



Companies and Intellectual
Property Commission

a member of **the dtic** group


CIPC FOURTH QUARTER PERFORMANCE REPORT

2022/23

Approval of the Report

Endorsement Support by the Audit Committee

I hereby support the endorsement of the report.

Signature : 


Name : LEN KOVAR

Rank : AUDIT COMMITTEE CHAIR

Date : 28 APRIL 2023

Endorsement by the Accounting Authority

I hereby endorse the report.

Signature: 

Name : Adv Rory Voller

Rank : Commissioner

Date : 28 April 2023

***For the purpose of this Report:**

Accounting Officer means the person responsible for the daily operations of the entity, e.g. CEO
Accounting Authority means a person representing a body that provides oversight on the entity, e.g. Board/Tribunal Chairperson and/or Minister's direct Reportee e.g. Commissioner/ CEO

Acronyms

Abbreviation	Description
AFDA	Africa Film, Dance and Art College
AFS	Annual Financial Statements
AG	Auditor General
APP	Annual Performance Plan
ASE	Academy of Sound Engineering
AVE	Advertising Value Equivalent
BIPA	Business and Intellectual Property Authority
BISG	Business Intelligent Services Group
BRICS	Brazil, Russia, India, China and South Africa
CCRD	Consumer Corporate Regulation Division
CGSE	Corporate Governance Surveillance and Enforcement
CIPA	Companies and Intellectual Property Authority
CIPC	Companies and Intellectual Property Commission
CNIPA	China National Intellectual Property Administration
DHA	Department of Home Affairs
DMP	Directors, Members and Practitioners
DPCI	Directorate for Priority Crime Investigations
DSI	Department of Science and Innovation
ELP	Experiential Learning Programme
EPMO	Enterprise Project Management Office
EPO	European Patent Office
ESS	Employee Self-service
FAS	Financial Accountability Supplements
FATF	Financial Action Task Force
FSCA	Financial Sector Conduct Authority
GCIP	Global Cyber and IP
HIPO	Heads of Intellectual Property Offices
HSRC	Human Sciences Research Council
IBP	Innovation Bridge Portal
ICHIP	International Computer Hacking and IP
ICT	Information and Communication Technology
IFRS	International Financial Reporting Standards
IP	Intellectual Property
IPAS	Industrial Property Automation System
IRBA	Independent Regulatory Board for Auditors
MoU	Memorandum of Understanding
NATJOC	National Joint Operations Centre
NIPMO	National Intellectual Property Management Office
NSBC	National Small Business Chamber
NSI	National System of Innovation
NYDA	National Youth Development Agency
OHS	Occupational Health and Safety
OPDAT	Overseas Prosecutorial Development Assistance and Training
OSFC	One-stop Facilitation Centre
PEB	Patent Examination Board
PFMA	Public Finance Management Act
PR	Public Relations
QRS	Query Resolution System
RFP	Request for Proposal
RFQ	Request for Quotation
SAASTA	South African Agency for Science and Technology Advancement
SACU	Southern African Customs Union
SAHPRA	South African Health Professionals Regulatory Authority
SALBA	South African Liquor Brand Owners Association
SANSA	South African National Space Agency
SAPS	South African Police Service
SARS	South African Revenue Service
SARS	South African Revenue Service
SDS	Service Delivery Standards
SEDA	Small Enterprise Development Agency

Abbreviation	Description
SMME	Small, Medium and Micro Enterprises
SSAIP	Swiss-South African Intellectual Property Intervention
SSC	Self-Service Centre
SSE	Substantive Search and Examination
SST	Self-Service Terminal
SST	Self-service Terminal
TAT	Turnaround time
the dtic	the Department of Trade, Industry and Competition
TIA	Technology Innovation Agency
USPTO	United States Patent and Trademark Office
WIPO	World Intellectual Property Organization
WIPO	World Intellectual Property Organization
WSSS	WIPO Summer School South Africa
WTO	World Trade Organisation
XBRL	eXtensible Business Reporting Language

Contents

Acronyms	3
List of Tables	6
List of Figures	7
1. Introduction	8
2. CIPC Overall Performance.....	10
2.1 Service Delivery Environment	10
2.1.1 Service Delivery	10
2.1.2 Legal, Policy Support, and Outreach.....	23
2.1.3 Compliance Monitoring and Enforcement.....	28
2.1.4 Education and Awareness.....	51
2.1.5 Customer Contact: Call Centre, QRS, and social media etc.	53
2.1.6 Disclosure	57
2.1.7 Modernisation, Automation and Channels.....	57
2.2 Organizational Environment	63
2.2.1 Governance, Compliance and Risk	63
2.2.2 Investigations and Anti-corruption	63
2.2.3 Industrial/Labour relations issues	63
2.2.5 Discontinued activities / activities to be discontinued	63
2.2.6 New or proposed activities	64
2.2.7 Facilities and Security	64
2.2.7 Media analysis/campaign/strategies	67
2.2.8 New challenges and risks identified in the quarter.....	80
2.3 New Policy and Legislative Changes	80
2.4 Progress towards achievement of institutional Impacts and Outcomes	82
3. Performance against the APP	96
3.1 Progress made against unachieved targets in the previous quarter.....	96
3.1.1 Programme 1: Service Delivery and Access	96
3.1.2 Programme 2: Innovation & Creativity Promotion	96
3.1.3 Programme 3: Business Regulation and Reputation	96
3.2 Progress made against current quarterly milestones.	97
3.2.1 Programme 1: Service Delivery and Access	97
3.2.2 Programme 2: Innovation & Creativity Promotion	100
3.2.3 Programme 3: Business Regulation and Reputation	101
4. Governance, Risk and Compliance Quarterly Report (1 January 2023 – 31 March 2023)	103
4.1 Purpose	103
4.2 Highlights	103
4.3 Governance and Ethics	103
4.4 Status of Policies as of 31 March 2023	104
4.5 Risk Management.....	105
4.6 Progress on Implementation of Risk and Fraud Plan	106
4.7 Fraud Prevention	107
4.8 Compliance Management	109

4.9 Business Continuity Risk Management	109
4.10 Challenges and Recommendations	110
4.11 Focus for the Next Quarter	110
5. Audit Report	111
5.1 Progress against Internal Audit Finding Matrix & Progress against AG/External Audit Finding Matrix	111
5.1.1 Audit Findings Tracking Summary Report for the Quarter Ended 31 March 2023	111
5.2 Progress made regarding Combined Assurance Plan	113
6. Financial Report	114
7. PFMA and TR compliance checklist.....	115
8. Copyright and IP Enforcement Report	116
8.1 Strategic Direction: To combat trademark counterfeiting and copyright piracy.....	130
9. Joint Indicators Report	139

List of Tables

Table 1: Key Services – Volumes, Average TAT and SDS	10
Table 2: Status of Business Rescue Proceedings – Q1.....	32
Table 3: Business Rescue Commencements per month, annually.....	32
Table 4: Status of Business Rescue Proceedings – Q2.....	34
Table 5: Business Rescue Commencements per month, annually.....	34
Table 6: Status of Business Rescue Proceedings – Q4.....	36
Table 7: Business Rescue Commencements per month, annually.....	36
Table 8: Enterprise Category Specification for commenced Business Rescue Proceedings 2022-23	37
Table 9: Annual Financial Statements Comparison	40
Table 10: Reportable Irregularities 2022/23	42
Table 11: High Profile Companies under Investigation	43
Table 12: Independent Review: Regulation 29	44
Table 13: Cold Case Matters	44
Table 14: Prospectus (Q1).....	44
Table 15: Prospectus (Q2).....	45
Table 16: Prospectus (Q3).....	45
Table 17: Prospectus (Q4).....	45
Table 18: Types of contraventions on the complaints received in Q1.	46
Table 19: Statistics on enforcement of Compliance Notices	47
Table 20: Types of contraventions on the complaints received in Q2.	48
Table 21: Types of contraventions of complaints received in Q3.....	49
Table 22: Types of Contraventions on Complaints Received in Q4	50
Table 23: Customer Contact: Call centre, QRS, and social media	53
Table 24: Self Service Centers' (Pretoria, Johannesburg, and Cape Town) Traffic - Q1 & Q2	55
Table 25: Self-Service Centers' (Pretoria, Johannesburg, Cape Town) Traffic - Q3	56
Table 26: Self-Service Centers' (Pretoria, Johannesburg, Cape Town) Traffic - Quarter 4.....	56
Table 27: Paper-based Disclosure Billing Production Statistics	57
Table 28: State Department – Disclosure Billing Statistics.....	57
Table 29: Disclosure Query Resolution	57
Table 30: CIPC Channels and Services Offered.	58
Table 31: Partner sites.....	58
Table 32: Channels and Services Available 24/7.....	59
Table 33: Progress Report on Migration to New E-services	61
Table 34: Labour Relations Issues	63
Table 35: Appointments, Resignations, Retirements and Terminations	63
Table 36: Impact Statement #1 – Performance Table	82
Table 37: Impact Statement #2 – Performance Table.....	86
Table 38: Impact Statement #3 – Performance Table.....	87
Table 39: Impact Statement #4 – Performance Table.....	94

Table 40: Programme 1 Performance Table	96
Table 41: Programme 3 Performance Table	96
Table 42: Programme 1 Performance Table	97
Table 43: Programme 2 Performance Table	100
Table 44: Programme 3 Performance Table	101
Table 45: Status of Policies	104
Table 46: Complaints Received 01 January - 31 March.....	107
Table 47: Status of Open Cases - 31 March 2023.....	108
Table 48: Summary - Reporting Channels	108
Table 49: Summary - Nature of Cases	109
Table 50: GRC Challenges	110
Table 51: Audit Assignment Table	112
Table 52: Internal Audit Findings (FY2019/2020)	112
Table 53: Internal Audit Findings (FY2020/2021)	112
Table 54: Internal Audit Findings (FY2021/2022)	113
Table 55: Reported Capital Raised in Q4	145

List of Figures

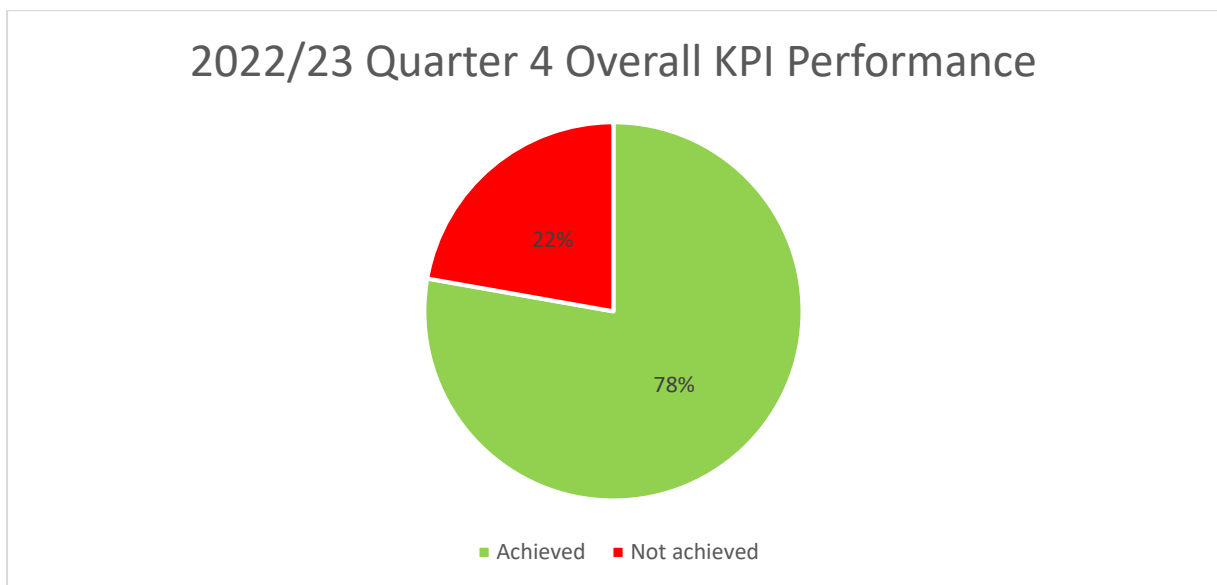
Figure 1: Overall Organisational KPI Performance – Quarter 4.....	8
Figure 2: Programme 1 - Quarter 4 Performance	9
Figure 3: Programme 2 - Quarter 4 Performance	9
Figure 4: Programme 3 - Quarter 4 Performance	9
Figure 5: AR Filings Comparison (Gross Filings) April to June.....	28
Figure 6: AR Filing Comparison (In-time filings) April to June	29
Figure 7: AR Filings Comparison April to September	30
Figure 8: AR Filing Comparison (In time filings) April to September	30
Figure 9: AR Filings Comparison April to March	31
Figure 10: AR Filing Comparison (In time filings) April to March.....	31
Figure 11: Volume of Business Rescue Proceedings	33
Figure 12: Enterprise Category Specification for commenced Business Rescue Proceedings 2022-23	33
Figure 13: Volume of Business Rescue Proceedings April to September 2022	35
Figure 14: Enterprise Category Specification for commenced Business Rescue Proceedings 2022-23	35
Figure 15: Volume of Business Rescue Proceedings April to March 2023.....	37
Figure 16: Enterprise Category Specification for commenced Business Rescue Proceedings 2022-23	38
Figure 17: Year-to-Year Quarterly Analysis	41
Figure 18: Variance Analysis	41
Figure 19: Type of contraventions on the complaints received in Q1.	47
Figure 20: Type of contraventions on the complaints received in Q2.	48
Figure 21: Types of contraventions on the complaints received in Q3.....	49
Figure 22: Types of Contraventions on Complaints Received in Q4	51
Figure 23: Media Coverage Overview in Q1	69
Figure 24: CIPC Media Coverage Highlights in Q3 (1).....	74
Figure 25: CIPC Media Coverage Highlights in Q3 (2).....	75
Figure 26: CIPC Media Coverage Highlights in Q3 (3).....	76
Figure 27: CIPC Media Coverage Highlights in Q4	77
Figure 28: CIPC Media Coverage Highlights in Q4 (February).....	78
Figure 29: CIPC Media Coverage Highlights in Q4 (March).....	79
Figure 30: Status of Compliance	104
Figure 31: Strategic Risk Dashboard.....	105
Figure 32: Risk and Fraud Plan Progress.....	107

1. Introduction

The purpose of this report is to outline the Companies and Intellectual Property Commission's (CIPC's) 2022/23 fourth quarter performance against its plans and targets, as outlined in its Annual Performance Plan (APP) for the 2022/23 reporting period.

For the 2022/23 Quarter 4, 24 (88%) of the 27 quarterly targets were achieved. It should be noted that 1 indicator in Programme 1 was not included in this calculation as reporting was not required for this indicator in Quarter 4¹.

Figure 1: Overall Organisational KPI Performance – Quarter 4



For Programme 1, 7 (54%) out of 13 quarterly targets were achieved or overachieved, for Programme 2, 7 (100%) of 7 quarterly targets were achieved or overachieved and for Programme 3, 7 (100%) out of 7 quarterly targets were achieved or overachieved².

¹ Two Indicators under Programme 1 and one Indicator under Programme 3 were included in these calculations without having been conclusively verified due to delays in generating reports and unavailability of Manager.

² See previous footnote.

Figure 2: Programme 1 - Quarter 4 Performance

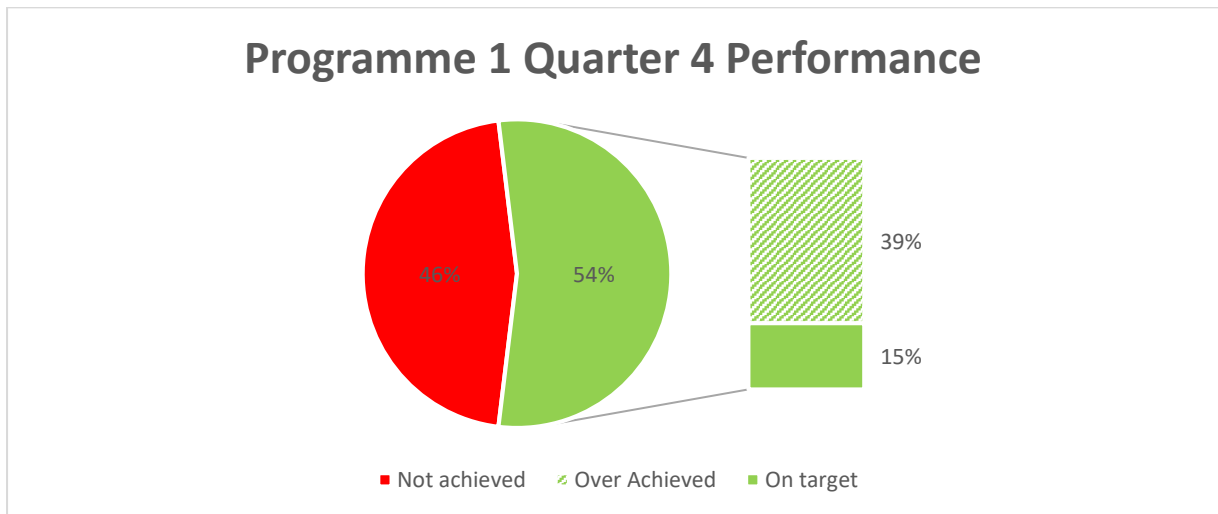


Figure 3: Programme 2 - Quarter 4 Performance

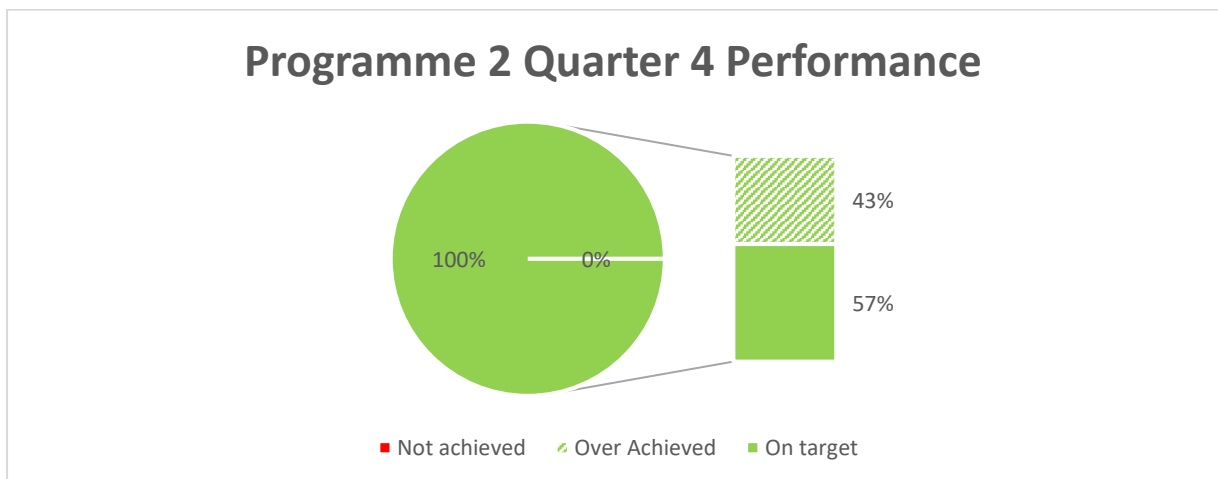
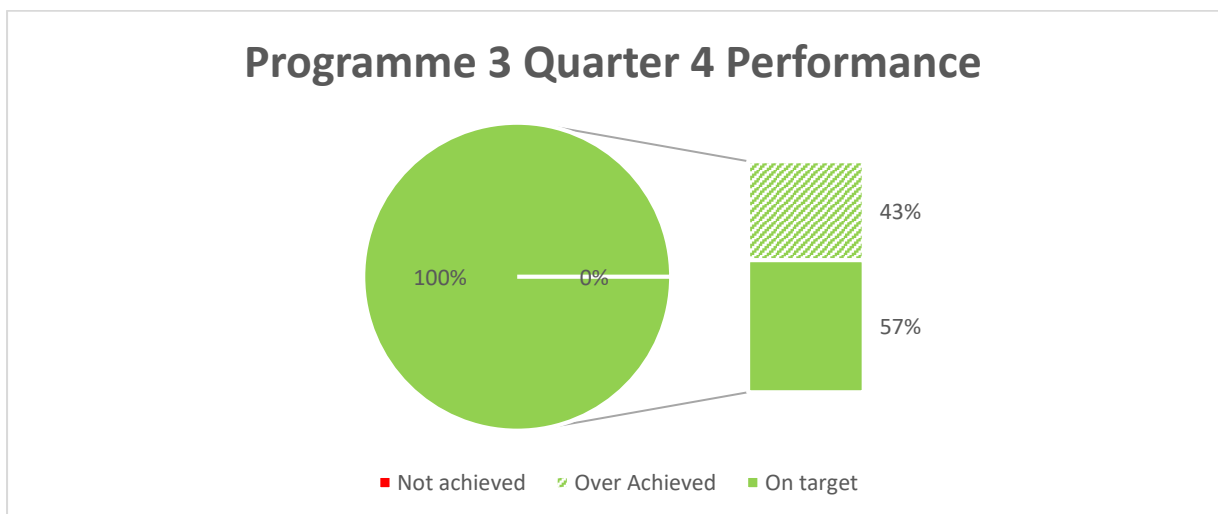


Figure 4: Programme 3 - Quarter 4 Performance



2. CIPC Overall Performance

This section shows the impact of the external (service delivery environment) and internal (organizational environment) context on the CIPC's overall performance and service delivery during the period under review.

2.1 Service Delivery Environment

This section presents the demand for CIPC services and discusses how this demand affected the CIPC.

2.1.1 Service Delivery

Table 1 below illustrates performance in key service areas in terms of volume, average Turnaround Time (TAT), and percentage of transactions processed in line with Service Delivery Standards (SDS). Each of the key services is discussed thereafter.


Table 1: Key Services – Volumes, Average TAT and SDS

CIPC Services	Number/Average Turnaround Time (ATAT)	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Patents applications	Number	3 551	3 574	3 108	3 895
	ATAT	2 days	2 days	2 days	2 days
	SDS (2 working days)	96%	99%	99%	99%
Patents registration certificates	Number	2 694	2 351	1292	1060
	ATAT	33 days	22 days	25 days	27 days
	SDS (44 working days)	100%	100%	100%	100%
Patent Renewals	Number	11 912	11 827	11 375	10 273
	ATAT	2 days	2 days	2 days	2 days
	SDS	86%	96%	90%	83.68%
Designs applications	Number	440	392	501	375
	ATAT	2 days	2 days	2 days	2 days
	SDS (2 working days)	96%	96%	95%	98%
Designs registration certificates	Number	507	341	348	348
	ATAT	11 Days	9 days	7 days	8 days
	SDS (44 working days after publication)	100%	100%	100%	100%
Designs Renewals	Number	1 989	2 166	868	2 299
	ATAT	3 days	2 days	2 days	2 days
	SDS	94%	98%	99%	96%
Copyright in film applications	Number	3	5	8	1
	ATAT	2 days	2 days	2 days	2 days
	SDS (1 working day)	100%	100%	100%	100%
Copyright in film registrations	Number	3	No film registrations issued	6	
	ATAT	3 days	N/A	2 days	2 days
	SDS (22 working days)	100%	N/A	100%	100%
Trademarks applications	Number	9 672	10 152	9 353	9 047 (5 355 national /

CIPC Services	Number/Average Turnaround Time (ATAT)	Quarter 1	Quarter 2	Quarter 3	Quarter 4
					3 692 international)
	ATAT	96%	95%	96%	96%
	SDS (3 working days)	3 days	3 days	3 days	3 days
Trademarks registrations	Number	9 002	12 441	7 459	6 306
	ATAT	69%	58%	95%	77%
	SDS (90 days + 90 days)	180 days	180 days	180 days	180 days
Trademarks Official Action	Number	6 845	10 325	7 533	8 172
	ATAT	99%	98%	96%	97%
	SDS (12 months)	365 days	365 days	365 days	365 days
Trademark Renewals	Number	7 047	6 276	5 777	7 450
	ATAT	97%	96%	96%	94%
	SDS	3 days	3 days	3 days	3 days
Name reservations	Number	118 652	120 912	No report available	133 357
	ATAT	1 day	1 day	No report available	1.37
	SDS	95%	97%	No report available	91%
Companies Registrations	Number	104 031	111 033	86 562	102 469
	ATAT	1 day	1 day	1 day	1 day
	SDS	93%	98%	93%	96%
BBBEE Certificates	Number	87 588	97625	75011	97359
	ATAT	Immediate	Immediate	Immediate	Immediate
	SDS	100%	100%	100%	100%
Co-operatives Registrations	Number	2 123	1853	957	1 320
	ATAT	2 days	1 day	1 day	1 day
	SDS (3 days)	100%	100%	100%	100%
Director Amendments	Number	37 853	42 830	37 164	31 969
	ATAT	2 days	2 days	2 days	2 days
	SDS	99%	97%	98%	99%
Member Amendments	Number	5 969	6630	5625	4713
	ATAT	2 days	2 days	2 days	2 days
	SDS	100%	100%	97%	99%
Company Name Changes	Number	14 299	14 552	11 291	13841
	ATAT	Immediate	Immediate	Immediate	Immediate
	SDS	100%	100%	100%	100%
Company Financial Year End Changes	Number	1 086	1 321	1 373	1506
	ATAT	Immediate	Immediate	Immediate	Immediate
	SDS	100%	100%	100%	100%

CIPC Services	Number/Average Turnaround Time (ATAT)	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Query Resolution	Queries received	40 484	41 354	36 302	59 539
	Queries closed	39 381	41 159	34 508	58 137
	ATAT	3 days	4 days	5 days	7 days
	SDS (10 days)	95%	93%	91%	88%
Facebook	Queries received	12 000	11049	10596	1681
	Queries closed	10 000	10471	8742	1596
	ATAT	5h 2m	4h2m	4h25m	5h11m
	SDS (24 hours)	83%	95%	83%	95%
Twitter	Queries received	3 600	4144	3350	373
	Queries closed	2 800	3295	2453	363
	ATAT	4h 19m	3h32m	5h46m	3h42m
	SDS (24 hours)	78%	79.51%	73%	97%

Legend

 **Under 90% - SDS Performance Target**

****Disclaimer: It is to be noted that even though Patent and Design Renewals are reported, they were taken off from the indicator targets and reporting requirement****

(i) Patents and Designs

Quarter 1

Applications (including breakdown of local versus foreign)

The CIPC satisfactorily maintained and complied with external SDS set for processing both patents and designs applications in Quarter 1.

The CIPC received 3 551 patents applications (3 126 Foreign applications and 425 local applications) were received and 440 designs applications (250 Foreign and 190 Local Applications) during the Quarter 1 of 2022/23. This is significantly higher than patent applications received in the same quarter last year (2 363 applications were received in Quarter 1 of 2021/22 i.e., an approximately 50% increase in the number of applications). Similarly, the number of design applications received in Quarter 1 of 2022/23 is also higher than the number of applications received in Quarter 1 of 2021/22 (407 applications were received in Quarter 1 of 2021/22, this is an approximately 10% increase in the number of design applications).

The average TAT for patents applications was maintained at two (2) working days. Ninety-six percent (96%) of transactions were processed within the set external SDS of two days (2). Four percent (4%) were processed outside of SDS, which could be attributed to manual applications and queries related thereto.

The average TAT for designs applications was maintained at two (2) working days. Ninety-six percent (96%) of applications were processed within SDS of two (2) working days. The four (4%) processed outside of SDS could also be attributed to manual application queries.

Registration Certificates

During Quarter 1 of 2022/23, the CIPC issued 2 694 Patent Registration Certificates, which is an increase of over 100% in comparison to Quarter 1 of 2021/22 where 1 185 Patent Registration Certificates were issued. Furthermore, 507 designs registration certificates were issued in Quarter 1 of 2022/23, which is also a marginal increase in comparison to 369 design registration certificates issued in Quarter 1 of 2021/22. 100% of patent registration certificates were processed within SDS of 44 days at an average TAT of 33 days.

Quarter 2

Applications (including breakdown of local versus foreign)

The CIPC satisfactorily maintained and complied with external SDS for processing both patents and designs applications in Quarter 2.

The CIPC received 3 574 patents applications (3 137 foreign applications and 437 local applications) and 392 designs applications (245 foreign and 147 local applications) during Quarter 2 of 2022/23. This is significantly higher than patent applications received in the same quarter last year (2 822 applications were received in Quarter 2 of 2021/22 i.e., an approximately 25% increase in the number of applications for the same period).

For designs applications, 392 applications were received in Quarter 2 of 2022/23, slightly lower than the number of designs applications received in Quarter 2 of 2021/22 (436 applications).

The average TAT for patent applications was maintained at two (2) working days. Ninety-eight percent (98%) of transactions were processed within external SDS of two days (2). The two percent (2%) processed outside of SDS could be attributed to manual applications and queries related thereto.

The average TAT for designs applications was maintained at two (2) working days. Ninety-six percent (96%) of applications were processed within SDS of two (2) working days. The four (4%) designs applications processed outside of SDS could also be attributed to manual application queries.

Registration Certificates

During Quarter 2 of 2022/23, the CIPC issued 2 351 patent registration certificates, which represents an increase of over 100% in comparison to Quarter 2 of 2021/22 where 1 022 patent registration certificates were issued. For designs, 341 designs registration certificates were issued in quarter 2 of 2022/23, which was also a marginal increase in comparison to 250 design registration certificates issued in Quarter 2 of 2021/22. 100% of patent registration certificates were processed within SDS of 44 days at an average TAT of 22 days. Similarly, 100% of designs registration certificates were processed within the average TAT of 9 days.

Quarter 3

Applications (including breakdown of local versus foreign)

The CIPC satisfactorily maintained and complied with external SDS for processing both patents and designs applications in Quarter 3 of 2022/23.

The CIPC received 3 108 patents applications (2 761 foreign applications and 347 local applications) and 501 designs applications (287 foreign and 214 local applications) during Quarter 2 of 2022/23.

The average TAT for patent applications was maintained at two (2) working days. Ninety-nine percent (99%) of transactions were processed within SDS of two days (2). The one percent (1%) processed outside of SDS could be attributed to referred applications and queries related thereto.

The average TAT for designs applications was maintained at two (2) working days. Ninety-five percent (95%) of applications were processed within SDS of two (2) working days. The five (5%) processed outside of SDS could also be attributed to manual applications and referred applications with queries.

Registration Certificates

During Quarter 3 of 2022/23, the CIPC issued 1 292 patent registration certificates. For designs, 348 designs registration certificates were issued in Quarter 3 of 2022/23. 100% of patent registration certificates were processed within SDS of 44 days at an average TAT of 25 days. Similarly, 100% of designs registration certificates were processed within the average TAT of 7 days.

Quarter 4

Applications (including breakdown of local versus foreign)

The CIPC satisfactorily maintained and complied with external SDS for processing both patents and designs applications in Quarter 4 of 2022/23.

The CIPC received 3 895 patents applications (3 582 foreign applications and 313 local applications) and 375 designs applications (245 foreign and 130 local applications) during Quarter 4 of 2022/23.

The average TAT for patent applications was maintained at two (2) working days. Ninety-nine percent (99%) of transactions were processed within SDS of two days (2). The one percent (1%) processed outside of SDS could be attributed to referred applications and queries related thereto.

The average TAT for designs applications was maintained at two (2) working days. Ninety-five percent (98%) of applications were processed within SDS of two (2) working days. The two (2%) processed outside of SDS could also be attributed to manual applications and referred applications with queries.

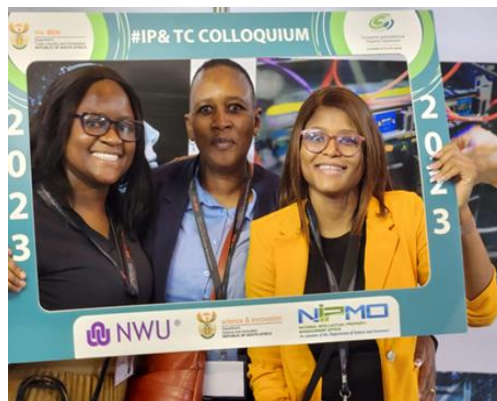
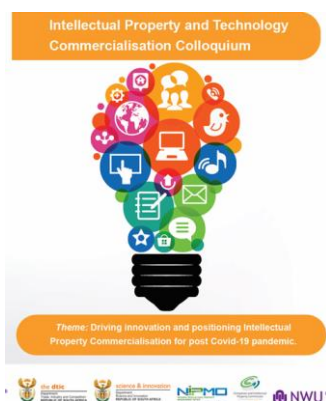
Registration Certificates

During Quarter 4 of 2022/23, the CIPC issued 1 060 patent registration certificates. For designs, 348 designs registration certificates were issued in Quarter 4 of 2022/23. 100% of patent registration certificates were processed within SDS of 44 days at an average TAT of 27 days. Similarly, 100% of designs registration certificates were processed within the average TAT of 8 days.

4th Intellectual Property and Technology Commercialization Colloquium

The Companies and Intellectual Property Commission (CIPC), in collaboration with the Department of Trade, Industry and Competition (the dtic), the Department of Science and Innovation through the National Intellectual Property Management Office (NIPMO) and the North-West University, successfully hosted the 4th Intellectual Property and Technology Commercialization Colloquium on the 28th and 29th of March 2023 at the Mahikeng Campus of North-West University.

The colloquium, themed “Advancing Innovation through IP commercialization for full scale industrialization”, is an annual event which brings together various role-players in the National System of Innovation (NSI) ecosystem to discuss issues relating to IP development and commercialization of new technologies.





The CIPC' booth at the Colloquium, represented by the Designs Unit

The Companies and Intellectual Property Commission (CIPC) provided an opportunity for learners from three high schools to learn more about Intellectual Property and Technology Commercialisation. These schools were Mmabatho High, Sol Plaatjie Secondary School and Batswana High.



(ii) Copyright in film

Quarter 1

Applications

During the reporting period in question, the Copyright unit received nine (9) film applications, of which all were processed within the set TAT.

Registrations

During the reporting period in question, the Copyright unit registered three (3) film applications and issued film registrations certificates within the set TAT.

Quarter 2

Applications

During the reporting period in question, the Copyright unit received 05 (five) applications for films in copyright.

Registrations

During the reporting period in question, the Copyright unit issued no registration certificates.

Quarter 3

Applications

During the reporting period in question, the Copyright unit received eight (08) film applications, all of which were processed within the set TAT.

Registrations

During the reporting period in question, the Copyright unit issued at least seven (07) film registration certificates.

Quarter 4

Applications

During the reporting period in question, the Copyright unit received one (01) film application.

Registrations

During the reporting period in question, the Copyright unit registered and issued forty-one (41) film registration certificates, all of which were processed within the set TAT.

(iii) Trademarks

For an overview of Trademark Applications, Registrations, Official Actions and Renewals between Quarter 1 and Quarter 4, refer to **Table 1** above.

Quarter 1

In Quarter 1, 9 672 new trademark applications were received. Trademark registrations amounted to 9002, whereas Trademark official actions amounted to 6 845 and Trademark renewals amounted to 7047.

Quarter 2

In Quarter 2, 10 152 new trademark applications were received, representing a marginal increase from Quarter 1 (9 672). Trademark registrations also increased to 12 441 in Quarter 2 as compared to 9 002 in Quarter 1.

Trademark official actions increased from 6 845 in Quarter 1 to 10 325 in Quarter 2, whereas Trademark renewals decreased from 7 047 in Quarter 1 to 6 276 in Quarter 2.

Quarter 3

In Quarter 3, 9 353 new trademark applications were received, representing a decline from the previous quarter (Quarter 2 = 10 152). Trademark registrations also declined to 7 459 in Quarter 3 as compared to 12 441 in Quarter 2.

Trademark official actions decreased from 10 325 in Quarter 2 to 7 533 in Quarter 3, whereas Trademark renewals decreased from 6 276 in Quarter 2 to 5 777 in Quarter 3.

Quarter 4

In Quarter 4, 9 047 (5 355 national / 3 692 international) new trademark applications were received, representing a marginal decline from Quarter 3 (9 353). Trademark registrations also declined to 6 309 in Quarter 4 as compared to 7 459 in Quarter 3.

Trademark official actions increased from 7 533 in Quarter 3 to 8 172 in Quarter 4, whereas Trademark renewals increased from 5 777 in Quarter 3 to 7 450 in Quarter 4.

(iv) Companies and Close Corporations (CCs)

Quarter 1

New company registrations were less than the comparative period in 2021-2022 and follow the same trend as per the 2021-2022 financial year, namely a decrease post the year one of Covid-19. The trend

of an increase in volume of automated new company registrations, compared with hybrid new company registrations, continued.

Quarter 2

The trend of a decrease in company registrations, as indicated during Quarter 1, continued during Quarter 2. During Quarter 2, substantial failures on behalf of the Department of Home Affairs were experienced, which likely influenced a continued decrease in company registrations. As part of the new company registration process, especially on electronic platforms, finalisation of company registration is dependent on successful verification of the director(s), namely identity information handled by the Department of Home Affairs.

Quarter 3

The trend in decrease in company registrations as indicated during quarter 1, continued during quarter 2. During quarter 2, substantial failures with the Department of Home Affairs were experienced which may have influenced the continued decrease in company registrations. As part of the new company registration process, especially on the electronic platforms, finalisation of the company registration is dependent on successful verification of director; identify information with the Department of Home Affairs.

Quarter 4

Company Registrations saw a marked increase between Quarter 3 (86 562) and Quarter 4 (102 469), which is against the trend experienced in previous reporting periods. Further, an average TAT of 1 day was maintained, whereas 96% of registrations were completed within SDS. Moreover, the trend of an increase in volume of automated new company registrations, compared with hybrid new company registrations.

(v) Co-operatives

Quarter 1

Registrations

There has been a noticeable increase in registration of new co-operatives compared to the previous period in 2020/21 financial year-end. This serves as a demonstration that citizens / customers are getting used to the system. With regards to Secondary and Tertiary Co-operatives, volumes have been overwhelming while the requirements for registration have changed in that Financial Statements and Annual Reports are to be filed first before conversion can occur. Many co-operatives have not been compliant in this regard.

Conversions

Seven (7) conversions out of 10 received were processed. Volumes are still very low.

Amalgamations

No amalgamations were received.

Quarter 2

Registrations

Registrations for the quarter under review experienced a slight decrease of 270 applications compared to Quarter 1. This can be attributed to two challenges, namely: (1) intermittent system downtimes due to the Department of Home Affairs' faulty link which resulted in failure to verify and, ultimately, delays in registration; (2) Quarter 1 is linked to financial years and decisions to incorporate would have been made informed by the strategic plans of the relevant stakeholders.

Conversions

Only two (2) conversions from Companies to Co-operatives were approved during this quarter.

Amalgamation

No amalgamations were received.

Quarter 3

Registrations

The number of registrations of new co-operatives for Quarter 3 stood at 995 of which all were processed within SDS.

Conversions

Only two (2) conversions from Companies to Co-operatives were approved during this quarter.

Amalgamation

No amalgamations were received.

Quarter 4

Registrations

The number of registrations of new co-operatives for Quarter 4 was 1 320, which represents an increase of 325 in relation to the previous quarter (Quarter 3). All registrations for Quarter 4 were processed within SDS.

Conversions

One (1) Private Company was converted to a Co-Operative and four (4) Co-Operatives were converted to Private Companies during Quarter 4.

Amalgamation

No amalgamations were received.

(vi) Directors, Members and Practitioners (DMP)

Quarter 1

CoR39's

We received close to 60 000 applications for E-service applications, though only just over 36 000 were approved. With regards to manual applications, we received over 1 800 applications of which 1 122 were approved. Most denials were due to visible fabrication of identity documents and falsification of

applications. We experienced some problems with E-services from the 28th of June, due to images not being available, whereas applications were being indexed.

CK2's

We received over 10 000 applications for member changes. The CK2 form deals with many changes of which others are addressed by the Companies and Close Corporations unit. Of the 10 000 applications we received, we only approved 3 850 E-services applications and 2 119 manual applications.

CoR44's

We received 4 631 applications and approved 3 017 of these. Further, we experienced some technical difficulties whereby there are delays (due to ICT) with regards to updating the database to reflect the information from the Independent Regulatory Board for Auditors (IRBA) for all Registered Auditors.

Business Rescue

21 Business Rescue Practitioner licenses were issued, while 78 appointments made during the period in question.

Quarter 2

CoR39's

We received 68 879 applications across E-services and manual applications, of which approximately 97% of applications were received via E-services. We approved 42 830, which is 62% of the applications received, and declined 26 049. Had it not been for system downtimes, we could have processed more applications during this time period.

CK2's

We received a total of 11 047 applications for member changes across E-services and manual applications, of which 6 630 were approved and 4 417 were declined.

CoR44's

We received 5 113 applications, a noticeable increase compared to the previous quarter, and approved 3 483. The issue of IRBA verification was escalated to ICT.

Business Rescue

109 applications for Business Rescue Practitioner licenses were received, while 34 licenses were issued. Two (2) matters were sent to the Companies Tribunal for review; however, the Tribunal upheld our decisions. We also received 140 appointments, of which 75 were approved.

Quarter 3

CoR39's

We received 55 145 E-service applications and 2 747 manual applications. Volumes dropped compared to the previous quarter, which could be attributed to the month of December constituting a relatively quiet month and system challenges which may have led to some clients withholding their submissions until they return in 2023. We approved 35 524 applications and queried 19 804. For manual applications, we processed 1 640 and queried 1121.

CK2's

We received a 5 381 E-service applications and 3 961 manual applications of which 1 843 and 1 871 were queried for E-services and manual applications respectively.

There has been a huge decline compared to Quarter 2. However, we believe this is not to concerning because members changes are not the same as director changes as members have interest attached to the CC's, whereas directors serve the interests of shareholders.

CoR44's

We received 4 536 applications, a comparative decrease compared to Quarter 2, and approved 2527. Meanwhile, one should be cognisant of the fact that the above form is used for both Auditors and Company Secretaries.

Business Rescue Practitioners

We issued 20 licenses during the period in question and endorsed 105 appointments of practitioners. 4 matters were referred to the Companies Tribunal for review, of which all decisions were upheld.

Quarter 4**CoR39's**

We received 50 927 E-services applications and 1 774 manual applications. The volumes dropped compared to the previous quarter. It is unclear what might have contributed to this decline, however there is the possibility that there are discrepancies in our reporting tools as new E-services were released and, subsequently, rolled back. This had been reported to ICT for investigation, however due to strict reporting timelines such reconciliation was not done prior to the development of this report.

We approved 30 775 E-services applications, queried 19 675 E-services applications, while the closing balance of 477 has been accounted for. For manual applications, we processed 994 applications and queried 793, while the closing balance of 13 has been accounted for.

CK2's

We received a total of 5 041 for E-service applications and 2 729 manual applications, representing a marginal decline in numbers as compared to Quarter 3. The introduction of new E-services may have constituted a contributing factor, while most companies in South Africa re-opened in the middle of January which, in and of itself, may constitute a contributing factor as well.

We approved 3 269 E-service applications and queried 1 783, while we approved 1 474 manual applications and queried 1 218.

Cognisance should be given to the fact that manual CK2 reports include the CK2A form, which relates to changes of CC addresses and changes of Accounting Officers.

The number of Close Corporation Accounting Officer resignations, during the period under review, was 291.

CoR44's

We received 20 014 applications relating to auditor or company secretary alterations, which can be attributed to the automation of auditor alterations processes as 11 865 applications were received via the automated process.

Business Rescue Practitioners

We issued 18 licenses during the period under review and endorsed 63 appointments of business rescue practitioners.

(vii) Query Resolutions

Quarter 1

All queries were attended to within SDS except those which were ICT related, for example dispatching of forms and certificates to clients. These were attended to outside of SDS as ICT was delayed in its response.

Quarter 2

The number of tickets logged increased slightly from Quarter 1 to 41 354 tickets. The % of tickets we responded to within the set TAT decreased from 95% in Quarter 1 to 93% in Quarter 2.

Quarter 3

Implementation of the cloud-based system ensured more accurate statistics and resulted in an improvement in customer service. During Quarter 3, 47 156 calls were made, and 37 791 calls were answered. This amounted to 83% of calls answered. The number of calls increased by 3 836 calls in comparison to Quarter 2.

Customers logged 36 302 calls during Quarter 3. The number of tickets decreased by 5 052 in comparison with Quarter 2. The closure of the CIPC during the festive season influences the number of tickets logged. The percentage of tickets responded to within the set TAT decreased by 2% between Quarter 2 (93%) and Quarter 3 (91%).

Quarter 4

In January, 1 900 queries were resolved. Most queries received in January were as a result of the introduction of the new e-services system which resulted in issues experienced by clients, hence a decision was made to roll back the system. In February, 1 034 queries were resolved. Finally, 980 queries were resolved in March. This represents a noticeable sliding scale of query resolution.

2.1.2 Legal, Policy Support, and Outreach

(i) IP Policy and Outreach

Quarter 1

IP for SMME

Through intervention of the Swiss-South Africa intervention (SSAIP), the IP for SMME project has been pursued.

Six committee meetings were held in this quarter. These meetings mainly served to engage on specific interventions, on which the committee reached agreement. Broadly, these interventions are based on IP in general with a specific focus on SMMEs. The interventions included SMME stakeholder mapping, customization of the IP panorama and the compilation of training materials for Small Enterprise Development Agency (SEDA) employees.

With regards to the development of the stakeholder map (a feature in the development of SMME portal on the CIPC website), a consulting company was appointed (by our Swiss partners) to assist with the design and development of a single online stakeholder map. This feature provides details of all key and relevant IP stakeholders, which the SMMEs will use (based on their request through the survey previously conducted). Features for the benefit of SMMEs will cover aspects such as briefings, training, service and guidance. A concept note based on a phased approach was developed. It was further agreed to pilot the implementation (user needs analysis and scoping) in the Gauteng province (having CIPCs majority clients).

Further to this intervention and following the initial training of trainers with SEDA practitioners, a relationship with the Technology Innovation Agency (TIA) was struck. TIA has nationally distributed technology stations and, therefore, it is intended to train these practitioners to deliver better IP services in communities surrounding existing technology stations. A programme of action was developed and is set to commence in Quarter 2.

IP BRICS

CNIPA (China) is the hosting office for this round of the IP BRICS forum. In this quarter, the coordinators (country focal point persons) engaged on issues such as work stream progress, preparations for the main heads of IP Offices meeting and other logistical and substantive issues. The proposed schedule of events for the year under the chair was agreed upon by members. The meeting of coordinators was scheduled for the 21st of July. The meeting of coordinators is an important part of the IP BRICS forum as focal point persons meet to discuss/engage and deliberate on issues which the Heads of the IP offices find consensus on and provide approval.

Quarter 2

IP for SMME

Activities under this programme continue through the intervention of the SSAIP (Swiss-South Africa intervention).

Committee meetings held in this quarter were focused on specific interventions under the direction of IP managers while maintaining focus on SMMEs. The external company engaged to assist with development of the SMME stakeholder map, followed by further engagements on how to proceed with implementation of the pilot. A meeting was convened with key stakeholders (including the DTI, SEDA and NIPMO) to understand what their current SMME services entailed. The engagement with TIA officials ensued with implementation of the training plan.

IP BRICS

The 14th HIPO BRICS IP meeting was held in this quarter. Whilst ensuring smooth execution of this event, the focal point coordinators meeting was held on the 21st of July. Intense exchange of communication ensued between coordinators to ensure that all inputs were fully informed, and that the country's position was correctly portrayed. The South African delegation was determined, and IP managers joined the main meeting. The talking points for the Commissioner were prepared with input from all IP managers and technical staff, such as the Patent Searchers. The meeting was a success. Forthcoming main events include the IT workshop convened by China in October and the Examiners Training in November.

Quarter 3

IP for SMMEs

Activities under this programme continue through the intervention of the SSAIP (Swiss-South Africa intervention).

Committee meetings held in this quarter were focused on specific interventions under the direction of the IP managers while maintaining focus on SMMEs. The SWISS project co-ordinator visited South Africa from the 24th to the 28th of October 2022 and the project update meeting for the IP SMME working group was held on the 25th of October, in which Proof Africa presented the pilot stakeholder map. A presentation of the Innovation Bridge Portal by Human Sciences Research Council (HSRC) and NIPMO was facilitated to identify ways of influencing the IP for SMME project.

IP BRICS

BRICS training for IP Professionals took place between the 17th and 31st of October 2022. BRICS training for IP office examiners and office staff took place between the 7th and 11th of November 2022. A total of 32 CIPC IP office staff attended these sessions.

The BRICS IT workshop took place on the 19th of October 2022. Here, the CIPC was represented by Mr. Kabelo Ledwaba (IP ICT specialist) and Mr. Bheki Zulu (Patent Examiner).

Following the successful 14th HIPO Meeting, China prepared the final summary report and circulated this report to the Heads of the IP Offices for signature. Newspaper articles were also prepared and published in relation to the event. Certificates were awarded to those that attended the training. Preparations for hosting of the 15th HIPO meeting were conducted with the IP Management Group.

Quarter 4

IP FOR SMMEs

Activities under this programme continued through the intervention of the SSAIP (Swiss-South Africa intervention). However, changes were made to the proposed stakeholder mapping exercise, of which details are currently unknown and have yet to be communicated with the CIPC.

IP BRICS

In addition to preparations for the 15th HIPO meeting, a request for a meeting on the sidelines of the WIPO GA was approved by the Commissioner. Engagements between focal point coordinators from the BRICS member states ensued with preparations, dialogue and agreement on all related matters having been achieved. The CIPC's survey on Women in IP among the BRICS members has been collated and formatted on a spreadsheet for internal discussion before further engagement with BRICS members.

(ii) Legal

Quarter 1

The POPIA Compliance Framework, for annual use by the CIPC to monitor compliance in terms of POPIA, was finalized and submitted to ExCo.

A "General Counsel" (in-house legal) implementation plan was developed and is ongoing, which includes structures, functions, and responsibilities.

A multitude of subpoenas and requests for specific and technical information were received from law enforcement agencies – which is indicative of the number of criminal matters involving fraud, director, and shareholder disputes, etc. experienced in the country. Law enforcement agency requests for information are no longer simply for corporate registration documentation but are evolving to become much more technical in nature. Further, the CIPC's presence, in terms of providing expert testimony in court and in other forums, is becoming more prominent.

In relation to the Beneficial Ownership Project, aimed at developing the CIPC's own Beneficial Ownership register, the CIPC has attended legal framework and practical BO workshops and seminars. Compliance of the CIPC is crucial, particularly in terms of South Africa's world ranking. Relatedly, development of the Companies Act Amendment Regulations is crucial to cater for development of the Beneficial Ownership register, for which the CCRD & dtic are driving forces.

The CIPC is also creating precedent through its publication of several legal opinions and articles on interpretation and application of the Companies Act.

Quarter 2

An internal and external POPIA training plan was developed, and two sessions were held with CIPC staff on the applicability of POPIA to CIPC employees. A further two sessions were held externally (with the public) on the applicability or impact of POPIA on the functions of the CIPC. General consent in terms of POPIA was built into the new e-services platform and is set to be reviewed annually.

The "General Counsel" (in-house legal) implementation plan was developed and is ongoing, which includes structures, functions, and responsibilities. This has been dependent on Organisational Development finalization.

The CIPC received and responded to 19 subpoenas pertaining to the Companies Act, interpretation and CIPC technical processes related clarity or advice, which is not part of the normal disclosure application process by state departments. Further, Corporate Legal represented the CIPC in various forums, including the Companies Tribunal, High Court, and Liquidation Inquiries.

Inputs (Global General Laws Amendment Bill, Trust Property Control's Act and Financial Sector Regulations Act) were consolidated for the benefit of the Beneficial Ownership Project.

The CIPC attended (as speaker) several external events relating to the Companies Act, pertaining to topics like business rescue proceedings, delinquent directorship & POPIA.

Quarter 3

A POPIA training plan was developed, and 2 internal training sessions were held (during November) with internal staff regarding the application of POPIA in relation to CIPC functions and in their personal capacity. Further, POPIA refinements were built into the Employee Self-Service (ESS), such as a request for an ID number to access pay slips.

The Information Regulator (PAIA division) conducted an on-site physical assessment of the CIPC's compliance with PAIA. It was assessed whether the CIPC possesses an up-to-date PAIA manual, up-to-date privacy policies, as well as whether an Information Officer and Deputy Information Officer have been appointed. The CIPC was subsequently found to be compliant.

In relation to the Beneficial Ownership Project, extensive input and deliberations were generated pertaining to the General Laws Amendment Bill, Trust Property Control's Act and Financial Sector Regulations Act. The CIPC is actively engaging in the development process of regulations for the Companies Act Amendment Bill, which is to be promulgated in early 2023.

Quarter 4

POPIA training has been finalized through hosting 2 external webinars (17th and 24th of March), with assistance of the Education and Awareness division. Training content included requirements pertaining to the exceptions applied (i.t.o. PAIA) and CIPC functions.

The CIPC also participated in the Companies Tribunal Seminar as a speaker on business rescue, with specific reference to opportunities in relation to expanding the role of the Companies Tribunal.

The general focus in this quarter has been on development of the regulations for the Companies Act Regulations Amendment Bill, as a result of the promulgation of the General Laws Amendment Act (22 of 2022).

There has also been progress in terms of extensive development of the Beneficial Ownership register (available on the e-services platform). This relates to the development of the following: (1) business rules (2) legislative framework (3) functional specifications and (4) frequently asked questions. This

has been supported by the establishment of a dedicated Beneficial Ownership team, made up of internally seconded staff.

The CIPC participated in Beneficial Ownership training (as speaker) for law enforcement agencies, particularly through the Open Ownership collaboration (23rd of March) and attendance of the Beneficial Ownership-system pre-launch (30th of March) with relevant stakeholders such as SARS, SAPS, JSE, STRATE amongst others.

2.1.3 Compliance Monitoring and Enforcement

(i) Annual Returns

Quarter 1

The volume of gross filings continued to increase by 1% (3 225 filings). The in-time filing rate also continued to increase by 4% (5 835 filings). The Annual Return filing service is currently under re-development and will incorporate the PI (Public Interest) Score calculation and simultaneous amendments with the filing of Annual Returns. The service is due to be released in July 2022.

Figure 5: AR Filings Comparison (Gross Filings) April to June

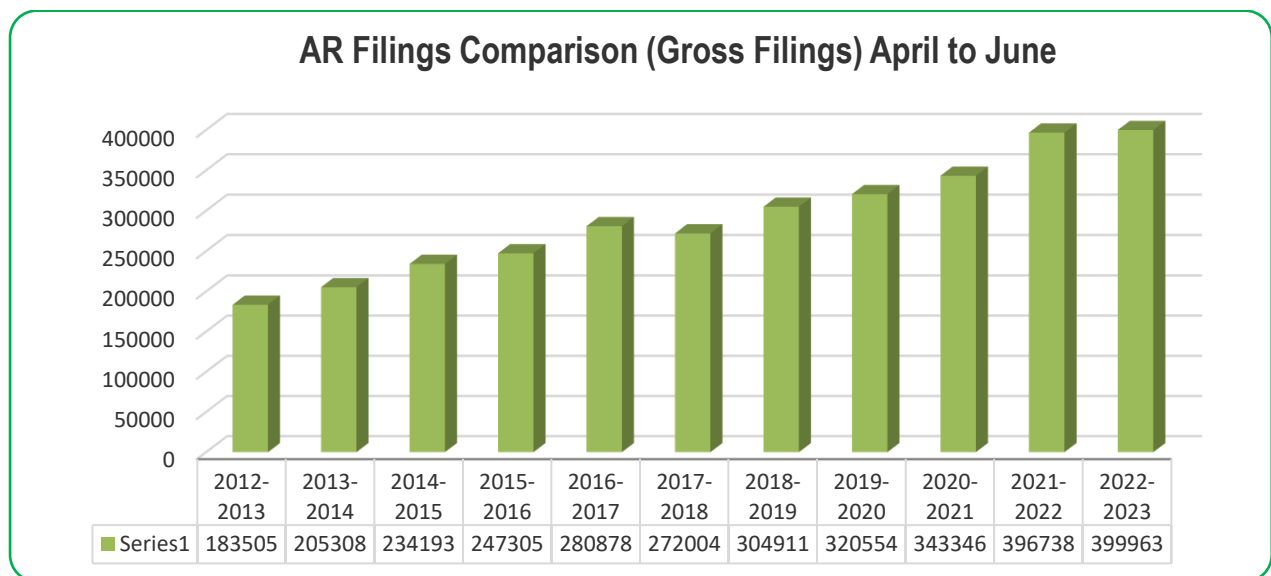
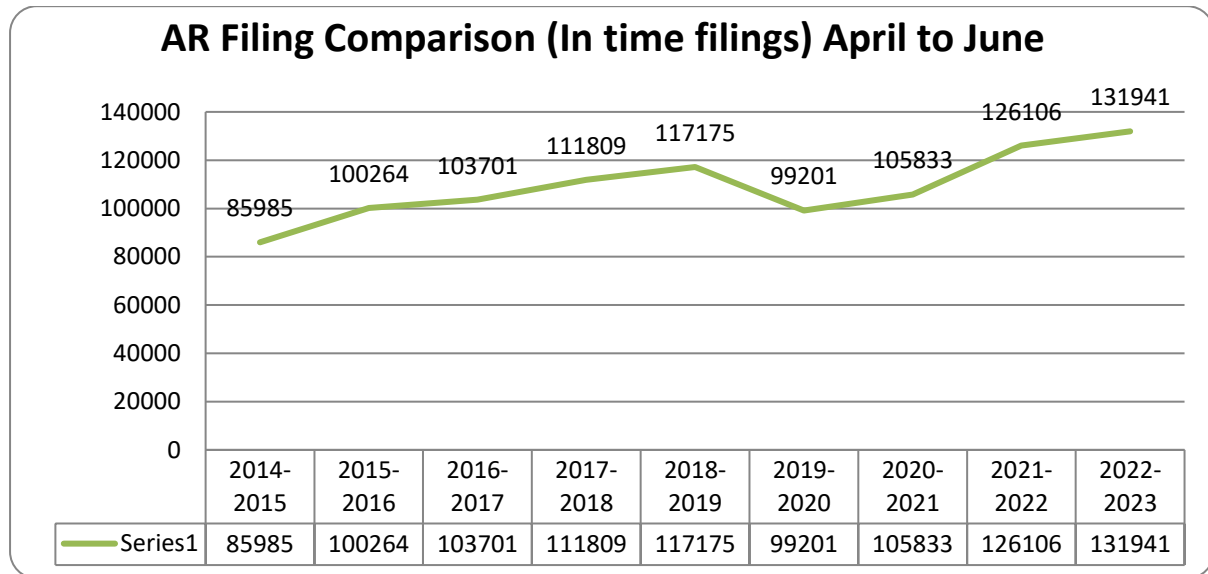


Figure 6: AR Filing Comparison (In-time filings) April to June



Quarter 2

The gross volume of Annual Return Filings decreased by 3% (or 23 138 filings) compared to the previous financial year (2021-2022). Quarter 2 was characterized by substantial failures of the link to the Department of Home Affairs, which may have impacted on citizens' / customers' ability to file Annual Returns. Citizens / customers cannot proceed to file Annual Returns before the company's FAS Financial Accountability Supplement (FAS) or Annual Financial Statements (AFS) has been filed. The FAS currently has a verification requirement, which the person who is responsible for keeping accounting records must verify, before finalizing the FAS filing and, therefore, the Annual Return itself.

The current economic challenges and load-shedding may also have impacted on the ability of citizens / customers to file returns.

The release of the re-developed Annual Return Filing service has been postponed for release until the 1st of November 2022 although this, together with other re-developed services, will be soft launched on the 14th of October 2022 for selected external citizens / customers to test. The in-time filing rate continued to increase.

Figure 7: AR Filings Comparison April to September

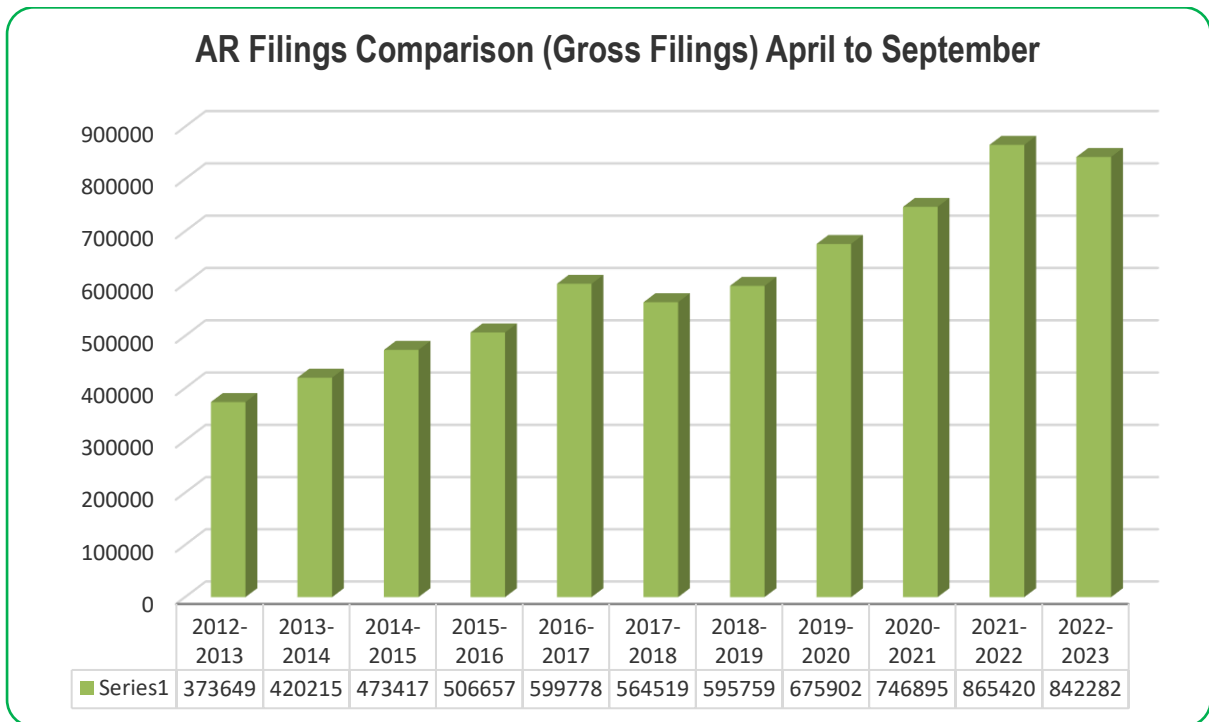
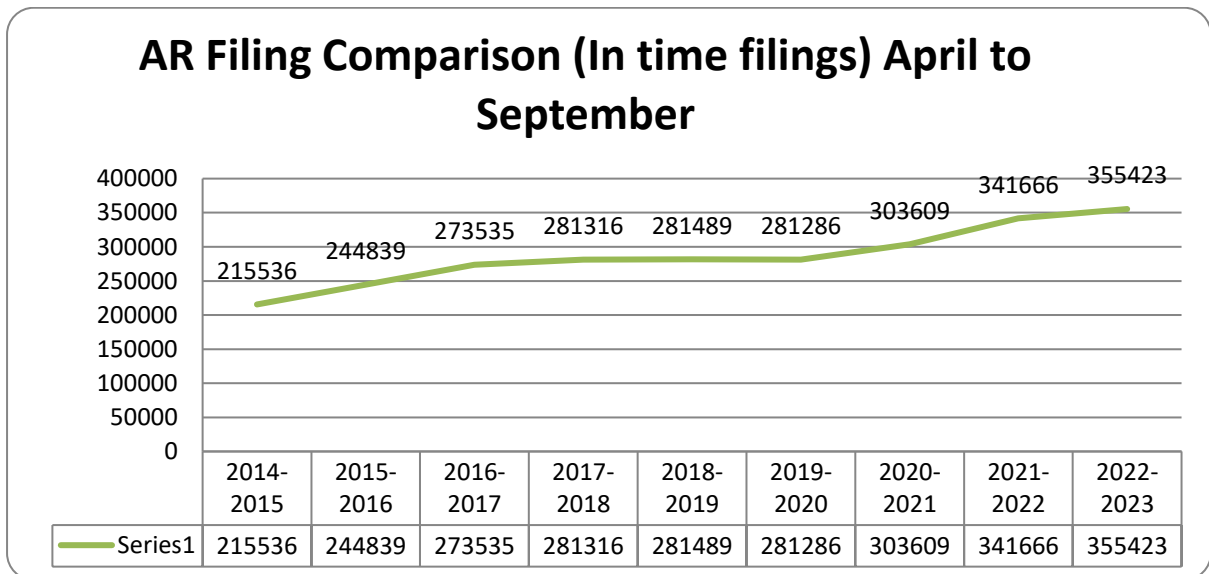


Figure 8: AR Filing Comparison (In time filings) April to September



Quarter 3

Report outstanding due to the focus on launching E-services, which has resulted in delays in the production of the production of reports.

Quarter 4

The gross volume of Annual Return Filings decreased by 5% (or 74 083 filings) compared to the previous financial year (2021-2022). During Quarter 3 and Quarter 4 the challenges with the

Department of Home Affairs (DHA) decreased. The in-time filing rate also decreased by 2 % (or 16081 filings) compared with the previous financial year.

The current economic challenges and load-shedding may also have impacted on the ability of citizens / customers to file returns.

The release of the re-developed Annual Return Filing service was further postponed to January 2023 but unfortunately after release was rolled back. Therefore, the long-anticipated changes on Annual Returns could not be implemented.

Figure 9: AR Filings Comparison April to March

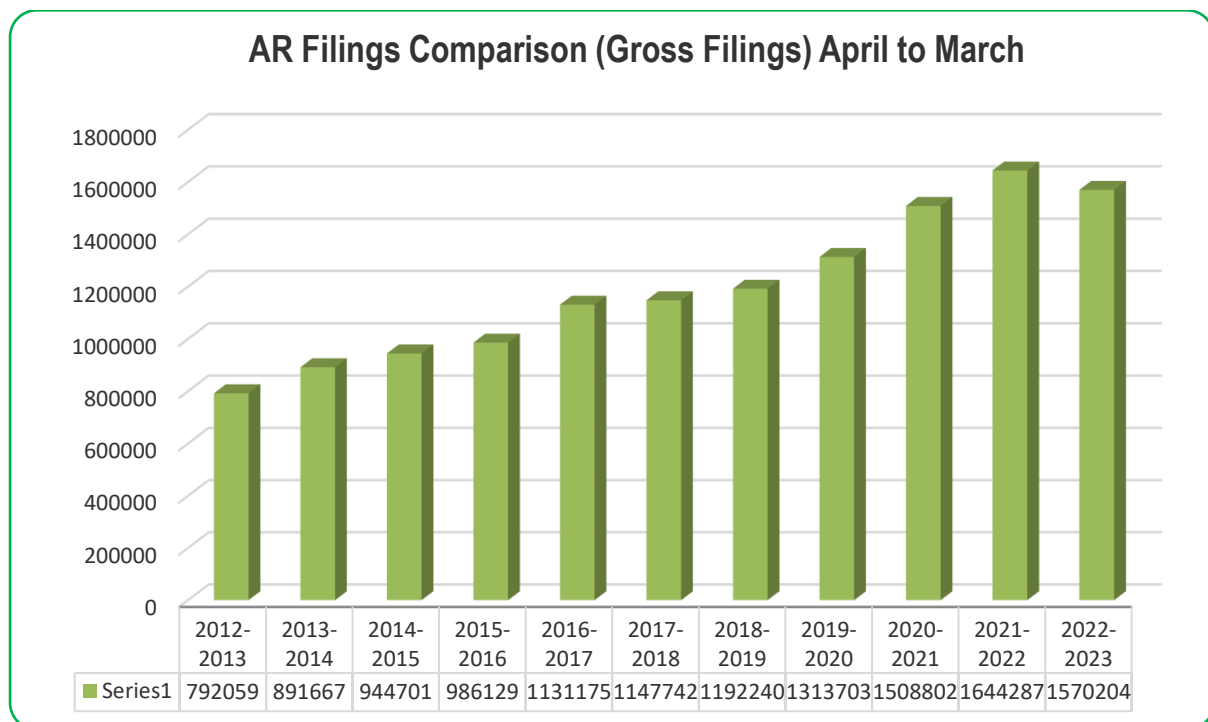
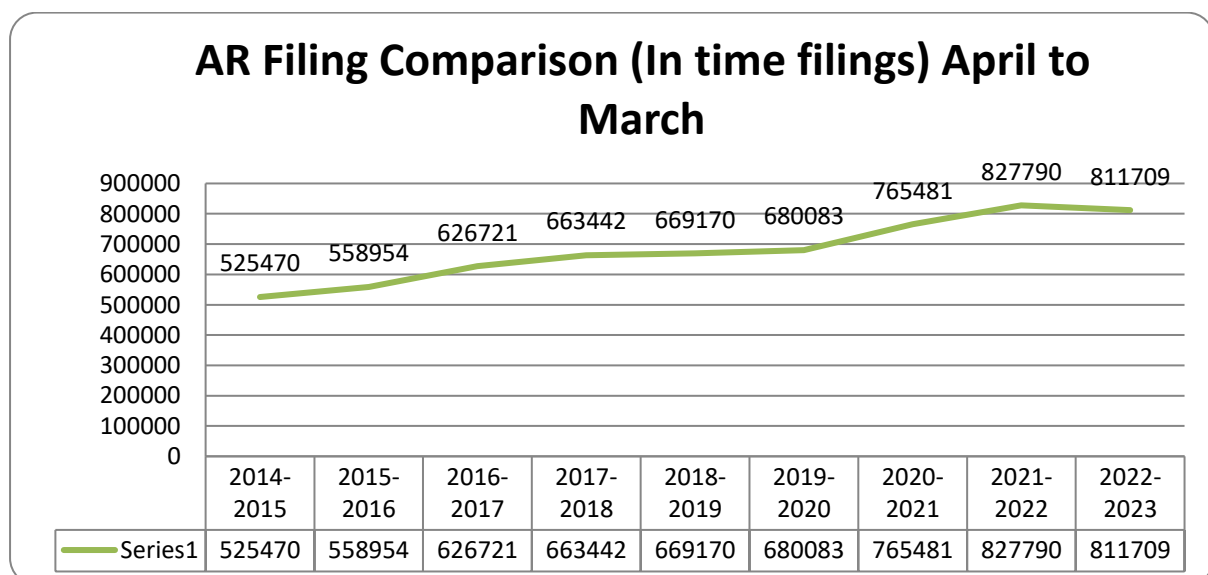


Figure 10: AR Filing Comparison (In time filings) April to March



Also, 647 853 companies and close corporations were de-registered for non-compliance with Annual Returns. Refer to Notice 20 of 2023.

(ii) Business Rescue Proceedings

Quarter 1

Table 2: Status of Business Rescue Proceedings – Q1

Count of Status of BR Proceedings								Status
Status of Proceedings	Active	Liquidation	Nullity	Set aside	Substantial	Termination	Grand Total	
2011-2012	50	58	111	2	85	77	383	
2012-2013	111	67	28	5	109	120	440	
2013-2014	115	73	21	6	105	89	409	
2014-2015	116	73	26	4	101	93	413	
2015-2016	145	73	24		88	151	481	
2016-2017	109	54	17	3	78	114	375	
2017-2018	132	39	22	2	63	104	362	
2018-2019	140	37	32	5	55	80	349	
2019-2020	183	31	15	3	73	68	373	
2020-2021	206	30	6	2	80	49	373	
2021-2022	279	11	8		15	34	347	
2022-2023	63					2	65	
Grand Total	1649	546	310	32	852	981	4370	

Sixty-five (65) companies and close corporations commenced business rescue proceedings during Quarter 1, as depicted in the table above. The decrease in number of matters continued in comparison with financial year 2021-2022 (77 matters) and 2020-2021 (107).

Table 3: Business Rescue Commencements per month, annually

Year/Month	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
2011-2012	2	7	27	16	33	66	21	35	48	60	39	29	383
2012-2013	32	44	23	21	57	53	46	49	18	18	37	42	440
2013-2014	31	44	34	43	44	29	47	28	9	36	34	30	409
2014-2015	23	34	33	31	54	35	43	34	25	28	24	49	413
2015-2016	40	32	22	67	55	35	57	51	16	20	47	39	481
2016-2017	27	40	35	39	41	29	33	33	21	19	28	30	375
2017-2018	16	27	42	26	33	35	32	46	19	25	31	30	362
2018-2019	18	41	27	39	29	30	22	18	20	26	48	31	349
2019-2020	28	26	33	35	27	31	36	29	11	26	47	44	373
2020-2021	18	59	30	44	16	36	30	33	14	30	30	33	373
2021-2022	20	38	18	18	37	51	32	33	10	22	21	47	347
2022-2023	19	23	23										65
Grand Total	274	415	347	379	426	430	399	389	211	310	386	404	4370

Figure 11: Volume of Business Rescue Proceedings

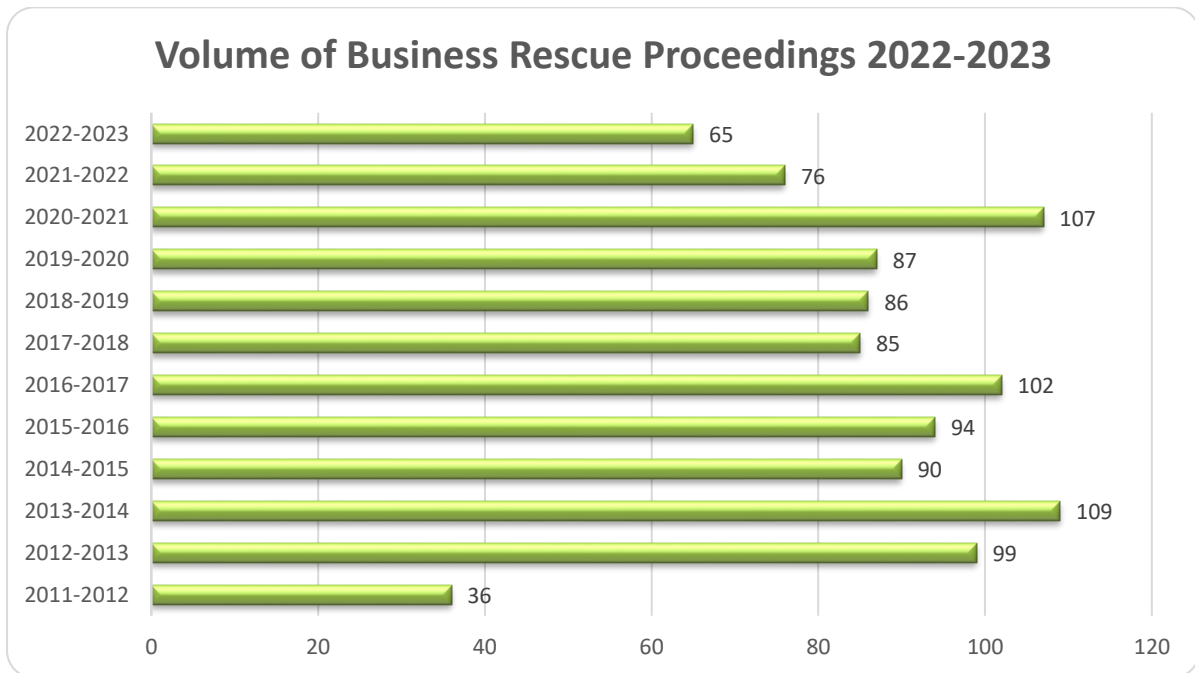
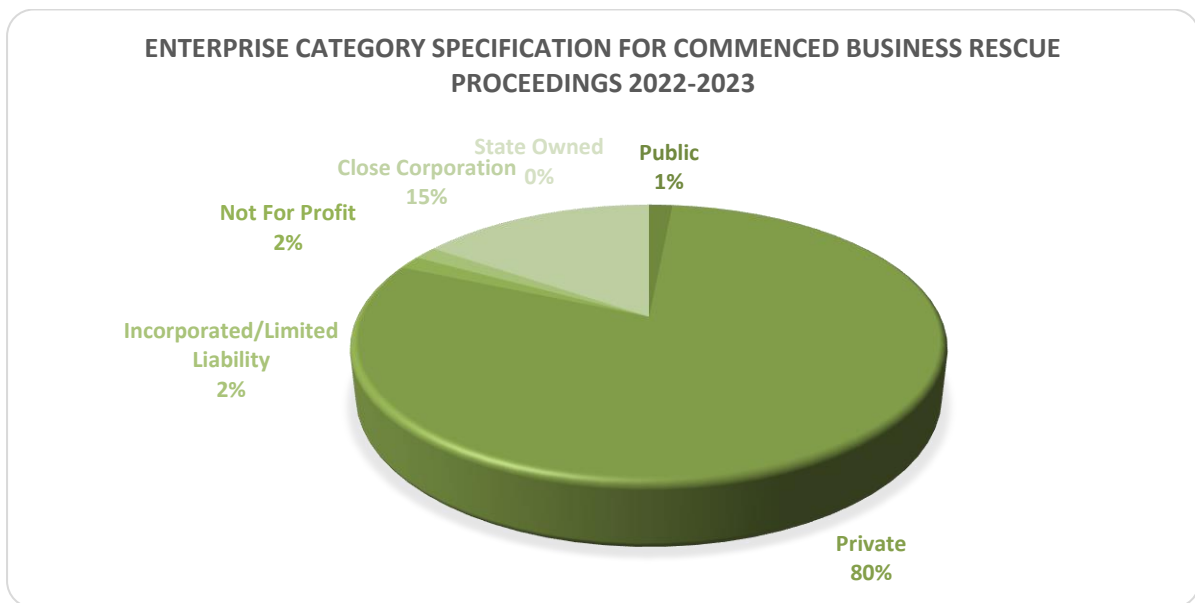


Figure 12: Enterprise Category Specification for commenced Business Rescue Proceedings 2022-23



Unfortunately, the efficiency of processing has not increased due to re-working of new matters. The Service Delivery turnaround time was 80% for Quarter 1.

Quarter 2

Table 4: Status of Business Rescue Proceedings – Q2

Status of Proceedings v CIPC Financial Year	Active	Liquidation	Nullity	Set aside	Substantial	Termination	Grand Total
2011-2012	50	58	111	2	85	77	383
2012-2013	111	67	28	5	109	120	440
2013-2014	115	73	21	6	105	89	409
2014-2015	114	73	26	4	101	95	413
2015-2016	145	73	24		88	151	481
2016-2017	108	54	17	3	79	114	375
2017-2018	128	39	22	2	65	106	362
2018-2019	138	37	32	5	56	81	349
2019-2020	175	32	15	4	78	69	373
2020-2021	195	31	6	2	86	53	373
2021-2022	248	15	8		28	48	347
2022-2023	126	2	1			8	137
April	16	1				2	19
May	19	1				3	23
June	23					1	24
July	24					2	26
August	25		1				26
September	19						19
Grand Total	1653	554	311	33	880	1011	4442

Seventy-one (71) companies and close corporations commenced business rescue proceedings during Quarter 2, as illustrated in the table above. The decrease in number of matters continued in comparison to financial year 2021-2022 (106 matters) and 2020-2021 (96 matters).

Table 5: Business Rescue Commencements per month, annually

Year / Month	Apr	May	June	July	August	September	October	November	December	January	February	March	Total
2011-2012	2	7	27	16	33	66	21	35	48	60	39	29	383
2012-2013	32	44	23	21	57	53	46	49	18	18	37	42	440
2013-2014	31	44	34	43	44	29	47	28	9	36	34	30	409
2014-2015	23	34	33	31	54	35	43	34	25	28	24	49	413
2015-2016	40	32	22	67	55	35	57	51	16	20	47	39	481
2016-2017	27	40	35	39	41	29	33	33	21	19	28	30	375
2017-2018	16	27	42	26	33	35	32	46	19	25	31	30	362
2018-2019	18	41	27	39	29	30	22	18	20	26	48	31	349
2019-2020	28	26	33	35	27	31	36	29	11	26	47	44	373
2020-2021	18	59	30	44	16	36	30	33	14	30	30	33	373
2021-2022	20	38	18	18	37	51	32	33	10	22	21	47	347
2022-2023	19	23	24	26	26	19							137
Grand Total	274	415	348	405	452	449	399	389	211	310	386	404	4442

Figure 13: Volume of Business Rescue Proceedings April to September 2022

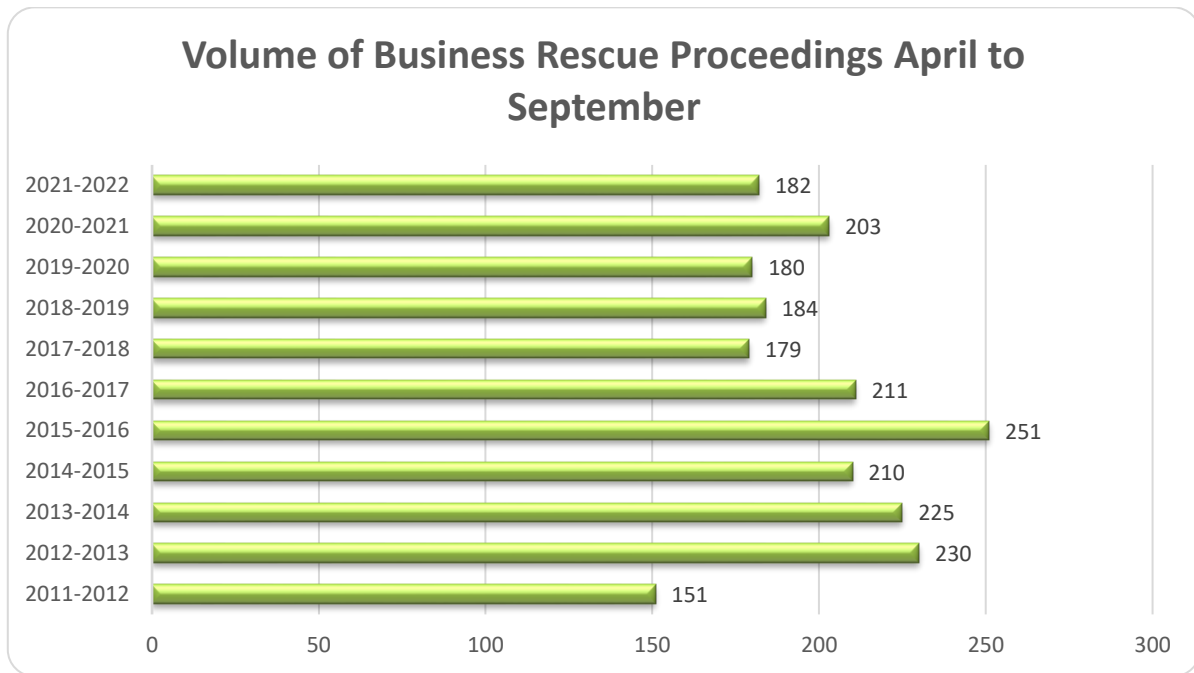
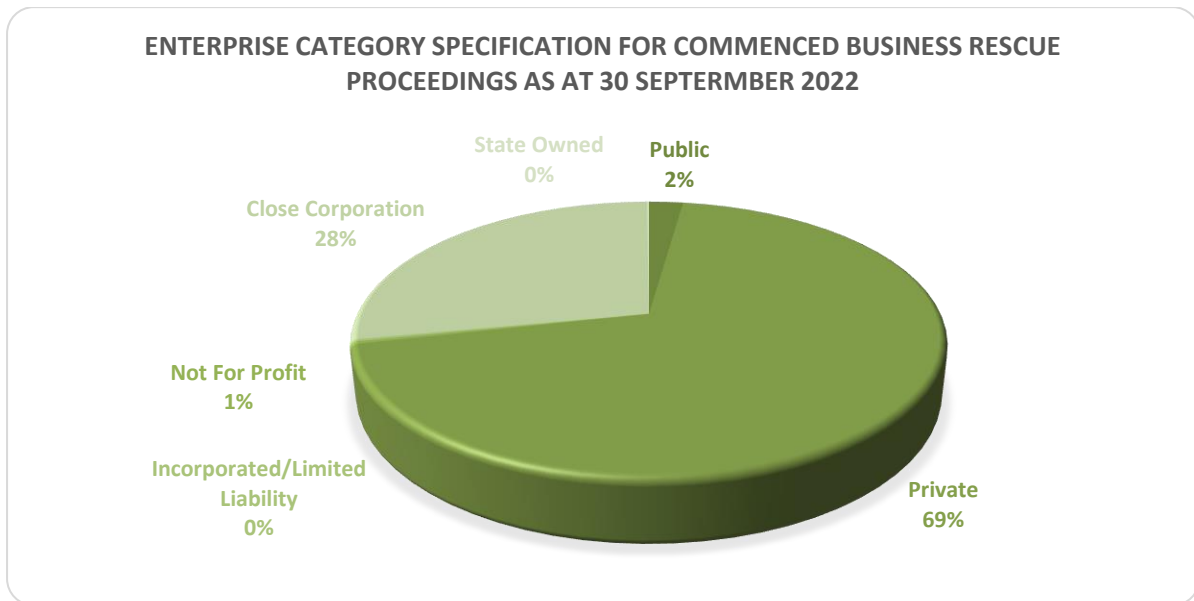


Figure 14: Enterprise Category Specification for commenced Business Rescue Proceedings 2022-23



Quarter 3

Report outstanding due to the focus on launching E-services, which has resulted in delays in the production of the production of reports.

Quarter 4

Table 6: Status of Business Rescue Proceedings – Q4

Count of Status of BR Proceedings Status of Proceedings v CIPC Financial Year	Status						
	Active	Liquidation	Nullity	Set aside	Substantial	Termination	Grand Total
2011-2012	50	58	111	2	85	77	383
2012-2013	109	67	28	5	109	122	440
2013-2014	115	73	21	6	105	89	409
2014-2015	114	73	26	4	101	95	413
2015-2016	142	74	24		88	153	481
2016-2017	104	56	17	3	79	116	375
2017-2018	126	41	22	2	66	105	362
2018-2019	132	38	32	5	61	81	349
2019-2020	159	39	15	4	84	72	373
2020-2021	178	35	6	2	98	54	373
2021-2022	211	23	9		46	58	347
2022-2023	249	8	3		14	20	294
April	12	3			2	2	19
May	17	2				4	23
June	19				1	4	24
July	19	1			5	1	26
August	21		1		1	3	26
September	16				1	2	19
October	19				4	2	25
November	27	1	1				29
December	24					2	26
January	15		1				16
February	20	1					21
March	40						40
Grand Total	1689	585	314	33	936	1042	4599

Seventy-seven (77) companies and close corporations commenced business rescue proceedings during Quarter 3, as illustrated in the table above. The decrease in number of matters continued in comparison to financial year 2021-2022 (90 matters) and 2020-2021 (93 matters).

Overall, a decrease in the volume of business rescue proceedings continued.

Table 7: Business Rescue Commencements per month, annually

Year / Month	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
2011-2012	2	7	27	16	33	66	21	35	48	60	39	29	383
2012-2013	32	44	23	21	57	53	46	49	18	18	37	42	440
2013-2014	31	44	34	43	44	29	47	28	9	36	34	30	409
2014-2015	23	34	33	31	54	35	43	34	25	28	24	49	413
2015-2016	40	32	22	67	55	35	57	51	16	20	47	39	481
2016-2017	27	40	35	39	41	29	33	33	21	19	28	30	375
2017-2018	16	27	42	26	33	35	32	46	19	25	31	30	362

Year / Month	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
2018-2019	18	41	27	39	29	30	22	18	20	26	48	31	349
2019-2020	28	26	33	35	27	31	36	29	11	26	47	44	373
2020-2021	18	59	30	44	16	36	30	33	14	30	30	33	373
2021-2022	20	38	18	18	37	51	32	33	10	22	21	47	347
2022-2023	19	23	24	26	26	19	25	29	26	16	21	40	294
Grand Total	274	415	348	405	452	449	424	418	237	326	407	444	4599

Figure 15: Volume of Business Rescue Proceedings April to March 2023

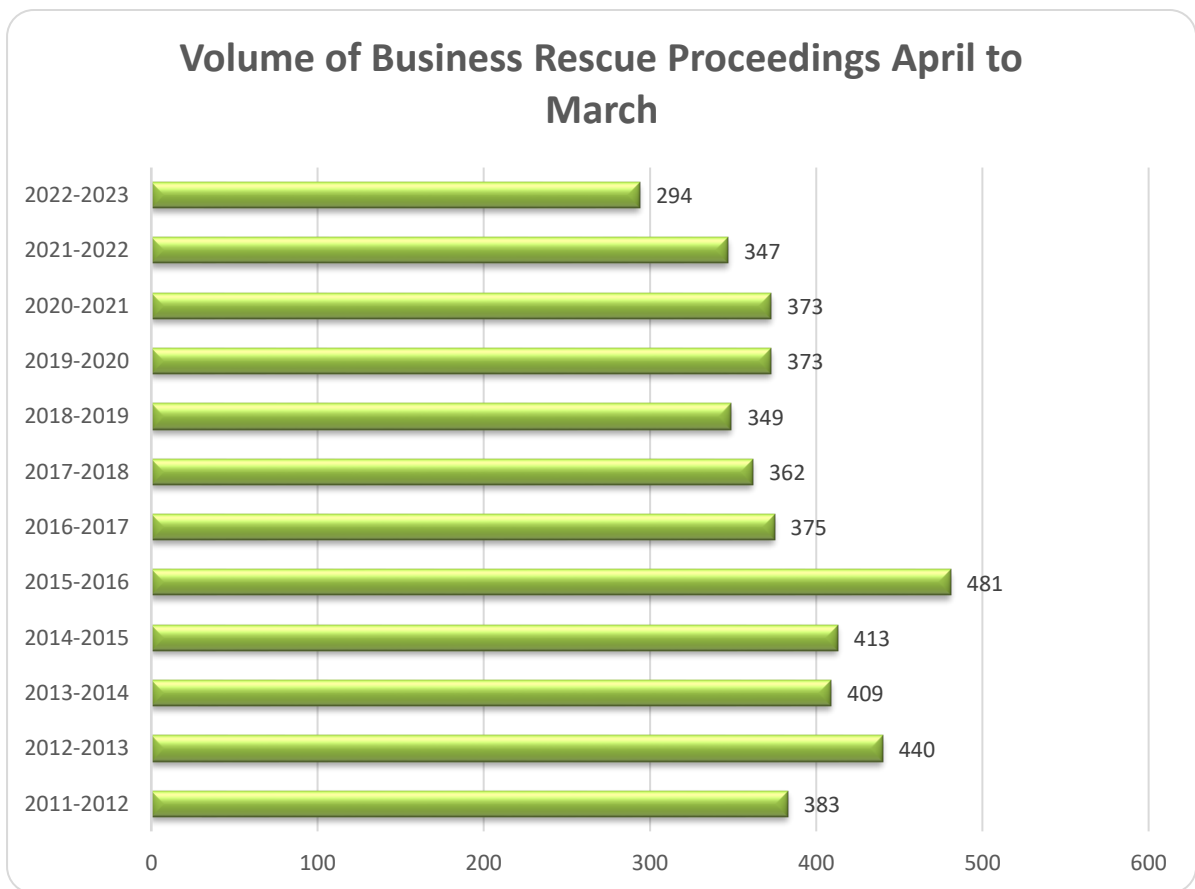
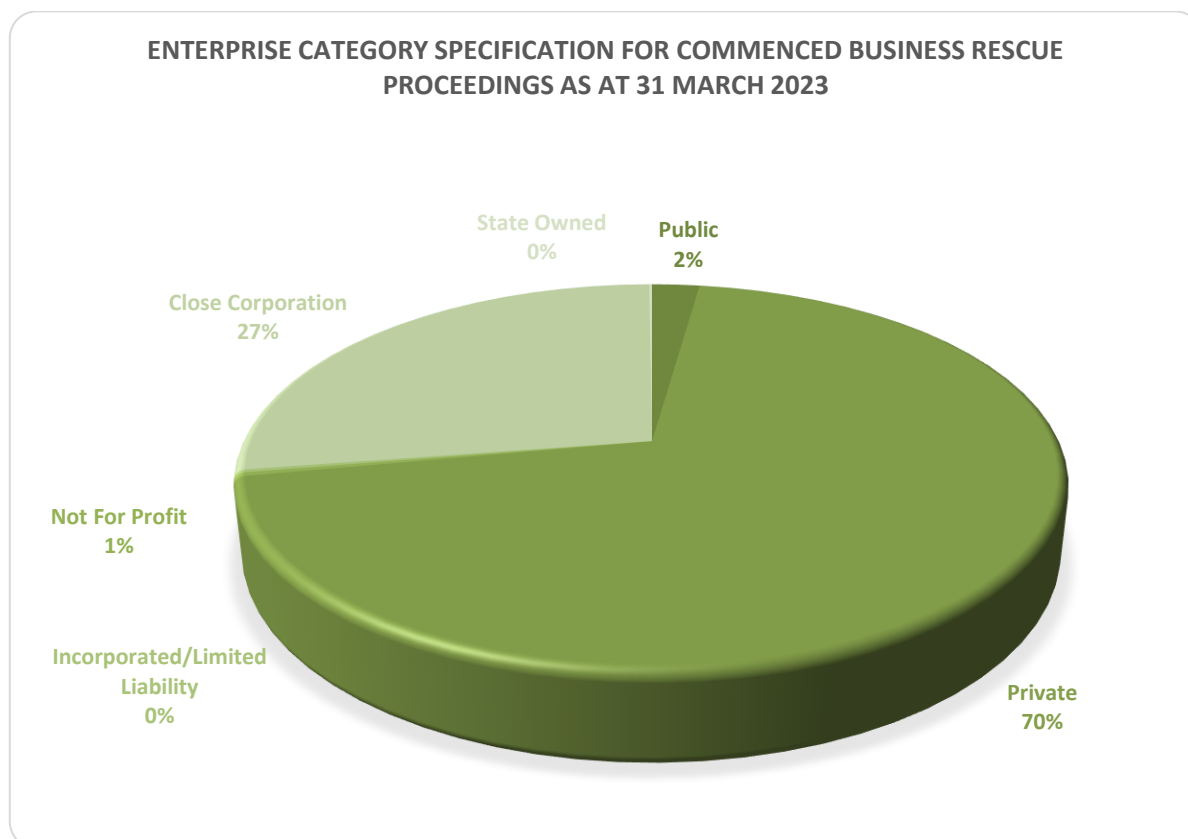


Table 8: Enterprise Category Specification for commenced Business Rescue Proceedings 2022-23

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	Grand Total
Category Type													
Public	53	9	7	8	5	3	2	2	1	5	2	5	102
Private	240	281	257	266	297	238	252	265	299	299	273	245	3212
Not For Profit		3		2	1	2	2	1	1			2	14
Incorporated/Limited Liability			2		1	2	1		1	1	1	2	11
Close Corporation	90	147	143	137	177	130	105	81	70	68	69	37	1254
State Owned									1		2	3	6

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	Grand Total
Grand Total	383	440	409	413	481	375	362	349	373	373	347	294	4599

Figure 16: Enterprise Category Specification for commenced Business Rescue Proceedings 2022-23



(iii) Corporate Compliance and Disclosure Regulation

Quarter 1

During Quarter 1, the CIPC continued to monitor compliance and disclosure according to the provisions of the Companies Act, 2008 (Act No. 71 of 2008). During Quarter 1 the focus of the XBRL Programme was primarily two-fold, namely: (1) to stay abreast with latest developments of accounting standards (by starting work on the CIPC taxonomy to incorporate the latest release of IFRS) and (2) to extend the CIPC's reach in terms of digital regulation by launching a pilot project for Co-operatives to start using XBRL.

In terms of XBRL filings, for Quarter 1 as of 30 June 2022, the following filing statistics were observed:

- Total number of filings since implementation of XBRL = 53 197
- Total number of unique filings since implementation of XBRL = 25 617
- Total number of filings for Quarter 1 = 2 930
- IFRS-Full filings since implementation of XBRL = 26 699

- IFRS-SME filings since implementation of XBRL = 26 475
- GRAP filings since pilot implementation of GRAP = 21
- Co-operative filings since pilot implementation of Co-ops = 2

Quarter 2

During Quarter 2, the XBRL team finalised the new taxonomy and gained approval through the Change Advisory Board to roll out the new Taxonomy on the 1st of October 2022, which was successful. An interview was held with the Commissioner by CFO Enterprises deliberating on the value of XBRL to the broader market and how CIPC facilitates delivery of such value with the new digital reporting mechanism. Collaboration with XBRL International was also actioned where sample XBRL data was shared with the analytics team of XI International. Results of the analysis demonstrate power in data that is kept in the repository of financial statements filed in a structured form using XBRL.

As of the 30th of September 2022, the following filing statistics were observed:

- Total number of filings since implementation of XBRL = 56 470
- Total number of unique filings since implementation of XBRL = 26 296
- IFRS-Full filings since implementation of XBRL = 28 418
- IFRS-SME filings since implementation of XBRL = 28 021
- GRAP filings since pilot implementation of GRAP = 30
- Co-operative filings since pilot implementation of Co-ops = 3

Quarter 3

The XBRL team attended the annual XBRL conference (Data Amplified). The conference was hosted online over a period of 2 days. One of the main topics covered during this year's conference was Environmental and Social Governance (ESG) and how this will be implemented in many XBRL jurisdictions in 2023. The IFRS taxonomy used by the CIPC will, by all indications, also be updated by the IASB during 2023 with an important focus on ESG. The CIPC is cognizant of ESG developments across the globe, and also of the green taxonomy already developed by the National Treasury. This, in order to incorporate ESG requirements into the next version of the CIPC taxonomy.

Further, the CIPC is a member of the Digital Signatures Working Group of XI International. Only one meeting was held by the Digital Signatures Working Group of XBRL International in December 2022, as opposed to the usual two meetings per month. The discussion still revolves and is focused on how different jurisdictions around the world deal with assurance.

As of the 31st of December 2022, the following filing statistics were observed:

- Total number of filings since implementation of XBRL = 59 301
- Total number of unique filings since implementation of XBRL = 26 894
- Total number of filings for December 2022 = 828
- IFRS-Full filings since implementation of XBRL = 29 901
- IFRS-SME filings since implementation of XBRL = 29 521
- GRAP filings since pilot implementation of GRAP = 41
- Co-operative filings since pilot implementation of Co-ops = 6

Quarter 4

Preparations for the new cycle of Taxonomy Updates have been started with a draft project plan having been developed for updating of the taxonomy, which is planned for 01 October 2023. One XBRL vacancy is in the process of being filled. For this position, interviews have been finalized and a new resource has been appointed (to start on 01 May 2023).

As of 31 March 2023, the following filing statistics were observed:

- Total number of filings since implementation of XBRL = 62 629
- Total number of unique filings since implementation of XBRL = 27 402
- Total number of filings for March 2023 = 1 377
- IFRS-Full filings since implementation of XBRL = 31 491
- IFRS-SME filings since implementation of XBRL = 31 094
- GRAP filings since pilot implementation of GRAP = 43
- Co-operative filings since pilot implementation of Co-ops = 8

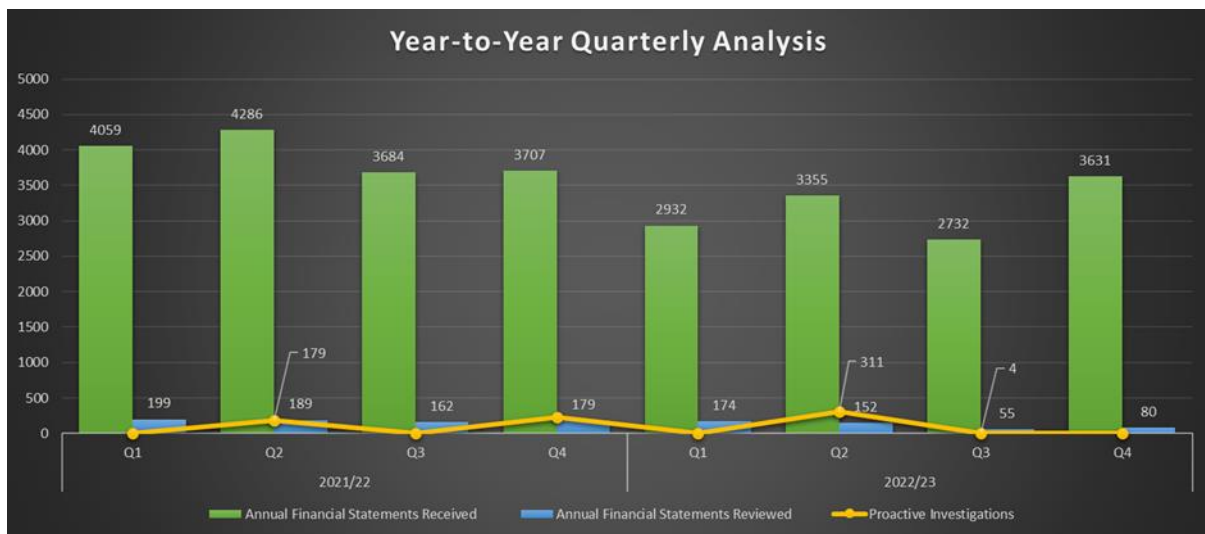
Table 9: Annual Financial Statements Comparison

Period		
Quarter 1		
	Annual Financial statements received	2930
	Annual financial statements reviewed	174
	Pro-active investigations	*
Quarter 2		
	Annual Financial statements received	3355
	Annual financial statements reviewed	152
	Pro-active investigations	311
Quarter 3		
	Annual Financial statements received	2732
	Annual financial statements reviewed	55
	Pro-active investigations	4**
Quarter 4		
	Annual Financial statements received	3613
	Annual financial statements reviewed	80
	Pro-active investigations	0

**No proactive cases were allocated in this quarter due to the public companies that are being pursued from Quarter 4.*

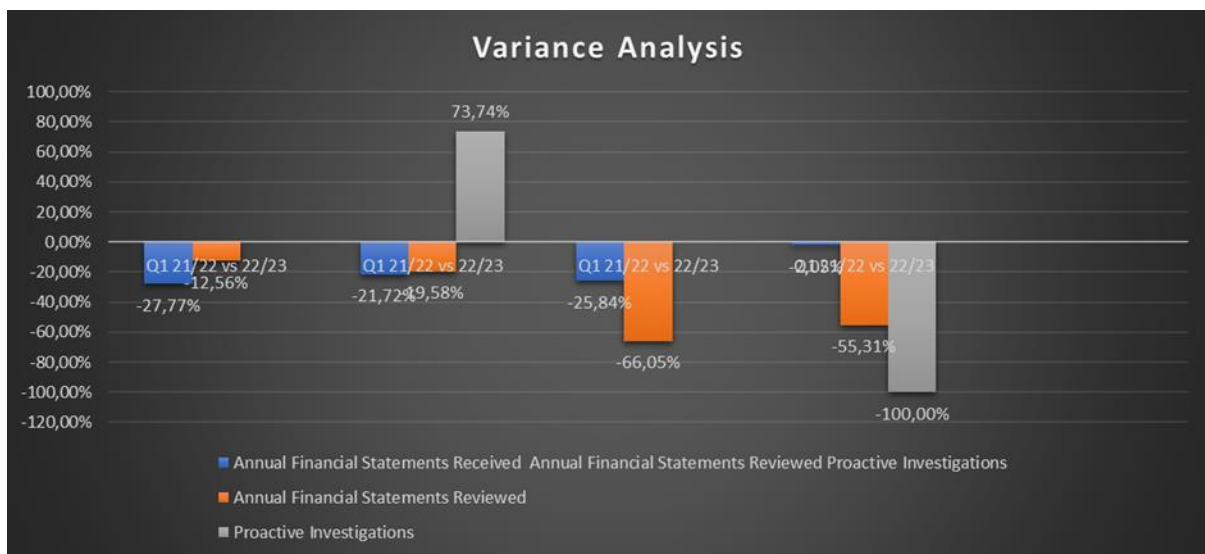
***Nutritional Holdings Ltd, Solidarity Fund NPC, Ayo Technology Solutions Ltd, Outsourced Risk and Compliance Assessment (Pty) Ltd*

Figure 17: Year-to-Year Quarterly Analysis



The figure above illustrates a year-on-year comparison of filings received, as well as filings reviewed by the unit.

Figure 18: Variance Analysis



The annual comparison of AFS received per quarter indicates that the 2022/23 period experienced a decline in filings in each quarter, with Quarter 1 having the highest difference with a decline of 27.77%, followed by Quarter 3 and Quarter 2 at 25.84% and 21.72% respectively. As previously reported, this may be attributed to Covid-19 related factors, which led to several companies falling below the 350 PI score threshold and others opting for voluntary liquidation.

The number of AFS reviewed in Quarter 4 of this financial year was 55.31% less than in Quarter 4 of the previous financial year due to a change in allocation criteria and strategy, particularly in that investigators were required to attend to outstanding matters from previous quarters which had outstanding query letters sent and under treatment status. Proactive investigations during Quarter 4 of 2022/23 decreased by a staggering 100%.

(iv) Reportable Irregularities

Quarter 1

The RI stream amended a business process to implement the use of CoR 135.2 Notice of Non-Investigation of Complaint with effect from 01 of July. The Reportable Irregularities work stream during Q2 will publish an article in which the common cases will be analysed.

Table 10: Reportable Irregularities 2022/23

	Q1	Q2	Q3	Q4
Opening Balance	294	301	319	347
Cases Received	26	29	30	24
Closed Cases	19	11	2	42
Closing Balance	301	319	347	329

Quarter 2

The stream engaged with IRBA on the guidance note issued by IBRA on section 90(2) of the Companies Act 2008 regarding the voluntary audit, the note states that the preparer of the annual financial statements can audit such statements. They were requested to provide better clarity for full context. The number of reportable irregularity cases reported has decreased, could it be an indication of increased compliance by industry, further engagements with IRBA will assist to give an indication.

Quarter 3

More RI's have been received for not complying with section 45 of the Companies Act. It is noted from the RI's received from IRBA that the company directors are not so conscious of section 45 of the Companies Act, 2008. It appears to be administrative of nature, as directors supposedly do not take the prescribed resolution for financial assistance with the relevant solvency and liquidity test. Interesting to note the case of *Trevo Capital Ltd and Others v Steinhoff International Holdings (Pty) Ltd and Other (2833/2021) [2021] ZAWCHC 123 (2 July 2021) (Steinhoff)* on the application of section 45. This case may have emphasized the compliance of section 45.

Quarter 4

The downward trend for new cases received from IRBA continued. No specific reason can be attached to this trend. IRBA was requested to ensure auditors provide contact details of the people responsible for the finances of the different companies in their RI reports. IRBA was requested to review their RI Guide to accommodate section 90(2) of the Companies Act, 2008 and specifically with a voluntary audit. There used to be an opinion by IRBA that the preparer of AFS's and auditor may be the same. IRBA will address this and indicate that their opinion is outdated. A banner will be posted on their website indicating that their opinion is outdated.

A reportable irregularity was received for Eskom Holdings SOC LTD. Inaccurate financial statements for the year under review were reported. Management did not keep accurate and complete accounting records for the financial statements to be prepared in accordance with relevant laws and regulations. The considerations led the auditors to believe that the combination of the multiple non-compliances of PFMA (Section 40, Section 51, and Section 55) and the Companies Act (Section 28, Section 29 and Section 93), all relating to inaccurate and incomplete financial record keeping is a material breach of the fiduciary duties of management of Eskom.

High Profile Companies under Investigation

Table 11: High Profile Companies under Investigation

High Profile Cases
Quarter 1
Nova PropGrow Group Limited (Compliance Notice Stages)
GUD Holdings (Tribunal decision taken on review at High Court)
Quarter 2
Nova PropGrow Group Limited (being defended in the Tribunal, process initiated in the Courts)
GUD Holdings (Matter being pursued through courts officially, affidavits submitted)
SE1 Empowerment (Liquidation proceedings being pursued through court, sat on 05 October)
Quarter 3
Nutritional Holdings Ltd
Solidarity Fund NPC
Ayo Technology Solutions Ltd
Outsourced Risk and Compliance Assessment (Pty) Ltd
Quarter 4
GUD Holdings (Hearing held on the matter, judgment was reserved)
SE1 Empowerment (Court hearing on the delinquency request set for 24 April 2023)
Eskom Holdings SOC Ltd (Inaccurate financial statements reported, matter being escalated to the Board)

Reportable Irregularities (RI) arising from Independent Review of Financial Statements

Independent Review: Regulation 29

An increased number of closed matters during this quarter more than the allocated matters, after a productivity measurement tool was agreed to and shared for use. Professional bodies in the accounting sector were also engaged on the practice note that was issued to strengthen the Regulation 29(12) reporting requirements.

Table 12: Independent Review: Regulation 29

	Q1	Q2	Q3	Q4
Opening Balance	192	183	181	180
Allocated	30	50	60	51
Total Closed	39	52	61	47
Closing Balance	183	181	180	184

Cold Cases**Table 13: Cold Case Matters**

Administrative fine	Q1	Q2	Q3	Q4
Opening balance	22	9	9	9
Order granted	4	N/A	N/A	N/A
Settlement order/offer	2	N/A	N/A	N/A
Opposed	4	3	3	3
Removed from the list	4	N/A	N/A	N/A
Currently in court/set down	5	2	2	2
Closing balance	9	9	9	9

(v) Prospectus**Quarter 1**

The prospectus stream also administers Employee Share Schemes as prescribed in the Companies Act and for Q1, 11 CoR46.1 filings were made, there were also Annual Certificates of Employee Share Schemes, which were filed using CoR46.2, the volume of which was 13 during Q1.

Table 14: Prospectus (Q1)

COMPANY NAME	PROSPECTUS	FINAL PROSPECTUS	CURRENT STATUS
Quarter 1			
SILVERLEAF INVESTMENTS LIMITED		FINAL	REGISTERED
HP HOUSE EP20 LIMITED		FINAL	REGISTERED
SAXON SQUARE EP20 LIMITED		FINAL	REGISTERED
RALTECH LIMITED		FINAL	REGISTERED
CAPITAL ON BATH EP 19 LIMITED		FINAL	REGISTERED
CARRINGTON EP18 LIMITED		FINAL	REGISTERED
CROWDPROP (RF) LIMITED		FINAL	REGISTERED
WESTBROOKE RHYTHM GROWTH OPPORTUNITIES FUND PLC		DRAFT	PENDING
CILO CYBIN HOLDINGS LIMITED		DRAFT	PENDING

Quarter 2

The highlight of Quarter 2 is the registration of the following prospectus, viz. OLD MUTUAL BULA TSELA RETAIL SCHEME LIMITED. A way of reaching more investors in the broader community as some form of empowerment for investing communities.

Table 15: Prospectus (Q2)

COMPANY NAME	PROSPECTUS	FINAL PROSPECTUS	CURRENT STATUS
Quarter 2			
LABCORP LIMITED		DRAFT	PENDING
BB SANDTON TWO EP 21 LIMITED		FINAL	REGISTERED
LIGHTHOUSE PROPERTIES PLC			
HP HOUSE EP20 LIMITED		FINAL	REGISTERED
FYNBOS EP 22 LIMITED		FINAL	REGISTERED
OLD MUTUAL BULA TSELA RETAIL SCHEME LIMITED		FINAL	REGISTERED
ALTVEST CAPITAL LIMITED		DRAFT	PENDING
THE DUKE EP23 LIMITED		FINAL	REGISTERED
GO GETTA LIMITED		FINAL	REGISTERED
ASIA PACIFIC BASKET LIMITED		DRAFT	PENDING
ONE ON ANNE EP24 LIMITED		FINAL	REGISTERED

Quarter 3

Table 16: Prospectus (Q3)

COMPANY NAME	PROSPECTUS	FINAL PROSPECTUS	CURRENT STATUS
Quarter 3			
THE ONE EP29 LIMITED		FINAL	REGISTERED
SENWES LIMITED		FINAL	REGISTERED
K2022827815 (SOUTH AFRICA) LIMITED NO 33 OF 2022		DRAFT	PENDING
THE EDGE EP28 LIMITED		FINAL	REGISTERED
SUNSIDE ACQUISITIONS LIMITED		DRAFT	PENDING
GO GETTA LIMITED		FINAL	REGISTERED

Quarter 4

Table 17: Prospectus (Q4)

COMPANY NAME	PROSPECTUS	FINAL PROSPECTUS	CURRENT STATUS
Quarter 4			
K2022827815 (SOUTH AFRICA) LIMITED NO 33 OF 2022		FINAL	REGISTERED
SUNSIDE ACQUISITIONS LIMITED		FINAL	REGISTERED
GO GETTA LIMITED		FINAL	REGISTERED
MAGNI RESOURCES LIMITED		PENDING	AWAITING FINAL
BRITTANIC OPPORTUNITIES LIMITED		FINAL	REGISTERED
THE EDGE EP28 LIMITED		FINAL	REGISTERED
BROOKLYN VOLLEY EP 30 LIMITED		FINAL	REGISTERED
PEGASUS LIMITED		PENDING	AWAITING FINAL

COMPANY NAME	PROSPECTUS	FINAL PROSPECTUS	CURRENT STATUS
THE ONE EP29 LIMITED		FINAL	REGISTERED
SUNSIDE ACQUISITIONS LIMITED		PENDING	AWAITING FINAL

(vi) Corporate Governance, Surveillance and Enforcement

Quarter 1

Table 18: Types of contraventions on the complaints received in Q1.

Type of contravention	Number
Access to company records	15
Unauthorised removal of director	11
Unauthorised appointment of director	10
Director's misconduct	10
Resigned as a director but still appear on the company records	6
Unauthorised removal of membership	3
Resigned as director but still appears on company records	1
Special resolution not registered	1
Shareholders rights infringement	1
Contravention of sec 214	1
Director misconduct	1
False company records	1
Shareholders meeting not held	1
Company information unlawfully altered	1
shares unlawfully sold	1
Company registered without knowledge	1
Deceased member not removed	1
Reckless trading	1
Company was deregistered but revived without concern of the partner	1
Falsification of Financial statements	1
Incorrect date used for the director	1

Figure 19: Type of contraventions on the complaints received in Q1.

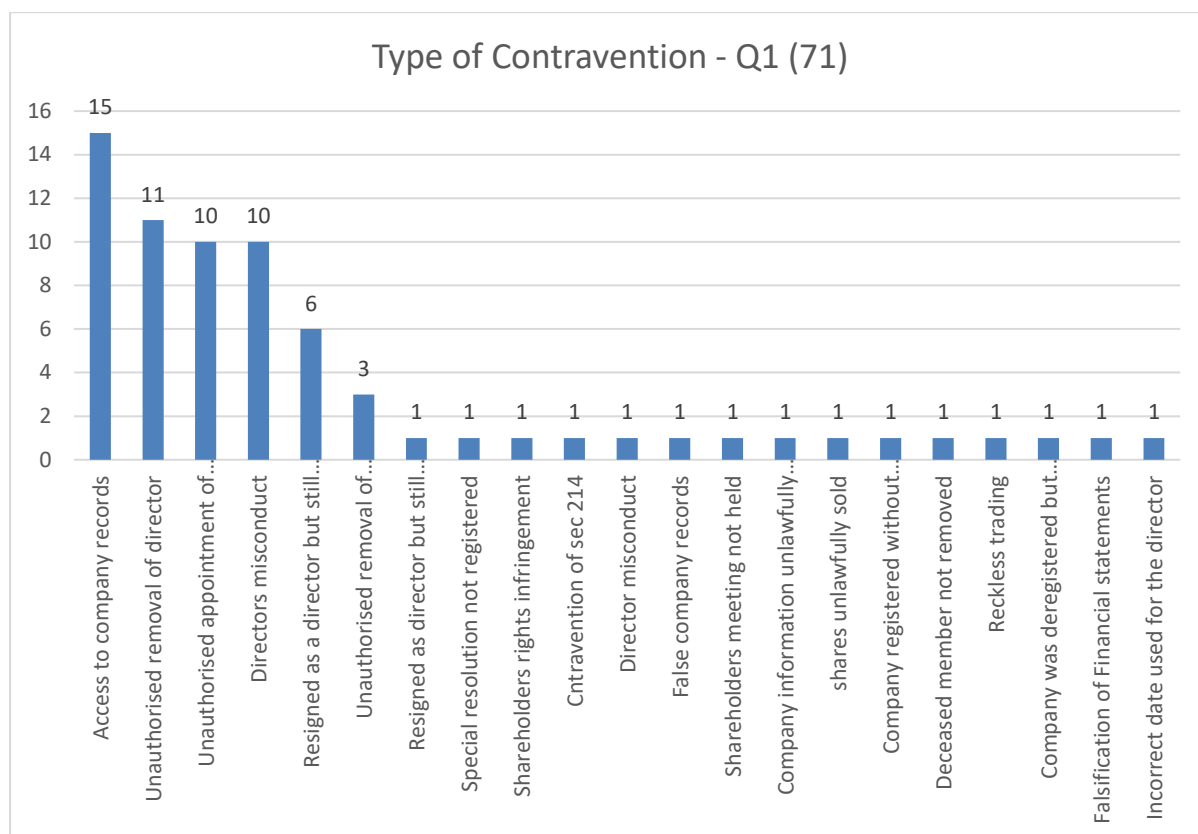


Table 19: Statistics on enforcement of Compliance Notices

Administrative fine	Q1	Q2	Q3	Q4
Opening balance	13	14	19	21
Order granted	-	-	-	-
Settlement order/offer	-	-	-	-
Opposed	-	-	-	-

The enforcement team with the assistance of the Office of the State Attorney are in the process to enforce the long-awaited backlog of compliance notices, which were long issued to non-compliant entities. CIPC can apply to court for the imposition of an administration fine where an entity or a person fails to comply with a compliance notice issued by an inspector after an investigation is concluded. This is the most effective enforcement powers that will encourage better compliance of the Companies Act provisions and deter non-compliant entities. All 13 matters are with the State Attorneys. Consultations have gotten underway, and affidavits have been drafted.

Quarter 2

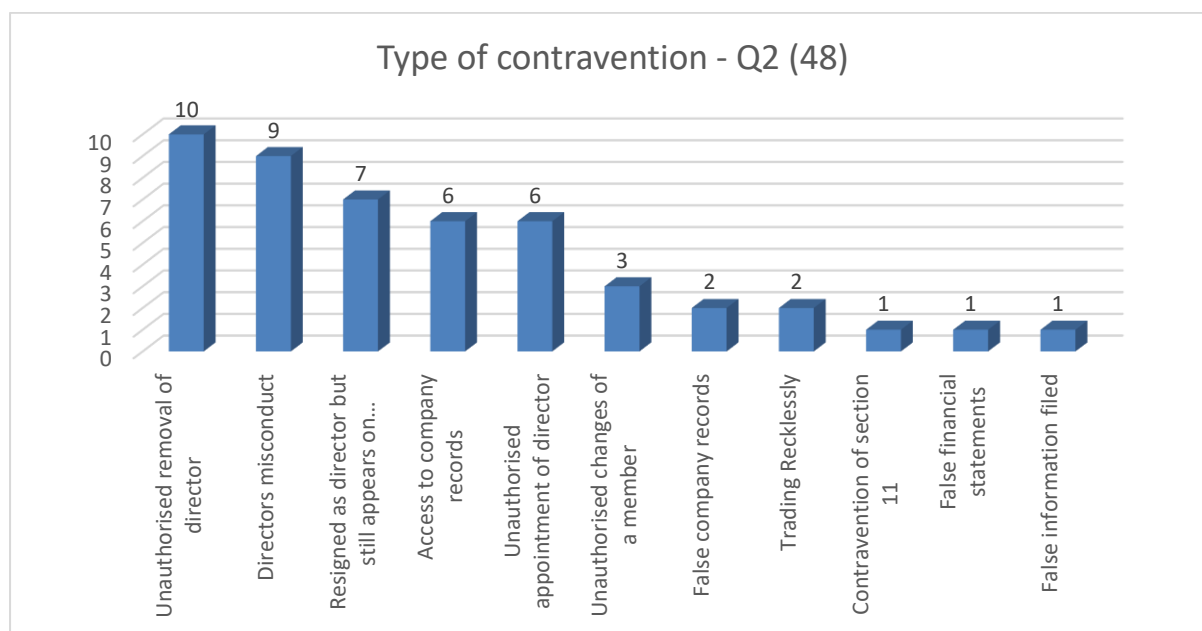
CGSE team have embarked on the targeted Pro-active Investigations on Social and Ethics committee on “refused” decisions adjudicated by Companies Tribunal, whereby the entities made an application to be granted an exemption from establishing a Social and ethics committee in terms section 72(5) of the Companies Act, 2008. In terms of Companies Regulation 43(3)(a)(ii), the entity is required to

appoint the first members of the social and ethics committee within 12 months after the Companies Tribunal decision. Investigators are pro-actively monitoring proper compliance to ensure that companies establish the social and ethics committee.

Table 20: Types of contraventions on the complaints received in Q2.

Type of contravention	Number
Unauthorised removal of director	10
Director’s misconduct	9
Resigned as director but still appears on company records	7
Access to company records	6
Unauthorised appointment of director	6
Unauthorised changes of a member	3
False company records	2
Trading Recklessly	2
Contravention of section 11	1
False financial statements	1
False information filed	1
Grand Total	48

Figure 20: Type of contraventions on the complaints received in Q2.



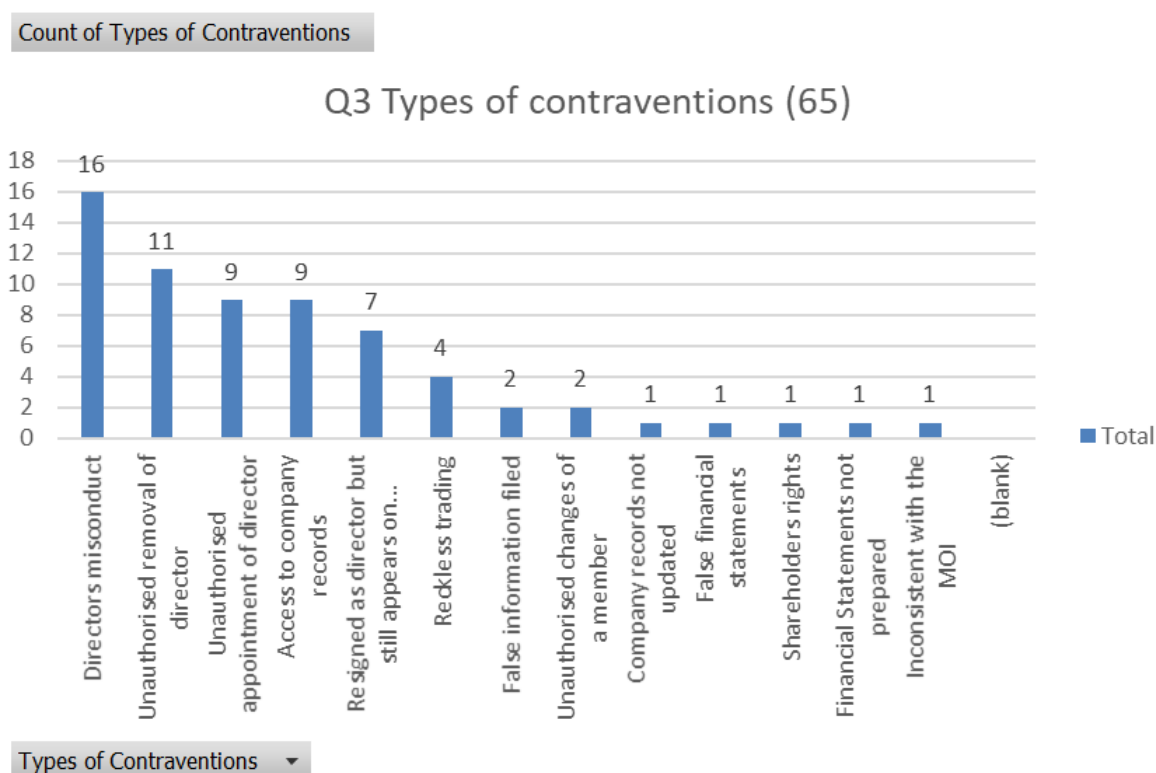
Quarter 3

In Q3, targeted pro-active investigations were focused on the auditor’s rotation non-compliance – section 92 of the Companies Act, 2002. The team took advantage of the XBRL Business Intelligence reports on information collected for over five years on auditor’s appointments. XBRL Rotation of Auditors non-compliance reports from 2018-2022 were generated and analysed to provide informed decision to investigators in order to initiate pro-active investigations. Trends of auditor’s rotation non-compliance will be monitored by the investigators to ensure that compliance is achieved.

Table 21: Types of contraventions of complaints received in Q3

Type of contravention Q3	Number
Director's misconduct	16
Unauthorised removal of director	11
Unauthorised appointment of director	9
Access to company records	9
Resigned as director but still appears on company records	7
Reckless trading	4
False information filed	2
Unauthorised changes of a member	2
Company records not updated	1
False financial statements	1
Shareholders rights	1
Financial Statements not prepared	1
Inconsistent with the MOI	1
Grand Total	65

Figure 21: Types of contraventions on the complaints received in Q3.



Quarter 4

The CGSE team continued to focus on the monitoring and the enforcement of the Companies Act non-compliance by taking advantage of the wealth of entities data that CIPC possesses with the intention to initiate pro-active investigations. The themed investigation in the 2022/23 financial year end was focused on monitoring compliance in the Social and Ethics Committee, Auditors rotation non-

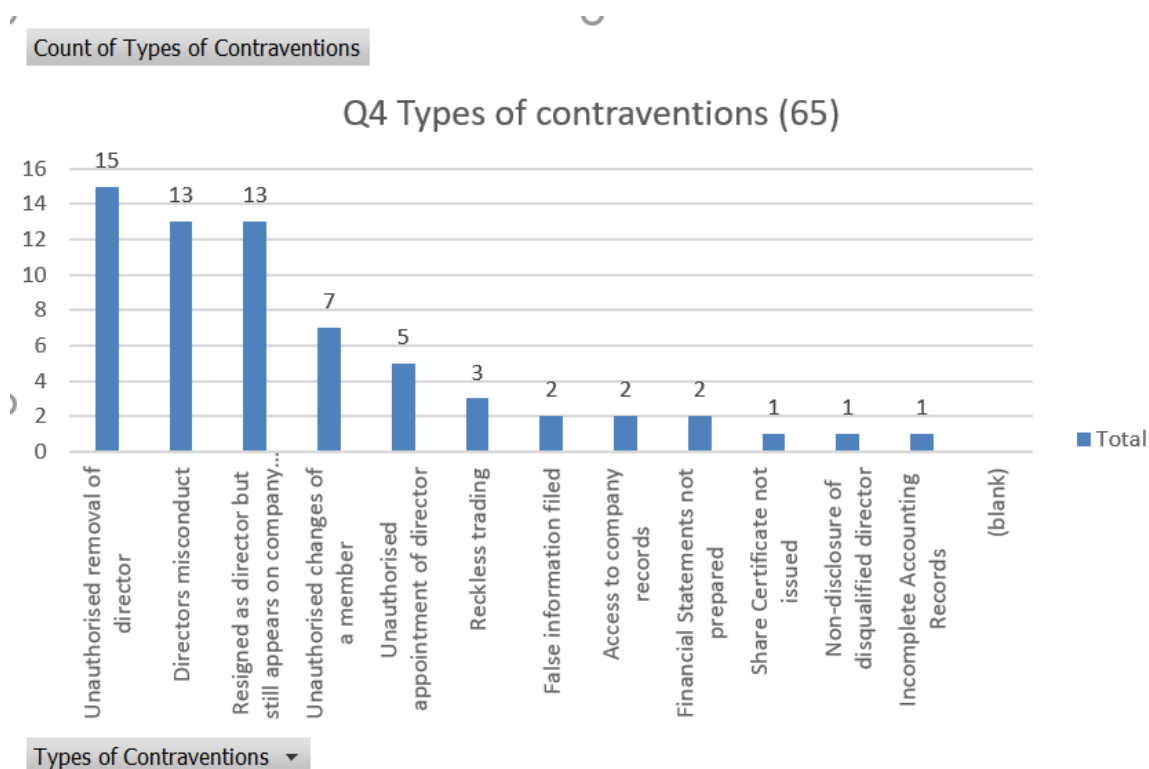
compliance and the investigations of entities that were implicated in the Judicial Commission of Inquiry into allegations of State Capture reports. CIPC have appointed inspectors to investigate observed non-compliance of the Companies Act, 2008 and is actively collaborating with other law enforcement agencies where necessary.

In Q4, it was observed that the CGSE unit continued to receive more cases of unauthorized amendments of directors. Unauthorized removals of directors ranked the highest complaints received; directors misconduct ranked the second highest which tied together the complaints received from the directors who resigned but the entities failed to file director's amendments with the CIPC within the prescribed timeframes as per the requirements of the Companies Act, 2008. This was a result of various reasons, such as fraudulent activities and internal director's disputes within the entities. Specifically, in Q4, one of the high-profile cases on the unauthorized removals and appointment of directors' amendments was on the Tegeta Explorations and Resources (Pty) Ltd and its related subsidiaries Optimum Coal related entities which are both on business rescue proceedings whereby the shareholders (Tegeta) took a resolution to remove and appoint the directors of various subsidiaries without the approval and knowledge of the business rescue practitioners.

Table 22: Types of Contraventions on Complaints Received in Q4

Types of contraventions	Number
Unauthorized removal of director	15
Director's misconduct	13
Resigned as director but still appears on company records	13
Unauthorized changes of a member	7
Unauthorized appointment of director	5
Reckless trading	3
False information filed	2
Access to company records	2
Financial Statements not prepared	2
Share Certificate not issued	1
Non-disclosure of disqualified director	1
Incomplete Accounting Records	1
Grand Total	65

Figure 22: Types of Contraventions on Complaints Received in Q4



(vii) IP Enforcement

See Section 8 of this document for a detailed Copyright and IP Enforcement Report.

2.1.4 Education and Awareness

(i) Corporate Education and Voluntary Compliance

Quarter 1

The unit participated in 6 events and 16 webinars on invite during the quarter. On 27 June 2022, the unit participated in a Deputy Minister Information Sharing Session at the eDumbe Local Municipality in Kwa Zulu Natal. During the event, a presentation was made on CIPC products and services, and the public was assisted with CIPC services. Included in the total number of webinars were ten webinars hosted by the Presidency for Women in Business in which the unit participated.

A service provider was appointed to support the e-Learning platform to correct challenges that make it difficult for customers to use the system.

Quarter 2

During Quarter 2 the unit participated in 7 events and 10 webinars on invite. Included in the webinars on invite, one webinar was hosted by *the dtic* in collaboration with the SA Chamber of Commerce and Industry and seven webinars were hosted by the Presidency for Women in Business. On 27 September 2022, the unit hosted a Co-operative Director Changes webinar.

Quarter 3

During the quarter the unit participated in 5 events and 7 webinars on invite. Included in the number of webinars on invite were 3 webinars hosted by the Presidency for Women in Business. The unit also did a presentation regarding CIPC products and services during a webinar with SA National Space Agency (SANSA). The unit also hosted 3 webinars.

Quarter 4

During Quarter 4 the unit participated in 4 events and 7 webinars on invite. Included in the webinars on invite was a webinar hosted by the dtic regarding Company Disputes. The unit hosted 6 webinars. The unit identified gaps in the Learn-i-Biz programme and it was escalated to ICT to create a dedicated development site.

(ii) IP Education and Awareness

Quarter 1

During this reporting period, the IP education and awareness unit held at 20 (twenty) IP sessions, the sessions were both virtual and physical. It was during this quarter that the unit forged a strategic partnership with National Youth Development Agency and at least two sessions were held which allowed CIPC to disseminate IP information to the youth from nearby townships such as Atteridgeville, Mamelodi, Soshanguve and Hammanskral. The audience consisted of young women who were encouraged to invade the entrepreneurial space using IP as a tool.

Other sessions, which were technical in nature, were held with the federations and organizations representing film producers to encourage film applications and registrations.

Quarter 2

During this reporting period, IP education and awareness unit successfully held 18 (eighteen) IP sessions. The sessions were both physical and virtual. It was during this quarter that IP education and awareness unit revived its partnership with South African Agency for Science and Technology Advancement (SASTA). SASTA was able to bring high school learners in the subject of mathematics and science and this enabled CIPC to provide the learners with information on IP careers especially those learners learning mathematics and science.

Again, partnership with the University of Limpopo further provided the students in the field of communications and library studies to be exposed to the CIPC offerings around intellectual property.

Quarter 3

Quarter three reporting period showed considerable positive response from the various stakeholders, partners and the industry sector organizations to have intellectual property education and awareness sessions.

New strategic partnerships were forged with Africa Film Drama Art College (AFDA), National Youth Development Agency (NYDA), Goldfields Tvet College and Academy of Sound Engineering (ASE). NYDA in particular was so strategically important to enable the Intellectual Property Education and Awareness unit to reach the youth from the black townships thereby ensuring that CIPC continues to contribute to the District Development Model as one of the dtic's priorities.

Of great importance during this reporting period was also the copyright session conducted with AFDA which brought in graduates from different fields within the creative sector. It is our belief that graduates within different fields of the creative sector will establish companies which own copyright and eventually become employers, ultimately contributing to the alleviation of rampant unemployment in the country.

In total, the Intellectual Property Education and Awareness unit held 21 (twenty-one) sessions during this reporting period.

Quarter 4

During this quarter, the IP Education and Awareness unit partnered and collaborated with the Department of Trade, Industry and Competition and penetrated rural areas of the country to provide information on intellectual property.

Small Enterprise Development Agencies also collaborated with the IP Education and Awareness unit to connect with SMMEs in various parts of the country.

A total of twelve (12) IP Education and Awareness sessions were held during quarter 4.

2.1.5 Customer Contact: Call Centre, QRS, and social media etc.

(i) Client Engagement and E-communication

The table below demonstrates the overall performance of CIPC customer contact platforms.

Table 23: Customer Contact: Call centre, QRS, and social media

Platform	Number	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Call centre	Calls received	Not Determinable	Not determinable	47 156	70 893
	Calls answered	33 633	33 945	37 791	40 035
	Calls abandoned	Not determinable	Not determinable	9 322	30 788
	% calls answered	Not determinable	Not determinable	83%	62%
Query Resolution System	Queries received	40 484	41 354	36302	59 539
	Queries closed	39 381	38 178	34 508	58 137
	Queries closed within 10 days	95%	93%	91%	88%
Facebook	Queries received	12 000	11049	10596	2273

Platform	Number	Quarter 1	Quarter 2	Quarter 3	Quarter 4
	Queries resolved (%)	10 000	10471	8742 (83%)	1681
Twitter	Queries received	3600	4144	3350	791
	Queries resolved (%)	2800	3295	2453 (73%)	373

Quarter 1

The Call centre answered 33 633 calls during Quarter 1. This is an increase of 5 053 calls answered for the quarter in comparison to Quarter 1 of 2021/22. One of the reasons for the increase is the appointment of 4 new staff members during Q2 (2 staff members) and Q3 (2 staff members) of the 2021/22 financial year.

Customers logged 40 484 tickets during Quarter 1 of the financial year on the Query Resolution system. This is an increase of 1923 tickets in relating to the first quarter of 2021/22 financial year. 95% of tickets received were closed within the 10 days turnaround time.

Social media queries received during the reporting period aggregated to 15 600, and 12800 queries were resolved, i.e., 82% of the received queries. Facebook received more queries than Twitter. Similarly, Majority of responded queries were from Facebook, as opposed to Twitter. The average turnaround time for Facebook was 5h 2m, and Twitter was 4h 19m.

Quarter 2

During Q2, the call centre answered 33 945 calls. It stays consistent with the number of calls answered during Q1.

A total of 41 354 tickets were logged on to the Query Resolution system during Q2. The percentage of tickets responded to within the turnaround time dropped by 2% from Q1 to 93%.

The number of social media queries amounts to 15 193, of which 13 766 (i.e., 90.6%) were responded within the service turnaround time. The performance increased by 8.6% compared to the last quarter. The latter also considers the improved turnaround time for Twitter and Facebook queries.

Quarter 3

The cloud-based call centre system was implemented on 26 September 2022. This implementation ensures more accurate statistics and improvement in customer service. During Q3, a total number of 47 156 calls were made, and 37 791 calls were answered. This amounts to 83% of calls answered. The number of calls increased with 3 836 calls in comparison to Q2.

Customers logged 36 302 calls during Q3. The number of calls decreased by 5 052 in comparison with Q2. The closure of CIPC during the Festive Season has an influence on the number of tickets logged. The percentage of tickets responded to within the turnaround time decreased by 2% from Q2 to 91%.

The number of social media queries received amounted to 13 946, and a total of 11 195 queries were responded within 24 hours. Facebook responses account for 83%, whereas Twitter response rate amounted to 73%. On average, Facebook response turnaround time was 4h25m and Twitter response turnaround time was 5h46m.

Quarter 4

The call centre received a total of 70 893 calls during Q4, which is an extremely high number of calls. This is an increase of 23 737 calls in comparison to Q3. The reason for the high call volumes was the roll-out of the enhanced e-services system, which posed several challenges and had to be rolled back. This had an adverse effect on the % of calls answered. The call centre managed to answer 62% of calls.

The knock-on effect of the rollback of the enhanced e-services system can also be illustrated in the high volumes of tickets logged on QRS. A total of 59 539 tickets were logged during Q4, which is an increase of 23 737 tickets in comparison to Q3. The percentage of tickets responded to within turnaround time decreased to 88%. The high number of tickets contributed to the lower response rate.

In quarter 4, 373 out of 791 queries from Twitter were resolved, whereas 1 681 out of 2 273 queries from Facebook were resolved. During the same quarter, a new social media tool was introduced, and challenges were experienced during the initial phase with data migration from the old tool.

(ii) Service centres

Table 24: Self Service Centers' (Pretoria, Johannesburg, and Cape Town) Traffic - Q1 & Q2

	Quarter 1				Quarter 2			
	Pretoria	Johannesburg	Cape Town	TOTAL	Pretoria	Johannesburg	Cape Town	TOTAL
Company Registrations	732	1640	2235	4607	1126	1620	2257	5003
Create Customer Codes	1083	1715	2229	5027	1451	1778	2216	5425
Re-set Password	1159	334	2088	3581	1552	712	1558	3822
Name Reservations	207	559	2091	2857	105	892	1728	2725
Annual Returns	2586	1636	1868	6090	3068	2882	2386	8336
IP	472	170	79	721	908	164	162	1234
Director Amendments	88	51	113	252	501	442	214	1157
Member Amendments	0	33	20	53	0	111	71	182
Auditor & ACC Officers	0	0	0	0	0	0	0	0
CO & CC address	102	155	4	261	285	149	57	491
Cert and Disc	453	1013	153	1619	1370	1168	523	3061

	Quarter 1				Quarter 2			
	Pretoria	Johannesburg	Cape Town	TOTAL	Pretoria	Johannesburg	Cape Town	TOTAL
Ent Enquiry	496	1093	911	2500	1687	1333	1149	4169
Name Change	173	125	214	512	101	188	160	449
Name Transfer	0	9	10	19	0	3	22	25
Customer Transactions	587	0	0	587	1430	0	48	1478
General/Other	916	1738	2072	4725	1920	1551	1969	5440
Walk-in's	9094	10271	14087	33452	15484	12994	14264	42742

**There was a significant increase in self-service centre clients (28%) in comparison to the first quarter, which indicates the return of transactional normality that was disrupted by the Covid-19 pandemic*

Quarter 3

Table 25: Self-Service Centers' (Pretoria, Johannesburg, Cape Town) Traffic - Q3

	Quarter 3			
	Pretoria	JHB	Cape Town	TOTAL
Company Registrations	664	1051	1082	2797
Create Customer Codes	1337	1253	1070	3660
Re-set Password	1337	569	650	2556
Name Reservations	0	468	902	1370
Annual Returns	2277	2178	1635	6090
IP	721	108	44	873
Director Amendments	290	304	118	712
Member Amendments	0	55	27	82
Auditor & ACC Officers	0	0	0	0
CO & CC address	98	166	47	311
Cert and Disc	1875	845	305	3025
Ent Enquiry	1891	953	417	3261
Name Change	64	108	73	245
Name Transfer	0	16	10	26
Customer Transactions	1932	0	48	1980
General/Other	2375	1230	865	4470
Walk-in's	14948	9003	7346	31297

Quarter 4

Table 26: Self-Service Centers' (Pretoria, Johannesburg, Cape Town) Traffic - Quarter 4

	Quarter 4			
	Pretoria	JHB	Cape Town	TOTAL
Company Registrations	866	2403	1300	4569
Create Customer Codes	1522	996	1234	3752
Re-set Password	1549	621	1219	3389
Name Reservations	0	274	1134	1408
Annual Returns	2881	4427	1353	8661
IP	657	84	93	834

	Quarter 4			
	Pretoria	JHB	Cape Town	TOTAL
Director Amendments	589	557	184	1330
Member Amendments	0	21	22	43
Auditor & ACC Officers	0	0	0	0
CO & CC address	143	262	70	475
Cert and Disc	2024	967	691	3682
Ent Enquiry	2152	1552	841	4545
Name Change	82	257	120	459
Name Transfer	0	4	49	53
Customer Transactions	2142	0	60	2202
General/Other	2053	3572	1605	7230
Walk-in's	16660	15997	9975	42632

There was a significant increase in walk-in clients during the fourth quarter as compared to the third quarter (from 31 297 to 42 632).

2.1.6 Disclosure

Table 27: Paper-based Disclosure Billing Production Statistics

Description	Q1	Q2	Q3	Q4
Disclosure Request received	4405	1587	3793	3793
Received plus carried over	4603	1428	4377	4129
Disclosure request completed	4223	1626	4420	3841
Outstanding tickets	380	160	1211	384
Disclosure request billed	2462	1222	3137	2850

Table 28: State Department – Disclosure Billing Statistics

Description	Q1	Q2	Q3	Q4
Disclosure Request Received	2030	1043	2340	3313
Received plus carried over	2736	1322	2474	3672
Disclosure Requests completed	2053	476	2261	3139
Duplicate requests	113	34	28	3
Outstanding	683	846	113	530

New website changes and processes had an impact on Q2 and Q3 performance.

Table 29: Disclosure Query Resolution

	Closed within TAT	Closed outside TAT	Total tickets closed for the quarter	%Inside TAT	% outside TAT	Average TAT
Q1	3223	802	4025	80.1	19.9	8.7 days
Q2	3345	1286	4631	72.2	27.8	13.2 days
Q3	2811	1275	4086	68.8	31.2	15.5 days
Q4	2933	813	3546	78.3	21.7	11.2 days

2.1.7 Modernisation, Automation and Channels

The CIPC channels in place are e-services website, self-service centres (SSCs) and partner sites (self-service terminals (SSTs)), BizPortal, which includes the Banks (FNB, Nedbank, Standard Bank, ABSA, and SASFIN), Mobile App, the call center, the query resolution system (QRS), as well as social media (Facebook, Twitter, You Tube and Telegram). The CIPC multi-channel strategy seeks to extend the CIPC

footprint nationally and globally by the development and expansion of multiple channels, more so for virtual channels.

Table 30: CIPC Channels and Services Offered.

Services/Channels	E-service Website	SSCs and Partner Sites (SSTs)	Banks (FNB, Nedbank, ABSA)	BIZPORTAL
Integrated services (SARS, UIF, Compensation Fund, Banks Acc, BEE Cert)	No	Yes – BBBE certificate	Yes – company registration and business bank account	Yes
Patents applications	Yes	No	No	No
Designs applications	Yes	No	No	No
Copyright in film	Yes	No	No	No
Trademarks applications	Yes	No	No	No
Name reservations	Yes	Yes	Yes	Yes
Companies' registration	Yes	Yes	Private company registration only	Yes
Co-operatives Registrations	No	No	No	No
Domain Name Registrations	Yes	No	No	Yes
Director Amendments	Yes	Yes	No	No
Member Amendments	Yes	Yes	No	No
Auditor Changes	Yes	No	No	No
Name changes	Yes	Yes	No	Yes
address changes	Yes	Yes	No	Yes
Financial Year End Changes	Yes	No	No	No
Enterprise enquiry	Yes	Yes	No	No
Disclosures	Yes	Yes	No	No
BBBEE Certificates	Yes	Yes	Yes – Only Nedbank	Yes
Disclosures- MOI Documents	Yes	Yes	No	No
Disclosures -Approved names	Yes	Yes	No	No
Queries	No	No	No	No
Information access	Yes	Yes	Yes	Yes
Annual Returns filing	Yes	Yes	No	Yes
AFS filing	Yes – XBRL portal	No	No	No
Name transfer	Yes	Yes		

The table below illustrates CIPC partner sites where self-service terminals (SSTs) are hosted:

Table 31: Partner sites

Province	Partner
Gauteng	City of Johannesburg Metropolitan Municipality represented by its Executive Director: economic Development Department
Gauteng	Transnet Enterprise Development Hub (Johannesburg)
North-West	North-West Development Corporation (NWDC),
North-West	Orbit TVET College in Rustenburg
KwaZulu-Natal	Trade and Investment KwaZulu-Natal (TIKZN),
KwaZulu-Natal	KwaZulu-Natal Department of Economic Development, Tourism and Environmental Affairs (KZN DEDTE)
Free State	Free State Development Corporation (FDC)
Western Cape	West Coast Business Development Centre (WCBDC)
Northern Cape	Northern Cape Department of Economic Development and Tourism (NDEDT)
Limpopo	Limpopo Economic Development Agency (LEDA)
Mpumalanga	Mpumalanga Department of Economic development and Tourism (MDEDT)

The multi-channel strategy is geared towards availing CIPC products and services to citizens / customers on a 24/7 basis. The table below illustrates CIPC channels and services available on a 24/7 basis.

Table 32: Channels and Services Available 24/7

Channels available 24/7	Services available 24/7per channel
<p>1. CIPC Website</p>	<ul style="list-style-type: none"> • Company registration • Company name reservation • Company and close corporation address changes • Company and close corporation financial year end changes • Company name change • Company shares change • Annual Returns • Domain name registrations • BB-BEE certificate • XBRL Filing • Director amendment • Member amendment • Name transfer • Disclosure certificate • Auditor changes • Enterprise enquiry • MOI documents
<p>2. CIPC Mobile App</p>	<ul style="list-style-type: none"> • Company registration • Company name reservation • Annual Returns • BB-BEE certificate • Booking • Disclosure Certificates • Shopping Cart
<p>3. BizPortal & Banks</p>	<ul style="list-style-type: none"> • Company Registration • Company name reservation • Domain Name Registrations • BB-BEE certificate • Company and close corporation address changes • Company name change • Company and Close Corporation Annual Returns
<p>4. SSTs (8hrs Monday to Friday)</p>	<ul style="list-style-type: none"> • Company Registration • Company name Reservation • Company and close corporation address changes • BBBEE Certificates • Annual Returns • Amend Company Director Details • Amend CC Member Details • Certificates and Disclosures • Enterprise Enquiry • Name Changes • Customer Transactions • Name Transfer • Domain Registration

Channels available 24/7	Services available 24/7per channel
5. Emails	<ul style="list-style-type: none"> • Electronic Filing (Prospectus, Independent Review and Reportable Irregularity) • Company registration • Company associated name reservation MOI Changes • Close corporation to company conversions • External company registrations • Merger and amalgamations • MOI Amendments • Company location of company record changes. • Voluntary deregistration • Voluntary and court order liquidations • Business Rescue Proceedings, Status reports, Substantial Implementations, Terminations and court orders relating to business rescue. • Company and close corporation reinstatements • Corporate Legal Filing – all corporate legal matters and enquiries.

Quarter 1

During the third quarter term, the organisation introduced Artificial Intelligence through a ChatBot on its website. The bot is being refined in the fourth quarter and phase 1 of three is being piloted. The idea is to have phase 2 of three implemented in the first quarter of 2022/3. The implementation of the second phase of the bot is being halted while the organisation is implementing an updated telephony system, which enables seamless contact and communication through modern tools and soft phone functionality.

All efforts are being directed to an enhanced electronic filing platform and within the second quarter of the year the organisation will be making announcements about the enhancement of all electronic channels i.e., the BizPortal and the e-services platform.

In the last term, the organisation hosted a SADC virtual conference with registries from within the Southern African Development Community (SADC) region the SADC sub-region, viz. Mozambique, Angola, e-Swatini, Malawi, Zimbabwe as well as delegates from the Indian Ocean Islands of Seychelles and Mauritius and delegates from Nigeria and Gambia. Speakers came from Botswana (CIPA), Namibia (BIPA and the Revenue Agency), Mauritius (Registrar of Companies), Lesotho (OSFC), Kenya (Kenya Anti-Counterfeiting Authority) that shared their respective registries and countries' experience of adapting to new ways of conducting business as a consequence of the Covid-19 Pandemic. Topics of discussion included the use of technology to improve compliance, progress towards the development of beneficial ownership repository and intellectual property enforcement in the digital environment. The delegates shared best practices and innovation triggered by the eruption of the Covid-19 Pandemic.

Quarter 2

The Commissioner launched enhancements to BizPortal and an updated transactional e-services site, which will be released once stability is achieved with the Department of Home Affairs integration.

CIPC plays an integral role in the second phase of InvestSA/World Bank reduction of red tape programme, which was launched in September this year.

CIPC was honoured to be awarded the GovTech Innovation award for large companies earlier this month.

The ChatBot pilot is being expanded using different software and through an internal process whereby senior technical people are equipping a small cross-functional team to build an expansive chat function.

The CIPC is constantly expanding its business support function and is in the process of signing an agreement with a startup business that offers address enhancement functions to have these services under its Bizsupport offering on BizPortal.

Quarter 3

The enhancement of BizPortal and e-services continued as delays were experienced in the second term. The planned release date had been moved to 19 December 2023.

The organisation has been honoured to share its modernisation journey with fellow regulators such as the National Lotteries Commission and has been asked by the Financial Sector Conduct Authority to assist in its journey to navigate towards a digital transformation strategy.

Quarter 4

The enhancements to the BizPortal and E-services were rolled out in January 2023, but were rolled back due to a number of technical challenges. A process is underway to reintroduce services in a systematic way.

In the collaboration space, the secondment to the Financial Sector Conduct Authority (FSCA) bore fruit with that organisation at the end of the term having a draft digitisation roadmap. This was the result of sessions facilitated by the CIPC Collaboration team over a period of two months.

(i) Migration and Automation

Table 33: Progress Report on Migration to New E-services

SERVICE	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Customer registration	100%	Completed. Pending release	Completed. Pending release	Implementation was done in January 2023 and was operating in Production for a period of 2 weeks (02 - 13 January 2023) Due to multiple issues experienced,
Customer login		Completed. Pending release	Completed. Pending release	
Password reset	100%	Completed. Pending release	Completed. Pending release	
Foreigner verification	100%	Completed. Pending release	Completed. Pending release	
Private company registration	100%	Completed. Pending release	Completed. Pending release	

SERVICE	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Non-profit company registration	100%	Completed. Pending release	Completed. Pending release	the system was rolled back to old E-services on 16 January 2023. Implementation plan to be reviewed in terms of the way forward
Proposed name reservation	100%	Completed. Pending release	Completed. Pending release	
Defensive names	100%	Completed. Pending release	Completed. Pending release	
Proposed name extension	100%	Completed. Pending release	Completed. Pending release	
Proposed name transfer	100%	Completed. Pending release	Completed. Pending release	
Company name changes	100%	Completed. Pending release	Completed. Pending release	
Company director amendments	100%	Completed. Pending release	Completed. Pending release	
Close corporation member amendments	100%	Completed. Pending release	Completed. Pending release	
Company & CC annual returns	100%	Completed. Pending release	Completed. Pending release	
Company & CC address changes	100%	Completed. Pending release	Completed. Pending release	
Company shares changes	100%	Completed. Pending release	Completed. Pending release	
PI score calculator	100%	Completed. Pending release	Completed. Pending release	
FAS	100%	Completed. Pending release	Completed. Pending release	
AFS	100%	Completed. Pending release	Completed. Pending release	
AFS downloads	100%	Completed. Pending release	Completed. Pending release	
Certificates downloads	100%	Completed. Pending release	Completed. Pending release	
Financial year end changes	100%	Completed. Pending release	Completed. Pending release	
Company auditor changes	100%	Completed. Pending release	Completed. Pending release	
Enterprise search	100%	Completed. Pending release	Completed. Pending release	
B-BBEE certificates	100%	Completed. Pending release	Completed. Pending release	
Compensation fund & UIF registration	100%	Completed. Pending release	Completed. Pending release	
Business bank accounts	100%	Completed. Pending release	Completed. Pending release	
POPIA [Phase 1]	100%	Completed. Pending release	Completed. Pending release	
Card payments	100%	Completed. Pending release	Completed. Pending release	
Co-operative annual returns	Q3	Q3	Q3	
Business rescue	Q4	Q4	Q4	

SERVICE	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Compliance Checklist	100%	Completed. Pending release	Completed. Pending release	
Back-office Workflow &	Ongoing	Completed. Pending release	Ongoing	

Quarter 4 comments on new E-services Released.

Implementation was undertaken in January 2023 and was operating in Production for a period of 2 weeks (02 -13 January 2023). Due to multiple issues experienced with the services, the system was rolled back to old E-services on 16 January 2023. Implementation plan to be reviewed in terms of the way forward.

2.2 Organizational Environment

2.2.1 Governance, Compliance and Risk

See Section 4 of this document.

2.2.2 Investigations and Anti-corruption

See Section 4 of this document.

2.2.3 Industrial/Labour relations issues

Table 34: Labour Relations Issues

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Misconduct cases under investigation	1	0	0	0
Misconduct cases at a disciplinary hearing stage	3	3	3	3
Warnings	0	1	0	2
Grievances finalised	0	0	1	0
Labour disputes at CCMA	4	3	3	1
Labour disputes at GPSSBC	1	1	1	1
Labour disputes at Labour Court stage pending	5	6	6	6

2.2.4 Appointments, Resignations, Retirements, Terminations

Table 35: Appointments, Resignations, Retirements and Terminations

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Appointments	4	6	7	1
Resignations	3	5	6	2
Retirements	1	2	3	0
Terminations	0	0	0	0

2.2.5 Discontinued activities / activities to be discontinued.

None.

2.2.6 New or proposed activities

None.

2.2.7 Facilities and Security

Quarter 1

Compliance to MISS and PFMA (Loss Control Policy) - Policy draft is complete and will be sent for further perusal to the Executive Manager: Corporate Service prior to tabling at Labour, Manco, etc.

Compliance to MISS and PFMA (CCTV system) - Procurement process underway with RFQ send out on the 04 July 2022 and closed 08 July 2022.

The procurement process was ceased due to the inflated price of the project, and an internal decision was made to go out on tender to include all 3 SSC's and source a service provider who will conduct both the installation and monitor the CCTV camera systems.

Compliance to MISS and PFMA (Physical Security) (OPS) - Security appraisal report was sent to the "the dtic" for implementation. Implementation meeting were held with the "the dtic", SAPS, and CIPC and Variation order will be triggered with Rainprop/Broll. The implementation is dependent on the "the dtic" and Broll.

A VO was triggered by the "the dtic" and the implementation is expected to be finalized by the 22 November 2022.

Appointment of security guarding (Johannesburg) - National Treasury issued an instruction to haul advertising of tender. Thus, a normal procurement (RFQ) process is underway and in the evaluation stage.

A new security guarding service was appointed to render guarding service for a period of 12 months, effective from 02 August 2022 and end 01 August 2023.

Appointment of security Guarding (Pretoria SSC) - BAC approved the Tor and submission requesting advertising of tender is underway.

SCM advised Facilities to follow the RFQ process due to the term of the lease agreement, which is due on the 31 January 2024. Thus, the option for tender is halted and the RFQ process is underway.

Appointment of security guarding service (Cape Town) - BAC approved the terms of reference and submission requesting permission to advertise tender is underway.

SCM advised Facilities to follow the RFQ process due to the term of the lease agreement, which is due on the 31 March 2023. Thus, the option for tender is halted and the RFQ process is underway.

Compliance to Occupational Health and Safety (OHS) Committee - Committee members were nominated accordingly with training underway and expected to be finalised on the 14 July 2022. The first awareness programme is scheduled for the month of July 2022, and first aid boxes installed accordingly.

All scheduled training was finalized accordingly, and monthly awareness programmes were conducted.

Compliance with facilities and accommodation services: - Normal procurement (RFQ) processes are underway and in the evaluation stage. The first RFQ process was unsuccessful, thus the procurement process was re-started. The procurement is anticipated to be finalise in the next week.

Nsudeng Cleaning service was appointed to render cleaning services within the JHB SSC for a period of 36 months, effective from the 01 August 2022 to 31 July 2023 at an amount of R 898,013.99.

Compliance with facilities and accommodation services: - Terms of reference are done and procurement process (RFQ) invites scheduled to be sent out in the next week.

The current lease agreement with Tshipembe mzansi was extended with another 1 month to compensate for the lost period in June due to the office closure due to Covid-19 at no additional cost. Procurement for a new service provider is underway.

Katanga Parking Contract: Procurement process was initiated and due to contractual issues between Rainprop (Landlord), Broll (Facilities Service provider appointed by Rainprop) and the "the dtic" procurement process was halted until further notice.

The CIPC was issued with a confirmation letter of appointment of Broll and advised to pay and conduct all future parking procurement with Broll. Procurement processes are underway.

Quarter 2

Compliance to MISS and PFMA (CCTV system) - Procurement process was ceased due to the inflated price of the project, and an internal decision was made to go out on tender to include all 3 SSC's and source a service provider who conduct both the installation and monitor the CCTV camera systems including building block "F".

While waiting for the tender process a decision was made to procure the service of a CCTV service provider to repair/resuscitate the JHB and Cape Town CCTV camera systems. Procurement process is underway with RFQ send out on the 04 July 2022 and closed 08 July 2022.

Compliance to MISS and PFMA (Physical Security) (OPS) - A VO was triggered by the "the dtic" with intent to implement the recommendation from the security report, and implementation is expected to be finalized by the 22 November 2022.

Appointment of security guarding (Johannesburg): A new security guarding service (i.e., Insingizi MNS Security) was appointed to render guarding service for a period of 12 months, effective from 02 August 2022 and end 01 August 2023 amounting to R766,020.00.

Appointment of security Guarding (Pretoria SSC) - SCM advised Facilities to follow the RFQ process due to the term of the lease agreement, which is due on the 31 January 2024. Thus, the option for tender was stopped and an RFQ process is underway.

Appointment of security guarding service (Cape Town) - SCM advised Facilities to follow the RFQ process due to the term of the lease agreement, which is due on the 31 March 2023. Thus, the option for tender was halted and an RFQ process is underway.

Compliance with OHS Committee - All scheduled training was finalised accordingly, and a monthly awareness programme is being conducted.

Compliance with facilities and accommodation services: - Nsudeng Cleaning service was appointed to render cleaning services within the JHB SSC for a period of 36 months, effective from the 01 August 2022 to 31 July 2023 at an amount of R 898,013.99.

Compliance with facilities and accommodation services: - The current lease agreement with Tshipembe Mzansi Project was extended with another one month to compensate for the lost period in June due to the office closure due to Covid-19 at no additional cost. Procurement for a new service provider is underway.

Katanga Parking Contract: Finally, the procurement process is underway to appoint Broll as a parking management service provider. The CIPC was issued with a confirmation letter of appointment from Broll as the parking management service provider within the campus.

Quarter 3

Compliance to MISS and PFMA (CCTV system) – Price negotiations with service provider (PHESA Technologies) were successful with the project (installation of camera in building block “F”) scheduled to be completed on the 20 December 2022. CCTV camera system for CIPC Cape Town SSC was repaired and functioning accordingly. Repairs for Johannesburg SSC are scheduled for 15 December 2022.

Compliance to MISS and PFMA (Physical Security) (OPS) – The timeline for the implementation of the SAPS security assessment report (Access Control Security Measures) project was adjusted by the “the dtic” to April 2023.

Appointment of security guarding (Johannesburg): Service provider was appointed in Q2.

Appointment of security Guarding (Pretoria SSC) – The company YV Security was appointed to render security guarding service for a period of 12 months amounting to R579 999.96.

Appointment of security guarding service (Cape Town) – Procurement was unsuccessful due to non-compliance or no response from bidders. A new procurement process was initiated and is underway.

Compliance with OHS Committee - All Safety Committee Members were trained in their respective duties, and monthly awareness programmes are being conducted.

Compliance with facilities and accommodation services (JHB SSC): - Nsudeng Cleaning service was appointed to render cleaning services within the JHB SSC for a period of 36 months, effective from the 01 August 2022 to 31 July 2023 at an amount of R 898,013.99.

Compliance with facilities and accommodation services (Pretoria SSC): - Nsudeng Cleaning service was appointed to render cleaning services within the JHB SSC for a period of 14 months, effective from the 01 December 2022 to 31 January 2024 at an amount of R328 515.00.

Katanga Parking Contract: A 24-month procurement process was finalized and approved and service level negotiations are underway. The contract is expected to end on the 31 September 2023 amounting to R460,004.52.

Quarter 4

Compliance to MISS and PFMA (CCTV system) – During Quarter 4, the project (installation of CCTV camera system within building block “F”) was completed and all cameras commissioned.

Compliance to MISS and PFMA (Physical Security) (OPS) – The delivery of the access control security project is dependent on the “*the dtic*” and Broll. To this end, the project timelines were adjusted (again) with the project expected to commence on the 08 May 2023 and completed on the 28 May 2023.

Appointment of security guarding (Johannesburg): During Q2, the company Isingisi Security was appointed to render security guarding service for a period of 12 months.

Appointment of security Guarding (Pretoria SSC) – During Q3, the company YV Security was appointed to render security guarding service for a period of 12 months.

Appointment of security guarding service (Cape Town) – Procurement was unsuccessful due to non-compliance or no response from bidders. A new procurement process was initiated and is underway.

Compliance with OHS Committee – During Q4, an emergency evacuation drill exercise was conducted with success.

2.2.7 Media analysis/campaign/strategies

Quarter 1

The CIPC has been making efforts to build and maintain its reputation as a credible and reputable registrar and regulator of companies. Efforts to build and protect our reputation are related to media management.

The CIPC leverages opportunities of receiving free publicity through engaging media on highlights and milestones that the CIPC achieves. Some of the engagements is to state the CIPC position on matters that impact our reputation. We also regularly monitor media coverage to track CIPC reputation; track the effectiveness of media releases and gauge media sentiments on the coverage of CIPC stories; and to identify matters that are likely to become issues and take corrective action.

Proactive news sharing

In the period under review, the CIPC leveraged media platforms to position the organisation as a modern regulator. Media releases were issued regarding the following issues/highlights:

April 2022

1. THE CELEBRATION OF WORLD INTELLECTUAL PROPERTY DAY ON 26TH APRIL 2022

The CIPC, NIPMO, the dtic, DSI, the University of Mpumalanga (UMP), TIA and SEDA hosts the World Intellectual Property Day on the 26th of April 2022 celebrations.

May 2022

2. CIPC HOSTS THE SADC COMPANIES REGISTRIES' AND IP ENFORCEMENT AGENCIES CONFERENCE

The Companies and Intellectual Property Commission (CIPC), responsible for company registrations and the protection of Intellectual Property hosts a Southern Africa's Development Community (SADC) Companies Registries' and Intellectual Property enforcement agencies' virtual Conference on Tuesday, the 17th of May 2022, under the theme: ***the agility of Companies and IP Registries within the context of the Covid-19 pandemic.***

June 2022

3. CIPC REMINDS BUSINESS PRACTITIONERS OF THEIR DUTY TO FILE AFS THROUGH XBRL

The CIPC reminds business entities and business practitioners of the requirement to file their Annual Financial Statements (AFS) through eXtensible Business Reporting Language (XBRL).

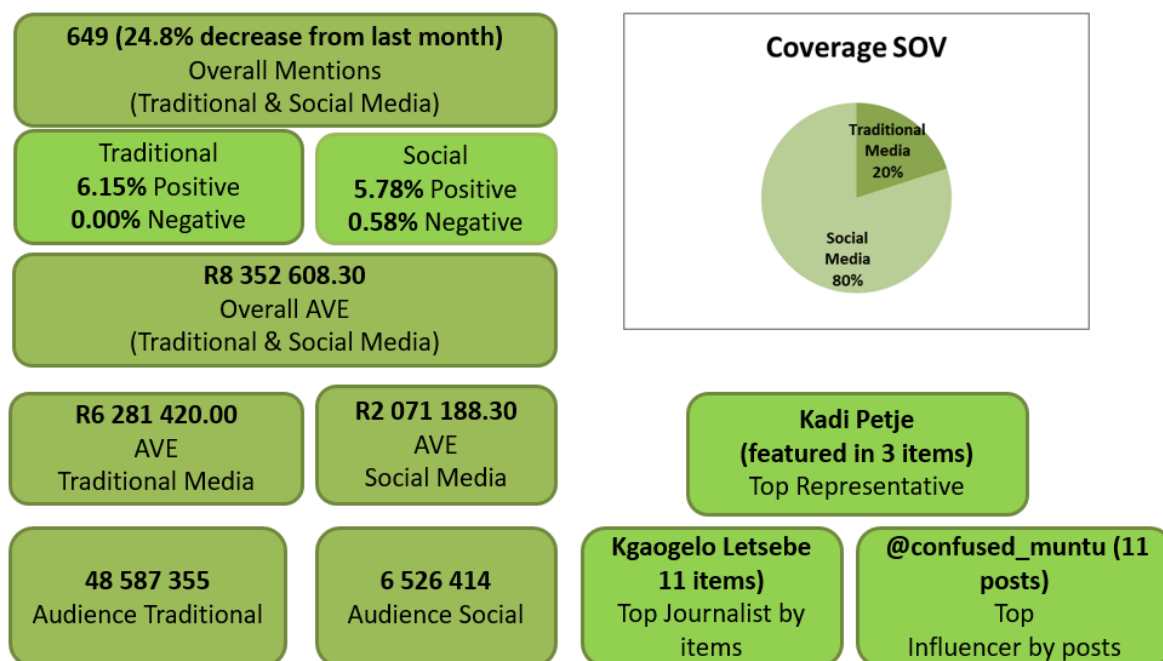
Media coverage: April to June 2022

Media monitoring also enables the organisation to determine the Advertising Value Equivalent (AVE) for the CIPC. Advertising Value Equivalent (better known as AVE) is the monetary value of what it would cost to place your editorial content as an advert. It was created to give Public Relations (PR) professionals a measurable context in the communications and marketing sphere, originally comparing it against brand advertising. An arbitrary multiplier is often applied, justified on the basis that editorial content has greater credibility and is valued more by consumers than advertising space.

Media monitoring includes "traditional" media such as print, broadcast and online as well as "new" media such as blogs, social media sites, etc. Table 22 below, illustrates media coverage in April 2022.

Figure 23: Media Coverage Overview in Q1

1. Media Coverage Overview



Note that Traditional Media encompasses print, broadcast and online sources.

In the period under review, coverage in both traditional and social media was mostly neutral in tone. As expected, company registration matters had the most neutral mentions across social and traditional media platforms. There were also social media mentions linked to the CIPC website being down.

The World Intellectual Property Day celebrations drove discussion in both traditional and social media. Other positive coverage in traditional media involved the CIPC's partnership with the National Small Business Chamber (NSBC).

Negative remarks only came from social media: @DalitsoChandi who complained about problems with filing of AFS.

There is no media monitoring coverage for May as the department was transitioning between service providers. The term for the previous provider ended at end April and the new provider started in June.

June media coverage

Traditional Media

In June 2022, the Companies and Intellectual Property Commission generated 168 traditional media items with a combined advertising value equivalent (AVE) of R13 164 110 and an estimated reach of 10 478 773.

Print media generated 84 articles (50%); broadcast generated 2 media clips (1%) and online 82 articles (49%). Of these, 9% (15 items) were positive, 87% (147) were neutral and 4% (6) were negative.

Social Media generated 955 items with a combined advertising value equivalent (AVE) of R2 832 197 and an estimated reach of 5 649 809. Of these items, 27% (255 clips) were positive, 66% (629) were neutral, 0% (2) were mixed and 7% (69) were negative.

Prominent coverage highlights were:

- How to play in the township economy. "SSMEs, cooperatives, and start-ups must be registered with the Companies and Intellectual Property Commission."
- What important points to look at if a trust holds a CC membership. "Because a trust is not a legal person, the trustees will be the member of the close corporation, not the trust. In the case of multiple trustees, an originally signed special power of attorney by each of the trustees appointing one of them as the representative of the trustees for purposes of holding and dealing with the members' interests in the CC has to be lodged with CIPC."
- To create a world-class supply chain, the SA logistics industry needs a better, faster Know Your Customer. "Businesses in the logistics sector can action CIPC and credit searches, verify whether individuals appear on the worldwide PEP and sanctions lists – and have all this information integrated into one convenient report "
- When should a company consider business rescue? "The decision to seek business rescue can either come from within the company, such as a decision by the board or directors, or from outside advisors or lenders. When a company makes this decision, they will usually start by going to their attorneys who will guide them through the rest of the process and draft a resolution which will be filed with the Companies and Intellectual Property Commission (CIPC)".

Quarter 2

Media Report: July – September

The CIPC has been making efforts to build and maintain its reputation as a credible and reputable registrar and regulator of companies. Efforts to build and protect our reputation are related to media management.

The CIPC leverages opportunities of receiving free publicity through engaging media on highlights and milestones that the CIPC achieves. Some of the engagements is to state the CIPC position on matters that impact our reputation. We also regularly monitor media coverage to track CIPC reputation; track the effectiveness of media releases and gauge media sentiments on the coverage of CIPC stories and to identify matters that are likely to become issues and take corrective action.

Proactive news sharing

In the period under review, the CIPC leveraged media platforms to position the organisation as a modern regulator. Media releases were issued regarding the following issues/highlights:

CONTRAVENTION OF SECTION 33 OF THE COMPANIES ACT BY PUBLIC COMPANIES

Filing of Financial Accountability Supplements instead of Audited Annual Financial Statements during the period 01 April 2020 to 31 March 2021

On 01 July 2018, the Companies and Intellectual Property Commission (CIPC) mandated Extensible Business Reporting Language, which is a digital financial reporting mechanism for companies to file audited annual financial statements (AFS) in an electronic format.

COMPLIANCE NOTICE ISSUED TO NOVA PROPGROW GROUP HOLDINGS LTD

Inter-Regulator Investigation Following Failure to Satisfy the Commission from a Notice to Show Cause Regarding Reckless Trading or Trading Under Insolvent Circumstances.

Nova Propgrow Group Holdings Ltd, Reg. No. 2011/003964/06 (herein after referred to as NOVA) has been a subject of an investigation for identified and possible contraventions of the Companies Act 71, of 2008 (as amended) (herein after referred to as 'the Companies Act').

COMPANIES REGULATOR HOSTS THE BIZPORTAL ENHANCEMENT LAUNCH ON THE 19TH OF AUGUST 2022

The Companies and Intellectual Property Commission (CIPC), responsible for the registration and maintenance of companies as well as the protection of Intellectual Property will host, in partnership with the World Bank Group and InvestSA, a launch of additional services to its BizPortal company registration platform on the 19th of August 2022 at the Regency Hotel in Menlyn, Pretoria from 8:30 (for 9:00) until 12:00 midday.

Radio Interviews

The Patents and Designs Unit participated in an X-K FM program and focused on "Understanding the Patent System" on 27 August 2022 through an invitation. X-K FM is a local SABC radio station targeting the San people of Platfontein in the Northern Cape to preserve the Xu and Khwe cultures, uplifting, developing, and informing communities.

Media Monitoring

Media monitoring also enables the organisation to determine the Advertising Value Equivalent (AVE) for the CIPC. Advertising Value Equivalent (better known as AVE) is the monetary value of what it would cost to place your editorial content as an advert. It was created to give Public Relations (PR) professionals a measurable context in the communications and marketing sphere, originally comparing it against brand advertising. An arbitrary multiplier is often applied, justified on the basis that editorial content has greater credibility and is valued more by consumers than advertising space.

Media monitoring includes "traditional" media such as print, broadcast and online as well as "new" media such as blogs, social media sites, etc.

July – September media analysis report

In July to September 2022 quarter, the Companies and Intellectual Property Commission generated 331 traditional media items with a combined advertising value equivalent (AVE) of R26 million and an estimated reach of 19 million.

Print media generated 86 articles, online 242 articles, and 3 broadcast clips. Of these, 21% were positive, 78% were neutral and 1% were negative.

Social Media generated 4 424 items. Of these items 8% were positive, 83% were neutral and 9% were negative.

Prominent coverage highlights were:

- 2021 CIPC independent review survey
- CIPC returns to the Finance Indaba 2022
- Luxury golf estate faces criminal charge for not playing by Companies Act rules
- Cabinet also approved the appointment of Advocate Rory Voller as the commissioner for the Companies and Intellectual Property Commission
- Are you a foreigner intending on establishing a business presence in South Africa?
- Treasury tables bill to tackle money laundering
- Investor confidence gets fillip with arrests of more Transnet former execs
- Registration labour and tax: The most important compliance requirements for new small businesses
- Accelerate your small chemicals business to success
- Court will decide on battle between Nova and Sharemax
- South Africans called on to apply for funding to build South Africa's hydrogen economy.
- SIU investigating dodgy Lottery grants worth over R1.4bn
- Parliament Seeks Comment on Anti-Money Laundering Bill
- Last chance to accelerate your small business
- The legal and regulatory requirements of offshore trust reporting
- Why SA courts are quick to declare dishonest directors of NPCs delinquent
- Four accused appear in court for R61 million fraud
- #ImStaying is still around – but the money's gone
- Tourism KwaZulu – Natal enterprise development programme applications open.

Quarter 3

The CIPC has been making efforts to build and maintain its reputation as a credible and reputable registrar and regulator of companies. Efforts to build and protect our reputation are related to media management.

The CIPC leverages opportunities of receiving free publicity through engaging media on highlights and milestones that the CIPC achieves. Some of the engagements is to state the CIPC position on matters that impact our reputation. We also regularly monitor media coverage to track CIPC reputation; track the effectiveness of media releases and gauge media sentiments on the coverage of CIPC stories.; and to identify matters that are likely to become issues and take corrective action.

October media coverage

Traditional Media

In October 2022, the Companies and Intellectual Property Commission generated 110 traditional media items with a combined advertising value equivalent (AVE) of R6 938 218 and an estimated reach of 6 088 980.

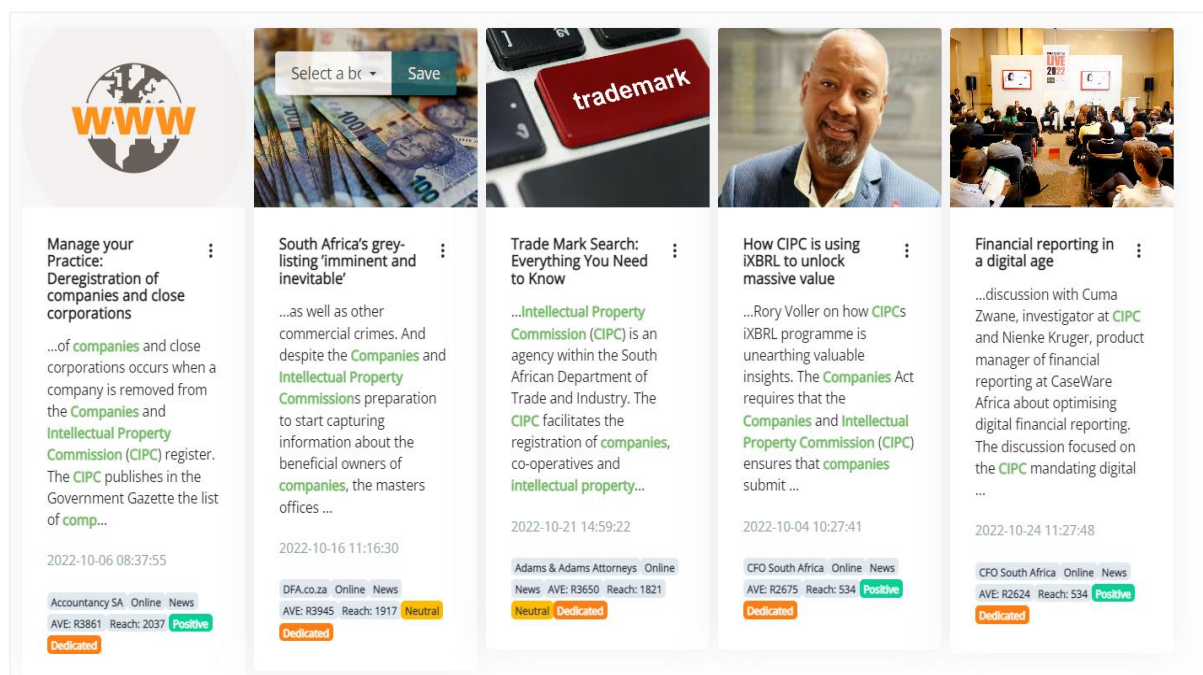
Print media generated 28 articles (25%) and online 82 articles (75%). Of these, 12% (13 items) were positive, 87% (96) were neutral and 1% (1) was negative.

Social Media

Social Media generated 1 278 items with a combined advertising value equivalent (AVE) of R3 822 176 and an estimated reach of 5 553 677. Of these items 14% (184 clips) were positive, 79% (1 010) were neutral, 1% (7) were mixed and 6% (77) were negative. Prominent coverage highlights were:

- Bain's banning: Inconsistency creates confusion lack of meaningful accountability
- Company liquidations soar 45% as many too slow to benefit from business rescue
- R27 Million Paid to Suspected ANC Front Company Established On 1 July 2022
- Mandatory registration requirement in money-laundering and terrorist financing bill will badly hurt SA non-profits
- Collapsed RCL BEE deal forces R230m bailout
- State wants integrated data system on beneficial ownership
- 751 black livestock farmers fast-tracked to commercial status
- Tongaat Hulett forced into business rescue.

Figure 24: CIPC Media Coverage Highlights in Q3 (1)



November media coverage

Traditional Media

In November 2022, the Companies and Intellectual Property Commission generated 108 traditional media items with a combined advertising value equivalent (AVE) of R6 299 900 and an estimated reach of 5 836 474.

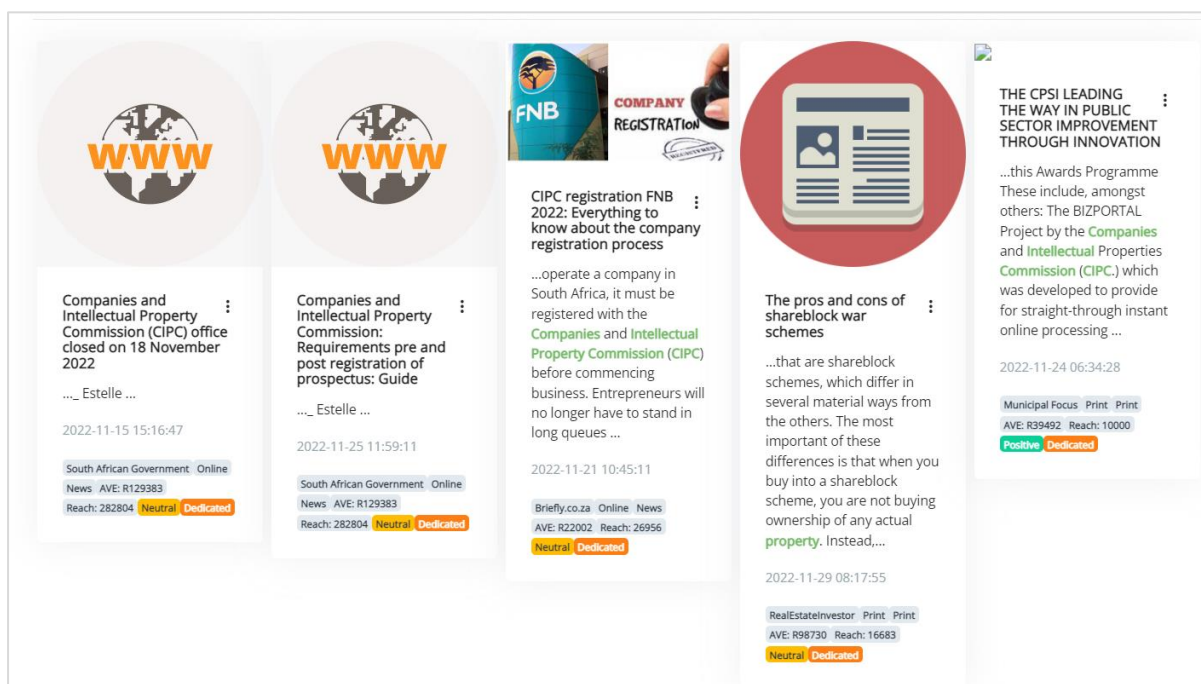
Print media generated 20 articles (19%) and online 88 articles (81%). Of these, 4% (4 items) were positive and 96% (104) were neutral.

Social Media

Social Media generated 1 176 items with a combined advertising value equivalent (AVE) of R3 551 413 and an estimated reach of 5 316 228. Of these items 3% (41 clips) were positive, 94% (1 109) were neutral, 1% (4) were mixed and 2% (22) were negative. Prominent coverage highlights were:

- Army of fake companies used to defraud the Lottery
- How companies could protect themselves against hijacking
- NA gives green light to Anti-Money Laundering Bill
- Background checks are worth their weight in gold in the mining sector
- Business rescue is 'not the end' for 130-year-old company's operations
- Gold Fields announces termination of Arrangement Agreement with Yamana
- Markus Jooste has yet to pay the piper.

Figure 25: CIPC Media Coverage Highlights in Q3 (2)



December media coverage

Traditional Media

In December 2022, the Companies and Intellectual Property Commission generated 68 traditional media items with a combined advertising value equivalent (AVE) of R2 823 266 and an estimated reach of 3 091 2494.

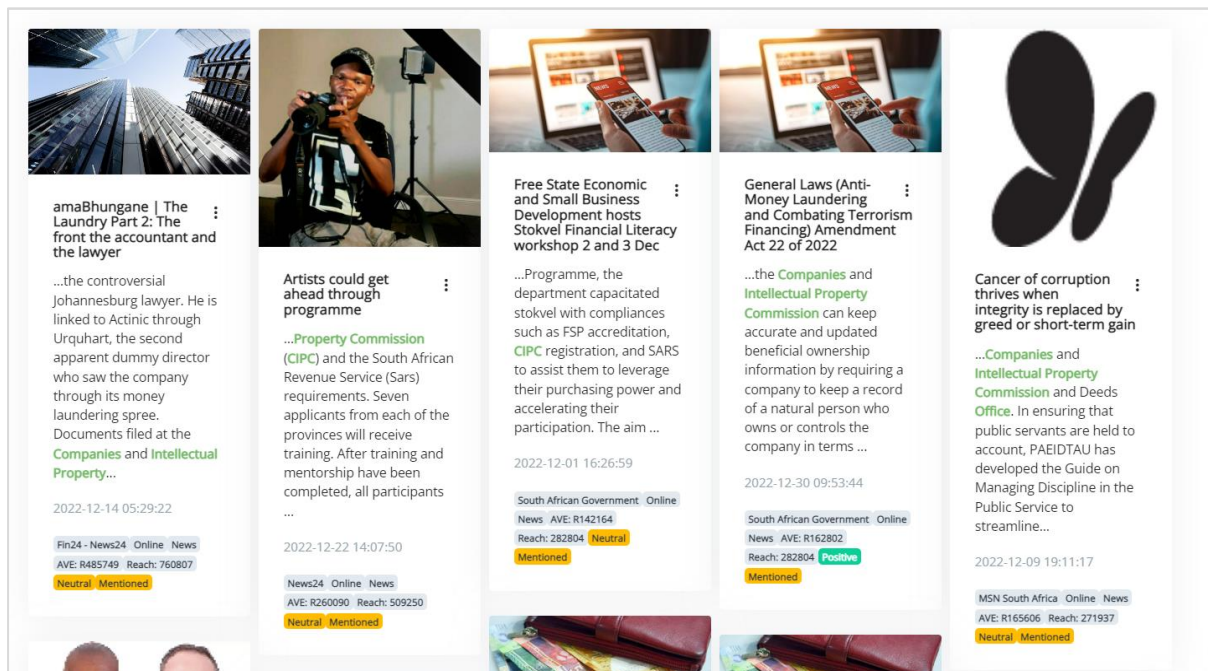
Print media generated 5 articles (7%) and online 63 articles (93%). Of these, 19% (13 items) were positive and 81% (55) were neutral.

Social Media

Social Media generated 492 items with a combined advertising value equivalent (AVE) of R1 585 234 and an estimated reach of 3 050 254. Of these items 15% (84 clips) were positive, 84% (471) were neutral and 1% (5) were negative. Prominent coverage highlights were:

- The Nova bubble bursts
- Parliament Passes Anti-Money Laundering Bill
- COSATU welcomes Parliament’s passing of the General Laws Amendment (Money Laundering and Combatting Terrorism Financing) Bill
- THE LAUNDRY Part Two: the front the accountant and the lawyer
- Fear of grey listing is no excuse for bad law
- Cancer of corruption thrives when integrity is replaced by greed or short-term gain
- How scammers can hijack a whole business in South Africa – and what to do to prevent it.

Figure 26: CIPC Media Coverage Highlights in Q3 (3)



Quarter 4

CIPC uses media opportunities to profile the work the organisation is doing. Media coverage as reported below details coverage where the CIPC is mentioned; where specific tracking keywords are picked up and where there are media enquiries on specific topics or issues.

January media coverage

In January 2023, the CIPC issued a media release announcing the rollout to new eservices. Due to the system issues at the rollout, which resulted in high call rates and longer call holding times, customers resorted to social media to express their dissatisfaction. CIPC issued various notices to assist customers, however the long span of issues resulted in the CIPC reputation being negatively impacted.

Traditional Media

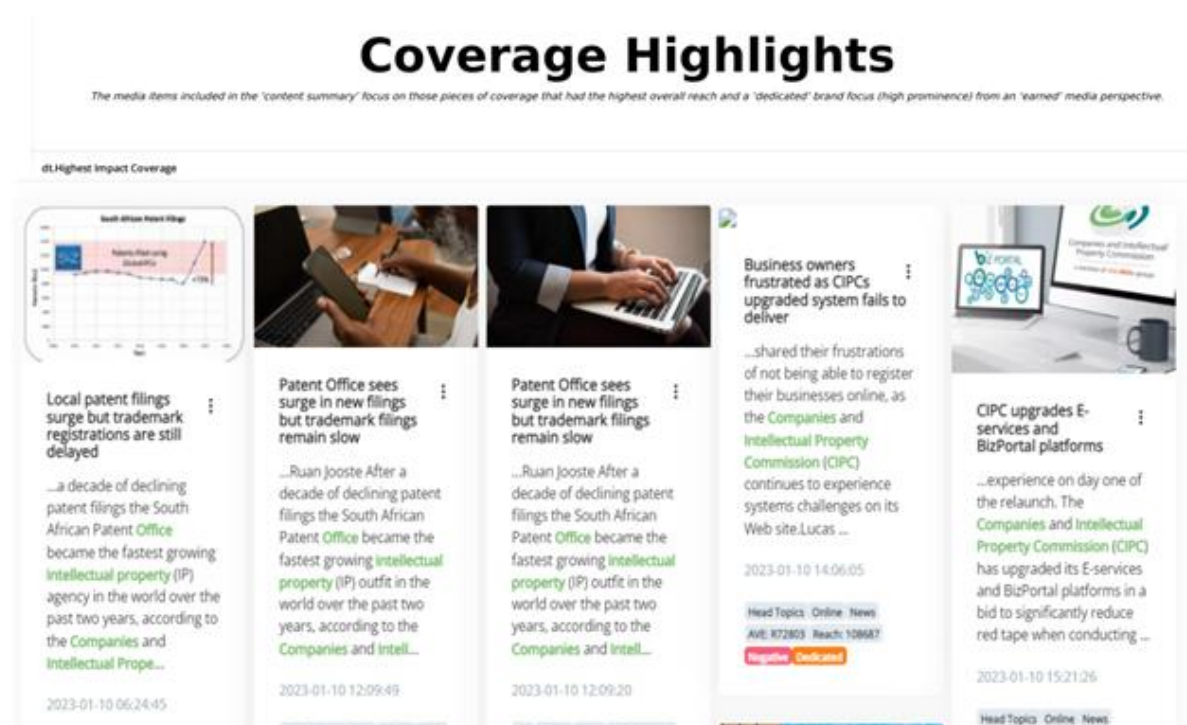
In January 2023, the Companies and Intellectual Property Commission generated 87 traditional media items with a combined advertising value equivalent (AVE) of R4 568 126 and an estimated reach of 4 723 394.

Print media generated 13 articles (15%) and online 74 articles (85%). Of these, 7% (6 items) were positive, 80% (70) were neutral and 13% (11) negative.

Social Media

Social Media generated 3 813 items with a combined advertising value equivalent (AVE) of R13 303 786 and an estimated reach of 12 074 236. Of these items 20% (741 clips) were positive, 66% (2 527) were neutral and 14% (545) were negative.

Figure 27: CIPC Media Coverage Highlights in Q4



Prominent coverage highlights were:

- SANRAL serious about growing transforming construction industry in Nelson Mandela Bay
- UIF paid out over R1 billion in benefits for December festive season
- IP protection is key to SME success in the knowledge economy
- Business rescue: Success or failure?
- CIPC web site upgrade frustrates business owners
- Patent Office sees surge in new filings, but trademark filings remain slow
- SA to meet global finance watchdog in bid to avoid grey list.

February media coverage

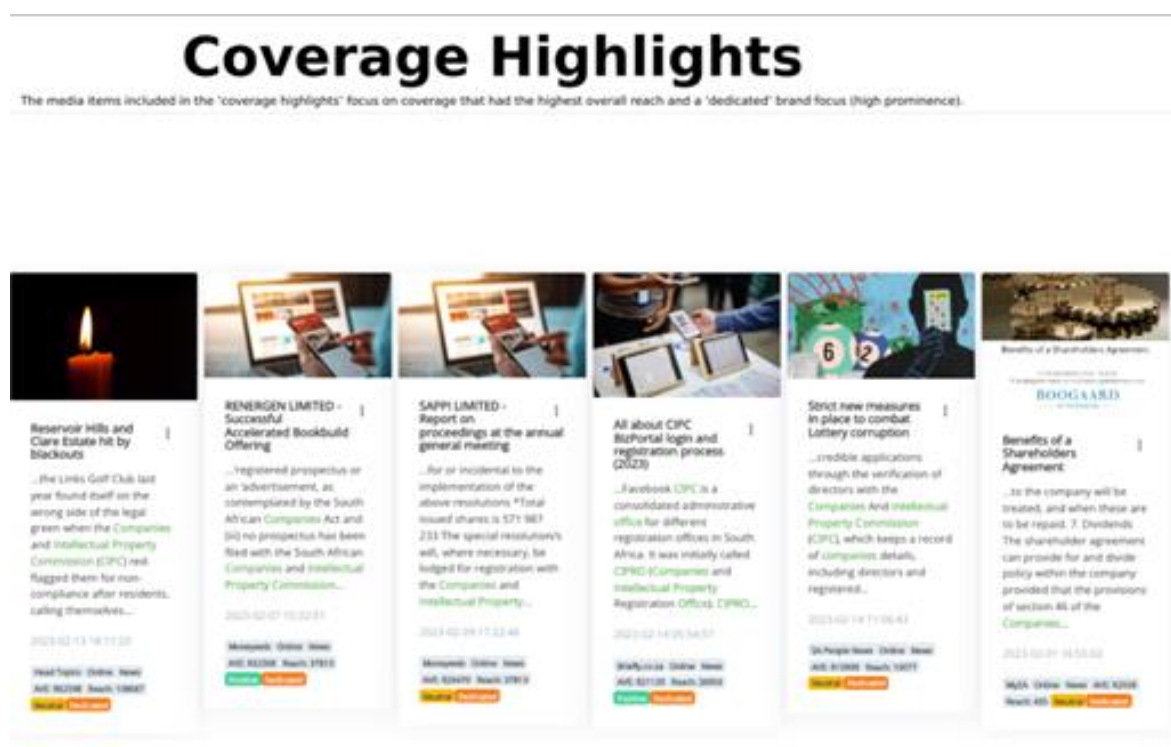
In February, the CIPC media tracking was focused on the lingering negative impact of the eservices and rollback to the old platform. The latter part of the month was media reports generated from South Africa being grey listed and how this impacts the country.

Traditional media

February 2023, the Companies and Intellectual Property Commission generated 1 102 media items with a combined advertising value equivalent (AVE) of R10 387 112 and an estimated reach of 7 666 107.

Print media generated 15 articles (1%), online 85 (8%) and social media 1 002 (91%). Of these, 187 were positive (17%), 805 were neutral (73%) and 110 were negative (10%).

Figure 28: CIPC Media Coverage Highlights in Q4 (February)



Prominent coverage highlights were:

- New measures for trustees to keep and report “beneficial owner” information
- A simple guide on how to register a business in South Africa
- Strict new measures to combat lottery corruption
- Who may access the financial statements of a private company?
- Benefits of a Shareholders Agreement
- How to get R15 000 funding for your spaza shop.

March coverage

The bulk of the month of March was media coverage picked up from a media release issued by CIPC on its intention to implement a beneficial ownership register. This issue has created a lot of interest particularly as a mechanism that would help with the elimination of financial crimes. The CIPC as a registrar of companies, would collect the beneficial ownership information and would be the primary data repository that would assist law enforcement agencies with data of beneficial information.

The CIPC also hosted a stakeholder breakfast seminar on the 30th to discuss collaboration opportunities in data sharing and data triangulation in the collection of beneficial ownership information.

The latter part of the month the CIPC in partnership with the Department of Trade, Industry and Competition (the dtic), the Department of Science and Innovation (DSI), the National Intellectual Property Management Office (NIPMO) and North-West University, successfully hosted the 4th Intellectual Property and Technology Commercialization Colloquium on 28 and 29 March 2023 at the Mahikeng Campus of North-West University.

The colloquium themed “Advancing Innovation through IP commercialization for full scale industrialization” is an annual event that brings together various players in the National System of Innovation (NSI) ecosystem to discuss issues of IP development and commercialization of new technologies.

The Deputy Minister of Trade, Industry and Competition, Mr. Fikile Majola, The MEC Hon.Tsotso Tlhabi, DEDET: North-West and the Mayor Councilor Tshepo Mphehlo, Executive Mayor Mahikeng Local Municipality were amongst dignitaries that attended and provided addresses at the Colloquium.

Traditional media

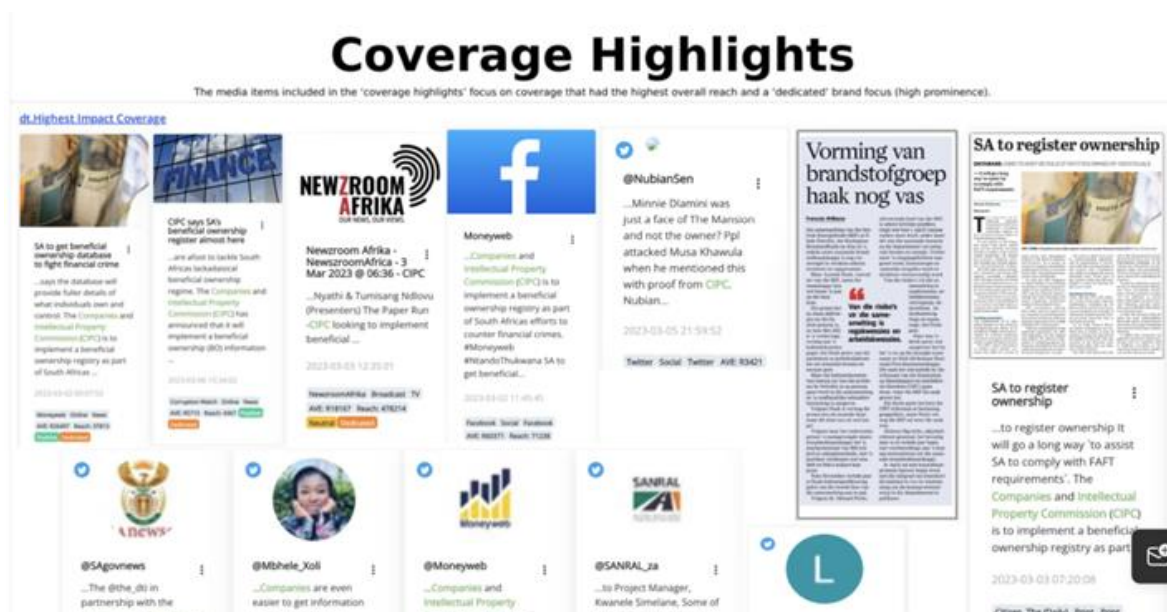
In March 2023, the Companies and Intellectual Property Commission generated 292 traditional media items with a combined advertising value equivalent (AVE) of R18 632 378 and an estimated reach of 6 542 000.

Print media generated 28 articles (10%) and online 263 articles (90%). Of these, 42% (238 items) were positive, 41% (231) were neutral, and 17% (98) were negative.

Social Media

Social Media generated 884 items with a combined advertising value equivalent (AVE) of R3 855148 and an estimated reach of 5 655 258. Of these items 20% (178 clips) were positive, 69% (608) were neutral and 11% (98) were negative.

Figure 29: CIPC Media Coverage Highlights in Q4 (March)



Prominent coverage highlights were:

- Beneficial Ownership Regulations are Strengthened to Address FATF's Grey Listing
- When integrity fails: The networks linked to Eskom contracts
- South Africa is cracking down on businesses with 'hidden' owners
- More than 200 companies on show at Buy Local Summit & Expo
- Accountants add the power of search for robust financial controls

- Technical skills needed to tackle SA's youth unemployment crisis
- Business rescue vs liquidation: What is the best option for my company.

2.2.8 New challenges and risks identified in the quarter.

Quarter 1

Expiry of contracts

Due to the expiry of the StreamYard contract, we were unable to host webinars on corporate education and voluntary compliance during the quarter.

Eskom Load Shedding

During the hosting of webinars load shedding makes it difficult for attendees to log in.

Quarter 2

None.

Quarter 3

E-Services rollout

The roll out of the E-services experienced several technical challenges, which impacted on the performance of the CIPC.

Resourcing Challenges

With regard to the implementation of initiatives.

Quarter 4

Corporate Legal

Implementation and enforcement of the Beneficial Ownership Register requires a Regulatory Framework and legislative backing. Non-compliance cannot be enforced without Regulations to Companies Act being published and written into law – waiting for publication and confirmation from dtic.

2.3 New Policy and Legislative Changes

This section describes new policy and legislative developments, the effect on CIPC activities, and how these were addressed.

Quarter 1

None.

Quarter 2

None.

Quarter 3

Beneficial ownership – development of General Laws Amendment Bill, together with Companies Act Amendment Bill Regulations – major impact on CIPC activities. Legislative changes will require building of systems to accommodate Beneficial Ownership information, processing of BO data and making such information available to Law Enforcement Agencies globally.

Quarter 4

General Laws Amendment Act, 22 of 2022 was written into law on 29 December 2022 by the President of South Africa. Impact on the CIPC relates to beneficial ownership data, the collection, processing and disclosure thereof – building of new automated system.

Amendment Regulations to the Companies Act, 71 of 2008 – as a direct result of the GLAA, not yet published and written into law. For enforcement of not filing BO-information, legal backing (regulations) is required.

2.4 Progress towards achievement of institutional Impacts and Outcomes

For the five (5) year strategic period 2021/22 – 2025/26, the CIPC will be focusing on four (4) Impact Statements as illustrated below:

2.4.1 Impact Statement #1: A world-class modern regulator (Short Description)

Impact Statement #1: Building the required competencies and capabilities to become **a world-class modern regulator** that is fit-for-purpose, agile, adaptive, relevant, and ahead of the curve in making a strategic contribution to South Africa’s improved competitiveness and growth.

Table 36: Impact Statement #1 – Performance Table

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress 2022/23			
				Quarter 1	Quarter 2	Quarter 3	Quarter 4
Organisational competencies and capabilities	Organisation Design (OD)	Service Provider appointed, and a Steering Committee established	OD completed	Gap analysis concluded. Solution design underway where the Commissioner is having one on one meeting with the Executives.	To-Be Organisational Structure is underway; the Office of the Commissioner is looking at it.	To-Be Organisational Structure is underway; the Office of the Commissioner is looking at it.	To-Be Organisational Structure is underway; the Office of the Commissioner is looking at it.
	Organisational Structure Implementation	Old Organisational Structure in place	Implementation of the new Organisational structure completed	New Organisational structure is still being finalized.	New Organisational structure is still being finalized.	New Organisational structure is still being finalized.	New Organisational structure is still being finalized.
	Number of staff with appropriate competencies	Skills audit to determine skills gap	All staff with appropriate competencies	Skills audit is completed waiting for consultation and approval.	Skills audit is completed waiting for consultation and approval.	Skill Audit report has been adopted by ExCo. Skills Development Programme intervention will be implemented with the	Skill Audit report has been adopted by ExCo. Skills Development Programme intervention will be implemented with the

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress 2022/23			
						assistance of a Service Provider.	assistance of a Service Provider.
	Policies reviewed to align to the CIPC Vision 2030 Strategy	11 policies were approved in 2020 including Voluntary Early Retirement Policy approved and implemented, Telecommuting policy approved, and training to prepare for implementation is underway	All relevant policies reviewed to align to the CIPC Vision 2030 Strategy	A policy register is kept and monitored. 42 out of 52 policies are up to date.	39 out of 52 policies are up to date and there are 3 new planned policies. Policies are reviewed at least after three years.	40 out of 52 policies are up to date and there are 3 new planned policies.	41 out of 52 policies are up to date and there are 3 new planned policies.
	Number of ICT systems modernized (migration to modern platforms)	Migration to K2 and IPAS underway	All ICT systems modernized (migrated to modern platforms – K2 & IPAS)	29 services were planned to be released during Q1. Services was not released due to incomplete testing by business as well as the instability of connections to DHA that support these services	29 services planned for release in Q1 were rolled over to Q2. DHA connectivity still has not been resolved; however, additional resourcing has been allocated for reviewing development for any errors as well as Business UAT. As a fast-tracking mechanism, 32 services have been identified to be released as part of a soft launch on 14/10/2022. This will be done subsequent to completed development and UAT.	No report was provided as the team was busy with implementation	Services were release in January 2023 into Production (for a period of 2 weeks) and subsequently rolled back to the previous system due to technical challenges experienced with the new system that could not be resolved timeously
	Percentage of processes automated	29% automated (excluding internally focused processes)	100% processes automated	7 processes fully automated	ICT systems for BRR BRR	No report was provided	This item is linked to the planned New E-services

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress 2022/23			
				PI score calculator Location of records AFS Downloads Foreigner Assurance Private Company Registration Nonprofit company registration Company Director Amendments CC Member Amendments	<p>Development completed.</p> <ul style="list-style-type: none"> PI Score calculator AFS Downloads Foreigner Assurance <p>Awaiting UAT</p> <ul style="list-style-type: none"> Company Director Amendments CC Member Amendments <p>Not started</p> <ul style="list-style-type: none"> Private Company Registrations NPO Registration <p>ICT systems for the IP Business Unit:</p> <ul style="list-style-type: none"> Internal Memo submitted, requesting such projects to be managed by the ICT. Configuration of the backend IPAS system at least 90%. The last version of WIPO File presented by the WIPO development team 		System, which was also rolled back due to unresolved challenges with the new system. As the system was developed, keeping in mind that some services were identified for automation, manual processes were re-instituted when the new system was rolled back to the existing one.

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress 2022/23			
					<p>appeared not to match CIPC requirements. The IP has proposed re-engineering of the existing e-services platform as a replacement for WIPO File.</p> <p>In the process of developing functional specification for Phase 1 of the Frontend system to link to the IPAS backend.</p>		
	Out of 10 customer and stakeholder score	7.4	8	8 (2020/21 Survey)	No report	No report	8
	Financial Sustainability	To be determined	Good financial standing	No report	No report	No report	No report

2.4.2 Impact Statement #2: Ease of doing business in South Africa (Short Description)

Impact Statement #2: Reducing the regulatory administrative burden by creating ease, simplicity, and flexibility in the formation, maintenance, and compliance by companies, as well as protection of intellectual property. This will make it **easy to do business in South Africa**, contributing to enterprise efficiency, growth and sustainability.

Table 37: Impact Statement #2 – Performance Table

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress 2022/23			
				Quarter 1	Quarter 2	Quarter 3	Quarter 4
Reduced administrative compliance burden for companies and IP owners	Turnaround times for key services	See Table on Services available 24/7	See Annexure A – Key services and turnaround times	See Table 1	See Table 1	See Table 1	See Table 1
	Number of services available 24/7	To be determined	All services available 24/7	See Table 18	See Table 18	See Table 18	See Table 18
	Number of transacting channels operational 24/7	3 (CIPC Website, Mobile App, BizPortal)	Website, Mobile App, BizPortal, and any other existing channels at the time operational 24/7	6 transactional channels are operational. Eservices New Eservices BizPortal Mobile App SST Website	6 transactional channels are operational. Eservices New Eservices BizPortal Mobile App SST Website	6 transactional channels are operational. Eservices New Eservices BizPortal Mobile App SST Website	6 transactional channels are operational. Eservices New Eservices BizPortal Mobile App SST Website

2.4.3 Impact Statement #3: Investor confidence in South African businesses and innovations (Short Description)

Impact Statement #3: The CIPC will ensure implementation and compliance with Company and IP Laws to create a reputable Business Regulation and IP Protection environment in South Africa, contribution to **investor confidence in South African businesses and innovations** translating to investments in business and innovations, contributing to business growth and sustainability.

Table 38: Impact Statement #3 – Performance Table

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress – 2022/23			
				Quarter 1	Quarter 2	Quarter 3	Quarter 4
Reputable business and IP regulation environment	Stage of development of the business ownership register	To be determined	Register functional	Internal Multi-Disciplinary Steering Committee Set up and approved; Business Case translated and registered as a Project; Training and capacitation of Steering Committee; Best practice requirements document sourced as feedback from Open Ownership; Internal and External Engagement	Functional Specification approved, which includes Business Processes. Multis-stakeholder engagements continuing to gain input from other authorities, viz. master’s Office, SARS, FIC, inter alia	Scope of Work Document Approved, Project Plan Approved Functional Specification approved and confirmed. Circulated to other stakeholders.	Updated business requirements specification and functionality signed and approved. BO Register Functionality Phase 1 rolled out 01 April 2023

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress – 2022/23			
	Stage of development and implementation of investigations and enforcement strategy	To be determined	Development of the investigations and enforcement strategy completed, implemented.	with international experts. CGSE will not focus only on the case received from the public but will extend the focus on investigation on the Corporate Governance, Pro-active Surveillance and Enforcement. Three sub-units' investigation strategy is being developed. Corporate Governance strategy: Pro-active Surveillance strategy and Enforcement strategy currently being benchmarked	An initial meeting was held between the Corporate Compliance Disclosure Regulation unit and Corporate Governance Surveillance Enforcement Unit to discuss the combined Enforcement Strategy development. A follow-up meeting will be held with the Commissioner and the two respective Enforcement Units so that we can align with the expectations of the Executive members. Desktop Benchmarking exercise had begun.	Consultations are underway with the two Enforcement Disclosure unit and the Corporate Governance Surveillance and Enforcement unit.	The two enforcement units made a resolution to obtain an assistant by way of an external services provider who is an expert in development of the Enforcement Strategy of a Regulator. The aim is to ensure that the enforcement unit sets realistic targets which create impact and addresses key risk areas into consideration. Budget amount was provisioned to kick-start the process in the new financial year 2023/24.

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress – 2022/23			
	List of compliance surveillance and enforcement capabilities developed	To be determined	Partnerships Business Intelligence Data analytics Integrated case management (automated) Training and Exposure	from best practice. An initial meeting was held internally within CIPC to source the Case Management System. Plans are underway to improve intelligent reporting on the surveillance capability of the Compliance Checklist Tool.	It was resolved that a case management system needs to be procured externally. Before the procurement of the Case Management System, we need to assess internally if other units are interested in a similar Case Management system so that CIPC can procure one system for various units, but they might have different access rights. Internal Communication was sent out to MANCO members to respond of their requirements needs. As part of the proposed OD	The benchmarking process is still underway on the three sub – units extended by the Organizational Design. Five CIPC units are interested in the Case Management System- Companies division, Corporate Legal, Corporate Compliance Disclosure Regulations unit, Corporate Governance Surveillance Enforcement unit and Governance Risk & Compliance unit. Meeting to be scheduled by the units so as to start the process of RFP and the RFI so as to obtain enough knowledge about what’s is on the market wrt Case Management Systems.	The various units need to draft the Request for Information (RFI) for advertisements which clearly describes the solutions we require from the intended Case Management system

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress – 2022/23			
					<p>CGSE structure, it was agreed that one of the vacant posts will be of a Business Intelligent Data Analysts as part of the persons who will assist in the Compliance Surveillance capabilities. The Business Intelligent Analyst will assist in the research and analysis of different data sets, profiling, dashboard and reporting to support in the initiation of proactive investigation in terms of the Companies Act.</p>		
<p>Strengthening the validity of granted IPR (patents designs and copyright), and in doing</p>	<p>The stage of Substantive Search Examination implementation</p>	<p>Patent examiners training underway</p>	<p>Substantive Search Examination implementation</p>	<p>Examiners commenced with the Experiential Learning Program (ELP). Each</p>	<p>Implementation of Substantive Search and Examination (SSE) Experiential Learning</p>	<p>SSE Experiential Learning Program (ELP) ongoing. In Q3, each examiner produced an average of 6 non-binding examination reports (NBER). The NBER for approved applications</p>	<p>SSE Experiential Learning Program (ELP) ongoing. In Q4 each examiner produced an average of 6 non-binding examination reports (NBER). The NBER for approved</p>

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress – 2022/23			
so reduce litigation costs for the client				examiner produced an average of 6 reports. Some of the non-binding reports were issued to the participating law firms.	Program (ELP). Each examiner produced an average of 6 non-binding examination reports were issued to the participating law firms.	were issued to the participating law firms.	applications were issued to the participating law firms.
Businesses (and potential business owners) and innovators supported (including IP filing costs)	List of Programmes to support businesses (and potential business owners) and IP creators and owners supported.	Programmes in place: 1. Webinar information sessions in collaboration with SEDA and others 2. IP for SMMEs 3. Inventor Assistance Programme (Reduce filing costs)	Programmes to support business and innovators in place.	The unit participated in 16 webinars on invite from stakeholders such as the Presidency, SEDA, NYDA and ProudlySA. -Facilitated appointment of service provider to support the eLearning programme. The IAP program continues to assist SMME and individual applicants to file for the	Education and awareness programme implementation continues. The IAP program continues to assist SMME and individual applicants to file for the protection of their inventions. One screening committee meeting was held in Q2 and one application was referred for pairing with pro bono patent attorney.	One IAP screening committee meeting was held in Q3, and three (3) applications were referred for pairing with pro bono patent attorneys. IAP promotional event hosted by CIPC and WIPO to improve the number and quality of applications.	Corporate Education participated in 7 webinars and 4 events on invite from stakeholders in order to promote legislative compliance. Stakeholders included <i>the dtic</i> , FSCA, NDA and the Dept of Employment and Labour. Progress has been made resolving previous queries on the Learn-i-Biz system.

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress – 2022/23			
				protection of their inventions. Two screening committee meetings were held in Q1, and one application was referred for pairing with pro bono patent attorney.			
	Number of businesses supported.	To be determined	To be determined	Depends on resource availability and influx of invites.	Depends on resource availability and influx of invites.	Depends on resource availability and influx of invites.	Depends on resource availability and influx of invites.
	Number of persons supported	To be determined	To be determined	Depends on resource availability and influx of invites.	Depends on resource availability and influx of invites.	Depends on resource availability and influx of invites.	Depends on resource availability and influx of invites.
Increased awareness of business and IP protection laws, regulations, and processes	Number of education and awareness programmes	Programmes in place: 1. Education and awareness of relevant ACTS, regulations, and amendments 2. IP for Kids, for Schools, and for	Education and awareness programmes in place	-Collaborate with Presidency focusing on Women Owned Businesses. -Working with municipalities to access	Education and awareness programmes for both IP and Corporate Regulation Continues.	Education and awareness programmes for both IP and Corporate Regulation Continues.	Education and awareness programmes for both IP and Corporate Regulation Continues.

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress – 2022/23			
		Institutes of Higher Learning		people in rural areas. -Participated in the dtic Deputy Minister Outreach Programme event.			
	Number of persons reached	To be determined	To be determined	Depends on resource availability and influx of invites.	Depends on resource availability and influx of invites.	Depends on resource availability and influx of invites	Depends on resource availability and influx of invites

2.4.4 Impact Statement #4: Supported third party decision making.

Impact Statement #4: Support third party decision making by leveraging knowledge assets and networks, extracted maximum value for the CIPC and its customers.

Table 39: Impact Statement #4 – Performance Table

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress 2022/23			
				Quarter 1	Quarter 2	Quarter 3	Quarter 4
CIPC Data and system Integrity - Data accuracy - Data security	Data inaccuracies (errors, inconsistencies, unusable data, duplicated data)	90% of historic data of the Past 10 years Data (2011 to 2021) cleansed (Baseline as of 30 June 2022)	90% of historic data of the Past 50 years Data (1971 to 2025) cleansed	90% of historic data of the Past 10 years Data (2011 to 2021) cleansed	30% of historic data of the past 20 years (2022-2001) cleansed	60% of historic data of the past 20 years (2022-2001) cleansed.	90% of historic data of the past 20 years (2001 – 2022) cleansed.
	Data security (Implementation of the Information Security Management Framework)	Approved Information Security Management Framework (Baseline as of 30 June 2022)	Implement Initiatives as per the approved ISM Framework's roadmap	Approved Information Security Management Framework	ToR to advertise tender is being finalized.	Business case and ToR approved. Submission to advertise tender submitted to SCM.	Tender advertised and closed on 14 February 2023.
Data sharing strategy - IPR Enforcement Data/Information Integration (All stakeholders) - Collaborate on data exchange to maximize benefits from data collected such triangulation	Data gathering tools. - Mobile App - Data repository & data exchange (Collaboration)	To be determined	To be determined	Mobile App Launched	Planning and process mapping to get the App live	The cell- phone App ran into challenges because the officials form SAPS did not have a cell phone for official use and also did not have data. We are exploring sponsorships form MTN and VODACOM to see how we can assist to remedy the situation.	Data Warehouse was implemented for data repository and API Management platform for data exchange currently on pilot phase

Outcome	Outcome Indicator	Baseline	Five-year target (2025/26)	Progress 2022/23			
							and planned for go live 2023/24 Q4

3. Performance against the APP

3.1 Progress made against unachieved targets in the previous quarter.

3.1.1 Programme 1: Service Delivery and Access

Table 40: Programme 1 Performance Table

Output	Indicator/Measure	Baseline	2022/23 Annual Target	3rd Quarter Milestones	Actual Performance	Reasons for Variance	Progress
Implement Organization Design Outcome (Review of Performance Management Policy)	Performance Management Policy Document	OD process completed	Performance Management Policy reviewed	Orientate Stakeholders on the approved policy	Not achieved. EXCO approved the policy during this period.	MANCO had several issues to be addressed, the draft policy had to be tabled at MANCO several times	Employees were workshopped on the approved policy during the months of March and April 2023.
Facebook – resolve queries within the set turnaround time – 1 working day	% Of queries received through Facebook resolved within the set turnaround time - 1 working day	90%	96%	96%	83%	The rebalancing of priorities towards Twitter queries affected the performance	Performance was improved to 95% in the 4 th quarter.
Automated Company Registration	Number of services (Company Registration) migrated	New indicator	56	54 (25 Self Service Centres)	0%	Due to the delay in finalising Q1 deliverables, this impacted the release schedule in terms of Q3 deliverables	Processes were rolled out to the public, but later rolled back due to technical challenges.
	Number of new services (Company Registration) developed	New indicator	19	17 (0)	0%	Due to the delay in finalising Q1 deliverables, this impacted the release schedule in terms of Q3 deliverables	Processes were rolled out to the public, but later rolled back due to technical challenges.
Automated business intelligence report	Number of automated business intelligence report (Reports to be specified by business)	New indicator	15	11 (4)	0%	Reports are in progress. UAT of completed reports was placed on hold due to tall resources required for the finalisation of the E-services project.	Seven (7) reports were completed

3.1.2 Programme 2: Innovation & Creativity Promotion

All targets were achieved.

3.1.3 Programme 3: Business Regulation and Reputation

Table 41: Programme 3 Performance Table

Output	Performance Indicator/Measure	Baseline	2022/23 Annual Target	3rd Quarter Milestones	Actual Achievement	Reasons for Variance	Progress
CIPC Learning Academy	Business case	Steering Committee in place Conceptual Framework in place Nominated WIPO trainees. Nominated WIPO Project Manager (IP)	Approved Request for Proposal (RFP) for the development of the CIPC Learning Academy Business Case Approved	Bid Evaluation	Paperwork for request for proposal drafted and documents yet to be sent to Supply Chain for the public invitation to tender	Reprioritization of organization's projects and the focus was on the implementation of the new registration platform	The process to procure a service provider for the development of the Business Case was initiated. TORs completed and RFQ sent to potential service providers. Unfortunately, there was no responses by the set deadline.

3.2 Progress made against current quarterly milestones.

3.2.1 Programme 1: Service Delivery and Access

Table 42: Programme 1 Performance Table

Output	Indicator/Measure	Baseline	2022/23 Annual Target	Quarter 4			
				4th Quarter Milestone	Actual Performance	Reasons for Variance	Planned Action
Implement Organisation Design Outcome (Review of Performance Management Policy)	Performance Management Policy Document	OD process completed	Performance Management Policy reviewed	Workshop CIPC Employees on the reviewed Policy	3 CIPC employee workshops of the reviewed performance management policy were conducted	The Policy was approved in March 2023 and workshops of the policy were conducted in March and April	N/A
Clean audit report	AG Audit Outcome	Clean audit	Clean Audit	N/A	N/A	N/A	N/A
Increase the score of the customer stakeholder value index	A score between 1 – 10 of the customer and stakeholder value index, a higher score indicating satisfaction with the CIPC	7.4	8	8	8	N/A	N/A
Customer satisfaction at the call centre	% - average call centre customer satisfaction	7.5	7.7	7.7	8,1	Emphasis on importance of quality and customer satisfaction	N/A
E-communication satisfaction	% customer satisfaction on e-communication	60%	70%	N/A	N/A	The satisfaction survey is only conducted in quarters 1 and 3	N/A
SSCs customer satisfaction	% customer satisfaction on SSCs	75%	75%	80%	92%	At our CIPC SSC's, we strive to exceed expectations by ensuring that our customers are the beneficiaries of excellent and efficient service delivery, enabled by effective inter-departmental cooperation within the CIPC. Our customers' response thereto is reflected in our excellent survey results. Many of our customers prefer and insist on interacting with the CIPC at a human level (in person, face-to-face). This results in a better understanding of our processes, as well as better compliance with the CIPC's requirements and Acts.	N/A
QRS – resolve queries within the set turnaround time - 10 working days	% of queries received through the QRS resolved within the set turnaround time – 10 working days	90%	90%	92%	88%	Due to challenges experienced and roll back of the enhanced e-services system, the number of tickets logged were extremely high. This had an influence on the number of tickets responded within the turnaround time.	Outstanding tickets will also be escalated to EXCO to create more awareness and highlight importance and urgency of this matter
Facebook – resolve queries within the set turnaround time – 1 working day	% of queries received through Facebook resolved within the set turnaround time - 1 working day	90%	96%	96%	95%	There were some challenges experienced when the new social media tool was introduced.	The difference between the performance and quarterly milestone is not significant. Therefore, there is no planned action.

Output	Indicator/Measure	Baseline	2022/23 Annual Target	Quarter 4			
				4th Quarter Milestone	Actual Performance	Reasons for Variance	Planned Action
Twitter - resolve queries within the set turnaround time - 1 working day	% of queries received through Twitter resolved within the set turnaround time - 1 working day	60%	65%	65%	97%	The incoming message volume was significantly less than the previous quarter.	N/A
Automated Company Registration	Number of services (Company Registration) migrated	New indicator	56	56 (2 BizPortal and E-services)	0	Implementation was done in January 2023 and was operating in Production for a period of 2 weeks (02 -13 January 2023) Due to multiple issues experienced, the system was rolled back to old Eservices on 16 January 2023. Implementation plan to be reviewed in terms of the way forward	Activities to be replanned in 2023/2024 financial year interns of approach, prioritization, resourcing and implementation
	Number of new services (Company Registration) developed	New indicator	19	19 (2 BizPortal and E-services)	0	Implementation was done in January 2023 and was operating in Production for a period of 2 weeks (02 -13 January 2023)	Activities to be replanned in 2023/2024 financial year interns of approach, prioritization, resourcing, and implementation
Automated business intelligence report	Number of automated business intelligence reports (Reports to be specified by business)	New indicator	15	15 (4)	0	Implementation plan to be reviewed in terms of the way forward	The remaining reports will roll over to the new FY 2023/24 and worked will be prioritised in Q1 were outsourcing work through SCM process
Reduced turnaround time to resolve queries received through the QRS – 10 working days	Average turnaround time to resolve queries received through the QRS	5	7	5	7,3	Although most units achieved the required target to respond to tickets within the required timeframe, certain units did not meet the target due to challenges. For example, the roll-out of the enhanced e-services system and subsequent rollback (Finance and ICT) due to challenges with the system. The File Transition Project also influenced the response to certain tickets from the Paper based Disclosure unit, as the files had to be searched after the transition.	N/A

Output	Indicator/Measure	Baseline	2022/23 Annual Target	Quarter 4			
				4th Quarter Milestone	Actual Performance	Reasons for Variance	Planned Action
Reduced turnaround time to resolve queries received through Facebook (hours)	Average turnaround time to resolve queries received through Facebook (hours)	24	12	12	5h11m2s	The volume of incoming messages was lower than other quarters, and thus manageable despite being one staff member shot (on leave until July 2023)	N/A
Reduced turnaround time to resolve queries received through Twitter (hours)	Average turnaround time to resolve queries received through Twitter (hours)	24	12	12	3h42m19s	The volume of incoming messages was lower than other quarters, and thus manageable despite being one staff member shot (on leave until July 2023)	N/A

3.2.2 Programme 2: Innovation & Creativity Promotion

Table 43: Programme 2 Performance Table

Output	Performance Indicator/Measure	Baseline	Annual Target	Quarter 4			
				4th Quarter Milestones	Actual Achievement	Reasons for Variance	Planned Action
Substantive search examination (SSE) Experiential Learning	Number of non-binding work products issued per examiner (work product includes Search Report and a Written Opinion on patentability such a work product will in future be issued to an applicant) in line with SSE Experiential Learning	16 SSE trained patent examiners and 28 interns under	24	24 (6)	24 (6)	N/A	N/A
	Number of SSE Training initiatives undertaken	New Indicator	4	4 (1)	4 (1)	N/A	N/A
Inventor Assistance Programme Implemented	Number of IAP Review Committee meetings to screen applications	New Indicator	4	4 (1)	4 (1)	N/A	N/A
Compliance with Regulations by Accredited Collecting Societies	Number of education and awareness events to promote compliance to regulations by Collecting Societies conducted by the CIPC including collaboration with its partners	New Indicator	4	4 (1)	7 (2)	Due to newly accredited Collecting Society, we extended regulatory intervention to these and other agencies falling outside of the CIPC's current regulatory framework	N/A
IP education and awareness events conducted by the CIPC, also in collaboration with partners	Number of IP education and awareness events conducted by the CIPC, including collaboration with partners	40	36	36 (9)	73 (10)	The CIPC utilised existing partnerships and effectively entered into collaborations in an effort to do more for the benefit of society	N/A
IP enforcement public education and awareness events conducted by the CIPC, also in collaboration with partners	Number of IP enforcement education and awareness events conducted by the CIPC, including collaboration with partners	15	9	9 (2)	11 (2)	More events were conducted in the previous quarters.	N/A
Increase capacity in Law Enforcement Agencies on IPR	Number of Law Enforcement training sessions	4	4	4 (1)	7 (2)	We put in an extensive and extended effort as law enforcement agency capacity building was deemed to be of critical importance	N/A

3.2.3 Programme 3: Business Regulation and Reputation

Table 44: Programme 3 Performance Table

Output	Performance Indicator/Measure	Baseline	2022/23 Annual Target	Quarter 4			
				4th Quarter Milestones	Actual Achievement	Reasons for Variance	Planned Action
Reduction in the average number of days to register a company from the date of receipt of a complete application	The average number of days to register a company from the date of receipt of a complete application.	1	1	1	1	N/A	N/A
Reduction in the average number of days to approve applications for registering a co-operative from the date of receipt of a complete application.	The average number of days to approve applications for registering a co-operative from the date of receipt of a complete application.	1	1	1	1	N/A	N/A
CIPC Learning Academy	Business case	Steering Committee in place	Approved Request for Proposal (RFP) for the development of the CIPC Learning Academy Business Case	Bid Adjudication & Approved Request for Proposal (RFP) for the development of the CIPC Learning Academy Business Case	An approved Request for Quote (RFQ) for the development of the CIPC Learning Academy Business Case was released on 10/03/2023 ³	A tendering process aimed at attaining at least 3 proposals / quotations was instituted, however there were no responses on behalf of service providers in the market.	Engage with principals on the way forward
		Conceptual Framework in place					
		Nominated WIPO trainees.					
		Nominated WIPO Project Manager (IP)					
Corporate education and awareness events conducted by the CIPC, also in collaboration with partners	Number of education and awareness events conducted by the CIPC, also in collaboration with partners	40	30	30 (5)	72 (17)	A high number of requests to participate in webinars and events were received.	N/A
Automated Beneficial Ownership Register (Strengthened financial system and ownership transparency for SA registered entities)	Beneficial Ownership Register Establishment Phase	Approved Business Case	Beneficial Ownership Register Establishment System (Phase 1)	Preferred Option – Phased Implementation Evaluation of System Development Options Beneficial Ownership Register Establishment (Phase 1)	Phase 1 Implementation Achieved BO Register Phase 1 Implemented	N/A	N/A
Pro-active Investigations in response to contraventions of Companies Act No 71 of 2008 on Companies identified on State Capture Commission Report	Number of Pro-Active Investigations in response to contraventions of Companies Act No 71 of 2008 on Companies identified on State Capture Commission Report Started	New Indicator	2	2 Investigations started (Commissioner appointed inspectors to investigate the contraventions observed. (COR 137.1))	4	Other than the SOC entities, there were various private entities implicated in the State Capture report which were found to not have complied with the Companies Act, hence 4 inspectors were appointed.	N/A

³ An RFQ process was opted for as the cost was expected to reach R million or less.

Output	Performance Indicator/Measure	Baseline	2022/23 Annual Target	Quarter 4			
				4th Quarter Milestones	Actual Achievement	Reasons for Variance	Planned Action
Targeted Pro-active Investigations	Number of Pro-Active Investigations in response to contraventions of Companies Act No 71 of 2008 on Companies identified from XBRL and Companies Tribunal (Social and Ethics committee decisions) started.	New Indicator	3	3 Investigations started (Commissioner appointed inspectors to investigate the contraventions observed (COR 137.1))	6	The CIPC never previously collaborated with the Companies Tribunal on Social & Ethics Committee decisions. Thus, the CIPC had to retrospectively monitor non-compliance of decisions dating back to the period 2019 -2021. Thus, 6 pro-active matters were identified and allocated. The same applies to Auditors Rotation pro-actives.	N/A

4. Governance, Risk and Compliance Quarterly Report (1 January 2023 – 31 March 2023)

4.1 Purpose

The purpose of this report is to provide a summary of the work carried out by the GRC division during the 4th quarter of the 2022/23 financial year.

4.2 Highlights

4.2.1 Summary of achievements for the quarter:

- Approval and implementation of Strategic and Operational Risk Registers.
- Approval and implementation of Reviewed Risk Appetite Statement and Tolerance.
- Business Continuity Plan development
- Delegation of Authority Framework review

4.2.2 Matters for recommendation/approval

None.

4.3 Governance and Ethics

4.3.1 Implementation of the Governance Framework

The implementation of the Governance Framework is ongoing. All governance meetings were held as scheduled. Consultation with the relevant governance structures on the reviewed Delegation of Authority Framework is underway. The Delegation took into consideration the risks associated with delegation functions to other levels in the organisation and the structural setup of the CIPC.

An Internal Audit Report into the CIPC governance processes was conducted during the period with minor improvements recommended.

4.3.2 Ethics and Declaration of Interest

The implementation of the Code of Ethics and Conduct and declaration of Interest Policies is progressing well.

The GRC team is implementing recommendations flowing from the campaign feedback report. There were ethics issues reported during the quarter relating to the CIPC employees. It is believed that this could partly be a result of the awareness campaign.

Declaration of Interest

The implementation of the declaration of interest policy is an ongoing process. There is no conflict of interest declared or detected for the period under review. This is reflected in the figure below.

Figure 30: Status of Compliance

- As at 31 March 2023, compliance 100% of forms had been submitted.
- Implementation of the recommendations of the verification report is underway. Information sessions on the declaration process is planned for new quarter. This will ensure the reduction of the issues identified in the Verification Report that influence the outcome of compliance reporting.



4.4 Status of Policies as of 31 March 2023

The number of policies due for review went down to 4 from 8 reported in the previous quarter. The Fleet Motor Vehicle Transport Policy was decommissioned, while other requirements which remain relevant were replaced by the Finance S&T policy, thereby reducing the total number of policies to 51.

Table 45: Status of Policies

Comparison	No of policies	Up to date	Due for review	New Policies	In progress
Q3	52	38	8	3	3
Q4	51	39	4	3	5
Division	No of policies	Up to date	Due for review	New policies	In progress
HR	15	11	1	0	3
BISG	11	8	2	1	0
Finance	8	8	0	0	0
Facilities and security	4	2	0	0	2
Client engagement	1	1	0	0	0
GRC	7	7	0	0	0
Strategy	5	2	1	2	0
TOTAL	51	39	4	3	5

Below is a list of policies which are due for review as of 31 March 2023:

- Employee health and wellness policy;

- IT Backup Management Policy
- ICT Project Management Policy, Methodology
- Gifts and promotion Policy. (Will be incorporated into the declaration of interest policy)

4.5 Risk Management

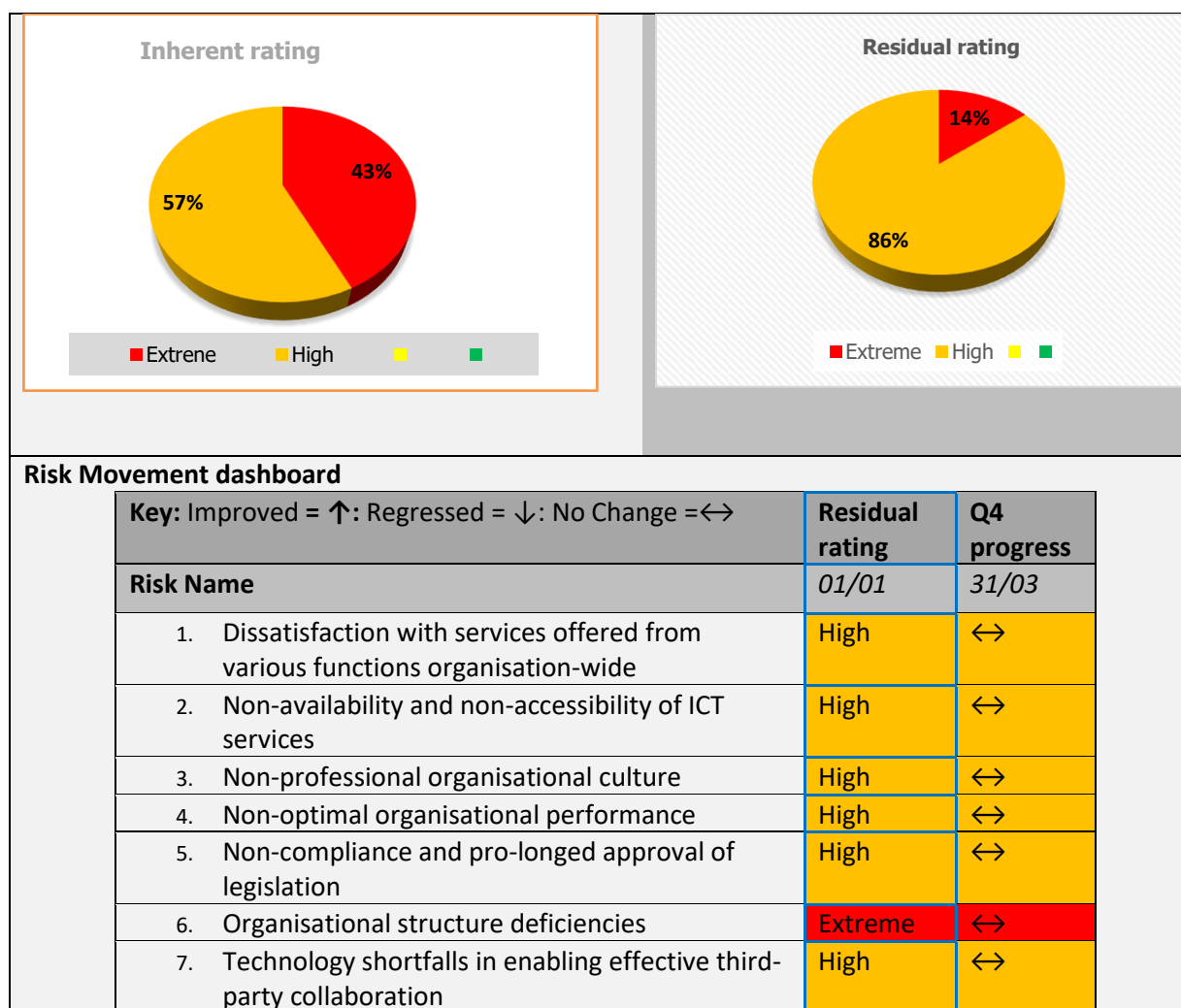
4.5.1 Overview

This section provides progress on the management of strategic risks during the reporting period. Implementation of strategic mitigating actions for Q4 is summarised under 5.2 below.

4.5.2 Strategic Risk Dashboard

The strategic risk dashboard below provides a summary of strategic risk ratings as of 31 March 2023.

Figure 31: Strategic Risk Dashboard



# of risk indicators	Q4 indicator outcome			
	☺ = well managed	☹ = partially managed	⊗ = Mitigations may be ineffective	Not measured during the period.
26	23	2	0	1
100%	88%	8%	0%	4%

The residual rating improved in comparison with the inherent rating at the beginning of the period. It is worth noting that their strategic risk register was reviewed and approved in January 2023 resulting in the reduction of the number of risks. Some risk was consolidated and some rephrased. Compared to the previous risk register, the new revised register comprises of 7 risks instead of the 14. It is for this reason that the comparison with the previous quarters has not been made. However, it is worth noting that the general trajectory over time indicates that the CIPC is managing its identified risk well.

The risk the indicator dashboard remained unchanged, with 88% of the risks falling under the ‘well managed’ category which affirms the commitment to manage risks to an acceptable level. **See *Strategic Risk and Appetite Dashboard annexures for details.***

4.5.3 Emerging Risks

There are no emerging risks reported for the reporting period. However, the Executive Committee (Exco) considers and discusses continuously, issues emanating from the internal and external environments which have a potential to impact the achievement of the CIPC strategy with a view to identify emerging risks. Some of the issues under discussion include:

- Technological inventions and trends
- General economic conditions and climate.

4.6 Progress on Implementation of Risk and Fraud Plan

This section highlights progress made on each of the planned activities for the quarter.

Figure 32: Risk and Fraud Plan Progress

Activities	Planned	Q1	Q2	Q3	Q4	Comments
1. Risk Management						
1.1 Risk management plan development and approval.	✓					
1.2 Revision of risk management policy.						
1.3 Strategic risk register annual review	✓					
1.4 Risk appetite and tolerance statement review	✓					
1.5 Conduct operational & strategic operational root cause analysis						
1.6 Quarterly strategic risks monitoring, review & reporting	✓					
1.7 Operational risk review for all divisions	✓					
1.8 Develop a third-party risk management framework						
1.9 Conduct risk management awareness	✓					
1.10 Development of a business continuity plan	✓					
1.11 Review of BCM Risk register	✓					
2. Fraud Prevention						
2.1 Fraud prevention plan review & approval	✓					
2.2 Fraud Risk Register review	✓					
2.3 Implementation of the ethics plan in line with the framework	✓					
2.4 Fraud data analysis and reporting	✓					
2.5 Fraud awareness and education	✓					
2.6 Facilitate the declaration of interest process	✓					
2.7 Maintain an effective fraud complaints case database	✓					
2.8 Conduct investigations	✓					
2.9 Quarterly reporting on fraud prevention to governance structures.	✓					

Key:

Complete	In progress	Not done	Not planned for the period
----------	-------------	----------	----------------------------

A total of 12 of the 13 activities planned for quarter were completed. As of 31 March 2023, the overall performance for the division for the financial year is 95%. The 5% variance relates to activities which had begun but not completed.

4.7 Fraud Prevention

This section provides information and progress on fraud related complaints and cases. It further outlines channels through which complaints were received and presents a summary of the nature of allegations received during the reporting period.

4.7.1 Complaints received

Table 46: Complaints Received 01 January - 31 March

Balance 01/01/23	Calls logged	Feedback Requests	Resolved	Balance 31/03/23
166	73	(16)	(52)	171

The number of allegations received has been on the rise for the throughout four quarters of the financial year. This increase presents a challenge against the efforts to reduce the existing backlog. The resolution rate has also increased compared to the previous reporting periods, but the outcome has been eclipsed by number and the complexity of complaints received.

The administration around processing of complaints remains a concern. A strategy which includes utilisation of all resources within the GRC unit is being implemented. Regular engagements are held to discuss progress on the cases and to address challenges. The inability to anticipate incoming volumes, the nature and complexity of allegations remains an issue for any investigation process.

The hybrid model used to allocate resources for complaint handling and investigation is being enhanced. In addition to utilising both internal and external resources initiatives such as secondment of staff from other divisions and appointment of interns is be considered. Position for interns have been advertised, the envisaged starting date for the incumbents is 1 May 2023.

4.7.2 Status of Open Cases

Table 47: Status of Open Cases - 31 March 2023

Total	Under investigation	Pending investigation
171	(20)	151

The above table shows the status of unresolved complaints at the end of the review period. Investigations into some of the complaints had begun. Of the 171 complaints, 20 were under investigations leaving a total of 151 pending investigation at the time of reporting. The total number of pending investigation represents the backlog.

4.7.3 Summary – Reporting Channels

Table 48: Summary - Reporting Channels

#	Channel	Received Cases
1	Hotline	56
2	Emails	17
Total		73

The hotline remains the preferred channel for reporting, presumably because it provides an option for anonymity of whistle-blowers if they so wish.

4.7.4 Summary – Nature of Cases

Table 49: Summary - Nature of Cases

#	Types of cases	Q1		Q2		Q3		Q4	
		No. of Cases	%	No. of cases	%	No. of cases	%	No of cases	%
1	Fraudulent removal or addition of directors	08	10%	11	28%	16	30%	30	41%
2	Misuse of Clients Accounts	03	4%	3	7%	3	6%	3	4%
3	Fraudulent use of customer details to register a company	38	49%	11	28%	9	17%	17	23
4	Implicating CIPC employees	01	1%	0	0%	0	0%	0	0%
5	Other: general category	21	27%	8	20%	25	47%	7	10%
6	Other: Feedback request/ additional information	07	9%	7	17%	0	0%	16	22%
Total		78	100%	40	100%	53	100%	73	100%

The table provides the various categories under which complaints are categorised. As has been the case in the past, the “fraudulent direct changes” category remains as one of the reason for the complaints. Controls implemented overtime to curtail the loop holes in the CIPC systems seem to be working well. The ICT division continues to address the issue control weaknesses around the usage of the “special function” mechanism to process transactions.

4.8 Compliance Management

4.8.1 Legislative Compliance

A separate compliance dashboard has been provided with this report.

4.8.2 Compliance with and Risk Management Policies

No incidents of non-compliance with risk management and related policies were reported during the period.

4.9 Business Continuity Risk Management

The process of developing Business Continuity Plan has been concluded. The Plan will be circulated for consideration by ManCo, after which approval by ExCo will be sought before training could be conducted throughout the organisation.

The Business Continuity Risk Register was reviewed and updated. Meetings with relevant managers to consider the existing technical BIAs (focused on IT systems) were held and have informed the development of the BCP. A scenario testing exercise on impact an industrial action to the CIPC was conducted with relevant stakeholders, the outcome of which has been incorporated into the plan. The Disaster Management Plan for the CIPC is due for review and will take into consideration other related elements such as ICT continuity and Facilities and security.

4.10 Challenges and Recommendations

The following remain challenges faced by the GRC Division.

Table 50: GRC Challenges

No.	Challenge	Recommendation
1.	Capacity challenges	<ul style="list-style-type: none">• Utilisation of external resources• Filling of positions identified critical• Secondment of resources to the GRC division (1 resources has been seconded to GRC from the IP division)
2.	Competency & skills gap	<ul style="list-style-type: none">• In-house training and rotation of staff• Utilisation of external resources
3.	Inability to anticipate volume of whistle-blowing reports	<ul style="list-style-type: none">• Implementation of revised strategy• Secondment of resources from other divisions

4.11 Focus for the Next Quarter

- Approval and implementation of the Business Continuity Plan.
- Risk Monitoring and reporting
- Fraud risk review
- Implementation of ethics plan
- Fraud complaints handling process review
- Fraud data analysis, complaints investigation and reporting

5. Audit Report

5.1 Progress against Internal Audit Finding Matrix & Progress against AG/External Audit Finding Matrix

5.1.1 Audit Findings Tracking Summary Report for the Quarter Ended 31 March 2023

Purpose of the Report

This report provides a high-level summary of progress made with regards to the implementation of corrective actions to address previously reported audit findings. The report covers findings emanating from the audit conducted by the Auditor General (AG) for the 2021/22 financial year, as well as findings and observations from internal audits conducted in 2019/2020, 2020/2021 and 2021/2022 financial years. Details of progress are contained in the respective registers attached to this report.

Summary of all Unresolved Internal Audit Findings

Audits assignment Involved = 11

Total findings at the beginning of Q4 of 2022/2023 = 15

Total findings resolved/addressed/ Risk accepted = 5

Total findings in progress/Partially addressed = 9

Total findings not addressed = 1

Auditor General Findings 2021/22

Opening findings balance at beginning of Q4 2022/2023 = 13

Resolved in Q4 of 2022/2023 = 5

In progress = 8

Not addressed = 0

Table 51: Audit Assignment Table

Audit Assignment	Q4 2022/2023 opening balance	Addressed and risk accepted in Q4 of 2022/2023	In progress	Not Addressed
AG: Management report findings	13	5	8	0
% Total	100%	38%	62%	0%

Internal Audit Findings

FY 2019/2020

Table 52: Internal Audit Findings (FY2019/2020)

Audit Assignment	Total outstanding findings at beginning of Q4 2022/2023	Addressed and risk accepted - Total	Partially Addressed	Not Addressed - Total
Disclosure	1	0	1	0
Penetration test	1	0	1	0
TOTAL	2	0	2	0
		0%	100%	0%

FY 2020/2021

Table 53: Internal Audit Findings (FY2020/2021)

Audit Assignment	Total outstanding Findings at beginning of 4 of 2022/2023	Addressed and risk accepted - Total	Partially Addressed	Not Addressed - Total
Communications	2	2	0	0
Training	3	1	2	0
Financial Statement Reporting	1	0	1	0
Q2 Performance Information	1	0	1	0
Revenue	1	1	0	0
TOTAL	8	4	4	0
		50%	50%	0%

FY 2021/2022

Table 54: Internal Audit Findings (FY2021/2022)

Audit Assignment	Total outstanding Findings at beginning of Q4 of 2022/2023	Addressed and risk accepted - Total	Partially Addressed	Not Addressed - Total
Recruitment	2	0	2	0
IT Infrastructure	1	1	0	0
Budget follow up	1	0	1	0
Telecommuting	1	0	0	1
TOTAL	5	1	3	1
		20%	60%	20%

5.2 Progress made regarding Combined Assurance Plan

The progress report on the Combined Assurance Plan is provided bi-annually.

6. Financial Report

The financial report is sent separately.

7. PFMA and TR compliance checklist

No report.

8. Copyright and IP Enforcement Report

Quarter 1

Strategic Direction: To combat trademark counterfeiting and copyright piracy.

Crucial activities included relooking at the future of the CIPC's enforcement structures tools and offerings. CIPC is one of the main players that ensure proper alignment of strategic direction throughout IP enforcement agencies.

Training sessions are provided at the request of partners as well as proactive. Proactive sessions are usually hosted to highlight identified trends and priority areas, such as the creative sector and pharma crime. These sessions mainly target the judiciary, law enforcement, and custom officials. CIPC has been involved in training for countries in Africa, including SADC, Southern African Customs Union (SACU) and other West African countries during this quarter.

Operational activities increased during the weeks after the training and operations took place in Gauteng. One of the highlights of the quarter was the search and seizure operations that were done to celebrate World Anti-Counterfeiting Day, 10 June.



Market Conduct Enforcement Operations

A significant portion of counterfeit goods circulating in South Africa is imported from China and other foreign countries. Although South African Customs and Border Police are effective at detecting and detaining containers and small consignments of counterfeit goods at the various ports of entries, some do filter

through undetected. An important element in initiating and maintaining an effective enforcement programme is to provide training to all Law Enforcement partners to create awareness within the enforcement community. It is imperative that brand holders participate in as many training events as possible to increase the prospects of detention.

Capacity Building and Training

From the 9th to the 13th of May, CIPC in collaboration with the United States Patent and Trademark Office (USPTO) and the U.S. Department of Justice hosted a training workshop on investigating and prosecuting IP crime. The program was extended from our usual three days to a five-day full week training workshop. This allowed time to include additional international speakers in the program. Experts from the USA joined local participants and networking opportunities were plentiful. Delegates included the strategic decisions makers and operational officials from the South African Police Service, the South African Revenue Service, and the National Prosecuting Authority, as well as industry associations. Three inspectors of South African Health Products Regulatory Authority (SAPHRA) also participated. The focus of the training was counterfeit pharma and counterfeit automotive spare parts. 17 Local participants were trained and received certificates. 14 International counterparts that represented the USA, Botswana, Lesotho and Eswatini also partook.



Delegates at the 2022 Regional IPR Investigative Methods Workshop



Groups discussed a Desktop Case Study



Panel discussion on strategic approach to fight IPR crime in South Africa



The resource persons and organizing team



Delegate receiving certificate.



The attendees

In June 13 to 17, CIPC participated in an Africa Regional Workgroup Meeting, in Dakar Senegal. The physical meeting that was hosted in French and English had attendees coming from 16 African countries including Botswana and Namibia. The focus was again on public health issues and the sale of counterfeit medicine in Africa. We presented South Africa's strategic approach and collaboration efforts. There was also a lot of interest in the work we are doing on sustainability and upcycling of counterfeit goods. As new opportunities are opened up by globalisation and the power of the internet, it is increasingly important for businesses of all sizes to understand the full range of tools at their disposal to protect themselves against IP crime. Many of the topics dealt with internet enforcement. Counterfeiting is, unfortunately, on the increase and the international criminal gangs who profit from this trade respect neither borders nor legality.

Counterfeiters are always ready to prey on the vulnerable and take advantage of any lack of coordination. South Africa plays an important role in the IPR enforcement space to ensure coordination on the African Continent. Such close cooperation and collaboration especially in the training and capacity building space speak to the objectives of AfCFTA.



Education and Awareness

The harm caused by IP crime hits company profits, tax revenues and endangers the public as has been shown so graphically by the rise in fake medicines and personal protective equipment in the wake of the Covid-19 pandemic. This means that enforcement authorities working together effectively, preferably with IP crime returning to become a priority in the fight against international crime, must attack the problem.

The crucial role of the CIPC to create awareness on the harms of counterfeiting manifested in four education and awareness events hosted in Q1. These included celebrating the following events:

World IP Day on 26 April as part of a collaboration project with the DUT, being part of the

SADC Virtual IP Office conference on 17 May, facilitating an

IP Day targeting the youth to build on their innovative ideas on 25 May, and hosting

The first of six sessions to bring IP to entrepreneurial students in partnership with UNISA, on 21 June.

The reach of these sessions exceeded our expectations and physical attendees were recorded as more than 600. The theme of World Intellectual Property Day this year was "IP and Youth: Innovating for a Better Future." In the spirit of contributing to intellectual property (IP) literacy, we presented and shared information on fundamental aspects of different types of intellectual property rights and protections: patents, trade marks, copyright, industrial design and trade secrets. We also thoroughly covered respect for IP during these sessions.

IP for the Youth celebrated on 25 May.

How IPR Can Empower You in Innovation & Creativity

Empowering Entrepreneurship

Protecting Your Brand - New IPR Benefits You

Hybrid Event: Limited In-Person Space & Virtual Officing

To Register: <https://forms.gle/D4ipBt9cMh49No7>

HOSTED BY INNOVATE DURBAN

Innovation Co-Lab
Cato Manor,
Umkhumbane
Entrepreneurial Centre
240 Harry Gwala Road,
Wiggins, Durban

WEDNESDAY, MAY 25TH
9:00 – 14:00 SAST

IN PARTNERSHIP WITH:

DRAFT PROGRAMME
WORLD INTELLECTUAL PROPERTY DAY
26 APRIL 2022 09H00 – 14H00 BOTANIC GARDENS

TIME	ITEM	RESPONSIBLE
09:30 – 09:40	Arrival & Registration	ALL
09:40 – 09:45	Welcome Remarks	Business Support, Trainers, Mentors and Roll Business Unit
09:45 – 09:55	Manager of Support	Ms. Devlin Singh, Division Intellectual Property & Commercialisation, IPRD, IPRD
09:55 – 09:58	CEO SA	CEO and Media/PR
09:58 – 09:59	Introduction of Paper & Panel	Mr Z. Mphahlele
09:59 – 09:59	Presentation: Design IP & Trade International for a Better World	Amanda Luthrediger, Senior Manager Copyright and IP Enforcement
09:59 – 09:59	Workshop: IP & E-commerce/Blockchain for your Business & How to get the best value in	Ms. ESM Pillay, Advisor & Admin
09:59 – 10:00	Intellectual Property and Innovation in Health	Ms. Eshwaranganthi Murali, Deputy Director - IP Strategy/MPAC
10:00 – 10:00	Impact of IP	Ms. Shantika Muthukumar, Admin/PR
10:00 – 10:00	Introduction to IP - Protecting your business	Ms. Shantika Muthukumar, Admin/PR
10:00 – 10:00	SME's Success Stories from patent/innovation	Mr. Stephen Zuzwa, Another - Solutions - Intellectual Designer
10:00 – 10:00	Working together a world where everyone is equally valued and can share in the importance of copyrights in filmmaking	CEO - Section Director Mr. Shangezi Sibane
10:00 – 10:00	Copyright & Innovation in Education	ALL
10:00 – 10:00	SPECIAL BREAK	
10:00 – 10:00	Session: Free Consultation Round	Ms. Shantika Muthukumar, Admin/PR
10:00 – 10:00	Introduction of Case Studies	Ms. Shantika Muthukumar, Admin/PR
10:00 – 10:00	Workshop: Design and Case Studies	Ms. Shantika Muthukumar, Admin/PR
10:00 – 10:00	Panel of experts	Participants
10:00 – 10:00	Copyright Presentations	Participants
10:00 – 10:00	Photo Booth	Justine Parry
10:00 – 10:00	Closing Remarks	Prof. M. M. Mphahlele, Deputy Vice-Chancellor, DUT

EXHIBITION VIEWING, NETWORKING & LUNCH

FOLLOW US ON SOCIAL MEDIA FOR MORE DETAILS



26 April World IP Day DUT and UKZN Partners



26 April Students from DUT and UKZN



SADC 17 May

**SADC CORPORATE AND IP REGISTRARS CONFERENCE –
AGILITY OF REGISTRARS DURING AND AFTER COVID19**

- **THE NEW WAY OF WORKING**
 - USING THE INTERNET TO SUPPORT EFFECTIVE INTELLECTUAL PROPERTY ENFORCEMENT
 - FREEING UP CAPACITY, BOOSTING COLLABORATION AND EXTENDING THE REACH OF EDUCATION AND AWARENESS ACTIVITIES

SADC IP and Corporate Registrars Conference



25 May IP day for the Youth



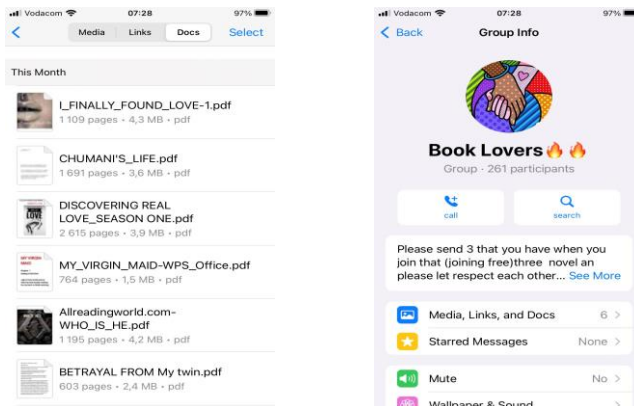
Panel discussion on IP enforcement

The virtual SADC conference was very well received and exceptionally well attended. It was the first of its kind and we hope to build on the success. We had three sessions on IP enforcement, including one from South Africa, the other two were from Kenya and Namibia. 104 delegates registered for the conference and represented most of the SADC countries. The gender representation was 60 % Male and 40% female. We are continuing to target women in IP and business working towards closing the gender gap.

Initiatives to protect Creative Industry IPR

Working closely with rights owners and their agents, CIPC prioritizes initiatives that promote respect for copyright in particular. In this area, we carry out much knowledge-building events and exchanges of best practices for judges and prosecutors. CIPC conducted numerous training and capacity building programs working with local and foreign resource persons, such as law enforcement officials from around the world to improve criminal and civil IPR protection in South Africa and our neighbouring countries.

Educating the youth about the importance of protecting IP through online sessions. Students heard directly from both the creators of intellectual property and the law enforcement officials who protect copyrighted works. Two matters are ongoing, a chat group on WhatsApp that is sharing copies of books and an investigation into persons that made promises to writers and disappeared with their written works.



The Group that is sharing full copies of popular fiction

Sustainability and upcycling of Counterfeit Goods

The CIPC has found that disposing of counterfeit goods in an environmentally friendly manner is not only possible but can also generate jobs and possible additional income for Law Enforcement. The Pilot has been extended will run to the end of 2022/2023. A competition targeting university students is envisaged for Q3. Entrepreneurs and interior designs students will be competing on ideas to give counterfeit goods a new life, the project is known as “Maisha Mapya”. A new Life.



Confiscated counterfeit Goods



New bags from counterfeit branded Jeans



Quilt sold at R6000.00

The Accurate Justifiable Statistics Cell phone Application (AJS)

The App was signed off in Q1 and it is now live. All testing is done and although the App was launched, it was still working in testing mode. Counterparts are now starting to input live data and use the application more and more. Once enough live data is captured, we will be in a position to identify trends and target enforcement operations. AJS is boosting work efficiency, making tasks simpler, and is allowing for smoother organizational operations.

The wins for CIPC as the custodian of the Counterfeit Goods Act, 1997 are:

- Proper enforcement practices are in place through continuous training and capacity building initiatives

- All officials have good knowledge and proper understanding of the value of IPR, and that
- Proper records are available to make informed decisions.

CIPC also administer the Counterfeit Goods Depots, and we are now working to expand the functionalities of the App to make the work of Depot managers also easier.

The enforcement of IPR is an international obligation that support, trade, investment and new job opportunities. Having reliable information on work done to protect IPR will greatly assist when bi- lateral agreements are concluded. It is also fundamental to all investment discussions.

Quarter 2

During Q2 operational activities increased. CIPC also coordinated and provided direction to the Head of the Department Legal and Compliance, of SA Rugby. The Sevens World Cup that was declared a protected event in terms of the Merchandise Marks Act took place from 7 to 11 November in Cape Town. CIPC provided an operational plan and acted as a focal point to channel any counterfeiting threats. CIPC also provided back-up support over the weekend to deal with IPR enquiries. The South African Police Service (SAPS), municipal and NCC inspectors were also on standby. The work during the event demonstrated the value of cooperation to achieved effective enforcement.



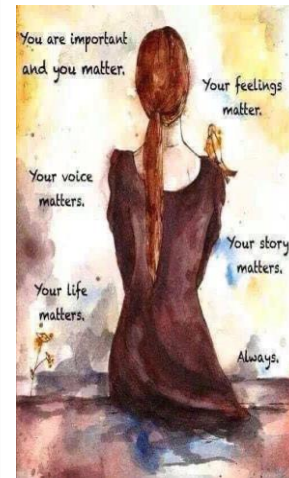
Toys and Games confiscated on 30th September.



On 30 September, a joint effort initiated by the National Joint Operations Centre (NATJOC) resulted in a very successful operation in Pretoria at the Montana family market. CIPC provided a guiding tool that had a dual function, one to direct all parties in regard to procedures to be followed in terms of the Counterfeit Goods Act, 1997 and two to act as a training tool to ensure procedural accuracy as required in terms of the Act. This multi-agency operation had one of its elements to combat the sale of counterfeit goods. The project was executed by the Visible Policing Section of SAPS. All documents and intelligence that were gathered were shared with the Directorate for Priority Crime Investigations (DPCI). There are also steps taken to add the property owners for aiding and abetting various crimes. Our focus area of toys and games also delivered results.

The Green point stadium before the games started.

Capacity Building and Training



On 24 August 2022, CIPC hosted an event for Women’s Month 2022. The aim and objective were to promote inclusivity and equity in the IP workspace by building capacity for women entrepreneurs. Expanding on the universal theme of YOU MATTER, CIPC in partnership with the U.S. Consulate General in Durban, and American Spaces South Africa jointly hosted a very successful event to commemorate Women’s Month. Participants got to share in the experiences of two speakers that have combined experience in this field of more than 40 years. Participants got to learn about the value of IPR and how it can grow their businesses within the overarching theme of “IPR Matter”. The outcomes included “Business

Strategy to Monetize Intellectual Property” the “Legal sphere to Protect IPR” and “How to enforce your IPR”. Good statistical information was also gathered through using a registration questionnaire.

127 delegates attended the event that was offered over 90 minutes. The feedback received was excellent and most participants really appreciated the value that the workshop brought. The idea is also to continue with similar topics to promote IPR to women entrepreneurs.



Geneva, Switzerland, was once again the hub for intellectual property (IP) enforcement from August 31 to September 2, 2022, when the World Intellectual Property Organization (WIPO's) Advisory Committee on Enforcement (ACE) assembled for its Annual Meeting to discuss current topics and country initiatives on IP enforcement. Delegates were pleased to resume in-person discussions after almost three years of virtual meetings, and the plenary consisted of well over 200 representatives of WIPO member states. The three-day conference focused on enforcement initiatives on the administrative, governmental, and judicial level and included important topics such as online infringements, the role of online intermediaries, new technologies, IP infringement—and national programs to address these important issues.

CIPC, as an invited delegate, attended the meeting in person and the Africa Group nominated Ms. Lotheringen, of CIPC as Vice Chair. The meeting confirmed her appointment.

Raising awareness in forums such as the WIPO ACE plenary is a valuable opportunity for CIPC to share the work South Africa is doing towards better protection of IP rights and to encourage harmonization of enforcement mechanisms and processes.



The delegates interacting with International Guest Speakers

Education and Awareness

Ensuring dissemination of relevant information on intellectual property rights forms the cornerstones of effective IPR enforcement. During this quarter, five education and awareness sessions were hosted. The aim was to bring the value of IPR to entrepreneurial students in partnership with UNISA, DUT and other tertiary education institutions. Education activities increased due to the effective use of online platforms. CIPC formed strategic alliances with the United States Patent and Trademark Office (USPTO) and the International Computer Hacking & Intellectual Property Attorney Advisor (ICHIP) for Internet Fraud and Public Health. The focus of the work is on Women in IP and Pharma Crime. Capacitating partners for both the public and private sector are a strategic priority.

Focusing on building respect for students, entrepreneurs and SMME's through a basket of IP offerings has also increased the demand for information on the value of IP in the business environment.

Copyright enforcement is a high priority, and the best results are currently obtained through education and awareness. A high-profile awareness campaign in partnership with the Swiss IP office is underway.

Sustainability and the Green Economy

CIPC is driving a project that focuses on sustainability and the green economy. This project is envisaged to repurpose confiscated counterfeit clothing items through an artistic effort. Displaying the results will coincide with a conference planned with the Delegation of the European Union to South Africa, AfriIPI EU IP Africa SME Helpdesk/ IP Awareness that will have a launch event in March 2023 as an awareness raising session for interested SMME's.

Quarter 3

8.1 Strategic Direction: To combat trademark counterfeiting and copyright piracy

The workload increased significantly during Q3 as travel opened up after the Covid-19 pandemic kept us office bound for almost two years. Expectations for physical events increased. Working virtually also created unlimited opportunities to collaborate with like-minded individuals and agencies. These relationships are now growing into deeper connections that led to physical interactions.

Capacity Building and Training

Two main events were planned and hosted to build capacity and train enforcement partners. The first event, **Investigating and Prosecuting IP Crime**, took place over two days, **31 October and 1 November** under a main theme of Trademark Counterfeiting and its Role in Illicit Trade in the Pharmaceutical Industry.

The objective was derived from the knowledge that high quality pharmaceutical brands are losing market share due to the excessive inflow and manufacture of second-rate illicit counterfeit medicine and lifestyle products. Ensuring sufficient law enforcement capacity to deal with the influx is a strategic priority for the CIPC. As part of this capacity building event the formulation of a strategic approach to collaborate amongst each other and with private industry was a priority. 35 inspectors working in the medicines control area for the South African Health Products Regulatory Authority (SAHPRA). The training workshop supported collaboration efforts that facilitate effective enforcement and align industry and government strategies to win against a common threat. The collaboration came from a partnership that also supports enforcement on the African Continent. Each participant also received a certificate of participation. The enforcement of Intellectual Property Rights (IPR) is one of the crucial cornerstones of economic growth. This interactive session contributed to highlighting challenges in the Pharmaceutical Industry and provided remedies that are available and how to access them.

The second event, **Africa Pharma Crime task Team** that was conducted **from 2 to 4 November** included participants from 22 African countries. Both English and French speaking. The Pharma Crime Task Group is an initiative of the Office of Overseas Prosecutorial Development Assistance and Training (OPDAT), Global Cyber and Intellectual Property (GCIP) and International



Computer Hacking and Intellectual Property (ICHIP) Africa. These offices are all part of the United States global initiatives to prevent and combat illicit trade in public health related goods. CIPC hosted the meeting on behalf of South Africa. The work done as part of this task team contributes greatly to combat counterfeit medicine not only in South Africa but on the African continent.



International capacity building programs, such as this training, are critical to South Africa and the international community's efforts to combat threats identified in the intellectual property environment, including the increasing health and safety risks posed by counterfeit goods, especially counterfeit automotive components.

Education and Awareness

One should never underestimate the importance of creating awareness to ensure that the general public is protected against the harms of counterfeit goods. South African consumers as all countries have seen an increase in the quantities of counterfeit goods, and to protect our economy and our consumers we must be able to adopt agile dynamic enforcement strategies that will allow us to stay a step ahead of the illicit supply chains. CIPC in collaboration with the International Trademark Association (INTA), and Adams & Adams, hosted a hybrid Anti-counterfeiting **Policy Dialogue on 7 November 2022**.

The discussions focused on the prevalence of counterfeited toys, broad games and liquor in our marketplaces. The policy dialogue contributed to ensure a good basis for directing policy decision in this space.

Similar events in high priority area are envisaged to be hosted. The objectives are to focus on establishing synergies to support effective enforcement. 30 in person guests were invited and attended. Virtual participation was facilitated by a MS Teams Link.

During the discussion, the participants highlighted the need to:

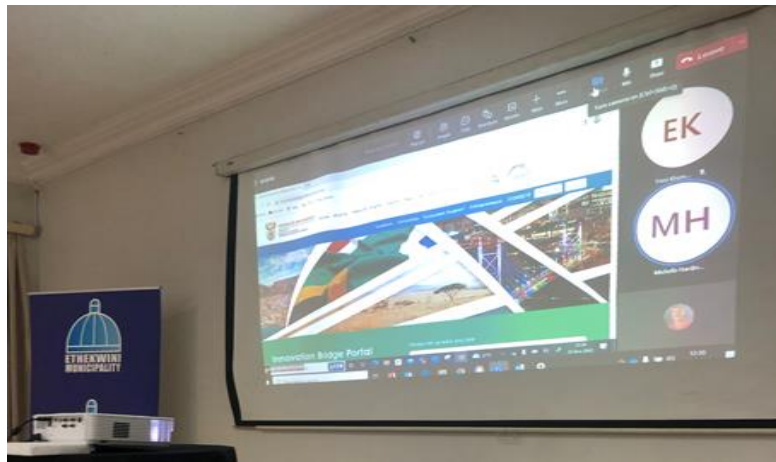
- conduct trainings for customs officials
- further engagement with the judiciary,
- the importance of increasing sensitization among consumers, policymakers and other relevant stakeholders, and
- the need to advocate for landlord liability in connection with the illicit activities of their tenants.

The need for policy/legislation update was also raised. At the conclusion of the meeting, the participants concurred to step up their engagement with policymakers to foster cross collaboration within government agencies.



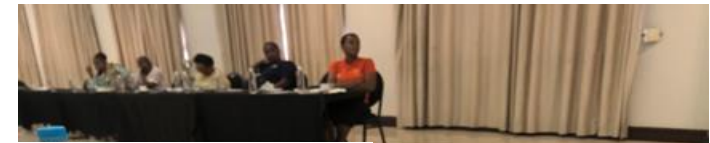
Delegates at the Policy Dialogue on 7 November

To work closely with local Municipalities is a CIPC and a dtic priority, and Kwa-Zulu Natal through their SMME support programmes are leading in this space. CIPC arranged a workshop for the EThekweni Municipality. It targeted the beneficiaries of their incentive platform. The workshop that focused on awareness and education to SMME's in ensuring compliance with IP Laws was held on 30 November. The session boasted 30 entrepreneurs that are also beneficiaries of the Municipality's incubation programme. Two guest speakers join the meeting remotely. The patent Division covered the inventor assistance programme and NIPMO demonstrated the Innovation Bridge.

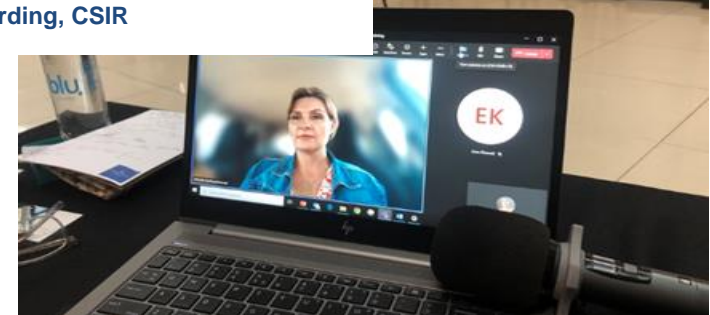


Sustainability and the Green Economy - Upcycling of Counterfeit Goods

The Upcycling of counterfeit goods is gaining momentum and a launch of the work done by CIPC is envisaged in March 2023. A pilot project was conceptualized with 20 pairs of shoes, 20 bags and 20 denim jeans, all destined for destruction. CIPC facilitated the delivery to various artists that will have “carte-blanc” to upcycle the products. The



Presentation on Tech Innovation Bridges by Michelle Harding, CSIR



program provides job creation benefits, and special emphasis has been on recruiting women to participate. It is still in the pilot phase, and we are working to secure endorsement from the relevant rights holders for the program.

This program shows promise in addressing an environmentally unfriendly practice, that is, destroying seized counterfeit products like clothing and bags. Further collaboration with the clothing and textile industry and the dtic officials managing the clothing desk resulted in industry involvement. The footwear manufacturers can address the problems that scale poses and will also assist to exit people from poverty, create inclusion from cradle to work, and care for our planet. A partnership with Clothes for Good supports the diversion of counterfeit goods from landfill and incineration. Up-cycling into shoes is being investigated. All the waste material will be used in toys if possible and down cycling to other products if not.

Women in IP Offices

CIPC has been active to promote equity and inclusion of women employees, especially in the IP area. Topics covered included mentorship programs, staff exchanges, employee groups, and the collection of demographic data. Bridging networks with other organisations, for example IP Law Firms, is also investigated to determine viability.

Quarter 4

Strategic Direction: To combat trademark counterfeiting and copyright piracy

Brands are part of our everyday lives. They are an indispensable guide for consumers and a means for companies to build a reputation and an image in the marketplace. A product's brand appeal can be as important for determining competitive success as its quality or price tag. In short, a recognized brand is among the most valuable intangible assets a company can own. If this asset is depleted through unauthorised use, counterfeiting it has a direct impact on profit and new investment.

The Retail Risk Conference, Cape Town, organized by the Retail Knowledge took place on the 9th of March 2023. The conference covered areas like Retail, business, retail risk, risk and loss prevention. CIPC talked about: "Combating the Counterfeit Goods trade" Consumers rely on trust, particularly in rural retail outlets. Many consumers do not understand the harms of counterfeit goods, particularly in the consumer goods and pharma spaces. The presentation revolved around the high level of ignorance, as well as the trust relationship that consumers rely on in rural retail outlets.

AJS APP and the strategic focus on Liquor and Pharmaceutical goods

Statistics on counterfeit liquor in South Africa are gathered through various sources. The SAPS also collects data on counterfeit liquor seizures and arrests made in relation to the production and sale of counterfeit liquor. The AJS cell phone application will eventually assist with statistics on all counterfeit products,

also liquor. In South Africa these stats are gathered through various sources. One of the primary sources is the South African Revenue Service (SARS), which tracks the import and export of products and collects data on the amount of tax revenue collected.

The SAPS also collects data on counterfeit seizures and arrests made in relation to the production and sale of counterfeit goods. In addition, industry associations and organizations such as the South African Liquor Brand Owners Association (SALBA). These are not collated and are therefore not optimized to be used to identify trends and priorities. The APP that is currently in testing phase will support the gathering of accurate statistics as a government. These stats will support investment decisions. The Policy Dialogue that was held in Q3 delivered an action plan and two meetings to follow up on progress were held in Q4. The liquor industry is also in support of training enforcement agencies and will add an industry chapter to the Training Manual.

Strategic Focus on board games and Toys

There are several reasons why people buy counterfeit toys. One of the most common reasons is that counterfeit toys are often cheaper than the authentic ones. Some people may also be unaware that they are buying counterfeit toys and may think they are getting a good deal on a genuine product. Additionally, some people may not care about the quality or safety of the toy and are only interested in the appearance or brand name. However, it is important to note that counterfeit toys are often of lower quality and may pose safety risks. Ensuring that these toys are kept out of the retail market supports not only the economy but also public health with a focus on the youth.

Prosecution of criminal cases the key to achieving remedies that will deter the trade in counterfeit goods.

On 2 February CIPC partook in the Annual Operational Planning session of the National Prosecuting Authority. The key note address was delivered by the Judge President of Gauteng JP Mlambo. One of the priorities that he spoke about was the illicit trade in liquor products. This is in line with the priority industries that CIPC has been focussing on.

Strategic partnership with Innovation Bridge Portal

On 7 March CIPC joined the ManCo of the Innovation Bridge Portal. The Innovation Bridge Portal (IBP) is an online platform developed by the Department of Science and Innovation (DSI) to connect innovators, researchers, and entrepreneurs with potential partners and investors. The portal aims to promote innovation and technology transfer by providing a platform for showcasing innovative technologies, products, and services developed in South Africa. The IBP also provides a range of resources and tools to support innovation, including funding opportunities, events, training programs, and networking

opportunities. The portal is a perfect opportunity for CIPC to reach out to one of our main target audiences SMME's. The partnership is being formalized and will deliver on our mandate to promote the value of IP for investment choices.

Capacity Building and Training

Workshop on Investigating and Prosecuting IP Crime

During Quarter 4, IPR enforcement focused on capacity building and training for law enforcement partners. CIPC launched the South African Training Manual to investigate and prosecute IP crime a few years ago and since then the demand for this training grew significantly. CIPC is currently updating the manual to include industry specific information.

Having a comprehensive South African Training Manual that takes into account the requirements of the TRIPS Agreement and the requirements of the local laws when enforcing IPRs is making a significant difference in building a capable state.

Customization means that the complex nature of IPRs is simplified to ensure that it speaks to the local audience in the local enforcement lingo.

These capacity building and training events specifically target senior law enforcement officials from different departments and training institutions. The role of prosecutors in guiding investigating officials were the focus. Such close collaboration will ensure successful prosecutions of criminal investigations. The event took place on 22 and 23 March and was attended by 22 officials representing SARS, SAPS (Detectives and DPCI), and senior prosecutors of the province.



The National Pharma Crime Task Team workshop had its inaugural meeting on 23 February

The Meeting was offered as a hybrid session. Attendance was exceptionally good. Most of the law enforcement agencies were represented, including a high number of SAHPRA inspectors. Joint operations were planned and will take place in Q1 of the new financial year.

Education and Awareness

International Conference for Women in IP Mentoring, 7 to 9 March

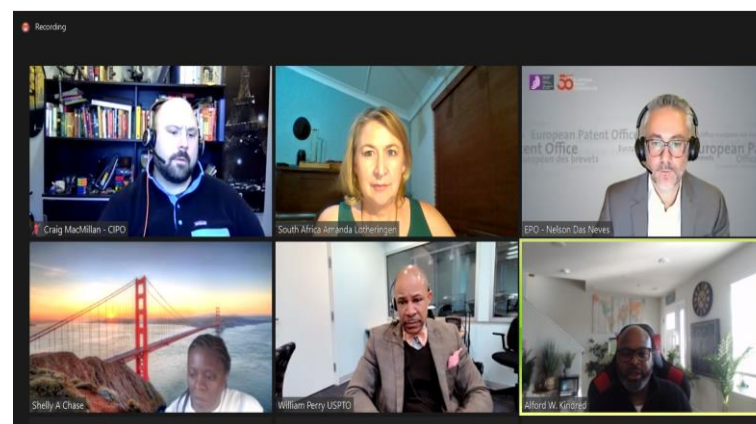
Creating awareness on intellectual property rights involves informing individuals and organizations about the importance of protecting their intellectual property. This includes educating people about the various types of intellectual property (such as patents, trade marks, copyright, and trade secrets), the benefits of obtaining legal protection for their intellectual property, and the potential consequences of infringement. It also involves providing guidance on how to register and enforce intellectual property rights, as well as how to avoid infringing on the intellectual property rights of others. Overall, creating awareness on intellectual property leads to informed citizens. The CIPC was actively involved in two events, the first International Conference for Women in IP Mentoring, 7 to 9 March and an internal event for Women in IP offices, on 16 February.

The USPTO hosted delegates from intellectual property offices from around the world, both in person and online for a three-day workshop from 7 – 9 March 2023. The priority topics of mentorship, voluntary employee organizations and demographic data was debated. The event aligned with the 2023 International Women’s Day theme, “DigitALL: Innovation and technology for gender equality.” Topics addressed current and future-state of underrepresentation among women within the intellectual property ecosystem.

CIPC presented on our initiatives to empower women through mentoring and voluntary employee organisations. In this session, VEOs that support mentoring, either formally or informally were discussed.

The purpose of the event was to encourage women employees to share their views or even experiences around these stereotypes, inequality and support, so that an intervention is implemented with an aim of addressing real issues as best as possible.





We are also focussing externally to empower women innovators that have been using Intellectual Property, or IP, to drive innovation and create new products for decades. In the field of science and technology, women have made significant contributions to innovation through IP. On the final day, the Seven Points below served as a to do list for the way forward.

Workshop focusing on “Women in IP Offices”

The workshop focused on “Women in IP Offices” and CIPC as the organization hosting had Ms Maimela the Executive Manager as the opening speaker.

She talked about how important growing and learning in every aspect of your life is. Stressing also that CIPC ensure that we not only provide support structures internally but also have the relevant programs in place to support increased participation from women in developing, commercializing, and distributing innovations and creative works, especially those using digital technology.

CIPC is part of this global structure, and we aim to encourage all to become actively involved to accelerate progress toward equality by bringing women and other underrepresented groups into the innovative and creative economy and empowering their use of our IP systems.

Women’s contributions are crucial in creating new technologies and in developing digital education for increasing the awareness of women and girls regarding their rights and civic engagement. Their entrepreneurship, innovation, and creativity also enrich cultures and foster economic growth.

9. Joint Indicators Report

J-KPI	Focus Area	5-year Commitment	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress
Delivery/Capable State	<i>Entity Staffing</i>	Organisation Design and New Structure	OD in its final stages Gap analysis concluded. Solution design underway where the Commissioner is having one on one meetings with Executives.	To-Be Organisational Structure is underway; the Office of the Commissioner is looking at it.	To-Be Organisational Structure is underway; the Office of the Commissioner is looking at it	To-Be Organisational Structure is underway; the Office of the Commissioner is looking at it
		Build appropriate staff competencies and capabilities	Skills audit is completed waiting for consultation and approval.	Skills audit is completed waiting for consultation and approval.	Skill Audit report has been adopted by EXCO. Skills Development Programme intervention will be implemented with the assistance of a Service Provider.	Report Outstanding
		Substantive and Search Examination Capacity	Examiners training & Experiential Learning	Examiners training & Experiential Learning	Examiners training & Experiential Learning	Examiners training & Experiential Learning
	<i>Governance Capacity</i>	Policies regularly reviewed	A policy register is kept and monitored. 42 out of 52 policies are up to date.	39 out of 52 policies are up to date and there are 3 new planned policies.	40 out of 52 policies are up to date and there are 3 new planned policies.	

J-KPI	Focus Area	5-year Commitment	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress
				Policies are reviewed at least after three years.		
		Clean Audits	N/A	Clean Audit for 2021/22	N/A	N/A
	<i>Quick-Response</i>	Reduce average turnaround times to less than a day	Companies and Co-operatives registration – 1 day, Queries – 3 days	Companies and Co-operatives registration – 1 day, Queries – 3 days	Companies and Co-operatives registration – 1 day, Queries – 3 days	Companies and Co-operatives registration – 1 day, Queries – 3 days
		Modernise systems and automate processes	29 services were planned to be released during Q1. Services was not released due to incomplete testing by business as well as the instability of connections to DHA that support these services	29 services planned for release in Q1 were rolled over to Q2. DHA connectivity still has not been resolved; however additional resourcing has been allocated for reviewing development for any errors as well as Business UAT. As a fast-tracking mechanism, 32 services have been identified to be released as part of a soft launch on 14/10/2022. This will be done subsequent to completed development and UAT	29 services planned for release in Q1 were rolled over to Q2. DHA connectivity still has not been resolved; however, additional resourcing has been allocated for reviewing development for any errors as well as Business UAT. As a fast-tracking mechanism, 32 services have been identified to be released as part of a soft launch on 14/10/2022. This will be done subsequent to completed development and UAT	
Transformation	<i>DDM</i>	Extend CIPC Services to the 52 Districts/Metros	Virtual channels to extend access throughout South Africa and abroad	Virtual channels to extend access throughout South Africa and abroad	Virtual channels to extend access throughout South Africa and abroad	Virtual channels to extend access throughout South Africa and abroad
		Education and awareness programme	Education and awareness events over 40	Education and awareness events over 50	Education and awareness events over 60	
	<i>Integrated Delivery</i>	Collaboration with identified strategic partners	Continued with collaboration	Continued with collaboration	Continued with collaboration	Continued with collaboration
		BizPortal	Services added on the platform	Services added on the platform	Services added on the platform	Services added on the platform
	<i>B-BBEE promotion and review (black industrialists, women, youth and PWD)</i>	Number of enterprises that are at least 51% black youth owned that have	0	1	3	4

J-KPI	Focus Area	5-year Commitment	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress
		been supported directly or indirectly				
		Number of enterprises that at least 51% Black Women Owned enterprises supported directly or indirectly	N/A	2	1	3
		Number of enterprises that are at least 51% black people with disability owned that have been supported directly or indirectly	N/A	0	0	0
		Number/percentage of SMMEs supported	N/A	N/A	N/A	N/A
Industrialisation	Localisation	Simplify processes to contribute to localisation and formalization of local firms	Continued to simplify the registration and business maintenance function through digitisation to contribute to improved localisation and formalization of local firms. See Table 1.	Continued to simplify the registration and business maintenance function through digitisation to contribute to improved localisation and formalization of local firms. See Table 1.	Continued to simplify the registration and business maintenance function through digitisation to contribute to improved localisation and formalization of local firms. See Table 1.	Continued to simplify the registration and business maintenance function through digitisation to contribute to improved localisation and formalization of local firms. See Table 1.
		Education and awareness of business and IP regulation and benefits thereof.	Continued with education and awareness for SMMEs, institutes of higher learning, and school kids to educate about the role of intellectual property (IP) in the economy and to encourage the registration of inventions; as well as improving compliance with the Company Act No. 71 of 2008, such as the annual returns filing, the submission of the audited	Continued with education and awareness for SMMEs, institutes of higher learning, and school kids to educate about the role of intellectual property (IP) in the economy and to encourage the registration of inventions; as well as improving compliance with the Company Act No. 71 of 2008, such as the annual returns filing, the submission of the audited	Continued with education and awareness for SMMEs, institutes of higher learning, and school kids to educate about the role of intellectual property (IP) in the economy and to encourage the registration of inventions; as well as improving compliance with the Company Act No. 71 of 2008, such as the annual returns filing, the submission of the audited	Continued with education and awareness for SMMEs, institutes of higher learning, and school kids to educate about the role of intellectual property (IP) in the economy and to encourage the registration of inventions; as well as improving compliance with the Company Act No. 71 of 2008, such as the annual returns filing, the submission of the audited

J-KPI	Focus Area	5-year Commitment	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress																																				
			financial statements etc. See Performance Tables for the number of education and awareness events.	financial statements etc. See Performance Tables for the number of education and awareness events.	financial statements etc. See Performance Tables for the number of education and awareness events.	financial statements etc. See Performance Tables for the number of education and awareness events.																																				
		Focus on growth and sustainability of SMMEs evident in local filings through teaching them the value of intellectual property rights has led to an increase in awareness and interest in the services of CIPC. We also focus on disadvantaged groups including women. Our efforts aim to promote the value of protecting IP rights and having respect for it.	<table border="1"> <thead> <tr> <th>IP Area</th> <th>Local filings</th> <th>Foreign filings</th> </tr> </thead> <tbody> <tr> <td>Patents</td> <td>425</td> <td>3 126</td> </tr> <tr> <td>Designs</td> <td>190</td> <td>250</td> </tr> </tbody> </table>	IP Area	Local filings	Foreign filings	Patents	425	3 126	Designs	190	250	<table border="1"> <thead> <tr> <th>IP Area</th> <th>Local filings</th> <th>Foreign filings</th> </tr> </thead> <tbody> <tr> <td>Patents</td> <td>437</td> <td>3137</td> </tr> <tr> <td>Designs</td> <td>147</td> <td>245</td> </tr> </tbody> </table>	IP Area	Local filings	Foreign filings	Patents	437	3137	Designs	147	245	<table border="1"> <thead> <tr> <th>IP Area</th> <th>Local filings</th> <th>Foreign filings</th> </tr> </thead> <tbody> <tr> <td>Patents</td> <td>347</td> <td>2761</td> </tr> <tr> <td>Designs</td> <td>214</td> <td>287</td> </tr> </tbody> </table>	IP Area	Local filings	Foreign filings	Patents	347	2761	Designs	214	287	<table border="1"> <thead> <tr> <th>IP Area</th> <th>Local filings</th> <th>Foreign filings</th> </tr> </thead> <tbody> <tr> <td>Patents</td> <td>313</td> <td>3582</td> </tr> <tr> <td>Design</td> <td>130</td> <td>245</td> </tr> </tbody> </table>	IP Area	Local filings	Foreign filings	Patents	313	3582	Design	130	245
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IP Area	Local filings	Foreign filings																																								
Patents	313	3582																																								
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	<i>Investment</i>	The CIPC administers Chapter 4 of the Companies Act No. 71 of 2008, as amended, which provides for public offer regulation of securities transactions . In essence, no public offer of securities may be made by a company unless the disclosure requirements in Chapter 4 have been complied with (unless exempted). The disclosure document is known as a Prospectus. To demonstrate the value and impact of this	See 2022/23 Quarter 1 Performance Report	See 2022/23 Quarter 2 Performance Report	See 2022/23 Quarter 3 Performance Report	See Table 42 below																																				

J-KPI	Focus Area	5-year Commitment	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress
		exercise, we direct companies to provide verified formal reports on the amount of capital raised from the public.				
		The CIPC contributes to promotion of investment through training of law enforcement officials . Capable law enforcement officials effectively deal with the scourge of counterfeit products in our markets therefore ensuring a reputable business environment conducive for investment. The CIPC continuously trains the officials from organisations such as the South African Revenue Services (SARS), the South African Police Services (SAPS), and the National Prosecution Authority (NPA).	2 events	1 event	2 events	2 events
		On Substantive Search and Examination (SSE) , the CIPC is in the advanced stages of preparing the examination team for the envisaged implementation of SSE. Official implementation of the SSE is dependent on the proposed legislative	Examiners training & Experiential Learning	Examiners training & Experiential Learning	Examiners training & Experiential Learning	Examiners training & Experiential Learning

J-KPI	Focus Area	5-year Commitment	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress
		reforms. The broader impact of implementing SSE is to ensure that artificial monopolies created by patent rights are justified and not unjustifiably hindering industrialisation and investment.				

Table 55: Reported Capital Raised in Q4

	Reported Capital Raised
RALTECH LIMITED 2020/092284/06 NO6 OF 2022	R 0
CAPITAL RAISED REPORTED DURING NOVEMBER 2022	Reported Capital Raised
SILVERLEAF INVESTMENTS LIMITED 2018/374812/06 NO 15 OF 2022	R 4 478 000.00
CILO CYBIN HOLDINGS LIMITED 2022/320351/06 NO14 OF 2022	R 20 469 256.00
WESTBROOKE YIELD PLUS PLC 2-3-1/COR46.5/ WYPP NO 7 OF 2022	R 12 581 913.17
GO GETTA LIMITED 2018/462487/06 NO 3 OF 2022	R 0
CAPITAL RAISED REPORTED DURING DECEMBER 2022	Reported Capital Raised
FYNBOS EP 22 LIMITED 2022/235321/06 NO20 OF 2022	R 8 076 823.33
OLD MUTUAL BULA TSELA RETAIL SCHEME LIMITED 2021/474341/06 NO17 OF 2022	205 326 842 (SHARES)
CAPITAL RAISED REPORTED DURING JANUARY 2023	Reported Capital Raised
SENWES LIMITED 1997/005336/06 NO32 OF 2022	R 73 400 901.00
ORLANDO TOWERS P27LIMITED 2022/726230/06 NO29 OF 2022	R 3 450 440.00
CAPITAL RAISED REPORTED DURING FEBRUARY 2023	Reported Capital Raised
None Reported	None Reported
CAPITAL RAISED REPORTED DURING MARCH 2023	Reported Capital Raised
LIGHTHOUSE PROPERTIES PLC 2-3-1/COR46.5/LPP NO21 OF 2022	R 50 000 000.00
ASIA PACIFIC BASKET LIMITED 2-3-1/COR46.5/APB NO 24 OF 2022	UAD 231 181 917.15