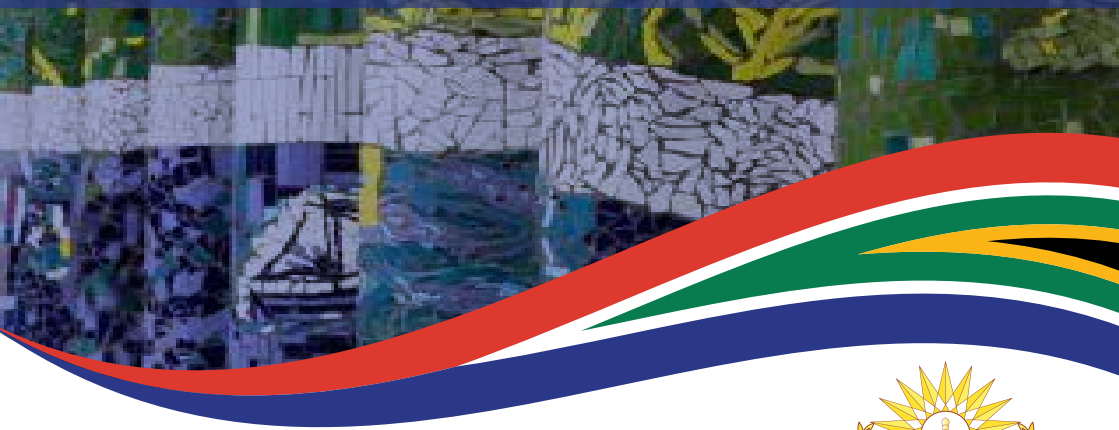




OFFICE OF THE CHIEF JUSTICE

SERVICE DELIVERY CHARTER



OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA



**OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA**

OCJ SERVICE DELIVERY CHARTER



OFFICIAL SIGN-OFF

It is hereby certified that this **Service Delivery Charter**:

- Was developed in consultation with the Executive Management and Divisional Heads of the Office of the Chief Justice;
- Takes into account all policies, legislation and other mandates for which the Office of the Chief Justice is responsible; and
- Reflects a Statement of Public Service Commitment of the Office of the Chief Justice

Ms E.E. Netshiozwi

Director:

Strategy & Service Delivery Planning

Signature



Ms M. Sejosengwe

Secretary-General

Signature





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ACRONYMS/ABBREVIATIONS

OCJ	Office of the Chief Justice
JSC	Judicial Service Commission
SAJEI	South African Judicial Education Institute
NGO's	Non-Governmental Organizations



FOREWORD BY THE SECRETARY-GENERAL



I am pleased to present the Office of the Chief Justice Service Delivery Charter. As a Department we are committing in this charter to deliver public services to a high standard. We have expressed our commitment to this by:

- Placing the public interest at the center of everything we do and are forthcoming in providing information to assist the public;
- Treating people with dignity and respect and recognising the different circumstances faced by many of them; and
- Striving to provide an excellent service to the public and to support front-line staff to deliver high quality, responsive services and conscious of their impact on people's lives.

This Service Delivery Charter is a further demonstration of our commitment to values set out in our Strategic Plan and to a process of continuous improvements in relation to the delivery of services. We are committed to delivering high standards of public services, while providing excellent service to those whom we come into contact with.

We are constantly responding to new challenges and finding ways to develop and improve the services we provide to the public. This Service Delivery Charter sets out how we will deliver on our customer service commitments while providing services to the highest standards of efficiency and accountability.

Through these charter, we will continue working with all our customers to constantly monitor and review our performance. I would like to acknowledge the hard work and commitment of all staff throughout the Department in delivering public services to the highest possible standard and maintaining ethos of integrity, courtesy and professionalism.

A handwritten signature in black ink, appearing to read 'M. Sejosengwe', written over a horizontal dashed line.

Ms M. Sejosengwe
Secretary General: Office of the Chief Justice

1. WHO ARE WE?

The Office of Chief Justice is a Government Department established through a Presidential proclamation in 2010. Its mandate is to render support to the Chief Justice as the head of the Judiciary, as provided for in section 165(6) of the Constitution, read together with the Superior Courts Act (2013). The Office of the Chief Justice is also required to:

- provide and coordinate legal and administrative support to the Chief Justice;
- provide communication and relationship management services as well as intergovernmental and internal coordination;
- develop courts administration policy, and norms and standards;
- support the development of Judiciary policy, and norms and standards;
- support the judicial function of the Superior Courts;
- support the Judicial Service Commission (JSC) and South African Judicial Education Institute (SAJEI) in the execution of their mandates.

1.1. OUR VISION

A single, transformed and independent judicial system that guarantees access to justice for all.

1.2. OUR MISSION

To provide support to the judicial system to ensure effective and efficient court administration services.

1.3. OUR PRINCIPLES, VALUES AND ASPIRATIONS

In ensuring accountability of the judicial Branch of State to the people of South Africa; and to foster public confidence in the Judiciary; and respect for the rule of law; the OCJ will uphold the following values:

- Respect for and protection of the Constitution;
- Honesty and integrity;
- Openness and transparency; and
- Professionalism and excellence.

1.4. OUR CUSTOMERS/ BENEFICIARIES

- General Public;
- Legal Practitioners;
- Witnesses for civil and criminal cases; and
- Judicial Officers.

1.5. OUR STAKEHOLDERS

- People/Citizens of South Africa in their diversity;
- South African Human Rights Commission;
- Commission on Gender Equality;
- Spheres of Government (National, Provincial and Local);
- Relevant Non-Governmental Organizations (NGO's); and
- Employees.

1.6. COMMITMENT TO CONSTITUTIONAL VALUES AND TO A CULTURE OF HUMAN RIGHTS

The Department recognises the supremacy of the Constitution and the rule of law and commits to apply all laws fairly and uniformly to ensure equal protection of human dignity, achievement of equality and the advancement of human rights and freedom, non-racialism and non-sexism for the people of the Republic of South Africa.

1.7. BATHO PELE

We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs. We commit to all Batho Pele principles as follows:

- a. **Consultation** – The OCJ will have regular consultations with relevant stakeholders including the public regarding the quality of services provided by the department.
- b. **Service Standards** – Setting service standards specifying the quality of services to be expected.
- c. **Access** – Increasing access to services especially to those who are historically disadvantaged. A total of 21 Superior Courts are currently available to give quality services to the public.
- d. **Courtesy** – Ensuring higher levels of courtesy by adhering to set standards for the treatment of customers.
- e. **Information** - Providing more and relevant information and advice about services so that customers have the necessary information to make informed decisions.

- f. **Openness & Transparency** - Increasing openness and transparency about how services are delivered.
- g. **Redress** – Addressing failures and mistakes so that problems are resolved or dealt with positively.
- h. **Value for Money** – Rendering our services to the satisfaction of our customers.

1.8. UBUNTU

The Department upholds the spirit of Ubuntu, which entails human dignity and ensuring equal opportunities and fairness in its interactions in order to engender a spirit of trust and unity. The Department promotes tolerance and respect for the diversity of its employees and the citizens of this country and draws strength from such diversity.



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2. PURPOSE OF THE CHARTER

This Charter sets out the standard of services you can expect from the staff of the OCJ in the offices of the various Superior Courts/Service Points resorting under the OCJ, which are the:

- Constitutional Court;
- Supreme Court of Appeal;
- 14 High Courts;
- Labour Courts;
- Labour Appeals Court;
- Land Claims Court;
- Competition Appeals Court; and
- Electoral Court.

This Charter does not cover the professional judicial functions delivered by the Judiciary, or services provided by people outside the department, such as non-governmental organisations. This Charter also does not cover the service of criminal, civil and family law processes by sheriffs, who are appointed as independent service providers to the courts in terms of the Sheriffs Act, 1986.

Complaints and questions regarding the services and processes of sheriffs can be addressed to the:

South African Board for Sheriffs,
Private Bag 5454,
Cape Town,
8000,

e-mail: contact@sheriffs.org.za



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3.WHERE CAN WE BE FOUND?

We can be found at the following centers:

Gauteng

Constitutional Court	Land Claims Court	Gauteng Division, Pretoria
<p>Private Bag x 1 Constitutional Hill Braamfontein, 2017</p> <p>1 Hospital Road, Braamfontein, Johannesburg, 2017 GPS: E 28.04336; S -26.1882</p> <p>Registrar: Mr K Makgaka</p> <p>E-mail: makgaka@concourt.org.za</p> <p>Tel: 011 359 7400 Fax: 011 339 5098</p> <p>Website: www.constitutionalcourt.org.za</p>	<p>Private Bag X10060, Randburg 2125</p> <p>Trust Bank Centre, Randburg Mall, Corner of Hill Street and Kent Avenue, Randburg, 2194 GPS: E 28.00083; S-26.09232</p> <p>Registrar: Mr Stephen Cindi</p> <p>Email: SCindi@judiciary.org.za</p> <p>Tel: 011 781 2291 Fax: 011 781 2217 / 011 781 2218</p> <p>Website: www.justice.gov.za</p>	<p>Private Bag x 67, Pretoria, 0001</p> <p>Cnr Paul Kruger & Madiba Streets, Pretoria, 0002 GPS: E 28.18708; S-25.74534</p> <p>Registrar: Mr.S.D.Mniki</p> <p>E-mail: SMniki@justice.gov.za</p> <p>Tel: 012 315 7711 Fax: 012 326 1995</p>

Gauteng Local Division, Johannesburg	Labour and Labour Appeal Court, Johannesburg	Competition Appeal Court
<p>Private Bag X7 Johannesburg, 2000 Cnr Kruis & Pritchard Streets, Johannesburg, 2001 GPS: E 28.04547; S-26.20258</p> <p>Registrar: Mr V Maqala</p> <p>E-mail: VMaqala@justice.gov.za</p> <p>Tel: 011 335 0000 Fax: 011 335 0221</p>	<p>Private Bag X52, Braamfontein, 2017</p> <p>Arbour Square Building, 6th and 7th floor, c/o Juta & Melle Street, Braamfontein 2001</p> <p>Registrar: Mr FN Ntuli</p> <p>E-mail: FNtuli@judiciary.org.za</p> <p>Tel: 011 359 5700 Fax: 011 403 9328</p>	<p>3rd Floor, Mulayo, The dti campus 77 Meintjies Street Sunnyside Pretoria</p> <p>Registrar: Lerato Motaung</p> <p>E-mail: cac@comptrib.co.za</p> <p>Tel: 012 394-3355 Fax: 012 394-0169</p>

<p>Electoral Court</p> <p>PO Box 258, Bloemfontein, Free State, 9300 Cnr President Brand & Elizabeth Streets, Bloemfontein, 9300 GPS: E 26.21675; S -29.11563</p> <p>Registrar: Ms CH Van der Merwe E-mail: ChVandermerwe@justice.gov.za</p> <p>Tel: 051 412 7494 Fax: 051 412 7449</p>

Eastern Cape

<p>Eastern Cape Local Division, Mthatha</p> <p>Private Bag x 5017, Umtata, 5100 Nr 74 Cnr Victoria & Frere Road, Umtata, 5100 GPS: E 28.78172; S -31.59114</p> <p>Registrar: Mr S Qalani E-mail: SQalani@justice.gov.za</p> <p>Tel: 047 532 4301 Fax: 047 531 2459</p>	<p>Eastern Cape Division, Grahamstown</p> <p>Private Bag x 1011, Grahamstown, 6140 104 - 106 High Street, Grahamstown, 6139 GPS: E 26.525; S -33.31136</p> <p>Registrar: Mr D Kroqwana E-mail: DKroqwana@judiciary.org.za</p> <p>Tel: 046 603 5000 Fax: 046 636 2374</p>
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<p>Eastern Cape Local Division, Bisho</p> <p>Private Bag x 0003, Bisho, 5605 10, Independence Avenue, Bisho, 5600 GPS: E 27.43199; S -32.85661</p> <p>Registrar: Ms T Mafalala E-mail: Tmafalala@justice.gov.za</p> <p>Tel: 040 608 7700 Fax: 040 635 2140</p>	<p>Eastern Cape Local Division, Port Elizabeth</p> <p>Private Bag x 1, Port Elizabeth, 6000 2 Bird Street, Port Elizabeth, 6001 GPS: E 25.61936; S -33.96437</p> <p>Registrar: Ms N Ndlebe E-mail: NNdlebe@judiciary.org.za</p> <p>Tel: 041 502 6600 Fax: 041 582 2625</p>
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Labour Court, Port Elizabeth

Private Bag X6004
Port Elizabeth 6000
Fidelity House, 1st Floor
Govan Mbeki Avenue, Port Elizabeth
GPS: E 25.6179; S -33.9573

Registrar:

Ms S Gerber

E-mail: sgerber@justice.gov.za

Tel: 041 586 4923/4

Fax: 041 585 9860

Kwazulu-Natal

Kwazulu-Natal Division, Pietermaritzburg	Kwazulu-Natal Local Division, Durban
<p>Private Bag x 9014, Pietermaritzburg, 3200 301 Church Street, Pietermaritzburg, 3200 GPS: E 30.3805; S -29.599</p> <p>Registrar: Ms N P Fente E-mail: PFente@justice.gov.za</p> <p>Tel: 033 345 8211 Fax: 033 345 3815</p>	<p>Private Bag x 54314, Durban, 4000 12 Dullah Omar (Masonic) Grove, Durban, 4001 GPS: E 31.01921; S -29.86172</p> <p>Registrar: Ms Louise Bothma E-mail: lbothma@justice.gov.za</p> <p>Tel: 031 362 5800 Fax: 031 305 4550</p>

Labour Court, Durban

Private Bag X54370, Durban, 4000
Liberty Life House, 1st Floor,
269 Anton Lembede Street
Durban, 2000
GPS: E 31.0171; S -29.86052

Registrar-Mr T Vilakazi

E-mail: tvilakazi@justice.gov.za

Tel: 031 301 0104/06/0111

Fax: 031 301 0145

Northern Cape

Northern Cape Division, Kimberly
Private Bag X5043 kimberley, 8300 Sol Plaatjie Drive, Kimberley, 8301 GPS: E 24.76783; S -28.74564
Registrar: Acting: Mr C Conradie E-mail: CConradie@judiciary.org.za
Tel: 053 838 1441 Fax: 053 831 1320

Western Cape

Western Cape Division, Cape Town	Labour Court, Cape Town
Private Bag x 9020, Cape Town, 8000 35 Keerom Street, Cape Town, 8001 GPS: E 18.41752; S -33.925	PO Box 15502, Vlaeberg, 8018 Twinell House, 1st Floor 113 Loop Street Cape Town, 8001 GPS: E 18.41776; S -33.9221
Registrar: Ruanne David E-mail: rudavid@justice.gov.za	Registrar: Ms F Ismail Email: FIsmail@judiciary.org.za
Tel: 021 480 2411 / 2636 Fax: 021 423 0412	Tel: 021 424 9035/6/7 Cell: 071 190 6560 Fax: 021 424 9059



4. THE SERVICES WE PROVIDE

The department works in close collaboration with all Safety and Security Cluster departments, especially the Department of Justice and Constitutional Development, South African Police Services and Department of Correctional Services. There are Justice Service Points situated across the Republic of South Africa which are the Courts. The key services offered at any South African Superior Court of law are as follows:

- a. Receipt of civil process;
- b. Issuing of civil summons or notice of motion or ex-parte application;
- c. Allocate trial dates for civil trials and opposed motions.
- d. Default Judgments;
- e. Issuing of court orders;
- f. Taxations of bills of legal costs
- g. Review of taxation of bills of legal costs;
- h. Processing applications for leave to appeal in person and by a legal representative;
- i. Application for Leave to Appeal;
- j. Delivery of warrants of release;
- k. Transcription services; and
- l. Payment of witness fees (Expert and ordinary)

The OCJ also has the responsibility for the provision of administrative support and management of the courts which includes facilitating the resolution of Constitutional, Criminal, Civil, Labour, Labour Appeals, Land Claims, Competition Appeal and Electoral matters by providing accessible, efficient and quality administrative support to the Superior Courts throughout the country. These also includes working in collaboration with other organs of state.



HIGH COURT
HOOGGEREGSHOF
INKUNDLA EPRAKAMILEYO

HIGH COURT
HOOGGEREGSHOF
INKUNDLA EPRAKAMILEYO

5. OUR SERVICE STANDARDS

Service #1: 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.

Service #2: 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.

Service #3: 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.

Service #4: 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.

Service #5: Issuing of court orders

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

Service #6: 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.

Service #7: 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.

Service #8: 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.

Service #9: Application for Leave to Appeal

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

Service #10: Delivery of warrants of release

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

Service #11: 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 week-ends 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.

Service #12: 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.

5.1. OUR PERFORMANCE AGAINST OUR STANDARDS

We shall publish the results of our performance against our standards each year in our Annual Performance Report. As customers, you have the right to all the Batho Pele principles, especially the following:

- Full information;
- Prompt and efficient service;
- Redress and an apology for lapses in our service; and
- We expect you to be civil, courteous and respect the dignity of our officials at all times.

5.2. 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;
- Protect privacy and confidentiality of all customers, subject to any legal duties or powers providing for the disclosure of information.

5.3. WHAT YOU CAN GENERALLY EXPECT AT A SERVICE POINT/SUPERIOR COURTS

We acknowledge that your visit to the court might be related to a traumatic and stressful experience. All our personnel are committed to making every effort to make your attendance a simple and worthwhile experience. You can expect the following standards of treatment when you visit our courts / service points:

You can expect the personnel to:

- a. Deal with you professionally and accord you fair and equal treatment irrespective of your race, gender, socio-economic status, disability and other social attributes;
- b. Identify themselves by name and to wear a name badge for identification;
- c. Address you directly, with respect and due regard for your human dignity and other human rights; and
- d. Treat you courteously and provide you with an apology and an explanation if things go wrong.

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

- a. To be directed to a waiting area, the relevant office or the court room where your case will be heard;
- b. To be provided with information which will help you find your way around the premises easily;

- c. To be served by accountable and impartial court officials who conduct their work with integrity and without bias;
- d. Our processes to be transparent, fair and reliable; and
- e. Our facilities to be safe, accessible and convenient to use by all, including people living with disabilities.

If you phone us, you can expect personnel to:

- a. Answer the phone courteously, identify the center and provide you with their names;
- b. Be helpful and deal with your inquiries promptly; and
- c. Transfer your call to the appropriate area/person, where necessary.

If you write to us you can expect to:

- a. Receive a courteous and clear reply within fourteen (14) working days;
- b. Receive an acknowledgement of receipt within seven (7) working days and detailed correspondence in fourteen (14) working days if your matter is complex;
- c. Be sent correspondence in simple language and where possible, in your preferred language;

- d. Receive a contact name for future queries and advise on when you can expect a reply; and
- e. Receive telephone, fax and e-mail details.
- g. dealing with us;
- g. Tell us in advance if you have special needs, for example, if you have a disability or if you require the assistance of an interpreter.

When you are requested to come to court you can expect the following:

- a. To be provided, in advance, with clear information as to the time and place of your court appearance and what will happen in court; and
- b. The language used in the court to be simple and where possible, your preferred language or to be provided with interpretation services.
- h. We will endeavor to assist you according to our mandate; and
- h. Treat other court users, court officials and the court buildings with respect and dignity.

There are some things that you can do to help us deliver quality services:

- a. Arrive at the court on time for your case;
- b. Provide any information you have that is relevant to your enquiry;
- c. Provide any relevant documents and reference numbers;
- d. Follow instructions sent or given to you by court officials as soon as possible;
- e. Tell us in advance when you cannot get to court on time or carry out other requirements?
- f. Tell us without delay of any change of address or change in circumstances relevant to your

HIGH COURT CHAMBERS



6. HOW CAN YOU LODGE A COMPLAINT?

At any service point / court

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

If dissatisfied with the response, you can:

- a. Contact Director: Court Operations 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
- b. Write to:
The Secretary- General,
Office of the Chief Justice;
Service Delivery Improvement
Directorate
Private Bag X10,
Marshalltown,
2017

When you lodge a complaint you can expect:

- a. An impartial, speedy and effective complaints handling procedure;

- b. An apology and appropriate redress when you are not treated well or standards have not been met.

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



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REPUBLIC OF SOUTH AFRICA

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