**Information from Regional Heads of the DoJ&CD on what the challenges in the civil section, are, and recommendations they can make:**

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| **Regional Head KZN** | **No. of clerks** | **Number of assistant registrars** | **Training** | **IT Infrastructure** | **Legal Reform (Rules)** | **Modernisation** | **Recommendations** |
| **PIETERMARITZBURG CLUSTER** | 12 |  | On the job training | ICMS is utilised |  | Yes captured on ICMS, some clerks were having problems with capturing on the system |  |
| **DURBAN CLUSTER** | 27 |  | Trained | ICMS is utilised |  | Yes captured on ICMS |  |
| **EMLAZI CLUSTER** | 18 |  | Trained | ICMS is utilised |  | Yes captured on ICMS |  |
| **HLANGANANI CLUSTER** | 5 |  | On the job training | ICMS is utilised |  | Yes captured on ICMS, some clerks were having problems with capturing on the system |  |
| **KWADUKUZA CLUSTER** | 6 |  | No, training is required on ICMS and Taxation | ICMS is utilised |  | Yes captured on ICMS, system is very slow |  |
| **PORT SHEPSTONE** | 11 |  | On the job training | ICMS is utilised |  | Yes captured on ICMS except for Port Shepstone and Matatiele-Backlog |  |
| **LADYSMITH CLUSTER** | 8 |  | Yes but refresher training is requested especially for those who got trained long ago | ICMS is utilised |  | Yes captured on ICMS |  |
| **NQUTHU CLUSTER** | 8 |  | Yes in-house but some offices training is required. | ICMS is utilised |  | Yes captured on ICMS |  |
| **VERULAM CLUSTER** | 32 |  | Trained | ICMS is utilised |  | Yes captured on ICMS |  |
| **NEWCASTLE CLUSTER** | 12 |  | On the job training | ICMS is utilised |  | Yes captured on ICMS, but system is sometimes slow. |  |
| **NONGOMA CLUSTER** | 8 |  | On the job training | ICMS is utilised |  | Yes captured on ICMS |  |
| **EMPANGENI CLUSTER** | 14 |  | Yes some on the job training and some formal training | ICMS is utilised |  | Yes captured on ICMS, staff were used to version 2 when the system came back it returned with version 1 which doesn’t allow some other functionalities |  |
| **KwaZulu-Natal** |  | Regional Civil Courts   * 40 ARs * 7 Registrars * 2 additional registrar posts advertised | In house training is being done | Registrars have been equipped with laptops |  | Only Durban RCC has a virtual platform for hearings. |  |