Companies and Intellectual Property Commission

a member of the dtic group

Dear Sir/Madam

CONDUCTING OF THE COMPANIES AND INTELLECTUAL PROPERTY COMMISSION (CIPC), ANNUAL CUSTOMER AND STAKEHOLDER SATISFACTION INDEX & SURVEY REPORT

CIPC's mandate is the registration of companies, close corporations, cooperatives and intellectual property rights. Related services include the disclosure of information as well as dispute resolution arising out of infringements to these rights. CIPC is making progress towards being a customer centric organisation using relevant tools to achieve an organisation that is future fit and fit for purpose. It is for this reason that CIPC has over the past few years conducted surveys with the objective of understanding its journey and progress made.

During the current financial year, CIPC appointed a service provider to conduct stakeholder and customer segmentation, undertake a satisfaction baseline survey, and compile a report together with a framework for improvement and implementation.

This letter serves to inform you that CIPC has appointed Digital Republic to carry out this work over a six month period. Their task include conducting stakeholder and customer segmentation, administering a satisfaction survey and developing a comprehensive report and improvement framework.

A key part of the scope of work to be performed by Digital Republic on behalf of CIPC includes;

- Virtual and telephonic interviews with 50 key customers and stakeholders (externally).
- Administering 1000 customer and stakeholder surveys using other survey methodology best suited to each customer's preferred channel.

KEY CUSTOMERS/ STAKEHOLDERS INCLUDED (NOT EXHAUSTIVE)

1. The Minister of Trade Industry and Competition and Members of the Portfolio Committee Trade Industry and Competition (**the dtic**)

2. The dtic and COTII

3. Government clusters partners (Department of Justice and Constitutional Development, Department of Home Affairs (DOH) The Department of Justice (Master of the High Court and High court itself) National Treasury, Department of Statistics SA, The Department of Land Affairs, The deeds office, etc.

4. Regulators and similar other institutions; SARS, Johannesburg Stock Exchange (JSE) FSB, FIC, Higher Education Institutes (universities, universities of technology, colleges etc) ICT, National Credit Regulator (NCR) Competition Commission, National Consumer Commissioner, Provincial Department of Economic Affairs.

5. National Economic Development and Labour Council (NEDLAC) Business Unity of South Africa (BUSA).

6. Banking Association of South Africa (BASA) Black Business Council (BBC) and banks

7. Chamber of Commerce

8. CLC-SAICA, SAIPA, Law Societies (Customer or stakeholders depending on nature of engagement).

9. CIPC customers who are currently reached through the various communication channels used by the CIPC, including but not limited to:

- Website and transactional website
- Call Centre
- Collaboration partners
- Self-service terminals
- Service Centre

The CIPC therefore requests you to kindly co-operate with Digital Republic, the contracted service provider, in this endeavour. You are welcome to contact Ms. Lalah Lesejane from the CIPC Strategic Communication Division by email llesejane@cipc.co.za in case of any enquiries you may have regarding the survey.

A notice will also be placed on the CIPC website and Social Media platforms indicating that Digital Republic is in the process of conducting a customer and stakeholder index and survey on behalf of CIPC.

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Adv. Rory Voller

CIPC Commissioner

Date: 27 November, 2025