

**PART XII: ELECTRONIC FILING AND SERVICE FOR CIVIL PROCEEDINGS**

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**PART XII**

**ELECTRONIC FILING AND SERVICE FOR CIVIL PROCEEDINGS**

**89. Application**

- (1) The directions in this Part apply to the filing, service, delivery and conveyance of documents in civil proceedings under Order 63A of the Rules of Court.
- (2) Where the words and phrases set out in Order 63A, Rule 1 are used in this Part, they shall have the same meaning as defined in Order 63A, Rule 1, unless otherwise specified.

**90. Establishment of Electronic Filing Service and appointment of network service provider**

In exercise of the powers conferred by Order 63A, Rules 2 and 3 of the Rules of Court, the Registrar, with the approval of the Chief Justice, hereby establishes an Electronic Filing Service (EFS) and appoints CrimsonLogic Pte Ltd as the network service provider for this service.

**91. Appointment of agent to establish service bureau**

Pursuant to Order 63A, Rule 4 of the Rules of Court, the Registrar appoints CrimsonLogic Pte Ltd as an agent to establish a service bureau in the Supreme Court of Singapore.

**92. Registered users**

- (1) Under Order 63A of the Rules of Court, any person who wishes to file documents using electronic transmission or to swear documents electronically must first apply to the Registrar to be a registered user. The Registrar has directed that such applications shall be dealt with by the Supreme Court Electronic Filing Service (EFS) Certification Authority.
  
- (2) The following procedures shall apply to applications to become a registered user or an authorised agent of a registered user:
  - (a) The application to become a registered user or an authorised agent of a registered user must be made to the Supreme Court EFS Certification Authority using Form 23 of Appendix A of these Practice Directions.
  - (b) Any natural person who is accepted as a registered user or an authorised agent of a registered user will be issued with an EFS digital certificate.
  - (c) There are five different types of EFS digital certificates, namely:
    - (i) Court;
    - (ii) service bureau;
    - (iii) commissioner for oaths (employed by the Court);
    - (iv) advocate and solicitor; and
    - (i) commissioner for oaths (not employed by the Court).
  - (d) A person may be issued with more than one EFS digital certificate, but these must all be of different types.
  - (e) An advocate and solicitor EFS digital certificate may be applied for by:
    - (i) any advocate and solicitor who holds a valid practising certificate;
    - (ii) any person who holds a valid practising certificate issued in pursuance of section 26(4) of the Legal Profession Act (Cap. 161, 2001 Rev Ed); and

- (iii) any person falling within the descriptions set out in section 29(2) of the Legal Profession Act.
- (f) Any person who applies for an advocate and solicitor EFS digital certificate must forward the following documents to the Supreme Court EFS Certification Authority:
  - (i) Form 23, duly stamped at the Supreme Court's Cashier's Office with the fee prescribed by item 95 of Appendix B of the Rules of Court. Only one EFS digital certificate may be applied for with each Form 23;
  - (ii) a photocopy of the applicant's identification document. This should be the applicant's identity card if he is a Singaporean. If he is not, this should be the applicant's valid passport together with his entry or re-entry permit, or his employment pass; the applicant's FIN must appear in this document;
  - (iii) the original of a letter from the applicant's law firm or organisation, if the applicant is not to be the Registered User, authorising the applicant to apply for an EFS digital certificate; and
  - (iv) if the applicant falls within sub-paragraph (2)(e)(i) or (2)(e)(ii), a copy of the applicant's current practising certificate.
- (g) An advocate and solicitor's EFS digital certificate will usually be issued for a period of 3 years. However, if the applicant ceases at any time before the expiry of his certificate to be a person falling within the categories set out in sub-paragraph (2)(e), he must inform the Supreme Court EFS Certification Authority of this immediately.
- (h) Only persons who have been appointed as commissioners for oaths may apply for a commissioner for oaths EFS digital certificate. Any person who applies for a commissioner for oaths EFS digital

certificate must forward the following documents to the Supreme Court EFS Certification Authority:

- (i) Form 23, duly stamped at the Supreme Court's Cashier's Office with the fee prescribed by item 95 of Appendix B of the Rules of Court. Only one EFS digital certificate may be applied for with each Form 23;
  - (ii) a photocopy of the applicant's identification document. This should be the applicant's identity card if he is a Singaporean. If he is not, this should be the applicant's valid passport together with his entry or re-entry permit, or his employment pass;
  - (iii) a copy of the applicant's current certificate of appointment as a commissioner for oaths; and
  - (iv) a commissioner for oaths EFS digital certificate will usually be valid until the date of expiry of the applicant's current certificate of appointment. However, if the applicant ceases to be a commissioner for oaths at any time before that, he must inform the Supreme Court EFS Certification Authority of this immediately.
- (3) The attention of registered users and their authorised agents is brought to Order 63A, Rule 6(3) which requires the registered user or his authorised agent to inform the Registrar in writing of any change in particulars.
- (4) Order 63A, Rule 6(4) requires the registered user to immediately request the Registrar in writing to cancel the identification name and authentication code of an authorised agent when the authority of that authorised agent is revoked or terminated.
- (a) This request should be made in Form 24.
  - (b) A registered user may not cancel its identification name and authentication code. A registered user should instead request the

cancellation of the identification names and authentication codes of all its authorised agents. When the identification names and authentication codes of all its authorised agents have been cancelled or have expired, the registered user will cease to be a registered user.

- (c) Care should be taken to ensure that requests for cancellation are addressed to the certification authority that actually issued the identification name, authentication code and EFS digital certificate that the requestor is seeking to cancel. In particular, requests for cancellation of Subordinate Courts EFS certificates should not be addressed to the Supreme Court EFS Certification Authority.
  
- (5) All the forms and documents referred to in this paragraph should be sent to the Registrar, marked for the attention of the Supreme Court EFS Certification Authority. Enquiries may also be directed to the Supreme Court EFS Certification Authority.

Supreme Court EFS Certification Authority  
Supreme Court of Singapore  
1 Supreme Court Lane  
Singapore 178879  
Tel : 63324217  
Fax : 68830774  
E-mail : SUPCOURT\_CA@supCourt.gov.sg

**93. Documents which must be filed, served, delivered or otherwise conveyed using the Electronic Filing Service**

- (1) Pursuant to Order 63A, Rules 1 and 8 of the Rules of Court, the Registrar hereby specifies that all documents to be filed with, served on, delivered or otherwise conveyed to the Registrar in all proceedings other than criminal proceedings (which are governed by Part XIII of these Practice Directions), subject to the exceptions which appear later in this paragraph, must be so filed, served, delivered or otherwise conveyed using the Electronic Filing Service (EFS).
  
- (2) It shall not be necessary to use the EFS in respect of the following proceedings:
  - (a) any proceedings commenced by a writ of summons before March 2000, subject to the provisions in sub-paragraphs (c), (d), (e) and (f);
  - (b) any proceedings commenced by an originating summons before 18 December 2001;
  - (c) any proceedings for taxation commenced by a bill of costs, including proceedings resulting or arising from such proceedings, filed before 18 December 2001;
  - (d) any proceedings commenced by an originating summons or summons for interpleader relief, including proceedings resulting or arising from such proceedings, filed before 18 December 2001;
  - (e) any notices of appeal under Order 55D, including proceedings resulting or arising from such appeals, filed before 18 December 2001;
  - (f) any notices of appeal under Order 57, including proceedings resulting or arising from such appeals, filed before 18 December 2001;
  - (g) any proceedings commenced by a petition for the admission of advocates and solicitors filed before 18 December 2001;

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- (h) any proceedings for winding up of a company commenced by a petition filed before 28 May 2002;
  - (i) any proceedings commenced by an Admiralty writ *in rem* or *in personam* filed before 28 May 2002;
  - (j) any proceedings commenced by an originating motion filed before 28 May 2002;
  - (k) any proceedings commenced by an originating petition filed before 28 May 2002;
  - (l) any proceedings commenced by a petition of course filed before 28 May 2002;
  - (m) any proceedings or applications under the Bankruptcy Act (Cap. 20, 2000 Rev Ed) or Bankruptcy Rules (Cap. 20, Rule 1) filed before 28 May 2002;
  - (n) any proceedings for a grant under Order 71, Rule 5 of the Rules of Court filed before 28 May 2002;
  - (o) any applications to deposit an instrument creating a power of attorney filed before 28 May 2002; and
  - (p) any proceedings commenced by a petition under Part X of the Women's Charter (Cap. 353, 1997 Rev Ed) filed before 15 December 2003.
- (3) Documents which are filed pursuant to Order 34, Rule 3A(1) may, instead of being filed through the EFS, be filed in accordance with the procedure outlined in paragraph 60(3) to (7).
- (4) In respect of appeals under Order 55D, it shall not be necessary to file, serve, deliver or convey any document at the High Court using EFS if its filing, service, delivery or conveyance is not required under Order 55D.
- (5) With the exception of the proceedings stipulated in sub-paragraph (2), any application which was previously brought by way of a notice for

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directions, a notice for further directions or a notice under the summons for directions must be brought by way of a summons.

**94. Form of documents**

- (1) All documents shall be in the form prescribed by Order 1, Rule 7 of the Rules of Court.
- (2) The filing party is not required to produce a cover page when filing a document. It is also not necessary for documents that are electronically filed in Court to have a backing sheet.
- (3) Parties are reminded that they must, at all times, ensure that the information stored in the front end system is up-to-date and free from errors as the same information will be reproduced on the document information page. Documents with document information pages containing outdated or wrong information will be rejected by the Legal Registry of the Supreme Court and the fee payable shall be that stipulated under items 71D(3)(a)(iii), (b)(iii) or (c)(iii), as the case may be, of Appendix B of the Rules of Court.
- (4) In the event that the EFS fails to automatically generate the document information page, parties may undertake the procedure outlined in paragraph 106(2).

**95. Pagination of documents**

Every single page of a document must be paginated so that the pagination on the actual document (which is subsequently converted to portable document format (PDF)) corresponds with the pagination of the document in the electronic case file. Solicitors' attention is drawn to paragraphs 45(5) and 47(3) in this regard. This is to facilitate hearings involving documents.

**96. Visible representation of signatures on documents**

- (1) Order 63A, Rule 9 of the Rules of Court deals with the signing of documents. In essence, the rule provides that any requirement for signature of a document that is sent to Court using electronic transmission will be satisfied if the identification name and authentication code assigned by the Registrar to the registered user has been applied to the document or the transmission containing the document.
- (2) In some cases, however, parties may require documents to contain a visible representation of a signature. If such visible representations of signatures are required in documents, then it will be sufficient to affix, electronically or otherwise, an image of the manual signature of the solicitor or law firm concerned.
- (3) A visible representation of a signature where required by the Rules of Court or these Practice Directions must continue to appear when a document is filed via the service bureau.

**97. Colour pages**

- (1) Solicitors who file documents using the Electronic Filing Service (EFS) are required to indicate if the documents have colour material in them. This information is needed by the Court in the event that it is ever needed to print out the documents for any reason.
  
- (2) If solicitors are filing documents to Court by electronic transmission, then the solicitors should indicate in the electronic template the number of pages in the document with colour material in them. If this is not done, the Court will assume that the document contains no such pages, and will accordingly print out the document, if this is ever necessary, using a monochrome printer.
  
- (3) If solicitors are filing documents to Court via the service bureau, they should request the service bureau to scan those pages which contain colour material using a colour scanner if the material should appear in colour in the Court's file.

**98. Preparation and submission of a document to the Court**

- (1) As stated in Order 63A, Rule 8 of the Rules of Court, a document must be submitted to the Court in one of 2 ways:
  - (a) by electronic transmission; or
  - (b) via a service bureau.
  
- (2) With effect from 2 July 2001, submission by electronic transmission shall include filing via internet at the Electronic Filing Service (EFS) website (<http://www.efs.com.sg>).
  
- (3) A document shall be prepared for submission to Court in the following way:
  - (a) A submission must be created using the computer system provided by the network service provider. This submission can contain more than one document, subject to a number of restrictions. The main restrictions are that:
    - (i) All the documents in the submission must be filed in relation to the same case. For example, a memorandum of appearance for one case and a defence for another case must be included in different submissions.
    - (ii) Each submission, with one exception, can only include one document to which the Court will assign a case number or a document number. The exception is where a fresh writ of summons is filed with a fresh *ex parte* summons for an interim injunction.
    - (iii) All documents in the submission must be processed on the same basis of urgency. For example, documents which are to be processed on the Normal basis and the Urgent basis must be included in separate submissions. In this regard, it should be noted that there are three bases of urgency for submissions to the Court:

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- I. Normal.
- II. Urgent. These submissions will be given a higher priority than Normal submissions. Additional fees as specified in items 71D(1)(a), 71D(2)(a) and 71D(2A)(a) of Appendix B of the Rules of Court are payable for Urgent submissions.
- III. Immediate. These submissions will be given the highest priority. The approval of the Duty Registrar must be sought before a submission can be submitted as an Immediate submission. Immediate submissions can only be submitted via the service bureau.
  - (iii) A document cannot be submitted to more than one counter or section of the Court. The counter or section of Court to which the filing party wishes to submit the documents need not be specified. However, if this is specified by the filing party, then all the documents in the submission must be submitted to this one counter or section.
  - (b) Information and data pertaining to the case, the parties to the case and the documents in the submission must be entered into an electronic template.
  - (c) Subject to paragraph 129 of these Practice Directions, the actual documents can be created using word processing software or otherwise, and these documents must be converted into an electronic format known as the portable document format (PDF).
  - (d) Subject to paragraph 129 of these Practice Directions, the documents are attached to the submission, and the submission is sent to the Court.

**99. Case or document number**

(1) The documents to which the Court will assign a case number or a document number (which will be referred to hereinafter in this Part as “Main Documents”) are the following:

- (a) writs of summons;
- (b) summonses;
- (c) orders of Court;
- (d) judgments;
- (e) notices of appeal under Orders 55C, 56 and 57 of the Rules of Court;
- (f) notices of assessment of damages;
- (g) notices of taking of accounts;
- (h) notices of inquiry before the Registrar;
- (i) subpoenas;
- (j) warrants for committal;
- (k) orders of arrest;
- (l) writs of execution;
- (m) orders of attachment;
- (n) requests for setting down;
- (o) bundles of documents for setting down;
- (p) bundles of documents;
- (q) all originating summonses;
- (r) writs of distress;
- (s) interpleader summonses;
- (t) directions to Accountant-General for payment into and out of Court;
- (u) bills of costs;
- (v) notices of objection;
- (w) originating summonses for the admission of advocates and solicitors;
- (x) applications for reconstruction or other scheme;

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- (y) originating summonses or summonses under sections 112 or 124 of the Legal Profession Act (Cap. 161, 2001 Rev Ed);
  - (z) all Requests\*;
  - (za) warrants of arrest;
  - (zb) bankruptcy orders;
  - (zc) powers of attorney;
  - (zd) deeds of substitution;
  - (ze) supplementary Deeds;
  - (zf) deeds of Revocation;
  - (zg) deeds of Rectification;
  - (zh) caveats against grants of probate;
  - (zi) bankruptcy originating summonses;
  - (zj) originating summonses for winding up;
  - (zk) for matrimonial proceedings under Part X of the Women’s Charter (Cap. 353, 1997 Rev Ed) commenced before 1 April 2006,
    - (i) certificates of making decree nisi absolute (Nullity);
    - (ii) certificates of making decree nisi absolute (Divorce);
    - (iii) certificates of making decree nisi absolute (Presumption of Death and Divorce);
  - (zl) for matrimonial proceedings under Part X of the Women’s Charter commenced on or after 1 April 2006:
    - (i) certificates of making interim judgment final (Nullity);
    - (ii) certificates of making interim judgment final (Divorce);  
and
    - (iii) certificates of making interim judgment final (Presumption of Death and Divorce).
- (2) If documents which are related to Main Documents (referred to in this sub-paragraph as “related documents”) are filed, the following directions will apply:

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\* Formerly known as “praecipe”.

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- (a) If the related document is filed in the same submission as a Main Document, then the Court's computer system will automatically create a logical link between the Main Document and the related document.
- (b) If the related document is filed after the Main Document in a different submission, then the person filing the related documents must include the document number of the Main Document as the Reference Document Number in the electronic template filled in for the submission containing the related document. This is to ensure that the documents related to Main Documents may be easily located in the Court's electronic case file.
- (c) Examples of related documents are:
  - (i) Affidavits filed in support of or in opposition to an application brought by way of summons.

If an affidavit is filed in a different submission from the summons, the document number of the summons must be entered as the Reference Document Number of the affidavit in the electronic template of the submission containing the affidavit.
  - (ii) A notice of appeal filed against a decision made upon application brought by way of summons.

The document number of the summons must be entered as the Reference Document Number of the notice of appeal in the electronic template of the submission containing the notice of appeal.

**100. Filing of documents in general by way of reference to Document Control Numbers**

- (1) Where a party wishes to file a document, and the document has already been filed in Court using the Electronic Filing Service (EFS), he may instead of re-filing the same document include a reference (using the system function in the computer system provided by the network service provider) to the Document Control Number (DCN) of the document already filed. This facility is available for all types of filings using the EFS, and this is in addition to the facility for the creation of a bundle in the manner described in paragraph 59(5)(b) and (c).
- (2) The DCN of the document referred to in sub-paragraph (1) above need not be from the same electronic case file nor must the document be previously filed by the same law firm. The status of the document, must however, be “accepted” and it must not be “restricted” or “expunged”.
- (3) The fees payable for the use of the above facility are found in items 71D(1)(d) and 71D(2)(d) of Appendix B of the Rules of Court.

**101. Filing documents via service bureau**

(1) Solicitors and law firms are encouraged to acquire the necessary computer system to file documents by electronic transmission using the Electronic Filing Service (EFS). However, in the event that they have not done so or if certain documents cannot be filed using electronic transmission, solicitors and law firms may file documents via the service bureau. Litigants in person may also file documents via the service bureau.

(1) The operating hours of the service bureau are as follows:

<b>Operating Hours</b>	<b>For filing</b>	<b>For collection</b>
Mondays to Fridays (excluding Public Holidays)	9 a.m. to 4.30 p.m.	9 a.m. to 5 p.m.
Saturdays (excluding Public Holidays)	9 a.m. to 12 p.m.	9 a.m. to 12 p.m.
Sundays and Public Holidays	Closed	Closed

(3) Any document which is accepted for filing outside the time periods specified in sub-paragraph (2) will be treated by the service bureau as having been accepted on the following working day.

(4) Documents submitted to the service bureau for filing can be submitted on the 3 different bases of urgency as set out in paragraph 98(3)(a)(iii).

(5) The procedure for submitting any document to the service bureau for filing is as follows:

- (a) Every submission of documents for filing to the service bureau should be accompanied by the following:
  - (i) one set of the Paper Filing Templates;
  - (ii) 2 copies of the Requisition Form;
  - (iii) a letter of authorisation (if the person filing is filing on behalf of a law firm, a company or an organisation);

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- (iv) the fees payable; and
  - (v) the documents listed in the Requisition Form.
- (b) Where multiple sets of submissions are given to the service bureau at the same time, each set of documents must be arranged in the following order:
- (i) 2 copies of the Requisition Form;
  - (ii) one set of the Paper Filing Templates; and
  - (iii) the documents listed in the Requisition Form.
- (c) The Paper Filing Templates allow the person filing to fill in information on the documents to be filed. This information will later be transcribed into electronic templates for submission to the Court.
- (i) The Paper Filing Templates may be obtained in paper from the service bureau. Soft copies of the templates may also be downloaded from the Internet at the EFS website (<http://www.efs.com.sg>).
  - (ii) Only one copy of each set of Paper Filing Templates needs to be submitted to the service bureau. However, this copy will be retained by the service bureau, so if the person filing wishes to keep a copy, this should be made before submission to the service bureau.
  - (iii) A separate set of Paper Filing Templates must be filled in for each submission of documents to the service bureau.
  - (iv) A submission of documents can comprise more than one document, subject to the following restrictions:
    - I. All the documents in the submission must be filed in relation to the same case. For example, a memorandum of appearance for one case and a

defence for another case, must be included in different submissions.

- II. Each submission, with one exception, can only include one Main Document. The exception is where a fresh writ of summons is filed with a fresh *ex parte* summons for an interim injunction.
- III. All documents in the submission must be processed on the same basis of urgency. For example, documents which are to be processed on the Normal basis must be included in separate submissions from those to be processed on the Urgent basis.
- IV. The counter or section of the Supreme Court to which the person filing wishes to submit the documents need not be specified. However, if this is specified by the person filing, then all the documents in one submission must be submitted to this one counter or section.
  - (v) Each set of Paper Filing Templates must be signed by the solicitor in charge.
  - (vi) The Paper Filing Templates should be filled in carefully and clearly. These documents will be relied on by the service bureau to fill in the electronic template for submission to Court, and illegibility will delay the process of submission. The service bureau may also reject incomplete Paper Filing Templates.
  - (vii) When submitting the Paper Filing Templates, the person filing must indicate if he wishes to verify the information transcribed from the Paper Filing Template into the electronic template.
    - I. If the person filing chooses not to verify the transcription, then the submission will be sent to

Court by the service bureau once the submission has been processed.

- II. If the person filing chooses to verify the transcription, he should wait his turn until the submission has been processed. He may then verify the submission. It should be noted that once the election to verify the transcription has been made, the service bureau will not submit the documents in question to Court until these have been verified. The person filing must also ensure that he attends to verify the information transcribed within 2 working days of the submission, including the day of submission. If he does not, the service bureau will treat the submission as having been abandoned, and will delete it. The fees prescribed by item 71D(2)(f) of Appendix B of the Rules of Court will then be payable.
- (d) The Requisition Form allows the person filing to list all the documents being filed in that submission, and to indicate the basis on which the submission should be processed.
- (i) The Requisition Form may be obtained in paper from the service bureau. Soft copies of the form may also be downloaded from the Internet via the Supreme Court website (<http://www.supremeCourt.gov.sg>) or the EFS website (<http://www.efs.com.sg>).
- (ii) One set of 2 Requisition Forms must accompany each set of Paper Filing Templates.
- (iii) The person filing will be required to pay the fee that he has filled into the Requisition Form to the service bureau before the service bureau will accept the submission.

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- (e) The letter of authorisation for the person filing should be on the law firm's or organisation's letterhead paper, and should include the name and identification number of the person filing. It should clearly authorise the person filing to file the documents on behalf of the law firm or organisation, and should identify the documents he is authorised to file. A sample of a letter is included as Form 25 of Appendix A of these Practice Directions. The service bureau will retain this letter, and will also check the particulars stated in the letter against the identification card or document of the person filing.
- (f) Payment to the service bureau can be made in one of 3 ways:
  - (i) cash;
  - (ii) cashier's order made payable to CrimsonLogic Pte Ltd; or
  - (iii) law firm's or company's cheque made payable to CrimsonLogic Pte Ltd.
- (6) The following documents may be filed at the service bureau:
  - (a) paper documents which can be converted into an electronic form by scanning;
  - (b) documents in an electronic form; and
  - (c) documents which, in whole or in part, cannot be converted into an electronic form by scanning.
- (7) Affidavits which have not yet been sworn, and which a party wishes to send to a commissioner for oaths to be sworn electronically, may not be filed via a service bureau.
- (8) For paper documents which can be converted into an electronic form by scanning, the following directions shall apply:

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- (a) The documents submitted must be no larger than A3 in size. Documents which are larger than A3 in size should be reduced to that size before they are submitted to the service bureau.
  - (b) Documents should be printed on one side of the paper only.
  - (c) To facilitate the expeditious processing of documents:
    - (i) Thin documents not exceeding 30 pages should be stapled.
    - (ii) Documents which comprise more than 30 pages should be submitted loose-leaf in a 2-hole ring binder.
  - (d) Documents which are not in the formats described in subparagraph (8)(a) to (c) above, e.g. double-sided documents, bound or stitched documents, may still be submitted to the service bureau, but the processing of these will be slower.
  - (e) Documents up to A3 in size may be scanned by the service bureau in black-and-white or in colour. If any page is required to be scanned in colour by the service bureau, the service bureau should be informed of this. The fees prescribed by item 71D(2)(d) of Appendix B of the Rules of Court will be payable.
  - (f) Documents should be serially numbered at the top right hand corner of each document. The serial numbers used should correspond to the serial numbers appearing in the Requisition Form.
  - (g) The documents submitted will be returned to the person filing when the Court's reply is collected.
- (9) For documents in an electronic form, the following directions shall apply:
- (a) The documents must be stored in:
    - (i) 100 Mb Iomega ZIP cartridges.
    - (ii) 1.44 Mb 3½" floppy diskettes.
    - (iii) CD-ROM.
  - (b) The electronic format of the documents must be in:
    - (i) Microsoft Word; and

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- (ii) portable document format (PDF).
  - (c) The portable media submitted must be labelled with the name of the law firm or company and the filenames of the documents contained therein. The filenames used in the portable media must match those stated in the Paper Filing Templates submitted with the media. Unnamed or illegibly named diskettes or other media will be rejected by the service bureau.
  - (d) Each set of portable media given to the service bureau must contain only the documents included in the submission. Portable media which contains other documents, or documents from 2 or more submissions, are liable to be rejected.
  - (e) The portable media submitted will be returned to the person filing when the Court's reply is collected.
- (10) For documents which, in whole or in part, cannot be converted into an electronic form by scanning, the following shall apply:
- (a) All such documents *must* be filed via the service bureau. These documents cannot be filed using electronic transmission.
  - (b) The entire document must be submitted in paper for processing, including the parts that can be converted into an electronic form and those that cannot be so converted.
  - (c) Fees will be payable in respect of all the pages of the document, including those which cannot be scanned.
  - (d) The paper document submitted will be sent to the Court, and will not be returned to the person filing.
- (11) As specified in this Part of these directions, some documents are required to be book-marked and linked. Those directions must be complied with where documents are filed via the service bureau.
- (a) In order to request the service bureau to insert book-marks, the following procedure should be followed:

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- (i) The form for book-marking should be obtained from the service bureau before the submission is given to the service bureau.
  - (ii) The form should be filled in with the following details of the book-marks required:
    - I. Serial number of the book-mark.
    - II. Name of the book-mark.
    - III. Page number of the page to be book-marked.
  - (iii) The form should be submitted together with the submission to the service bureau.
- (b) In order to request the service bureau to insert links, the following procedure should be followed:
- (i) The form for links should be obtained from the service bureau before the submission is given to the service bureau.
  - (ii) The form should be filled in with the following details of the links required:
    - I. Serial number of the link.
    - II. A transcript of the text on which the link is to be created. The text in the document on which the link is to be created should also be highlighted.
    - III. The page, section or paragraph number from where the link is to start.
    - IV. The destination of the link. For example, the page number or section number being referred to.
  - (iii) This form should be submitted together with the submission to the service bureau.
- (c) Book-marking and linking can only be done within the same PDF document, and not across multiple PDF documents.
- (12) If any person filing wishes to seek waiver of the filing fees, either in whole or in part, he should obtain the “Request for Partial/Full Waiver of

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Court Fees” form from the service bureau. He should then attend before the Duty Registrar. Once the approval of the Duty Registrar has been endorsed on the form, the endorsed form should be included in the submission to the service bureau.

- (13) In the event that any person filing wishes to cancel the sending of a submission to the Court, he must attend in person and tender a letter requesting the cancellation, as well as the Requisition Form he received for the submission. The submission may be cancelled so long as the transmission to the Court has not yet been initiated. The fees prescribed by item 71D(2)(f) of Appendix B of the Rules of Court will be payable upon cancellation.
  
- (14) After the submission has been sent to the Court, the documents will be processed, and the Court will send a reply back to the service bureau.
  - (a) In order to collect this reply, the Requisition Form should be produced to the service bureau.
  - (b) As a submission can contain more than one document, and the Court may send a different reply in respect of each document, the Requisition Form must be retained until all the documents included in the submission have been replied to.

(In the event that the Requisition Form is lost, the person filing must himself attend at the service bureau and produce his identification document.
  
- (15) As the filing fees are set and charged by the Court, the actual filing fees payable will only be confirmed upon reply by the Court.
  - (a) In the event that the fees paid when giving the submission to the service bureau are lower than the fees charged by the Court, then the person collecting the reply of the Court will be asked to pay the difference before the reply is released to him.

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- (b) If the fees charged by the Court are lower than the fees initially paid, then after the reply to the last document in the submission has been received by the service bureau, the difference will be refunded to the person who produces the Requisition Form to collect that reply.
  
- (16) If a document filed via the service bureau is rejected by the Court for any reason, the penalty, if any, prescribed by item 71D(3) of Appendix B of the Rules of Court will be payable.
  - (a) In the event that the person filing is of the view that the document was wrongly rejected, he may proceed in accordance with the procedure set out in paragraph 106.
  - (b) In the event that the person filing is of the view that the rejection of the document is due to the fault of the service bureau, he should inform the service bureau.
  
- (17) If a reply from the Court is lost, and a party requires another copy of the reply, he should produce the Requisition Form to the service bureau within one month of the receipt of the reply and request the copies required. An administrative charge of \$10 will be charged for each copy of each reply given.

**102. Filing of documents to the Supreme Court via a Subordinate Courts service bureau**

Pursuant to Order 63A, Rule 18(4) of the Rules of Court, the Registrar hereby prescribes that any service bureau established or authorised to be established by the Registrar of the Subordinate Courts may assist in the filing, service, delivery or conveyance of documents pertaining to Supreme Court proceedings using the Electronic Filing Service (EFS) if the service bureau, or, if there are more than one, all the service bureaux, established or authorised to be established by the Registrar are unable to provide such services owing to failure of hardware or software, or both.

**103. Limits on the size and number of documents submitted using the Electronic Filing Service**

- (1) The following limits currently apply to the filing of documents using the Electronic Filing Service (EFS):
  - (a) the total number of documents in a single submission cannot exceed 99.
  - (b) The total number of pages in a single document cannot exceed 9,999.
  - (c) The size of a single transmission cannot exceed 500 mega-bytes.
- (2) The limits described above will apply to filing both by electronic transmission and via the service bureau.
- (3) In the event that any solicitor wishes to file documents which exceed the limits specified in sub-paragraph (1), he should inform the Registrar at least 14 days before the intended filing date. The solicitor will then be asked to attend before the Registrar for directions on how the documents should be filed.

**104. Time for filing**

- (1) Users of the Electronic Filing Service (EFS) may file documents in Court at any time that EFS is operational, even if the Legal Registry of the Supreme Court is not open at that time.
- (2) Order 63A, Rule 10 of the Rules of Court prescribes when a document is deemed to be filed when using EFS.

**105. Documents which cannot be converted into an electronic format**

- (1) If a document cannot be converted in whole or in part into an electronic format for any reason, the hard copy of the document must be filed at the Legal Registry of the Supreme Court.
- (2) If the Court receives a document which the filing party says cannot be converted in whole or in part into an electronic format, and it can discern no good reason why the document cannot be wholly converted into an electronic format, the document may be rejected.

**106. Rejection of documents, back-dating and refund of penalty**

- (1) Care must be taken to enter correct, complete and accurate information into the electronic template. If the information entered into the electronic template and the actual document differ, the document is likely to be rejected by the Court. If a document is rejected by the Court for any reason, a penalty may nonetheless be payable in respect of the document, as specified in item 71D(3) of Appendix B of the Rules of Court. In this regard, solicitors' attention is also drawn to Order 63A, Rule 17 of the Rules of Court.
  
- (2) In the event however that any document is rejected through no fault of the filing party, a solicitor may:
  - (a) re-file the document with a request that the date and time of filing or issuance, as the case may be, be back-dated to an earlier date and time, pursuant to Order 63A, Rule 10; and
  - (b) write in to the network service provider to request for a refund.

**107. Service of documents**

- (1) When a document has been successfully filed in, served on, delivered to, or otherwise conveyed to Court using the Electronic Filing Service (EFS), a notification of acceptance will be sent to the filing party.
- (2) If the document is a Main Document, the notification may comprise the first or more pages of the document that was submitted to the Court. The information that may be annotated on the document may include:
  - (a) the case number and document number;
  - (b) the date and time of filing;
  - (c) the date and time of any hearing;
  - (d) an image of the signature of the Registrar; and
  - (e) an image of the seal of the Supreme Court.
- (3) The notification referred to in sub-paragraph (1) should be attached to a copy of the document before it is served on any other party. This attachment can be effected by electronic or manual means, as is appropriate.
- (4) If the document is not a Main Document, then, if the document was sent in using electronic transmission, the status of the document will appear as “Approved” in the In-Tray of the law firm’s computer system. If the document was sent in via the service bureau, a reply indicating acceptance may be collected by the person who submitted the documents to the service bureau. In either case, the filing party may proceed to serve the document on the other parties. It will not be necessary in this case to attach anything to the document that is served.
- (5) The document may be served on a registered user using the Service of Documents Facility. The service can be effected using electronic transmission or via the service bureau. The total number of recipients in

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each request for service cannot exceed 99. The fees prescribed under item 71E of Appendix B of the Rules of Court will then be payable.

**108. Urgent filing**

- (1) For very urgent hearings, such as applications for *ex parte* interim injunctions, solicitors should avail themselves of the “Immediate” filing function which is available at the service bureau. Before a document can be presented for immediate filing, the approval of the Duty Registrar must be obtained for the “Immediate” filing to take place. After an “Immediate” filing at the service bureau, the document so filed should be ready for use in Court very shortly after the document was processed by the service bureau.
  
- (2) In the event that a matter is so urgent that “Immediate” filing is not sufficiently fast, or if the service bureau is not open at the relevant time, then solicitors may still appear before the Judge or Registrar with paper documents for the urgent hearing. The solicitors so appearing must give an undertaking to file all the documents used at the hearing using the EFS by the next working day after the hearing. Any document not filed using the EFS will not be included in the Court’s case file.

**109. Hard copies of documents**

- (1) The Registrar may, at his discretion, request for hard copies of any documents filed electronically.
- (2) Upon such request, the filing party or his solicitors shall furnish hard copies of the relevant documents at the venue specified by the Registrar:
  - (a) within the specified time frame; or
  - (b) within 24 hours of the request, if no time frame is specified.
- (3) The Registrar may also direct that any documents shall be filed in hard copy instead of using the Electronic Filing Service (EFS) for such period or periods as he in his discretion thinks fit.

**110. Use of Index Search, Extract Service and Service of Documents Facility at the service bureau**

- (1) Solicitors, law firms and litigants in person who wish to utilise the Index Search, Extract Service and Service of Documents Facility may do so via the service bureau. Unlike Requests\* for extracts of documents made by way of electronic transmission described in paragraph 23, a soft copy extract will not be available at the service bureau. Instead, the extract will be made available in hard copy.
- (2) The procedure for filing of documents via service bureau as set out in paragraph 101 continues to apply to Extract Service. The Requests for extract and certified true paper copies of documents can be submitted for filing in Court on 3 different bases of urgency as set out in paragraph 98(3)(a)(iii). The relevant fees prescribed by items 71H and 71I of Appendix B of the Rules of Court will then be payable. The fees prescribed by items 71H(3) or 71I(f) of Appendix B of the Rules of Court, as the case may be, shall be payable upon the rejection of the Requests by the Court.
- (3) Persons who wish to use the Index Search should have the following with them:
  - (a) One set of the Index Search Request Template.
  - (b) The fees payable under item 71F(b) of Appendix B of the Rules of Court.
- (4) Persons who wish to use the Service of Documents Facility should have the following with them:
  - (a) One set of the Service of Documents Request Template.

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\* Formerly known as “praecipe”.

- (b) If the person utilising any of the services above is doing so on behalf of a law firm, a company or an organisation, a letter of authorisation from the law firm, company or organisation for the filing to take place by that person.
  - (c) The fees payable under item 71E of Appendix B of the Rules of Court.
  - (d) The documents listed in the Service of Documents Request Template.
- (5) The Request Templates allow the person utilising the services to fill in information necessary for the Request. The information will be transcribed into electronic templates for submission.
- (a) The Request Templates may be obtained in paper from the service bureau. Soft copies of the templates may also be downloaded from the Internet at the EFS website (<http://www.efs.com.sg>).
  - (b) Only one copy of each set of Request Templates needs to be submitted to the service bureau. As this copy will be retained by the service bureau, if the person utilising the service wishes to keep a copy, this should be made before submission to the service bureau.
  - (c) The Request Templates should be filled in carefully and clearly. These documents will be relied on by the service bureau to fill in the electronic templates for submission and illegibility will delay the process of submission. The service bureau may also reject incomplete Request Templates.
  - (d) When submitting the Request Templates, the person utilising the services must indicate if he wishes to verify the information transcribed from the Request Templates into the electronic template.

- (i) If the person utilising the services chooses not to verify the transcription, then the transmission will be conducted once it has been processed.
  - (ii) If the person utilising the services chooses to verify the transcription, he should wait his turn until the submission has been processed. He may then verify the submission. It should be noted that once the election to verify the transcription has been made, the service bureau will not submit the Request until the transcription has been verified. The person utilising the services must also ensure that he attends to verify the information transcribed within 2 working days of the submission, including the day of submission. If he does not, the service bureau will treat the submission as having been abandoned and will delete it.
- (e) The letter of authorisation for the person utilising the Service of Documents Facility should be on the law firm's or organisation's letterhead paper, and should include the name and identification number of the person utilising the services. It should clearly authorise the person utilising the services on behalf of the law firm or organisation. A sample of the letter is included as Form 26 of Appendix A of these Practice Directions. The service bureau will retain this letter, and will also check the particulars stated in the letter against the identification card or document of the person utilising the services.
- (f) Payment to the service bureau will be in the same mode as stated in paragraph 101(5)(f).
- (g) In the event that any person utilising the services wishes to cancel the submission, he must attend in person and tender a letter requesting the cancellation. The submission may be cancelled so long as the transmission has not yet been initiated.