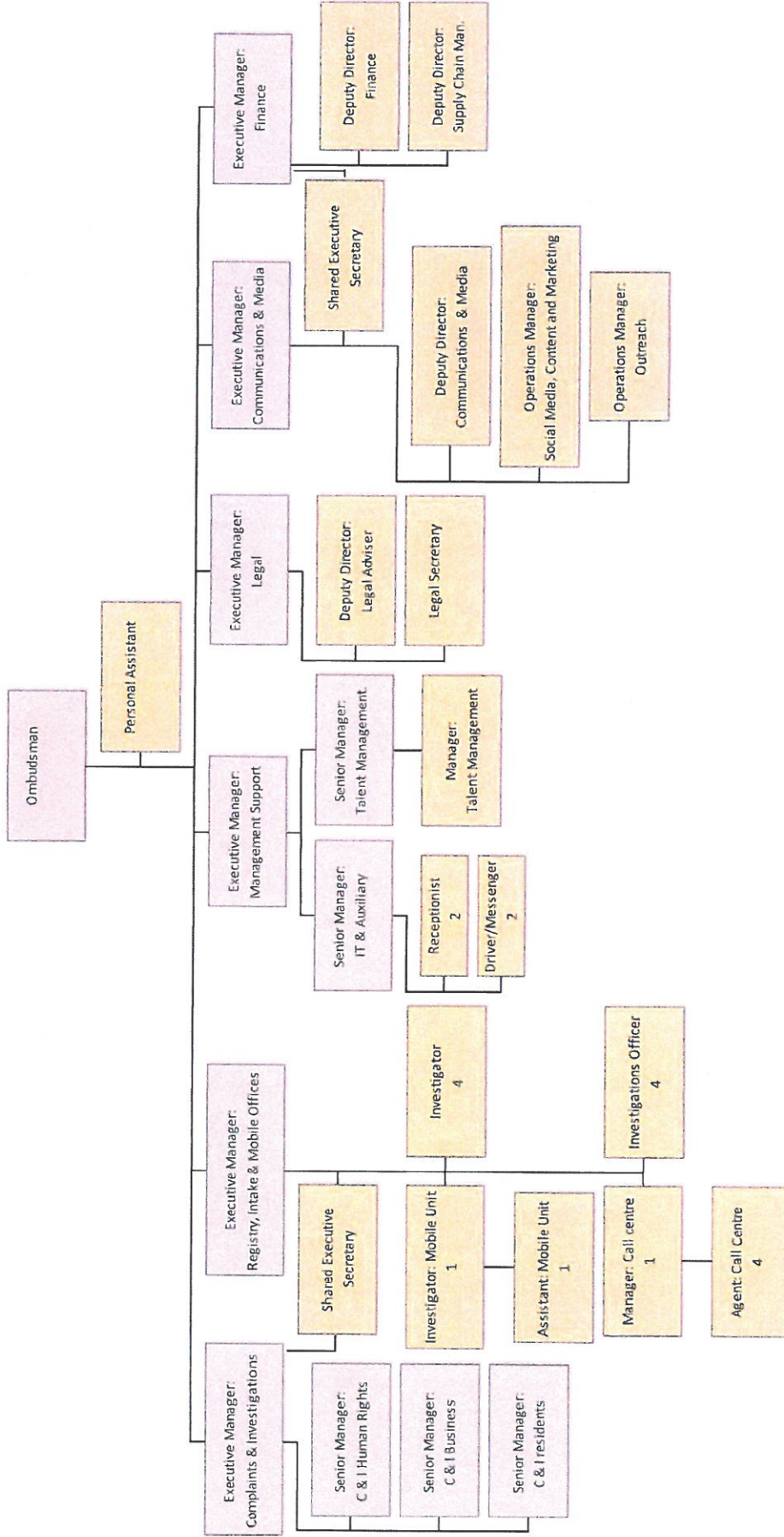


Annexure "B"

OFFICE OF THE OMBUDSMAN: MARCH 2016



APPROVED

GED: GCSS

CITY MANAGER

EXECUTIVE MAYOR

DATE