



SAICA

Legal and Governance
feedback - CIPC
January 2023



Dear members

On the 9th of January 2023 the CIPC announced a migration to an upgraded e-services and Bizportal platforms. This was in line with their mandate to ease the doing of business and to reduce red tape, and also make changes as part of the anti-money laundering initiatives as required by the Financial Action Task Force and the changes brought about by the General Laws Amendment Act, 20 of 2022.

Even though the CIPC had planned and tested the rollout, many challenges and problems were experienced, so much so, that the CIPC stopped the updated and rolled back to the previous system.

The CIPC has published various notices¹ setting out the journey and the challenges experienced.

1. 9 January 2023 – CIPC communicated some problems initial problems with the Department of Home Affairs verification and customers not being able to submit new applications.
2. 14 January 2023 - the CIPC confirmed that there has been more issues specifically linked to foreign directors and the migration of names from the old system to the new system.
3. 17 January 2023 – CIPC confirmed delays on outgoing One Time Pin (OTPs)s and e-mails
4. 18 January 2023 – OTPs and emails restored
5. 20 January 2023 - the Commissioner took the decision to roll back the services and migrate back to the old platforms. The CIPC systems were shut down for the weekend from 12h00, the 20th of January to Monday the 23rd of January at 7h30.
6. 23 January 2023 – the CIPC confirmed that they have rolled back to the old e-services and Bizportal and customers were required to refresh their browsers.
7. 24 January 2023 – More information provided by the CIPC on the following:
 - Migration progress – CIPC still busy with the migration process and problems were experienced on the incorrect billing on annual returns filings

¹ [CIPC notices](#)



- Annual return filing – once the migration process is completed customers who were incorrectly billed will receive credit on their customer accounts, but it is based on two conditions (refer to notice)
 - Annual return compliance status – customers who filed annual returns during this period would have received a certificate of compliance but the systems would still indicate that the client is non-compliant. This will be corrected with the migration.
8. 24 January 2023 - Disparity of registration numbers and incorporation dates – customers to be aware that the registration year of the company is when the application was submitted whilst the incorporation date is the actual date that the company was registered.
 9. 26 January 2023 – publication of Guidance 1 of 2023 – POPIA consent
 10. 26 January 2023 - update on rollback to old e-services and Bizportal including:
 - Feedback on certificates not received by customers
 - Update on URLs to be used for e-services and Bizportal
 - Updating of customer details
 - Directors not indicated on company certificates
 11. 27 January 2023 – update on rollback to old e-services and Bizportal where the CIPC indicates that when updating customer details the “continue button” is not working for company registration.

Changing of payment methods²

The CIPC has also indicated during the last part of 2022 that they will be phasing out the current system of Electronic Funds Transfer to the customer account. In future the CIPC will be accepting debit / credit cards and large amounts in the current customer accounts will be refunded to the customer.

Guidance published by the CIPC

- 14 January 2023 – Quick reference guide – Annual returns³
- Various step by step guides were also published to assist in the use of the new e-services and Bizportal⁴
- Additional guidance was provided via the CIPC facebook channel and youtube.

² [CIPC changing of payment method](#)

³ [Quick reference guide – annual returns](#)

⁴ [Step by step guides](#)