

Mr BG Magwanishe

Chairperson: Portfolio Committee on Justice and Correctional Services

PO Box 15

Cape Town

8001

Per email: Dppvacany@parliament.gov.za

**ATTENTION:** Mr Vhonani Ramaano

Dear Honourable Magwanishe,

**NOMINATION FOR ADVOCATE (ADV.) DINKIE PORTIA DUBE FOR APPOINTMENT AS DEPUTY PUBLIC PROTECTOR**

I, Sindile Monicca Mazibuko, confirm that I am an adult, South African female and currently employed as Director Executive Support in the Office of the Military Ombud. I hereby nominate Adv. Dinkie Portia Dube: mobile: , physical address: to be considered for appointment as Deputy Public Protector.

Adv. Dube is an admitted Advocate of the High Court with an LLM, LLB and BA from the University of Witwatersrand. She has over 20 years of experience. She began her career as a Legal Intern at the Commission for Gender Equality and legal officer at the South African Human Rights Commission.

I have known Adv. Dube for over seven (7) years since our first encounter as colleagues at the Office of the Public Protector: Gauteng Provincial Head, Community Schemes Ombud Service: Adjudicator General and current place of employment Office of the Military Ombud: Chief Director Operations.

Adv. Dube has vast legal and administrative experience. Whilst at the helm at the Public Protector SA, she introduced a turn-around strategy for effective and efficient complaints handling and customer service. Not only has Adv. Dube served for four (4) years as a Senior Manager in the Office of the Public Protector from 2011 to 2014.

Adv Dube also had an opportunity to serve in Community Schemes Ombud Service as Adjudicator General responsible for adjudicating disputes and resolving administrative disputes in all types of community schemes, including sectional title schemes and home owners associations. Through her sterling

leadership, she played a significant role in the drafting of CSOS regulations and guidelines for effective complaints handling process to deal quickly with sectional title issues that arise in the process of administration of a community scheme.

Her passion for Constitutional, Human Rights and general public law interest issues is clearly demonstrated through her chosen academic fields of study as well as diverse exposure to legislation, regulatory, complaints resolution, investigation, consumer protection, customer service and general ombudsing issues.

Adv Dube has a wealth of experience working in the public service serving in different capacities for over 20 years. She has held various Executive & Senior Management Positions in a number of public investigative bodies such as Acting Ombudsman for the City of Johannesburg, Adjudicator General for the Community Schemes Ombud Service, Head of the Gauteng Public Protector, Conciliator at the Pension Funds Adjudicator, Director for Complaints Resolution in the Office of Consumer Protection of the Department of Trade and Industry which later became the National Consumer Commission, Legal Officer at the South African Human Rights Commissions well as a Board member for the National Electronic Media Institute of South Africa.

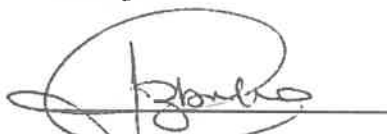
She is currently employed as the Chief Director Operations at the Office of the Military Ombud responsible for providing leadership and oversight of complaints handling and investigation regarding conditions of service for members of the Defence Force; and handling complaints from the public pertaining to the official conduct of members of the Defence Force.

I have come to know her as a professional, ethical conduct, and principled citizen with integrity.

It is for the above reasons that I duly nominate Adv. Dube for appointment as a Deputy Public Protector.

I have no doubt that she will make a valuable contribution to the country as a Deputy Public Protector through her vast experience in the legal fraternity accompanied by academic credentials.

Kind Regards,



**Ms Sindile Monicca Mazibuko**

Date: 20/10/2021

Mr BG Magwanishe

Chairperson: Portfolio Committee on Justice and Correctional Services

PO Box 15

Cape Town

8001

Per email: [Dppvacany@parliament.gov.za](mailto:Dppvacany@parliament.gov.za)

ATTENTION: Mr Vhonani Ramaano

Dear Honourable Magwanishe

**ACCEPTANCE OF NOMINATION FOR APPOINTMENT AS DEPUTY PUBLIC PROTECTOR**

I, Adv. Dinkie Portia Dube, hereby accepts the nomination to be considered for appointment as Deputy PUBLIC Protector.

I believe that I am suitably qualified to be appointed as the Deputy Public Protector. My detailed Curriculum Vitae is attached for your consideration.

I look forward to an opportunity to engage further in an interview.

Kind Regards,



---

Adv Dinkie Portia Dube

Date: 20/09/2019

## CV OF ADV DINKIE PORTIA DUBE

Date of Birth:

Gender & Ethnicity: African Female

Languages: English | Zulu | Swati | Xhosa | Sotho

Mobile no:

E-mail:

Driver's Licence: Code 8 (own transport)

---

### 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)

---

### PROFESSIONAL EXPERIENCE

**Organisation:** Office of the Military Ombud

**Position:** Chief Director: Operations

**Period of Work** Sep 2018 to Date

**Responsibilities:**

- 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

## CV OF ADV DINKIE PORTIA DUBE

- Project managing the study on institutional independence and public perception survey
- Engagement with key stakeholders such as the Minister, Chief of the SANDF, Chief of Airforce, Navy, Portfolio Committee on Defence etc.

**Organisation:** Ombudsman for City of Johannesburg

**Position:** Acting Ombudsman

**Period of Work** May 2017 to February 2018

**Responsibilities:**

- Discharge all duties and functions of the Ombudsman in line with the City of Johannesburg Ombudsman By-law
- Provided overall strategic leadership, direction and functioning of Office of the Ombudsman
- Oversight over the Registry & Intake, Complaints & Investigations, Legal Services, Communications & Media, Finance & Corporate Services Divisions
- Ensured successful implementation of the APP as well as presentation of Annual and Quarterly Reports to Council
- Effective Stakeholder management and interfaced with key stakeholders such as the Council Committee on Governance, Speaker of Council, Executive Mayor, Municipal Manager, community leaders etc.

**Organisation:** Ombudsman for City of Johannesburg

**Position:** Executive Manager: Complaints and Investigations

**Period of Work** October 2016 to May 2017

**Responsibilities:**

- Overall Management and oversight over the Complaints and Investigation which the core business of the organisation.
- Presided over Conciliations on behalf of the Ombudsman.
- Presided over the Think Tank and Quality Assurance of investigations reports
- Prepare statistical and complaints trends analysis for the Ombudsman's report to Council.

**Organisation:** Community Schemes Ombud Service

**Position:** Adjudicator General

**Period of Work** January 2015 to September 2016

**Responsibilities:**

- Provides strategic leadership and direction across the core regulatory, Dispute Resolution and Governance functions of the CSOS including leadership to provinces
- Sets Norms, Standards, set & targets and reporting frameworks for Dispute Resolution, Scheme Governance & Research & Knowledge management
- Instrumental in setting up the functional stream and development of Dispute Resolution model, a registration, conciliation, investigations and adjudication unit.
- Interfaced with key stakeholders such as the Board Committee on Adjudications, Legal Department of DHS, leadership of NAMA, HOAs as other managing agents, Deeds Registry etc.

## CV OF ADV DINKIE PORTIA DUBE

- Instrumental in the drafting and finalisation of the CSOS Regulations

**Organisation:** Public Protector  
**Position:** Gauteng Provincial Head  
**Period of Work** September 2012 to December 2014

**Responsibilities:**

- Management of the provincial offices records management and overall efficient running of the Registry
- Management all Gauteng provincial complaints resolution and investigations
- Quality assurance of all provincial investigation case reports and presentation to the national Think Tank
- Management of the Gauteng provincial education and community outreach
- Management of the provincial office procurement and asset management
- Developed and managed the provincial office budgets and manage the office's Conduct assessments of high profile and complex cases
- Member of the PPSA Think Tank Committee dealing with high level investigation case reports
- Serve in the PPSA Provincial Forum and Management Committee
- Member of the PPSA Performance Moderation Committee

**Organisation:** Public Protector  
**Position:** Senior Manager: Registry, Intake, Assessment and Customer Service  
**Period of Work** September 2012 to December 2014

**Responsibilities:**

- Managed the Registry, Intake, Assessment and Customer Service unit
- Ensured that new complaints are properly registered, acknowledged and filed at Registry
- Ensured Efficient and Quality assessment of all new complaints
- Conducted assessments of high profile and complex cases and advised the Public Protector on whether to accept or reject a matter
- Review and implement new complaints procedure manual
- Project managed the setting up of the PPSA call centre
- Project managed the implementation of the customer service delivery charter
- Project managed the customer satisfaction survey
- Established and served on the PPSA Review panel for the review of closed cases
- Provided national statistical and complaints trends analysis reports

**Organisation:** ABSA Insurance Company  
**Position:** Ombudsman Complaint Consultant  
**Period of Work** May 2011 to August 2011

**Responsibilities:**

- Handled complaints from the Short Term Insurance Ombudsman received by the Absa Insurance Services
- Ensured compliance appropriate Short Term Insurance and consumer protection laws & policies

## CV OF ADV DINKIE PORTIA DUBE

- Conducted high level negotiations to facilitate the successful resolution of cases within the agreed turnaround time, where necessary, refer cases to the Complaints Resolution Committee
- Analysis of, and learning from complaints, to identify systemic trends, improve controls, where appropriate, and reduce the frequency and impact of poor service.
- Produced high level statistical & management case reports
- Established and maintained cooperative and mutually beneficial relationships with relevant stakeholders

**Organisation:** National Electronic Media Institute of South Africa (NEMISA)

**Position:** Board Member (Non- Executive Director)

**Period of Work** September 2012 to December 2014

**Responsibilities:**

- Ensured proper corporate governance and provided oversight over the executive management
- Ensured strategic alignment with the objective and strategic goals of the Dept of Communications
- Also member of the HR & Remuneration Committee

**Organisation:** Pension Funds Adjudicator

**Position:** Conciliator

**Period of Work** October 2008 to April 2011

**Responsibilities:**

- mediated disputes regarding pension benefits- process involves high level negotiations with Senior Legal Personnel of big corporates like Alexander Forbes, Momentum, Sanlam & Old Mutual
- prepared settlement agreements & refer unresolved matters for adjudication

**Organisation:** City Press

**Position:** Free lance Consumer Writer

**Period of Work :** August –November 2010

**Responsibilities:**

- Researched & wrote on topical consumer issues every Sunday
- Received & facilitated resolution of consumer complaints received via Consumer Hotline
- Educated consumers on issues of national interest through the Consumer Hotline page

**Organisation:** Soweto Community Television

**Position:** Producer and Host of the Consumer Cause

**Period of Work :** January 2008 to August 2009

**Responsibility:**

- Conceptualised and pitched the idea of a Consumer Education show

## CV OF ADV DINKIE PORTIA DUBE

- Hosted the weekly show aimed at educating consumers about their rights covering various topics and have to date featured various consumer protectors, sector regulators & industry bodies
- Assisted in the resolution or referral of consumer complaints to appropriate bodies

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

**Position:** Senior Manager: Consumer Affairs Division

**Period of Work :** July 2007 to December 2007

**Responsibility:**

- Provided strategic input and support to General Manager
- Oversaw the Complaints & Public Awareness Departments with 32 staff members
- Oversaw the day to day operations and efficient administration of the division
- Oversaw the establishment of the Consumer Advisory Panel
- Served as a panel member in the public hearings and oversaw the drafting of Regulations on Code for People with Disabilities
- A Member of the Management Bargaining Committee- was involved in the 2007/8 negotiations with labour

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

**Position:** Director: Consumer Complaints Resolution

**Period of Work :** May 2005 to June 2007

**Responsibility:**

**MAY 2005- JUNE 2007**

- Instrumental in setting up a new directorate put business processes, strategies and systems
- Provided strategic direction and leadership to the directorate
- Member of Consumer Protection Forum with the province
- Initiated establishment of relationships with consumer protection partners in SADC for cross border redress mechanism.
- Instrumental in the establishment of the Consumer Protection Forum's sub -committee on complaints

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

**Position:** Deputy Director: Consumer Investigations

**Period of Work :** August 2003 to April 2005

**Responsibility:**

- assessed, resolved and referred consumer complaints
- drafted the directorate's enforcement strategy
- conducted investigation of unfair business practices
- prepared and presented cases before the Consumer Affairs Committee
- supervised 2 assistant directors
- Member of thedti's Employment Equity Committee
- Part of the delegation- study tour to Australia for benchmarking in 2004



## CV OF ADV DINKIE PORTIA DUBE

**Organisation:** South African Human Rights Commission

**Position:** Legal Officer

**Period of Work :** July 2000 to July 2003

**Responsibility:**

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

**Organisation:** South African Commission on Gender Equality

**Position:** Legal Intern

**Period of Work :** April 1998 to June 2000

**Responsibility:**

- Preliminary assessment of complain & Referral non gender related complaints
- Recommended the investigation of unfair gender discrimination complaints

**Organisation:** Wits Law Clinic

**Position:** Assistant Researcher

**Period of Work :** June 1991

**Responsibility:**

- Assisted the Wits Law Clinic in the research into the human rights condition at the Lindela Repatriation Centre- Study commissioned by the SAHRC

---

### OTHER PROJECTS

- **SEPTEMBER 2008 to MARCH 2009**

*Consultant to Destiny Magazine's Legal Notes section*

Answered reader's consumer rights related questions.

1<sup>st</sup> issue on Regulation of Cellphone Industry out in September 2008

2<sup>nd</sup> issue on Consumers & Timeshare out in March 2009

- **MARCH 2008**

*Adjudicator for the 2008 dti Awards for Consumer Champions*

Part of a 4member adjudication panel that shortlisted and selected winners for all categories

**REFEREES**

Adv Simphiwe Damane-Mkosana  
Acting Military Ombud

Mr Lucky Rabotapi  
Registrar: National Consumer Tribunal  
Mol

Ms Prudence Moilwa  
Head of Enforcement  
National Consumer Commission  
f