

# Annual Report 2023

International leadership, innovative and sustainable judicial and digital solutions







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His Highness Sheikh

**Mohammed Bin Rashid Al Maktoum**

UAE Vice President, Prime Minister and Ruler of Dubai

2023





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His Highness Sheikh

**Hamdan Bin Mohammed Bin Rashid Al Maktoum**

Crown Prince of Dubai, President of the Executive Council of Dubai

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His Highness Sheikh

**Maktoum Bin Mohammed Bin Rashid Al Maktoum**

Deputy Ruler of Dubai, Deputy Prime Minister, Minister of Finance

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**Pro. Saif Ghanim Alsuwaidi**

Director of Dubai Courts

## Towards pioneering courts in judicial innovation and sustainability

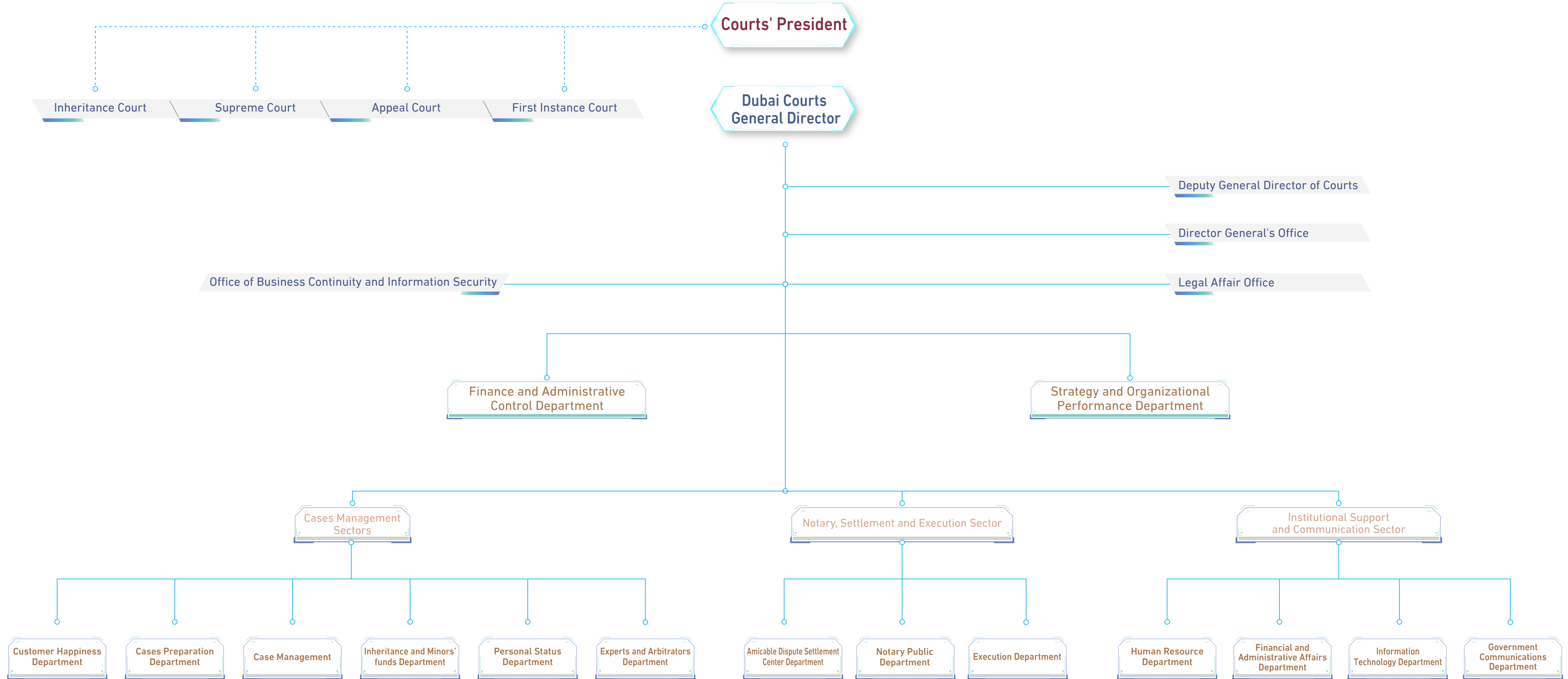
I would like to express my pride and appreciation for the tremendous efforts made by the team and the outstanding achievements accomplished over the past year at Dubai Courts. I affirm that this report is a vital manifestation of the continuous dedication to providing high-quality and effective judicial services to serve the community and meet its needs. This report, with its vision, mission, and departmental goals, along with its strategic indicators, provides a comprehensive summary of the work of all organizational units. In 2023, Dubai Courts achieved numerous notable successes and accomplishments, thanks to the dedication and commitment of every member. The

report indicates tangible progress in various areas, including increased efficiency in case management, improved service quality, and technological infrastructure development to facilitate and expedite justice processes.

Finally, we believe that every challenge we face is an opportunity for creativity and progress. Challenges serve as a driving force for innovating new solutions and enhancing judicial services. To achieve this goal, we strive to provide easily accessible digital services, aiming for the highest objectives of happiness and continuous development for the well-being of the entire community.



## Dubai Courts Organizational Structure



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#### Annual Report Under supervision of:

- Messrs./ Members of The Judicial Board
- Strategy Organizational Performance Department

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## Introduction to the Report

Dubai Courts is among the world's leading judicial systems, continuously striving to enhance quality and innovation in their judicial services. Many other countries and institutions look to the Courts as a pioneering model for achieving justice and providing effective and innovative judicial services.

The 2023 Annual Report reveals remarkable achievements by Dubai Courts across several indicators. Satisfaction survey results show that 97% of customers, 98% of partners, and 99% of suppliers expressed happiness. These figures reflect the Courts' commitment to providing high-quality services and an exceptional experience for all stakeholders.

Dubai Courts is also a pioneer in sustainability, operating paperless at 100%. This contributes to reducing carbon emissions by approximately 373 tons.

Dubai Courts also strives for direct and effective communication with the community. The total number of social media interactors reached 7,941,648, reflecting the ongoing commitment to enhancing communication and meeting community needs.

Excellent results have also been achieved in the application of

the customer complaints system, where the overall satisfaction rate reached 99.3%. Dubai Courts enjoys a large network of strategic partners comprising a total of 89 partners, which promotes cooperation and enhances judicial services.

Regarding judicial performance, for civil claims, Dubai Courts completed 36,468 claims in the First Instance Court, 13,483 claims in the Appeal Court, while the number of completed cases reached 4,919 claims in the Supreme Court. As for the total criminal cases completed, the number of cases reached 33,473 in the First Instance Court, 10,059 cases in the Appeal Court and 1,048 cases in the Supreme Court.

Significant successes were also achieved in the development of digital services and the simplification of judicial procedures. The implementation of the electronic litigation system and the digital documentation system facilitated and accelerated the processes of filing claims and obtaining legal documents.

Furthermore, several judicial and training events and conferences were organized to enhance knowledge and exchange experiences in the judicial field.



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# Courts Strategy

- Dubai Courts Strategy
- Outstanding happiness results
- Sustainability at Dubai Courts
- Effective communication channel with the community
- Exceptional performance for the customer complaints system
- Performance results of 04 platform
- Expanding strategic partnerships

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# Dubai Courts Strategy

## Strategic Themes

- Pioneering and Competitiveness
- Smartness and Sustainability
- Innovation and Future Foresight

## Mission

- To realize effective justice characterized by accuracy and speed, and to provide accessible judicial services

## Vision

- Pioneering & Internationally Distinguished Courts

## Purposes

- Development of leading judicial services supporting the quality of life.
- Promoting digital transformation.
- Promoting an agile operation system to ensure institutional governance and operations continuity.
- Fostering a work environment that supports innovation.
- Anticipating the future and developing proactive plans.
- Enhancing competitive performance and confidence in the judicial system.

## Values

- Justice and transparency
- Judiciary independence
- Tolerance
- Innovation
- Teamwork





## Outstanding happiness results

### Results of happiness surveys at Dubai Courts

In 2023, Dubai Courts achieved remarkable results in measuring the level of happiness among the various beneficiary groups, as the personnel happiness rate reached 93%, which indicates the satisfaction they feel with the work environment and the support provided thereto in performing their tasks efficiently. Thanks to the high quality of the services the Courts provides and its effective response to the needs of customers, the customer happiness rate reached 97%. Also, the community's overall confidence and happiness towards the justice system and the judicial services provided brought the community's happiness rate regarding the

judicial services provided by Dubai Courts to 88%.

Thanks to the trust and strong cooperation between Dubai Courts and its partners in providing the necessary resources and services, Dubai Courts achieved a happiness rate of 98% of partners and partner entities, while the happiness rate of suppliers reached 99%.

As a culmination of the efforts made to improve the user experience and provide accessible and innovative services through the use of technology, the happiness rate for electronic and digital services reached 90% and 82%, respectively.

### Results of happiness indicators at Dubai Courts (through asking a question on the extent of happiness)

Dubai Courts is committed to providing high-quality services to achieve the happiness of all stakeholders. In order to measure the level of happiness at Dubai Courts among all beneficiary groups, a survey was conducted by asking a question about the extent of happiness, and the results showed that the employees' happiness rate reached 96%, reflecting their

commitment and their satisfaction in the work environment. Due to the quality of services provided and the excellent response to customers' needs, the customer happiness rate reached 96%, and the community happiness rate reached 85%, which reflects the community's confidence in judicial services.

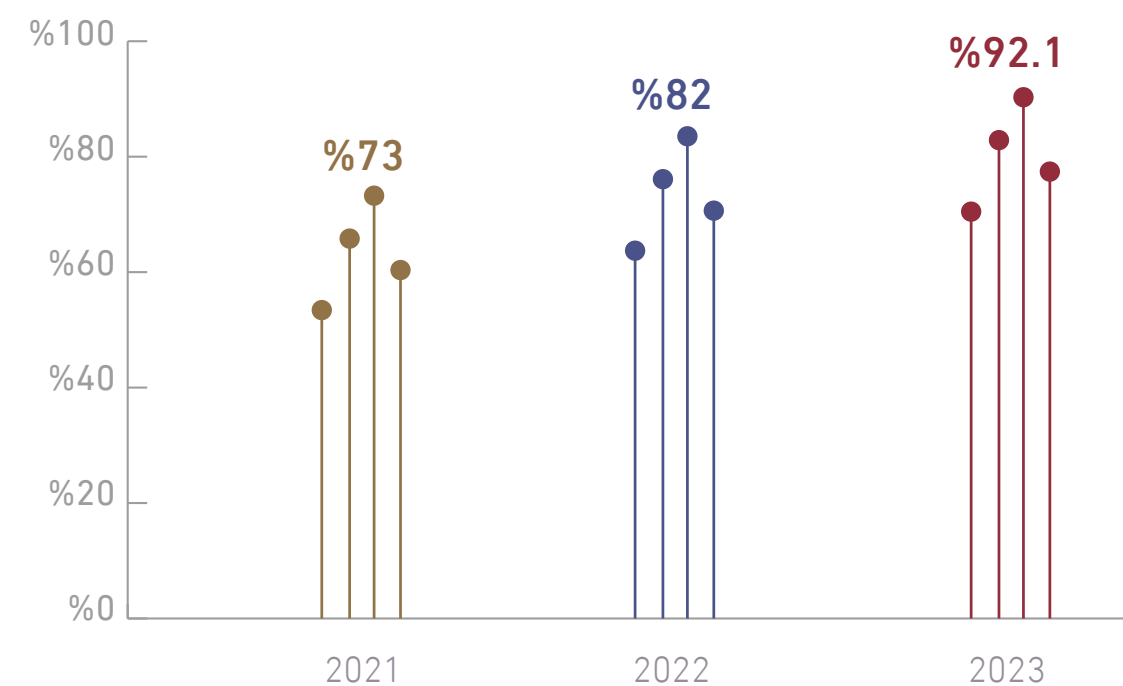


### Happiness results as per Dubai Government's surveys

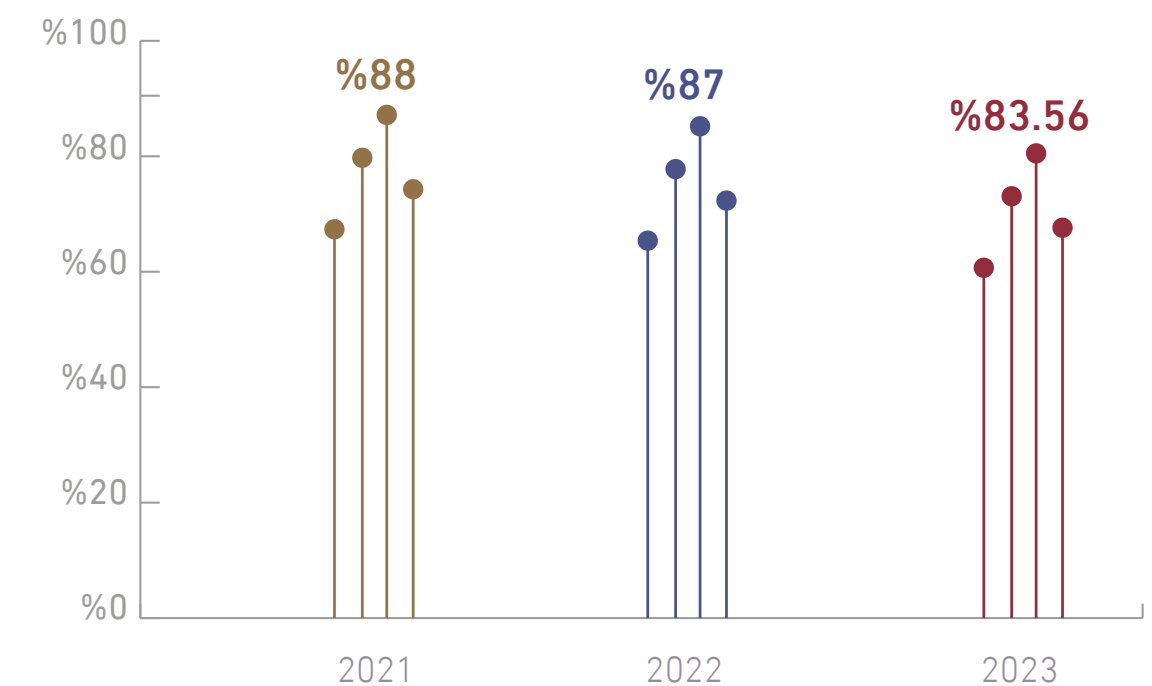
According to the results of the Dubai Government Customer Happiness Survey, a happiness rate of 73% was recorded in 2021, rising to 82% in 2022, and in 2023 the result of the Customer Happiness Study issued by the Executive Council reached

92.1%. As for the results of the Dubai Government Customer Happiness Survey, a happiness rate of 88% was recorded in 2021, falling slightly to 87% in 2022, and in 2023 the result of the Customer Happiness Study issued by the Executive Council reached 83.56%.

Results of Dubai Government Customer Happiness Survey



Results of Dubai Government Employee Happiness Survey



%96

Employees



%96

Customers



%85

Community

2023





## Sustainability at Dubai Courts

Dubai Courts recognizes the importance of achieving the sustainable development goals set by the United Nations and takes this into account when developing and implementing plans for its initiatives on the ground, which are consistent with the UAE's vision to achieve the sustainable development goals. In this context, the role of Dubai Courts is based on launching various initiatives that include programs, activities and councils that support the process of implementing the sustainable development goals and take them forward. Dubai Courts also seeks to participate in reducing the negative environmental impact and constructing sustainable buildings, as environmental specifications have been implemented in the purchasing and contracting processes and the use of green materials, ensuring 100% environmental preservation.

Positive indicators were also achieved with regard to the environmental impact, and positive results related to the strategic indicators in terms of the consumption of paper and inks in accordance with government directives (paperless courts) 100%. Within its new buildings, Dubai Courts implemented sustainability conditions according to standards and requirements through the following:

Planting gardens and utilizing natural lighting in new buildings, in addition to using devices approved by the Emirates Authority for Standardization and Metrology.

Reducing electricity consumption through the use of solar energy, reducing carbon emissions through the use of LED lights, and adhering to building standards according to sustainability specifications by Dubai Municipality.

## Sustainability results

### Energy saving

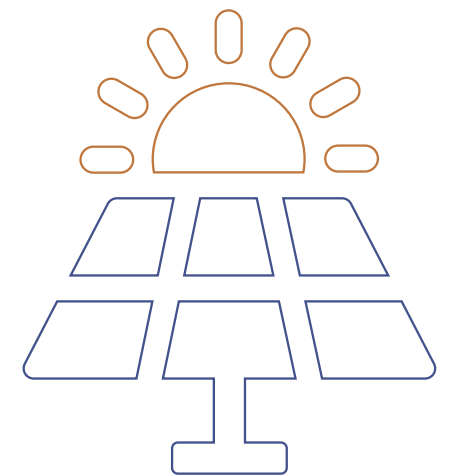
A net reduction of 1,277 luminaires in energy consumption, resulting in a saving of approximately 169,584 kWh.

Year	Old light (Nos)	Power (kW)	Light emitting diode (Nos)	Power (kW)	Savings (kW)
2021	895	64,440	677	21,664	42,776
2022	1,736	124,992	977	31,264	93,728
2023	587	42,264	287	9,184	33,080
<b>Total</b>	<b>3,218</b>	<b>231,696</b>	<b>1,941</b>	<b>62,112</b>	<b>169,584</b>

### Savings of approx. 373 tons in carbon emissions

According to Dubai Electricity and Water Authority, the emissions rate is about 0.367 kg of carbon dioxide per kilowatt hour. Therefore, the savings achieved are equivalent to 373 tons.

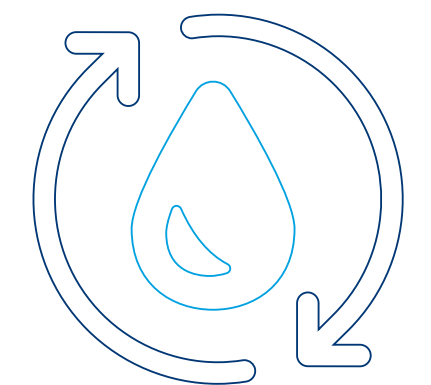
### Total energy saving out of solar panels



### Storage system of water resulting from air conditioning

The storage capacity is about 20 cubic meters per day, which is equivalent to 5,283 gallons that are used in agriculture, thus reducing water consumption.

### Waste water reused for irrigation (gallons) Dubai Municipality's Sanitation Department - Labor Court

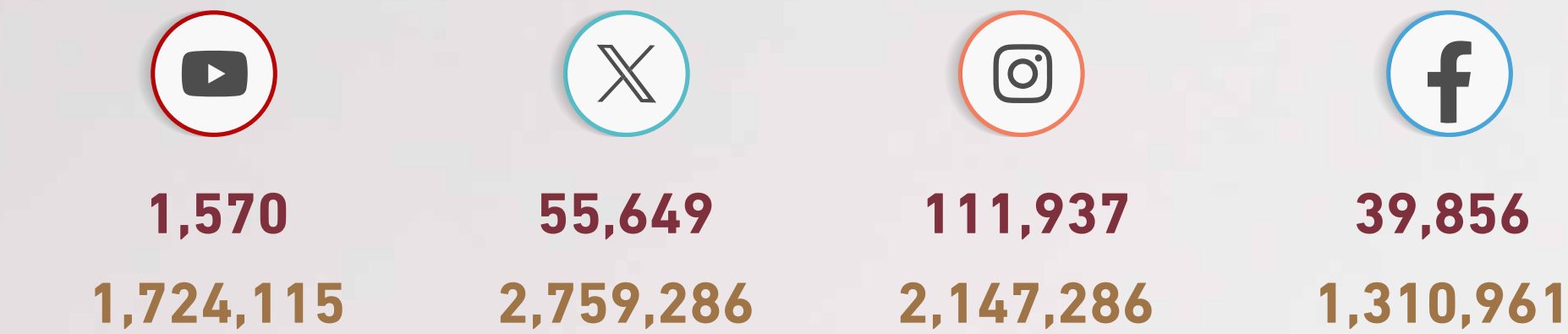




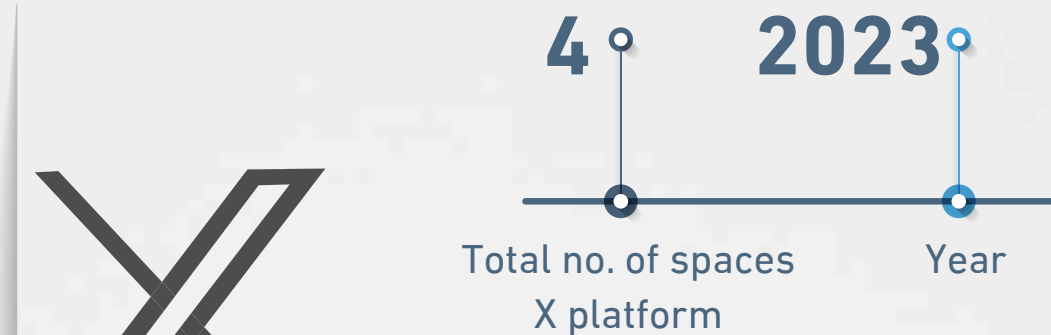
## Effective communication channel with the community

Dubai Courts has effective communication with the community through a variety of major social channels. These channels provide a visible face for communication and interaction with the public, enhancing transparency and effective communication. According to recent statistics, the Dubai Courts page on Facebook has 39,856 followers, while the number of its followers on X platform

is 55,649. Dubai Courts' official Youtube channel has 1,570 followers. The Dubai Courts' Instagram account attracts the attention of a large number of people, as the number of followers reached 111,937 followers in total, while the number of those who benefit from and interact with the content through all the mentioned channels is 7,941,648 people.



### X Spaces monitors reactions



#### Titles of topics posted on X Spaces

- Judgment execution system
- Provisions of engagement and its abandonment
- Management of engineering projects and resulting problems
- Procedures for registering inheritance claims and appealing against judgments

Website [www.dc.gov.ae](http://www.dc.gov.ae)

Dubai Courts account's review on Google Maps **3.4/5**

Followers  
Interactors



## Exceptional performance for the customer complaints system

Dubai Courts excelled in implementing the customer complaints system with exceptional performance during 2023, wherein 39 complaints were successfully processed and closed during, thus reflecting the Courts' ability to resolve issues effectively. It also reiterates the Courts' commitment to responding quickly and effectively to the requirements of customers, further enhancing their confidence in the judicial system.



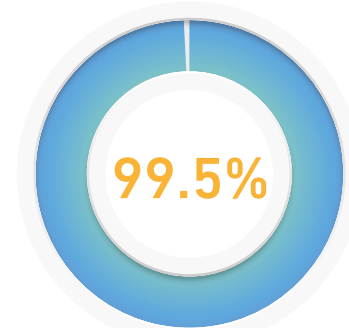
**39**  
No. of actual and close customer complaints for 2023



**99.3%**  
Overall customer happiness rate



**625**  
No. of recorded suggestions



Satisfaction rate

## Performance results of 04 Platform

Through the 04 platform, Dubai Courts recorded a total number of 625 responses. The results of the survey showed that the happiness rate of customers and employees on the platform reached 99.5%, which is a positive performance level compared to the target of 75%.







## Expanding strategic partnerships

Dubai Courts aims to expand the network of partners and enhance cooperation with them, to achieve its goals and vision of providing an advanced and innovative judicial system, as Dubai Courts has a wide network of 89 partners.

The partners are divided into several different classifications, including 61 governmental partners, 28 semi-governmental and private partners, and 17 academic partners. In addition,

there are 48 strategic partners, 28 knowledge partners, one partner in the field of media, and 13 partners in the field of operations.

These strategic partnerships enhance the Dubai Courts' ability to provide distinguished judicial services, and also to enhance cooperation, knowledge exchange, and sustainable development in the judiciary field.

### Partner classification

# 2023

## Government partner

Semi-government and private partner

# 28



# 61

Knowledge partner



# 28

Academic partner

# 17



Media partner

# 1



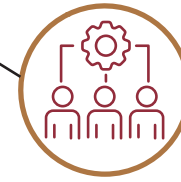
Strategic partner

# 48



Operations partner

# 13







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## General performance indicators of the Courts

- Smart requests
- Publication of judgments
- No. of remote sessions
- Definition of indicators
- First Instance Court
- Appeal Court
- Supreme Court
- Inheritance Court

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## Smart Requests

In 2020, a digital completion rate of 100% was reached according to the definition of the GEIS team, which is the percentage of completion of the transformation on digital channels from the stage of providing the service to its completion for the customer.

In 2023, Dubai Courts saw an increase in the usage of smart requests for various types of claims. According to statistics, a total of 872,414 smart requests were submitted during the year across the Courts.

Dubai Courts stands out in the area of smart requests. For example: A total of 32,005 smart applications were successfully processed in the Appeal Court, while 51,132 applications were processed in the Commercial Court of First Instance, and 33,316 applications were processed in the Labor Court of First Instance.

These numbers reflect the ability of Courts to streamline operations and improve the efficiency of judicial work, as a result of the increased demand for the use of smart requests. Thanks to this advanced technology, faster and more effective services are provided to customers, which contributes to achieving greater customer happiness.

## Smart Requests

Court of First Instance  
Center for Amicable  
Settlement of Disputes

10  
30,275  
2,769

Civil Court  
of First Instance

-  
9,713  
1,005

Commercial Court  
of First Instance

9  
51,132  
2,772

Labor Court  
of First Instance

-  
33,316  
2,010

Real Estate Court  
of First Instance

-  
5,920  
707

Personal  
Status Court

-  
30,784  
989

Execution Court

29  
654,997  
53,759

2  
32,005  
2,621  
Appeal Court

-  
8,330  
1,123  
Supreme Court

Total of the Smart  
Requests

50  
872,414  
67,755

3  
15,942  
385  
Inheritance Court

○ The assigned smart requests  
○ The accomplished smart requests  
○ The refused smart requests

\* Assigned requests depend on the status of the requests being confirmed that the request has been submitted and is under review



## Publication of judgments on Dubai Courts website

Statistics were published on Dubai Courts' website showing the number of judgments issued in 2023. The total judgments per court are listed below:

### Judgment publication statistics on Dubai Courts website 2023

**TOTAL**  
**29,346**

Commercial Court of First Instance

**3,554**

Civil Court of First Instance

**2,721**

Labor Court of First Instance

**12,701**

Real Estate Court of First Instance

**1,248**

Appeal Court

**6,587**

Supreme Court

**2,535**

## No. of remote sessions, detailed as per the services catalog

Court	No. of remote sessions	No. of in-person sessions	Total no. of sessions	Ratio of remote adjudication
Supreme Court	580	0	580	100%
Appeal Court	1,491	0	1,491	100%
Civil Court of First Instance	676	47	723	93.5%
Commercial Court of First Instance	1,431	0	1,431	100%
Labor Court of First Instance	1,395	2	1,397	99.85%
Real Estate Court of First Instance	673	0	673	100%
Personal Status Court	988	38	1,026	96.3%
Execution Court	205	0	205	100%
Inheritance Court	66	15	81	81.5%

Circuits	No. of remote sessions	No. of in-person sessions	Total no. of sessions	Ratio of remote adjudication
Case management circuits- challenges	224	20	244	91.8%
Case management circuits- appeals	2,339	0	2,339	100%
Case management circuits- first instance	3,681	0	3,681	100%
Case management circuits- inheritance	136	0	136	100%
Settlement Center Dispute Grievance circuits	50	0	50	100%
Amicable settlement of disputes	2,312	143	2,455	94.17%
Personal status settlement circuits	791	3	794	99.6%
Family Conciliation and Guidance circuits	1,606	1,057	2,663	60.3%
Social worker circuits	0	186	186	0%
Special judiciary committees	188	177	365	51.5%





Total no. of sessions (courts + circuits)	No. of remote sessions	No. of in-person sessions	Total no. of sessions	Ratio of remote adjudication
	18,832	1,688	20,520	91.8%

#### Completed civil claims

Court	No.
First Instance Courts	36,468
Appeal Court	13,483
Court of Supreme	4,919

#### Completed criminal cases

Court	No.
First Instance Courts	33,473
Appeal Court	10,059
Court of Supreme	1,048

#### Definition of Indicators

Indicator	Definition
Average waiting time to first session per day	Average no. of days from registration to first hearing
Cases circulating for over one year	The lawsuits which have been registered since more than a year and they are still heard
(Age of circulating cases (rate of cases over two years	The lawsuits which have been registered since more than two years and they are still heard
Rate of verdict term from first hearing	Duration of case circulation from first hearing date to verdict issuance
General adjudging rate	Percentage of the issued judgments comparing to the registered lawsuits during the year
Minor verdict accuracy rate	Average no. of verdicts (minor) upheld of appealed verdicts
Major verdict accuracy rate	Average no. of verdicts (major) upheld of appealed verdicts
Rate and age of circulating cases, personal status- Muslims (over one years)	The lawsuits which have been registered since more than a year and they are still heard
Rate and age of circulating cases, personal status- non-Muslims (over one years)	The lawsuits which have been registered since more than a year and they are still heard
Judicial productivity	Rate of number of judgments issued by the judge during the year
General rate of the execution period from date of completion of announcement	Number of days from date of completion of announcement divided by number of execution lawsuits
Payment orders indicators	Average time required for issuing the payment order and enforcement of the commercial contracts from the registration to issue of the order





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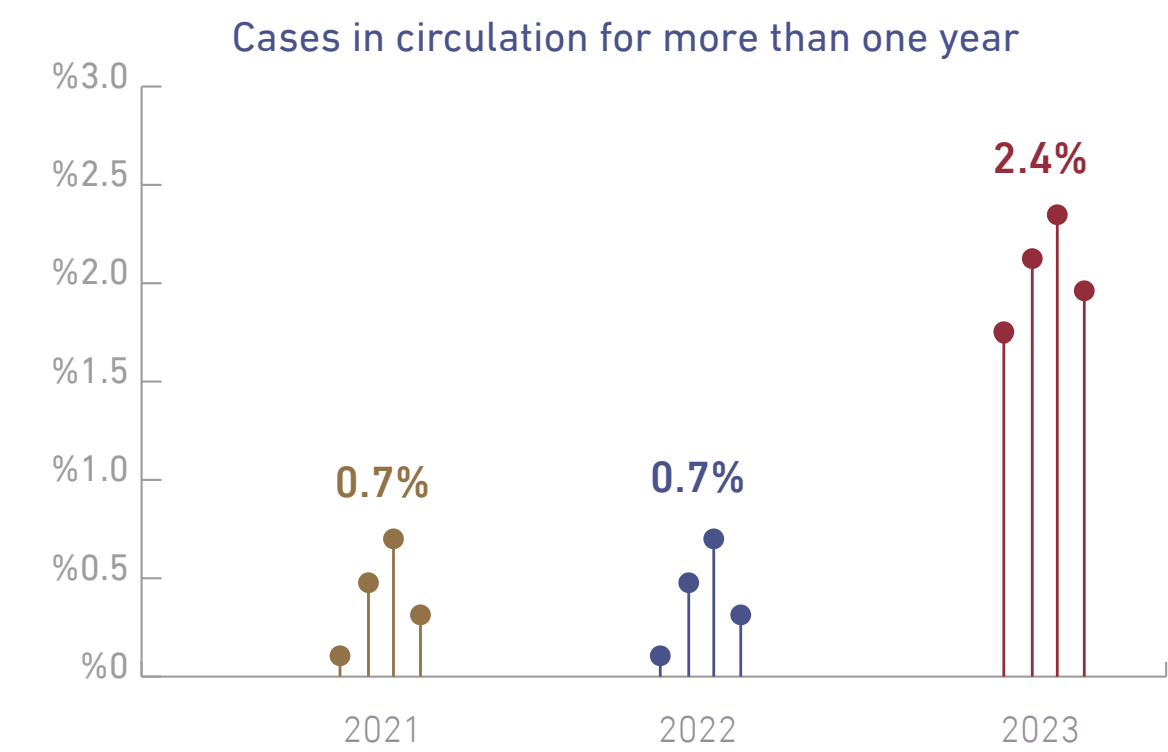
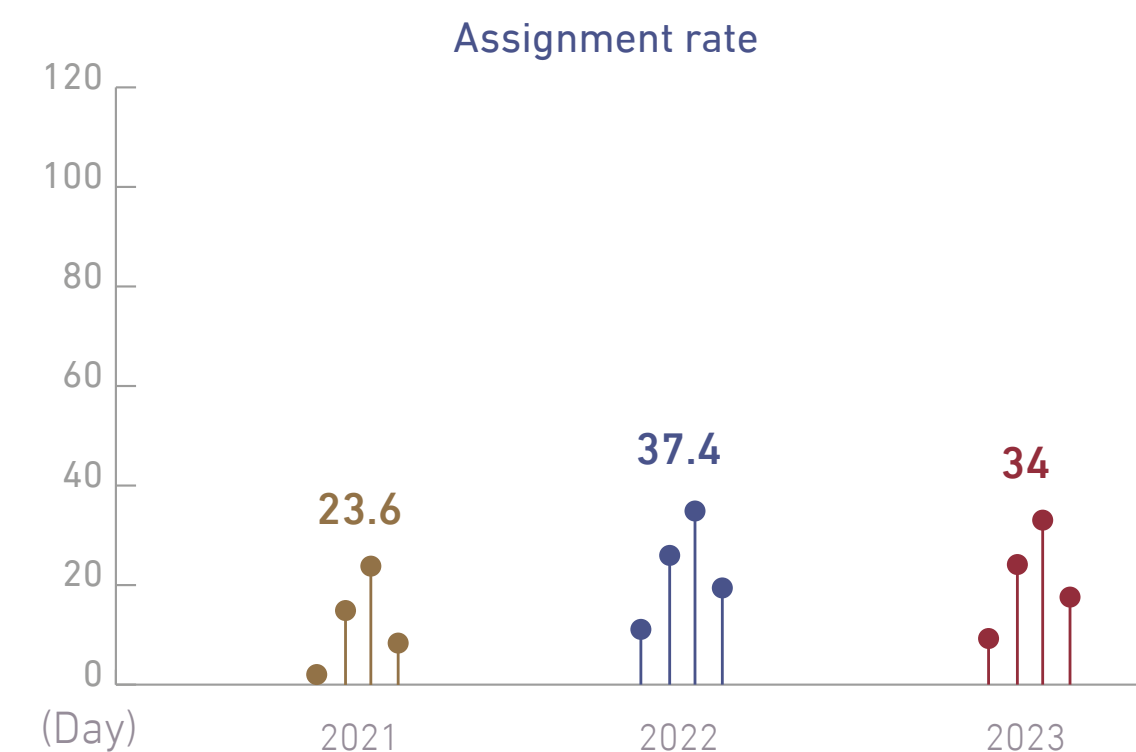
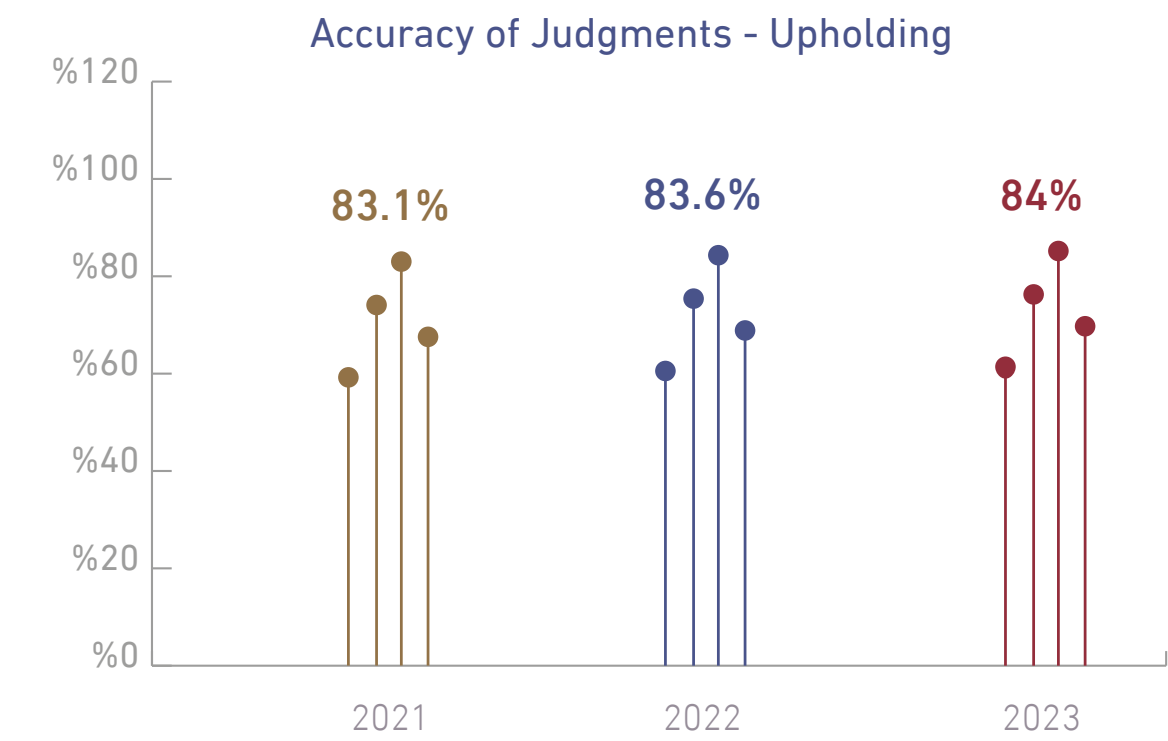
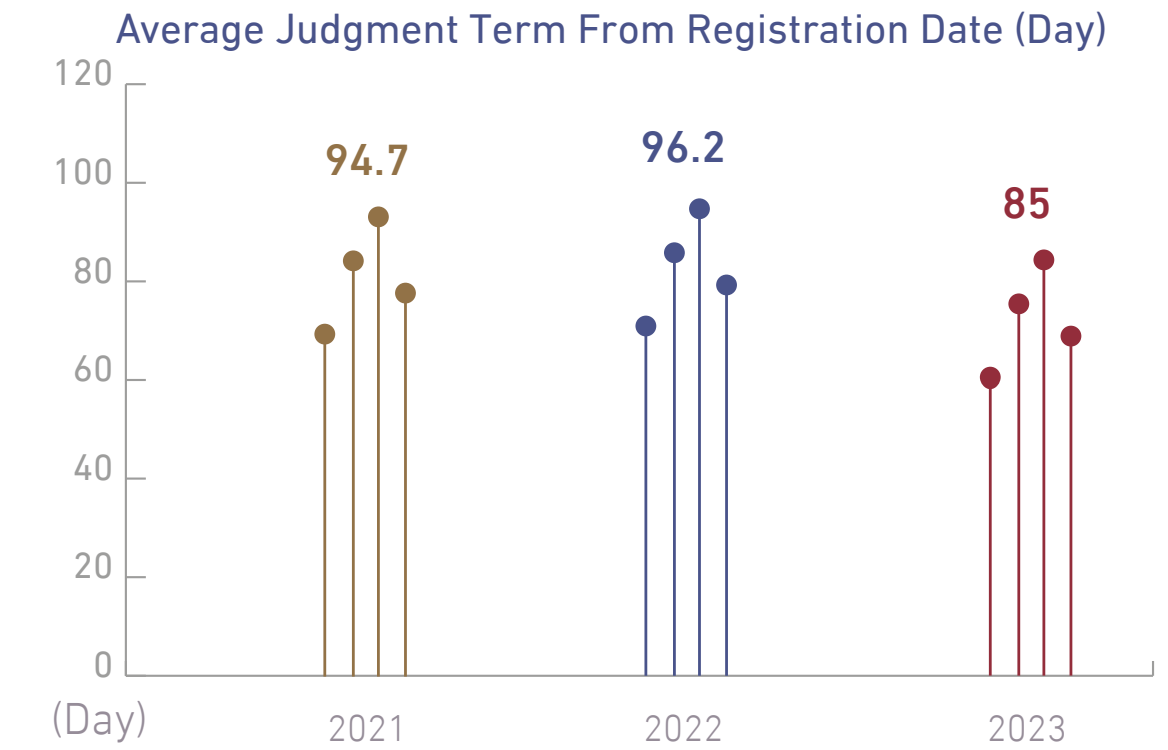
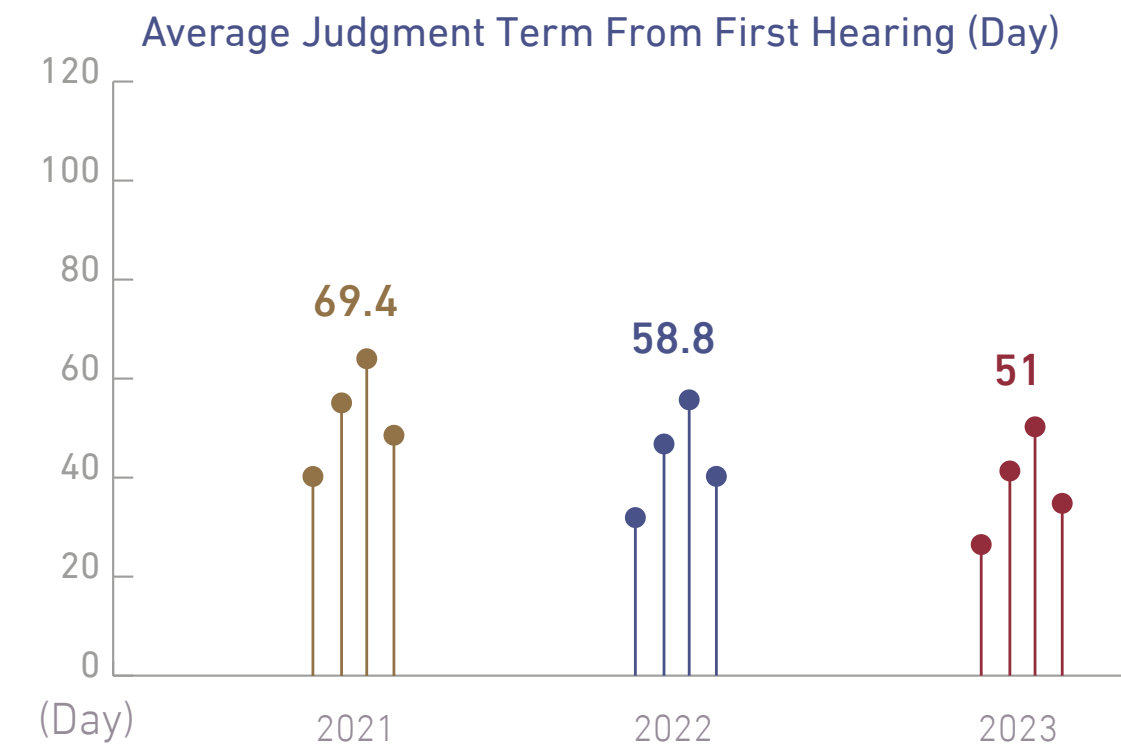
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His Excellency Judge  
**Khalid Yahya Alhosani**  
Chief Justice of Courts of First Instance

### First Instance Courts: Improving the efficiency of internal performance and raising productivity

First Instance courts monitor their performance through judicial scorecards and the "Rased" system for judicial work indicators, which provides a unified tool to enhance institutional governance, ensuring the achievement of strategic objectives, increasing the effectiveness and excellence of key processes, improving the efficiency of internal performance and raising productivity, through understanding and following up on actual results in a comprehensive, sequential, integrative and interconnected manner, from the strategic level to the operational level, all the way to the level of performance of each judicial district and each judge. The system has recorded high performance rates in its indicators during the year 2023.



2023





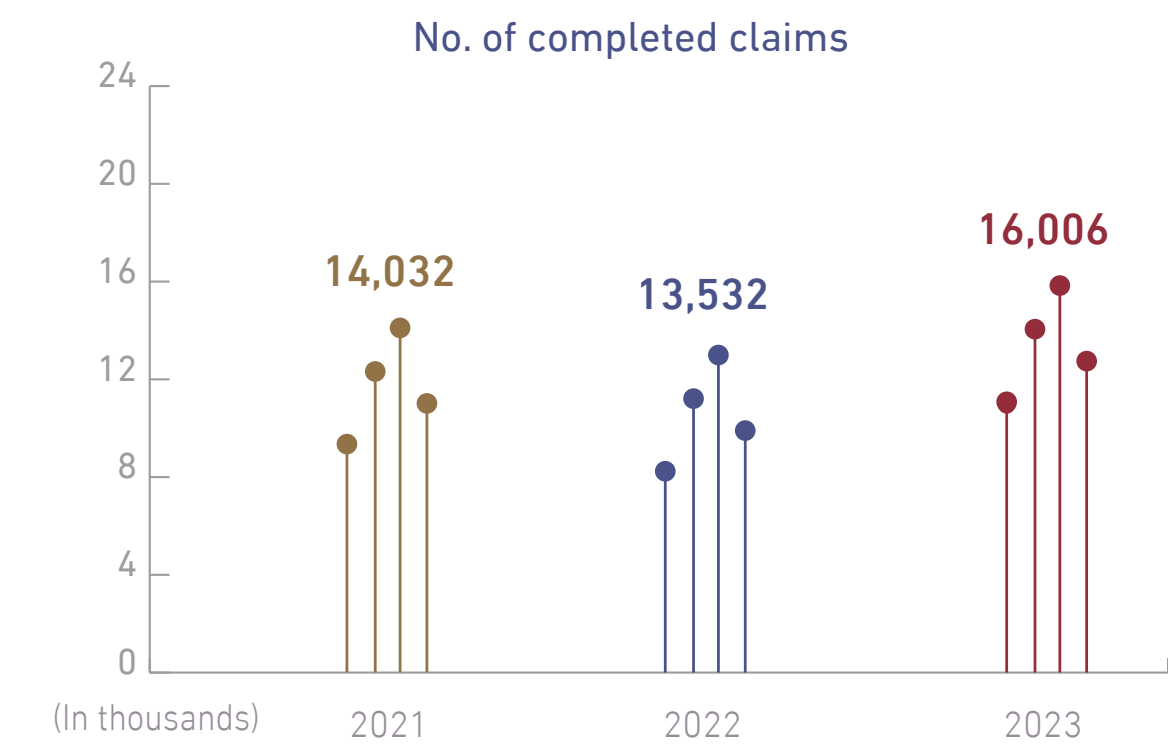
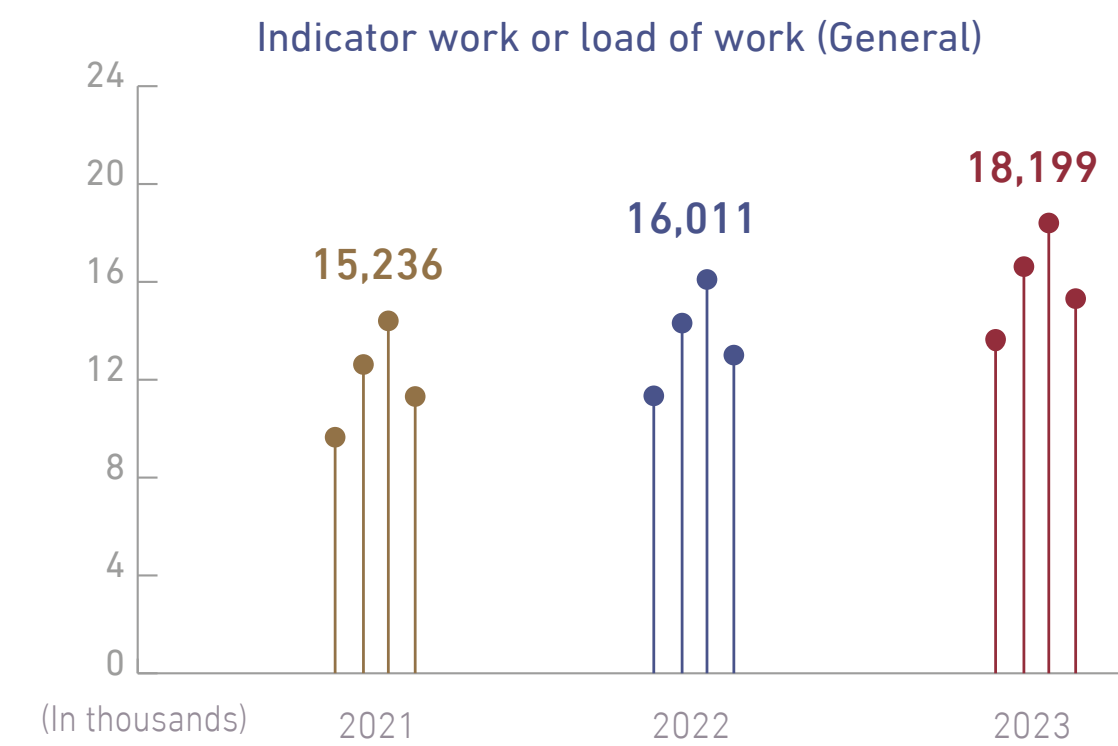
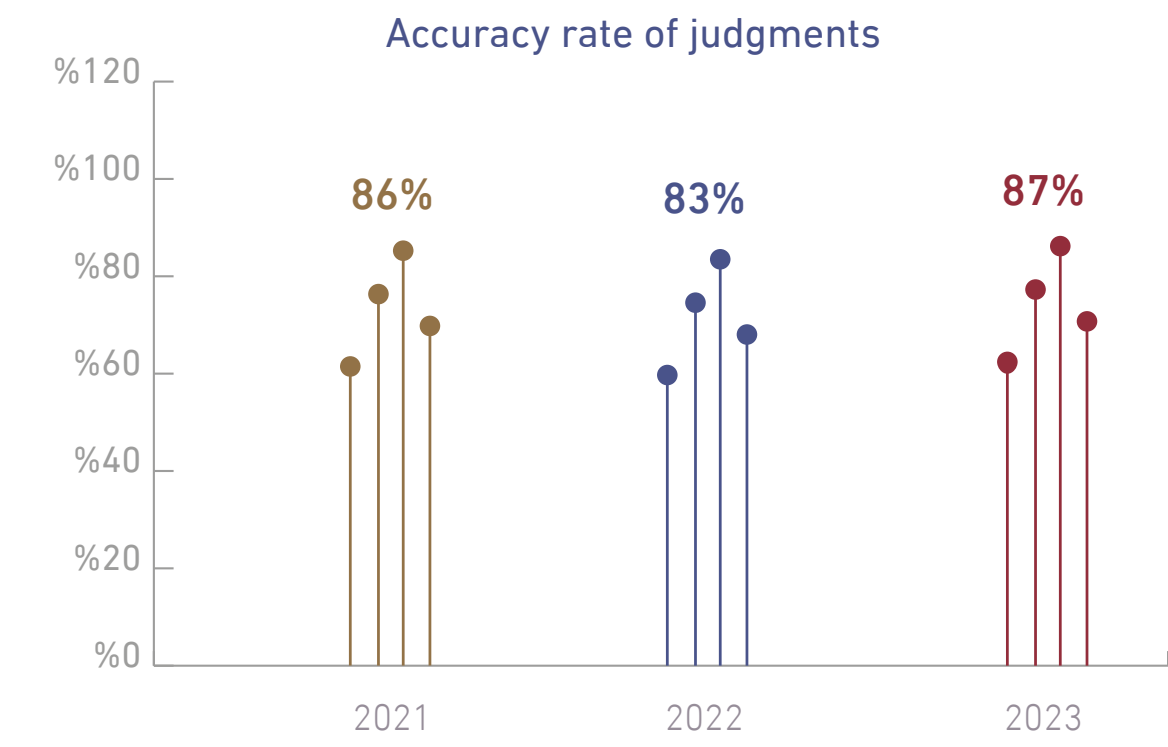
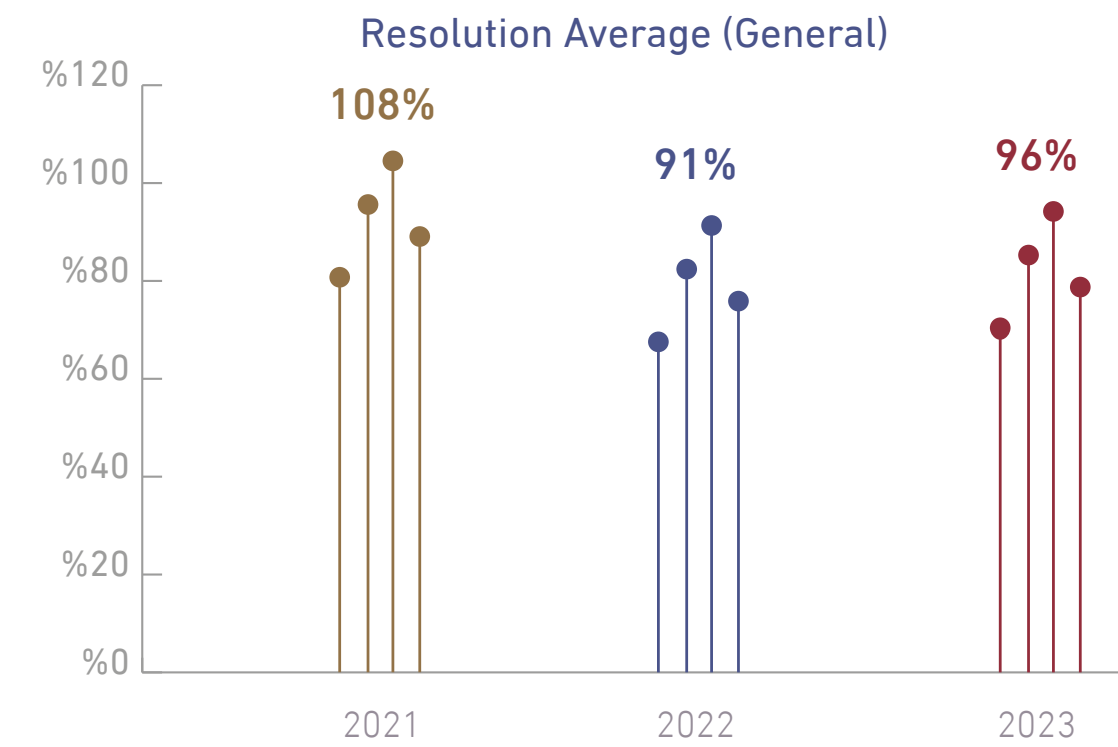
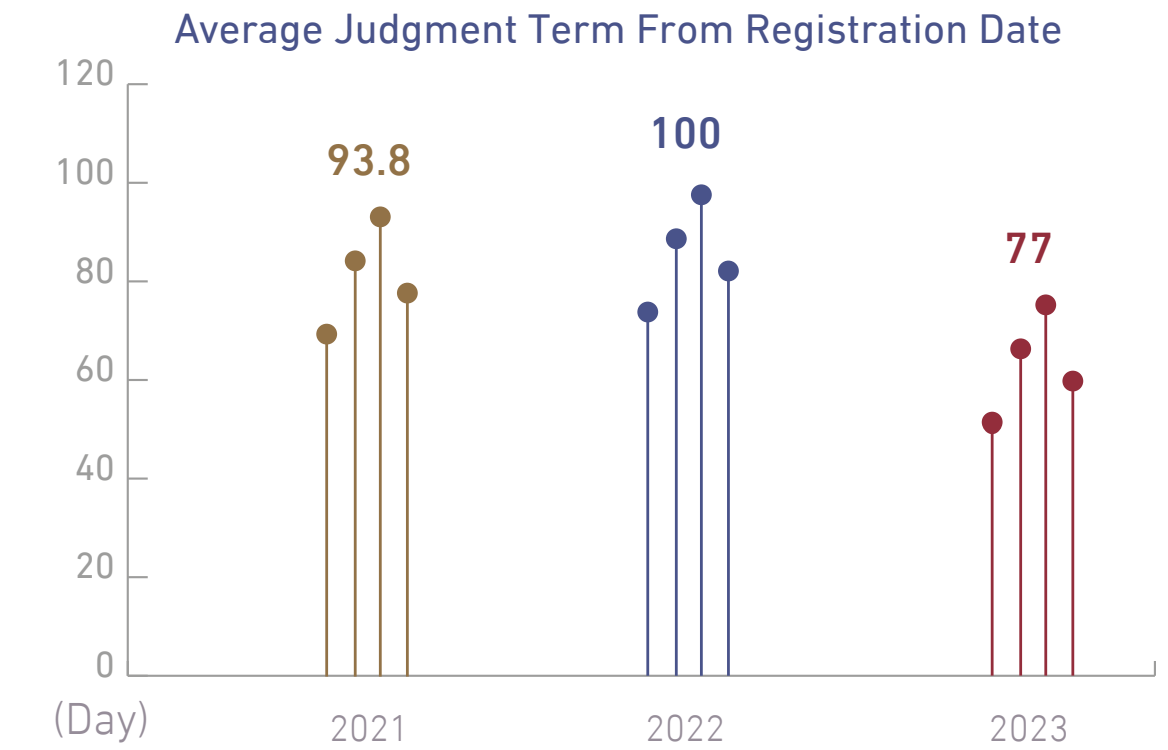
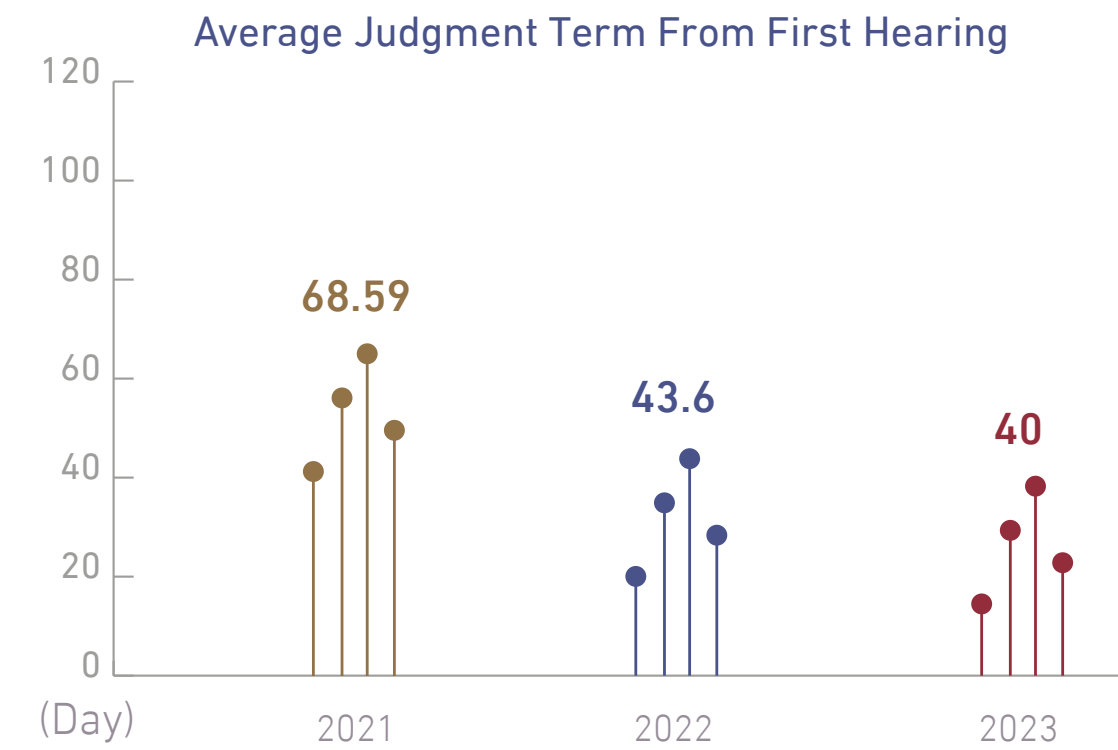


His Excellency Judge  
**Jamal Salem Aljabri**  
Chief Justice of Labour Courts  
of First Instance

### Labour Court of First Instance

A specialized court within the First Instance Court Headed by a chief who administratively reports to the President of the First Instance Court

The Labor Court of First Instance has jurisdiction to consider all claims arising from the application of the provisions of the laws and regulations concerning labor relations (Federal Law No. 8 of 1980 and its amendments, Federal Decree-Law No. 33 of 2021 concerning the regulation of labor relations, Federal Law No. 10 of 2017, and Decree-Law No. 9 of 2022 regarding Domestic Service Workers), which are the claims filed by the worker against the legal and natural employer in the private sector, regarding his rights resulting from the contractual association, under the mentioned Law Regulating Labor Relations and the Domestic Service Workers Law, or those filed by the employer against the worker and the counter-claims from both parties.







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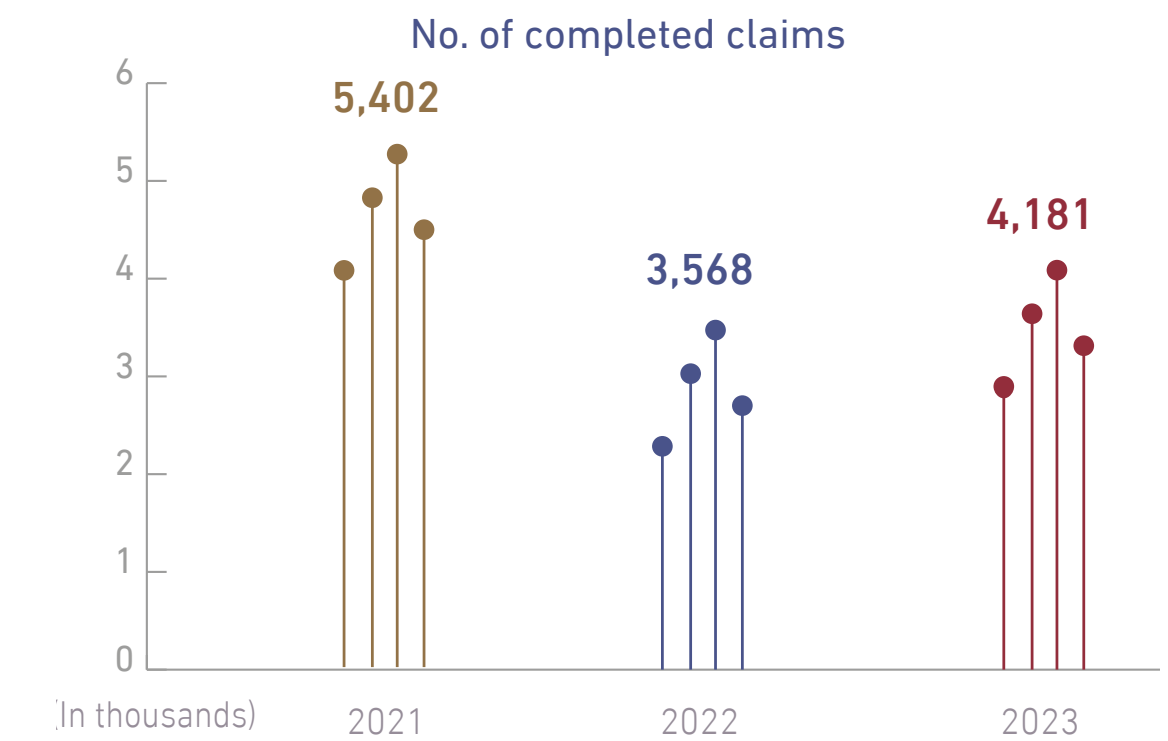
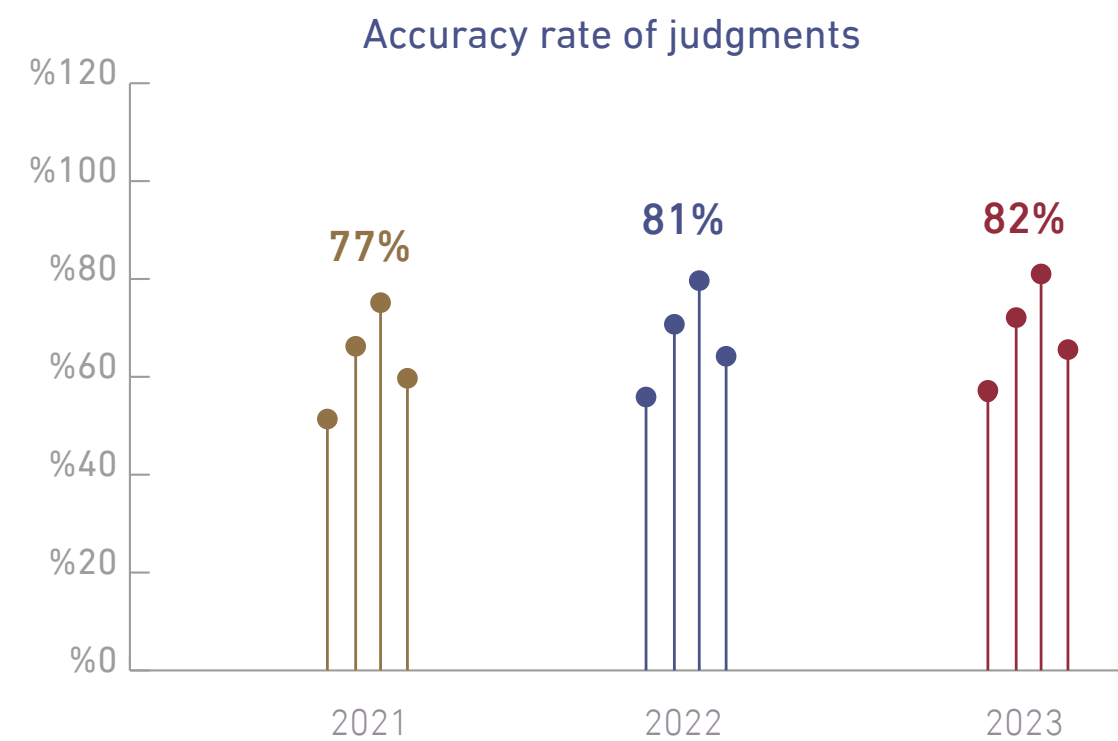
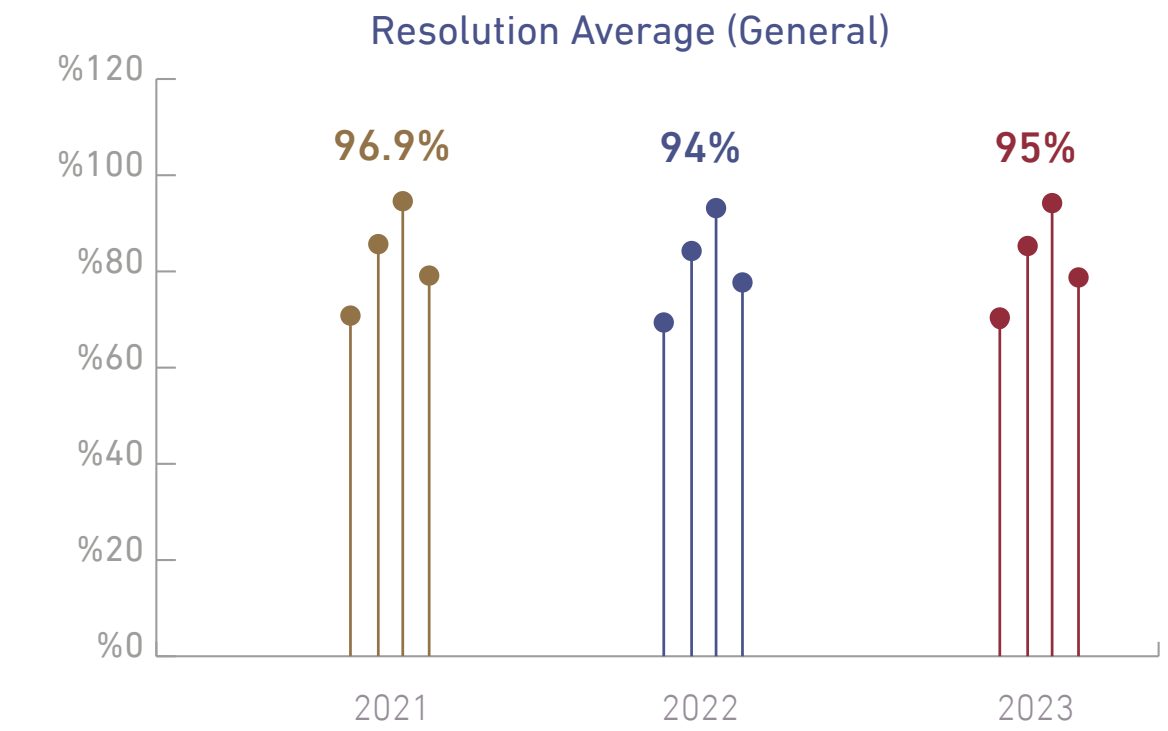
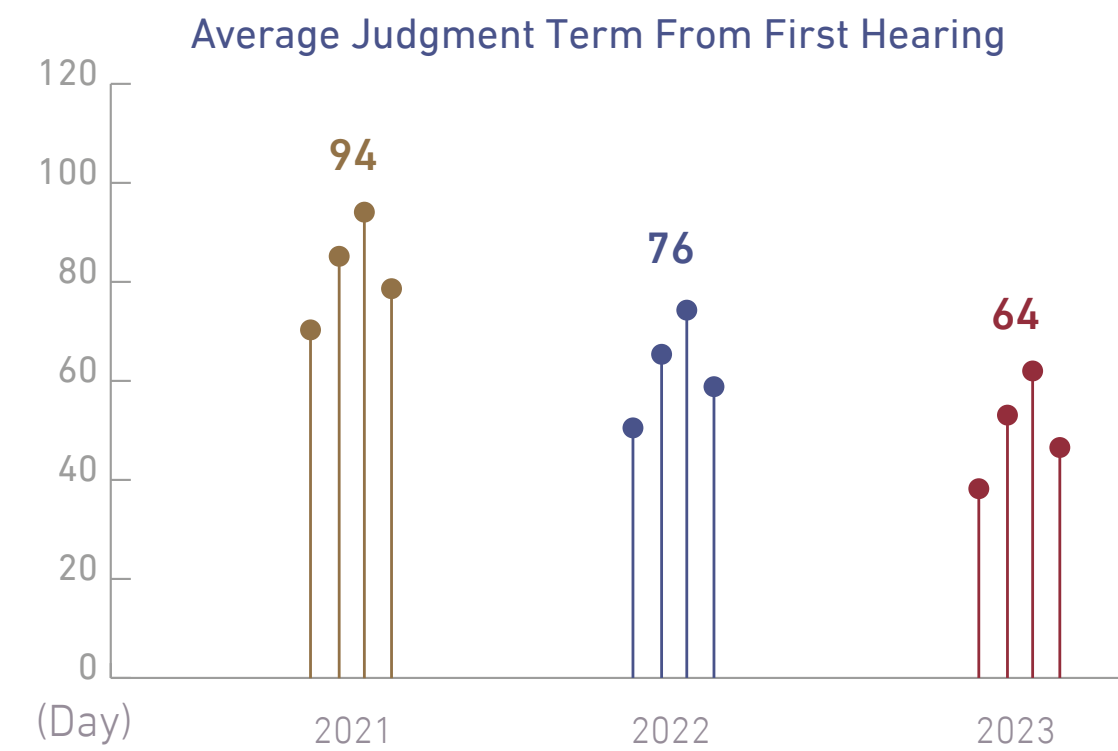


His Excellency Judge  
**Mohammed Obaid Al-Mutawa**  
President of the Personal Status Court

### Personal Status Court

A specialized court under the First Instance Court. It is managed by the President of the Personal Status Court, who administratively supervises a number of judges specialized in personal status law.

This court specializes in family claims of all types, such as personal status claims for Muslims and non-Muslims, inheritance claims for Muslims and non-Muslims, financial status claims for Muslims and non-Muslims, and issuing rulings and decisions in relevant requests and disputes, in addition to the court's exclusive jurisdiction over the issuance of Sharia certificates (Ishhadaat). attestations and notifications. The court also relies, in accordance with the Personal Status Law, before filing a claim, on alternatives to litigation for reconciliation and settlement between spouses and family members, by ratifying family agreements issued by the Family Guidance Department and exit and reconciliation agreements between heirs issued by the Settlements Department. Also within its jurisdiction, it supervises the work of marriage officials registered in the Emirate of Dubai and ratifies marriage contracts that they conclude outside the court.



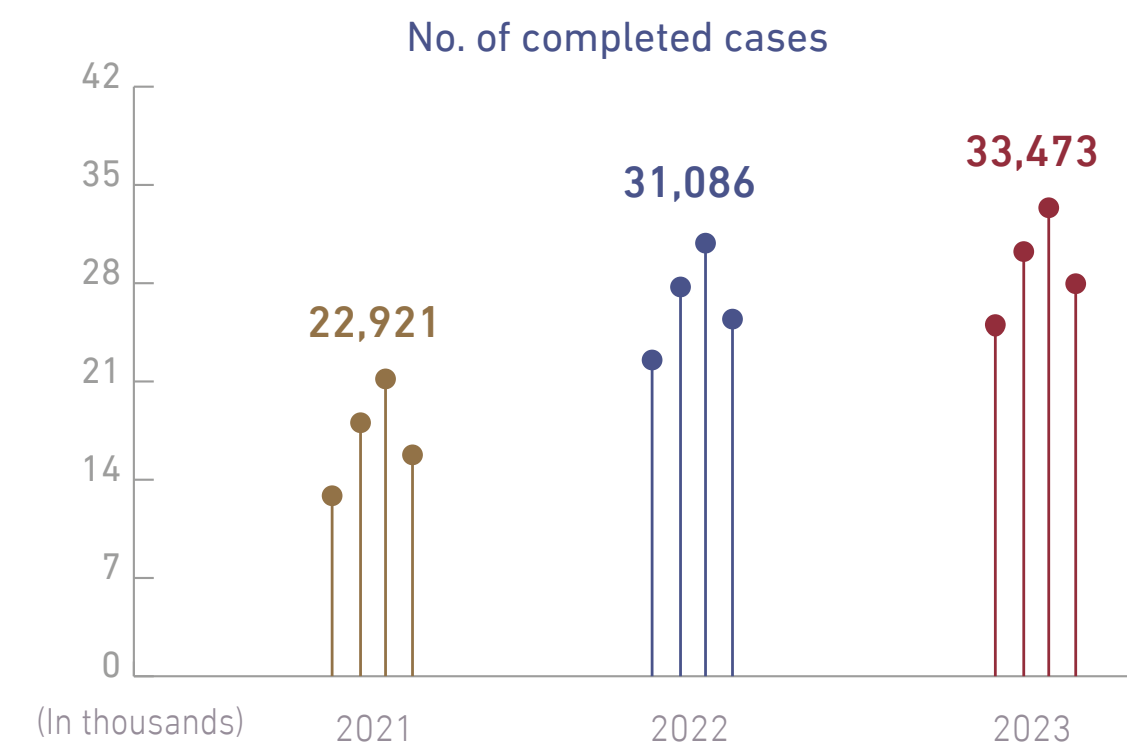
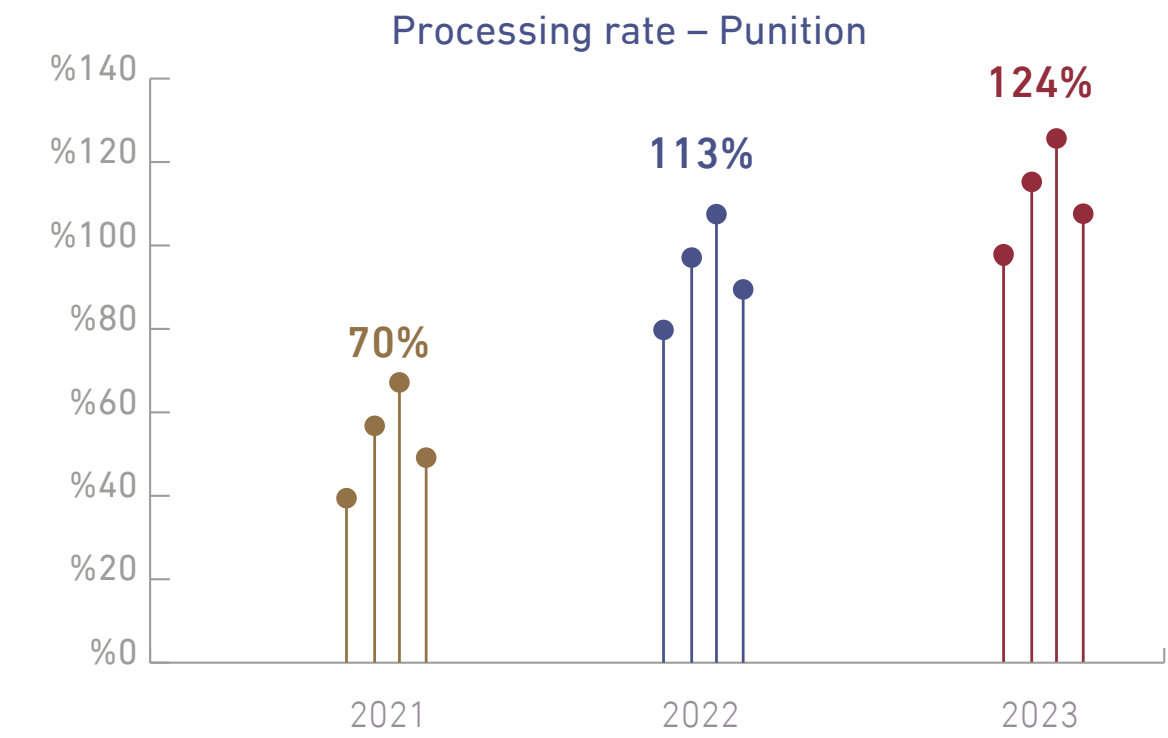
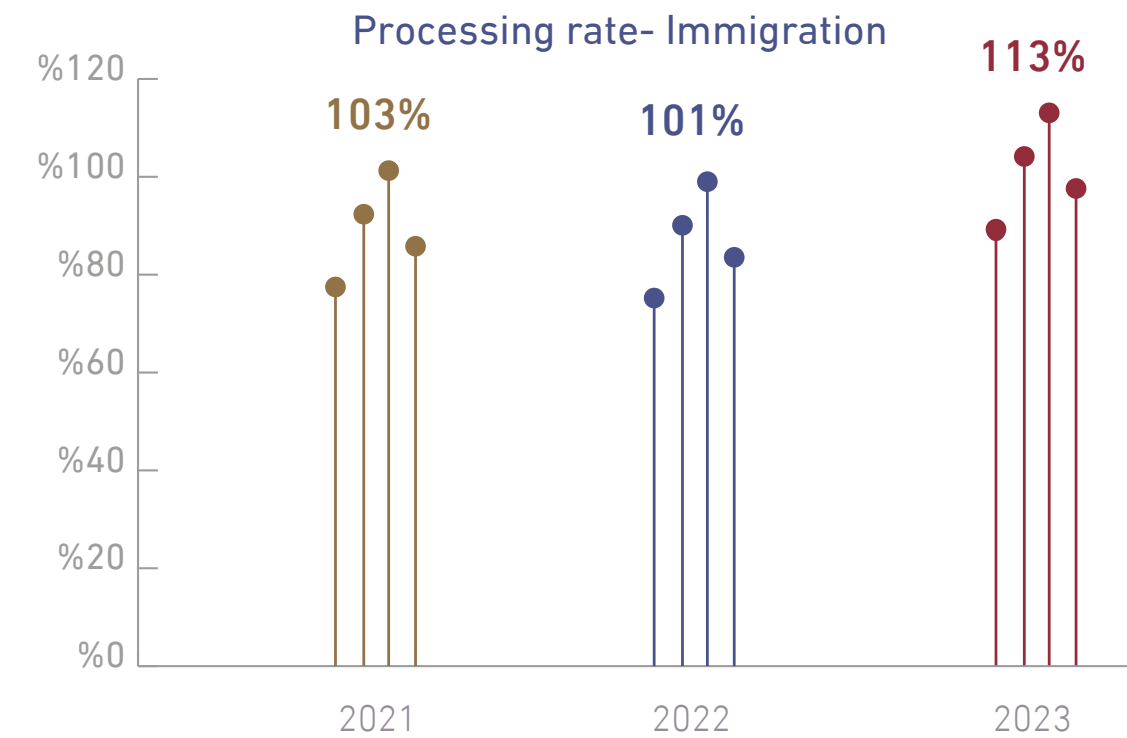
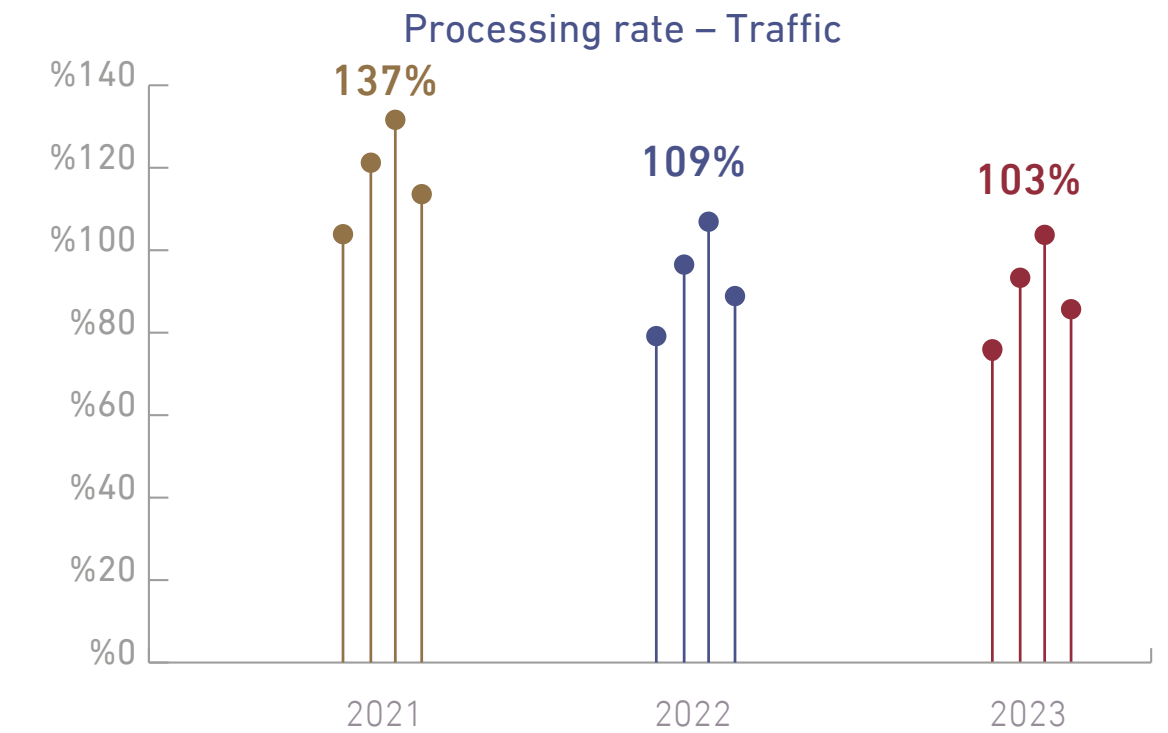
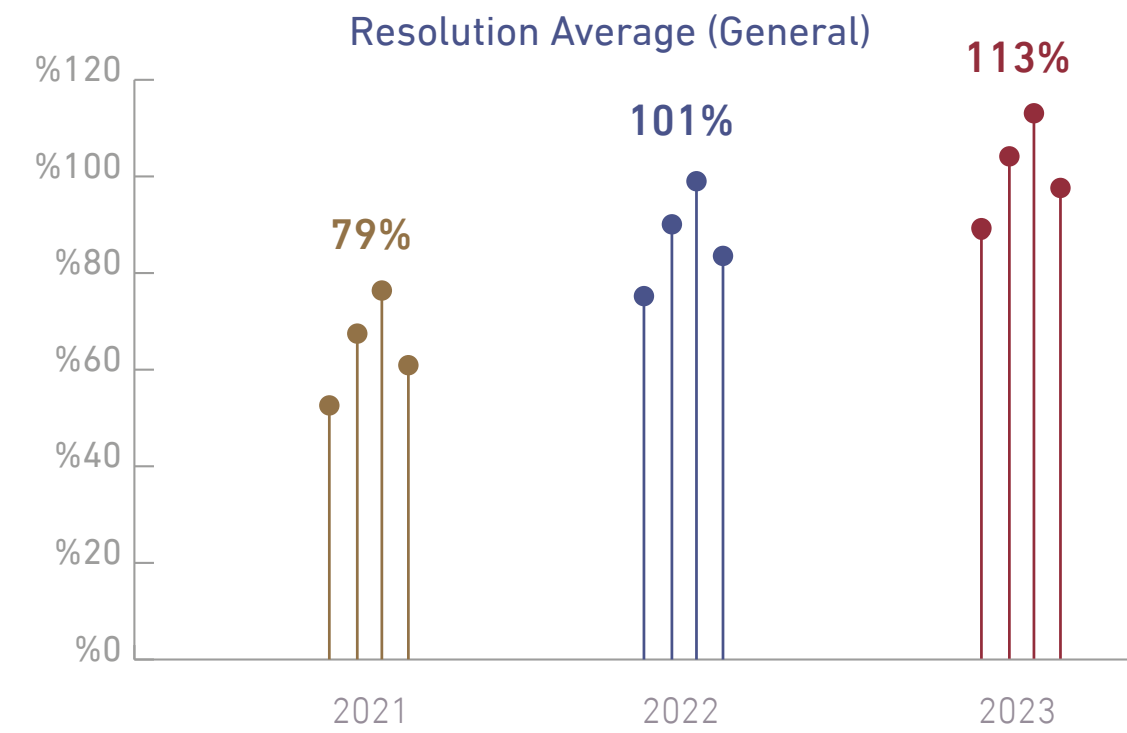




His Excellency Judge  
**Dr. Abdullah Saif Al Shamsi**  
Chief Justice of Criminal Court  
of First Instance

### Criminal Court of First Instance

A specialized court within the First Instance Court, headed by a chief who administratively reports to the President of the First Instance Court. It specializes in hearing all criminal cases, including felonies, misdemeanors, and violations of all kinds, and includes traffic cases, immigration and residency claims, and juvenile and family claims.







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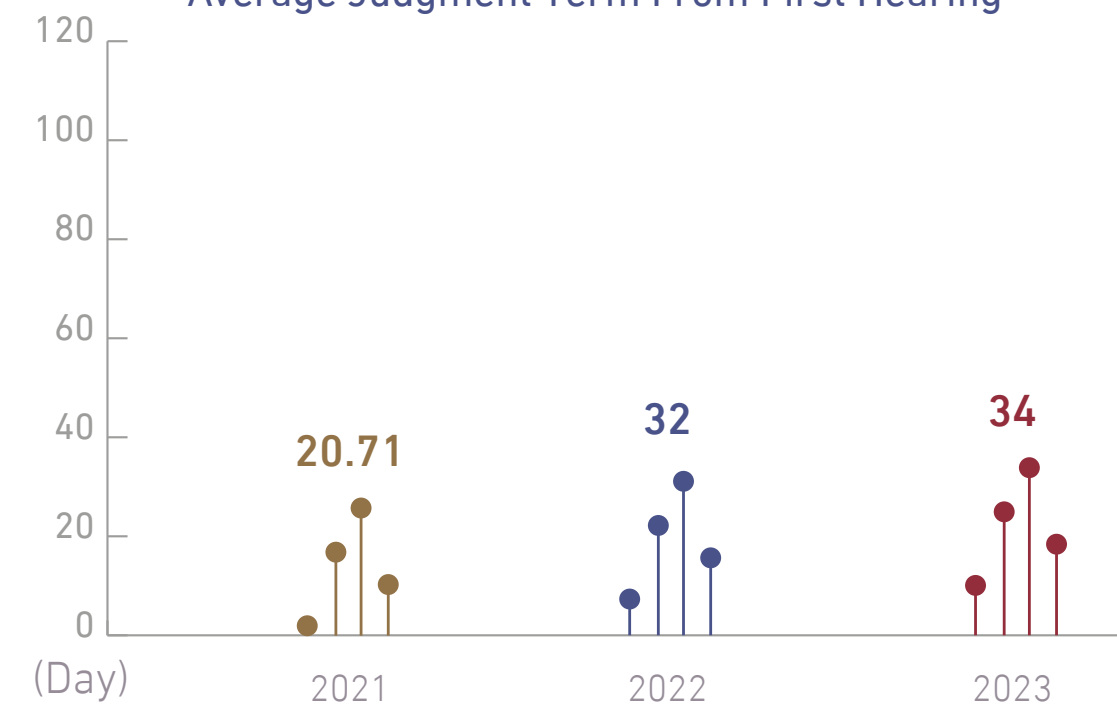


His Excellency Judge  
**Abdullah Ahmad Alkaytoob**  
Chief Justice of Civil Courts  
of First Instance

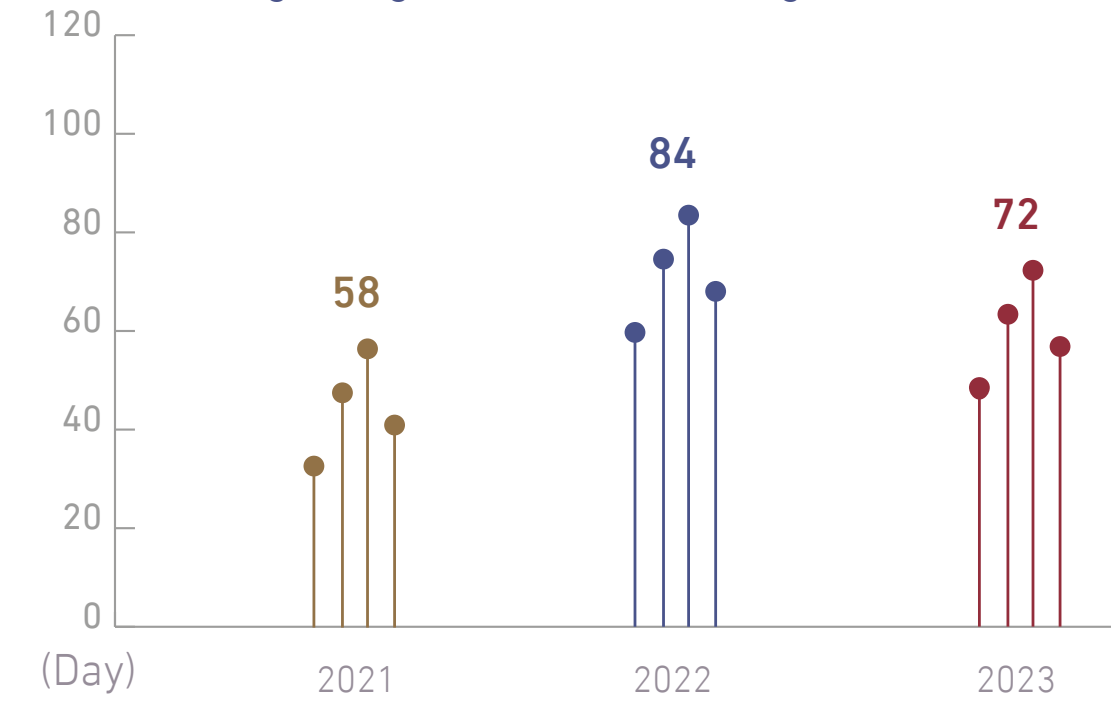
### Criminal Court of First Instance

One of the seven specialized First Instance courts. It specializes in cases that do not fall within the jurisdiction of other specialized courts, including claims for compensation, accidents, medical errors, and appeals against the decisions of insurance committees. It also specializes in claims related to the administrative judiciary and insolvency requests. Its circuits are composed of civil circuits of first instance, composed of a single judge, and shall have jurisdiction over all civil claims, regardless of their value.

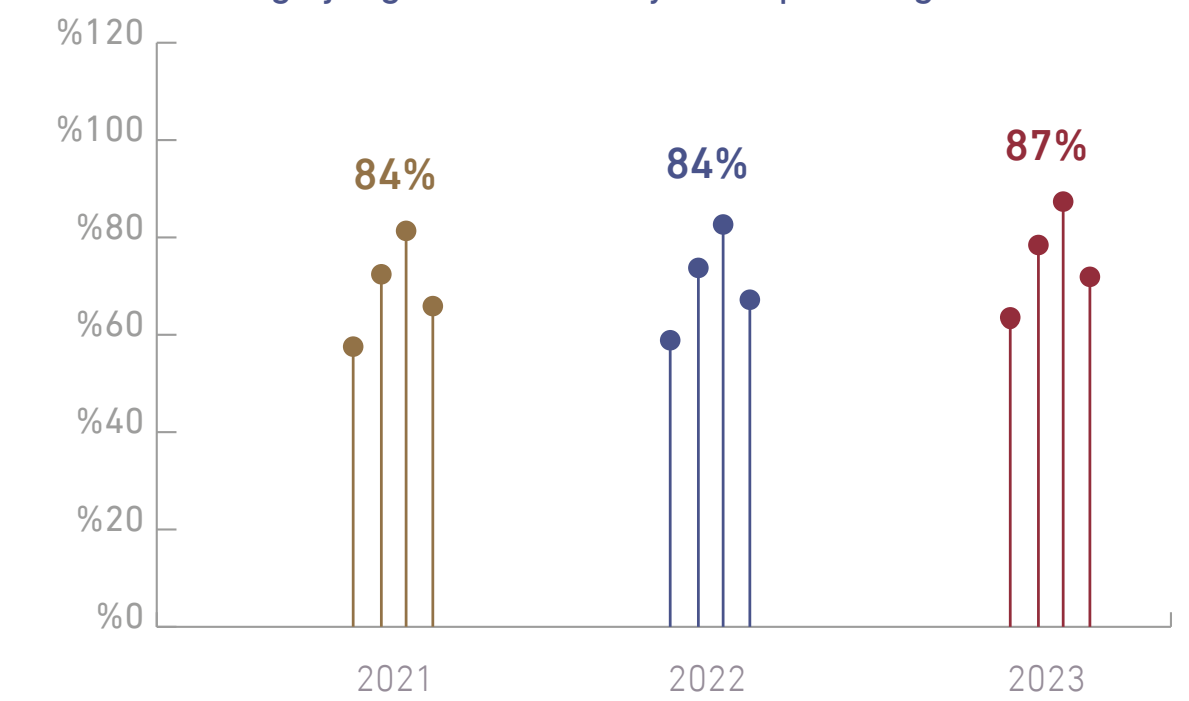
### Average Judgment Term From First Hearing



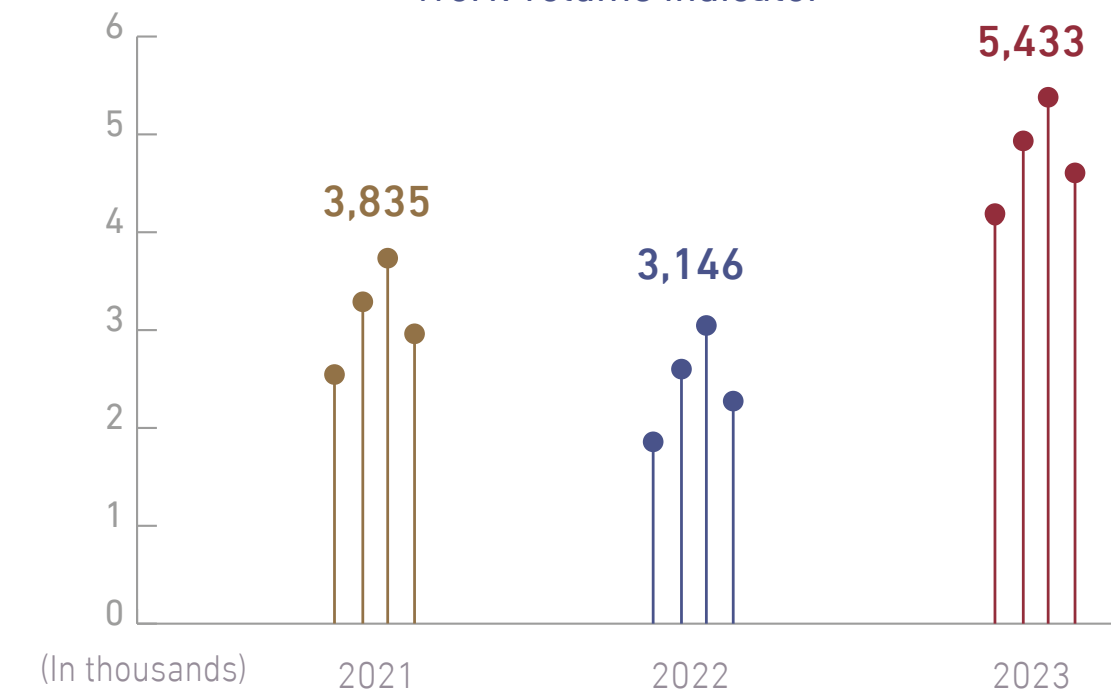
### Average Judgment Term From Registration Date



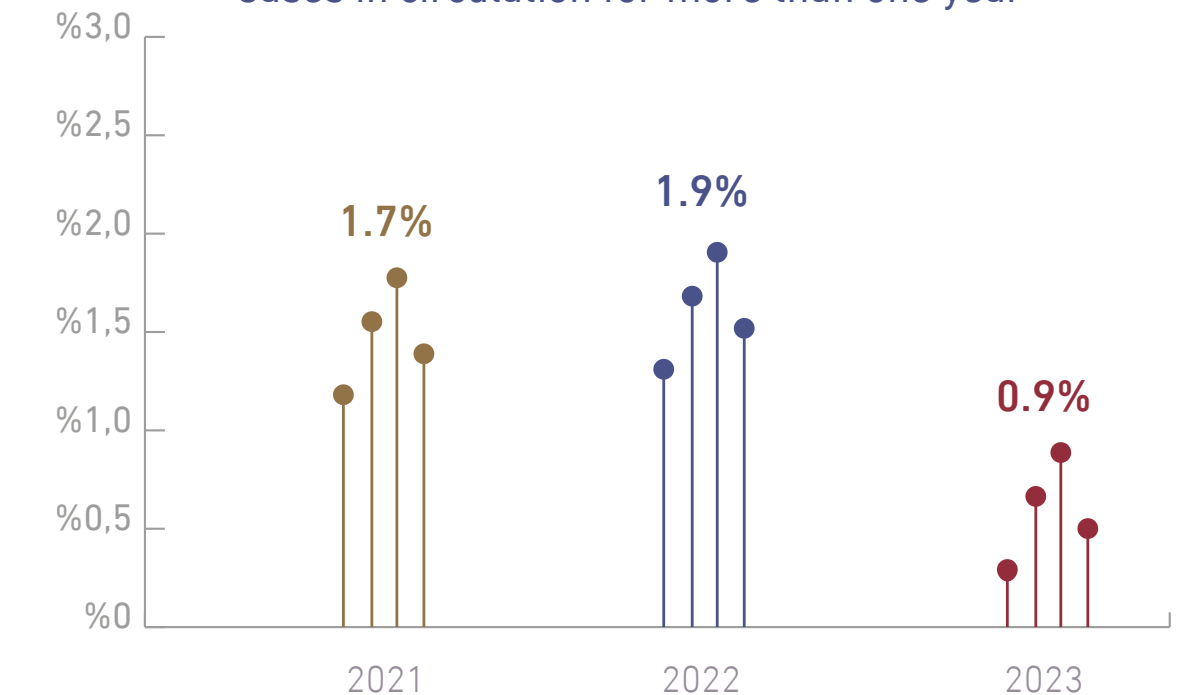
### Average judgment accuracy and upholding indicator



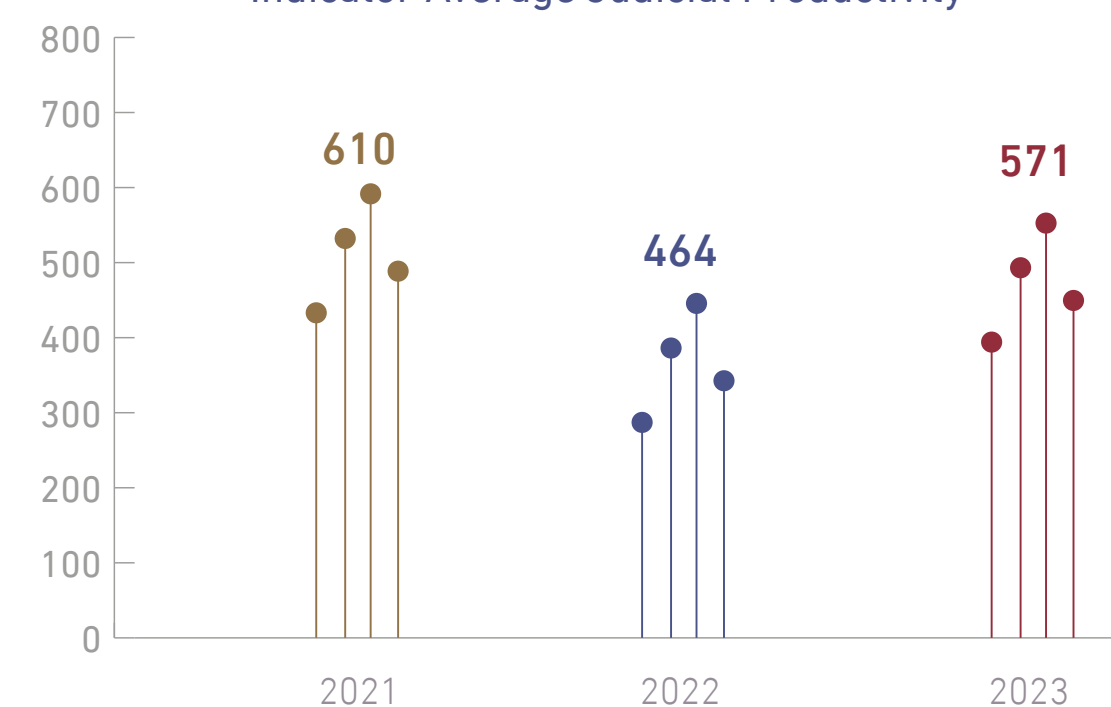
### Work volume indicator



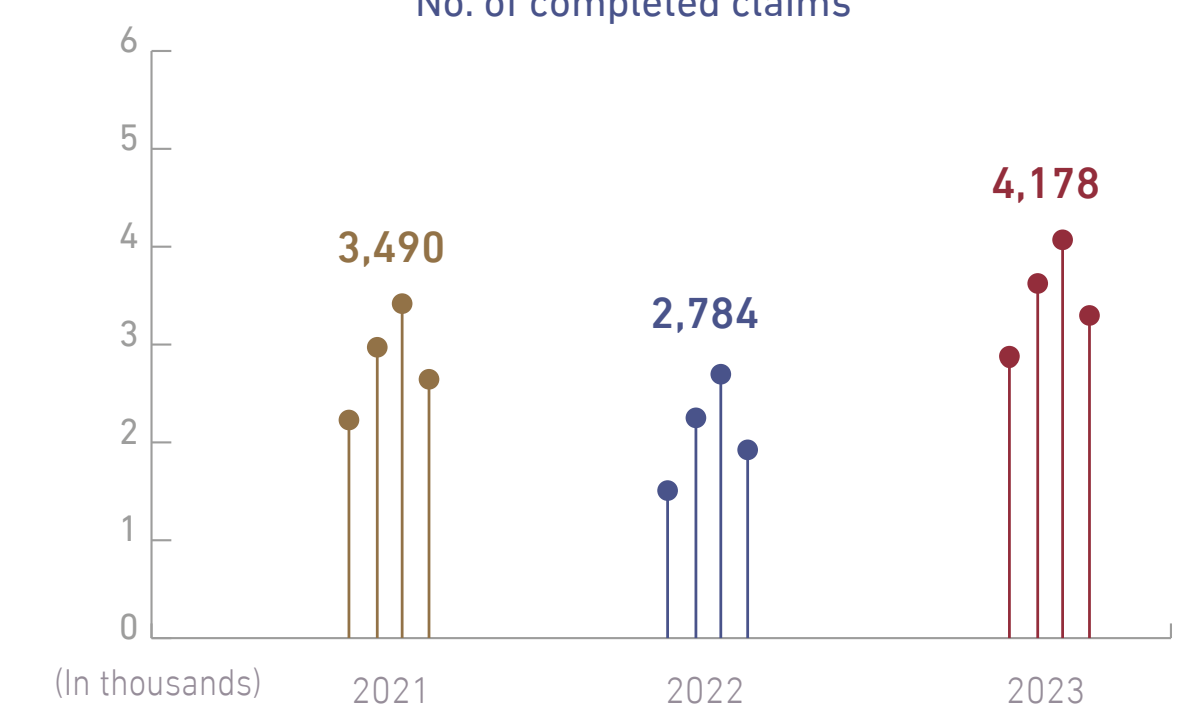
### Cases in circulation for more than one year



### Indicator Average Judicial Productivity



### No. of completed claims



2023





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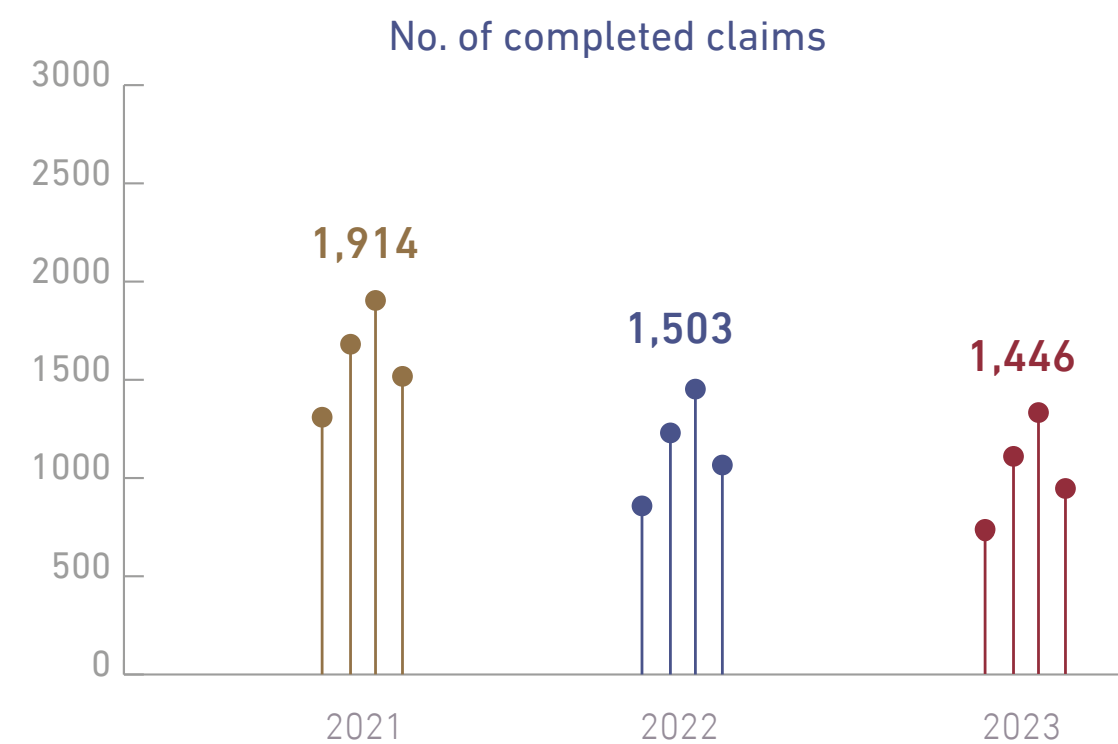
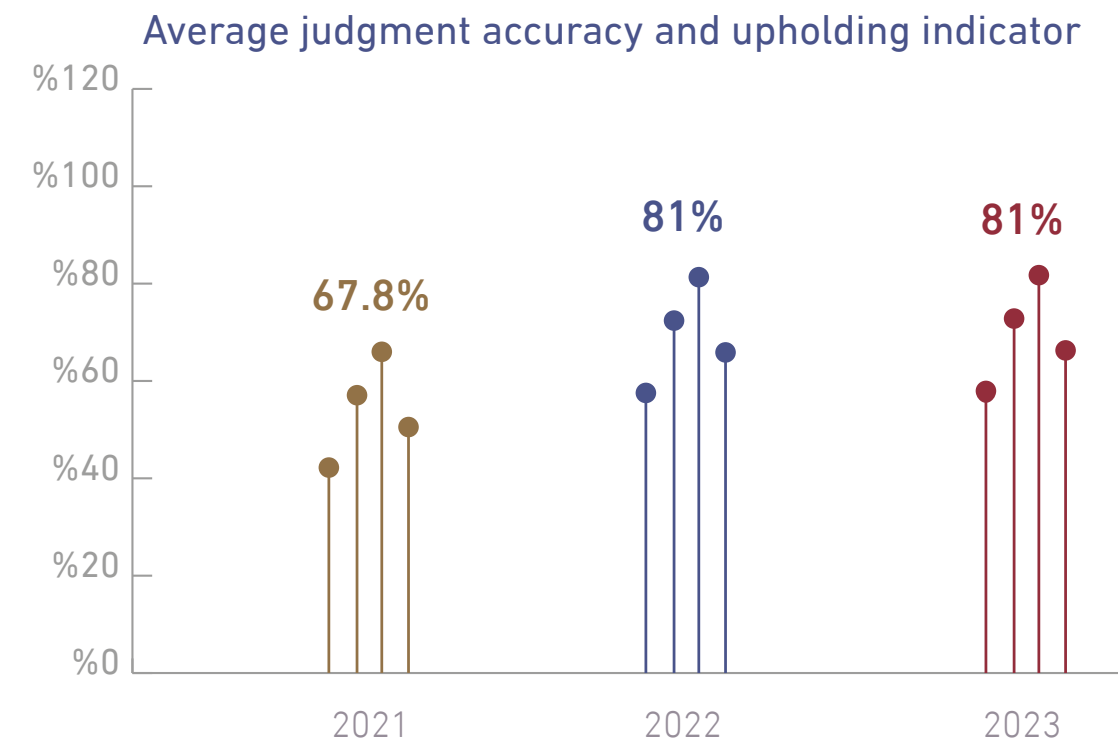
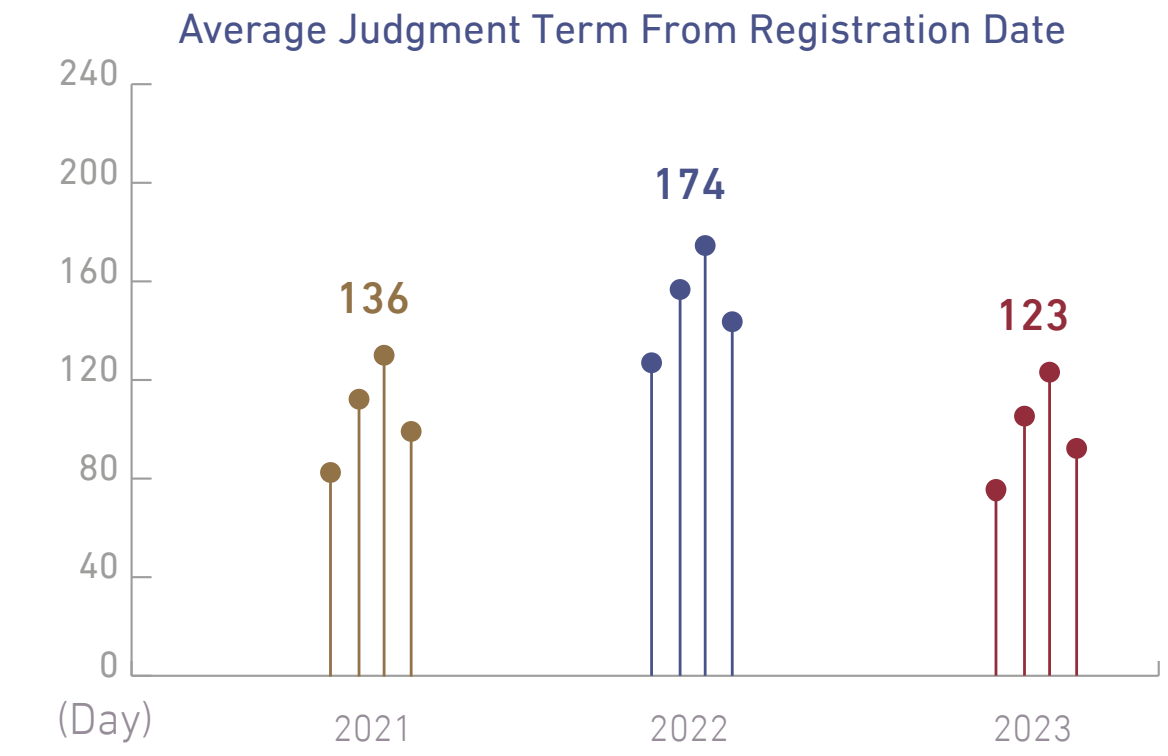
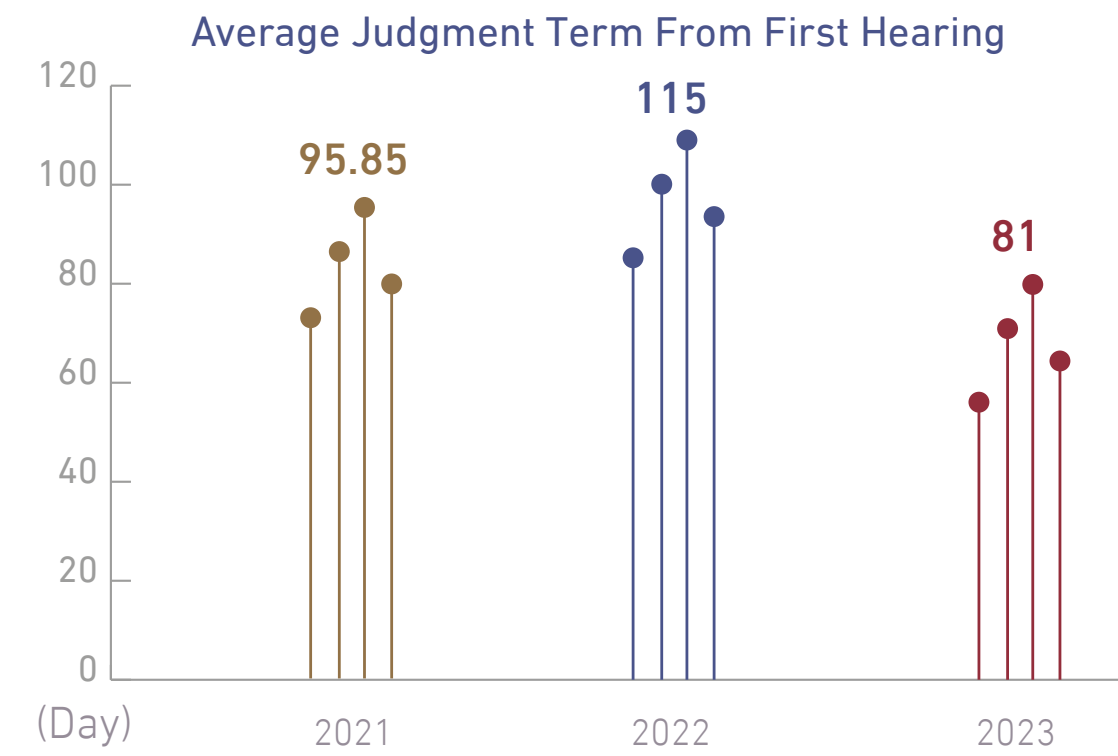


His Excellency Judge  
**Salem Mohamed Alqaydi**  
Chief Justice of Real Estate Court  
of First Instance

### Estate Court of First Instance

A specialized court within the First Instance Court, headed by a chief who administratively reports to the President of the First Instance Court.

It specializes in considering full and partial real estate claims and disputes regarding real estate ownership, except for rental relationships of less than ten years.



2023





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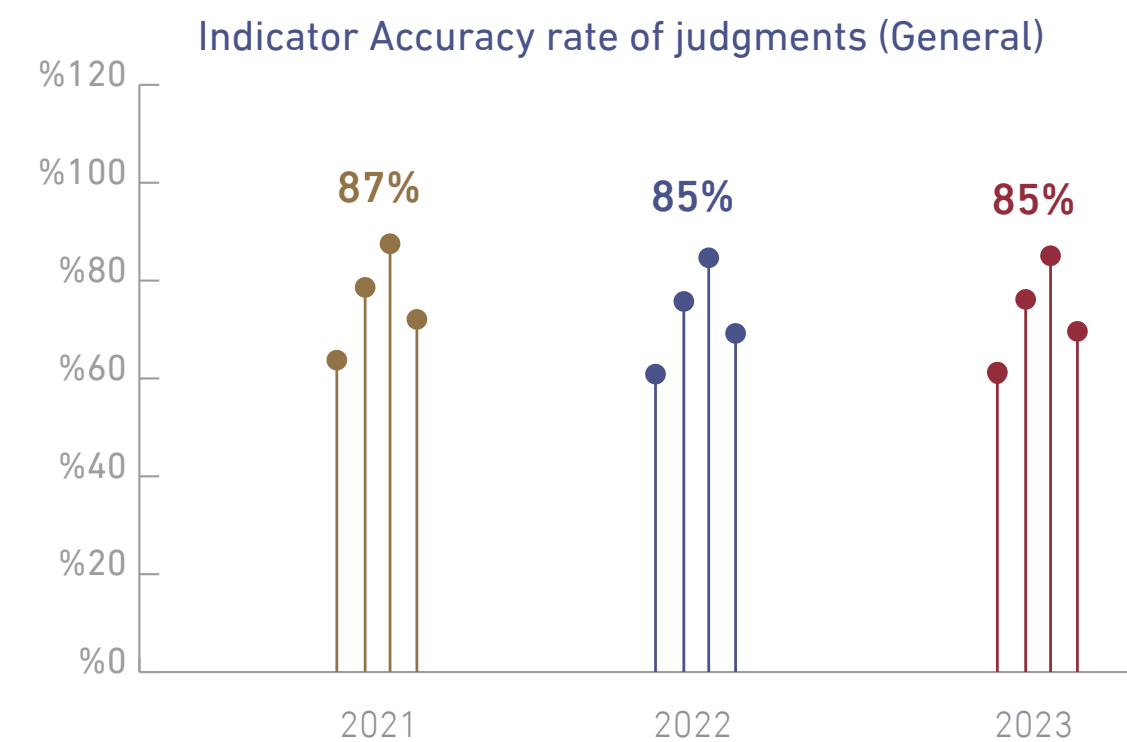
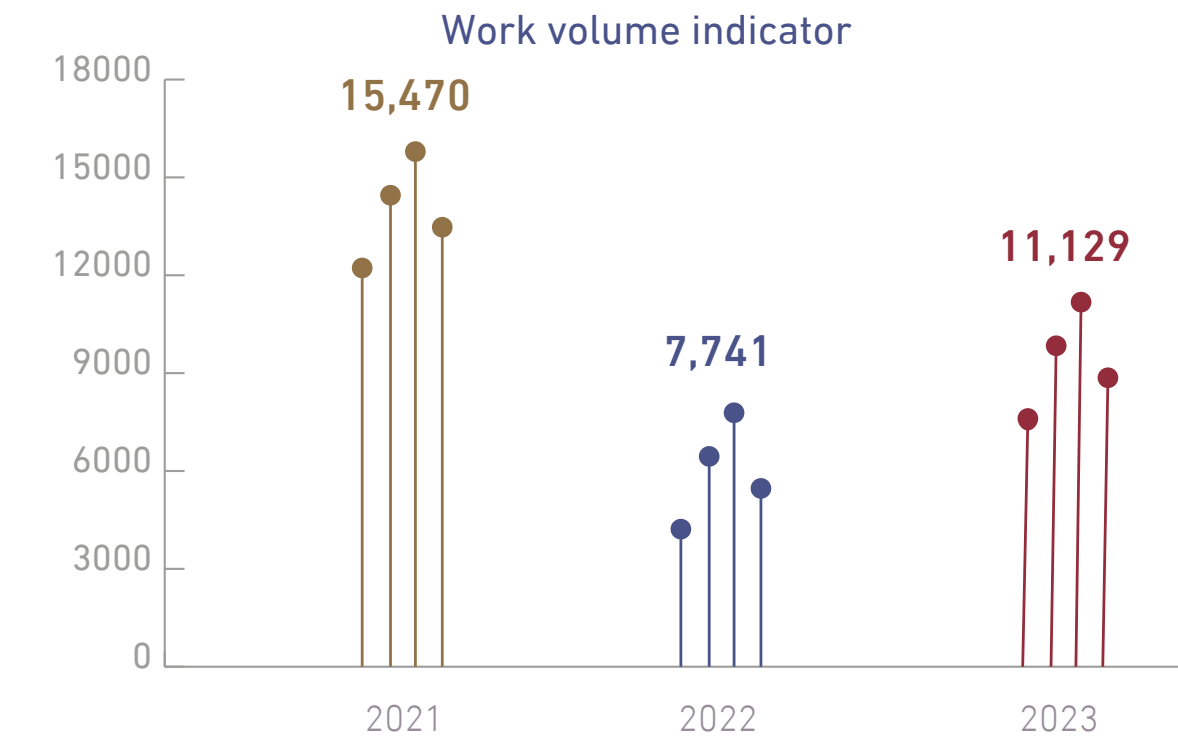
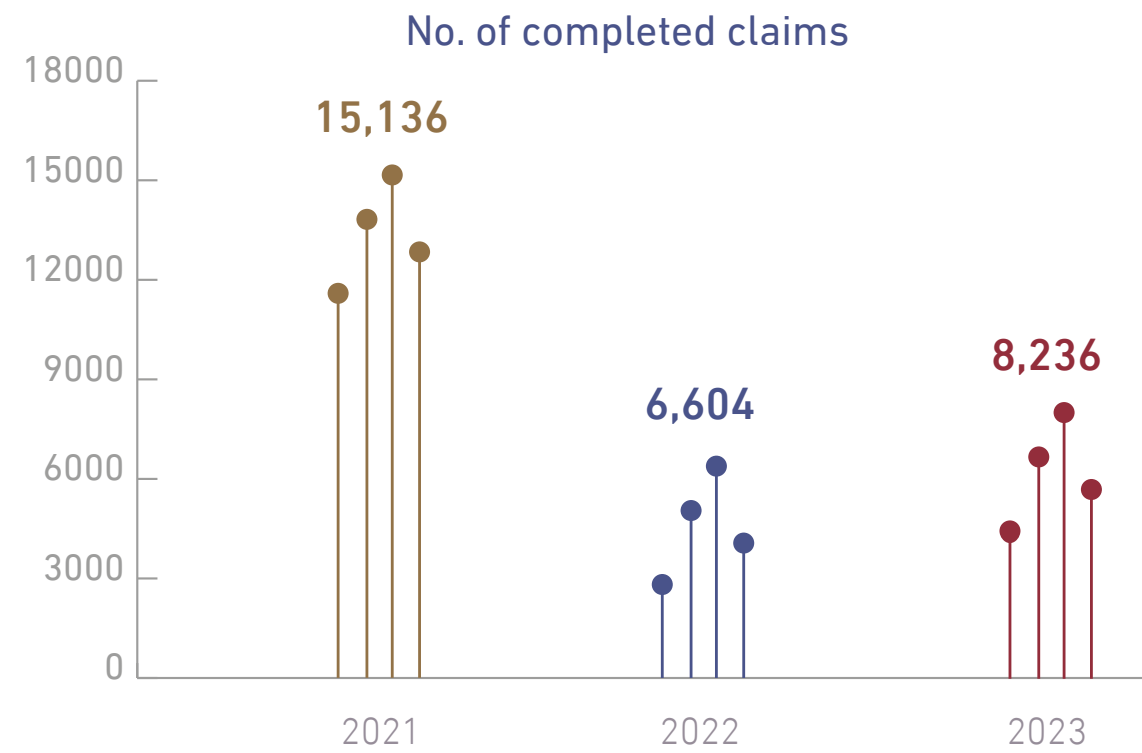
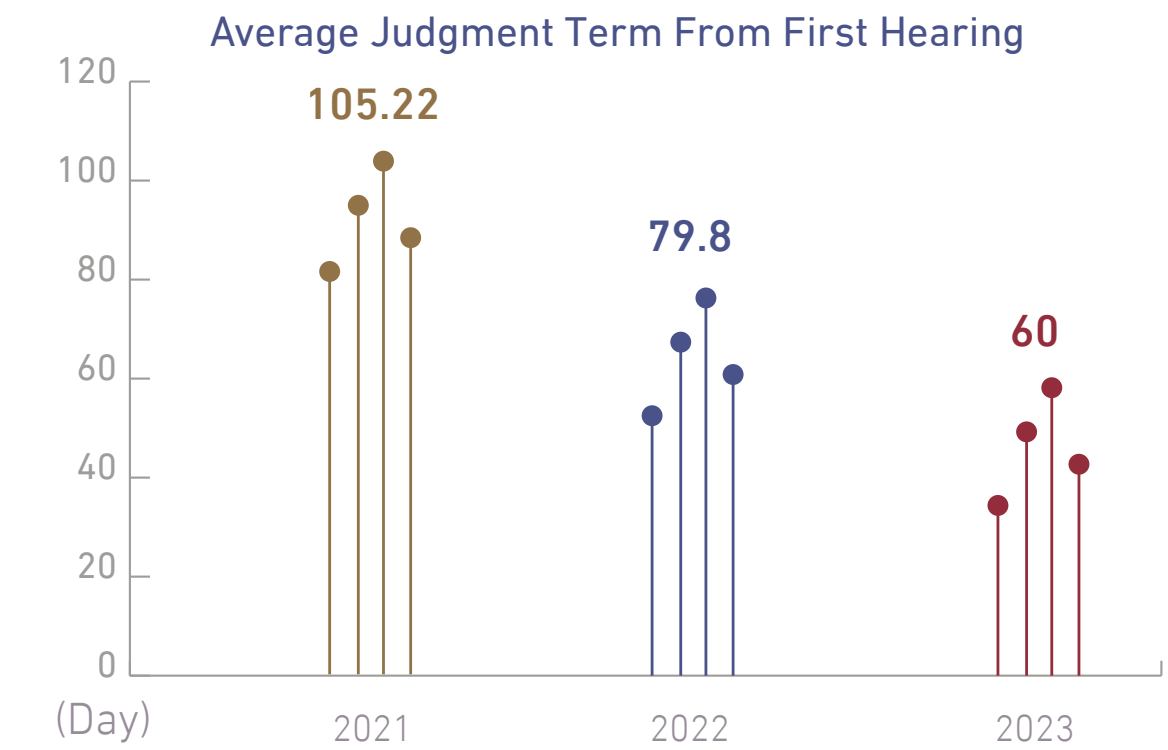
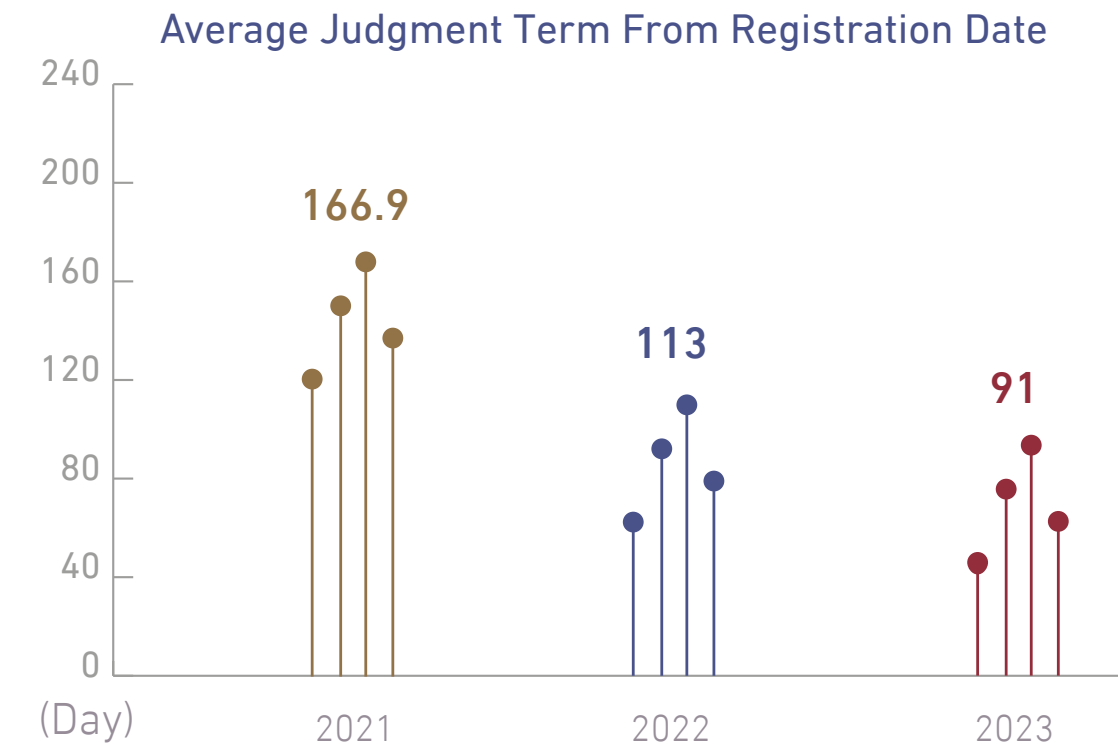
6



His Excellency Judge  
**Dr. Ayoub Ali Ahli**  
Chief Justice of Commercial Court  
of First Instance

### Commercial Court of First Instance

A specialized court within the First Instance Court Headed by a chief who administratively reports to the President of the First Instance Court. This court specializes in commercial claims, which are claims filed by the court aiming to protect legal positions or financial or in-kind rights resulting from acts or commercial transactions by virtue of their nature or by virtue of professional practice, or resulting from commercial actions and transactions, whenever such rights are disputed which are not related to labor associations or personal status, inheritance, or endowment matters.



2023

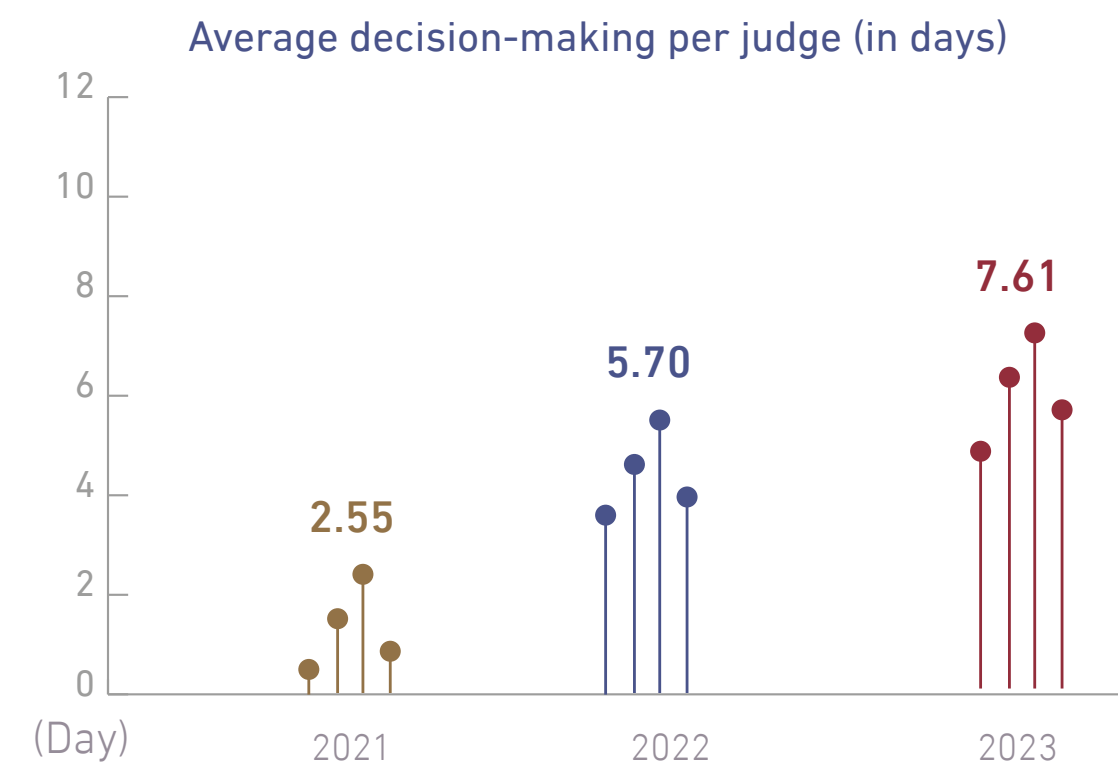
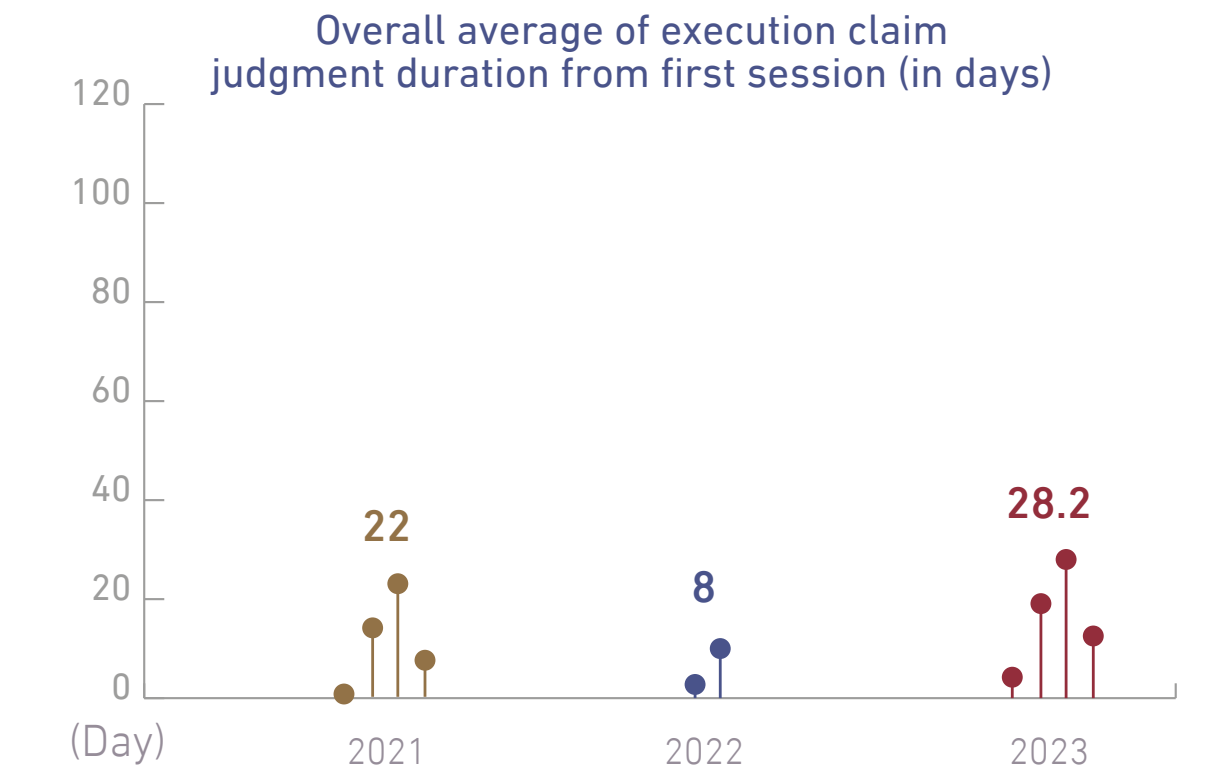
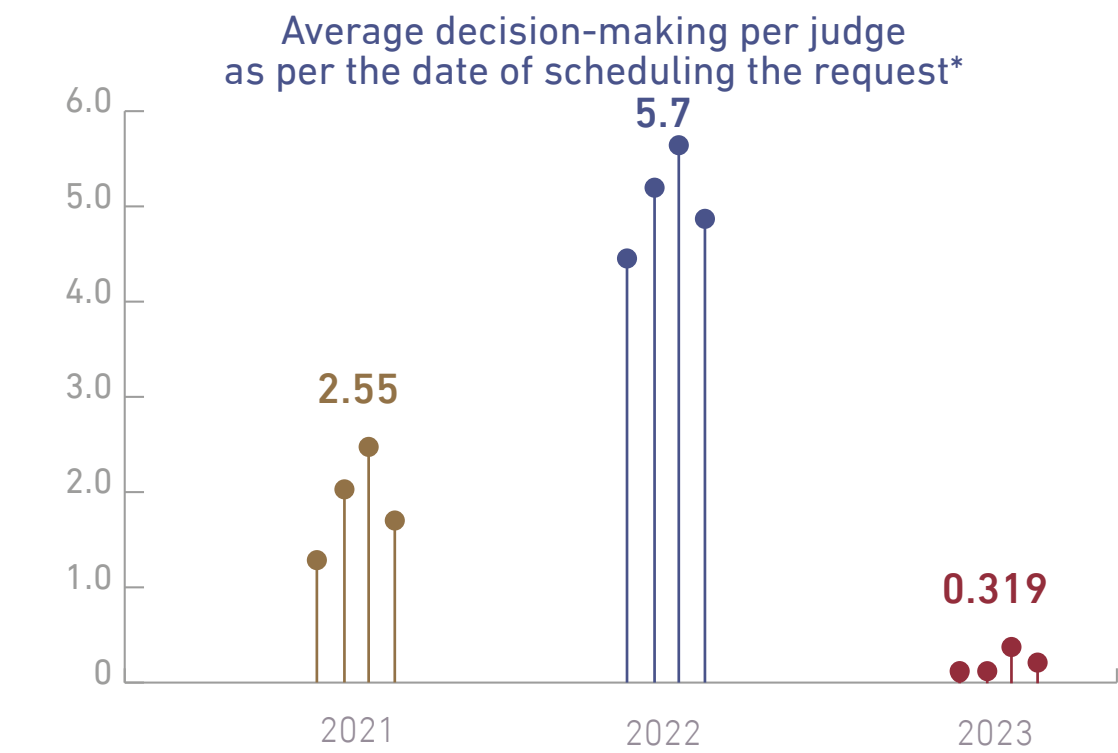
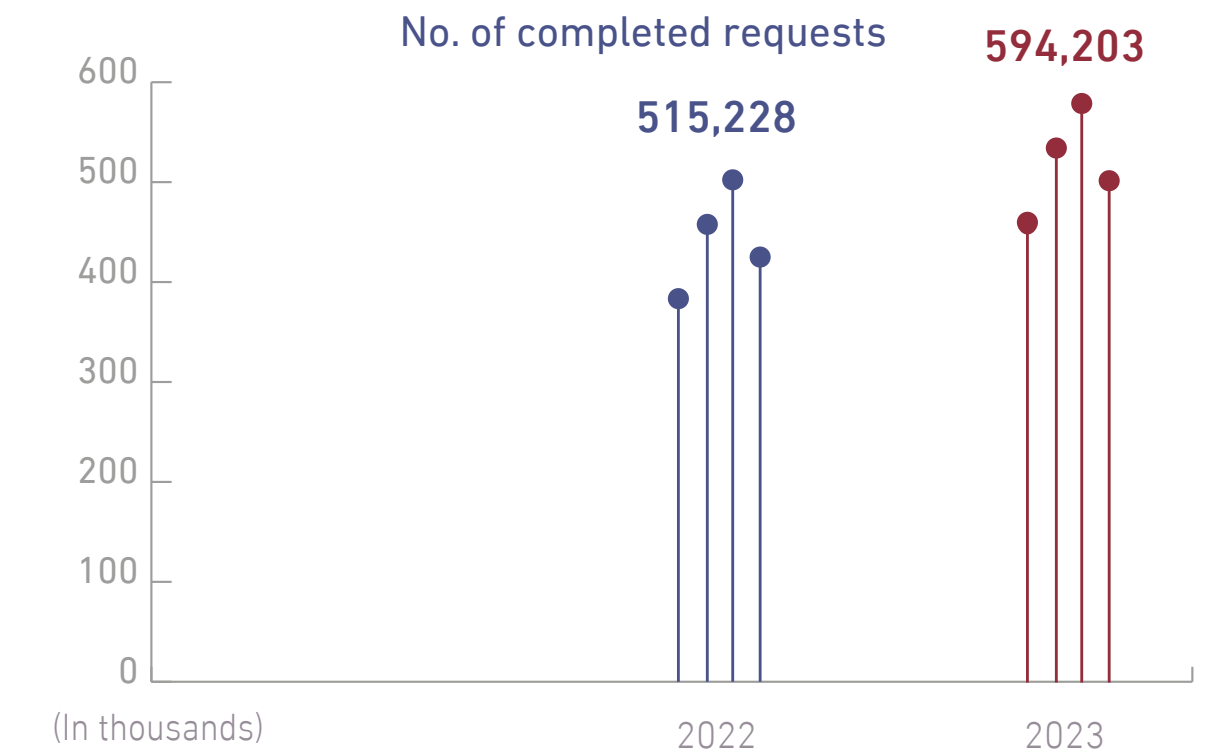
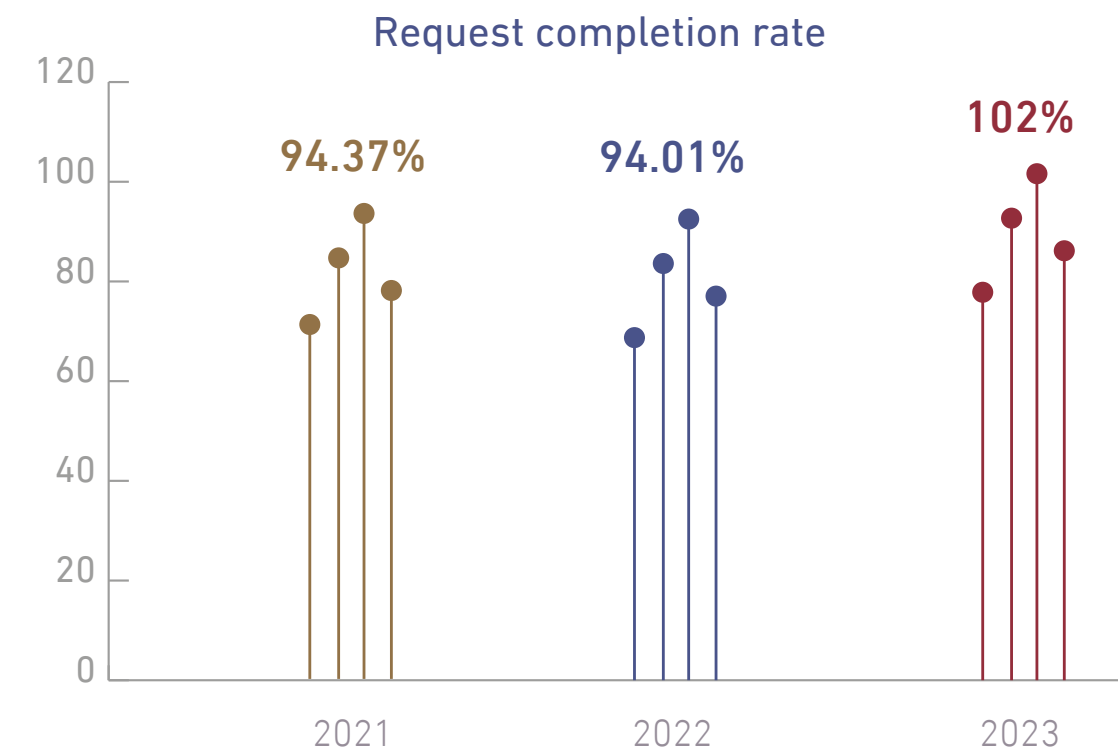




His Excellency Judge  
**Khalid Obiad Al Mansoori**  
Chief Justice of Execution Court

### Execution Court

A specialized court within the First Instance Court, headed by a chief who administratively reports to the President of the First Instance Court. It consists of a group of judges who are exclusively entrusted by the legislator to implement the executive document and look into temporary and urgent matters. Executive documents are the rulings issued in substantive lawsuits at their various levels: first instance- appeal - Supreme - substantive implementation dispute, as well as criminal rulings, including: Restitution of compensation - fines - civil rights, performance orders, foreign judgments, orders and bonds, arbitrators' rulings issued in a foreign country, notarized documents and conciliation minutes ratified by courts in a foreign country, provisions of treaties and agreements between the UAE and other countries, regarding the implementation of foreign judgements, orders, bonds and rulings of the courts of the Dubai Financial Center, the rulings of special committees, notarized documents, in accordance with the law regulating documentation and authentication, conciliation minutes ratified by the courts, settlements that are required to be made with the force of an executive document, settlements of the Amicable Disputes Center after appending them in an executive form, administrative orders and other papers that the law gives the status of an executive document, and the sale of mortgaged real estate and executing mandates from other courts. Execution judges also specialize in reviewing execution files, requests for orders on petitions, temporary and urgent matters, problems and grievances.



\* In 2023 The indicator for measuring the judge's decision-making rate was changed to the date of scheduling the request





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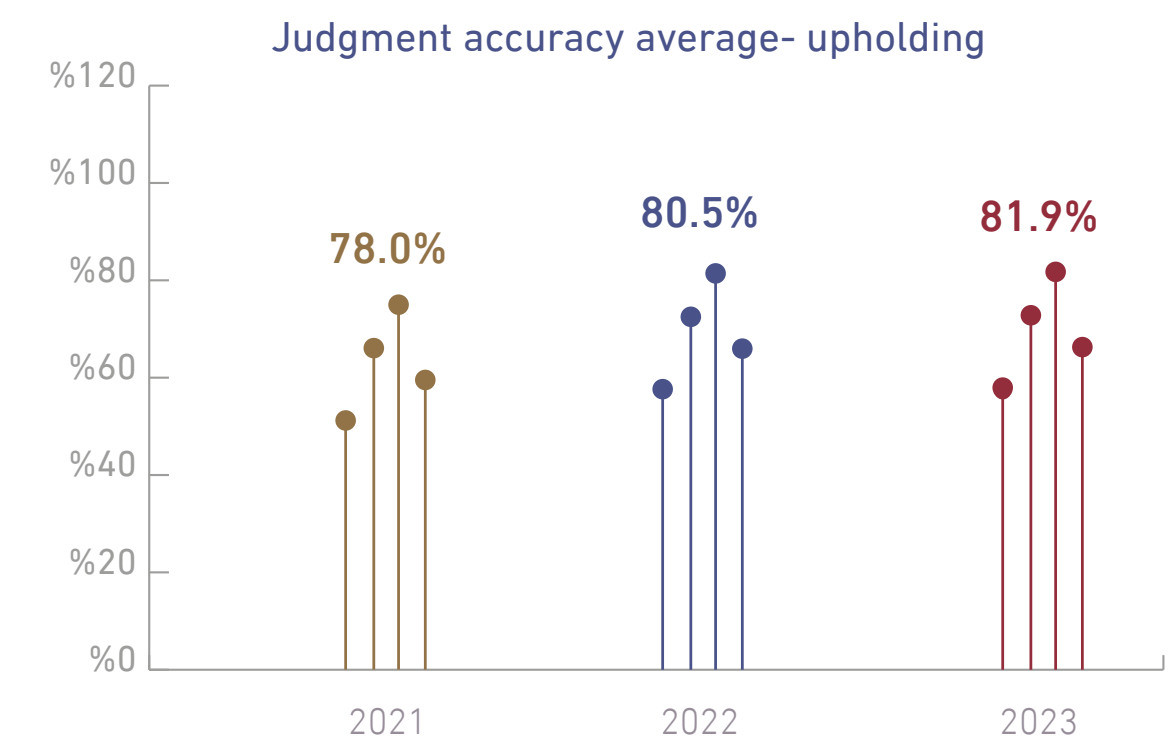
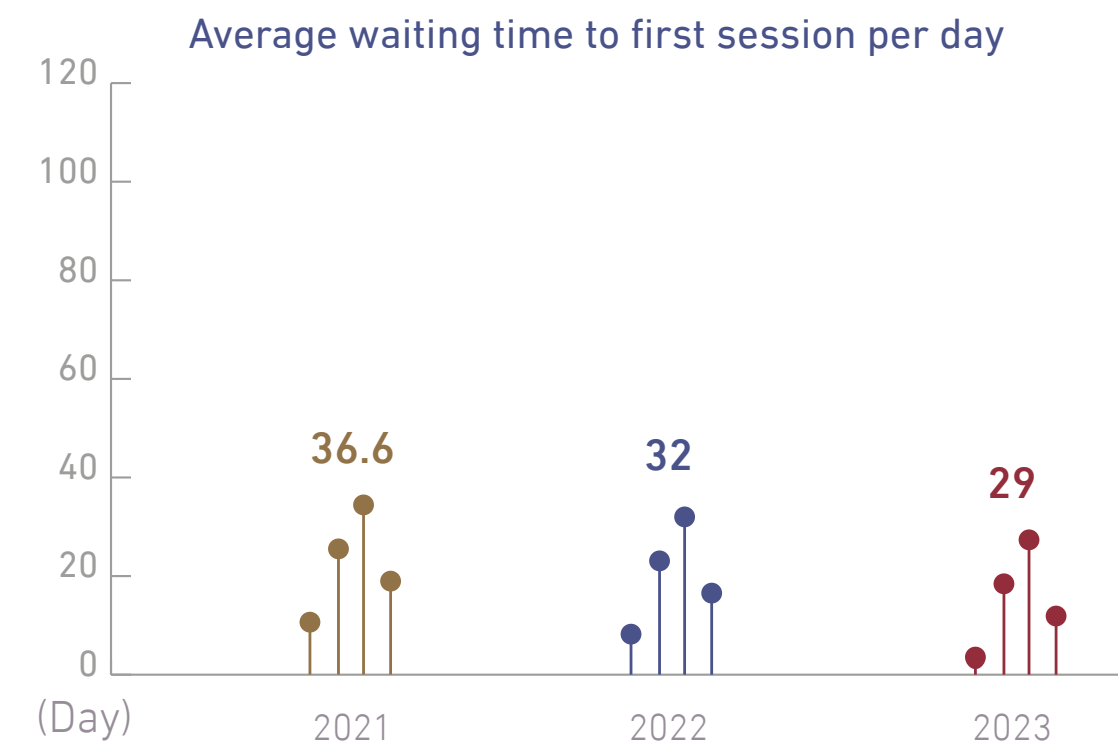
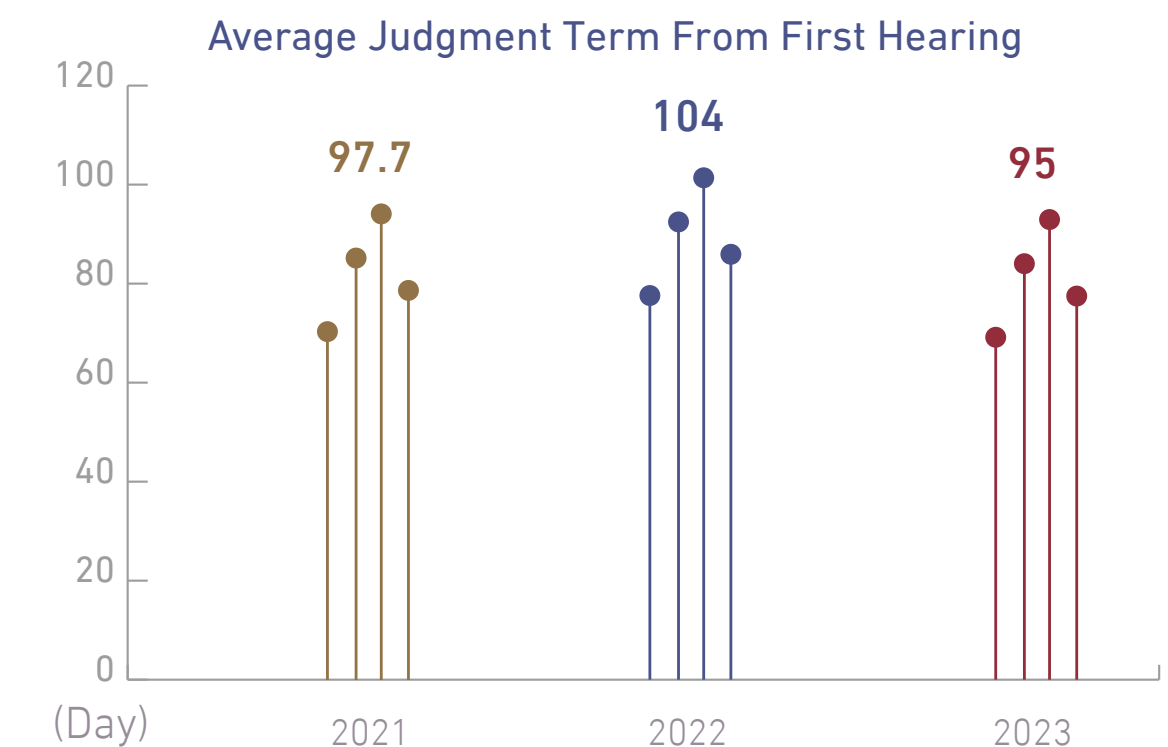
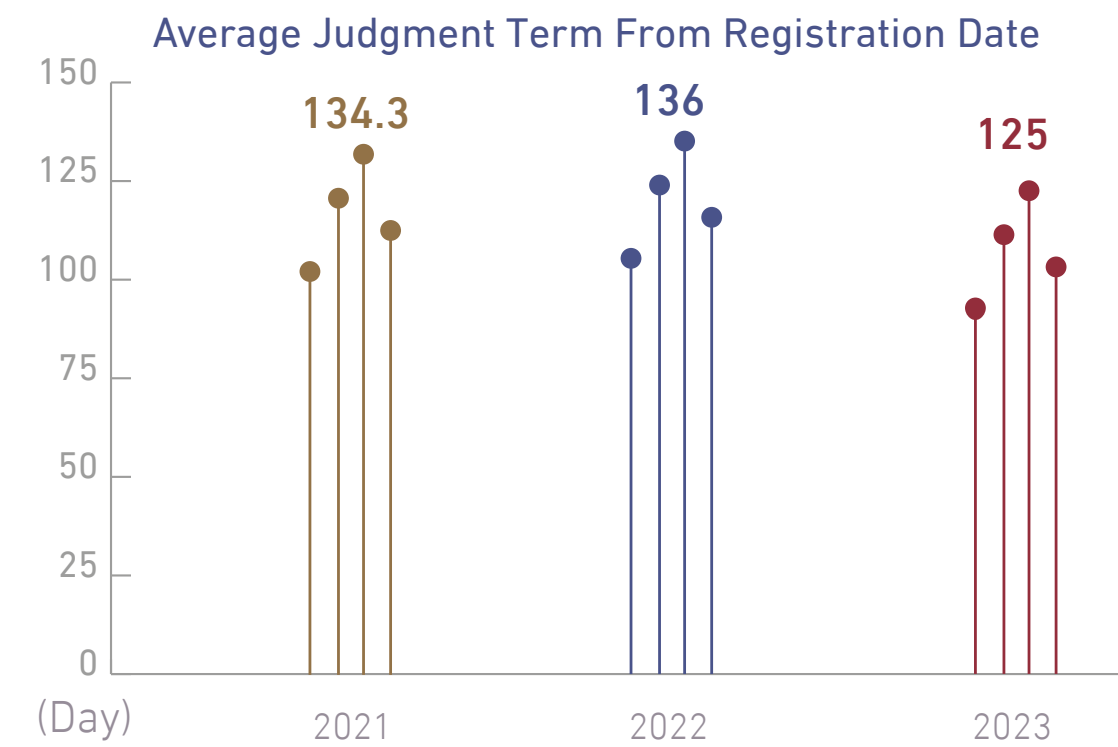


His Excellency Judge  
**Essa Mohamad Shareaf**  
Chief Justice of the Court of Appeal

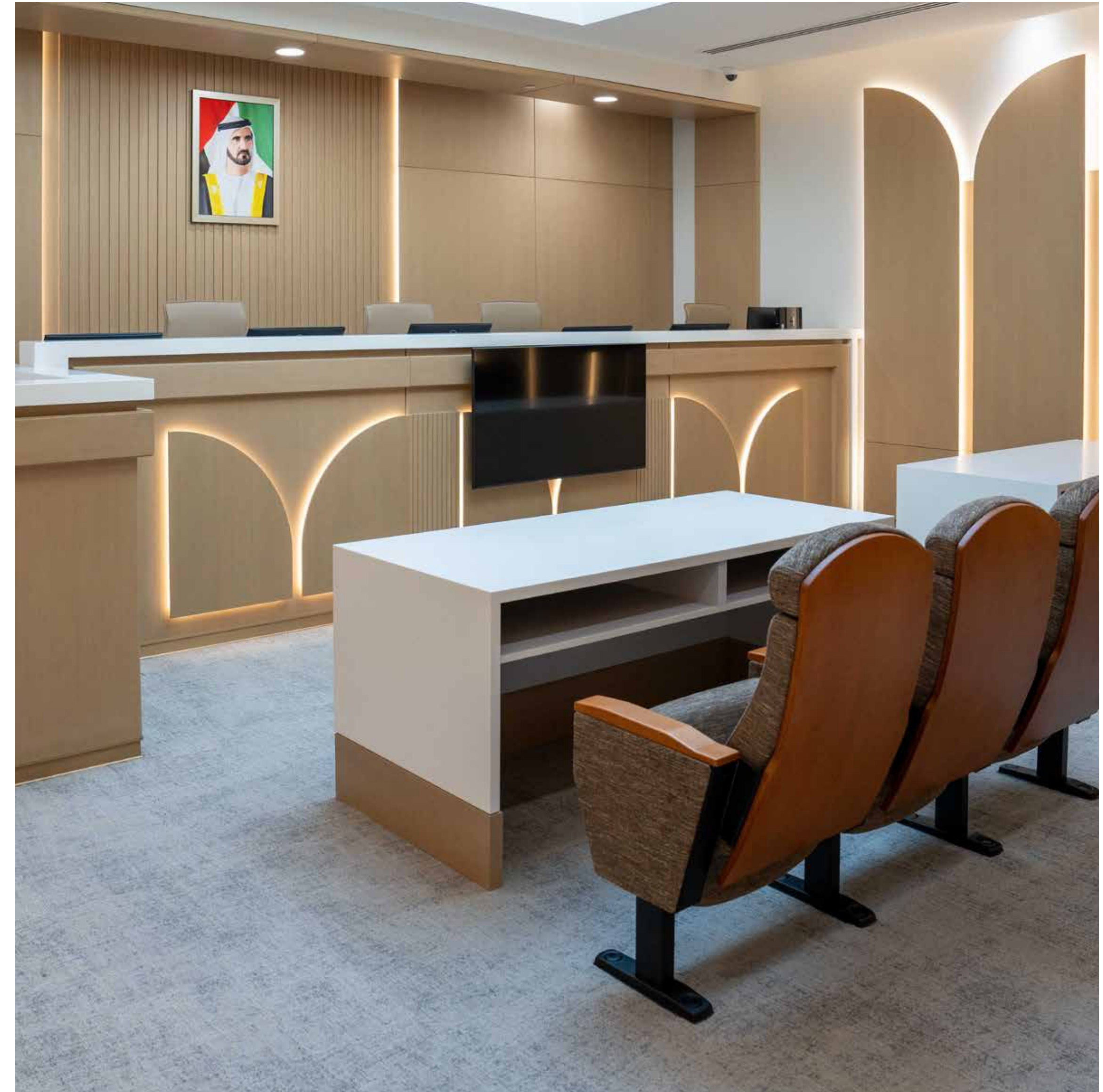
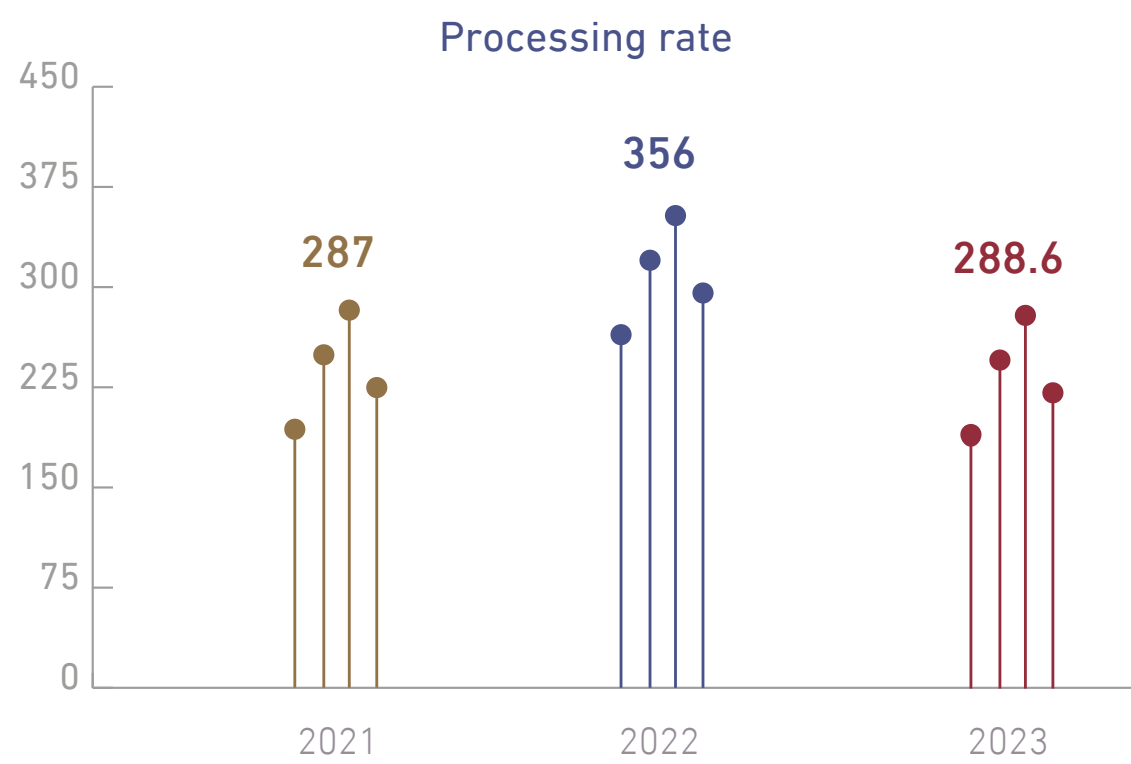
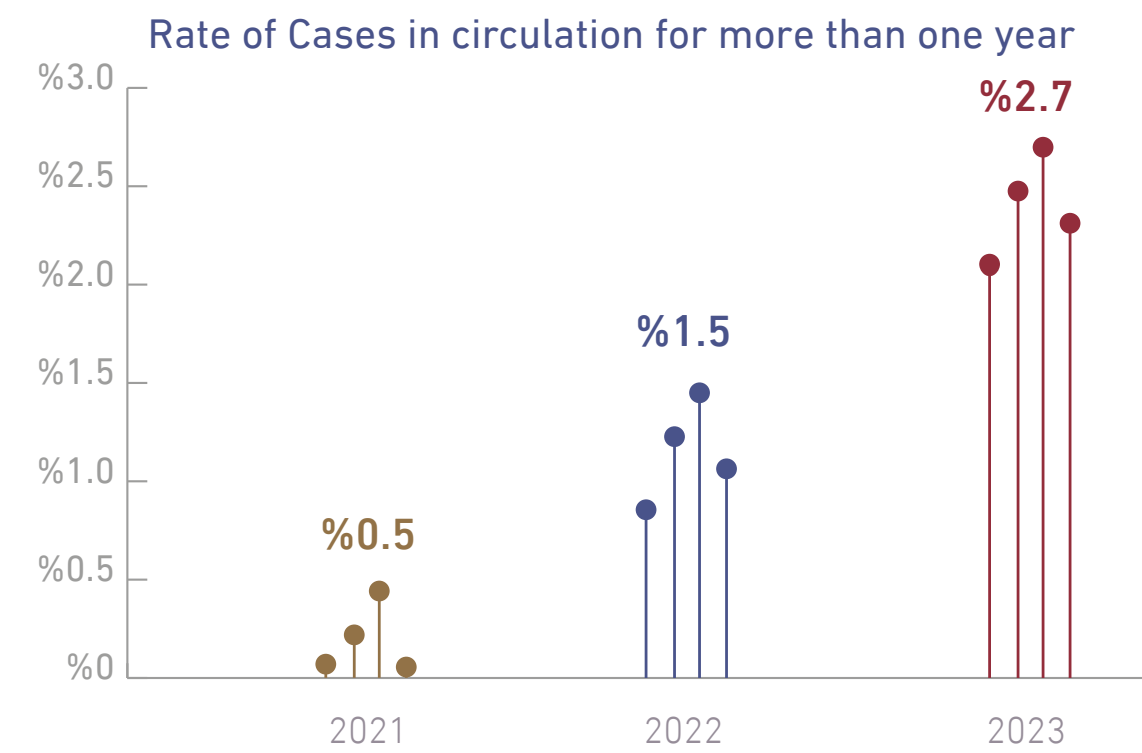
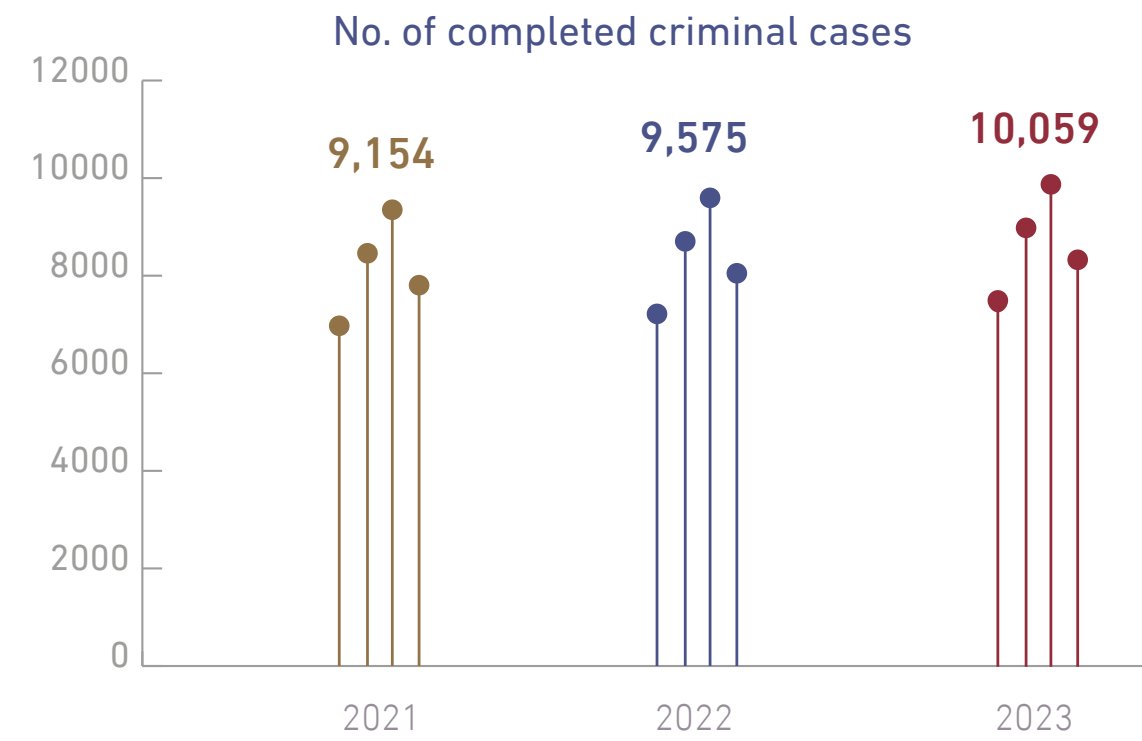
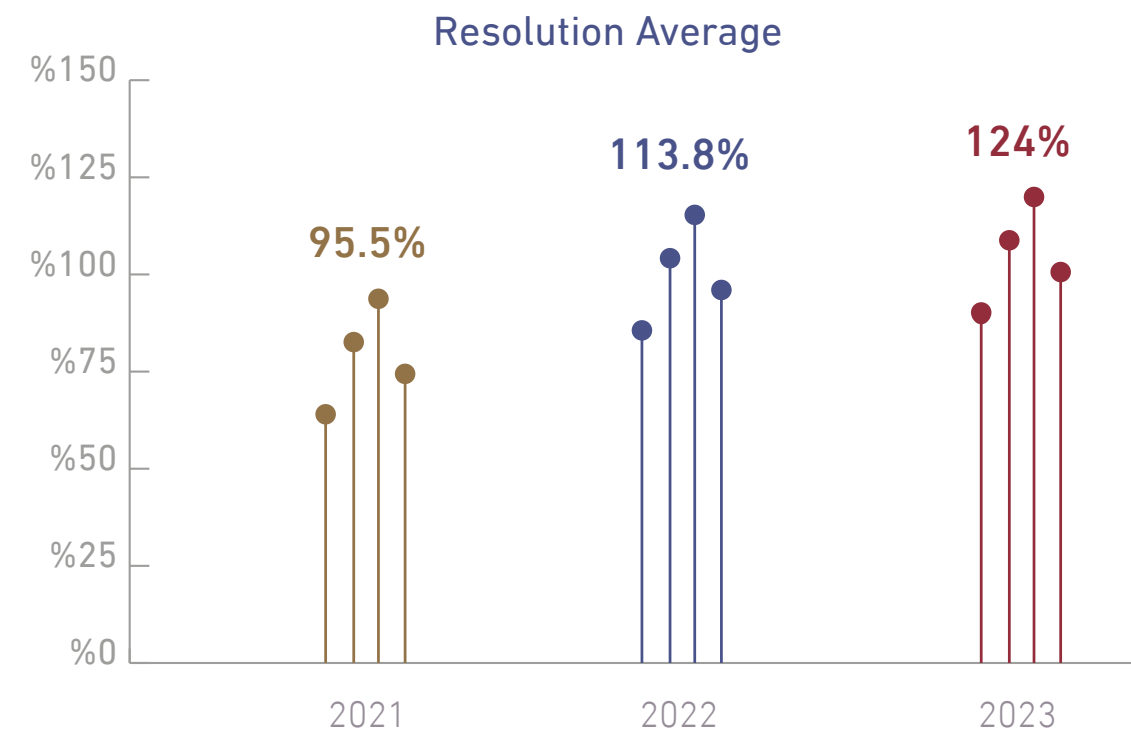
## Appeal Court

The Appeal Court is the second degree of litigation in the Emirate of Dubai. It consists of a president whose rank is not lower than a judge of Supreme and a sufficient number of judges. The most senior judge in the Court of Appeal replaces the president of the court in his absence and exercises the powers assigned to him by law.

It specializes in considering and deciding on appeals filed against judgments, decisions and orders that may be legally appealed, issued by First Instance courts of all types (civil, commercial, real estate, labor, urgent and execution matters, personal status, penal) in accordance with Articles 159-170 and Article 209 of the Civil Procedure Law No. 42 of 2022, in addition to considering grievances regarding orders issued by the Court of Appeal in some petitions in accordance with the law, as well as claims and requests for arbitration, and the stipulations of laws in submitting the claim or grievance directly to the Appeal Court. The judgments of this court shall be subject to appeal by Supreme unless the law stipulates otherwise.







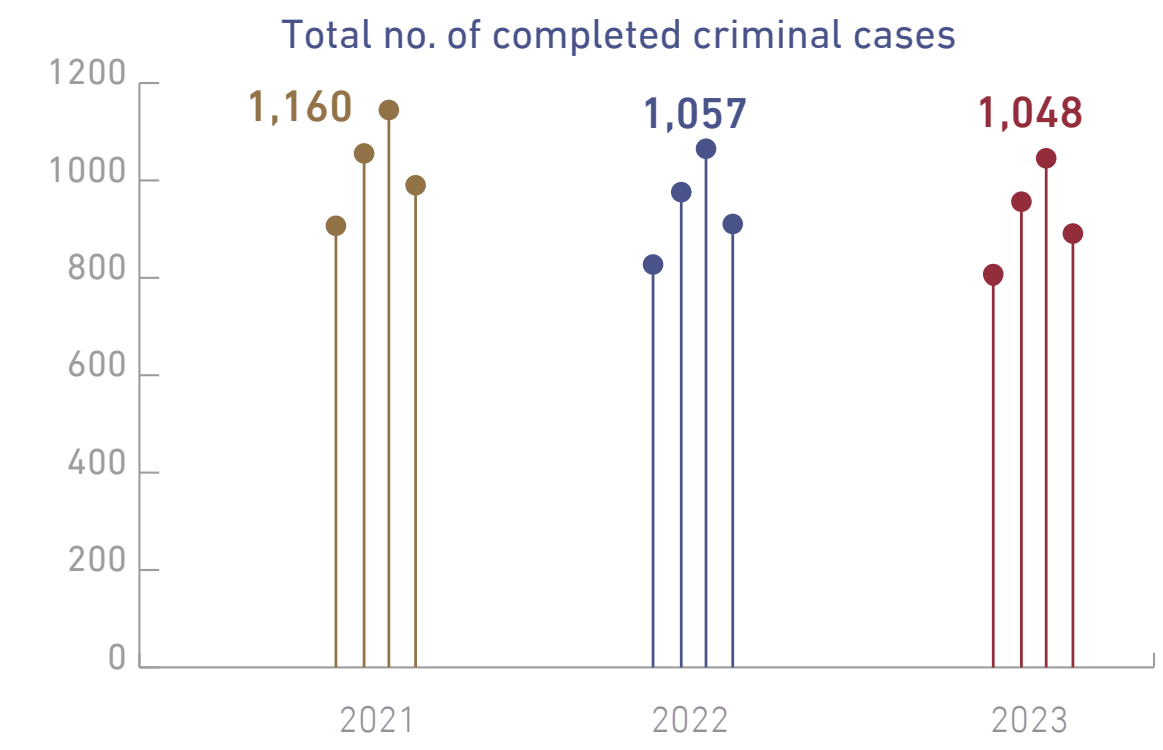
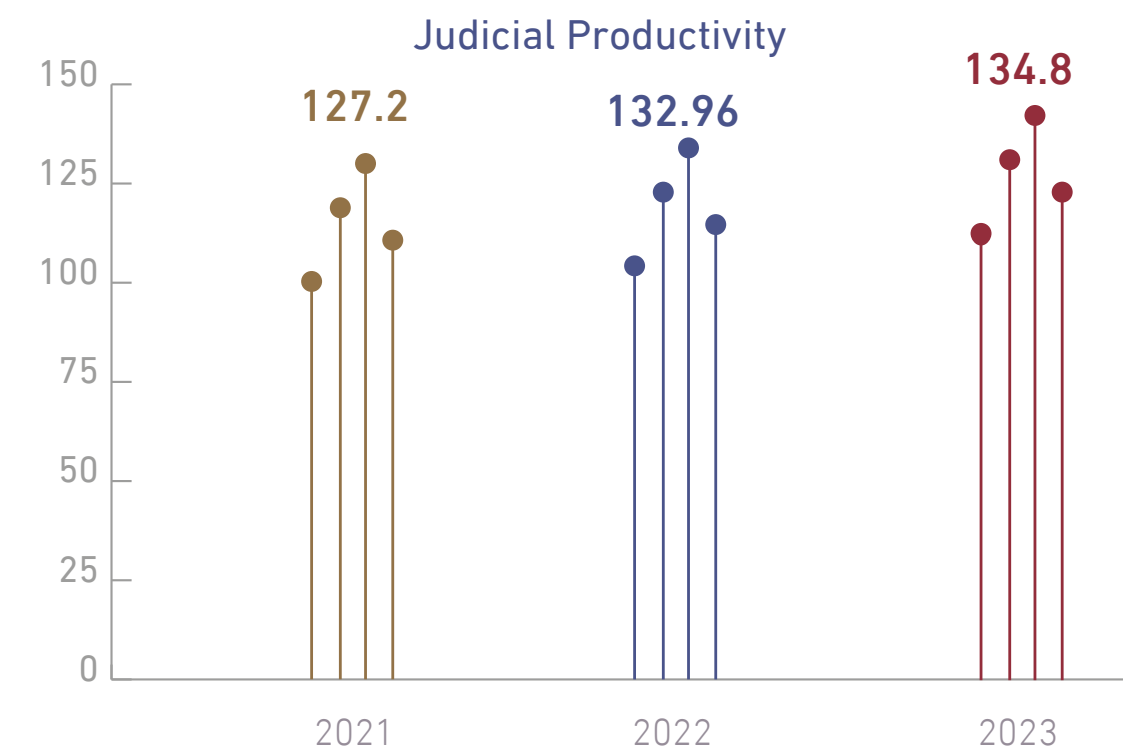
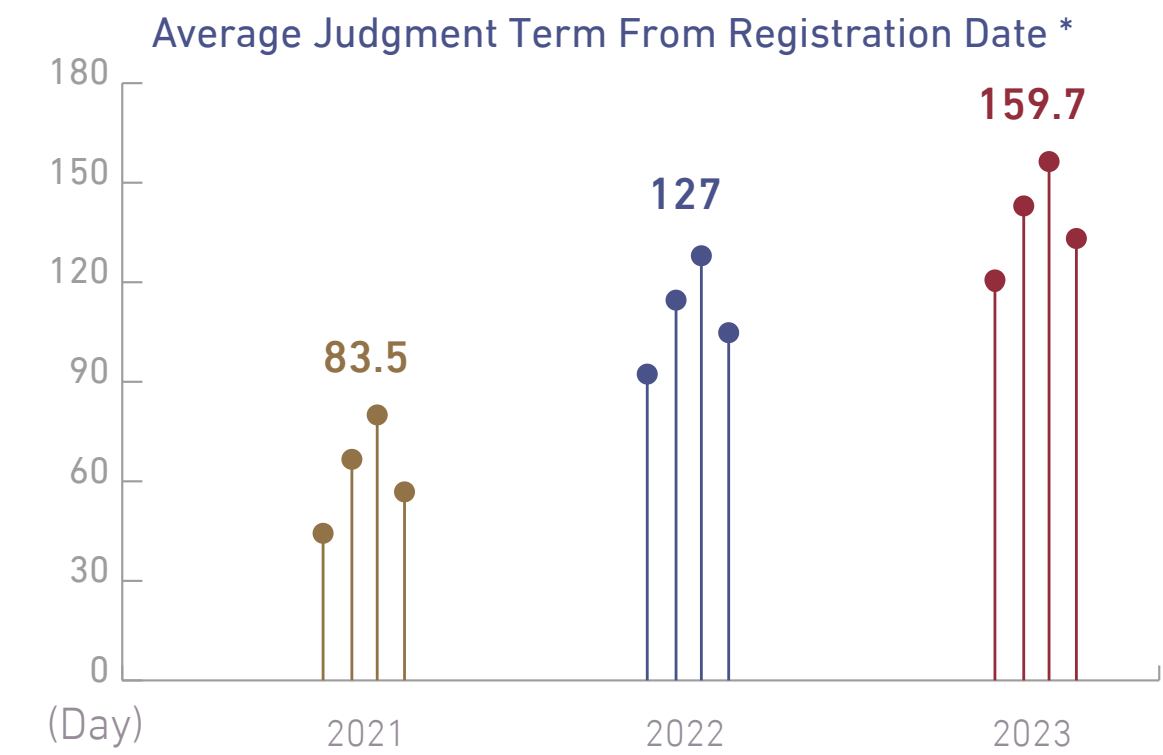
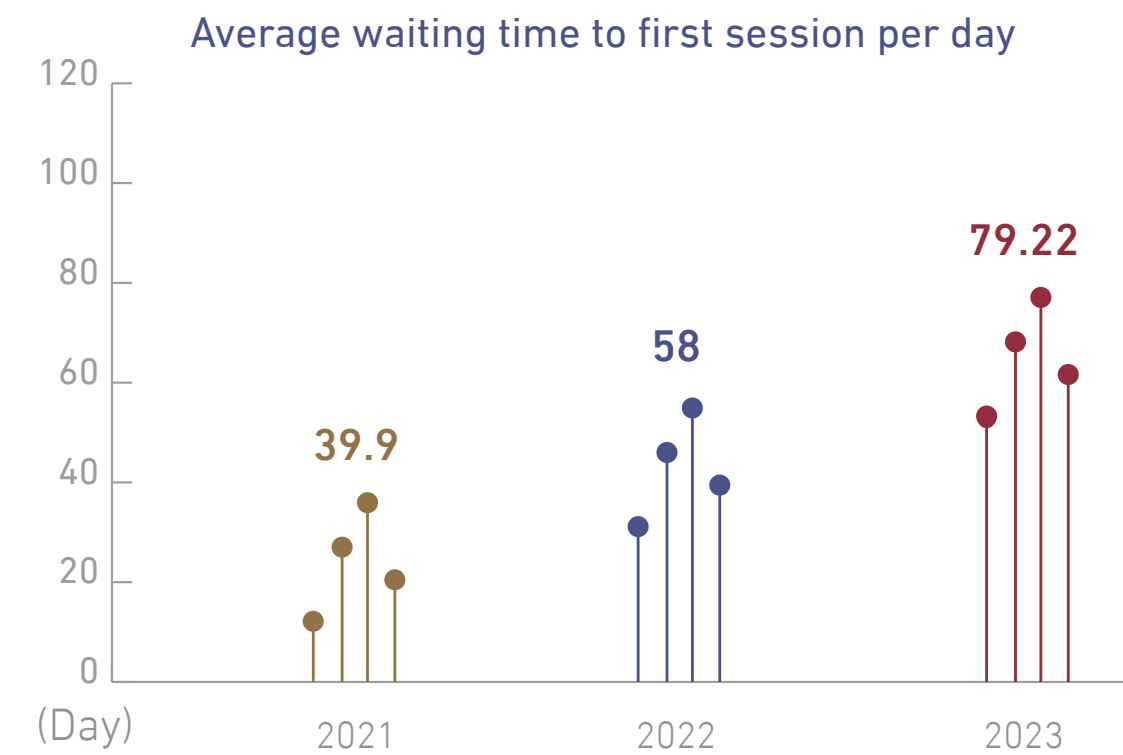
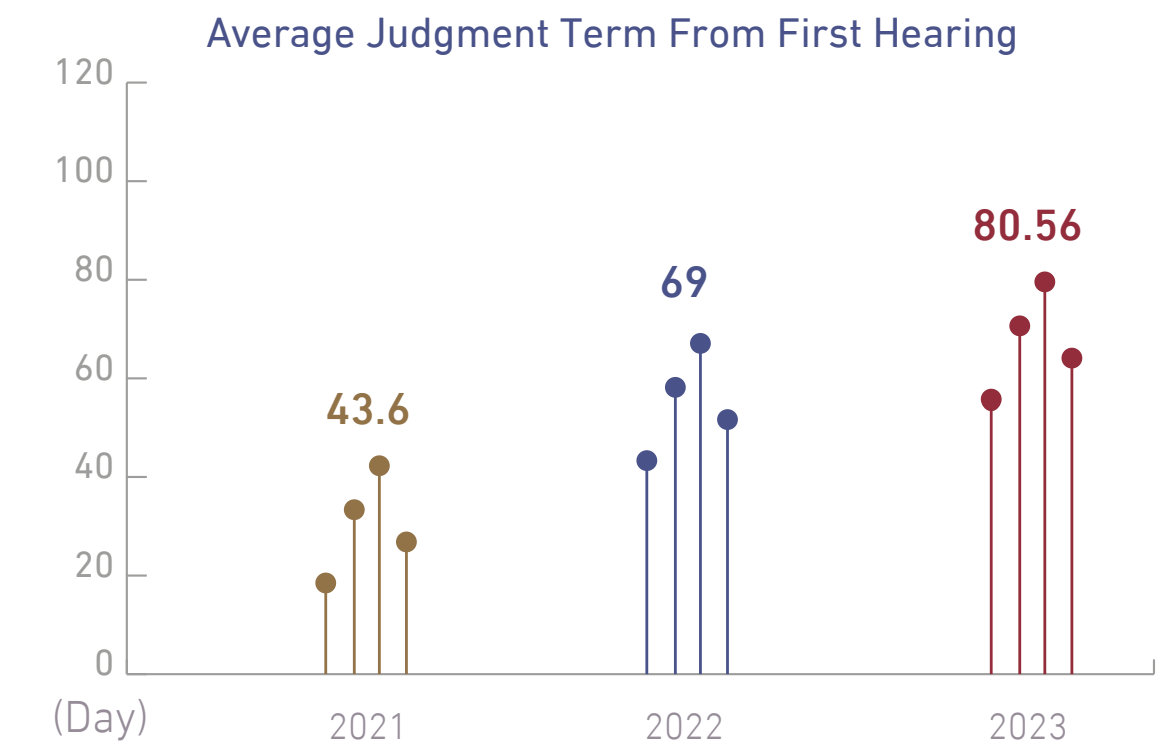
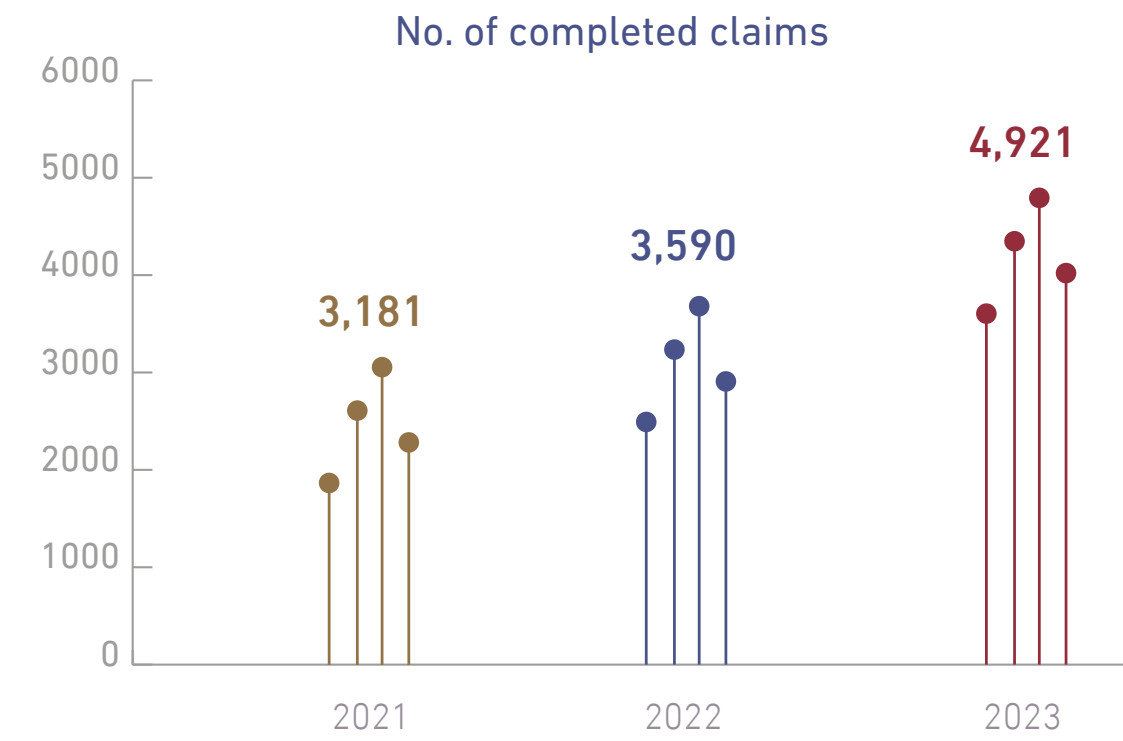
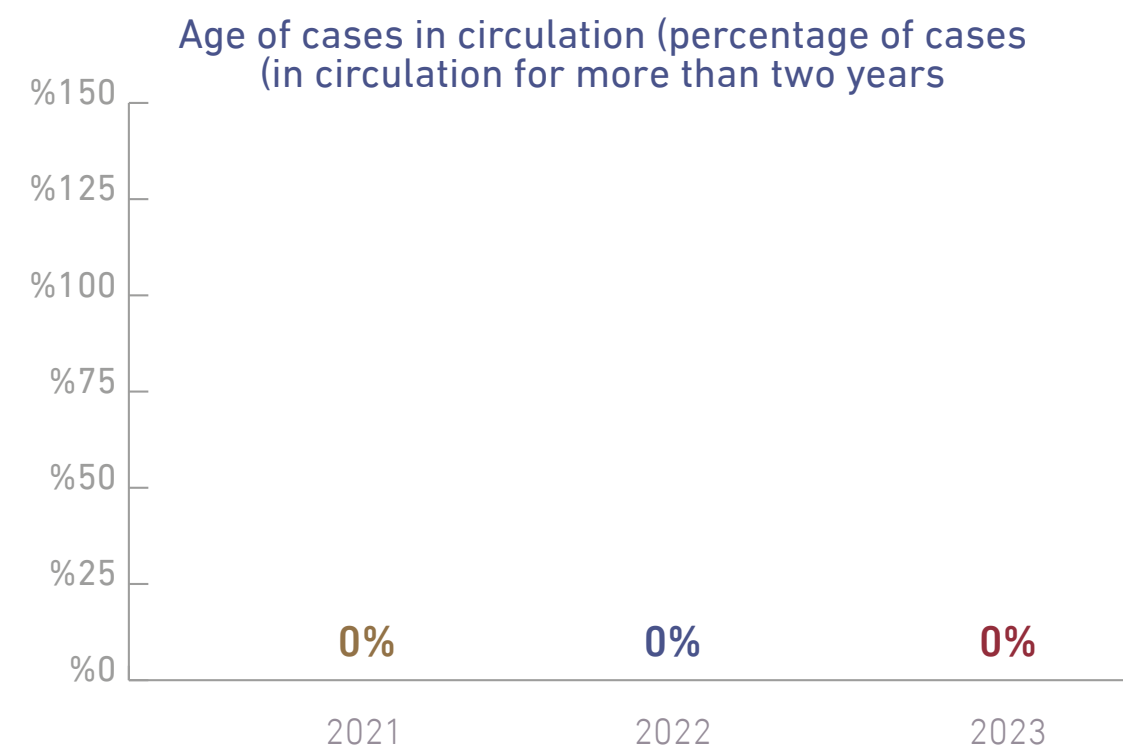




His Excellency Judge  
**Abdulqader Mossa Mohamad**  
Chief Justice of Court of Supreme

### Court of Supreme

It is the highest degree of litigation in the emirate. It is composed of a president and a number of judges, and it consists of a group of judicial chambers to consider requests and appeals submitted thereto in accordance with the provisions of the law. The Supreme Court exercises judicial oversight over the judgments of the rest of the courts in terms of their proper application of the law, and considers the subject of the appeal in the event of an appeal for the second time, regardless of the reason for the appeal filed by the Attorney General in the interest of the law, in accordance with the provisions of the Federal Civil Procedure Law.



\* An increase in the average length of judgment for the increase in judicial productivity rate by 13% compared to 2022





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His Excellency Judge  
**Mohammed Al-Shamsi**  
Chief Justice of the Inheritance Court

### Inheritance Court: Specialized and qualitative judiciary that simplifies procedures

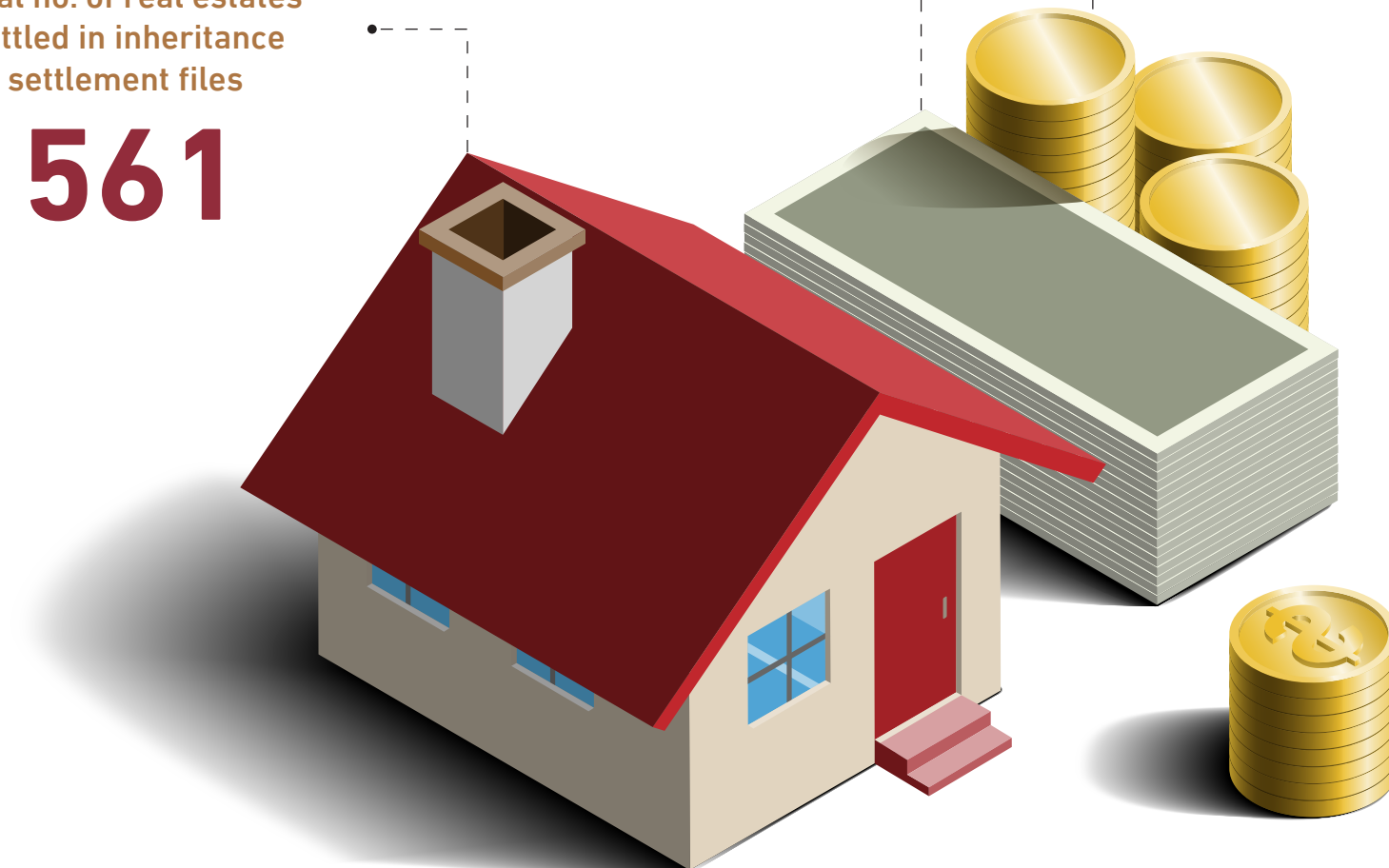
The Inheritance Court was established pursuant to Resolution No. (6) of 2022 dated 4/15/2022 issued by His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and Chairman of the Judicial Council.

Statistics on publication of judgments on Dubai Courts website in 2023

## Inheritance Court 2023

Total value of  
inheritance settlement  
**4,155,917,861**  
(درهم)

Total no. of real estates  
settled in inheritance  
settlement files  
**561**



Average Judgment Term  
From Registration Date

**81**  
(Day)

Average Judgment Term  
From First Hearing

**52**  
(Day)

Average waiting time to  
first session per day

**28**  
(Day)

2023





# Indicators of Courts Departments' commitment towards excellence

- Case Management Sector
- Personal Status: Settlements and Conciliations Family
- Cases preparation: Technical support for judges
- Institutional Support and Communication Sector
- Technical infrastructure indicators
- Notary, Settlement and Execution Sector
- Notary public
- Ensuring the execution of judicial orders



Dubai Courts, in all its departments, is committed to achieving excellence, which is an important milestone in the journey of improving judicial performance and providing superior judicial services. Through indicators of their commitment to achieving excellence, the performance of these departments can be evaluated and monitored and the extent of their response to the needs and aspirations of society can be determined. Based on these indicators, innovative judicial strategies and policies can be developed with the aim of enhancing quality, transparency and efficiency in the provision of justice.

## Case Management Sector

### Lawyer services

Law offices provide a comprehensive range of services to meet the needs of clients in the field of law, where clients can

subscribe to the electronic services provided by the offices, and benefit from a variety of online services.

In addition, lawyers provide legal oath-taking services before the Appeals and Supreme circuits; this service is a crucial step in proving their legal competence.

Services for issuing an attendance certificate are also provided for registered lawyers and trainee lawyers, and include services for registering, renewing and canceling the registration of the lawyer's representative. Lawyers' services include issuing a certificate to whom it may concern and exchanging correspondence with the Lawyers Division to communicate and exchange essential information.

Providing these services helps lawyers provide comprehensive legal support and meet the needs of customers in various legal fields.

	Subscription in online services for law offices	808
	Oath-taking before the Appeals circuit	158
	Oath-taking before the Supreme circuit	93
	Issuance of case attendance certificate for registered lawyer	836
	Issuance of case attendance certificate for trainee lawyer	270
	Registration of lawyer representative	328
	Renewal of lawyer representative registration	462
	Cancellation of lawyer representative registration	101
	Lawyers' Division correspondence	55





## Marriage Contract

The Marriage Contract service provides customers with the ability to conduct a Sharia or civil marriage contract approved by Dubai Courts. This system allows individuals to obtain a certified and legally recognized marriage contract. Customers can choose the type of contract they desire, whether it is a Sharia or civil marriage.

The Sharia Marriage Contract is the most common service,

## Translation

Dubai Courts provides translation services to the judiciary and administrative staff. These services include simultaneous interpretation and translation of files and written documents. The services aim to enable effective communication and mutual understanding between the parties involved in judicial and administrative work.

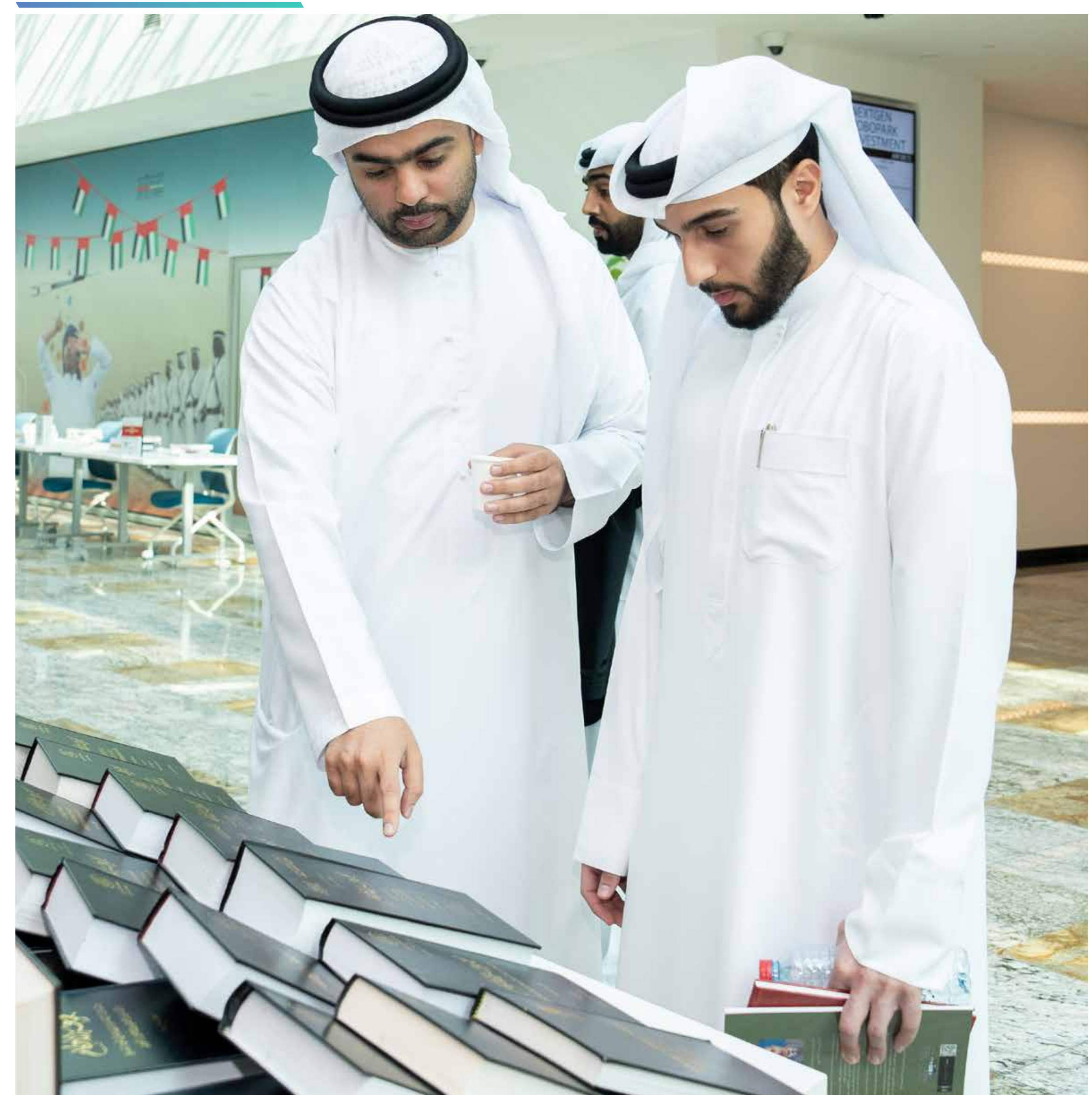
Regarding simultaneous interpretation, professional interpreters are appointed to provide translation services during sessions, meetings, trials and other events, so that accurate and simultaneous interpretation is provided to the judiciary and the administrative staff in order to ensure the

as the number of Sharia marriage contracts reached 8,895, whereas the number of civil marriage contracts recorded 249. A total of 9,144 marriage contracts were executed.

Sharia Marriage Contract	8,895
Civil Marriage Contract	249
<b>Total</b>	<b>9,144</b>

smooth continuity of the judicial and administrative process. As for the translation of files and written documents, the Courts provides translation services for official documents, correspondence, decisions, and other content related to judicial and administrative work, where professional and accurate translation is provided to the administrative staff and the judicial authority, to ensure a correct and reliable understanding of the information contained in these documents.

<b>Service type/ year</b>	<b>2023</b>
No. of translation tasks	12,162







## Personal Status: Focus on Settlements and Family Conciliation

The Amicable Settlement Center at Dubai Courts focuses on achieving family reconciliation through amicable settlement of disputes.

According to the 2023 report, a total of 1,014 files were registered for personal status settlements, 4,379 files were registered for Muslim and non-Muslim status settlements,

the number of remote testimonies reached 1,392, and 492 documents were received through the Zajil agreement, and 1,275 family reform agreements were also achieved.

As for Family and Execution claims, total settlements reached AED 187,641. This indicates that the center is successful in making settlements and finding solutions for family disputes.

Item	No. for 2023
Claims registered in Personal Status Settlements Section	1,014
Personal status files for Muslims and non-Muslims	4,379
Remote Ishadaat (divorce Ishadaat)	1,392
Received documents	492
Family Guidance and Conciliation agreements	1,275
Social worker cases	51
Custody Committee reports	109
Amicable settlement in Personal Status execution files and family claims (AED)	187,641

## Family Guidance and Conciliation

A large number of family guidance and reconciliation cases were recorded during 2023, with a total of 9,056 cases, where support and guidance were provided to families and individuals facing challenges and difficulties in family relationships.

A total of 26,412 family guidance and reconciliation sessions were held, where families were provided with the necessary advice and guidance to deal with the problems and challenges they face. These sessions seek to find constructive and corrective solutions to family disputes, and to promote healthy and positive relationships between

family members.

According to statistics, 79.6% of family guidance and reconciliation cases were successfully settled, reflecting the high rate of successful and effective settlements in providing support and advice to families to deal with the challenges and difficulties they face.

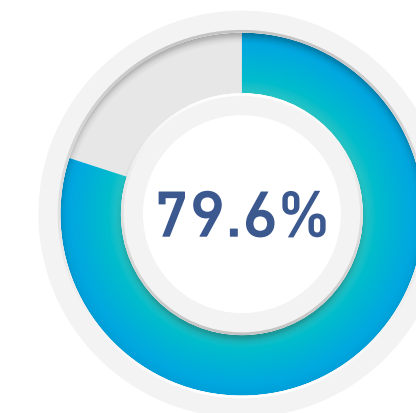
Family guidance and reform services are essential for promoting healthy and sustainable family relationships and contribute to building a strong and stable society. The concerned authorities seek to develop and enhance these services to meet the needs of families and achieve their well-being.



37

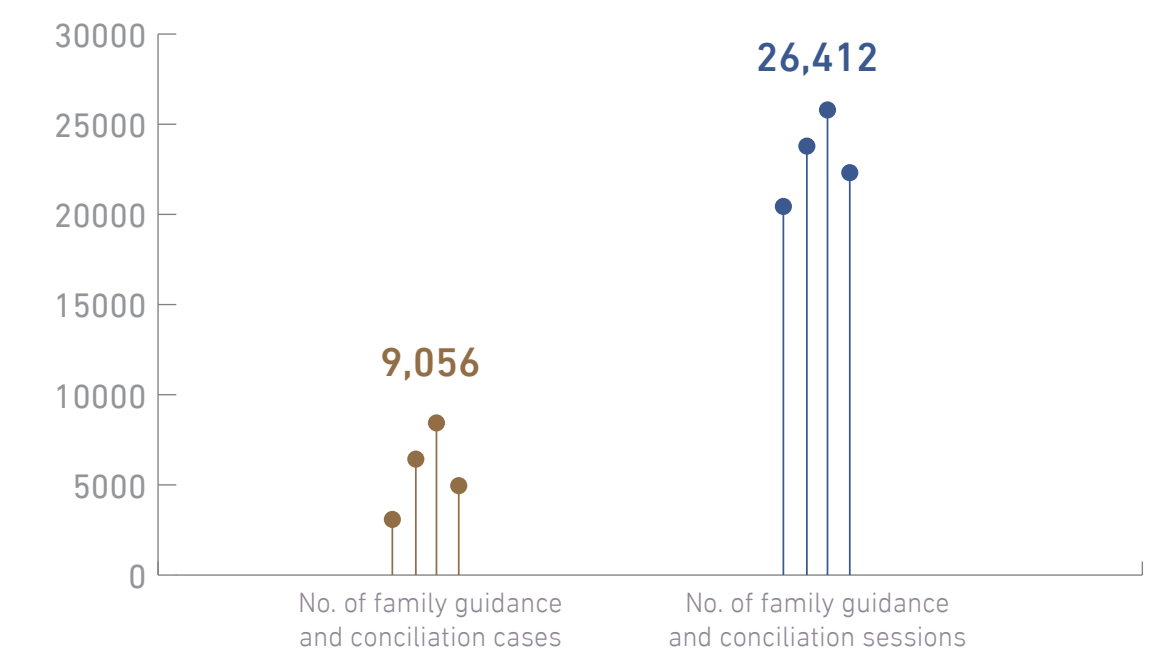
Sessions

Family mediation in residential district councils



Rate of family guidance and conciliation settlements

Family guidance and conciliation sessions and cases



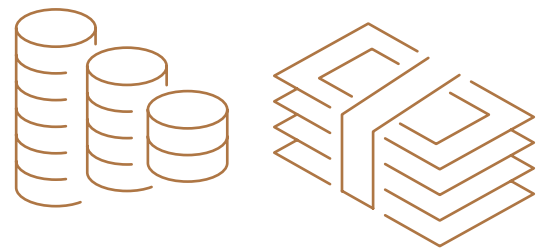




## Inheritances

A large number of inheritances were registered during 2023 in the Emirate of Dubai. The total number of inheritances of Muslims reached 512, while the number of inheritances of non-Muslims reached 38, and 30 private inheritances were also registered. Thus, a total of 580 inheritance files were settled, and the value of settled inheritances reached was AED 4,155,917,861.

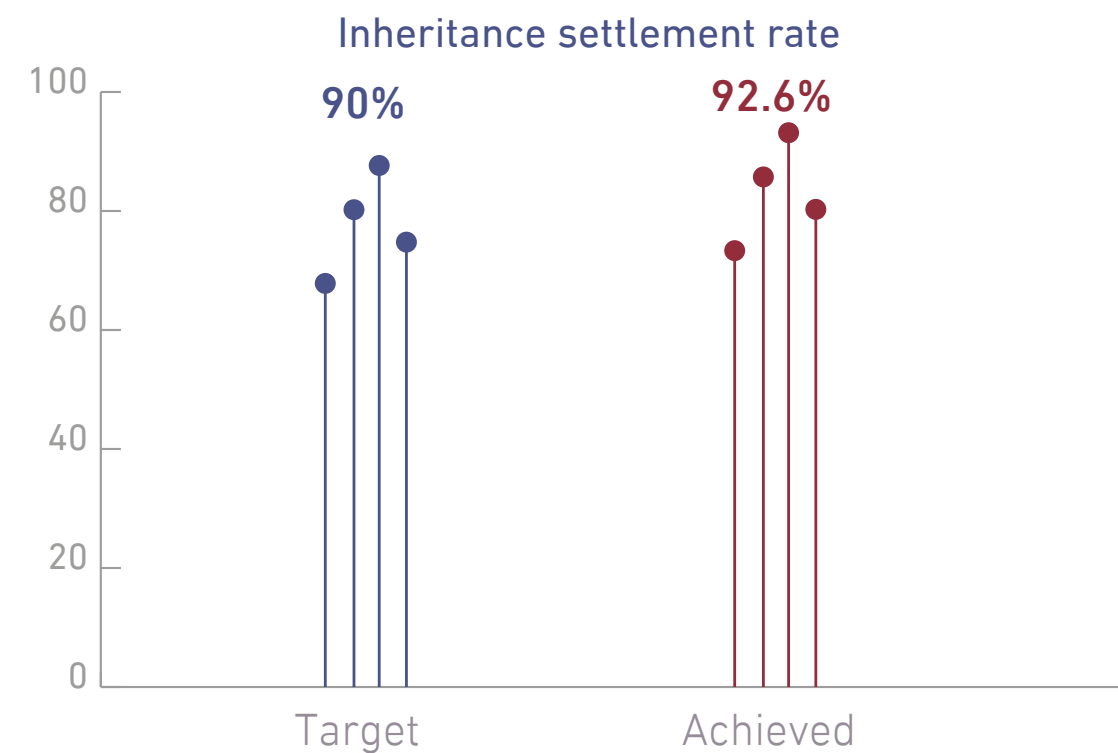
The achieved inheritance settlement rate indicates the center's success in achieving the set goals, as the settlement rate reached 92.6%, which is higher than the target value of 90%. This high performance in inheritance settlement reflects the success and efficiency in managing distribution operations in accordance with legal wills and personal desires.



# 4,155,917,861

Inheritance settlement value (AED)

Item	No. for 2023
Muslims inheritances	512
Non-Muslims inheritances	38
Private inheritances	30
No. of inheritance settlement files registered	580
No. of private inheritance preparation files	19
Inheritance settlement value (AED)	4,155,917,861



## Cases preparation technical support for judges

The case manager plays an important role in the judicial system, functioning as an assistant to judges in the courts (first instance, appeal, and Supreme) and undertaking the technical work of claims, from preparing case files and managing their sessions at all stages of litigation.

The case manager's role involves the following duties:

- Examining first instance case files to verify the legally applicable judicial fees and the accuracy of the data in the electronic system.
- Assessing the availability of the conditions of the performance order by presenting the cases to the supervising judge, before referring them to the competent performance order judge.
- Verifying the translation of documents and assigning the parties to the claim to submit memorandums and documents to complete the legal procedures for the claims.
- Making decisions to announce the parties to the case and issuing announcement decisions by publication, in

accordance with the merits of the Civil Procedure Law.

- Verifying the validity of the representation of people and corporates by examining the legal agencies provided.
- Documenting the attendance of litigants, their legal requests and defenses in the minutes of sessions and managing and following up on the implementation of decisions.

## Cases preparation indicators

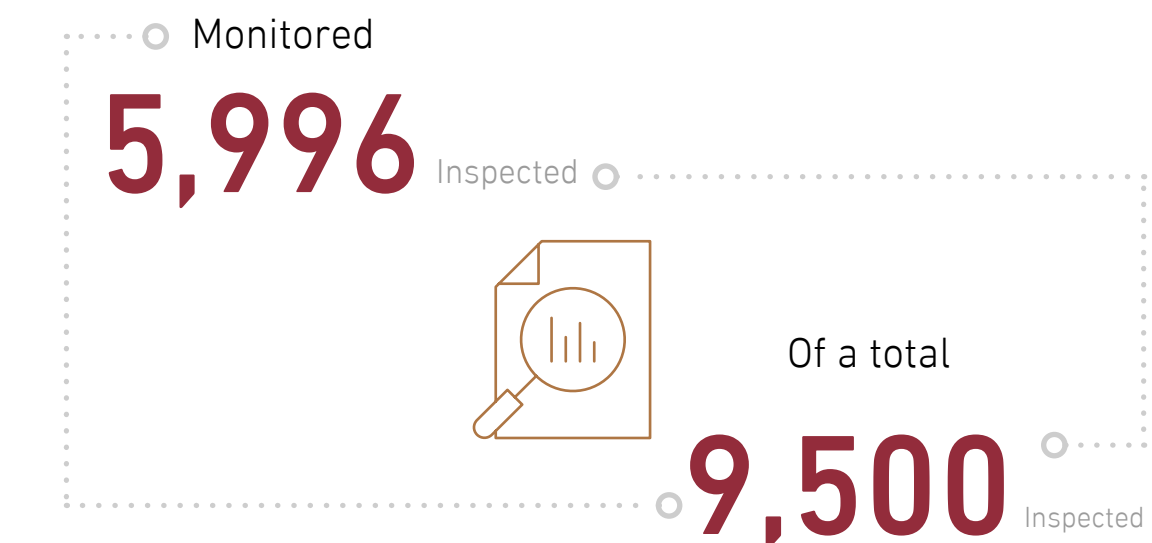
Item	No. for 2023
Percentage of completed claims (general)	92.5%
Average duration of preparation and assignment (general) in days	10
Percentage of claims adjudged in the first session (general)	53%
No. of staff	85
Total productivity of case managers	36,364

## Empowerment of judicial experts: Department's role in reinforcing justice and achieving quality

The Experts Department at Dubai Courts aims to empower judicial expertise and enhance its role in achieving justice through the missions entrusted to experts.

Monitoring and auditing efforts include monitoring field inspections, where 5,996 inspections were monitored out of a total of 9,500 inspections.

This information reflects the department's commitment to enhancing quality and professionalism in judicial work, by empowering judicial expertise and improving oversight and auditing, which contributes to increasing public confidence in the justice system.







### Assignments "tasks" allocated to experts

During 2023, a large number of tasks were assigned to experts, as the total number of tasks that were assigned reached 11,488. A total of 9,534 of these tasks were successfully implemented, and the average completion time for these tasks was achieved at an average of 45 days.

This rate is considered an indicator of efficiency and effectiveness in implementing the tasks assigned to the experts, as completing the tasks in a specific period requires high technical skills and experience, in addition to good

planning and organization.

The tasks assigned to experts vary according to the field in which they work and include a wide range of work and special tasks. Accomplishing these tasks also requires careful analysis and the use of specialized expertise and skills to reach high-quality results. Dubai Courts seeks to improve and develop the process of appointing and executing tasks to achieve the best results, as training and guidance are provided to experts to develop their skills and improve their performance in executing tasks.



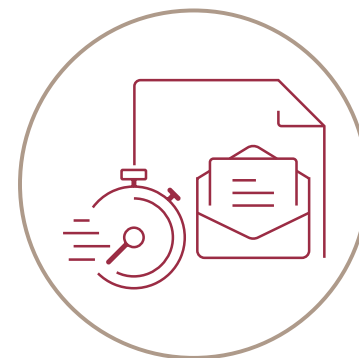
11,488

No. of tasks assigned



9,534

No. of tasks completed



45

Average completion duration (days)

### Emiratization of experts

The Emiratization of experts is an important part of the sustainable development strategy in the Emirate of Dubai, as it aims to enhance local talent and provide job opportunities and professional development, which contributes to strengthening the economy and achieving comprehensive development in the emirate.

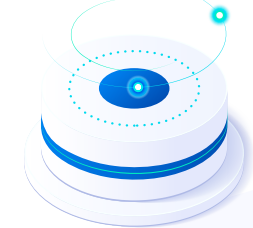
In 2023, a number of new experts were appointed in the Emirate of Dubai, with the total number of new experts reaching 37, who were selected based on their experience and specialized skills in specific fields.

The efforts to Emiratize experts come within the framework of enhancing efficiency and developing local talent. In this context, an Emiratization rate of up to 84% was achieved, as the number of national experts reached 170 out of 202 experts.

This number reflects the commitment of the Emirate of Dubai to empowering citizens and providing them with job opportunities and professional development. In addition, experts participate in the "Aoun" volunteer initiative, and their number has reached 48 experts, an initiative that reflects the experts' commitment to providing assistance and support to the local community through their professional expertise. 16 expert bodies have been accredited in the Dubai Courts roster, and these bodies cooperate with institutions and departments in the Emirate of Dubai to provide expertise and specialized consultations in cases related to their fields. This strong cooperation between accredited bodies, sustainable support and high-level guidance of experts is reflected in the provision of high-quality legal and technical services.

Actual no. of experts

202



No. of new experts

37

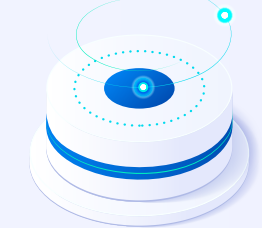


48

No. of experts participating in Aoun voluntary initiative

Emiratization rate

%84



No. of Emirati experts

170



16

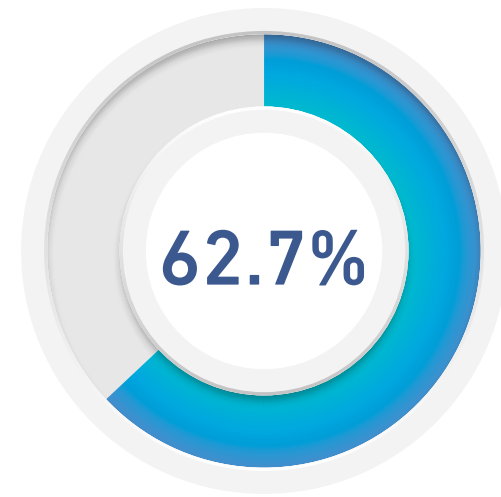
No. of expert entities accredited with Dubai Courts-departments and institutions



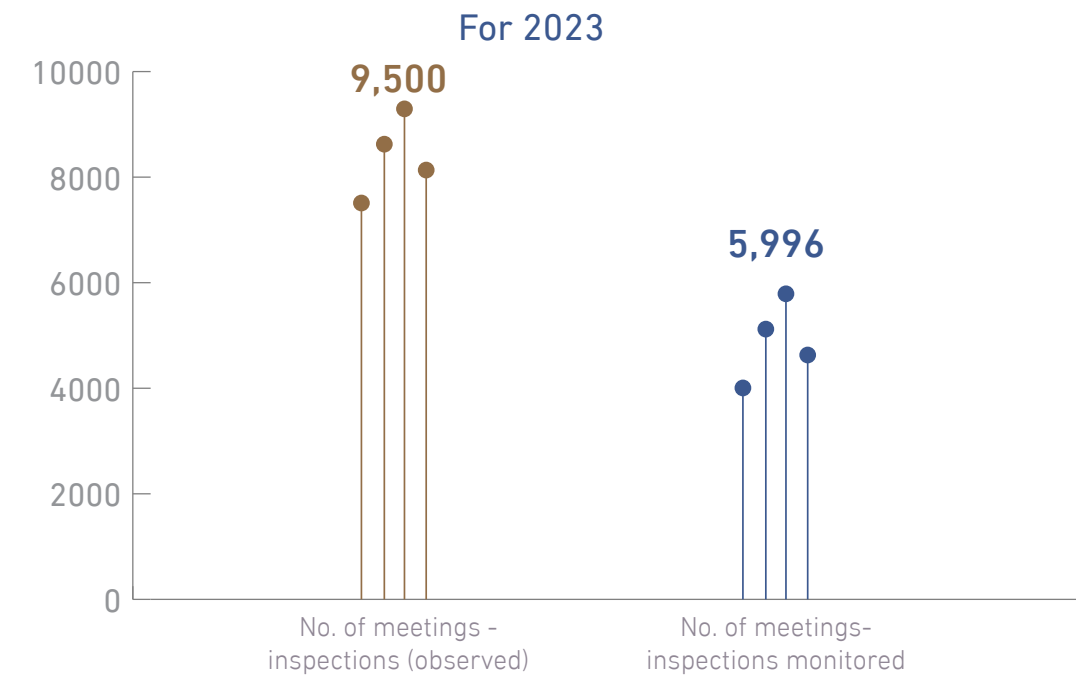


## Monitoring and auditing

Below we review the results of the monitoring and auditing of expert meetings and inspections:



Percentage of meetings under monitoring



## Results of field inspection on expert offices

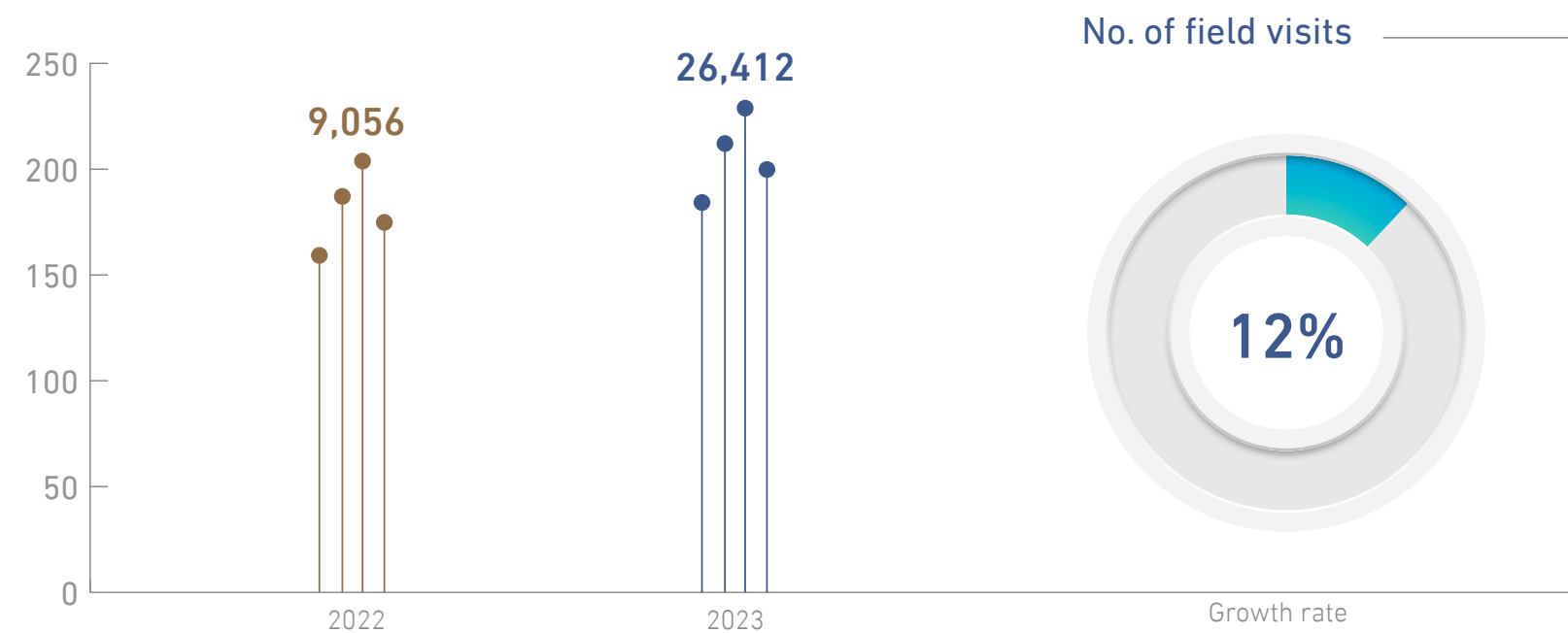
As part of the field inspection efforts of expert offices in Dubai Courts, a number of field visits were carried out during 2022 and 2023. The total number of field visits in 2022 reached about 209 visits, and increased to 234 visits in 2023, indicating a growth of 12%. During these field visits, a number of violations related to the activities and procedures of expert offices were observed and documented. A

total of 61 violations were monitored in 2023.

As for the handling of violations, all observed violations were addressed by up to 90% after follow-up with experts. This follow-up includes corrective measures and directions to the experts, to correct their situations and adhere to the required standards and procedures.

61

No. of violations (2023)







Main Index

1

2

3

Indicators of Courts Departments' commitment towards excellence

4

5

6

## Institutional Support and Communication Sector

### Human Resources in Numbers

Total no. of employees at Dubai Courts

1,134



Males percentage

55%



Female percentage

45%

Total no. of administrative staff

939



Percentage of young staff (18 – 35)

35%



Emiratization rate (judge role)

42%

Total number of judges

195



Percentage of females in judge roles

5%



Average age according to the applicable age groups for the judicial staff (young employees of the judiciary)

5%

Emiratization in administrative staff

92%

Judiciary information

2023





## Legal and judiciary programs for training human resources

In 2023, a comprehensive training program was implemented to prepare and qualify future judges. 136 students were trained, including 33 employees of the department. 15 of the trainees were able to obtain academic qualifications, while 8 others obtained professional and specialized diplomas, and 61 people were registered in affiliate programs.

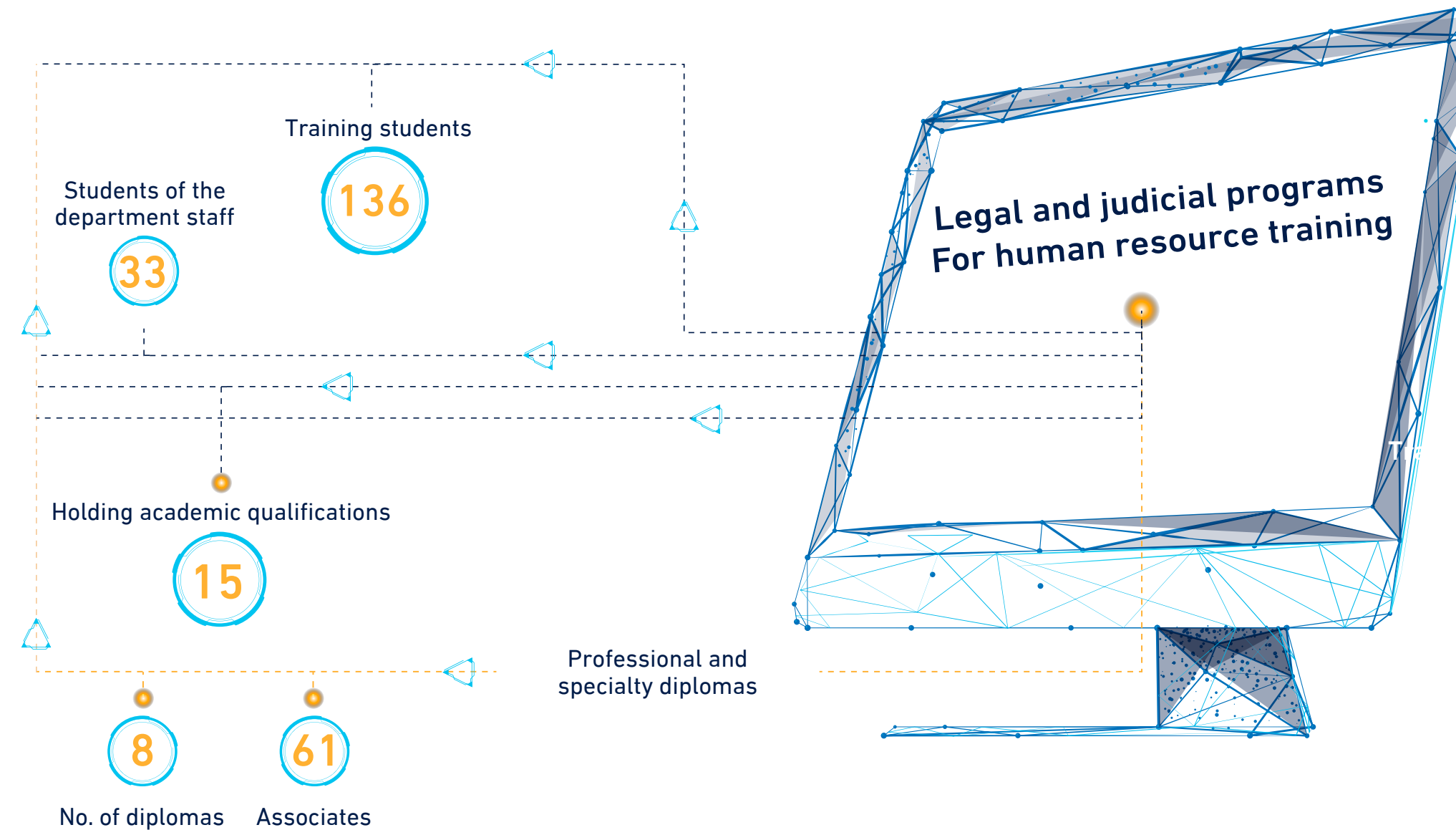
Other indicators of training include statistics on the number of courses and training hours. 72 courses were implemented for the judicial staff and 344 courses for the administrative staff. The total training hours amounted to 4,133 hours for the judicial staff and 25,981 hours for the administrative staff. 186 people from the judicial staff and 917 people from the administrative staff benefited from these courses.

The program also included courses and workshops presented by judges, where 78 training courses and workshops were implemented, and professional diplomas were implemented for judicial authority assistants, with 16 people obtaining a diploma for secretaries in the second batch and 12 people in the third batch, in addition to 17 people obtaining a diploma for case managers in the second batch.

The program is implemented over three years, focusing in the first year on legal and administrative courses, in the second year on legal and administrative courses and external visits, and in the third year on implementing legal and administrative courses, practical application and evaluation.

This integrated program aims to qualify and equip future judges with the knowledge and skills necessary to carry out their judicial duties with high efficiency and professionalism.

## 2023 training statistics



	Judicial staff	Administrative staff
Total no. of courses	72	344
Total course hours	4,133	25,981
No. of beneficiaries	186	917

## An integrated program to prepare and qualify the judges of tomorrow

In order to enhance the capabilities and skills of the judicial and administrative staff, an integrated program has been developed to prepare and qualify the judges of tomorrow. The three-year program, which will run until 2026, focuses on the implementation of a variety of training courses and activities on an annual basis.

During its first year, the program will focus on conducting legal and administrative courses, providing comprehensive training that covers the various legal and administrative aspects of judiciary work.

In the second year, the legal and administrative courses will continue, and external visits are added as part of the training program. Trainees will have the opportunity to visit judicial and administrative institutions outside the UAE to benefit from different experiences and practices and exchange knowledge. In the third year, additional legal and administrative courses will be implemented, in addition to a focus on practical application and evaluation, where trainees will have the opportunity to apply the knowledge and skills they have acquired in an actual work environment, with an emphasis on performance evaluation and improvement.

This strategic program aims to develop and enhance the capabilities of the judicial and administrative staff over the next three years.





## Happiness and job harmony

Dubai Courts seeks to enhance happiness and job harmony among court employees. To this end, it has activated the “Something on Your Mind” and the “Your Health Makes Us Happy” initiatives, which aim to improve the health and well-being of employees comprehensively.

### Something on Your Mind initiative

The “Something on Your Mind” initiative was successfully implemented at Dubai Courts, where four workshops were organized that focused on the mental and physical health of employees, in accordance with the approved plan.

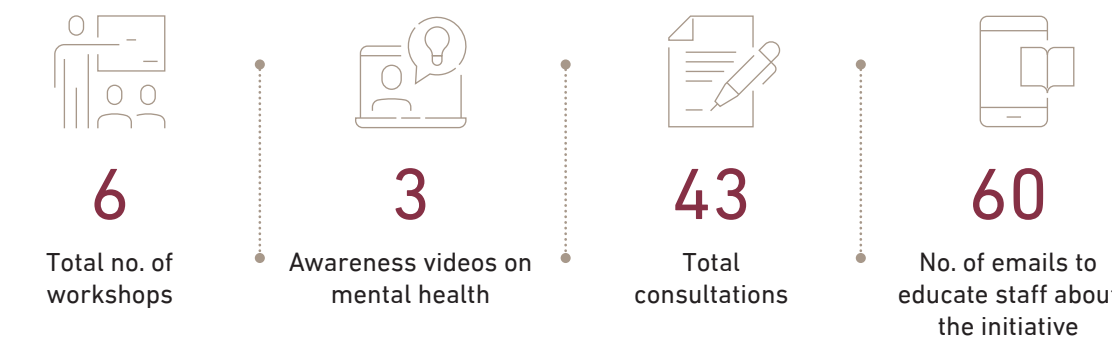
In conjunction with the celebration of World Mental Health Day, a Mental Health Week was organized, where an introductory workshop on the initiative was presented to all employees.

A workshop was also presented on time management and dealing with life pressures, in addition to providing in-person psychological consultations at the headquarters, the Labor Court building, and the Execution Court building.

Three awareness videos about mental health were published for all Dubai Courts employees, and 32 psychological consultations were provided out of 43 consultations. This service was promoted through e-mail and other means of communication approved by Dubai Courts.

Amendments were also made to the way the consulting service was presented, as a poster was designed explaining the service and the target number for each organizational unit, with the aim of ensuring that all employees are provided with the opportunity to benefit from the service.

Employees were also introduced to the initiative through e-mail, where more than 60 e-mails were sent to educate employees about the initiative and the consultation service provided regarding guidance and development.



As a result of implementing initiatives related to the mental and physical health of Dubai Courts employees, the Courts won in the Best Employee Benefits and Wellbeing Strategy category within the GCC GOV HR Awards.

All information related to the initiative is updated and published through all spaces designated for introducing the initiative, to ensure that information related to the initiative continues to be updated.

## Your Health Makes Us Happy initiative

Your Health Makes Us Happy initiative was launched to educate staff about diseases and how to prevent them. For this purpose, four videos were published, including material about obesity and chronic diseases, in addition to diabetes and a healthy lifestyle. All videos that were published for the initiative were introduced through a poster that included links to all the videos. All information related to the implementation of the initiative has been updated via the knowledge portal.

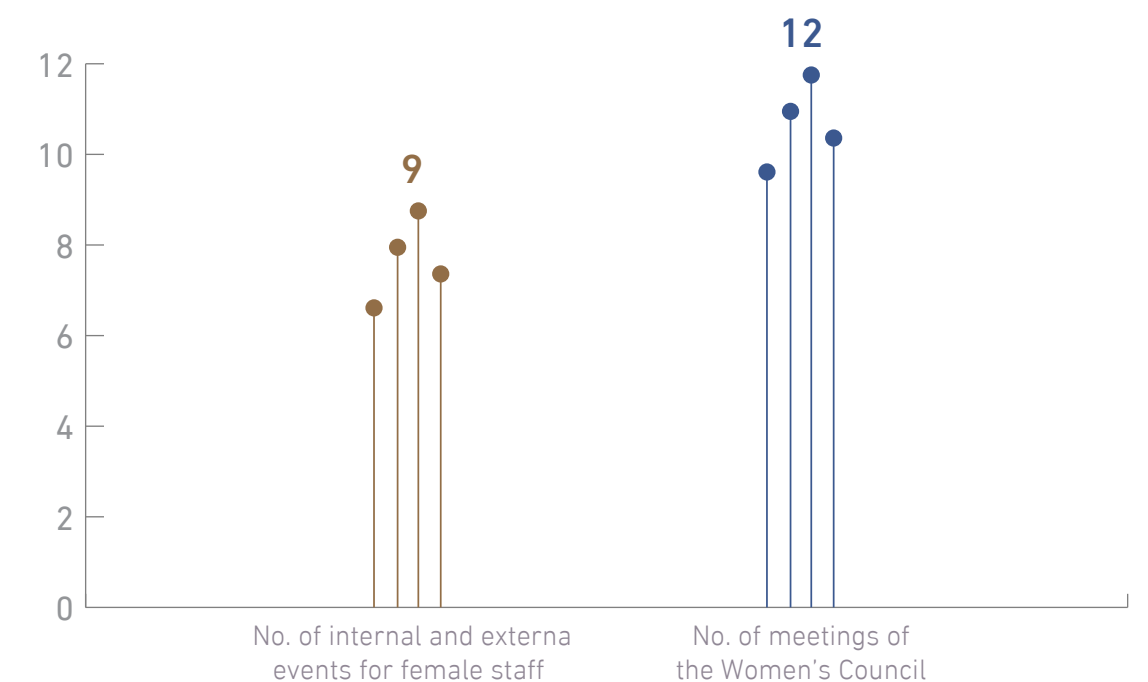
No. of videos for the initiative	4
Poster about the initiative's videos	1



## Development, education and entertainment for Courts female staff

A comprehensive program was implemented to develop, educate and entertain the Courts' female staff during 2023, and a total of 9 of various internal and external events were organized with the aim of enhancing the skills and knowledge of the Courts' female staff in their field of work and developing their capabilities.

In addition, 12 meetings of the Women's Council were held, where important and pivotal issues of concern to female employees and their needs were discussed.





## Al Jawhara Women's Council's events and activities

Al Jawhara Women's Council at Dubai Courts organized a group of events and activities aimed at enhancing communication and boosting morale among the department's female staff. These events included:

### Our Winter with Al Jawhara initiative

Jawhara Women's Council organized a recreational trip for the department's female staff to Reef Hatta Farm. This trip aimed to enhance communication and strengthen bonds between female staff and enable them to enjoy the nature and entertainment away from the daily work environment. Al Jawhara Women's Council also organized a "Our Winter with Al Jawhara" event in Al Khor Park, and a variety of distinctive restaurants and cafes were provided. This event aimed to make the department's staff and customers happy and entertained, and to provide a comfortable and enjoyable environment that contributes to breaking the daily work routine and promoting the principle of happiness and positivity.



### Participation in Bridges of Giving campaign - donations to Turkey and Syria

Al Jawhara Women's Council at Dubai Courts participated in volunteering in the Bridges of Giving campaign in cooperation with the Emirates Red Crescent, and in coordination with the Ministry of Foreign Affairs and International Cooperation and the Ministry of Community Development, to contribute to giving and expressing solidarity with the afflicted peoples, in response to the call of humanitarian duty in the "Bridges of Giving campaign, which had a significant impact in alleviating the pain and suffering of the affected areas.



### Kinderville nursery opened at the Labor and Execution Court building

As Dubai Courts is keen on providing an integrated environment for working mothers, to achieve a balance between their work tasks and caring for their children, the nursery was opened on Mother's Day, corresponding to March 21, in the presence of a number of judges, directors and court employees.



### Workshop on innovation and creativity under psychological pressures and responsibilities at work and home

A training workshop was organized for female employees of Dubai Courts in the Labor and Execution Court building, at the initiative of the Women's Council. The workshop focused on innovation and creativity under psychological pressures and responsibilities at work and home. This workshop aims to enable female staff to develop their innovative skills and abilities, in the face of the psychological challenges and pressures they face in their personal and professional lives. The workshop included the exchange of knowledge, ideas and successful experiences in dealing with pressure and stimulating creativity in the field of work.





### Emotional intelligence workshop

Al Jawhara Women's Council at Dubai Courts organized an emotional intelligence workshop for female staff of Dubai Courts, with the aim of increasing female staff's understanding

of the importance of balancing their emotions, using emotional information to guide thinking and behavior, distinguishing between different emotions and describing them appropriately, and modifying emotions to adapt to environments.



### Participation in a dialogue session with Lawyers Association

Al Jawhara Women's Council at Dubai Courts, through the President of the Women's Council, participated in a dialogue session with the Lawyers' Association on the occasion of Emirati Women's Day.

The dialogue session included an emphasis on the importance given by the United Arab Emirates to women, which led to enhancing their status and developing their capabilities.

### Pink Month event

Al Jawhara Women's Council at Dubai Courts organized the Pink Month event as part of the National Breast Cancer Awareness Campaign, in cooperation with various medical centers and several hospitals and health companies.

The event aims to raise health awareness of the dangers of breast cancer among female staff, promote methods of preventing it in accordance with sound health standards, and raise awareness of a healthy lifestyle in sustainable ways. This comes from Dubai Courts' keenness to promote a healthy culture and establish the principle of health awareness among its staff, and to enhance cooperation between it and external parties to achieve its strategy of reaching "Pioneering & Internationally Distinguished Courts".



### Holy month of Ramadan campaigns

With the aim of helping and supporting simple families to achieve compassion and solidarity in the blessed month, the Women's Council at Dubai Courts participated in distinguished campaigns, which included:

#### Mir Ramadan Campaign

The Women's Council participated in the Mir Ramadan campaign, which aims to meet the food needs of needy families during the holy month of Ramadan. Through this campaign, assistance was provided to families in need, which

contributed to achieving compassion and solidarity among members of society and alleviating the psychological burden on those families.

#### Eid Clothing Campaign

The Women's Council invited children from needy families, and this campaign was organized within the framework of the efforts of the group and organizers, with the aim of relieving the financial pressure on the families of those families and providing Eid clothing for the children, which enhances the joy and contributes to revitalizing their spirits during Eid Al-Fitr.



### Women's Council wins 3rd place - Women Empowerment category at the GCC level

The Women's Council in Dubai achieved an important milestone by winning third place in the women's empowerment category at the level of the GCC. The dedicated and creative work team in the Women's Council was honored by the Director General of Dubai Courts, in appreciation of their distinguished efforts and effective contribution to empowering and supporting

women.

These achievements reflect the Women's Council's commitment to enhancing the role and empowerment of women in all aspects of life, whether in the judicial field or in society in general, thanks to a clear vision and strategy based on innovation and continuous development.







### Innovators Club



#### Adalah 01 platform

The platform includes more than 3,000 innovative practices from leading governments around the world in various fields and contains more than 25 guides and references in the fields of innovation, digital transformation, and institutional excellence. The platform implements benchmarks through the use of documented case studies and contributes to making Dubai Courts a learning institution that enhances the knowledge of its human resources and informs them of best practices.

Maturity and transformation of knowledge and digital tools among Dubai Courts personnel	65%
No. of innovative practices on the platform	> 3000
No. of manuals and references in innovation, digital transformation and institutional excellence	> 25



#### Innovation Policy Services Lab 360

The lab brings together participants from different disciplines and backgrounds to work together to develop services, and encourage them to propose creative solutions, through activities that motivate them to propose solutions that may not be considered in traditional environments.

No. of participants	35
Satisfaction with 360 Innovation Policy Services Lab	100%
Total no. of innovation labs	2



#### Innovation Medal

The Innovation Medal enhances the spirit of positive competition for human resources, to present more creative ideas and innovative methods, which contribute to developing and improving performance, achieving sustainability in institutional work, establishing a work environment that supports innovation, and providing pioneering judicial services that support quality of life.

In 2023, distinguished people from Human Resources were honored in recognition of their contribution and creativity in developing the field of justice in Dubai Courts. The awards included:

- Creative Judge
- Creative Employee
- Golden Group Suggestion
- Golden Individual Suggestion







## Technical infrastructure indicators

Notable success has been attained in cyber security and technological disaster preparedness in 2023. The completion rate of cybersecurity testing at the time of recovery from technical disasters reached 100%. The Dubai Cyber Index also recorded a score of 4.1, which reflects the rise in the level of cybersecurity.

Achieving network availability in all branches at a rate of 99.64%, which indicates the stability and breadth of the technical services provided and allocating a time of 90 minutes to prepare backup technical systems in emergency situations. This reflects the commitment of Dubai Courts to ensuring business continuity

in cases of technical emergencies.

The rate of upgrading systems to the recommended versions reached 94.85%, which indicates the Courts' commitment to modernizing and developing the technology used, and the infrastructure upgrade to the recommended versions was achieved by 100%, which reflects the modernity and development of the technical infrastructure used in the institution.

Thanks to these accomplishments, cyber security and business continuity in technology emergencies have been enhanced, thus solidifying confidence and stability within the organization's technology environment.

## Technical infrastructure indicators

Network availability across branches

99.64%

Time needed to operate backup technology systems in case of emergencies to ensure business continuity

90 Minutes

Percentage of infrastructure upgrade to recommended versions (technology newness)

100%

Percentage of completion of periodic testing at the moment of recovery from technical disasters

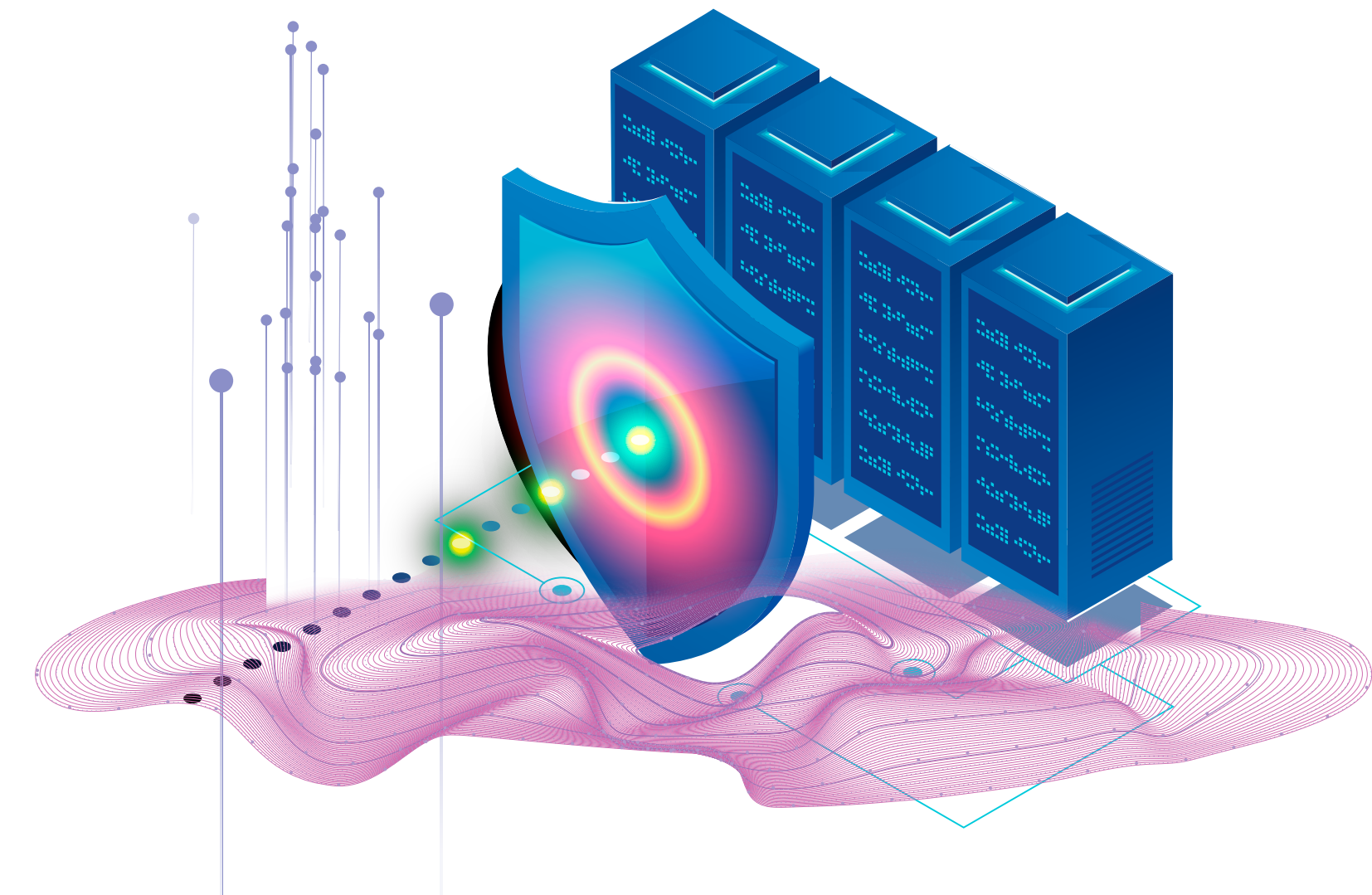
100%

Dubai Cyber Index

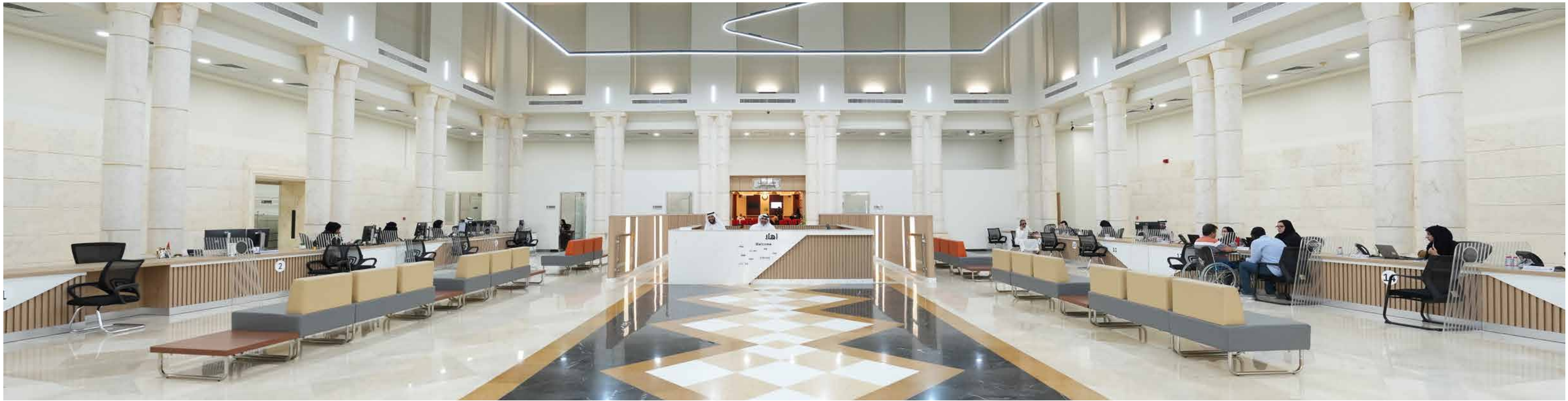
4.1

Percentage of systems upgraded to recommended versions

94.85%







## Notary, Settlement and Execution Sector

### Dubai Courts achieve exceptional success in settlements and reconciliation in 2023

Dubai Courts made significant progress in the field of settlements and reconciliation in 2023, with a total of 14,909 disputes registered, and 2,531 disputes, a rate of 16.9%, were settled according to reconciliation agreements.

Also, 3,266 disputes were ended by a dispute-ending decision, which represents 21.9% of the total disputes, while 7,645 disputes were tried before the competent courts, and 14,352 disputes were ended, representing 96% of the registered disputes.

The value of financial settlements this year amounted to AED 4,773,646,865, and there was a 41% increase in demand for settlement compared to last year.

Dubai Courts achieved great success in increasing the

number of reconciliation agreements, as 2,531 reconciliation agreements were reached, an increase of 1,082 reconciliation agreements over the prior year. The Courts were distinguished by their speed in resolving disputes by reaching reconciliation agreements in an average of 16 days from the date of inviting the parties to settle and reconcile.

A complete digital transformation has also been achieved in settlement and reconciliation processes, as 100% digital signatures have been adopted for all parties to disputes. Thanks to these achievements, the efficiency and effectiveness of settlement and reconciliation processes has been improved, and the parties' confidence in justice and the quick and fair settlement of disputes has been enhanced.

Item	No. for 2023	Percentage of registered files
No. of registered disputes		14,909
Disputes ended in reconciliation	2,531	16.9%
Disputed ended by a dispute-ending decision	3,266	21.9%
Disputes referred to competent court	7,645	51%
Total ended disputes	14,352	96%
Value of financial settlements		AED 4,773,646,865
Increase in demand on settlements		41%





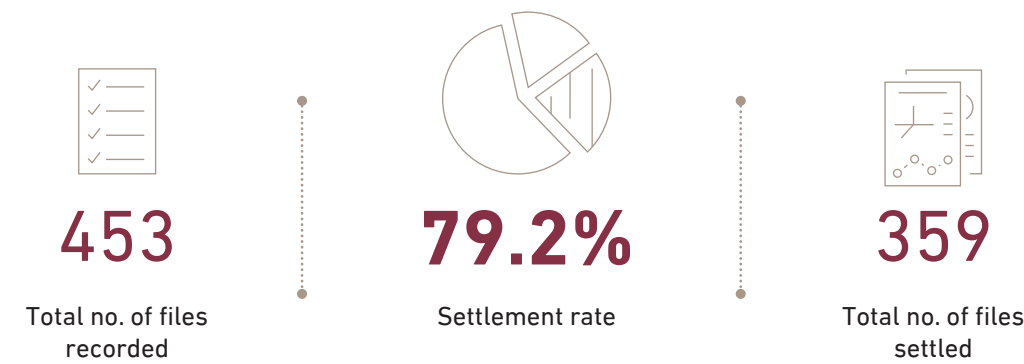
## Execution settlements

Focusing on settlement as a means to resolve disputes is an important step towards reinforcing justice and presenting it to affected parties.

The use of settlement provides an opportunity for the parties to negotiate and reach an agreement that meets their common interests, thus avoiding lengthy and costly judicial procedures. A total of 453 files were registered as part of execution settlements, and of these files, 359 files were settled, representing a settlement rate of 79.2%.

Such a high settlement rate reflects the success and effectiveness of the settlement approach in resolving disputes

and finding satisfactory solutions for the conflicting parties. This percentage is a positive indication of the source's ability to settle disputes effectively and quickly, which enhances confidence in the settlement system and contributes to reducing the burden of ongoing cases in the courts.



## Reasoned decisions (dispute-ending decisions)

The presence of the Center for Amicable Settlement of Disputes as part of the First Instance Court reflects the focus on settlement and reconciliation as a means of resolving disputes before resorting to more complex judicial procedures.

It is important that these courts operate efficiently and effectively to ensure that justice is provided, and disputes are resolved in ways that are satisfactory to the disputing parties.

Based on the data provided about the dispute-ending decisions in various courts, it was found that there was a total of 4,241 decisions issued, and this number is distributed among several courts, where 335 decisions

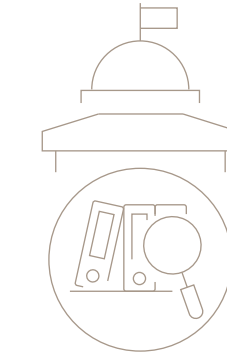
were issued by the Supreme Court, and 101 decisions were issued by the Appeal Court. In addition, the Center for Amicable Settlement of Disputes of the First Instance Court issued 795 decisions, and the civil, commercial, labor, and real estate courts of first instance issued 830, 819, 1,351 and 1 decisions, respectively. Seven decisions were issued by the Personal Status Court, and only one decision each by the Execution Court and the Real Estate Court.

These numbers reflect the diversity of disputes that are dealt with in different courts and illustrate that dispute-ending decisions take multiple forms and include a variety of legal topics.



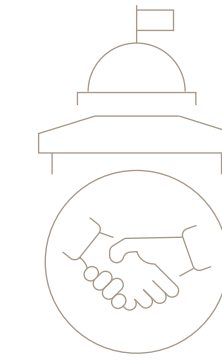
335

Supreme Court



101

Appeal Court



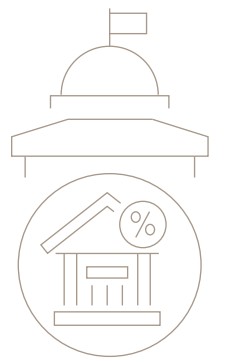
795

First Instance Court-  
Amicable Dispute  
Settlement Center



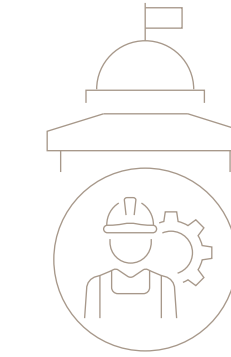
830

Civil Court  
of First Instance



819

Commercial Court  
of First Instance



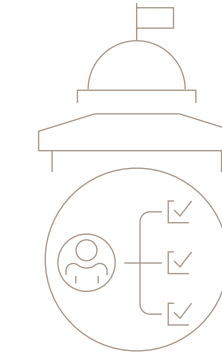
1,351

Labor Court  
of First Instance



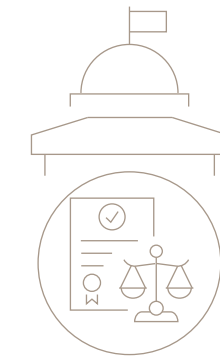
1

Real Estate Court  
of First Instance



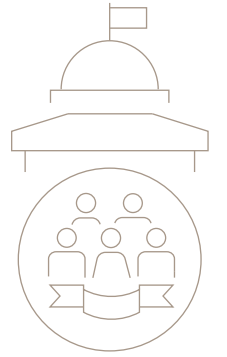
7

Personal Status Court



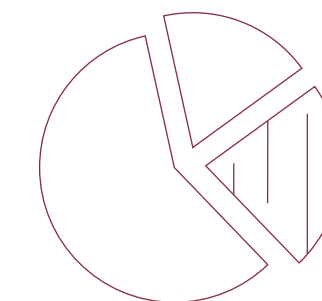
1

Execution Court



1

Inheritance Court



4,241

Total no. of decisions





## Notary Public

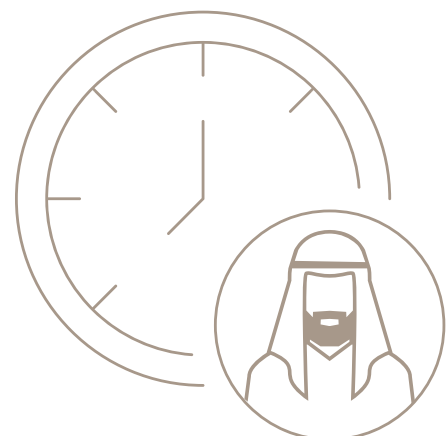
Data for the year 2023 indicates that the average time it takes to complete transactions with a notary public is 02:31 minutes. This average does not include the notary public's travel time to the customer to complete the transaction.

The number of practicing notaries reached 103 and the number of notaries public reached 20. The total number of notaries reached 123.

A total of 369,299 transactions were completed, with the number of public notary transactions reaching 218,761 transactions, and the number of private notary transactions reaching 143,321 transactions. Also, 7,217 transactions were processed through the Fast Track.

The number of certified contract transactions reached 43,424, while the number of legal notices reached 79,485. A total of 1,791 wills of non-Muslims were certified, and 36,270 declarations were certified.

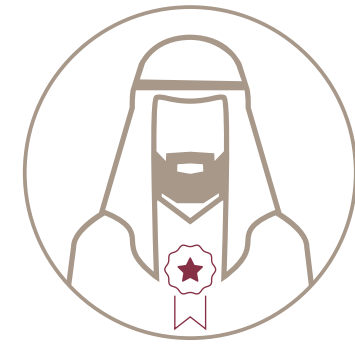
The number of agency ratification transactions reached 207,297. 305 church transactions were ratified, 4,365 judicial warnings were ratified, and 7,161 meeting minutes were ratified, and the total number of transactions reached 380,098.



# 02:31

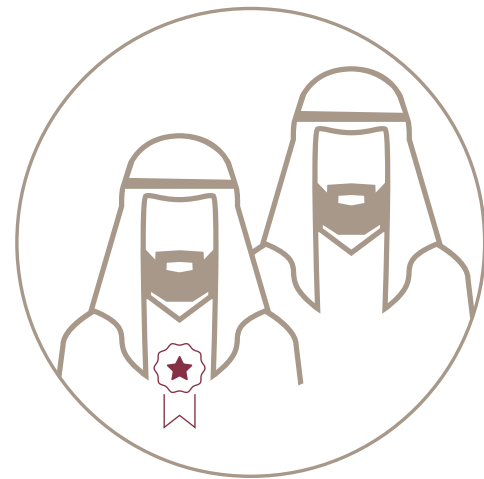
Average time required for completion  
with notaries (minute)\*  
for 2023

\* The time taken does not include "the time the notary moves to the dealer to complete his treatment"



## 103

No. of practicing private notaries



## 123

Total



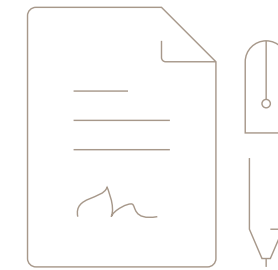
## 20

No. of notaries public

### Notary Public transactions

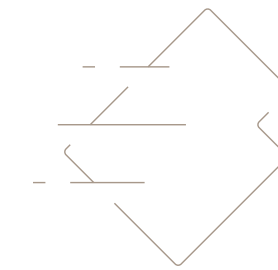
General Public Notary	2023
General Public Notary	218,761
Private Notary	143,321
Fast Track transactions	7,217
<b>Total transactions</b>	<b>369,299</b>

### Notary transactions by transaction type (2023)



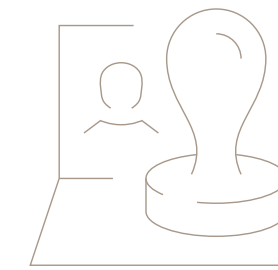
## 43,424

Contract attestation



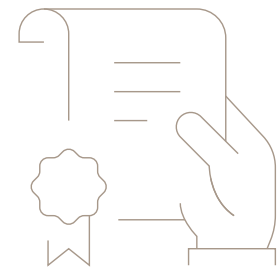
## 79,485

Judicial notices



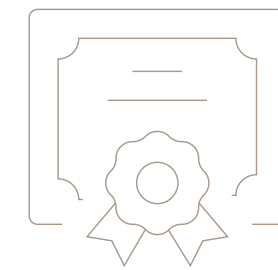
## 1,791

Attestation of wills for non-Muslims



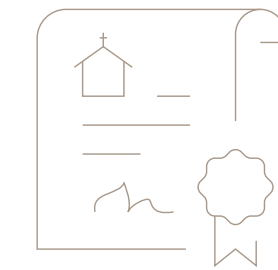
## 36,270

Attestation of Declarations



## 207,297

Power of Attorneys Ratification



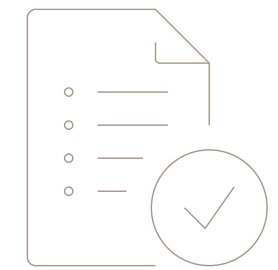
## 305

Attestation of church transactions



## 4,365

Attestation of legal notices



## 7,161

Minutes of meeting

# 380,098

TOTAL





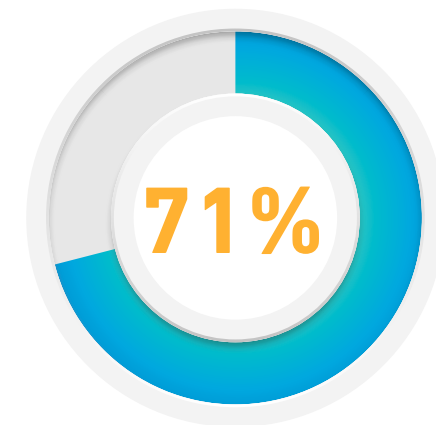
## Average waiting time (digital) for Notary services

### Digital transaction indicators

Average time indicator from first check until final approval 3.50hrs

### Smart Electronic Notary

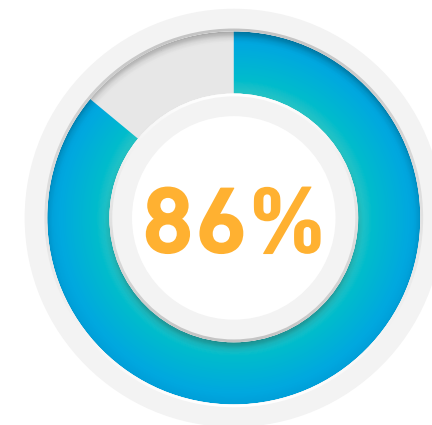
Dubai Courts transformed notary public services from electronic to digital services, which led to the ease of providing the service to the community inside and outside the country, through smart court applications with the aim of reaching completely paperless courts, facilitating procedures for the customer and completing the transaction at any time and at any place without the need for personal presence.



Percentage of digital transactions with the Notary Public

362.082

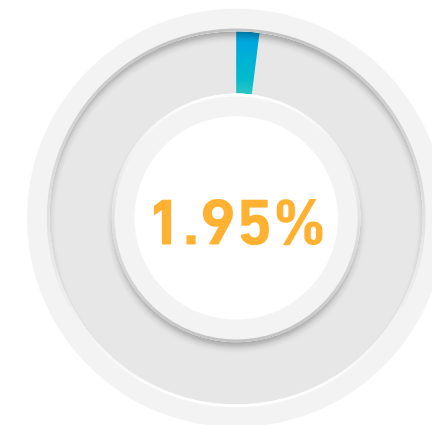
Total transactions with public and private notaries



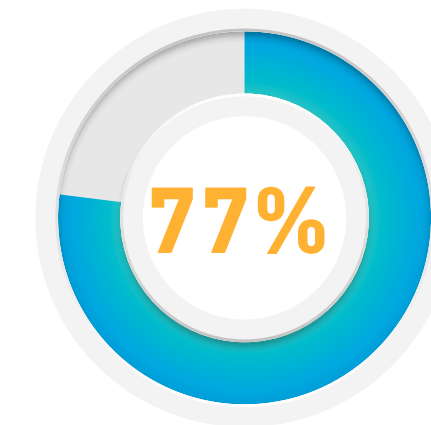
Percentage of digital transactions with the Private Notary

218.761

Total transactions with the Notary Public



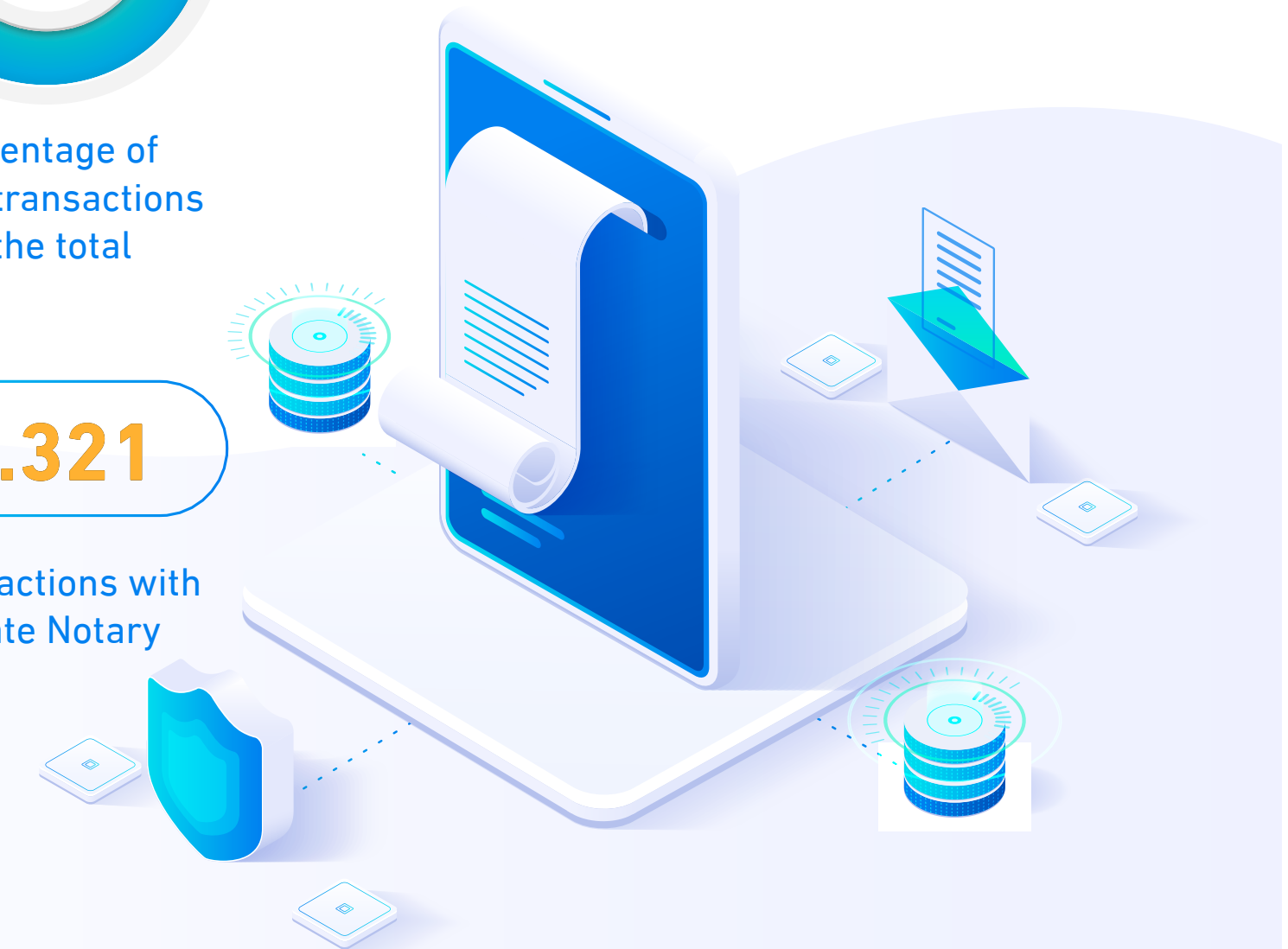
Percentage of digital transactions in the system



Percentage of digital transactions of the total

143.321

Total transactions with the Private Notary





## Ensuring the execution of judicial orders

The execution of judicial orders is ensured through the efforts of Execution officers in the judicial system. According to statistics, a total of 884,549 applications for execution were submitted, and the average completion time was 4.6 days.

As for the work of execution officers in general, 122,250 tasks were carried out, and a total of 57,820 execution files were closed. The

total number of registered files is 72,091, the total deposits collected amounted to AED 7,846,460,590.60, and 769,528 execution decisions were issued.

The execution period is calculated with a general average of 57.9 days from the date of registration of execution and 49.7 days from the date of completion of the announcement. A total of 1,595,608 operations were processed in the Execution Department during 2023.

The average duration of execution judgments from the first session is 5.4 days, and the judge's decision-making rate according to the date the request is scheduled is 0.319 days.

In general, the total number of execution files reached 74,069, and the total number of execution judgments reached 2,504. These figures reflect the efforts made to ensure the effective enforcement of judicial orders and the application of justice in the judicial system.

## Total no. of requests submitted for Execution and average duration for completion

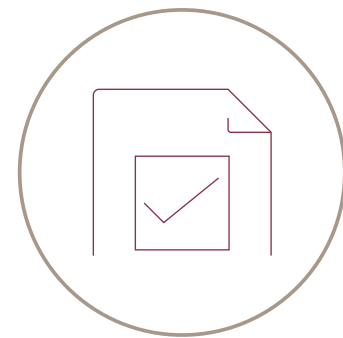
Total no. of execution requests	884,549
Average completion duration (days)	4.6

## General overview of the statistics of the work of execution officers



122,25

No. of assignments completed



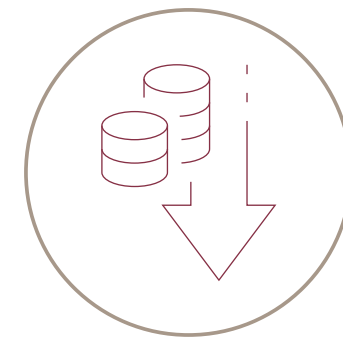
57,820

Total no. of execution files closed



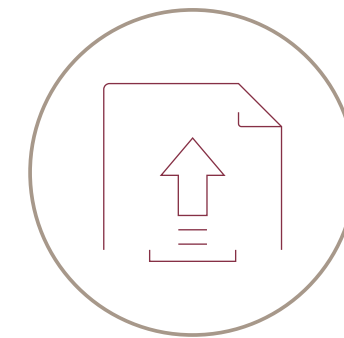
72,091

Total files registered



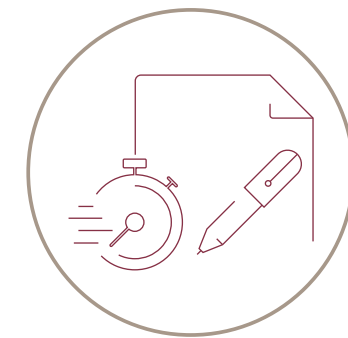
7,846,460,590,60

Total deposits collected (AED)



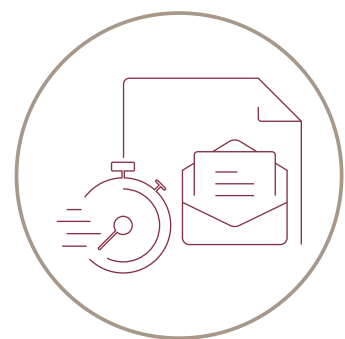
528,769

Total decisions issued



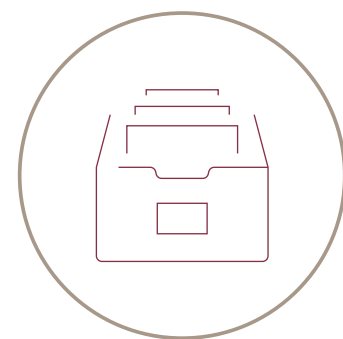
57.9

Overall average of execution duration-  
from registration date (days)



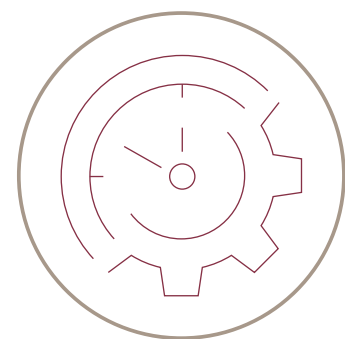
49.7

Overall average of execution duration-  
from announcement date (days)



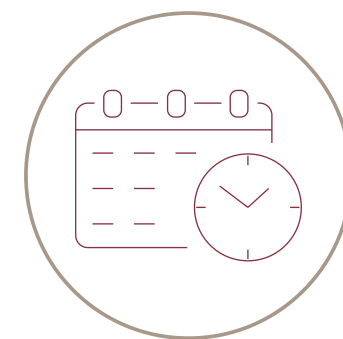
1,595,608

Total operations at Execution  
Department in 2023



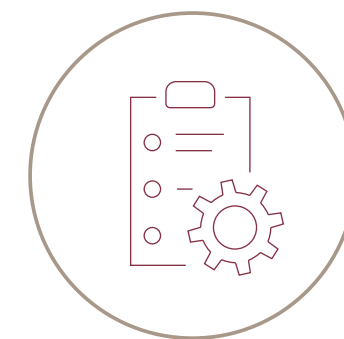
5.4

Overall average of execution claim judgment  
duration - from first session (in days)



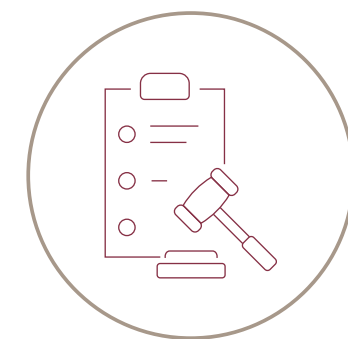
0.319

Average decision-making per judge as per  
the date of scheduling the request (days)



74,069

Total no. of execution files



2,504

Total no. of execution judgments



## Smart auction statistics and value

Dubai Courts Smart Auction Service achieved significant results in 2023, as a total of 2,724 files were processed in the vehicle auction; the value of these vehicles was assessed at a total amount of AED 49,325,700, and sold for a total value of AED 83,835,750, and thus the value of the difference between the assessment price and the selling

price amounted to AED 34,510,050, which equates to an increase of 69.96%.

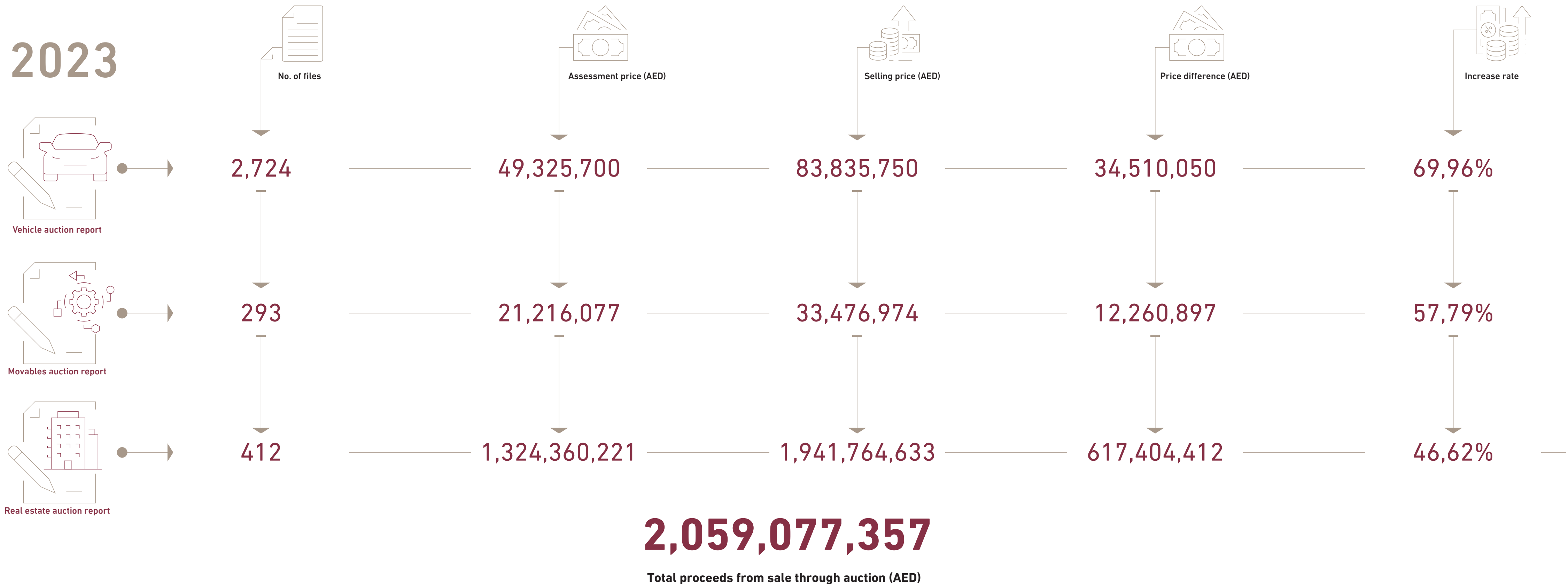
As for movables auctions, a total of 293 files were processed. The value of these movables was assessed at a total amount of AED 21,216,077, and they were sold for a total value of AED 33,476,974. Therefore, the value of the difference between the assessment price and the

selling price amounted to AED 12,260,897, equivalent to an increase of 57.79%.

As for the real estate auction, a total of 412 files were processed. The value of these properties was assessed for a total amount of AED 1,324,360,221, and they were sold for a total value of AED 1,941,764,633. Thus, the value of the difference between the assessment price and the

selling price amounted to AED 617,404,412, equivalent to an increase of 46.62%.

The total value of the proceeds from the sale through the auction amounted to AED 2,059,077,357, a testimony that the Smart Auction system had a positive impact on the buying and selling operations and contributed to achieving profitable returns for the participants.



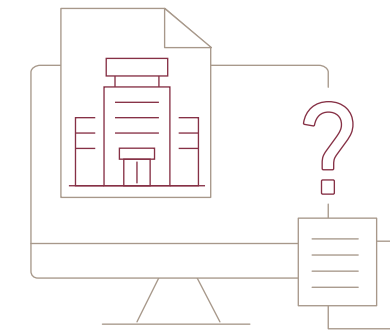


## Judicial rogatory

The judicial rogatory service allows litigants to register a rogatory file, so that Dubai Courts can implement a procedure for a decision issued by courts outside the jurisdiction of the Emirate of Dubai, through the judicial rogatory program provided by the courts.

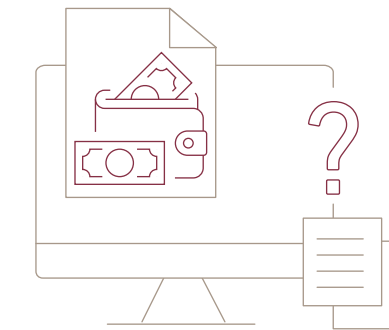
Type	No. for 2023
Outgoing letters in rogatory system	46,658
Incoming letters in rogatory system	3,147
Participants in rogatory system	148

## Comprehensive requests



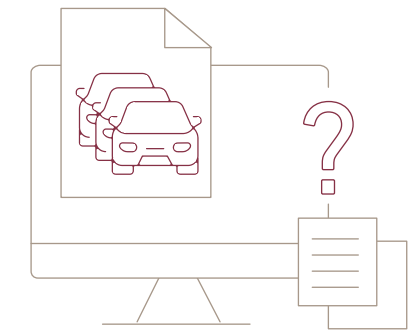
40

Online request to enquire on address



49

Online request to enquire on Salary and compensation



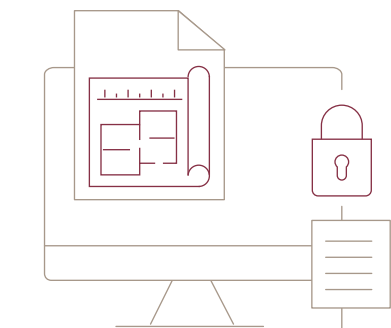
34

Online request to enquire on Vehicles



7,987

Online request to Enquiry and imposition of seizure



702

Online request to Enquiry and freezing order

Launched in 2023, the initiative is an automated system that enables the enforcement applicant to inquire about or seize the funds of the executor against him, with the entities listed on the Ifsah platform through technical integration,

and automatically create a letter to entities not listed on the Ifsah platform, and the request is executed after the judge accepts it automatically without the need for human intervention.

## Ifsah platform

Launched in 2023, Ifsah platform is a smart system that integrates with all governmental, semi-governmental and private agencies. The system enables the Execution Court to inquire and seize the funds of the enforcee who does not

comply with implementing the judgment voluntarily. The process of following up the seizure and sale procedures is then carried out through the system without the constant need to submit requests.

## Power of attorney linkage initiative

The initiative was launched in 2023; it is a system that enables the parties to the lawsuit and execution to automatically link the agency after the employee is approved, and allows the agency highlighted in the execution lawsuit file to be automatically removed or canceled.

Request for disconnection of furnished power of attorney online	111
Request for waiver of power of attorney online	471
Request for power of attorney link online	3,066

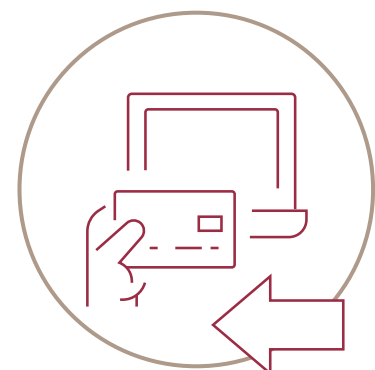




### Execution Auto Payment service

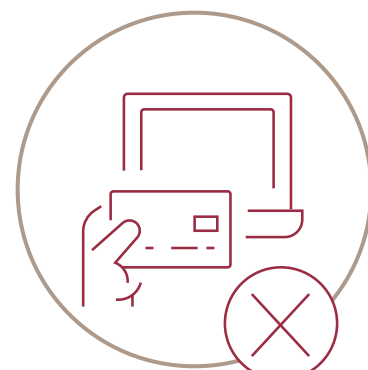
The initiative was launched in 2023; it is a system that automatically disburses the amounts deposited in the Execution file, through self-verification that there are no

legal impediments or due fees and fines, and automatically deducts them if they exist, and the amount is disbursed within 48 hours for files that meet the auto payment conditions.



25

Auto Payment Online  
Activation Request



251

Auto Payment Deactivation  
Online Request

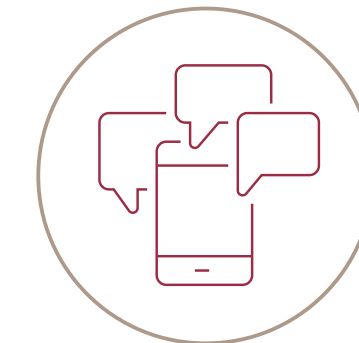


270

Online request for seizure of  
amounts deposited in execution file

### Online notice initiative

The initiative was launched in 2023; it is an online system that enables the parties to the lawsuit and the execution to submit a request for a declaration or announcement by publication. The request is automatically assigned to the execution judge or the competent employee, and once the submitted request is approved, the system creates a digital notice without human intervention.



875

No. of online notice requests

### Smart requests system

The initiative was launched in 2023, where the system automatically recognizes the type of request and decision-making powers to register it, automatically takes a decision on administrative requests, and assigns judicial requests according to the approved attribution mechanism in implementation cases and substantive claims, and the applicant is notified of the date of the decision on the request.

491,357

No. of decisions issued  
by decision-maker



198,539

No. of automated  
decisions





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Courts Achievements and Functions

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## Courts Achievements and Functions

- GCC Digital Government Award
- GCC GOV HR Award 2023
- UAE Innovates award
- International Union of Judicial Officers membership
- World Futures Studies Federation membership
- Benchmarking and institutional performance development studies
- Technical Office at the Supreme Court
- Digital services for customer happiness
- Legal Library

2023





Dubai Courts has managed to achieve a number of important and diverse achievements that enhance its position and reflect the development and excellence in the performance of its work and its continued commitment to utilizing technology and innovation to improve its work and provide justice and fairness to society. The Courts enjoys the recognition and appreciation of various parties and key institutions. In 2023, the Courts received the GCC Digital Government Award from the General Secretariat of the Gulf Cooperation Council, the GCC GOV HR Award from QNA International, and the UAE Innovates Award from the Mohammed bin Rashid Center for Innovation.

## 2023 GCC Digital Government Award

Dubai Courts won the GCC Digital Government Award 2023 in recognition of the efforts to achieve digital transformation and develop the digital justice system in Dubai. Dubai Courts was chosen based on its pioneering role in

In addition, Dubai Courts obtained membership at the International Union of Judicial Officers, an organization that contributes to developing the function of judicial officers, improving legislation in this area and raising the status of the judicial police profession. The courts also obtained membership in the World Futures Studies Federation, an organization that aims to enhance anticipating the future, exchange experiences, and publish research in important areas such as blockchain and artificial intelligence in the judicial field, in addition to benefiting from the best international practices and participating in the Future Awards.

adopting and applying cutting-edge technologies in its judicial operations, which contributed to facilitating and improving judicial processes and providing better services to citizens and residents.



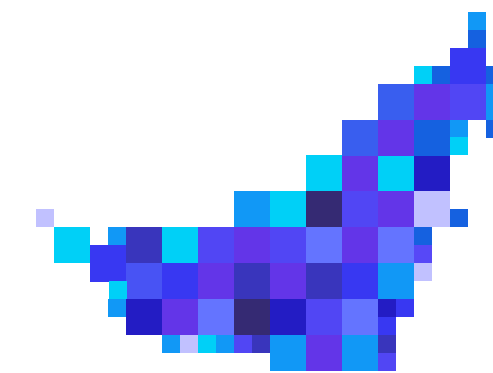




### GCC GOV HR Award 2023

Dubai Courts' winning of the GCC GOV HR Award 2023 by QNA International reflects our continued commitment to excellence and innovation in the management and development of human resources, and we look forward to continuing to achieve more successes and progress in the future.

Dubai Courts was honored for implementing effective strategies for career development, motivating employees, and enhancing their happiness and well-being. It has also adopted advanced recruitment practices and applied modern technologies in training and developing human resources.



الإمارات تبتكر  
UAE INNOVATES

فبراير 2024

### UAE Innovates award

Dubai Courts won the UAE Innovates award, awarded by the Mohammed bin Rashid Innovation Centre, the prestigious awarding body in the United Arab Emirates. This award is a well-deserved tribute to the innovation adopted by Dubai Courts in the field of judiciary and the provision of cutting-edge and innovative judicial services.

Dubai Courts received the award based on creativity and excellence in the field of justice and judicial innovation, as it applied new and innovative methods to improve its operations and provide effective and innovative judicial services to the community.





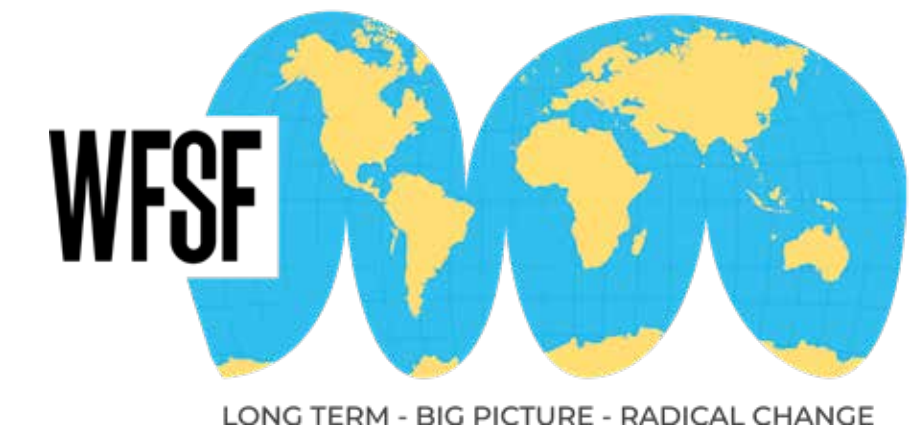
## International Union of Judicial Officers membership

Dubai Courts obtained membership at the International Union of Judicial Officers, an organization that contributes to developing the function of judicial officers in countries and international organizations and cooperating with them, improving legislation in this area and raising the status of the judicial police profession.



## World Futures Studies Federation membership

Dubai Courts is proud to be a member of the World Future Studies Federation, an organization that supports access to the latest global reports issued regarding future forecasting, blockchain, and artificial intelligence in the judicial field, in addition to exchanging future experiences, publishing studies and research papers in the fields of future forecasting, and benefiting from courses and conferences within international best practices and participation in awards in future fields.



## Benchmarking, institutional performance development studies and pioneering

Organizations strive to achieve leadership and improve their performance through benchmarking activities aimed at evaluating performance and identifying best practices. These studies include a variety of comprehensive benchmarks. At Dubai Courts, a benchmarking study was conducted on websites, which included an evaluation of internal and external websites, the organizational structure, the Center for Studies and Research at Dubai Municipality, and Dubai Economy and Tourism.

A benchmarking study of the viewing of custodial children was also conducted in the Kingdom of Saudi Arabia, the State of Kuwait, and the Emirate of Abu Dhabi. Another benchmarking study was conducted on the marriage service with a focus on the efforts made by the judiciary in Abu Dhabi.

In addition, a benchmarking study on the private conciliator was conducted, and a comparison between Singapore and

Italy was made in this regard. Another benchmarking study was conducted on the programs provided by judges, which included the Ministry of Justice, the Ministry of Interior, and the Judicial Department.

In the field of research competitions, a comprehensive benchmarking was conducted, which included various centers and institutions at the global level, such as the Mohammed bin Rashid Center for Innovation, the Dubai Judicial Institute, the Arab Foundation for Science and Technology, the Arab Center for Legal and Judicial Research, the Abdul Hameed Shoman Foundation, Dubai Police, the RTA, UAE University, the American University in Dubai, and other institutions. These comparisons and benchmark studies are powerful tools that help organizations improve their performance and achieve leadership by absorbing best practices and adopting continuous improvement.



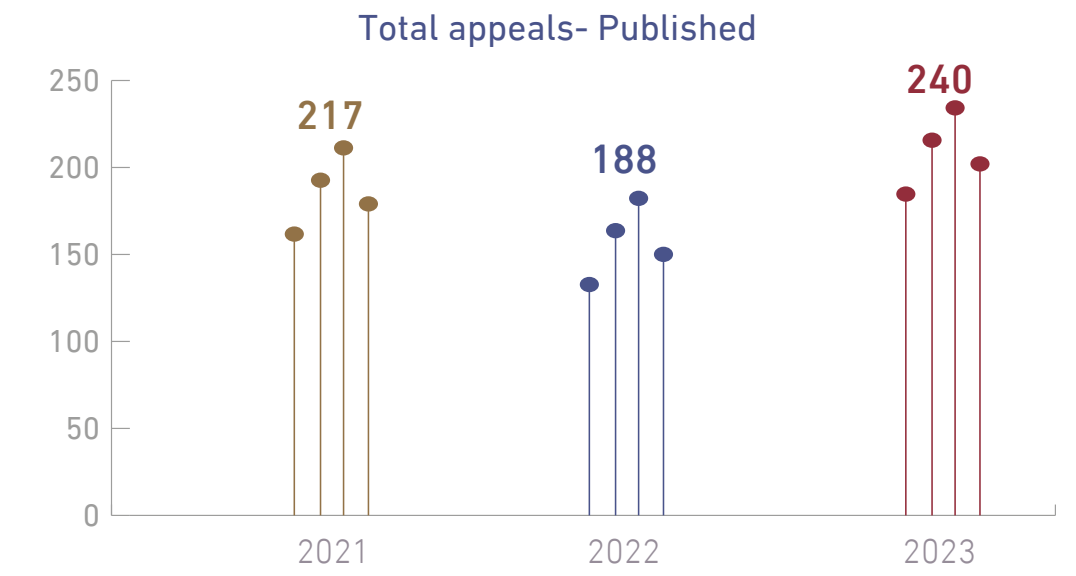
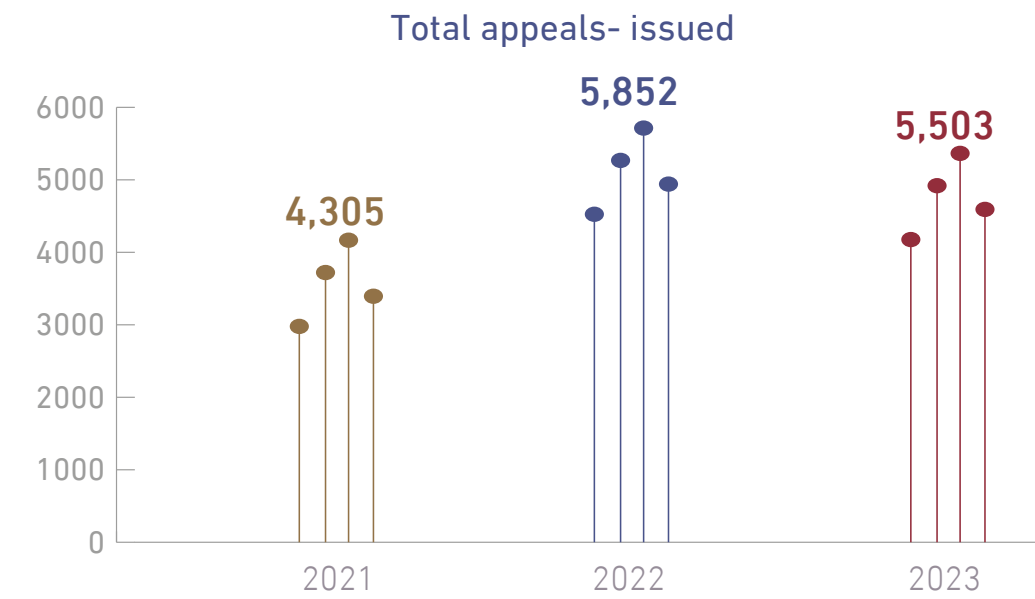
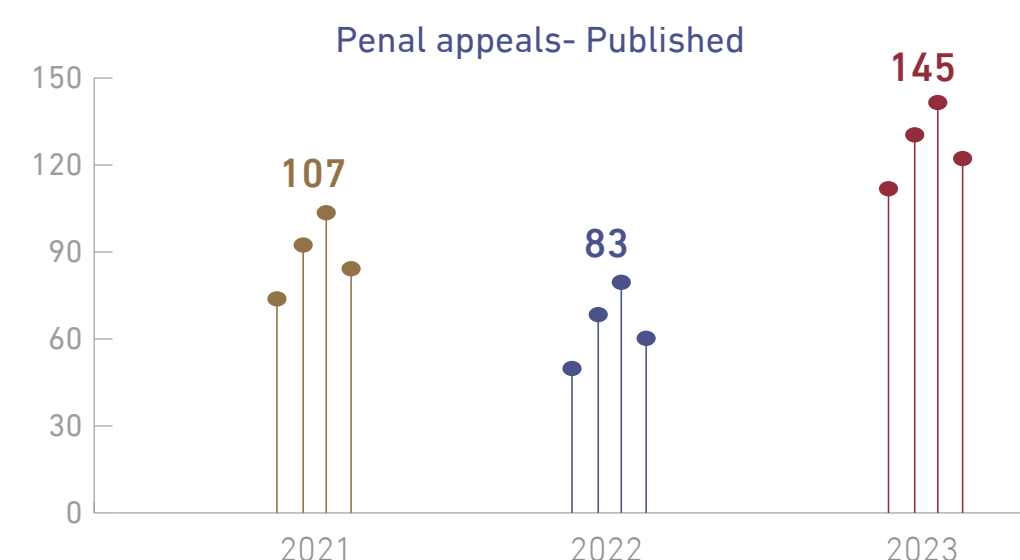
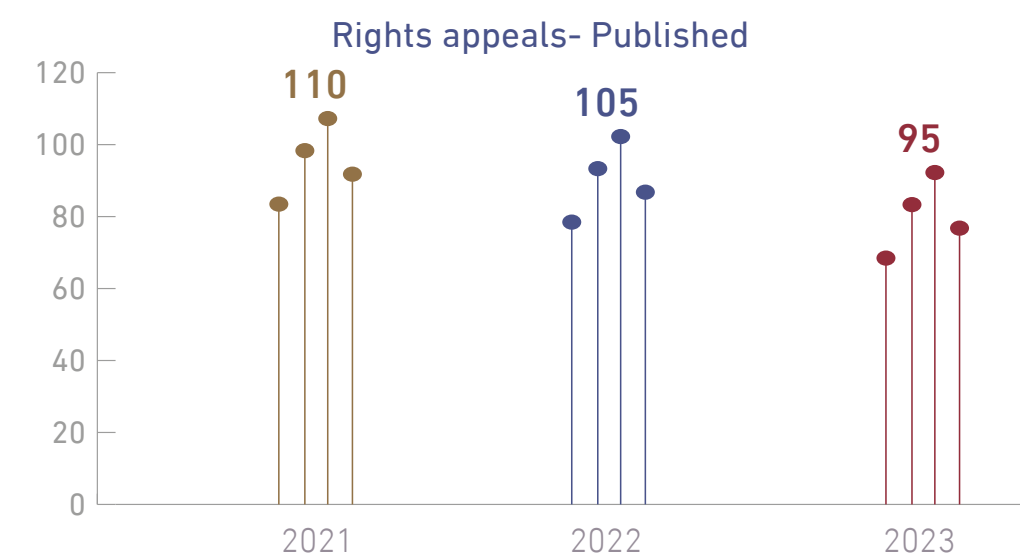
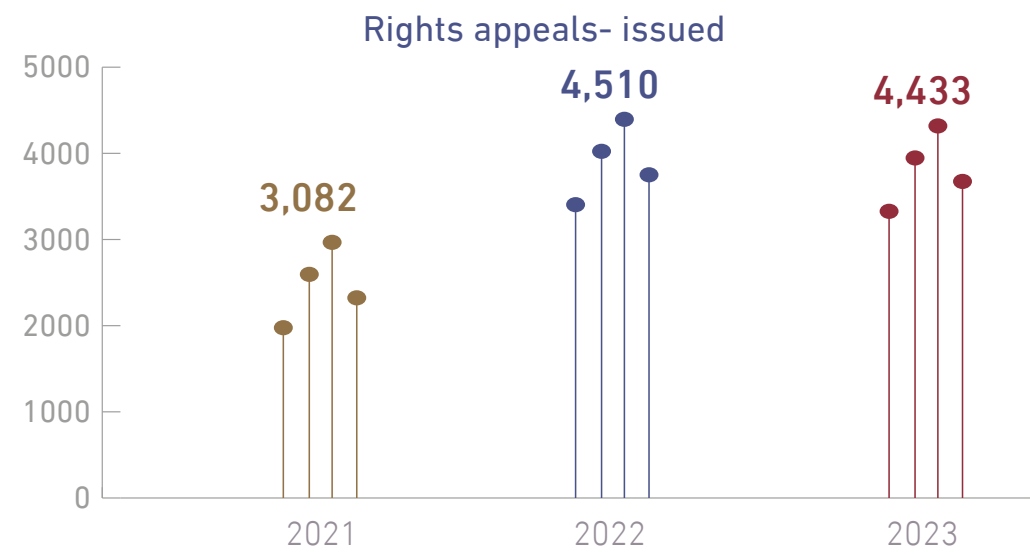


## Technical Office at the Supreme Court

The Technical Office at the Dubai Supreme Court plays a vital role in developing judicial work and providing legal and technical support to judicial bodies. It aims to collect, document and publish legal principles and judicial rules and provide legal research and studies, and contributes to enhancing transparency and improving the quality of judicial decisions, which helps to strengthen the authority of Judiciary and achieving justice in the Emirate of Dubai.

The Technical Office is an essential tool for documenting rulings and enhancing legal awareness. It provides accurate interpretations of rulings and specialized legal guidance, which enhances fairness and confidence in the justice system. It aims to document and publish the rulings of the Supreme Court so that those who enforce the law and those who study it can learn about it.

### No. of appeals that were selected, summarized and published by the technical office



No. of technical reports prepared by the Technical Office

5

30

No. of received and completed customer requests

### Judgments, decisions and issuances

No. of appeals issued

95

No. of appeals selected for publication

### Technical Office publications in 2023

Notable publications by the Technical Office:

- Collection of legal provisions and principles in legal and penal subjects for 2020, 2021, and 2022.
- Collection of judgments of the General Authority of the Supreme Court 2021-2023.





## Digital services for customer happiness

Dubai Courts provides innovative digital services aimed at making customers happy and facilitating their experience. These innovative digital services and multiple channels enhance customers'

experience and contribute to achieving their happiness, speeding up their procedures and meeting their needs with ease. These services include:

### Wayak Service

A direct communication channel between litigants and the various administrative units concerned with claims to follow up on the implementation of decisions issued on claims and requests of various types and notes thereon.

74,940

No. of requests

### Call center

Dubai Courts Call Center responds to all inquiries, procedures and services provided in the Dubai Courts, through the following channels: Website, instant chat, and WhatsApp (in Arabic and English), as per applicable standards.

134,344

No. of incoming calls

131,846

No. of calls answered

### Instant chat

32,953

No. of incoming conversations

32,226

No. of conversations answered

### Personal status certifications- Ishadaat

A service that allows the customer to obtain certificates, permissions, and document transactions, actions, and declarations related to personal status.

20,573

No. of Ishadaat







## Legal Library

The Legal Library plays a vital role in providing the necessary legal resources and services to legal clients in their quest to access up-to-date legal information.

It aims to meet the needs of beneficiaries of legal publications and electronic legislation, including lawyers, judges, employees, and students, and also provides various services

such as book lending and internal use, updates to the legislation governance file, in addition to printing, formatting and reviewing legislation.

Beneficiaries of the Legal Library include the 15 law firms who benefit from legal publications. In addition, 584 people benefit from the e-legislation available at the library. The

library's beneficiary base includes 56 judges, 121 lawyers, 300 employees and 6 students.

The Legal Library provides book lending and internal use for beneficiaries, enabling them to access and use legal sources in their research and studies. It also provides published federal and local laws to all employees, containing 250 federal laws

and 110 local laws.

In addition, the library is updating the Legislative Governance File for 2022, which includes updating federal and local laws, in addition to executive regulations, international agreements and specialized rulings, and also collects important legal principles, facilitating access and use in legal research.

2023



15

Beneficiaries from the issues (Law firms)



584

Beneficiaries on online legislation



443

Lending the books and using them internally



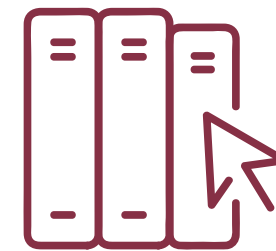
26

Consolidation of legal principles

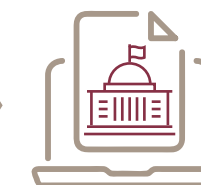


22

Printing, formatting, reviewing and typography



Updating file of legislations governance



310

Federal Laws



131

Local Laws



58

Regulations



46

The international conventions



41

The specialized judgments



Visitors the library



56

Judges



121

Lawyers



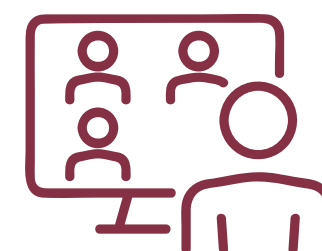
300

Employees

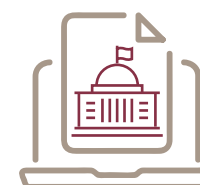


6

Students



The published legislations for all employees



250

The federal laws



110

The local laws





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Courts Activities & Events

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## Courts Activities & Events

- Initiatives, activities and events
- Al Khair Courts initiative
- Visits to improve practices
- Business continuity
- Mystery Shopper Platform
- Dubai Courts: Most Friendly Destination for People of Determination

2023



## Initiatives, activities and events

### Happy Family initiative

The Happy Family initiative aims to enhance the well-being of families and family ties in society, and includes several diverse initiatives and activities targeting all family members. The initiative provides educational and awareness programs for families regarding values, ethics, and positive communication, and works to provide workshops and educational lectures for parents to enhance their skills in raising their children in correct and effective ways.

In addition, the initiative organizes entertainment events and activities for the family, such as trips, sports and artistic activities, with the aim of strengthening family cohesion and promoting joy and happiness among family members.

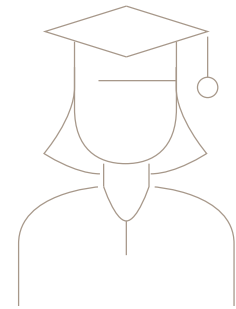
The Happy Family Initiative aims to build a strong, interconnected generation with a promising future, and reflects Dubai Courts' commitment to promoting healthy family relationships and spreading happiness and stability in society, making it an important step towards building a prosperous and sustainable society.

Through the initiative, educational and awareness programs were provided to students regarding family values and family communication. The initiative also cooperated with the Ministry of Education in providing family consultations to parents through television, radio, and social media programs. A lecture was also organized in cooperation with the Ministry of Defence and participation in International Family Day. The initiative also participated in the "Enough Violence" conference, and awareness programs were broadcast on television, radio, and social media.

Ways of cooperation were also sought with the Dubai Club

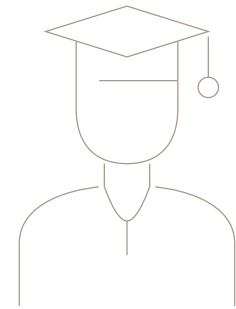
for People of Determination, to provide special programs for families affected by special challenges, and cooperation within the initiative also took place through the "Something on Your Mind" initiative to film an awareness video entitled "Following up and raising children."

### Two-hour awareness workshop for 12th grade students/ Scientific Research School



90

No. of female students



75

No. of Males students



58

Total no. of  
community initiatives



3,256

Total no. of beneficiaries  
of community initiatives





## Be Legal

Dubai Courts is holding a series of awareness workshops for the “Be Legal” awareness initiative to spread legal knowledge, in order to increase awareness and legal culture of society.

The program aims to enhance community confidence in the judicial system, contribute to spreading legal culture, in addition to enhancing communication and supporting the network of relationships between courts and partners, to support specialized legal awareness for all segments of society.

In 2023, success was achieved in the Be Legal program, as 5 fruitful forums were organized to educate the community and enhance legal awareness. 53 awareness videos were also produced, aiming to spread legal knowledge and guide the public in various legal fields. In addition, 3 articles were published that contribute to clarifying the laws and enhancing societal understanding thereof.

The program was not limited to that only, as 10 interactive awareness workshops were organized aimed at applying the laws and developing the legal skills of the participants. 34 judges participated in these activities, adding value and experience to the program.

10 laws were used to raise public awareness, which contributed to clarifying legislation and enhancing compliance with it. Thanks to the efforts made, the total number of attendees

for the activities reached 2,526, reflecting the community's interaction and interest in legal topics. The questionnaires received an excellent response, with the number of responses reaching 927 out of 1,040, indicating the impact of the program and audience interaction. Finally, Be Legal program registered a happiness rate of 99%, reflecting its strong appreciation among its participants and beneficiaries.

Year/ indicator	2023 achieved
No. of awareness videos	53
No. of published articles	3
No. of participating judges	34
No. of laws used in raising awareness	10
Total no. of activity attendants	2,526

Item	Workshops	Conventions
Number	10	5
No. of responses to surveys	927	410
Average happiness	99 %	99 %

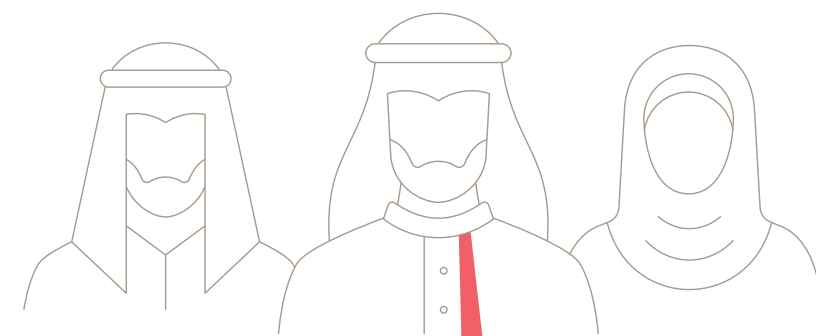






### Dubai Courts Forum 2023

A knowledge meeting for Dubai Courts staff, aiming to exchange experiences, enhance internal communication, and involve them in the Courts' journey to the future.



98%

Happiness rate among Dubai Courts staff and judges



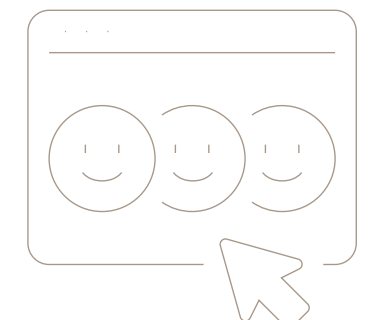
### Dubai Courts Innovation Forum

The Dubai Courts Innovators Club team organized the Dubai Courts Innovation Forum, to spread and support the culture of innovation and creativity and motivate employees to present innovative and pioneering projects at their level, as they are the primary source of creativity and innovation.



97

No. of attendants



100%

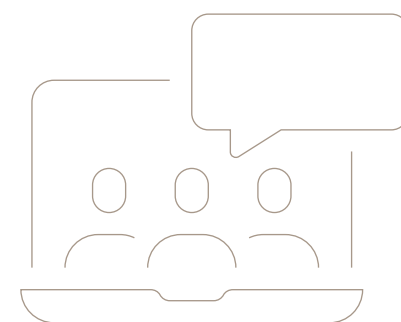
Staff happiness with the forum





### GITEX 2023

An annual exhibition held with the participation of government and private departments, through which digital services are reviewed.



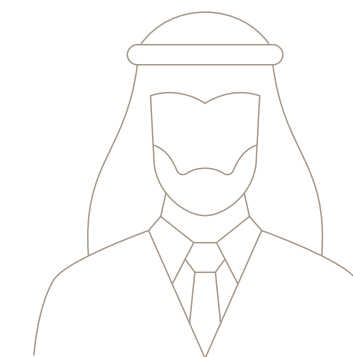
769

No. of platform visitors



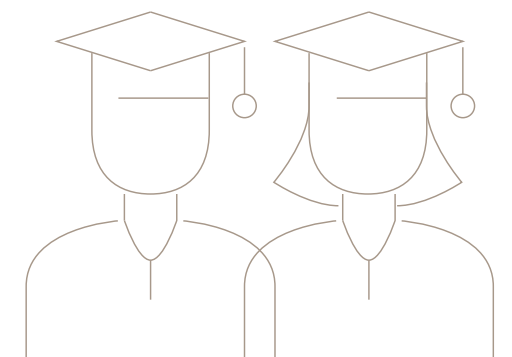
### Nibras

This initiative is based on receiving school students to attend criminal case and arrest hearings, in cooperation with the Public Prosecution.



43

No. of supervisors



633

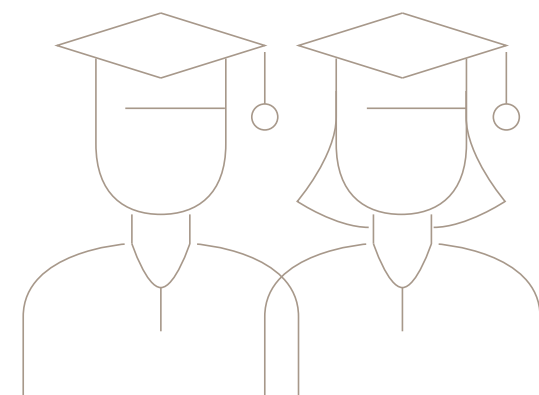
No. of students





### Emirati Children's Day

The event included a visit by the students of Rashid Center for People of Determination, to view children's products through an art exhibition, presenting performances by the children, and distributing gifts from Dubai Courts.



60

No. of students



### Emirati Women's Day

The "Al Jawhara Women's Council" at Dubai Courts organized a celebration on the occasion of "Emirati Women's Day" under the slogan "We Share for Tomorrow," in which Her Excellency Naima Al-Sharhan, Second Deputy of the National Council, was hosted, in the presence of His Excellency Judge Khaled

Al Hosani, President of the First Instance Court at Dubai Courts, and a number of judges, in appreciation of women's effective role and great sacrifices in building generations and the nation, and for their giving and her exceptional position in all the tasks she undertakes without exception.





### International Women's Day

The International Women's Day was celebrated, under the slogan "Emirati Women for Internationalism," in the presence of Her Excellency Judge Dr. Hamda Al Suwaidi, a judge in the Commercial Court, Dr. Manal Taryam, Executive Director of the Healthcare Sector at the Dubai Health Authority, the Executive Director of the Noor Dubai Foundation, and a number of

inspiring figures and female employees of the department, as part of the efforts for highlighting the role of women in the development of the United Arab Emirates, and celebrating the achievements of women working in Dubai Courts and their contribution to improving government work in the Emirate of Dubai.

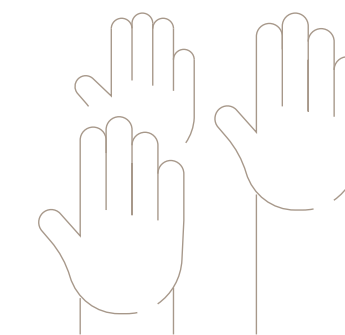


### Volunteering for Tarahum campaign (Turkey's earthquake)

The "Naffa" volunteer team at Dubai Courts took part in the "Tarahum" campaign initiative in cooperation with the Red Crescent Authority.

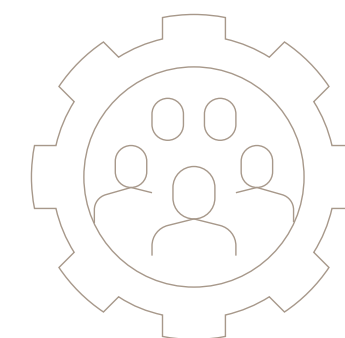
### Volunteering in an iftar campaign on Labor Day

The campaign included distributing fasting breakfast meals to workers in cooperation with the Beit Al Khair Society.



33

No. of volunteer staff



5,000

No. of beneficiary workers





### Marketing for the Inheritance Court

A marketing campaign aimed at informing customers about the Inheritance Court, its progress and jurisdiction.

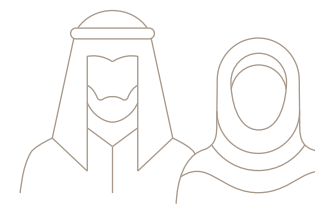


%97

Happiness rate of customers, lawyers and community

### Fortify Yourself, Protect Your Community campaign

The campaign aims to enhance the physical health of employees and workers to prevent diseases.

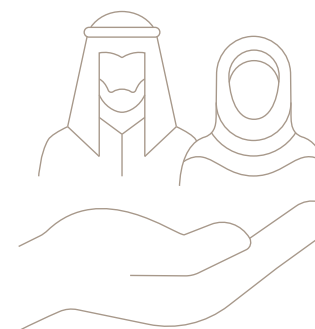


137

No. of beneficiary staff

### My Blood for My Country campaign

It aims to participate and support national blood donation campaigns.



70

No. of donors





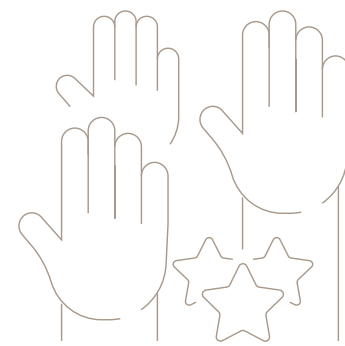


### Honoring Dubai Courts volunteers

It aims to encourage entrepreneurship and positive participation in various activities that benefit Dubai Courts and society.

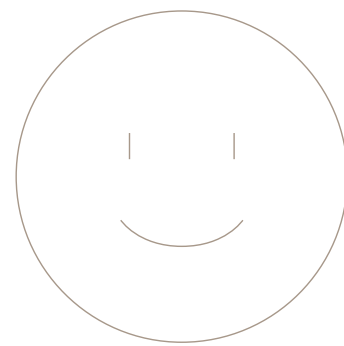
### Marketing for Dubai Courts for All campaign

It aims to promote the Emirate of Dubai by highlighting the judicial services provided by the Dubai Courts for the different cultures, which support the quality of life.



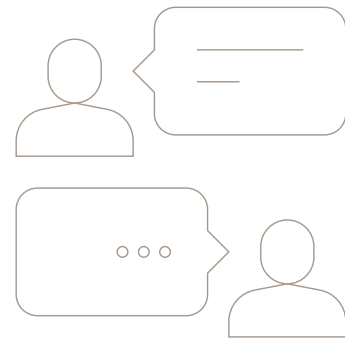
114

No. of honored volunteers



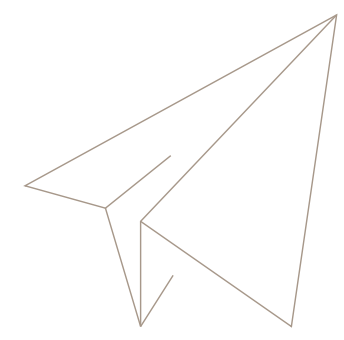
96%

Happiness rate- Naffa Program for voluntary work



787

No. of page visitors



12,000

No. of text messages sent



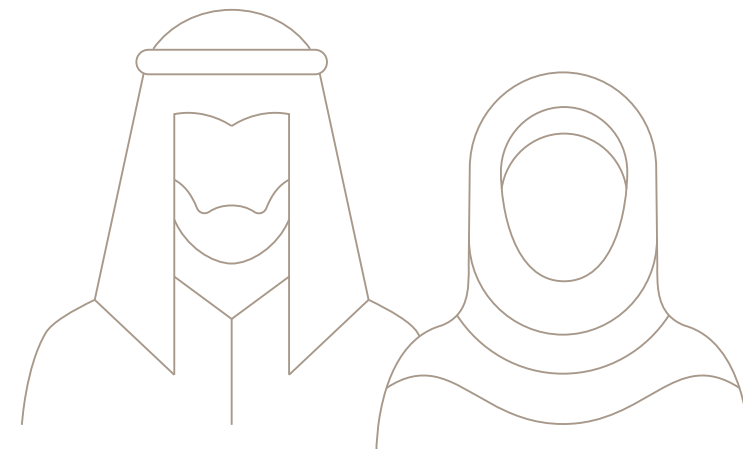




## Al Khair Courts initiative

The value of the Al Khair Courts initiative is to provide support and assistance to needy and affected individuals in our society, and it continues to achieve tangible successes and positive impact in people's lives.

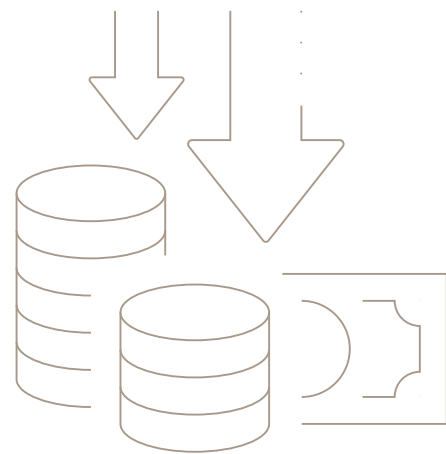
The initiative has proudly had great successes during the past three years. A total of 575 individuals benefited from the initiative.



341

575

No. of beneficiaries



32,243,132.66

60,808,349

Amounts collected

■ In three years ■ 2023





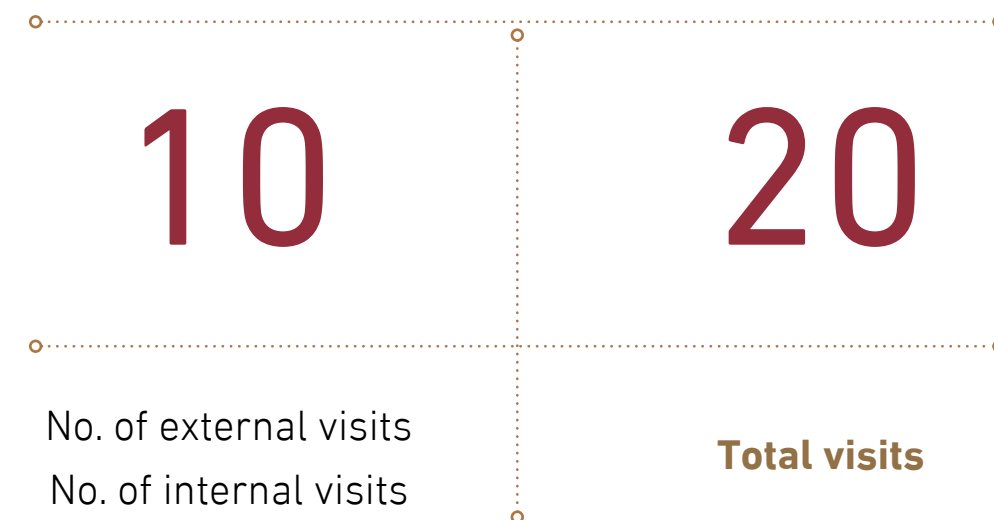


## Visits to improve practices

Visits to improve practices in Dubai Courts aim to enhance quality and efficiency in judicial work. During 2023, 10 external visits and 10 internal visits were carried out to review best practices.

External parties were visited, such as the Department of Tourism and Economy, Dubai Electricity and Water Authority, Ministry of Interior, Dubai Customs, and others. While internal entities were visited, such as the College of Law - University of Science and Technology in Fujairah, the Land Department, the Dubai Police General Command, and others.

### No. of visits to view best practices



### External visits



### Internal visits







## Summary of internal visits to view best practices at courts

1. Learn about best practices in litigation procedures and trial rules.
2. Learn about the best practices in the judicial and administrative field in Dubai Courts.
3. Learn about best practices in the field of online programs for technical litigation.
4. Learn about best practices in the field of digital litigation.
5. Learn about the best practices in applying information security at Dubai Courts.
6. Learn about best practices in knowledge management, quality and excellence.
7. Learn about best practices in knowledge management.
8. Learn about best practices in human resource management.
9. Review the workflow at the Financial and Administrative Control Department.

## Summary of the Courts' external visits to learn about best practices

1. Learn about best practices in the field of media monitoring.
2. Learn about best practices in human resource management.
3. Learn about the best practices at the Happiness and Positivity Section.
4. Learn about the best practices for purchasing and warehouse management - General Administration of Logistics Support.
5. Learn about best practices in strategy management and future outlooks.
6. Discuss potential cooperation in the social field (family).







## Business continuity

### Success in general performance

Dubai Courts is committed to ensuring the availability of basic services and the continuity of its operations during emergencies and crises that may lead to the interruption of these services. To achieve this, the department created, implemented, maintained and developed a business continuity management system.

The system aims to support organizational capabilities, provide the necessary resources to reduce the possibility of disruption of vital and essential operations, and enhance the ability to restore them and fully recover from emergencies, crises and disasters.

### Strategic indicators of the business continuity system

Indicators	Target	Percentage of achieved 2023
Educating staff about the business continuity system	80%	80%
Achieving target time to restore critical services (during training exercises/ during a real-life incident)	80%	75%
Compatibility with government laws, legislation and instructions	100%	100%
Reviewing and updating risk assessment records and business impact analysis	100%	100%
Review and examination of IT systems	100%	100%

## Mystery Shopper Platform

An online platform through which independent reports are sent periodically to each government entity, on the results of the mystery shopper, under the supervision of the Dubai Government

Excellence Program, affiliated with the General Secretariat of the Executive Council in Dubai, so that each entity monitors its results and develops and improves its services directly.

### Mystery Shopper results for Dubai Courts as per service channels in 2023

The results of the mystery shopper for Dubai Courts recorded a rate of 93.5% during the year 2023, according to the mystery shopper study of government agencies in

Dubai, conducted by the Dubai Government Excellence Program of the General Secretariat of the Executive Council in Dubai.

Website	Call center	Phone applications	Service delivery centers	Overall result
98.41%	95.58%	79.21%	94.92%	93.5%

## Shoor program

Based on the partnership between Dubai Courts and all law firms in the Emirate of Dubai, the free legal consultation program was designed to provide initial assistance to litigants to help them proceed with their cases properly.



448

No. of consultations

## Dubai Courts: Most Friendly Destination for People of Determination

Dubai Courts pays special attention to the people of determination; it strives to provide them with support and services. These efforts aim to achieve equality and enhance the rights of people of determination to access justice and fully participate in the judicial process. The following are some aspects that highlight the Dubai Courts' interest in the People of Determination:

### Friendly buildings for people of determination according to Dubai Code standards

- Designated parking for people of determination
- Entrance and pathway
- Wheelchair
- Bathrooms prepared for people of determination
- Evacuation chair



### Results of the Mystery Shopper report on feedback related to people of determination

Results - Friendly buildings for people of determination according to Dubai Code standards	2023
Are there sufficient parking spots for the people of determination?	92%
Was access from the people of determination's parking spots free of obstacles?	100%
Are there ramps outside the building to facilitate the movement of people of determination?	100%
Are there bathrooms designated for people of determination that can be used?	100%



## Service channels suitable for people of determination

Dubai Courts provides its services to people of determination through the following main channels:

- Hearing impairment: Special headphones for those suffering from hearing impairment according to Dubai Code standards.
- Reception platform Special platform for receiving and servicing customers of the people of determination.
- Sanad service: Provision of sign language interpreters.
- Structure of the website content It is done in a way that enables it to be used through browsing and reading devices designated for people of determination. Voice reading of texts and page

content, changing the size of texts, changing the colors of page content, and changing the language of the site with one click. These features have been listed on a special page called "Accessibility."

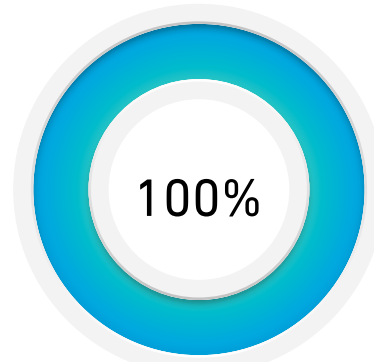
## Human Resources management policies and facilitations for People of Determination

Dubai Courts relies on certain policies to deal with People of Determination including:

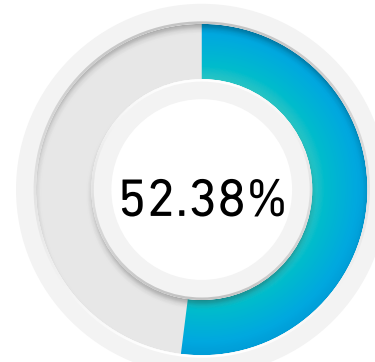
- Allocate a team to follow up, study and determine the needs of people of determination.
- Including people of determination in management work methodologies.
- Providing a wide range of benefits to employees, from which employees of determination benefit.
- Demographics of People of Determination staff.



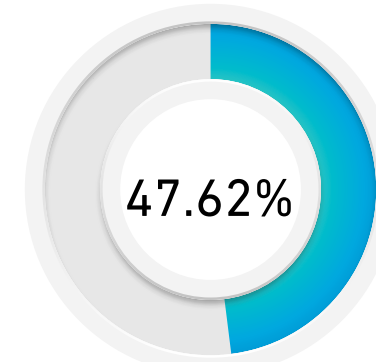
No. of staff from the People of Determination



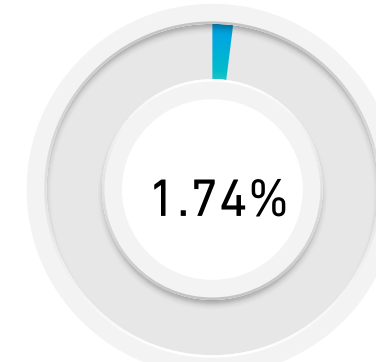
Emiratization rate of staff from the People of Determination



Female percentage



Male percentage



Percentage of staff from the People of Determination 2023

## Staff qualified to work with People of Determination

Dubai Courts developed the concept of the service advisor, which moves the government work style from the stage of "service delivery employee" to the stage of "government services advisor" with competence, skill and competitiveness.

Staff Professionalism Benchmark Score – Mystery Shopper Report	2023
	97.3%

- Customer survey results (according to the Executive Council survey)

Result of the employee professionalism standard (according to the Executive Council questionnaire)	2022
	84.4%





## Events and councils to integrate and empower people of determination

- Full time availability for employees of determination to attend various external events and activities.

Item	2023
No. of People of Determination staff who benefit from the full-availability system to attend external events and activities	5
No. of times of obtaining full availability to attend external events and activities	12

- Empowering People of Determination staff in the field of creativity and innovation through raising their awareness on the available platforms to present innovative ideas, in addition to attending training courses.

Item	2023
No. of training courses delivered to People of Determination	40
Total training hours	211

- Incentives and recognition for People of Determination staff

Item	2023
No. of People of Determination staff who received financial promotions	8
No. of People of Determination staff who received career progression promotions	13

- All policies, work regulations and methodologies at Dubai Courts ensure standards related to governance, justice and equal opportunities for all employees, including People of Determination staff, including:
  - Remote work policy
  - Operational systems management policy
  - Recruitment and employment methodology
  - Analyzing and determining training needs methodology

Item	2023
Transparency and integrity in working with staff (as per the Executive Council's survey)	88%







Main Index

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Media Identity

## Media Identity

- Publication statistics of press releases
- Publications
- Media Coverage

2023





Dubai Courts seeks to deliver press news related to its activities and initiatives to the public in a transparent and effective manner. Dubai Courts recognizes the importance of the media in enhancing communication and deepening understanding about the role of the Courts and the judicial services it provides.

In 2023, several press releases were published by Dubai Courts, focusing on covering important events and developments in the judicial system. Such releases were directed to the local and global audience through various media.

The press releases published in this period cover a

variety of topics, including important announcements and updates on legal proceedings and developments in the judicial system.

The press releases were covered in detail and comprehensively to ensure accurate and reliable information is provided to the public.

In addition to press releases, Dubai Courts also provided opportunities for direct communication through television and radio interviews. A total of 12 television interviews and 23 radio interviews were organized. These interviews included discussing legal issues and introducing the public to the objectives and work of the Courts in Dubai.



## Publication statistics of press releases

2023



788

Internal publication (news)



750

External publication (news)



12

TV interviews



23

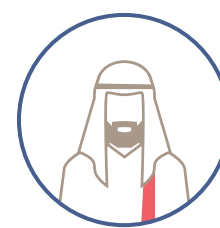
Radio interviews

No. of participations in TV and radio interviews in 2023  
As per the participants' category



1

Leadership (Director/ Deputy  
Director/ court presidents/  
executive managers)



2

Heads of sections/ units



10

Official speakers

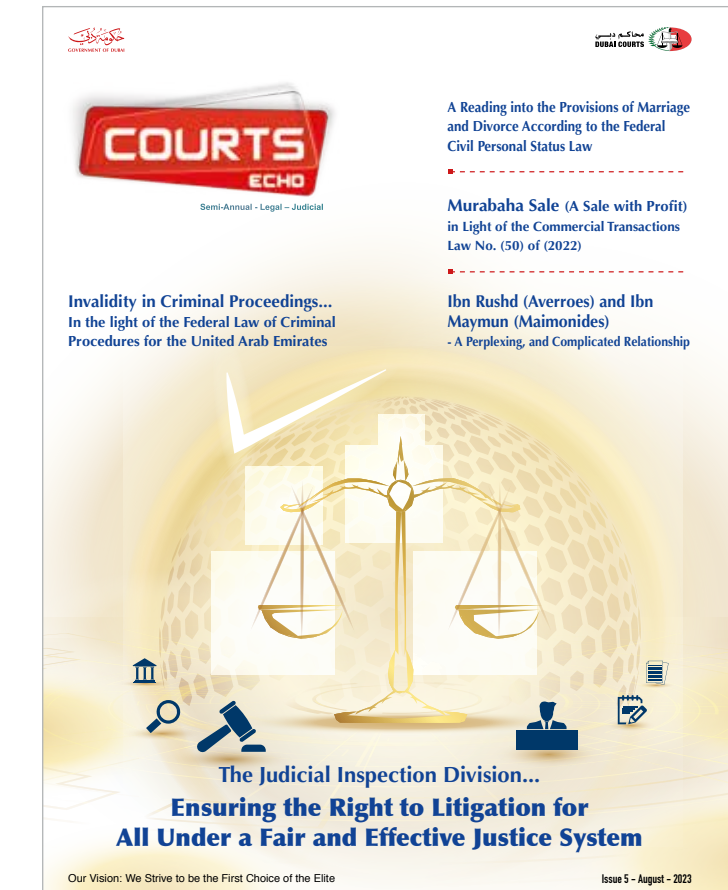
## Publications

### Courts' Echo Magazine

The semi-annual judicial and legal magazine Courts' Echo Magazine is considered a beacon of Sharia, legal and humanities knowledge. Dubai Courts issued the 5th edition of the magazine, which includes diverse and rich topics, aiming to spread the legal culture, review the efforts of the Dubai Courts, and employ modern technology to convey what is happening in the judicial field and open the doors of communication with those concerned in this field including members of the judiciary, judicial officers, lawyers, experts, and law students. The 5th edition of the magazine was distinguished by containing a wonderful collection of notable articles that were richly diverse between philosophy, law and Sharia, and were written by authors who represent a distinguished group of people with knowledge and experience in their specialties, and those who enjoy long experiences, abundant knowledge, and painstaking study of the most important books and their sources.

### Annual Report 2022

Under the slogan "A judiciary that Makes the Future," Dubai Courts launched its 2022 annual report with the aim of documenting the Courts' activities and achievements annually, including information about the Courts and its sectors, the judicial and administrative system, in addition to the strategic plan and the projects and initiatives that have been completed. According to the annual report for 2022, Dubai Courts managed to accomplish a set of achievements by building an integrated technical judiciary that contributes effectively to strengthening the judicial system considering the rapid development witnessed by the judicial sector. It is noteworthy that Dubai Courts' annual report is issued on a regular and annual basis, documenting all the events and activities witnessed by the Courts throughout the year, and thus it is considered a record of the achievements of the Dubai Courts, providing reliable information to specialists and interested decision-makers and researchers, and reflecting the extent of the commitment of Dubai Courts' departments to achieving excellence and its constant endeavor to improve institutional performance.





## Media Coverage



### Before Mohammed bin Rashid..

#### New members of the judiciary sworn in

Before His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, a number of the judiciary authority were sworn at Za'abeel Palace, in a ceremony attended by His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, First Deputy Ruler of Dubai and Deputy Prime Minister and Minister of Finance of the UAE, and Chairman of the Dubai Judicial Council, and His Highness Sheikh Mansour bin Mohammed bin Rashid Al Maktoum, Chairman of the Dubai Border Security Council.

His Highness Sheikh Mohammed wished the newly appointed members of the Authority success in their new roles and called on them to uphold the principles of fairness and efficiency and the highest legal standards. He also highlighted

the Authority's crucial role in preserving the social fabric and protecting the community. His Highness further emphasized the importance of maintaining the rule of law, protecting human rights and preserving human dignity, which are fundamental responsibilities of the Dubai Judicial Authority.

Members of the Dubai Judicial Authority that were sworn in during the ceremony included Hamid Salem Rashid Al Khader Al Shamsi, Member of the Dubai Public Prosecution, as well as six judges of the Judicial Inspection Department: Dr. Ashraf Yahya Al Omari, Dr. Adel Farag Nassar, Ahmed Naeem Salim, Walid Abbas Muhammad, Muhammad Sayed Pardis, and Omar Saber Fakar. They pledged to carry out their duties with honesty, integrity and respect for the legislative framework while upholding the principles of the rule of law.



### Maktoum bin Mohammed approves strategic plan

#### to enhance enforcement of civil judgements of Dubai Courts

His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister and Minister of Finance of the UAE, and Chairman of the Dubai Judicial Council, approved a strategic plan to further streamline enforcement of civil judgements of Dubai Courts.

Sheikh Maktoum said the move is part of implementing the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to raise the efficiency of judicial

processes and further enhance confidence in the judicial system in Dubai, which are vital to ensuring the emirate's global competitiveness.

His Highness Sheikh Maktoum bin Mohammed bin Rashid stated: "The new strategic plan reflects Dubai's commitment to constantly raise excellence in Dubai's judicial system and provide the highest quality of public services. This commitment supports H.H. Sheikh Mohammed bin Rashid's vision to transform Dubai into one of the world's best cities and create the world's most efficient judicial system".





## Maktoum bin Mohammed chairs meeting of Dubai Judicial Council And approves strategic plans for the judiciary authority

His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, First Deputy Ruler of Dubai, Deputy Prime Minister, Minister of Finance and Chairman of the Dubai Judicial Council, chaired a meeting of the Council at the Dubai Ruler's Court. The meeting formed part of His Highness's regular review of the projects and initiatives of Dubai's judicial institutions, in order to remove any obstacles that may face the judiciary system, maintain the transparency and integrity of the emirate's judiciary and preserve the rights of litigants.

During the meeting, H.H. Sheikh Maktoum approved several decisions to appoint and promote judges in Dubai Courts, supporting the Courts in raising its judicial competencies in order to keep pace with the evolving legal and judicial environment.

Further, His Highness approved the 2023 training plan of

the Dubai Judicial Authority, which features 83 training sessions across five areas that include basic training, continuous training, judicial expertise, administrative skills, and international and future trends. His Highness said that building the capacities of the judicial sector and the skills of members of the Dubai Judicial Authority, is key to further raising the efficiency of the local judicial system.

His Highness commended the efforts of the teams that developed the new strategic plans and directed them to submit regular reports on their implementation.

The meeting also reviewed the progress of a number of initiatives aimed at enhancing the efficiency and effectiveness of the emirate's judicial system. His Highness made a number of decisions regarding what was presented by members of the judiciary.



## Maktoum bin Mohammed

### Approves formation of Board of Commissioners for Dubai's Supreme Court and launches Judicial Authority's Annual Report for 2022



In line with the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to further enhance the judicial system in the emirate, His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister and Minister of Finance of the UAE, and Chairman of the Dubai Judicial Council, has approved the formation of a Board of Commissioners for the Dubai Court of Supreme, which adds a litigation guarantee that will help boost confidence in Dubai's justice system.

His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum stated: "Establishing an advanced judicial system is a key priority for His Highness Sheikh Mohammed bin Rashid as justice is the foundation of the stability and prosperity of a nation in which the rule of law is paramount". His Highness added: "Our ability to uphold people's rights fairly, effectively and impartially makes our judicial system one of the world's best. In Dubai, justice is everyone's right, without exception or bias".

His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum concluded: "We aim to invest in Emirati talent in order to further enhance the judicial system in accordance with the highest international standards. A vital addition to the Court of Supreme, the Board of Commissioners will further enhance mechanisms in place to safeguard justice and strengthen the foundations of stability, prosperity and development, which are key to shaping a bright future".

His Highness also chaired the Judicial Council's meeting, held at the Dubai Ruler's Court. The meeting formed part of His Highness Sheikh Maktoum's regular review of the Dubai

Judicial Authority's affairs, latest updates and strategic plans.

During the meeting, His Highness launched the Dubai Judicial Authority's 2022 annual report, which documents the Authority's achievements, activities, performance indicators and improvements during the year 2022.

His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum stated: "We continue our efforts to enhance Dubai's legislative and judicial environment to ensure prompt justice is delivered accurately and effectively. Our aim is to create a judicial system that is a global example for fairness and the protection of individuals' rights.

His Highness stressed that the annual report highlights performance indicators and improvements in the Judicial Authority's structure, all of which reflect the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to build a judicial framework that ensures social stability and consolidates Dubai's leading global status.

HH Sheikh Maktoum bin Mohammed stressed the importance of following up on improvement plans and utilizing the existing digital infrastructure to facilitate business completion.

His Highness posted on his Twitter account: I chaired the Judicial Council meeting and was briefed on the developments in the work of the judiciary, its strategic plans, and its results for the past year. We continue to improve the legislative and judicial environment in Dubai to reach a judicial system that provides a global model to be emulated in achieving justice, preserving the rights of community members, and enhancing Dubai's global leadership.





## Maktoum bin Mohammed

### Chairs meeting of Dubai Judicial Council

His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, First Deputy Ruler of Dubai, Deputy Prime Minister and Minister of Finance of the UAE, and Chairman of the Dubai Judicial Council, chaired a meeting of the Council. The meeting formed part of His Highness's regular review of the affairs and members of Dubai's judicial institutions. During the meeting, His Highness approved several decisions to appoint and promote judges in Dubai Courts as well as prosecutors in Dubai Public Prosecution and judicial inspectors in the Judicial Inspection Authority. The appointments and promotions will support the institutions in raising their judicial competencies in order to keep pace with the evolving legal and judicial environment. The meeting reviewed the latest advancements in the judicial field as well as recent achievements, strategic plans and performance outcomes of the Dubai Courts. Plans related to two significant projects concerning the privatization and

development of implementation processes were discussed. These endeavors underscore Dubai Courts' commitment to upholding justice and ensuring the protection of rights. Council members extended their gratitude to His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, for approving promotions for both citizen and non-citizen members of the judiciary for the year 2024. The move reflects the leadership's deep commitment to develop Dubai's judicial sector. His Excellency Counselor Essam Al Humaidan, Attorney General of Dubai, commended Leadership's support for the judiciary and said: This recognition further motivates the members of these institutions to strengthen the foundations of the judiciary, safeguard the people's rights and freedoms, and ensure the highest standards of justice for all citizens, residents and visitors.



## Maktoum bin Mohammed

Legislative system is part of Dubai's development process and the strength of its economy



His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, First Deputy Ruler of Dubai, Deputy Prime Minister, Minister of Finance and Chairman of the Supreme Committee for Legislation, affirmed that the legislative system is an integral part of Dubai's development process and the strength of its economy, adding that developing this system ensures the achievement of Dubai's global leadership in All fields. His Highness said in a post on X platform: "I attended the 'Legislation and Leading Cities' conference, marking the commencement of Legislative Week 2023. Organized by the Supreme Legislation Committee in Dubai, the event is attended by prominent legal professionals, experts and specialists in legislation development". His Highness added: "The conference aims to enhance legislative and legal infrastructure to support sustainable economic growth and ensure readiness for future challenges. The conference will address challenges in the legislative landscape and promote the role of legislation as a driver of sustainable development".





## Dubai Courts wins 1st place In 2023 GCC Digital Government Award

In a new achievement that confirms Dubai's leadership in the field of digital transformation within various vital fields, Dubai Courts won first place in the GCC Digital Government Award 2023, which was held in Riyadh on the sidelines of the 2023 Digital Government Forum.

This achievement is the result of the efforts of Dubai Courts to implement the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, regarding ensuring the

achievement of justice characterized by the highest levels of efficiency, accuracy and speed, and providing judicial services that are easily accessible to all; whereas the win comes in recognition of the high level of excellence and creativity achieved by the digital case file project, which is the first integrated project that achieves a comprehensive digital transformation in litigation processes, and enhances the position of Dubai Courts as a pioneer of development in the field of digital judicial services.

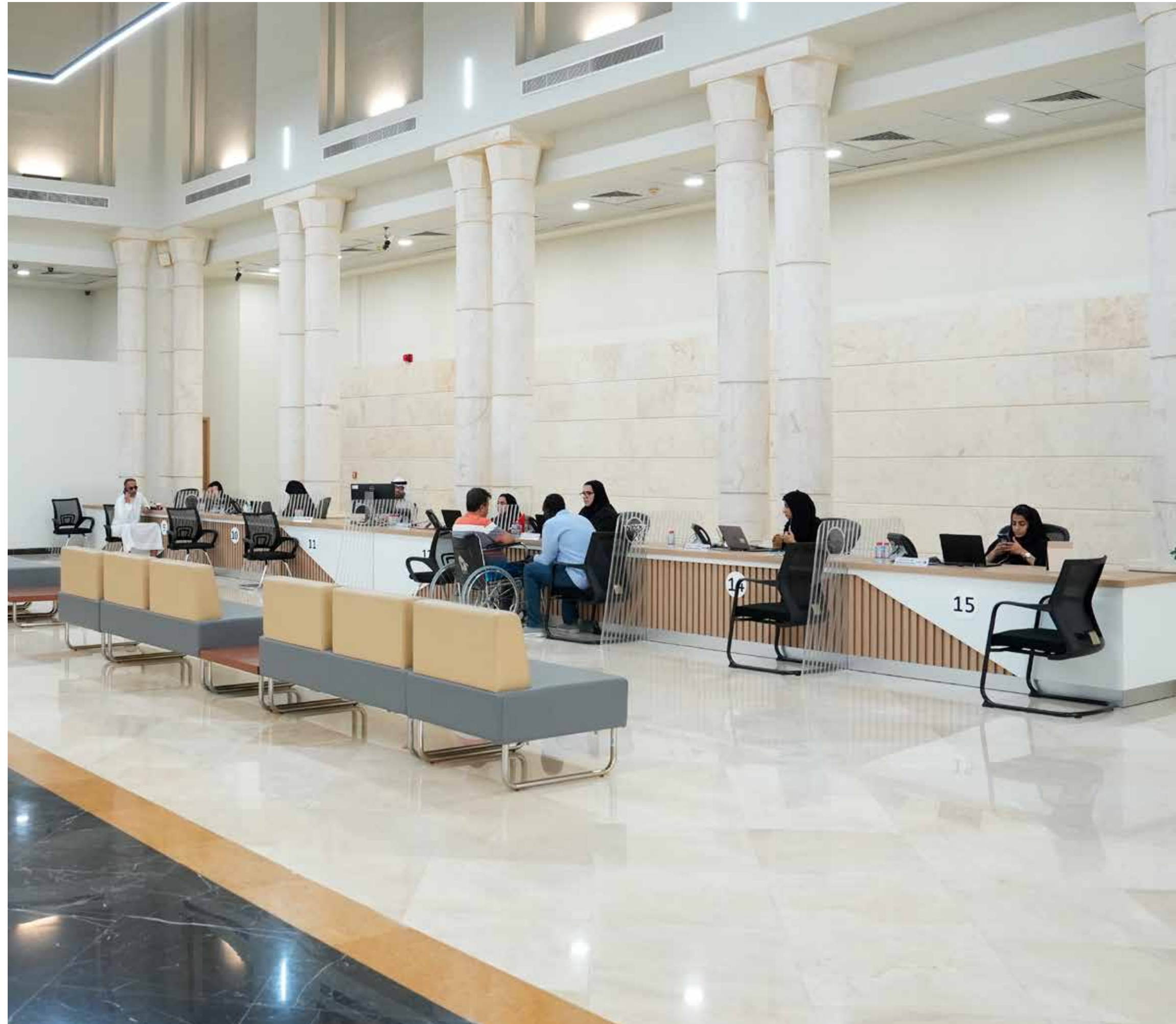


## Dubai Courts wins Best Innovation in Social Services award For Illustrated Child Law – Wadeema

The UAE government honored the winners of the "Emirates Innovates" award at the conclusion of the activities of the UAE Innovation Month during February. And enhance community participation in creating effective experiences, initiatives and solutions to challenges, and celebrate innovation and innovators in the country, and employ their innovations to improve the standards of life of society. The honoring of the "Emirates Innovates" award included

10 government agencies that presented innovative projects within the third session of the Emirates Innovates Award, in 7 main categories that celebrated the most influential innovations at the level of local and federal governments, as the winning innovations and initiatives were selected from among more than 400 initiatives and projects that participated in the activities This session is part of "Emirates Innovates 2023".





## DC4All: An Integrated Legal Platform

### Serving a Diverse Community with Distinguished Judicial Services

Dubai Courts has launched 'DC4All', an all-encompassing array of legal and judicial services designed to cater to a multicultural populace. It extends its innovative judicial services to a diverse community, embracing a myriad of cultures, nationalities, and religions. These services underscore a steadfast commitment to nurturing communication and fostering understanding among the various strata of society, thereby establishing Dubai as a pioneering hub in the realization of a comprehensive paradigm of justice.

In this significant juncture, His Excellency Tarish Al Mansouri, the esteemed Director General of Dubai Courts, has articulated that the 'Dubai Courts for All' initiative transcends the confines of a mere event, and stands as a robust demonstration to our preparedness to orchestrate a judicial experience that is both unique and innovative. This commitment dovetails impeccably with the visionary ethos of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai, may Allah safeguard him. His vision

is to manifest justice that epitomizes the zenith of efficiency, precision, and speed, and to extend judicial services that are readily accessible to all, while focusing on enhancing the judicial system and incorporating the finest global practices. These efforts align seamlessly with the vigilant stewardship of His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, the First Deputy Ruler of Dubai, Deputy Prime Minister, Minister of Finance, and Chairman of the Dubai Judicial Council, which is aimed at cultivating mutual understanding and harmonious coexistence within a richly diverse and multicultural milieu. This vision embodies a commitment to promoting a legal landscape that resonates with the cultural and religious diversity of the community and bolsters the principles of tolerance and mutual understanding. It is also part of our ongoing engagement with societal transformations, reflecting our dedication to building bridges of communication and solidarity with all members of society, regardless of nationality or religion, through a suite of services that cater to everyone in the community.

## Dubai Courts announces launch of Civil marriage service for non-Muslims

Dubai courts have announced the launch of the "Civil Marriage" service for non-Muslims, in accordance with the best international practices, to regulate family matters for non-Muslim foreigners. The service applies the principles of civil law in regulating family issues and reflects the emirate of Dubai's commitment to respect human rights and embodies the wise vision of our wise leadership and its keenness to develop a comprehensive and advanced system of services that achieves leadership and excellence.

The "Civil Marriage" service comes within the framework of Dubai Courts' efforts to provide a civil law to regulate family matters for non-Muslims, in line with the new procedures established under Personal Status Law for Non-Muslim Foreigners, which supports the continuous efforts to develop the judicial system in light of the new procedures of the Personal Status Law for non-Muslim foreigners, and provides distinguished services to non-Muslim residents in Emirate of Dubai.





## Dubai Courts launches Adalah 01 Platform the first Arabic platform specializing in innovation in the justice sector

Judge Omar Ateeq Al Marri, Deputy Director General of Dubai Courts, launched "Adalah 01 Platform", the first Arab platform specializing in innovation in the justice sector, organized by the Strategy and Future Foresight Department in cooperation with the Innovators Club team, to provide a technological infrastructure that supports, stimulates and consolidates the culture of innovation, and works to keep pace. Rapid technological developments to enhance the country's competitive position globally, in the presence of court presidents and executives.

In a speech delivered by Mohammed Al Obaidli, Executive Director of the Case Management Sector and Head of the Innovators Club Team at Dubai Courts, he stressed that Dubai Courts believes that innovation must be at the heart of work, and we strive to create an environment that embraces creativity and creators, and that the launch of the new platform enhances the paths of developing ideas and creative capabilities and spreading the culture of innovation on a large scale, and works to create a national incubating environment for innovation and creative minds.



## Al Jawhara Women's Council at Dubai Courts opens nursery at the Labor and Execution Court building

Al Jawhara Women's Council in the Dubai Courts opened the nursery and enforcement court building on Mother's Day, corresponding to March 21, demonstrating Dubai Courts' keenness on providing an integrated environment for mothers working in the department to achieve a balance between their work tasks, in addition to caring for their children and providing care for them, in the presence of His Excellency Judge Khaled

Al Mansouri. President of the Execution Court, Judge Hamda Al Suwaidi at the Commercial Court of First Instance, Ibrahim Al Hosani, Executive Director of the Implementation and Settlement Sector and Notary Public, Maryam Al Suwaidi Director of the Financial and Administrative Affairs Department, Jamila Al Hamli, President of the Women's Council at Dubai Courts, members of the Women's Council and female staff of Dubai Courts.



## As part of Yak Al Aoun initiative



## Dubai Courts, in cooperation with the Department of Islamic Affairs and Charitable Activities in Dubai supports 136 citizens in debt with a value of AED 26.7 million from hotline donations

Emarat Al Youm, for the 17th year in a row, continues its efforts to alleviate the suffering of the needy, relieve the distressed, provide medicine and treatment for needy patients, and help students who are unable to continue their studies. The value of the aid provided by the hotline, during the past year, amounted to AED 26,758,606 provided through donors, banks, associations and charitable organizations, from which 228 cases benefited, bringing the total assistance of the hotline over 13 years to AED 380,565,310, from which 6,100 people and four institutions benefited.

The Yak Al Aoun initiative, which was implemented in cooperation with Dubai Courts and the Department of Islamic

Affairs and Charitable Activities in Dubai, received the largest share of this aid, with a value of AED 19,708,634, from which 136 financially distressed citizens who were being prosecuted in the Emirate of Dubai benefited, while medical cases came in second place, with a value of AED 4,778,338, from which 73 medical cases benefited. The distress relief initiative came in third place, with a value of AED 1,732,684, from which eight insolvent prisoners benefited.

Rental late payments came in fourth place, at a value of AED 391,288, distributed among three humanitarian cases. In fifth place, late payments of tuition fees came at a value of AED 147,662, from which eight humanitarian cases benefited.

### 5 institutions and 10 individuals donate AED 23.9 million in 3 weeks

Yak Al Aoun initiative achieved a national community epic, in its fourth season, and succeeded in achieving and exceeding the target by about AED 2 million within three weeks of its launch, thanks to the contributions of five governmental and private institutions, and 10 donors from community members. The humanitarian initiative contributed to paying the debts of 166 citizens, including prisoners and judicial prosecutors, in the amount of AED 23,929,386, and the Al Khair Courts Committee at the Dubai Courts succeeded in communicating with creditors and reducing the debts of some of those included in the initiative.

Emarat Al Youm, Dubai Courts, and the Department of Islamic Affairs and Charitable Activities in Dubai launched the "Yak

Al Aoun 4" humanitarian initiative, on 27 March, within the framework of the memorandum of understanding that aims to release financially distressed citizens of the Emirate of Dubai who are being prosecuted. Coinciding with the holy month of Ramadan, and the leading national community initiative, it comes within the newspaper's community initiatives.

After increasing the number of those included, the initiative includes 166 citizens who are being prosecuted and have financial issues and aims to pay off their debts amounting to AED 23,929,386, to reunite them with their families before Eid Al-Fitr. Emarat Al Youm was provided with numbers of financially distressed citizens, after studying and approving their files by Al Khair Courts Committee at Dubai Courts.





## Dubai Courts partners with Beit Al Khair Society in the Iftar project on Zayed Humanitarian Work Day

Dubai Courts participated on Zayed Humanitarian Work Day with the Beit Al Khair Society, in an Iftar project to commemorate the late Sheikh Zayed bin Sultan Al Nahyan, may God have mercy on him, on the 19th of Ramadan annually, and to embody the noble and established human values that His Highness left behind such as giving, altruism, and doing good.

Hamad Thani, Director of the Corporate Communications and Marketing Department at Dubai Courts, pointed out that Dubai Courts' participation with the Beit Al Khair Society confirms

the keenness to continue the approach of giving and extending a helping hand without distinction or discrimination and to enhance and consolidate the approach to charitable and humanitarian work, and to embody the principle of love and loyalty to the late Sheikh Zayed, the builder of the United Arab Emirates, may God rest his soul, whereas Dubai Courts was honored by the Beit Al Khair Society for its participation in the success of the event, which represents one of the most important milestones in the annual events agenda in the United Arab Emirates.



## Supreme Committee for Judicial Affairs at Dubai Courts holds meeting to follow up on judicial indicators and targets

The Supreme Committee for Judicial Affairs at the Dubai Courts held a meeting chaired by His Excellency Tarish Al Mansouri, Director General of Dubai Courts, and His Excellency Judge Omar Ateeq Al Marri, Deputy Director General of Dubai Courts, and in the presence of the Presidents of the Courts, in order to study projects, proposals and initiatives related to the judicial sector and follow up on their indicators and targets within the framework of striving to improve judicial work and develop the judicial system, to achieve the department's goals and objectives to reach its vision of distinguished pioneering courts in the world.

His Excellency Tarish Al Mansouri, Director General of Dubai Courts, explained that the success of the judicial work in the department is a reflection of the efforts aimed at being in line with the required judicial developments, which improve the quality and efficiency of the legal service provided to the community in accordance with a distinctive judicial vision that we seek by making correct legal decisions, and reviewing targets and indicators on a regular basis are an important step towards reaching all segments of society and meeting their requirements for their security and safety.





## Dubai Courts organizes services lab to explore ChatGPT technology and apply the services agenda for phase 1 of 'Services 360' policy

The 'Services 360' policy Implementation Team, in coordination with the Innovators Club at Dubai Courts, organized a services laboratory to develop and improve the services provided to customers over the course of two days, as part of the first phase of implementing the 'Services 360' policy. The laboratory included exercises on designing current year's services in politics (execution, notary public, and family conciliation) and introductory sessions on ChatGPT technology, which was developed by the OpenAI Institute. The laboratory discussed tools for identifying services and their partners, understanding the need for change and development, understanding customers' personalities and behavior, service safari, the current customer journey, and the service plan. The second day included ideas for designing the ideal customer journey and refuting it according to the convergence plan, and

encouraging 6 patterns of thinking for these ideas according to Edward de Bono's Six Thinking Hats, setting a baseline for service indicators and their targets, preparing a work plan with partners and assessing the risks of the steps to implement the improvement. The laboratory aimed to enhance the quality and efficiency of services provided to customers, and research the possibility of employing modern artificial intelligence techniques to improve the work of courts and speed up procedures. During the laboratory, participants learned about the possibilities of using ChatGPT technology to serve customers in Dubai Courts, as well as simultaneous translation work, preparing job descriptions, researching the rules of legislation, tips to avoid aggravating cases of family dispute, and many other possibilities.



## Dubai Courts adds one of the Big 4 accounting and professional services offices in the world to its list of accredited experts

His Excellency Judge Khalid Obaid Al Mansouri, Chairman of the Experts Affairs Committee, said that guided by the directives and vision of the leadership, judicial work in the emirate is constantly being developed. "The inclusion of Deloitte Professional Services (DIFC) Limited in the expert list is a significant addition to the judicial expertise system in Dubai, representing one of the notable achievements in 2022." Al Mansouri noted that the average time required to finalize an expert court report is 46 days, and reports prepared by

experts enlisted in Dubai Courts' expert list and government department experts accounted for 99.46% of the total expert assignments. He further stated that customer satisfaction with Dubai Courts' electronic services has reached an impressive rate of 97%. Regarding the Dubai Courts' efforts to build and empower national expertise to practice expert work before judicial authorities, Al Mansouri highlighted that 80% of the experts listed in the Dubai Courts' expert list are Emiratis.

46

Days

Average duration for completion of court expert assignments

99.46%

Percentage of assignments completed by Dubai Courts' and government entities' experts





## Dubai courts issue a code of conduct for experts before the judicial authorities in Dubai to promote confidence, credibility and contribution to full justice

Dubai Courts issued a code of conduct for experts before the judicial authorities in the Emirate of Dubai. This code aims to establish the professional, ethical, and behavioral standards that a registered expert with the judicial entity in the Emirate shall adhere to. It ensures that the experts provide their technical opinion on any matter or case with complete impartiality and independence.

Judge Khaled Al Mansoori, the head of the Expert Affairs Committee in Dubai Courts, affirmed the importance of issuing the code of conduct for experts, as it enhances trust and credibility among litigants and contributes to achieving effective judicial justice in line with the vision, mission, and strategic plan of Dubai Courts.

Al-Mansoori pointed out that the code defines the relationship

between experts and the judicial authorities as assistants to the judges, aiding them in carrying out their mission through their specialized work, technical reports, opinions, and the results they arrive at regarding the tasks assigned to them in lawsuits and disputes.

Al-Mansoori further highlighted that the code considers the expert's opinion as a component of evidence, defining the scope of the expert's profession and its legal foundation. This is based on the practice of expertise works under the mandate of the judicial authority, necessitated by a decision or judicial award appointing them, specifying their task and the procedures they are authorized to undertake. It is required that the judicial authority be informed in case the experts are unable to perform their task due to reasons beyond their control.





## Dubai Courts reveals remote civil marriage service to the visitors of GITEX Global 2023

Through its participation in the GITEX Global exhibition for the current year, Dubai Courts offered innovative services such as the remote civil marriage service and the digital attestation service, which enhances its position in the digital world, and is added to the list of Dubai Courts' digital achievements, which contribute to enhancing judicial system, and providing easy judicial services to customers, in line with the direction of the Dubai government to achieve a qualitative shift in litigation procedures.

Mr. Mohammed Al Obaidli, Executive Director of the Case Management Sector at Dubai Courts, confirmed that the remote civil marriage service provides non-Muslim clients residing in the Emirate of Dubai the opportunity to obtain an electronic marriage contract officially certified and recognized in the courts, and this contract does not require further attestations in the event that it was used within the UAE, and it is required that one of the parties be a resident of the Emirate of Dubai, and that the age of both parties be 21 years, and that the launch of the service

comes in response to the developments that the Emirate of Dubai has witnessed in promoting respect for cultural diversity, and providing distinguished services to non-Muslim residents on the territory of the Emirate.

In this context, the Courts worked to create an automated system for the stages of the contract, including permission, ratification, and correction, which made the customers' experience easier and more convenient, and their journey becomes limited to communicating with the approved centers via phone or personal visit, then submitting an electronic application and paying the fees. The approved electronic contract will then be received. Al-Obaidli noted that registration of the civil marriage contract has begun since the second quarter of 2023, and the number of registered civil contracts has reached 147 marriage contracts, and this reflects the progress and effort made by the Dubai Courts in facilitating procedures and improving Providing services to customers.





## Dubai Courts launches “Fast Track Notary Services” to speed up the completion of transactions

As part of its participation in the 43rd edition of GITEX Global, Dubai Courts introduced the 'Fast Track Notary Services Service,' showcasing the latest innovations and digital technologies aimed at expediting transaction processing. This initiative marks a significant step toward achieving a comprehensive digital transformation and a qualitative leap in the delivery of government services. It aims to provide an interactive experience that aligns with the public's needs and expectations. These efforts are in accordance with the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, who envisions building an integrated smart city where government services heavily rely on digital technology, serving as a core pillar supporting Dubai

Courts' professional and judicial endeavors. This initiative was prominently featured in one of the leading exhibitions in the field of modern and advanced technology. Mr. Ibrahim Al Hosni, the Executive Director of the Notary, Settlement, and Enforcement Sector at Dubai Courts, has elucidated the purpose of this service. It is designed to deliver precise and swift automated digital services to customers with the aim of enhancing customer satisfaction and happiness. Moreover, it strives to attain the highest levels of customer contentment while streamlining processes for them. Al-Hosni has emphasized that the service has significantly reduced customer waiting times from 25 minutes to just 5 minutes. Since its launch, the service has successfully processed a total of 12,104 fast-track transactions.



## Memorandum of Cooperation between the Financial Audit Authority and Dubai Courts for the Exchange of Knowledge, Expertise and Best Practices

The Dubai Financial Audit Authority and Dubai Courts have announced the signing of a Memorandum of Cooperation between the two parties. This agreement reflects their commitment to strengthening the bonds of cooperation, ensuring effective justice, and maintaining continuous communication and interaction to achieve common interests that serve the targeted groups. It aims

to regulate the partnership between them within an institutional framework that works towards enhancing collaboration in the areas of consultation and training, with a focus on utilizing human resources to enhance capabilities, uphold the rule of law, and consolidate the achievements stemming from Dubai's prestigious position, both locally and globally, in all fields.





## Dubai Courts celebrates the Emirati Women's Day consolidating their exceptional role since the dawn of the Union

Al Jawhara Women's Council at Dubai Courts organized a celebration on the occasion of Emirati Women's Day, under the slogan "We Share for Tomorrow," in which Her Excellency Naima Al Sharhan, Second Deputy of the National Council, was hosted, in the presence of His Excellency Judge Khaled Al Hosani, President of the First Instance Court at Dubai Courts, His Excellency Judge Abdullah Al Kaitoub, President of the Civil Court, Her Excellency Judge Hamda Al Suwaidi, a judge at the Commercial Court, and Mr. Mohammed Al Obaidli,

Executive Director of the Case Management Sector at Dubai Courts, so that August 28 of each year becomes a national day to celebrate Emirati women and their achievements since the dawn of the Union, to achieve the best for the nation and achieve the hopes placed upon them, in appreciation of their effective role and sacrifices. Women play a great role in building generations and the nation by their giving and their exceptional position in all the tasks they undertake without exception.

## Dubai Courts issues 5th edition of Courts' Echo Magazine A Window into Legal and Judicial Thought



Dubai Courts issued the 5th edition of the semi-annual judicial and legal magazine, Courts' Echo, which includes diverse and rich topics, aiming to spread the legal culture, review the efforts of the Dubai Courts, and employ modern technology to convey what is happening in the judicial field and open the doors of communication with those concerned in this field including members of the judiciary, judicial officers, lawyers, experts, and law students.

His Excellency Judge Dr. Jassim Muhammad Al-Hosani, editor-in-chief of Courts' Echo Magazine, pointed out that the 5th edition of the magazine, which is considered a beacon of Sharia, legal and humanitarian knowledge, was distinguished by containing a wonderful collection of notable articles that were richly diverse between philosophy, law and Sharia, and were written by authors who represent a distinguished group of people with knowledge and experience in their specialties, and those who enjoy long experiences, abundant knowledge, and painstaking study of the most important books and their sources.

Stressing his happiness that the magazine seeks to achieve a set of goals, which enhance knowledge exchange in the judicial field in court administration, to achieve its vision (to be the first choice for the elite). Al Hosani stated that the fifth edition contained a number of distinguished titles, the most prominent of which was a journalistic investigation about the Judicial Inspection Service, in addition to articles on the invalidity of criminal procedures and profit-making sales, and a reading of the law on marriage and divorce in accordance with the Federal Civil Personal Status Law, in addition to a philosophical article on Ibn Rushd and Ibn Maimon, and another on insulting religious sanctities and its relationship to freedom of expression and the right to privacy, in addition to other miscellaneous topics.





## In its 2nd session, Dubai Forum reveals exceptional judicial and administrative accomplishments and stories telling inspiring experiences

Dubai Courts organized the second session of the Forum to showcase the achievements made by the department at the judicial and administrative levels, to enhance communication and cooperation between various functional levels and spread positive energy to reach the status of Pioneering & Internationally Distinguished Courts. The forum was attended by His Excellency Tarish Eid Al Mansouri, President of Dubai Courts, His Excellency Judge Omar Ateeq Al Marri, Deputy Director General of Dubai Courts, Presidents of Courts, Judges, Executive Directors of the Department, Dubai Courts employees, and a number of its retired employees.

The second session of the forum included four dialogue sessions initiated by His Excellency Tarish Eid Al Mansouri, President of Dubai Courts, in a dialogue session entitled: "Leadership Talk," in which His Excellency discussed the directions of the wise leadership, the developments and achievements that the Dubai Courts have accompanied during the past ten years, and the leadership's keenness to support a motivating and encouraging work environment for employees, and concluded with recommendations for the Dubai Courts team.

The President of Dubai Courts pointed out that the Dubai Courts Forum is considered a major workshop in which ideas meet, opinions mix, and dialogues take place that are the result of long experiences, mature minds, and in-depth studies in order to reach the best practices, and a milestone for reviewing the best wonderful experiences, because they are the result of sincere and persistent work to contribute in an effective way to creating the future of life in Dubai society, an industry that takes into account the human being, his happiness and stability, to remain an umbrella for social, economic and humanitarian stability in Dubai and the United Arab Emirates, and a milestone for reviewing the achievements that had a tangible impact in making the work of Dubai Courts truly work that keeps pace with what is happening on the ground in the Emirate of Dubai, to move forward towards keeping up with the times in quantity and quality with advanced, successful

and distinguished technical methods, has made it an effective icon working in the ranks of the Dubai government and its institutions racing towards the latest, finest and most widely used technologies of the times.

During his session, His Excellency Judge Khalid Al Hosani, President of the First Instance Court at Dubai Courts, mentioned the achievements accomplished in the field of digital transformation in the provision of judicial services, through the digital case file project, which in turn contributed to creating innovative interactive channels that meet the needs of customers and contribute to their happiness, which the department is working to achieve in line with the Dubai government's direction to reach a qualitative shift in litigation procedures, to ensure the provision of the best services to the public, which allows them at the same time to complete many litigation procedures via smart applications. His Excellency also spoke about smart certification, which in turn contributed to improving procedures and facilitation. Customers must ensure that the procedure is completed 100% without paper or attendance.

The second session, entitled: "The Courts Field," also highlighted judicial and administrative success stories in the courts, where His Excellency Judge Khaled Al Mansouri, President of the Execution Court, mentioned the details of the project to develop the Execution Court system, which contributes to accelerating the pace of litigation and the implementation of judgments. Her Excellency Judge Dr. Hamda Al Suwaidi, head of the Bankruptcy Department of the Commercial Court, highlighted the success of implementing the Bankruptcy Law, and its role in enhancing business stability in the country and increasing investor confidence in the Emirate of Dubai. Mr. Mohammed Al Obaidli, Executive Director of the Claims Management Sector, spoke about making Dubai Courts customers happy, and Maryam Al Suwaidi, Director of the Financial and Administrative Affairs Department, reviewed the key capabilities that make financial management distinct and effective.





## Dubai Courts issues guidelines

### for regulating the work of court experts to ensure precision and justice in judicial work

Dubai Courts issued a guide to regulating the work of court experts, based on Law No. 13 of 2020, which regulates expert work before judicial authorities in the Emirate of Dubai, to clarify the methodology that must be taken into account when the expert performs his task assigned thereto in accordance with the decisions issued by the competent court, which would achieve the desired goals of seeking assistance from experts in the technical issues required for adjudicating cases, achieving the accuracy of judicial rulings and decisions issued by those authorities, and achieving

complete justice.

For his part, His Excellency Tarish Al Mansouri, President of Dubai Courts, praised the continuous efforts made by all parties in developing and improving their judicial systems and procedures, as issuing the guidance reflects our firm commitment to developing and constantly improving the judicial system, and that providing a clear methodology for the work of experts contributes significantly to ensuring accuracy and justice in judicial decisions issued by Dubai Courts.



## MoU signed to enhance strategic cooperation

### In arbitration between Dubai International Arbitration Centre and Dubai Courts

Dubai Courts and the Dubai International Arbitration Center approved a memorandum of understanding that embodies their commitment to achieving global standards in arbitration and alternative means of resolving disputes, within the framework of the strategic vision that Dubai seeks to achieve, which is to strengthen alternative frameworks for resolving disputes, expressing their commitment to

achieving global standards in Arbitration and innovative settlement methods. This step is based on the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and reflects Dubai's commitment to transforming itself into one of the three most important economic cities in the world.





## Dubai Courts Director General Celebrates Al Jawhara Women's Council's win of the 3rd place in women empowerment

His Excellency Tarish Eid Al Mansouri, Director General of Dubai Courts, celebrated a unique achievement achieved by Al Jawhara Women's Council, which won third place in the field of women's empowerment. These achievements come within the framework of a permanent commitment to enhancing the role of women and achieving equality among all. For his part, His Excellency Tarish Al Mansouri expressed his great joy at this achievement, and his pride in the effective leadership of the Honorary President of the Council, Her Excellency Judge Ibtisam Al-Badwawi, demonstrating the importance of this achievement as a turning point towards achieving sustainable

progress in the field of women's empowerment. Al Mansouri affirmed the Courts' commitment and constant endeavor to enhance the role of women and achieve equality, praising the Council's established vision of building a society based on the values of equality and providing opportunities for all. He stressed that this achievement reflects the continuous progress in achieving women's ambitions and providing an environment that allows them to achieve their full potential, stressing that it constitutes an important step forward in building a society based on the principles of equality and providing opportunities for all.



## Dubai Courts Launches Courts Podcast an exceptional audio journey that represents a window into brilliant minds in the UAE

Dubai Courts announced the official launch of the Courts Podcast, an innovative audio experience available via the Internet and mobile applications. Listeners can access this series of audio-recorded episodes through the publisher's website and podcast applications, providing an exciting experience that goes beyond the Court's boundaries, and the beginning of an exceptional audio journey. It takes the court as a platform to explore diverse issues and provide a superior experience. Hamad Thani, Director of Corporate Communications and

Marketing and Head of the Courts Podcast Team, explained that the program will provide a unique experience for listeners, as the program will host Emirati personalities in exciting dialogues in various fields, and that it is not just a voice for justice, but rather represents a window to brilliant minds in the UAE, and will take us on a special journey with interesting and inspiring conversations with figures that are not limited to Dubai Courts staff, but extend to include pioneers in various fields such as artificial intelligence, airlines, and other fields.



The background features a light blue grid of dots that fades out towards the right. A curved line, transitioning from blue to green, arches across the middle of the page.

## Report Conclusion

Dubai Courts would like to thank all judges, administrative personnel and staff who contributed to the issuance of the 2023 Annual Report

**“International leadership, innovative  
and sustainable judicial and digital solutions”**

It appreciates their various participations and initiatives that played a major role in documenting the achievements of Dubai Courts during 2023 and presenting them in an optimal manner, wishing them success in their tasks and further achievements