



MINISTRY OF JUSTICE

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PARLIAMENT WEEK MARCH 2025

WRITTEN QUESTION FOR THE MINISTER FOR JUSTICE

Friday 14 March 2025

7/2025

Hon. Ketan Lal to ask the Minister for Justice – Can the Minister inform Parliament on the

- 1) number and
- 2) nature of complaints lodged by the general public and the private sector in 2024.

Number of Complaints

The total complaints received across the four legal registries including the administration of the justice of peace, under the Ministry of Justice for the year 2024 from Jan to December are as follows:

Department / Registries	Total Complaints received	General Public	Private Sector
Registrar of Titles Office (ROT)	51	21	30
Registrar Generals Office (Birth, Death & Marriage – BDM)	35	33	2
Registrar of Companies Office (ROC)	30	19	11
Office of the Official Receiver (OR)	10	3	7
Justice of the Peace (JP) Corporate Services Divisions	5	5	nil
Total	131	81	50

Summary of the Nature of Complaints received.

The key issues raised by complainants is tabulated below.

Complaints	Issues
Delays in Process and Registrations	Customers faced longer waiting hours for registration services
Enquiries process	Quite a number of complaints are only for basic enquiries on registration process, family relative search, title search and business applications process and requirements and etc.
System Downtime	Frequent technical issues affected the delivery service, particularly with the E-ROC and E-BDM systems.
Change of Names	Change of Names of Spouse from there maiden name back to their marriage name, a change that was initiated by the previous administrations which has put a lot of burden to the general public, especially married women's.
Limited Information's and awareness on basic requirements for registrations	Many clients and customers are unaware of the necessary requirements and documentations.
Inaccessibility of e-profile and ROC systems (Digital Fiji)	Customers facing difficulties accessing online services, limiting their ability to process applications remotely
Delays in receiving Titles and Deeds search request.	Customers often complain about the turn-over time in receiving their lodgements request from the Titles office, transferring documents and searching for Titles request.
Unprofessional behaviors of some of serving Justice of Peace	Complaints from the general public in regard to some of serving JP behaviors which is unprofessional and unbecoming of the office in which they are serving.

CONCLUSION:

The Honorable Member may request additional information and or solutions that have been provided to address the complaints.