



OFFICE OF THE JUDGE PRESIDENT

GAUTENG DIVISION OF THE HIGH COURT OF SOUTH AFRICA

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12 September 2022

To:

1. Legal Practice Council – Gauteng
2. Law Society of South Africa
3. Gauteng Family Law Forum
4. Gauteng Attorneys Association
5. Pretoria Attorneys Association
6. Johannesburg Attorneys Association
7. West Rand Attorneys Association
8. South African Black Women in Law
9. National Association of Democratic Lawyers
10. Black Lawyers Association
11. South African Women Lawyers Association
12. South African Medical Malpractice Lawyers Association
13. Personal Injury Plaintiff Lawyers Association
14. South African Medico-Legal Association
15. Office of the State Attorneys, Pretoria and Johannesburg
16. Solicitor General
17. Legal Aid South Africa
18. Legal Division of the Department of Health: Gauteng
19. Legal Division of the Department of Sport, Arts, Culture and Recreation
20. Gauteng Department of Agriculture and Rural Development
21. Legal Services - Gauteng Provincial Department of Education
22. South African Board for Sheriffs
23. South African Sheriff Society



Copy to: All Registrars of the Gauteng Division of the High Court, Pretoria and Johannesburg

NOTICE TO ATTORNEYS:-

PROTOCOL: EMERGENCY ARRANGEMENTS WHEN COURT ONLINE IS INACCESSIBLE

1. Inevitably with electronic systems there is a risk of unforeseen downtime. This protocol serves to communicate the default plan when the Court Online system downtime exceeds one court day.
2. In the event that the system is inaccessible for the periods as set out below, the following alternative measures will be applicable:
3. Downtime for 24 hours:
 - 3.1 Urgent applications will be permitted to be issued manually over the counter at the Issuing Office.
 - 3.2 Matters prescribing within a three (3) day period will also be permitted to be issued manually subject to Registrar review to confirm pending prescription.
 - 3.3 No ordinary matters may be issued in person.
4. Downtime for five (5) court days or longer:
 - 4.1 All process will be permitted to be issued manually over the counter until such time as the system has been restored. Case numbers assigned will bear a court issued prefix that indicates that they were issued during system downtime.
 - 4.2 Once the system has been restored, practitioners are required to upload and re-issue such matters on the Court Online portal and input the manually issued case number under the "Related Case Number" field when starting the case. Both the manual and Court Online issued case number must then reflect on all pleadings filed in the matter.



- 4.3 Matters issued manually during such periods of system inaccessibility may not be created on CaseLines and must be filed and proceed on the Court Online platform once accessibility has been restored.
- 4.4 Process for filing may be brought to court for stamping of the date of filing. Such process must be filed on the Court Online platform once accessibility has been restored.
- 5. Enrolled matters with hearing dates within the next 5 court days:
 - 5.1 If a bundle had already been created from Court Online, that bundle may be accessed from CaseLines and the documents uploaded to the bundle for access by the Judge.
 - 5.2 If a bundle has not been created from Court Online, an interim bundle may be created in CaseLines and the documents for the hearing uploaded.
 - 5.3 If parties access CaseLines directly during system downtime, it is imperative to do a Court Online "Password reset" subsequently to ensure synchronization of the Court Online / CaseLines interface.

MR ACHOB

JUDGE PRESIDENT OF THE GAUTENG DIVISION OF THE
HIGH COURT OF SOUTH AFRICA

Electronically submitted therefore unsigned

