City of Johannesburg
Office of the Executive Director
Department of Development Planning and Urban Management

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Department of Development Planning

City of Johannesburg Metropolitan Municipality

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Alternative Service Delivery Implementation Protocols

Dear Sir/ Madam

The department of Development Planning has initiated a series of Alternative Service Delivery Implementation Protocols to maintain the service delivery to our residents/ customers and stakeholders. Given the challenges the department and the City is experiencing, the department is striving to provide service with minimal disruption and delay to our residents and customers.

A key component of the protocols is access to key personnel within the department as follows:

Personnel	Contact Details
1. Office of the Executive Director	ED:Mr. Zunaid Khan- zunaidkh@joburg.org.za – 083 253 4988 PA:Ms Sarah Legae sarahl@joburg.org.za – 081 770 5361
2. Building Development Management (Building Plans, Building Inspections, Outdoor Advertising)	Director: Mr. Gcina Makhubu – gcinama@joburg.org.za – 083 702 4985 Secretary: Agnes Lehomo AgnesLeh@joburg.org.za – 060 583 7578
3. Single Law Enforcement (Planning Law Enforcement,	Director: Mr Mpho Molongoana – mphomolon@joburg.org.za – 083 702 7002

Personnel	Contact Details
Planning Contraventions, Legal Matters, Demolitions)	Office Manager: Jacqui Alexander - JacquiA@joburg.org.za – 083 251 2167
4. Land Use Development Management (Town Planning Applications, Planning Tribunals, Legal Administration)	Director: Ms. Nokuthula Thusi – nokuthulat@joburg.org.za – 083 702 3955 LUM Town Planning Queries: Busi Mabaso - Busisiwemab@joburg.org.za – 074 349 9329 LUM Registration: Ms. Kerileng Daniels KerilengD@joburg.org.za – 083 613 0350 Legal Admin: Mr. Edward Munyai Edwardmun@joburg.org.za – 060 568 8070
5. City Transformation & Spatial Planning (SDF, UDB, Precinct Plans, Policies and Frameworks)	Director: Mr Eric Raboshakga – ericr@joburg.org.za – 081 472 7889 Office Manager: Ms. Khetsiwe Mahlanngu - KhetsiweM@joburg.org.za – 083 772 1914
6. Finance (Bulk Contributions, Invoices and Payments)	Deputy Director: Mr Given Mukondeleli – GivenMu@joburg.org.za – 081 452 1211 Secretary: Ms. Riana Visser - RianaV@joburg.org.za - 082 735 1284
7. Corporate GIS (Geographical Data, Zoning, Street Adresses, Spatial Information)	Acting Director: Ms. Maretha van Wyk Rethav@joburg.org.za – 082 304 2839 Office Manager: Ms. Yolanda Janse van Vurren - YolandaJ@joburg.org.za - 082 463 5593

The department and the team above are committed to maintaining service delivery and ensuring the residents and customers can get access to information, services and guidance on development planning matters.

The department thanks the residents and customers for their patience and understanding during this period.

Thank You

Z. Khan

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Mr. Zunaid Khan
Executive Director
Department of Development Planning
City of Johannesburg Metropolitan Municipality