



e-JUSTICE

“The ministry has completed the development of a distinct group of eServices directed at the external customers and the employees within the eJustice programme, which aims to enable citizens and residents in the country to benefit from the judiciary services online to save their time and effort.

The programme provides many judicial services and would alleviate any congestion that the customers may face in the ministry or the federal courts.”

Mr Abdullah Al Majid,
Head of Programme Management Office
Consultant to the Minister of Justice

SUMMARY

Client: United Arab Emirates (UAE) Ministry of Justice (MOJ)

Challenge: The UAE courts were faced with the challenge of improving the efficiency of their legal system. Common issues were complex manual processes among different courts and difficulty in retrieving physical files. These adversely affected the efficiency and effectiveness of the judiciary and the legal fraternity.

Solution: eJustice – CrimsonLogic's integrated platform for the judiciary that facilitates automation, collaboration and the efficient flow of information among key stakeholders.

Benefits: The eJustice solution enhanced the Judiciary's transparency and efficiency, promoted the legal fraternity's professionalism and improved the justice system for people and businesses in the UAE.

The eJustice platform paved the way for electronic filing and fast retrieval of documents, shortened case processing time, concurrent access to any file from different locations, and enhanced collaboration between the judiciary and the legal fraternity.



BACKGROUND

A transparent justice community is a major and core element in the success of every nation. At the local and international level, the country's interface is rated on how justice is delivered to the people and businesses. The UAE MOJ maintains a Federal Judicial system and there are 15 Federal courts around the country serving the community. The Federal UAE courts are similar to most courts in the Gulf region – three main divisions (Civil, Shariah and Criminal) divided into four stages of litigation, namely courts/committees of Mediation, First Instance, Appeal and the Federal Supreme Court.

In line with its vision to be a model in the achievement of justice and legal services, UAE MOJ and CrimsonLogic embarked on a journey to develop a sustainable eJustice programme that would enhance the transparency of justice.

Prior to the deployment of CrimsonLogic's eJustice programme, there was low IT usage and absence of standard processes across all the different courts within MOJ. Due to the complex work structure between the various courts and MOJ, the requirements were different across the board.

It was common for stakeholders to make several trips to the courts when requesting for information or updates about their cases. Searching for physical files was extremely laborious and time-consuming as they often went missing or damaged after years' of storage. It was also troublesome to constantly search for space to store the ever growing number of physical case files.

SOLUTION

CrimsonLogic's eJustice programme was specially designed for the MOJ to increase the effectiveness and efficiency of information sharing. However, such a transformation would definitely create a great deal of resistance and the success of the eJustice programme hinged on overcoming this resistance.

Apart from the delivery of the technology platform, process improvement and training, CrimsonLogic also undertook change management and promotion of service usage through effective marketing.

In order to fully understand the daily issues faced by users, CrimsonLogic was always in contact with MOJ, the various courts and key departments during implementation. In this way, any problems related to the performance of the system were immediately rectified on the spot. Sufficient staff was deployed to ensure that the system was running smoothly in 15 locations.

Onsite training was conducted for all users – judges, secretaries, registry staff, cashiers, and data analysts. Depending on the aptitude of the users, refresher sessions and live system training were readily available. Greater appreciation for the system was inculcated by highlighting the benefits during all training sessions.

The eJustice system significantly simplified MOJ's operations in terms of time, resource and manpower as the tasks of case archival, data entry, searching, validations and sending reminders are now performed by public users. At the same time, MOJ's interaction with the people and business in the UAE is enhanced as the public can now conveniently access justice anytime, anywhere.

Since implementing the eJustice system, 56,240 archived cases in all the Federal First Instance Courts and 14,490 archived cases in the Supreme Court have been uploaded. In 2011, 80,835 cases were filed using the system. Currently, the eJustice system has close to 900 users (including judges and lawyers), processing an average of 306 cases and 210 hearings per day.

BENEFITS

The benefit of the eJustice system is time and cost savings. For instance, the number of visits to the courts for a typical case lifecycle has been reduced by 42%. Reduced number of visits represented greater cost savings on transportation. Paper consumption is also cut and the constant search for physical storage space is over.

Physical files no longer have to be transferred and searched manually; digital storage of cases allows users to retrieve the required files from various courts instantly. Users can also file their cases 24/7 anytime, anywhere; notification of cases successfully filed is automatically sent via mobile phone messaging service. Complete and reliable statistical reports can be generated within minutes.

Payment is done through automated billing and collection via the ePayment feature, resulting in more accurate revenue collection and significant cost savings.

For more information on this case study, please contact us at sales@crimsonlogic.com

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