

# **TSEISA I ATTORNEYS INC. SUBMISSIONS TO SCOPA**

## **1. Introduction**

### **1.1. Background of Tseisa I Attorneys**

Established in 2020, led by Director Mr. Tseisa, who previously served on law firms representing RAF claimants.

The firm has direct experience with RAF processes and challenges, giving it a unique perspective on systemic issues.

### **1.2. Purpose of Submissions**

To highlight how the tender cancellation and introduction of a restrictive claims directive have negatively impacted service delivery to accident victims, burdened RAF staff, and exacerbated the litigation backlog.

## **2. Cancellation of RAF Panel of Attorneys**

### **2.1. RAF's Loss of Capacity**

RAF previously relied on external panel attorneys to absorb administrative and adjudication workflows.

Cancellation of the panels of attorney without adequate internal replacement, left RAF insufficiently capacitated.

Result: court roll congestion due to RAF inability to process claims efficiently.

### **2.2. Practical Consequences**

Overburdening of RAF claims officers.

Most firms, including ours, were forced into litigation just to gain lodgement rights, increasing court load unnecessarily.

### **3. Unlawful Claims Directive and New Claim Form (2022)**

#### **3.1. Directive vs Express Court Order**

RAF introduced a new claims form & mandatory lodgement requirements in 2022.

Courts ruled that this directive was invalid and ordered RAF to revert to statutory claim lodgement under the Act.

#### **3.2. Continued Defiance**

Despite the court order, RAF continues rejecting postal or statutory lodgements unless they conform to its internal directives and every time there is a new requirement introduced.

Law firms are forced to proceed with summons, which RAF ignores, causing escalated litigation just to be heard.

#### **3.3. Example Case – Tseisa I Attorneys**

November 2024: attempted direct lodgement of two claims.

Claims neither received link numbers nor were acknowledged.

No RAF contact or update despite 120-day settlement policy.

### **4. Access Barriers for Rural and Indigent Victims**

#### **4.1. Closure of Hospital-based RAF Offices**

RAF had offices in hospitals where victims could lodge claims. These were closed alongside the attorney panels.

Victims in deep rural areas now must travel long distances to regional offices, many cannot afford travel or missing work.

#### **4.2. Documentary Burden**

RAF demands extensive documentation: hospital records, completed SMR and RAF4 forms, all costly and difficult for poor victims to obtain.

## **5. RAF's 120-Day Settlement Target Not Met**

RAF was granted a court order mandating payment of claims older than 180 days within six months.

Yet Tseisa I Attorneys have cases older than 250 days with no response from RAF and emails ignored, no payments made.

## **6. Political Interference & Institutional Resistance (Letsoalo's Suspension)**

### **6.1. CEO Letsoalo's Reform Agenda**

In 2022-2025, CEO Collins Letsoalo undertook significant reforms: digitalisation, reduction of legal intermediaries, property lease scrutiny, imprisonment of runaway legal costs.

Supreme Court of Appeal cleared Letsoalo and the RAF board of personal liability in delayed claim costs—supporting his reformist stance.

### **6.2. Disbandment of Panels and Suspension**

Letsoalo publicly accused panel attorneys of corruption—these panels were subsequently dissolved.

Legal fraternity pushback was swift; Letsoalo was placed on special leave by the RAF board on 28 May 2025 amid SIU investigations.

### **6.3. Context of Suspension**

He is formally suspended for insubordination (not attending SCOPA), though media and insiders suggest the root is his attack on entrenched legal interests.

Courts have upheld his suspension as lawful.

### **6.4. Political Pressure at SCOPA Hearing**

Public reports confirm his suspension was announced during a SCOPA session, raising concerns of intimidation.

## **7. Systemic Failure of RAF Governance**

### **7.1. Paralysis due to Leadership Infighting**

Removal of reform leadership (Letsoalo) demonstrates institutional resistance to needed change.

Combined with mass redundancies and panel cancellations, RAF now lacks capacity and political stability.

### **7.2. Compromised Service Delivery**

Victims face delays, denials, litigation just to lodge.

RAF's own accounting indicates massive legal and administrative expenditures—pre-2025 data shows billions spent.

## **8. Recommendations to SCOPA**

Issue | Recommended Action

Restoration of Panels | Reinstate external attorney panels with strict oversight & accountability structure.

Claim Form Policy | Demand RAF rescind illegal directives and comply with statutory lodgement processes.

Accessibility | Reinstate hospital-based lodgement offices or mobile outreach.

Executive Stability | Ensure independent investigations, free of legal fraternity interference.

Internal Capacity | Fill RAF's vacancy gaps; digitalise records; make public 120-day turnaround stats.

Oversight & Governance | SCOPA should commission third-party audit of RAF's administrative & legal costs.

## **9. Conclusion**

The collapse in RAF's capacity followed the 2022 tender cancellation and claims directive.

Victims are harmed, and RAF has retaliated against reform efforts.

SCOPA intervention is urgently needed to restore governance, access, and compliance with law.

### **Annex: Supporting Media References**

Multiple media references are available supporting the assertions in this document, including legal judgments, media interviews, and press statements concerning RAF and suspended CEO Collins Letsoalo.