



Companies and Intellectual
Property Commission
a member of the dti group

CIPC

Service Delivery Standards – Our promise to our Customers

Effective: 1 April 2016

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.
- 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

CO-OPERATIVES

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.
Co-operative registrations and issue of a certificate	21 working days of from the date of tracking of an application.	http://www.cipc.co.za/index.php/register-your-business/co-operatives/	Cooperativesonline@cipc.co.za	www.cipc.co.za "Enquiries"
Amendments to constitution of a co-operative	15 working days of receipt of an application	http://www.cipc.co.za/index.php/manage-your-business/manage-your-co-oper/	Cooperativesonline@cipc.co.za	www.cipc.co.za "Enquiries"
Changes to co-operatives details	10 working days from the date of tracking of an application	http://www.cipc.co.za/index.php/manage-your-business/manage-your-co-oper/	Cooperativesonline@cipc.co.za	www.cipc.co.za "Enquiries"



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.
Conversions	10 working days	http://www.cipc.co.za/index.php/manage-your-business/manage-your-co-oper/	Cooperativesonline@cipc.co.za	www.cipc.co.za "Enquiries"
Amalgamations	10 working days	http://www.cipc.co.za/index.php/manage-your-business/manage-your-co-oper/	Cooperativesonline@cipc.co.za	www.cipc.co.za "Enquiries"
Divisions	10 working days	http://www.cipc.co.za/index.php/manage-your-business/manage-your-co-oper/	Cooperativesonline@cipc.co.za	www.cipc.co.za "Enquiries"
Changing of directors details	10 working days of receipt of an application	http://www.cipc.co.za/index.php/manage-your-business/manage-your-co-oper/	Cooperativesonline@cipc.co.za	www.cipc.co.za "Enquiries"



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.
Conversions from old registration to new registration	10 working days of receipt of a application	http://www.cipc.co.za/index.php/manage-your-business/manage-your-co-oper/	Cooperativesonline@cipc.co.za	www.cipc.co.za "Enquiries"
De-register a co-operative	15 working day of receipt of an application. Please note that full finalisation of de-registrations is dependent on statutory advertisement process which is in excess of 3 months.	http://www.cipc.co.za/index.php/manage-your-business/manage-your-co-oper/	Cooperativesonline@cipc.co.za	www.cipc.co.za "Enquiries"