
INDUSTRY CIRCULAR NO 04/22

TO: ALL SECURITY SERVICE PROVIDERS
FROM: MANABELA CHAUKE
DATE: 28 MARCH 2022
SUBJECT: ONLINE BOOKING SYSTEM – SECURITY SERVICE PROVIDERS

Dear Valuable Stakeholder,

The Private Security Industry Regulatory Authority has implemented the online system to ensure effective and efficient customer service. Security businesses and security officers are able to use the online platform for business and individual services.

As far as the online booking system is concerned, the Authority has seen a high number of clients using the booking platform for appointments at our respective offices/branches. However, please note that the booking platform is currently undergoing maintenance to ensure that all our stakeholders can be assisted efficiently using the either the App or the Online registration platform. In the interim, walk-ins at all our branch offices will be accepted. The Authority has also appointed additional temporary staff at all our branch offices to assist clients with the online platform. Visiting the branches for assistance with the online system and other services is also encouraged. Please note that PSIRA's Head Office will only accept Security Business director's/owners or an appointed official who wishes to address any matter relating to a security business.

The walk-in consultants can assist those that need assistance with the online platform to register as individuals, claiming of profiles and renewing of certificates, as well as other online services.

A supplementary communique detailing the booking system going live will be issued soon.

Yours faithfully,



Manabela Chauke
Director (CEO)