



3 JULY 2026

STAKEHOLDERS MEETING re COURT ONLINE / CASELINES

Dear Members,

1. A meeting was convened with the OCJ and SITA's representatives in order to address and escalate the various issues reported by our members in respect of Court Online and Caselines.
2. A contributing factor to the slowness of the system and many system issues experienced by our members, is the influx of a significant number of new members registering on the system. In order to resolve this issue an infrastructure upgrade of the system is to be implemented. The date for this upgrade will be communicated to the associations in due course.
3. Case files and/or case documents disappearing. In most of these instances it is as a result of a case file being made "inactive" for whatever reason. Should this occur, log the query on the Teams link to be rectified.
4. The 100s of email notifications received are being investigated and addressed by SITA.
5. There is a backlog in Johannesburg as well as Pretoria with regards to the issuing of documents. The slowness of the system and other system issues experienced on the Registrars' side hampered operations in the issuing office which has now impacted the turnaround time. The numbers in respect of new matters have also increased substantially. In May 2026 over 20,000 new matters were issued in Johannesburg only.
6. It was agreed to convene a monthly meeting with the SITA technical team in order to address issues much sooner.
7. Kindly continue to escalate problems experienced on the Court Online / Caselines system to the JAA to ensure that all stakeholders work together to improve the system.

Yours sincerely,

JOHANNESBURG ATTORNEYS' ASSOCIATION
HIGH COURT SUB-COMMITTEE

The Johannesburg Attorneys' Association (Est. 1943)

The JAA is a voluntary association representing the interests of lawyers across greater Johannesburg including Soweto, Randburg & the East Rand. For a full list of our Exco visit:

www.jaa.org.za