

Abridged SERVICE DELIVERY CHARTER of the Office of the Chief Justice

Receipt of civil process

The court will attend to all civil processes received on the same day. Applications will be attended to on the same day but dates will have to be applied for.

Issuing of civil summons or notice of motion or ex-parte application

All summons and notice of motion will be issued immediately and handed to the attorney or the messenger. Dates for hearings will however have to be applied for in terms of the relevant court procedure.

Allocate trial dates for civil trials and opposed motions

Trial or hearing dates for all cases will be allocated within one week of receipt of the application.

Default Judgments

Default judgments will be dealt with, within a period of 14 days from date of receipt of the request and the outcomes of the request for default judgment will be made available to the parties within 1 day of finalisation.

Issuing of court orders

Court orders will be available for collection within 7 days from the date the order is granted.

Taxation of bills of legal costs

Taxation of bills of legal costs will be finalised within 3 months from the date of receipt from attorneys. Court files will be handed to the Taxing Master at least 2 days before the date of taxation.

Review of taxation of bills of legal costs

The taxing master must prepare the stated case within 20 days of receipt of an application for review of taxation. The report must be prepared within 10 days of receipt of the reply to the taxing master's stated case. The file will be handed to the Judge immediately after closure of exchanging papers or receipt of submission.

Processing applications for leave to appeal in person and by a legal representative

The applications for leave to appeal will be processed within 14 days of application depending on the availability of the transcripts, records, and the Judge.

Application for Leave to Appeal

Application for leave to appeal will be finalised within 3 months from the date of filing.

Delivery of warrants of release

Warrants of release will be delivered to the correctional institutions within one (1) day of the release granted

Transcription services

Court records will be received from the transcriber within five (5) working days for normal requests and twenty-four (24) hours for urgent request excluding weekends and public holidays.

Appeals including full bench and Supreme Court of Appeal records will be available within fifteen (15) days. Braille transcribed records will be made available on request.

Payment of witness fees (Expert and ordinary)

Witnesses will be paid witness fees on the same day on which they appear before court. Wages forfeited will be processed within fourteen (14) working days after receipt of all relevant documents by the approving authority.

DEPARTMENTAL PLEDGE TO MAINTAIN SERVICE DELIVERY STANDARDS

The Office of the Chief Justice pledges to uphold and protect the Constitution and the Rule of law; and to render accessible, fair, speedy and cost effective administration of justice, in the interest of a safer and secure South Africa. To do this, the department will;

- Promote constitutional democracy;
- Manage the courts effectively and efficiently; and
- Protect privacy and confidentiality of all customers, subject to any legal duties or powers providing for the disclosure of information.

When you arrive at any service point/court you can expect:

- To be directed to a waiting area, the relevant office or the court room where your case will be heard;
- To be provided with information which will help you find your way around the premises easily;
- To be served by accountable and impartial court officials who conduct their work with integrity and without bias;
- Our processes to be transparent, fair and reliable; and
- Our facilities to be safe, accessible and convenient to use by all, including people living with disabilities.

How do you lodge a complaint?

- Ask for the Court Manager/Office Manager and lodge your complaint. Ensure that you take down his/her name and leave your contact details;
- Write your complaint and put it in the complaints box at the entrance of the service point or court; and/or
- You can also submit your complaint to our customer care e-mail address: Servicedelivery@judiciary.org.za

If dissatisfied with the response, you can:

- Contact Director: Court Operations (DCO) of the Province in which the service point or court is situated. Telephone numbers and contact details are available at the service point/court; or
- Write to:
The Secretary-General, Office of the Chief Justice,
Service Delivery Improvement Directorate
Private Bag X10, Marshalltown, 2017

CUSTOMER'S OBLIGATION

We count on a strong partnership with you for the realisation of the promises in this Charter. We also count on you to be courteous towards our staff and treat them with respect.

LET US HAVE YOUR VIEWS

We value your views regarding the Office of the Chief Justice's services. Please let us have your views through the following:

- Website: www.judiciary.org.za
- E-mail address: Servicedelivery@judiciary.org.za
- Telephone number: 010 493 2500
- Complaints and suggestion boxes at service points/courts
- Participation in regular Customer Opinion Surveys



WE CARE



WE BELONG



WE SERVE



OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

