

# ADV DINKIE PORTIA

## DUBE

DIRECTOR-GENERAL  
CONTACTS



### SKILLS

Alternative Dispute Resolution i.e.  
Mediation & Conciliation  
Investigation

### LANGUAGES

English

Zulu

Swati

Xhosa

Sotho

### PERSONAL DETAILS

Date of birth

Nationality  
South African  
Gender  
Female

### DRIVING LICENSE

Driving license category  
Code 8 (own transport)

### ABOUT ME

With over two decades of experience in the public sector, I have honed a robust expertise in oversight, complaints management, and investigation, serving in numerous executive and senior management roles. My passion for constitutional, human rights and public interest law is evident through my academic pursuits and the esteemed institutions I have been privileged to serve.

### WORK EXPERIENCE

#### Director-General, Public Service Commission (PSC) Oct 2021 - Present

- As Accounting Officer and Head of Department -Ensure that the PSC has the appropriate systems and controls in place for proper financial and supply chain management, expenditure control and proper utilization of resources
- I head the administration of the Office of Public Service Commission which provides the Secretariat the PSC
- Ensure that the PSC adheres to the provisions of the PFMA and Treasury Regulations and is adequately resourced to deliver on its strategic objectives
- Assist the PSC with the development, implementation and monitoring of its strategic and annual operational plans inclusive of developing, directing and account for the performance of programmes

#### Office of the Military Ombud CD: Operations Sep 2018 - 2021

- Provide Overall strategic leadership, direction and oversight of operations
- Ensure effective target setting & execution of the Annual Performance Plan
- Oversee the Complaints, Investigation, Research & Development and to ensure overall operational efficiencies
- Project managing the study on institutional independence and public perception survey
- High-level stakeholder engagement on issues relating to complaints.

#### Acting Ombud, City of Johannesburg, Johannesburg May 2017 - 2018

- Provided overall strategic leadership, direction and functioning of Office of
- Discharge all duties and functions of the Ombudsman in line with the City of Johannesburg Ombudsman By-law
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**Executive Manager: Complaints and Investigations, Ombudsman for City of Johannesburg  
Oct 2016-May 2017**

- Overall Management and oversight over the Complaints and Investigation which is the core business of the organisation
- Presided over High-Level Conciliations and investigations on behalf of the Ombudsman amongst others

**Adjudicator General, Community Schemes Ombud Service  
Jan 2015- Sep 2016**

- Provided strategic leadership and direction across the core regulatory, Dispute Resolution and Governance functions of the CSOS including leadership to provinces
- Set Norms, Standards, set & targets and reporting frameworks for Dispute Resolution, Scheme Governance & Research & Knowledge management
- Instrumental in the approval of the new CSOS Regulations and setting up the functional stream and development of Dispute Resolution and setting of Provincial Ombud offices model, a registration, conciliation, investigations and adjudication unit.

**Public Protector South Africa**

**September 2011 to December 2014**

Gauteng Provincial Director (2012-2014)

Senior Manager Intake and Assessment (2011-2012)

- Provincial Director of the Gauteng Office- responsible for overall Management and overseeing daily operations of the provincial office
- Representative of the Public Protector in the province including high-level stakeholder engagement with the provincial administration
- As a Senior Manager for Intake and Assessment I was responsible for overseeing and management of the Registry, Intake, Assessment and Customer Service unit at the National office and conducted assessments of high-profile and complex cases and advised the Public Protector on whether to accept or reject a matter before transfer to the Gauteng office

**Conciliator, Pension Funds Adjudicator, South Africa**

**Oct 2008 - April 2011**

- mediated disputes regarding pension benefits- process involves high level negotiations with Senior Legal Personnel of private pension firms
- facilitated the conclusion of settlement agreements

**Non- Executive Director (Board Member) National Electronic Media Institute of South Africa (NEMISA),  
South Africa, Nov 2009-2011**

Ensured proper corporate governance and provided oversight over the executive management Organisation:

**Independent Communications Authority of South Africa (ICASA)**

**Senior Manager: Consumer Affairs Division, July 2007-Dec 2007**

- Provided strategic input and support to the Council in the consumer protection division
- Oversaw the establishment of the Consumer Advisory Panel and the day to day operations and efficient administration of the division

**Dept of Trade & Industry: Office of Consumer Protection:**

**2003 to June 2007**

**Director: Complaints Resolution (May 2005 to June 2007**

**Deputy Director: Complaints Resolution (2003-April 2005**

- As a Director I provided leadership and direction and leadership to the directorate for the resolution of consumer complaints through utilizing ADR strategies
- Member of Consumer Protection Forum which facilitates intergovernmental collaboration provinces
- As a Deputy Director drafted the directorate's enforcement strategy
- conducted investigation of unfair business practices and managed the amicable resolution of consumer complaints

**South African Human Rights Commission**

Legal Officer

July 2000 to July 2003

- Investigated and resolved complaints of human rights violations
- Investigated how the criminal justice system handled sexual offences against children

## Other Experience

- Freelance Consumer Writer, City Press, South Africa  
Aug 2010 (3 months)
- SowetoTV, Producer and Host of The Consumer Cause, Jan 2008-Aug 2009  
Conceptualised and Hosted a weekly Consumer Education show aimed at educating consumers about their rights & assisted in the resolution or referral of consumer complaints to appropriate bodies
- Destiny Magazine's Legal Notes section, Sep 2008 to Mar 2009  
Answered reader's consumer rights related questions.  
1st issue on Regulation of Cellphone Industry  
2nd issue on Consumers & Timeshare
- Adjudicator for the 2008 dti Awards for Consumer Champions, Mar 2008
- Legal Intern, Commission on Gender Equality, April 1998 to June 2000  
Responsible for assessment of new complaints and referral of non gender related complaints
- Wits Law Clinic, Assistant Field Researcher, June 1991  
Assisted the Wits Law Clinic in the research into the human rights condition at the Lindela Repatriation Centre- Study commissioned by the SAHRC

## EDUCATION & PROFESSIONAL QUALIFICATIONS

- **2018 JUNE-** Admitted as an Advocate of the High Court
- **2000- Master of Laws (LLM)** Constitutional & Human Rights Law  
University of Witwatersrand
- **1999- Bachelor of Laws (LLB)**  
University of Witwatersrand
- **1997- Bachelor of Arts (BA)** Law & History  
University of Witwatersrand

## SHORT TRAINING COURSES

- **2018- "The Role of the Ombudsman in Promoting Transparency and Accountability Governance in Africa."** offered by the African Ombudsman and Mediators Association in Rwanda (1 week)
- **2015- "Organisational Ombudsing"** offered by the International Ombudsman Association and UCT Ombud (1 week)
- **2006- "Dispute Resolution System & Strategies"** offered by the Singapore Mediation Centre, in Singapore (3 weeks)

## REFEREES

General Vusumuzi Masondo  
Military Ombud  
South African Office of Military Ombud

Adv Risenga Maruma (former colleague at PPSA and CSOS)  
Company Secretary Richards Bay IDZ