



**DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT
REPUBLIC OF SOUTH AFRICA**

OFFICE: MASTER OF THE SOUTH GAUTENG HIGH COURT JOHANNESBURG

Process flow for Ordering/Requesting Files from Veritas Service Provider

<p>STEP 1</p>	<ul style="list-style-type: none">• Officials ordering/requesting files for both deceased and Insolvency which are required in the ordinary course of business to render service are expected to compile a list per their respective sections or teams.• Submit the relevant list to the Head of their respective sections (Deputy Masters).• Such request must be made weekly on every Thursday.
<p>STEP 2</p>	<ul style="list-style-type: none">• Deputy Masters will then ensure that their respective list of the required files is submitted to the Chief Admin Clerk by no later than 10h00 on every Friday• In the absence of the Chief Admin Clerk, the list must then be submitted to the Office Manager.

STEP 3


- The Chief Admin Clerk, in her absence the Office Manager, shall then collate all the lists and submit a request to the service provider by no later than 15h00 every Friday.
- The expectation is that the service provider will make the relevant files available no later than Tuesday of the following week as per their 24 hours turnaround time.
- All the request for copies will not require the ordering of the original files and as such relevant officials at registry section will have to access and print the required copies from the electronic system in which case it is expected that this service will be provided same day for walk in clients.
- Except for amendments of letters of appointment and lodgment of accounts, applications in terms of section 42(2) and family meetings in case where the is a dispute should also be attended to by the relevant Assistant Master by accessing the file electronically.
- The relevant post and minutes of the meeting are to be delivered to the service provider in order to be placed in the original file once they are scanned or digitized.
- Officials who have ordered/requested the files must therefore note that:
- The allocated timeframe to work on the requested files will be limited to 4 working days.

STEP 4

- Completed files shall be returned to the respective head of Sections (Deputy Masters) by no later than Monday at 10h00 thereafter such files will be returned to the Chief Admin Clerk.
- It is crucial for officials to ensure that they adhere to the specified and proposed timeframes.
- It is such that when the service provider delivers files weekly as aforesaid, on every Monday or Tuesday, files from the previous week are collected and returned for storage or filing.
- This is to avoid files overstaying which may result in the files being misplaced in the office.

STEP 5

- It is important for officials to ensure that the requested files are signed for when collected or received and also when returned as a control measure
- It is also important for the officials requesting files to include reason(s) for such request so that files are not ordered when assistance can be provided by accessing the system or portal.
- Relevant internal pro forma register to be used as part of this process flow is attached hereto marked "A".

APPROVED BY:  LEONARD PULE
MASTER: SOUTH GAUTENG HIGH COURT
DATE: 13/7/2023

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