



Chief Master's Report

Report to Parliament 13 March, 2007

 **the doj&cd**
DEPARTMENT
JUSTICE AND CONSTITUTIONAL DEVELOPMENT
REPUBLIC OF SOUTH AFRICA

REPORT OBJECTIVES

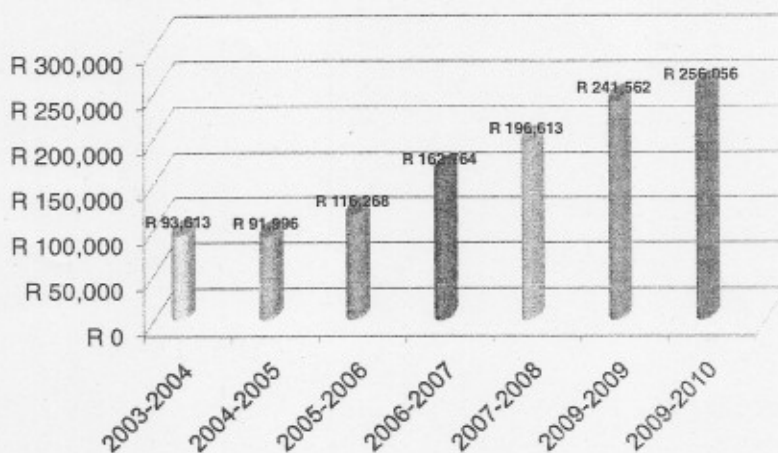
 **the doj&cd**
DEPARTMENT
JUSTICE AND CONSTITUTIONAL DEVELOPMENT
REPUBLIC OF SOUTH AFRICA

2

State of our Branch

1. Year Planner finalised
2. Finances – not all money spent
3. Not all posts were filled
4. Spending suggests lack of capacity
5. New budget allows for once-off expenditure
6. Budget growth not as big as business growth

Budget for Growth



Workload

1. Service point files dramatically increased - 47328 (2005) to 63403 (2006)
2. Estate matters > R125K appear to be stable @ around 25000 Estate matters < R125K are increasing year on year. This may suggest an increase in the number of new entrants into the formal economy.
3. Insolvencies still declining - buoyancy of the economy.
4. The Guardian's Fund =>R4bn - shows no sign of stabilizing.
5. Pta and Jhb collectively received nearly 50% of all files from Service Points.
6. Pta and Jhb deals with > 70% of insolvency matters

Major 2008 Challenges

1. Accessible Guardian's Fund Services
2. NAQ in Guardian's Fund
3. Accessible Quality Deceased Estate Services
4. Making Trustees Trusted
5. Customer focussed offices
6. No Missing Files
7. Better Stakeholder Management

Challenges

1. Service Points
2. Skills levels
3. Quality of Management
4. Quality of Decisions
5. Awareness of Standards
6. Accommodation
7. Legislation/ Procedures/ Directives
8. Integrity Levels
9. Shared Services
10. Document Management
11. Support vs. Core Functions & Service Delivery
12. Ability to Monitor Service Delivery
13. Public Education
14. Rationalisation of Services & Capacity
15. Information Technology – IADE/ Case Registration

Lessons Learnt – Durban Research

- Estates where minors are the sole beneficiaries. Some of the findings were:-
 - Of 972 estates registered, 182 had minors as sole beneficiaries.
 - The total number of minors involved was 355, that is to say nearly 2 kids per estate;
 - 86 were represented by single parents (not married to the deceased),
 - 120 represented by grandparents,
 - 67 represented by siblings,
 - 82 were represented by extended family (aunts and uncles).
 - This means that only 47% of minors involved were represented by legal guardians

Strategic Objective 2

- Modernising Masters services by reforming our legislation and automating our business processes by 2010

Deliverables

- Automating manual systems
- Standardized policies, systems and procedures

Key Performance Indicators

- Automated systems for Guardian's Fund, Estates, Insolvencies, Curatorships, and Trusts
- Uniform approach to administration and management of services
- Minister's Policy on appointment of Insol Practitioners

Strategic Objective 3

- Providing effective Regulation of administrators by enhancing legislation and developing the appropriate monitoring capacity by 2010

Deliverable

- Amending/enacting legislation/regulations

Key Performance Indicators

- Bills passed by Parliament
- Establishing a Body Regulating the Liquidation Industry
- Revised Panel of Liquidators

909

