

To: natasha@cartersmithatt.com; ewan@cartersmithatt.com; Elgene Roos; Thabile Fuhrmann; Rashida Billings; rtshifuraattorneys@ispconnect.co.za; Nakka de Klerk; Bukhosi Mtukushe; info@nosslaw.co.za; legal@nmoolainc.co.za; litigation3@ddebeer.co.za; dawie@ddebeer.co.za; Rehana Khan Parker; Nadine@burgerhuyserrattorneys.co.za; consulting2@nnattorneys.com; sher@slplaw.co.za; boedels@ojbotha.co.za; RALLY2@sars.gov.za; officemanager@group33advocates.com; ilse@lawcircle.co.za; Judy@wilkinsattorneys.co.za; vanessafine@law.co.za; adv.tshisikule@gmail.com; lorraine@mngunilaw.co.za; irmalin@rsabar.com; schoemanattorneys@gmail.com; ntsaluba.n@gmail.com; tsukudu@lrc.org.za; leana@joubertlaw.co.za; advcampbell@mwebbiz.co.za; yolandi@henning-att.co.za; admin@macartney.co.za; ca4@vnattorneys.net; nmhlope@maodilaw.com; desire@nozukonxusaniinc.co.za; michiel@advantage.co.za; tanya.longstaff@cdhlegal.com; pnmincorporated@gmail.com; ej@vewattorneys.co.za; sune@onlinelaw.co.za; dumisani@hmincorporated.co.za; litigation@molefeattorneys.co.za; litigation@eversheds-sutherland.co.za; George Kahn; Claire Stubbings; Nilesthra Padayachee; Alizwa Madebe; Dylan Bouchier; Helen Westman; Reception; Peter Van Niekerk; Rebecca Davis; Carl de Wet; Shereen Ebrahim; Tasso Anestidis; info@gmt-inc.co.za; Precious Mudau; Thabile Mfusi; Marcia Davids; Stephanie Chetty; Charmaine Badenhorst; Natasha Nortje; Debora Henning; litigation@nmaa.co.za; Jana van der Walt; Lionel Dos Passos; Colin Strime; Trevor Simon; Gina Naidoo; Khaya Mantengu; Myron Mer; Andre Kruger; adv@tmabuda.com; Harvey Nossel; Millie@fhsn.co.za; randburglaw@absamail.co.za; Claudia Moser; Jennifer Luke; info@louwrenskoen.co.za; Werner Luderitz; dylank@hmattorneys.co.za; dj.erasmus@law.co.za; Dune Delpport; Sarah Tissen; Jolene Harris; Sandra Janiak; Patrick Sedutla; Missi Fatima; stusaun@mweb.co.za; Melissa Van Tellinggen; Jenny Norton; dewet.litigation@gmail.com; Barry Roux; admin@grohovaz.co.za; Avela Mbelani; Safiyyah S. Kajee; SecretaryDJP; 'tumelo.ledwaba88@gmail.com'; Lusanda D. Ntuli; safiyyah_kajee@icloud.com; nolenew2@gmail.com; kloek@mweb.co.za; Nseula Chilikhuma; Anna Da Silva; Kananelo Sikhakhane; Refiloe Moloji; Kitty Mashishi; Moksha Naidoo; Trish Ternent; advocate@muchopa.com; Lwazi Nkosi; moorcroftj@law.co.za; Katherine Arnold; mucoovadia@gmail.com; Anthony Michael; Gareth Harrison; Bernice Damons; Aziz Ismail, Azhar; wendelbloem2014@gmail.com; Sibusiso B. Radebe; Yusuf Wadee; Mathapelo Molapo; Claudia Grobler; Simphiwe Shoba; guguzonke@gmail.com; viv@jaa.org.za; anet@dupek.co.za; Lydia Monyane; Nicci Messina; Nadeem Alli; Lynda Pillay

Subject: FW: NOTICE TO ATTORNEYS: PROTOCOL - EMERGENCY ARRANGEMENTS WHEN COURT ONLINE IS INACCESSIBLE

Attachments: NOTICE TO ATTORNEYS RE ARRANGEMENTS FOR COURT ONLINE SYSTEM DOWNTIME_12 09 2022.pdf

Dear Sir/Madam

I attach a Notice from the Judge President setting out directions for instances when the Court Online portal is inaccessible/offline.

Organisations are kindly requested to distribute this Notice amongst their members.

Regards



OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

Nolene Morris (née Walkinshaw)

ACTING OFFICE MANAGER AND
SECRETARY TO THE HONOURABLE JUDGE PRESIDENT MLAMBO
GAUTENG LOCAL DIVISION OF THE HIGH COURT, JOHANNESBURG
PRITCHARD STREET, JOHANNESBURG, 2000
Office No: (011) 335 0482 / Fax: 086 207 1291
E-mail: NWalkinshaw@judiciary.org.za
Website: www.judiciary.org.za

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OFFICE OF THE JUDGE PRESIDENT

GAUTENG DIVISION OF THE HIGH COURT OF SOUTH AFRICA

P O Box 442, PRETORIA 0001 - Tel 012- 314-9003 - Fax 012-326-4940

Palace of Justice, Church Square, Room 13, First Floor, Pretoria

Private Bag X7, JOHANNESBURG 2001 - Tel 011- 335-0479 - Fax 086-207-1291

c/o Pritchard and Von Brandis Streets, Room 510, Fifth Floor, Johannesburg

E-mail: NWalkinshaw@judiciary.org.za

12 September 2022

To:

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



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

NOTICE TO ATTORNEYS:-

PROTOCOL: EMERGENCY ARRANGEMENTS WHEN COURT ONLINE IS INACCESSIBLE

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



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

M. M. M. M. M.

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

Electronically submitted therefore unsigned

