



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 CORPORATE COMPLIANCE AND ENFORCEMENT



Companies and Intellectual
Property Commission

a member of the dti group

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	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
Acknowledge receipt of complaints	5 working days of receipt of a complaint	http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/compliance-and-recourse/	CoR135.1complaints@cipc.co.za	http://enquiries.cipc.co.za
Requests for investigation	80% of requests closed or inspectors appointed to investigate within 30 working days of receipt of requests	http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/compliance-and-recourse/	CoR135.1complaints@cipc.co.za	http://enquiries.cipc.co.za



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Service offering	Service Standard	Process	Channel of filling	If the standard is not met, clients are requested to register their queries on the below link
Disclosure Annual Financial Statements	Five (5) working days to issue an acknowledge after the receipt of the Annual Financial Statement	http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/public-company/compliance-obligations/financial-statements/	E-mail: financialstatements@cipc.co.za	http://enquiries.cipc.co.za
	Thirty (30) working days to assess the compliance status and commence an investigation.	http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/compliance-and-recourse/	prospectus@cipc.co.za	http://enquiries.cipc.co.za
Prospectus registration	Five (5) working days to issue an acknowledgement notice after receipt of a draft prospectus,	http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/public-company/compliance-obligations/public-offering-company-securities-	N/A	http://enquiries.cipc.co.za



Service offering	Service Standard	Process	Channel of filling	If the standard is not met, clients are requested to register their queries on the below link
		prospectus/		
Provision of comments on the draft prospectus	14 working days from the date of receipt, (if the prospectus does not meet all the requirements) to a draft prospectus.	http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/public-company/compliance-obligations/public-offering-company-securities-prospectus/	N/A	http://enquiries.cipc.co.za
Prospectus certificate	Issue a prospectus certificate within 14 days after receipt of a final prospectus from the client.	http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/public-company/compliance-obligations/public-offering-company-securities-prospectus/	N/A	http://enquiries.cipc.co.za
Advisory Opinions	15 working days upon receipt of a request.	N/A	Trabilall@cipc.co.za	http://enquiries.cipc.co.za