



Companies and Intellectual
Property Commission
a member of **the dtic** group

CIPC NOTICE

9 JANUARY 2023

SYSTEM CHALLENGES WITH THE IMPLEMENTATION OF ENHANCED ESERVICES AND BIZPORTAL PLATFORMS

Dear customers/media,

Today, 9 January 2023, the CIPC announced a migration to upgraded e-services and BizPortal platforms, aimed at providing a paperless; faster, company registration and maintenance system. With all rigorous testing and retesting conducted, it is expected that with projects of this magnitude, there would be teething problems experienced. It is unfortunate that the biggest issue experienced was out of the CIPC's control. The Department of Home Affairs (DHA) experienced system issues, which the CIPC relies on for verification, earlier today. This resulted in some customers not being able to submit new applications and/or received error messaging for OTP verification.

The relevant back office staff is attending to the delays caused by this. There may be isolated issues the CIPC may not be aware of and therefore encourages customers to log fault tickets on the "Query Resolution System (QRS), so that these issues are speedily resolved.

The CIPC wishes to extend an apology to affected customers for the inconvenience caused to them.

Customer query contacts:

Call centre: 086 100 2472

Mail: enquiries.cipc.co.za

Media enquiries:

Enquiries: Charmaine Motlounge

E- Mail: cmotlounge@cipc.co.za

The dti Campus (Block F - Entfufukweni), 77 Meintjies Street, Sunnyside, Pretoria | P O Box 429,
Pretoria, 0001

Call Centre: 086 100 2472

Email cmotlounge@cipc.co.za Website: www.cipc.co.za