



MEDIA STATEMENT

All Media/ News Wires

WEDNESDAY, 10 MAY 2023

THE MUNICIPAL DEMARCATION BOARD (MDB) RECORDS HIGH VOLUME OF SUBMISSIONS FOR THE MUNICIPAL BOUNDARY REDETERMINATION PROCESS

In March-April 2023, the MDB published notices in terms of section 26 of the Municipal Demarcation Act (MDA) inviting members of the public to submit views and representations on proposed municipal boundary re-determinations. Members of the public were allowed to submit written views and representation within 30 days from the date of publication of notices in the relevant newspapers.

The period to request for written public views and representation in line with section 26 of the MDA has closed. Due to an overwhelming number of submissions received (+10 000 submissions), a system overload occurred, and some members of the public allegedly received an automated response that the emails were deleted unread.

As such, the matter was thoroughly investigated and we can confidently indicate that no email nor submission sent to the MDB through the registry@demarcation.org.za address was lost through any form of deletion or system failure from the date of publication of section 26 notices to the weekend of 30 April 2023.

The MDB email system is technically set up to ensure that the risk of loss of mail is minimised or eliminated. The MDB utilises a central email address i.e., registry@demarcation.org.za. The system is configured as follows:

- All incoming emails for section 26 submissions are channeled to the email account: registry@demarcation.org.za which is a distribution address that is channeled to a group of MDB staff members' mailboxes (Eight employees receive the emails simultaneously).
- The system is set up such that emails sent to the distribution mailbox, before they reach individual MDB mailboxes, they go through a system called Mimecast. Mimecast checks for any possible cyber threats on the messages themselves or attachments thereto.
- Therefore, any email if it has reached any of MDB mailboxes can be traced from Mimecast even if an individual can delete an email from their mailboxes to free up space.

The MDB was in touch with some of the complainants and managed to assist. Those who still have concerns regarding this matter are requested to contact the MDB as soon as possible with proof of the automated response to be assisted.

The MDB is encouraged by the overwhelming response and interest shown from members of the public. This reflects that the MDB is on the right track as it continues to provide members of the public with opportunities to exercise their rights, actively participate and engage with its processes.

It should be noted that the municipal boundary change process has not been concluded. The next step in the process is to conduct public meetings, conduct investigative hearings, publish notices for objections and the final decision to confirm, vary or withdraw proposals will be done in December 2023.

-ENDS-

ENQUIRIES

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