



## Checklist for Court attendance

### Authority

- ✓ I have full authority to make decisions on behalf of my company.
- ✓ I have uploaded my authorisation documents in CJTS.

### Identification documents

- ✓ I have brought all my identification documents to Court
  - ◆ For individuals: NRIC/Passport/ Employment Pass
  - ◆ For business entities: Representative's NRIC/Passport/Employment Pass

### Supporting documents

- ✓ I have uploaded in CJTS and brought along the original copies of my supporting documents like invoices, contracts, or stamp duty certificates to Court for verification.
- ✓ I have made extra copies in the event I need to pass any of it to the other party.

### Official translations

- ✓ I have obtained official translations of documents not in the English Language by a certified translator.

### Attire

- ✓ I am properly attired (i.e no shorts, slippers are allowed in court)

### Interpreter

- ✓ I have arranged for an interpreter (which is not of the main local languages) for myself or my witnesses.
  - ◆ SCT may provide interpreters for the main local languages (Chinese / Malay / Tamil). For other languages, you must arrange and pay for your own interpreter)

### Witnesses

- ✓ My witnesses are ready for the Hearing.

## Enforcement of orders

You may enforce an SCT order as an order of the District Court if the other party does not comply with it. SCT orders made on claims lodged before 1 November 2019 are enforceable as a Magistrate's Court order.

For money orders, enforcement proceedings are part of the civil justice process and come under the Civil Justice Division of the State Courts. Information on enforcement proceedings is available on the State Courts website, [www.statecourts.gov.sg](http://www.statecourts.gov.sg).

If a work order is not complied with, you may take steps to apply to enforce/vary the work order in CJTS by completing the e-service "**Request to enforce/vary work order form**" under "**Online Applications**".

The Tribunal Magistrate may vary the work order.

## SCT Operating Hours

| Days   | Registry Operating Hours             |
|--|--------------------------------------|
| <b>Mondays to Thursdays</b>  | 9.00am - 12.00pm<br>2.00pm - 5.00 pm |
| <b>Fridays</b>   | 9.00am - 12.00pm<br>2.00pm - 4.30pm  |
| <b>Closed on Saturdays, Sundays and Public holidays</b>                                      |                                      |
| The Registry will see court users by appointment only. Please make your appointment via CJTS |                                      |

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# Main stages of a Small Claims Tribunals case

*This brochure sets out the different stages and processes that parties can expect to go through at the Small Claims Tribunals (SCT).*

## Filing a Case

Parties file claims, e-negotiate and monitor the case online using the Community Justice and Tribunals System (CJTS)

## e-Negotiation

Parties have a chance to settle their dispute online with the e-Negotiation /e-Mediation platform in CJTS without coming to court.

## Consultation

Parties appear before the Registrar for an opportunity to resolve the dispute. At the Consultation, further directions may be given by the Registrar.

## Hearing

Parties will be given the opportunity to present their case before a Tribunal Magistrate. At the end of the hearing, an Order will be made.

*For more information on filing a claim using CJTS, please refer to the brochure "Filing a claim at the Small Claims Tribunals".*

## Stage 1: Filing a case



Proceedings at the SCT begin when a claim is filed. The party who files a claim is called a “claimant” and the other party is called the “respondent”. A claim is filed online using CJTS. A respondent who has his own claim against the claimant arising from the same matter can also file a counterclaim in CJTS.

**Choosing a Consultation date.** After payment is made for filing, the filing party will be able to choose a Consultation date in CJTS. This is a date where both parties to a case will be required to physically attend Court.

**Service.** All claims and counterclaims must be served personally or by registered post on the other party together with the **Notice of Consultation**. This is **compulsory** so that all parties to the case understand the details of the case made against them and the date to attend Court for the Consultation.

## Stage 2: e-Negotiation



E-Negotiation is an online platform in CJTS that gives parties an opportunity to resolve their dispute prior to the Consultation.

**Negotiation rounds.** Either party may initiate e-Negotiation by clicking the “**e-Negotiation**” service in CJTS. Each party has 5 rounds of offers to make in the negotiation.

**Settlement.** Where a settlement is reached, parties may apply to have its terms recorded as a **consent order**. The application is made on CJTS and is subject to SCT’s approval.

Alternatively, where a settlement is reached, the claimant may withdraw the claim by choosing the “**Withdrawal request form**” e-service on CJTS.

If parties are able to come to a settlement, they would not need to attend the Consultation in Court. If no settlement is reached, all parties to the claim are required to attend the Consultation on the scheduled date and time.

## Stage 3: Consultation



Consultation is a court proceeding where the Registrar may mediate the dispute between parties and determine whether a claim has been properly brought before the Tribunal. The Registrar can issue orders or give directions including fixing the case for hearing before a Tribunal Magistrate if parties are unable to reach a settlement. All parties to a case **must** attend the Consultation. Failure to attend the Consultation can result in an adverse order being made against the absent party.

**Opportunity for resolution.** At the Consultation, parties are given an opportunity to resolve their dispute amicably. Where parties are able to reach a settlement, a **consent order** may be recorded to reflect their agreement. This order is enforceable as a District Court order. SCT orders made on claims lodged before 1 November 2019 are enforceable as a Magistrate’s Court order.

**Opportunity for resolution.** At the Consultation, parties are given an opportunity to resolve their dispute amicably. Where parties are able to reach a settlement, a **consent order** may be recorded to reflect their agreement. This order is enforceable as a District Court order. SCT orders made on claims lodged before 1 November 2019 are enforceable as a Magistrate’s Court order.

## Stage 4: Hearing



An SCT hearing is conducted in private and is presided by a Tribunal Magistrate. All parties to a case **must** attend the Hearing. A failure to attend can result in an adverse order being made against the absent party.

- ◆ During the Hearing, both parties will have a chance to present their evidence and arguments to the Tribunal Magistrate. The Tribunal Magistrate will decide whether to call witnesses to give evidence.
- ◆ At the end of the hearing, the Tribunal Magistrate will make a decision on the merits of the case and in accordance with the law which is final and binding on all parties to the claim. The Tribunal Magistrate may also give further directions as he deems fit including ordering for further hearings.
- ◆ An order by the Tribunal is binding on the parties and enforceable as an order of the District Court. SCT orders made on claims lodged before 1 November 2019 are enforceable as a Magistrate’s Court order.

## CJTS Online Applications

[WWW.STATECOURTS.GOV.SG/CJTS/](http://WWW.STATECOURTS.GOV.SG/CJTS/)

A party may make various applications during the SCT proceedings. For example, a party may apply to:

- ◆ withdraw a claim
- ◆ set aside an order of a Registrar or Tribunal that was made in his absence
- ◆ apply for Record of Tribunals
- ◆ request for a representative, etc.

All applications are made online via CJTS. Log on to CJTS and click on “**Online Applications**” to view the full range of e-services available.

### ONLINE APPLICATIONS

| SCT                                |                                    |  |
|------------------------------------|------------------------------------|--|
| CLAIM FORM                         | COUNTER CLAIM FORM                 | APPLICATION FOR REPRESENTATIVE         |
| REQUEST FOR AMENDMENTS             | REQUEST FOR CHANGE OF COURT DATE   | WITHDRAWAL REQUEST FORM                |
| SUBMISSION FOR HEARING             | SUMMONS TO WITNESS FORM            | DEFECTS SCHEDULE FORM                  |
| SUBMIT SUPPORTING DOCUMENTS        | SET ASIDE APPLICATION              | GENERAL FORM                           |
| APPLICATION FOR RECORD OF TRIBUNAL | REQUEST TO ENFORCE WORK ORDER FORM | APPEAL AGAINST ORDER OF REGISTRAR FORM |
| BULK FILING                        | APPLICATION FOR LEAVE TO APPEAL    | STAY OF EXECUTION                      |