SITA

User manual (Portal)

Office of the Chief Justice

Court Online System

Document No.:	eOCJ-00001
Version:	0.01
Date:	2021-08-10

OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

Notice

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Title: Court Online Portal User Manual
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Amendment history

Version	Date	Change proposal	Change comment
1.00	2021-08-10	New document	First release

Approval page

SITA approval

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Date

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Date

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Abbreviations

OCJ	Office of the Chief Justice
DJP	Deputy Judge President

Terms and Definitions

Court day(s)	This is seen to be a normal working day (business hours) for the court. In terms of Rule 3 of the Uniform Rules of Court: <u>3 Registrar's Office Hours</u> Except on Saturdays, Sundays and Public Holidays, the offices of the registrar shall be open from 9:00 to 13:00 and from 14:00 to 16:00, save that, for the purpose of issuing any process or filing any document, other than a notice of intention to defend, the offices shall be open from 9:00 to 13:00, and from 14:00 to 15:00.

Chapter 1- Layout of the manual

1. Purpose and layout of the user manual

This user manual is intended for officials at the Office of the Chief Justice (OCJ). It is the main reference document for the OCJ e-Filing Solution system.

Use this manual as a reference document at your workplace when using the system as an end user.

The layout of the user manual is indicated in table 1. The content is presented in this sequence.

Table 1 - User manual layout

Chapter	Section
Chapter 1 – Layout of the manual	Layout of the manual
Chapter 2 – Administration	Section 1 – Home Page
	Section 2 – Register as an Individual
	Section 3 – Register an Organisation
	Section 4 – Contact us
	Section 5 – Sign in
	Section 6 – Forgot Password
Chapter 3 – Lodging and Joining a Case	Section 1 – Start a Case
	Section 2 – Accessing and Joining a Case
Chapter 4 – Case Lifecycle	Section 1 – Filing a Document
	Section 2 – Pleading
	Section 3 – Applying for Hearing
	Section 4 – Creating Events and Bundles

Chapter	Section
	Section 5 – Trial
	Section 6 – Motion
	Section 7 – Appeal
	Section 8 – Taxation
	Section 9 – Closed Case

2. References

a) Functional Design Document Version 2.8

b) Functional Requirements Document Version 2.0

NOTE

The latest revision of a document applies.

3. Typographical conventions

The typographical conventions used in this document are described in the table below:

Table 2 - Typographical conventions

Convention	Object or term	Example
Bold	Window, dialog box or screen name	The **Notepad** window will be displayed.
	Message as it is displayed on the window or screen	A message, **Click here to begin**, will be displayed.
	Button or option in a dialog box, toolbar, window or screen	Click on the **SUBMIT** button.
NOTE	Indication of a note	You can also display the ...
Screens	Some screens are omitted to avoid repetition	Follow the steps indicated.

Chapter 2- Administration

This chapter consists of the sections listed below.

a) Section 1 – Home Page

b) Section 2 – Register as an Individual

c) Section 3 – Register an Organisation

d) Section 4 – Contact us

e) Section 5 – Sign in

f) Section 6 – Forgot Password

Section 1- Home Page

1. Introduction

Any user of the Portal must be a registered user. The Log in credentials created during the Registration process must be used whenever the user wants to access the Portal.

The home page provides general information about access to the entire Portal. This include information about Frequently Asked Questions, Contact Us, registration and Video

This allows a user to contact the Office of the Chief Justice in a contact form, to register for access to the digital filing system. Register dialog is presented to the user to provide them with the option of registering as an Individual or as an Organisation. Video Provides a brief animation of how to start with the legal digital filing system. When using this Portal, the individual should be a registered user of the e-Registry Portal and must have the sign – in credentials to access the Portal.

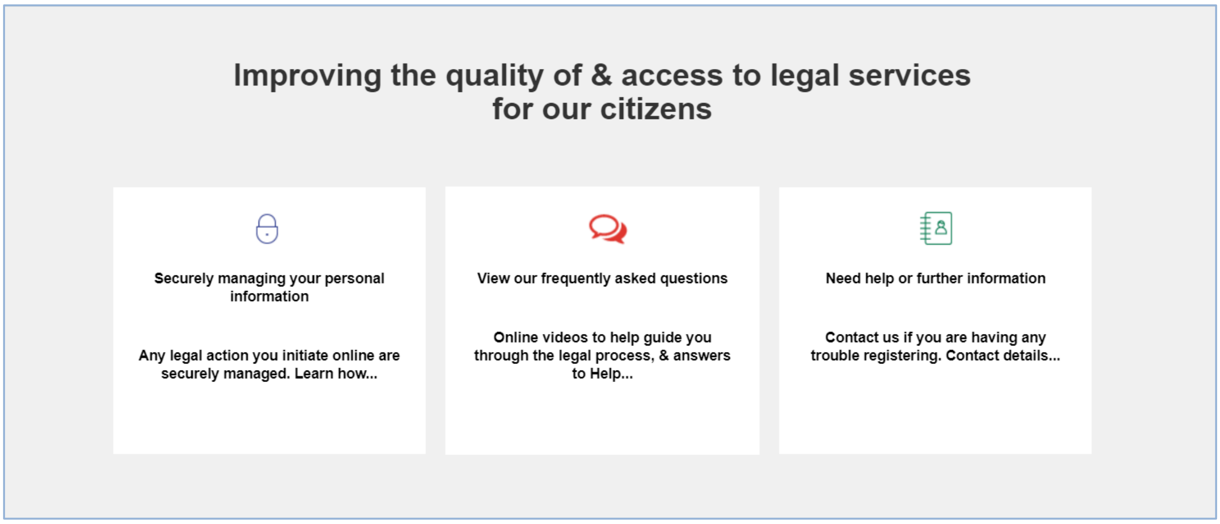
2. Accessing the Portal

1. Navigate to the Portal website in your browser using the portal website provided. The Court Online Portal landing page will be displayed as illustrated.

Figure 1 - Portal Landing page

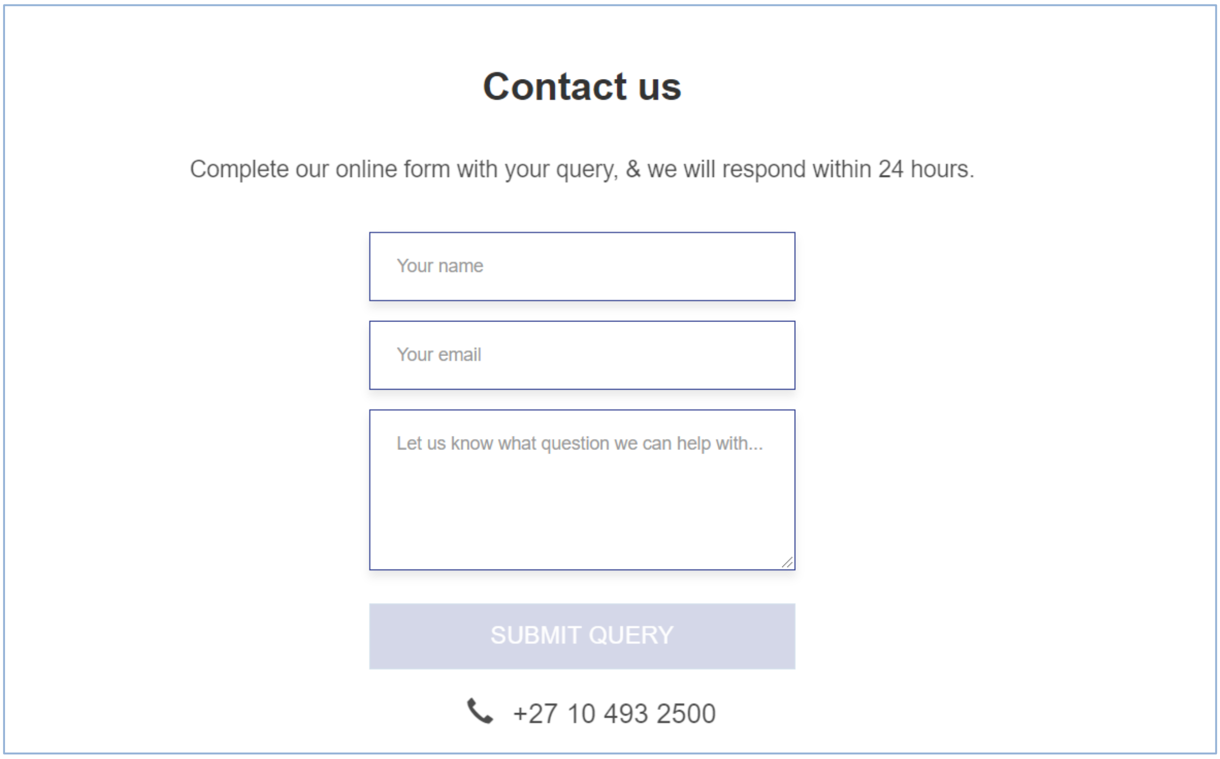
2. This is where you can register both as an individual or an Organisation and access the daily court roll.
3. Scroll down to the next screen, when you can access the FAQs and the help options.

Figure 2 - Portal landing page second screen



4. Scroll down to the next screen, when you can access the contact us option.
5. This is the contact us screen where the users can complete an online form with their query and can submit their query which will be answered in 24 hours

Figure 3 - Contact us screen



3. The Daily Court Roll

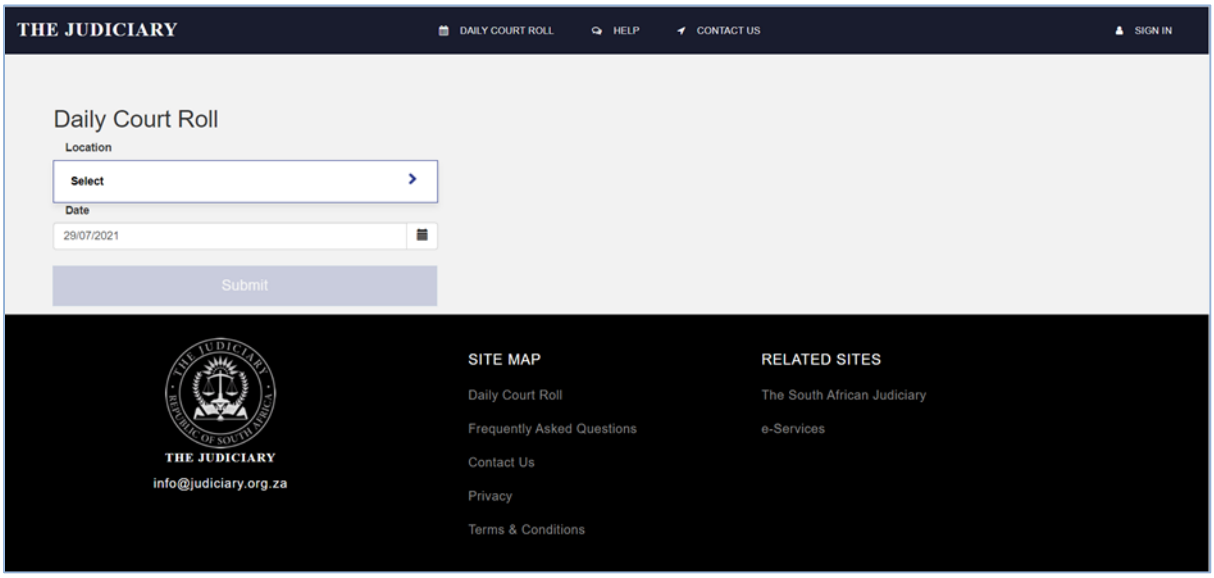
The daily court roll displays the court schedule for a specific date.

1. From the home page, click on the Daily court roll button

Figure 4 - Daily court roll button

2. The daily court roll screen will be displayed as shown below

Figure 5 - Daily court roll screen



3. Select the location
4. Use the date picker to select the date
5. Click on the Submit button
6. The court roll for the chosen date will be displayed

Notes

Section 2-
Register as an Individual

1. Description

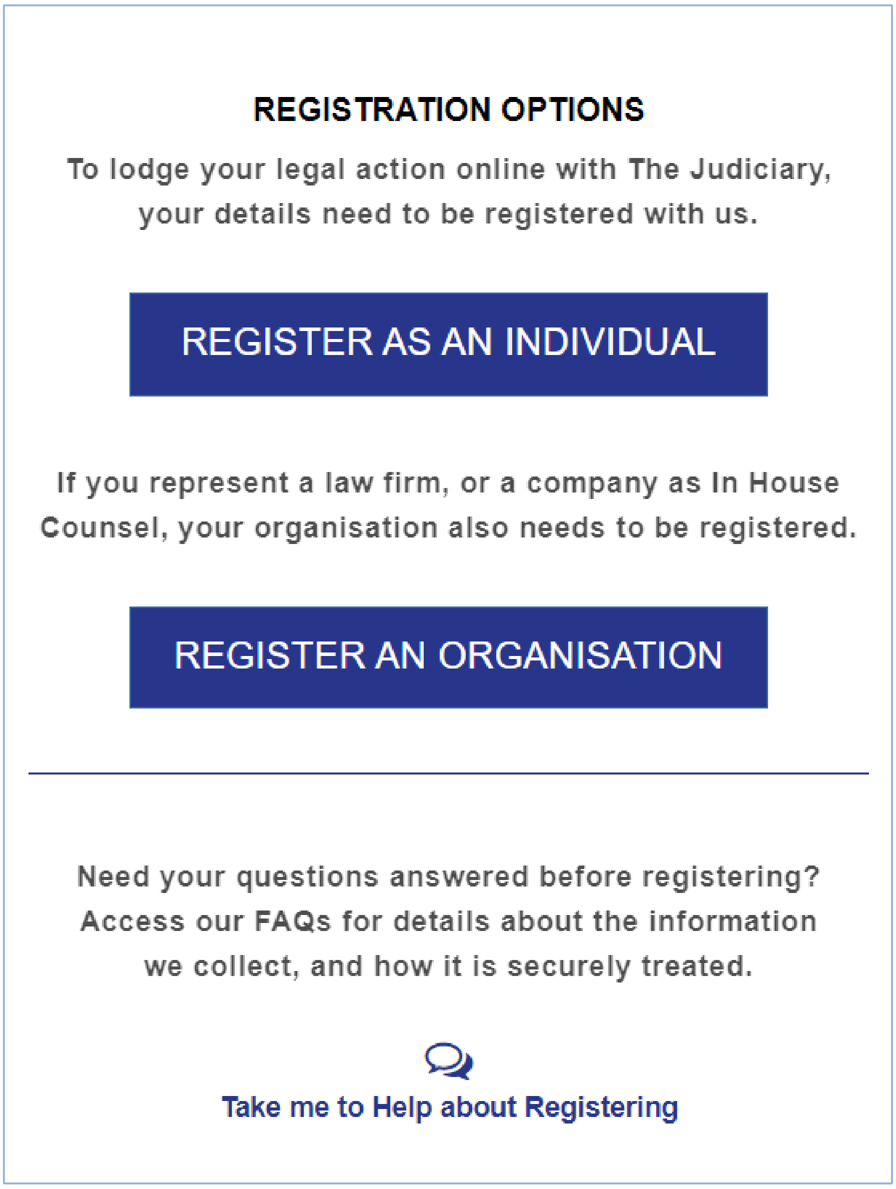
To lodge your legal action online with The Judiciary, your details need to be registered with us. Registration provides the ability to register an organization or an individual. The initial step of registration is the registration option page. This will give you option to register as an individual and also as an Organisation.

The register button from the home page takes you to the registration page.

2. Register as an individual

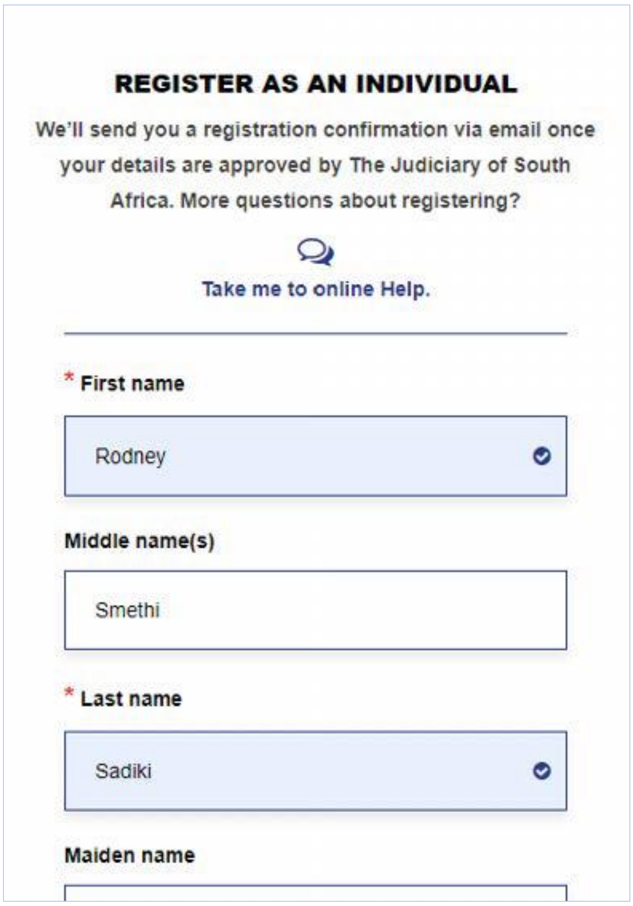
1. From the home page click on the register button
2. The registration page opens up as shown below

Figure 6 - Registration screen



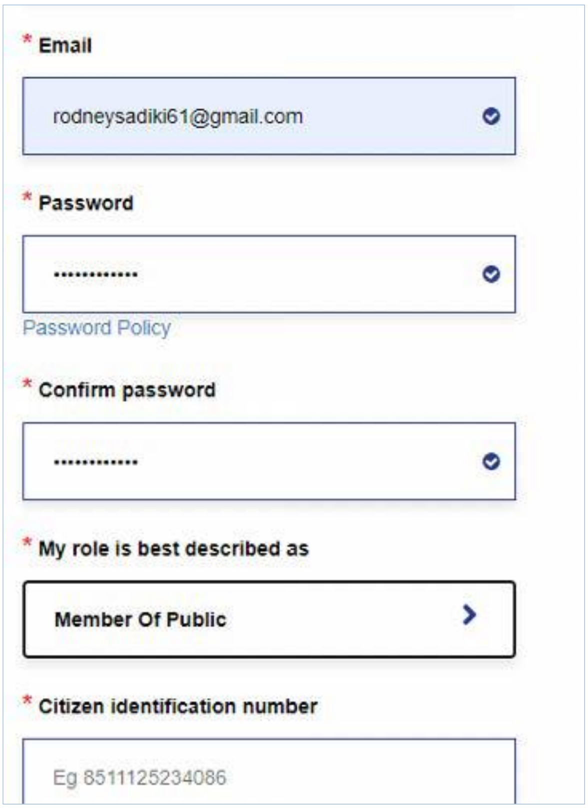
3. Click on the register as an individual button
4. The register as an individual screen will be displayed
5. Fill in all the mandatory fields on the form as illustrated.

Figure 7 - Register as an individual screen



6. Continue filling in all the mandatory fields.

Figure 8 - Register as an individual screen



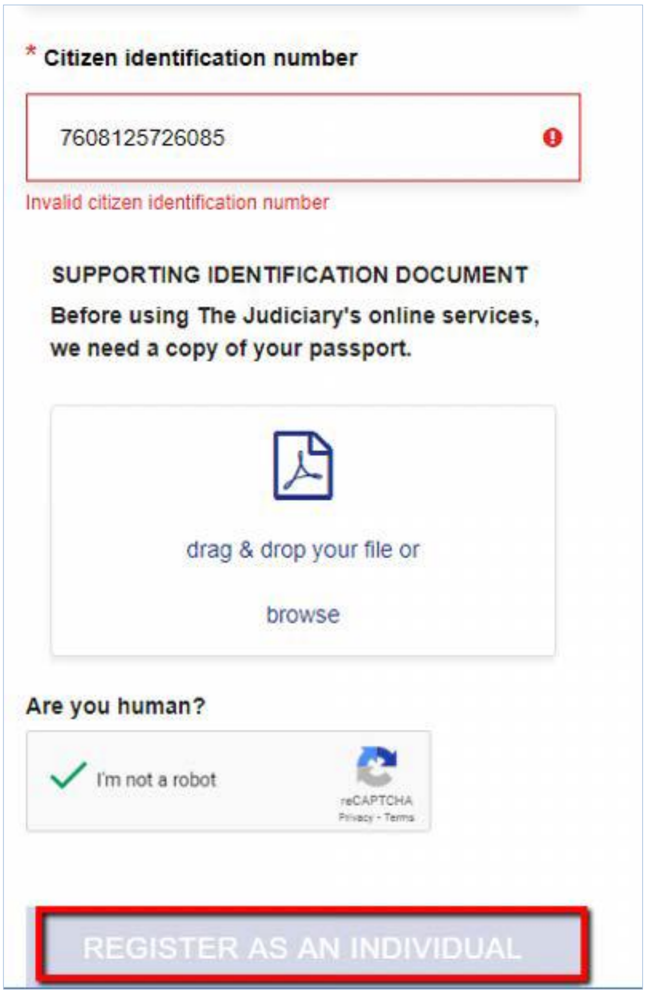
NOTE

Password Hint is Password must contain 1 uppercase, 1 lowercase, 1 number, 1 special character and should not contain ‘ocj’. The portal user can also click on password policy to view the rules.

The following should also be noted when on the drop down of “My role is best described as “. If you select representing myself there will be no change to the selected field, if you choose with a law firm or in-house legal team, you will have to add the name of the law firm and the Legal Practice Council (LPC) Number. An Advocate belonging to chambers should select Law firm (No email restriction) and select the relevant chambers or law firm. An Advocate who do not belong to chambers should select Sole Practitioner/Advocate.

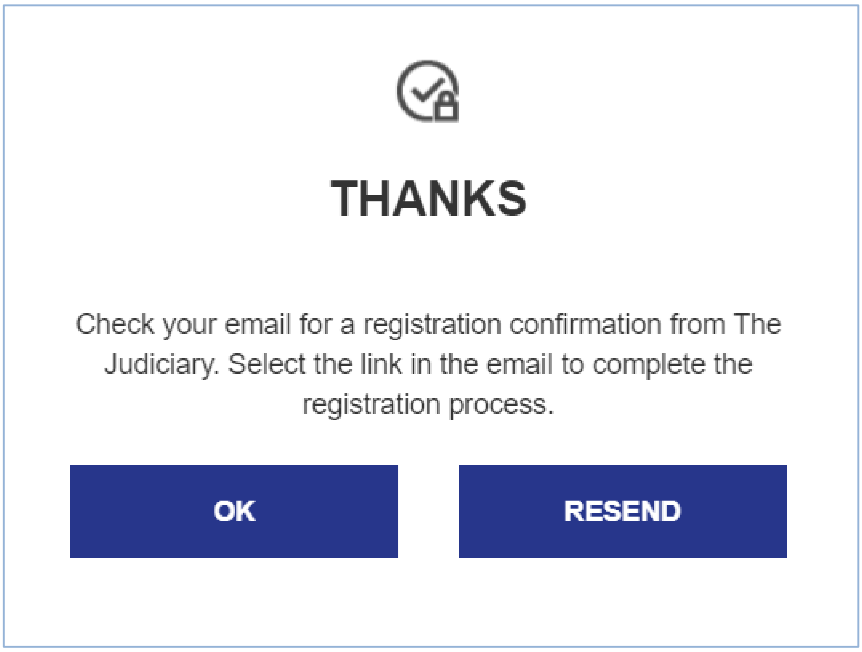
7. Continue Capturing all the mandatory fields.

Figure 9 - Register as an individual screen



8. Capture the correct Citizen Identification number because the system will detect any wrong identification number entered.
9. Attach your Supporting Identity Document.
10. Answer the question “Are you human?”
11. Click on Register as an individual and the system will send a confirmation e-mail to user with an activation link.

Figure 10 - Registration notification screen



3. My Profile

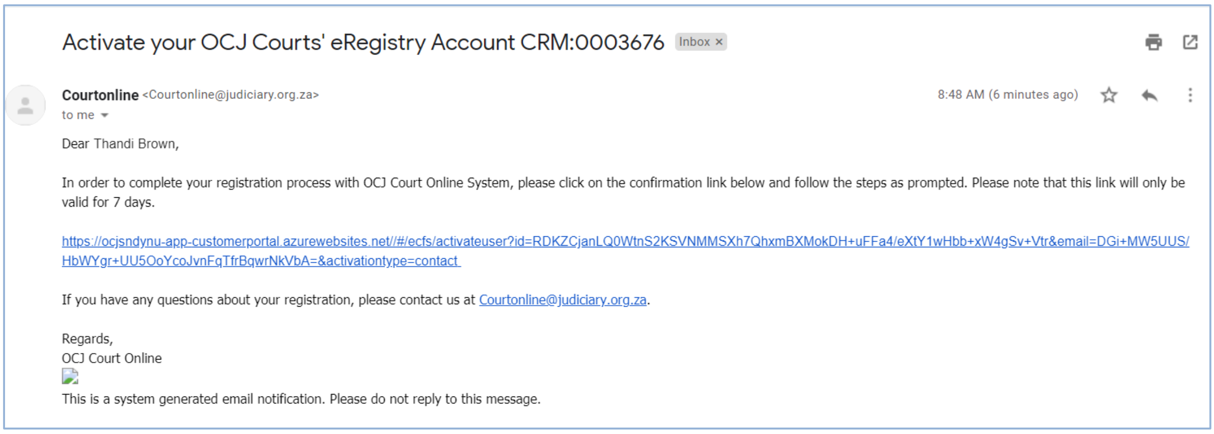
3.1 Purpose of the Profile

The User received profile activation email as a result of completing individual profile registration. The individual profile displays the details that were entered by the user when they registered. The profile will display the personal details of the user, the contact details and the documentation uploaded by the user.

3.2 Access to the Individual Profile

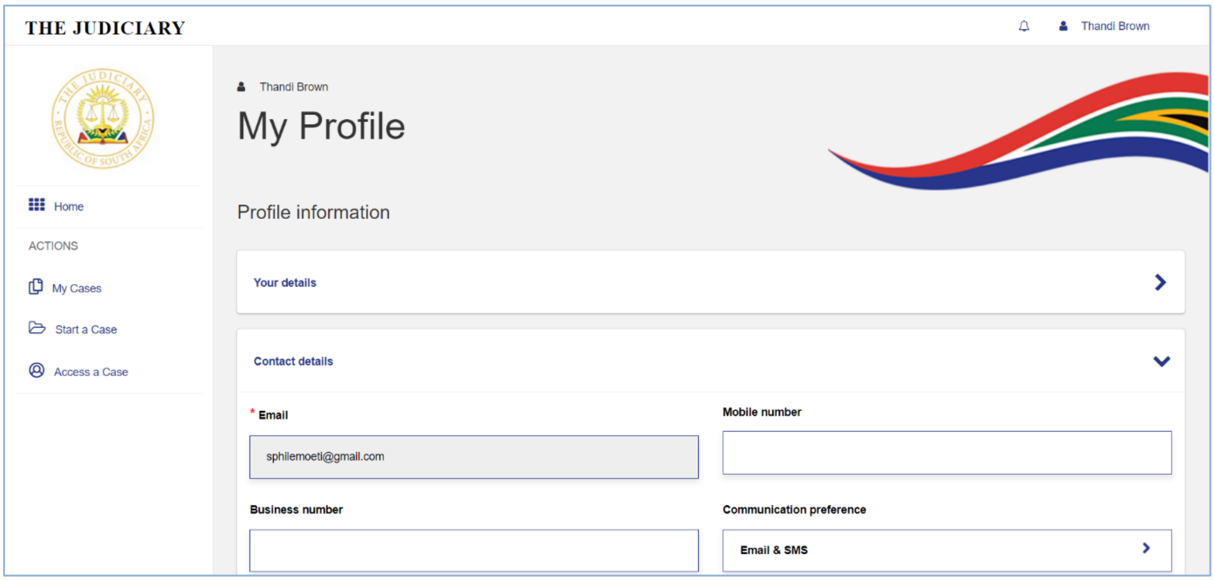
1. Click on Activation link in e-mail received

Figure 11 - Activation email



2. Accept terms and conditions.
3. The My Profile window will display as shown below:

Figure 12 - Individual profile screen



4. Update all mandatory fields, indicated by the Asterisk (*).
5. Update any optional fields.
6. Upload ID Document or any other relevant document.
7. Classify document from the type of document picklist.
8. Click **Save Changes**.

Section 3- Register an Organisation

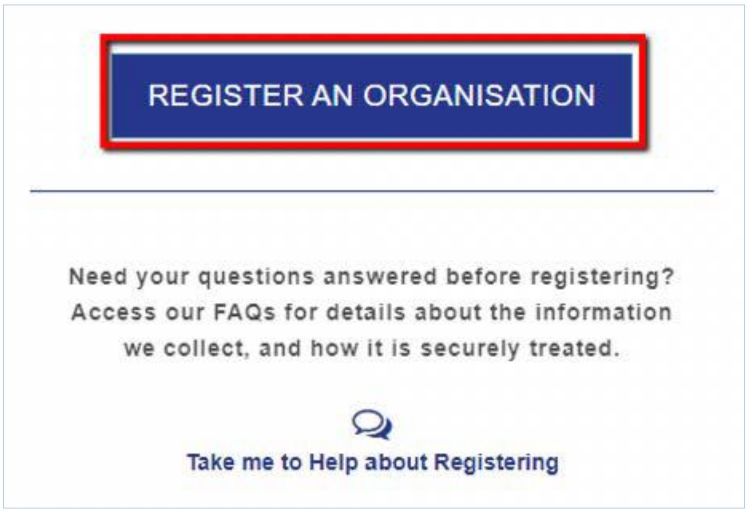
1. Description

The purpose to register as an organisation is to register an organisation itself and all members associated with the organisation. This will display the details of the registered organisation and the administrators associated with that organisation. Only if the users are associated with the organisation will they be registered.

2. Process to register an Organisation

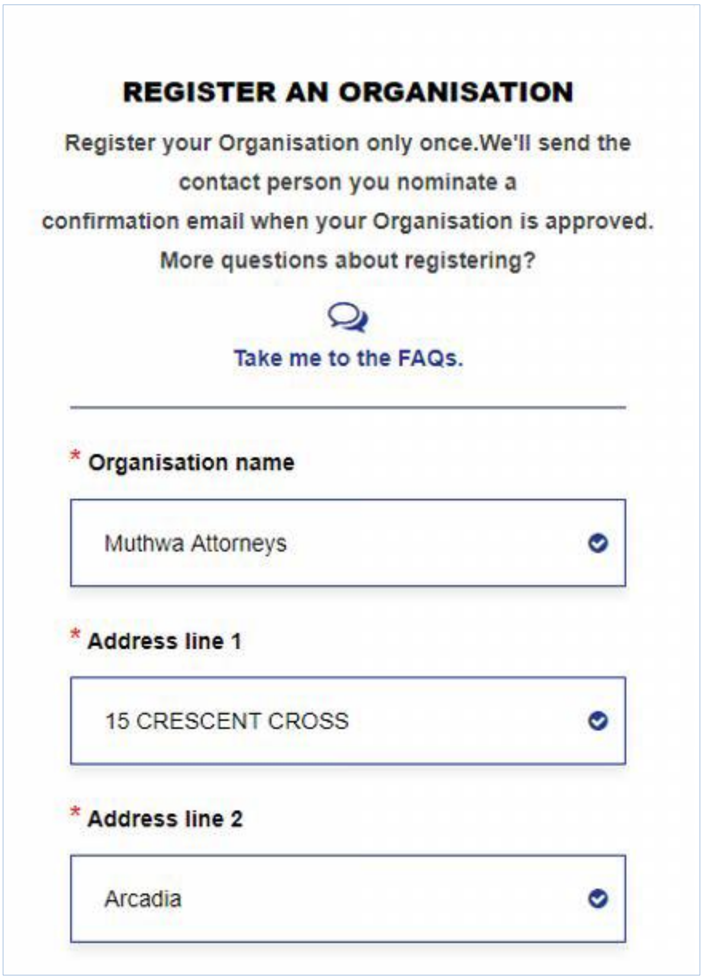
1. From the home page click on the register button
2. From the registration options Select Register an Organisation as shown below

Figure 13 - Register an organization button



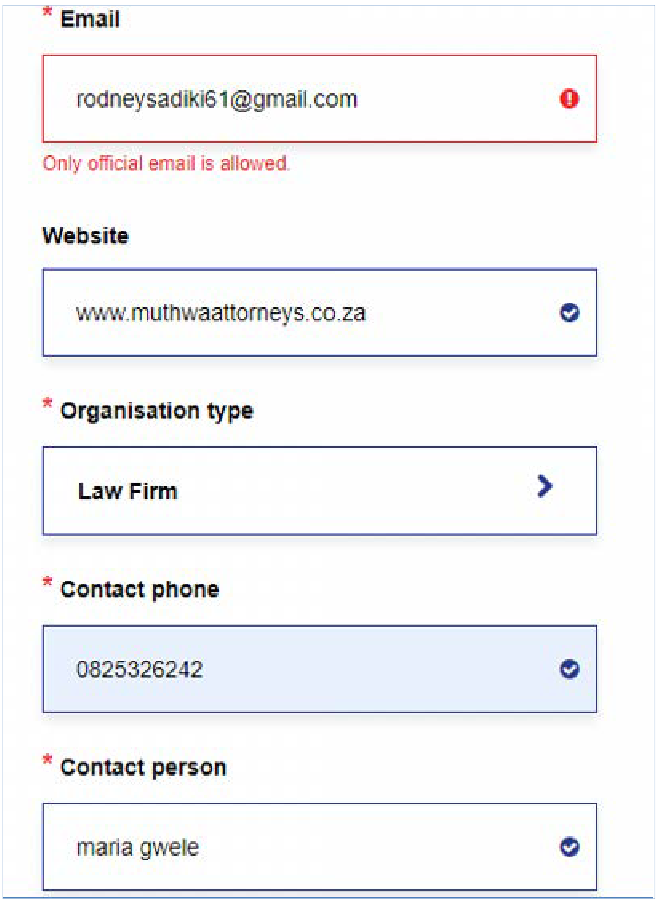
3. The register an organisation screen will be displayed

Figure 14 - Register an organisation screen



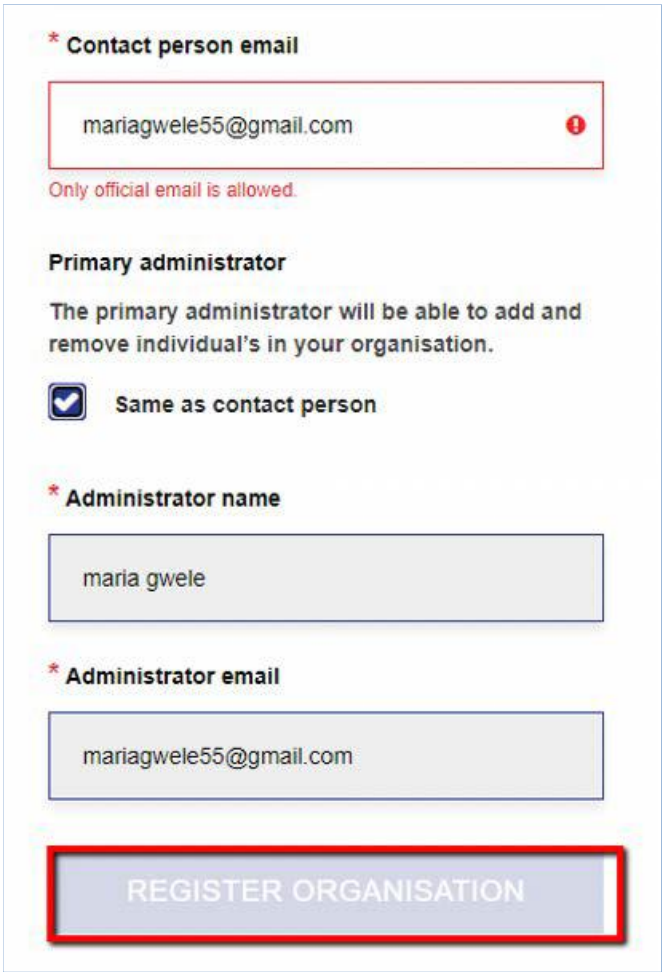
4. Capture the Organisation Name.
5. Capture Address Line 1.
6. Capture Address line 2.

Figure 15 - Register an organisation screen



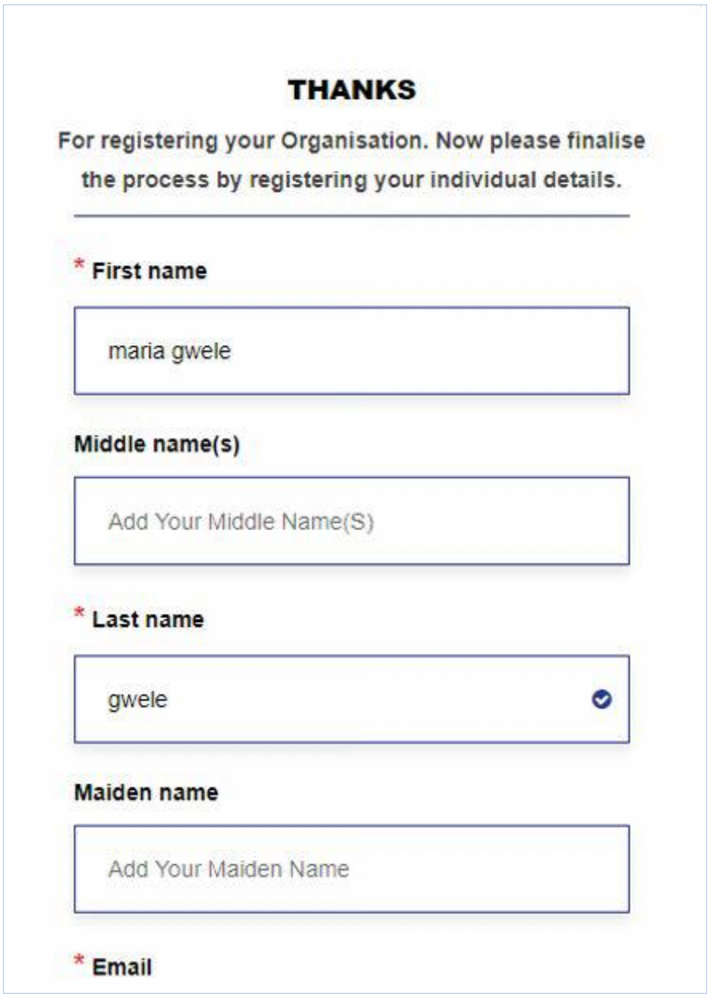
7. Capture the correct Official Email.
8. Capture the Website of the Organisation.
9. Select the Organisation type.
10. Capture the **Contact Phone** Number.
11. Capture the **Contact Person**.
12. Proceed to the last part of the screen and complete all mandatory fields.

Figure 16 - Register an organisation screen



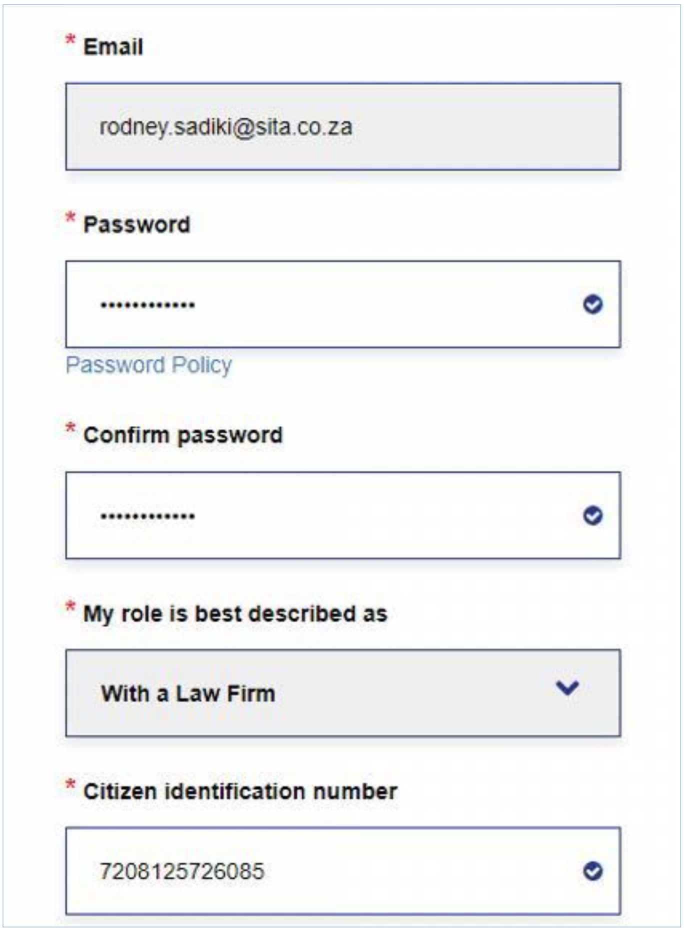
13. Capture the **Contact Person** email address.
14. Capture the **Administrator Name**.
15. Capture the **Administrator Email**.
16. Click on **REGISTER ORGANISATION** and the screen will be displayed as illustrated.

Figure 17 - Register an organisation screen



17. The system will populate all the individual information entered when registering for individual registration

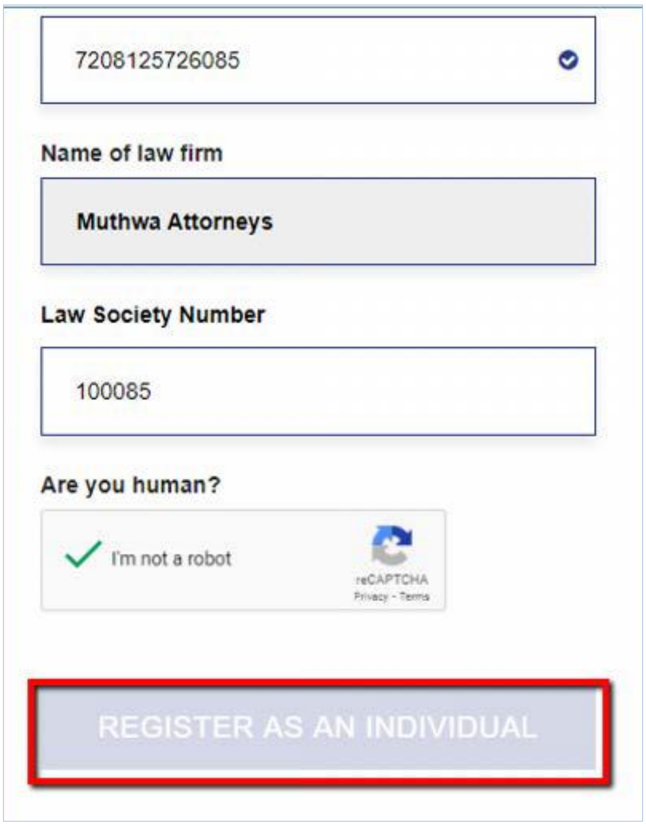
Figure 18 - Register an organisation screen



NOTE

Password Hint is Password must contain 1 uppercase, 1 lowercase, 1 number, 1 special character and should not contain ‘ocj’.

Figure 19 - Register an organisation screen



18. Click on REGISTER AS AN INDIVIDUAL and the system will send a confirmation e-mail to user with activation link to the user.

3. Organisational Profile Management

1. Click on Activation link in e-mail received.
2. Accept terms and conditions.
3. Update all mandatory fields.
4. Update any optional fields.
5. Upload ID Document and other relevant documents.
6. Click **Save Changes**.
7. System updates status to SUBMITTED- Approval Pending
8. The registration will be approved by the court registrar

Section 4- Contact Us

1. Description

This is a platform where you submit your query, anything that you don't understand about the system so that you can get clarity.

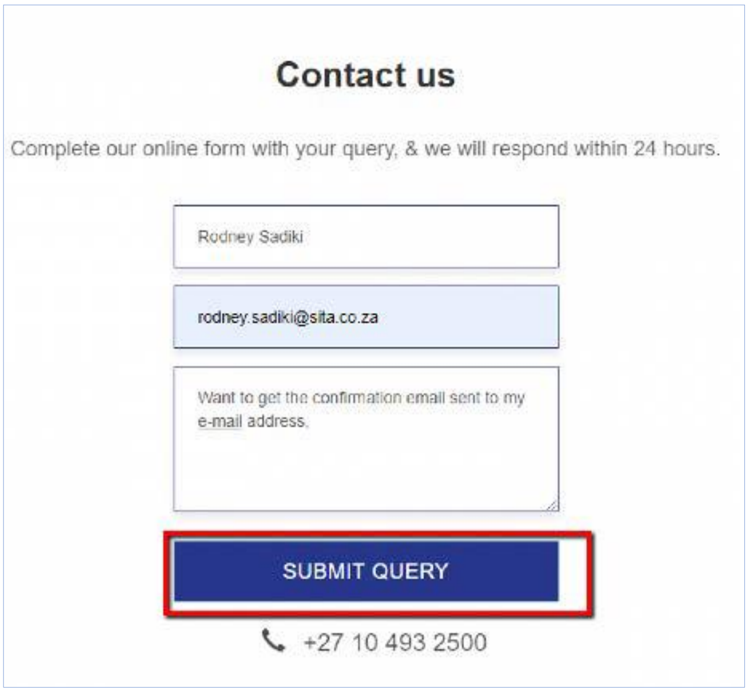
2. Process flow for Contact Us

1. The User accesses the home page as illustrated

Figure 20 - Contact us button

2. Click on Contact Us and the **Contact Us** screen will be displayed as illustrated.

Figure 21 - Contact us screen



3. Capture your name on the **Your Name** field.
4. Capture your email in **Your Email** field.
5. Capture the reasons of what you want in a paragraph form.
6. Click on **SUBMIT QUERY** and your query will be submitted.

Notes

Section 5-
Sign-In

1. Purpose to Sign-In

The user who wants to sign in must be a registered user in the e-registry portal and be in an active state.

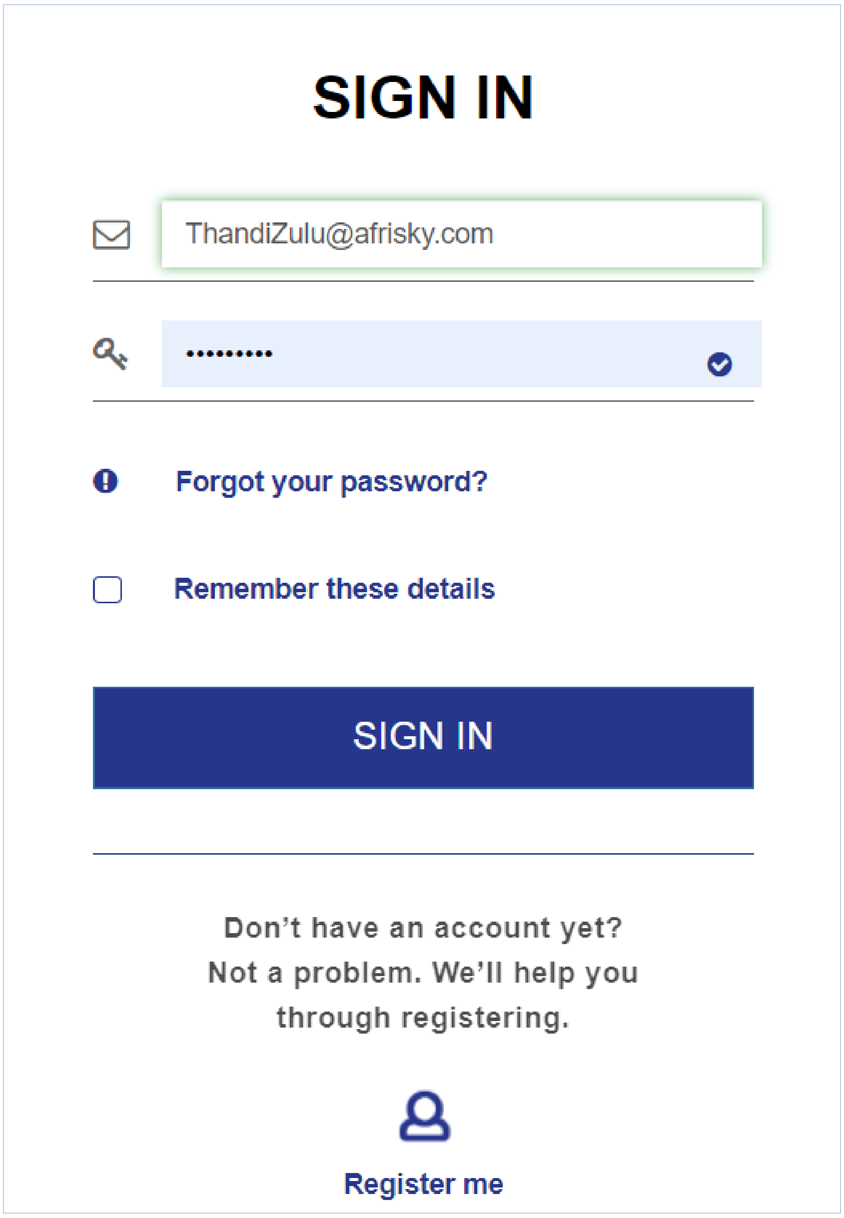
2. Process to Sign-In

1. The User accesses the home page as illustrated:

Figure 22 - Sign in button

2. Click on **SIGN IN** and the Sign in screen will be displayed as illustrated.

Figure 23 - Sign in screen



3. Capture the registered e-mail address on the email address field
4. Capture the **Password** in the password field.
5. Click on **SIGN IN** and the System will validate the credentials and the User will be taken to the e-Registry
6. Portal Landing Page.
7. If the credentials are invalid, the system will display an activation error message.

Notes

Section 6- Forgot Password

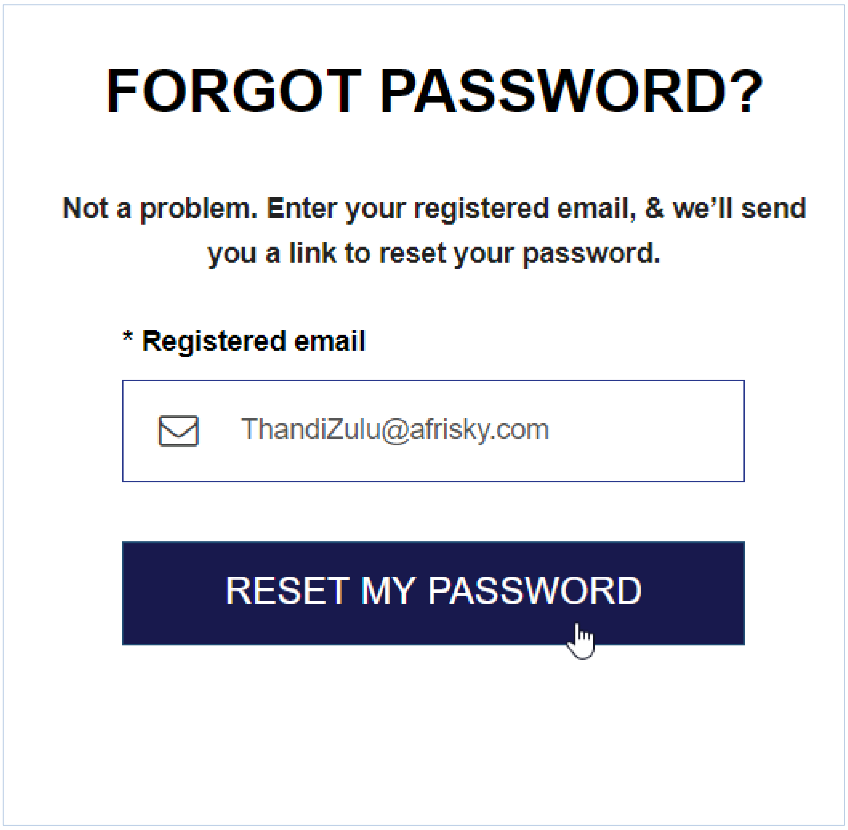
1. Purpose of The Password

If the user has forgotten his password, the system gives the option to reset the password.

Reset Password

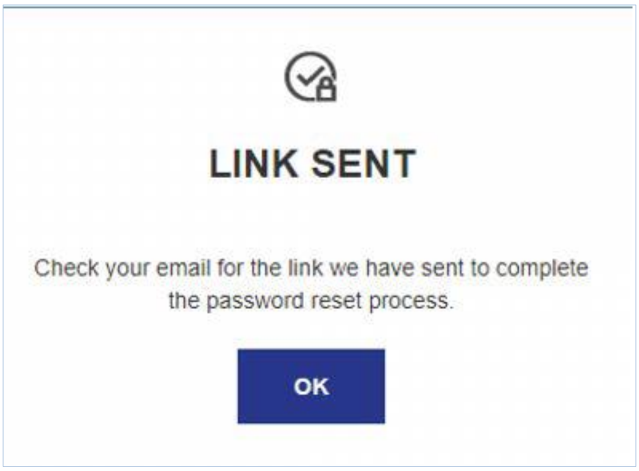
1. From the sign in screen, click on **Forgot Password**

Figure 24 - Reset password screen



2. Capture your registered e-mail address in the e-mail address field.
3. Click on **RESET MY PASSWORD** and you will receive a link to reset your password.

Figure 25 - Link Confirmation screen



4. Click OK and the user status will be updated to "Password reset pending"
5. The system will send the email to the user with a link to reset password.
6. The user will reset the password by providing a new password different from any previous password and confirming it within a number of days stipulated.
7. The password is updated.

NOTE

The password criteria are as follows: password should contain both upper case and lower-case characters. Password must have digits and punctuation characters as well as letters, Password must be at least eight alphanumeric characters long.

Chapter 3-
Lodging and Joining a Case

This chapter consists of the sections listed below.

a) Section 1 – Start a Case

b) Section 2 – Accessing and Joining a Case

Section 1-
Start a Case

1. Description

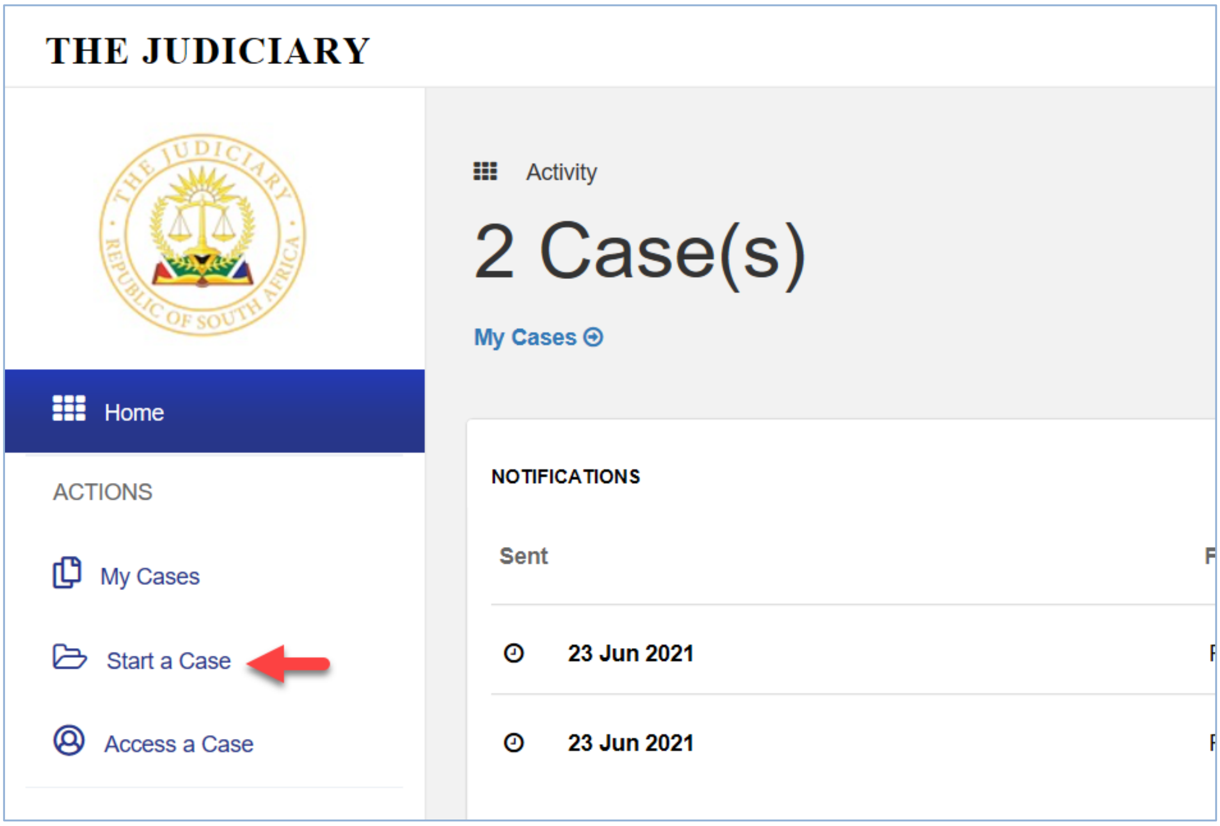
Civil Proceedings will be initiated via "**Start A Case**" on the Portal. This covers the initiation of any Action, Motion, Review or Appeal.

2. Process to Initiate a Case

The following steps must be followed to Initiate a Case on the Portal:

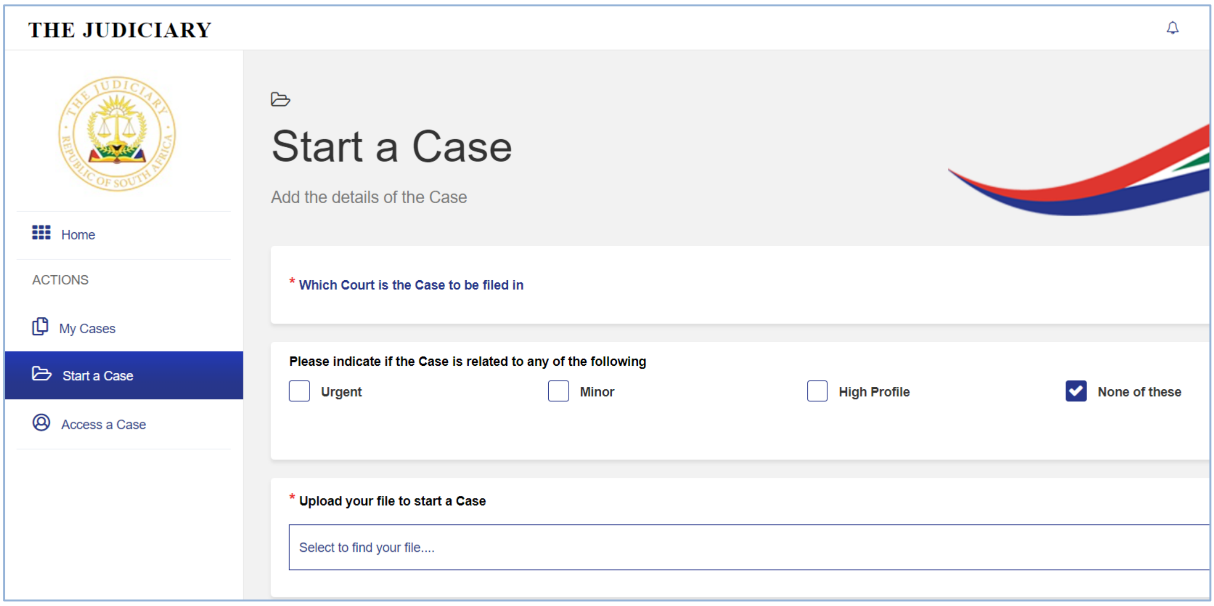
1. Upon login to the **Portal**, the following screen will be displayed:

Figure 26 - Portal home screen



2. Click on **Start a Case**. The following screen will be displayed:

Figure 27 - Start a case screen

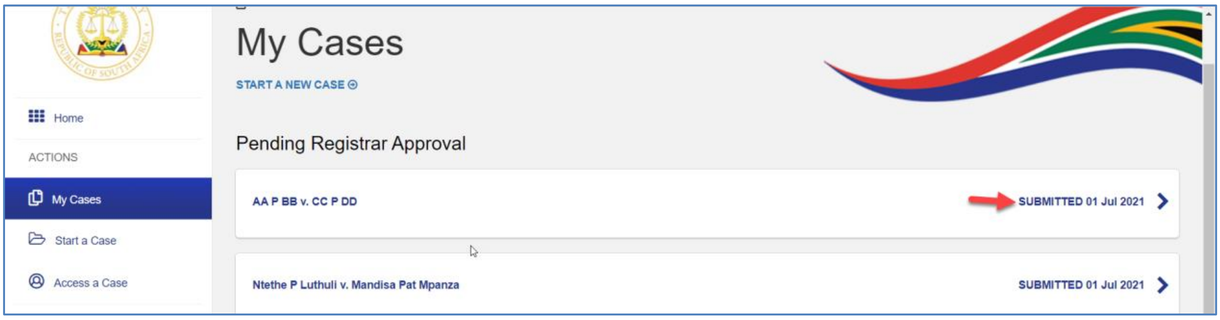


3. Complete all fields on **Start a Case** form and attach a **PDF** of initiating Document and optionally any supporting documentation.
4. Sign the submission by entering your portal name in the signature block and click **SUBMIT**.
5. The system will provide notification that the case is Lodged and pending Registrar's approval.

Figure 28 - Notification screen

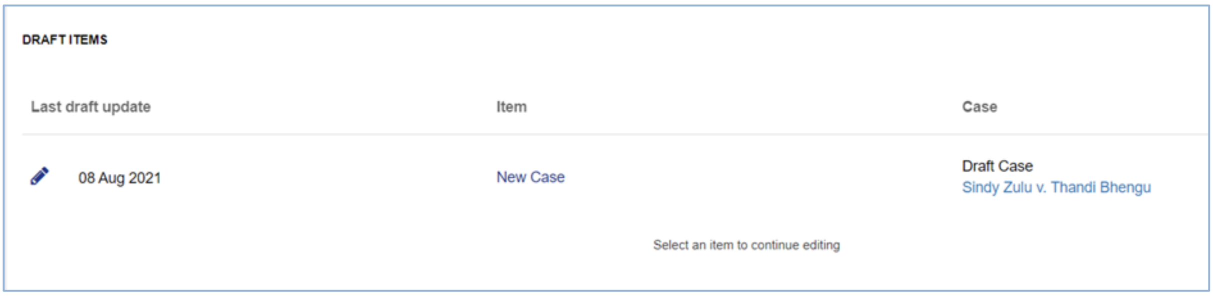
6. The above notification will be sent to the user to notify the him/her about the case reference number (which is not the case number), the case name and that, the case has been forwarded to the Registrar for approval.
7. If you click on **My Cases**, the status of the case will be indicated as below:

Figure 29 - Pending cases screen



8. The submitted case will be waiting for Registrar/Registrar's Clerk's approval on CRM.
9. *Alternatively*, complete all fields on **Start a Case** form and click on **SAVE AS DRAFT**.
10. To locate a case saved in drafts, click on the home tab and scroll down to draft items at the bottom of the screen.

Figure 30 - Draft Items



NOTE

- Submitted case(s): Will be shown under “Pending Registrar Approval”.
- Saved case(s): Will be shown under Draft items and user can open and submit them.
- The user will be notified about the outcome of the case, whether it was approved, rejected or referred

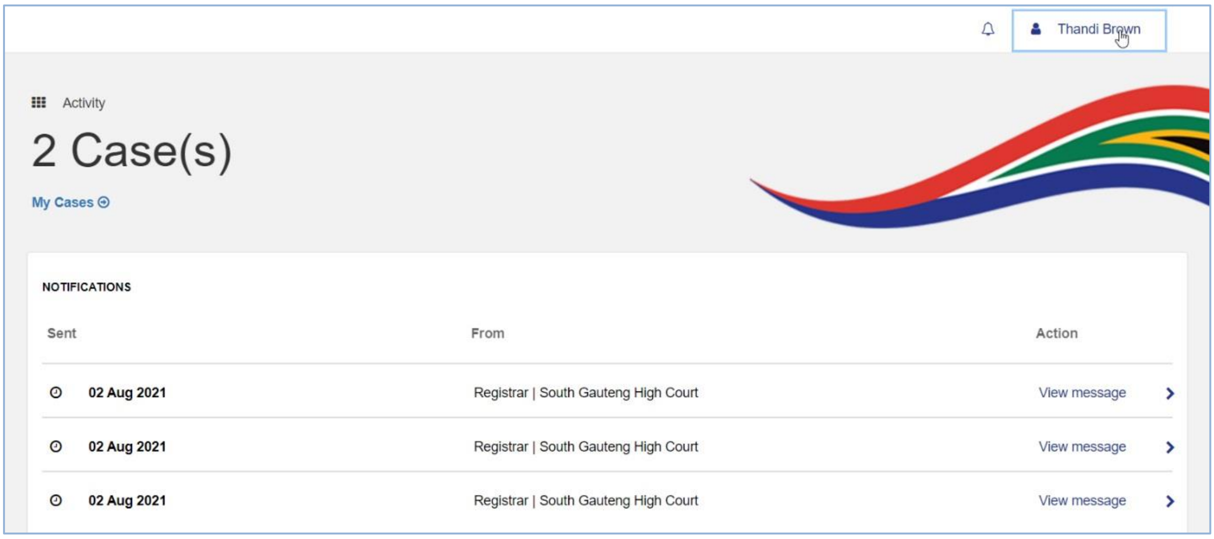
3. Notifications

Notifications on case progress will be sent by SMS and via email, depending on your options.

3.1 Change Notification Options

1. Sign in to the portal
2. Click on your name to access your profile as illustrated

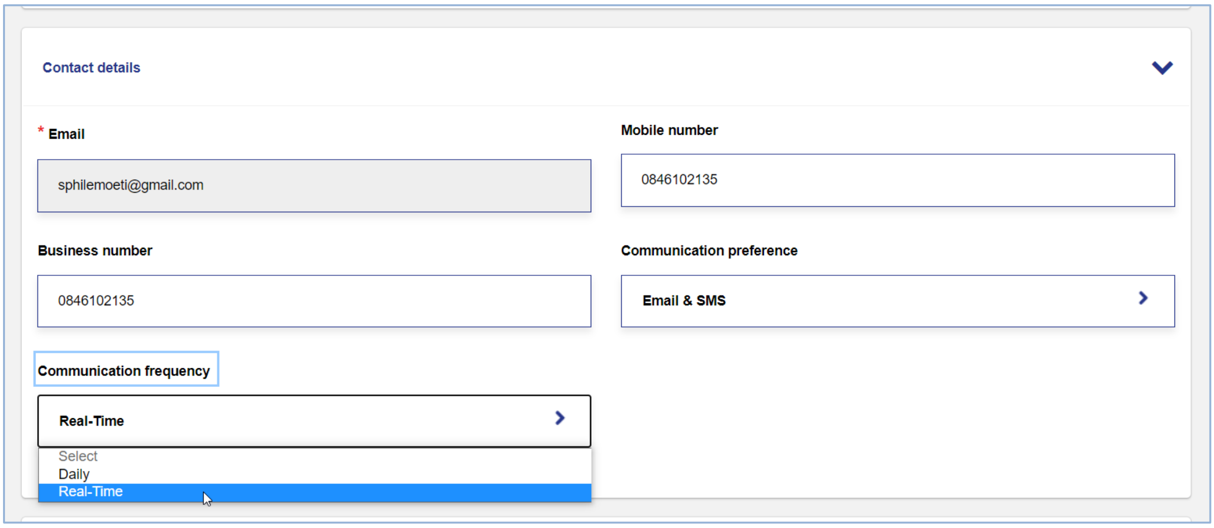
Figure 31 - Name button to access your profile



3. Click on My Profile

4. Click on Contact Details
5. Select your Communication Preference
6. Select your **Communication Frequency** as shown below

Figure 32 - Communication frequency



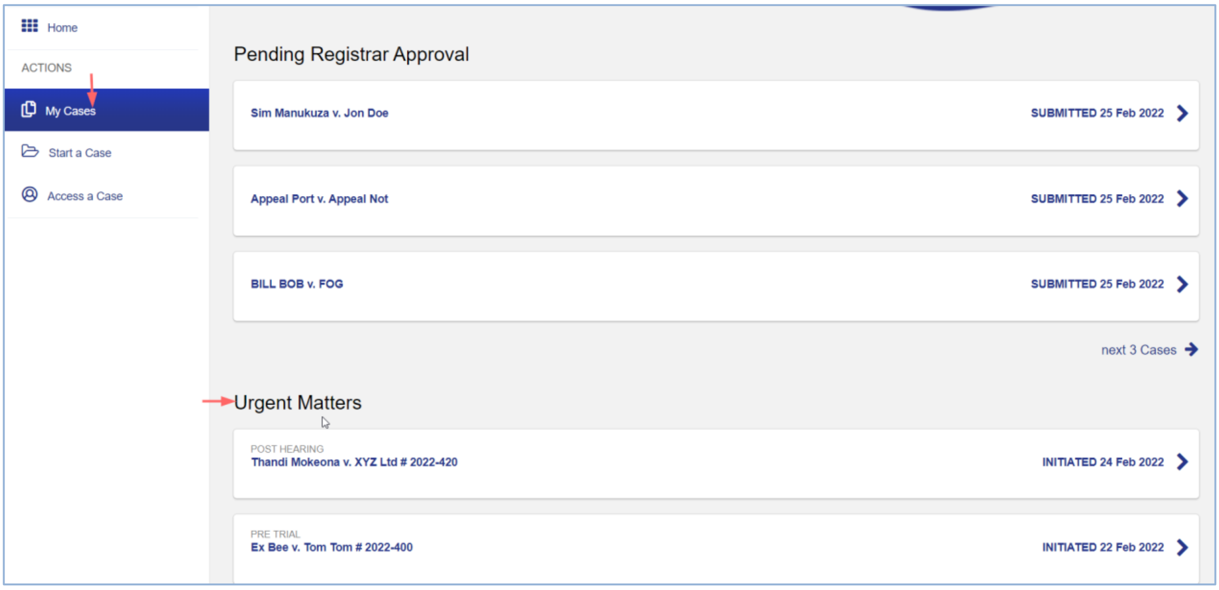
3.2 View Notification

1. Notifications will be sent via SMS or/and via email. Notifications are also available on the portal.
2. Click on the **Home** tab on the portal
3. The notifications are displayed on the right side of the screen

3.3 Urgent Cases

1. Cases that were marked as urgent during creating are placed under urgent matters
2. To view the urgent matters, click on My Cases
3. The urgent matters are displayed as shown below:

Figure 33 - Urgent Matters



Notes

Section 2-
Accessing and Joining a Case

1. Description

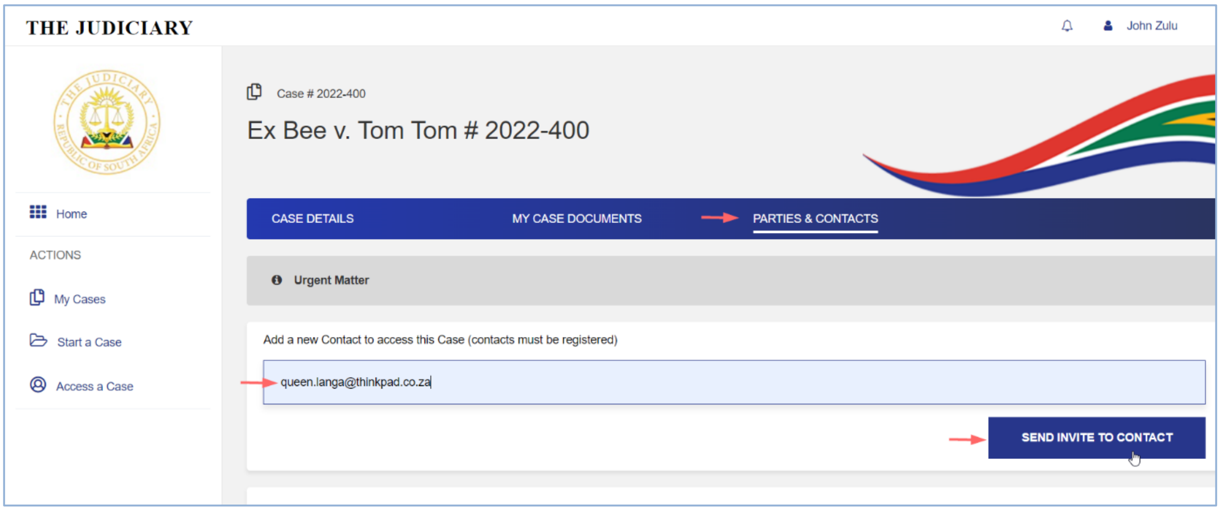
Accessing a case is where the user uses the Access a Case option and select accessing a case as a member of public which will immediately give the user read-only access to the case for 24 hours. Members of public can only access finalized cases, where an order has been issued. Joining a case is where a user uses the Access a Case option and select that he/she is not requesting access as a member of public. This will force the user to upload a document and describe the type of document. Once the document is filed, the user will be part of the case.

2. Add a Litigant to a Case

The litigant that initiated the case can invite other relevant parties to the case. The litigant being invited should be a registered Portal user.

1. Open the relevant case
2. Click on the Parties and contact tab
3. Add the email of the litigant being invited to the case as shown below

Figure 34 -Parties and contacts tab



4. Click on the **SEND INVITE TO CONTACT** button
5. The litigant will be added to the case

3. Process to Access a Case

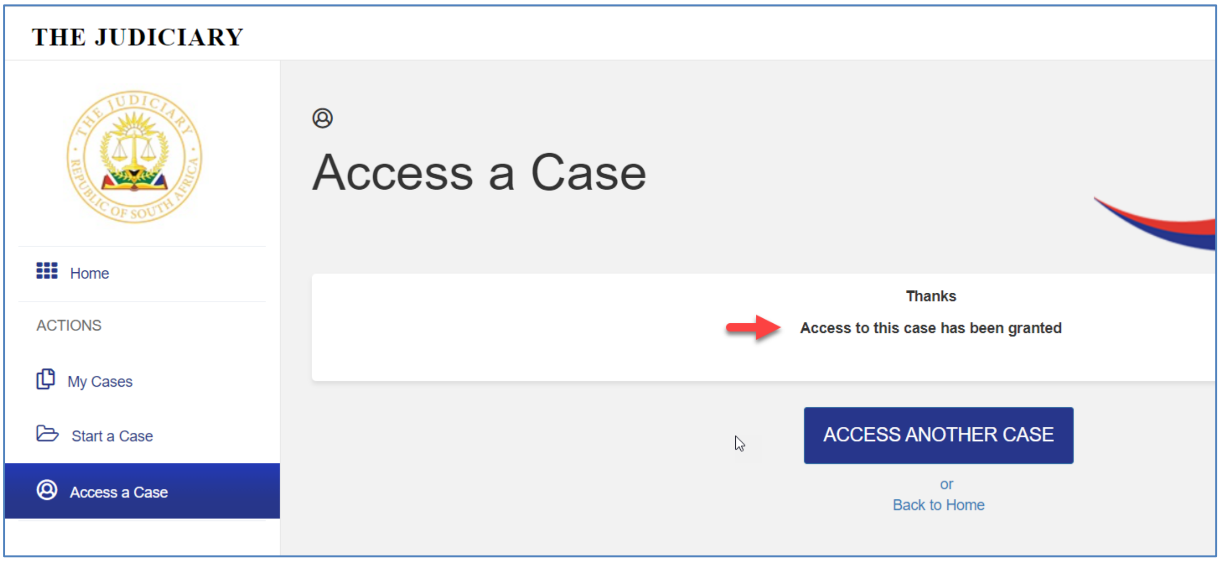
The following steps must be followed to Access a Case on the Portal:

1. Upon login to the **Portal**, click on **ACCESS A CASE**. The following screen will be displayed

Figure 35 - Access a case screen

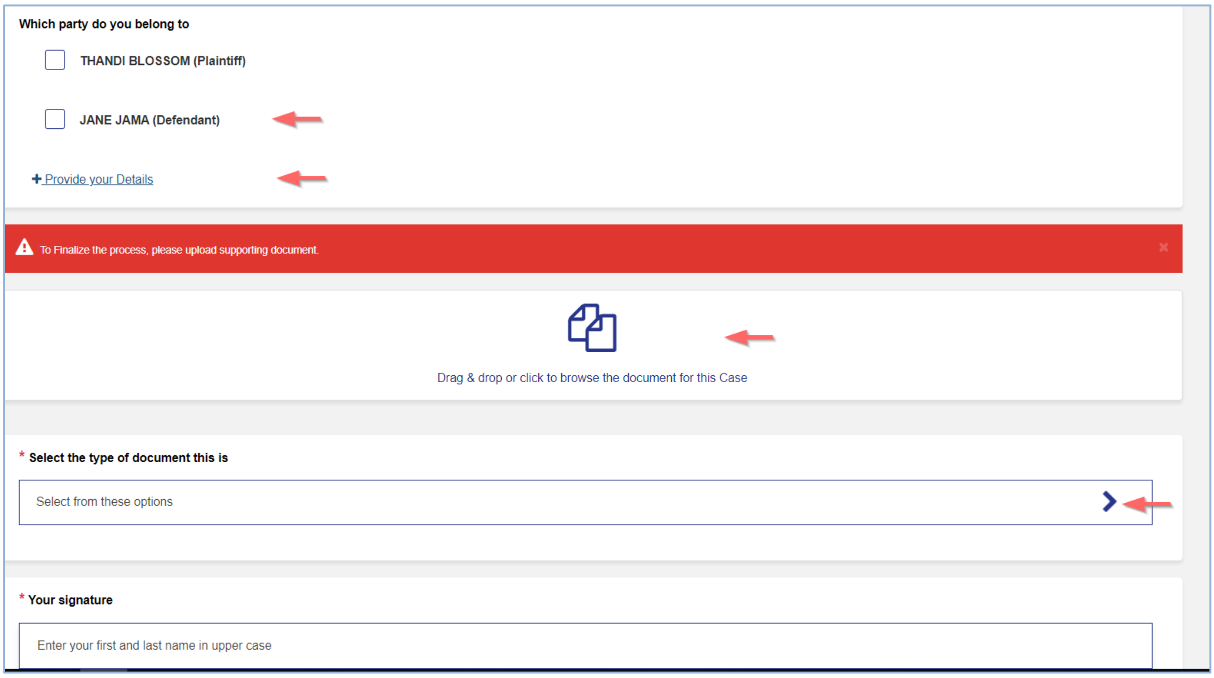
2. Type in the case number of the case you want to access.
3. Select **YES**/**NO** to indicate if you are accessing the case as the member of public or not.
4. Click on **REQUEST ACCESS**. If you have selected **YES**, the following screen will be displayed:

Figure 36 - Accessing a case screen



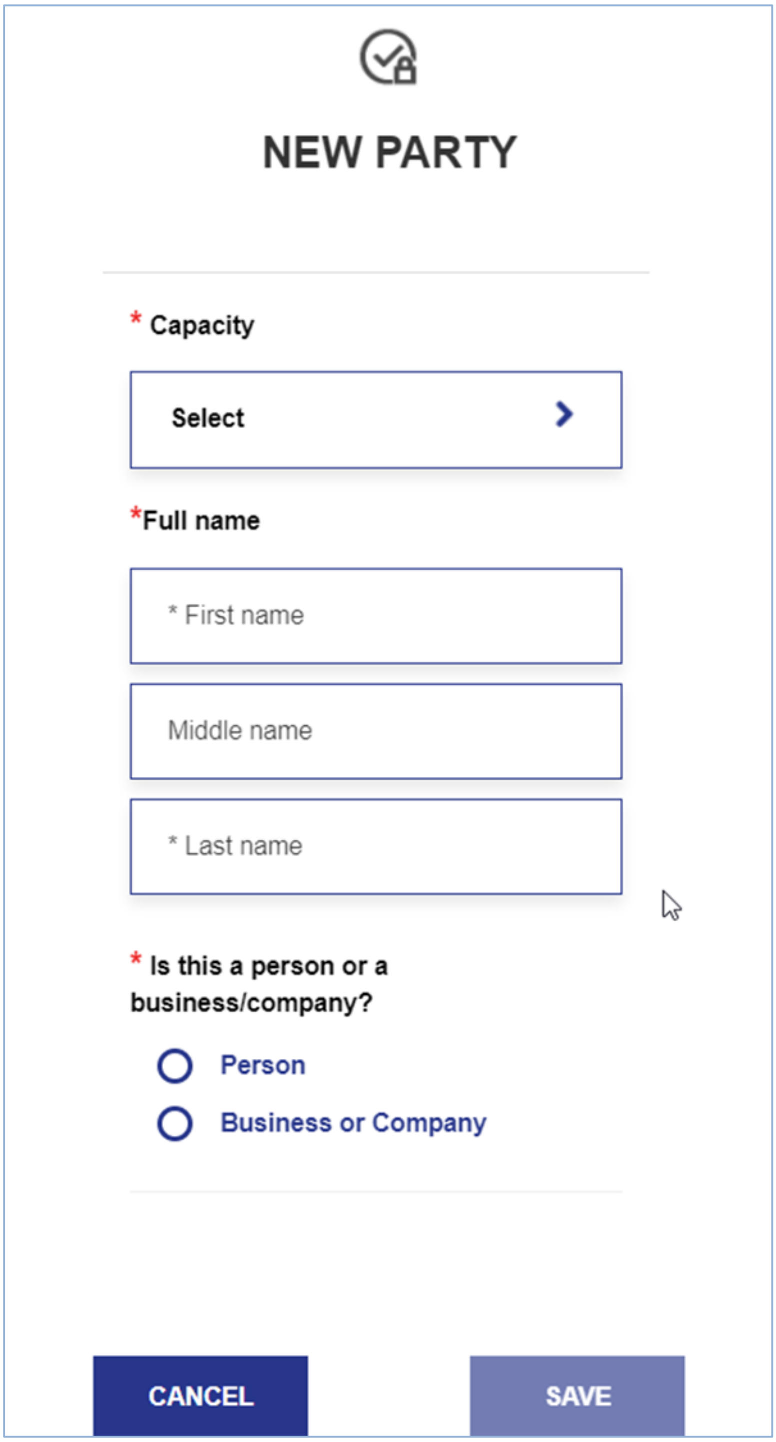
5. A message, stating that an access has been granted, the case will be displayed on the screen.
6. If you have selected **NO**, to indicate if you are not accessing the case as the member of public but as a Defendant Legal Representative, the following screen will be displayed:

Figure 37 - Upload document screen



7. Select the person are you representing
8. Click on **Provide Your Details** and the following screen will be displayed

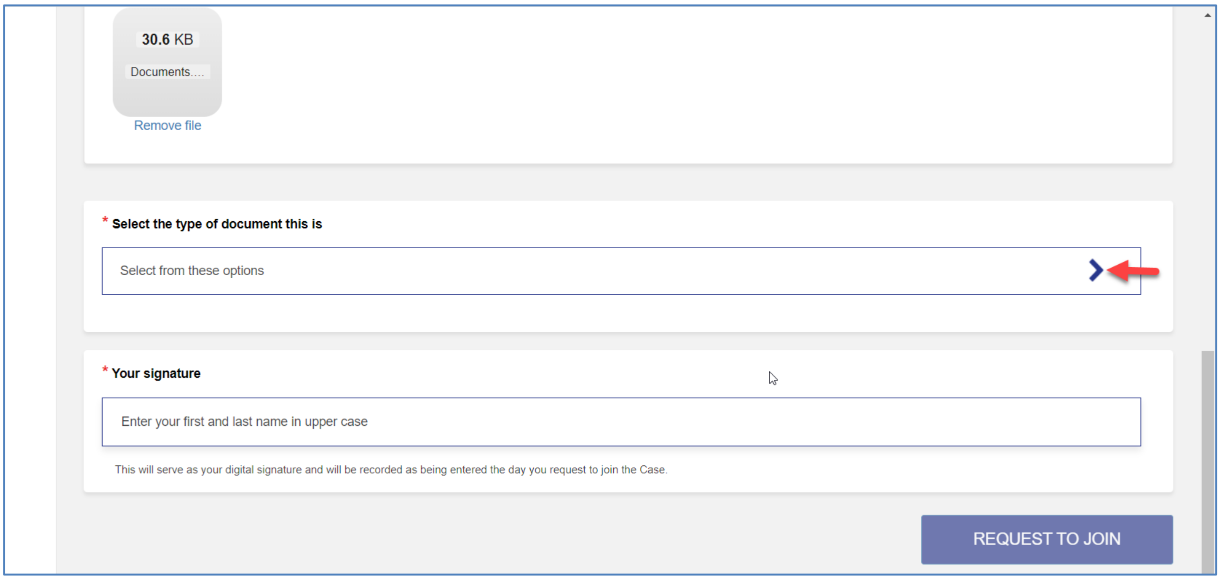
Figure 38 - New Party dialog box



9. Select your **Capacity**
10. Enter your **Full Name**
11. Select whether you are a person or a company
12. Update all mandatory fields, indicated by the Asterisk (*).

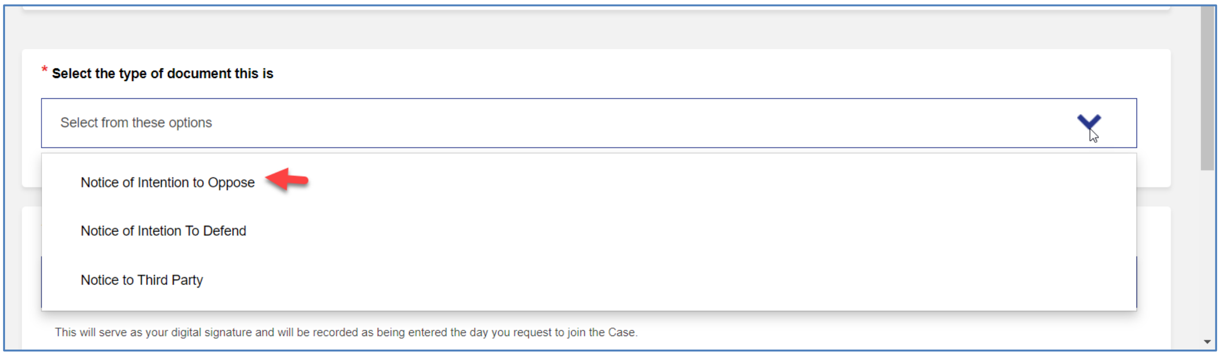
13. Update any optional fields.
14. Click on **SAVE**
15. Upload the supporting document.

Figure 39 - Requesting to join screen



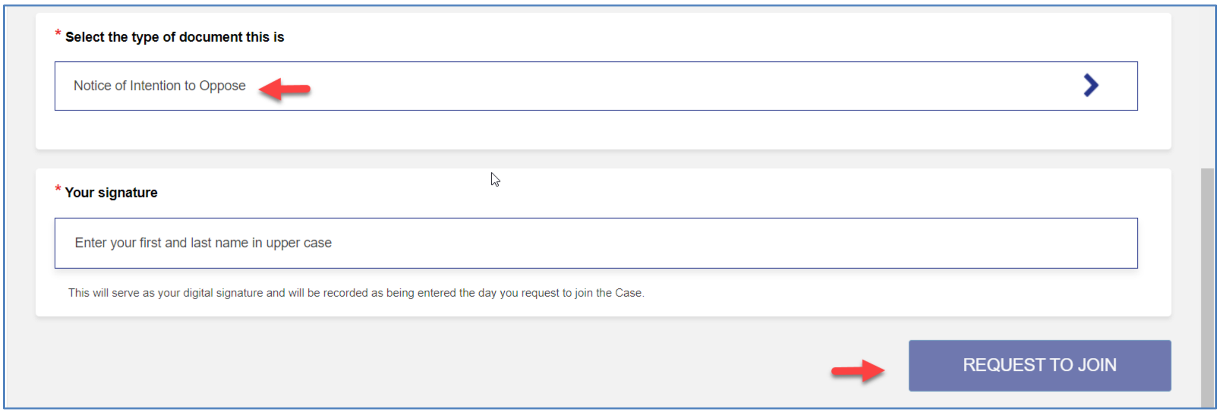
16. Click on the arrow to select the type of document uploaded. The following screen will be displayed:

Figure 40 - Document type screen



17. Select the document type and add your signature.
18. Click **REQUEST TO JOIN** button as shown in Figure 41.

Figure 41 - Request to join button



19. The request will be forwarded to the registrar for approval

20. Once access to the case is granted the user will receive notification

Notes

Notes

Chapter 4- Case Lifecycle

This chapter consists of the sections listed below.

a) Section 1 – File Stage
b) Section 2 – In Pleadings Stage
c) Section 3 – Pre-Trial Stage
d) Section 4 – Creating Events and Bundles (Pre-Trial)
e) Section 5 – Trial
f) Section 6 – Motion Case
g) Section 7 – Appeal Case
h) Section 8 – Taxation
i) Section 9 – Closed Cases

Section 1- Filing a Document

1. Description

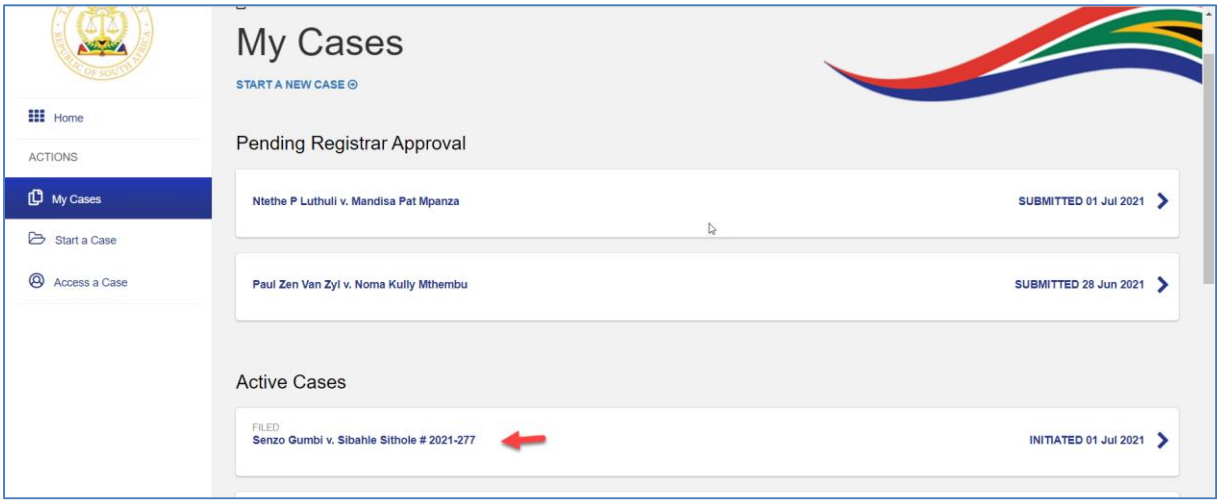
This feature provides a Portal user with the ability to submit documents to the court as part of the court case process. Once the case has been issued by the registrar the portal user will be notified of the approval and can log in to the portal to file the necessary case documents.

2. Process to Submit a Document

The following steps must be followed to File a document on the Portal.

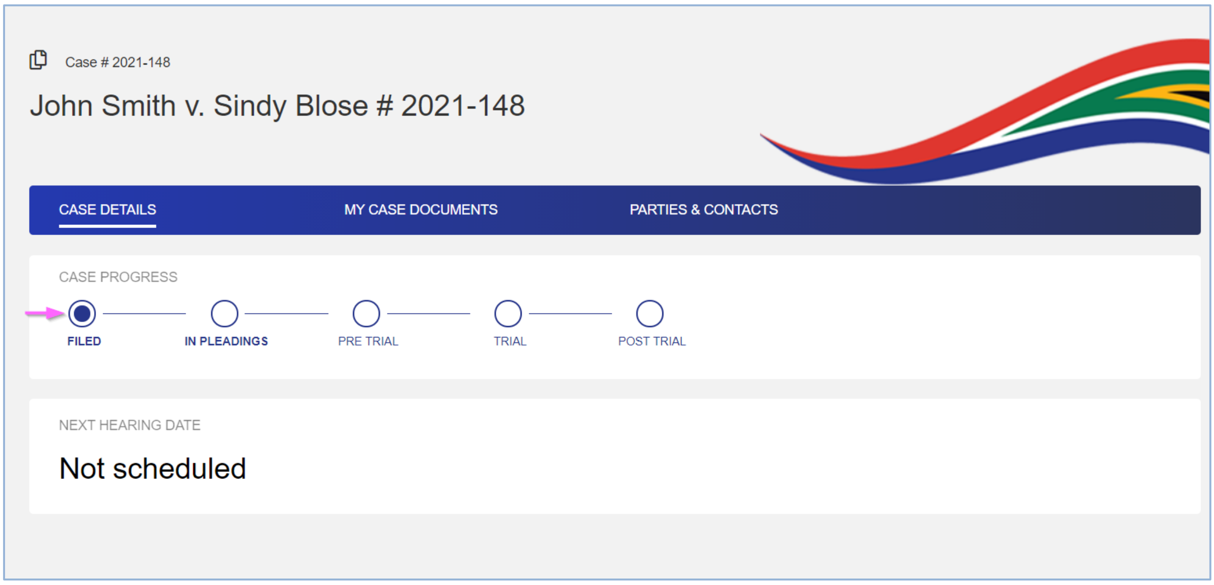
1. Upon login to the Portal, click on **My Cases**. The following screen will be displayed:

Figure 42 - My Cases screen



2. Under **Active Cases**, click on the case. The following screen will be displayed:

Figure 43 -Filed case screen

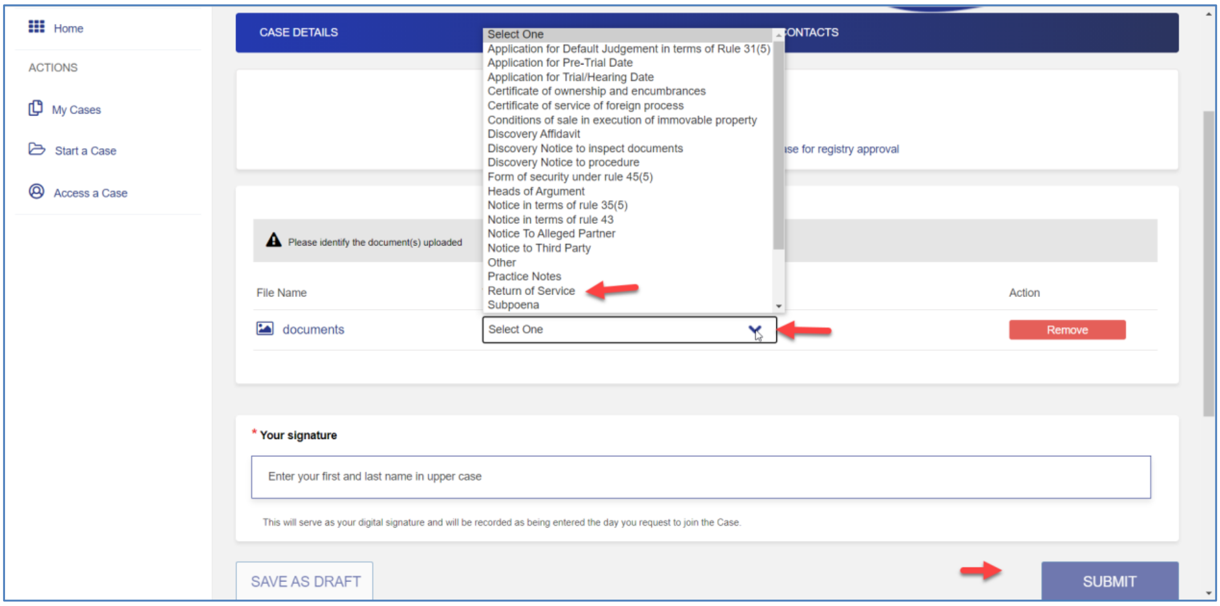


3. The status of the case on Portal is indicated as **Filed.**
4. On the same screen, click on **My Case Documents**. The following screen will be displayed:

Figure 44 - Uploading documents screen

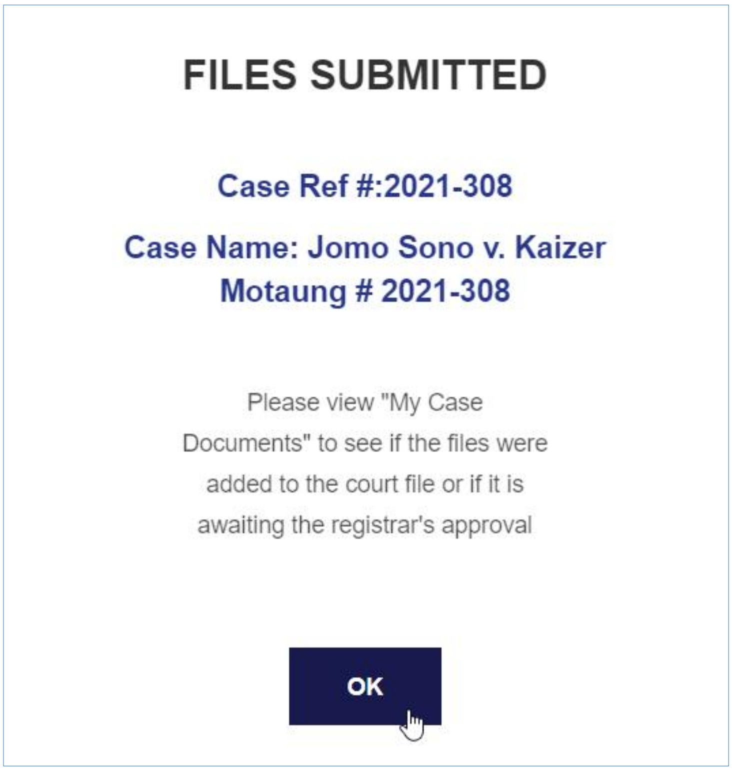
5. Click on the **upload icon** to upload the document- **Return of Service** (PDF). The following screen will be displayed:

Figure 45 - Document type screen



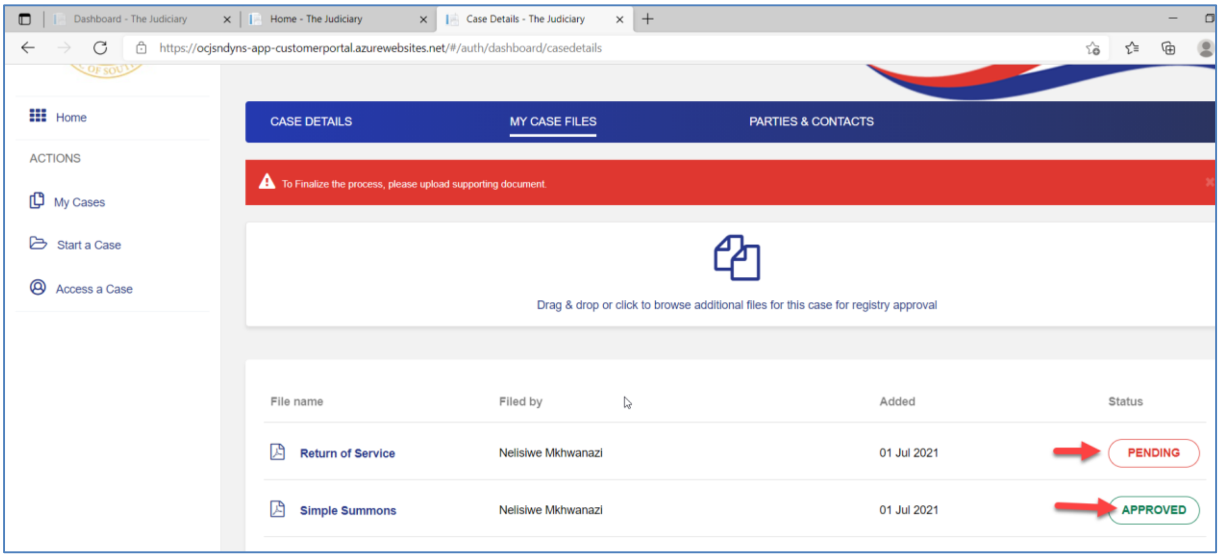
6. Click on the arrow to select the relevant document and attach your signature. If you click on **Save as Draft**, the document will be stored in temporary storage. If you click on **Submit**, the document will be submitted and a notification will be received as indicated on the screen below:

Figure 46 - Notification screen



7. Click **OK**. The following screen will be displayed:

Figure 47 - Approved/Pending documents screen



The status of the **Approved/Pending** documents will be indicated.

- Approved documents are documents that have been approved by the Registrar or that do not need approval.
- Pending documents are documents that are awaiting Registrar's approval.

Notes

Section 2- Pleadings

1. Description

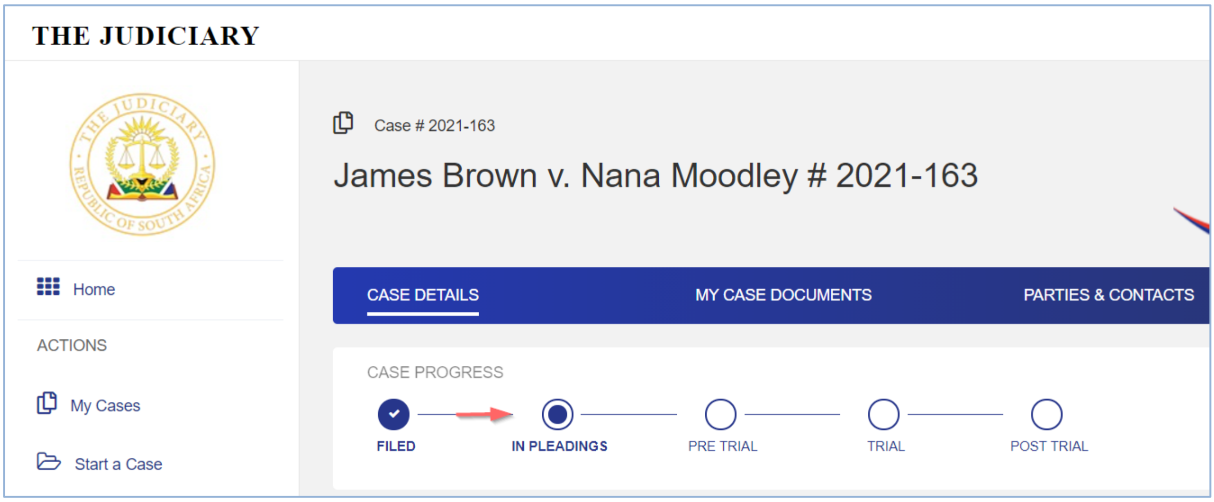
This is a stage where the different representatives will be filing documents or pleading against the case.

2. Process for pleadings

The following steps must be followed when the case is in pleadings.

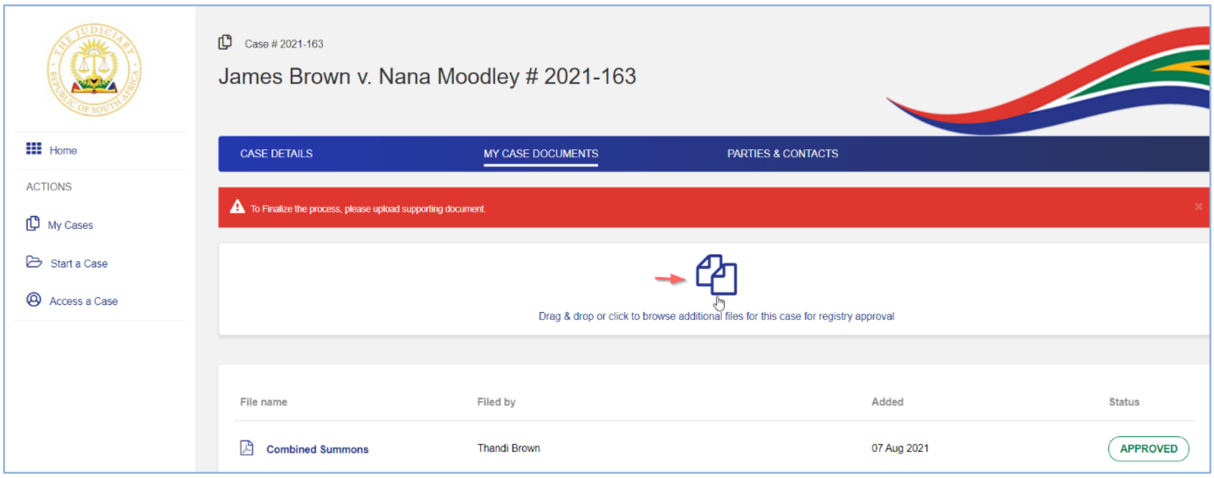
1. Upon login to Portal, click on your case under **Active Cases**. The screen will be opened showing that your case process has moved to in **Pleadings** as indicated on the screen below:

Figure 48 - In Pleadings case screen



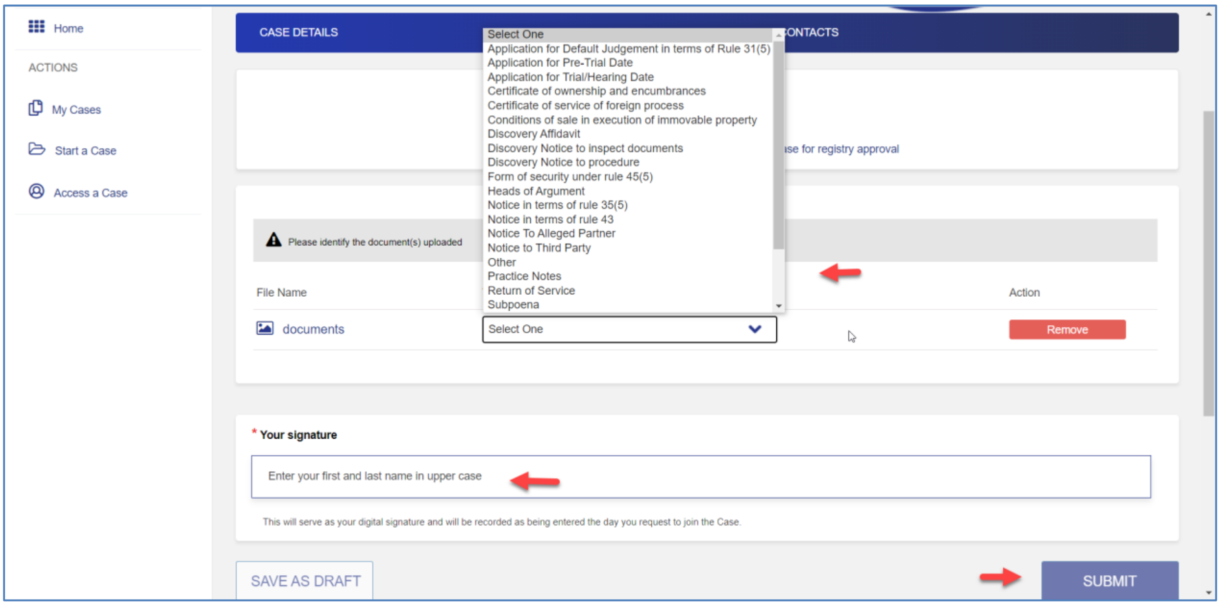
2. The case is now in Pleadings. Click on **My Case Documents**. The following screen will be displayed:

Figure 49 - Upload document screen



3. Upload the document. The following screen will be displayed:

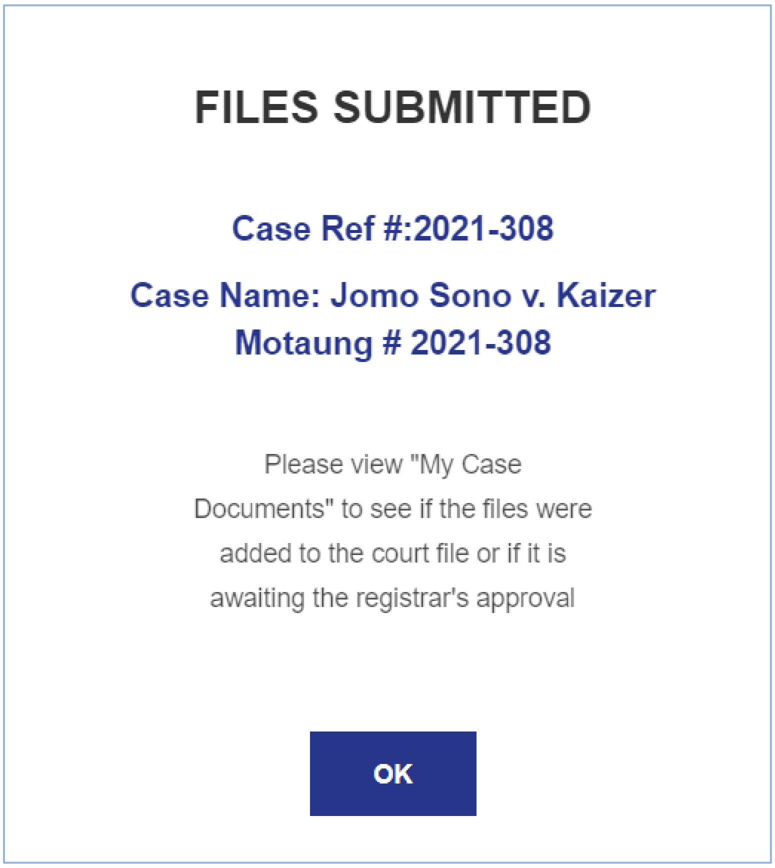
Figure 50 - Document type screen



4. Select the document type e.g. Heads of Arguments.

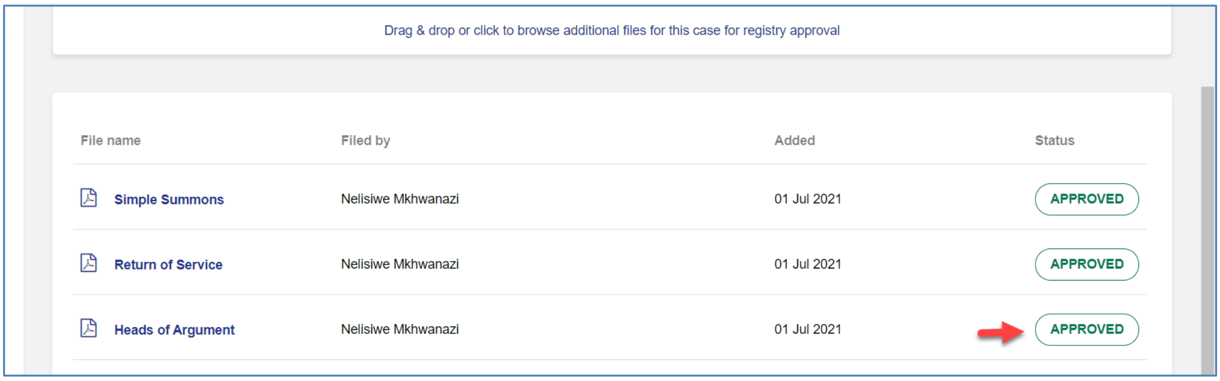
5. Attach your signature and click on **Submit**. The following notification will be displayed:

Figure 51 - Notification screen



6. If the document needs to be approved by the Registrar, it will be indicated as Pending, but if it is marked as auto approved, it will be automatically approved as indicated on the screen below:

Figure 52 -Approved document screen



Notes

Section 3-
Applying for Hearing

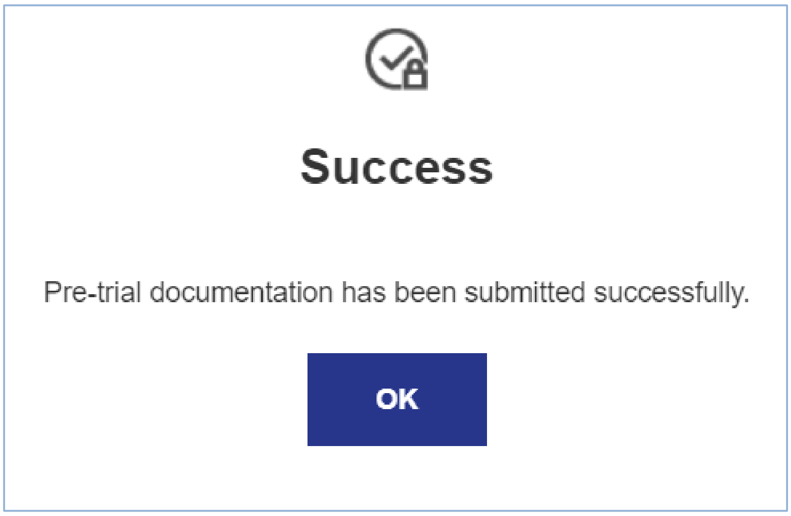
1. Description

While the case is still in Pleadings, the two parties might not come to an agreement and they determine that they want to go to court and apply for hearing date.

2. Process to Apply for Hearing

1. The following steps must be followed when the case is in pleadings.
2. Upon login to Portal, click on your case under **Active Cases**. Your case will be opened.
3. Click on **My Case Documents**. The screen will be displayed where you have to upload the documents.
4. Click on **upload icon** to upload the document.
5. Select the **document type** e.g. Application for Trial/Hearing Date, and sign the document.
6. Click on **Submit**.
7. A notification will be displayed to indicate that the document has been submitted. Once it is submitted it will become part of the case.

Figure 53 - Notification for pre-trial documentation



8. If you check on your list of documents submitted, the document will be indicated as **PENDING** if it needs to be reviewed by the registrar or **APPROVED** if it is auto-approved.

Notes

Section 4-
Creating Events and Bundles (Pre-Trial)

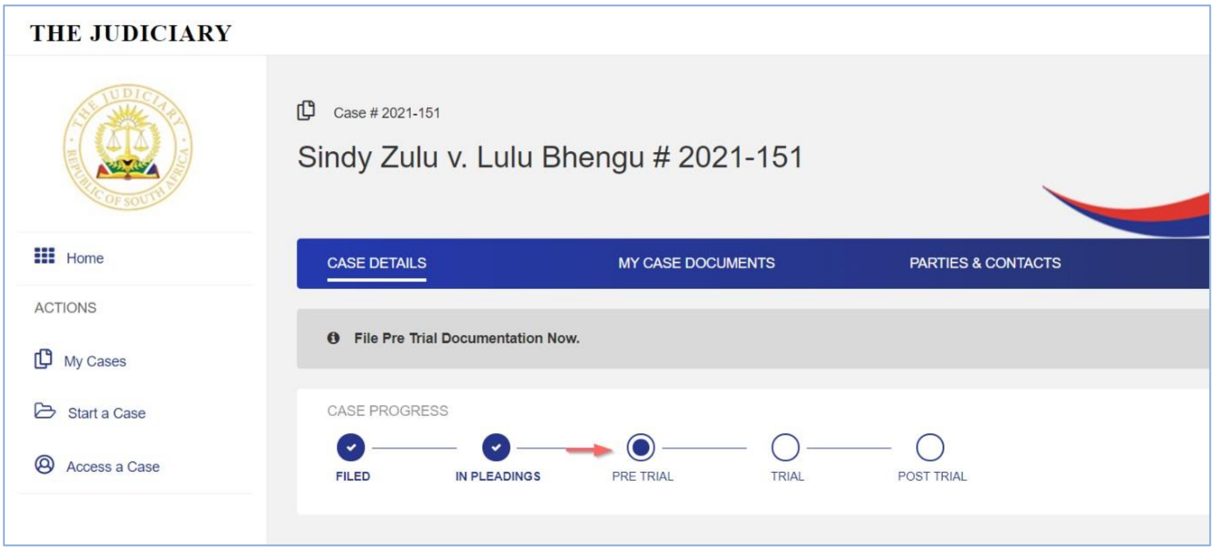
1. Process to Create an Event and Bundles

Events are created by the Registrar and once created, the Portal user can create the bundle for the event. The user can add documents to the bundle relating to the event.

Go to the **Portal** to file your document.

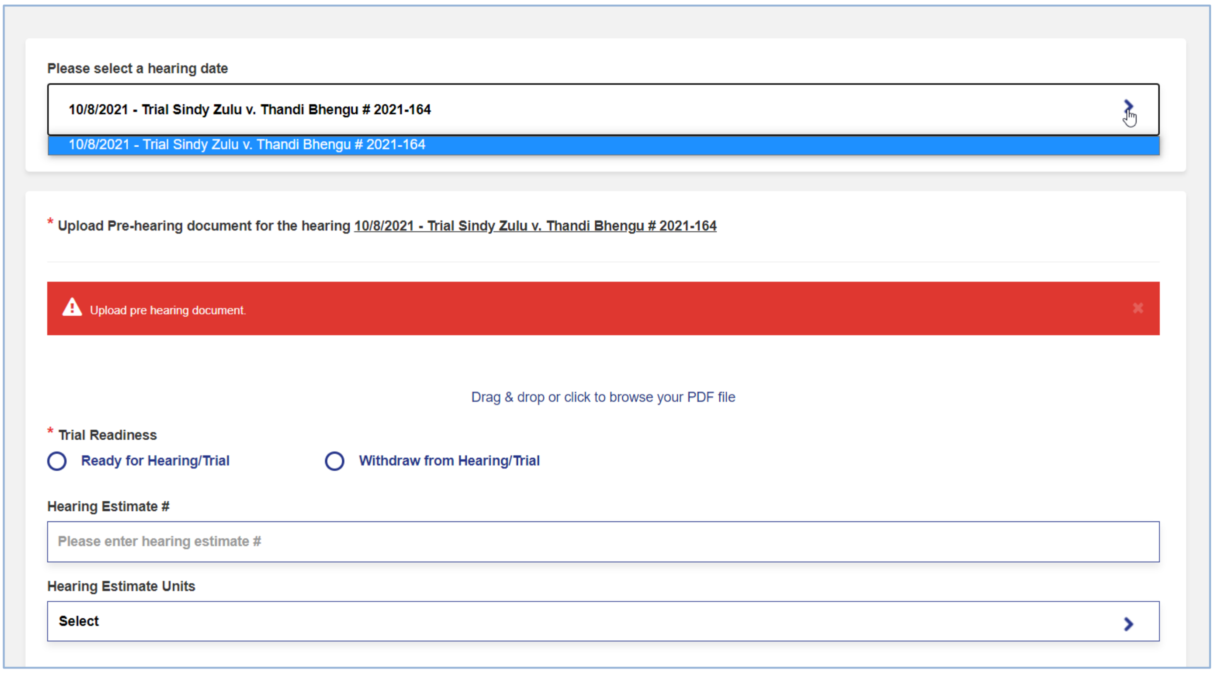
1. Click on **My Cases** then your case. The screen will be opened showing that your case process has moved to **Pre-Trial** as indicated on the screen below

Figure 54 - Pre-trial case screen



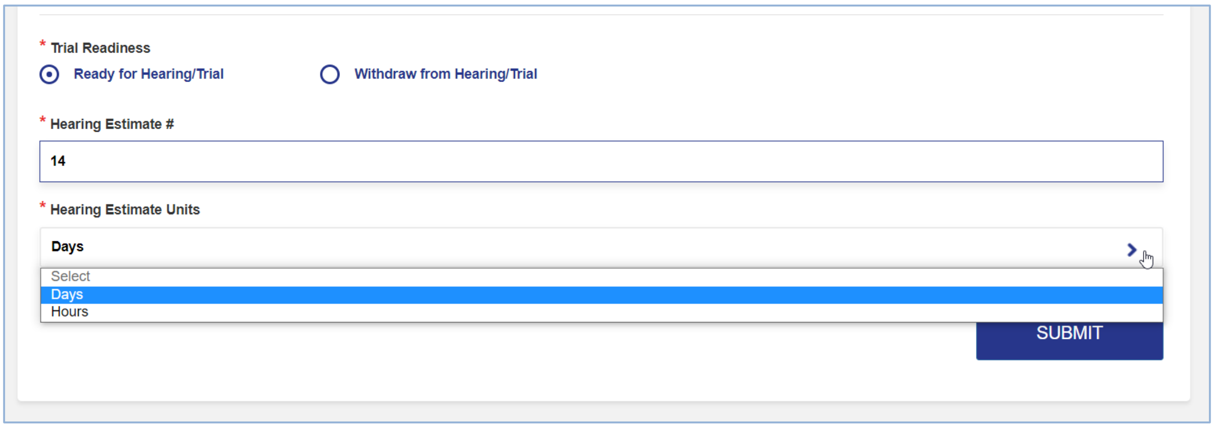
2. The created event will be displayed under case details.
3. Select your event on **Please select a hearing date** drop down option

Figure 55 - Hearing date screen



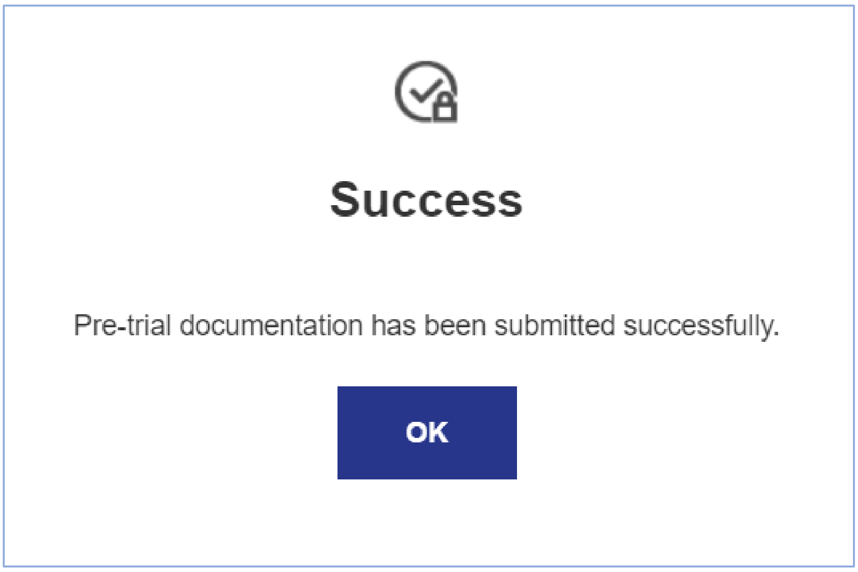
4. Click on **upload icon** to upload the relevant document.
5. Select the **document type** e.g. **Practice Notes**, and sign the document.
6. Change image to the new screen displaying Remove from trial/hearing roll (instead of withdraw).
7. Indicate the estimated duration of the Trial/Hearing on **Hearing Estimate**
8. Indicate **Hearing Estimate Units** as illustrated

Figure 56 - Hearing estimate screen



9. Click on **Submit**.
10. A notification will be displayed to indicate that the document has been submitted. Once it is submitted, it will become part of the case.
11. The notification will be sent as indicated below:

Figure 57 - Notification screen

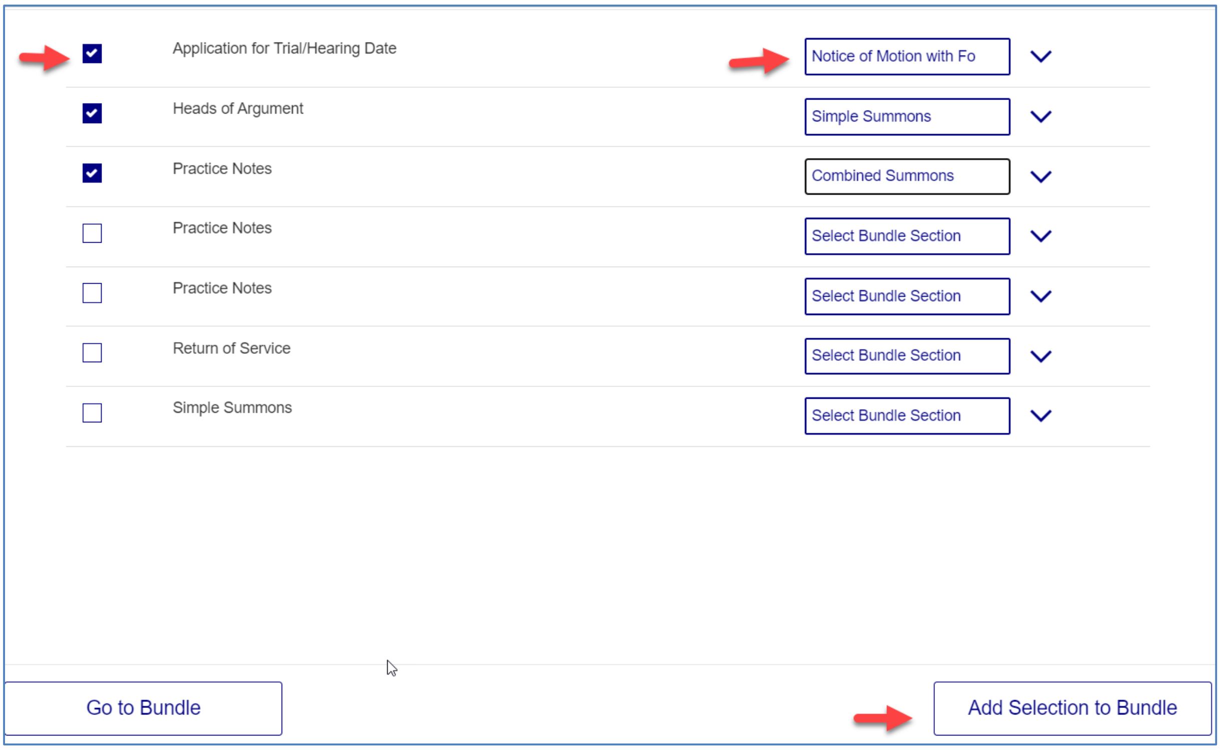


2. Bundles

A court bundle is a folder(s) which contains copies of all the documents which are considered relevant to a court case. Once an event is available on the system, the user is able to create a bundle.

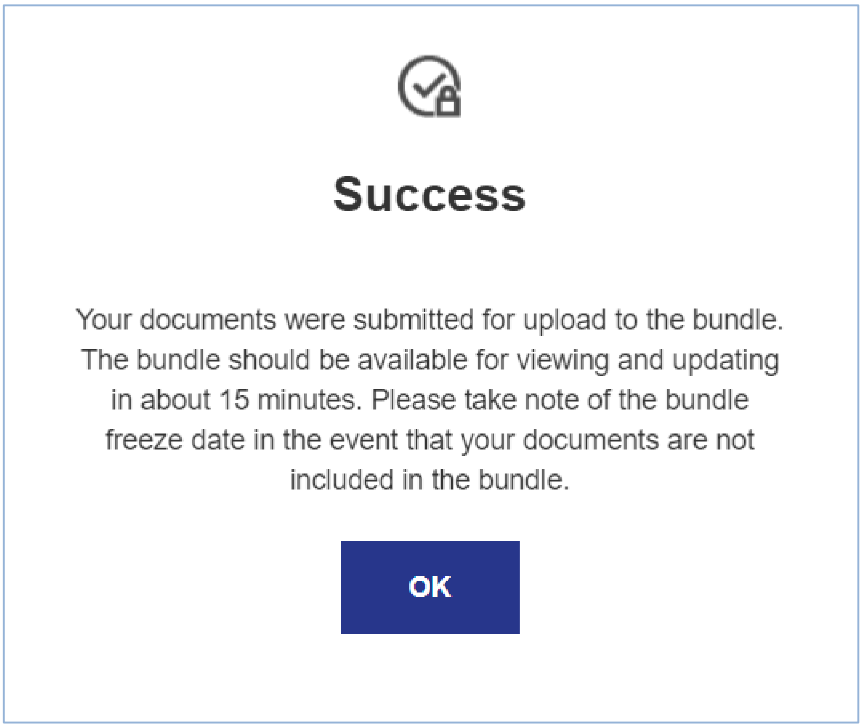
1. Open your case
2. Click on Create Bundle
3. The bundle will be created in Portal and Caselines
4. Go to My case documents and click on the word **Bundle**. The following screen will be displayed:

Figure 58 - Bundle screen



5. Select the documents you want to add to your case and indicate the name of the document.
6. Click on **Add Selection Bundle**. The following screen will be displayed:

Figure 59 - Notification screen



7. The notification will pop up on the screen to indicate that the bundle will be available for viewing. If the document is big it will take some time.

NOTE

If the bundle freeze date has been reached, no documents will be added to the bundle

8. Click **OK**.
9. If you go back to the case again on Portal and click on the word bundle and then click on **Go to Bundle**. The following screen will be displayed:

Figure 60 - Document screen

10. All the documents added to the bundle will be displayed as indicated on the screen above

Notes

Section 5- Trial

1. Description

When the case is in Trial stage, it means the case is enrolled. All the endorsements will be captured as outcomes. The Judge will give the outcome/ judgement regarding the case conducted. That outcome/judgement should be captured either against the event or the case. Once all the outcomes have been captured, the case will move to the next stage, Post Trial.

Figure 61 - Trial screen

Notes

Section 6- Motion Case

1. Description

A written application made to a court or judge to obtain a ruling or order directing that some act be done in favour of the applicant. In an application, the matter is determined with reference only to the papers and as a general rule, no oral evidence is permitted.

2. Filing of Documents

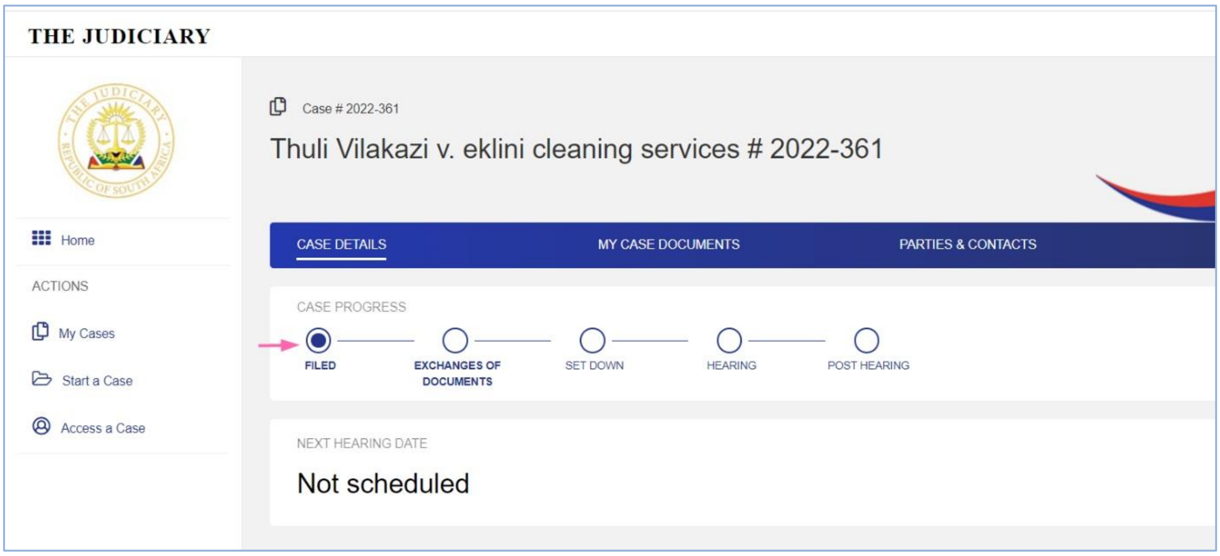
When the case is issued by the registrar it moves to the filling stage where parties can submit the required documents like the return of service.

3. Process to Submit a Document

The following steps must be followed to File a document on the Portal:

1. Upon login to the Portal, click on **My Cases**. The following screen will be displayed:
2. Under **Active Cases**, click on the case.

Figure 62 -Filed case screen



3. The status of the case on Portal is indicated as **Filed.**

4. On the same screen, click on **My Case Documents**.
5. Upload document
6. Select the **Document Type**
7. Add your **Signature**
8. Click on **Submit**
9. Click on **OK**.
10. The defendant requests access to the case and can add the **Notice of intention to defend**.

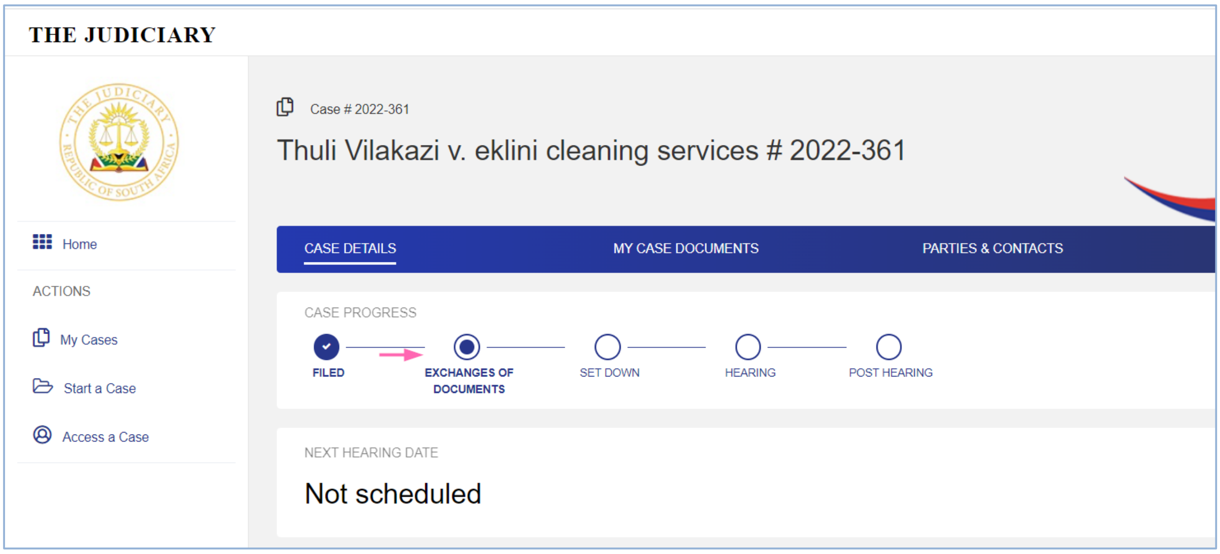
NOTE

Default Judgement: During the filing stage the applicant can upload documents to apply for default judgement if the respondent does not respond to the case. If the default judgement is granted the case moved to Post Hearing.

4. Exchange of Documents

This is a stage where the different representatives will be exchanging documents or pleading in the case

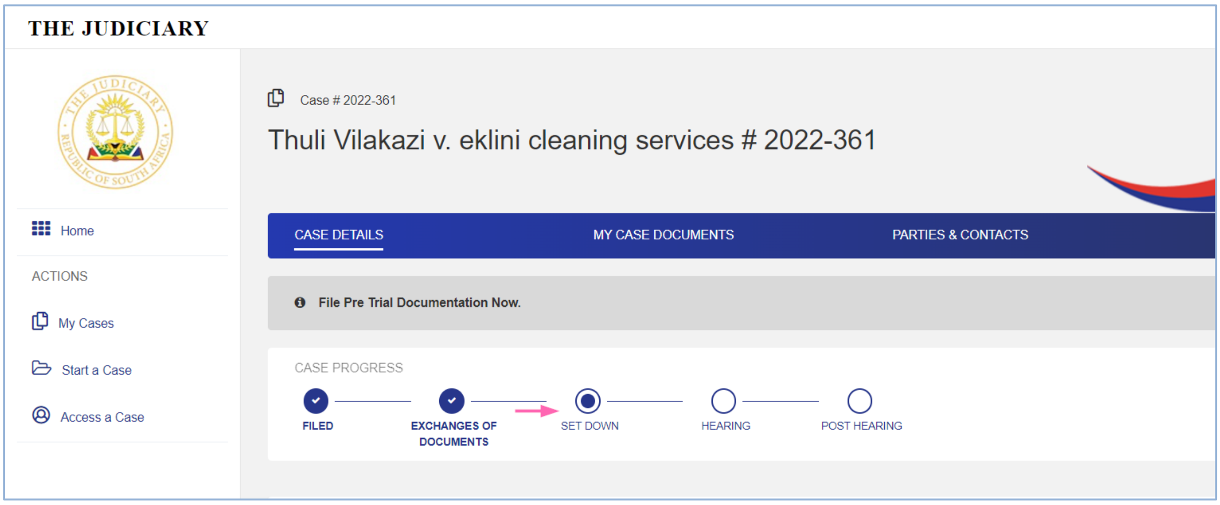
Figure 63 - Exchange of documents stage



5. Set Down

Once the process of Exchange of documents is completed, the application is set down for hearing where the parties will attempt to prove, with evidence, what is averred in the exchange of documents

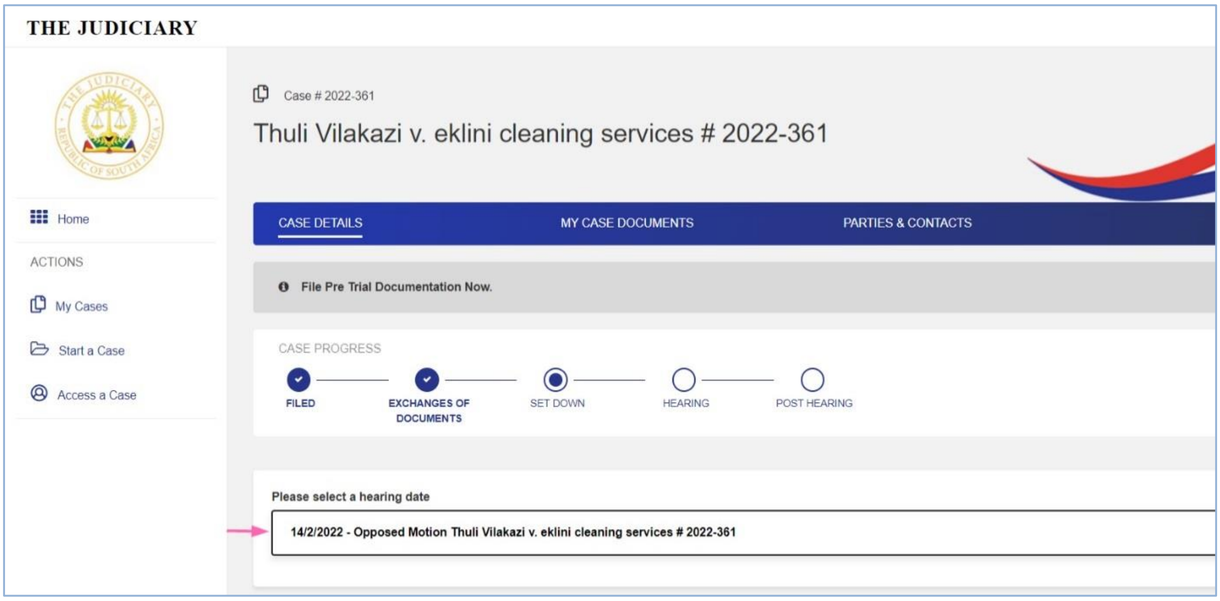
Figure 64 - Set down



6. Ready for hearing

The parties indicate their readiness for a hearing

Figure 65 - Hearing date selection



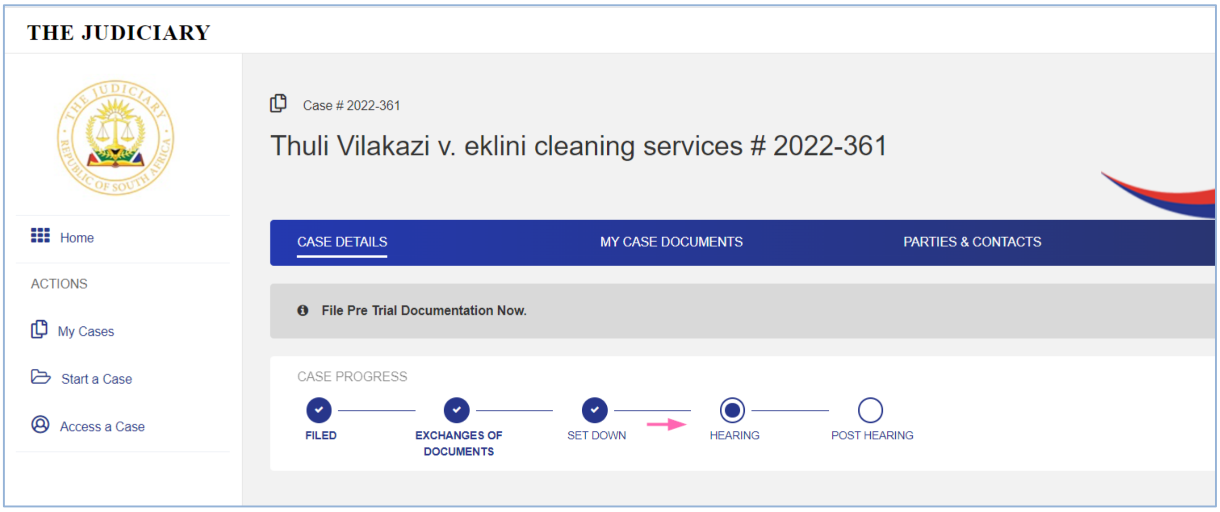
1. Select your event on Please select a hearing date drop down option
2. Click on upload icon to upload the relevant document.
3. Select the document type e.g. Practice Notes, and sign the document.

4. On the Trial Readiness option Indicate whether you are ready for Trial or not.
5. Indicate the estimated duration of the Trial/Hearing on **Hearing Estimate**
6. Indicate **Hearing Estimate Units**.

7. Hearing

The Presiding Judge shall decide on the appropriate mode of hearing to address the application. Once the hearing is conducted the outcome will be recorded.

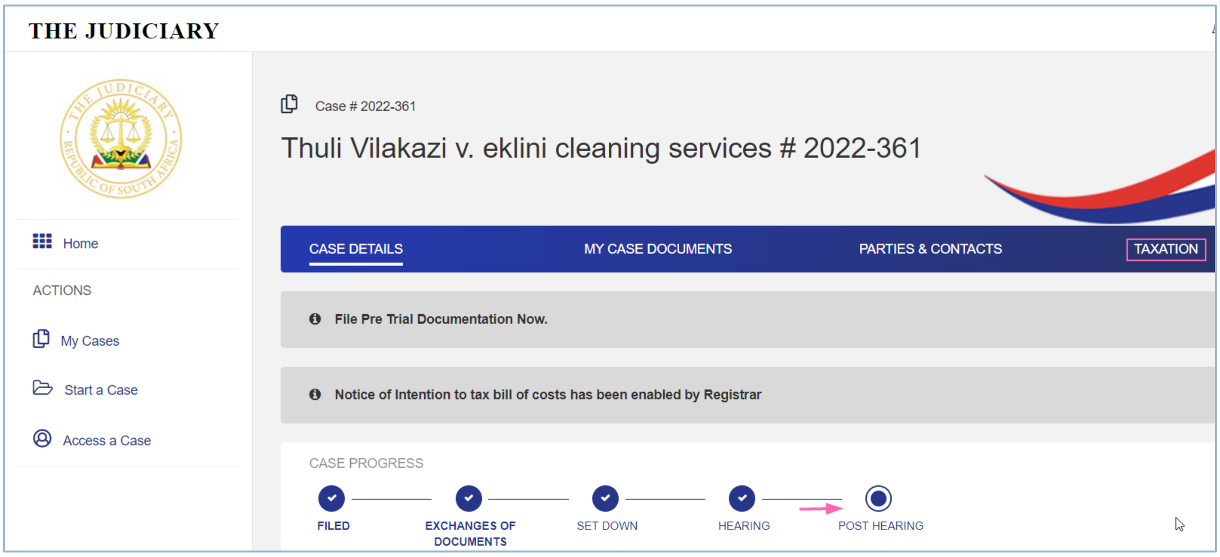
Figure 66 - Hearing



8. Post Hearing

After the hearing the case moves to Post Hearing. **Taxation** tab is available on the post hearing step. To file for taxation, follow the steps in Chapter 4; Section 8 **Taxation**

Figure 67 - Post hearing



Section 7- Appeal Case

1. Description

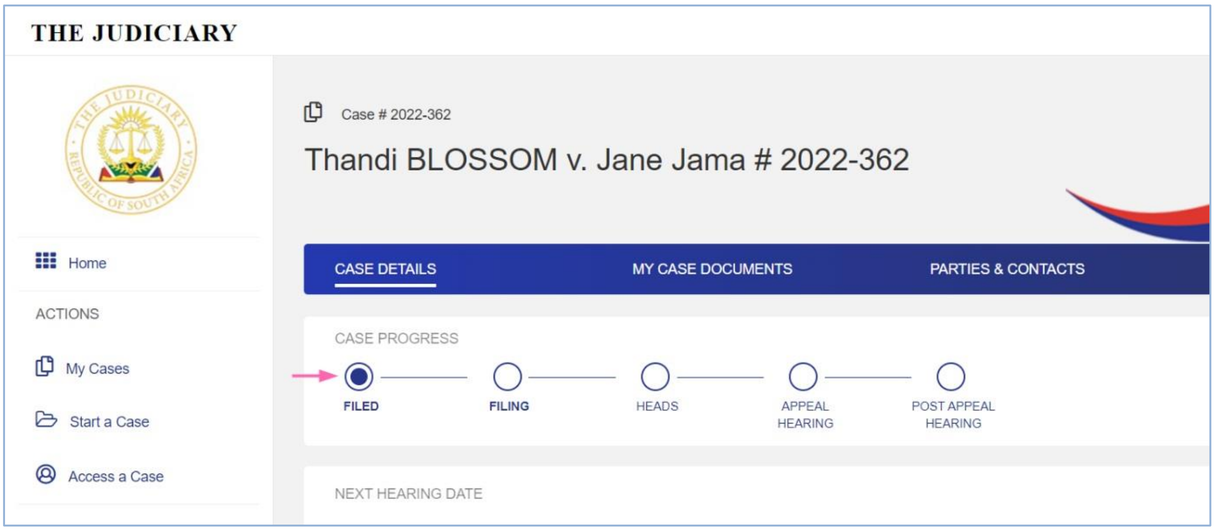
Where a dissatisfied litigant is of the view that the judgment ought to be set aside because the court reached the wrong conclusion on the facts or law, the appropriate remedy is appeal. Since an appeal involves re-evaluation of the court's decision, it will be based solely on the record of the proceedings.

Appeal proceedings are instituted by lodging an application for leave to appeal. Leave to appeal is not granted automatically and the party bringing the application must first apply for leave to appeal to the court that handed down the decision.

2. Filing of Documents

When the case is issued by the registrar it moves to the filed stage where the appellant can submit the required documents like the return of service.

Figure 68 - Filed stage Appeal case



3. Process to Submit a Document

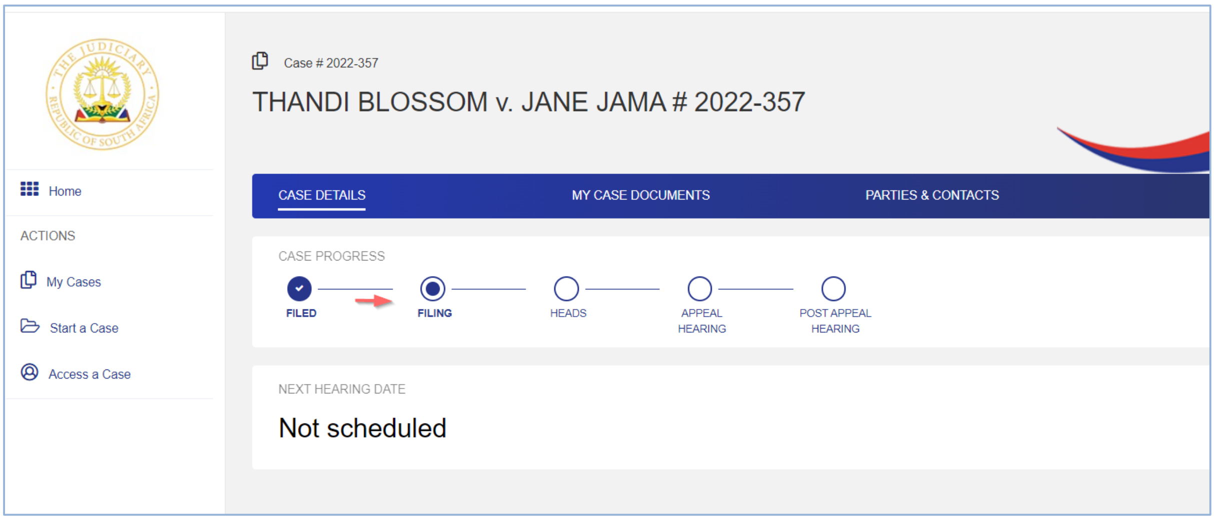
The following steps must be followed to File a document on the Portal:

1. Upon login to the Portal, click on **My Cases**. The following screen will be displayed:
2. Under **Active Cases**, click on the case.
3. The status of the case on Portal is indicated as **Filed.**
4. On the same screen, click on **My Case Documents**.
5. Upload document
6. Select the document type
7. Add your signature
8. Click on **SUBMIT**
9. Click on **OK**.

4. Filing Stage

During the filing stage the Appellant will upload the relevant document required for the appeal. Once the registrar has received all the documents, the case is moved to the next stage: **Heads**

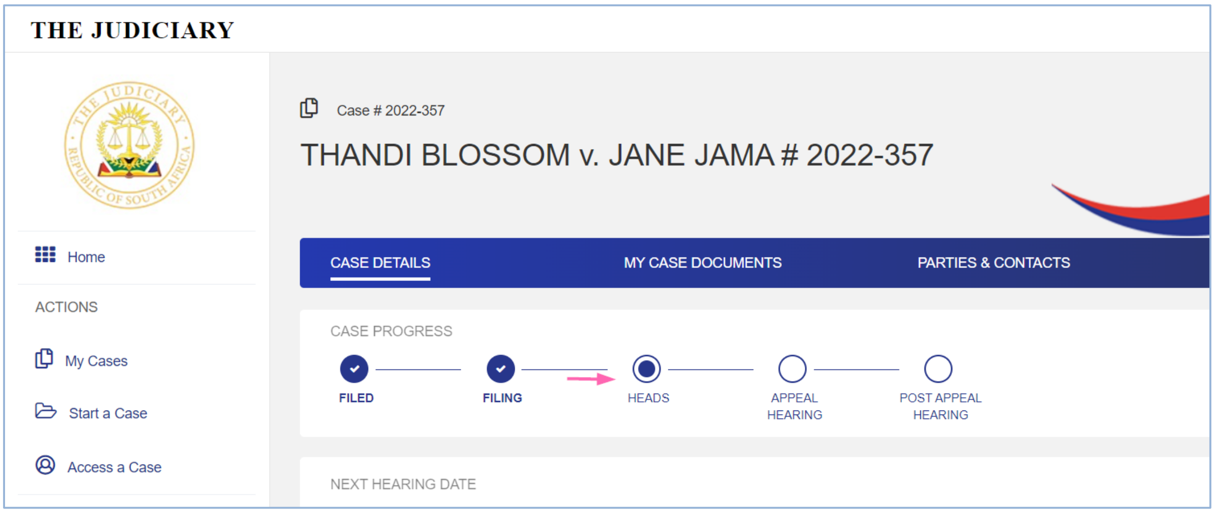
Figure 69 - Filing stage Appeal case



5. Heads

The legal representatives must each upload all necessary documents, Heads of Argument and Practice Notes.

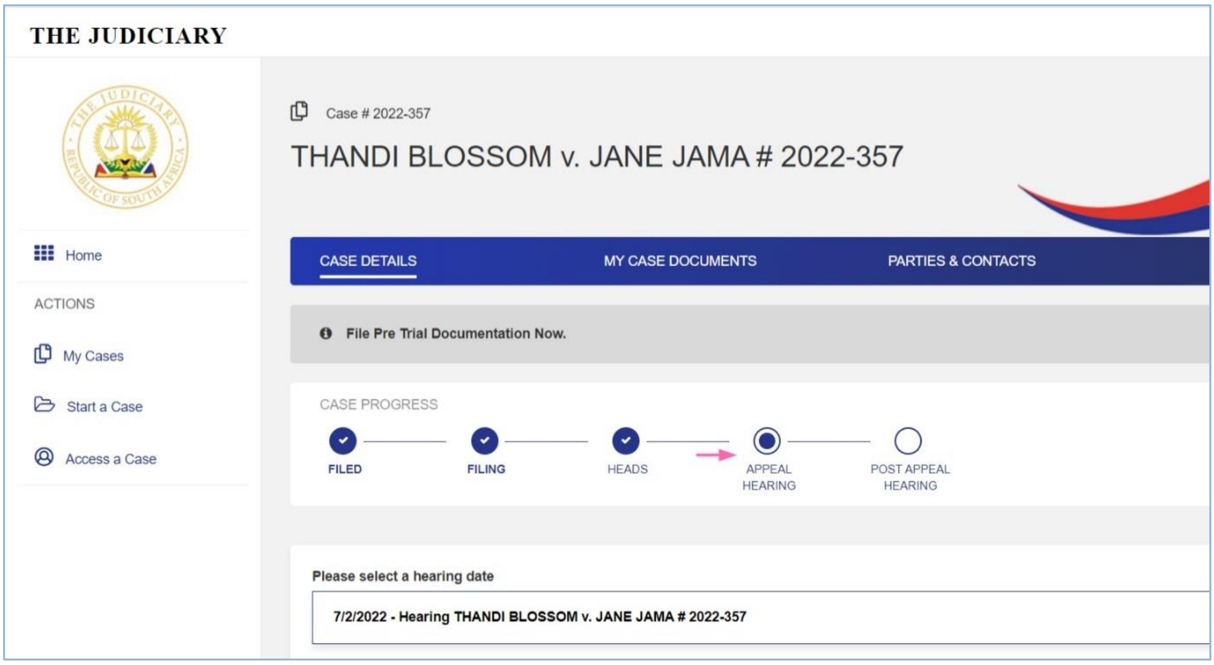
Figure 70 - Heads



6. Appeal Hearing

When the case is at Appeal hearing that means the case is enrolled. All the endorsements will be captured as outcomes. The Judge will give the outcome/ judgment regarding the case conducted. That outcome/judgment should be captured either against the event or the case. Once all the outcomes have been captured, the case will move to the next stage, Post Appeal hearing.

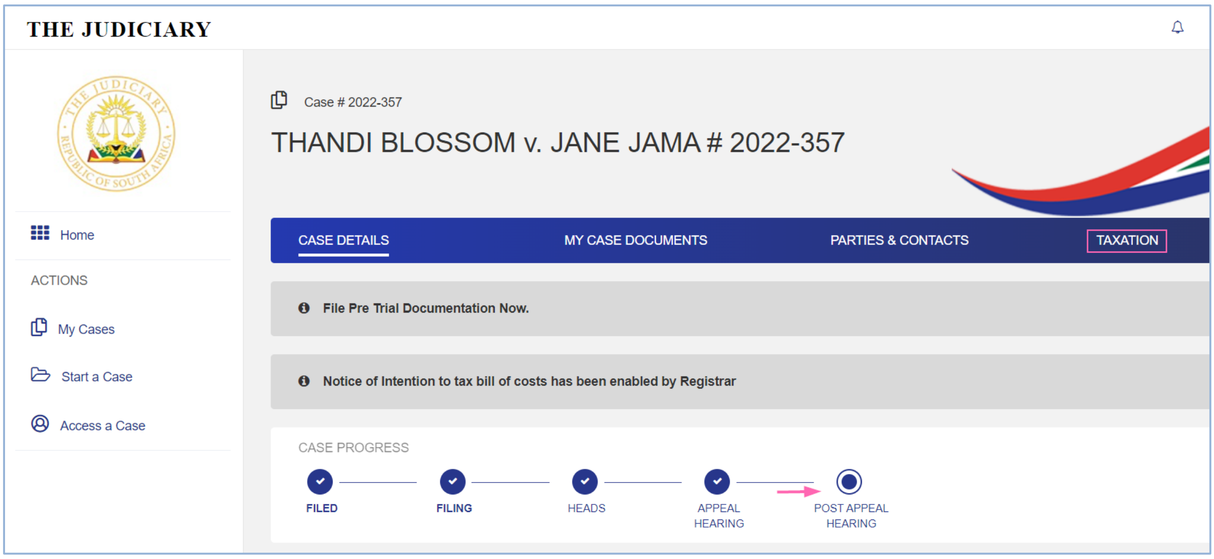
Figure 71 - Appeal hearing



7. Post Appeal Hearing

After the hearing the case moves to **Post Appeal Hearing**. Taxation tab is available on the post hearing step. To file for taxation, follow the steps in Chapter 4; Section 8 **Taxation**

Figure 72 - Post appeal hearing



Section 8- Taxation

1. Description

This feature enables a Portal user to submit a notice of intention to tax bill of costs together with all the bill(s) to be taxed. The Taxation process contains 4 options;

a) Settled Bills
b) Notice of Intention to Tax Bill of Costs;
c) Notice of Objection to Tax Bill of Costs; and
d) Taxation Hearing.

The following steps must be followed when the case is in Post-Trial.

1. Upon login to Portal, click on your case under **Active Cases**. The screen will be opened showing that your case process has moved to **Post Trial** as indicated on the screen below:

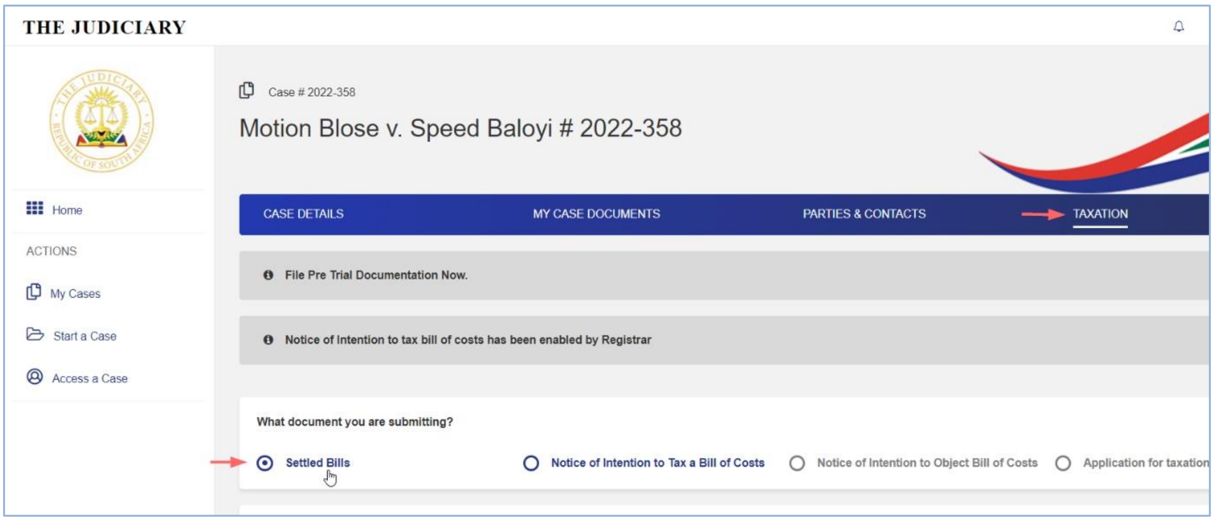
Figure 73 - Post trial screen

Upload Settled Bills

These steps must be followed to upload settled bills:

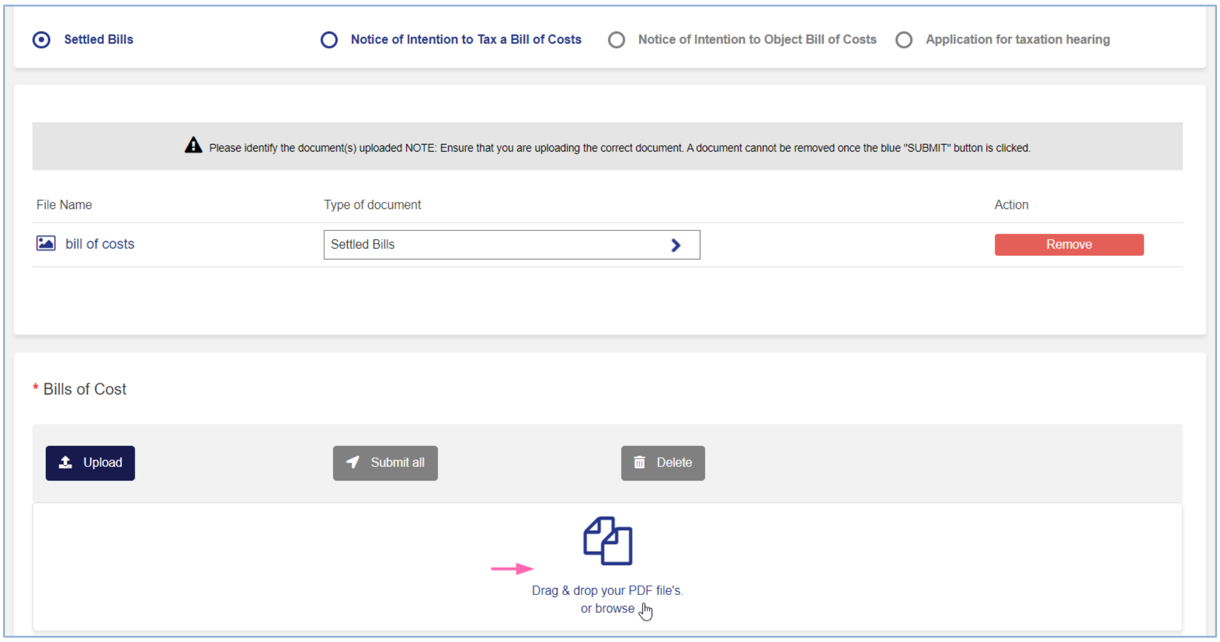
1. Click on the **Taxation** tab
2. Click on the Settled bills radio button as shown in Figure 74

Figure 74 - Settled bills button



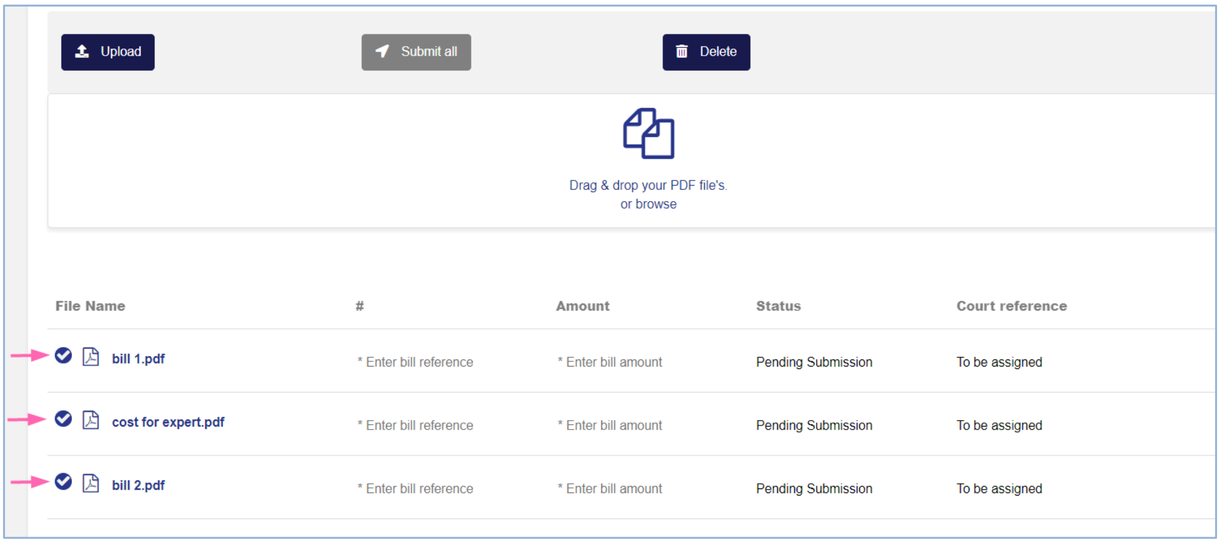
3. Upload document
4. Select **Settled Bills** on the document type
5. To upload the individual settled bills Click on the Drag and drop button as displayed in Figure 75

Figure 75 - Settled bills: Drag and drop button



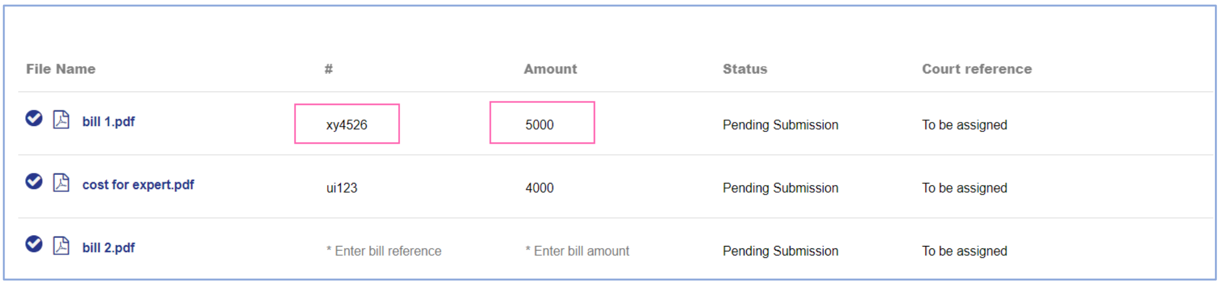
6. Select the bills to upload
7. Click on **Open**
8. The bills are displayed at the bottom of the window as shown in Figure 76.

Figure 76 - Individual bills



9. For each bill loaded enter a **Bill Reference** and the **Bill Amount**

Figure 77 -Bill reference and Bill amount

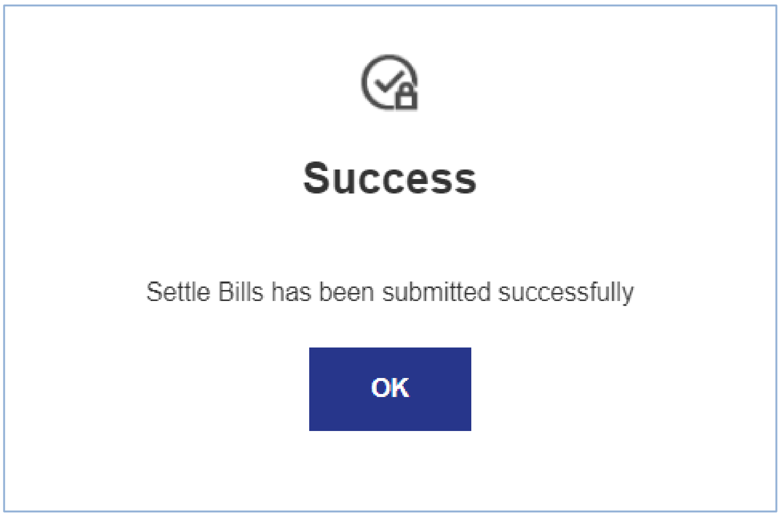


File Name	#	Amount	Status	Court reference
bill 1.pdf	xy4526	5000	Pending Submission	To be assigned
cost for expert.pdf	ui123	4000	Pending Submission	To be assigned
bill 2.pdf	* Enter bill reference	* Enter bill amount	Pending Submission	To be assigned

10. Click on the **Submit All** button

11. The settled bills are submitted, click on **OK** to confirm

Figure 78 - Settle bills submitted button

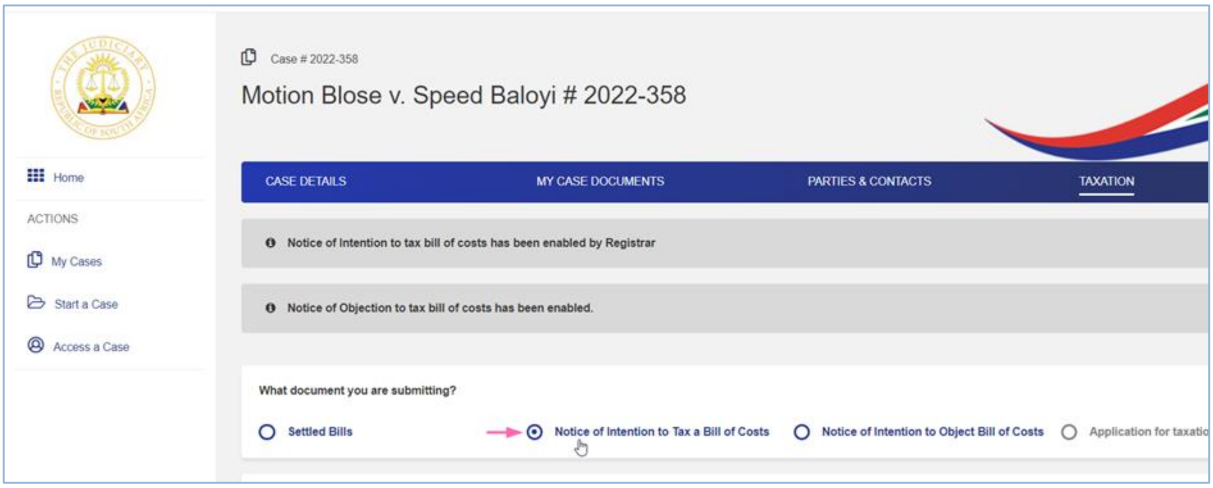


Process to File Notice of Intention to Tax Bill of Costs

These steps must be followed to file Notice of Intention to Tax Bill of Costs:

1. Click on the **Taxation** tab to upload the Notice of Intention to Tax Bill of Costs
2. Click on **Notice of Intention to Tax a Bill of Costs** radio button as illustrated below:

Figure 79 - Notice of intention to tax bill of costs

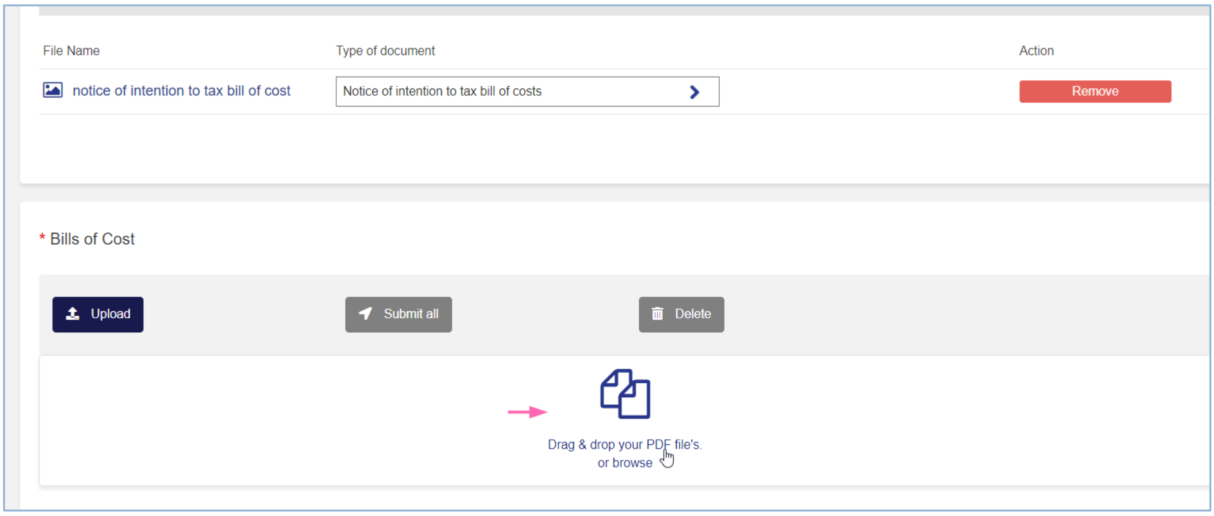


3. Upload document
4. Select document type

Only one (1) notice of intention to tax bill of costs is allowed per case.

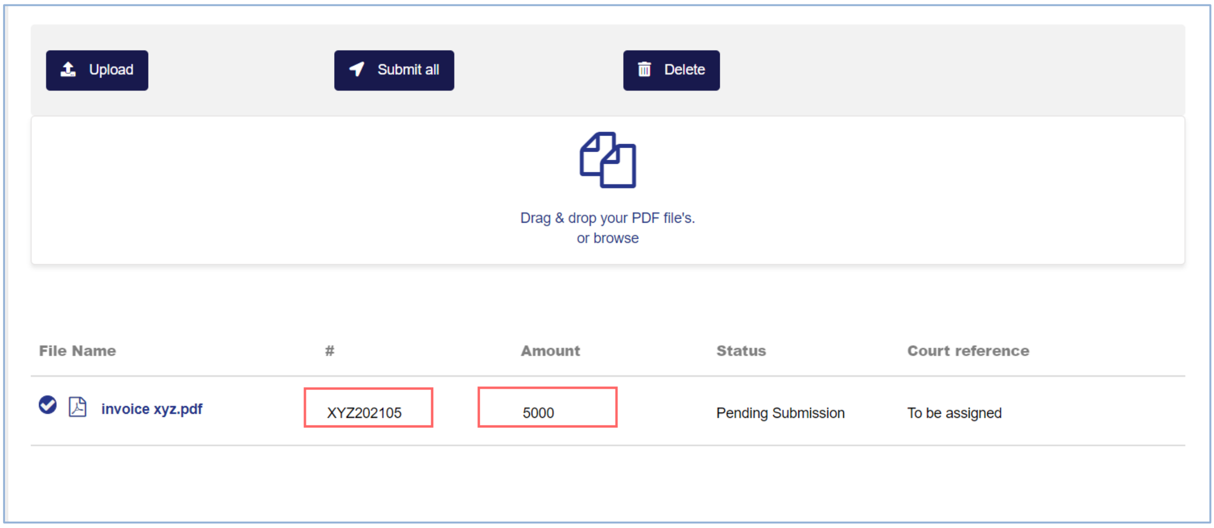
5. To upload the individual bills, click on the Drag and drop button document button as displayed in Figure 80.

Figure 80 – Drag and drop button



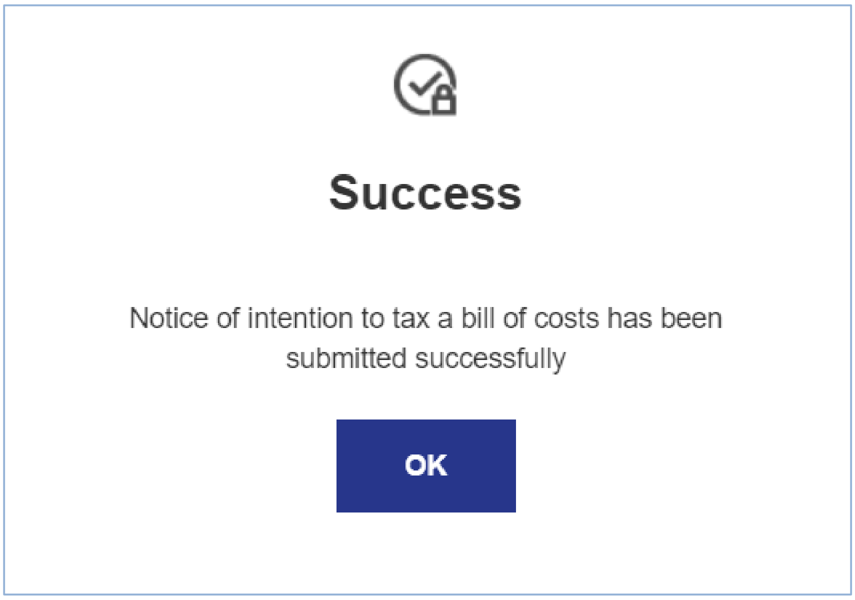
6. User uploads each individual bill (document) as a separate PDF. Multiple file select / upload is available to the user for each individual bill uploaded.
7. For each bill the user must add a reference and the bill amount

Figure 81 - Add Reference and amount



8. Tick all the Bills to select them and click on **SUBMIT ALL**
9. A notification will be displayed to indicate that the Notice of Intention to Tax Bill of Costs has been submitted.

Figure 82 - Notification



10. Click on **OK.**

Notice of Objection to Tax Bill of Costs

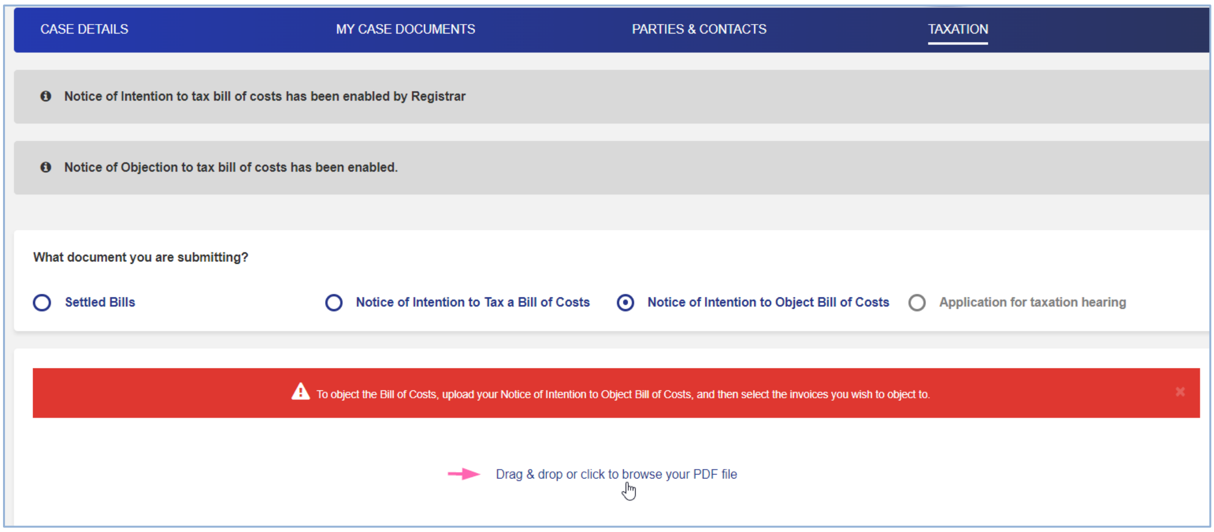
This feature enables a Portal user to submit a notice of objection to tax bill of costs and to identify the bills to which the user objects.

Process to File Notice of Objection to Tax Bill of Costs

The steps must be followed to access Notice of Intention to Tax Bill of Costs:

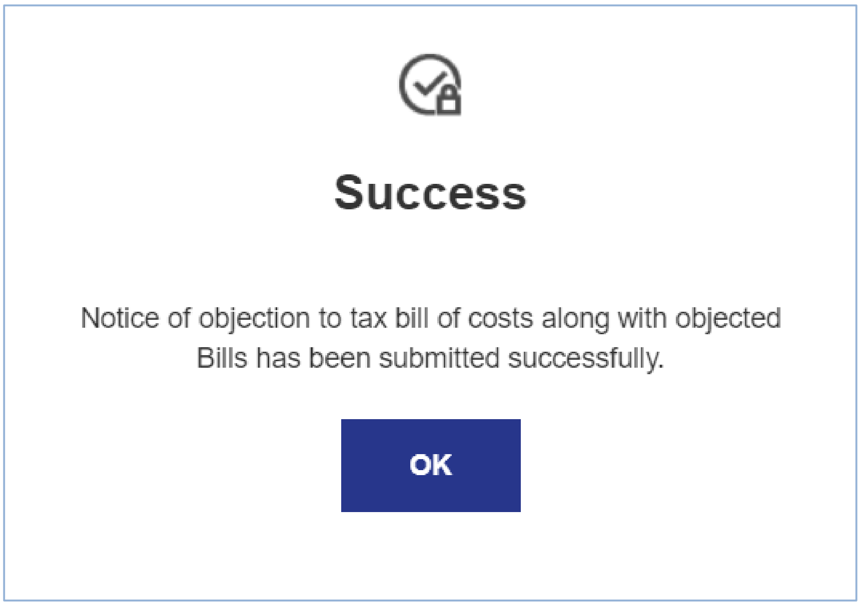
1. The Portal User clicks on the Taxation tab
2. Select the **NOTICE OF INTENTION TO OBJECT BILL OF COSTS** radio button
3. Upload your **Notice of Intention to Object Bill of costs** document

Figure 83 - Upload Notice of Intention to Object Bill of costs



4. Selects the Bill(s) that user objects to and click on **SUBMIT SELECTION**. The system updates the status of each bill objected to.
5. A notification will be displayed to indicate that the Notice of objection to Tax Bill of Costs has been submitted.

Figure 84 - Notification



6. Click on **OK**.

Application for Taxation hearing

This feature enables a Portal user to apply for a Taxation Hearing

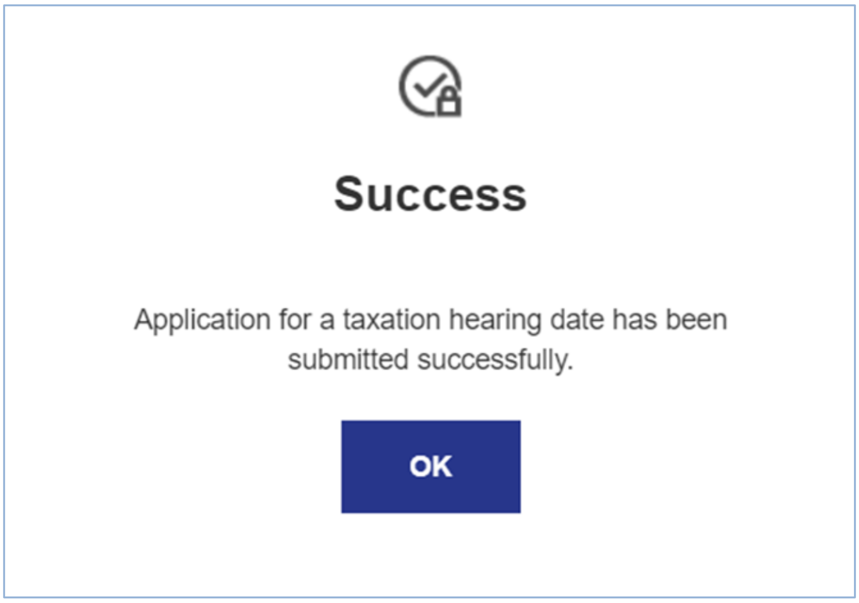
To apply for a Taxation Hearing, do the following:

1. Click on the **Taxation** tab
2. Select **THE APPLICATION FOR TAXATION HEARING** radio button

Figure 85 - Application for taxation hearing

3. Upload the document for Taxation hearing date
4. Select the **Document Type** e.g. Taxation hearing document and sign the document
5. Click on **SUBMIT**.
6. The following notification will be displayed:

Figure 86 - Notification



7. Click on Ok.
8. The application will be sent to the registrar for approval
9. The portal user will receive a notification once the application document has been filed.
10. A taxation hearing will be scheduled by the registrar. After the hearing the registrar will update the taxation details on the system.

Notes

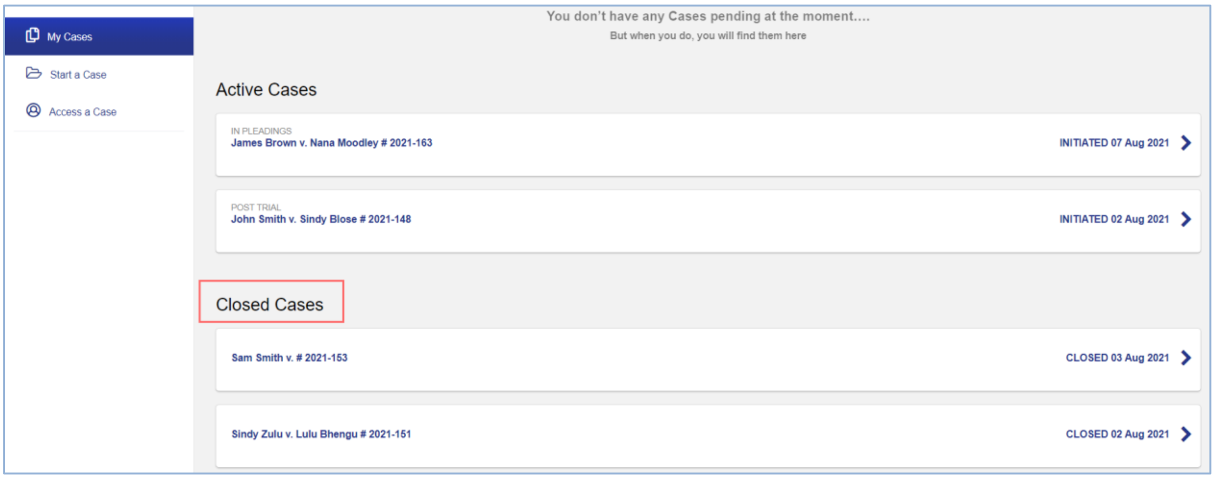
Section 9- Closed Cases

2. Description

Once the case is closed it will be marked as closed and the portal user will not be able to open the case to view the case details.

1. Upon login to the Portal, click on **My Cases**. The following screen will be displayed

Figure 87 - Closed cases



2. Close cased are listed at the bottom of the screen.

Notes