

CIPA Customer Service Standards

The Companies and Intellectual Property Authority (CIPA) is committed to providing efficient and accessible services for business and intellectual property registration. We pledge to be professional and effective in our service delivery and ensure that all our clients are satisfied with their interactions with CIPA. This notice outlines the service standards for frequently used services that clients should expect when requesting service from the Authority.

A. Communication and Complaints

SERVICE	CHANNEL	TURNAROUND TIME
1. Telephone calls	3673797/3673748/3673758/3673783/ 3673731/3673737/3673908/3673718/ 2416808/6800912/4630322	To be answered within 3 rings
2. Responding to WhatsApp messages	73263804	24 hours
3. Responding to email	<ul style="list-style-type: none"> info@cipa.co.bw: general enquiries on all CIPA services. ip@cipa.co.bw: enquiries on Industrial Property Services. copyright@cipa.co.bw : enquiries on Copyright Services. deposits@cipa.co.bw : OBRS deposit account requests and payment follow-ups. 	24 hours
4. Responding to social media queries	Facebook, Twitter, Instagram @cipabw	24 hours
5. Resolving Customer Complaints	info@cipa.co.bw or link on CIPA Website	5 working days
6. Refunds	refunds@cipa.co.bw	1 month

B. Companies and Business Names Services

CIPA mandated with the administration of the Companies Act and the Registration of Business Names Act. We register companies and business names on the Online Business Registration System at www.cipa.co.bw.

SERVICE	TURNAROUND TIME
1. Company Annual Returns	Instant Approval
2. Business Name Renewals	Instant Approval
3. Company /Business Name Search (online)	Instant Approval
4. Name Reservation	24 hours
5. Company Registration	24 hours

6. Transfer/Issue/Acquisition/Redemption of Shares	24 hours
7. Restoration of a Business Name	24 hours
8. Change of Name (Business Name)	24 hours
9. Change of Company Name	15 days (Including 14 working days mandatory publication period)
10. Restoration of a Company	8 Working Days (Including 7 working days mandatory publication period) (Terms and Conditions Apply)
11. Request Company Removal from the Register	21 working days (Including 20 working days mandatory publication period)

C. Industrial Property Services

CIPA, through the Industrial Property Act, is mandated to protect intellectual property rights in relation to patents, trademarks, utility models, industrial designs, geographical indications, layouts of integrated circuits, handicrafts and traditional knowledge.

SERVICE	TURNAROUND TIME
1. Renewal of a Trademark	5 days
2. Application to register a utility model	8 days (3 days of examination and 5 days of grant)
3. Application to register an industrial design	8 days (3 days of examination and 5 days of registration)
4. Application to register a trademark	5 months (Including 3 months mandatory publication)
5. Application to register a Patent	12 months (substantive examination conducted by the African Regional Intellectual Property Organisation in Harare, Zimbabwe).

D. COPYRIGHT

The Authority is mandated with the administration of the Copyright and Neighbouring Rights Act, which protects artistic and literary works, including, amongst others, music, film, photography, drama, poetry, art, softwares, apps and architecture.

SERVICE	TURNAROUND TIME
Recordal of Works	30 minutes
Accreditation of importers/producers	1 hour
Sale of Holograms	1 hour

E. CORPORATE SERVICES

In order to carry out its mandate, the Authority requests services from numerous suppliers including, amongst others, Advertising Agencies, Information Technology specialist agencies and stationery and goods suppliers. Following receipt of goods and invoices, we endeavour to pay our suppliers in the shortest possible time, with 3 working days being the maximum waiting period.

SERVICE	TURNAROUND TIME
Payment of Suppliers following receipt of goods and invoices	3 working days