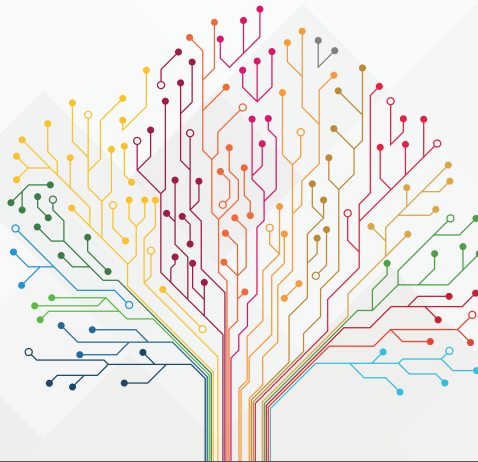


# Case management systems in the justice sector



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UNDP/UN Women/UNICEF Joint Programme: Promoting the Rule of Law in the State of Palestine

## SAWASYA II

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Since 2006, the United Nations Development Programme (UNDP) is supporting Palestinian justice institutions for the automation of judicial work. Since 2014, this support is provided in the framework of the Sawasya I UNDP/UNW joint programme (2014-18) and Sawasya II UNDP/UNW/UNICEF joint programme (2018-23). This support led to the development of the following systems and programs:

### High Judicial Council

Mizan 2 HJC is an integrated electronic program that manages the civil and criminal proceedings and enables follow up of all cases from their registration until they are disposed.

### The Public Prosecution

Mizan 2 PP is an integrated electronic program that manages the prosecution of criminal cases, and enables follow up of all cases from their registration by the Public Prosecution until the case is electronically referred to the competent court.

### Family Courts

Adalah is an electronic case management and documentation system (entailing document management and archiving), through which, Family Courts process all their documents (first instance, appeal and high court) and follow up on cases, in addition to storing the files in a central database for further processing or final archiving.

### Justice Sector

The e-justice project aims at connecting all justice sector institutions and at establishing an electronic portal for all the judicial services provided to citizens, thereby reducing the technology gap among the justice sector service providers.

## Functionalities of automated programs developed in the Palestinian Justice Sector (Mizan 2 HJC, Mizan 2 PP and Adalah)

- Electronic registration of cases and issuance of notifications
- Automatic distribution of cases to judges
- Printing of proceedings' minutes electronically
- Printing of judgments electronically
- Issuance of courts' and judges' agendas
- Issuance of various reports
- Advanced search mechanisms
- Archiving of cases and attachments
- Archiving of notary public records
- Follow-up on civil enforcement cases
- Overseeing of marriage procedures through the e-Ma'thoun (marriage official) software
- Management of cases related to gender and juveniles
- Follow-up on legal aid cases
- Building and maintaining electronic forms of courts proceedings and judgments
- Electronic services for lawyers, general public and companies
- Public Prosecution: issuance and follow-up on decisions and accusations statements
- Public Prosecution: executing summaries of criminal judgments
- Public Prosecution: follow-up on specialized prosecution services
- Smart phones applications for judges, lawyers and general public
- Self-service Kiosks

## The systems, which were developed in cooperation with the Sawasya programme, achieved a number of results:

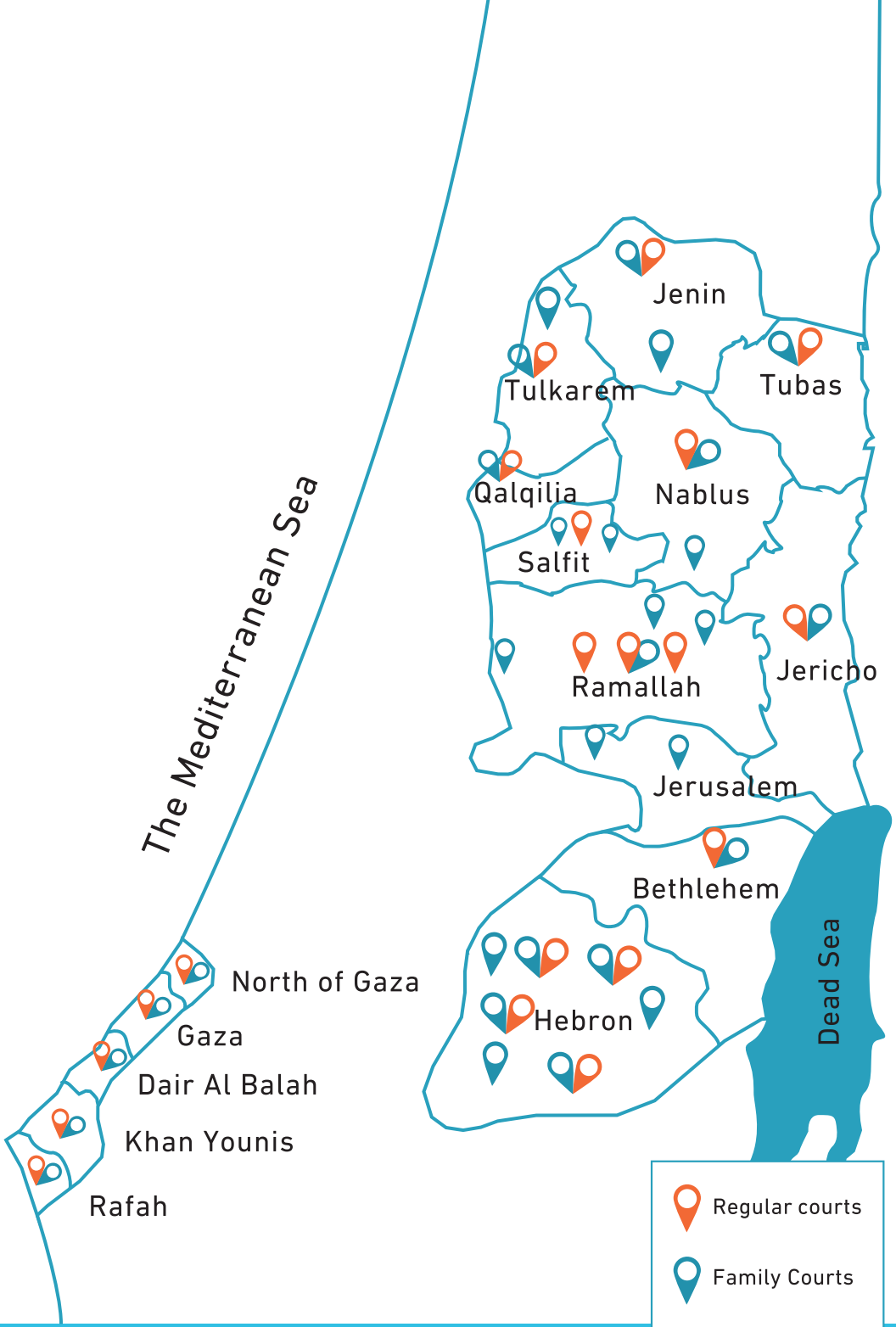
The systems enable lawyers to access their hearing schedule and monitor administrative issues related to their cases from their offices, which saves time and effort.

The systems provide the High Judicial Council with statistical reports on the cases, including nature of and rationale behind delays in order to follow up the courts' work and increase the courts' effectiveness.

Palestinian courts and of all types and degrees as well as public prosecutions are now using technology in all their transactions, hence monitoring daily information and procedures of both courts and prosecution, which increases their efficiency. Palestinian courts provide services to lawyers and to the general public 24/7 through the self-service Kiosks.



Self-service kiosks allow the lawyers to submit and check the status of their enforcement applications 24/7. The Kiosks are located outside the main courts and the enforcement departments.



## The role of technology in increasing the effectiveness of judicial work and expediting the proceedings :

The development and implementation of the automated case management systems in Palestine increased the efficiency and speed of court proceedings through :

Speeding up the notification procedures and processes.

Accelerating and facilitating the proceedings during hearings;

Providing statistical reports on the monthly and annual rates of case disposal and length of litigation process. These reports are periodically submitted to decision makers, which helps build strategic plans aimed at alleviating judicial bottlenecks.

Providing the best service to the public through:

- Providing accurate information;
- Improving the notary public's work and the retrieval of documents
- The automated system (e-Ma'thooun) to process marriages' documentations

In 2018, a survey was conducted on satisfaction of judges, prosecutors, lawyers and litigants of Mizan and its e-services. The survey's findings revealed that :

**91%**

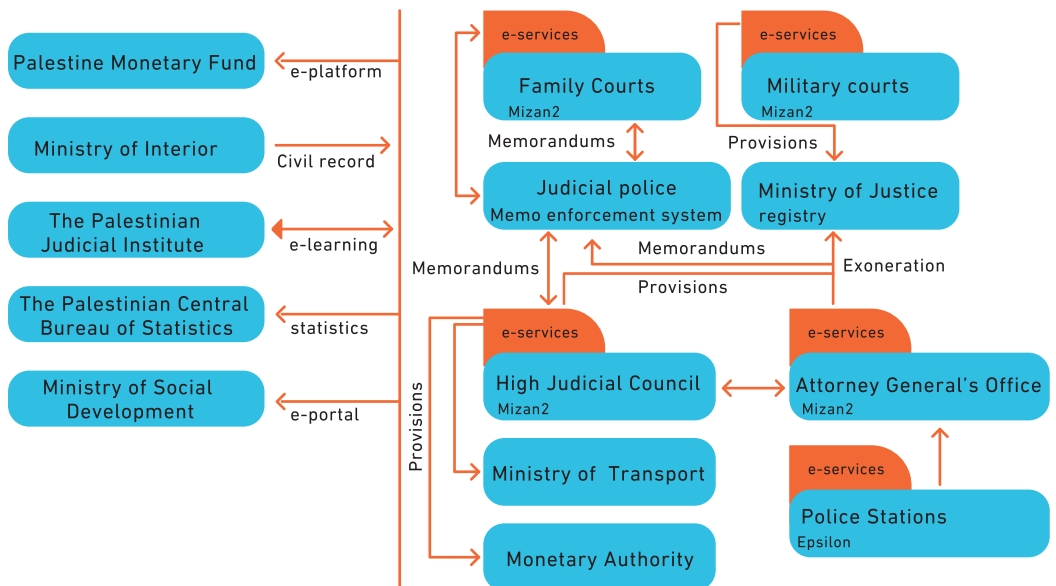
of the judges stated Mizan is an effective tool to speed up the litigation process.

**87%**

of the respondents are satisfied with the program and its services

## Mizan 2 system is implemented in all Palestinian courts and is linked to:

- Public Prosecution: exchanging data related to criminal cases
- Judicial Police: sending judicial warrants electronically
- Ministry of Interior: civil records
- Ministry of Justice: sending final judgments in criminal cases to the judicial record
- Ministry of Transportation: transferring data related to traffic offences
- Palestine Bar Association: exchanging data related to practicing lawyers
- Palestinian Monetary Authority: exchanging data related to banks and borrowers' credit rating
- Academic Institutes and universities: sending final judgments
- Mizan is implemented in military courts as well as land registration courts and municipal courts
- Mizan 2 is applied by the enforcement departments of the Family Courts
- Mizan 2 is the engine of e-justice



e-justice platform diagram

