

CIPC UPDATE

Briefing of the Portfolio Committee on Trade and Industry
Tuesday, 19 MAY 2015

Adv Rory Voller
Acting Commissioner



STAFF ENGAGEMENT

- General staff meeting held with ODG, Acting Commissioner and Organised Labour representatives – 4th May 2015
- Staff including NEHAWU pledged support Service Delivery stability
- NEHAWU Leadership engaging with Dti on Centralised Bargaining Forum – meeting held 7th May 2015
- Divisional Bargaining Forum implementation consultation between parties reconstituted
- CIPC Acting Commissioner engaging closely with Unions and Agency Management Unit of the Dti in addressing mutual interest matters – Acting Divisional Manager : HR appointed
- Formalised bi weekly meetings set up between Acting Commissioner and Union Chairpersons – first held 13 May 2015 on change management issues

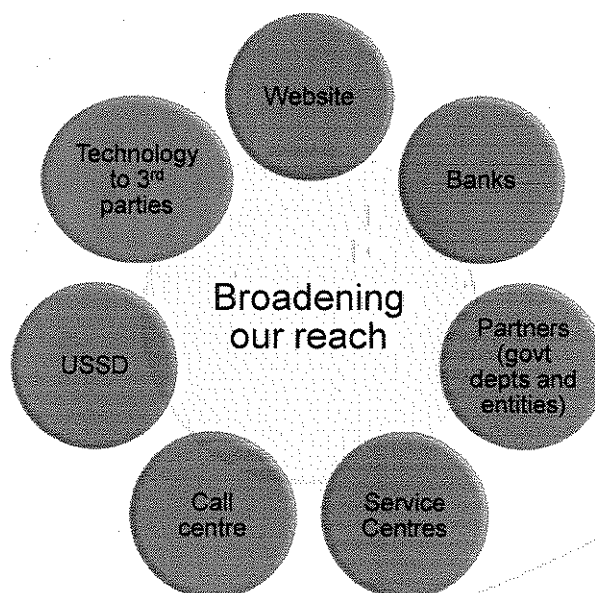
RE-EMPLOYMENT OF CONTRACT STAFF

- Concern after 7 contract staff not employed after matching and placing exercise undertaken in 2013 addressed by to permanent employment of affected staff taking advantage of retirements and vacancies
- 5 of the 7 accepted new permanent appointments – to be deployed as call centre agents
- 3 started on the 11 May 2015 – 2 serving notice periods to join the CIPC in June

VACANCIES AND MORATORIUM

- The CIPC has an approved structure of 634 posts (445 filled)
- NEHAWU CCMA grievance during January 2015 – settlement of matter inclusive of moratorium of filling of vacancies by CIPC
- Negotiations on lifting of moratorium by NEHAWU between Acting Commissioner and ODG – Agency management unit so as to start recruiting for critical vacancies in IT and Finance
- 5 Call centre positions were filled within a week

ACCESSIBILITY AND INTEGRATED SERVICES



CALL CENTRE

- New Call centre model and implementation plan developed
- CIPC organisation structure re-prioritisation to address call centre staffing completed – 29 positions currently available to man call centre
- Internal transfer of staff exercise undertaken – 8 permanent staff relocated to call centre
- Further 5 contract staff re-employed and deployed to call centre
- Advertising and recruitment of additional 16 call centre positions urgently underway
- Call centre initial phase operational

SELF-SERVICE TERMINALS

We currently have 43 SSTs deployed:

- 14 - Cape Town Service Centre;
- 12 - Sunnypark Service Centre;
- 13 - Johannesburg Service Centre;
- 2 - Johannesburg Stock Exchange;
- 2 – IDC

COLLABORATION WITH TRANSNET

Collaboration with **Transnet Business Hubs**

- 2 assisted SST deployment at Transnet Hub – Carlton centre, **Johannesburg**
- 2 further deployed to **Saldana, Western Cape** – to be launched on the 29th May 2015 by Ministers Public Enterprises and Small Business
- 2 to be deployed to **De Aar – Northern Cape** in June 2015
- 5 to be deployed to **Buffalo City Municipality – East London** in June/July 2015
- 3 to be deployed to **Limpopo – Nelspruit** offices currently being renovated

COLLABORATION WITH THE IDC

Collaboration with Industrial Development Corporation/IDC

- Negotiations with IDC on National collaboration partnership on integrated services and SST rollout
- 2 assisted SST deployed at IDC Head office, Sandton and go live on 15th May 2015
- Further SST deployment identified in coming months – Polokwane, Nelspruit and Bloemfontein
- Integrated service offering – company registration, company disclosures, annual return filing and financial aid assistance programmes offered by IDC

COLLABORATION WITH BANKS

Collaboration with Banks (integrated company registration and bank account opening)

- FNB launched in 2013 – 2nd phase offering on expanded services currently in conceptual phase
- Standard Bank is at an advanced development stage – tentative launch date is 1 July 2015
- ABSA bank is at an advanced development stage – tentative launch date is 1 August 2015
- Nedbank in conceptual stage

INTEGRATED SERVICES

Collaboration with **the dti** (integrated company registration and BBBEE certificate)

- BEE certificate for exempted micro enterprises registration integrated into CIPC SST's
- Service launched by the Hon. Deputy Minister Masina – 14th April 2015 (available from 14 September 2014)
- Meeting held with BEE unit on 13 May 2015 on additional rollout to other government agencies and awareness campaign
- To date – 6641 certificates issued through the CIPC

INTEGRATED SERVICES (CONTINUES)

- Realtime link between SARS and CIPC
- Upon company registration, tax numbers are issued within seconds
- Effect: reduced red tape
- Collaboration with UIF: Draft MoU drafted and meetings held between two parties
- Objective is to issue UIF reference number with company registration

NEW IT DEVELOPMENT

- CIPC continues to enhance and develop new automated services as per its strategy
- Automation of Auditor appointment and resignations developed – rolled out 18 May 2015
- Automation of name reservation applications in search engine – to be rolled out May 2015
- Development of USSD technology – Implementation due end of July (service should result in a 70% reduction in calls and on the query resolution system)

TECHNOLOGY (INCL BIOMETRIC IDENTITY VERIFICATION) ROLLOUT

- CIPC provides automated company registration services through its collaboration with the DHA using the HANIS identity verification system.
- In order to improve accessibility, the next phase is to make this technology available to interested third parties (individuals, enterprises, government institutions) to offer company registration
- CIPC currently developing the user registration technology, terms and conditions for use, user specifications and download capability for use of the service
- CIPC Education and Awareness Division – will be provided with Registration devices – in order to register immediately in Rural areas when on Education and Registration workshops
- Development will provide an expanded automated and speedier registration of companies and additional services – pilot July 2015

OPERATIONAL STATISTICS

Companies registered since 1 May – 14th May 2015 = 13948

BEE certificates since 1 May 2015 = 952

Website availability: Average 99% of the time available with a response time of 4 seconds

	0-4s	4-8s	8-16s	>16s	Transactions	% < 4s	Tot. Sys. Avail.
15-Feb	180130	3569	1649	1839	167187	95.76%	99.98%
15-Mar	157260	3578	1584	1883	164103	95.83%	99.97%
15-Apr	132750	2996	1032	586	137324	96.67%	99.82%
15-May	141480	2983	1175	916	146534	96.54%	99.96%

Website Availability is defined as Transactions faster than 4 secs.

TURNAROUND TIMES

Service	Actual Turnaround Time (days)	Published Turnaround time(days)
Names Reservations	3	5
New Company registrations		
• Manual	20	25
• Electronic	7	3
Director Changes		
• Manual	9	30
• Electronic	3	5
CC amendments		
• Manual	4	30
• Electronic	3	5
Business Rescue Practitioners (certificates)	1	2
New Co-Ops registration	2	21

* All Turnaround times for Intellectual Property are within the published Service Delivery Standards

Questions/Discussion

