



**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

<b>WHY APPLICATION OF AMENDMENT OF REGISTRATION CERTIFICATE?</b>	<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"><li>1. to apply for an amendment to his or her registration certificate.</li><li>2. to submit a new application for registration; or</li><li>3. to apply for a licence in terms of the Act, within a specific period.</li></ol> <p>The process for applying for amendment of the information on the registration certificate encompasses –</p> <ol style="list-style-type: none"><li>1. Filling a DW811 form</li><li>2. Signing the form</li><li>3. Attaching the certified copies of title deeds, identity number and</li><li>4. Submitting the application to the Department of Water and Sanitation Provincial or Catchment Management Agency office</li></ol>
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## SECTION 3

### 3. DEFINITIONS USED IN THIS GUIDE

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

<b>AMENDMENT</b>	<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"><li>1. replace contact details (postal and physical address, telephone, cellphone number or fax numbers.</li><li>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.</li><li>3. Renewal information on passports information</li><li>4. Updating or corrections on VAT, Business registration information</li></ol>
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## SECTION 4

### 4. OVERVIEW OF AMEDNMENT FORM DW811B

<b>REGISTERED PROPERTY OWNER</b>	<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>
<b>DETAILS OF REGISTERED WATER USER</b>	<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"><li>▪ Type of company</li><li>▪ Population group and gender information</li><li>▪ new telephone numbers</li><li>▪ changes to postal addresses</li><li>▪ changes to names and titles.</li><li>▪ VAT and business registration information numbers</li></ul>
<b>DETAILS OF CONTACT PERSON</b>	<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"><li>▪ new telephone numbers</li><li>▪ changes to postal addresses</li><li>▪ email address</li><li>▪ cellphone numbers</li></ul>
<b>DECLARATION ABOUT THE APPLICANT</b>	<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"><li>▪ Use of a thumbprint in the space provided will be acceptable in some cases as an alternative to an applicant's signature</li></ul>

## 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 AND SANITATION AND CATCHMENT MANAGEMENT AGENCY WATER USE REGISTRATION OFFICES	
<p style="text-align: center;"><b>Head Office</b>  <b>Address: Private Bag X313, Pretoria, 0001</b>  <b>Email Address: <a href="mailto:warmdatarequests@dws.gov.za">warmdatarequests@dws.gov.za</a></b>  <b><a href="mailto:Register@dws.gov.za">Register@dws.gov.za</a></b></p> <p style="text-align: center;"><b>012 336 7121/6832/7096</b>  <b>Call Centre Toll Free Line: 0800 200 200</b></p>	
<p><b>EASTERN CAPE</b>  Ocean Terrace  Moore Street  Quigney, E.L. 5201  Po Box 7019  East London,  5200</p> <p>Tel: (043) 701 0220  Fax 086 611 4525  Email Address: <a href="mailto:WARMSECAPE@dws.gov.za">WARMSECAPE@dws.gov.za</a></p>	<p><b>FREE STATE</b>  Bloem Plaza  Corner Charlotte Maxeke &amp; East Burger Street  Private bag x528  Bloemfontein  9300</p> <p>Tel: 051 405 9000  Email Address: <a href="mailto:WARMSECAPE@dws.gov.za">WARMSECAPE@dws.gov.za</a></p>
<p><b>NORTHERN CAPE (KIMBERLEY)</b>  28 Central road  Beaconsfield  Kimberley  8300</p> <p>Tel: (053) 836 7600  Fax: 053 842 3255  E-mail Address: <a href="mailto:WARMSECAPE@dws.gov.za">WARMSECAPE@dws.gov.za</a></p>	<p><b>NORTHERN CAPE (UPINGTON)</b>  Lyvenhouts Drift Settlement  Louisvale Road  Private Bag X5912  Upington  8800</p> <p>Tel: 054 338 5800  Fax: (054) 334 0205  Email Address: <a href="mailto:WARMSECAPE@dws.gov.za">WARMSECAPE@dws.gov.za</a></p>
<p><b>NORTHWEST (HARTBESPOORT)</b>  1 Kurper Street  Old Rustenvurg Road  Hartbeespoort  Private Bag X352  Hartbeespoort  0216</p> <p>Tel: (087) 943 3756  Email Address: <a href="mailto:WARMSECAPE@dws.gov.za">WARMSECAPE@dws.gov.za</a></p>	<p><b>KWAZULU-NATAL</b>  Southern Life Building 9th floor  88 Field Street  PO Box 1018  Durban  4000</p> <p>Tel: (031) 3362710  Email Address: <a href="mailto:WARMSECAPE@dws.gov.za">WARMSECAPE@dws.gov.za</a></p>
<p><b>WESTERN CAPE</b>  De Goede Hoop Park</p>	<p><b>GAUTENG</b>  Sanlam Plaza East</p>

## SECTION 5

<p>17 Strand Street Private Bag X16 Sanlamhof Bellville 7532</p> <p>Tel: (021) 941 6000 Fax: (021) 950 7269 Email Address: <a href="mailto:WARMSWC@dws.gov.za">WARMSWC@dws.gov.za</a></p>	<p>285 Francis Baard Street Private Bag X995 Pretoria 0001</p> <p>Tel: (012) 392 1317 Fax: (012) 392 1422 Email Address: <a href="mailto:WARMSGP@dws.gov.za">WARMSGP@dws.gov.za</a></p>
<p><b>INKOMATI-USUTHU CATCHMENT MANAGEMENT AGENCY</b> <b>INKOMATI-USUTHU CATCHMENT MANAGEMENT</b> 20 Paul Kruger Street Second Floor ABSA Square Building Nelspruit 1200</p> <p>Tel: +27 13 753 9000 Fax: +27 13 753 2786 Email Address: <a href="mailto:warms@iucma.co.za">warms@iucma.co.za</a></p>	<p><b>BREDE-GOURITZ CATCHMENT MANAGEMENT AGENCY</b> 51 Baring Street Worcester 6850</p> <p>Tel: (023) 346 8000 Fax: (023) 347 2012 E-mail Address: <a href="mailto:info@bocma.co.za">info@bocma.co.za</a></p>
<p><b>MPUMALANGA</b> Prorom Building. 5th Floor c/o Paul Kruger and Brown Streets Private Bag X11259 Nelspruit 1200</p> <p>Tel: (013) 759 7491/7300 Email Address: <a href="mailto:WARMSMP@dws.gov.za">WARMSMP@dws.gov.za</a></p>	<p><b>LIMPOPO</b> Azmo place 49 Joubert street Private Bag X9506 POLOKWANE 0700</p> <p>Tel: (015) 290 1200 Email Address: <a href="mailto:WARMSLMP@dws.gov.za">WARMSLMP@dws.gov.za</a></p>