

CIPC

Service Delivery Standards – Our promise to our Customers

Effective: 1 April 2014

Important to note

- The standards are **an indication of the maximum time it will take to process 90% of received applications.**
- CIPC is committed to continuously work on improving its service delivery standards and **these will be reviewed every six months**, as our systems and processes improve.
- These standards will be adhered to on condition that:
 - **Customers submit accurate and complete information.**
 - **The Customer's account has sufficient funds available for the transaction to be processed.**

Queries about our service delivery standards not being met should be sent to the officials listed below. If queries are not resolved after the stipulated service delivery standards here below, AND after having followed the 3-tier query escalation process, the client should have all the necessary or supporting documents or e- mail trails handy and lodge a complaint to the Ombudsman on the following email contacts: **vmakau@cipc.co.za**. Kindly note that the complaints will not be considered if they do not have a proof that the query resolution team, below, has failed for resolve the complaint.

Escalation team for revenue, and data disclosure and corrections

On receipt of an application with complete and accurate information and sufficient funds in the relevant account, the CIPC will process 90% of the requests in each area within the **maximum period** indicated below

Service Offering	Service standard	Channel of filling a query
Resolution of corrections	5 working days from the date of receipt	corrections@cipc.co.za
Resolution of the disclosure	15 working days from the date of receipt	disclosure@cipc.co.za
Credit notes	Within 2 days after receipts – (Provided if it complies with all the relevant requirements received from the different divisions within CIPC)	revenue@cipc.co.za
Refunds	<p>Within 10 working days of receipt only if all relevant documentation has been submitted to finance for processing: The following documentation is required:</p> <p>Written Request:</p> <ul style="list-style-type: none"> • Company request must be on the Company Letterhead • Individual requested: Written, Email and Fax • Identity Document • Proof of Payment(Deposits) • Indicate an amount or balance to be refunded 	revenue@cipc.co.za

Service Offering	Service standard	Channel of filling a query
	<ul style="list-style-type: none"> <li data-bbox="663 236 1279 304">• Full Banking Details e.g. Bank Statement or Confirmation from the Bank 	
Revenue related queries	Within 3 working days depending on the volume received and the nature of the queries	revenue@cipc.co.za