



OFFICE OF THE CHIEF REGISTRAR OF DEEDS

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EDRS BETA/PILOT PROGRAM - FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is the eDRS project?

The eDRS (Electronic Deeds Registration System) project is a web application designed to digitise and streamline the deeds registration process. It aims to improve efficiency, reduce turnaround times, and enhance security and transparency.

2. What are the benefits of participating in the eDRS BETA/pilot program?

- Participants gain early access to the eDRS application.
- Direct input and participation into the system's development and refinement.
- Contribution to the modernisation of the deeds registration process.
- Experience the advantages of a digital platform firsthand.

3. How long will the pilot program run?

The BETA/pilot is estimated to run for four months, from 01 April to 31 July 2025.

4. What are the requirements for participation?

- Participants must be admitted and enrolled conveyancers and/or notaries.
- Reliable internet access and a computer capable of running the web application are essential.
- Registration with the Departmental AES service provider is required.

5. Why is registration with the AES service provider necessary?

AES (Advanced Electronic Signature) registration ensures the secure electronic signing of documents within the eDRS system, maintaining legal validity and security.

6. What if I am not currently registered with the AES service provider?

You must be willing to register with the Departmental AES service provider to participate in the pilot program.



CLASSIFICATION: RESTRICTED

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7. Who is responsible for the costs associated with AES registration?

All costs related to AES registration are the responsibility of the participating conveyancer / notary.

8. Will I receive training on how to use the eDRS application?

Yes, training will be provided to all selected BETA/pilot participants before the start of the pilot.

9. How will feedback be collected during the pilot program?

Feedback will be collected through designated channels, such as online surveys, feedback forms, and scheduled meetings.

10. What type of technical support will be available during the pilot?

Technical support will be available throughout the pilot program to assist with any technical issues or queries. Contact information for support will be provided during training.

11. What happens after the pilot program ends?

Feedback from the pilot program will be used to refine the eDRS application. Further communication regarding the rollout of the eDRS system will be provided at a later stage.

12. What happens if I encounter problems with the web application?

Report all issues to the provided technical support contact persons / platforms.

13. Are there specific browser requirements for the Web application?

Yes, the application is optimised for use with popular web browsers such as Edge, Chrome, Safari, Firefox etc. Please ensure you have the latest version of one of these browsers installed.

