



CIPC

Service Delivery Standards – Our promise to our Customers

Effective: Monday, 03 June 2013

Important to note

- The standards are **an indication of the maximum time it will take to process 85% of received applications.**
- CIPC is committed to continuously work on improving its service delivery standards and **these will be reviewed every six months**, as our systems and processes improve. Kindly note that CIPC is prioritizing the processing of on-line applications or lodgments relative to the manual lodgments. Therefore customers are encouraged to file their applications electronically.
- These standards will be adhered to on condition that:
 - **Customers submit accurate and complete information.**
 - **The Customer's account has sufficient funds available for the transaction to be processed.**
- Complaints or queries about our service delivery standards not being met should be sent to the officials listed below.

You are requested to please take note that the info@cipc.co.za e-mail address will cease to exist from the 1st of October 2013. Any e-mail sent to this e-mail address will not be attended to. Please use the correct e-mail address in relation to your query as listed here-under. Only those e-mails sent to the correct e-mail addresses will be attended to.

In the event of your query not being resolved after all the escalation mechanisms had been followed, you may contact: aludin@cipc.co.za
Please send us your feedback or improvement suggestions from your experience with a specific service standard on customerfeedback@cipc.co.za

CIPC SERVICE DELIVERY STANDARDS NAME RESERVATIONS COMPANIES AND CLOSE CORPORATIONS



Companies and Intellectual
Property Commission
a member of the dti group

On receipt of an application with complete and accurate information and sufficient funds in the relevant account, the CIPC will process 85% of the requests in each area within the **maximum period** indicated below:

Service Offering	Service Standard	Process	Channel of Filing an application	For any query contact 1 st person below. If it is not resolved in 3 days contact the 2 nd person below.	If query is not resolved in a further 2 days contact this person
Name Reservation					
Name reservations approved	5 working days from the date of tracking an application.	http://www.cipc.co.za/Companies_NameReserve.aspx	<ul style="list-style-type: none"> Email to namereservationsandregistrations@cipc.co.za Post 	<p>1st level query</p> <p>Maria Mashabathakga Tel : 012 394 5309 E-mail : mmashabathakga@cipc.co.za</p> <p>Lorraine Petersen Tel : 012 394 5171 LPetersen@cipc.co.za</p> <p>2nd level query</p> <p>Emanuel Manyelo Tel: 012 394 5380 Email: emanyelo@cipc.co.za</p>	<p>Last level query</p> <p>Lungisa Matandela Tel: 012 394 3863 Email: imatandela@cipc.co.za</p>
Companies and close corporations					

In the event of your query not being resolved after all the escalation mechanisms had been followed, you may contact: aludin@cipc.co.za



Service Offering	Service Standard	Process	Channel of Filing an application	For any query contact 1 st person below. If it is not resolved in 3 days contact the 2 nd person below.	If query is not resolved in a further 2 days contact this person
New on-line company registration	3 working day from receipt of the supporting documents.	CoR15.1A http://www.cipc.co.za/Help_files/HowTo_NewCoReg.pdf http://www.cipc.co.za/Companies_Fees.aspx	<ul style="list-style-type: none"> Email supporting documents for electronic registration to companiesonline@cipc.co.za Fax to 086 5270 538 Drop Off Box Post 	1st level query Marvin Baloyi Tel: 012 394 5194 Email: mbaloyi@cipc.co.za Lindiwe Khumalo Tel: 012 394 5196 Email: LKhumalo@cipc.co.za Miriam Baholo Email: mbaholo@cipc.co.za Tel : 012 394 9542 Jane Mavuso Email: jmavuso@cipc.co.za Tel: 012 394 9541 Glory Moumakwe Tel:012 394 5228 Email: gmoumakwe@cipc.co.za 2nd level query Glory Moumakwe Tel: 012 394 5228 Email: gmoumakwe@cipc.co.za	Last level query Lungisa Matandela Tel: 012 394 3863 Email: imatandela@cipc.co.za



Service Offering	Service Standard	Process	Channel of Filing an application	For any query contact 1 st person below. If it is not resolved in 3 days contact the 2 nd person below.	If query is not resolved in a further 2 days contact this person
New manual company registrations and issue of a certificate	25 working days from the date of tracking an application.	http://www.cipc.co.za/Companies_Reg.aspx http://www.cipc.co.za/Companies_Fees.aspx	<ul style="list-style-type: none"> Email to companydocs@cipc.co.za Fax to 086 6186 960 Drop Off Box Post 	<p>1st level query</p> <p>Marvin Baloyi Tel: 012 394 5194 Email: mbaloyi@cipc.co.za</p> <p>Lindiwe Khumalo Tel: 012 394 5196 Email: LKhumalo@cipc.co.za</p> <p>Miriam Baholo Email: mbaholo@cipc.co.za Tel : 012 394 9542</p> <p>Jane Mavuso Email: jmavuso@cipc.co.za Tel: 012 394 9541</p> <p>2nd level query</p> <p>Glory Moumakwe Tel: 012 394 5228 Email: gmoumakwe@cipc.co.za</p>	<p>Last level query</p> <p>Lungisa Matandela Tel: 012 394 3863 Email: imatandela@cipc.co.za</p>



Service Offering	Service Standard	Process	Channel of Filing an application	For any query contact 1 st person below. If it is not resolved in 3 days contact the 2 nd person below.	If query is not resolved in a further 2 days contact this person
Memorandum of incorporation/ special resolutions (amendments) of companies	15 working days from the date of tracking an application.	http://www.cipc.co.za/Companies_Forms.aspx	<ul style="list-style-type: none"> Email to moiamendments@cipc.co.za Fax to 086 6186 960 Drop Off Box Post 	<p>1st level query</p> <p>Judy Nysschen (MOI's) Tel: 012 394 5235 Email: jnysschen@cipc.co.za</p> <p>Jane Mulidzwi Tel: 012 394 5294 Email: jmulidzwi@cipc.co.za</p> <p>Last level query</p> <p>Lucinda Steenkamp Tel: 012 394 3841 Email: lsteenkamp@cipc.co.za</p>	<p>Last level query</p> <p>Lungisa Matandela Tel: 012 394 3863 Email: lmataandela@cipc.co.za</p>
Company changes: Registered address and location of company records	15 working days from date of tracking of application	http://www.cipc.co.za/Companies_Forms.aspx	<ul style="list-style-type: none"> Email to companychanges@cipc.co.za Fax to 086 6186 960 Drop Off Box Post 	<p>1st level query</p> <p>Jane Mulidzwi Tel: 012 394 5294 Email: jmulidzwi@cipc.co.za</p> <p>2nd level query</p> <p>Lucinda Steenkamp Tel: 012 394 3841 Email: lsteenkamp@cipc.co.za</p>	<p>Last level query</p> <p>Lungisa Matandela Tel: 012 394 3863 Email: lmataandela@cipc.co.za</p>



Service Offering	Service Standard	Process	Channel of Filing an application	For any query contact 1 st person below. If it is not resolved in 3 days contact the 2 nd person below.	If query is not resolved in a further 2 days contact this person
Company changes in financial year end	15 working days from the date of tracking an application	http://www.cipc.co.za/Companies_Forms.aspx	<ul style="list-style-type: none"> Email to companychanges@cipc.co.za Fax to 086 6186 960 Drop Off Box Post 	<p>1st level query</p> <p>William Ndwandwe Tel: 012 394 5274 E-mail: wndwandwe@cipc.co.za</p> <p>Lerato Phahlane Tel: 012 394 3965 E-mail: lphahlane@cipc.co.za</p> <p>Tshepo Ramakane Tel: 012 394 3093 E-mail: tramekane@cipc.co.za</p> <p>Emily Baloyi Tel: 012 394 5227 E-mail: ebaloyi@cipc.co.za</p> <p>Portia Thulare Tel: 012 394 5403 E-mail: pthulare@cipc.co.za</p> <p>2nd level query</p> <p>Mercy Maseko Tel: 012 394 5271 Email: mmaseko@cipc.co.za</p> <p>Christa Klokow Tel: 012 394 5107 Email: cklokow@cipc.co.za</p>	<p>Last level query</p> <p>Lungisa Matandela Tel: 012 394 3863 Email: imatandela@cipc.co.za</p>



Service Offering	Service Standard	Process	Channel of Filing an application	For any query contact 1 st person below. If it is not resolved in 3 days contact the 2 nd person below.	If query is not resolved in a further 2 days contact this person
Conversion of close corporations to companies	20 working days from the date of tracking an application.	http://www.cipc.co.za/Companies_Forms.aspx	<ul style="list-style-type: none"> Email to companydocs@cipc.co.za Fax to 086 6186 960 Drop Off Box Post 	<p>1st level query</p> <p>Marvin Baloyi Tel: 012 394 5194 Email: mbaloyi@cipc.co.za</p> <p>Lindiwe Khumalo Tel: 012 394 5196 Email: LKhumalo@cipc.co.za</p> <p>Ester Lefawane 012 394 45178 lefawane@cipc.co.za</p> <p>2nd level query</p> <p>Glory Moumakwe Tel:012 394 5228 Email: gmoumakwe@cipc.co.za</p>	<p>Last level query</p> <p>Lungisa Matandela Tel: 012 394 3863 Email: imatandela@cipc.co.za</p>



Service Offering	Service Standard	Process	Channel of Filing an application	For any query contact 1 st person below. If it is not resolved in 3 days contact the 2 nd person below.	If query is not resolved in a further 2 days contact this person
Company and close corporation re-instatement (including re-instatement court orders)	30 working days from the date of tracking an application.	http://www.cipc.co.za/Companies_Forms.aspx	<ul style="list-style-type: none"> Email to re-instatements@cipc.co.za Drop-off boxPost 	<p>1st level query</p> <p>Poki Makhalimela Tel: 012 394 5200 E-mail : pmakhalimela@cipc.co.za</p> <p>Given Mphahlele Tel : 012 394 3939 E-mail : gmpahlele@cipc.co.za</p> <p>Edith Mofolo Tel: 012 394 5210 E-mail : emofolo@cipc.co.za</p> <p>Isabel Snyman Tel: 012 394 5313 E-mail: isnyman@cipc.co.za</p> <p>2nd level query</p> <p>Haylie Delpport Tel: 012 394 5270 Email: hdelpport@cipc.co.za</p> <p>Christa Klokow Tel: 012 394 5107 Email: cklokow@cipc.co.za</p>	<p>Last level query</p> <p>Lungisa Matandela Tel: 012 394 3863 Email: imatandela@cipc.co.za</p>



Service Offering	Service Standard	Process	Channel of Filing an application	For any query contact 1 st person below. If it is not resolved in 3 days contact the 2 nd person below.	If query is not resolved in a further 2 days contact this person
<p>Company and close corporation deregistration</p>	<p>10 working days from the date of tracking an application.</p> <p>Please note that full finalizations of de-registrations are dependent on statutory advertisement process which is 3 months.</p>	<p>CoR40.2</p> <p>http://www.cipc.co.za/Companies_Forms.aspx</p>	<ul style="list-style-type: none"> Email to deregistrations@cipc.co.za Post Drop-off box 	<p>1st level query</p> <p>William Ndwandwe Tel: 012 394 5274 E-mail : wndwandwe@cipc.co.za</p> <p>Lerato Phahlane Tel: 012 394 3965 E-mail: lphahlane@cipc.co.za</p> <p>Emily Baloyi Tel: 012 394 5227 E-mail: ebaloyi@cipc.co.za</p> <p>Portia Thulare Tel: 012 394 5403 E-mail: pthulare@cipc.co.za</p> <p>Tshepo Ramekane Tel: 012 394 3093 E-mail: tramekane@cipc.co.za</p> <p>2nd level query</p> <p>Mercy Maseko Tel: 012 394 5271 Email: mmaseko@cipc.co.za</p> <p>Christa Klokow Tel: 012 394 5107 Email: cklokow@cipc.co.za</p>	<p>Last level query</p> <p>Lungisa Matandela Tel: 012 394 3863 Email: imatandela@cipc.co.za</p>



Service Offering	Service Standard	Process	Channel of Filing an application	For any query contact 1 st person below. If it is not resolved in 3 days contact the 2 nd person below.	If query is not resolved in a further 2 days contact this person
Liquidations	10 working days form the date of tracking.	CoR40.1 or CM26 http://www.cipc.co.za/Companies_Forms.aspx	<ul style="list-style-type: none"> Email to liquidations@cipc.co.za Drop-off box Post 	<p>1st level query</p> <p>Emily Baloyi Tel: 012 394 5227 E-mail: ebaloyi@cipc.co.za</p> <p>Portia Thulare Tel: 012 394 5403 E-mail: PTHulare@cipc.co.za</p> <p>Tshepo Ramakane Tel: 012 394 3094 E-mail: tamekane@cipc.co.za</p> <p>William Ndwandwe Tel: 012 394 5274 E-mail: wndwandwe@cipc.co.za</p> <p>Lerato Phahlane Tel: 012 394 3965 E-mail: lphahlane@cipc.co.za</p> <p>2nd level query</p> <p>Mercy Maseko Tel: 012 394 5271 Email: mmaseko@cipc.co.za</p> <p>Christa Klokow Tel: 012 394 5107 Email: cklokow@cipc.co.za</p>	<p>Last level query</p> <p>Lungisa Matandela Tel: 012 394 3863 Email: imatandela@cipc.co.za</p>



Electronic Filling of Annual Returns	The processing happens electronically immediately via the CIPC website.	CIPC website http://annualreturns.cipc.co.za.aspx	1st level query annualreturns@cipc.co.za 2nd level query Haylie Delport Tel: 012 394 5270 Email: hdelport@cipc.co.za Christa Klokow Tel: 012 394 5107 Email: cklokow@cipc.co.za	Last level query Lungisa Matandela Tel: 012 394 3863 Email: lmataandela@cipc.co.za
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Directors and Practitioners service delivery standards

Changes in company director details - manual	30 days from the date of tracking.	CoR39 Manual http://www.cipc.co.za/Companies_Forms.aspx	<ul style="list-style-type: none">• Email to manualcor39@cipc.co.za• Drop off box• Post	1st level query Norman Sefolo Tel: 012 394 3874 Email: Nsefolo@cipc.co.za Wilhelmina Lephadi Tel: 012 3945108 Email: wlephadi@cipc.co.za 2nd level query Thomas Lebeta Tel: 012 394 5216 Email: tlebeta@cipc.co.za	Last level query Vuyani Nkohla Tel: 012 394 5012 Email: vnkohla@cipc.co.za
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Changes in CC membership and accounting officer-manual	15 working days from the date of tracking	CK2 and CK2A http://www.cipc.co.za/CC_ApplicationCC.aspx http://www.cipc.co.za/Notices_files/CC_amendments.pdf	<ul style="list-style-type: none"> Email certified CK2/CK2A forms and supporting documents to ck2@cipc.co.za Drop Off Box Post 	1st level query Petro Engelbrecht Tel: 012 394 5192 Email: PEngelbrecht@cipc.co.za 2nd level query Thomas Lebete Tel: 012 394 5216 Email: tlebete@cipc.co.za	Last level query Vuyani Nkohla Tel: 012 394 5012 Email: vnkohla@cipc.co.za
Changes in CC membership and accounting officer-Hybrid	7 working days from the date of receipt	CK2 and CK2A http://www.cipc.co.za/CC_ApplicationCC.aspx	<ul style="list-style-type: none"> Email certified CK2/CK2A forms and supporting documents to ck2@cipc.co.za Drop Off Box Post 	1st level query Petro Engelbrecht Tel: 012 394 5192 Email: PEngelbrecht@cipc.co.za 2nd level query Thomas Lebete Tel: 012 394 5216 Email: tlebete@cipc.co.za	Last level query Vuyani Nkohla Tel: 012 394 5012 Email: vnkohla@cipc.co.za



Changes in company director details - electronic	5 working days from the date of receipt of the supporting documents	http://www.cipc.co.za/Help_files/CoR39CompanyChangesONLINEGuidev3.pdf	<ul style="list-style-type: none">Email supporting documents to CM29Admin4@cipc.co.za a Email affidavits because of change of contact details to cor39emails@cipc.co.za	1st level query Norman Sefolo Tel:012 394 5485 Nsefolo@cipc.co.za Welheminah Lephadi Tel: 012 394 5108 Email: wlephadi@cipc.co.za 2nd level query Thomas Lebete Tel: 012 394 5216 Email: tlebete@cipc.co.za	Last level query Vuyani Nkohla Tel: 012 394 5012 Email: vnkohla@cipc.co.za
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Escalation team for revenue, and data disclosure and corrections

Service Offering	Service standard	Channel of filling a query	For any query contact 1st person below. If it is not resolved in 3 days contact the 2nd person below.	If query is not resolved in a further 3 days contact the 3rd person below.
Resolution of corrections	5 working days from the date of receipt	corrections@cipc.co.za	<p>1st level of query resolution</p> <p>Dina Makhothong Tel: 012 394 5223 Email: Dmakhothong@cipc.co.za</p> <p>2nd level query</p> <p>Marietjie Swart Tel: 012 394 5339 Email: Mswart@cipc.co.za</p>	<p>Last level of query resolution</p> <p>Sello Ndhlovu Tel: 012 394 3120 Email: Sndhlovu@cipc.co.za</p>
Resolution of the disclosure	15 working days from the date of receipt	disclosure@cipc.co.za	<p>1st level of query resolution</p> <p>Johanna Marera Tel: 012 394 3492 Email: jmarera@cipc.co.za</p>	<p>Last level of query resolution</p> <p>André Oosthuizen Tel: 012 394 3961 Email: aosthuizen@cipc.co.za</p>
Credit notes	Within 2 days after receipts – (Provided if it complies with all the relevant requirements received from the different divisions within CIPC)	revenue@cipc.co.za	<p>1st level of query resolution</p> <p>Dipuo Mfete Tel: 012 394 5361</p>	<p>Last level of query resolution</p> <p>Renier Du Toit Tel: 012 394 5341</p>



			<p>Email: Dmfete@cipc.co.za</p> <p>Premisha Sookraj Tel : 012 394 5059</p> <p>Email: Psookraj@cipc.co.za</p> <p>2nd level query</p> <p>Louie Muller Tel: 012 394 5367</p> <p>Email: Lmuller@cipc.co.za</p> <p>Themba Lusenga Tel: 012 394 5338</p> <p>Email: Tlusenga@cipc.co.za</p>	<p>Email: RduToit@cipc.co.za</p>
Refunds	<p>Within 10 working days of receipt only if all relevant documentation has been submitted to finance for processing: The following documentation is required:</p> <p>Written Request:</p> <ul style="list-style-type: none"> Company request must be on the Company 	revenue@cipc.co.za	<p>1st level of query resolution</p> <p>Dipuo Mfete Tel: 012 394 5361</p> <p>Email: Dmfete@cipc.co.za</p> <p>Premisha Sookraj Tel : 012 394 5059</p> <p>Email: Psookraj@cipc.co.za</p> <p>2nd level query</p>	<p>Last level of query resolution</p> <p>Renier Du Toit Tel: 012 394 5341</p> <p>Email: RduToit@cipc.co.za</p>



	<p>Letterhead</p> <ul style="list-style-type: none"> • Individual requested: Written, Email and Fax • Identity Document • Proof of Payment(Deposits) • Indicate an amount or balance to be refunded • Full Banking Details e.g. Bank Statement or Confirmation from the Bank 		<p>Louie Muller Tel: 012 394 5367 Email: Lmuller@cipc.co.za Themba Lusenga Tel: 012 394 5338 Email: Tlusenga@cipc.co.za</p>	
<p>Revenue related queries</p>	<p>Within 3 working days depending on the volume received and the nature of the queries</p>	<p>revenue@cipc.co.za</p>	<p>1st level of query resolution Dipuo Mfete Tel: 012 394 5361 Email: Dmfete@cipc.co.za Premisha Sookraj Tel : 012 394 5059 Email: Psookraj@cipc.co.za</p>	<p>Last level of query resolution Renier Du Toit Tel: 012 394 5341 Email: RduToit@cipc.co.za</p>



			<p>2nd level query</p> <p>Louie Muller</p> <p>Tel: 012 394 5367</p> <p>Email: Lmuller@cipc.co.za</p> <p>Themba Lusenga</p> <p>Tel: 012 394 5338</p> <p>Email: Tlusenga@cipc.co.za</p>	
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