | 16 |
| c. Ukusiwa komnye umsebenzi ungazifunelanga, Ukutshintshwa komsebenzi – Isaziso, ukukhethwa amalungelo/iintlawulo zokususwa okukodwa, ukususwa kumsebenzi wangaphambili, ukutshintshwa kwemisebenzi okungacelwanga. | 10 |
| d. Ukhuseleko lwesikhundla-lwelungelo lokuhlala, Ukungacacisi – Ukhuseleko lwesikhundla okanye lwekhontrakthi, ubonelelo ngemiqathango yeekhontrakthi enokhuseleko, ukuqhuba komsebenzi, oko kukuthi, ukunyuselwa, ukuqeshwa kwakhona, okanye ukuhlala kwingqesho. | 17 |
| e. Ukuqhuba komsebenzi – Unyuselo oluceliweyo (ad hominem), ukunyuselwa, ulandelelwano, ukuqeshwa kwakhona, okanye ukuhlala kwingqesho. | 20 |
| f. Ukubolekisa nobungakanani bexesha lomsebenzi – Ukungagqitywa okanye ukwandiselwa ixesha kakhulu kwemisebenzi kwiimeko ezithile/kumazwe athile, unqongophalo lokusiwa kweminye imisebenzi okanye ukusiwa ungazifunelanga, isicelo sokusiwa kwenye indawo/kweminye imisebenzi/kwenye inxaxheba. | 10 |
| g. Ukurhoxa – Inkxalabo malunga nokuziyekela neendlela zokuziyekela emsebenzini okanye malunga nokuba isigqibo esinjalo singavakaliswa njani na ngokufanelekileyo. | 14 |
| h. Ukuyekiswa/Ukungaqeshwa kwakhona – Ukuphela kwekhontrakthi, ukungavuselelwa kwekhontrakthi, ukuyekiswa okusisigxina kwiziko okunembambano. | 15 |
| i. Ukuqeshwa kwakhona kwabasebenzi abayekayo okanye kwabathatha umhlalaphantsi – Ukulahlekelwa ngamalungelo aneliso okuhamba nokuqeshwa kwakhona kwabathatha umhlalaphantsi, ukukhetha iintandane. | 4 |
| j. Ukutshitshiswa kwesithuba – Ukutshitshiswa kwesithuba somntu othile. | 11 |

k. Uphuhliso lomsebenzi/Ukuqeqesha/Uthantamiso – Imisebenzi ngemisebenzi yaseklasini, yasemsebenzini njengamathuba oqeqesho nophuhliso.	8
l. Umsebenzi osecaleni	5
m. Ukusiwa kwenye indawo/Ukungafuneki	9
n. Ingqesho yabafundi	6

5. Ezomthetho, Ezemigaqo, Ezemali noThotyelo – Imibuzo, iinkxalabo, imiba okanye imibuzo enokuthi ibeke iziko eli nabantu balo kumngcipheko ngokwasemthethweni (kwezemali, isohlwayo, njl.) ukuba ayithanga yaqwalaselwa, kubandakanya nemiba enxulumene nenkcitho, ubuqhethseba nongcungcuthekiso.

a. Izenzo zolwaphulo-mthetho – Izoyikiso okanye izenzo zolwaphulo-mthetho ezicetywayo, eziqatshelwayo okanye ezihlela abantu, ubuqhethseba, ukunyiba iimbalo zabanye abantu.	23
b. Izinto zoshishino nezemali ezenzekayo – Izenzo ezingafanelekanga zokusetyenziswa kakubi okanye zokudlakazeliswa kweemali zeziko, izibonelelo, izinto zokusebenza nezilungiselelo zalo.	32
c. Ubandezelo – Ukuziphatha okungamkelekanga ngezenzo, ngokuthetha, ngokubhala, ngeimeyili, ngezinto ezikwizishicileli-mazwi, ngeevidiyo, ngokwasemoyeni okanye ngokwesini, okunokuthi kudale imeko yokujongana ngezikhondo zamehlo nebanga uloyiko.	58
d. Ucalu-calulo – Ukuphathwa ngendlela engafaniyo neyokuphathwa kwabanye okanye ukuchwethelwa bucala kwamanye amalungelo, umzekelo, isini, ubuhlanga, ubudala, ilizwe ovela kulo, inkolo, inqanaba, njl. (ukuba yinxenye yoMthetho oyi <i>Employment Equity Act</i> esisikhokhelo eMzantsi Afrika).	64
e. Ukhubazeko, olwexeshana nolusisigxina, indawo yokuhlala efanelekileyo – Ukongezelwa ixesha ezimviweni, ukubonelelwa ngetheknoloji encedisayo, iitoliki, okanye izincedisizwe zeBraille ezibandakanya nemibuzo ngemigaqo-nkqubo, njl. kubantu abakhubazekileyo.	5
f. Ufikeleleko, Ufikelelo – Ukususwa kwezithinteli, amathambekana aziindledlana ezithatha indawo yezitephu, izinyusi, njl.	11
g. Amalungelo oyilo – Umzkl. Ilungelo lembalo nelungelo lento eyaqalwa ngothile ukwenziwa.	6

h. Ukungadizwa nokukhuselwa kweenkcukacha – Ukukhupha okanye ukufikelela kwiinkcukacha zomntu okanye zeziko ezilihlebo nezingafanelanga kufikelelwa nguwonke-wonke.	11
i. Ukonakaliswa kweempahla – Ukonakaliswa kwezinto zomntu, amatyala.	2
j. Ityala leentlawulo zokufunda, ikhontrakthi	17
k. iVisa	5
l. Ubudlelane obubodwa (Special relationships)	3

6. **Ukhuseleko, Impilo neNdalo Esingqongileyo** – Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nokhuseleko, impilo nemiba enxulumene nezibonelelo.

a. Ukhuseleko – Ukhuseleko ngokwasemzimbeni, ingozi, ubalekiso kwiimeko zengulo, ukufezekiswa kweemfuno zeyunivesiti nezesizwe ngokuphathelele kuqeqesho ngokhuseleko nezixhobo zokhuseleko.	18
b. Iimeko kwiindawo zomsebenzi/zokuhlala – Amaqondo obushushu, amavumba, ingxolo, indawo ekhoyo, izibane, njl.	9
c. Ufaneleko lweendawo zokusebenzela – Ukumiseka kakuhle nangokufanelekileyo kweendawo ekusetyenzelwa kuzo.	10
d. Ucoceko – Iimeko nezibonelelo zokuzithuma ezijoliswe kuthintelo lwezifo.	0
e. Ukhuselo – Izibane ezifanelekileyo kwiindawo zokumisa izithuthi, izixhobo zokubhaqa izinto zentsimbi/zenkcenkce, amadindala okhuselo, ukungafikeleleki lula kwezakhiwo kwabangaphandle.	8
f. Ukusebenzela ekhaya, Amaxesha Anokuguqu-guqulwa – Ukukwazi ukusebenzela ekhaya okanye kwenye indawo ngenxa yokunyanzelwa ngumsebenzi okanye yimeko yawo, umzkl. kwiimeko yongxamiseko edalwe ngumntu okanye yindalo.	2
g. Izixhobo zokhuseleko – Ukufikelela kwizixhobo zokhuseleko okanye ukuzisebenzisa, umzkl. isixhobo sokucima umlilo.	0
h. Imigaqo-nkqubo yokusingqongileyo – Ukungalandelwa kwemigaqo-nkqubo, ukungabi nabulali bayo, ukungasebenzi kakuhle, ukuxaka kwayo.	0
i. Indubeko ehamba nomsebenzi nongqamaniseko lomsebenzi nobomi – Impilontle, indubeko yasemva kwengozi, ukhawulelwano nezehlo ezingxamisekileyo, indubeko yangaphakathi/yangaphandle, umzkl. uqhawulo-mtshato, ukudubula, ukonga ogulayo, umenzakalo.	39
j. Ukumisa izithuthi	1
k. Ukusetyenziswa kweendawo	18

7. Imiba yeenkonzo/yolawulo –Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkonzo okanye iifosi zolawulo, kubandakanya nevela kwabangaphandle.

a. Umgangatho wenkonzo – Zinikwa kakuhle kangakanani na iinkonzo, ukuchaneka okanye ukunaba kweenkcukacha, ukwaziwa komsebenzi, njl.	104
b. Ukuphendula, Ukubanjwa kwexesha – Ixesha elithathwayo phambi kokuphendulwa komnxeba okanye phambi kokubuyela kobefowunile okanye ixesha elithathwayo phambi kokunikwa kwempendulo epheleleyo.	94
c. Izigqibo zolawulo notoliko, Ukusetyenziswa kwemigaqo – Ifuthe lezigqibo ezingezizo ezimalunga nokuziphatha, izigqibo malunga namaxesha okuphelelwa kwemigaqo-nkqubo nemida yayo, izigqibo malunga nezicelo zeenkonzo zokufundisa okanye nolawulo, umzkl uphambuko kumaxesha okuphelelwa kwemigaqo-nkqubo nemida yayo, izicelo zokubuyiselwa imali, izibheni okanye amarekhodi, njl.	98
d. Iintlawulo nenkxaso-mali yokofunda - Ulawulo lweentlawulo zokufunda, abatyalayo, inkqubo yenkxaso-mali nokufaneleka ekuyinikweni.	38
e. Ukuziphatha kwabaniki beenkonzo – Indlela athethe ngayo umlawuli okanye umsebenzi nomnye umntu weyunivesityi, nomsebenzisi wenkonzo okanye nabafundi, okanye indlela abaphathe ngayo, umzkl. ubukwada, ukungabamameli okanye ukungabanyamezeli.	45
f. Ubukho bezifundo, Ukugqiba isidanga ngexesha laso	38
g. Ukwamkelwa, Ukwamkelwa kwakhona noBhaliso, uQwalaselo lolwazi lwangaphambili (RPL) iimviwo zeNBT, iirekhodi – abenza izidanga zokuqala.	30
h. Ukwamkelwa, Ukwamkelwa kwakhona noBhaliso – abenza izidanga ezilandela ezokuqala.	14
i. Ubonelelo lwabafundi nabasebenzi ngeendawo zokuhlala nobomi kwiindawo zokuhlala zabafundi	14
j. Ukuyekiswa kwizifundo/ukungavuselelwa – inkqubo nokuphuma kwisicwangciso semfundo.	14
k. Ikhefu lezifundo nokungabikho – LOA nekhefu elilodwa.	5
l. DP/DPR – Ukuvunyelwa okanye ukungavunyelwa ukubhala iimviwo.	6

8. Okuphathelele kwiZiko, kwiZicwangciso Eziliqili nakuMnqophiso:

Imibuzo, iinkxalabo, imiba okanye imibuzo ephathelele kwiziko lilonke okanye kwinxenye yalo.

- | | | |
|----|---|----|
| a. | Okuphathelele kwizicwangciso eziliqili nakumnqophiso, ulawulo olucikizekileyo – Iinqobo, izigqibo nezinto ezenziwayo ezinxulumene nokuba iziko liya ngaphi na, lisiya njani na. | 53 |
| b. | UbuNkokeli noLawulo – Umgangatho/izakhono zabalawuli kunye/okanye nezigqibo zabalawuli/zeenkokeli, uqeqesho oluphakanyiswayo, unikezelo lwemisebenzi ngokutsha nohlengahlengiso locwangciso. | 64 |
| c. | iGunya, Ukudlelwa indlala, Ukusetyenziswa kwamagunya ezikhundla , – Ukungabikho kwegunya kwisikhundla okanye ukusetyenziswa kakubi kwalo ngulowo ukuso. | 57 |
| d. | Uqhagamshelwano – Isiquatho soqhagamshelwano lweziko nolweenkokeli, indlela olwenziwa ngayo, ixesha lokwenziwa kwalo, ifuthe lalo nobungakanani balo, umgangatho woqhagamshelwano malunga nemiba ebalulekileyo. | 54 |
| e. | Ukucwangcisa ngokutsha nokufuduswa – Imiba ephathelele kwimihlaba yocwangciso olucetywayo okanye olwenziweyo kunye/okanye nofuduso oluchaphazela onke amacandelo okanye loo macandelo aphantsi kwiziko, umzkl. ukuncitshiswa, ukunikezelwa kwemisebenzi kwabangaphandle. | 6 |
| f. | Umoya weziko – Imiba ephathelele kwintsulungeko yendlela elisebenza ngayo iziko kunye/okanye nokukizeka lwayo. | 29 |
| g. | Ulawulo lwenguqu – Ukwenziwa kweenguqu kwiziko, indlela ezithathwa ngayo nokuziqhelanisa nazo, umgangatho wobunkokeli ekuququzeleleni iinguqu kwiziko. | 35 |
| h. | Ucwangciso lwezinto eziphambili ngokubaluleka kunye/okanye neNkxaso-mali - Iimbambano malunga nocwangciso lweendawo eziphambili ngokubaluleka kwiziko/kwisebe kunye/okanye nobonelelo lwemisebenzi ngenkxaso-mali, ukufundisa xa kuthelekiswa nokweza uphando. | 10 |
| i. | Iinkcukacha, iNdlela Yokusebenza, uToliko lweziphumo – Iimbambano zeenzululwazi malunga nokuqhutywa kophando, ngeziphumo zalo notoliko lwazo nangeenkukacha ezithi zivele ngokuchaphazela imigaqo-nkqubo. | 2 |
| j. | Imida yemisebenzi yamasebe yeziko, umhlaba – Iimbambano ezimalunga nokuba ngaba lelaphi na isebe/iziko elifanele ukwenza okanye ukukhokela ukwenziwa kowuphi na umsebenzi. | 6 |

9. IiNqobo, iNtsulungeko neMigangatho – Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nobulali okanye iinqobo zeziko, intsulungeko okanye/kunye nemigangatho yalo, ukusetyenziswa kwemigaqo-nkqubo nemigangatho kunye/okanye neenkqubo ezihamba nayo, okanye nemfuneko yokuba kuqulunqwe okanye kuhlaziye imigaqo-nkqubo, kunye/okanye nemigangatho.

- | | | |
|----|---|-----------|
| a. | Imigangatho yokuziphatha – Ubulali, ukusebenza okanye ukusilela kwezikhokelo zokuziphatha, iinkqubo zolawulo kunye/okanye nemigaqo yokuziphatha, yokunyaniseka kwezemfundo, ukunyiba iimbalo, uMgaqo Wokuziphatha, ungquzulwano lochaphazeleko, abatyelayo, njl. | 25 |
| b. | Iinqobo neNkcubeko – Imibuzo, iinkxalabo malunga neenqobo ezixabisekileyo okanye inkcubeko/indlela yokusebenza yeziko. | 23 |
| c. | Ukuziphatha kwezenzululwazi, Intelekelelo – Ukungaziphathi kakuhle kwezenzululwazi okanye kwezophando okanye izenzo ezigwenxa, umzkl. ububhali, ukunikwa kweziphumo ezigwenxa. | 0 |
| d. | Imigaqo-nkqubo neenkqubo ezingabandakanywanga kwiinkalo ngokubanzi ku-1 ukuya ku-8 – Ubulali okanye ukungabikho komgaqo-nkqubo okanye ukungasetyenziswa komgaqo-nkqubo, ukungalandelwa komgaqo-nkqubo okanye imfuneko yohlaziyo lwawo, umzkl. Indlela yokunxiba efanelekileyo, ukusetyenziswa kweintanethi okanye kweselifowuni. | 28 |

iTheyibhile 3

Ezi theyibhile zingentla apha zibonakalisa nje uluhlu lwemiba yonke eze nabatyeleli. Ngelixa amanani namanani-nkcazo ebonisa uhlobo olunye lwezinto ezenziwa yiofisi, owona mzobo ubuvelisa cacileyo ubunzulu nobuntsompothi bemiba eziswa ngabatyeleli ngulowo uzotywa ngamabali neemeko zabo. Akanakuveliswa onke la mabali, njengoko ukwenza njalo kungakungxenga ubuhlebo bawo. Umzobo wemiba ekuye kweziwa nayo apha enyakeni ubonakalisa nje ngokubanzi ezi ngxaki zeyunivesiti zilandelayo:

Xa kuthlekiswa nengxelo ka-2015, apho ndiye ndavelisa iinkalo ezinemiba engaphaya kwama-40, kulo nyaka inkalo yoBudlelane babanoNxulumano inemiba

eli-100 phantsi “kweMbeko/kweMpatho” naphantsi “koQhagamshelwano”. Ukuziphatha okungenambeko kubandakanya uvuyelelo. Kwesi sithuba kwaye kwangeniswa izikhalazo ezithe gca zovuyelelo, kwaye loo nto yayivelile phantsi kweindululo kwiingxelo ezimbini ezidlulileyo. Ezi nkalo ziphantsi **kweyoBudlelane babanoNxulumano**, inkalo leyo esoloko inelona nani leenkxalabo liphezulu.

Le nkalo ibandakanya iingxaki eziphakathi kwabasebenzi neemanejala/ nabafundi, nabaphathi; abasebenzi be-PASS nabahlohi; abafundi bezidanga zokuqala nabahlohi. Ezi ngxaki zibandakanya izikhalazo ezinxulumene

nosilelo kuqhagamshelwano. Amaxa amaninzi ezi zikhalazo bezibandakanya ukuba umntu abaphantsi kwakhe abantu akabonakalisi kubenzela mbeko okanye ubaphatha kakubi. Ukungathembani bekuye kwakhankanywa malunga nezigqibo ezichaphezela isiphelo somnye umntu, umzekelo, uvandlakanyo lokwenziwa komsebenzi okanye abafundi bezidanga ezilandela ezokuqala bekrokrela ukuba umsebenzi wabo awuzi kuqwalaselwa ngobulali. Isikakhulu, usilelo kuqhagamshelwano, ukunganikani mbeko nokungathembani, zibonakele zizezona nkxalabo zitshatsheleyo kumasango eyunivesiti.

Oontangandini namakhholwane:

Le yinkalo apho imiba iphakathi kwekhholwane nekhholwane aphantsi kohlobo lwabatyeleli olunye. Omnye wemiba ibithande ukuba yinkxalabo yokuba umhlohli othile osebenza phantsi komnye bungangaqinisekiswa ubugxina besikhundla sakhe ngenxa yobudlelane obungekho buhle phakathi kwabo.

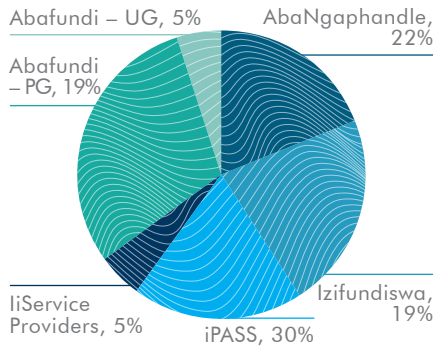
Iinkonzo noLawulo

Iyunivesiti liziko leenkonzo, apho abo banikwa iinkonzo ingabangaphakathi kunye nabangaphandle. Njengoko sele zikhankanyiwe ingxaki “yeNtembano noBulumko” “eyoLwahlukwano”, “iGama” kunye “noMgangatho weeNkonzo”, akumangalisi ukuba zombini ezi nkalo zibe namanani aphezulu.

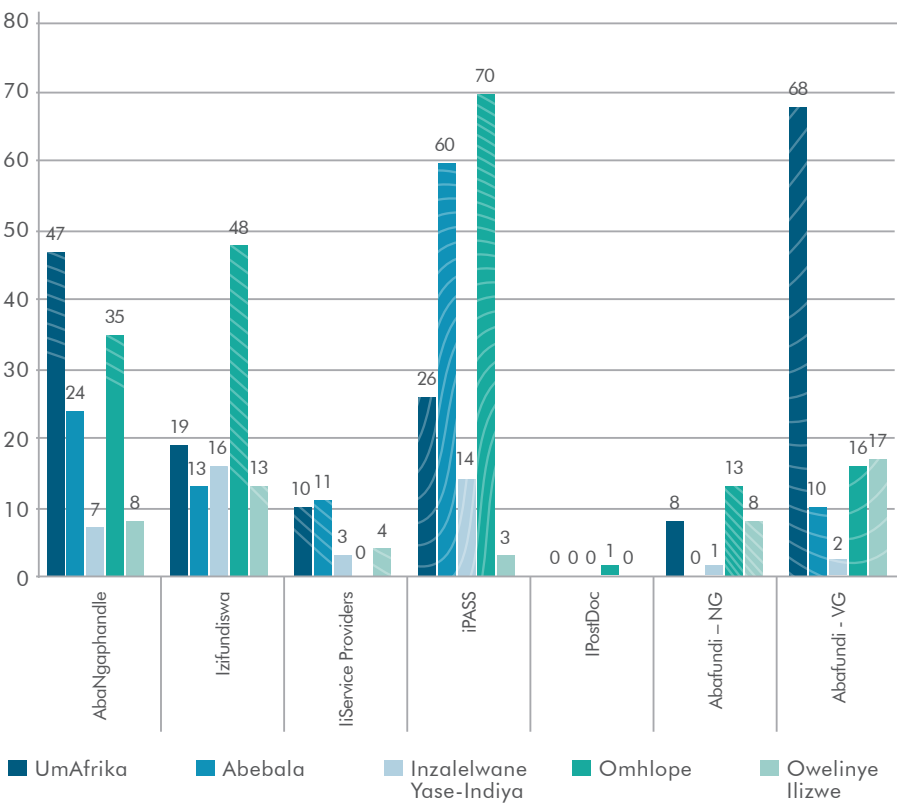
Ukuma kwabatyeleli

Ezi grafu zilandelayo zibonakalisa uluhlu lwamaqela abavela kuwo abo baye batyelela iOmbud kwesi sithuba senzela le ngxelo.

iGrafu 2



iGrafu 3: Ukuma kwabatyeleli



Okuqwalaselweyo

Le ngxelo ayifani nezinye zidlulileyo, kuba apha kule ngxelo kunyathelwa izehlo zoqhankqalazo ezibini ezizezi: #feesmustfall Phantsi ngeentlawulo zemfundo) kunye ne- #shackville. Ukunyuka kwamanani abatyeleli abavela ngaphandle kuthundezwe, isikakhulu zezi zehlo, kwaza ke phezu kwabafundi, amaqela achaphazelekayo afana namalungu eefemeli aye aqhagamshelana nale ofisi ngezizathu ngezizathu, amanye efuna ingcaciselo, amanye kolu qhagamshelo afuna nje ukuvakalisa imisindo yawo, ukukhalaza, ukubuza imibuzo; maxa wambi amanye afuna nje ukunika iingcebiso malunga neengxaki ezinobuntsompothi. Ngelixa kwaye kwavakaliswa ukuba iyunivesiti ivaliwe iintsukwana, iofisi yam, njengeziko lolawulo longquzulwano, yahlala ivuliwe, ixakekile. Yaye yahlala iqwalaselana nezikhalazo ingakhethanga cala, nokuba zazivela phi na.

Umzekelo, apha ngaphakathi amanye amasebe aye aqhuba ngezifundo ngoku iyunivesiti isavaliweyo, ayamkela imisebenzi ivaliwe ilayibrari, amanye aqhuba ngokubhalisa iimvavanyo. Amanye aye ababizela emsebenzini abasebenzi basezifisini, futhi anyanzelisa ukuba abo babengafumaneki mabaze kuthatha ikhefu lonyaka. Amasebe aye azicacisela iifemeli malunga neendlela ngeendlela zokuqhutywa kweemviwo, kodwa abantu beefemeli bafowunele le ofisi yam, besithi abahloli akukho nto bayaziyo ngezigqibo ezithathiweyo. Abasebenzi basezifisini nabahloli baye baba nomthwalo womsebenzi wabo ophinda-phindeke kabini, kodwa baqhuba, kunzima kunjalo. Kwathi kwakubizwa amapolisa nabasebenzi bokhuseleko, abantu ngabantu bayibona ngeendlela ngeendlela loo nto; abanye bayifumanisa iyinto ebaqinisekisiyo, abanye bayibona iyinto engaqhelekanga neyenza umoya wonxunguphalo. Abanye abafundi baye benza neengxelo zokuphathwa gadalala ngamagosa okhuseleko angaphandle.

Ngeli xesha yayivaliwe iyunivesiti, abantu abaninzi ekukho kubo nabafundi bakudala, ngamanye amaxesha nabalizi, baye bawa emnxebeni bevakalisa izimvo malunga nesigqibo seyunivesiti esingundlela-mfutshane. Abanye abazali baye bathetha ngokuya kufunda kumazwe aphesheya kwabantwana babo, ngelixa abanye bathi bona bathetha nezifundiswa ezingabahloli malunga nokusekwa kweziko lemfundo ephakamileyo elizimeleyo endaweni yokuhamba baye kufundisa kumaziko angaphandle.

Nakubeni izenzo zoqhankqalazo zakutsha nje zisaqhuba kwisithuba esingaphandle kwesi senzelwa le ngxelo, andingebi ndibambelela ngokunyanisekileyo kuxanduva lwalo msebenzi wam xa ndinokungazivalisi ezi zimvo zilandelayo.

Kwimeko yolawulo lwentando yesininzi, idemokrasi, abantu baye bakhethe ukuqhankqalaza okanye ukuhlala bengabandakanyeki; le nto ke ifanele ukuba ivunyelwe ukuba

yenzeke ngolu hlobo, futhi abantu abangazibandakanyanga bangavuyelelwa okanye bavalwe imilomo okanye benziwe ukuba bazive bengamakheswa, njengoko loo nto yandisa imisantsa kubantu beyunivesiti.

Izenzo zoqhankqalazo akukho mfuneko yokuba zibe nobudlova. Ndathi ndakuyiphakamisa le ndawo, ndiyidibanisa neyamalungelo abanye abantu, abanye abafundi ababeghankqalaza bathi babeqaliwe futhi babengakhuselekanga. Kambe ke, phantsi kwazo naziphi na iimeko ubudlova bona abamkelekanga.

Ngelixa iyunivesiti iye yayiphucula iwebhusayithi yayo, yaza yenzela abasebenzi, abafundi nabafundi bakudala iimbalelwano ngeembalelwano, ezinye iifemeli zabafundi zaye zakhalazela

ukungazi ngokuqhubekayo. Kucacile ke ukuba ezinye iinzame zoqhagamshelwano zeyunivesiti zange zibe nalo ifuthe ngokwakulindelekile.

Abanye abantu baye batsala iminxeba, besithi iyunivesiti mayigxininise ngokhuseleko lwabo bafuna ukufunda, futhi xa kukho imfuneko ibize namajoni. Kanti ke ngenx' enye abafundi abaninzi ababengabandakanyekanga kuqhankqalazo bathi nangona bekunxanelwe ukuqhuba ngezifundo zabo, umoya okhoyo eyunivesiti ufana nomoya kafayayo.

Ngenxa yeengxelo zokungcungcuthekiswa ngamapolisa, ndaye ndaphakamisa ukuba zona mazi siwe kwiOmbud yamapolisa, ize yona i-UCT iqwalasele ezo zichaphazela amagosa okhuselo abucala.

Izindululo

- Ngoku bendiqulunqa ezi zindululo kule ngxelo ndiye ndaya kukroba kwezidlulileyo. Zonke iiOmbud kulindeleke ukuba zibe zizixhobo zokuzisa inguqu kuloo maziko zisebenza kuwo. Oku kwenziwa ngokunika ingxelo nokwenza izindululo kwiingxelo zonyaka. Iyunivesiti iye yaba nobunwabu ekusebenziseni izindululo zam ezidlulileyo.
- Umgaqo-nkqubo malunga noVuyelelo usafanele ukuqakunjelwa. Liphinda-phindeke kabini inani lezikhalazo zovuyelelo kwesi sithuba senzelwa le ngxelo. Ekusileleni kwayo iyunivesiti ekuqwalaseleni ingxaki yabasebenzi abavuyelela abanye, ilahlekelwa ngabasebenzi ebekuya kuba lulutho ukubagcina, nangokungababoneleli abasebenzi ngokhuselo abafanele ukululindela.
- Kulo nyaka, okokuqala, ndiye ndafumana iingxelo zeengxaki ezinxulumene nooNjingalwazi asebhengaphandle. Lo mcimbi ke ndisathetha ngawo ukuba bakhe bawuqwalasele.
- Ngo-2012, ndaye ndenza izindululo zokuba ukufa kwabafundi (ngokubanzi) makuqwalaselwe, yaza yenziwa loo nto. NgoEpreli 2016 u-VC (iNqununu) waye wakhupha umyalezo owodwa malunga nokuzibulala kwabafundi. Ayancomeka

amalinge eyunivesiti okuphanda ngakumbi ngalo mba, awokuququzelela ufikelelo kwinkxaso, nawokubazisa abantu beyunivesiti ngezibonelelo zoncendo nangeenkqubo zeengcebiso zabafundi nabasebenzi. Kambe ke, njengokuba ngathi aya esiya ngokunyuka nje amazinga endubeko, lusafuneka uqwalaselo olunzulu lwalo mba.

- Okunye okunxulumene neli nqaku lingentla apha, iofisi yeOmbud iyaqhuba ngokubona abatyeleli minyaka le, abaneenkxalabo ezinxulumene nezigulo zengqondo. Aba ke ngabafundi abaceba iindlela zokuzenzakalisa. Kananjalo ndiyifumene nemibuzo evela kumacandelo ezifundo nakubasebenzi malunga neendlela zokukhawulelana nabafundi abakwiimeko zendubeko. Ngokokubona kwam ingathi ayenyuka amanani abafundi abakule meko.
- Kungayinceda iyunivesiti ukukhe izivandlakanye iinkqubo zayo ezisesikweni, ezifana nekomiti yophando lokuqala (Preliminary Investigations Committee/ PIC), ekuqwalaselweni kwemiba ephathelele ngakumbi kungcungcuthekiso ngokwesini (Sexual Harrassment), njengoko inxulumene nomthetho futhi ishiya amaxhoba nabakhalazi benxunguphele ngakumbi ngenxa yobuceducedu bentswela-nkathalo ababubonayo kubaphathi. Kufuneka kukhangelwe amalungu anobungcali kule nkalo.
- Kudala ndimana ndiphakamisa imiba enxulumene nenguqu kumaxesha adlulileyo, kwaye kutshanje ndifumene imibuzo malunga nentsingiselo yopheliso lweengqondo zezithanga (decolonisation). Njengoko le ntetho inokuvela kwisicwangciso esiliqili sika- 2016 – 2020, kuya kufuneka ukuba iyunivesiti ibacacisele ibafundise abantu ngentsingiselo yale ntetho nokulindelekileyo kubo.
- I-UCT ikhuthazwa ukuba ikhe izivandlakanye iindlela ezilandelwayo kungoku nje kuqwalaselo lweentlobo-ntlobo zongquzulwano nezeembambano (iSicwangciso esiliQili soLawulo loNgquzulwano), ezichaphazela iinjongo zamaqela, iindleko nezinye izinto ezifana nexesha, indubeko yabantu, nezinye iziphumo zongquzulwano, ngokuthi ibonelele ngoqeqesho kulawulo longquzulwano, izakhono zobudlelane nabanye abantu, khona ukuze kukwazeke ukuqhuba iincoko ezinzima nabaphathi, neemanejala nabanye abanexaxheba yokuvandlakanya.
- Umgao-nkqubo okhoyo wekhefu lokungabikho akuziqwalaseli iimfuno zekhefu elifutshane. Iyunivesiti kungayinceda ukuqwalasela uhlobo lwekhefu oluyi- *“Excused Leave Policy”* olunowanceda amacandelo ezifundo ekusebenziseni ubulali kwizicelo ezinjalo.
- Iofisi yeUniversity Proctor isenokufuna ukulinganisa inkqubo yenkundla yoMzantsi Afrika ethi yona iyidlulisele “kulamlo lothethathethwano olwayanyaniswa neenkundla”, eminye imiba njalo ilukhawulezise usombululo lwayo, iwuphungule nomthwalo, incede nasekusindisweni kwezinto zokusebenza. I-UCT ineqela labalamli abanaso esi sakhono. Kunganceda kanti nokujonga nezinye iindlela zezohlwayo (ezifana neefayini) kubafundi abasele besecicini lokuzigqiba izifundo zabo okanye abangasekho apha emasangweni eyunivesiti.

Okunye okwenziwa yile ofisi

Ukuphumela ngaphandle:

Ngobambiswano ne-IOA neSebe leMfundo ePhakamileyo, iOmbud yaye yaququzelela inkomfa yoqeqesho lweeOmbud ngoNovemba 2015. Ukusukela kumhla wama-28 Septemba 2015 ukuya kowokuqala Oktobha 2015 kwaye kwaqhutywa izifundo ezibini zoqeqesho lwe-IOA ziiOmbud ezine eziqeqeshwe kumazwe ehlabathi angaphandle. IOmbud yaba lilungu lesihlanu labahlohi bezi zifundo. Isifundo sokuqala sanyathela inkalo yeFoundations of Organisational Ombudsing, saza esesibini sona sanyathela kwinkalo yeNext Steps. Eli linga laba nesiphumo sokuqeqeshwa kwabathathi-nxeba abangama-20 ngabaqeqeshi be-IOA abavela e-USA, eFransi, naseMzantsi Afrika, yona ke imelwe yiOmbud yase-UCT.

NgoEpreli 2016, iOmbud yaye yaya kwinkomfa ye-IOA eSeattle, Washington (USA), njengoza kwenza intetho noza kuba ngumthathi-nxaxheba. Yenza intetho yayo kwiPecha Kucha¹, yaza ke yawongwa

ngegalelo layo njengosihlalo weKomiti yoMmandla weAfrika.

Ngomhla wama-28 Julayi 2015, iOmbud yaba ngumququzeleli kwindibano yabafundi kwiYunivesiti yaseStellenbosch, ikunye noGqr Birgit Schreiber. Le ndibano yayilithuba leqela elisebenzayo lokuba linike ingxelo malunga nesimbo sobudlwengu (rape culture) kumasango eyunivesiti.

Ngomhla we-12 Oktobha 2015, iOmbud yaye yenza intetho enesihloko esithi "Leading from the Balcony" kwindibano ye-UN Leaders Programme eyaqihutyelwa eRiver Club.

Apha enyakeni iOmbud yaye yaba neendibano neeOmbud nababhalisi (registrars) beeyunivesiti abaninzi nabanye abasebenzi abajongene nezikhalazo kwiiyunivesiti zaseMzantsi Afrika ngenjongo yokubancedisa kuqulunqo lwezicwangciso zabo zokuseka iifosi zeeOmbud okanye zokuphucula iinkonzo zeziOmbud.

Ziyaqhuba izicwangciso zokudibana ubuso ngobuso neeOmbud zezinye iiyunivesiti kwindibano yocweyo (workshop) yosuku olunye ngenjongo yokuxoxa ngemiba eqhubekayo kungoku nje kwiiyunivesiti zaseMzantsi Afrika.

1 PechaKucha yindlela elula yokwenza intetho-
nkcazo apho ubonisa imifanekiso engama-20
imizuzwana engama-20. Le mifanekiso
iyazihambela ngokwayo, uze wena uthethe
uhamba nayo.

IOmbud yaye yadibana neOmbud entsha yeNkonzo yaMapolisa oMzantsi Afrika (South African Police Service) ngenjongo yokuseka amakhonkco oqhagamshelwano nayo njengohlobo anoqhagamshelwano ngalo neeOmbud zamanye amacandelo kweli, kubandakanya iOmbud yeSixeko saseKapa neofisi yoMkhusele woLuntu.

IOmbud yaye yachophela iindibano zocweyo neembizo zamaqela ngamaqela apha kumasango eyunivesiti ngelokuwancedisa ekukhawulelaneni nemiba engxamisekileyo.

IOmbud yaye yenza iintetho-nkcazo ezilithoba ngeofisi yeOmbud yase--UCT nangenxaxheba yayo kumaqela ngamaqela apha eyunivesiti.

IOmbud iye yabonelela ngenkonzo efikeleleka lula nakwabakwizakhiwo

zeyunivesiti ezingaphandle ngokuthi isebenzele nakwiofisi eseGraduate School of Business (GSB) Campus, eHiddingh, naseHealth Sciences, qho ngenyanga okanye emva kweenyanga ezimbini. Ukuza kuthi ga ngoku inkonzo yase-GSB ingathi yeyona iqhuba kakuhle kakhulu.

IOmbud yaye yatyelelwa nguPaulyn Marrinan waselreland ngelokuxoxa ngomsebenzi weeOmbud kumazwe ngamazwe. UNksz Marrinan yiOmbud yokuqala yoMkhosi woKhusele waselreland (2005 – 2012), ukwa yeyokuqala kwicandelo leeshorensi elreland (1992-1998), umseki/umnxibelelanisi weConflict and Dispute Resolution Studies, ISE, Trinity College, eDublin University. Ukwa yiAdjunct Professor yeMediation & ADR Studies (2000 – 2014).



Ukusuka kwisihlalo esiphambili ukuya kwesimva, ekhohlo ukuya ekunene: Mandla Sifumba, Lee Twyman, Mokubung Nkomo, Zetu Makamandela-Mguqulwa, Vuyokazi Ntloko, Thomas Zgambo, Edward Lambani, Shirley Serepong, Carin Booyse, Emily Mabote, Mavuso Msimang,

Sello Legodi, Temba Matanzima, Leon Wessels, Ephraim Motseko, Dinkie Dube, Maletsatsi Wotini, Nazeema Mohamed, Wayne Blair, Hendrick Croucamp, Kemi Behari, Mpho Matjila, Julian Sonn, Sduzuzo Gumede. Abafakelelweyo: Lynne Chaillat, Michael Somniso.

Elokuqukumbela

Kuluvuyo kum ukwenza ilizwi lombulelo kubantu abaninzi apha kumasango eyunivesiti abaphendule kakuhle kakhulu kwimibuzo yam nakwizindululo malunga nokunceda umfundi, umzali okanye umsebenzi. Baninzi abantu e-UCT abanomdla ekuncedeni kwiimeko zobhideko, ezokutyhafiseka okanye kwiingxaki anokuthi ubani ajongane nazo. Amaxesha amaninzi iOmbud likhonkco phakathi komtyeleli nesisombululo esifumaneka kwenye indawo kwalapha eyunivesiti. Le ofisi inceda ekususeni imisantsa ethi idaleke lula kwiyunivesiti engange-UCT. Abantu baseyunivesiti banaso isakhono sokuseka imeko yasemsebenzini nasezifundweni enobulali.

Ndibamba ngazibini ngethuba lokuba ndikhonze iyunivesiti kwesi sikhundla.

iSihlomelelo A

UGUNYAZISO

IOFISI YEOMBUD YEYUNIVESITI YASEKAPA

1. Intshayelelo noXanduva

IOfisi yeOmbud yeYunivesiti yaseKapa yaye yasekwa ngo-2011 ngenjongo yokubonakalisa ukuzinikela kwayo ekuphathweni kwabo bonke abantu beyunivesiti le ngobulungisa, ngobulali nangokulinganayo.

Uxanduva lwayo kukubonelela bonke abantu beyunivesiti le (bonke abasebenzi; abafundi abasekhoyo nabo sebemkayo; abatyeleli beyunivesiti nabaneekhontrakthi nayo) ngenkonzo yosombulo lweembambano ngendlela ekhululekileyo nje, engabophelelekanga kwimiqathango yemithetho ewisiweyo okanye kwimigaqo-nkqubo emiselweyo, inkonzo leyo esekelwe phezu kweenqobo zobulali. IOfisi yeOmbud ingaphandle kwizigqeba zeyunivesiti zemfundo nolawulo. Isisigqeba esingenacala, esizimeleyo, esisebenza ngokukhululekileyo nje nesingayidiziyo imicimbi yabatyeleli, esiquzelela usombululo olunobulali kwiinkxalabo neengxaki ezithe zaveliswa nguye nawuphi na umntu walapha eyunivesiti.

2. IiNjongo neMida yeeNkonzo

Eyona nxaxheba iphambili yale Ofisi kukuba ifumaneke njengesigqeba

esingenacala sokuvandlakanya zonke izigqibo nezinto ezenziweyo phakathi kwemida yamagunya eyunivesiti le.

IOmbud ijolisa ekuboneleleni ngemeko apho kungakhethwa cala, engayidiziyo imicimbi ezisiweyo, nezimeleyo, apho kunokuthi kuziswe khona izikhalazo, iinkxalabo ngezinto ekuthiwa zenziwe okanye azenziwa kunye nazo naziphi na iingxaki abathe badibana nazo abantu beyunivesiti le.

IOfisi yeOmbud yenza imisebenzi ngemisebenzi eyahlukeneyo. Le misebenzi ke ibandakanya ukumamela abantu nokubabonelela ngendawo ekhuselekileyo abanokuya kuphalaza kuyo iingxaki zabo ngokukhululekileyo, ibancede ekucaciseni iinkxalabo abanazo ibacebise nangeendlela abanokukhetha kuzo ekukhawulelaneni nezo nkxalabo, ibacacisele nemigaqo-nkqubo yeyunivesiti neenkqubo zayo, ibazise nangezinye iiofisi abanokuya kuzo, ibancedise abatyeleli nasekufundeni iindlela zokuzinceda, iqwalasele imiba ngokuthi iqokelele iinkcukacha igaye nezimvo zabanye abantu isebenzise nothethwano namacala lawo anembambano. Kananjalo, iOfisi yeOmbud ikwasebenza njengovimba

wokudimbaza iinkcukacha ibonelele iyunivesiti le nangobungcali bokusombulula iimbambano. Ikwanguye nomthundezi wokuziswa kwenguqu apha eyunivesiti.

IOfisi yeOmbud incedisa nakwimisebenzi yophando neyezibheni esesikweni eqhubekayo apha eYunivesiti kungoku nje, nangona ingayithatheli kuyo le misebenzi. Ukusetyenziswa kwale ofisi kungokuzithandela. Ofisi yeOmbud inika ingxelo ngeendlela zokuhamba kwezinto ngokubanzi nje, ize ke yenze nezindululo malunga nokutshintshwa kweenkqubo xa kukho imfuneko yoko ngaphandle kokudiza iinkcukacha ezingafanelanga kudizwa.

3. Ukwenziwa kweNngxelo

IOmbud yenza ingxelo kwiKhansile yeYunivesiti ngosihlalo weKhansile. Ingxelo ebhaliweyo ingeniswa qho ngonyaka kwiKhansile ngoSihlalo ngaloo mhla kuthe kwavunyelwana ngawo yiKhansile. IOfisi yeOmbud isebenza ngokuzimeleyo ngokuphathelele kuqwalaselo lomcimbi nakulawulo lwemiba, kodwa ke ngokuphathelele kwinkalo yolawulo nakuhlahlo-mali ingxelo iyenza kwiNqununu yeYunivesiti. Ekufezekiseni imisebenzi yayo iOfisi yeOmbud iya kuba nohlahlo-mali elwabelweyo, indawo yokusebenzela eyaneleyo nekusebenzekayo kuyo kwakunye nezilungiselelo ezikwaneleyo ukuba ikwazi ukukhawulelana neemfuno zayo zokusebenza isebenzele uphuhliso

lobungcali. IOmbud iya kuthi gqolo ukunika iNqununu yeYunivesiti namanye amalungu eqela leenkokeli ingxelo, ngelixa ibulondolozayo ubuhlebo, ngeenjongo zokuwazisa ngeentlobo zemiba nangeendlela zokuhamba kwezinto, ezithi zifikelele ezindlebeni zeOmbud, ze ke icacise nokuba ezo nkcukacha zinafuthe lini na ibe ke seyivakalisa neziphakamiso zayo ngazo.

4. IMigangatho neNtsulungeko yaseMsebenzini

IOfisi yeOmbud iya kuthi inamathele kwiMgaqo yeNtsulungeko yaseMsebenzini neMigangatho yokuSebenza (Code of Ethics and Standards of Practice) yoMbutho *oyiInternational Ombudsman Association* (IOA). Lo mgaqo ubeka ukuba iOmbud iya kusebenza ngokungaxhomekekanga kwiziko layo, ayisayi kuyidiza imiba kwaye ayisayi kukhetha cala, futhi nemihlaba yayo yokusebenza kweenkonzo zayo iya kuyigcina kwimeko yokukhululeka okungalawulwa yimigaqo-nkqubo esesikweni ekusonjululweni kweembambano. IMigangatho, uMgaqo neeNdlela zokuSebenza eziCikizekileyo ze-IOA ziyabubeka ubuncinane bemigangatho, kwaye iOfisi yeOmbud iya kuthi ngalo lonke ixesha isoloko izamela ukuba isebenze “ngezona ndlela zokusebenza zicikizekileyo” nokuziqwalasela ngenzondelelo iimfuno zabo bonke abachaphazelekayo. IOmbud iya kuthi imisele iinkqubo ezingajika-jikiyo iinkqubo ezo eziya kuthi zifumaneka xa umntu ethe wazicela. IOmbud iya kuthi iyibhengeze indlela ehamba ngayo inkonzo

yayo engadiziyo, ezimeleyo nengakhethi cala ngokusebenzisa izinto zobhengezo, iwebhusayithi nemibhalo exhonywe emadongeni, ize kananjalo inike umtyeleli ngamnye ikopi yeMigangatho.

A. Ukuzimela

Ukuzimela kuyimfuneko ekusebenzeni ngempumelelo kweOfisi yeOmbud. IOfisi yeOmbud iya kukhululeka, kwaye iya kubonwa njengekhululekileyo kungenelelo oluphazamisayo ekwenzeni kwayo imisebenzi yayo. Oku kuzimela kufezekiswa kakhulu ngendlela emiswe ngayo inkqubo yokwenziwa kwengxelo, ngokungabi nacala, nangokwamkelwa liziko nangokuhlonitshwa kwenxaxheba yayo ezimeleyo. Ngenjongo yokuqinisekisa ukuqwalaselwa kwezinto ngobunjalo bazo, iOfisi yeOmbud iya kusebenza ngokungaxhomekekanga kwiziphathamandla zolawulo. Oku ke kubandakanya nokungadizwa kweenkcukacha zemiba eye yaxoxwa kwiOfisi yeOmbud naye nabani kwiziko eli, kubandakanya nalowo mntu yenziwa kuye ingxelo yiOfisi yeOmbud.

B. Ubuhlebo

IOfisi yeOmbud iba noqhagamshelwano nabo bafuna uncedo olungazi kudizwa, kwaye ke ithatha onke amanyathelo enokuwathatha okugcina obu buhlebo. IOmbud ayibadizi, kwaye akufuneki nokuba icelwe

ukuba idize amagama abo bantu bathe baqhagamshelana nayo. Uqhagamshelwano phakathi kweOmbud nabanye (uqhagamshelwano olo oluthe lwenzeka ngexesha isenza umsebenzi wesi sikhundla) luthathwa ngokuba ngumba ongafanelanga kudizwa. Ngumba ofanele ukuba phakathi kweOmbud neOfisi yakhe, ingenguye nawuphi na omnye ochaphazelekayo kuwo. Abanye abantu abakwazi ukuba bangakhe benze unyeniso kulo mmiselo. Apho kunokwenziwa uphambuko kule mbophelelo yobuhlebo kukwimeko apho iOmbud ibona ukuba kungabakho umngcipheko wengozi kubomi bomntu. IOmbud ayinakho ukuba ingacelwa ukuba inike ubungqina kwisigqeba esichophela amatyala seYunivesiti kuwo nawuphi na umba ethe yaba nolwazi ngawo ngenxa yomsebenzi wayo. IYunivesiti iya kuzamela ukuba iyikhusele iOmbud ekubeni ikhutshelwe isamani yokunika ubungqina ngabanye abantu, apha ngaphakathi naphaya ngaphandle kweyunivesiti.

C. Ukungakhethi cala

IOfisi yeOmbud ayisayi kuthatha cala kulo naluphi na ungquzulwano, imbambano okanye umba, koko iya kuthi iOfisi yeOmbud iyiquwalasele imicimbi neenkxalabo zabo bonke abo bachaphazelekayo ngomoya wokungakhethi cala ngenjongo yokuququzelela uqhagamshelwano neyokunceda loo maqela ekubeni

afikelele kwizivumelwano ezanelisa macala nezinobulali nolingano nezihambelanayo nemigaqo-nkqubo yeYunivesiti.

D. Ukungabopheleleki kwimigaqo-nkqubo

IOmbud isebenza ngokungabophelelekanga kwimigaqo-nkqubo nemithetho neenkqubo ezimiselweyo nangendlela engafakwayo kumarekhodi, kwaye iya kuba sisisele ekuxhanyulwa kuso iinkonzo zosombululo lweembambano olungabophelelekanga kwimigaqo-nkqubo, kwimithetho nakwiinkqubo ezimiselweyo. IOfisi yeOmbud ayisayi kuphanda, ayisayi kulamla, ayisayi kugweba, okanye ayisayi kuthi, ngayo nayiphi na indlela, ithathe inxaxheba kuyo nayiphi na inkqubo esesikweni okanye inyathelo elithathwayo apha ngaphakathi okanye phaya ngaphandle. Nanini apho kunokwenzeka iOfisi yeOmbud ya kuthi izamele ukufumana indlela yokusombulula ingxaki phaya kwelona nqanaba lisezantsi apha kwiziko eli. IOfisi yeOmbud ayiyigcineli amarekhodi imicimbi ethe yayiqwalasela iYunivesiti le. Ukusetyenziswa kweOfisi yeOmbud kuya kusoloko kungokuzithandela, kungesosinyanzelo kuyo nayiphi na imbambano okanye umgaqo-nkqubo weYunivesiti le.

5. Imhlaba engangeniyo kuyo, iGunya noNyino lweOfisi yeOmbud

A. Igunya leOfisi yeOmbud

i. Ukuqalisa uPhando Olungenabuceducedu baMigaqo

IOmbud iya kuba negunya lokwenza uphando ngendlela ekhululekileyo kubuceducedu bemigaqo nemithetho ngawo nawuphi na umba ochaphazela abantu beYunivesiti le. Ngoko ke iOmbud isenokuthi isungule uphando olungabophelelekanga kubuceducedu bemigaqo-nkqubo ngayo nayiphi na imiba eziswa kuyo.

ii. Ufikeleleko lweenkcukacha

IOmbud isenokuthi icele ukuba ikwazi ukufikelela kwiinkcukacha ezichaphazela iinkxalabo zabatyeleli ezikwiifayili nakwiiofisi zeYunivesiti, kwaye iya kubuthathela ingqalelo ubuhlebo bezo nkcukacha. Izicelo zeOmbud zokufikelela kwiinkcukacha kufuneka ziqwalaselwe ngokukhawuleza kangangoko ngamasebe eyunivesiti.

iii. Ukurhoxiswa kwenxaxheba kwimicimbi

IOfisi yeOmbud isenokuthi yale ukwenza uphando ngawo nawuphi na umba okanye isenokuthi irhoxe kumba othile xa iOmbud inenkolo yokuba ayifanelekanga ukuba ithathe inxaxheba kuwo, ngaso nasiphi na isizathu.

iv. Uphfumlelwano nabatyeleli

IOfisi yeOmbud inegunya lokuphefumlelana nomtyeleli malunga neendlela anokukhetha kuzo, ezibandakanya nazo zombini iinkqubo: engenabuceducedu bamigaqo-nkqubo naleyo ihamba ngokusesikweni lemithetho nemigaqo-nkqubo. Kambe ke, iOfisi yeOmbud ayisayi kuba nalo igunya elipheleleyo lokuwisa isigwebo okanye lokunyanzelisa okanye lokutshintsha umgaqo-nkqubo, umthetho okanye inkqubo.

v. Ufikelelo kwiiNgcali zoMithetho

IOfisi yeOmbud isenokuthi ngamanye amaxesha ifune ingcebiso yomthetho okanye yobunye ubungcali, khona ukuze ikwazi ukuyifezekisa imisebenzi yayo. IOfisi yeOmbud isenokuthi inikwe ingcebiso yomthetho yegqwetha elizimeleyo nelingadibananga neYunivesiti le xa ithe yayicela, iimpepha, okanye ubungqina obuphathelele kuwo nawuphi na umcimbi othathelwe amanyathelo omthetho okanye nayiphi na inkqubo esesikweni, okanye kwimeko apho kuvela ungquzulwano lweenjongo phakathi kweOfisi yeOmbud neziphathamandla zeYunivesiti.

B. Unyino kuMagunya eOfisi yeOmbud

i. Ukufumana iSaziso seYunivesiti

Uqhagamshelwano neOfisi yeOmbud alusayi kuba sisaziso

esiya kwiYunivesiti. IOfisi yeOmbud ayayibhengeza into yokuba ayinayo inxaxheba yokwamkela izaziso zeYunivesiti. Ukuba umntu osebenzisa iOfisi yeOmbud ufuna ukunika iYunivesiti isaziso malunga nemeko ethile, okanye uneenkukacha anqwenela ukuba zinikwe iYunivesiti, iOmbud iya kuthi imenzele ingcaciso loo mntu, khona ukuze ke loo mntu akwenze oko ngokwakhe. Kwiimeko ezingqabe kakhulu iOfisi yeOmbud, kunokwenzeka ukuba inyanzeleke ukuba iyazise iYunivesiti. Oku ke kuya kwenzeka kuphela xa ngaba ayikho enye indlela efanelekileyo ekunokwenziwa ngayo.

ii. Izivumelwano neMibutho yaBasebenzi (Collective Bargaining Agreements)

IOfisi yeOmbud ayisayi kuqwalasela nayiphi na imicimbi esukela kwisivumelwano nemibutho yabasebenzi ("CBA"), ngaphandle kokuba oko kuyavunyelwa linqaku elikhoyo elibhaliweyo kwi-CBA leyo. Le nto ke ithetha ukuthi, nakubeni iOfisi yeOmbud inokuwanika inkonzo amalungu ombutho wabasebenzi, ezo nkonzo azinakho ukuba zingabandakanya nemiba esele inyathelwe kwi-CBA. IOfisi yeOmbud ingasebenza namalungu ombutho wabasebenzi malunga nayo yonke eminye imiba engabandakanywanga kwiikhontrakthi, imiba efana noqhagamshelwano nabanye abasebenzi.

iii. Inkqubo Ezisesikweni noPhando

IOfisi yeOmbud ayinakuqhuba nalo naluphi na uphando olusesikweni. Abasebenzi beOfisi yeOmbud abasayi kuthatha nxaxheba kwiinkqubo zoqwalaselo lweembambano okanye kwizikhalazo okanye amatyala eziigqeba ngaphandle egameni leOfisi yeOmbud okanye leYunivesiti. IOfisi yeOmbud ibonelela ngenye indlela yosombululo lweembambano.

iv. Ukugcinwa kwaMarekhodi

IOfisi yeOmbud ayigcini marekhodi. Amanqakwana aye abhalwa ngethuba bekuqwalaselwa umcimbi, ukuba akhona, aye atshatyalaliswe ngamaxesha athile emva kokuba usongiwe umcimbi lowo. Zonke izinto eziqulathe iinkcukacha eziphathelele kumcimbi othile kufuneka zigcinwe ngokhuseleko kwindawo enokhuseleko, zize ke zitshatyalaliswe usakuba usongiwe umcimbi lowo. IOmbud isenokuthi izigcine iinkcukacha zamanani-ncukacha ezingelohlebo ezinokuthi ziyincede ekwenzeni ingxelo ngendlela yokuhamba kwezinto nasekuniken iindlela.

v. Ubuthetheleli neeNgxaki zaseMoyeni

IOfisi yeOmbud ayisayi kuba ngumthetheleli walo naliphi na icala kwimbambano, futhi ayisayi kumela iziphathamandla okanye abatyeleli beofisi yayo. Kananjalo iOfisi yeOmbud ayiboneleli ngoncedo lwezomthetho okanye lweengxaki zasemoyeni.

vi. Izigwebo zeMicimbi (Adjudication of Issues)

IOfisi yeOmbud ayisayi kuba nelungelo lokuba ngumgwebi okanye lokunyanzelisa ngeendlela zokulungisa, lokunyanzelisa imigaqo-nkqubo okanye lokwenza utshintsho lwemigaqo-nkqubo okanye lwemithetho.

vii. Ungquzulwano lweeNjongo

IOmbud iya kukeceza ukubandakanyeka kwimeko apho kukho ungquzulwano lweenjongo. Ungquzulwano lweenjongo luye lwenzeke xa uchaphazeleko, olukhoyo okanye olucingelwayo, lweOmbud lungenanto yakwenza nomsebenzi wayo, lunokuba ngaphezulu okanye lunokukhuphisana nokuzinikezela kwayo ekungakhethini cala okanye nemeko yokuzimela kweOmbud. Kwimeko yongquzulwano lweenjongo, olukhoyo okanye olucingelwayo, iOmbud kufuneka ithathe onke amanyathelo ayimfuneko okuludiza okanye okuluzezela.

C. Ukuziphindezela kwiOmbud okanye kuBasebenzisi beeNkonzo

1. Onke amalungu amaqela anikwa inkonzo yiOfisi yeOmbud aya kuba nelungelo lokuba eze kuthethana neOfisi yeOmbud engenaloyiko lwempindezelo.
2. IOfisi yeOmbud kufuneka ikhuselwe kwimpindezelo (efana nokuvalwa kweOfisi okanye ukukhutshwa kweOmbud, okanye ukucuthwa kohlalo-mali lweOmbud okanye kwezinye izilungiselelo) nguye nawuphi na umntu ekunokuthi kanti kukhalazwa ngaye okanye kwenziwa uphando ngaye.

Iimbalo Ezisetyenzisiweyo

1. IOA Standards of Practice
2. IOA Code of Ethics
3. IOA Best Practices: A Supplement to IOA's Standards of Practice

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