



MEDIA STATEMENT

CIPC enhances digital solutions to address operational bottlenecks

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The Companies and Intellectual Property Commission (CIPC) launched the Co-operatives Director Amendments, the Case Management System (CMS), the Customer Enquiry Management System (CEMS) and LiveChat customer service channel recently. These initiatives are part of the Commission's digital modernisation efforts to simplify doing business, enhance service delivery, increase efficiency and improve the customer experience this fiscal year.

Through the introduction of these key platforms, the CIPC leverages innovative technological initiatives that form part of its broader commitment to expand access and accountability.

With the introduction of these modernised products, the CIPC has phased out manual, paper-based systems that are prone to human error.

The automation of the Co-operatives Director Amendments process replaces manual procedures with a user-friendly digital platform. Customers can now initiate and track applications independently, receive real-time notifications and access confirmation documents without delay. This system enhances data accuracy, reduces the risk of human error and strengthens compliance through improved validation processes. The system can be accessed through the e-Services portal <https://eservices.cipc.co.za/>, which requires customers to login or register with a customer code.

CIPC also deployed Case Management System (CMS), which is a secure online solution that allows the public to submit complaints anonymously or non-anonymously. The platform streamlines investigation workflows, secures sensitive data, enables real-time case tracking and provides data-driven insights while reducing reliance on email and telephonic queries.

CMS deals with complaints against Business Rescue Practitioners and the service of Corporate Legal documents on CIPC automated system.

These complaints emanate from specific contraventions of the various legislations administered by CIPC namely Companies Act 2008, the Close Corporations (CC) Act 1984, and the Co-operatives Act 2005. Through this system, complaints on Reportable Irregularities, NOCLAR (Non-Compliance with Laws and Regulations) and S62(3) CC Reports. Additionally, it enforces compliance with Beneficial Ownership (BO) declarations and investigates fraudulent activities, misconduct and unethical practices.

CIPC has also introduced the Customer Enquiry Management System (CEMS), which is a central repository for all enquiries logged within CIPC. This system offers centralised, streamlined enquiry management, faster response times, improved query tracking and follow-up, as well as enhanced customer support.

Furthermore, to strengthen customer support and query resolution, CIPC introduced a LiveChat service channel to enable seamless interaction and provide updates on new products and services. The channel's response turnaround time is 110-second, a clear testament of the rapid response time to customer queries and requests. This platform enables real-time customer engagement and offers an easier, more convenient way to resolve queries without navigating complex automated systems.

The CIPC Commissioner, Rory Voller, says these milestones entail the automation and digitisation of all processes and systems, representing a major step forward in our digital transformation journey.

Through modernisation, the CIPC is reducing reliance on legacy systems, addressing operational bottlenecks, and enabling more agile regulatory operations, thereby benefiting customers with faster efficiency times, says Advocate Voller.

Automation and modernisation efforts are essential to achieving end-to-end digital regulation by addressing gaps in manual workflows, states Commissioner Voller.

Through this digital transformation, CIPC continues to operate as a modern, data-driven regulator that is able to anticipate and effectively mitigate service delivery risks and thus improving compliance and reducing bureaucratic delays and red tape, Advocate Voller concluded.

These solutions represent a significant step towards strengthening governance, improving turnaround time and delivering accessible and reliable service. By embracing digital innovation, CIPC continues to exercise its mandate to regulate companies and intellectual property in a seamless, efficient manner that meets the evolving needs of its customers.

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