

CIPC

Service Delivery Standards – Our promise to our Customers

Effective: 1 April 2014

Important to note

- The standards are **an indication of the maximum time it will take to process 90% of received applications.**
- Companies and Intellectual Property Commission (CIPC) is committed to maintaining and exceeding the 90% target performance of the service delivery standards. This is to allow CIPC to stabilize its internal resource environment. As customer centric organization, listed to International Standardization for Organizations (ISO) 9001:2008 we will be dedicating much improvements efforts to customer- facing processes, such as query resolution and complaints management.
- In an effort to improve the customer facing processes and fulfill our customer centric principles, CIPC has introduced an on-line Query Resolution System. The system measures the resolution of a query within 10 working days from the date a query has been registered. The system requires a client to register a query, first, and get allocated a ticket as a reference number. The purpose of the system is to monitor the effectiveness of the service delivery standards. Thus, upon the expiry date of the service standard, the client can register on the system to enquire about the status of the lodged transaction/s.
- CIPC will continue to maintain and improve on 90% performance on the standards, on condition that the below requirements are adhered to:
 - **Customers submit accurate and complete information.**
 - **The Customer's account has sufficient funds available for the transaction to be processed.**

CIPC SERVICE DELIVERY STANDARDS NAME RESERVATIONS COMPANIES, CLOSE CORPORATIONS, AND CHANGE OF DIRECTORS

On receipt of an application with complete and accurate information and sufficient funds in the relevant account, the CIPC will process 90% of the requests in each area within the **maximum period** indicated below:

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
<p>Name reservations approved</p> <p>Name reservation on Self-help terminals (electronic).</p>	<p>5 working days from the date of tracking an application</p> <p>3 working days from receipt of payment allocation.</p>	<p>http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/private-company/making-changes-your-companys-management-administration-and-governance/changes-company-name/</p>	<ul style="list-style-type: none"> • Email to namereservationsandregistrations@cipc.co.za • http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=FilterPost 	<p>http://enquiries.cipc.co.za</p>

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
New on-line company registration	3 working days from receipt of the supporting documents.	CoR15.1A http://www.cipc.co.za/index.php/register-your-business/companies/	Email supporting documents for electronic registration to eservicescoreq@cipc.co.za http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter	http://enquiries.cipc.co.za

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
New manual company registrations and issue of a certificate	25 working days from the date of tracking an application.	http://www.cipc.co.za/index.php/register-your-business/companies/	<ul style="list-style-type: none"> Email to companydocs@cipc.co.za 	http://enquiries.cipc.co.za
Memorandum of incorporation/ special resolutions (amendments) of companies	25 working days from the date of tracking an application.	http://www.cipc.co.za/index.php/register-your-business/companies/moi/	Email to moiamendments@cipc.co.za	http://enquiries.cipc.co.za
Company name changes	25 working days from date of tracking an application	http://www.cipc.co.za/index.php/register-your-business/companies/moi/	namechange@cipc.co.za	http://enquiries.cipc.co.za
Changes in company director details - manual	30 days from the date of tracking and indexing.	http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/	Email to manualcor39@cipc.co.za	http://enquiries.cipc.co.za

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
Changes in company director details - electronic	5 working days from the date of receipt of the correct documents sent to the correct email address complying with the email requirements	http://eservices.cipc.co.za/ http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/	Eservicescor39@cipc.co.za	http://enquiries.cipc.co.za
Changes in CC membership - eservices	5 working days from the date of receipt of the correct documents sent to the correct email address complying with the email requirements	http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/	Eservicesck2@cipc.co.za	http://enquiries.cipc.co.za
Changes in CC membership - Manually	30 days from the date of tracking and indexing.	http://eservices.cipc.co.za/ http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/	Manualck2@cipc.co.za	http://enquiries.cipc.co.za
Company changes: Registered address online Change of location of company records (manual)	15 working days from date of tracking of application 15 working days from date of tracking of application	http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/	companychanges@cipc.co.za	http://enquiries.cipc.co.za

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
Company changes in financial year end	Immediate	http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/	CIPC E- services website	http://enquiries.cipc.co.za
Company changes in financial year end	15 working days from the date of tracking an application		companychanges@cipc.co.za http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter	

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
Conversion of close corporations to companies	20 working days from the date of tracking an application.	http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/	companydocs@cipc.co.za	http://enquiries.cipc.co.za
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/index.php/manage-your-business/manage-your-close-corporation/ http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/	re-instatements@cipc.co.za http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter	http://enquiries.cipc.co.za

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
Receipt of Auditors, Accounting Officers and Company Secretary Appointment and resignation	15 working days from the date of tracking.	http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/	<p>Cor44@cipc.co.za for auditors/company secretary</p> <p>Manualck2@cipc.co.za for CK2A forms and supporting documents, i.e. consent letter of accounting officer and certified ID copy</p>	http://enquiries.cipc.co.za
Company and close corporation deregistration	<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>http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/</p> <p>http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/</p>	<p>deregistrations@cipc.co.za</p> <p>http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter</p>	http://enquiries.cipc.co.za

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
Notices to Start Business Rescue Proceedings.	Within 2 working days of receipt of the notice of appointment.	CoR123.1 or Court Order http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/ http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/	businessrescue@cipc.co.za	http://enquiries.cipc.co.za
Issue conditional licenses for business rescue practitioners	Within 5 five working days of lodging the Notice of Beginning of Business rescue process	http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/	N/A	http://enquiries.cipc.co.za
Appointment of a Business Rescue practitioner	Within 2 working days of receipt of the notice of appointment	http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/ COR123.2	businessrescue@cipc.co.za	http://enquiries.cipc.co.za

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
<p>Company and Close Corporation Liquidations (including court orders setting aside the liquidation proceedings)</p>	<p>10 working days from the date of tracking an application.</p>	<p>CoR40.1 or CM26</p> <p>http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/</p> <p>http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/</p>	<p>liquidations@cipc.co.za</p> <p>http://www.cipc.co.za/index.php/notices/view/?upload_section_filter=2&displays=1&submit=Filter</p>	<p>http://enquiries.cipc.co.za</p>

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
Provide response to filing of Business Rescue Status Report, Business Rescue Terminations and Business Rescue Substantial Implementation	Within 5 working days from receipt of notice	COR125.1; CoR125.2 and CoR125.3 http://www.cipc.co.za/index.php/manage-your-business/manage-your-close-corporation/ http://www.cipc.co.za/index.php/manage-your-business/manage-your-company/	businessrescue@cipc.co.za	http://enquiries.cipc.co.za

Service Offering	Service Standard	Process	Channel of Filing an application	The link below will direct clients to query resolution process or system. The turnaround time for the resolution of queries is 10 working days.
Electronic Filing of Annual Returns	The processing happens electronically immediately via the CIPC website.	CIPC website http://annualreturns.cipc.co.za/ http://www.cipc.co.za/files/7814/0679/6908/Info_Guide_Annual_returns_v1_3.pdf	http://annualreturns.cipc.co.za/ http://www.cipc.co.za/files/7814/0679/6908/Info_Guide_Annual_returns_v1_3.pdf	http://enquiries.cipc.co.za
Self Help Service: Annual Return	Immediately after allocation of payment and filling of returns	Access Self-Help Terminals in Pretoria Offices, Sunnyside	Access Self-Help Terminals in Pretoria Offices, Sunnyside	n/a