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UMyalezo Ovela kwiOmbud

Ndenza ingxelo yezinto ezenziweyo yiofisi yeOmbud ngenjongo yokufezekisa uxanduva lwam lokunika ingxelo kuwo onke amaqela ngamaqela endiwakhonzayo nakulawo achaphazelekayo, nokwenza ingcaciso ngemiba eyahlukeneyo ethe yaveliswa yile ofisi, ekukho kuyo esele iqwalaselwe yiYunivesiti. Okona kubaluleke kakhulu kukuba le ngxelo ndikwayisebenzisela ukufundisa la maqela ngomsebenzi weOmbud e-UCT.

Le ngxelo ibandakanya isithuba esisukela kumhla 1 Julayi 2014 ukuya kowama-30 Juni 2015. Phakathi kwesi sithuba ziluthotho izinto ezenzekayo namazwi awavakalayo neenzame ezenziwayo kuthundezwa iyunivesiti ukuba mayenze iinguqu. Le nto ke ayizange ibe ngumnqa, njengoko bezisiya zisanda ngokwanda izikhalazo eziphathelele kubuhlanga. Akwanelanga ukuthi nje iiyunivesiti, ngohlobo olu lwazo zibe ziindawo ezixhatshakelwayo kakade ziimbambano, ungquzulwano, nezikhalazo, nokuba ziindawo apho kufuneka zenzeke khona iinguqu ezingoovulindlela. Kungelishwa ke ukuba izimvo zokwenza iinguqu kule yunivesiti azikhawulezi ukudlulela kumhlaba ongaphaya kwamaqonga othethwano namaxwebhu ekwanekwa kuwo izimvo. Lini kakhulu ixesha elichithelwa ekuxoxeni ngeenkcazo zeentsingiselo, ngeentsingiselo ezintsha neengqwalaselo. Akukho mathandabuzo ngokuba zikhona zona iinguqu kuluhlu lwezinto ezifanele ukunikwa ingqwalaselo. Kambe ke, ezo nguqu xa zisenziwa umxholo weengxoxo zobunkcuba-

buchopho, azisondeli nokusondela kweyona-yona nto ingxamisekileyo, ekukufezekiswa kwazo; kananjalo, abaxhamli beenzame, amaxesha amaninzi, abakho nokubakho phaya etafileni.

Ukuziswa kwenguqu yenye yeenjongo ezicwangciseke

ngobuqili zale yunivesiti, futhi luxanduva lwam ukuba ndibekwe iliso ekubeni ngaba iqhuba njani na ekufezekiseni imigaqo-nkqubo yayo neenkqubo zayo. Kuyinto enokuba luncedo kakhulu kwiyunivesiti le xa inokuthi ilithathe ngezandla ezishushu eli thuba, ukuze iyifizekise imigaqo-nkqubo yayo, njengoko kuyimfuneko yolawulo kulo lonke eli candelo nakwilizwe eli ngokubanzi. Izinto eziye zenzeka ku-2015 ziye zenza ukuba kubekho uthotho lodliwano-ndlebe ongelungazange lwaqhutywa yiyunivesiti. Oku kuvela kwamazwi nezimvo kuyinto entle ngokuphathelele ekuphuhlisekeni kweyunivesiti nokufunda kwakuyo apha. Kambe ke, abanye abantu balapha eyunivesiti baye bakhalaza “ngokungavuleleki nangokuvala imilomo” kubo kwala mathuba “avulelekileyo”.

Kwesi sithuba ndiye ndaqaphela nendlela ekwahlukene ngayo e-UCT. Umzekelo, izimvo malunga nokuba uRhodes wayemele ntoni na zahlukene, njengoko kunjalo



naseluntwini ngokubanzi phaya ngaphandle nakwabo bafumana imfundo yabo e-UCT (Alumni) nabathe baqagamshelelana neofisi yam. Kananjalo, abanye abantu abaneenkumbulo zokutshitshiswa kohlanga lwabo, nezenzeka kudala bathe bavuseleleka amanxeba yimifanekiso abayibonileyo, kodwa ke batsho besithi intlungu yabo mayingafaniswa nemeko eviwa ngabafundi, ngokuba ezi nkumbulo azifani. Elokuqokumbela, nakubeni belulukhulu

ugxininiso kumba wobuhlanga, inguqu e-UCT ifuna ukuvelelwa kwiinkalo zonke xa iqwalaselwa. Kungaluncedo kwiYunivesiti ukuba yenze ukuba esi isihlandlo sishiye indima ebonakalayo.

Ingeniswa ngokuzithobileyo



Zetu Makamandela-Mguqulwa

Intshayelelo

Imibutho, ukuqalela kweyoshishino, ulondolozo lwempilo, amaziko emali, amashishini ukuya koomasipala namanye amacandelo karhulumente afana nelemfundo, abhenela kwezinye iindlela “ezizezinye” zokusombulula ungquzulwano. IOfisi yeOmbud yeYunivesiti yaseKapa yasekwa yiKhansile yeYunivesiti ngo-2011 ngenjongo yokuba ibe sisibonelelo sabantu beYunivesiti yaseKapa (UCT) esingekho lubala nesingathathi cala. Ngaphandle kweYunivesiti yaseKapa, ezinye iyunivesiti ezintlanu zaseMzantsi Afrika zinazo iiofisi zeeOmbud. Ezo ke zezi: iYunivesiti yaKwaZulu-Natal, iYunivesiti yaseStellenbosch, iNelson Mandela Metropolitan Yunivesiti, iYunivesiti yaseMzantsi Afrika kunye neTshwane University of Technology.

Zonke ezi yunivesiti, kubandakanya neYunivesiti yaseKapa, zihamba ngokomgaqo wentsulungeko yasemsebenzini wokuqhutywa kweeofisi zeeombud wamazwe ngamazwe, oyiInternational Ombuds Association Code of Ethics nangemigangatho yenkqubo, njengeeOmbud ezisesikweni.

limeko zaseziyunivesiti zinobuntsompothi obukhulu ngenxa yokwahluka-hlukana kwezinto ezenziwayo neyemisebenzi eziyenzayo ngokubanzi nje, ngakumbi ubudlelane boxhomekeko bamacandelo azo ahlukeneyo, elinye kwamanye. Iilabhoratri zokwenzelwa kophando zinamaqela ezenzululwazi, ngelixa amacandelo eenkalo zezifundo ezahlukeneyo enabahlolhi nabasebenzi bokuxhasa (baseziiofisini zawo) abanemisebenzi efuna inkxaswano nentembeko. Kwakhona ke kuphinde kubekho abafundi; nabo benenxaxheba ebalulekileyo kule ndibanisela. Onke amaqela ahamba ahambe aye kuthi ngqu ngobandakanyeko kule misebenzi yeyunivesiti mithathu ikukufundisa, ukwenza uphando nenxaxheba kwezentlalo, izinto ke ezo ezenza ukuba impefumlelwano ibe nokuxananaza, iimeko ngokunjalo, ngamanye amaxesha nongquzulwano.

Xa olu ngquzulwano luvela, uninzi lwabantu lufuna izisombululo ezingathiwa pahaha, nezingabhalwa phantsi, khona ukuze ubudlelane bugcinakale. Ngoko badla ngokuba bakhethe usombululo olusekhusini, xa oko kunokwenzeka. IOmbud isabela iinkxalabo neembambano ezithe zeziswa ngabo bathe batyelela le ofisi, kwaye isenokuthi inike ingxelo ngendlela ezithande ukuhamba ngayo izinto, iingxaki ezikwinkqubo kwakunye nemiba yeziko eli kwiinkokeli eziphezulu nakubalawuli ngendlela engekho elubala. Ayithetheleli abantu ngabanye okanye amaqela okanye izigqeba, koko yayama ngeenqobo zobulali neziphumo zolingano. IOmbud yeziko ayithathi nxaxheba kwiinkqubo ezisesikweni okanye imele naliphi na icala kwimbambano. Ukusetyenziswa kwale ofisi ngokwayo kungokuzithandela komntu, ngoko ke iofisi yeOmbud ayivi ngaye wonke umntu ochaphazelekayo kumba othile. Le ngxelo ichaza indlela ezithande ukuhamba ngayo izinto noko kuye kwaqatshelwa, okunokuthi kanti akunjalo kuwo onke amacandelo ale yunivesiti, kodwa kuyaqapheleka, zize zifune ukuthathelwa amanyathelo.

Malunga nenxaxheba

Le ofisi inceda abafundi, abo bayifumana kule yunivesiti imfundo yabo, abasebenzi abaxhasayo (iPASS), abahlohli nabo bonke abanye abasebenzi ababonelela iyunivesiti le ngeenkono, nabanye abantu abanobudlelane abanabo neyunivesiti le nabanemibuzo, izikhalazo iimbambano malunga neenkqubo zemigaqo-nkqubo yeyunivesiti nayo nayiphi na into enokuthi izale imbambano. Inxaxheba yeOmbud, ngokohlobo lombalwa, ibandakanya ukuqeqesha, ukuthethana nabo baneembabano, ukuququzelela, ukulamla okungabophelelekanga kwiinkqubo zolamlo ezisesikweni, ukudlulisela kwezinye iindawo ezinokunceda ezikwalapha kumasango eyunivesiti nokunceda ekuqwalaselweni kwemiba ngokukhawuleza ngokuqhagamshelana neeofisi okanye nabantu abachaphazelekayo kumba lowo, ukuba ngaba luyavuma olo ndwendwe beluze nawo.

IOmbud yase-UCT ililungu lombutho weeOmbud zamazwe ngamazwe, i-International Ombuds Association (IOA). I-IOA ibonelela ii-Ombud ezikulo mbutho kwihlabathi ngokubanzi, ezisebenzela iinkampani, iiyunivesiti, imibutho engenzi nzuzo, amaziko azizigqeba zikarhulumente nemibutho engeyoyakwarhulumente. I-IOA ngowona mbutho mkhulu wee-Ombud eziqeqeshiweyo zamazwe ngamazwe kwihlabathi liphela, kwaye unamalungu angaphaya kwama-737, ekukho kuwo ali-145 ahlala ngaphandle kwemida yeMelika (US). Malunga nesahlulo sesithathu samalungu ewonke sivela kwicandelo lemfundo ephakamileyo.

I-IOA izinikezele kukiziko lokuqhutywa komsebenzi wee-Ombuds. UMgaqo weNtsulungeko yaseMsebenzini (Code of Ethics) we-IOA ubandakanya noluhlu lweenqobo zentsulungeko yasemsebenzini ahamba ngazo amalungu kumsebenzi wawo njengamalungu ombutho wee-Ombud. Ngokusekelele kwiinkqubo zemveli nakwizinto eziziimpawu zentsulungeko ezixabisekileyo kumsebenzi wobuOmbud, uMgaqo weNtsulungeko yaseMsebenzini ubonisa ukuzinikezela ekukhuthazeni ukuziphatha ngentsulungeko ekuqhutyweni komsebenzi weOmbud nasekugcineni undiliseko lomsebenzi wobu-Ombud.

Njengoko kucaciswa kumqulu weMigangatho neeNkqubo ze-IOA nakuxwebhu loGunyaziso lwe-Ombud yase-UCT (Terms of Reference) (eziqhotyoshelwe apha njengesihlomelelo), uhlobo nokwenziwa yiOmbud zizinto ezingadizwa kuwonke-wonke, izimele, ayihambi ngokweembophelelo zeenkqubo ezisesikweni, kwaye ayikhetshi cala. IOmbud ibonelela abafundi nabasebenzi ngethuba elikhululekileyo, bengekho phantsi kwezoyikiso nempindezelo, lokuba bavelise imiba ebanga inkxalabo, ngakumbi ezo zibeka ukwenziwa komsebenzi neziko eli ngokwalo emngciphekweni, linkonzo zeofisi yeOmbud ziyafunyanwa ngabo bonke abantu bale yunivesiti ngaphandle kwentlawulo. Akukho mntu unokuyanzenela omnye umntu ukuba makaye kule ofisi, futhi kungekho namntu unokuxelelwa ukuba akanakuyisebenzisa inkonzo yale ofisi. Ukuthintela okanye ukutyhafisa abanye ekubeni batyelele le ofisi kuyayiyeshela inqobo yeOmbud yokuzimela, kwaye kuphazamisana nomsebenzi weOmbud eyunivesiti.

Ubuhlebo:

Iofisi yeOmbud iluphatha njengendaba yakwamkhozi lonke uqhagamshelwano nabo bathi bafune uncedo, kwaye ayizidizi iinkcukacha ezilihlebo ngaphandle kwaxaithe yafumana imvume yokwenza njalo kuloo mtyeleli uchaphazelekayo. Uphambuko kulo mgangatho lwenzeka xa kubonakala ngathi ungakhona umenzakalo omandla onokwenzeka.

Ukungathathi cala:

IOmbud imiswe ngendlela yokuba ingathathi cala, isebenze ngokuzimeleyo apha eyunivesiti, khona ukuze ihlale ingenacala ibandakanyeka kulo, ingakhethi cala futhi. Igxininisa iinkqubo ezinobulali nobulungisa, kungekho gameni lamntu uthile. IOmbud ayiyithathi inxaxheba kuyo nayiphi na imeko enokuthi ikhokelele kungquzulwano lweenjongo.

Ukusebenza ngaphandle kwezigqeba ezisesikweni:

IOmbud sisincedisi esingabophelelekanga kwimigaqo-nkqubo nemithetho esesikweni, kwaye iziqulatho zeentlanganiso aziyiyo inxenye yamarekhodi eyunivesiti. Kananjalo ayinanxaxheba iyithathayo kuyo nayiphi na inkqubo yolamlo okanye yolawulo esesikweni enxulumene neenkxalabo ezithe zavakaliswa kuyo.

Ukuzimela:

Le ofisi ayisayi kuba phantsi kophazamiso ekuqhubeni kwayo umsebenzi wayo osemthethweni, kwaye iya kubonakala njalo. Le nto ke ikholisa ukwenzeka ngokuthi ibe sisigqeba esizimeleyo. Umzekelo, ingxelo ndiyenza kwiOfisi kaSihlalo weKhansile yeYunivesiti, endaweni yokuba ndiyenze kwiziphathamandla ezilawula iyunivesiti le. IOmbud inegunya lokuqokelela zonke iinkcukacha enokuthi izifune kubo bonke abantu beyunivesiti le ezinokuthi ziyincede ibe nokuwuqonda nzulu umba lowo.

Ezinye iindidi zeeOmbud zibandakanya:

- IiOmbud ezingabathetheli (Advocates Ombuds) ezinokuthi zibekwe kwicandelo loburhulumente okanye elabucala. Le Ombud ivandlakanya ezo zinto zithe zavakaliswa nkalo zonke, futhi inogunyaziso okanye imfuneko yokuba ithethele abantu okanye amaqela anezinto eziwahlungisayo. IiOmbud ezingabathetheli zikhohisa ukuba kwimibutho efana nezibonelelo zolondolozo lwexesha elide okanye kwiirhente ezisebenza nezaphulamthetho ezisencinane.
- IiOmbud ezikwezowiso-mthetho (Legislative Ombuds) ziyinxenye yecandelo lomthetho kwisigqeba esiliziko lakwarhulumente elizimeleyo, kwaye ziqwalasela imiba ethe yaphakanyiswa luluntu ngokubanzi okanye ngaphakathi, imiba leyo ekholisa ukuchaphazela

izenzo okanye imigaqo-nkqubo yezigqeba ezingamaziko karhulumente azimeleyo okanye zabantu okanye ngabanikwe iikhontrakthi, ngokuphathelele ekuqinisekiseni ukuba iiarhente ziya lufezekisa uxanduva lwazo lokuphendula eluntwini.

- Eyona njongo iphambili yeeOmbud zamajelo eendaba okanye zeendaba kukuphakamisa ukwenziwa kwezinto elubala ziiarhente zeendaba. Le Ombud ingamkela izikhalazo ezivela eluntwini malunga neendlela zokukhutshwa kweendaba, ize yenze uphando ngazo, yenze nezindululo malunga nawona manyathelo afanelekileyo okusombulula loo miba iye yaveliswa kwezo zikhalazo. IOmbud yeendaba ligosa elizimeleyo elisebenzela ukubeka iliso kwezo zinto zichaphazela abafundi/abamameli beendaba. Icacisela uluntu ngenxaxheba nangoxanduva lwamajelo eendaba ize ibe ngumlamli phakathi koko kulindelwe luluntu noxanduva lweentatheli.

Ushwankathelo lweenkonzo zeofisi yeOmbud

Ngoobani abaye bandwendwela iOmbud?

Undwendwe luchazwa ngokuba ngulowo mntu udibana neOmbud malunga nenkalo okanye neenkalo ezinengxaki apha eyunivesiti. Undwendwe lusenokuba neentlanganiso zolandeleyo, ngokohlobo lombala lowo. Ngakwicala lokwenziwa kwengxelo, iintlanganiso zolandeleyo kumba omnye azilinyusi inani leendwendwe. Kambe ke, ukuba ngaba olo ndwendwe lunye luzisa omnye umba owahlukileyo ngelinye ixesha, luye luthathwe njengondwendwe oluqalayo. Iofisi yeOmbud ayikukhuthazi ukusetyenziswa kweimeyili kwiinkcukacha eziyindaba yakwamkhozi; ikhetha ukuba kudityanise iinkozo zamehlo okanye ukuba kuthethwe emnxebeni.

Nawuphi na umba okanye ungqzulwano olunxulumene ne-UCT lungeziswa kwiofisi yeOmbud. Ekusebenzeni kwayo nondwendwe iOmbud ingathi yenze uqeqesho, ilamle ngokungalandeli zimbophelelo zolamlo zisesikweni, ixolelanise okanye iye kuthethana ngabanye nabo baneembambano okanye isebenzise nayiphi na indlela yokulawulwa kweembambano enokuthi ifaneleke phantsi kweemeko ezo.

Xa kujongwa izimvo ezibhaliweyo eziye zavakaliswa, zingacelwanga phofu, namanani abo bathe bathunyelwa kule ofisi, kubonakala ngathi le ofisi inegama elihle apha eyunivesiti. Ndidla ngokuzibuza iindwendwe ukuba ngeziye phi na ukuba ibingekho le ofisi yeOmbud. Uninzi luthi beluya kuzamela ukuyinyamezela loo meko, inxenye ithi ibiya kuthatha amanyathelo omthetho, kubekho nethi ibiya kulandela iinkqubo zeyunivesiti ezisesikweni.

Kule minyaka mihlanu idlulileyo inani leendwendwe ezize kwiofisi yeOmbud belisukela kuma-84 ukuya kuma-516. Xa amanani enyuka, isikakhulu umbuzo okhawuleza ufike engqondweni uthi, "Konakele phi?" Okucacileyo kona kukuba baninzi abantu abasebenzisa iofisi yeOmbud

kunangaphambili. Phezu kwalo mbuzo uthi, “Konakele phi apha eyunivesiti?” omnye umbuzo ofanelekileyo isenokuba ngothi –“Yintoni le nto intle iqhubekayo kwiofisi yeOmbud, le ingunobangela wala manani?” Zininzi izinto ezinegalelo koku kunyuka kwamanani. Iifom zamanani zethu zisixelela ukuba abantu abaninzi beza kule ofisi kuba beve kwabanye ngayo. Lo ulandela ngelizantsi apha ngumzekelo wembalelwano yeimeyili ovela kumfundi:

Ndiyathemba ukuba le mbalelwano ikufikela usempilweni! Igama lam ngu-[]; ndandifunda e-UCT ukusukela ku-2006 ukuya ku-2009. Inombolo yam ithi-[]. Le lethu ndiyibhala njengelingela lam lokugqibela lokuba ndifumane uncedo endiludingayo; ndiye ndacetyiswa ngawe ngumhlobo wam owakhe wamnceda kumba omalunga nemali kule minyaka idlulileyo. Undixelele ukuba, ukuba ndifuna uncedo ngumntu onokundinceda e-UCT.

Abanye baya kwiwebhusayithi yeyunivesiti, ngelixa abanye iinkcukacha bazifumana kwiipowusta esizixhomayo nakumaphetshana esiwahambisayo phaya kwiihosteli zabafundi, kumasebe ezifundo nakwiofisi zamacandelo ezifundo. Kananjalo, amaxesha ngamaxesha siye sixhomekeke nakwiSebe loqhagamshelwano namajelo eendaba leyunivesiti ngamanqaku angezinye zezinto esizenzayo. Konke ke oku kwenza ukuba ande amanani abaziyo ngale ofisi. Kambe ke, nokunyuka kweemeko zongquzulwano apha eyunivesiti akunakukhutshwa kwiimbangi zoku kunyuka kwamanani.

Nakubeni kungekho kuzibonakalisa kungako okwangoku ngaphaya kwale ofisi yeOmbud inkulu neyiyeyesiqhelo, nekwinxenye yeyunivesiti esembindini, iofisi yeOmbud iyasebenza nakwezinye iinxenye ngeemini ezithile, njengakwiGraduate School of Business, neCandelo leZifundo zezeMpilo. Phaya eHiddingh kuza kuqaliswa ukuyiwa kungekudala. Oku kuphumela ngaphandle kususwe kukuqaphela ukuba ubuninzi beendwendwe zam kule minyaka idlulileyo zivela kulaa nxenye iphezulu iyeyona inkulu.

Ukuqokelelwa kweenkcukacha

Iindwendwe ziye zicelwe ukuba zizalise ifom yotyalelo elungiselelwe ukuqokelela iinkcukacha eziphambili ngondwendwe olo, ezifana nento ayiyo umntu lowo apha e-UCT (umfundi, udidi lomsebenzi, umsebenzi wenkonzo onikwe umniki-nkonzo wangaphandle, umzali, njl), iinkcukacha ngokubanzi nje ngokwendawo aphuma kuyo nokuba ngaba abantu baze njani ngale ofisi nenkcazwana emfutshane yomba lowo ub’ uzelwe. Ukubuzi abantu ukuba beve njani na ngale ofisi kunceda kucwangciso lwendlela yokubhengeza eliqili.

Iofisi yeOmbud iqokelela iinkcukacha kuthotho lwemiba eziza nayo iindwendwe. Ezi nkcukacha azisekelwanga kuphela koko ziza nako iindwendwe kwiofisi yeOmbud. IOmbud iye izenzele olwayo uphando olungabophelelekanga kwiinkqubo ezisesikweni zokwenziwa kophando, umzekelo ngokuthi iqhagamshelane nabanye abantu abachaphazelekayo kumba lowo, ukuze ibe nokuwuqonda nzulu umba lowo. Undwendwe kufuneka inikwe lulo imvume yokuba ingenziwa loo nto. Ngaloo ndlela ke iOmbud iba nokuzifumana iinkcukacha ngokuthe

chatha kunoko ikufumana kwinkcazo yondwendwe. Le nto ke inceda ekufumaneni inqanaba nemihlaba efanelekileyo enokungenelela kuyo.

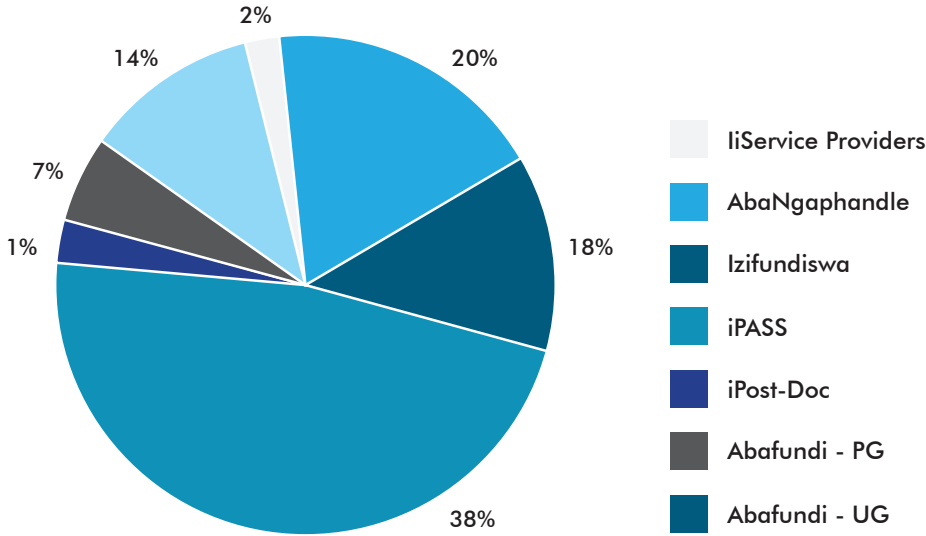
Isigaba esiseleyo ke kule ngxelo sichaza imiba neenkxalabo ezithe zeziswa kwesi sithuba seenyanga ezili-12, kwakunye namanye amanyathelo eOmbud nabo bantu iithe yaqhagamshelana nabo, njengenxenye yesisombululo kumba othile. Kananjalo kukwabandakanywa nezindululo zeOmbud kuloo miba inokuthi ifune ukuqwalaselwa yiyunivesiti kwixesha elizayo.

Inani leendwendwe zizonke

Iofisi yeOmbud inceda abantu abahlukeneyo balapha eyunivesiti. Ukusukela kumhla 1 Julayi 2014 ukuya kowama-30 Juni 2015 iofisi le iye yaba neendwendwe ezingama-516. Kweli nani kukho abafundi abali-105 (36 abenza izidanga ezingaphaya kwezokuqala nama-69 enza ezokuqala); i-189 yabe-PASS; 99 abamacandelo ezifundo; 2 abenza ezingaphaya kwezobugqirha-lwazi; 7 abasebenzi babaniki-nkonzo bangaphandle nama-99 abangaphandle (abazali namalungu eefemeli neminye nje imibuzo ngeenkqubo ze-UCT). Kula ma-516 eendwendwe ama-336 yayingabeze ngokufuna iingcebiso baze abali-156 ibe ngabemibuzo ethe yasonjululwa ngokubanika iinkcukacha. Utyelelo lwabemibuzo okanye iingcebiso lwahlukile kolweengcebiso, kuba lona lunokuqokunjelwa kwakutyelelo lokuqala. Utyelelo lweengcebiso lwahlukile. Eminye imiba, ngokokuntsonkotha kwayo nangokwenani labantu abachaphazelekayo kuyo, ithatha ixesha elide. Kambe ke, amanani-nkcukacha ewodwa nje akakwazi ukuwanika amanakani ngexesha elithathiweyo nangokuntsonkotha kwimiba ethile. Unokuthi uqaphele ukuba ngelixa amanani abeengcebiso aye ehla kwesi sithuba, inani labantu ekuye kwaqhagamshelwana nabo ekusonjululweni kwemiba ethile liye lenyuka kakhulu. Ngo-2014, umzekelo, yaba ngama-430 imiba eyayiyeyokofunwa kweengcebiso. Kule miba kwaye kwaqhagamshelwana nabantu abangabanye abangama-439 ukuba banike iimpindulo, ngokwemvume yondwendwe. Ngo-2015, kuma-336 abeengcebiso kwaye kwabandakanyeka ama-550 ekwaqhagamshelwana nabo ukuba baphendule. Phezu kweendibano zentetho-nkcazelo ezingama-24 kumacandelo ezifundo, iindibano zoqhelaniso, nodlano-ndlebe nabanye abamameli, iOmbud iye yanendibano nama-684 abanye abantu, into leyo eye kuphuma kuqhagamshelwano ne-1240 apha enyakeni, ngaphandle kwabasunguli botyelelo.

Le grafu isisangqa ingezantsi apha ibonisa ipesenti yeendwendwe ngokwamaqela ezivela kuwo apho abasebenzi be-PASS belelona qela likhulu, emva kwabo kulandele iindwendwe zangaphandle, amacandelo ezifundo, abafundi abenza izidanga zokuqala, abafundi abenza izidanga ezilandela ezokuqala, abasebenzi babaniki-nkonzo bangaphandle, ize emsileni ibe ngabafundi abenza izifundo ezingaphaya kwezobugqirha-lwazi.

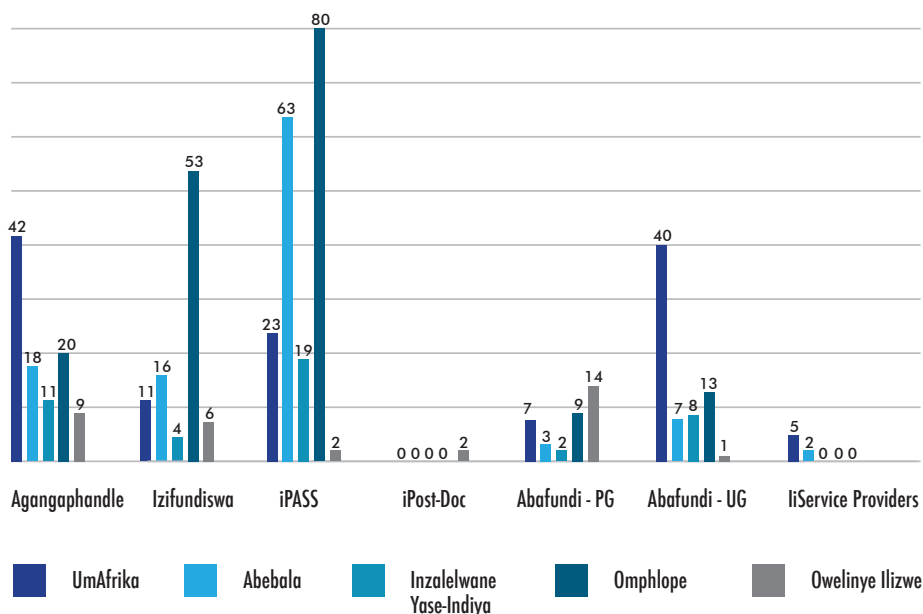
Abatyeleli Ngokwamaqela



iSazobe 1: Usasazeko lweendwendwe ngokweenkalo ezivela kuzo

Le grafu ingezantsi apha ibonakalisa ukuba amaAfrika antsundu ngawona maninzi kubandwendweli bangaphandle, kubafundi nakubasebenzi babaniki-nkonzo bangaphandle, ngelixa iindwendwe ezimhlophe izizo ezona zininzi kumacandelo ezifundo nakubasebenzi be-PASS, kulandele iindwendwe zabeBala, kuze ezamaNdiya. Kule minyaka idlulileyo, le ndlela yokuhamba kwezinto kungatshiwo ukuba ibibonakalisa ukuma kwala maqela ahlukeneyo. Ku-2014 kwaba kokokuqala ukuba abamhlophe ibe ngabona baninzi kumacandelo emfundo nakwi-PASS.

Uchako Lweendidi Zabatyeleli



Igrafu 2: Ukuma kweendwendwe

Ukuma kweendwendwe ngokwesini kusafana nalo nyaka upheleleyo, oko kukuthi i-49% abangamadoda ne-51% ababhinqileyo.

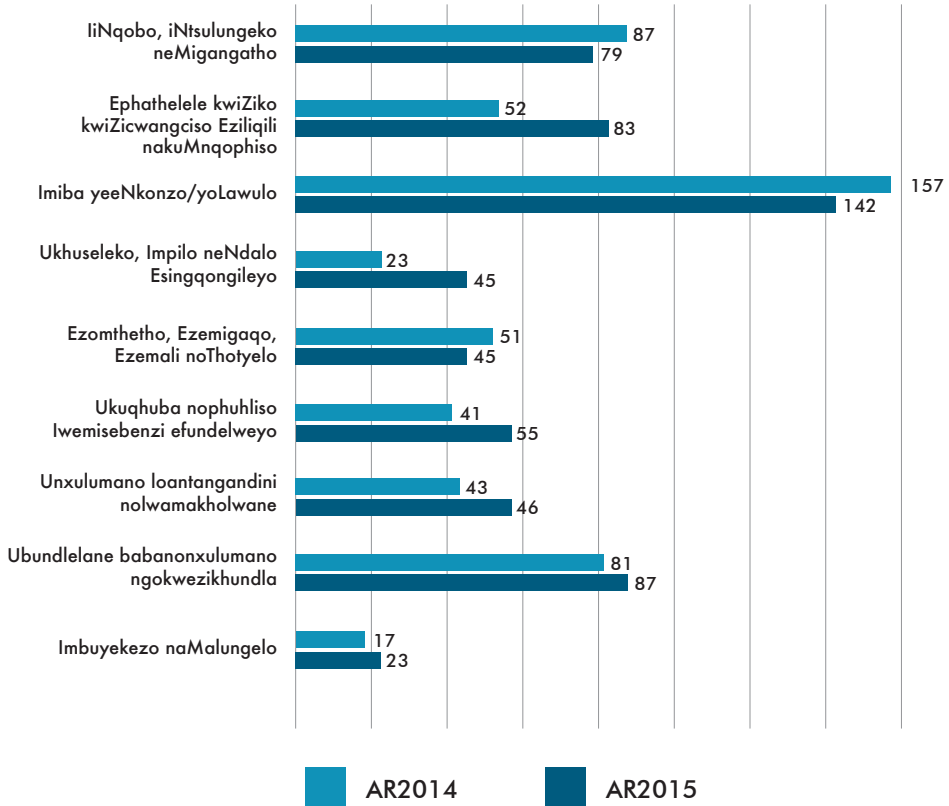
Ulwahlulo lwemiba

Njengakwiminyaka edlulileyo, le ofisi isebenzise iinkalo ze-IOA ezifanayo zokwenza ingxelo, yenze ulungelelwaniswano kwiindawo ezithile ngenjongo yokuelisa iindawo ezithe zafumaniseka zinosilelo kulawulo lweyunivesiti. Aba bantu bangama-516 bathe baqhagamshelana neofisi yeOmbud beze nemiba engama-605. Le theyibhile inika inani leendwendwe kwinkalo nganye nepesenti yaloo nkalo kuyo yonke imiba ethe yaphakanyiswa.

Ulwahlulo lwemiba lwe-IOA :	Amanani	iPesenti
Imbuyekezo naMalungelo: Imibuzo, iinkxalabo, imiba okanye imibuzo malunga namalungelo neenkqubo zamalungelo.	23	4%
Ubudlelane babanonxulumano: Imibuzo, iinkxalabo, imiba okanye imibuzo evela kwabanonxulumano olubadibanisayo (olufana nolomphathi nomsebenzi, nolomhlohli nomfundi).	87	14%
Unxulumano loontangandini nolwamakholwane: Imibuzo, iinkxalabo, imiba okanye imibuzo ebandakanya oontangandini okanye amakholwane kungekho nxulumano lomphathi nomsebenzi okanye lomfundi notiishala.	46	8%
Ukuqhuba nophuhliso lwemisebenzi efundelweyo: Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkqubo zolawulo nezigqibo malunga nokuqala kunye nokuyeka emsebenzini, nokuba ubandakanya ntoni na umsebenzi lowo.	55	9%
Ezomthetho, Ezemigaqo, Ezemali noThotyelo: Imibuzo, iinkxalabo, imiba okanye imibuzo enokuthi ibeke iziko eli nabantu balo kumngcipheko ngokwasemthethweni ukuba ayithanga yaqwalaselwa, kubandakanya nemiba enxulumene nenkcitho, ubuqhetseba nongcungcuthekiso.	45	7%
Ukhuseleko, Impilo neNdalo EsiNgqongileyo: Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nokhuseleko, impilo nemiba enxulumene nezibonelelo.	45	7%
Imiba yeeNkonzo/yoLawulo: Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkqubo okanye iifosi zolawulo, kubandakanya nevela kwabangaphandle.	142	23%
Ephathelele kwiZiko, kwiZicwangciso Eziliqili nakuMnqophiso: Imibuzo, iinkxalabo, imiba okanye imibuzo ephathelele kwiziko lilonke okanye kwinxenye yalo.	83	14%
IiNqobo, iNtsulungeko neMigangatho: 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.	79	13%
Iyonke imiba:	605	

iTheyibhile 3: Inani lemiba ngokweenkalo zokunikwa kwengxelo ezivunyiweyo ze-IOA , 2014/2015

Uthelekiso lwamanani emiba



iGrafu 3: Uthelekiso lweenkalo 2014 no-2015

liNkalo Zokunikwa kweNgxelo Ezivunyiweyo ze-IOA ngeMiba/ngeeNkxalabo

Ukusukela ku-2014 ezi zikhokelo ze-IOA zeenkalo neenkawana zokunikwa kwengxelo ngokufanayo (Uniform Category and Sub-category reporting) ziye zasetyenziswa e-UCT. Ulungelelaniso luye lwenziwa ngenxa yokuba ezi nkalo, ngokwendlela ezime ngayo, bezingenazinkcazo ziyilungela yonke imiba ephakanyiswa kwiYunivesiti yaseKapa.

1) **iMbuyekezo, aMalungelo nokuVunywa** - Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nobulali, ukufaneleka nezinga lembuyekezo yomsebenzi amalungelo akhe nezinye iinkqubo zamalungelo ezikhoyo.

a) Imbuyekezo – Ixesha lentlawulo, isixa somvuzo, uhlobo/ inqanaba lomvuzo womsebenzi.	3
b) Imali yemivuzo – Ulawulo lwentlawulo, uqhagamshelwano malunga nentlawulo.	3
c) Amalungelo – Izigqibo eziphathelele kunyango lwezigulo, lwamazinyo, kubomi, iholide/ikhefu lokugula/ikhefu lokufunda, ikhefu lokuya kuzihlaziya emva kweminyaka ethile, imfundo, iiyure zomsebenzi, njl.	10
d) Umhlalaphantsi – Ukufaneleka, ukubalwa kwesixa-mali, amalungelo omhlalaphantsi, imiqathango yokuhlululwa.	3
e) Amalungelo anxulumene nokwenziwa komsebenzi	5
f) I-inshorensi – iMpilo, i-IOD, nenye nje.	1
g) Imfundo nolondolozo lwabantwana – Izigqibo ezimalunga nemfundo yabantwana eyunivesiti, ubhaliso, ukuziyekela, ukuyekiswa nolondolozo.	1
h) Ukuwongwa, Ukuvunywa – Ukuwongwa kwabanye okanye ukuvunywa kwegalelo labo.	1

2) **Ubudlelane babanoxulumano:** Imibuzo, iinkxalabo, imiba okanye imibuzo evela kwabanoxulumano olubadibanisayo (obufana nobomphathi nomsebenzi, umfundi necandelo lwezifundo, ikholwane nekhholwane, obomfundi nomfundi).

a) Okuphambili ngokubaluleka, iiNqobo, iiNkolelo – Ukungaboni ngaliso linye malunga noko kufanele ukuthathwa njengokubalulekileyo - njengokona kubaluleke kakhulu - isikakhulu kusuka kwiinkolelo ngentsulungeko yasemsebenzini nangokubanzi nje.	53
b) Imbeko, Impatho – Ukubonakalisa isimo esingafanelekanga, ukungabakhathaleli abantu, ubukrwada, ukungaqhuqheki, njl.	65
c) Intembeko, Intelekelelo – Ukukrokrela ukuba abanye abanyanisekanga, nokuba umntu unqwenela kangakanani na ukunyaniseka, njl.	68
d) Igama – Ifuthe elinokubangwa ngamarhe/yintlebewane malunga nemiba yomsebenzi okanye ephathelele emntwini.	36

e) Uqhagamshelwano – Umgangatho kunye/okanye nobungakanani boqhagamshelwano.	64
f) Ukuvuyelela, Ubugwili – Ungcungcuthekiso, izoyikiso, kunye/okanye nonyanzeliso.	46
g) Malunga nolwahlukano – lintethwana okanye izimo ekuthathwa ukuba zezokungabacingeli abanye abantu, ezigwenxa okanye zokunganyamezeli ngenxa yolwahlukano ngobubani, ezifana nolwahlukano ngobuhlanga, ngesini, ngobuzwe, ngokwesini esikhethwayo, ngokhubazeko, ngenkolo, iPASS vs abahlohli, inqanaba, icandelo kwezemfundo.	62
h) Impindezelo – Izenzo zempindezelo esuka kwizinto ezidlulileyo ezenziwayo okanye ezathethwayo, ekudizweni.	29
i) Ubudlova obuza emzimbeni – Ukwenzakalisa okanye ukwenzelwa izoyikiso zokwenzakalisa omnye umntu.	3
j) Imisebenzi, lishedyuli – Ukufaneleka okanye ukuba nobulali kwemisebenzi, umthamo womsebenzi olindelweyo.	36
k) Ingxelo – Ingxelo okanye ulwamkeleko olubonakaliswayo, okanye iimpendulo ngengxelo enikiweyo.	11
l) Uthethwano – Izicelo zoncedo ekukhawulelaneni nemiba ephakathi kwabantu ababini okanye nangaphezulu abaphethweyo/abafuniswayo okanye kwezinye iimeko zabanonxulumano olungaqhelekanga.	7
m) Uvandlakanyo lokwenziwa komsebenzi/Uhlelo ngenqanaba - Ukwenziwa komsebenzi kuvandlakanyo olusesikweni okanye olungabophelelekanga kwimigaqo-nkqubo.	31
n) Uhlelo ngokwamanqanaba – Ukwenziwa komsebenzi wokuhlohla kuvandlakanyo olusesikweni okanye olungabophelelekanga kwimigaqo-nkqubo.	17
o) Imeko yesebe – Izimo, izithethe okanye iingqondo ezibokaliswayo kwisebe elo liluxanduva lwabaphathi okanye lwabahlohli.	42
p) Imfezeko yokuphatha – Ulawulo lwesebe okanye lwegumbi lokufundela, ukusilela ekuqwalaselweni kwemiba.	42
q) Ukungathobeli – Ukwala ukwenza oko kuyalelweyo.	10
r) Ukuziphatha – Ukufaneleka, ukugcinwa kwexesha, iimfuneko, ezinye iindlela zokuphendula.	4

s) Ukulingana kwempatho – Ukukhetha, omnye umntu okanye abanye abantu baphathwa kunabanye.	13
3) Unxulumano loontangandini nolwamakholwane – Imibuzo, iinkxalabo, imiba okanye imibuzo ebandakanya oontangandini okanye amakholwane kungekho nxulumano lomphathi nomsebenzi okanye lomfundi notitshala, abahloho-PASS, abahlohi/PASS-abavela ngaphandle, ikholwane nekhholwane, umfundi nomfundi).	
a) Okuphambili ngokubaluleka, iiNqobo, iiNkolelo – Ukungaboni ngaliso linye malunga noko kufanele ukuthathwa njengokubalulekileyo - njengokona kubaluleke kakhulu - isikakhulu kusuka kwiinkolelo ngentsulungeko yasemsebenzini nangokubanzi nje.	23
b) Imbeko, Impatho – Ukubonakalisa isimo esingafanelekanga, ukungabakhathaleli abantu, ubukwada, ukungaqhuqheki, njl.	26
c) Intembeko, Intelekelelo – Ukukrokrela ukuba abanye abanyanisekanga, nokuba umntu unqwenela kangakanani na ukunyaniseka, njl.	32
d) Igama – Ifuthe elinokubangwa ngamarhe/yintle bendwane malunga nemiba yomsebenzi okanye ephathelele emntwini.	24
e) Uqhagamshelwano – Umgangatho kunye/okanye nobungakanani boqhagamshelwano.	27
f) Ukuvuyelela, Ubugwili – Ungcungcuthekiso, izoyikiso, kunye/okanye nonyanzeliso	13
g) Okuphathelele kulwahlukano – lintethwana okanye izimo ekuthathwa ukuba zezokungabacingeli abanye abantu, ezigwenxa okanye zokunganyamezeli ngenxa yolwahlukano ngobubani, ezifana nolwahlukano ngobuhlanga, ngesini, ngobuzwe, ngokwesini esikhetshwayo, ngokhubazeko, ngenkolo, iPASS vs abahlohi, inqanaba, icandelo kwezemfundo.	28
h) Impindezelo – Izenzo zempindezelo esuka kwizinto ezidlulileyo ezenziwayo okanye ezathethwayo, ekudizweni.	9
i) Ubudlova obuza emzimbeni – Ukwenzakalisa okanye ukwenzelwa izoyikiso zokwenzakalisa omnye umntu.	2
j) Imeko yesebe – Izimo, izithethe okanye iingqondo ezibokaliswayo kwisebe elo lilixanduva lwabaphathi okanye lwabahlohi.	24

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

<p>a) Iinkqubo zezicelo zomsebenzi, ezokukhetha nezokugaya abasebenzi – Iinkqubo zokugaya nokukhetha abasebenzi, uququzelelo lwezicelo zomsebenzi, iingxelo ngezicelo zomsebenzi, ukuchonga abokubizelwa udliwano-ndlebe nemiqathango yokukhetha, ubulali basemsebenzini, izigqibo ezinembambano ezinxulumene nogayo nokukhethwa kwabasebenzi.</p>	<p>21</p>
<p>b) Uhlelo nenkcazo yemisebenzi – linguqu nokungevani malunga neemfuno zomsebenzi, imisebenzi efanelekileyo.</p>	<p>9</p>
<p>c) Ukusiwa komnye umsebenzi ungazifunelanga, Ukutshintshwa komsebenzi – Isaziso, ukukhethwa amalungelo/ iintlawulo zokususwa okukodwa, ukususwa kumsebenzi wangaphambili, ukutshintshwa kwemisebenzi okungacelwanga.</p>	<p>4</p>
<p>d) Ukhuseleko lwesikhundla-lwelungelo lokuhlala, Ukungacaci – Ukhuseleko lwesikhundla okanye lwekhontrakthi, ubonelelo ngemiqathango yeekhontrakthi enokhuseleko, ukuqhuba komsebenzi, oko kukuthi, ukunyuselwa, ukuqeshwa kwakhona, okanye ukuhlala.</p>	<p>8</p>
<p>e) Ukuqhuba komsebenzi – Unyuselo oluceliweyo (ad hominem), ukunyuselwa, ulandelelwano, ukuqeshwa kwakhona, okanye ukuhlala.</p>	<p>20</p>
<p>f) Ukubolekisana 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/kweminye inxaxheba.</p>	<p>2</p>
<p>g) Ukurhoxa – Inkxalabo malunga nokuziyekela neendlela zokuziyekela emsebenzini okanye malunga nokuba isigqibo esinjalo singavakaliswa njani na ngokufanelekileyo.</p>	<p>11</p>
<p>h) Ukuyekiswa/Ukungaqeshwa kwakhona – Ukuphela kwekhontrakthi, ukungavuselelwa kwekhontrakthi, ukuyekiswa okusisigxina kwiziko okunembambano.</p>	<p>2</p>
<p>i) Ukuqeshwa kwakhona kwabasebenzi abayekayo okanye kwabathatha umhlalaphantsi – Ukulahlekelwa ngamalungelo anelisayo okuhamba nokuqeshwa kwakhona kwabathatha umhlalaphantsi, ukukhetha iintandane.</p>	<p>0</p>

j) Ukutshitshiswa kwesithuba – Ukutshitshiswa kwesithuba somntu othile.	4
k) Uphuhliso lomsebenzi/Ukuqeqesha/Uthantamiso – Imisebenzi ngemisebenzi yaseklasini, yasemsebenzini njengamathuba oqeqesho nophuhliso.	7
l) Umsebenzi osecaleni	0
m) Ukusiwa kwenye indawo/Ukungafuneki	1
n) Ingqesho yabafundi	3
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, ubuqhetseba nongcungcuthekiso.	
a) Izenzo zolwaphulo-mthetho – Izoyikiso okanye izenzo zolwaphulo-mthetho ezicetywayo, eziqatshelwayo okanye ezihlela abantu, ubuqhetseba, ukunyiba iimbalo zabanye abantu	9
b) Izinto zoshishino nezemali ezenzekayo – Izenzo ezingafanelekanga zokusetyenziswa kakubi okanye zokudlakazeliswa kweemali zeziko, izibonelelo, izinto zokusebenza nezilungiselelo zalo.	6
c) Ubandezelo – Ukuziphatha okungamkelekanga ngezenzo, ngokuthetha, ngokubhala, ngeimeyili, ngezinto ezikwizishicileli-mazwi, ngeevidiyo, ngokwasemoyeni okanye ngokwesini, okunokuthi kudale imeko yokujongana ngezikhondo zamehlo nebanga uloyiko.	15
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 oyiEmployment Equity Act – EEA – kuyasebenza eMzantsi Afrika).	33
e) Ukhubazeko, olwexeshana nolusisigxina, indawo yokuhlala efanelekileyo – Ukongezelwa ixesha ezimviweni, ukubonelelwa ngetheknoloji encedisayo, iitoliki, okanye izincedisi zeBraille ezibandakanya nemibuzo ngemigaqo-nkqubo, njl. Kubantu abakhubazekileyo.	2
f) Ufikeleleko, Ufikelelo – Ukususwa kwezithinteli, amathambekana aziindledlana ezithatha indawo yezitephu, izinyusi, njl.	6

g) Amalungelo oyilo – Umzkl. Ilungelo lembalo nelungelo lento eyaqalwa ngothile ukwenziwa.	0
h) Ukungadizwa nokukhuselwa kweenkcukacha – Ukukhupha okanye ukufikelela kwiinkcukacha zomntu okanye zeziko ezilihlebo nezingafanelanga kufikelelwa nguwonke-wonke.	4
i) Ukonakaliswa kweempahla – Ukonakaliswa kwezinto zomntu, amatyala.	0
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.	10
b) limeko kwiindawo zomsebenzi/zokuhlala – Amaqondo obushushu, amavumba, ingxolo, indawo ekhoyo, izibane, njl.	5
c) Ufaneleko lweendawo zokusebenzela – Ukumiseka kakuhle nangokufanelekileyo kweendawo ekusetyenzelwa kuzo.	2
d) Ucoceko – limeko nezibonelelo zokuzithuma ezijoliswe kuthintelo lwezifo.	3
e) Ukhuselo – Izibane ezifanelekileyo kwiindawo zokumisa izithuthi, izixhobo zokubhaqa izinto zentsimbi/zenkcenkce, amadindala okhuselo, ukungafikeleleki lula kwezakhiwo kwabangaphandle, amanyathelo othintelo lwabagrogisi (angengawokubandakanywa phantsi kwesihlokwana esithi “ukubekwa emngciphekweni wokudizeka kweenkcukacha ezingezozikawonke-wonke okanye ezilihlebo”).	4
f) Ukusebenzela ekhaya, Amaxesha Anokuguqu-guqulwa – Ukukwazi ukusebenzela ekhaya okanye kwenye indawo ngenxa yokunyanzelwa ngumsebenzi okanye yimeko okuyo, umzkl. Kwimeko yongxamiseko edalwe ngumntu okanye yindalo.	1
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.	3

i) Indubeko ehamba nomsebenzi nongqamaniseko lomsebenzi nobomi – Indubeko yasemva kwengozi, ukhawulelwano nezehlo ezingxamisekileyo, indubeko yangaphakathi/yangaphandle, umzkl uqhawulo-mtshato, ukudubula, ukonga ogulayo, umenzakalo.	27
j) Ukumisa izithuthi	2
k) Ukusetyenziswa kweendawo	1
7) Imiba yeeNkonzo/yoLawulo – Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkonzo okanye iiofisi zolawulo, kubandakanya nevela kwabangaphandle.	
a) Umgangatho wenkonzo – Zinikwa kakuhle kangakanani na iinkonzo, ukuchaneka okanye ukunaba kweenkcukacha, ukwaziwa komsebenzi, njl.	59
b) Ukuphendula, Ukubanjwa kwexesha – Ixesha elithathwayo phambi kokuphendulwa komnxeba okanye phambi kokubuyela kobefowunile okanye ixesha elithathwayo phambi kokunikwa kwempendulo epheleleyo.	43
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.	87
d) Iintlawulo nenkxaso-mali – Ulawulo lweentlawulo zokufunda, abatyalayo, inkqubo yenkxaso-mali nokufaneleka ekuyinikweni.	32
e) Ukuziphatha kwabaniki beenkonzo – Indlela athethe ngayo umlawuli okanye umsebenzi nomnye umntu weyunivesiti, nomsebenzisi wenkonzo okanye nabafundi, okanye indlela abaphathe ngayo, umzkl. Ubukwada, ukungabamameli okanye ukungabanyamezeli.	21
f) Ubukho bezifundo, Ukugqiba isidanga ngexesha laso	33
g) Ukwamkelwa, Ukwamkelwa kwakhona noBhaliso – abenza izidanga zokuqala.	18
h) Ukwamkelwa, Ukwamkelwa kwakhona noBhaliso – abenza izidanga ezilandela ezokuqala.	9

i) Ubonelelo lwabafundi nabasebenzi ngeendawo zokuhlala	11
8) Ephathelele kwiZiko, kwiZicwangciso Eziliqili nakuMnqophiso: Imibuzo, iinkxalabo, imiba okanye imibuzo ephathelele kwiziko lilonke okanye kwinxenye yalo.	
a) Ephathelele kwizicwangciso eziliqili nakumnqophiso, ulawulo olucikizekileyo – Iinqobo, izigqibo nezinto ezenziwayo ezinxulumene nokuba iziko liya ngaphi na, lisiya njani na.	36
b) Ubunkokeli nolawulo – Umgangatho/izakhono zabalawuli kunye/ okanye nezigqibo zabalawuli/zeenkokeli, uqeqesho oluphakanyiswayo, unikezelo lwemisebenzi ngokutsha nohlengahlengiso locwangciso.	52
c) Ukusetyenziswa kwamagunya ezikhundla, iGunya – Ukungabikho kwegunya kwisikhundla okanye ukusetyenziswa kakubi kwalo ngulowo ukuso.	45
d) Uqhagamshelwano – Isiqulatho soqhagamshelwano lweziko nolweenkokeli, indlela olwenziwa ngayo, ixesha lokwenziwa kwalo, ifuthe lalo nobungakanani balo, umgangatho woqhagamshelwano malunga nemiba ebalulekileyo.	59
e) Ukucwangcisa ngokutsha nokufuduswa – Imiba ephathelele kwimihlaba yocwangciso olucetywayo okanye olwenziweyo kunye/okanye nofuduso oluchaphazela onke amacandelo okanye loo macandelo aphambili kwiziko, umzkl. ukuncitshiswa, ukusiwa kwelinye ilizwe, ukunikezelwa kwemisebenzi kwabangaphandle.	1
f) Umoya weziko – Imiba ephathelele kwintsulungeko yendlela elisebenza ngayo iziko kunye/okanye nocikizeko lwayo.	16
g) Ulawulo lwenguqu – Ukwenziwa kweenguqu kwiziko, indlela ezithathwa ngayo nokuziqhelanisa nazo, umgangatho wobunkokeli ekuququzeleleni iinguqu kwiziko.	20
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.	8
i) Iinkcukacha, iNdlela Yokusebenza, uToliko lweziphumo – Iimbambano zeenzululwazi malunga nokuqhutywa kophando, ngeziphumo zalo notoliko lwazo nangeenkukacha ezithi zivele ngokuchaphazela imigaqo-nkqubo.	2

<p>j) Imida yemisebenzi yamasebe yeziko, umhlaba – Iimbambano ezimalunga nokuba ngaba leliphi na isebe/iziko elifanele ukwenza okanye ukukhokela ukwenziwa kowuphi na umsebenzi.</p>	<p>4</p>
<p>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 kuhlaziyiwe imigaqo-nkqubo, kunye/okanye nemigangatho.</p>	
<p>a) Imigangatho yokuziphatha – Ubulali, ukusebenza okanye ukusilela kwezikhokelo zokuziphatha, iinkqubo zolawulo kunye/okanye nemigaqo yokuziphatha, yokunyaniseka kwezemfundo, ukunyiba iimbalo, uMgaqo Wokuziphatha, ungquzulwano lochaphazeleko, abatyalayo, njl.</p>	<p>36</p>
<p>b) Iinqobo neNkcubeko – Imibuzo, iinkxalabo malunga neenqobo ezixabisekileyo okanye inkcubeko/indlela yokusebenza yeziko.</p>	<p>32</p>
<p>c) Ukuziphatha kwezenzululwazi, Intelekelelo – Ukungaziphathi kakuhle kwezenzululwazi okanye kwezophando okanye izenzo ezigwenxa, umzkl. ububhali, ukunikwa kweziphumo ezigwenxa.</p>	<p>0</p>
<p>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.</p>	<p>13</p>

iTheyibhile 2: IiNkalo Zokwenziwa kweNgxelo Ezivunyiweyo zee-IOA , malunga nemiba/neenkxalabo

Ezi nkalwana zilandelayo zazichaphazeleka kwimiba emininzi kakhulu (40 okanye ngaphezulu)

- Izigqibo zolawulo notoliko, ukusetyenziswa kwemithetho, ngokubanzi kwemiba yeNkonzo/yoLawulo, ibe yeyona miba mininzi (87). Le nkalwana iye yakholisa ukuveliswa ngabafundi okanye nangabazali okanye ngabo baphantsi kwabo. Iinkxalabo zabo bezinxulumene neentlobo ngeentlobo zenkonzo zokuhlola nezinye iinkonzo zalapha eyunivesiti. Ezi nkxalabo bezibandakanya ulwaphulelo nezibheno, apho undwendwe, umzekelo beluye lukhalazele ukudlelwa iindlela ngokokubona kwalo; ubude bexesha elithathwayo ekufikelelweni kwizigqibo; iimpendulo ezingavakaliyo zamagosa eyunivesiti kwimibuzo yolandelelo lwemiba. Eminye eth eveliswa kule nkalwana ibiphathelele kwemithetho yeehosteli zabafundi.

- Kwakule nkalo yemiba yeNkonzo/yoLawulo ngokubanzi, umgangatho wenkonzo ubuchaphazeleka kwimiba engama-59 nexesha lokuphendulwa kwimiba engama-43. Iindwendwe ziye zanika ingxelo yokuba ixesha lokuphendulwa lalicotha nakwiimeko apho libekiweyo ixesha lokuphendula, njengokwiinkqubo zokufakwa kwezikhazazo. Abafundi abaninzi bakhalaze malunga neentlawulo zokufunda. Oku ke bekubandakanya neemeko apho iifemeli bezingakwazi ukumelana nezi ntlawulo apho kwakuxhaswa abantwana abangaphaya komnye. Ezinye iimeko ibiba zezabafundi abathe babuyela eyunivesiti phantsi kolwaphulelo lwekomiti yolwamkelo kwakhona, kodwa baze bangayinikwa inkxaso-mali.
- Inkalo yobudlelane babanoxulumano iye yaba kwindawo yesibini ngenani lezikhazazo. Ezona zikhazazo bezixhaphake kakhulu beziphathelele kwintebano nobulungisa; zikuma-68 emiba, kulandele iinkxalabo ngokungabikho kwembeko nangempatho engaxolisayo, ezibe ngama-64 (zihlile ukusuka kuma-80 ngo-2014). Imiba enxulumene nolwahlukano, ebe ngama-62 (xa kuthelekiswa nama-49 ngo-2014) ibandakanye izinto ezithethiweyo okanye izimo ezibonwe njengezingcivayo, nezizingantelekelelo okanye ezizezokungabikho komonde. Abafundi abenza izidanga zokuqala nabo benza ezilandela ezokuqala – ngakumbi bona aba - baye baqhagamshelana nale ofisi ngenjongo yokuthetha ngobudlelane nabo bafunda phantsi kwabo. Enye inkalwana eye yathi kratya ukuxhaphaka ibe kukuvuyelela nobugwili, ethe yanyuka ukusuka kuma-46 ngo-2014 yaya kuma-53 kwesi sithuba senzelwa le ngxelo. Ukuvuyelela kwakuye kwakhankanywa kwingxelo ka-2014 kwaye ndiyaqonda ukuba sele uqalile umsebenzi nothethwano malunga nomgaqo-nkqubo ongovuyelelo nobukwada. Inkalwana yomoya weziko kunye neyempumelelo yokuphatha, zombini ziye zaba nama-42 inye.
- Inkalo Ephathelele kwiZiko, kwiZicwangciso Eziliqili nakuMnqophiso iye yaba nezi nkalwana zilandelayo zinawona manani aphezulu ngokukhankanywa – ubunkokeli nolawulo 52, uqhagamshelwano 59, ukusetyenziswa kakubi kwamagunya ezikhundla 45. Ezi nkxalabo bezithande ukunxulumana nobudlelane babanoxulumano. Njengoko kunokulindeleka, ubuninzi babantu abaqhagamshelana neofisi yeOmbud bayachaphazeleka kubudlelane babanoxulumano oluthile.

Okuqwalaselweyo neZindululo

Nangona la manani nezi nkalo zinikiweyo ngentla apha ziwanika amanakani ngokwenziweyo kule ofisi, ngamabali neemeko ezona zinto zibubonisa ngokuchanekileyo ubunzulu nobuntsompothi bomba ngamnye. Ngenxa yokuzinikela kubuhlebo la mabali akanakufakwa apha. Njengoko sele kutshiwo phaya kwintshayelelo, ngeli xesha ndiqokelelela le ngxelo yonyaka amanani-nkcukacha, ingaphaya kwe-90% imicimbi ethe yeziswa kum ebonakala isonjululwe. Kunzima ukunika uvandlakanyo lwempumelelo yeeofisi zeeOmbud ngamanani achanekileyo, njengoko sisenokuthi singafuni ngxelo kwiindwendwe emva kokuba zithe zaqhagamshelana neofisi kuba oko kungahambelani neMigangatho yeeNkqubo. Enyanisweni phofu iindwendwe azilindelekanga ukuba mazenze ingxelo. Kananjalo, impumelelo yomba ixhomekeke kulowo mntu wenza uvandlakanyo lweziphumo. Kambe ke, kwimiba engenisiweyo ziindwendwe engaphaya kwe-90%, ngokokubona kweOmbud, ikhangeleka isonjululwe.

Apha ekuhambeni konyaka ndiye ndibe neendibano nabalawuli beyunivesiti le, iintloko zamacandelo ezifundo nabalawuli abaphetheyo namanye amaqela achaphazelekayo, ngenjongo yokuba ndibacacisele ngendlela ezihamba ngayo izinto kwiinkalo abasebenza kuzo, ngendlela ethi ingabutyesheli ubuhlebo. Ndixelelwe ke ukuba eli galelo liyabanceda abalawuli ekubeni bakhawuleze bayiqwalasele imiba ingekade ibe ziingxaki ezimandundu. Abanye abantu baqhagamshelana nale ofisi ngenjongo yokufuna iingcebiso malunga nokuba ingayeyiphi na eyona ndlela enokuba bubuchule ekuqwalaseni umba lowo, ngelixa abanye beza xa kucaca ukuba ayikho enye indlela engathi kungabalungela ukuyithatha ngaphandle kokufaka isikhalazo izikhalazo okanye ukuyeka eyunivesiti.

Ukusukela kwisithuba sokwenzelwa ingxelo sika-2013/14 iOfisi kaSihlalo weKhansile iyabacela abalawuli beyunivesiti ukuba baqulunqe impendulo kwingxelo yeOmbud phambi kokuba iye kwandlalwa kwiKhansile. Loo nto inika abalawuli ithuba lokuba baqwalasele ukuba ngaba ziyintoni na iinkxalabo, zikweziphi na iinkalo nokuba kunokwenziwa ntoni na ngazo. Kananjalo inceda neziko eli libone zeziphi na izimo, iinkqubo neziqhelo ezinokuphetha zikhokelela kwiimeko zokujongana ngezikhondo zamehlo.

Njengokuba kuba njalo minyaka le, imiba eziswe kwiofisi yeOmbud ibiyahluka-hlukene, kodwa igudle imixholo ethanda ukusondelelana. Iinkxalabo zabasebenzi bezinxulumene neengxaki zobudlelane, uvuyelelo noqhagamshelwano olusilelayo ngakumntu okwisikhundla esingentla, iingxaki ezithe gqolo malunga nemihlaba nemida yamagunya, iikomiti zokugaywa nokukhethwa kwabasebenzi, izigqibo ngobude bamaxesha okuhlala kwizithuba nokunyuselwa, imiba yobukholwane nendlela yokuziphatha kwabasebenzi, utoliko lwemigaqo-nkqubo nendubeko ehamba nomsebenzi nezicelo zokuyeka emsebenzini.

Kubafundi abenza izidanga zokuqala nakwabo benza ezilandela ezokuqala imiba ibixhaphakile ibiziinkxalabo ezinxulumene namanqaku nokuvavanywa ngokutsha, amanqanaba kwezemfundo, ukungaziphathi kakuhle kwezemfundo, iimfuneko zezidanga, uthantamiso, ukungeniswa kweemBALO zophando (iithisisi) nothweso-zidanga, iintlawulo zokufunda, izohlwayo ngeentlawulo ezingene kade nokungabikho kweengcebiso ezinokubanceda basindise imali kumaxesha okubhalisa (abenza izidanga ezilandela ezokuqala) nasekutshintsheni izifundo.

Imiba yenguqu, ubulali nolwahlukano ibikhona kwizinto endiziqopheleyo nakwizindululo kulo nyaka upheleleyo. Nangona iyunivesiti ibisoloko izama-zamana nombamba wokulwamkela nokuluxabisa ulwahlukano ithuba elide, njengoko kubonakaliswa ngamalinge afana noKhuluma, uMamela noAdapt, iphulo likaPhantsi ngoRhodes (Rhodes Must Fall) nezinye ezenzekayo emva kwalo neengxoxo ezathi zavuseleleka ngakwicala lemfuneko yeenguqu eyunivesiti zizinto ezixelayo ukuba kusekuninzi ekufuneka kwenziwe kule nkalo. Iinguqu kufuneka zikhe zidlulele nangaphaya kwalo mba wobuhlanga, zibandakanye nezinye iziganga zolwahlukano, ezifana nesini, uthandwano lwezini olukhethwayo, inkolo, ukuziphatha, amanqanaba, nezinye ke.

Okunye Okwenziwa yile Ofisi

- Ngenxa yokuba iinkonzo zeofisi yeOmbud zinobuhlebo kwaye zingenaluxhomekeko zinalo kwezinye izigqeba zeyunivesiti, lo msebenzi ngamanye amaxesha ungasisithukuthezi. Ngelokukhawulelana nale meko ndiye ndasungula imbumba yoqhagamshelwano lweeOmbud. Le mbumba yoqhagamshelwano idibanisa iiOmbud zeeyunivesiti eMzantsi Afrika kwakunye nezivela kwamanye amacandelo. Amanye amalungu ethu akwezinye iindawo zeli lizwekazi. Ndinxibelelanisa iindibano zale mbumba qho ngenyanga, ndize ndiqulunqe isigidimana seendaba esiphuma qho ngekota, esibizwa, “The Ombud”.
- Amalungu ale mbumba aye avakalisa uluvo lokuba ukhona noko umsantsa kuqeqesho kwizakhono zobuOmbud. Ngelokukhawulelana nale ndawo siye saqalisa ngamalungiselelo okubamba isiyunguma samazwe ngamazwe soqeqesho lweeOmbud eziqalayo nezikhoyo ngo-2015.
- IOmbud, njengenxenywe yokuzama ukuba yaziwe le ofisi nomsebenzi wayo, iye yenza iintetho-nkcazelo ezingama-23 kumasebe ahlukeneyo apha eyunivesiti, kwiibhodi zamacandelo ezifundo, kwiimanyano, kwiKhansile yaBameli babaFundi (SRC), nakwiindibano zoqhelaniso lwabasebenzi abafikayo. Ezi ntetho-nkcazelo bezikholise ukulandelwa kukuza kwabantu nemiba yabo kule ofisi.
- Kwesi sithuba senzela le ngxelo amagumbi aneofisi yeOmbud aye afakelwa izilungiselelo zokuthintela ukuphuma kwesandi ngempumelelo. Ibalulekile ke le nto njengoko iqinisa inqobo yobuhlebo bothethwano olwenzeka kule ofisi.
- IOmbud yase-UCT iye yaphumelela iimviwo zokuba ngumsebenzi wobuOmbud oqinisekisiweyo, iCertified Organisational Ombud Practitioner.
- Iinkonzo zale ofisi ziyafumaneka nakwezinye iinxenywe zeyunivesiti ezifana ne-GSB ne-Health Sciences. Kungekudala siza kuqalisa ukusebenza eHiddingh.

Elokuqukumbela

Nayiphi na impumelelo ethe yafikelelwa kulo nyaka yiofisi yeOmbud ifikelelwe ngenxa yenxaso yabantu abathe bazikhethela ukuba bayisebenzise le ofisi kwakunye neyeenkokeli zamacandelo ezifundo nezolawulo ezithe zazimamela zonke iinkalo zemiba ezisiweyo kuzo, futhi zabamba ngaxhatha linye ekufunweni kwezisombululo ezinobulali kwezo ngxaki. Ndinqwenela nokongeza ke ukuba, ngelixa ugunyaziso lwam, njengeOmbud, lubandakanya ukuvelisa imisantsa neendawo ezifuna ukuthathelwa amanyathelo ziphuculwe yiyunivesiti, kulo msebenzi ka-2014/15 – njengakwiminyaka edlulileyo – ndiye ndadibana nazo neenkalo zeyunivesiti ohamba kakuhle umsebenzi kuzo. Ndibamba ngazibini kwiOfisi kaSihlalo weKhansile ngenkxaso yayo engagungqiyo minyaka le. Kuliwonga kakhulu kum ukuba ndifake igxalaba ekuncediseni iyunivesiti le ekuphuhliseni kwayo le nkalo yomsebenzi.

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, esiququzelela 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 nomthunzi wokuziswa kwenguqu apha eyunivesiti.

IOfisi yeOmbud incedisa nakwimisebenzi yophando neyezibheni esesikweni eqhubekayo apha eYunivesiti kungoku nje, nangona ingayithathi 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 kwiMigaqo yeNtsulungeko yaseMsebenzini neMigangatho yokuSebenza (Code of Ethics and Standards of Practice) yoMbutsho oyiInternational Ombudsman Association (IOA). Lo migaqo 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 neeNdlalela 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 kanaanjalo 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 nangokuhlontshwa kwengxelo ngayo ezimeleyo. Ngenjongo yokunqinisekisa ukuqwalasela

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 iyiqwalasele 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. IMihlaba engangeniyo kuyo, iGunya noNyino lweOfisi yeOmbud

A. Igunya leOfisi yeOmbud

1. 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.

2. Ufikeleleko lweenkcukacha

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

3. 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.

4. Uphefumlelwano nabatyebile

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.

5. Ufikelelo kwiiNgcali zoMthetho

IOfisi yeOmbud isenokuthi ngamanye amaxesha ifune ingcebiso yomthetho okanye yobunye ubungcali, khona ukuze ikwazi ukuyifizekisa imisebenzi yayo. IOfisi yeOmbud isenokuthi inikwe ingcebiso yomthetho yegqwetha elizimeleyo nelingadibananga neYunivesiti le xa itha yayicela, iimpepha, okanye ubungqina obuphathalele 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

1. Ukufumana iSaziso seYunivesiti

Uqhagamshelwano neOfisi yeOmbud alusayi kuba sisaziso esiya kwiYunivesiti. IOfisi yeOmbud iyayibhengeza 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.

2. 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.

3. Inkqubo Ezisesikweni noPhando

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

4. Ukugcinwa kwaMarekhodi

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

5. 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 ngomcedo lwezomthetho okanye lokwenza zasemoyeni.

6. Izigwebo zeMicimbi (Adjudication of Issues)

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

7. 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 kohlahlo-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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