



**REVISED CHIEF MASTER'S
DIRECTIVE 2 OF 2008**

REQUISITION OF FILES IN THE MASTER'S OFFICE

1. Purpose

The purpose of this directive is to implement a control measure over the movement of files within the Master's Branch.

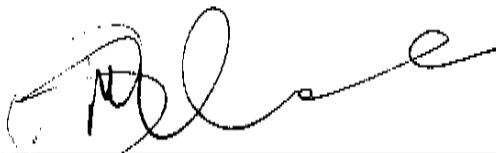
2. Motivation

The motivation behind this directive is to enable Master's officials to ascertain when and by whom certain files were last perused.

3. Decision

- 3.1 This serves to confirm that with immediate effect, a strict monitoring system with regard to all files required by members of the public is to be implemented in all Master's Offices.
- 3.2 No file or copy of a file is to be made available to anyone before a written request has been made for the file to be made available. The reasons for this are to be furnished; as well as the interest the client has in the relevant matter. This request is to be approved in writing by the relevant Master, Deputy Master, Assistant Master or Office Manager; and the recipient of the file must sign an acknowledgement of receipt in respect of the file requested. A period of at least 48 hours is required to enable the personnel to locate the file, which is to be made available at a central point. Some form of identification must be produced by the requester before the file is made available.
- 3.3 If the file is available, in cases of dire urgency, specific need, any other extreme inconvenience or act of compassion, same may be viewed immediately, although the requisition form must still be completed and the valid reason for the exception noted therein.

- 3.4 For this purpose a uniform requisition document has been drafted to be used as a control measure, which contains at least the following information:
- 3.4.1 The name and surname of the person who has requested the file;
 - 3.4.2 The telephone number and e-mail address of the client;
 - 3.4.3 The firm with which the client is employed (if applicable);
 - 3.4.4 The estate name and number;
 - 3.4.5 The interest the client has therein;
 - 3.4.6 The reasons for which the file is required;
 - 3.4.7 The date on which the file was requested and inspected;
 - 3.4.8 The signature of the client on request of the file;
 - 3.4.9 Confirmation by the relevant Master's official that the file has been returned.
- 3.5 This document should always be kept on file, and a copy thereof made and filed in a separate recording register.
- 3.6 Failure to comply herewith will result in disciplinary action being instituted against the responsible official.
- 3.7 This directive supersedes the previous directive dated 18 April 2008.



ADV M SIMELANE
ACTING CHIEF MASTER (Director-General)
BRANCH: MASTER'S OF THE HIGH COURT
DATE: 01/8/8