
OFFICE OF THE MILITARY OMBUD

**PRESENTATION TO JOINT
STANDING COMMITTEE ON
DEFENCE**



Presenter: Military Ombud

Date: 29 February 2024



AIM

The aim of this presentation is to present the Office of the Military Ombud Mid-Term Review for FY2023/24 (01 April to 30 September 2023) to the Joint Standing Committee on Defence and Military Veterans on 29 February 2024.



SCOPE

- Introduction
- Overview of the Office of the Military Ombud Mid-Term Review for the FY2023/24 (01 April to 30 September 2023).
- Preliminary Performance Against Plan for the period 01 April to 30 September 2023.
 - Manner of Finalisation.
 - Contacts Logged.
 - Nature of Complaints.
 - Categories of Complaints Received.
 - Profile of Complainants
 - Complaints per Service, Division and the Public.
 - Geographical Spread.
 - Rank Level of Complainants.
 - Gender Distribution.
- Office of the Military Ombud Outreach Programme.
- Office of the Military Ombud Mid-Year Expenditure Report for the FY2023/24, 30 September 2023.
- Conclusion
- Comments/Questions.



INTRODUCTION

- The Office of the Military Ombud is an independent statutory body established in terms of the Military Ombud Act, Act No 4 of 2012 and is therefore mandated to investigate and resolve complaints independently and impartially and must perform its functions in good faith and without fear, favour, bias or prejudice subject to the Constitution and the law.
- Through the implementation of the outreach programme, stakeholder engagements, and our participation in national events, the Office ensures that members and former members of the South African National Defence Force (SANDF) are informed of their fundamental rights and the public in terms of the official conduct of members of the SANDF.
- This is evident in the growth of the Office, owing to improvements in the investigation turnaround times and reduction of the carry-over of complaints.

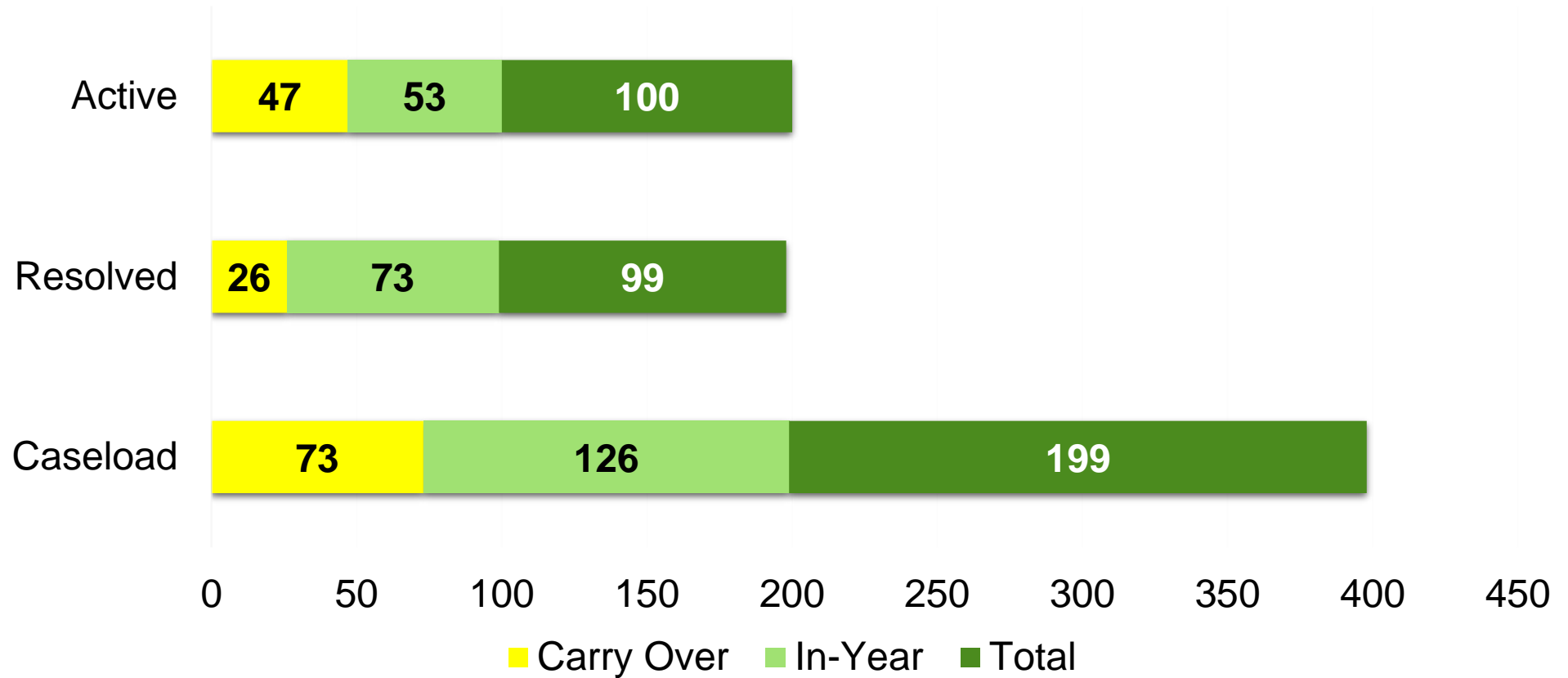


OFFICE OF THE MILITARY OMBUD MID-TERM REVIEW FOR THE FY2023/24

Performance Indicator	Annual Target as per APP	Mid-term Progress					
		Quarter 1 Target as per APP	Quarter 1 Output – Preliminary	Comment	Quarter 2 Target as per APP	Quarter 2 Output – Preliminary	Comment
a	b	c	d	e	f	g	h
Percentage of written complaints resolved fairly, economically and expeditiously within the Office of the Military Ombud	75%	18.75%	38.63%	The total caseload for the period under review was 132 complaints, which consisted of 73 complaints carried over from FY2022/23 and 59 complaints received in the current FY2023/24.	37.50%	49.75%	The total caseload for the period under review is 199 complaints, which consisted of 73 complaints carried over from FY2022/23 and 126 complaints received in the current FY2023/24. Of the total caseload, 99 complaints were resolved.



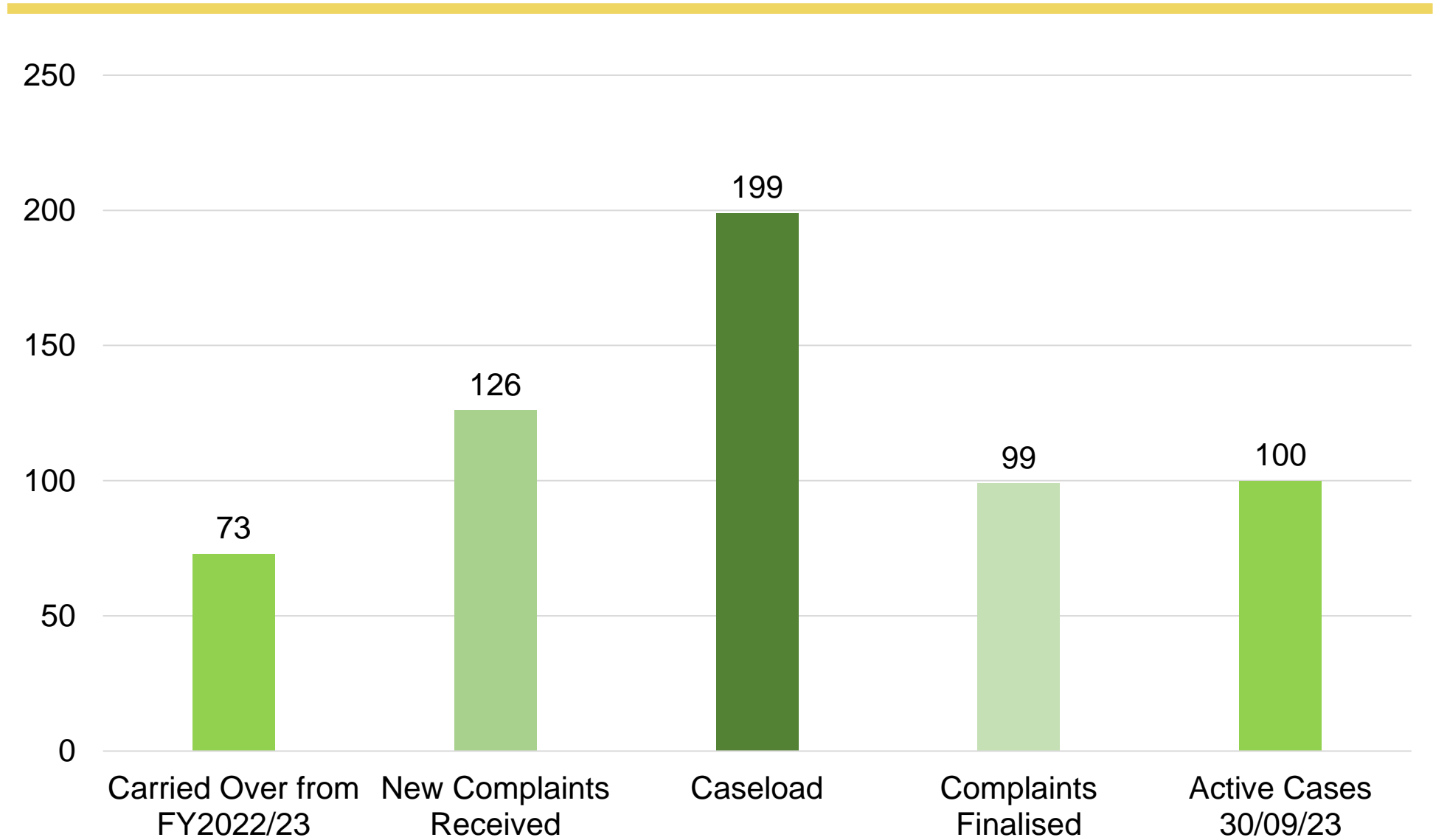
PRELIMINARY PERFORMANCE AGAINST PLAN: 01 APRIL TO 30 SEPTEMBER 2023



- Of the **73** carry-over cases on **31 March 2023**, **26** cases were **resolved** and **47** were still **active**.
- Of the **126** cases received within the 2023/24 financial year, **73** were resolved and **53** were still active.
- The Office thus had an **active case load** of **100** complaints on **30 September 2023**.



PRELIMINARY PERFORMANCE AGAINST PLAN: 01 APRIL TO 30 SEPTEMBER 2023



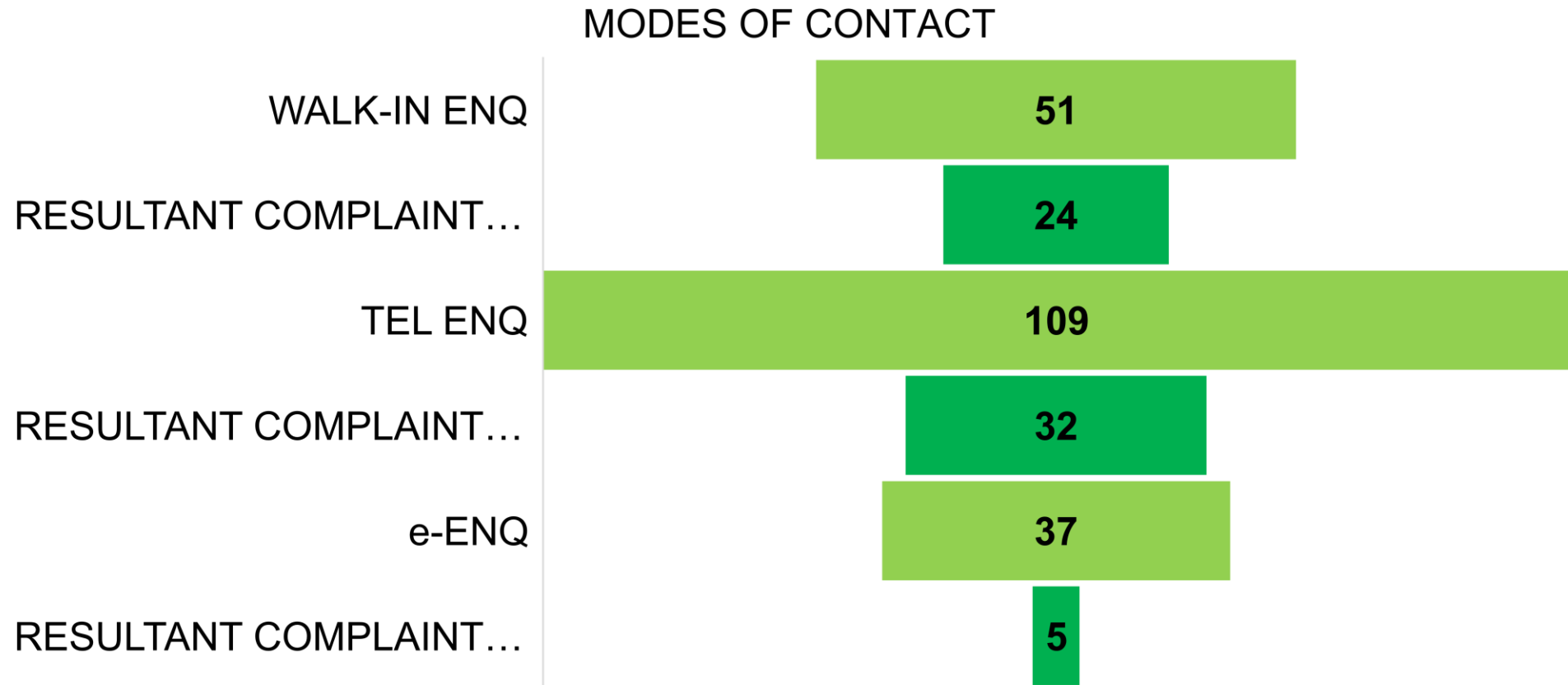


MANNER OF FINALISATION

MANNER RESOLVED	
Complaint Dismissed for lack of jurisdiction	0
Complaint Dismissed in terms of Section 4 – not a condition of service / official conduct	0
Complaint Dismissed in terms of Section 6(7)(a) – on merits of complaint	19
Complaint Dismissed in terms of Section (7)(1)(b) – matter pending before Court	0
Complaint Dismissed in terms of Section 7(1)(c) – matter was decided by Court	1
Jurisdiction Declined in terms of Section 7(2)(c) due to extreme late lodging	6
Jurisdiction Declined in terms of Section 7(2)(d) – matter referred to SANDF IGR	37
Complaint Referred to an institution that is better suited	25
Complaint Upheld in terms of Section 6(7)(a) – on merits of complaint	7
Matter Resolved in terms of Section 6(6)(b) by using Alternative Dispute Resolution	1
Complaint Withdrawn	1
Lack of Cooperation from Complainant	1
Duplicate	1
TOTAL	99



CONTACTS LOGGED

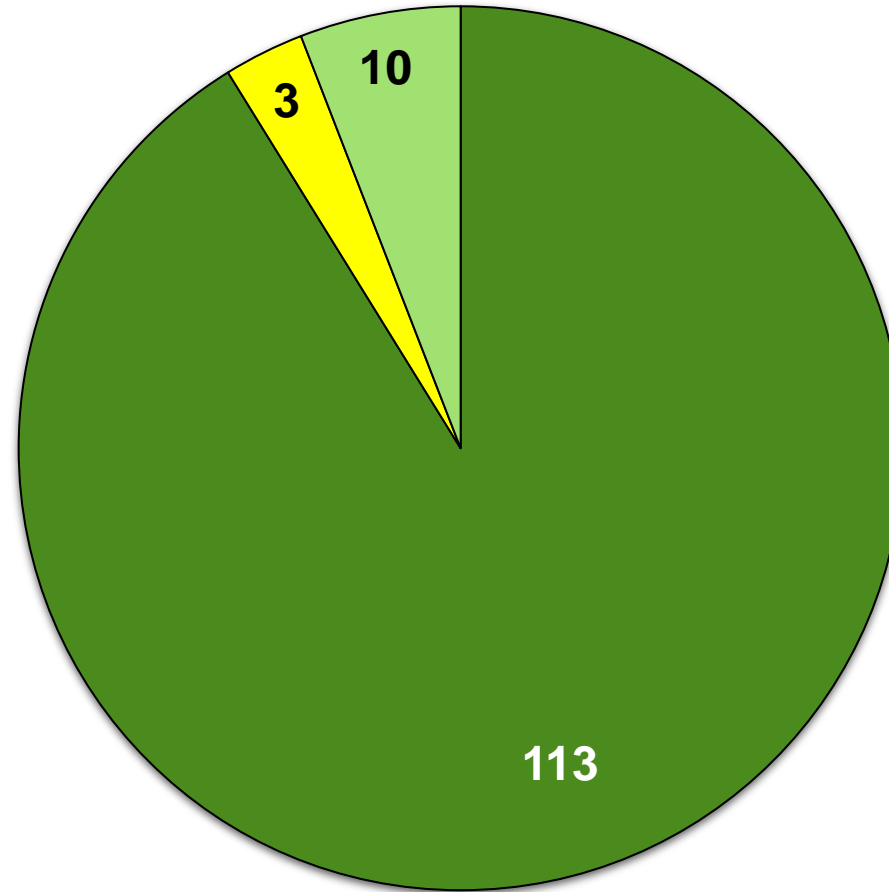


The Office logged a number of contacts made with potential complainants, over and above attending to outreach events. This entails a variety of modes of contact and includes walk-in enquiries or complainants' telephone enquiries and electronic enquiries which includes emails and postings on social media that required attendance from operations staff. Some contacts resulted in complaints being lodged.



NATURE OF COMPLAINTS

CATEGORIES OF COMPLAINTS



■ Conditions of Service ■ Official Conduct ■ Other



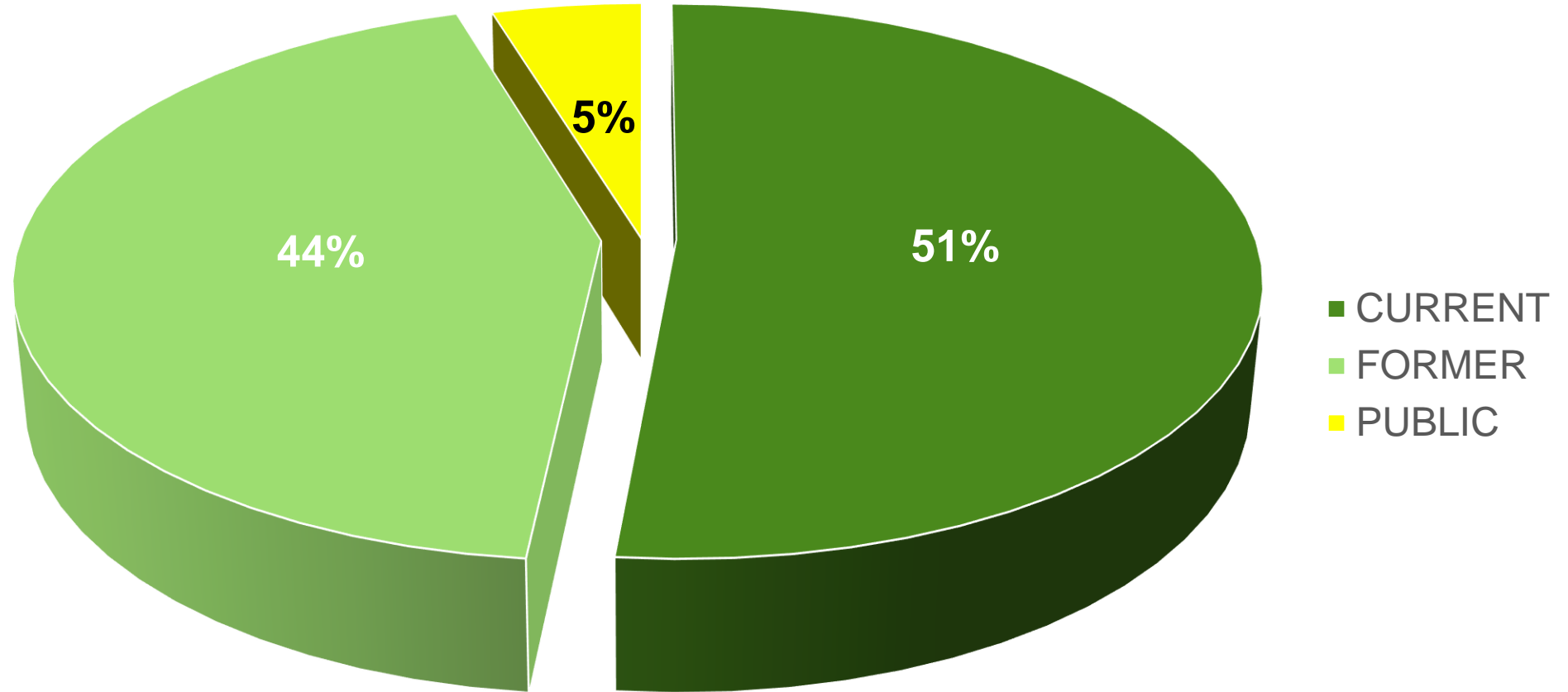
CATEGORIES OF COMPLAINTS RECEIVED UNTIL SEPTEMBER FY2023/24

Category	Cases Received In FY2023/24
Official conduct of SANDF Member	3
Other	10
Placement/Utilisation	13
Remuneration	14
Service Termination	19
Education, Training and Development	6
Grievance and Disciplinary Procedures	13
Promotion/Demotion	13
Service Benefits	33
Working Environment	2
Total	126

- Service benefits includes matters such as Pension, Leave, medical, etc.
- Other includes matters not specifically listed in the Defence Act, or a matter that falls outside the Military Ombud’s mandate, eg. Military Veterans’ Benefits.

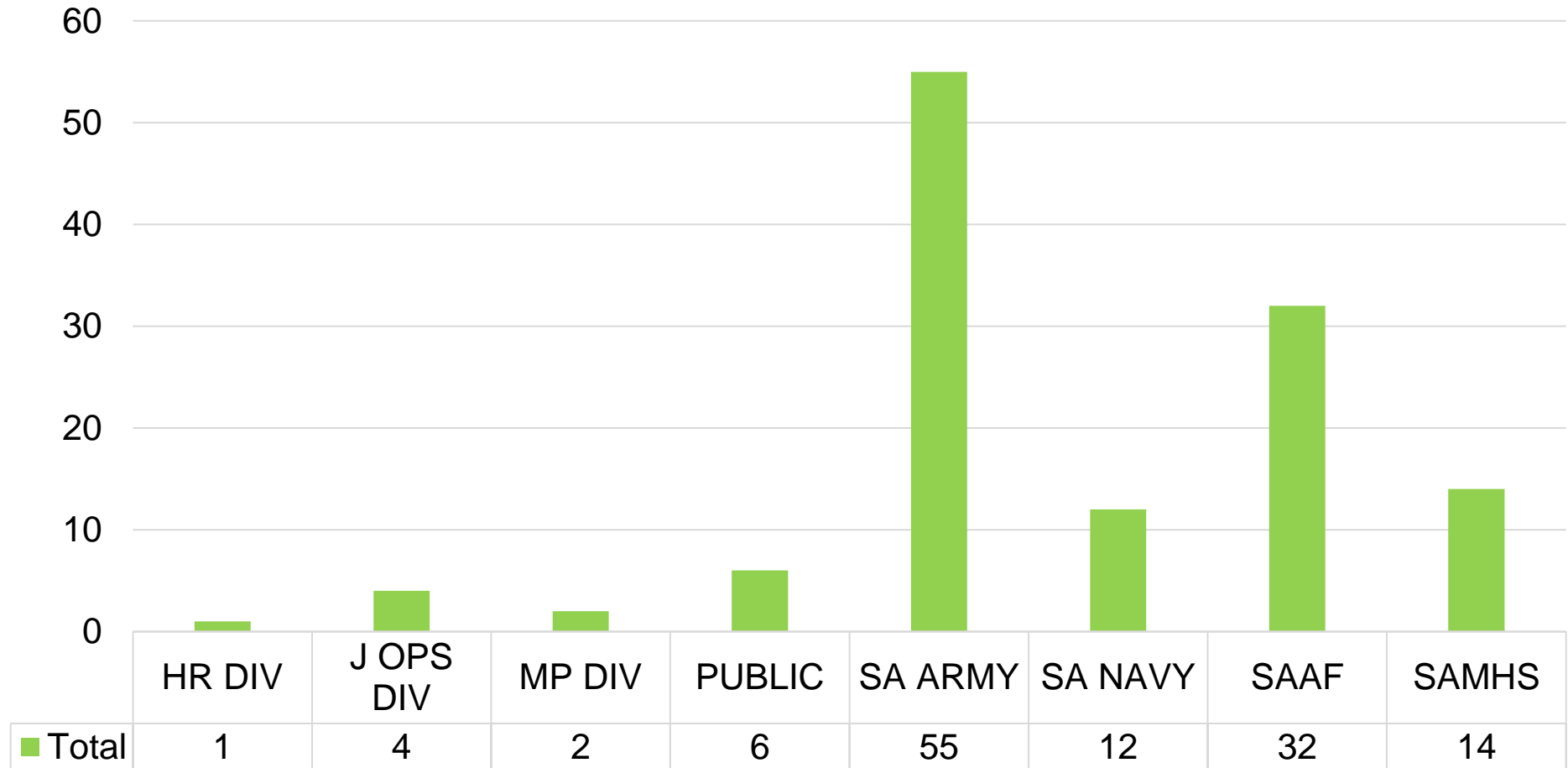


PROFILE OF COMPLAINANTS





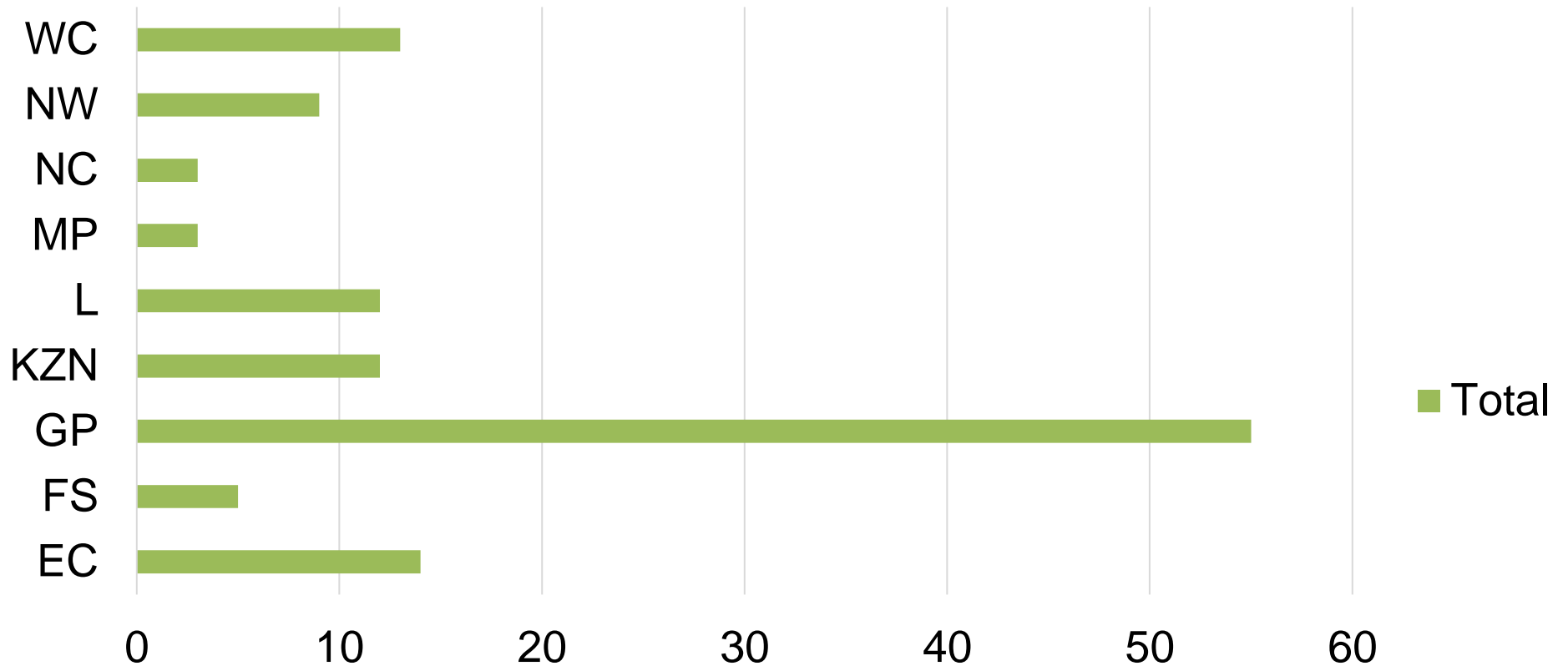
COMPLAINTS PER SERVICE, DIVISION AND THE PUBLIC



- As per the historical trend the **SA Army** had the most complaints at **55**, which accounts for **44%** of complaints lodged by **30 September 2023**.



GEOGRAPHICAL SPREAD



	EC	FS	GP	KZN	L	MP	NC	NW	WC
Total	14	5	55	12	12	3	3	9	13

The Geographical spread of complaints registered highest at **44%** in **Gauteng** followed by the **Eastern Cape** at **11%**. The remainder is spread across the other provinces, with the least complaints Mpumalanga, North West, Free State and Northern Cape at around **3%**.



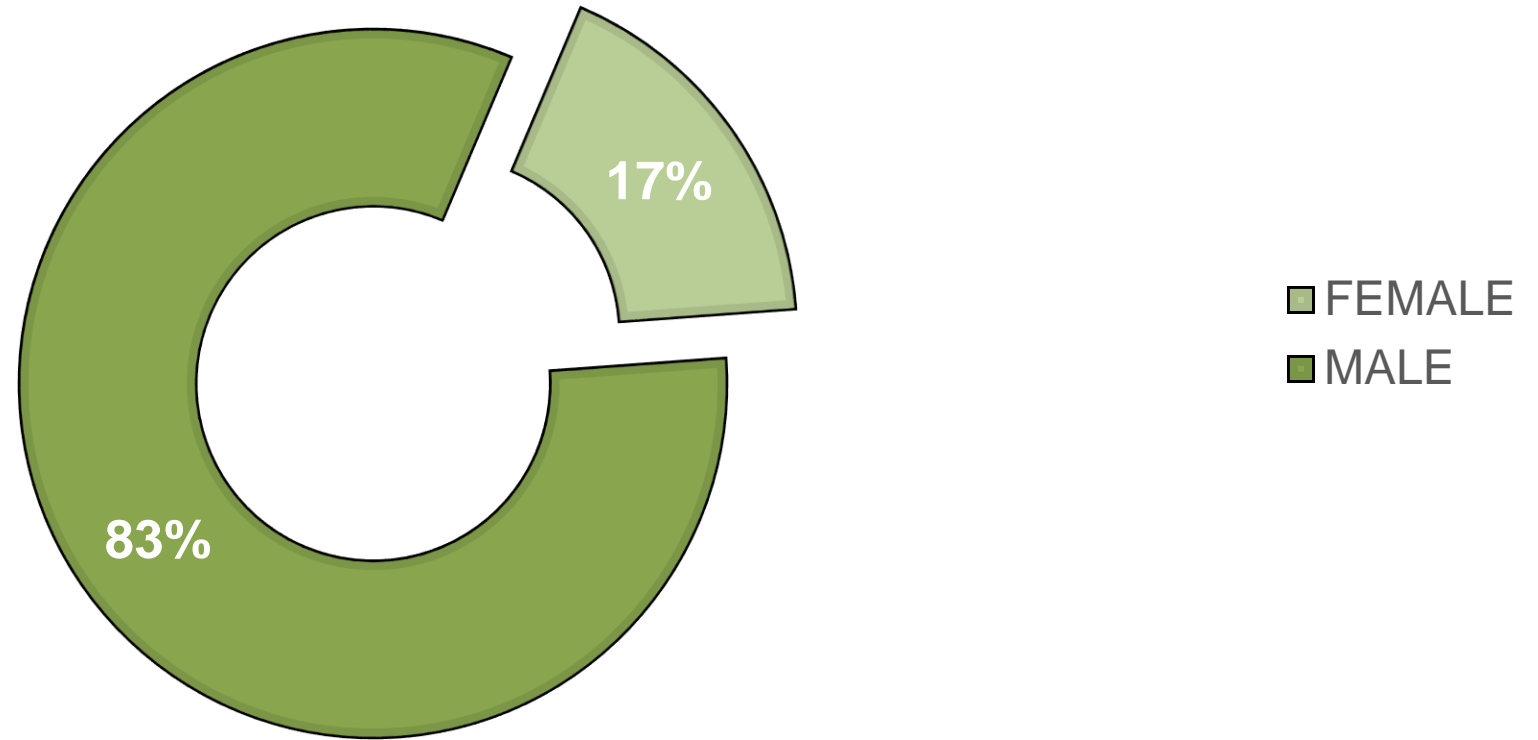
RANK LEVEL OF COMPLAINANTS

Ser No	Rank Level	Number
	a	b
1	Generals/ Flag Officers	0
2	Senior Officers	17
3	Officers	8
4	Candidate Officers	1
5	Warrant Officers	17
6	NCO's	59
7	Other Ranks	18
8	Undefined	0
Total		120

Six (6) complaints were received from Public.



GENDER DISTRIBUTION

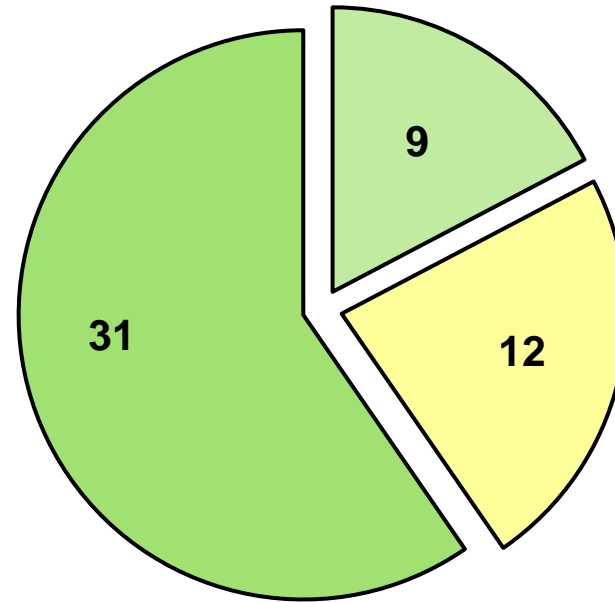


The trend depicted above is consistent with the statistics of previous financial years and appears to be in accordance with the gender demographics within the SANDF.



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

Type of Outreach Engagements



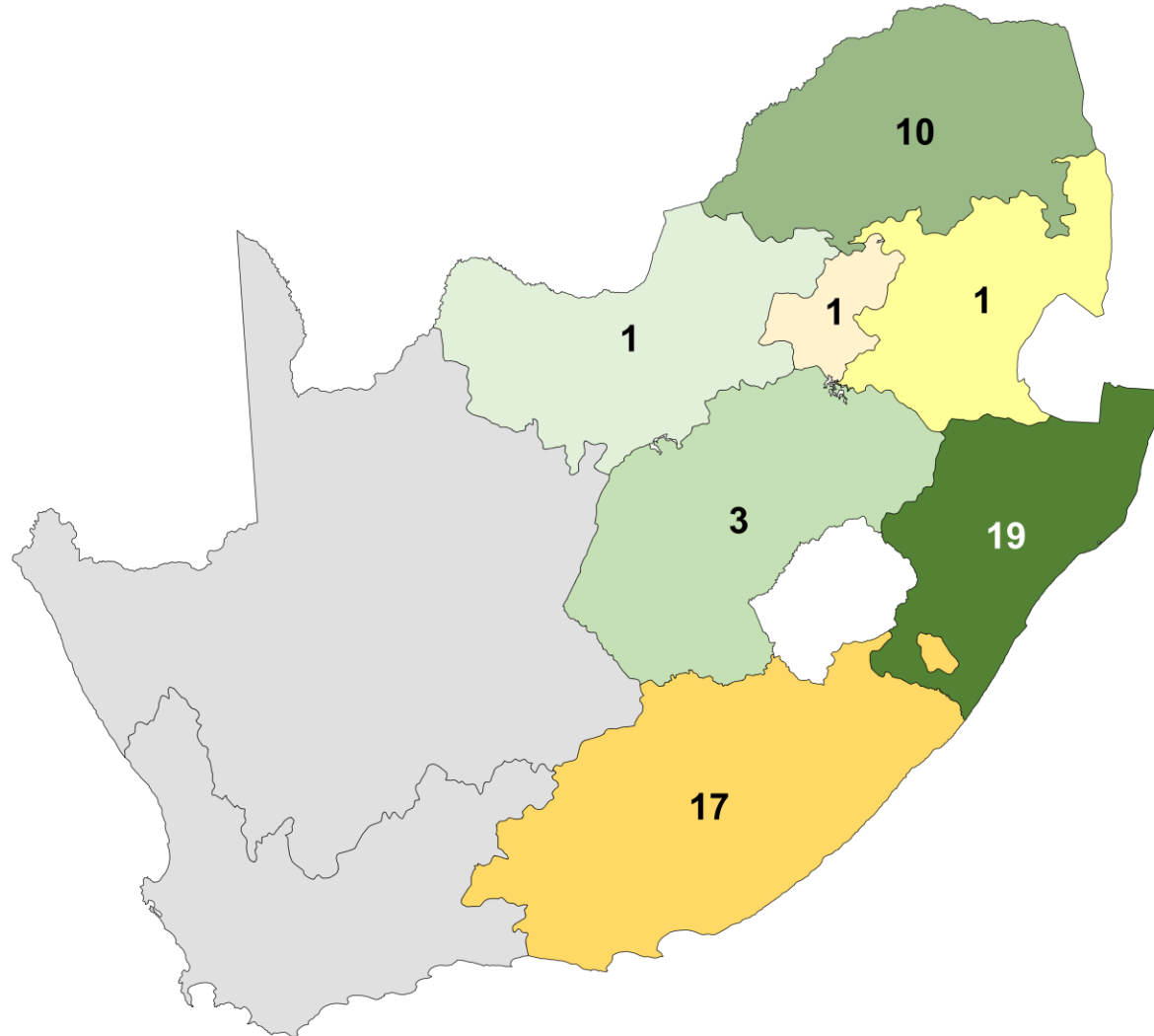
■ Mission Readiness Induction ■ Public Activitations ■ Outreach Activations and Pop-up Offices

The type of outreach engagements are depicted above.



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

Outreach Engagements per Province



Number of Outreach Engagements	
Eastern Cape	17
Free State	3
Gauteng	1
KwaZulu Natal	19
Limpopo	10
Mpumalanga	1
North West	1
Total	52



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

Mission Readiness Induction Training

- The Office in partnership with Joint Operations' Mission Readiness Induction Training, has become one of the most progressive platforms to educate SANDF members on the mandate of the office and issues on human rights.
- The programme has given the Office an opportunity to engage with soldiers not only on issues pertaining to their conditions of service, but also on how they should conduct themselves professionally within the public domain.
- The Office aims to enhance stakeholder relations with the Border Management Agency (BMA). During the Induction Programme in Musina, Macadamia and Ladybrand, the Office met with BMA Officials with the aim of distributing promotional material at the border.



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

Ser No	Date	Quarter	Event	Stakeholder	Province
1	04-May-23	Q1	Mission Readiness Induction Training	Musina Military Base	Limpopo
2	10-May-23	Q1	Mission Readiness Induction Training	Macadamia Military Base	Mpumalanga
3	12-May-23	Q1	Mission Readiness Induction Training	Musina Military Base	Limpopo
4	18-May-23	Q1	Mission Readiness Induction Training	Musina Military Base	Limpopo
5	05-Jun-23	Q1	Mission Readiness Induction Training	Fouriesburg Ops Base	Free State
6	06-Jun-23	Q1	Mission Readiness Induction Training	Ladybrand Ops Base	Free State
7	20-Sep-23	Q2	Mission Readiness Induction Training	Gopane Military Base	North West
8	26-Sep-23	Q2	Mission Readiness Induction Training	Mtubatuba Military Base	KwaZulu Natal
9	29-Sep-23	Q2	Mission Readiness Induction Training	Musina Military Base	Limpopo



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

PUBLIC ACTIVATIONS

- As part of creating awareness in communities within the borders of South Africa, the Office had unsolicited broadcasting interviews with Community Radio Stations which included Makhado FM, Energy FM, Choice FM. Various media statements were issued during the outreach engagements.
- Through partnerships with municipalities, Government Communication and Information Systems (GCIS) and other government departments, the Office has conducted public activation during presidential imbizos, public participation events, national days and other municipality community engagements. Public activations have been conducted in Gqeberha, Makhanda, Mthatha, Bloemfontein, Soweto, Mtubatuba, Hoedspruit, Ladysmith, Potchefstroom, Welkom and Thohoyandou. Information about the Office was also distributed at Thusong Centres through GCIS.
- It is estimated that 1 463 members of the public have been reached through public activations.
- The Office has been invited by the City of Johannesburg Ombudsman to join them in their activations around Gauteng. The relations the Office has with other Chapter 9 institutions or similar institutions are of paramount importance as it gives the Office easy access to diverse communities. This partnership will help to create awareness about the Office around areas where the soldiers are deployed to assist the police to address the Zama Zama issue.



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

Ser No	Quarter	Event	Stakeholder	Province
1	Q1	Public Activation	Department of Human Settlements Imbizo, Soweto	Gauteng
2	Q1	Public Activation	Hoedspruit Local Municipality	Limpopo
3	Q1	Public Activation	Kuyga Community Hall, Gqeberha	Eastern Cape
4	Q1	Public Activation	Baskiti Church, Ehlangesi, Gqeberha	Eastern Cape
5	Q1	Public Activation	New Brighton Community Hall	Eastern Cape
6	Q1	Public Activation	Community meeting, KwaNoxolo, Gqeberha	Eastern Cape
7	Q1	Public Activation	Makhanda Public Activation	Eastern Cape
8	Q1	Public Activation	Mthatha Plaza and Taxi Rank	Eastern Cape
9	Q1	Public Activation	June 16 Celebration, Bloemfontein	Free State
10	Q2	Public Activation	Presidential Imbizo, Ladysmith	KwaZulu Natal
11	Q2	Public Activation	Presidential Imbizo	Limpopo
12	Q2	Public Activation	Public Activation Mtubatuba Taxi Rank	KwaZulu Natal



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

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OUTREACH ACTIVATIONS AND POP-UP OFFICES

- Presently about 2 088 soldiers have been educated on the subject matter during the induction programme, and this excludes the general outreach to military bases.



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

Ser No	Date	Quarter	Event	Stakeholder	Province
1	09-May-23	Q1	Outreach Activation and Pop-Up Office	Air Force Base Hoedspruit	Limpopo
2	10-May-23	Q1	Outreach Activation and Pop-Up Office	14 South African Infantry Battalion	Eastern Cape
3	11-May-23	Q1	Outreach Activation and Pop-Up Office	Air Force Base Makhado	Limpopo
4	16-May-23	Q1	Outreach Activation and Pop-Up Office	Ngungunyane Field Workshop Polokwane	Limpopo
5	17-May-23	Q1	Outreach Activation and Pop-Up Office	Army Support Base	Limpopo
6	23-May-23	Q1	Outreach Activation and Pop-Up Office	Army Support Base	Eastern Cape
7	24-May-23	Q1	Outreach Activation and Pop-Up Office	Area Military Health Unit	Eastern Cape
8	25-May-23	Q1	Outreach Activation and Pop-Up Office	Joint Tactical Headquarters and Military Police Station, Port Elizabeth	Eastern Cape
9	26-May-23	Q1	Outreach Activation and Pop-Up Office	Regional Works Unit and Phama Field Workshop	Eastern Cape
10	29-May-23	Q1	Outreach Activation and Pop-Up Office	Madiba Bay Maintenance Unit	Eastern Cape
11	30-May-23	Q1	Outreach Activation and Pop-Up Office	Naval Base and Signal Unit Port Elizabeth	Eastern Cape
12	31-May-23	Q1	Outreach Activation and Pop-Up Office	Air Force Station Port Elizabeth	Eastern Cape



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

Ser No	Date	Quarter	Event	Stakeholder	Province
13	06-Jun-23	Q1	Outreach Activation and Pop-Up Office	6 South African Infantry Battalion, Grahamstown	Eastern Cape
14	07-Jun-23	Q1	Outreach Activation and Pop-Up Office	Chief Makhanda Regiment	Eastern Cape
15	09-Jun-23	Q1	Outreach Activation and Pop-Up Office	Buffalo Volunteer Rifles, East London	Eastern Cape
16	03-Aug-23	Q2	Outreach Activation and Pop-Up Office	5 South African Infantry Battalion, Ladysmith	KwaZulu Natal
17	11-Aug-23	Q2	Outreach Activation and Pop-Up Office	Umvoti Military Unit, Pinetown	KwaZulu Natal
18	11-Aug-23	Q2	Outreach Activation and Pop-Up Office	Durban Light Infantry Unit	KwaZulu Natal
19	14-Aug-23	Q2	Outreach Activation and Pop-Up Office	Umkhonto Field Engineering Regiment, 15 Maintenance Unit, Reserve Signal Unit, Reserve Force	KwaZulu Natal
20	14-Aug-23	Q2	Outreach Activation and Pop-Up Office	King Cetshwayo Artillery Regiment, Defence Intelligence, Acquisition, Durban	KwaZulu Natal
21	16-Aug-23	Q2	Outreach Activation and Pop-Up Office	Army Support Base	KwaZulu Natal
22	17-Aug-23	Q2	Outreach Activation and Pop-Up Office	King Shaka Regiment, Defence Intelligence, Acquisition	KwaZulu Natal
23	18-Aug-23	Q2	Outreach Activation and Pop-Up Office	Regional Works Unit	KwaZulu Natal



OFFICE OF THE MILITARY OMBUD OUTREACH PROGRAMME

Ser No	Date	Quarter	Event	Stakeholder	Province
24	21-Aug-23	Q2	Outreach Activation and Pop-Up Office	Area Military Health Unit	KwaZulu Natal
25	22-Aug-23	Q2	Outreach Activation and Pop-Up Office	Joint Tactical Headquarters	KwaZulu Natal
26	24-Aug-23	Q2	Outreach Activation and Pop-Up Office	Airforce Base Durban	KwaZulu Natal
27	24-Aug-23	Q2	Outreach Activation and Pop-Up Office	Naval Base Station Durban	KwaZulu Natal
28	25-Aug-23	Q2	Outreach Activation and Pop-Up Office	Military Police Agency Durban	KwaZulu Natal
29	29-Aug-23	Q2	Outreach Activation and Pop-Up Office	Signal Unit	KwaZulu Natal
30	30-Aug-23	Q2	Outreach Activation and Pop-Up Office	Main Ordnance Sub Depot Durban	KwaZulu Natal
31	01-Sep-23	Q2	Outreach Activation and Pop-Up Office	Ingobamakhosi Carbineers Pietermaritzburg	KwaZulu Natal



OFFICE OF THE MILITARY OMBUD MID-YEAR EXPENDITURE FOR THE FY2023/24

Economic Classification	Economic Classification 3rd Level	Vote 2023/24	Revised Appropriation 2023/24	Paid 2023/24
		R'000	R'000	R'000
Payments	Compensation of Employees	40,164	40,164	22,875
	Goods and Services	24,605	24,605	3,496
Payments Total		64,769	64,769	26,371
Transfers and Subsidies	Departmental Agencies and Accounts	1	1	1
	Households (HH)	102	102	72
	Provincial and Local Government	12	12	10
Transfers and Subsidies Total		116	116	83
Purchase/Construction Capital Assets	Machinery and Equipment	778	1,448	210
	Software and Intangible Assets	1,500	741	0
	Buildings and Other Fix Structures	0	89	0
Purchase/Construction Capital Assets Total		2,278	2,278	210
Grand Total		67,163	67,163	26,665



CONCLUSION

- The Office will continue to fulfil its statutory mandate to promote the fundamental rights of serving and former members concerning their conditions of service, as well as the general public regarding the official conduct of members of the SANDF.
- The Office will ensure the effective and efficient resolution of complaints within the set timeframes through continued improvement of investigation turnaround times.
- Through the implementation of the outreach programme, stakeholder engagements, and our participation in national events, the Office will ensure to promote the image and the mandate of the Office of the Military Ombud.



COMMENTS/QUESTIONS

How to Contact us

THANK YOU



South African Military Ombud



South African Military Ombud



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