
INDUSTRY CIRCULAR NO 12/22

TO: ALL SECURITY SERVICE PROVIDERS

**FROM: ISAAC RALIOMA
ACTING CHIEF OPERATIONS OFFICER**

DATE: 24 November 2022

SUBJECT: ONLINE SYSTEM RE-APPLICATION

Dear Valuable Stakeholder,

The Private Security Industry Regulatory Authority has implemented the online system to ensure effective and efficient customer service. Security Providers (businesses and officers) are required to use the online platform for business and individual services when interacting with PSiRA.

Clients whose registration status reflects "**Rejected, Withdrawn or Voluntary withdrawn**" can now re-apply for registration via the digital portal.

The re-application process is as follows:

1. Login to the digital portal;
2. Click on the green "Re-apply" button, situated in the middle of the screen and agree to the terms and conditions, and make the necessary payment;
3. Click on "Continue" followed by "Complete your profile";
4. Update your personal information, latest residential info, answer the pro-forma questionnaire, sign the declaration and save; and
5. Visit the nearest branch to submit a set of fingerprints for criminal verification, a copy of your Identity document and take a picture (where applicable). Lastly, your fingerprints

will be digitally taken to compare with the Home Affairs database (HANIS) to confirm South African citizenship.

Please note that the re-application process is not accessible by clients who have a status reflecting as "**Provisionally Rejected**" or "**Training pending**", we request that these clients contact our help desk to assist them in resolving outstanding issues relating to these statuses.

We are grateful of all the stakeholders who are fully using this online platform since it is assisting in placing our sector in the world of technology.

For further inquiries please contact our call centre on 086 133 3850 or email info@psira.co.za

Yours faithfully,



Isaac Ralioma
Acting Chief Operations Officer (COO)