



KWAZULU-NATAL DIVISION

Directive 1 of 2026

**REVISED KWAZULU-NATAL PRACTICE DIRECTIVES FOR COURT ONLINE
AND CASELINES**

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PART A

1. Introduction

The Office of the Chief Justice (OCJ) has implemented Court Online (an advanced cloud-based collaboration solution) that is aimed at providing a platform for law firms and litigants to file court documents electronically (e-filing) using the Internet from anywhere. Court Online is an end-to-end e-filing, Digital Case Management and Evidence Management system for all High Courts of South Africa. It provides legal practitioners and litigants with the opportunity to file documentation electronically online anywhere and anytime without being physically present at court. It also affords legal practitioners the ease of managing their court appearance diaries and court evidence instantaneously online.

In line with the vision of the OCJ to adopt a digitised, accessible court system, the KwaZulu-Natal Division of the High Court implemented Court Online with effect from 1 April 2025, in both Pietermaritzburg and Durban. These directives will apply equally to both centres.

These Court Online directives must be read in conjunction with the existing Practice Manual of the KwaZulu-Natal Division, dated 15 January 2024 (KZN Practice Manual), until a consolidated directive has been published on behalf of the KZN Division. The directives are a work-in-progress and can be amended from time to time in accordance with the inherent power that this Court has in terms of the Superior Courts Act 10 of 2013.

All existing laws, rules, practice directives and practices of the court must be adhered to. Where utilisation of the Court Online system is not compatible with the Practice Directives, a solution or method as near as possible to the intention of the Practice Directive / Rules of this Court must be applied. Any request for a deviation must be communicated to and approved by the Judge President through the office of the Chief Registrar.

These directives are applicable from 1 June 2026.

2. Registration

In preparation for the processing of any matter on the **Court Online** system legal practitioners / in person litigants are required to register beforehand and initiate all cases for their matters on **Court Online** per <https://www.courtonline.judiciary.org.za>

Foreign nationals registered with the Legal Practice Council (LPC) but who do not possess a South African identity number should contact the **Court Online Support Helpdesk** for assistance with registration.

The Judiciary screen which is the home page of the **Court Online** system, provides general information about access to the entire Portal. This includes information about frequently asked questions (FAQ), Contact Us, Registrations and Videos.

The contact details for the National Call Centre are 010 493 2600 and the support desk e-mail addresses are DBNHCCourtonline@judiciary.org.za and PMBHCCourtonline@judiciary.org.za

Court office hours for filing

2.1 The normal court hours for the court, in terms of rule 3 of the Uniform Rules of Court are applicable for electronic filing as follows: Monday to Friday 9h00 to 13h00 and 14h00 to 15h00.

2.2 In terms of rule 3 an appearance to defend may be filed up to 16h00m.

2.3 The date and time as it appears on the Court Online cover letter is the date and time of filing. Documents and applications, including applications in terms of rule 31(5) for default judgment that are filed outside court hours shall be deemed to have been filed on the following court day.

2.4 It should be noted that documents may be uploaded at any time, but the Registrar's office will only officially accept receipt of documents between the hours mentioned in paragraph 2.1 and 2.2 above.

2.5 Matters affected by prescription must promptly be communicated to the Court Online Registrar (see the attached contact list in part E).

3. Issuing of process

3.1 All new cases initiated from 1 April 2025 must be uploaded onto Court Online. The Registrar responsible for managing Court Online must keep a register of all cases issued.

3.2 In-person litigants must be referred to the Court Online Service Desk, where designated court staff will assist with registration of the individual and the process of uploading of the case documents onto Court Online.

3.3 When you upload a document for issuing, an acknowledgement letter containing a reference number will be generated by the system. The reference number generated upon submission of a new case for issuing on Court Online, is **not** the case number. The case number is automatically generated upon issuing by the Registrar online. The reference number may **not** be recorded on any papers filed in the case file, **only** the case number must be used.

3.4 Only the Summons (excluding the particulars of claim when one is dealing with a combined summons) or Notice of Motion **must** be uploaded when a case is initiated for issuing, except in the following cases:

3.4.1 Divorce matters – the Divorce Summons must be accompanied by a statistics form (see annexure A).

3.4.2 Road Accident Fund matters – summons must be accompanied by a certificate signed by an attorney confirming jurisdiction (see annexure B).

3.4.3 Attorney's confirmation certificate – the summons / notice of motion must be accompanied by a certificate signed by an attorney confirming that the matter has not been issued at another court / division (see annexure C).

3.4.4 Attorneys compliance certificate – Notice of motion must be accompanied by a certificate signed by an attorney confirming that the founding affidavit has been signed and commissioned at the time of uploading (see annexure E).

- 3.4.5 Community Schemes Ombud Service Act 9 of 2011 (CSOS) matters (excluding appeals) – the adjudication award form must be uploaded.
- 3.4.6 SARS matters - the SARS debt management certified statement must be uploaded.
- 3.4.7 Pension Fund Adjudication matters - the Adjudication referral form must be uploaded.

The documents required to be uploaded once the initiating document has been uploaded are set out in the various categories of matters as indicated from practice directive 5 below. Affidavits must have be fully signed and commissioned before uploading.

3.5 Failure to include the annexures mentioned above will result in the Registrar rejecting the issuing of the process. The supporting documents that follow should only be uploaded once the case number has been allocated.

3.6 Legal practitioners and litigants are to ensure that the pleadings, affidavits annexures and relevant documents are uploaded in the correct sequence and under the correct sections on court online to ensure that the matter can be properly bundled for hearing. Practitioners are to ensure that the virtual court file is in correct sequence and that all relevant papers have been uploaded.

3.7 All interlocutory applications inclusive of rule 46A applications must be uploaded for issuing under the main court online case number allocated.

A User Manual is available for downloading on the Office of the Chief Justice website under Court Online.

4. Uploading of documents

- 4.1 All documents must be uploaded to the Court Online case file in PDF format.
- 4.2 Once the bundle is created for a particular hearing date (“scheduled event”), the documents relevant to the hearing must be included in (“added to”) the bundle

from the court online case file. The **correct document type** must be selected when a particular document is uploaded to the case file. The documents should also be uploaded in the order they would usually appear if in hardcopy.

4.3 Practitioners and litigants must choose the best available description of the uploaded documents and only select **other** from the document type selection list when there is no other option available. The Presiding Judge will not be able to identify the document if it is uploaded under “**other**” without a description. In addition, difficulties may be experienced with bundling, indexing and pagination. No documents may be uploaded directly to the bundle in CaseLines. Court files (case bundles) created on the Court Online Portal should only be accessed through the Court Online Portal.

4.4 Court Online does **not** constitute service in terms of Uniform Rule. Parties remain responsible for service under the Uniform Rules. Inviting another party to the electronic file does not replace formal service. Proof of service by the Sheriff where applicable must be uploaded. Where service of process is required in terms of statutory deadlines, filing after court hours shall be deemed to have been filed the next court day.

4.5 Legal practitioners are responsible for safeguarding confidential data / information, especially in matters involving children, Anton Pillar applications, admiralty matters. Access to documents containing sensitive, confidential data / information must be restricted where appropriate, and the Registrar must be advised accordingly.

5. Procedure for applying for a motion date and enrolment of all matters

5.1 A party who contends that a matter is ready to be allocated a hearing date shall follow the procedure set out below and only once all documentation required for the allocation of the particular type of hearing date have been uploaded to Court Online will a date be furnished.

5.2 **Matters issued prior to Court Online:** Allocation of dates for all matters issued before 1 April 2025 will continue in the same manner as set out in the existing KZN Practice Directives until 17 July 2026.

5.3 Practitioners and litigants are to ensure that all matters referred to in 5.2 above are uploaded onto case lines, in accordance with the sequence provided above, before they are set down for any hearing. Refer to Part C for further direction.

5.4 **Matters on Court Online:** where a party contends that a matter is ready to be allocated a hearing date, they shall follow the procedure set out below:

5.4.1 **Unopposed motion roll:** The Notice of Motion / Notice of Set down to be issued shall be accompanied by the hearing date application form (see annexure D).

Note should be taken when uploading the documents that the appropriate document type on Court Online is selected for the relevant office to be alerted of the new application date.

5.4.1.1 Upon receipt of the Notice of Motion / Notice of Set Down accompanied by the date application form, the Registrar / Clerk shall allocate a hearing date.

5.4.1.2 The office of the Registrar will not allocate dates for matters that are not ripe for hearing, non-compliant with the practice directives and, where the application for a hearing date form is found to be non-compliant with the requirements set out in the Practice Directives and the requirements as set out above.

5.4.1.3 Where the application for a hearing date is found to be non-compliant the Registrar / Clerk shall reject and set out the reasons for rejecting the date application document.

5.4.1.4 **Rule nisi / return dates** – Legal Practitioners and In-Person Litigants are to confirm that rule nisi return date order is uploaded to Court Online. Thereafter, they must upload the hearing date application form (annexure D) and select the relevant roll to direct the Registrar / Clerk to create an event for the adjournment date.

- 5.4.1.5 The return date granted must be endorsed on the hearing date application form under “adjournments”.
- 5.4.1.6 The motion court roll will close at 12h00 three court days prior to the date of hearing. Any matters received after 12h00 will be rejected by the Registrar as non-compliant.
- 5.4.1.7 The **Court Online** matters that shall remain on the final roll are those in which the bundle has been correctly created, completed and indexed in the prescribed manner.
- 5.4.1.8 No less than one day prior to the closing of the roll, the applicant (if in person), or the applicant’s attorney/s, shall file,upload and include in the bundled papers, a PRACTICE NOTE specifically intended for that hearing only. This PRACTICE NOTE shall detail precisely what is intended to be sought at the hearing. It shall be labelled between the tramlines, “PRACTICE NOTE FOR THE HEARING ON [Then the relevant date]”. Failure to comply with this requirement may result in the application not being heard and appropriate cost orders being granted.
- 5.4.1.9 In the event that the practitioner appearing in the motion court, for both opposed or unopposed matters, is working from a hard copy print out of the relevant bundled documents, and not off a computer screen, they are to ensure that the hardcopy they are working from is paginated in exactly the same way and form as the bundled documents that appear on Caselines.
- 5.4.2 **Opposed motion roll:** The following requirements must be met before an application may be made for the allocation of an opposed motion hearing date:
- 5.4.2.1 The requirements that are set out in Directive 9 of the KZN Practice Manual must be adhered to. Legal Practitioners / In-Person Litigants are required to upload a hearing date application form requesting a provisional date, and thereafter upload and bundle the document stipulated in Directive 9.2 prior to applying for a final date. Parties are to ensure that the documents are sequentially / chronologically paginated in accordance with CaseLines.

5.4.2.2 The Registrar shall not allocate a date unless there is compliance with Directive 9 of the KZN Manual.

5.4.2.3 A Notice of Set down to be issued shall be accompanied by a date application form (annexure D).

5.4.2.4 The same requirements as stated in directive 5.4.1 (ie the unopposed motion court roll) is applicable when applying for hearing date on any other court roll. Compliance with the relevant practice directive is required and a hearing date application form must be completed and uploaded to the relevant court roll where the hearing date is sought.

5.4.3 **Urgent applications:** When initiating an urgent application, the case must be marked as “urgent” when creating the case on Court Online. Cases that are not marked as “urgent” cannot be prioritised for issuing. Cases not intended to be enrolled for hearing as an urgent matter may not be marked as urgent.

5.4.3.1 An applicant who initiates an urgent application on Court Online must upload the certificate of urgency together with the initiating application, being the notice of motion.

5.4.3.2 In addition thereto, the applicant shall simultaneously comply with 5.4.1.8 above. For purposes of Caselines bundling, the applicant shall ensure that the certificate of urgency and the 5.4.1.8 practice note are bundled as the first and second documents in the event Caselines bundle.

5.4.3.3 After the applicant has initiated the case, the Registrar will issue the case on Court Online to generate a case number and create an event / court hearing date. Once a case number is allocated, the applicant must upload the notice of motion, founding affidavit and annexures and there after, create the case bundle on Court Online in line with the provisions set out in this directive.

5.4.3.4 The applicant must provide the respondent with all information and documents related to the court online application to enable the respondent to oppose the application.

5.4.3.5 The directives must be read in conjunction with Directive 10 of the KZN Practice Manual.

- 5.4.3.6 The procedure outlined above also applies for the issuing of urgent applications after hours. Legal Practitioners and or In-Person Litigants are reminded to contact and update the Registrar as required in 5.4.3.8. below.
- 5.4.3.7 In-Person Litigants who do not have the means to initiate their matters shall attend at the Registrar's office or, if afterhours, process their documents by email or "telephonically" with the urgent afterhours Registrar on duty, who shall assist by uploading their documents on Court Online and issue a case number and thereafter liaise with the presiding judge to adjudicate such application.
- 5.4.3.8 The afterhours Registrar on duty shall thereafter ensure that the case file is endorsed online and the issued order uploaded and published on the case file. Where an order is given *ex tempore*, the endorsed case file shall be assigned to the relevant typist team for further processing. The afterhours Registrar on duty shall once the order is typed and issued upload and publish it on the case file.
- 5.4.3.9 The following administrative requirements, as provided in Directive 10 of the KZN Practice Manual, should be followed:
- 5.4.3.9.1 As soon as an urgent application is in the pipeline, the registrar should be notified and an indication given as to when it is contemplated the application will be moved.
- 5.4.3.9.2 This should be followed by a call every hour to keep the registrar and the duty judge apprised of the current position.
- 5.4.3.9.3 If the urgent application falls away, the registrar should be told forthwith.
- 5.4.3.9.4 All afterhours urgent applications will be held virtually, on a platform to be announced by the on duty registrar.

5.5 Surrogacy Matters: An applicant or their representative must follow the procedure as set out herein to issue the *ex parte* and in chamber application.

5.5.1 The applicant must create the electronic case file on Court Online in order to obtain a case number using only the parties' initials on the Notice of Motion and

must NOT upload any documents pertaining to the matter on the case file until a case number has been issued.

- 5.5.2 The applicant must thereafter contact the relevant office of the Registrar via email for directions on the further handling of the matter (see contact list).
- 5.5.3 The initiated case must be marked as “restricted access” to ensure that only the Registrar’s office has access to the matter.
- 5.5.4 Once a full set of the application papers have been uploaded and are complete, the Registrar will allocate a date for the hearing of the application on receipt of an application for a hearing date.
- 5.5.5 Thereafter the Registrar will create an event and send the necessary link to the Judge President’s / Deputy Judge President’s secretary. In addition, the Registrar allocating the date will advise the Judge President / Deputy Judge President’s secretary of the application.
- 5.5.6 A draft order must be uploaded online. At the hearing of the application in chambers, the legal representative is to ensure that two hard copies of the order are handed to the Presiding Judge.

5.6 **Admiralty matters:** The applicant must create the electronic case file on Court Online in order to obtain a case number by uploading the summons and the certificate in terms of rule 4(3) or rule 4(2)(b) of the Admiralty Proceedings Rules.¹

- 5.6.1 The process as outlined in respect of urgent applications is to be applied where a certificate in terms of rule 4(2)(b) of the Admiralty Proceedings Rules is uploaded.
- 5.6.2 The initiated case must be marked as “restricted access” / “urgent” where applicable to ensure that only the Registrar’s office has access to the matter.
- 5.6.3 Once the case is initiated the applicant and or the legal representative must upload the warrant of arrest for issuing and subsequently the warrant of release.
- 5.6.4 The applicant must thereafter contact the office of the Registrar via email for directions on the further handling of the matter (see contact list).

¹ Rules Regulating the Conduct of the Admiralty Proceedings of the Several Provincial and Local Divisions of the Supreme Court of South Africa, GN R571 in GG 17926 of 18 April 1997.

- 5.6.5 Once a full set of the application papers have been uploaded and are complete, the registrar will allocate a date for the hearing of the application on receipt of an application for a hearing date.
- 5.6.6 Thereafter the registrar will create an event and send the necessary link to the allocated Judge's Secretary. In addition, the registrar allocating the date will advise the Judge and his/her Secretary of the application.
- 5.6.7 A draft order must be uploaded online. At the hearing of the application, the legal representative is to ensure that two hard copies of the order are handed to the Presiding Judge.
- 5.6.8 These directives must be read with Directive 27 of the KZN Practice Manual.

6. Rule 37 and Rule 37A matters

This outlines the procedure to follow when uploading the relevant documents onto Court Online. The directives hereunder are to be read in conjunction with the relevant Directives from the KZN Practice Manual applicable to rule 37 and rule 37A, namely Directive 34.

6.1 Once a matter is ready to be certified for trial or for Judicial Case Management (JCM) a requesting party must upload the following documents:

- The Application form date under the "Civil Trial Application" section, which includes the following documents:
 - Letter requesting JCM or certification
 - Application for date form
 - Certificate of Readiness signed by both parties
- For RAF matters – the Acceptance of the RAF4 Form
- The following documents must be uploaded to the file on Court Online:
 - Pre-trial bundle consisting of the following:
 - A certificate of readiness signed by both parties;
 - A pre-trial minute in terms of rule 37 signed by both parties;
 - A statement of issues and common cause facts in terms of rule 37A(9)(a);
 - Trial Readiness Questionnaire
 - A pleadings bundle;

- A notice bundle;
- Discovery affidavits of plaintiff and defendant;
- The expert notices, and summaries of the witness statements in terms of rule 37(10)(e), bundle;
- A joint minute bundle, if applicable.

6.2 Once the Registrar has confirmed that the matter is compliant, the Registrar will create an event on Court Online, this date is a provisional JCM date. The provisional date is created to enable the parties to create the bundles on CaseLines. Once the bundle/s is/are created, the parties must notify the Registrar that the bundles are ready on CaseLines. Thereafter the matter will be placed in a queue and await referral to a Judge. The Judge's Secretary will provide the date of the hearing and the event will be created accordingly.

6.3 When submitting a request for JCM in circumstances where the matter requires the intervention of a Judge, it must be uploaded in compliance with directive 6.2 above. A letter must be addressed to the Judge President, care of the JCM Registrar, setting out the non-compliance of the other party, and a detailed motivation as to why the matter ought to be judicially case managed. The letter must be brought to the notice of the other party. The requesting party must ensure that the bundles are properly indexed and paginated.

6.4 After the JCM matter has been allocated its final JCM date, then, at the instance of the Judge, the matters may be heard either virtually or in person.

6.5 Where practitioners contend that particular undefended matters are trial ready and they wish to apply for trial dates, the matter will have to be referred to JCM for certification.

6.6 No trial matters (both defended and undefended) will be allocated trial dates unless they have been certified ready for trial by a Judge.

7. Bail Appeals

This directive is to be read with Directive 23 of the KZN Practice Manual.

7.1 In respect of bail appeals online the following procedure will be followed:

7.1.1 Notice of appeal is used as the initiating document and the option “appeal notice” is selected as the document title. Litigants are to select “**lower appeal court**” under **case classification** and **thereafter “criminal bail appeal (lower court)”** under appeal type.

7.1.2 Founding and supporting affidavits and relevant annexures are to be uploaded thereafter i.e.:

7.1.2.1 Appeal record: to be uploaded as “**Appeal Record**” being the **document title** and renamed according to the appropriate description i.e. transcribed record – Volume 1 **or** transcribed record – Volume 1 Part 1 of 3, transcribed record – Volume 1 Part 2 of 3 etc...

7.1.2.2 Charge sheet: select “Mag Court Appeal 03 Charge Sheet” as the document title PDF to be renamed as “Charge Sheet”.

7.1.2.3 Judicial officer statement: select “**MC Appeal Judicial officer statement**” as the **document title**. PDF to be renamed as “Judicial officer reasons”.

7.2 Once the documents have been uploaded, together with the hearing date application form and a case number allocated. The appellant is reminded to inform the relevant respondent(s), including the DPP, of the case (i.e. the matter must be served) and grant them access to the case.

7.3 Once the papers are complete the appellant must upload a hearing date application: wherein compliance is confirmed and that the online clerk has been notified. Once the application has been indexed and bundled in accordance with Court Online, the parties (appellant and respondent) are to upload their respective heads of argument.

7.4 Thereafter, the appellant is to upload a hearing date application form and notice of set down selecting application for a “bail appeal” hearing date.

7.5 The registrar shall refer the appeal to the senior civil duty judge who in turn may allocate the matter to a judge for hearing on a date within that session / period arranged with the parties by the Judge concerned.

7.6 Once a date for hearing has been allocated, the online clerk is to be notified who will then create an event and send the link to the relevant judge's secretary.

8. Admissions (Legal Practitioner / Notary / Conveyancer)

The following steps are to be followed:

8.1 The notice of motion is to be used as the initiating document and select "Ex parte admissions" under case classification.

8.2 Once issued, the applicant is to upload the relevant affidavit and supporting annexures and certificates.

8.3 Hearing date application form and notice of set down to be used when requesting a date. The applicant to select "Application for admission date" when submitting the date application form. The matter can then be allocated a hearing date.

8.4 Once the application is issued online by the registrar, the original application with the allocated date together with the downloaded application indicating the case number, must be served on the offices of the Legal Practice Council ('LPC'). The prescribed timelines relating to service on the LPC remain the same.

8.5 Once the issued application has been served on the LPC, the applicant must immediately invite the LPC to the hearing bundle by accessing the bundle from Court Online, selecting the "**updated bundle**" then "**people**" and inviting the LPC per admissionskzn@lpc.org.za.

8.6 The provisions as relate to enrolments under "**Unopposed Motions**" above are applicable.

8.7 Admission certificates may only be collected from the Pietermaritzburg High Court general office after the certificate has been uploaded into the court file.

9. Applications for admission as a Sworn Translator

The provisions for the uploading of documents, etc., as set out for enrolments under “**Unopposed Motions**” above are applicable to these applications. These ex parte applications are to be enrolled on the ordinary motion court roll. The following steps are to be followed by the applicant:

9.1 The notice of motion is to be uploaded as the initiating document, select “Notice of Motions (Ex parte)” as the document title.

9.2 Once issued, the applicant must upload the founding affidavit and supporting annexures inclusive of:

9.2.1 The relevant certificate confirming that the applicant has passed the examination/s.

9.2.2 A short statement that certifies your proficiency in the language concerned.

9.3 Once all documents are uploaded, the applicant may proceed to apply for a date by uploading the hearing date application form and a notice of set down (as one PDF document) and select “Application for a date on the unopposed motion roll”.

9.4 The Sworn Translator certificate may only be collected from the Pietermaritzburg High Court general office after the certificate has been uploaded into the court file.

10. Default judgment (Rule 31(5) before the Registrar)

10.1 In an application for default judgment in terms of rule 31(5), all supporting documentation must be uploaded before the application is lodged. The applicant must ensure that all documents are uploaded and issued by the registrar. These include the summons with supporting annexures and return/s of service, see the checklist

(annexure G), and a draft order and any other relevant documents relating to the matter, which must be filed in the order or sequence referred to in the annexure.

10.2 The following procedure will apply:

10.2.1 Upload the Request for Default Judgment notice under “**Application for Default Judgment in terms of Rule 31(5).**”

10.2.2 The registrar or registrar’s clerk or the Data Capturer will check for compliance and thereafter file the Request for Default Judgment, capture and allocate it to the Registrar by creating an event.

10.2.3 The Registrar's office will upload the outcome of the Default Judgment into the electronic file.

10.3 The default judgment Registrar or Registrars Clerk shall assign the case to the rostered Registrars.

10.4 Where there are defects and/or discrepancies preventing granting of default judgment the court official processing the application must, when processing the application on Court Online set out the reasons for rejecting the application as part of the rejection notice/ upload the query sheet.

10.5 After having considered the application, the Registrar shall make a decision in terms of rule 31(5), endorse the electronic file with the outcome e.g. “Granted rule 31(5) *Dlamini (Pty) Ltd v Dlamini & Sons CC.*” The Registrar shall immediately after endorsing the file upload of the court order.

10.6 **NO** applications may be submitted during *dies non* (the period between 16 December and 15 January).

10.7 Enquiries regarding court orders of applications for default judgment in terms of rule 31(5) should be directed to the relevant default judgment registrar, as per the attached contact list.

10.8 Where the defendant is in default of delivery of a plea, the plaintiff must comply with Uniform rule 31(5)(a).

10.9 Where a query has been raised by the Registrar, the response to the Registrar's query must be uploaded to Court Online, and thereafter a new Request for Default Judgment notice must be uploaded under **"Application for Default Judgment in terms of Rule 31(5)."**

10.10 Where an application for default judgment is made six months after the date of service of the summons, the following practice (in addition to directive 10.6 above), read together with Directive 2.3 of the KZN Practice Manual will apply.

10.10.1 Upload the Request for Default Judgment Notice together with the Request for Date form under "Application for Default Judgment in terms of Rule 31(5)".

10.10.2 The registrar or registrar's clerk or the data capturer will check for compliance and thereafter file the Request for Default Judgment, capture and allocate it to the Registrar by creating an event.

10.10.3 The next available date, as per the Registrar's diary, will be allocated.

10.10.4 The Notice of Set down together with proof of service must be uploaded into the electronic file before the hearing date.

10.11 Parties must comply with the checklist marked "annexure E" when lodging the Request for Default Judgment.

11. Confession to Judgment

Legal practitioners and litigants are required to comply with Directive 7 of the KZN Practice Manual. Thereafter, they must upload the application together with a date application form and select "Application for an Unopposed Hearing Date".

The application will be filed by a Registrar's clerk and allocated to a Judge in chambers. Once the allocated Judge has finalised the matter, the outcome or any query will be published online.

12. Civil appeals from a single Judge to the Full Court

This directive is to be read with the relevant parts of Directive 31 of the KZN Practice Manual. In addition to and subject to rule 49, the following shall apply to all civil appeals to the Full Court:

12.1 The notice of appeal will be used as the initiating document. The appellant is to select “Appeal from Higher Court” under case classification. Under type of appeals the appellant is to select “Civil Appeal (Full Court)”.

12.2 Once the matter is issued litigants are to upload the following documents:

12.2.1 Power of attorney: select “**power of attorney**” as the **document title**.

12.2.2 Appeal record: select “**appeal record**” as the **document title**.

12.2.3 Where multiple volumes of the transcript exist, parties are to ensure that the name of the document appropriately indicates the volume of the record being uploaded E.g. Record will be named as – “transcribed record – Volume 1” or “transcribed record – Volume 1 part 1 of 3” etc.

12.2.4 Each volume to be no more than 100 pages.

12.2.5 Exhibits: select “**other**” as the **document title**.

PDF file to be renamed as “exhibits” – where multiple volumes apply each document must indicate the appropriate Volume / part being uploaded.

12.2.6 The judgment appealed against.

12.2.7 Heads of Argument, Practice Notes and List of Authorities.

12.2.8 Attorneys certificate: select “**certificate**” as the **document title**.

PDF file to be renamed as “Attorney’s certificate”.

12.2.9 The consolidated index unpaginated.

12.3 Legal practitioners / In-Person litigants are required to upload a hearing date application form requesting a provisional date for the date of hearing of the appeal. The hearing date application is to include the estimate number of pages, so that it may provisionally be allocated to a division, and the Registrar to be able to upload their directive on filing of heads of argument.

12.4 Once the Registrar has allocated a provisional event, the appellant must ensure that the court file is bundled 60 days prior to the hearing. Both litigants must comply with the Registrar's directive and file their heads of argument within the prescribed period accordingly.

12.5 Once the Legal Practitioners have complied with the Registrar's directive, they may proceed to upload a hearing date application form with the final page count, as provided from CaseLines, as well as with the certificate of compliance with Registrar's directive as well as a hearing date application form.

12.6 The Registrar will create an event and file a set down notice.

12.7 Litigants are to prepare a notice of set down reflecting the date allocated by the registrar's office, serve such notice 60 days prior to the hearing.

13. Criminal appeals from a single Judge to the Full Court

This directive is to be read with the relevant parts of Directive 31 of the KZN Practice Manual. In addition to and subject to rule 49A, the following shall apply to all criminal appeals to the Full Court.

13.1 The notice of appeal will be used as the initiating document. The appellant is to select "Appeal from Higher Court" under case classification. Under type of appeals the appellant is to select "Criminal Appeal (Full Court)".

13.2 Once the matter is issued litigants are to upload the following documents:

13.2.1 Power of attorney: select "**power of attorney**" as the **document title**.

13.2.2 Appeal record: select "**appeal record**" as the **document title**.

Where multiple volumes of the transcript exist, parties are to ensure that the name of the document appropriately indicates the volume of the record being uploaded E.g. Record will be named as – "transcribed record – Volume 1" or "transcribed record – Volume 1 part 1 of 3" etc.

13.2.3 Transcribed sentence: select "**appeal record**" as the **document title**.

Where multiple volumes of the transcript exist, parties are to ensure that the name of the document appropriately indicates the volume of the record being uploaded E.g. Transcribed sentence will be named as – “transcribed sentence – Volume 1” or “transcribed sentence – Volume 1 part 1 of 3” etc.

13.2.4 **Exhibits:** select “**other**” as the document title.

PDF file to be renamed as “**Exhibits**” – where multiple volumes apply each document must indicate the appropriate Volume / part being uploaded.

13.2.5 SAPS 69 FORM: select: **SAPS 69** as the **document title**.

PDF must be renamed as SAPS 69

13.2.6 Attorneys certificate: select “certificate” as the document title.

PDF file to be renamed as “Attorney’s certificate”.

13.2.7 High court order: select “other - order” as the document title.

PDF file to be renamed as “High Court Order”.

13.2.8 SCA Order (where applicable): select “other – Order” as the document title.

PDF file to be renamed as “SCA Order”.

13.2.9 Index (for each record): an index describing what is contained in the record must be provided and uploaded as the first page of each record being uploaded. A consolidated index must be uploaded thereafter. Litigants are asked not to paginate the record / transcripts as this will be done automatically at the bundling stage.

13.3 The steps as set out for Civil Appeals from a single Judge to the Full Court in directive 12.3-12.8 above shall apply for the bundling and application for hearing date.

14. Civil Appeals from the lower court to the Full Bench

14.1 Notice of appeal will be used as the initiating document. The legal practitioner / in-person litigant is to select “Appeal from lower court” under case classification. Under type of appeals, legal practitioners / in-person litigants are to select “Civil appeal (lower court)”.

14.2 Once the matter is issued, litigants are to upload the following documents:

- (a) Appeal Record
- (b) Power of attorney

- (c) Attorney's Certificate
- (d) Heads of argument
- (e) Practice Note
- (f) List of Authorities
- (g) Consolidated Index (unpaginated)

*All PDF documents uploaded are to be renamed with the appropriate description e.g. "Appeal record Volume 1, Part 1 of 3"; "Appellants Heads of argument"; etc.

The provisions of paragraphs 12.3 to 12.8 above shall apply mutandis mutandis in this directive.

15. Criminal Appeals from the lower court to the Full Bench

15.1 Notice of Appeal is used as the initiating document. To be uploaded under "Notice of appeal" being the document title under case classification select "Appeal from lower court" and under case type select the relevant option i.e. "criminal appeal (lower court)"

15.2 Relevant documents are to be uploaded thereafter as follows:

- (a) J111: select "**MC Appeal J111**" as the **document title**.
PDF to be renamed as "J111".
- (b) Charge Sheet: select "**MC Appeal Charge Sheet**" as the **document title**.
PDF to be renamed as "charge sheet".
- (c) Record: select "**MC Criminal Transcribed Record**" as the **document title**.
PDF to be renamed as "transcribed record" and must be uploaded with its an index (unpaginated).
- (d) Sentence: select "**MC Criminal Appeal Transcribed Record**" as the **document title**.
PDF to be renamed as "**transcribed sentence**".
- (e) Leave to appeal: select "**leave to appeal**" as the **document title**.
PDF to be renamed as "Leave to Appeal".
- (f) Magistrate's handwritten notes and appearance: select "**MC Formal Documents**" as the **document title**.
PDF to be renamed as "**Magistrate's notes and appearances**".

- (g) Exhibits: select “MC Documentary exhibits” as **document title**.
PDF to be renamed as “**Exhibits**”.
- (h) Consolidated Index: select “**Index**” as the **document title**.
PDF to be renamed as “**Consolidated index**”.

15.3 The steps for as set out for Civil Appeals from the lower court to the Full Bench in directive 12.3-12.8 above shall apply for the bundling and application of hearing date.

16. Applications in terms of Section 310A by DPP office

The following procedure must be followed online:

16.1 The initiating document is the notice of motion with the grounds. When initiating, the DPP must select “petition” as document title.

16.2 After the appeal is issued, the DPP must upload the judgment and the sentence of the court a quo.

16.3 The DPP must submit a certificate of completion for the matter to be placed before a judge.

16.4 The Registrar will set the matter down, the DPP will have 3 court clear days to bundle the matter.

16.5 After the judge has made an order, the Clerk of Court will be notified of the order.

16.6 The Clerk of court is to “re-upload” relevant portions of the record relied upon.

16.7 Once all documents and pleadings have been filed the appellant is to notify the Registrars office via email (email address) of same and a date will be allocated for hearing.

16.8 The matter is to be bundled 60 days prior to the hearing date.

17. Applications in terms of Section 310 – by DPP

The initiating document is the notice of appeal filed by the DPP in the court a quo. The Clerk of Court must select “notice of appeal” as the document title. The procedure will be the same as criminal appeals.

18. Leave to appeal

An application for leave to appeal or a request for reasons must be uploaded under the existing case number, with the document titled “Leave to Appeal.” The application must clearly indicate the name of the presiding Judge and the date on which the order was granted.

The application will be filed and forwarded to the Judge’s secretary for allocation. The Judge’s secretary will notify the applicant by email of the allocated hearing date, and a bundle must thereafter be created.

19. Warrants of execution (rules 45 and 46), eviction warrants, delivery warrants, warrants of execution in terms of the CSOS Act, and all subpoenas

Only in respect of admiralty matters will warrants of arrest and release be issued online, and these will be uploaded onto Court Online once issued. All other warrants and subpoenas will be issued over the counter.

20. Taxations

For all taxation, the following will be applicable:

20.1 All taxations in historical files are still required to be physically filed at the court and dates to be applied for manually (for settled, ex parte, opposed).

20.2 For matters on **Court Online**, the legal representative must upload the notice of taxation and the bill of costs under “Taxation” on the electronic court file. If “Taxation” is not available, a request to activate it should be made to the Court Online Helpdesk / Civil or Taxation Registrar / Taxation Clerk (see the contact list).

20.3 No applications for taxation may be submitted during *dies non* and no taxations will be enrolled during *dies non*.

20.4 All Bills of costs submitted must comply with the Taxation checklist (see Annexure H).

The following will be applicable for all unopposed taxations:

20.5 The Notice of Intention to Tax, bill (memorandum of fees and disbursements), court orders, copy of disbursements, invoices, notice of objection, etc., must be scanned and filed into the electronic file as one (1) pdf document under “**Application for Taxation date**” (The maximum size for uploading is 28MB. Where a document exceeds 28MB, it must be separated into volumes.)

20.6 A hard copy of the bill of cost must thereafter be physically filed in court. The application for a taxation date will **only** be processed once the hard copy of the bill has been filed in court.

20.7 The Registrar or Registrar’s Clerk or the Data Capturer will check for compliance and thereafter allocate the bill to the taxing master by creating an event.

**Kindly ignore the date provided on the notification as this is for the attention of the taxing master/registrar. Parties are requested not to appear for unopposed taxations unless the taxing master advises otherwise.*

The following will be applicable for all opposed taxations:

20.8 The Notice of Intention to Tax, bill (memorandum of fees and disbursements), Notice of Intention to Oppose together with list of objections, court orders, copy of disbursements, invoices, etc., must be scanned and uploaded as one (1) pdf document. **Select “Other” as your document title and re-name document to “Opposed Bill of Cost”**. (The maximum size for uploading is 28MB. Where a document exceeds 28MB, it must be separated into sequentially numbered volumes.)

20.9 A date application hearing form (Annexure D) must thereafter be uploaded on court online and select "Application for taxation date". The next available date, as per the Registrar's diary will be allocated.

20.10 A hard copy of the bill of cost must thereafter be physically filed in court. The application for a taxation date will **only** be processed once the hard copy of the bill has been filed.

20.11 An email must be sent to DBNHCTaxations@judiciary.org.za or PMBHCTaxations@judiciary.org.za confirming compliance with 20.9 and 20.10 above and requesting a date to be allocated.

20.12 The Registrar/Registrar's Clerk/Data Capturer will check for compliance and thereafter allocate the bill for taxation. Parties will be required to appear on the said date for opposed taxations. A formal request may be made to the Taxing Master for a virtual taxation. The taxing of a bill of costs virtually will be at the instance of the Taxing Master.

20.13 Where a query is raised by the Taxing Master and direction is given to comply within a specific period of time or where a bill has been postponed and direction is given to comply within a specific period of time, failure to comply within the specified timeframe will result in the Taxing Master exercising his/her discretion to remove the bill from taxation.

20.14 Once the Taxing Master removes a bill, the parties will have to re-lodge the bill and follow the process laid out in Rule 70. For opposed taxations, a new set-down date must be requested.

20.15 The legal representative must invite all relevant legal representatives to the electronic court file. Where applicable, each legal representative is responsible for inviting their own cost consultant to the case file.

The following will be applicable for all matter where it is a settled bill of costs:

20.16 The legal representative must upload the complete settled bill (including invoices), proof of settlement of costs and the application for date hearing form (Annexure D) under “**Application for Taxation Date**”.

20.17 The taxing master may communicate observations, if any, per email.

21. Review of taxations

21.1 Upload the Notice in terms of Rule 48(1) together with the application for date hearing form (Annexure D) under “Application for Taxation Date”. An email must thereafter be sent to the relevant taxing master and Registrar’s office (see contact list) informing them of the pending review.

21.2 All further exchange of documents as directed by Rule 48 must be uploaded and emailed to the relevant parties.

21.3 Should the parties wish to place the review before a Judge, the legal representative must create a bundle and advise the taxing master who will then refer the matter to a Judge.

22. Reviews – automatic, special and small claims court reviews

22.1 Automatic Reviews

22.1.1 The J4 to be uploaded as the initiating document. Select “Review” under document title and select “Automatic Review” under case classification.

22.1.2 The court clerk will then be required to upload:

- (a) the record,
- (b) consolidated index to that record.

22.1.3 Email must be sent to the Registrar’s office advising that all documents are uploaded.

22.1.4 An event will be created once all documents are uploaded and directives will be published by the Registrar's office requesting compliance within 3 clear court days for the matter to be allocated.

22.1.5 Upon compliance (notification via email) – the review will be processed in chambers; a link of the matter will be sent to the senior Judge for allocation.

22.1.6 Once finalised a J4 will be published by the Registrar's office and emailed to the clerk of court.

22.2 Special Reviews

The process to be followed is that similar to criminal appeals, however the letter from the senior magistrate outlining the special review must also be uploaded.

22.3 Small Claims Court Reviews

22.3.1 The court clerk is required to upload the Notice of Review, the Applicant's affidavit, and the Commissioner's statement as the initiating documents. Once these have been submitted and approved by the Registrar's Office, the matter will be assigned a compliance date. This date allows the parties to upload all subsequent documents, including the record of proceedings, and to compile a complete bundle.

22.3.2 After the bundle has been finalised, the clerk of the court must submit a date application form, selecting the appropriate roll under "in-chambers applications."

22.3.3 Upon receipt of the date application form, the matter will be allocated to a judge in chambers. Once the judge has considered the matter, the outcome or any queries will be published online.

22.3.4 A compliance certificate, as set out in annexure I, must be uploaded with the application for hearing date application form.

23. Petitions

The initiating document is the notice of motion. The process to be followed is that similar to criminal appeals from the lower court, amended as applicable.

24. In chamber applications

All in-chamber applications will be processed by the unopposed motion roll clerk upon receipt of a completed hearing date application form.

25. Original documents forming a part of the evidence

All original documents, eg the marriage certificate, divorce settlement agreement, or any other original document that is required for the matter before the court must be handed up at the court hearing. The document will be retained by the Registrar's office, once the final order or decree of divorce is granted.

26. Notices of withdrawal or removal from the roll

Should a litigating party wish to remove a matter from the roll from **Court Online**, the party is to upload the notice of removal / withdrawal / withdrawal of judgment (SARS) and select the appropriate document type from the document upload selection list. The notice of removal should indicate the relevant roll from which the matter is to be removed. The notice of removal / withdrawal shall be uploaded at least five (5) clear court days before the hearing of the matter. The same procedure must be followed should a matter be removed from the roll by agreement between the parties.

27. Case outcomes and court orders

All legal practitioners and in-person litigants must ensure that they upload a draft order with their documents. On the date of the hearing of the matter, all legal practitioners / in person litigants will be required to hand up a typed draft order (being the same as the one uploaded) which must include the case number, parties' details and the details of counsel moving the application.

Case Outcomes are recorded on the **Court Online** system. The outcomes are not visible to **Court Online** Portal users. Once an order is generated and uploaded to the court file, the order will appear in the **Court Online** Portal under "my case documents".

Sheriffs can access the cases to verify court orders by selecting "access a case" on the **Court Online** Portal.

PART B

28. Case Lines in respect of existing matters and physical files instituted prior to court online.

1. With effect from **20 July 2026** the KwaZulu-Natal Division will move old matters to CaseLines. To facilitate the above move to CaseLines:

1.1 Legal Practitioners / litigants approaching the Registrar's office **for new dates** must provide the relevant Registrar's office with their Notice of Set Down / Motion and with contact information (which apart from a contact number, etc. must contain an email address) of the persons or legal practitioners to be invited to the file on CaseLines.

1.2 Legal practitioners / litigants with **matters already set down** for hearing from **20 July 2026 or any date thereafter** must approach the Registrar's office, **three weeks prior to the court date**, for a file to be created on CaseLines.

1.3 Legal practitioners / in-person litigants are prohibited from creating matters on CaseLines, only the Registrar's office must create the matters on CaseLines. Once the matter is created on CaseLines, the legal practitioner / in-person litigant will be invited by the Registrar as a party thereto.

1.4 Kindly ensure that the contact information and email address' provided belong to persons / legal practitioners registered on Court Online and CaseLines.

2. Once a file is created by the relevant Section / Registrar's office, the litigants / legal practitioners on record will be invited to the case by email notification.

3. The litigants / legal practitioners on record must thereafter scan and upload all documents and pleadings on CaseLines, using the correct sections available.

4. In preparation for the hearing date, the CaseLines bundle must be organized in a manner where only the application before court appears as the first documents in the bundle. Any or all other pleadings/documents which are irrelevant for the proceedings must be moved to the lower part of the bundle. Please see the Case Lines Bundling steps attached as Annexure "...".

5. Where a bundle is not appropriately created on time, such matters will not be enrolled.
6. Existing timeframes for roll closure still apply.
7. Failure to upload your documents / pleadings on CaseLines will result in the matter **NOT** being enrolled. A new court hearing date must then be obtained and be cleared with the relevant Registrar.
8. Litigant(s) / legal practitioners are reminded to refrain from restricting or interfering with the case lines bundle permissions. Use of the bundle freeze date functionality and permissions is **strictly for use by the Registrar's office**.
9. Persons found to have interfered with the CaseLines Bundle, permissions, freeze date or any administrative functionalities will be reported to the Judge President, Deputy Judge President, Legal Practice Council, the presiding motion court Judge and risk having their matter not heard in court.
10. For further enquiries or assistance regarding the above please consult the Court Online service desk. Please refer to the email address provided for in the communication list.

PART C

29. Clarity – FAQ'S

1. Issuing:

- 1.1 When commencing a case, legal practitioners must refrain from adding their own details as the contact person when entering the parties' details. Where legal practitioners' details are added, it will appear on the cover sheet as if the practitioner is a party to the case. Case or party details cannot be altered once a case is issued.
- 1.2 There is no requirement to upload a 'scanner sheet' for issuing a new case on Court Online.
- 1.3 One cause of action between parties may only be issued once. Subsequent interlocutory applications based on the same cause of action between the same parties and **may not** be issued as a new case and **must** instead be filed in the case already issued.

2. Applications for hearing dates:

All date application requirements must be uploaded. Where the required documents are not uploaded, the Registrar or designated Clerk must return the application.

3. Court online case bundles:

- 3.1 A new case bundle must be generated for each hearing date in a matter, including return dates.
- 3.2 Documents must be added to the bundle by selecting "My Case Documents", then clicking on the yellow "Bundle" button, selecting the documents to add and selecting the section to which the documents should be added. Thereafter click "Add to Bundle". If this is not done, the bundle will remain empty as documents are not automatically transferred to CaseLines.
- 3.3 When clicking "View Bundle", the sub-bundle for a particular hearing date opens in a new window. The sub-bundle is not paginated. In order to see the pagination, the bundle selection should be changed to "Master Bundle".

3.4 A consolidated index need not be filed as reference may be made to the Master Bundle pagination. No bundles may be created directly on CaseLines. All bundles must be created and accessed from Court Online.

4. General:

4.1 All Court Users must register on Court Online.

4.2 During *dies non*, from 16 December to 15 January no applications for hearing date allocations in the ordinary course will be attended to. Date applications received during this period will be attended to during the first week of the new term. *This does not apply to hearing dates for urgent applications.

4.3 No files or duplicate files may be created on CaseLines directly for matters that were issued on Court Online. Registrars' staff are directed not to process Court Online matters on CaseLines.

4.4 Any reference to "file with the Registrar" means uploading a document to the court file on **Court Online**. No e-mails containing documents for filing should be sent to any court staff member unless indicated in the Directives above.

4.5 Legal practitioners and litigating parties must refrain from copying the Chief Registrar, Registrars or Judges and their Secretaries in email communication between practitioners or parties.

4.6 Court Staff cannot "invite" or give access to anyone for matters on Court Online. In the event that the practitioner representing the Applicant / Plaintiff fails to invite the practitioner(s) representing the Respondent / Defendant under Parties and Contacts, such practitioners (who were not invited) can access cases wherein they are involved through the "Access a Case" functionality on Court Online.

4.7 Interested parties are to request access and select the document type and option. This will be uploaded to the online registrar's dashboard for approval.

PART D

30. 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:

Downtime for 24 hours:

3. Urgent applications will be permitted to be issued manually over the counter at the Issuing Office.

4. Matters prescribing within a three (3) day period will also be permitted to be issued manually subject to Registrar review to confirm pending prescription.

5. No ordinary matters may be issued in person.

Downtime for five (5) court days or longer:

6. 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.

7. Process for filing may be brought to court for stamping. Such manually issued process must be uploaded on the Court Online platform once accessibility has been restored.

Enrolled matters with hearing dates within the next 5 court days:

8. If a bundle had already been created from **Court Online** and additional documents are to be uploaded, the litigant/ legal practitioner is to seek direction from the Judge seized with /allocated to the case

9. If a bundle has not been created on Court Online, **NO** interim bundle may be created in CaseLines. The litigant/ legal practitioner is to seek direction from the Judge seized with /allocated to the case.

Once the system is back online:

10. Once the system has been restored, practitioners are required to upload the **all** manually issued documents 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.

11. Matters issued manually during such periods of system inaccessibility must be filed and processed on the Court Online platform once accessibility has been restored. Please contact the relevant Registrar as per the contact list in Part E.

PART E**31. Contact List****COMMUNICATION WITH THE REGISTRARS AND JUDGES' SECRETARIES**

1. It is important to use the correct email address for any aspect dealt with in these directives. The relevant email addresses and escalation email address are as indicated below.

<p>General Office</p> <p>Pietermaritzburg High Court</p> <p>Unopposed motion roll / In-chamber applications / Surrogacy / Admiralty/ Admissions</p> <p>General Office staff will have access</p> <p>Urgent Applications: 065 720 7648</p> <p>Durban High Court</p> <p>Unopposed motion roll / In-chamber applications / Surrogacy / Admiralty</p> <p>Urgent Applications: 084 529 4554</p>	<p>CourtonlinePMBunopposed@judiciary.org.za</p> <p>CaselinesPMBUnopposed@judiciary.org.za</p> <p>CourtonlineDBNunopposed@judiciary.org.za</p> <p>CaselinesDbnUnopposed@judiciary.org.za</p>
<p>Opposed Motion</p> <p>Pietermaritzburg High Court</p> <p>Durban High Court</p>	<p>CourtonlinePMBopposed@judiciary.org.za</p> <p>CaselinesPMBOpposed@judiciary.org.za</p> <p>CourtonlineDBNopposed@judiciary.org.za</p> <p>CaselinesDbnOpposed@judiciary.org.za</p>
<p>Case Flow/Pre-trials</p> <p>Pietermaritzburg High Court</p> <p>Durban High Court</p>	<p>CourtonlinePMBcaseflow@judiciary.org.za</p> <p>CaselinesPMBCaseflow@judiciary.org.za</p> <p>CourtonlineDBNcaseflow@judiciary.org.za</p> <p>CaselinesDbnCaseflow@judiciary.org.za</p>

<p>Trial Roll</p> <p>Pietermaritzburg High Court</p> <p>Durban High Court</p>	<p>CourtonlinePMBNtrials@judiciary.org.za</p> <p>CaselinesPMBTrials@judiciary.org.za</p> <p>CourtonlineDBNtrials@judiciary.org.za</p> <p>CaselinesDbnTrials@judiciary.org.za</p>
<p>Expedited Trial:</p> <p>Pietermaritzburg High Court</p> <p>Durban High Court</p>	<p>CourtonlinePMBExpedited@judiciary.org.za</p> <p>CaselinesPMBExpedited@judiciary.org.za</p> <p>CourtonlineDBNExpedited@judiciary.org.za</p> <p>CaselinesDbnExpedited@judiciary.org.za</p>
<p>Appeals/Reviews/Petitions</p> <p>Pietermaritzburg High Court</p>	<p>PMBAppeals@judiciary.org.za</p>
<p>Criminal</p> <p>Pietermaritzburg High Court</p> <p>Durban High Court</p>	<p>CourtonlinePMBCrime@judiciary.org.za</p> <p>CaselinesPMBCrime@judiciary.org.za</p> <p>CourtonlineDBNCrime@judiciary.org.za</p> <p>CaselinesDbnCrime@judiciary.org.za</p>
<p>Taxation/Rule 48 Reviews</p> <p>Pietermaritzburg</p> <p>Durban</p>	<p>PMBTaxations@judiciary.org.za</p> <p>DBNHCTaxations@judiciary.org.za</p>
<p>Call Centre:</p> <p>Pietermaritzburg High Court</p>	<p>PMBHCourtonline@judiciary.org.za</p> <p>034 492 0278</p>

Durban High Court	DBNHCourtonline@judiciary.org.za 031 493 1714 / 031 493 1741
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2. Incorrect and abusive usage of email addresses will lead to the issue being raised in such email not being attended to. In particular, emails sent to the email address of the Judge President or the Chief Registrar regarding an issue covered in the directives will be ignored.

3. Emails must be sent only to the relevant registrar or clerk's email address. Enquiries or communication with specific sections must not be directed to or copied to the Chief Registrar of office of the Judge President. In particular, complaints and enquiries relating to date allocation, final enrolment and general questions must be escalated only to the relevant escalation email address. Such complaints or enquiries must not be made or copied to the offices of the Judge President, Chief Registrar or Court manager.

4. Court staff are expected to respond to escalations, complaints and enquiries within three (3) court days.

5. Emails must be sent only to the relevant clerk's or registrar's email address. Enquiries or communication with specific sections must not be directed to or copied to the chief registrar or office of the Judge President. In particular, complaints and enquiries relating to date allocation, final enrolment and general questions must be escalated only to the relevant escalation email address. Such complaints and enquiries must not be made or copied to the offices of the Judge President, chief registrar, or court manager.

6. Court staff are expected to respond to escalations, complaints and enquiries within three (3) court days.

7. When a query is escalated to the appropriate escalation email address, practitioners are advised of the following:

- 7.1. Queries/complaints should be escalated to the office manager / chief registrar if no response is received after the expiry of five court days and only after confirming that no response has been provided by the relevant court staff member.
- 7.2. Do not attach any documents.
- 7.3. Do not send duplicate and/or follow up on emails.
- 7.4. Send emails during court hours.
- 7.5. Cite the case number.

- 7.6. A query email must be limited to five cases (in line with the enrolment limitation of 5 applications per day per firm). A separate email may be sent with other case numbers, should it be necessary.
- 7.7. A response will be sent within 2 days of receipt of the escalation email.
8. No walk-in enquiries or complaints related to the provisions covered in this directive, to the office of the registrar, court manager, Deputy Judge President or Judge President will be accommodated unless an invitation is extended to the complainant.
9. Registrars are legal professionals who are best suited to attend to enquiries and complaints relating to their respective sections and/or areas of responsibility. When sending emails attorneys must refrain from copying the chief registrar. In respect of enquiries and complaints, chief registrars are expected only to attend to such enquiries or complaints referred to them by the designated registrar.
10. Only issues where proof that the registrar or other court staff member failed to assist or where proof of misconduct is provided may be escalated per email to the offices of the chief registrar or court manager respectively, and only to the office appropriate to the issue.
11. Judges' secretaries are supervised by the office manager. Complaints about Judges' secretaries should be directed to the office manager together with proof of attempts to liaise with the Judge's secretary directly.

PART F**32. Annexures**

- | | | | |
|-----|---|---|------------|
| 1. | Statistics SA form | - | Annexure A |
| 2. | Attorneys compliance certificate Road
Accident Fund matters in respect of Jurisdiction | - | Annexure B |
| 3. | Attorneys confirmation certificate | - | Annexure C |
| 4. | Hearing Date Application Form | - | Annexure D |
| 5. | Attorneys compliance certificate, Rule 46A matters | - | Annexure E |
| 6. | Attorneys compliance certificate bail appeal | - | Annexure F |
| 7. | Default Judgment Check-list | - | Annexure G |
| 8. | Taxation Check list | - | Annexure H |
| 9. | Compliance Certificate Small Claims | - | Annexure I |
| 10. | Court Online and Case lines bundling steps | - | Annexure J |

33. Annexure A: Statistics South Africa Form – Divorce matters

Please see the separate PDF document, namely 'Annexure A - Divorce Summons Stats Form 07-04', from StatsSA.

34. Annexure B: Compliance Certificate (R.A.F.) - Issuing

**IN THE HIGH COURT OF SOUTH AFRICA
KWAZULU-NATAL DIVISION, [PIETERMARITZBURG/DURBAN]**

Case Number: _____

In the matter between:

and

STATEMENT BY ATTORNEY – R.A.F. JURISDICTION

I, _____ the attorney for the Plaintiff hereby confirm that I have personally verified and confirmed that the accident which caused the injury or death occurred within the jurisdiction of this honourable court and hereby certify that there has been full compliance with Section 15(2) of the Road Accident Fund Act 56 of 1996.

DATED AT _____ ON THIS DAY OF _____
2025.

INSERT NAME OF ATTORNEY

INSERT NAME OF FIRM

ATTORNEYS FOR THE PLAINTIFF

INSERT FULL ADDRESS

TEL:

EMAIL:

REF:

35. Annexure C: Confirmation Certificate

**IN THE HIGH COURT OF SOUTH AFRICA
KWAZULU-NATAL DIVISION, [PIETERMARITZBURG/DURBAN]**

Case Number: _____

In the matter between:

and

STATEMENT BY ATTORNEY – CONFIRMATION CERTIFICATE

I, _____, the attorney for the Plaintiff/Applicant, hereby confirm that I have personally verified and confirm that no other matter involving the same parties has been previously issued and/or is pending before any other court in this Division or in the Republic of South Africa.

DATED AT _____ ON THIS DAY OF _____
2025.

INSERT NAME OF ATTORNEY

INSERT NAME OF FIRM

ATTORNEYS FOR THE PLAINTIFF

INSERT FULL ADDRESS

TEL:

EMAIL:

REF:

**36. Annexure D: Hearing Date Application Form
(USE FOR ALL DATE APPLICATIONS)**

REGISTRAR'S OFFICE, KZN DIVISION (PIETERMARITZBURG AND DURBAN)

KWAZULU-NATAL DIVISION OF THE HIGH COURT (PMB AND DURBAN)

Case No:	
Date of Hearing:	
Parties: Surname & Initials	
Plaintiff / Applicant:	Defendant/ Respondent:
Estimated duration of hearing:	
Court roll selection: (Specify only one)	

Court roll selection: (select the relevant roll)

<p><u>Unopposed Motion:</u></p> <p>Urgent Application <input type="checkbox"/></p> <p>Restricted Access <input type="checkbox"/> (Minor Child / Surrogacy/ NDPP)</p> <p>Provisional Sentence <input type="checkbox"/></p> <p>Default Judgment Rule 31(2) (open court) <input type="checkbox"/></p> <p>Default Judgment & Rule 46A <input type="checkbox"/></p> <p>Rule 46A Application <input type="checkbox"/></p> <p>Summary Judgment <input type="checkbox"/></p> <p>General Application <input type="checkbox"/></p> <p>Liquidation / Winding Up <input type="checkbox"/></p> <p>Sequestration <input type="checkbox"/></p> <p>Divorce <input type="checkbox"/></p> <p>Rule 43 application <input type="checkbox"/></p>	<input type="checkbox"/>	<p><u>Opposed Motion:</u></p> <p>General opposed <input type="checkbox"/></p> <p>Special opposed <input type="checkbox"/></p> <p>Opposed motion roll call <input type="checkbox"/></p> <p>I or L Court <input type="checkbox"/></p> <p>Adjournment <input type="checkbox"/></p> <p>Provisional date <input type="checkbox"/></p> <p>Final / Hearing date <input type="checkbox"/></p>	<input type="checkbox"/>
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Interlocutory Application <input type="checkbox"/> Ex Parte sworn translator <input type="checkbox"/> Interlocutory Application <input type="checkbox"/> (intervene / minor children) Rule 53 review <input type="checkbox"/> SARS Anton Pillar <input type="checkbox"/> Adjournment <input type="checkbox"/> <i>Rule Nisi</i> return date <input type="checkbox"/>			
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<u>Judicial Case Management:</u> Rule 37A (certification roll for RAF / MEC) <input type="checkbox"/> Rule 37A (certification roll for civil matters) <input type="checkbox"/> P.D. 34(2)(b) <input type="checkbox"/> Undefended matters <input type="checkbox"/> Provisional date <input type="checkbox"/> Final / Hearing date <input type="checkbox"/> Adjournment <input type="checkbox"/>	<input type="checkbox"/>	<u>Expedited Trials:</u> Provisional date <input type="checkbox"/> Final / Hearing date <input type="checkbox"/> Adjournment <input type="checkbox"/>	<input type="checkbox"/>
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<u>Trial Roll:</u> Trial date allocation <input type="checkbox"/> Provisional date <input type="checkbox"/> Final / Hearing date <input type="checkbox"/> Adjournment <input type="checkbox"/>	<input type="checkbox"/>	<u>Appeals:</u> Bail Appeal <input type="checkbox"/> CSOS Appeal <input type="checkbox"/> Leave to Appeal <input type="checkbox"/> Criminal Appeal (PMB) <input type="checkbox"/> Civil Appeal (PMB) <input type="checkbox"/> Provisional date <input type="checkbox"/> Final / Hearing date <input type="checkbox"/>	<input type="checkbox"/>
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<p><u>LPC:</u></p> <p>Admission (Legal Practitioner) <input type="checkbox"/></p> <p>Admission (Notary / Conveyancer) <input type="checkbox"/></p> <p>Suspensions <input type="checkbox"/></p> <p>Struck-offs (Confirmation of rule) <input type="checkbox"/></p> <p><u>TAXATIONS:</u> <input type="checkbox"/></p> <p>Settled bill <input type="checkbox"/></p> <p>Rule 48 (review) <input type="checkbox"/></p> <p>Opposed taxation <input type="checkbox"/></p>	<input type="checkbox"/>	<p><u>IN-CHAMBER APPLICATIONS:</u></p> <p>NDPP (restricted access) <input type="checkbox"/></p> <p>Surrogacy (restricted access) <input type="checkbox"/></p> <p>Admiralty (restricted access) <input type="checkbox"/></p> <p>Anton Piller (restricted access) <input type="checkbox"/></p> <p>Consent to judgment <input type="checkbox"/></p> <p>Cancellation of sale applications <input type="checkbox"/></p> <p>Rescission applications (by consent) <input type="checkbox"/></p> <p>Small Claims Court Review <input type="checkbox"/></p> <p>Leave to Appeal <input type="checkbox"/></p> <p>Request for reasons <input type="checkbox"/></p>	<input type="checkbox"/>
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37. Annexure E: Compliance Certificate (Rule 46A Affidavit) - Issuing

**IN THE HIGH COURT OF SOUTH AFRICA
KWAZULU-NATAL DIVISION, [PIETERMARITZBURG/DURBAN]**

Case Number: _____

In the matter between:

and

STATEMENT BY ATTORNEY – R46A COMPLIANCE CERTIFICATE

I, _____ the attorney for the Plaintiff hereby confirm that the I have personally verified and confirmed that the Plaintiff's affidavit in support of the Rule 46A Motion has been duly signed and commissioned at the time of uploading the Notice of Motion.

DATED AT _____ ON THIS DAY OF _____
2025.

INSERT NAME OF ATTORNEY

INSERT NAME OF FIRM

ATTORNEYS FOR THE PLAINTIFF

INSERT FULL ADDRESS

TEL:

EMAIL:

REF:

38. Annexure F: Attorneys Compliance Certificate Bail Appeal

**IN THE HIGH COURT OF SOUTH AFRICA
KWAZULU-NATAL DIVISION, [PIETERMARITZBURG/DURBAN]**

Case Number: _____

In the matter between:

and

COMPLIANCE CERTIFICATE - BAIL APPEAL

I, _____ the attorney for the Appellant hereby confirm the above court having jurisdiction and have personally verified and confirmed that all relevant documents have been uploaded, which are inclusive of but not limited to:

1. charge sheet
2. power of attorney
2. heads of argument from both parties
3. transcripts
4. record of proceeding
5. Magistrate's reasons

DATED AT _____ ON THIS DAY OF _____
2025.

INSERT NAME OF ATTORNEY
INSERT NAME OF FIRM
ATTORNEYS FOR THE PLAINTIFF
INSERT FULL ADDRESS
TEL:
EMAIL:
REF:

39. Annexure G: Checklist for Default Judgments

Please ensure when lodging default judgments the checklist is completed and signed by the legal practitioner. The checklist is a guide to the practitioner. The Registrar reserves the right to raise a query other than the specified item on the checklist.

CHECKLIST FOR DEFAULT JUDGMENTS LODGED WITH THE REGISTRAR AT THE KWAZULU-NATAL DIVISION, PIETERMARITZBURG AND DURBAN HIGH COURT	YES/NO/NOT APPLICABLE (N/A)	COMMENT
Draft Order		
Summons issued by the Registrar		
Correspondent Attorneys details appear on the Draft Order		
Return of service with proper service of summons		
Compliance with Judges Directive "THE PLAINTIFF SHALL ALLEGE AND PROVE IN ITS ACTION FOR OUTSTANDING DAMAGES, THAT IT HAS COMPLIED WITH THE REQUIREMENTS SET OUT IN PARAGRAPH 20.3 OF THE FIRSTRAND BANK LTD T/A WESBANK VS DAVEL (1229/2018) 2019 ZASCA 168 (29 NOVEMBER 2019)		
Updated NCR Certificate		
Lost Document Affidavit if applicable		
Compliance with Rule 41A		
Certificate of Balance / Proof of amount owing (not older than 6 months)		
Section 129 Letter and Proof of Postage		
Letter of Demand to the Defendant if not within NCA		
Compliance with Rule 31(5) – When a Defendant is in default of a delivery of a plea, the Plaintiff shall give such Defendant not less than 5 days' Notice of his or her intention to apply for Default Judgment.		
Where a contract was concluded electronically, Plaintiff's attorneys to file an affidavit stating that the requirements as set		

out in Electronics Communication and Transactions Act have been complied with		
Documents uploaded on court online have been uploaded under the correct document title		
CIPC report required where the Defendant is a juristic person		
Where a query was raised by the Registrar, Plaintiff's Attorneys must address a formal letter of affidavit addressing the query before		
Certificate of compliance with section 129 of the NCA		

SIGNED BY: _____

DATE: _____

NAME OF FIRM: _____

40. Annexure H: Checklist for Taxations

CHECKLIST FOR TAXATIONS

Please ensure that when lodging taxations (opposed & unopposed), the checklist is completed and signed by the legal practitioner. The checklist must accompany the bill of cost. Item numbers to cross-reference paginated vouchers and to be collated sequentially, or else no dates will be allocated for opposed bills. The Registrar reserves the right to query items not specified on the checklist.

NO.	CHECKLIST FOR TAXATIONS BEFORE THE REGISTRAR	YES	NO	COMMENTS
UNOPOSED BILL OF COSTS				
1	Proof of service of the bill of costs.			
2	Signed Certificate of correctness of the bill of costs by the attorney enclosed.			
3	Each item on the bill of costs numbered, dated and described precisely, briefly and to the point.			
4	All court orders are attached.			
5	Proof of all disbursements are attached to the bill of costs, i.e, court orders, expert fees accounts, counsel's fee notes, sheriff's return of service, etc.			
6	Certificate confirming that the bill of cost was served and no objection was filed/served.			
7	Compliance with Rule 70 (3B) (a) & (b)			
OPOSED BILL OF COSTS				
8	Items 1, 2, 3, 4, 5 & 7 above shall apply.			
9	Objections raised are properly itemized and described in detail in regard to each item in dispute.			

SIGNED BY : _____

DATE : _____

NAME OF FIRM : _____

41. Annexure I: Compliance Certificate (Small Claims)

IN THE HIGH COURT OF SOUTH AFRICA
KWAZULU-NATAL DIVISION, [PIETERMARITZBURG/DURBAN]

Case Number: _____

In the matter between:

_____ APPLICANT

and

_____ RESPONDENT

STATEMENT BY CLERK OF COURT – COMPLIANCE

I, _____ the clerk of the lower court hereby confirm that the I have personally verified and confirmed that the relevant document and records have been served on all affected parties and uploaded. The commissioner and Respondent have been informed of the High Court case and invited / added to the case via court online.

DATED AT _____ ON THIS DAY OF _____
2025.

INSERT NAME OF CLERK

INSERT NAME OF CLERK

CLERK OF COURT _____

INSERT FULL ADDRESS

TEL:

EMAIL:

42. Annexure J - Caselines Bundling Steps

Please see the separate PDF document, namely 'Annexure J - Caselines Bundling Steps'.