CIPC
Service Delivery Standards – Our promise to our Customers

Effective: 1 April 2015

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) we will be dedicating much improvements efforts to customer- facing processes, such as query resolution and complaints management.
- 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.**

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**.**

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CIPC SERVICE DELIVERY STANDARDS
TRADE MARKS

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 lodgment of applications	If the standard is not met use the 1st person's email below to resolve the query within 3 working days. If the query is not resolved, use the email for the 2nd person to resolve the query within 2 working days	If the query is not resolved within five working days, forward the same emails to the person below for resolution within 5 working days.
Trade marks					
A special search report	15 working days of receipt of the application for a special search	http://www.cipc.co.za/index.php/find-enterprise-ip-informatr/sear/	• Drop Off Box • Post	**1st level query** Frank Chauke Tel: 012 394 5139 fchauke@cipc.co.za	**Last level query** Fleurette Coetzee Tel: 012 394 5109 Email: fcoetzee@cipc.co.za
Allocate an official application number to new trade mark applications	5 working days of having received the application/s	http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/trade-marks/ho/	• E-filing • Drop Off Box • Post	**1st level query** Celia Sekgothe Tel: 012 394 5132 Email: csekgothe@cipc.co.za	**Last level query** Fleurette Coetzee Tell 012 394 5109 Email: fcoetzee@cipc.co.za

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Issue a first official action in relation to new trade mark applications	12 months from date of application	N/A	N/A	**1st level query** Christiaan Steyn Tel: 012 394 5173 Email: chsteyn@cipc.co.za	**Last level query** Fleurette Coetzee Tell 012 394 5109 Email: fcoetzee@cipc.co.za
Trade mark registration certificates	66 working days (3 months) from the expiry of the statutory opposition period in relation to applications where no formal opposition had been entered	N/A	N/A	**1st level query** Monika Luvhengo Tel: 012 394 5130 Email: mmamphiswana@cipc.co.za **2nd level query** Maphefo Makhudu Tel: 012 394 5123 Email: mmakhudu@cipc.co.za	**Last level query** Fleurette Coetzee Tell 012 394 5109 Email: fcoetzee@cipc.co.za
Process applications for renewal of trade marks	3 working days after receipt of the application/s for renewal	http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/trade-marks/maintain/	• Drop Off Box • Post	**1st level query** Zuzi Golimpi Tel: 012 394 5151 Email: zgolimpi@cipc.co.za	**Last level query** Fleurette Coetzee Tell 012 394 5109 Email: fcoetzee@cipc.co.za