

**CIPC MEDIA RELEASE 1 of 2014**  
**17 September 2014**

## ***DON'T CALL. DON'T QUEUE.***

***Visit the CIPC Website for Transacting and Query Resolution  
Or  
Visit the CIPC Self Service Centres and Terminals***

The CIPC launched its new customer service channels earlier today at the Carlton Centre, Johannesburg. The new channels will make CIPC services much more accessible to its clients.

The new channels include:

1. A new website with an Enquiry Logging System and easy download and upload of documentation functionality.
2. A transactional website for customer registration, company registrations, address and financial year end changes, annual return calculation and filing and a new web service to effect director and member changes.
3. Self Service Centres and Terminals allowing quick access to customer code creation, password reset, company registration, annual return filing and address and financial year end changes aimed at young entrepreneurs and small business owners;.
4. A dedicated service for JSE listed companies and their subsidiaries to effect share capital changes, name changes, ring fencing inclusions or amendments and general changes to articles of the Memorandum of Incorporation.

In her opening address the Commissioner for CIPC, Ms Ludin stated that the Company and Intellectual Property Commission (CIPC) is fast establishing itself as an innovative, technology driven, service delivery agency and regulator with a vision of making transaction and enquiry engagements easy and accessible to economic citizens.

The modernization process undertaken by the CIPC was far reaching as almost all transactions relating to companies and close corporations are now electronic. The new workflow processes enables CIPC to operate in a near paperless environment. This is resulting in substantial efficiencies and cost saving as there is no need for printing or manual files to be opened. Documentation does not get lost as all documentation is received via a tracking and indexing process, enquiries have "ticketing"/ tracking numbers for easy reference and accuracy and turnaround times are improved.

The CIPC has been undergoing rapid and far reaching transformation over the past 3, 5 years in an effort to modernize its systems and provide effective channels of interaction. *"We are very proud today, as we have made tremendous strides in providing accessible electronic transacting services. CIPC is a modern organization that is fast becoming a public sector success story and leader in public sector transformation"* said Ms Ludin, Commissioner: CIPC.



Companies and Intellectual  
Property Commission

a member of **the dti** group

“The new customer engagement model has resulted in major efficiencies for the customer and the CIPC official. With the Website offering, queues and enquiry challenges are drastically reduced, where transactions are fully automated capturing errors are limited and the new scan/upload to email reduces the loss of documents and provides accurate tracking for progress and enquiry resolution,” said Ms Ludin, Commissioner CIPC.

Some detail on each of the new channels follows below:

### **Service Centre and Terminal Concept:**

The Carlton Centre Service Centre currently hosts 13 self-service terminals. A similar centre has been piloted in the Sunny park Shopping Centre, Pretoria. In excess of 500 company registration applications are received at the office per week.

At the service centres, customers are assisted by CIPC employees to facilitate the migration to electronic transacting. Easily navigated touch screen technology and biometric fingerprint identification allows a customer to register a company without a name reservation for R125 as soon as the fees are reflected in the CIPC bank account. The registration certificate is then emailed to the customer’s selected email address.

Some of the services offered at these service centres and SST’s include customer registration, password resetting, company or close corporation address and financial year end changes, CIPC annual return filings and registration certificates.

In brief the process at the SSC entails verifying your identity through fingerprint scanning via the Department of Home Affairs. Once verification is done, South African citizens can proceed with the CIPC online transactional services. An active email address and cellphone number is crucial for ease of customer communication. (New customer codes are sent via sms to customers and disclosure certificates will be emailed to email addresses linked to customer codes).

This is the second of three such centres and self-service terminals being rolled out nationally this financial year. It is aimed at making CIPC services accessible to entrepreneurs and small companies of up to three directors. Along with the integrated bank account opening and company registration process implemented in collaboration with FNB, the use of biometric verification for the purposes of registering a company or making changes to it, is a world first service.

### **CIPC Website**

The CIPC website has been completely overhauled and simplified. Easy steps are set out for all types of transactions and customers are guided from the home page to easily navigated areas of business registration, maintenance, Intellectual property and searching for information.

The new website has a dedicated enquiry functionality where customers can log an enquiry and receive an automated reference number and clear information on escalation procedures. The website also has a useful feature to track the progress of transactions, reducing customer enquiries on progress.

New E-Service functionalities include company registration, name reservation, changes to directors and members of companies and close corporations, address changes and financial year end changes. **The CIPC website is [www.cipc.co.za](http://www.cipc.co.za).**



**Tracking and Workflow Efficiencies:**

Transacting is made easier with download, upload and email functionality on the website and these transactions are stored in a repository and tracked accurately. This process has made the need for manual print out of applications and opening up of paper files obsolete, saving on costs and improving efficiencies and turnaround times. The CIPC has not fully realized the benefits of the efficiencies internally and is currently engaged in managing the impact of the internal changes. The efficiencies should deliver concrete benefits to the public in the near future.

**Additional services:**

The CIPC is also launching a dedicated service for JSE listed companies and subsidiaries. The service includes share capital changes, name changes, ring fencing inclusions or amendments and general changes to articles of the Memorandum of Incorporation. The CIPC is in the process of establishing an office at the JSE from which this dedicated service will be provided in future.

**End**

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