



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

Registration Guide **Application for Amendment of** **Registration Certificate**

**A guide for application for amendment of the
registration information on the Registration Certificate
under the National Water Act, 1998
(Act No. 36 of 1998)**

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SECTION 1

1. PURPOSE AND STRUCTURE OF THIS REGISTRATION GUIDE

This Registration Guide is aimed specifically at explaining how water users must apply for amendment of their information on the registration certificate with the Department of Water and Sanitation.

Section 1 - explains the set up and structure of this registration guide

Section 2 – explains an overview of registration amendment process.

Section 3 - explains some important definitions that will assist users to complete the amendment form DW811

Section 4 – explains practical information on the form DW811 and how to complete them.

Section 5 - provides a list of registration help lines and contact details of the Department's various offices around the country where users may obtain the forms and assistance to complete the forms.

SECTION 2

2. APPLICATION FOR AMENDMENT OF REGISTRATION CERTIFICATE

WHY APPLICATION OF AMENDMENT OF REGISTRATION CERTIFICATE?	<p>Registration Regulation 11 of the water use registration regulations R1352 compels the register water users to apply for an amendment or to submit a new application for registration for amendment within one month of any change in the water use reflected in any registration certificate to the responsible authority. This regulation 11 also gives the responsible authority to instruct the water user in writing –</p> <ol style="list-style-type: none">1. to apply for an amendment to his or her registration certificate.2. to submit a new application for registration; or3. to apply for a licence in terms of the Act, within a specific period. <p>The process for applying for amendment of the information on the registration certificate encompasses –</p> <ol style="list-style-type: none">1. Filling a DW811 form2. Signing the form3. Attaching the certified copies of title deeds, identity number and4. Submitting the application to the Department of Water and Sanitation Provincial or Catchment Management Agency office
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SECTION 3

3. DEFINITIONS USED IN THIS GUIDE

General definitions of key terms in the registration process are provided here to aid the water user in completing the applicable amendment forms (DW811).

AMENDMENT	<p>An amendment is a formal or official change made to information on the registration certificate.</p> <p>Amendments can –</p> <ol style="list-style-type: none">1. replace contact details (postal and physical address, telephone, cellphone number or fax numbers.2. provide an update on new property owners upon buying of property or change in the name of the name of the customer including Transformation status of the Irrigation boards or government water scheme into water user association.3. Renewal information on passports information4. Updating or corrections on VAT, Business registration information
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SECTION 4

4. OVERVIEW OF AMEDNMENT FORM DW811B

REGISTERED PROPERTY OWNER	<p>This section of the form requires information about the Name of the Property (property name, property number and property portion) where water use takes place.</p> <p>The name of the new owner and old owner of the property are also required including dates of registration at the Deeds Office Department</p> <p>Register Number allocated when the water use was first registered is required.</p> <p>A copy of title deed and should be submitted to the Department by the</p>
DETAILS OF REGISTERED WATER USER	<p>This section of the form requires information about the Name of the Water User and his/her/their related entity details in respect of</p> <ul style="list-style-type: none">▪ Type of company▪ Population group and gender information▪ new telephone numbers▪ changes to postal addresses▪ changes to names and titles.▪ VAT and business registration information numbers
DETAILS OF CONTACT PERSON	<p>This section of the form requires information about the Contact Person of the entity details in respect of</p> <ul style="list-style-type: none">▪ new telephone numbers▪ changes to postal addresses▪ email address▪ cellphone numbers
DECLARATION ABOUT THE APPLICANT	<p>Individual applicants must sign and date the form themselves.</p> <p>In the case of a power of attorney a certified copy of the appointment must be attached to the application form.</p> <ul style="list-style-type: none">▪ Use of a thumbprint in the space provided will be acceptable in some cases as an alternative to an applicant's signature

SECTION 5

5. REGISTRATION HELP LINES AND CONTACTS IN THE DEPARTMENT OF WATER AFFAIRS

The various offices of the Department of Water and Sanitation around the country may be contacted for enquiries and to obtain the DW11B form to fill in, and if required also to assist you to fill in the relevant forms.

Forms can also be obtained from the Departmental web-site: (available at <http://www.dwa.gov.za/Projects/WARMS/Registration/registration1.asp>) or Call the toll-free line on 0800 200 200 and ask for the Registration Help Desk at the Regional Office that serves your area.

Department of Water Affairs Registration Office	
Head Office (enquiries only) Private Bag X313, Pretoria, 0001 E-mail: warmdatarequests@dwaf.gov.za warmsenquiries@dwaf.gov.za Call Centre Toll Free Line: 0800 200 200	Northern Cape (Upington) Tel: (054) 338 5840 Fax: (054) 338 5849 Private Bag X5912 Upington 8800 E-mail: WARMSORANGE@dwa.gov.za
Eastern Cape Tel: (043) 701 0376 Fax: 086 510 0918 Private Bag X7485 King William's Town 5600 E-mail: WARMSECAPE@dwa.gov.za	North West (Hartbeespoort) Tel: (012) 253 1093 Fax: (012) 253 1905 Private Bag X352 Hartbeespoort 0216 E-mail: WarmEnquiries@dwa.gov.za
Free State Tel: (051) 405 9212 Fax: (051) 447 1901 PO Box 528 Bloemfontein 9300 E-mail: WARMSFreeState@dwa.gov.za	KwaZulu-Natal Tel: (031) 3362710 Fax: (031) 3059927 PO Box 1018 Durban 40000 E-mail: WARMS-Enquiries-KZN@dwa.gov.za
Northern Cape (Kimberley) Tel: (053) 836 7600 ext 519 Fax: 053 842 3258 28 Central road Beaconsfield Kimberley 8300 E-mail: warmslowervaal@dwa.gov.za	Western Cape Tel: (021) 941 6000 Fax: (021) 950 7269 Private Bag X16 Sanlamhof 7532 E-mail: WARMSWCAPE@dwa.gov.za
Gauteng Tel: (012) 392 1317 Fax: (012) 392 1422 Private Bag X995 Pretoria 0001 E-mail: koshaner@dwaf.gov.za	Northern Cape (Upington) Tel: (054) 338 5840 Fax: (054) 338 5849 Private Bag X5912 Upington 8800 E-mail: WARMSORANGE@dwa.gov.za
LIMPOPO Tel: (015) 306 7300 Fax: (015) 307 6868 Private Bag X4012 Tzaneen 0850 E-mail: WARMS-Enquiries-TZN@dwa.gov.za	Limpopo Tel: (015) 290 1200 Fax: (015) 0152953249 Private Bag X9506 POLOKWANE 0700 E-mail: WARMS-Enquiries-TZN@dwa.gov.za