

2008

**ANNUAL REPORT**



**His Highness Sheikh Mohammed bin Rashid Al Maktoum**  
**UAE Vice President, Prime Minister and Ruler of Dubai**



**H.H. Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum**  
**Crown Prince of Dubai, President of the Executive Council of Dubai**

## INTRODUCTION

For a third consecutive year, Dubai Courts had accomplished the publishing of another annual report, which emphasizes and highlights the changes from a typical routine performance to a professional organizational performance. It is a constant revelation for Dubai, which has been rewarded in the end as being the Sector achieving the highest performance development rate between 2006 – 2007. It has marked a 13.7% improvement rate in compare to the 2007 results, as per the “Outstanding Dubai Public Sectors performance” program.

A material that provides the opportunity for concerned parties to analyze and assess the work statistics and performance indicators, along with propagating knowledge of Dubai Courts’ achievements in the past year in the entire judicial apparatus and supporting administrative, represented by the Court of First Instance, Appeal Court and Court of Cassation.

The annual Report 2008 underlines comprehensive delineation and the aims been accomplished, which has sparked a challenge and motivation for the individuals working within Dubai Courts and its supporting units to maintain high rigid standards of performance, which will always reflect the expectations of all concerned parties dealing with the Judicial Instruments.

In Allah’s name and vast guardianship, we seek fate and fortune



HH Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of UAE, and Ruler of Dubai overseeing the Annual Report for the year 2007 in the presence of HH Sheikh Ahmed Bin Mohammed Bin Rashid Al Maktoum and Dr. Hadeef Al Zahiri, Minister of Justice.



HH Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of UAE, and Ruler of Dubai overseeing along with HE Dr. Ahmed Saeed Bin Hazeem, Director General of Dubai Courts the Annual Report for the year 2006 in the presence of HE Khalfan Ahmed Hareb, Director of Ruler’s Court of Dubai

## ACKNOWLEDGMENT BY DIRECTOR GENERAL OF DUBAI COURTS



**Dr. Ahmed Saeed Bin Hazeem Al Suweidi**  
Dubai Courts – Director General

The Annual Report for Year 2008 is an aspired achievement for Dubai Courts. In its third edition, we have succeeded in our means to determine our efforts in pursuing, documenting and analyzing the results of performance in the various working sectors within Dubai Courts in a much effective approach.

We stand proudly before this thriving attainment for what has been possible only because of the hard work generated by the team who had put their outstanding efforts in preparing the annual report which is considered a cutting edge and an up to date production within the past three years. Also measured to be an evaluation and identification tool for the first Strategic Planning of the Dubai Courts (2006 – 2008) and as well for the following three years for the second Strategic Planning of Dubai Courts (2009 – 2011).

Without any doubt, this annual report along with the previous reports will be a base for statistical knowledge, relied on for implementing the programs, initiations and projects that will yield the birth of the second Strategic Planning in the following years to come. The annual report 2008 will continue to remain a main source in realizing the scope of awareness along with its apprehended aims familiar worldwide, where the report provides con-

cerned parties of Dubai Courts, UAE in general and others, accurate information to analyze and assess the work statistics and performance indicators in the entire judicial apparatus and supporting administrative units of Dubai Courts.

During this one year, Dubai Courts had witnessed a lot of occurrences and changes that had its influence on the level of performance and results within the Judicial and Justice Administration, in terms of all the projects being worked till last day of December 2008.

The third edition of the annual report for year 2008, ensures the quality of work due to enforcing its principles and mission towards the Society and that is by a divine transparency in Dubai Courts' collaboration and communication with its surroundings on local level, national or international. And in our successful efforts to continue providing our publishing in English language besides the Arabic version, is a sign of our persistence and diligence towards reaching our aims and enthusiasm to a global level.

We would like to assert the value of effort contributed by Dubai Courts> staff and their dedication. Adding to that the time frame in which the team managed to accomplish such achievement in a record time, namely:

- 1-Dr. Yousif Ali Hamid Al Suwaidi - Chairman
- 2-Mr. Khalifa Mohamed Al Mhrizi – Deputy
- 3-Mr. Ahmed Essa Al Kandari - Member
- 4-Ms. Mariam Abdullah Ahmed bin Lahej - Member
- 5-Ms. Fatma Salem Bin Kunaid – Member
- 6-Ms. Mariam Hassan Al Marry – Member
- 7- Mr. Hamad Thani Mattar Al Dahiri – Member
- 8-Ms. Suhaila Thani Mohammed Al Muhairi – Member

We would like to express our gratitude and appreciation to the individuals who had contributed enormously in fulfilling this mission, hoping, the annual report achieves its set goals.

## PREFACE

Dubai Courts had sustained its successful mission in executing its Strategic map ( 2006 – 2008) which coincided with the year end 2008, where it succeeded to obtain the Strategical goals on the highest levels through following a clear methodology that has been determined for the assignment from its start.

It was considered to being a great deal of challenge that can only and had proofed to be the outcome of team work, the sense of responsibility and high group working spirits that were present within all Dubai Courts staff to fulfill the fortitude of participation and collaboration. Leading in the end to a fruitful outcome, shaping the future horizon which Dubai Courts strive to reach to for its own outstanding performance, for its customers and stakeholders and the Dubai Society.

Our Aim is to upgrade the judicial role to meet our Government's and Leaders' high expectations and objectives in reaching beyond excellence.



# 20 08

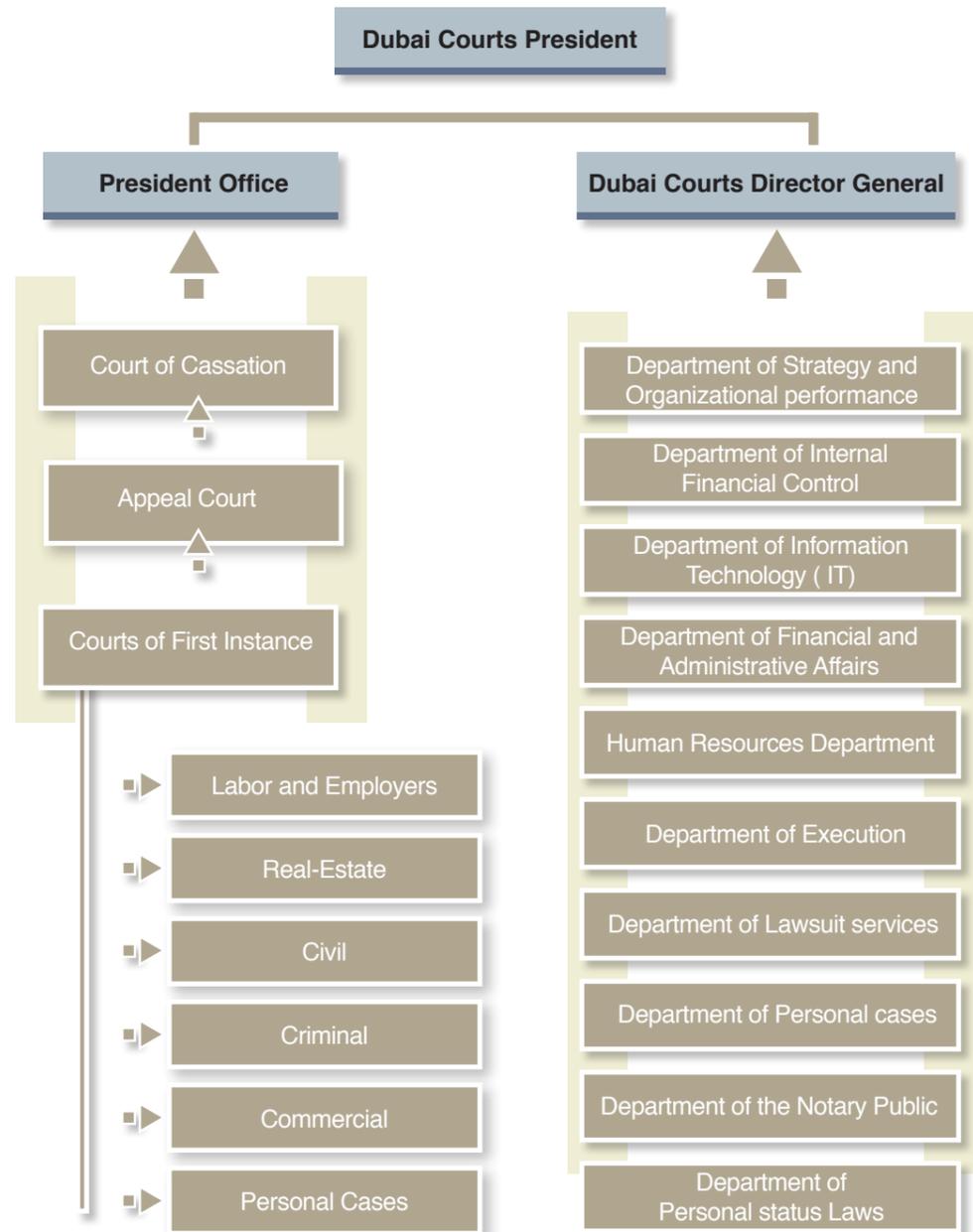
## SECTION 1

### CHAPTER 1

#### Institutional Organization in Dubai Courts

- 1-The Judicial and Administrative Organizational structure in Dubai Courts
- 2-Judicial Council
- 3-Leading Committee
- 4-The Strategic changing Team in the Judicial Sector

## 1-THE JUDICIAL AND ADMINISTRATIVE ORGANIZATIONAL STRUCTURE IN DUBAI COURTS



### First: Highlights on the Organizational Structure

The Organizational structure is the spine of the Judicial and Administrative structures, and therefore with the start of year 2008, the structure was expanded to meet the outlines of development and modernization in the scope of varying changes and policies, to meet Dubai Courts' strategies. All this was meant to create a cross functioning environment to assess in the internal integration and therefore achieve Dubai Courts' aims.

#### A) The Judicial apparatus is composed of three main courts divided then to other sub-divisions:

**Court of Cassation**

**Appeal Court**

**Court of First Instance**

Year 2008 has witnessed the structuring of (6) specialized Courts of Instance, as per the decrees issued by H.H Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, which took place on 1/6/2006 as per the Administrative pronouncement number 57/2008, issued by the Director General. These Courts are the:

1. The Personal status Court
2. The Commercial Court
3. The Labor and Employers Court
4. The Real-Estate Court
5. The Shari'e Court
6. The Criminal Court

#### B) The Administrative Organizational structure:

Dubai Courts had upgraded the Administrative Organizational structure in 2008 in various departments and divisions further to the Memorandum (1) for Year 2008, issued by the "Dubai Courts' President Office", where the following were the implemented title amendments; changing the "Internal Financial Control Unit" into a Department on its own, as well as the "Technical Department" being changed into "Department of Lawsuits services". Also, amending the name and structure of the "Department of Shari'e Lawsuits" into "Department of Personal Cases". Further to these changes and amendments, the structure currently is composed of (10) departments, consisting of (5) technical departments, (5) supporting units, which undergoes all that (41) divisions to breakdown into (71) sub-divisions.

## Second: The Judicial Council

The Judicial Council represents the highest level of hierarchy in the judicial authority in Dubai, where its presence and role signifies the guarantee of independence. The history of starting the Judicial Council goes back to Dubai Law (6), 1992 which was specifically issued on 30th May of that year, consisting of (8) articles. This Law has been accompanied with a legitimate President responsible for the administrative control of the courts, hiring non-judicial employees, replacing candidates in the absence of the head of Council or any of the members. Also, organizing the meetings, controlling the deliberations, subject matters and references of the Council, etc..

It is pertinent to mention that the Council has all the legitimacy to upgrade the Judicial apparatus and protect it from the intrusion of any other authorities, through triggering self control, developing skills, upgrading the standards of hiring in a judicial vacancy and expressing opinions in the Judicial legislations. The Council is dedicated to developing the Judicial apparatus by representing legislative suggestions relevant to judiciary, prosecution and the judiciary proceedings which the Government can be guided by them then in the process of preparing prospected laws and different Institutions.

### The Dubai Judicial Council is composed of :

**His Excellency, Mohammed Ibrahim Al Shibany,**

Director of the Ruler's Office

**His Excellency, Essam Essa Al Humaidan,**

Dubai Public Prosecutor and a member of the Council

**Dr. Ahmed Saeed Bin Hazeem Al Suwaidi,**

Director General of Dubai Courts and member of the Council

**The Judge Mohammed Mahmood Rasem,**

Director of the Court of Cassation and member of the Council

**The Judge Essa Mohammed Sherif,**

Director of the Appeal Court and member of the Council

**The Judge Jassim Mohammed Bakir,**

Director of the Court of First Instance and a member of the Council

**Mr. Hamdi Abd Al Majeed,**

the Legal Council of the Ruler's Office and member of the Council

During the Year 2008, The Council has organized (4) meetings, within which (35) topics and (41) projects for study and research were the core of these discussions, naming some:

1. The Law of Judicial Authority
2. The prospect law pertaining Governmental petitions
3. Acceptance of new students in the Faculty of Judiciary
4. The Dubai Judicial City Project
5. The Scholarship agreement with abroad Law Schools for students to study overseas
6. Establishing a Board to look into deportation matters and detention
7. Adopting the strategy of the Judicial College
8. Prospects towards establishing specialized Courts in response to his Highness, Ruler of Dubai, guidance and direction
9. Prospects towards hiring Female Judges in Courts response to his Highness, Ruler of Dubai, guidance and direction

Finally the Judicial Council's performance was manifested by forthcoming results in all the issues that have been points of discussion during the Year and being represented in this report. Following all this, (41) assigned mandates were issued and they all are strictly traced to stress the need for having them reach the potential aims.

## Third: Leading Committee

The Leadership assembly in Dubai Courts is considered to be the precise party in producing the given sets, specifics and outcomes of the Courts' performance. And that is due to how it is structured, where the team consists of the Director General who in his membership has the Deputy Director of Courts, The Directors of all three Judicial apparatus ( First Instance, Appeal, Cassation) and also the Heads of Departments and the major organizational units. The Leadership assembly has taken an effort to transform into a self dependant Organization by following a rigid and structured approach in preparing agendas, meetings management and noting down minutes. Purpose then was to monitor what decisions and judgments are outlined. And by implementing such approach, the Dubai Courts' leaders have excelled in their leadership and set a unique example to other headships as to providing successful factors to surpass in the administrative management through granting knowledge, brainstorming opportunities to allow the share and exchange among all members of the team.

In 2008, the assembly had organized (16) meetings, and discussed (125) topics which generated decisions and assigned mandates with a total of (145) mandates, naming some:

1. Establishing a team dedicated for developing organizational works in all departments
2. Preparing the Strategic Map for Dubai Courts 2009-2011
3. Amendments to the Courts' Institutional structures

4. Evening hours added in the General Services Department
5. Adopting the Information Technology basis in all aspects, e.g. printing, emailing
6. Identification cards project
7. The project implementation of the amended structure for the startegical execution in Dubai Governmental apparatuses.

#### **Fourth: The Strategical changing Team in the Judicial Sector**

The aims intended for in 2008 for the Organizational works in Dubai Courts, are set towards all departments and judicial units to be realized by every head of department, Judges and Administration staff. By congregating groups internally, that rely on specific methodologies, references and working tactics in order to sustain the Institutional efforts; as one of our future aims, and therefore set the Judicial Strategies, and attain efficiency in the internal performance.

On the other hand, for Dubai Courts to advance in the judicial working environment, Dubai Courts had assembled a team of experts in the judicial field, referred to as the “Team in charge of Strategical changing in the Judicial Sector” , overseen by the Director General of Dubai Courts, along with other senior members, presented by the Deputy Director of Courts, Directors of the main (3) Courts ( First Instance, Appeal, Cassation), Directors of all specialized Courts , as well as the Director of the Shari’e Court, Director of Personal status Court, Director of the Labor and Employers Court and finally the “Department of Strategically and Organizational Act”.

The congregation had organized (17) meetings which conferred (100) topics in total and lastly generated (150) mandates, naming some:

1. The second Judicial Forum
2. The Courts’ need for further building structures – The Judicial City
3. Fulfilling the Courts’ need for further Judges
4. Assembling boards of Lawyers and experts
5. Reviewing the indicators in the Justice Sector
6. Establishing the Real-Estate affairs Court

As for the executed mandates that were generated and issued by this team, it amounted to (50) mandates, which are being monitored by the standard methodological approach.



# 2008

## SECTION 1

### CHAPTER 2

#### Developments and Changes in Year 2008

- 1-The Higher Administration
- 2- Dubai Courts Excellence Awards

## 1-THE HIGHER ADMINISTRATION

The role of the Higher Administration in our Institution is considered to be comprehensive in its multiple dimensions, most of all the continuous development which allows the Court to constantly fulfill its obligations towards the Nation and the Government's strategy in all scopes of justice, security and safety.

Pertaining this matter, the Higher Administration has asserted its role, and positions Dubai Courts within the "Dubai program for the outstanding public sector performance, 2007". As well it emphasizes the accomplishments in modernizing the judicial sector, especially in the Courts of First Instance (referred to in details in following chapters of this report).

During 2008, the Higher Administration had issued several memorandums and pronouncements, e.g.

1. Thursday staff meetings, which had amounted to (55) meetings
2. Meetings with the follow up candidates, amounted to ( 34) meetings (21 potential plans that were discussed in the meetings, were retained, and 13 decisions were made pertaining others).

The memorandums and pronouncements in 2008:

1. The number of letters issued from the Director General's Office in 2008 were (120)
2. Letters received by Director General's office in 2008 were ( 400)
3. Number of pronouncements issued from the President's office in 2008, were (114)
4. Number of Memorandums issued from the President's office in 2008, were (2)
5. Number of pronouncements issued from the Director General's office in 2008, were (318)
6. Number of Memorandums issued from the Director General's office in 2008, were(18)

### The major practices that were exercised in the Higher Administration

#### A) The exchange of experiences in the judicial and administrative fields

The Higher Administration believes in exchanging experiences among the various Institutions,

either with internal or external parties, in order to implement premiere practices in both the judicial and administrative scopes.

During the past year, Dubai Courts were deeply profound due to the numerous official visits by high candidates of the Ministries, Consulates, Governmental Authorities, Private Institutions, Universities , Colleges and Schools, besides delegations from the Arab Nations which amounted in all nearly to (55) official delegations.

With such incidents, Dubai Courts find it essential and vital to constantly developing its technical and human resources as to meet the official delegations' expectations, which benefits the partnerships and cooperation with other countries.

Official delegations received by Dubai Courts from inside the Nation:

1. Dubai Municipality, who visited for the purpose of overseeing the Courts' electronic halls
2. Delegations from the Chamber of Islamic Affairs and Charity Works
3. Delegations from the Ministry of Justice, led by Dr. Hadeef Joaan Al Zahiry, Minister of Justice and head of the delegation
4. Delegations from the Ministry of Justice, to oversee the human resources structure
5. Delegations from the Department of Naturalization and Residency, led by Major General Mohammed Ahmed Al Marri, Director of Department of Naturalization and Residency (DNRD) in Dubai
6. Delegations from the DNRD, information center division
7. Two delegations of male and female law students from Sharjah University
8. Two delegations of nominated groups in the Dubai Police Academy, where the first delegation was composed of (35) nominees and the second delegation composed of (25) nominees
9. Delegations from the Faculties of High Technology led by Dr. Tayeb Kamali, Director of the Faculties of High Technology
10. Delegations from the Federal Court of Ajman for First Instance
11. Reverent delegation of Justice represented by ( 10 ) Judges from the Sharjah Courts
12. Official delegations from Zayed University
13. Delegations from the Mohammed Bin Rashid Institution for Youth support
14. Delegations from the Ministry of Justice to witness the Dubai Courts awards
15. Delegations from the Crown Palace to witness the Dubai Courts awards
16. Delegations from the Body of Human Resource Development and Knowledge, to oversee the Summer Practices in Dubai Courts
17. Delegations from the Health Authority in Dubai to discuss the medical complaints lawsuits

18. Delegations from the Emirati Organization for Emirates Identity Authority (EIDA), led by his Excellency and Director of the Organization; Saada Darweesh Ahmed Al Zarooni

### As for the official delegations that were received from outside the Nation:

1. Official delegation of the Arab Republic of Egypt led by the Counselor Moqbel Shaker the Chairman of the Court of Cassation and the incumbent President of the Higher Judicial Council, in Egypt, along with the legal delegation led by him
2. Spanish official delegation led by Manuel Peneer and the Spanish Ambassador in UAE, where the Ambassador had watched a documentary introducing Dubai Courts
3. Reverent administrative delegation from the Faculty of International Legal Practice, led by Mr. James Able, director of the Faculty.
4. Delegations from the Norton Rose office for Legal Counseling, led by Patrick Bourke, the dispute resolution lawyer, who has visited the Courts to be introduced to the kind of services provided and mechanism of works within the Court
5. Official delegation from Thailand, composed of (40) staff and legal members in the Ministry of Justice in Thailand, led by the Thai Consul-General.
6. Delegations from the Board of Resolution in financial affairs from the Kingdom of Saudi Arabia
7. Delegation from the Dubai International Financial Center ( DIFC), led by Sir Anthony Director of the DIFC Courts located in the house of Courts
8. Malaysian official delegation, visited to oversee the electronic applications within the Court
9. Jordanian judicial delegations, led by the Chief Justice and Director of the Islamic ( Shari'e Justice), Ahmed Haleel

### B) Dubai Courts outer visits:

Dubai Courts devote great consideration to developing its human resources, by increasing their awareness in both justice and administrative knowledge, and that is by providing opportunities of participating in conferences and exchanging experiences with other institutions abroad.

The main objective of encouraging such actions is to benefit and also positively apply



His Excellency Dr. Hadeef Joaan Al Zahiry, Minister of Justice during his visit in Dubai Courts

Dubai Courts' mission and vision stated by pioneering in Courts work. For the year 2008, the official missions had amounted to (12) missions, in which the nation had been represented by (23) male and female employees, segregated in various specialties and by various specialists; judges, class one and two leaders. The main objective why Dubai Courts try hard in fruitful participations is also to authenticate knowledge through exploring different experiences, to then qualify our Institution according to the most up to date programs, services and techniques.

In the following, the major visits by Dubai Courts' candidates:

1. A nation official delegation participated in various workshops organized by the Union Republic of Germany, led by the Deputy Director of Dubai Courts
2. An official delegation organized by Dubai Courts and led by the Judge Mohammed Yousif, Deputy President of Dubai Courts, to an international conference organized by the Faculty of Law and Political Science along with the Legal studies Center for the Arab World in the University of Saint Yousif, Beirut, Lebanon.
3. A delegation from the Personal status cases department in Dubai Courts, visiting the House of Justice in The Federal Court of Sharjah to experience the settlement cases
4. Delegation from Dubai Courts that included Judge Saeed Helal Al Zuabi from the Court

of First Instance to participate within the official delegation for the UAE in the second session of the United Nations Convention Against Corruption (UNCAC), which was held in Nusa Dua, Island of Bali in Indonesia.

5. Public Relations and Customer Service delegation from the Dubai Courts, visiting the Dubai's Land Department to oversee their implementation and execution of works in various fields.

6. A visit by the Advertising division in Dubai Courts to Roads and Transportation Authority in Dubai ( RTA), to oversee the headlining conducted scheme applied by RTA and which has been practiced all over Dubai

7. A delegation from Dubai Courts led by his Excellency Judge Mohammed Yousif Ahmed, Deputy Director General of Dubai Courts and the Judge Salem Obaid Othman, Director of the Islamic ( Shari'e) Court, to take part in the First Islamic ( Shari'e) Judicial Convention in Jordan

## C) Managing the partnership with the strategic allies

### First: Agreement between Dubai Courts and the Quality group in reference to Dubai Courts Excellence Awards

Dubai Courts had signed an agreement with the Quality Groups to evaluate and nominate the candidates for receiving the Dubai Courts Excellence Awards in its third session for 2008 in the category of Administrative and Professional Excellence, in all pastures.

This agreement was granted due to the presence of qualified members with long experiences in the Quality Groups. The Agreement as well fortifies the membership of Dubai Courts within the Group itself. The evaluation will be undertaken by specialists in the fields of Administration, excellence and quality, whom have been chosen very carefully as to have the assessment process be conducted with integrity and total objectivity. The Agreement had incorporated the commitment towards the common professional and scientific methodologies during the assessment, such as confidentiality, sharing of roles and efforts in order to reach fair outcomes. As well the signing of the agreement would assess in having exchange of opinions, outcomes and recommendations that can be used in following sessions of the excellence awards.

### Second: Agreement between Dubai Courts and the Emirates Identity Authority (EIDA):

The agreement was signed between both parties to register employees of the Dubai Courts and their families within a population registry system, in the presence of his Excellency Dr. Ahmed Saeed Bin Huzaim, General Director of Dubai Courts, and his Excellency Darweesh Al Zarooni, Director General of (EIDA).

This agreement addresses Dubai Courts' aim in sustaining national projects and assisting in promoting various national social initiations, which serve with priority the Emarati Society. The establishment of (EIDA), is a sign of such objective.

The agreement also associates the provision of a headquarter for facilitating the registration of both genders. This national project would allow the contribution to forming a method for proving identity, the national goals and interests adopted by the Authority.

### Third: Agreement between Dubai Courts and Saint Joseph University

Dubai Courts encourage and motivate learning and teaching, where this initiation is considered to be a first step in the recognition of the partnership between Dubai Courts and Saint Joseph University, in order to train national qualified candidates and prepare them for growth development in the nation. Basically promoting candidates to high levels in Law which promises developing national cadres of highly qualified skills. Dubai Courts for that has also implicated all students studying in the legal education in other Schools and Universities.

According to the clauses mentioned in the agreement, they state the University's pledge to providing the vacant human resources, perpetual and annual trainings and courses, where the latter will facilitate several programs, short and long through out the academic year besides the summer training.

The contract also states, that Dubai Courts will be giving first preferences for work opportunities and internships for graduates of Saint Joseph University, especially those who their qualifications meet Dubai Courts requirements.

#### Fourth: Agreement between Dubai Courts and EMPOST mailing services:

Dubai Courts had signed a mutual aid agreement with the EMPOST services, for providing the local express delivery services for paid checks, within the perimeters of the nation and within time frames agreed upon by both parties. A condition applied, reads out the necessity for delivering the checks in 48 hours as a maximum time limit. As for the contract, this should be active for one whole year and renewable automatically every year.



HE Dr. Ahmed Saeed Bin Hazeem, Director General of Dubai Courts during the signing of the agreement with Dr. Jassim

#### Fifth: Agreement between Dubai Courts and Faculty of Law in Emirates University to sponsor the first International Convention for Commercial Arbitration

Both parties, Dubai Courts and the University had signed the agreement in the presence of more than 15 Gulf, Arab and European countries. It is always Dubai Courts intention to open its doors to cooperation with the Society's Authorities and Institutions to verify Dubai Courts tendency towards providing support to the Law Schools and especially in the academic and scientific researches. All this is as a matter of faith in high education providers in the nation, especially in Law and Justice.

These organized international conventions are a great opportunity to explore the best tentative practices especially with the contributions of many countries, such as USA, France, Britain and many Arab and Gulf countries.

Adding to that the opportunity in disclosing Dubai Courts' achievements and practices, to then create communicating channels through which exchange of professional, educational and knowledge horizons are opportune.

#### Sixth: A Memorandum of understanding between Dubai Courts and "Tanmiya" in Recruitment

Dr. Ahmed Saeed Bin Huzaim, Director General of Dubai Courts had signed a mutual aid agreement with Mr. Feddha Abdullah Lootah, Acting Director-General of The National Human Resource Development and Employment Authority (TANMIA), with an aim to prepare and train the national qualified candidates in the growth of the country. The agreement was marked on the sidelines of the UAE Exhibition for Employment 2008, which Dubai Courts took part in for a third consecutive time.

The Court aims by such participations to shed light on its policies and strategies that enhances the partnership along with other national authorities by benefiting from the qualified cadres.



His Excellency Ahmed bin Huzaim, Director General, during signing the agreement with Feddha Lootah, Acting Director-General of TANMIYA

Further to what has been drawn within the contract, Dubai Courts will provide opportunities to the registered cadres in ( TANMIA) through training them with sufficient experience and background in the national recruiting agency, to then pursue their employment. For that Dubai Courts' human resources department will continue its coordination with (TANMIYA) to specify the requirements.

### Seventh: Agreement between Dubai Courts and Faculties of High Technology

An agreement aiming at preparing and developing the national qualified candidates to take part in the national growth, to reach levels of surpass in the modern applicable sciences.

The agreement was signed by H. H Sheikh Nahyan Bin Mubarak Al Nahyan Minister of Higher Education and Scientific Research and Dr. Ahmed Bin Saeed Bin Hazeem, General Director of Dubai Courts.



H. H Sheikh Nahyan Bin Mubarak Al Nahyan, during signing the agreement along with Ahmed bin Huzaim, Director General of Dubai Courts

### Receiving the Excellence Awards from the Public Prosecutor

Dubai Courts were awarded recently by the Public Prosecutor in the category of the Partnership Excellence in Dubai. The prize was received by General Director, his Excellency Dr. Ahmed Saeed Bin Hazeem, from his Excellency the Counselor Essam Essa Al Humaidan,, the Public Prosecutor in Dubai. The ceremony was attended by Ahmed Nusseirat, General Coordinator of the Dubai Government Excellence Programme, along with other Courts Administrative Directors, as well as of the Public Prosecution.

This price was considered to be a reward to the categories that contributed in upgrading the performance in the Prosecution, towards comprehensive quality for the general and public interests.



The Counselor Essam Al Humaidan, Public Prosecutor of Dubai, receiving his award of excellence from the Dr. Ahmed bin Huzaim

## 2- DUBAI COURTS EXCELLENCE AWARDS

The Awards contributed broadly in encouraging and developing the Dubai Courts' performance during the past three years, which had introduced later the Dubai Courts Excellence Awards, a leading action by us in the line of competition seeking and thriving for Institutional performance in all Governmental bodies.

Dubai Courts had received an award for obtaining the highest development rate during 2006 – 2007, where it reached 13,7% in compare to the past session of 2007. This wouldn't have been the case without the combined vision for the Institution's excellence in all responsibilities, carried out through group efforts, and everyone without exception believing in persistence of going along the way, adopting the international quality standards to achieve such standards in all assigned responsibilities.

The Dubai Courts Excellence Awards had caused a turning point in the performance of all Courts and its administrative units during the process of assessment and evaluation of performance, as by providing such incentives, and creating a competition spirit, creating awareness of concepts of excelling, creativity, quality and generalizing the best practices to be applied, it all asserted in guiding the path to enhancing the developing efforts, improving the productivity in the operations and services assigned to the employees.

The third session of Dubai Courts Excellence Awards 2008, had witnessed new achievements in new categories, besides the regular annual groupings:

- Creative employee category
- Special needs challenge, category
- The outstanding performance employee category
- As for the new categories; administrative excellence, the team behind developing the Institutional works in Courts and Administration. And an optional category for the creative administrative department

### Revealing the final results for the third session of Dubai Courts Excellence Awards:

The third session of this congregation had witnessed an excessive development where the number of nomination requests had amounted to (28) requests in the administrative excellence, (109) requests in the professional performance.

An electronic link was provided at the knowledge center gate to provide information which can be used by individuals interested in the internal and external practices. Also links through the training and educational sessions coordinated with the Faculty of human resources development, which had (125) participants enrolled, judges and administrative, to outline the experiences of the winners in Dubai Courts Excellence Awards, before the nominees.

In the process of assessment, the Dubai Group of Evaluation, which had amounted to (6) individuals from external parties to assist in the assessment process, associated with quality experts within the Courts staff, had increased their works to a one month time frame to comprehend as much amount of the nomination requests.

### The results of the third session:

In this session, it was imperative to measure the level of satisfaction for all those included in the program, by participants and resident staff of the quality group. The statistics had configured the following: rates of satisfaction for the nominees rated at (91.4%), satisfaction of the resident staff in the quality group (97%), the satisfaction level of the chambers' staff of the awards (77%). As for a questionnaire that took place, and within a process of self-evaluation, it indicated a (79%) satisfaction towards the role of the awards to reflect a permissive change in the Dubai Courts' performance along with the supporting units.

The result of the awards were published on Dubai Courts' website as to set an example to following candidates and to authenticate the Courts' appreciation to the outcome of the winners.

### Award received among various categories in Dubai Courts Excellence Awards (2008):

#### First: The professional excellence category:

##### The outstanding judge of the year category:

- Judge Abd Al Qader Moussa (The Director of the Court of Workers and Employers)
- Judge Mohammed Mosaad Al Sheri



Judge Abd Al Qader Moussa, receiving his award for the outstanding Judge of the Year

**The special challenge award:**

Faisal Masood Saleh (Managing the Personal status Cases)



Masood Saleh, receiving his award for The special challenge category

**The outstanding employee of the year:**

Omar Mohammed Sherif (Lawsuit services)



Omar Mohammed Sherif, receiving his award for the outstanding employee of the year



Judge Mohammed Sherif, receiving his award for the outstanding employee of the Year

**The outstanding (female) employee of the year:**

Aisha Rashid Al Hamily (Lawsuit services)



Aisha Rashid Al Hamily, The outstanding (female) employee of the year

**The outstanding employee of the year in the administrative field:**

Abdullah Ibrahim Al Nawab (The Notary Public Management)



Abdullah Ibrahim Al Nawab, receiving the prize of The outstanding employee of the year in the administrative field

**The category for outstanding employee in the specialized field:**

Abdul Aziz Mohammed Al Hamadi (The Personal Cases Management)



Abdul Aziz Mohammed Al Hamadi, receiving the prize of the outstanding employee in the specialized field

**The outstanding employee in the empirical field:**

Hashim Al Sayed Al Hashimi (The Department of the Financial and Administrative Affairs)



Hashim Al Sayed Al Hashimi, receiving the prize of the outstanding employee in the empirical field

**The new employees category:**

Khalid Essa Al Blooshy (The Human Resources Department)



Khalid Essa Al Blooshy receiving the prize of the new employees category

**The most outstanding employee:**

Mr. Hashem Al Sayed Al Hashimi (The Department of the Financial and Administrative Affairs)



Hashim Al Sayed Al Hashimi, receiving the prize of the outstanding employee in the empirical field

**The creative employee category:**

Abdullah Al Kaabi



Abdullah Al Kaabi, receiving the prize for the creative employee category

**2- The outstanding performance in Administration:  
The Creative Department:**

The Department of lawyers', experts' and translators' affairs in the Department of Lawsuits services



**The outstanding team category:**

The team behind the Institutional development in the Lawsuit services



The team behind the Institutional development in the Lawsuit services, during they receiving the award

**The outstanding administrative practice category**

The practice of the groundwork Judge in the Court of workers and employers



The team behind the practice of the groundwork Judge in the Court of workers and employers

**The outstanding department category:**

The department of Personal status cases



**3- The prize for the outstanding partner 2008:**

First: The category of the Public prosecutor member: The Head of the Public Prosecution, Ismaeel Ali Madani

Second: The category of the outstanding Lawyer: The Counselor, Ali Abdul Allah Al Shamsi

Third: The category of the outstanding (female) Counselor, Aisha Rashid Al Tunaijy

Fourth: The category of the outstanding expert, Dr. Osama Burhan Nashif



The winners of the outstanding partner category while receiving their awards.

## What had the Dubai Courts' awards accomplish in (3) years?

1. Achieving a significant turning point in the institutional structure of the Dubai Courts, this was marked on the top of its functional divisions, with the award for achieving the highest rate of development within all governmental authorities, with a pace of 13,7%. In the assessment process of the department switch, it relied on 9 standard factors in evaluating and configuring between 2006 – 2008 performance. A significant shift in improvement rates. As an illustration, the department that had received the award for outstanding performance had achieved a development rate of 53% in 2007, while a 75% rate in 2008, which are positive and recognizable shifts from the year 2006.

2. The awards had also succeeded in obtaining the identified aims in developing the institutional development within the Dubai Courts, where it has been chosen by the International Bank for the best International judicial and administrative practices. For that, the bank had considered Dubai Courts to being their bank advisor on the regional level.

Dubai Courts were also considered to be a reliable party to many countries as to transferring the major experiences in the technical field, judicial and administrative fields. Pertaining this fact, the number of delegations had amounted to (73) delegations.

3. The aims of the program seek to pursue the circulation of quality concepts, creativity and excellence. The goals have been realized based on physical proof of such achievement, that was highlighted in the annual program questionnaire, which had (218) employees in 2008, and had shown a satisfactory rate of 87%.

4. The program has marked a great presence in the Strategical map and the operating plans of the institutional performance, where the program acts as an important part in the Developing structure of Human Resources.

5. The program has also contributed in introducing the functional units and the staff working Dubai Courts to a generation of Information Technology, and enlightening the concept of superiority horizon, which is the case and had been proofed by customer satisfactory as to 74% in 2005 to 81% in 2006.

20  
08

# 20 08

## SECTION 2

### CHAPTER 2

#### The results of performance indicators in the Administrative Works

- 1- The results of survey, conducted for the concerned parties' opinions in 2008
- 2- The results of the survey conducted for the society's opinions in 2008
- 3- The results of dealing with complaints

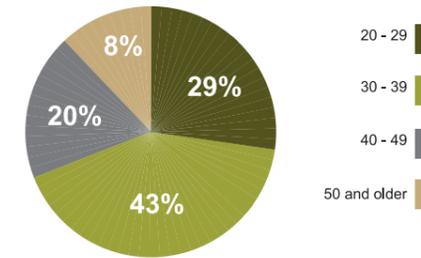
## THE RESULTS OF PERFORMANCE INDICATORS AS PER THE CONCERNED PARTIES' AND SOCIETY'S VIEWS

Further to the improvement achieved by the chamber, by attaining the highest rate of development in the governmental performance, at a rate of 13.6% in the "Dubai Program for the outstanding public performance 2007", the chamber has established a unit to survey the internal and external concerned parties' opinions in the institutional performance under the management of the "Department of Strategy and Organizational performance". The unit will be responsible for the operations of appraisal to be carried out by the Survey division. Such operations will include preparing questionnaires, rating the satisfactory level of the concerned parties, human resources and Society. The survey will be conducted based on the standard terms of the "Dubai Program for the outstanding public performance", to then measure the results and provide consistent suggestions and solutions.

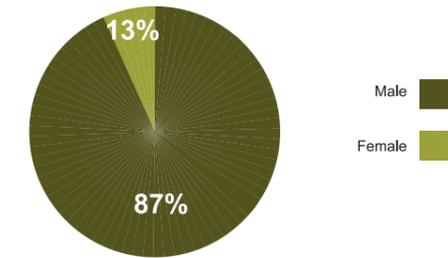
### 1. The results of survey, conducted for the concerned parties' opinions in 2008:

The survey carried out, was held in both languages, Arabic and English, in order to cover all segments of the concerned parties dealing with the Courts, also internally; the structured units, departments and their divisions. The questionnaire had included 1,589 customers from different nationalities. Showing below, a chart outlining the parties being surveyed in 2008:

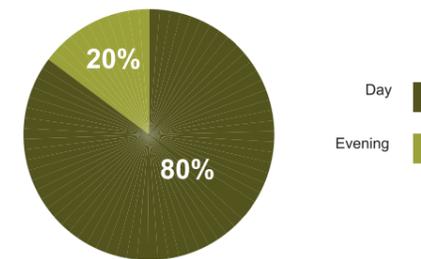
Age Group



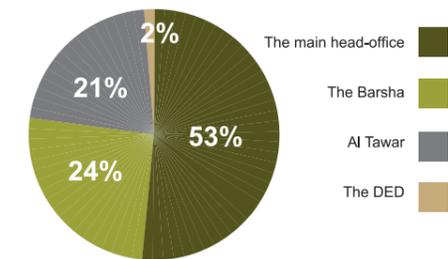
The Gender



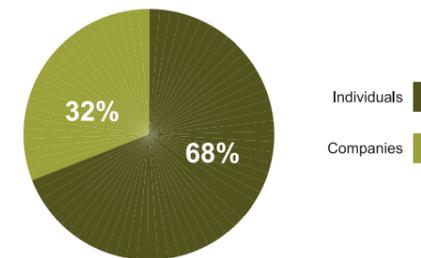
Time of performing the service



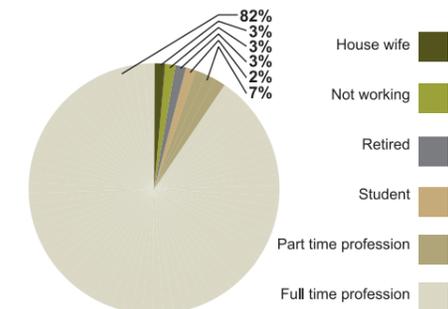
The branches



Type of customer



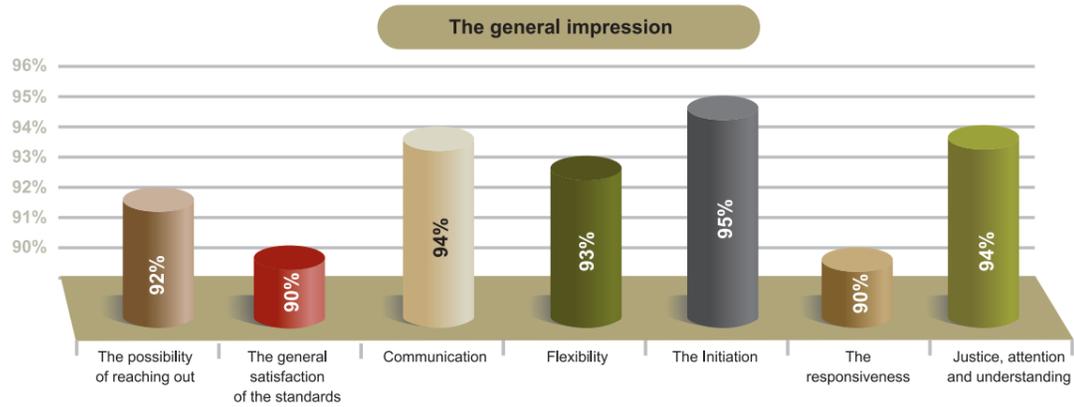
The profession of the customer



The rate of satisfaction by customers in the survey for 2008, was rated at ( 93%) in compare to 92% in 2007, reflecting an increase of 1%. The factors behind such improvement are due to achieving high results. The details of the survey are outlined the following:

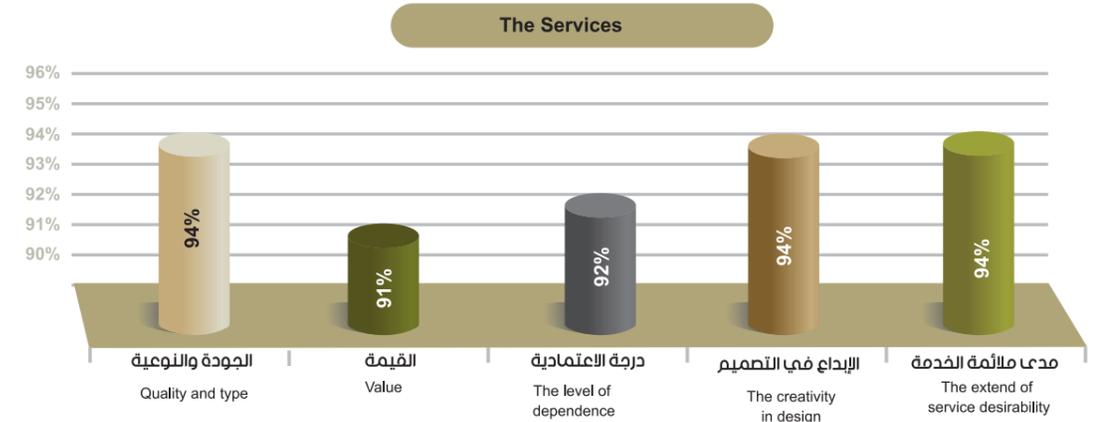
### The general impression

The standards	The rate
The possibility of reaching out	92%
The services facilities	90%
Communication	94%
Flexibility	93%
The Initiation	95%
The responsiveness	90%
Justice, attention and understanding	94%
The general satisfaction of the standards	93%



### The Services

The standards	The rate
Quality and type	94%
Value	91%
The level of dependence	92%
The creativity in design	94%
The extend of service desirability	94%
The general satisfaction of the standards	93%



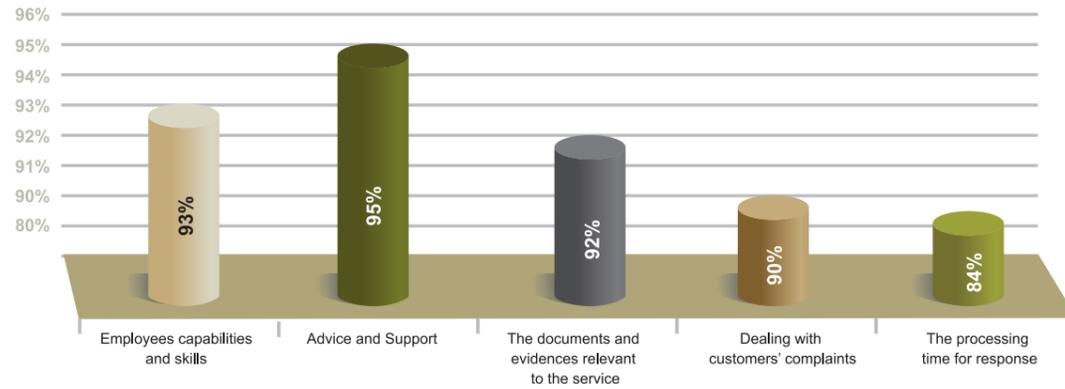
The service presented

The standards	The rate
Employees capabilities and skills	93%
Advice and Support	95%
The documents and evidences relevant to the service	92%
Dealing with customers' complaints	90%
The processing time for response	84%
The general satisfaction of the standards	91%

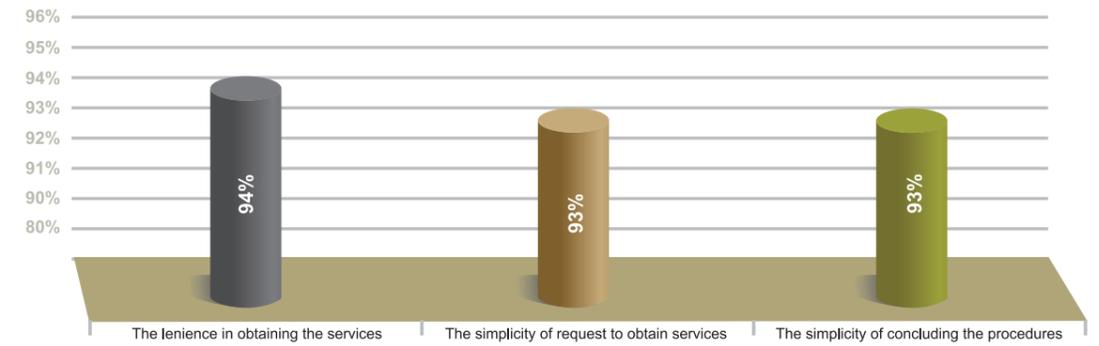
The simplicity of work

The standards	The rate
The lenience in obtaining the services	94%
The simplicity of request to obtain services	93%
The simplicity of concluding the procedures	93%
The general satisfaction of the standards	93%

The service presented

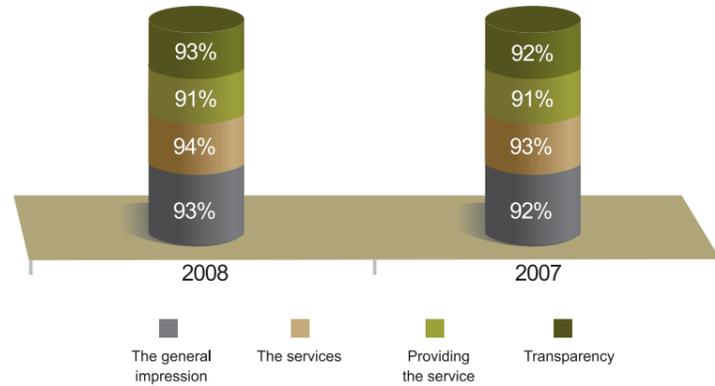


The simplicity of work



In comparing the results of the survey in 2008 against 2007, the following were obtained:

The comparison of survey results in measuring concerned parties' opinions (2007 & 2008), based on key standards

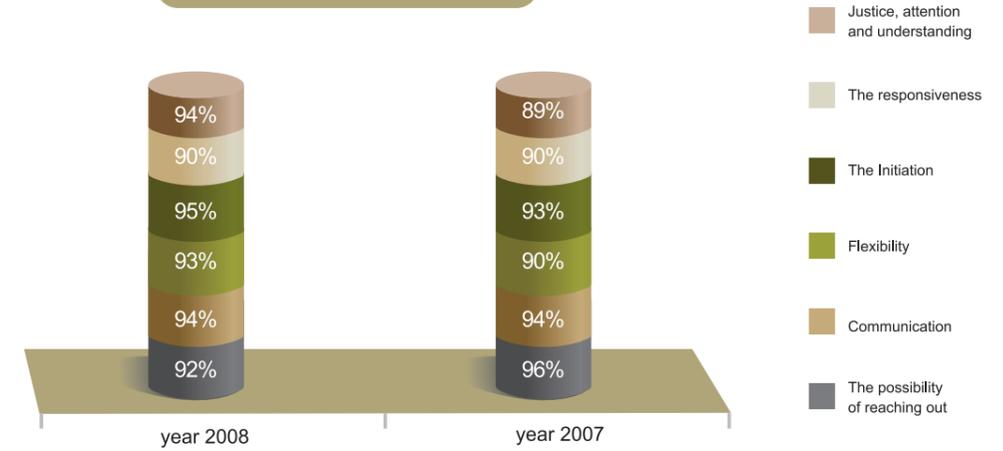


The following tables show the results of measuring concerned parties' opinions (2007 & 2008), based on sub-standards

The general impression

The standards	The rate
The possibility of reaching out	92%
The services facilities	90%
Communication	94%
Flexibility	93%
The Initiation	95%
The responsiveness	90%
Justice, attention and understanding	94%
The general satisfaction of the standards	93%

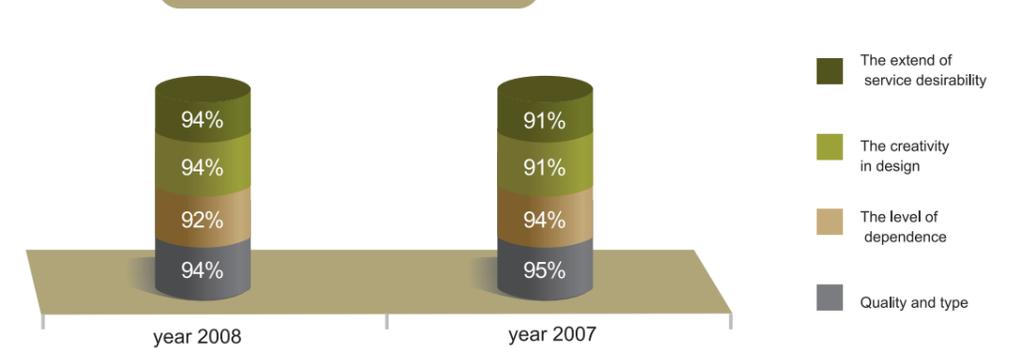
The general impression



The Services

The standards	The rate
Quality and type	94%
Value	91%
The level of dependence	92%
The creativity in design	94%
The extend of service desirability	94%
The general satisfaction of the standards	93%

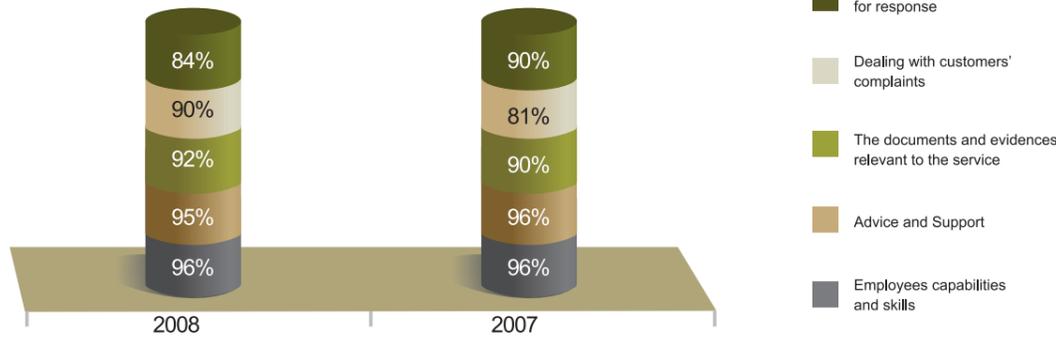
The Services



The service presented

The standards	The rate
Employees capabilities and skills	93%
Advice and Support	95%
The documents and evidences relevant to the service	92%
Dealing with customers' complaints	90%
The processing time for response	84%
The general satisfaction of the standards	91%

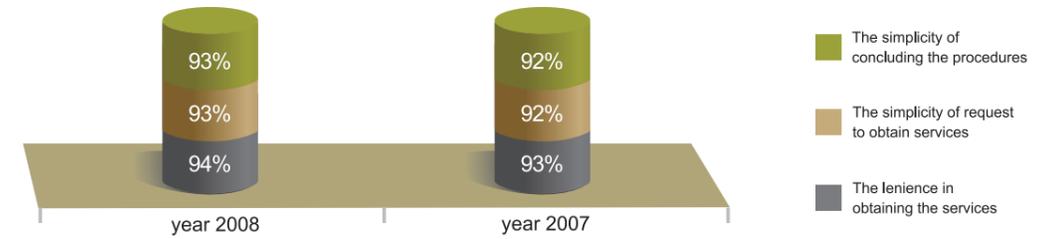
The service presented



The simplicity of work

The standards	The rate
The lenience in obtaining the services	94%
The simplicity of request to obtain services	93%
The simplicity of concluding the procedures	93%
The general satisfaction of the standards	93%

The simplicity of work

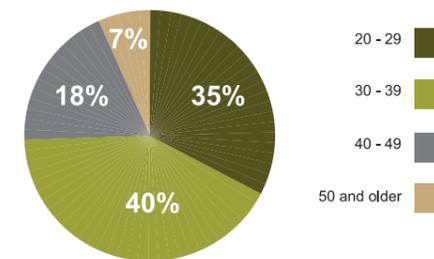


The comparison shows the following; an improvement rate in the satisfactory of the concerned parties of justice, attention and understanding to customers' demands, which rated at 5% in compare to 2007 performance. It was also recorded to have an increase of 9% in curing customers' complaints due to applying an effective unified plan in meeting these complaints, exceeding a 75% rate to a 80.3% and solving the problems in 7 working days. The chamber has also managed to achieve an improvement rate of 3% in the creativity of designing appropriate services comparing to 2007. This is a sign of how the suggestion reports are being manipulated for the interest of improving services.

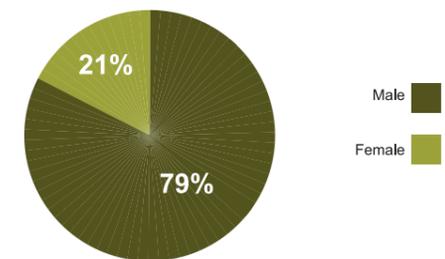
2. The results of the survey conducted for the society's opinions in 2008:

The survey is considered to be an imperative tool that assisted in improving Dubai Courts' level of performance, for that the survey was conducted in 2008, in both Arabic and English languages. The survey has included 1,472 individuals, where in the following chart; it is represented by the data conducted on the individuals segment.

Age Group



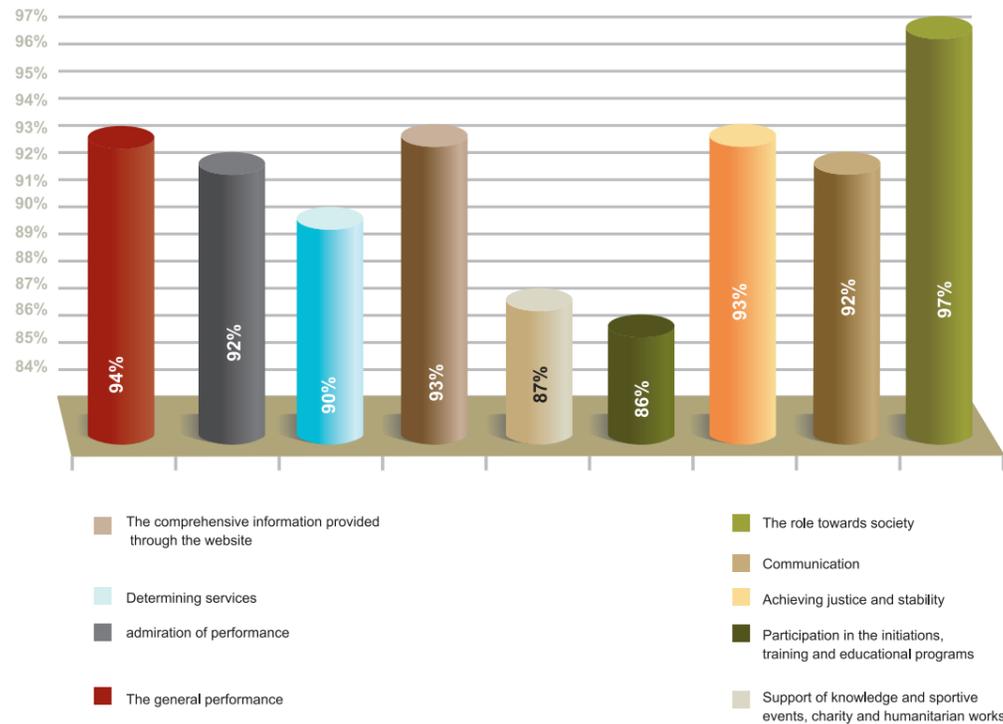
The Gender



The 2008 survey had concluded the society's opinion in the Courts' performance, which according to their input; it had an improvement of 9%, corresponding with a 92% satisfactory rate comparing to 83% in 2007. The below table names the results of the survey conducted on society in 2008:

The standards	The rates
The Dubai Courts have a positive role in the society	97%
Your contentment with Dubai Courts' efforts towards integrating with the society in the case of complaints or remarks	92%
Dubai Courts' role in achieving justice and stability in the society	93%
Your satisfactory of the Court's role in initiations, educational and training programs directed for the society	86%
Your satisfactory of the Court's role in supporting charity works, knowledge and sportive events, voluntary and humanitarian efforts	87%
Your satisfactory of the quality and abstract of information being represented through the website, directed for the customers and society	93%
The Courts' role in introducing its services and activities in a representable way	90%
Do Dubai Courts' performances make you feel honored and content	92%
Your general evaluation of Dubai Courts' performance	94%
The general satisfaction of the standards	92%

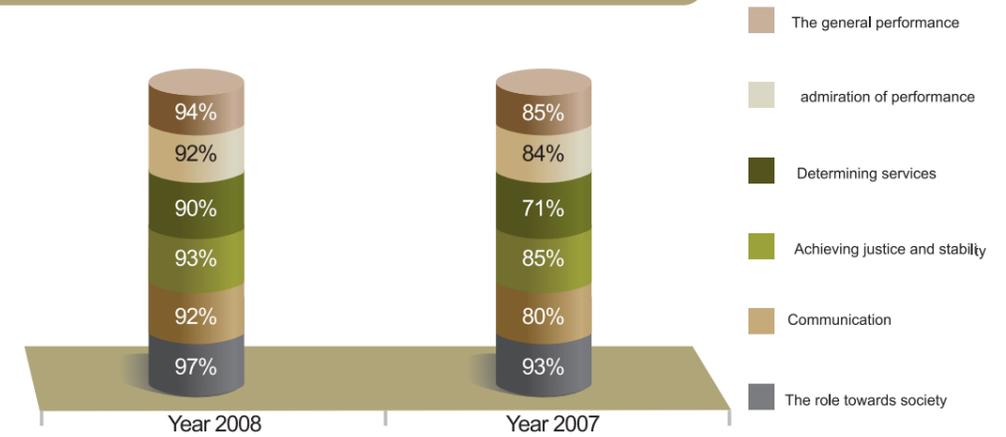
Survey conducted on Society (2008)



Comparing the survey conducted in 2008 against 2007, the following result were obtained:

The standards	2007	2008
The Dubai Courts have a positive role in the society	93%	97%
Your contentment with Dubai Courts' efforts towards integrating with the society in the case of complaints or remarks	80%	92%
Dubai Courts' role in achieving justice and stability in the society	85%	93%
The Courts' role in introducing its services and activities in a representable way	71%	90%
Do Dubai Courts' performances make you feel honored and content	84%	92%
Your general evaluation of Dubai Courts' performance	85%	94%
The general satisfaction of the standards	83%	93%

Comparing the survey conducted in 2008 against 2007



The comparison has shown achieving an improvement rate in the satisfactory level of the society towards Dubai Courts' positivity, which rated (4%) in compare to 2007. Also in the attribute of dealing with complaints and remarks, Dubai Courts had also shown an improvement approximate rate of 12% in the society's satisfaction. It was also marked as 8% in the chamber's role in achieving justice and stability in the society which emphasizes Dubai Courts' direction towards achieving its aims and initiations, reflected in the tangible improvements.

### 3.The results of dealing with complaints:

A system dedicated to receiving customers' complaints was inaugurated officially on 26/12/2007. It is considered to be an integrated structure based on the best practices and global criteria, designed to deal with the customers' complaints efficiently, through receiving the complaints, solving them and learning from them to influence the improvement of performance.

The complaint has been defined as: a written statement or oral, submitted to the Court by the concerned party, where he/she express their in- content of procedures and transactions taken place. The chamber has achieved a significant performance in applying the structure, with a rate of 80.3% improvement, comparing to the targeted rate specified by Dubai Government in the process of dealing with complaints within 7 working days, rated at (75%). As for the rate of grievance in the complaints being submitted, they were 5% in compare to the targeted by the Dubai Government, which was 10%. Explained below, are the statistics of received complaints in 2008:

Items	Number
The number of total complaints against services in the chamber	146
The number of actual complaints against services in the chamber	61
The number of complaints not eligible therefore invalid	85
The number of complaints been solved in 7 working days out of the total actual complaints	49
The number of delayed complaints out of the actual complaints	12

### THE FUTURE TRENDS IN YEAR 2009

"The reliable shortcut leading to an unblemished future is leadership, and with an invitation open to those who wish to lead the same footsteps, are invited to follow" H.H Sheikh Mohammed bin Rashid, Ruler of Dubai and Vice President of the UAE.

We Dubai Courts have chosen the lead and followed the mission.

#### ..... Leadership in Courts' Works.....

The future trends for Dubai Courts towards 2011, involve a modern strategical plan (2009 / 2011) which has been adopted in 2008. It has enrolled 18 strategical aims and 22 performance indicators (for viewing the details, you can visit the issued statements on Dubai Courts' website; www.dc.gov.ae).

Achieving this plan would lead to fulfilling the three goals for the plans set by the Justice Sector and the Security and Safety of Dubai Government, that is embodied in promptness of adjudication, accuracy and easy flow of the proceedings, consuming by that 67% of the strategical aims of Dubai Courts, and 59% out of its strategical indicators.

During 2009, Dubai Courts will aim at implementing 213 initiations and programs that have been enrolled in its operational planning, where 79 initiation were committed to enhance the concerned parties' confidence and faith in the Judicial sector. One of these main initiations:

1. Inauguration of a central department for services
2. Implementing the evening Courts
3. Foundation of Dubai Courts' center for cases settlements
4. Studying the need to open further Notary Public branches

And in order to increase the effectiveness and efficiency in the internal performance, 81 initiations have been adopted.

Highlighting the major ones:

1. Implementing the project of lawsuits registry, for lawyers, even if on a distance
2. Providing and activating the services and applications electronically in the execution cases, personal cases and the Notary Public
3. Organizing a congregation for the Notary Public on nation wide level

All this were in addition to the 53 initiations that have been adopted to attract human resources with high qualifications.

It is expected in 2009, a noticeable development will remark in the performance pertaining the cases that will be settled affably in Family Law, Inheritance, Commercial, Civil, Labor and Employers and Real-estate, where all will be embraced within the initiations and programs under disputes settlements.

## CONCLUSION:

In the last lines of this report, we can only offer our appreciation to the Society in all its categories and classes, announcing our commitment and persistence in offering outstanding services. With belief and faith by us, to provide adequate information and data, based on the concept of raising awareness, which interprets the facts of linking Dubai to Globalization.

By that, a great responsibility is assigned to us, allowing us to seek higher prospects and horizons, to meet across our works and services in Dubai Courts.

Our objectivity allows us to consider occurrence of remarks on errors and missing points in this report, which if found, would be considered as challenges for improvement. Taken into consideration in following editions to come, signifying the message of this book, that promotes excellence in preparing and editing performance reports.

Dubai Courts tend to disclose its strategical plans to its associates and other dealing parties, to verify the concept of transparency and clearness and therefore allow exchange of opinions. This states the quote of H.H Sheikh Mohammed bin Rashid, "Freedom is the essence of creativity, where without it, thoughts are unyielding"

What is required in our current time is being prepared and definite of our tendency towards our Government's vision, especially with what other Courts in the nation have to offer as to liberty of Judiciary. This liberty is born due to the faith of leaders, which we consider with responsibility to fulfill our UAE globalization, allowing the positive confrontation to whatever the future holds for us.

# 20 08

## SECTION 2

### CHAPTER 1

#### The General performance Indicators in Dubai Courts

1. The results of the general performance indicators in the three Courts (First Instance, Appeal, Cassation)
2. The results of the performance indicators in the First Instance Courts
3. The results of the performance indicators in the Appeal Court
4. The results of the performance indicators in the Courts of Cassation
5. The results of the performance indicators in the Civil enforcement
6. The results of the performance indicators in Criminal cases
7. The results of the performance indicators in the Notary Public matters
8. The results of the performance indicators in the Personal cases

## THE RESULTS OF THE GENERAL PERFORMANCE INDICATORS IN THE THREE COURTS (FIRST INSTANCE, APPEAL, CASSATION)

### A) The total (cases/ materials / registered applications) in the three Courts:

The general statistics of Dubai Courts indicate a slight increase in the total registered lawsuits in the Courts of (First Instance, Appeal, Cassation) in 2008. The increase rate in compare to 2007 is (0.69%), where the registered cases amounted to 33,558 (cases/materials/applications) in 2008, in compare to 33,327(cases/materials/applications) in 2007.

The numbers obtained, indicate the lawsuits of disputes nature and non-disputes in the three Courts, in exception to the criminal cases. The following chart refers to the increasing averages in comparison to the previous years, between 2006- 2008.



Looking closer at the sources of such increase, and analyzing the average amplifies in all three Courts, it is revealed that the percentages are approximately close to one another, specifically in relevance to the Courts of First Instance, Appeal and Cassation. These Increases are explained as following:

#### - The Court of First Instance:

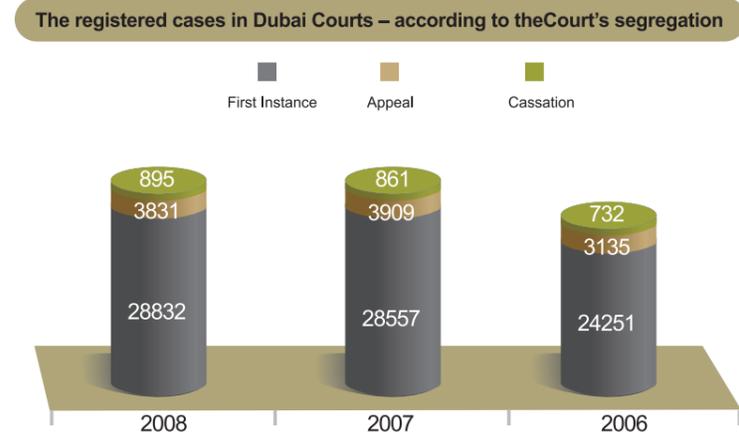
the increasing rate had shown a 0.96% in 2008, in compare to 2007; referring by that an increase of 275 (cases/materials/applications). Where 28,832 (cases/materials/applications) in 2008, as to 28,557 in 2007.

#### - Appeal Court:

the decreasing rate had marked 2% in 2008, in compare to 2007; referring by that a decrease of 78 (cases/materials/applications). Where 3,831 (cases/materials/applications) in 2008, as to 3,909 in 2007.

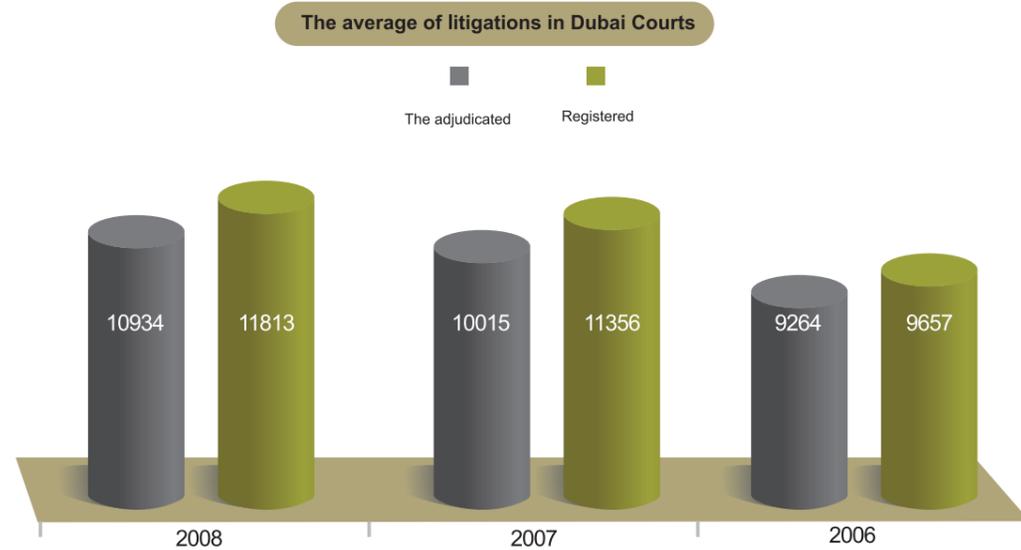
#### - Court of Cassation:

the increasing rate had shown a 3.95% in 2008, in compare to 2007; referring by that an increase of 34 (cases/materials/applications). Where 895 (cases/materials/applications) in 2008, as to 861 in 2007.



## B) The case clearance ratio in the three Courts:

In the following chart, it represents the increase in the judged cases (of dispute nature)<sup>(1)</sup> in year 2008, as in compare to year 2007, with a rate of (9,18%). The case clearance ratio in the three Courts as realized in 2007 was 88% and increased to 92.6 % in 2008.



(1) Dispute Nature cases: Are the Personal status cases, Commercial, Labor and Employers, Islamic and non-Islamic affairs ( partial or total confinements)

## 2. THE RESULTS OF PERFORMANCE INDICATORS IN THE COURT OF FIRST INSTANCE:

### A) The Courts of First Instance (Civil cases + Personal Status)<sup>(2)</sup>

#### 1. Work Load <sup>(3)</sup>

The workload in the Court of First Instance had amounted in 2008 to 10,671 cases, out of which 3,088 cases ( a 29% of the aggregate work load) are transferred cases from previous years to 2007, and have been monitored on 1/1/ 2008. Additionally 7,583 new cases (representing a percentage of 71% of work load), been recorded in 2008.

Comparing between 2007 and 2008, a slight increase has been noticed in a number of registered cases in 2007; (7.3%), where 7,067 cases were registered in 2007 and 7,583 were registered in 2008.

In the end of 2008, 6,503 cases had been adjudicated opposed to 5,829 cases in 2007; 61% of the work load, and shifting 3,485 (trading) cases; 33% to 2009. The suspended cases has recorded to be (683) cases, in compare to 856 cases in 2007; 6% of total work load. Noting, an increasing rate of 12% in the average rulings within a month in 2007.

#### 2. The case processing time for all disposed cases in 2008<sup>(4)</sup>:

The chart refers to a 62% of the adjudicated cases that had been dispositional in a time frame of 3 months. As 17% of the cases that had been dispositional in a time frame not exceeding 4 – 6 months. And 9%, being dispositional in a time frame between 7 – 9 months. A rate of 5% only that had been dispositional in a time frame 10 – 12 months. Finally 7% only been dispositional in a time frame of more than 12 months.

Marking a good sign with 88% of the adjudicated cases announcing its rulings in a time frame not exceeding 9 months. And 12% that had been adjudicated during over 12 months.

(2) The Civil and Personal status cases of dispute nature, where known as : Civil cases', Commercial's, Labor and Employers, Islamic and non- Islamic affairs' ( partial or total confinements)

(3) The work load is determined as the transferred cases from previous years+ the cases registered in 2007

(4) It is a performance indicator from the date of registering the case to the date of issuing the definitive ruling in all cases, regardless of the date of registering them

### 3.The clearance ratio<sup>(5)</sup>:

The rate of dispositions had reached in 2008 to 86% in compare to 82.5% in 2007, where the general ratings of disposition in the civil and Shari'e cases are considered a positive average. Dubai Courts always continue in achieving a targeted rate in dispositions in all cases, not less than 100%, and the achieved is considered to be less than the targeted with a percentage of 14% ( in compare to 17.5% in 2007).

### 4.The age of pending<sup>(6)</sup>:

The transferred cases<sup>(7)</sup> on the 8th of December 2008, to 2009, 81% of them are less than 365 days old, from date of registering them; that is in 2008, which is a positive percentage indicating the greater amount of these cases to be the latest and not accumulated. As for 12% of these transferred cases, their dates of registry were recorded in 2007, and 7% of them only go back prior to 2007.

### 5. The case processing time for disposed cases out of registered cases in 2008 <sup>(8)</sup> – Court of First Instance

The chart refers to the promptness of disposition in the cases ( the registered cases), yet in 2008, 4,089 cases that have been dispositional in the same year. Where as in 2007, they amounted to 7,583 registered cases, of which 3,425; 84% ( where 80.5%, comparing to 2007) are within time frames not exceeding 3 months. As between 1-6 months, 3,926 cases out of (4,089) cases; (96%) (accumulated). As for the remaining 4%, the duration of the hearing was within 6 – 12 months.

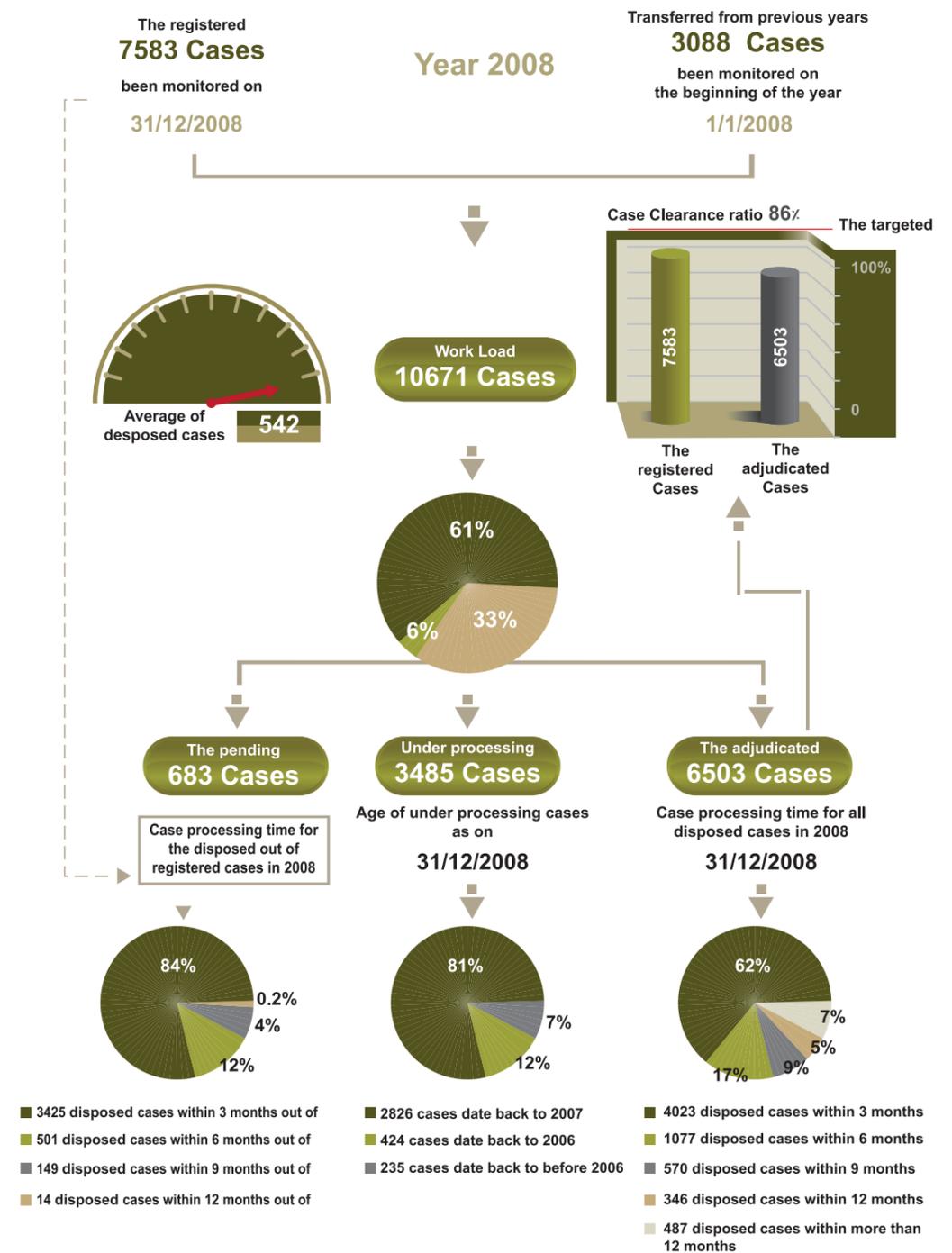
(5) It is a performance indicator evaluating the segregated adjudicated cases in 2007

(6) It is a performance indicator, measuring the time frame, from date of registration to date of typing the la - suits' reports (that has not been adjudicated yet). It is meant to be used to know the duration of the cases and determine the non presence of cases with suspended status.

(7) They are the cases traded pending from date of registry in previous years, and has not been adjudicated yet

(8) It is a performance indicator, measuring the time frame, from date of registration to date of being adjudica - ed. That is in reference to the cases registered in 2007.

### The work capacity in the Court of First Instance



## B) The Civil Primary Courts:

### First: The Civil Partial Cases<sup>(9)</sup>:

#### 1. Work Load:

The work load was stipulated to reach in the Civil Cases (Partial Cases) in 2008, to 1185 cases, out of which 375 transferred cases from previous years; (32%) go back to 2007 and older. These cases have been traced in 1/1/2008, where further 810 new cases; (68%), have been recorded during 2008.

Comparing 2007 to 2008, it has been observed that the cases being registered in 2008 had dropped by a 13% rate, where 810 cases were registered in 2008, as opposed to 935 cases in 2007. Also in 2008, 646 cases were submitted for dispositions, that is 55%, and 349 cases were transferred (as pending cases) which marked a 29%. As for the adjourned cases to indefinite dates, they amounted to 190 cases; (16%) of the total work load.

#### 2. The case processing time for all disposed cases in 2008:

The chart refers to 44% of the adjudicated cases of which had been dispositional within a time frame not exceeding 3 months. It is also observed that 29% of the cases have been dispositional in a term between 4 – 6 months, while 13% have been dispositional between 7-9 months. Out of these cases, 7% were dispositional within a longer duration; 10 – 12 months, and only 7% have been dispositional in a term more than 12 months.

#### 3. The clearance ratio:

The average of the dispositions had consumed 80% in 2008 (in compare to 77% in 2007) where 646 cases in compare to 810 registered cases were looked into and been dispositional. This rate is 20% less than the targeted, which had stimulated efforts to increase the rates of dispositions in such cases, especially after establishing The Civil Court of Instance during 2008.

Comparing 2008 with 2007, the former has witnessed a decrease in the adjudicated cases where 646 were dispositional in that year comparing to 718 cases in 2007 (72 cases less in difference).

<sup>(9)</sup> They are referred to the cases in which a claimed amount not exceeding One Hundred Thousand dirhams are imposed

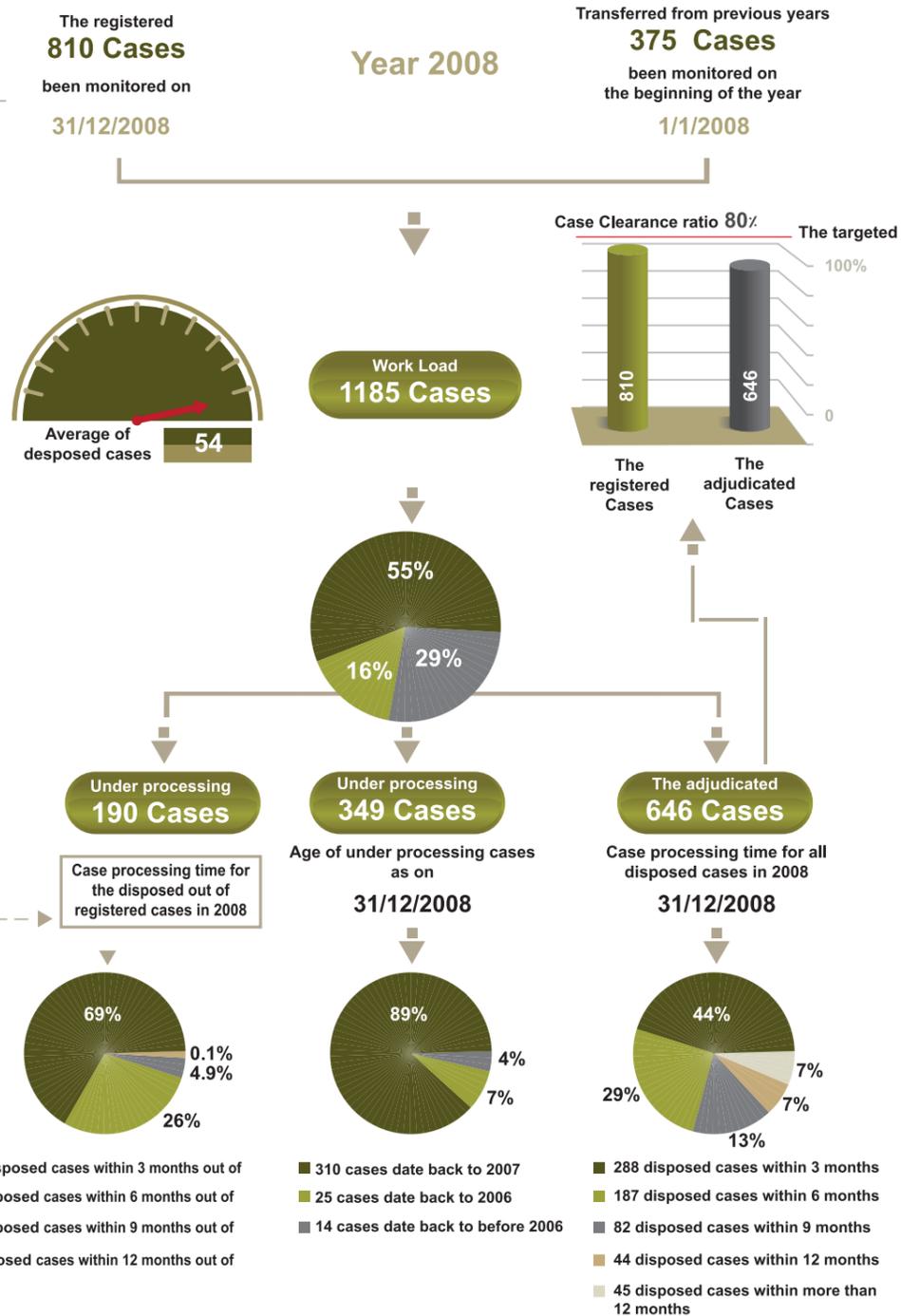
#### 4. The time age of pending:

The transferred cases in end of 2008 to the year 2009, 89% of them have a length of less than 365 days from date of its registry in 2008. This rate is an indicator of the greater deal of cases being recent and therefore not accumulated. As for 7% (25 cases) of the transferred cases are registered in 2007, while only a small proportion of 4% (14 cases) have been registered prior to 2007.

#### 5. The case processing time for disposed cases out of registered cases in 2008 – Civil cases (Partial Cases):

The part represented in the chart referring to promptness of disposition in adjudicated cases (civil cases, registered as restricted jurisdiction), indicates that 2008 had 348 dispositional cases out of 810 registered cases in the same year. Where 237 cases; (69%) opposed to 66.7% in 2007 within a time frame of 3 months. As for the cases been dispositional between 1-6 months, it amounted to 328 cases out of 348 cases, recording by that a rate of 95 % (in compare to 92.9% in 2007). As for the residual percentage (5%), the disposition had taken 6 – 12 months.

The work capacity in the civil cases (of restricted jurisdiction)



6. The accuracy of issued sentences in the Civil partial cases:

The general performance in 2008, in compare to 2007 has reflected accuracy in the civil cases (Partial Cases), where it has reflected positivity in the falling rate of reversal, negativity in increasing the amendment rate and decreasing in the affirmance rate:

The negative decrease is rated at 11% in support of the civil rulings Partial Cases in 2008, in compare to 2007. This has encouraged necessary actions to maintain the rates and sustain the past performance, in order to correspond with the major increase of the adjudicated cases, which had increased to 38% in 2008 comparing to the previous year. Adding to that, the remarkable increase in the rapidity of adjudicated cases to 20% in 2008, comparing to 2007. Therefore, the foundation of the Civil Courts of First Instance, during 2008 is an effective step towards developing accuracy in the preciseness of issued sentences.

Looking at the amendment rates in 2008, it observes the increase of 18.1% in 2007 to a higher rate of 30.4% in 2008, which is still a negative indicator to a certain point.

As for the reversal rates in general, there is a positive drop down in the indicators, comparing to 2007.

The rate of accuracy in the Civil Rulings of restricted jurisdiction



## Second: The Civil Cases of full jurisdiction<sup>(10)</sup>:

The results of the general performance indicators were very positive in 2008, in compare to the previous year, despite the fact of increment in the work load at a rate of 17% in 2008, comparing to 2007.

### 1. Work Load:

The work load in the Civil cases of full jurisdiction had amounted to 1,727 cases, of which 732 cases (42%) transferred from previous years; 2007 and prior to it, where it has been traced to 1/1/2008. Adding to that, were the new registered cases, amounting to 995 cases in 2008, while 1,063 cases, which signifies 68 cases in difference between 2008 and 2007.

By the end of 2008, 927 cases a rate of 54% (in compare with 46.5% in 2007), were dispositional. As for the number of cases transferred (pending), they amounted to 775 cases, rated at 45% (in compare to 49.69% in 2007), transferred to 2009. As for the suspended cases, they amounted to 25 cases, at a rate of 1% (in compare to 3.8% in 2007) of the total work load.

### 2. The case processing time for all disposed cases in 2008:

The chart refers to 35% of the adjudicated cases to be dispositional within a time frame not exceeding 3 months. As for 20% of the cases had been dispositional between 4-6 months, 15% between 7-9 months, 10% between 10-12 months and 20% in more than 1 year time.

### 3. The average of disposition:

The average of disposition in 2008 was rated at 93%, in compare to 64% in 2007, where 927 cases were dispositional in compare to 995 registered cases. This average is considered to be acceptable to what has been targeted for, where the difference rated as 7% only, in compare to 2007.

The year 2008 had marked a noticeable increase in the adjudicated cases, marking 927 cases in compare to 685 cases in 2007 (an increase of 242 cases in difference). As for the average number of rulings in a month had amounted to 57 cases in 2007, opposing to 77 cases in 2008.

### 4. The time age of pending:

The transferred cases from the end of 2008 to 2009, had amounted to 74%, of which are

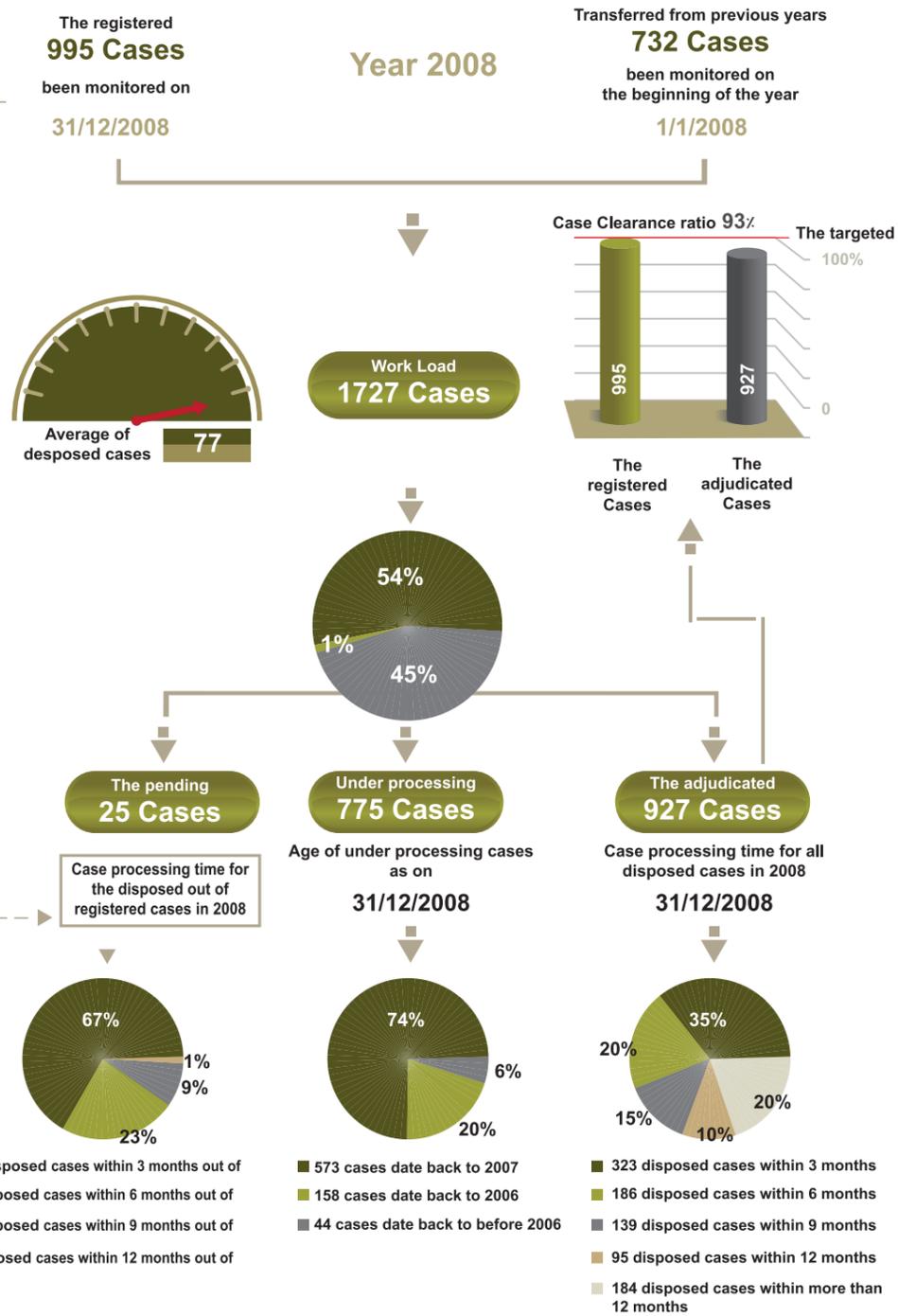
(10) They are referred to the cases in which a claimed amount exceed One Hundred Thousand dirhams

less than 365 days old from date of registry in 2008. The figure indicates an acceptable rate, where it reflects the majority of transferred cases being recent and non accumulated. As for 20% of the transferred cases are dated back to dates of registry in 2007, as only 6% are related to those prior to 2007.

### 5. The case processing time for disposed cases out of registered cases in 2008 – Civil cases of full jurisdiction

In 2008, 377 registered cases out of 995 cases were dispositional in the same year, where 253 out of 377; 67%, were managed in disposition within 3 months. As for cases dealt with in a 6 months time amounted to 341 cases out of 377 cases; 90% (accumulated). The remaining 10%, it has consumed a 6 – 12 months period to be adjudicated.

The work capacity in the civil cases (of full jurisdiction)

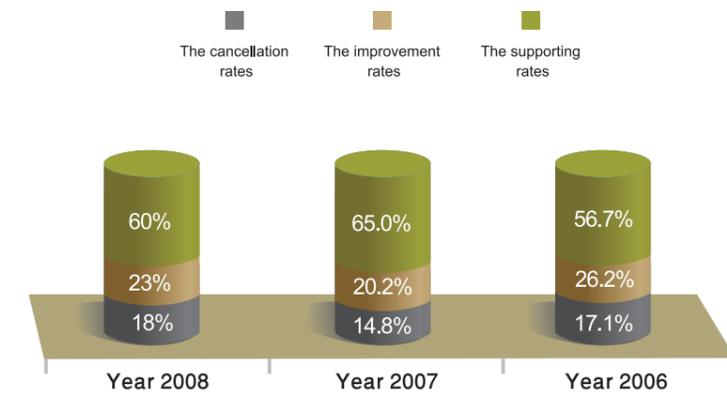


6. The accuracy of issued sentences in the commercial cases (of full jurisdiction)

The general performance in 2008, compared to 2007, in terms of accuracy in rulings of the civil cases of full jurisdiction, has marked a decrease in the affirmance rate and an increase in the amendment and reversal rates. The factors that might have caused such great jump, are the clearance ratio during 2008, which rated at 93% (in compare to 64% in the previous year). It is observed, a decrease in the affirmance rates of the civil rulings of full jurisdiction with a rate of 5% in 2008, in compare to 2007.

Looking at the amendment rate in 2008, it is noticed, a 2.8% increase, as well the case for reversal rates with a percentage of 3.2% in 2008.

The rate of accuracy in the Civil Rulings of full jurisdiction



## Third: The Commercial Primary Courts:

### 1. The commercial cases in partial jurisdiction<sup>(11)</sup>:

#### 1. Work Load:

The work load in the commercial cases within restricted jurisdiction, in the year 2008, had amounted to 1,062 cases, out of which 385 cases (36%) are transferred from previous years, dated back in 2007 and prior. These cases have been traced back to 1/1/2008, with addition of 677 new cases (rated at 64%), registered in 2008.

Comparing 2007 against 2008, it has been observed the significant decrease in a number of registered cases in 2008, that have rated at 39%, where 677 cases in 2008 while 1108 cases in 2007, a difference of 431 cases between the two years.

In the end of 2008, the disposition cases amounted to 694 cases, that is 66% (in compare to 63.7% in 2007). As for the transferred cases (pending) to 2009, they amounted to 278 cases; 26%. The suspended cases had amounted to 90 cases (compared to 141 cases in 2007) that is 8% of the total work load.

#### 2. The case processing time for all disposed cases in 2008:

The chart refers to 53% of the adjudicated cases being dispositional within 3 months, and it is observed that 25% of the cases have been dispositional within a time frame of 4-6 months. As for the dispositional cases between 7 – 9 months, they amounted to 13%, of which only 5% were dispositional in a time range of 10 -12 months, opposing to 4% cases in a time range more than 12 months.

#### 3. The clearance ratio:

The average rates of dispositions in 2008 had marked 103%, in compare to 84% in 2007. The numbers of cases being dispositional were 694 cases in compare to 677 registered cases in 2008, which is rated as a good average exceeding the targeted for this year by 3%, where the target was set for 100%.

Comparing 2007 with 2008, it had recorded a drop in the number of adjudicated cases in 2008, where 694 cases were dispositional in compare to 926 cases in 2007; that is ( - 232) cases.

(11) The cases that have claims exceeding an amount of One Hundred Thousand Dirhams

#### 4. The time age of pending:

The transferred cases in end of 2008 to 2009, 74% of these cases length to less than 365 days from date of registry, where they have been registered in 2008, especially within the fourth quarter. This rate is considered to be a positive rate, reflecting most of the cases being recent and non accumulated. In 2008, 278 cases have been transferred in compare to 385 cases in 2007. As for 20% of the transferred cases are dated back to 2007, out of which 63% ( 8 cases only) go back to 2007.

#### 5. The case processing time for disposed cases out of registered cases in 2008 – commercial in the restricted jurisdiction

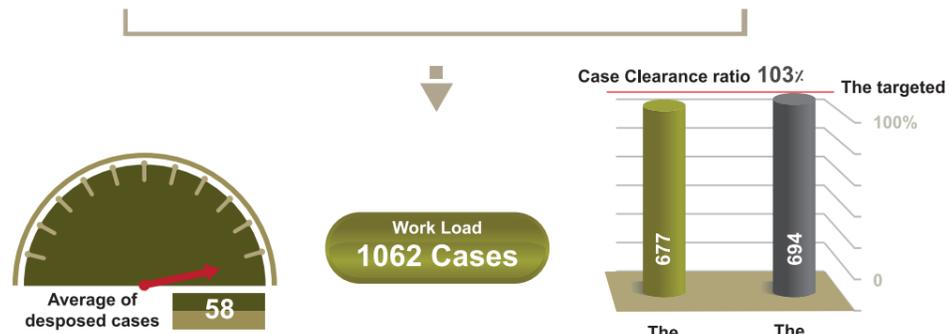
The chart determining promptness in dispositions of adjudicated cases (commercial in restricted jurisdiction) in 2008, determine 378 cases out of total registered cases in the same year to have amounted to 677 cases, out of which 266 cases (61%) have been dealt with in at most 3 months, while 350 cases out of 378 cases have been dispositional during 6 months; (86%) (accumulated). Finally 14% of the cases consumed its process in 6 – 12 months.

The work capacity in the commercial cases within restricted jurisdiction

The registered **677 Cases** been monitored on **31/12/2008**

Transferred from previous years **385 Cases** been monitored on the beginning of the year **1/1/2008**

**Year 2008**



Work Load **1062 Cases**

The pending **90 Cases**

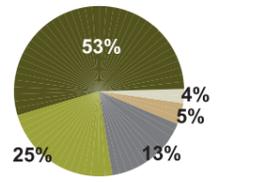
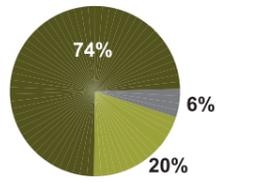
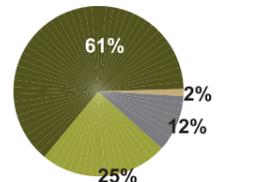
Under processing **278 Cases**

The adjudicated **694 Cases**

Case processing time for the disposed out of registered cases in 2008

Age of under processing cases as on **31/12/2008**

Case processing time for all disposed cases in 2008 **31/12/2008**



- 266 disposed cases within 3 months out of
- 84 disposed cases within 6 months out of
- 27 disposed cases within 9 months out of
- 1 disposed case within 12 months out of
- 239 cases date back to 2007
- 31 cases date back to 2006
- 8 cases date back to before 2006
- 368 disposed cases within 3 months
- 174 disposed cases within 6 months
- 90 disposed cases within 9 months
- 36 disposed cases within 12 months
- 26 disposed cases within more than 12 months

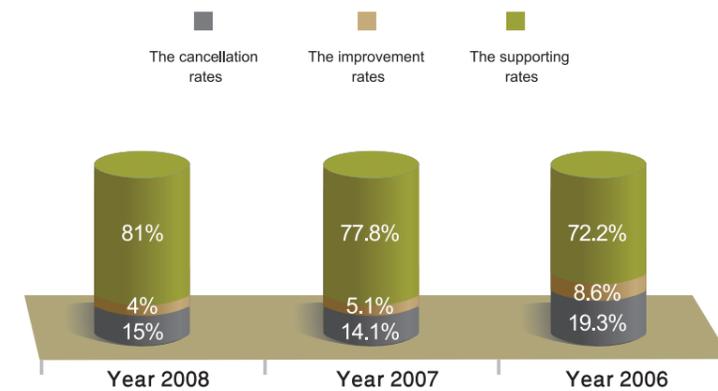
**6. The accuracy of issued sentences in the partial commercial cases:**

The positive performance in 2008 in compare to 2007, continues with accuracy in adjudicating commercial cases Partial Cases, where the affirmance rates had increased, while the amendment rates had dropped, with a insignificant top up in the reversal rates.

It was observed, the positive increase in affirmance rates within the commercial cases in restricted jurisdiction from 2005 to 2008, where 65% were recorded to be in favor of the declared rulings in 2005, followed by 72.2% in 2006, 77.8% in 2007 and finally in 2008, an increase of 3.2% comparing to 2007.

Looking at the amendment rate, it is noticed the constant positive dropping from 2005 – 2008, where 15.9% was marked in 2005, dropping to 4% in 2008. As for the reversal rate, it had marked a small drop down rated at 0.9% in 2008, in comparison to the prior year.

Work capacity in the commercial cases of restricted jurisdiction



## 2. The commercial cases (in full jurisdictions)<sup>(12)</sup>:

### 1. Work Load:

The total work load in this type of cases had amounted to 1,759 cases, out of which 788 cases (45%) transferred from previous years go back to 2007 and prior to that year, dated on 1/1/2008. Adding to that are 971 new cases (55%) registered in 2008. Comparing 2008 with 2007, it was observed a sign of increase in number of cases in the former year, rated at 2% where 971 cases were registered in 2008, while 948 cases were registered in 2007.

By the end of 2008, 869 cases were dispositional in compare to 714 cases in 2007 that is 49%, while 862 cases were transferred (operational) also at a rate of 49%. As for the load of adjourned cases to indefinite dates, amounted to 28 cases, in compare to 121 cases in 2007, rated at 2% of the total work load.

### 2. The case processing time for all disposed cases in 2008:

The chart refers to 27% of the adjudicated cases being dispositional within 3 months, where as to 22% of the cases taking 4-6 months for disposition, 15% in 7-9 months, 14% in 10 -12 months and 22% in a duration exceeding 12 months.

### 3. The clearance ratio:

The average rate of dispositions was rated at 89% in 2008 ( in compare to 75% in 2007), where 869 cases were dispositional out of a total of 971 registered cases in 2008. This average is below the targeted rate with an insignificant difference of 11%. Works continue to increase the average rates I cases dispositions. In compare to 2008, 869 cases were dispositioned in compare to 714 cases in 2007; that is an increase of 155 cases. As for the average rulings in a month, it amounted to from 59 to 72 cases in 2008.

### 4. The time age of pending:

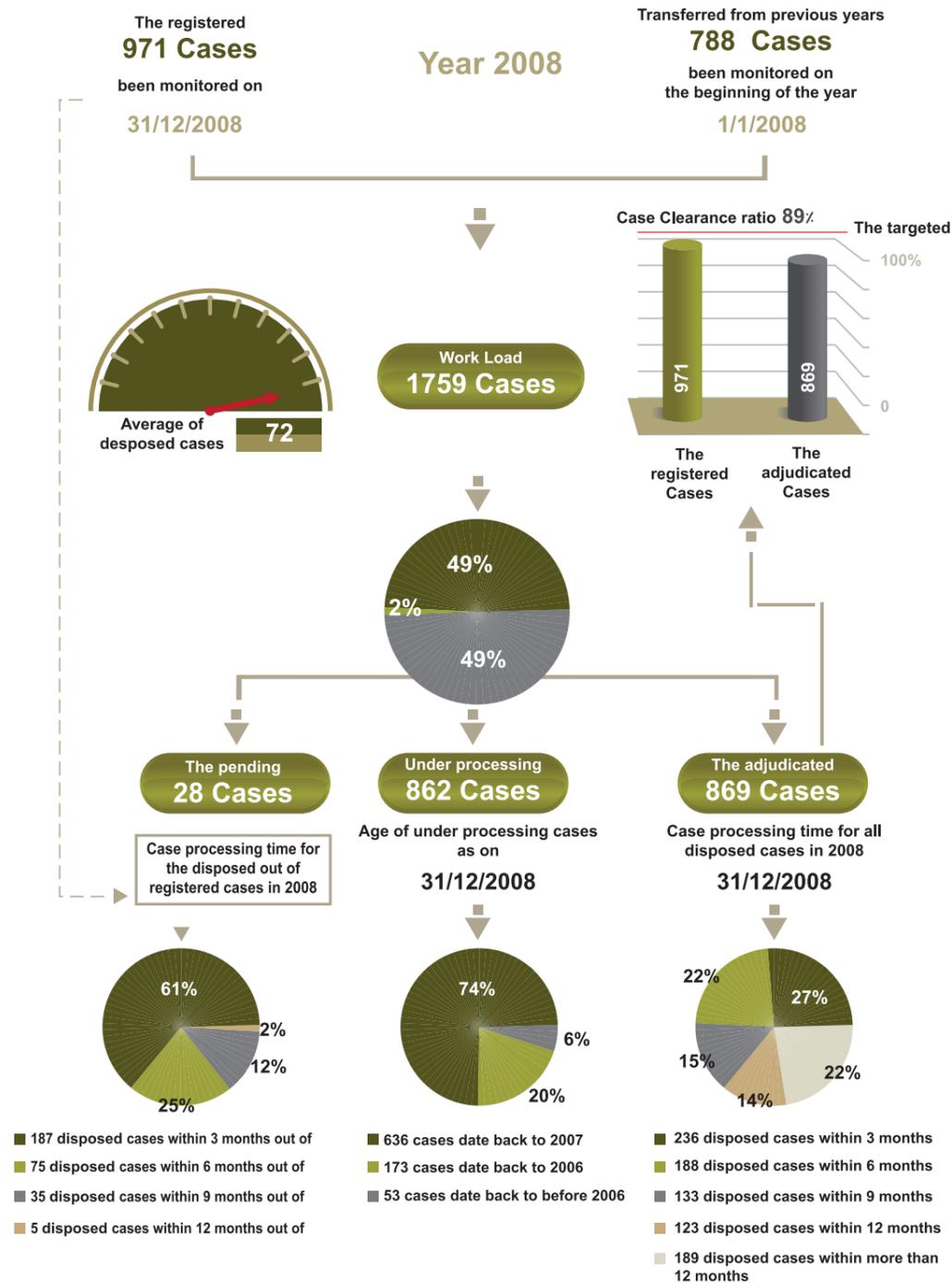
Transferred cases in end of 2008 to 2009, 74% of its cases are less than 365 days from date of registry, where they were registered in the second half on 2008. The rate is considered to be a reliable rate indicating the majority of transferred cases to have been recent and non accumulated. It is expected that most of the cases will dispositional in the first half of 2009, as 20% of the cases are transferred, dated back in 2007. A slightly small portion of these cases; 6% are dated back to before 2007.

(12) The cases of which its claims do not exceed the one hundred thousand dirhams

## 5. The case processing time for disposed cases out of registered cases in 2008 – commercial cases in the full jurisdiction

The chart refers to the swiftness in adjudicated cases dispositions ( as to commercial cases in the full jurisdiction), where 302 cases out of the 971 total registered cases were dispositional in 2008 itself. As for the adjudicated cases, 187 cases from a 302 original cases were dispositional at a rate of 61% ( in compare to 55% in 2007) within a duration not exceeding 3 months, as within 6 months 262 cases out of 302; ( 86%) (accumulated). For the remaining cases, (14% only) consumed 6 – 12 months, to be adjudicated.

The work load in the Commercial cases of full jurisdiction

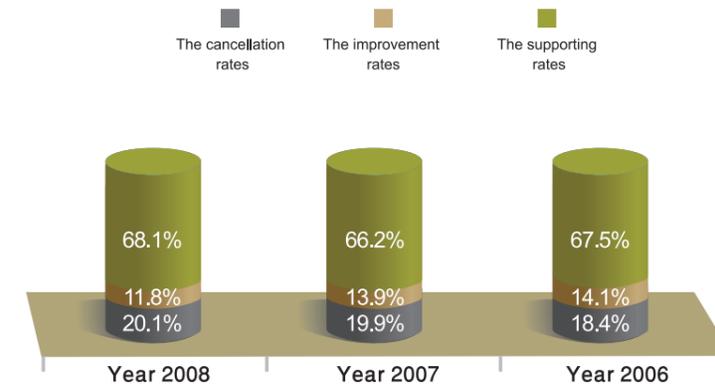


**6. The accuracy of issued sentences in the commercial cases (of full jurisdiction):**

The general performance pursued in 2008, opposed to the case in 2007, in the matter relevant to accuracy of sentences in the commercial cases of full restrictions is considered to being positive, where the affirmance rate had increased versus the decrease in amendment rates, and with stabilization of reversal rates.

It is observed from the chart, the increase of rates in affirmance the ruling in 2008, with a 1.9% in commercial cases of full jurisdiction, as opposed to a fall in the amendment rates in 2008 with a 2.1% and no changes in the reversal rates in compare to 2007.

The accuracy rate of rulings in commercial cases of full jurisdiction



**Fourth: The Labor and Employers Primary Courts**

**1. The Labor and Employers partial cases<sup>(13)</sup>:**

**1 The work load:**

The total work load in the Labor and Employers cases in 2008, had amounted to 2,334 cases, of which 317 cases (14%) were transferred from previous years, and been traced on 1/1/2008. Additionally, 2017 new registered cases (86%) in 2008.

(13) The cases of which its claims do not exceed the one hundred thousand dirhams

Comparing 2008 with 2007, it was observed an increase in the number of registered cases with a 49%, where 201 were registered in 2008, opposing to 1,358 registered cases in 2007 (within restricted jurisdiction).

In the end of 2008, 1927 cases were dispositional (in compare to 1,395 cases in 2007), that is 82%. Also transferred cases amounted to 301 (pending cases) at a rate of 13%, and the adjourned cases to indefinite dates amounted to 106, rated to be at 5% of total work load.

### 2. The case processing time for all disposed cases in 2008:

The chart indicates 94% of the adjudicated cases were dispositional in compare to 75% in 2007, which were dispositional within 3 months. This achievement was reflected as per the government's concern towards Labor rights and providing promptness in their lawsuits.

It is also observed that 4% of the cases being adjudicated in 4-6 months, while 1.50% were dispositional within 7-12 months, .50% only within a length of time exceeding 12 months (that amounted to 6 cases).

### 3. The clearance ratio:

It is observed that the clearance ratio in the adjudicated cases had reached 96% where 1927 cases out of 2017 registered cases in 2008 were dispositional. This performance is considered to be outstanding where it pinpoints the promptness in issuing rulings, reflecting the non accumulation of cases, and therefore a positive impact on the length of cases dealt with in the Labor and Employers lawsuits.

Comparing 2007 with 2008, the adjudicated cases had increased form one year to another, where 1927 cases were dispositional in compare to 1395 cases in 2007, that is a 532 additions.

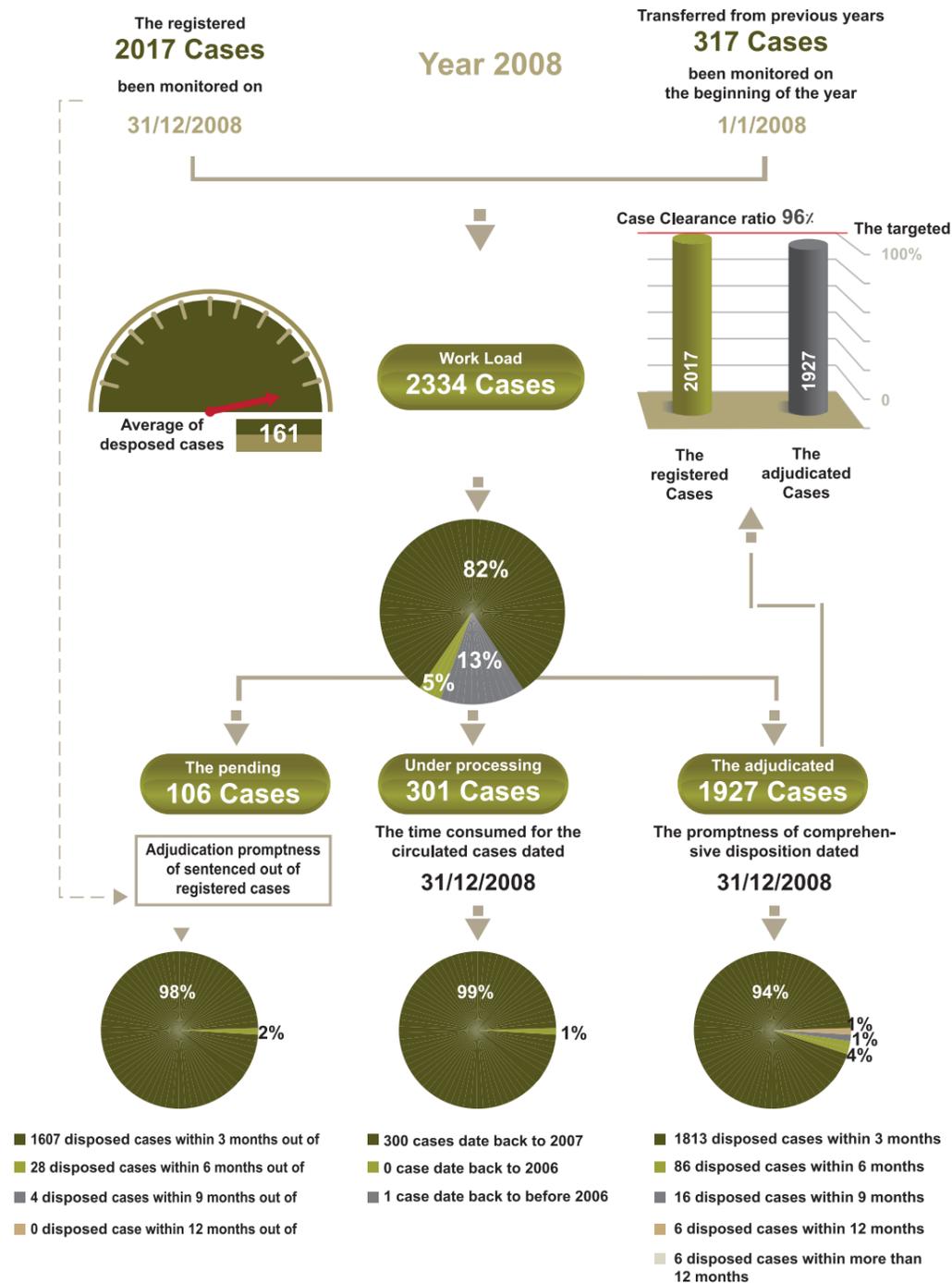
### 4. The age of pending:

The transferred cases in end of 2008 to 2009, 99% of them are less than 365 days from date of registry in 2008, especially the fourth quarter of that year. These cases are expected to being dispositional in the first quarter of 2009, which is a reliable indicator, referring to the majority of transferred cases being recent and non accumulated. 1% of these cases only (that 1 case) has been transferred from prior to 2007.

### 5. The case processing time for disposed cases out of registered cases in 2008 – commercial cases in the full jurisdiction

The chart refers to the swiftness in adjudicated cases dispositions (as to Labor and Employers cases in (restricted jurisdiction), where 1639 cases out of the 2017 total registered cases were dispositional in 2008 itself. As for the adjudicated cases, 1607 cases from a 1639 original cases were dispositional at a rate of 98% (in compare to 91.7 % in 2007) within a duration not exceeding 3 months, as within 4 -6 months 28 cases (1.70%). For the remaining cases, (0.30% that is 4 cases only) consumed a processing time of 7 – 9 months, to be adjudicated.

The work load in the Labor and Employer partial cases



2. The Labor and Employers cases (in full jurisdictions)<sup>(14)</sup>:

1. Work Load:

The total work load in this type of cases had amounted 519 cases, out of which 73 cases (14%) transferred from previous years go back to 2007 and prior to that year, dated on 1/1/2008. Adding to that are 446 new cases (86%) registered in 2008. Comparing 2008 with 2007, it was observed a sign of increase in number of cases, rated at 44% where 446 cases were registered in 2008, while 310 cases were registered in 2007.

By the end of 2008, 313 cases were dispositional; 60% and 191 cases were transferred (pending) at rate of 37% to 2009. As for the load of adjourned cases to a indefinite dates ; were 15 cases rated at 3% of the total work load.

2. The case processing time for all disposed cases in 2008:

The chart refers to 73% of the adjudicated cases being dispositional within 3 months, in compare to 60% in 2007. Where as to 15% of the cases taking 4-6 months for disposition, 7% in 7-9 months, 3% in 10 -12 months and 2% in duration, exceeding 12 months.

3. The clearance ratio:

It is observed that the clearance ratio in the adjudicated cases had reached 70% where 313 cases out of 446 registered cases in 2008 were dispositional. The result is a normal result in special courts where most of the cases are registered in the same year as there are not as many transferred cases from previous years.

4. The age of pending:

The transferred cases in end of 2008 to 2009, 96% of them are less than 365 days from date of registry in 2008, especially the fourth quarter of that year. These cases are expected to being dispositional in the first quarter of 2009, which is a reliable indicator, referring to the majority of transferred cases being recent and not accumulated. 3% of these cases (6 cases) have been transferred from years prior to 2007. It is also observed that only 1 case exists, of which its length extends to more than 2 years.

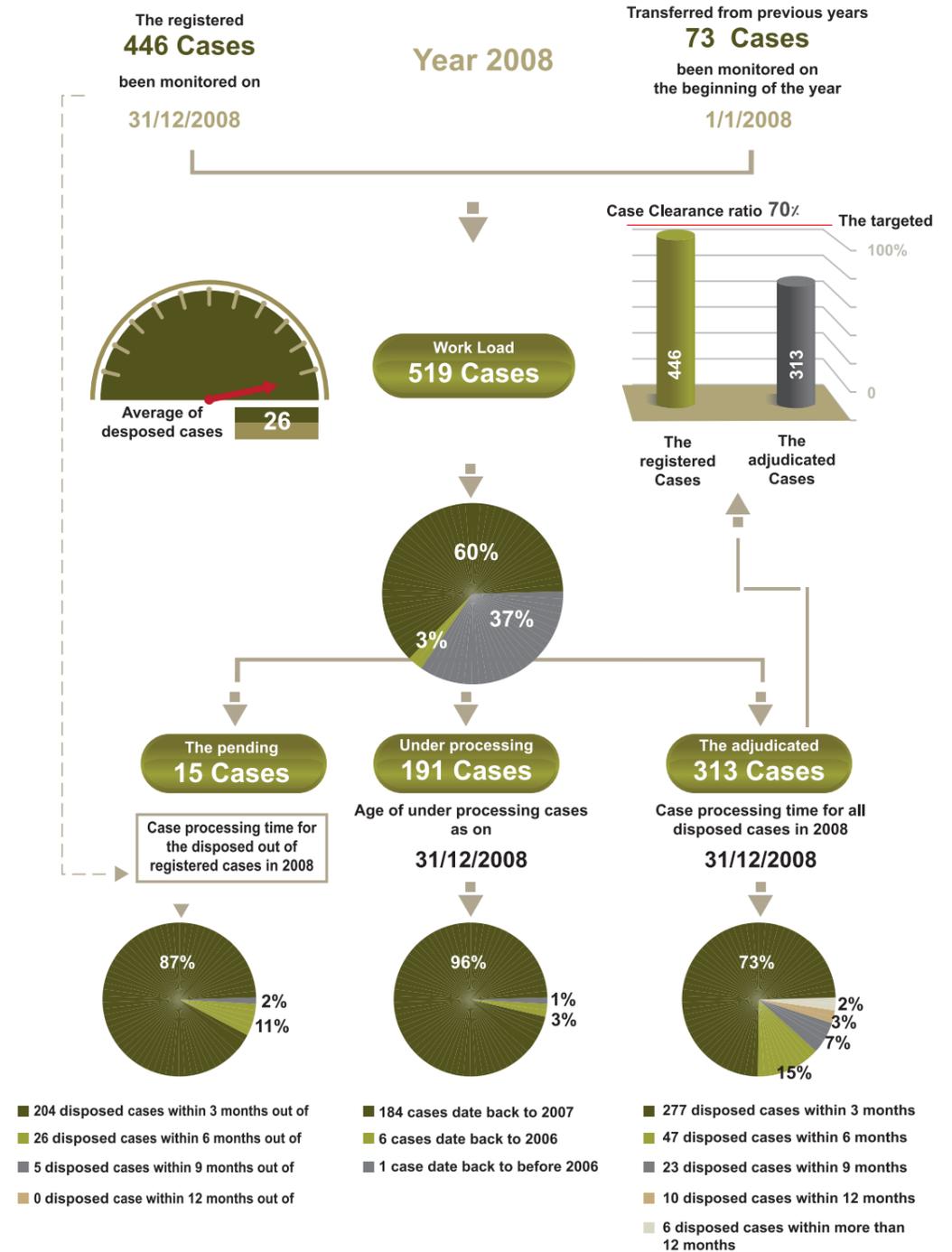
(14) The cases of which its claims exceed the one hundred thousand dirhams

**5. The case processing time for disposed cases out of registered cases in 2008 – commercial cases in the full jurisdiction:**

The chart refers to the swiftness in adjudicated cases dispositions (as to Labor and Employers cases in (full jurisdiction), where 234 cases out of the 446 total registered cases were dispositional in 2008 itself. As for the adjudicated cases, 204 cases from a 235 original cases were dispositional at a rate of 87% (in compare to 82.7 % in 2007) within a duration not exceeding 3 months, as within 6 months 230 cases (98%, accumulated). For the remaining cases, (2%) consumed a processing time of 7 – 9 months, to be adjudicated. It is observed that no cases lengthens to more than 9 months exists at all.

2008

The work load in the Labor and Employer cases of full jurisdiction



Vision: "PIONEERING IN COURTS WORK"

Mission: To deliver justice in the society, through precision and promptness in adjudicating lawsuits, execution of judgments, decisions, judicial orders, contracts and documents' authentication, by relying on qualified national cadres and regulations, procedures and new, developed technology.

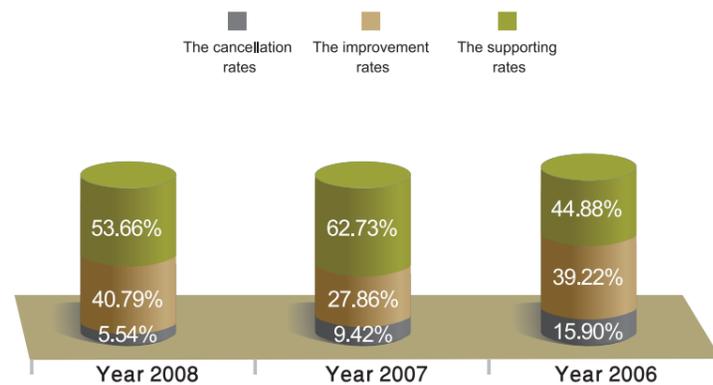
### 3. The accuracy of issued sentences in the Labor and Employers cases (partial and full jurisdiction):

The general performance in 2008, compared to 2007, in terms of accuracy in rulings of the Labor and Employers cases, has marked a decrease in the affirmance rate and an increase in the amendment, while a significant fall in reversal rates.

Looking at the charts, it is realized a drop in affirmance rates of the Labor and Employers rulings in the Court of First Instance, 2008, rated at 9.07%, in compare to 2007.

Looking at the amendment rates in 2008, it is observed an increase of 12.93% in the amendment rates rating at 40.79% in compare to 2007. As for reversal rates, a positive drop in statistics through out 2005 – 2008, rating at 5.54%. Analyzed as a decrease of 3.88% in 2007

The accuracy rate of rulings in Workers' and Employers' cases



### 4. Settlement in Labor and Employers cases:

The implementation of The Preparing Judge pilot project has influenced positively in achieving significant results, where settlement and resolution rates had achieved high rates in compare to the past. Cases receiving dispositions amounted to 932 Labor and Employers cases in March – December 2008, while 2007 had marked, in the same duration, 21 petitions only.

The number of cases being pending had also dropped through out the experience in year 2008, where the promptness in looking into the petitions; within a week, rated at 45.82% in the Labor and Employers cases ( in the restricted jurisdiction) in compare to 13,67% in 2007. As for the experience relating to the Labor and Employers cases ( in the full jurisdiction), the average time spent in overseeing the petitions within a week time consumed 29,44% in 2008, as compare to 6,44% in 2007.

The experience and works committed to had saved Dubai Courts millions of dirhams, which was then allocated to building a separate independent construction for Labor and Employers cases. In light of the experience, financial resources were saved up in Dubai Courts, where to augment success, one of the main requirements for providing an appropriate environment is receiving parties and settling their disputes away from Court halls and heated discussion rooms. For that the idea of conducting resolutions in Judges' offices instead of Court halls was the perfect solution. An electronic software was implemented for the Labor dues, purchased by the chamber and invested in to assist in computing the dues and liabilities of Employers towards Labor accurately without any deficits and errors caused. For that Human resources were trained to use such software, composed of judges and secretaries, amounting to 10 persons, dealing with the referred to software.

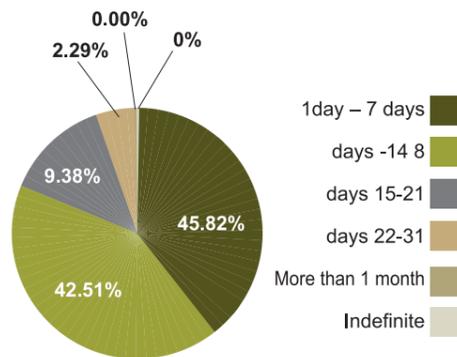
The experience has also saved a lot of time for Court clerks in having to move around repetitively to and from the Labor department, as there were no more documents required from the referred to department to evidently proof such dues for the Labor. The process saved Dubai Courts expenses of transportation and payments for counselors, also eliminated the time spent waiting for issuing verdicts.

The experience had produced positive and fruitful results in all accomplishments, where in the case of resolutions, time was saved for Judges from having to do studies and long writings of the ruling details, by maintaining such effort only for complicated cases and using the software in the Labor and Employers cases, that shouldn't require lengthy lead-times.

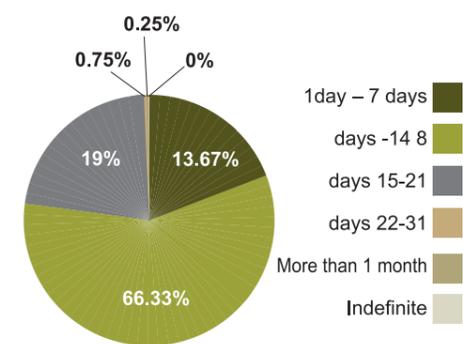
In the case of no resolution being addressed in the case, the Judge been assigned to the case would rule based on the complete case file of documents and givens. This experience has also been extended to the Appeal Court, where the resolution of cases had decreased the appealed Labor and Employers cases. For that, the number of appealed cases had amounted to 772 petitions after applying the system between March – December 2008, while in 2007, they amounted to 1063 petitions in the same duration. For that, the Appeal Court had increased its judges along with using 3 of the current available judges in other chambers of civil concerns.

The experience had created a competitive environment, embodied in discussion sessions, discussing the Judges' methods in achieving resolutions to have a benefiting impact on other judges. For that the judges had requested Director of the Labor and Employers Court to conduct sessions for the preparation Judge increasingly with 5 sessions instead of 4.

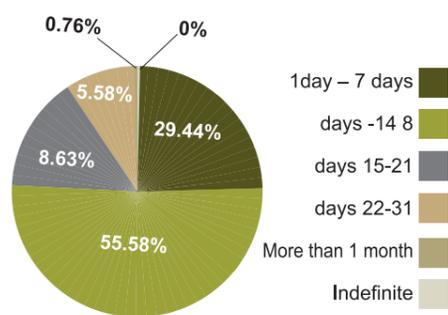
**Label: Awaiting time between registration of labor cases till first trial session in partial Labor and Employers cases from 1/3/2008 to 31/12/2008**



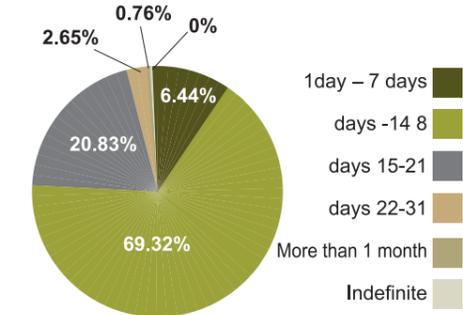
**Label: Awaiting time between registration of labor cases till first trial session in partial Labor and Employers cases from 1/3/2007 to 31/12/2007**



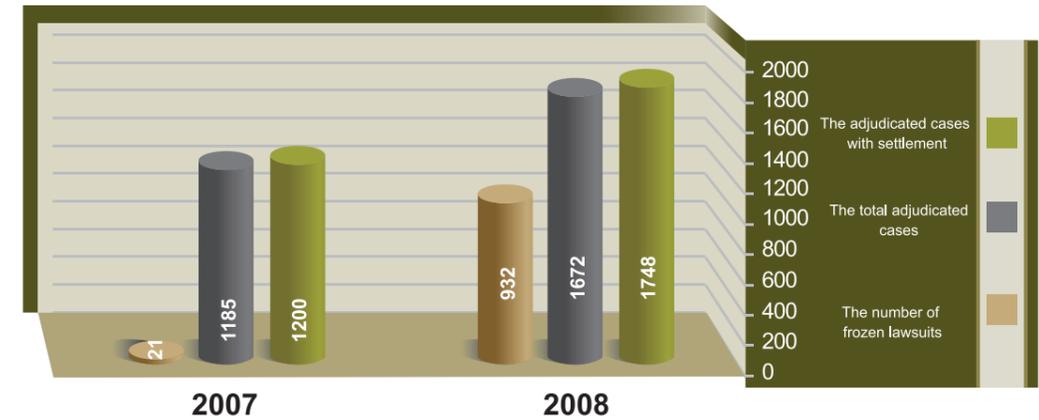
**Awaiting time between registration of labor cases till first trial session in Labor and Employers cases in full jurisdiction from 1/3/2008 to 31/12/2008**



**Awaiting time between registration of labor cases till first trial session in Labor and Employers cases in full jurisdiction from 1/3/2007 to 31/12/2007**



**Statement of the Workers' cases Employers' cases adjudicated with settlement in the duration between 1/3 to 31/12(2007-2008)**



The experience has created a constructive challenging environment, where it contributed in shaping the debate sessions. The sessions involved issues relevant to the most performing Judges in establishing settlements and resolutions in order to motivate other Judges as well. Further to this, Judges had requested the Director General of the Labor and Employers Court to organize five sessions for the groundwork Judge instead of four.

## Fifth: The Real Estate Primary Courts:

### 1. The Real-estate partial cases<sup>(15)</sup>:

#### 1. The work load:

The total work load in the Real-estate cases in 2008 had amounted to 12 cases, without transferred cases from previous years, as this court was only built in the year of 2008. By end of 2008, 5 cases were dispositional, rated at 42% and transferring 7 cases (pending) to 2009, rated at 58%.

#### 2. The case processing time for all disposed cases in 2008:

The chart refers to 100% of the adjudicated cases being dispositional within 3 months.

(15) The cases of which its claims do not exceed the one hundred thousand dirhams

### 3. The clearance ratio:

It is observed that the number of dispositions in adjudicated cases had rated at 42% where 5 cases out of 12 registered cases in 2008. A reliable rate considering the facts of starting the court recently; the last quarter of the year.

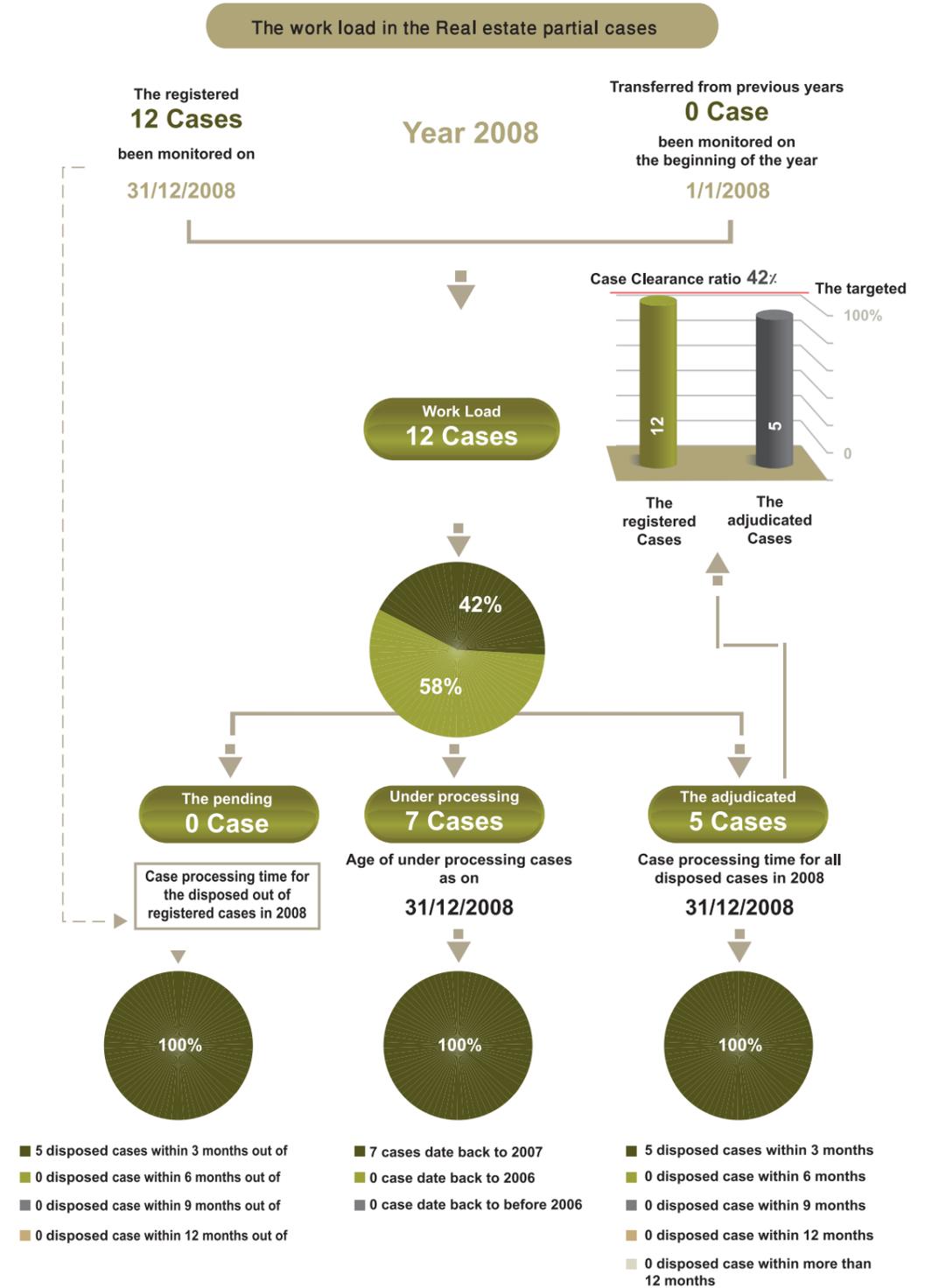
All cases transferred from 2008 to 2009 are less than 365 days from date of registry as they have been registered in 2008 and especially the last quarter of 2008.

### 4. The time age of pending:

The transferred cases in end of 2008 to 2009 are all less than 365 days from date of its registry in 2008, especially in the last third portion of 2008.

### 5. The processing time for disposed cases out of registered cases in 2008 – real-estate cases in the restricted jurisdiction

The chart refers to the swiftness in adjudicated cases dispositions (real-estate cases in the restricted jurisdiction, where 5 cases out of the 12 total registered cases, within a duration not exceeding 3 months.



Vision: "PIONEERING IN COURTS WORK"

Mission: To deliver justice in the society, through precision and promptness in adjudicating lawsuits, execution of judgments, decisions, judicial orders, contracts and documents' authentication, by relying on qualified national cadres and regulations, procedures and new, developed technology.

## 2. The real-estate cases in full jurisdiction<sup>(16)</sup>:

### 1. Work load:

The total work load in this type of cases had amounted 137 cases, of which all are new cases registered in 2008, without any transferred cases due to the explained above in the restricted courts.

By the end of 2008, 20 cases were dispositional, rated at 15%, transferring 112 cases (pending) that is 81% to 2009. The number of cases being adjourned to indefinite dates, amounted to 5 cases that is 4% of the total work load.

### 2. The case processing time for all disposed cases in 2008:

The chart refers to 95% % of the adjudicated cases being dispositional within 3 months. It is observed that the number of dispositions in adjudicated cases had rated at 5% between 4-6 months.

### 3. The clearance ratio:

The chart refers to 15% % of the adjudicated cases being dispositional, where they amounted to 20 dispositions in compare to 137 cases in 2008. The numbers are considered to be low in rates as the court was established recently and also to the nature of cases being registered in this court category.

### 4. The time age of pending:

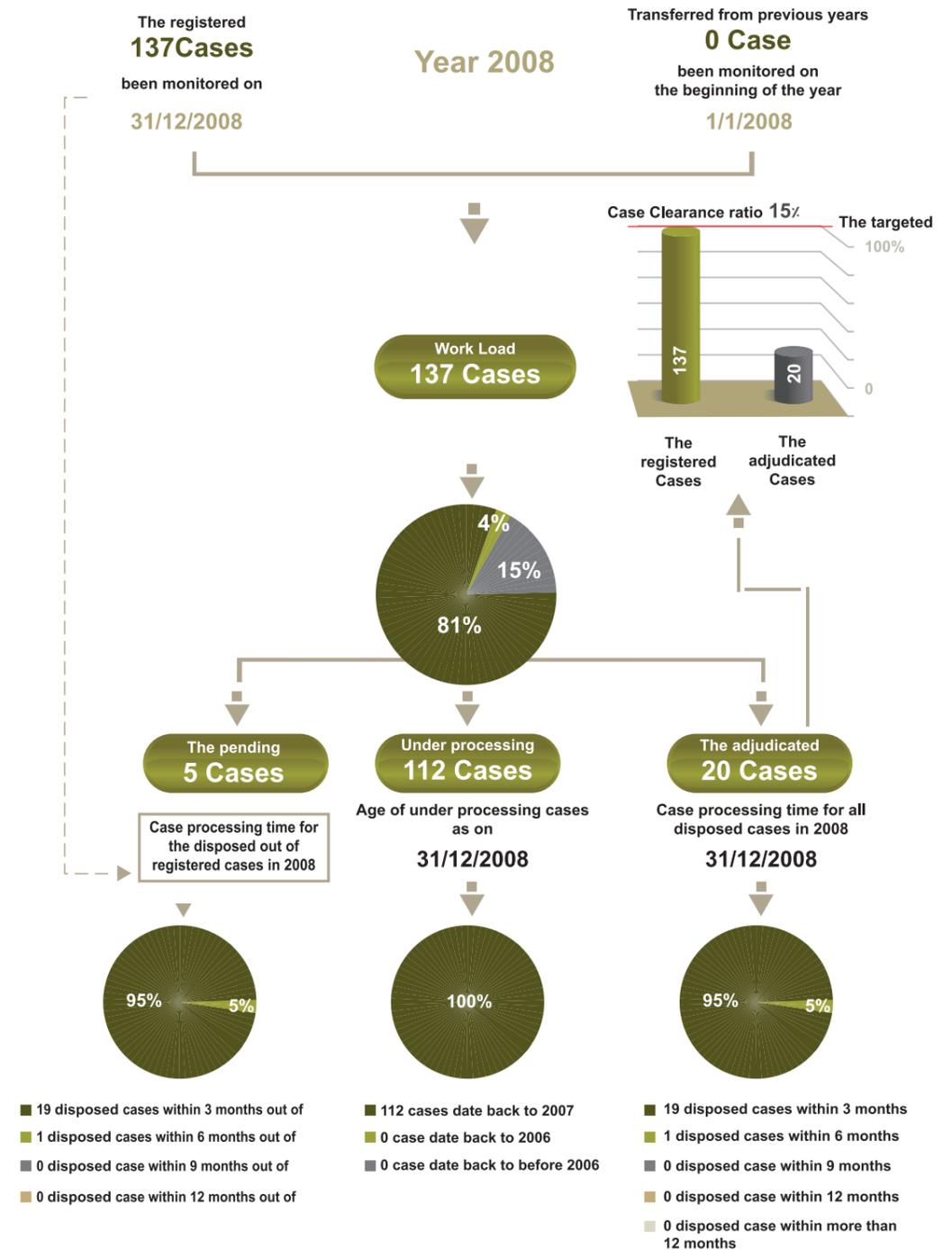
The cases being transferred in 2008 to 2009 are all less than 365 days form date of registry in 2008.

### 5. The processing time for disposed cases out of registered cases in 2008 – real-estate cases in the full jurisdiction

The chart refers to the swiftness in adjudicated cases dispositions (real-estate cases in the full jurisdiction, where 20 cases out of the 137 total registered cases, those being dispositional amounted to 19 cases out of a20 adjudicated cases, rated at 95% in a length of 3 months. Within duration of 6 months, the remaining cases were dispositional, which rated at 5%.

(16) The cases of which its claims do not exceed the one hundred thousand dirhams

### The work load in the Real estate cases of full jurisdiction



## Fifth: The Civil cases court:

### 1. The Personal status primary Court of Muslims<sup>(17)</sup>:

#### 1. Work Load:

The total work load in this type of cases had amounted 1737 cases; out of which 384 cases (22%) transferred from previous years go back to 2007 and prior to that year, dated on 1/1/2008. Adding to those are 1353 new cases (78%) registered in 2008. Comparing 2008 with 2007, it was observed a sign of increase in number of cases, rated at 11% where 1353 cases were registered in 2008, while 1221 cases were registered in 2007.

By the end of 2008, 969 cases were dispositional; 56% and 554 cases were transferred (pending) at rate of 32% to 2009. As for the load of adjourned cases to a indefinite dates; were 214 cases rated at 12% of the total work load.

#### 2. The case processing time for all disposed cases in 2008:

The chart refers to 67% of the adjudicated cases being dispositional within 3 months, in compare to 19% of the cases taking 4-6 months for disposition, 8% in 7-9 months, 3% in 10 -12 months and 3% in duration, exceeding 12 months.

#### 3. The clearance ratio:

It is observed that the clearance ratio in the adjudicated cases had reached 72% where 969 cases out of 1353 registered cases in 2008 were dispositional. The rate is marked to be less than the targeted rate with a difference of 28%. For that works are carried on to increase dispositions.

#### 4. The time age of pending:

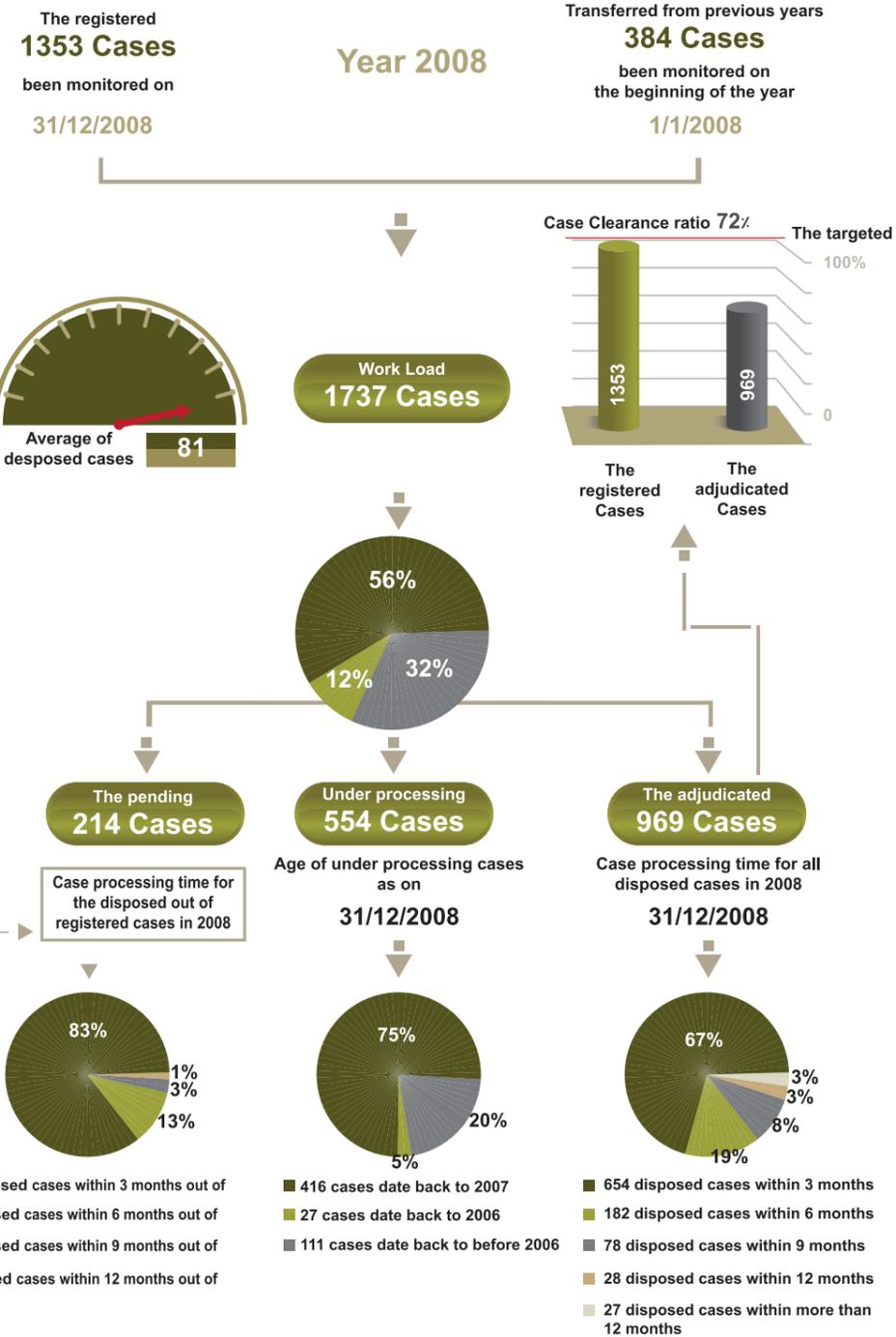
The transferred cases in end of 2008 to 2009, 75% of them are less than 365 days from date of registry in 2008, which is a reliable indicator, referring to the majority of transferred cases being recent and not accumulated. 5% of these transferred cases go back to 2007. A rate of 20% of these cases, go back to prior to 2007.

### 5. The processing time for disposed cases out of registered cases in 2008 – Civil cases (of Muslims)

The chart refers to the swiftness in adjudicated cases dispositions (as to Civil cases (of Muslims) in 2008, where 683 cases out of the 1353 total registered cases. As for the adjudicated cases, 566 cases from a 683 original cases were dispositional at a rate of 83% within a duration not exceeding 3 months, as within 6 months 657 cases out of 683 cases were dispositional, rated at (96%, accumulated). For the remaining cases, (4%) consumed a processing time of 7 – 12 months, to be adjudicated.

(17) A type of Shari'e cases, specialized in Islamic Family Law

The work load in the Personal status cases court of Muslims



2. The Personal status primary Court of non- Muslims<sup>(18)</sup>:

1. Work Load:

The total work load in this type of cases had amounted 199 cases; out of which 34 cases (17%) transferred from previous years go back to 2007, dated on 1/1/2008. Adding to those are 165 new cases (83%) registered in 2008.

Comparing 2008 with 2007, it was observed a sign of increase in number of cases, rated at 33% where 165 cases were registered in 2008, while 124 cases were registered in 2007.

By the end of 2008, 133 cases were dispositional; 67% and 56 cases were transferred (pending) at rate of 28% to 2009. As for the load of adjourned cases to a indefinite dates; were 10 cases rated at 5% of the total work load.

2. The case processing time for all disposed cases in 2008:

The chart refers to 67% of the adjudicated cases being dispositional within 3 months, in compare to 20% of the cases taking 4-6 months for disposition, 7% in 7-9 months, 3% in 10 -12 months and 3% in duration, exceeding 12 months.

3. The clearance ratio:

It is observed that the clearance ratio in the adjudicated cases had reached 81% where 133 cases out of 165 registered cases in 2008 were dispositional. The rate is marked to be less than the targeted rate with a difference of 19%. For that works are carried on to increase dispositions.

Comparing 2007 with 2008, a slight increase was recorded in the number of cases where 133 cases were dispositional in compare to 106 cases in 2007, that is an increase of (27) cases.

4. The time age of pending:

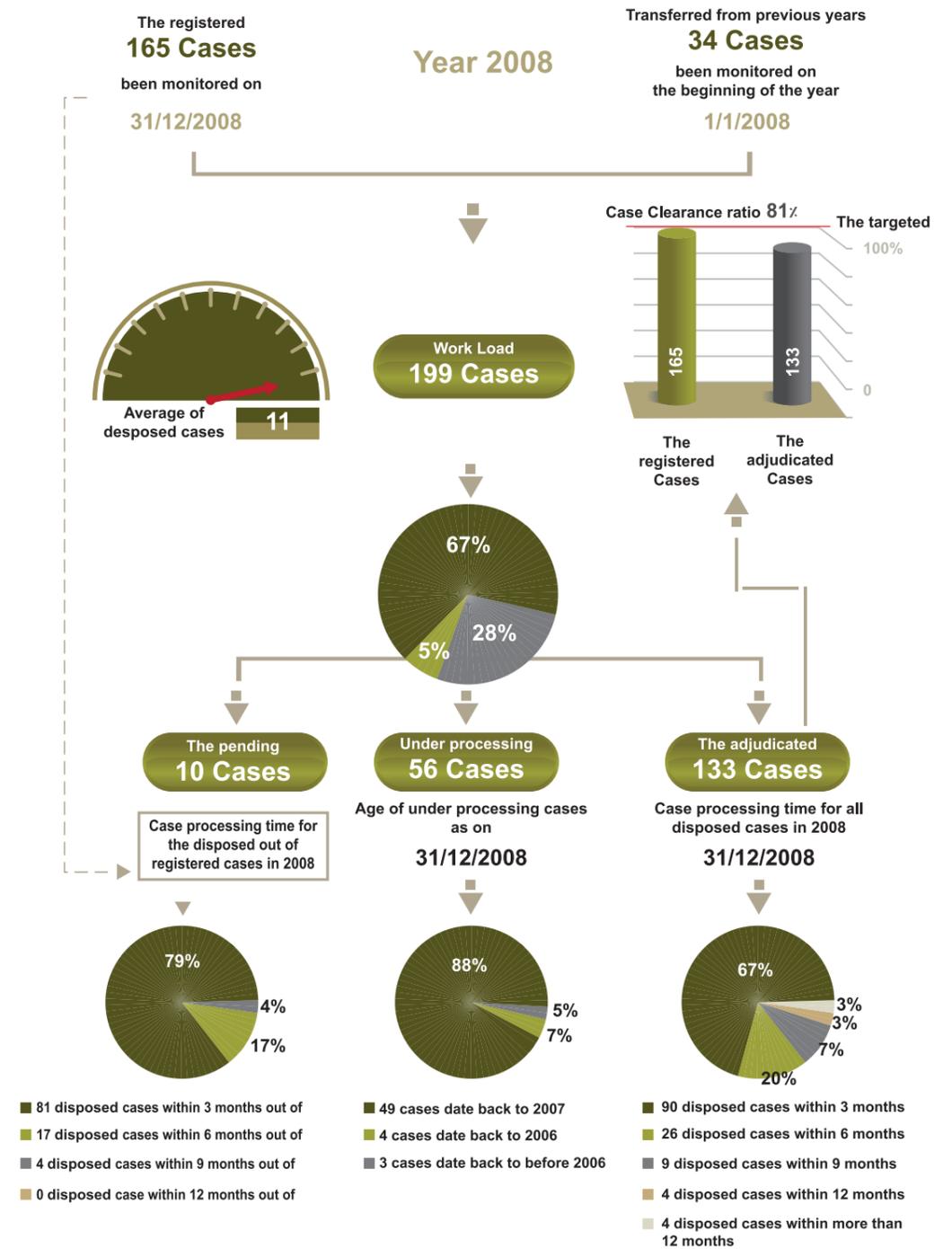
The transferred cases in end of 2008 to 2009, 88% of them are less than 365 days from date of registry in 2008, especially in the fourth quarter of that year, which is a reliable indicator, referring to the majority of transferred cases being recent and not accumulated. As well 7% (that is 4 cases) of the transferred cases are dated in 2007. It is observed that only 3 cases are extended to more than 2 years.

(18) A type of Shari'e cases, specialized in Non Islamic Family Law

### 5. The processing time for disposed cases out of registered cases in 2008 – Civil cases (of non-Muslims)

The chart refers to the swiftness in adjudicated cases dispositions (as to Civil cases (of non Muslims) in 2008, where 102 cases out of the 165 total registered cases. As for the adjudicated cases, 81 cases from a 102 original cases were dispositional at a rate of 79% within a duration not exceeding 3 months, as within 6 months 98 cases out of 102 cases were dispositional, rated at (96%, accumulated). For the remaining cases, (4%) consumed a processing time of 7 – 9 months, to be adjudicated.

The work load in the Personal status cases court of Non- Muslims



Vision: "PIONEERING IN COURTS WORK"

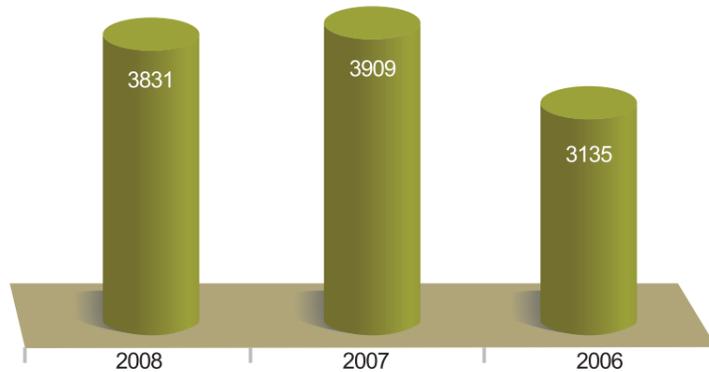
Mission: To deliver justice in the society, through precision and promptness in adjudicating lawsuits, execution of judgments, decisions, judicial orders, contracts and documents' authentication, by relying on qualified national cadres and regulations, procedures and new, developed technology.

### 3- THE PERFORMANCE INDICATORS OF THE APPEAL COURT

#### A) The Cases / Materials / Applications in the Appeal Court

It is noted below in the chart, a stability in the number of registered cases in 2008, compared to 2007

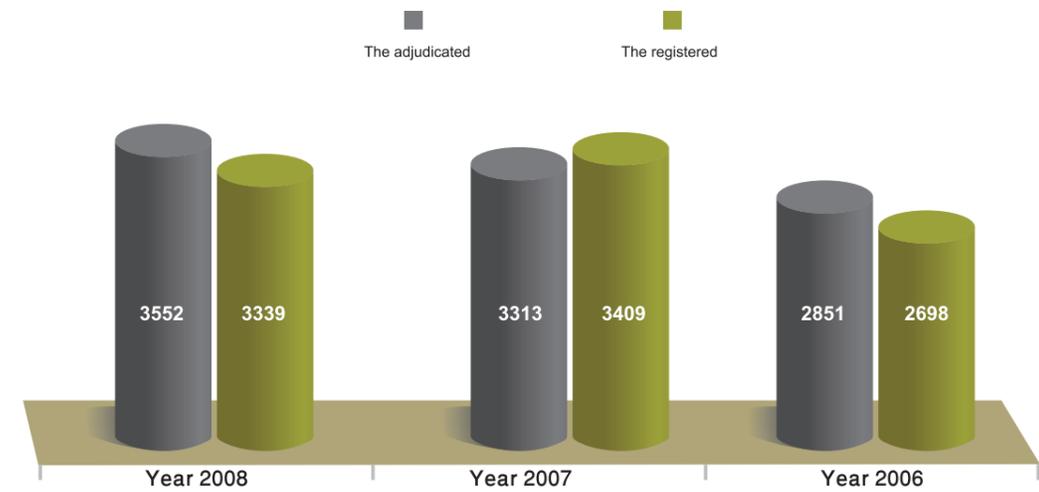
Comparing registered cases in the Court of Appeal



#### B) The clearance ratio of dispute nature in Appeal Court:

It is observed in the below chart, the increase of the adjudicated cases in 2008, in compare to 2007 with a rate of 7% where 3313 cases in the OCurt of appeal in 2007 were dispositional, opposing to 3552 cases in 2008. It is realize din the Appeal Court, achieving a high rate in number of dispositions, reaching 106% which is a rate incrementing with a sequence of 6% more than the targeted rate for 2008 which was 100%.

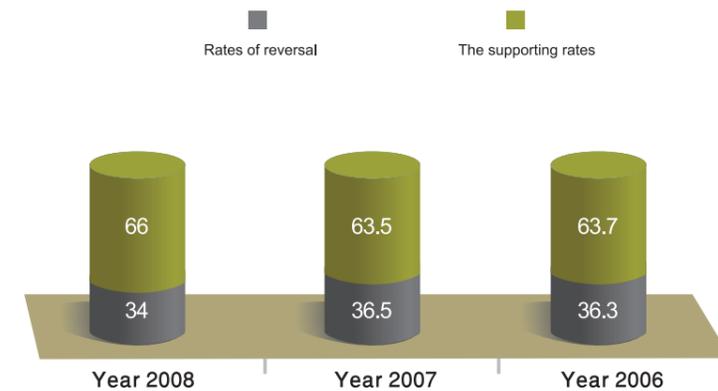
The average rate of dispositions of dispute nature in Court of Appeal



#### C) The accuracy of issued sentences in the Appeal Court:

It is observed in the below chart, the descending rate of adjudicated cases' reversal in Appeal Court at a rate of 2.5% where it marked 34% in 2008, opposed to 36.5% in 2007. For the affir-mance rates of rulings, an increase was recorded rated at 66% in 2008, in compare to 63.5% in 2007. This signifies a positive performance by the Courts according to the indicators.

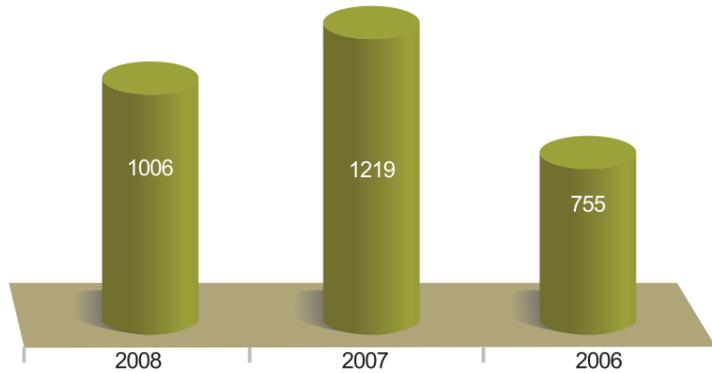
The average rate of accuracy in the Court of Appeal



### D)The Labor and Employers cases registered in the Appeal Court:

It is observed in the below chart, the descending rate of Labor and Employers adjudicated cases in Appeal Court in 2007, where it marked a rate of 17% where it marked 1219 cases in 2007, opposed to 1006 in 2008. For the affirmance rates of rulings, an increase was recorded rated at 66% in 2008, in compare to 63.5% in 2007. This signifies a positive performance by the Courts according to the indicators.

The Workers and Employers' cases registered in the Court of Appeal

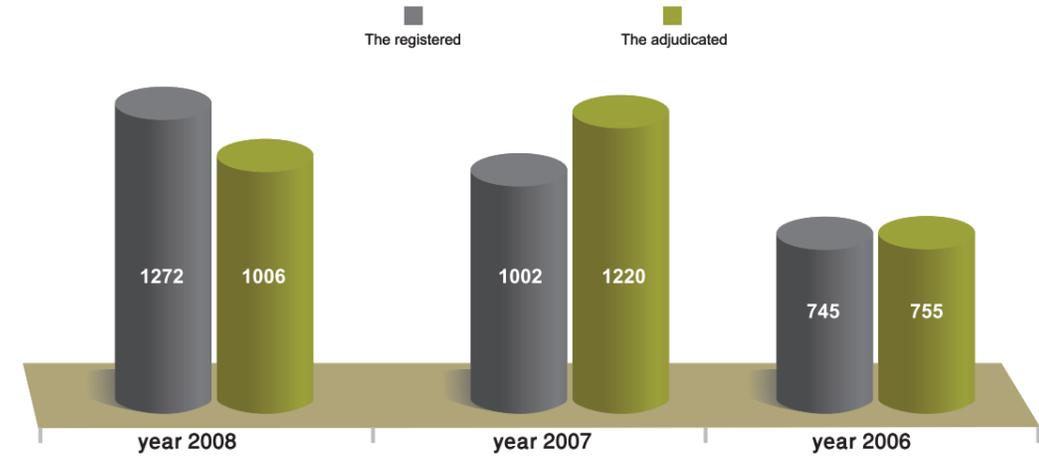


### C)The clearance ratio of dispositions in Labor and Employers cases in the Appeal Court:

It is observed in the below chart that the number of dispositions in the Appeal Court was highly significant, rated at 126% in 2008, where this rate increases by 44% more than the rates of dispositions achieved in 2007, which was rated at 82%.

It is also noticed that the number of Labor and Employers cases been dispositional, were 1272 cases in 2008, comparing to 1002 cases in 2007, signifying an increase of 270 cases.

The average rate of Workers and Employers' cases registered in the Court of Appeal

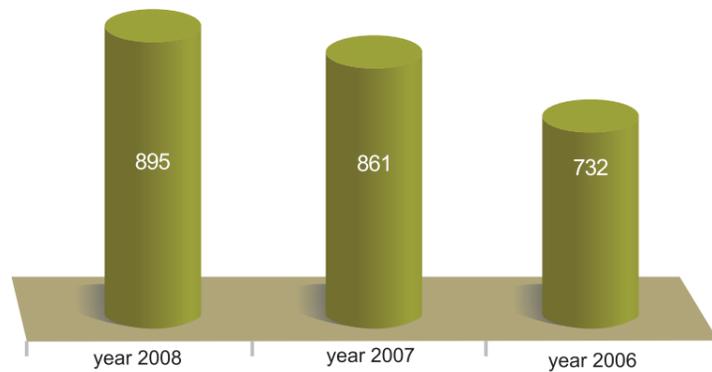


## 4- THE PERFORMANCE INDICATOR IN THE COURT OF CASSATION

### A) The Cases in the Court of Cassation:

It is observed an increase in the cases registered in Court of Cassation in 2008, comparing to 2007, at a rate of (3%). and 2006. Cases amounted to 895 appeals in 2008 in compare to 861 appeals in 2007. This was a result of the relation between the Appeal Court rulings and the appeals registered in the Court of Cassation.

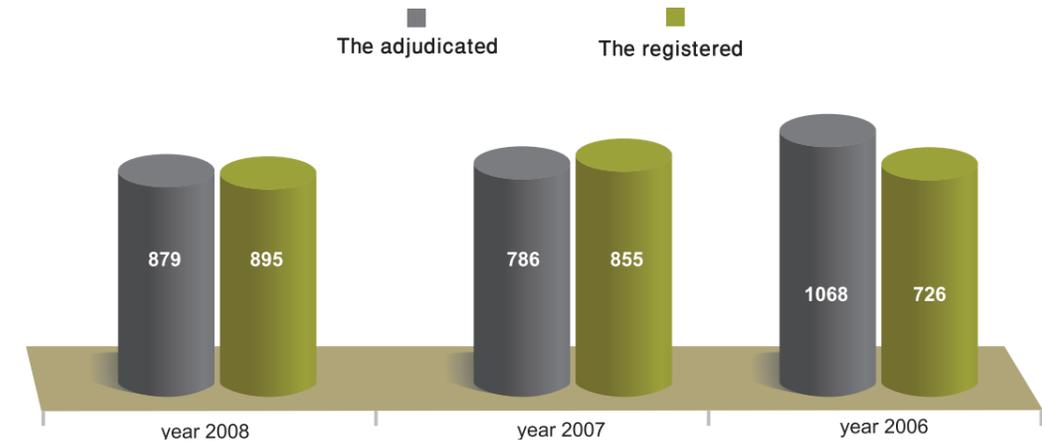
The cases registered in the Court of Cassation



### B) The clearance ratio of dispositions in Court of Cassation:

The Court of Cassation had achieved an average of disposition of 98%, which is a high average, added to Dubai Courts' accomplishments. It is considered that year 2008 is less by 2% only from the targeted rate, which again is an achievement for the Court of Cassation.

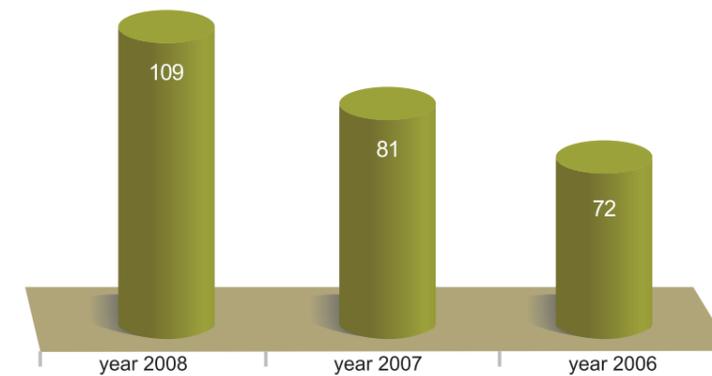
The average dispositions in the Court of Cassation



### C) The Labor and Employers appeals registered in the Court of Cassation:

It is observed from the chart below, an increase of 35% in Labor and Employers registered cases in 2008, where 109 appeals were listed in 2008, opposed to 81 in 2007.

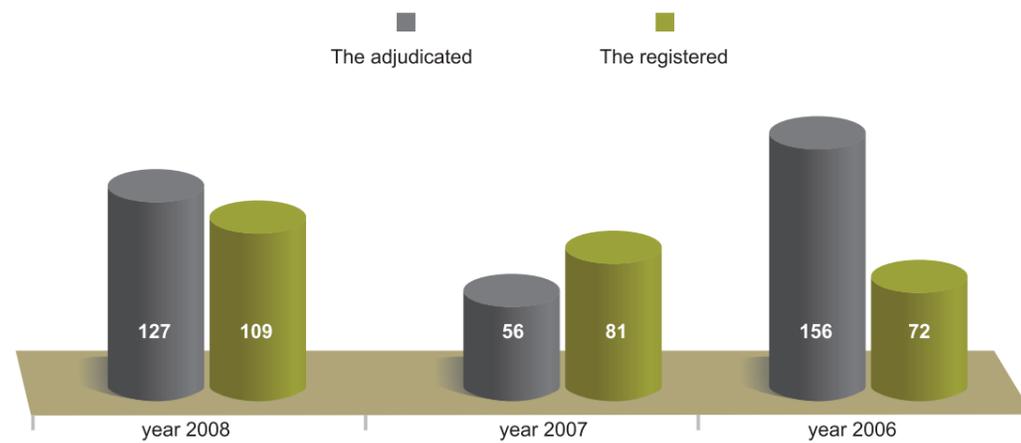
Workers and Employers appeals registered in the Court of Cassation



## D) The clearance ratio of dispositions in Labor and Employers appeals in Court of Cassation:

In 2008, the Court had achieved a significant average rate of dispositions, at 117% in compare to 69% in 2007, with a remark, that the declared rulings in 2008 are twice the rulings in 2007.

The average rate of dispositions in Workers and Employers appeals in Court of Cassation



### 5- THE INDICATORS' RESULTS IN THE CIVIL ENFORCEMENT PERFORMANCE:

The executive department sets its aims in executing the declared civil rulings in the various Courts levels, as well as executes the judicial applications and the declared rulings from the organized Courts, Shari'e Courts, both internal and external, through Court oratories.

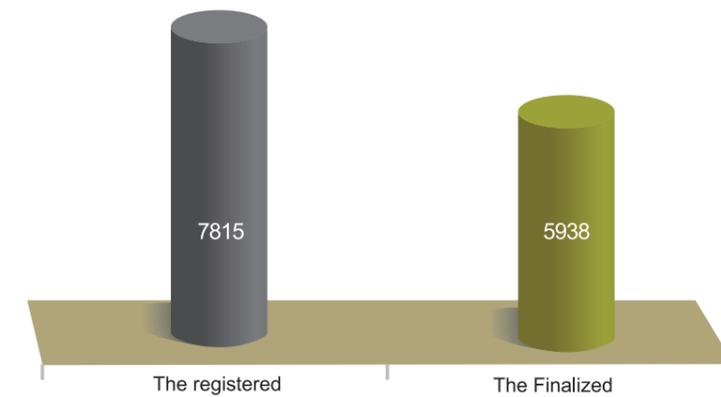
This report signifies the results of (3) performance indicators, represented as in the following:

1. The enforcement average indicator
2. The promptness of comprehensive enforcement indicator
3. The promptness of enforcement from registration indicator

## First: The enforcement average indicator:

This indicator is calculated by measuring the rate of finalized cases during a year in ratio to the registered cases. This indicator is used to measure the department's efficiency during a year. It has proofed a small plunge by 2%, where this indicator has recorded 78% in 207, opposed to 76% in 2008, where 5938 cases were enforced, while 7815 were registered.

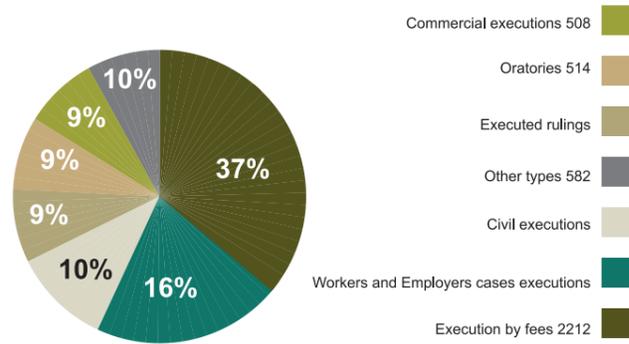
The average rate of execution in 2008



By looking at the finalized cases (enforced) and shown below in the following chart:

- 2212 cases were completed with its fees, consuming 37% of total finalized cases
- 960 Labor and Employers cases were completed, consuming 16% of the total finalized cases
- 595 civil cases were completed, consuming 10% of the total finalized cases
- 567 completed cases of rulings enforcement were carried out, consuming 9% of the total finalized cases
- 514 filed cases were completed, consuming 9% of the total finalized cases
- 508 commercial cases were completed, consuming 9% of the total finalized cases
- 582 cases were completed of other filed categories (fines – rentals enforcements – Shari'e enforcements – Administrative directions – Shari'e fines – executing urgent matters – Shari'e oratories - executing urgent Shari'e matters) where they all consumed 10% of the total finalized cases.

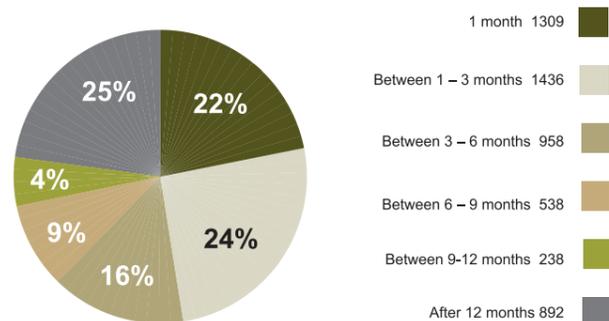
The completed executed cases in 2008



## Second: The promptness of comprehensive enforcement:

This indicator measures the time spent in enforced cases, regardless of its date of registry. It is observed from the chart, 22% of enforced cases in 2008, were completed in a time frame not exceeding 1 month, 24% enforced between 2-3 months, 16% enforced between 3 – 6 months and 9% in a time between 6 – 9 months. While 4% were enforced within 9 – 12 months and 25% consumed more than 1 year. The total number of enforced cases in 2008, amounted to 5938 cases with a rate of 76%.

The promptness of comprehensive executionDuring

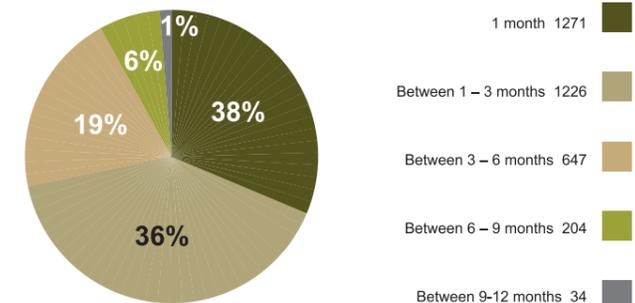


## Third: The promptness of enforced cases out of registered cases:

This indicator measures the promptness of executing registered cases during a time frame, starting from date of registry to date of enforcement.

It is observed from the chart, 74% of enforced cases in 2008, were completed in a time frame not exceeding 3 month, which is a good sign for enforced cases. While 19% were enforced between 3 - 6 months, 6% enforced between 6 - 9 months and 1% in a time between 9 - 12 months. The total number of enforced cases in 2008 amounted to 3382 enforced cases out of 7815 registered cases, with a rate of 43, 3%.

The promptness of executed cases out of registered cases in 2008



## 6 - CRIMINAL CASES

Crime is described as violating the public interest and offending the nation or the general system. The legislator had defined the types of crimes as (crime – misdemeanor – violation), where their relevant penalties were set. The Criminal Court is specialized in the disposition of the criminal cases being represented to it by the Public prosecutor.

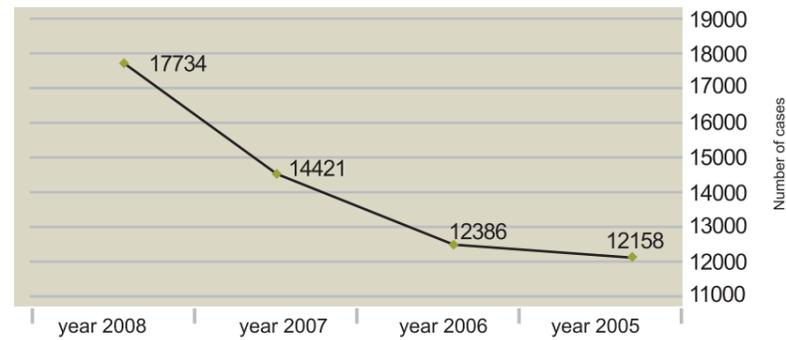
In this section, the performance indicators in the criminal cases will be highlighted in the three courts of (First Instance – Appeal – Cassation).

### First: The indicators reflecting the criminal cases in the Court of First Instance:

#### 1: 23% increase in criminal cases:

By looking at the chart below, it is observed the increase in number of criminal lawsuits referred by the Public Prosecutor to the Court of first Instance between year 2006 – 2008. Where the indicators shows 12,386 criminal cases in 2006, as for 2007, it marked a significant increase of 16,4%. As for 2008, the indicator reflected a clear increase of 23% in 2007, which is due to the increase of population and construction booming, creating an attractive environment for investors.

Number of criminal cases in the Court of First Instance

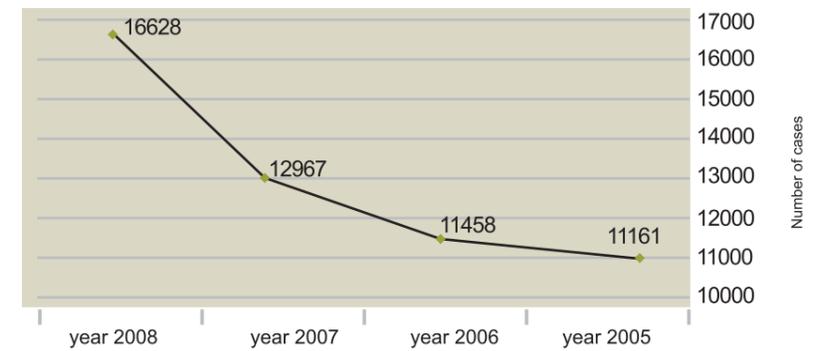


#### 2: 28,2% increase in the number of declared issued sentences:

It is observed from the chart below, the number of rulings declared increased consecutively, in parallel to the referred cases in 2008, where the indicator has increased by 28,2% in 2008. The number of rulings amounted to 16,628 rulings in 2008 as opposed to 12,967 rulings in 2007.

By analyzing the clearance ratio, it is realized that 90% of the registered cases in 2007 were dispositional where 12,976 rulings were declared in compare to 14,421 referred cases. The disposition indicator has increased in 2008 by 3,8% in compare to 2007, where the indicator had recorded 93,8% and that is by issuing 16,628 rulings as opposed to 17,734 referred cases. This had reflected as a good sign for the Court of First Instance.

Number of rulings issued by the Criminal Court

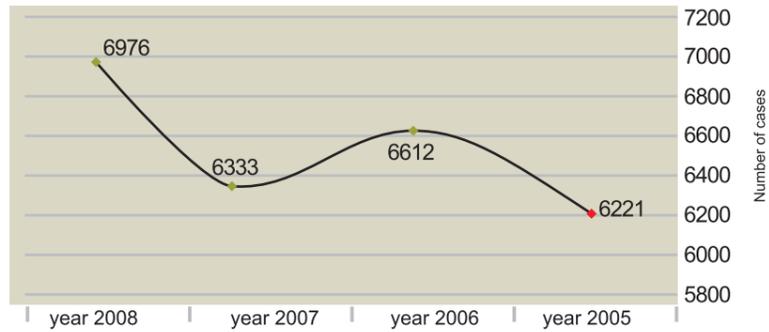


## Second: The registered criminal cases indicators in the Appeal Court:

### 1,10% increase in the registered cases:

The chart below indicates the number of registered appeal cases in Dubai Appeal Court where the indicator has marked 10% increase in 2008, comparing to 2007, by registering 6976 criminal appeal cases in 2008 opposed to 6333 in 2007. Factors behind such increase in Appeal Court are due to the number of declared rulings by Court of First Instance as illustrated in the chart related to declared rulings by Court of First Instance. From an observing perspective, it is realized that in 2007, 48% rulings were appealed from the Court of First Instance and 42% in 2008, which reflects a positive drop down of 6% referring by that the positive performance of the Court of First Instance where the rulings are being reasonable and accepted by the defendants.

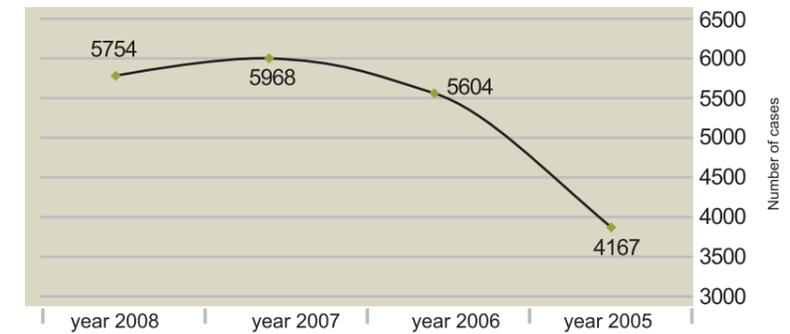
Number of appealed cases between 2005 – 2008



### 2,36% decrease in the number of declared rulings by Appeal Court:

It is observed through the chart below, a stability with tendency towards dropping down in the number of declared rulings by Appeal Court, where the indicator has recorded a slight decrease in the number of declared rulings in 2008, rated at 3,6%. As for the dispositions, 5754 criminal cases were appealed opposed to 5968 cases in 2007, that is 214 cases in difference.

Number of issued rulings by Court of Appeal between 2005 – 2008

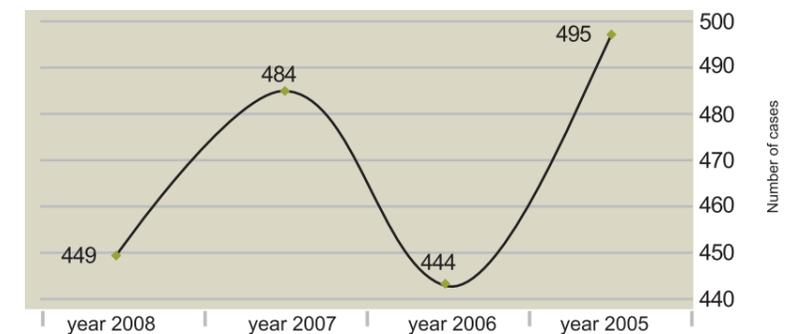


## Third: The registered criminal cases indicators in the Court of Cassation:

### 1: 7,2% decrease in the number of registered cases in Court of Cassation:

It is observed through the chart below, a drop down in the number of registered cases in Court of Cassation in 2008, where it marked a rate of 7,2% in compare to 2007, where 449 cases were registered in 2008, as opposed to 484 cases in 2007; that is 35 cases of difference. Comparing the registered cases in Court of Cassation and the declared rulings by Appeal Court, it is observed in 2007 that 8,1% of the declared rulings were appealed, while 2008 had witnessed 7,8% appeals, reflecting a 0.3% decrease. A sign of the positive performance in the Appeal Court, and the acceptance by majority of appeal applicants of the declared rulings issued by Appeal Court.

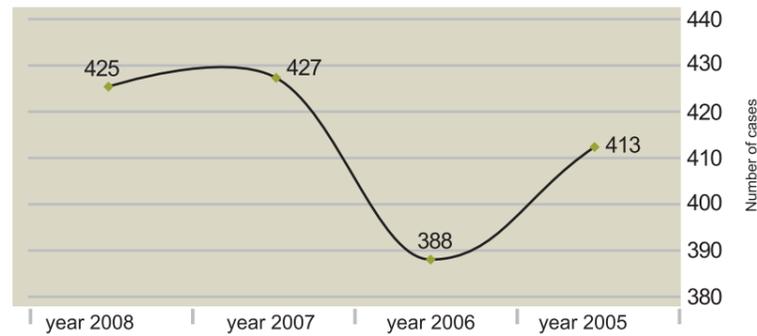
The registered cassation cases between years 2005 – 2008



## 2: 0.5% decrease in the number of declared sentences by Court of Cassation:

The chart below refers to stability with tendency towards dropping down in the number of declared rulings by Court of Cassation in 2008, at a rate of 0.5%. The Court had declared 425 rulings in 2008, in compare to 427 rulings in 2007. By analyzing the indicator, we observe the Court of Cassation to have achieved 95% as an clearance ratio (adjudicated cases / registered cases) in 2008, comparing to 88% in 2007 that is 7% increase referring by that a positive performance despite the decrease in number of declared rulings.

The number of criminal adjudicated cases between 2005 – 2008



## 7- THE RESULTS OF THE PERFORMANCE INDICATORS OF THE NOTARY PUBLIC

The Notary Public in Dubai Courts has various branches covering different location in Dubai; Tawar, Barsha and Department of Economic Development. Also, the main branch in the building of Public services, leading a vital role in facilitating the official proceedings for the Public.

### A 9% increase in the Notary Public transactions:

The statistics refer to the achieved transactions in the Notary Public during 2008 where it recorded 142, 915 transaction in compare to 131,824 transaction, which is a 9% boost up from one year to another.

The Category	The performance indicators	The achieved 2007	targeted 2008	The achieved 2008	targeted 2009
The operations	The average time spent in providing service in the Notary Public	--	--	40mins. - The regular employee 20mins. - The multi-tasker employee	17 mins.
The employees	The average amount of works provided in the Notary Public	10500	11.000	11.002	11000
The employees	The average rate of works performed for every document	4800	5100	5107	5100
The employees	The rate of satisfactory	75.7%	80%	66.3%	77%
The Procedures	The number of errors found in the transactions	---	---	5%	4%
Customers	The Satisfaction of the customer	90%	91%	92%	93%
Customers	Number of Complaints	9	5	6	4

The statistics of 2008: 143, 000 achieved transactions, 13 Notary Public, 28 authenticators

Looking at the previous table, the targeted figure for the average rate of completed transactions for each Notary Public remained as it is despite the annual increase anticipated for year 2009, which is due to the increase of the number of Notary Public in the Administration.

The Administration also anticipates a drop in the number of completed transactions in 2009 in the main branch ( the Court) as the branch's works are limited to administration matters and certain types of transactions, such as: judicial warnings, seizing dealings with Counselors, withdrawal of cases, the transactional proceedings relevant to Court staff, Public Prosecution staff, Rashid Hospital patients, under arrest individuals in Dubai Police department, prisoners in Dubai and also publishing editions.

The fall was also due to a research being conducted for restructuring the main branch in order to facilitate transactions through opening the Barsha and Tawar branches to eliminating the crowd caused in city center.

management and its divisions	2007					2008				
	authentication	verifying date	publishing editions	contracts	total	authentication	verifying date	publishing editions	contracts	total
The main branch	4867	14	390	67	5338	5584	8	415	44	6051
The DED branch					14015					16024
Barsha branch	39912	59	0	309	40280	48874	27	0	461	49362
Tawar branch	71745	188	0	258	72191	71100	181	0	197	71478
Total	116524	261	390	634	131824	125558	216	415	702	142915

It is observed as well that the Tawar branch in , has generated the highest rate of all Notary Public transactions in 2007 was (55%), where it was 50% in 2008, due to the location for various commercial centers and spots of density population. The remaining rate in 2008 was divided among Barsha branch at 35%, DED at 11% and main branch at 4%.

By looking back at year 2008 statistics, it is found that the number of beneficiaries of Notary Public services were 310,543 customers, where 142,915 had authentication transactions, a sign of nationality diversity seeking Notary Public services.

Such authentications are as: Judicial warnings, amounting to ( 4697), testimonials ( 17,773), translations ( 362), minutes of meetings ( 1046), Powers of Attorney ( 74,278), contracts ( 2,048).

The DED branch had recorded such authentications, amounting to: Judicial warnings, amounting to ( 274), testimonials ( 2048), translations (46), minutes of meetings ( 244), Powers of Attorney ( 6642), contracts ( 6763).

The figures indicated that the Power of Attorney enforced, consumed 56,5% of the total transactions in the Notary Public, as for the contracts, they were in the second order, consuming 23,8%, then the testimonials in third position, consuming 13,8%. All those rates compose 94% of the total enforced transactions, in the documented records of DED and the Notary Public.

The residual categories of transactions were 6% of the total Notary Public transactions. Distributing the transactions along the year, reflects a the increasing in its rates, where statistical reports indicated the months ( May – June – July) to have witnessed the highest rates opposed to ( Jan – Feb – Dec), which marked the lowest rates in enforced transactions.

## 8- THE RESULTS OF THE PERFORMANCE INDICATORS IN THE PERSONAL STATUS CASES:

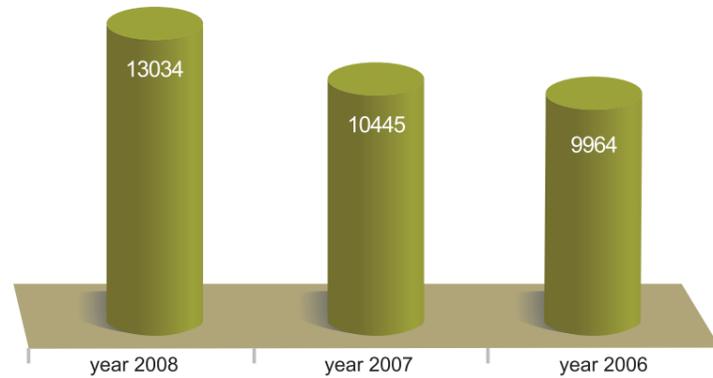
### A) The increase of transaction rates in the personal cases by 25%:

The department of personal cases, in the duration between 1/1/2008 till 31/12/2008, had marked 25% increase, which is relevantly a high rate in the Shari'e transactions in all its perspectives. The personal cases had included marriage, divorce, authentications, which in all had amounted to 13,034 in compare to 10445 in 2007, that is a 25% increase and 31% in comparison with 2006.

Adding to the vital roles played by the employees of the chamber, their interacting with customers returning for follow ups, in the most appropriate and required manner is an important mean to facilitate works in receiving all these transactions during the whole year. By achieving so, it is a sign of proven efforts dedicated by employees in following their leaders' guidance, and that is to reach the best and top performance.

A sign of such performance is also measured by the time spent in achieving the transaction in less than 10 minutes according to an electronic system report presented in the second half of 2008.

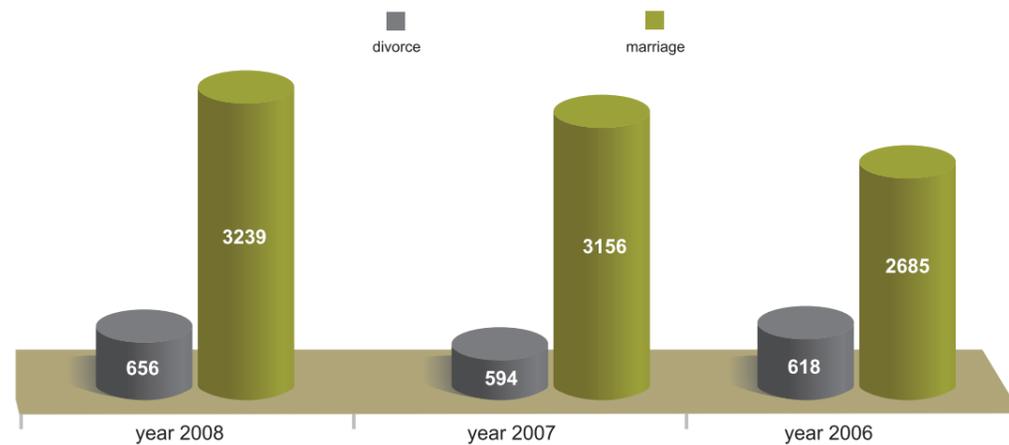
The number of transactions registered in the personal cases management



## B) The increase of marital rates:

The numbers of completed transactions have reached a significant record, where in 2008, 3239 transactions were recorded in compare to 3156 transactions in 2007. Out of these transactions, 12% includes the marriage of a national (male) to national (female), and national (male) to a non-national (female) and non-national (male) to a non-national (female). As for the divorce rates, it had amounted to 593 cases in 2007, opposed to 656 cases in 2008, which is a 20% variance in ratio to marital rates.

marriage and divorce rates in the personal cases department



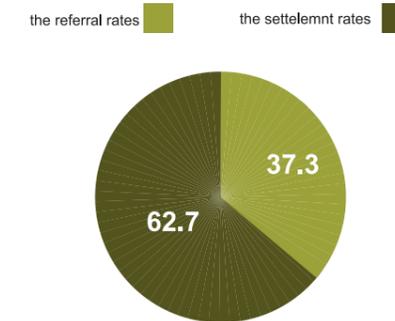
## C) Resolution in Family cases:

The department of Family reconciliation had achieved a considerable turning point in descending the rates of divorces in 2008, in compare to the number of family disputes registered. The success behind such effort is granted to the family consultants, who generate great effort in reconciling both parties by advising and using psychological and social compatible methods with the personalities and characters dealt with.

Statistics refer to the Department of Family Reconciliation, receiving 2447 cases in 2008, with an increasing rate of 9% in compare to 2007, of which 62.7% had succeeded in being resolved. As for cases been referred to Judges, rated at 37%, which so far is a positive sign encouraging the pursuing of the same level of works, despite the numbers reflecting the increase of cases.

A highlight of personal cases scenarios, signifying Dubai Courts' role in finding and exploring substitute institutions, assessing in the families' stability in Dubai specially and UAE in general.

The Ratio of settlements versus the family cases referred to the Judges ( 2007) (2008)



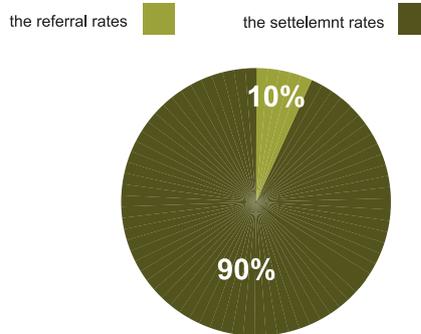
## D) The increase of settlement agreements in the inheritance disputes to 93% :

The division of Inheritance in the personal cases department has recorded 1120 files of Islamic legal Information ( Shari'e) in 2008.

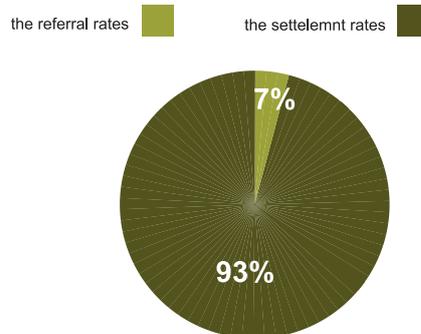
Cases that have been registered, amounted to 787 files, of which 93% of them were concluded and resolved the inheritance disputes among relevant parties, in an amicable session. Settlements were concluded in the presence of Inheritance consultants. The performance indicators showed a rate exceeding the targeted in 2007, where rated at 90% in settlements of such disputes.

Also the Inheritance consultants have succeeded in eliminating the number of cases being referred to the Judges, where only 7% were referred as to maintain case resolution in a peaceful and amicable manner, respresented in reports submitted to the Judge of inheritance, outlining the comprehensive inclusion of all Inheritance components. Further to such action the number of applications submitted by the inheritants had dropped down by 788 applications less.

The Ratio of settlements and referrals in inheritance affairs ( 2007)



The Ratio of settlements and referrals in inheritance affairs ( 2008)



2008