Room 028
High Court Building
Prichard/Von Brandis Streets
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THE JOHANNESBURG
ATTORNEYS ASSOCIATION

25 August 2022

Dear Members,

1. Following on the High Court liaison meeting on 17 August 2022, we wish to bring the following to our members' attention:-

    a. In respect of the allocation of trial dates:-

        i. Default judgments: 4th term;
        ii. Trials Y matters: March 2023;
        iii. Non-Y matters: February 2023.

    b. From the feedback received from the Registrars, it would seem that our members are not properly complying with the Practice Directive. In respect of the matters still on Caselines, members are not inviting the correct office profile and in some instances not inviting the office profile at all.

    c. The Registrar's office receives a lot of complaints in respect of dates not being allocated but after further investigation it became apparent that, in fact, members are not complying with the Practice Directive.

    d. Members are requested to ensure that, firstly, they have properly complied with the Practice Directive and, secondly, that there are no notes posted by the Registrar before lodging a complaint.

    e. There has been delays in the allocation of trial interlocutory dates. The Registrar attending to this has resigned and the office experienced some difficulty. The Registrar's office apologises for the inconvenience caused to our members and confirmed that they are busy resolving the issues experienced in that office and that everything should be resolved and the office fully functional shortly.

    f. In respect of the Court Online Helpdesk and Caselines Technical Support phones not being answered or calls dropped: we were advised that, unfortunately, the phone system does not have a call queuing function available. On average calls take up to 15 minutes for the agents to try and assist members. All other incoming calls, whilst all the agents are busy on the phone, will then just keep ringing and eventually be dropped.

        It is not a question of the call centre agents not answering the phones. They are, in fact, busy on other calls. The queuing function has already been procured.

        Members are kindly requested that when the phone just rings to rather end the call and try later.

    g. **Of importance** is that all cases, old and new matters, must only be dealt with on Court Online. Matters created on Caselines must be accessed through the View Caselines Bundle button on Court Online and the bundles must be pulled through onto Court Online.

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Members are requested **not to** continue to access their Caselines profiles as this will create a situation where your profiles will be out of sync and necessitate a password reset on Court Online.

h. Only upload your SUMMONS or NOTICE OF MOTION in all new matters to be issued. **Do not** upload any supporting documents. This must be done at a later stage.

i. When making application for a hearing date or lodging your default judgment, etc, ensure that you upload all the supporting documents first. Upload the document that requires the court's staff to do something last in the series of documents.

j. There are two Court Online workshops coming up fairly soon.

2. We want to encourage our members to kindly engage with our office on problems experienced / issues to be addressed to ensure that all stakeholders work together to improve the system.

Regards,
JOHANNESBURG ATTORNEYS ASSOCIATION