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## Media Release

### For Immediate Release

**Date: 22 October 2025**

### **City of Johannesburg Announces Restoration of the CPMS Platform**

The City of Johannesburg wishes to confirm that the Construction Permit Management System (CPMS) has been operational again since 14 October 2025 following some technical downtime that was previously experienced.

The City would therefore like to dispel all false perceptions that persist in relation to the unavailability of the CPMS. A communique to inform stakeholders about the availability of CPMS was issued on 16 October 2025.

The downtime was caused by a technical challenge in the Land Information System (LIS) which affected submission of Building Plans and Site Development Plans (SDPs) on CPMS. An interim measure has been developed to ensure that the CPMS operates independent of the LIS allowing users to submit new Building Plan Applications and SDP applications.

The SDP applications can be submitted via the dedicated email address for land use applications i.e. [LandUseApplications@joburg.org.za](mailto:LandUseApplications@joburg.org.za). Furthermore, our customers can submit land use applications at Development Planning Help Desk, upper ground Newtown Junction Mall, 100 Carr Street, Newtown in the Joburg CBD.

The interim measures allow officials to assess applications which were submitted prior to the system downtime but held up in the system, therefore members of the public need not resubmit those applications. These interim measures mark a significant step forward in streamlining service delivery and improving user experience for developers, contractors, and residents engaging with the City's planning and permit processes.

The City notes that the technical challenge with the Land Information System (LIS) has affected most of our systems in the department including (but not limited to) the Town Planning Application System (TAS) which has affected the registration and circulation of applications since mid-September 2025.

The Group Information and Communication Technology (GICT) and their appointed technical service providers are working hard to restore access to the LIS environment. Detailed verification will be conducted by business to ensure that data integrity is always maintained. Unfortunately, it is not possible to confirm at this time when the access will be fully restored. Stakeholders are advised that the resolution of this challenge is receiving our highest priority. It should be noted

that the LIS has always been a very stable environment, and it has been more than 9 years since business has experienced any downtime on LIS.

As soon as the LIS is restored, the functionality of the CPMS and LIS will be reintegrated, and the systems will operate as normal. Members of the public are advised that should the LIS go down again in future, the current interim measures will be reinstated.

Since the system's reactivation on 14 October 2025, a total of 319 new applications have been submitted. These include 312 Building Plan Applications and 7 SDPs on CPMS. An additional 100 SDPs have also been submitted via the dedicated email address for planning applications and the Help Desk.

This demonstrates a strong commitment to public engagement and confidence in the platform. In addition, 1114 applications (at various stages) are currently being assessed, reflecting the City's commitment to clearing backlogs and accelerating development approvals.

The City acknowledges and apologises for any inconvenience or delays experienced during the CPMS downtime. The City remains committed to transparency, efficiency, and continuous improvement in all service areas.

The Department of Development Planning encourages all users to continue utilising the CPMS for their Building Plan and SDP applications needs. Members of the public are assured that further enhancements are underway in support of long-term stability and performance.

For technical assistance or inquiries related to the CPMS, users may contact the following officials in the Department of Development Planning

**Building Plan applications:**

- Broderick Maruping Chiloane at 0837026839/ [MarupingBroderickC@joburg.org.za](mailto:MarupingBroderickC@joburg.org.za);
- Linda Nzimande 0704318831/ [LindaNz@joburg.org.za](mailto:LindaNz@joburg.org.za);
- Sanjay Khadua at 0832900373/ [SanjayK@joburg.org.za](mailto:SanjayK@joburg.org.za);
- Sibusiso John Nkosi at 083 702 7733/ [johnsibusison@joburg.org.za](mailto:johnsibusison@joburg.org.za)

**Site Development Plans (SDP):**

Mpho Makutsoane at 067 999 0591 / [MphoMaku@joburg.org.za](mailto:MphoMaku@joburg.org.za) .

The City of Johannesburg thanks its residents and partners for their continued support as we work together to build a more responsive and digitally empowered municipality.

Ends

Issued by the City of Johannesburg

For all media queries, send an email to [mediaqueries@joburg.org.za](mailto:mediaqueries@joburg.org.za)