



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.**
- Companies and Intellectual Property Commission (CIPC) is committed to maintaining and exceeding the 90% target performance of the service delivery standards. This is to allow CIPC to stabilize its internal resource environment. As customer centric organization, listed to International Standardization for Organizations (ISO) 9001:2008 we will be dedicating much improvements efforts to customer- facing processes, such as query resolution and complaints management.
- In an effort to improve the customer facing processes and fulfill our customer centric principles, CIPC has introduced an on-line Query Resolution System. The system measures the resolution of a query within 10 working days from the date a query has been registered. The system requires a client to register a query, first, and get allocated a ticket as a reference number. The purpose of the system is to monitor the effectiveness of the service delivery standards. Thus, upon the expiry date of the service standard, the client can register on the system to enquire about the status of the lodged transaction/s.
- CIPC will continue to maintain and improve on 90% performance on the standards, on condition that the below requirements are adhered to:
 - **Customers submit accurate and complete information.**
 - **The Customer's account has sufficient funds available for the transaction to be processed.**



CIPC SERVICE DELIVERY STANDARDS

PATENTS AND DESIGNS

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 applications	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
Allocate an official application number to new patents applications	5 working day of having received the application/s	http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/patents/	http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter	http://enquiries.cipc.co.za
Issue patent registration certificate	44 working days (2 months) from the date of publication of the Notice of Acceptance in the Patent Journal	http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/patents/	http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter	http://enquiries.cipc.co.za
Process applications for renewal of	3 working days of receipt of the	http://www.cipc.co.za/index.php/trade-	http://www.cipc.co.za/index.p	http://enquiries.cipc.co.za



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patents	application/s for renewal	marks-patents-designs-copyright/designs/maintain/	hp/notices/view/?upload_section_filter=2&displays=1&submit=Filter	
Allocate an official application number to new design applications	5 working days of having received the application/s	http://www.cipc.co.za/index.php/trade-marks-patents-copyright/patents/	http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter	http://enquiries.cipc.co.za
Issue design registration certificate	44 working days (2 months) from the date of publication of the Notice of Acceptance in the Patent Journal	http://www.cipc.co.za/index.php/trade-marks-patents-copyright/patents/	http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter	http://enquiries.cipc.co.za
Process design applications for renewals	3 working days of receipt of the application for renewal	http://www.cipc.co.za/index.php/trade-marks-patents-copyright/designs/maintain/	http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter	http://enquiries.cipc.co.za



Companies and Intellectual
Property Commission

a member of **the dti** group