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11 July 2023

MEMORANDUM TO OUR MEMBERS
COURT ONLINE FEEDBACK AND INTRODUCTION OF PAA
WEB BASED COMPLAINTS LOG

TO : Our members
FROM : PAA High Court Committee

Dear members,

1. The PAA's court liaison committee met with the Chief Registrar Pretoria High court Ms Ledwaba yesterday afternoon. The many challenges practitioners are experiencing with Court Online was the first item on our agenda.
2. The issue of practitioners being unable to log on was specifically stressed. Ms Ledwaba assured us that SITA (State Information Technology Agency) is on site and hard at work resolving practitioners' challenges. She did confirm that the issue of access to the system was one of the issues that remains unresolved and is receiving urgent attention.
3. We specifically indicated that practitioners find it hugely frustrating that there is a helpdesk system in place that provides no feedback whatsoever on issues logged via email, and that the new telephonic helpdesk even with the queuing system is still not functioning: The only difference is that instead of being cut off, one now holds to the answering message, but the call is still

Executive Committee: Tiaan Joubert (Chairperson); Dawie Bekker (Deputy Chairperson); Vijayta Rana (Secretary); Millie Shantall-Lurie (Treasurer); Manisha Maganbhai-Mooloo (Candidate Attorneys & Bursaries); Thekiso Maodi (Transformation & New Membership); Dawie de Villiers (Lower Courts); Conrad van der Vyver (Road Accident Fund); Francois Boucher (Estates & Trusts); Inge Treurnich (Events); André du Plessis (CIPC & Intellectual Property); Nicolette de Witt (High Court); Gareth Shepperson (Liaison & Marketing); Donald Mokgehle (Property Law)

note picked up. Also, the MS teams chat is open at very limited times. The result of this is practitioners who have been struggling for months to have documents issued and matters advanced on court online. Our clients are as a result being denied their constitutional right to access to the courts.

4. We further stressed that the PAA is gravely concerned about the seeming lack of urgency when it comes to resolving Court Online issues. It has been almost a year since its initial launch. For example, it has been a month since the Judge President requested (at the Pretoria EEC meeting held on 7 June 2023) that SITA meets with law firms to once and for all find urgent solutions to the problems they are faced with. Ms Ledwaba indicated that the firms have been identified and SITA is in the process of scheduling working meetings with them.
5. We were further informed that the request by the PAA and the Pretoria Society of Advocates to sit in the weekly feedback meetings between the SITA project manager and the Chief Registrar's office to offer inputs and possible solutions from the legal profession, was denied by SITA for no particular reason other than that "it does not work that way".
6. The PAA shall continue to engage the office of the Chief Registrar Pretoria, as well as the DJP's of both the Pretoria and Johannesburg High Courts and the Judge President's office until the ongoing issues with Court Online are resolved.
7. In order to effectively do so, we wish to create our own database of issues experienced by the profession. We have for this set-up a web based form which we request be completed by our members as and when they experience issues with court online, and are not assisted via the OCJ's helpdesk systems.

The form can be accessed by clicking on the hyperlink below, alternatively by accessing it on the PAA website (<https://www.ppv.co.za>) under the "forms" tab.

[PAA Court Online complaints log](#)

8. We also hereby invite firms to provide the PAA's court liaison office with their formal letters of complaint detailing the extent to which this system has detrimentally affected their practices since its inception, which we will annex

to the log forms to be forwarded to the JP and DJPs offices on a monthly basis. These letters can please be emailed to writer at highcourt@ppv.co.za.

Kind regards

Nicolette de Witt

Convenor: PAA High Court committee

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