

## CIPC

# Service Delivery Standards – Our promise to our Customers

Effective: 1 April 2017

### 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

### Copyright in Films

**Effective: 1 April 2017**

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	If the standard is not met use the 1 <sup>st</sup> person's email below to resolve the query within 3 working days. If the query is not resolved, use the email for the 2 <sup>nd</sup> person to resolve the query within 2 working days	If the query is not resolved within five working days, forward the same emails to the person below for resolution within 5 working days.
Allocate an official application number to new copyright in films applications	3 working day of having received the application/s	<a href="http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/copyright/">http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/copyright/</a>	<a href="http://www.cipc.co.za/index.php/notices/view?upload_section_filter=2&amp;displays=1&amp;submit=Filter">http://www.cipc.co.za/index.php/notices/view?upload_section_filter=2&amp;displays=1&amp;submit=Filter</a>	<b>1<sup>st</sup> level query</b> <b>Abram Ditshabe</b> Tel: 012 394 3429 Email: aditshabe@cipc.co.za <b>2<sup>nd</sup> level query</b> <b>Rathoka Mashifane</b> Tel: 012 394 5069 Email: rmashifane@cipc.co.za	<b>Last level query</b> <b>Amanda Lotharingen</b> Tel: 012 394 1512 Email: ALotharingen@cipc.co.za

Issue Copyright in films registration certificate	5 working days after 30 calendar days of publication in the Patent Journal.	<a href="http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/patents/">http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/patents/</a>	N/A	<b>1<sup>st</sup> level query</b> <b>Abram Ditshabe</b> Tel: 012 394 3429 Email:aditshabe@cipc.co.za <b>2<sup>nd</sup> level query</b> <b>Rathoka Mashifane</b> Tel: 012 394 5069 Email:rmashifane@cipc.co.za	<b>Last level query</b> <b>Amanda Lotheringen</b> Tel: 012 394 1512 Email:ALotheningen@cipc.co.za
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