

SERVICE PLEDGE

The Deeds Registry Office of Eswatini Pledges as follows to its Clientele and General Public:

- To serve you timely, professionally and humanely at the Counter.
- To execute and register your transactions within 7 days of lodgement if all supporting documents are in order and there is no prep at the first time of submission.
- To provide you with a copy “for information” of your transaction within 72 hours of registration. This is of course after payment of the requisite fee.
- To urgently fast track genuine cases of emergency, upon receiving written request for such with justification, taking into cognizance that every transaction received by the office is special and urgent in its own way.

We ask the following of our Clients:

- Be professional and humane in your engagement with us.
- Don't jump the line and expect or demand to be attended first when there are others or work submitted prior to yours.
- Pay for every service offered at the Deeds Registry and demand a Government receipt for every transaction.
- Do not offer us a bribe or monetary inducement for any service we provide. It is our work and pleasure to be of service to you.
- Report to 76063639 any bribe or “gift” demand by a staff member in exchange for service or a promise to fast track your transaction.

Find us online at www.gov.sz. Select Natural Resources & Energy and go to departments and select Deeds Registry or use the following link

www.gov.sz/index.php?option=com_content&view=article&id=288&Itemid=386