

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.

**CIPC SERVICE DELIVERY STANDARDS
MEMBERS, DIRECTORS AND PRACTITIONERS**

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	Process	Channel of filling application
Changes in company director details - manual	30 days from the date of tracking.	CoR39 Manual http://www.cipc.co.za/Companies_Forms.aspx	<ul style="list-style-type: none"> • Email to manualcor39@cipc.co.za • Drop off box • Post
Changes in CC membership and changes of Address- manual	30 working days from the date of tracking	CK2 and CK2A http://www.cipc.co.za/CC_AppointmentC.C.aspx http://www.cipc.co.za/Notices_files/CC_amendments.pdf	<ul style="list-style-type: none"> • Email certified CK2/CK2A forms and supporting documents to ck2@cipc.co.za • Drop Off Box • Post
Changes in CC membership and Change of Address- Hybrid	5 working days from the date of receipt	CK2 and CK2A http://www.cipc.co.za/CC_AppointmentC.C.aspx	<ul style="list-style-type: none"> • Email certified CK2/CK2A forms and supporting documents to ck2@cipc.co.za • Drop Off Box • Post

Please send us your feedback or improvement suggestions from your experience with a specific service standard on customerfeedback@cipc.co.za

Service offering	Service Standard	Process	Channel of filling application
Changes in company director details - electronic	5 working days from the date of receipt of the supporting documents	http://www.cipc.co.za/Help_files/CoR39CompanyChangesONLINEGuidev3.pdf	Email supporting documents to CM29Admin4@cipc.co.za Email affidavits because of change of contact details to cor39emails@cipc.co.za
Receipt of Auditors, Accounting Officers and Company Secretary Appointment and resignation	15 working days from the date of tracking.	CoR44 & CK2A http://www.cipc.co.za/Companies_files/CoR44.pdf http://www.cipc.co.za/CC_AppointmentC.C.aspx	Email: cor44@cipc.co.za Fax: 086 6186 960 Drop off box <ul style="list-style-type: none"> Email certified CK2A forms and supporting documents to ck2@cipc.co.za Drop Off Box Post
Issue conditional licenses for business rescue practitioners	Within 5 five working days of lodging the Notice of Beginning of Business rescue process	COR126.2	N/A
Appointment of a Business Rescue practitioner	Within 2 working days of receipt of the notice of appointment.	COR123.2	businessrescue@cipc.co.za

Please send us your feedback or improvement suggestions from your experience with a specific service standard on customerfeedback@cipc.co.za