



rural development & land reform

Department:
Rural Development and Land Reform
REPUBLIC OF SOUTH AFRICA

OFFICE OF THE CHIEF REGISTRAR OF DEEDS
5th Floor Rentmeester Building, Bosman Street,
Private Bag X918, PRETORIA, 0001 Web: www.drdir.gov.za

COMPLAINTS MANAGEMENT PROCEDURE

A. PRESIDENTIAL HOTLINE COMPLAINTS AND QUERIES

- Complaints lodged with the Presidential Hotline are relayed to the Department of Rural Development and Land Reform (DRDLR) and ultimately to the Office of the Chief Registrar of Deeds (OCRD).
- Upon receipt of the complaint, the OCRD will acknowledge receipt in writing to the complainant within 36 working hours of receipt of such complaint.
- Simple cases will be resolved within 14 working days receipt thereof;
- In complicated cases, a progress report will be provided to the complainant within 14 days of receipt thereof;
- Once the matter is resolved, the complainant will be provided with a written response stating the final resolution of the complaint.

B. GENERAL COMPLAINTS AND ENQUIRIES

Clients will have the right to approach the office of the Chief Registrar of Deeds (CRD) to seek redress if they are unhappy with the service of the OCRD. The person lodging a complaint will be responded to within 36 working hours.

The Promotion of Administrative Justice Act, 2000, upholds citizens' rights to express their dissatisfaction with public services.

"If the promised standard of service is not delivered, citizens will be offered an apology, with a full explanation and a speedy and effective remedy. When complaints are made, customers will receive a sympathetic, positive response."

Any customer who feels dissatisfied or unhappy with the manner in which she/he has been served or treated may lodge a complaint in one of the following ways:

- Arrange a face-to-face discussion with the head of the Chief Registrar of Deeds/Registrar of Deeds or a person designated by the Chief Registrar of Deeds/Registrar of Deeds to deal with complaints at the Service Delivery Coordination. The complainant should convey the details of the incident and articulate his/her dissatisfaction or unhappiness; or
 - Submit the complaint in writing to the Chief Registrar of Deeds/Registrar of Deeds, or any other person designated by the Chief Registrar of Deeds/Registrar of Deeds to deal with complaints in the office.

- The following details should appear on the written complaint: Name and surname of the complainant; contact details of the complainant; address of the complainant; and full details of the complaint, including the name(s) of the official (s) involved, if any; or
- Telephone Chief Registrar of Deeds/Registrar of Deeds or the Service Delivery Coordinator and articulate the complaint; or
- Submit the complaint, by email, to the Assistant Director: Service Delivery Coordination or the Client Relations Officer in the relevant office and ensure that they are provided with the necessary information as follows:
 - Name and surname of the complainant; contact details of the complainant; address of the complainant; and full details of the complaint, including the name(s) of the employee(s) involved, if any; or
- Call the National Office call centre at **0800 007095** between 07:30 and 16:30 during weekdays and indicate that the complaint is for Branch Deeds. If the call is made outside operating hours, leave a message and an agent will get back to the complainant.

C. COMPLAINTS PROCEDURE FOR CONVEYANCERS AND NOTARIES

Chief Registrar's Circular No. 3 of 2015 (attached hereto) regulates the procedure that must be followed by a Conveyancer / Notary when referring a matter to the Chief Registrar of Deeds for a review.

CONTACT DETAILS

NATIONAL OFFICE

The Director-General
Department of Rural Development and Land Reform
Private Bag X 833
Pretoria
0001

184 Jeff Masemola Streets
Pretoria, 0001

Telephone: (012) 312 8191

Fax: (012) 323 6072

Email address: bathopele@drdlr.gov.za



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REPUBLIC OF SOUTH AFRICA

OFFICE OF THE CHIEF REGISTRAR OF DEEDS
Private Bag X918, PRETORIA, 0001 - Tel (012) 338-7227, Fax (012) 338-7383

CHIEF REGISTRAR'S CIRCULAR NO. 3 OF 2015

**PROCEDURE TO BE FOLLOWED IN RESPECT OF MATTERS REFERRED TO THE
CHIEF REGISTRAR OF DEEDS FOR A REVIEW**

1. The following procedure must be followed by a Conveyancer / Notary when referring a matter to the Chief Registrar of Deeds for a review:
 - 1.1. Before referring a matter to the Chief Registrar of Deeds, all internal processes in the deeds registry must have been exhausted. In other words, the matter must have been discussed with the relevant examiners, Assistant / Deputy Registrar of Deeds as well as the Registrar of Deeds. Only matters that the Registrar of Deeds and Conveyancer / Notary cannot agree upon may be referred to the Chief Registrar of Deeds for an opinion;
 - 1.2. The Conveyancer / Notary must in writing request the Chief Registrar of Deeds to provide an opinion. The request must be accompanied by the relevant supporting documentation.
2. Upon receiving the request, the Chief Registrar of Deeds may require the Registrar of Deeds to submit a report providing reasons for his/her decision.
3. The Chief Registrar of Deeds will investigate the matter and give an *opinion* on the findings. An *opinion* will be sent to the Conveyancer / Notary (for information purposes), as well as the Registrar of Deeds (for information purposes / a request for reconsideration (where applicable)).
4. Where the procedure under paragraph 1 has not been followed, the matter will be referred back to the Conveyancer / Notary for compliance.


CHIEF REGISTRAR OF DEEDS

DATE: 12/5/2015



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OFFICE OF THE CHIEF REGISTRAR OF DEEDS

5th Floor Rentmeester Building, Bosman Street,
Private Bag X918, PRETORIA, 0001 Web: www.drldr.gov.za
Enquiries: Ms Kenalemang Tiba
Assistant Director: Service Delivery Coordination: Tel (012)338 7324

Complaints Form

Name and Surname of complainant:

Contact details of the complainant:

Email address:

Name of the office complaint is lodged:

Address of complainant:

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Full details of complaint:

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Name:

Date:

Title:



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Enquiries: Ms Kenalemang Tiba
Assistant Director: Service Delivery Coordination: Tel (012)338 7324

Acknowledgement Letter

Complaint reference number:

Date:

Dear Mr./Mrs./Ms./Other.....

Thank you for taking the time to communicate to us why our service did not meet your expectation. We have every desire to address your concerns and provide the best service available to resolve your complaint.

This serves to acknowledge that the office of the Chief Registrar of Deeds has received your complaint and that investigation is currently underway. The investigation shall have been completed within 14 days.

Name:
Date:
Title:

For office use ONLY
Name of person dealing with complaint:
Contact details of person dealing with complaint:
Date by which investigation shall have been completed:

CONTACT NUMBERS OF SENIOR MANAGERS

CHIEF REGISTRAR OF DEEDS

Ms Carlize Knoesen
Private Bag X 918
Pretoria, 0001
Tel: (012) 338 7218
EMAIL: carlize.knoesen@drdlr.gov.za

ACTING REGISTRAR OF DEEDS: LEGAL SUPPORT AND DEEDS TRAINING

Ms Antoinette Reynolds
Private Bag X 918
Pretoria, 0001
Tel: (012) 338 7271
EMAIL: antoinette.reynolds@drdlr.gov.za

SENIOR FINANCIAL OFFICER: FINANCIAL MANAGEMENT AND SUPPORT SERVICES

Ms Marokane Mogoba
Private Bag X 918
Pretoria, 0001
Tel:(012) 401 9300
EMAIL: marokane.mogoba@drdlr.gov.za

CHIEF DIRECTOR: SERVICE DELIVERY COORDINATION

Ms Pumeza Gubuza
Private Bag X 918
Pretoria, 0001
Tel: (012) 338 7383
EMAIL: pumeza.qubuza@drdlr.gov.za

CHIEF DIRECTOR: DEEDS ICT

Mr Jabulani Hlatshwayo
Private Bag X 918
Pretoria, 0001
Fax 012) 338 7338
Tel: (012) 338 7186
EMAIL: jabulani.hlatshwayo@drdlr.gov.za

REGISTRAR OF DEEDS: BLOEMFONTEIN

Mr David Mngcolwani
Private Bag X20613
BLOEMFONTEIN, 9300
Tel: (051) 403 0300
Fax: (051) 403 0370
EMAIL: david.mngcolwani@drdlr.gov.za

REGISTRAR OF DEEDS: CAPE TOWN

Mr Kasavel Pillay
Private Bag X9073
CAPE TOWN, 8000
Tel: (021) 464 7600
Fax: (021) 464 7725
EMAIL: kasavel.pillay@drdlr.gov.za

REGISTRAR OF DEEDS: JOHANNESBURG

Ms Makaziwe Ntuli
Private Bag X61873
MARSHALLTOWN, 2107
Tel: (011) 843 8300
Fax: (011) 843 8407
EMAIL: makaziwe.ntuli@drdlr.gov.za

REGISTRAR OF DEEDS: KIMBERLEY

Ms Unita Frazenburg
Private Bag X 5026
KIMBERLEY, 8300
Tel: (053) 832 7228
Fax: (053) 832 5888
EMAIL: unita.frazenburg@drdlr.gov.za

REGISTRAR OF DEEDS: KING WILLIAMS TOWN

Mr Nkululeko Mantanga
Private Bag X7402
KING WILLIAMS TOWN, 5600
Tel: (043) 642 2741
Fax: (043) 642 4539
EMAIL: nkululeko.mantanga@drdlr.gov.za

REGISTRAR OF DEEDS: LIMPOPO

Mr William Ngququ
Private Bag X 9717
POLOKWANE
0700
Tel: (015) 283 2347
EMAIL: william.ngququ@drdlr.gov.za

REGISTRAR OF DEEDS: MPUMALANGA

Mr Rendani Mukhakhululi
Private Bag X11239
NELSPRUIT, 1200
Tel: (013) 756 4000
Fax: (013) 756 4092
EMAIL: rendani.mukhakhululi@drdlr.gov.za

DEPUTY REGISTRAR OF DEEDS: MTHATA

Mr Waterson Mketshane
Private Bag X5040
MTHATA, 5100
Tel: (047) 531 2150
Fax: (047) 531 2873
EMAIL: waterson.mketshane@drdlr.gov.za

ACTING REGISTRAR OF DEEDS: PIETERMARITZBURG

Mr Sifiso Nzuzi
Private Bag X9028
Pietermaritzburg, 3200
Registrar of Deeds:
Tel: (033) 355 6800
Fax: (033) 345 5101
EMAIL: sifiso.nzuzi@drdlr.gov.za

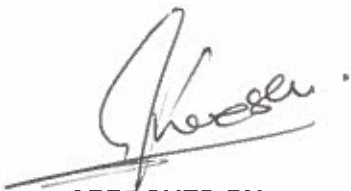
ACTING REGISTRAR OF DEEDS: PRETORIA

Harold Gwangwa
Private Bag X183
Pretoria, 0001
Tel: (012) 338 7034
Fax: (012) 338 7151
EMAIL: harold.gwangwa@drdlr.gov.za

REGISTRAR OF DEEDS: VRYBURG

Ms Mosenki Lemme
Private Bag X1
Vryburg, 8600
Tel: (053) 928 1500
Fax: (053) 928 4002
EMAIL: mosenki.lemme@drdlr.gov.za

Website: www.deedsweb.gov.za



APPROVED BY:

MS: CCE.KNOESEN

CHIEF REGISTRAR OF DEEDS

DATE:

31/1/2018