



Annual Report

2022



Judiciary that Makes the Future



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His Highness Sheikh

Mohammed Bin Rashid Al Maktoum

UAE Vice President, Prime Minister and Ruler of Dubai



His Highness Sheikh

Hamdan Bin Mohammed Bin Rashid Al Maktoum

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



His Highness Sheikh

Maktoum Bin Mohammed Bin Rashid Al Maktoum

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



His Excellency Tarish Eid AlMansoori
General Director, Dubai Courts

Long strides towards a better future

Anyone who has followed Dubai Courts' journey of arduous, continuous work that aims to pioneer in line with the highest levels of legal, administrative, and technical thought can attest to the fact that it has done so in a relatively short amount of time, becoming both the symbol of Arab judiciary and a fierce competitor to become the symbol of all judiciaries. Dubai Courts fights against the wind, sound, and races against the speed of light to achieve that instead of using the wings of a big bird, in order to fulfill the words of His Highness Sheikh Mohammed bin Rashid Al Maktoum, which became the slogan of the UAE and its people "I and my people will never settle for anything less than the first place".

The reader of this annual report will surely see a highly accurate panoramic scene of Dubai Courts from A to Z.

In this report, Dubai courts runs in the field of justice and the judiciary as if it has no competition, looking forwards rather than backwards except in order to avoid the pitfalls of the past, and there are no pitfalls in the past or mistakes, but there are lessons that increase our knowledge, experience and adherence to the values of Dubai Courts.

Our distinguished judicial and administrative personnel at Dubai Courts understand that there is no room for them to remain in the past, no matter how beautiful it was, because Dubai does not remain in the beautiful past, but rather takes long leaps to the better future, so our distinguished personnel not only want to be in the most beautiful future, but are also determined to make a fruitful alliance with it, an alliance that promises every dazzling and unexpected

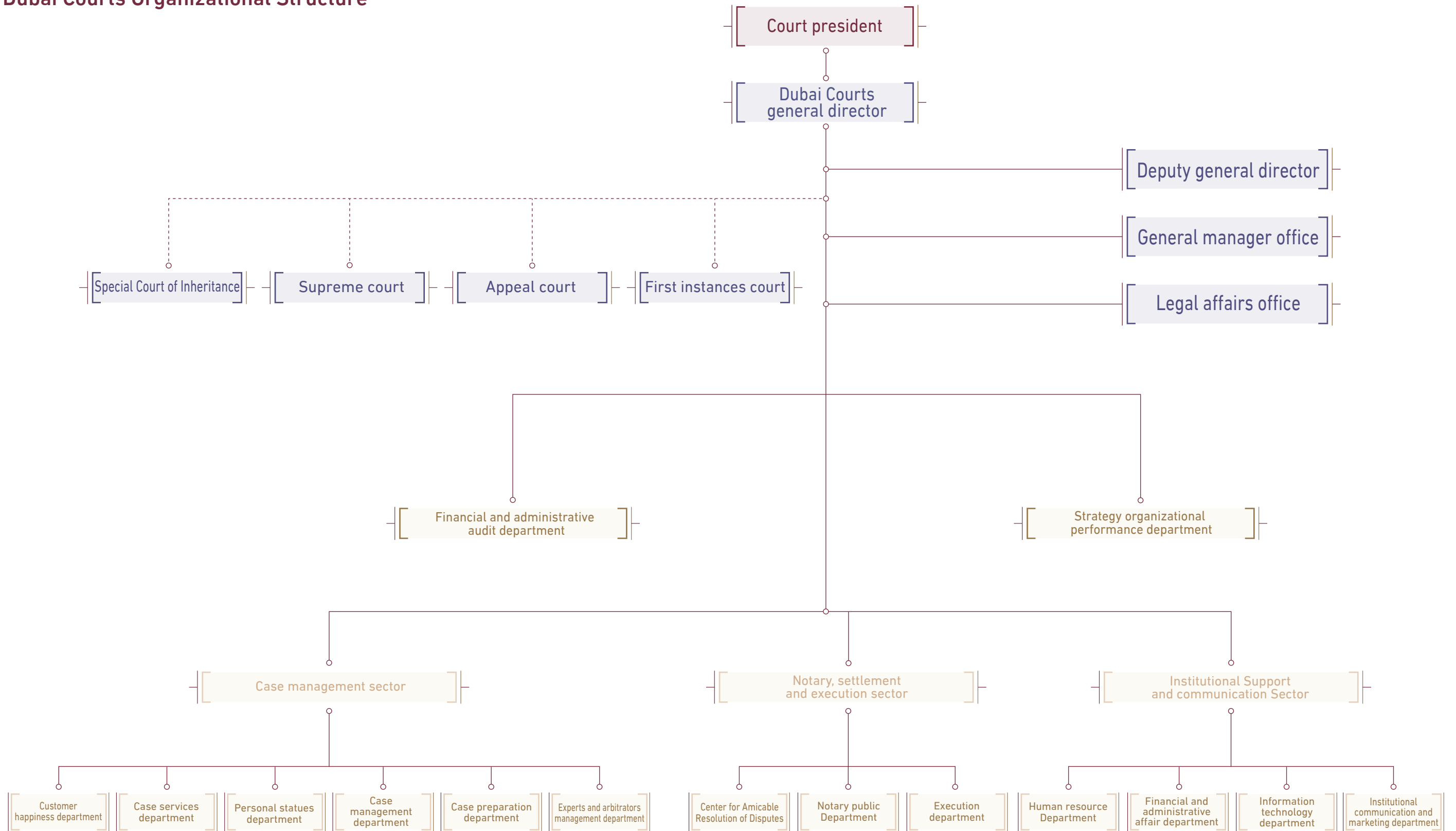
advance, and the signs of that came in that rapid and conscious pace with the changes of the local and international community, so the world of digitization and its tools are its means to keeping pace with a changing world that does not remain stable but rather keeps leaping beyond, higher and more technical.

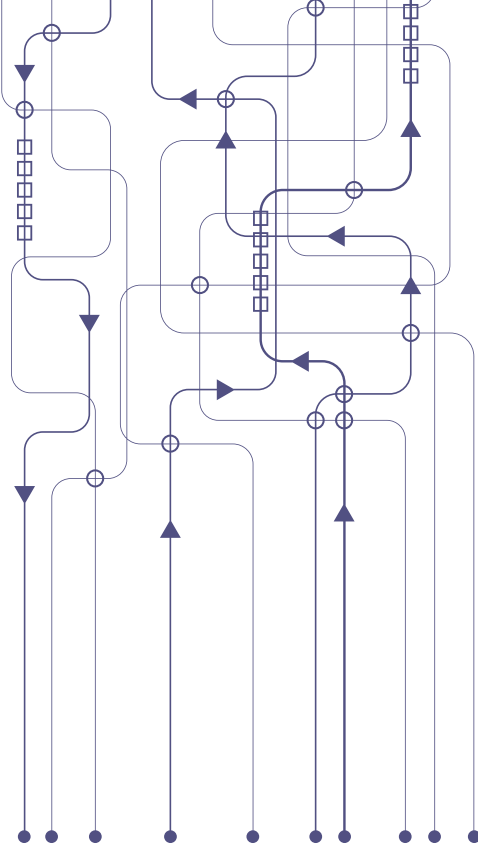
With these digital tools, our distinguished personnel have introduced new judicial and administrative services that suit the movement of life and society in a remarkable manner that has raised the happiness rates of its employees and customers, and the indicators of this were clear, and they constituted major milestones in the world of judicial work.

In Dubai Courts, we are proud that in 2022 we achieved an impressive variety of partnerships supporting judicial work with new partners, and we expanded the scope of our partnerships in a thoughtful and conscious manner, and we are still innovating, adding and moving our services and mechanisms, so that they are available in the hands of our customers close to them and meet their needs with ease, accuracy and security, including the Smart declaration system and the online inheritance inventory request service, which is the first step in the work of the new Special Court of Inheritance, which is the tip of the iceberg of its future achievements.

The reader of this report will be impressed by the Dubai Courts' results, indicators, projects and unprecedented initiatives that have achieved precedents at the various local, regional and international levels, and which say one inevitable word, which is that we in Dubai Courts are going ahead without deviation towards a judiciary that creates the future.

Dubai Courts Organizational Structure





Annual Report Under supervision of:

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

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Introduction

During the year 2022, Dubai Courts managed to achieve a set of achievements by building an integrated technical judiciary that contributes effectively to strengthening the judicial system in light of the rapid development witnessed by the judicial sector, to achieve effective justice characterized by accuracy and speed, and to provide easily accessible judicial services for all through the values of justice and transparency, judicial independence, tolerance, innovation and teamwork, to reach its vision of “world-class leading courts.”

Dubai Courts’ annual report, titled Judiciary that Makes the Future, shows the Courts’ efforts in keeping pace with technological advancements and smart transformation in order to achieve the aspirations and visions of the Emirate of Dubai, draw its plans and policies and drive its operations, administrative and judicial services to make its customers happy using the most viable modern and developed ways, to achieve pioneering and excellence in its services in line with the highest international standards.

The Courts has achieved a quantum leap in the three degrees of litigation procedures, and has employed technology and advanced techniques, and harnessed them to serve the judicial procedures and follow them up through indicators

and digital performance cards that monitor and control operations.

The year also witnessed more progress in terms of most of the indicators of happiness across the Courts, and in the internal and external environments. The Special Court of Inheritance was officially launched, which constituted a real leap in the qualitative justice system and the start of activating the Smart Declaration system to provide facilitated services to customers. The Courts also launched the online service of requesting the inventory of inheritance with the aim of harnessing modern technologies in developing judicial work.

The Courts continued to activate and expand its strategic partnerships with the governmental and quasi-governmental sectors as well as strategic, operating and knowledge partners in order to exchange knowledge and expertise.

The Courts obtained membership in the International Federation for Futuristic Studies and won the Globe Award for Best Use of Social Media Tools during the COVID-19 Pandemic. None of these accomplishments would have been achieved without the efforts of the outstanding task forces of the judicial and administrative personnel, adherence to structured and informed plans, and the adoption of innovative solutions.

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Courts Strategy

Dubai Courts Strategy

Vision

Pioneering & Internationally Distinguished Courts.

Strategic Themes

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

Mission

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

Values

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

Purposes

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

Leaps In Happiness Results

In order to achieve Dubai Courts' strategy and its mission to attain effective and accurate justice that provides accessible judicial services to all, the year 2022 witnessed more progress in most happiness indicators across the courts, and in the internal and external environments, in support of its goal of supporting the quality of life.

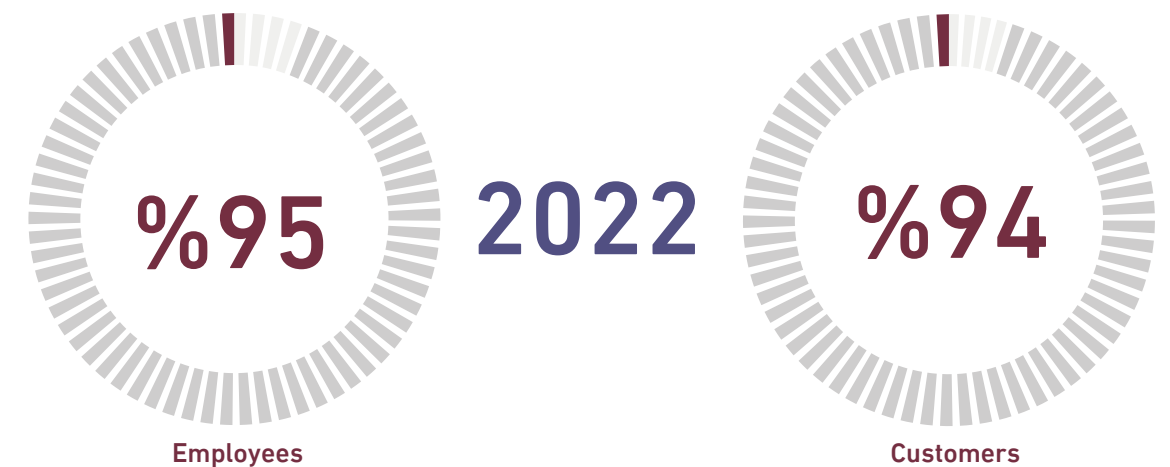
Happiness questionnaires in the Courts revealed that

the happiness index among customers reached 97%, while maintaining happiness rates close to previous years in the indicators of happiness of employees, society, partners, suppliers, and online and smart services.

Regarding the question about the extent of happiness, the percentage of customers jumped to 94%, significantly ahead of 61% in 2021.



Results Of Happiness Indicators At Dubai Courts*



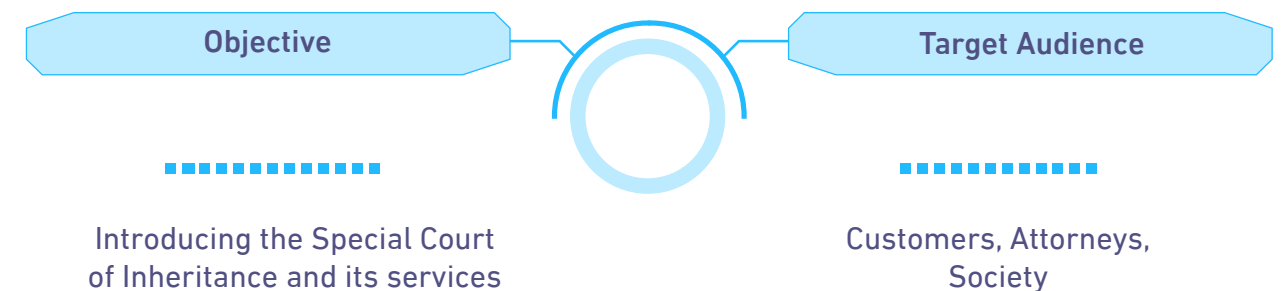
* By asking a question about extent of happiness

Enhancing The Institutional Marketing Of Services

Dubai Courts always strives to provide high-quality services that shorten time and leave a positive impression between the customers and the Courts. It also works to enhance institutional marketing for its constantly evolving services and deals promptly with calls and inquiries and responds thereto directly and professionally.

Promotional campaign for Special Court of Inheritance

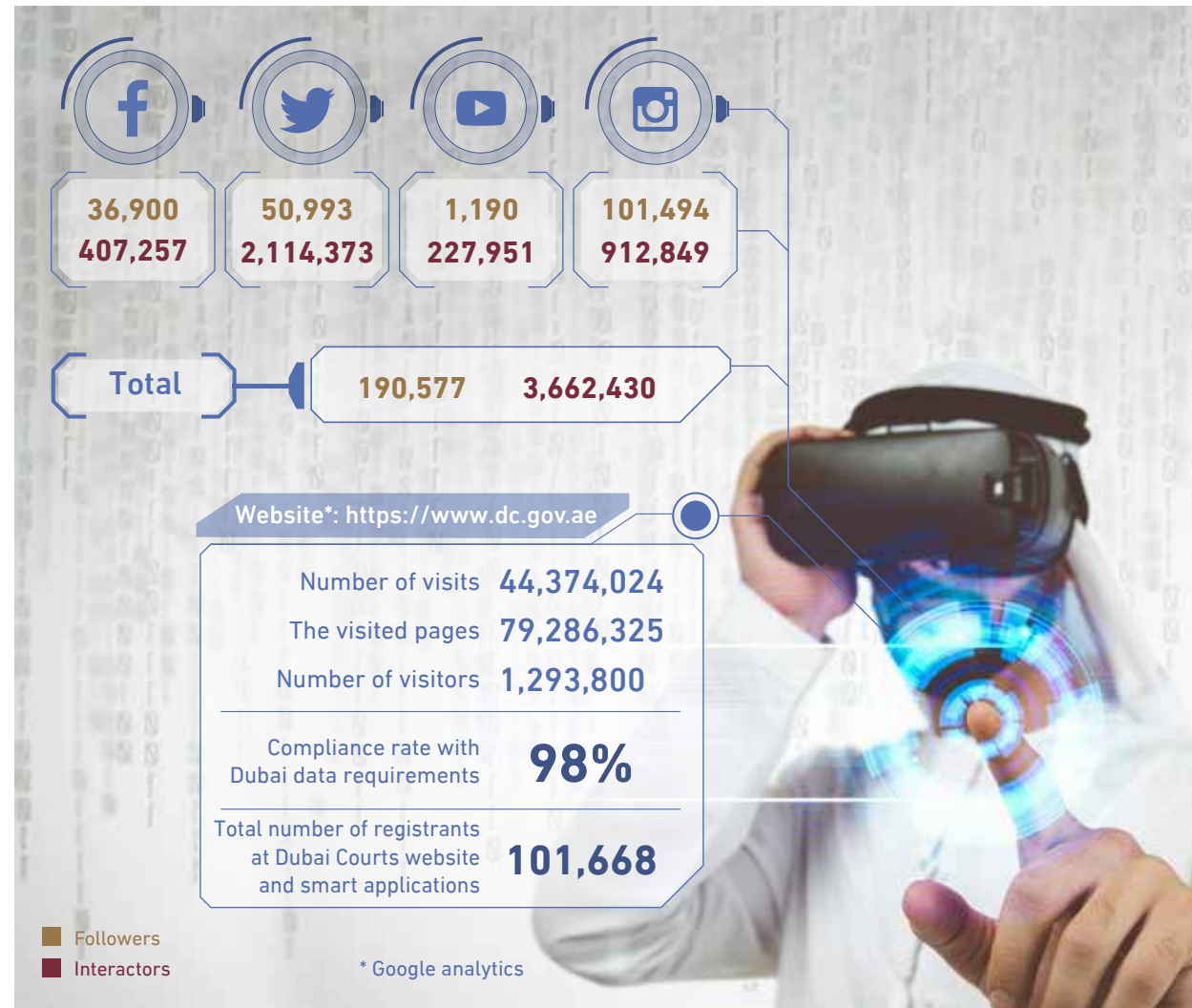
After Dubai Courts officially announced the launch of the Special Court of Inheritance - which constituted a real leap in the qualitative justice system and reduced a lot of time and effort - Dubai Courts launched a promotional campaign to inform customers about the new court, its workflow and specializations.



Direct And Effective Communication With Society

Dubai Courts works to maintain direct communication with the community to introduce its services and its continuous efforts to develop and update them

through its website and social media platforms, where it publishes all new updates and monitors interactions.



Twitter Spaces Captures Reactions

Dubai Courts also allocated its own Twitter Spaces to discuss reactions to a set of new laws issued by the Courts that focused on decriminalizing networks, practical applications of insolvency and bankruptcy procedures in accordance with UAE legislation,

challenges facing personal status issues, highlights on the Law on Domestic Helpers, settlement and resolution of insurance disputes, the Special Court of Inheritance, and practical applications of banking transactions cases.

Total Number of Twitter Spaces

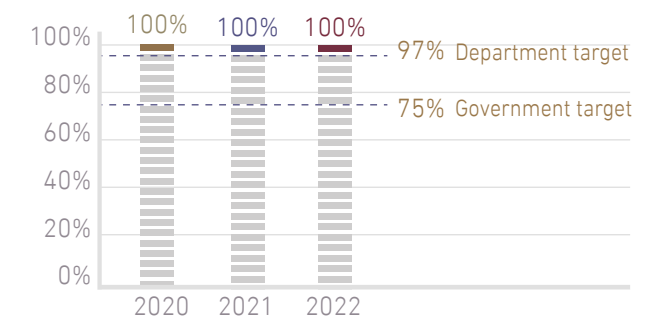


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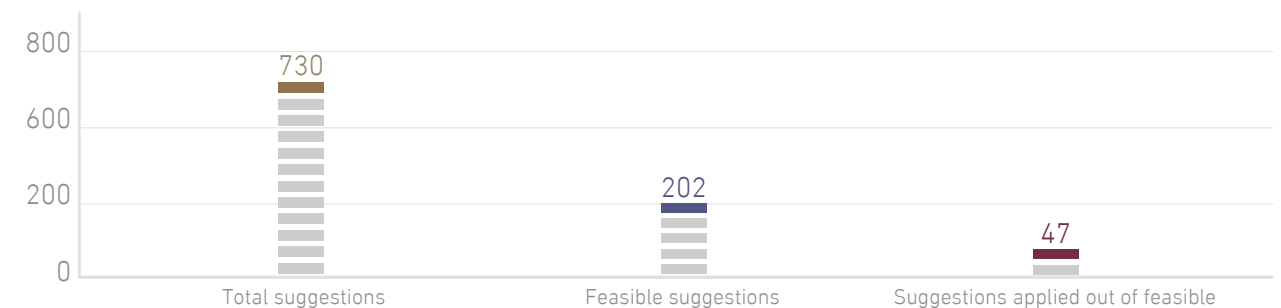
Outstanding performance in applying the customer complaints system

Dubai Courts recorded superior performance in implementing the unified customer complaints system of the Government of Dubai by handling complaints, achieving 100% against the target set by the Government of Dubai for complaints that were resolved within 7 working days.

working days 7 Complaints resolved within



Online suggestions system



Expanding Strategic Partnerships

Dubai Courts is keen on activating and expanding its strategic partnerships with the governmental and quasi-governmental sectors as well as strategic,

operating and knowledge partners in order to exchange knowledge and expertise and implement its strategic plans:

Partner statistics

Partner type	Number
Actual partners	89
Governmental partners	61
Private sector	24
Quasi-governmental	4

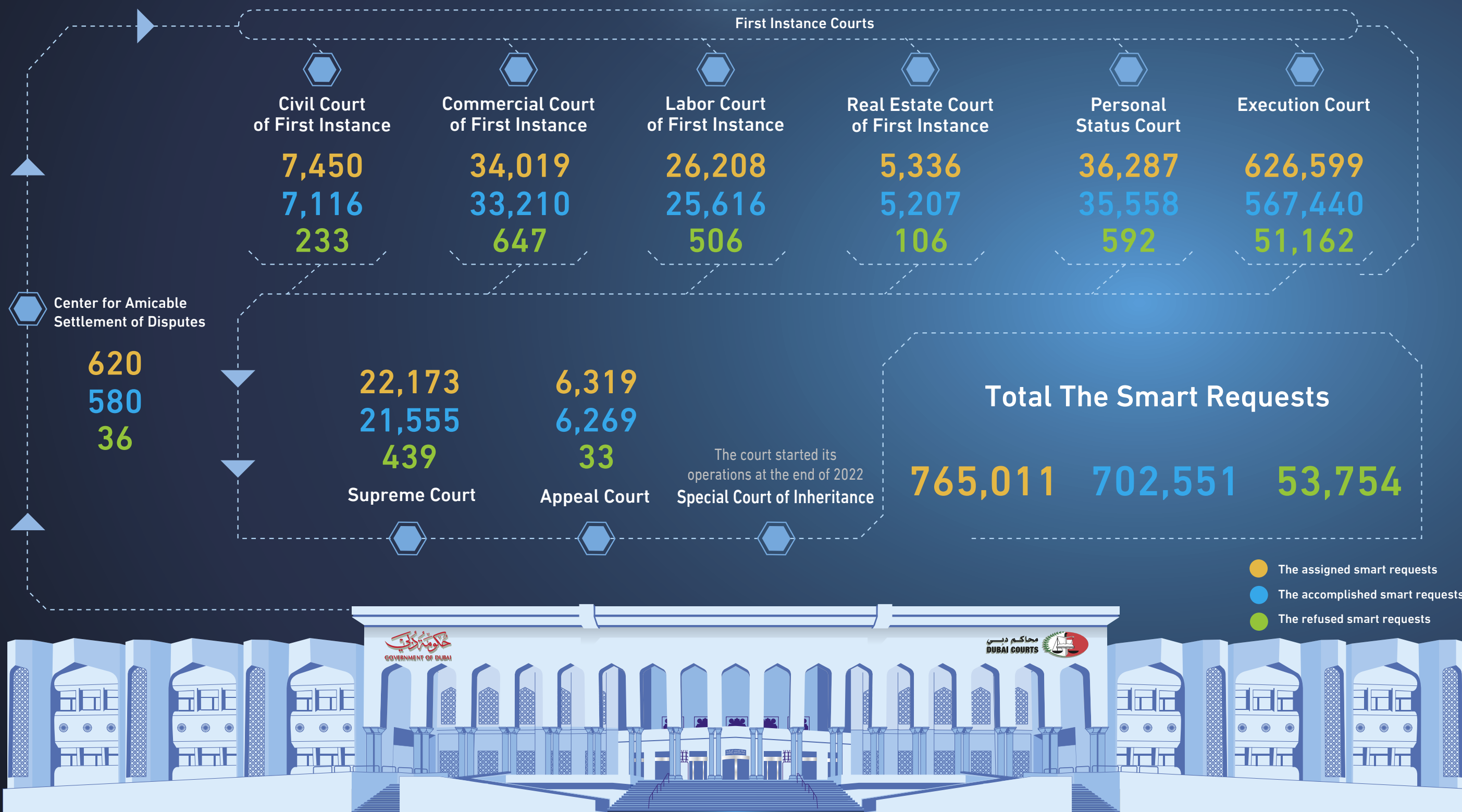
Partner classification

Partner classification	Number
Strategic partner	47
Operational partner	14
Knowledge partner	28

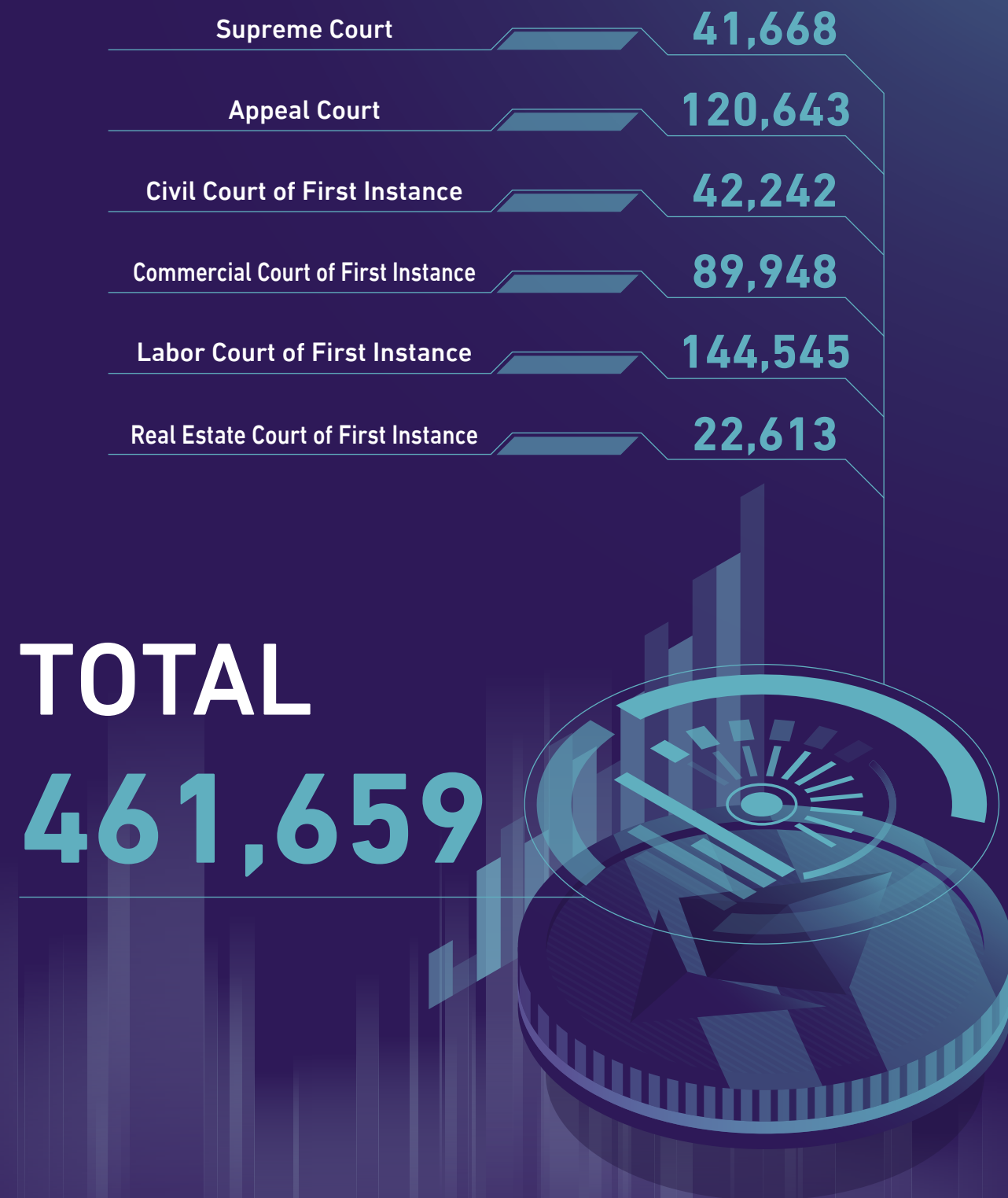


**Key Performance
Indicators of the Three
Degrees of the Courts**

Smart Requests



Publication of Judiciary Rulings Statistics Up To 2022



Remote Courts Sessions 2022

Courts	No. of sessions	Circuits	No. of sessions
Appeal Court	15,079	First Instance Case Management	65,985
Supreme Court	60,249	Appeals Case Management	31,082
Civil Court of First Instance	8,618	Appeals Management	2,129
Commercial Court of First Instance	25,969	Inheritance Case Management	3
Labor Court of First Instance	40,559	Amicable Resolution of Disputes	38,191
Real Estate Court of First Instance	6,209	Personal Status Settlements	2,109
Personal Status Court	15,400	Family Reconciliation and Guidance	23,244
Execution Court	6,786	Social Researcher	152
First Instance Courts- Center for Amicable Settlement of Disputes	440	Special Judicial Committees	2,125
Total No. of sessions		344,329	

Total civil cases completed

First Instance Courts	29,363
Appeal Court	14,887
Court of Supreme	3,588

Total penal cases completed

First Instance Courts	31,086
Appeal Court	9,584
Court of Supreme	1,057

Definition of Indicators

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





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

First Instance Courts: Increasing the Efficiency of Internal Performance and Boosting Productivity

About First Instance Courts

First Instance Courts is the first degree of litigation in the emirate of Dubai; comprising the following seven specialized courts: Personal Status Court, Civil Court, Criminal Court, Commercial Court, Real Estate Court, Labor Court and Execution Court. Each court is headed by a president whose rank is Appeals Judge at least, all headed by the president of the First Instance Courts whose rank is Senior Appeals Judge at least.

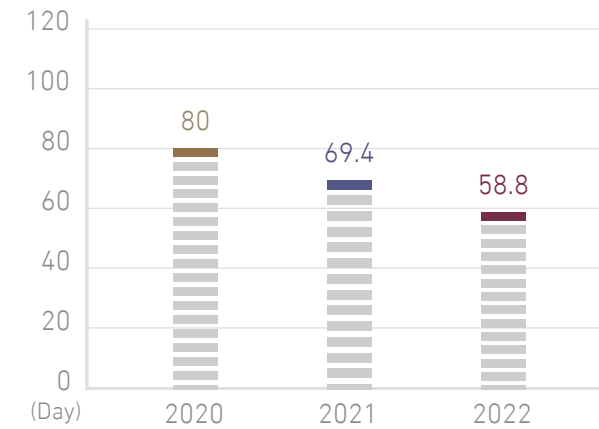
Structure of Judicial Circuits:

The judicial circuits are composed of a single judge, except for the Grand Criminal Court which comprises three judges.

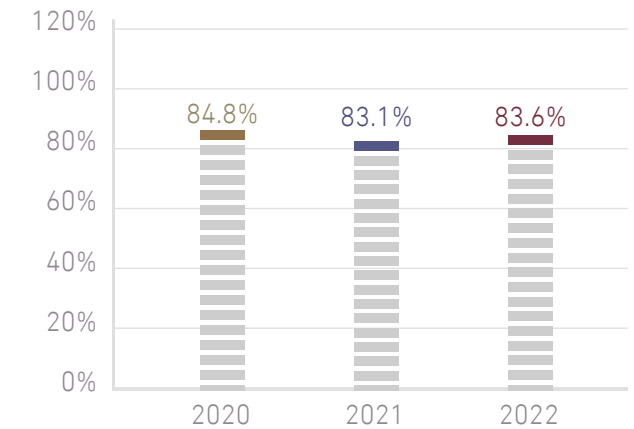
Jurisdiction of First Instance Courts

Hearing and adjudicating all first instance cases, implementing executive documents, adjudicating urgent and interim orders and lawsuits, and documenting settlements and conciliation between litigants according to the rules of jurisdiction established in the law.

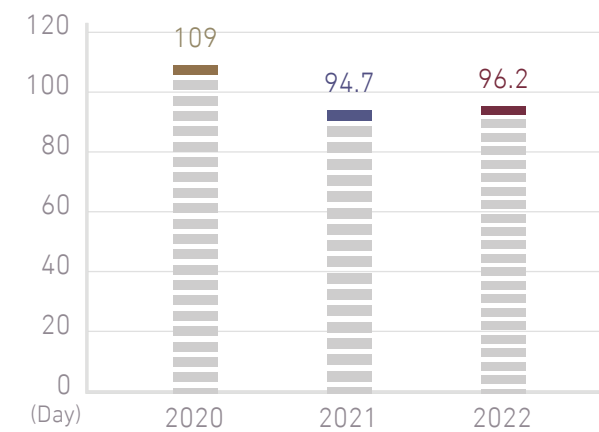
Average Judgment Term From First Hearing (Day)



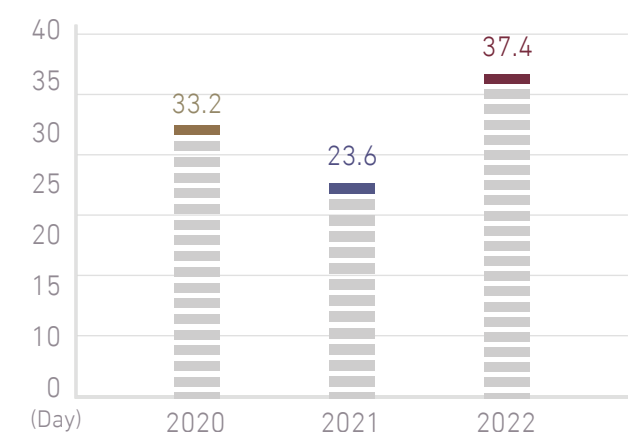
Accuracy of Judgments - Upholding



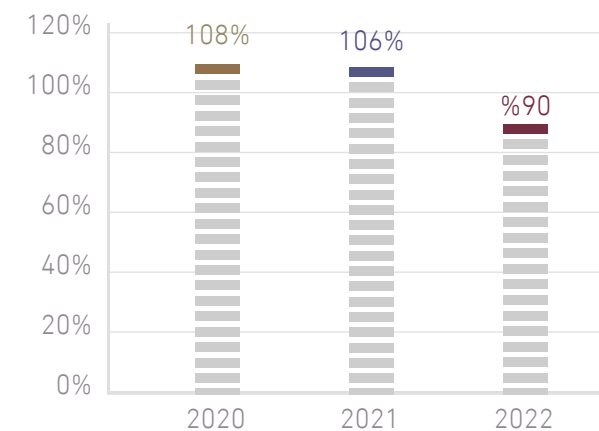
Average Judgment Term From Registration Date (Day)



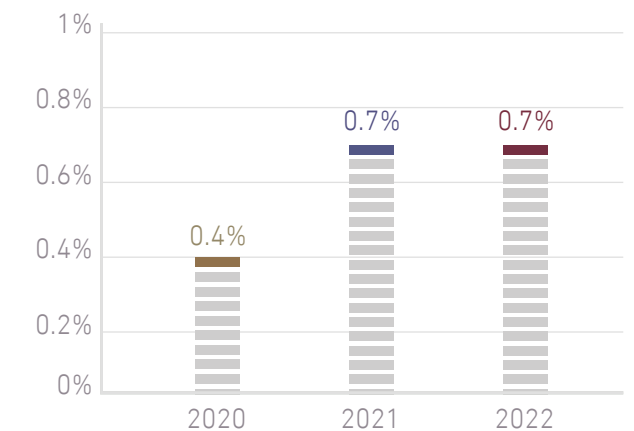
Average waiting time to first session per day



Resolution Average (General)



Cases in circulation for more than one year





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

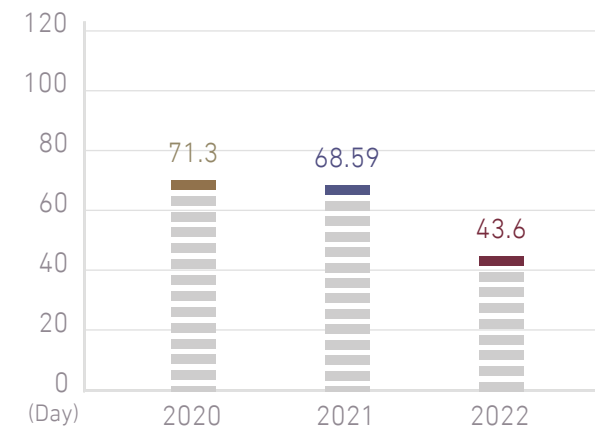
Labour Court of First Instance

About the Court and its Jurisdiction

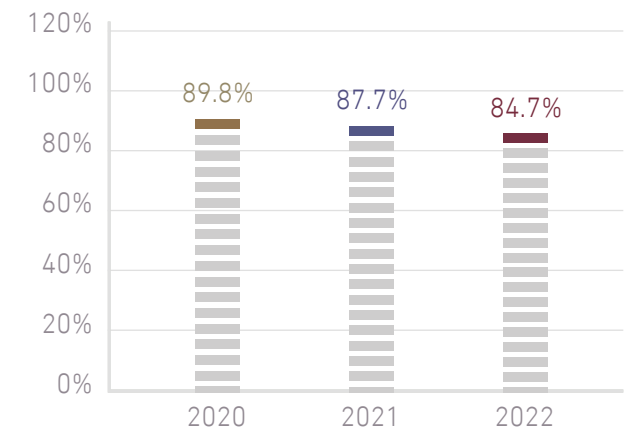
One of the specialized courts within the First Instance Courts, headed by a president whose rank is no less than an Appeals Judge and reports administratively to the president of the First Instance Courts. The court specializes in hearing all litigations arising from the application of the provisions of laws and regulations regulating labor relations. The circuits of the court are composed of a single judge.

- Federal Decree-Law no. 33 of 2021 Regarding the Regulation of Employment Relationships.
- Decree-Law no. 9 of 2022 Concerning Support Workers.

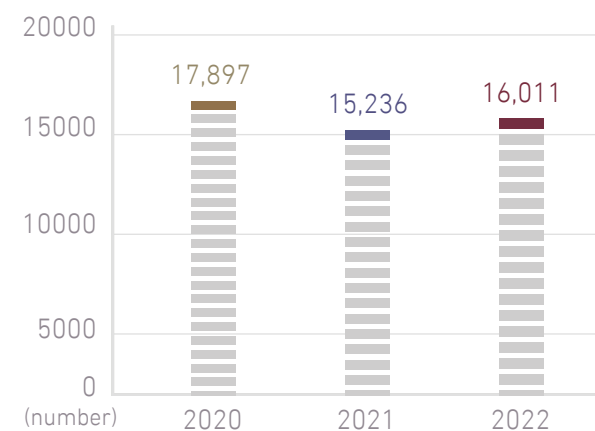
Average Judgment Term From First Hearing



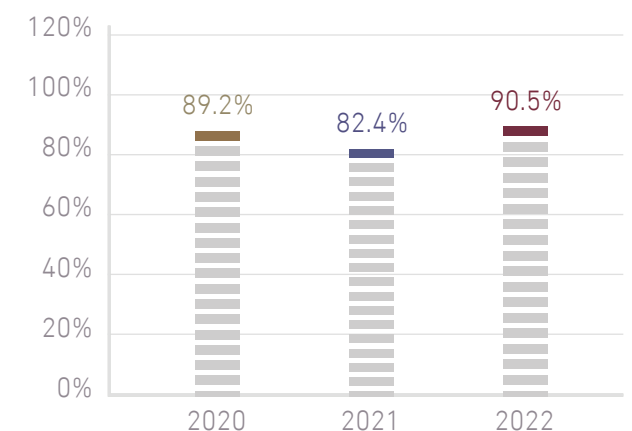
Partial accuracy rate of judgments



Volume of work or load of work (General)



Overall accuracy rate of judgments



The Personal Status Court is headed by His Excellency Judge **Mohammed Obaid Al Mutawa** on behalf of His Excellency the Judge **Khalid Yahya Alhosani**

Personal Status Court

About the Court and its Jurisdiction

One of the specialized courts under the First Instance Courts, headed by a president whose rank is no less than an Appeals Judge, and reports administratively to the president of First Instance Courts. The court specializes in personal status cases, such as:

1. Personal Status of Muslims.
2. Personal Status of Non-Muslims.
3. Money Matters of Muslims.
4. Money Matters of Non-Muslims.
5. Inheritance of Muslims.
6. Inheritance of Non-Muslims
7. Inclusion and Exclusion of Heir (Muslims).
8. Inclusion and Exclusion of Heir (Non- Muslims).
9. Certifications and Attestations.

About Personal Status Litigations

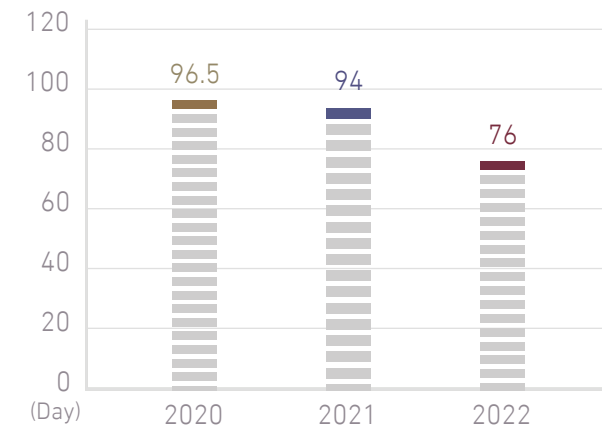
The Court hears all litigations and disputes related to personal status, such as cases of personal status, including divorce, alimony, custody, etc. The court also hears cases related to money affairs, such as cases of interdiction, the appointment and removal of a custodian, or permission to sell or invest the funds of a minor and the like, as well as the attestation of legal marriage contracts for Muslims and civil marriage contracts for non-Muslims, testimonies of wills, issuance of legal notices, determination of heirs, registration of inheritance files for inventory and distribution, confirmation of agreements related thereto, as well as issuance of divorce certificates, attestation of related agreements and other certificates related to the marital status of community members in the Emirate of Dubai according to legal jurisdiction.

Structure of the Court

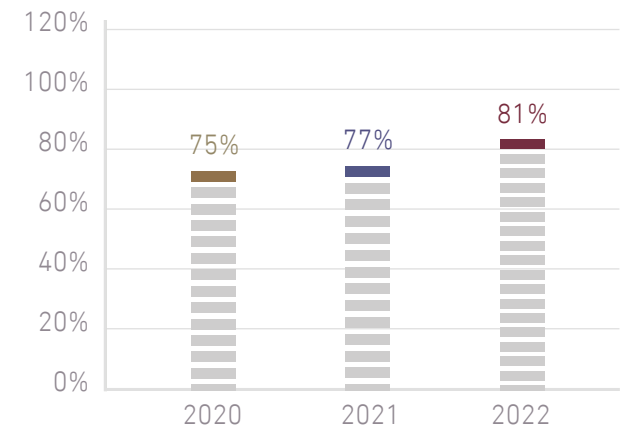
The court is composed of partial judicial circuits headed by a single judge who manages and adjudicates them according to the sessions and times set for each circuit, bearing in mind that all the

sessions of these circuits are secret sessions that are attended only by the parties to the case and their legal representatives and those authorized by the court such as witnesses, family arbitrators, experts or others.

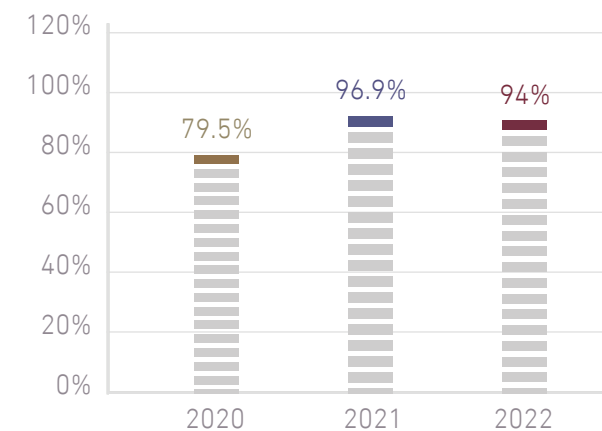
Average Judgment Term From First Hearing



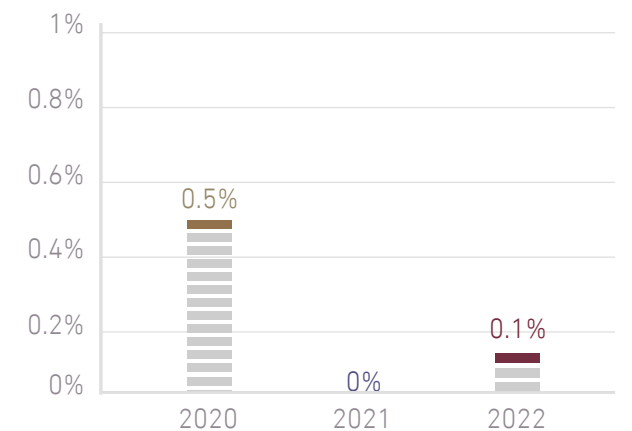
Accuracy rate of judgments



Resolution Average (General)



Cases in circulation for more than one year





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

Criminal Court of First Instance About the Court and its Jurisdiction

One of the specialized courts under the First Instance Courts, headed by a president whose rank is no less than an Appeals Judge, and reports administratively to the president of First Instance Courts. The court specializes in hearing and adjudicating all crimes such as felonies, misdemeanors, violations and punishable acts in accordance with the penal laws applicable and in force in the State..

The court comprises a number of circuits as follows:

- 1- Major criminal circuits, which are specialized in crimes punishable by death and life imprisonment.
- 2- Minor criminal circuits, which are specialized in crimes punishable by temporary imprisonment.
- 3- Misdemeanor circuits, which are specialized in misdemeanors punishable by imprisonment or fines.
- 4- Traffic misdemeanor circuits, which are specialized in adjudicating traffic misdemeanors and violations.
- 5- Immigration and nationality misdemeanors circuits, specialized in crimes stipulated in the Law Regarding Entry And Residence Of Aliens.
- 6- Juvenile criminal circuits, specialized in crimes committed by juveniles in accordance with the applicable juveniles law in the State.
- 7- Family Misdemeanors circuit, which specializes in adjudicating crimes that fall within the scope of the same family.
- 8- Money Laundering circuit, specialized in money laundering misdemeanors that are punishable as per the applicable legislation in the State.
- 9- One-Day Misdemeanors circuits.

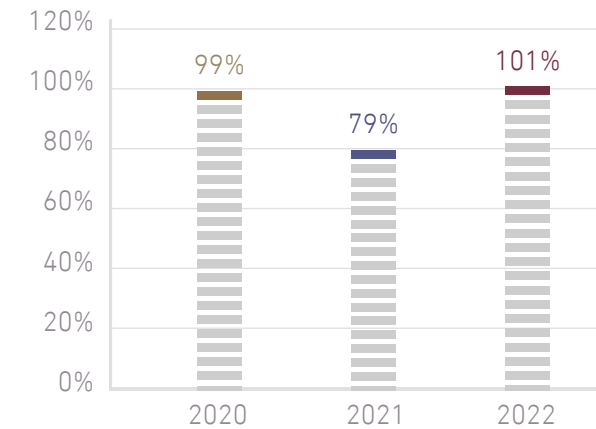
Structure of the Court

- The Grand Criminal Court comprises three judges.
- The minor criminal circuits and the rest of misdemeanor circuits comprise individual judges.

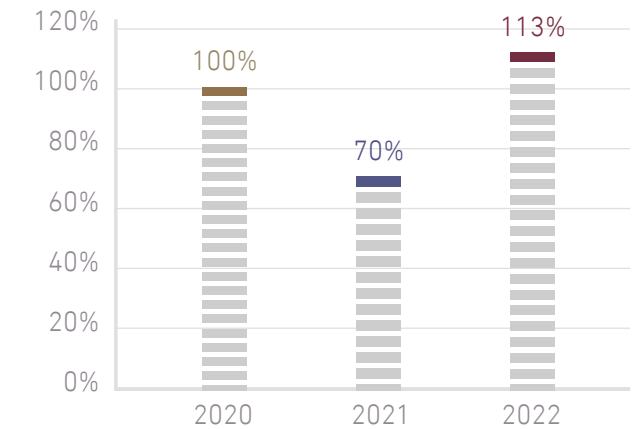
Fees payable to the Court

None

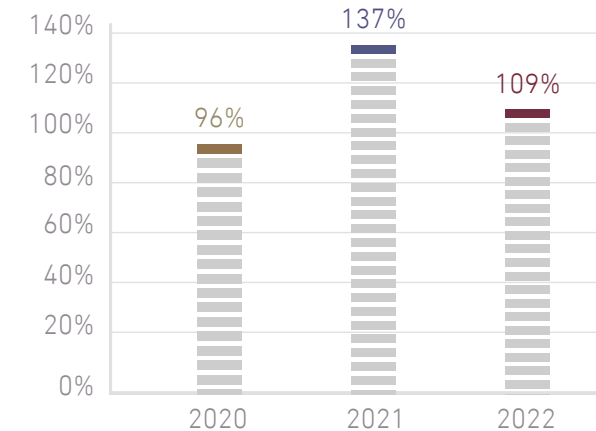
Resolution Average (General)



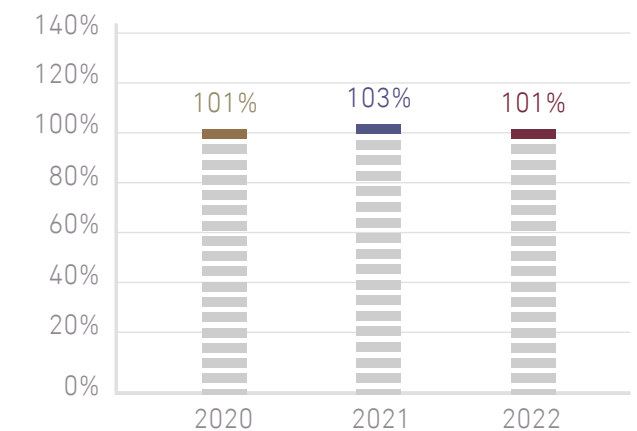
Processing rate – Puniton



Processing rate – Traffic



Processing rate- Immigration





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

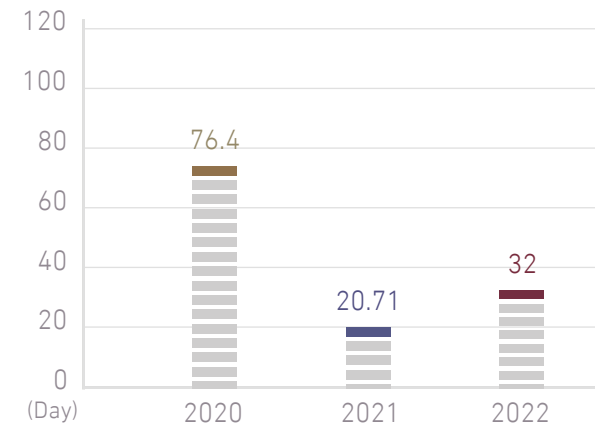
Civil Court of First Instance

About the Court and its Jurisdiction

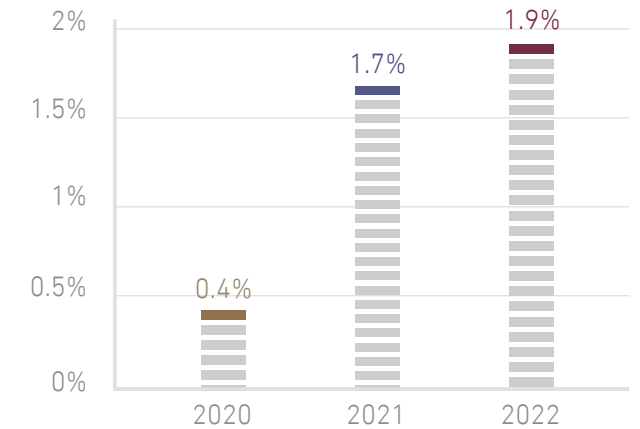
One of the specialized courts within the First Instance Courts, headed by a president whose rank is no less than an Appeals Judge and reports administratively to the president of the First Instance Courts. Its circuits comprise individual judges, and they specialize in hearing and adjudicating civil and administrative litigations of any value.

- Civil contracts.
- Compensation.
- Accidents.
- Medical errors.
- Objections to insurance committee decisions.
- Insolvency applications.

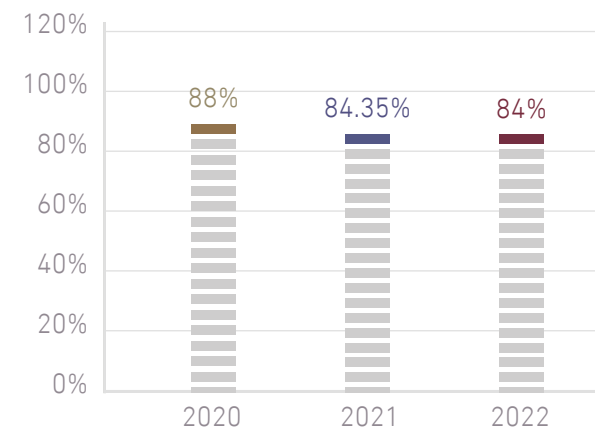
Average Judgment Term From First Hearing



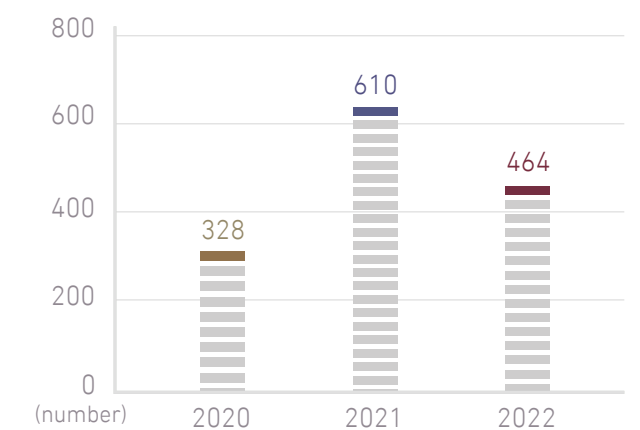
Cases in circulation for more than one year



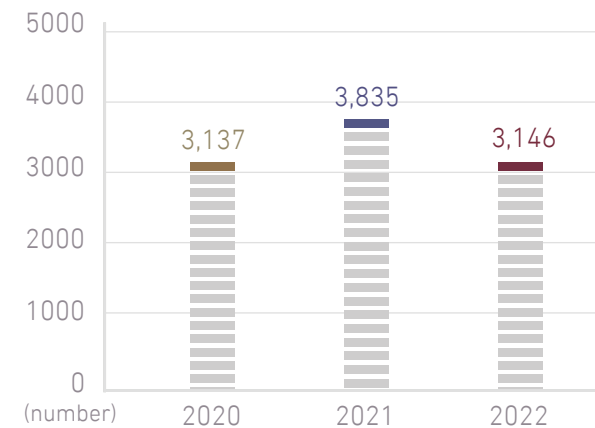
Accuracy of Judgments - Upholding



Judicial Productivity



Volume of work or load of work





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

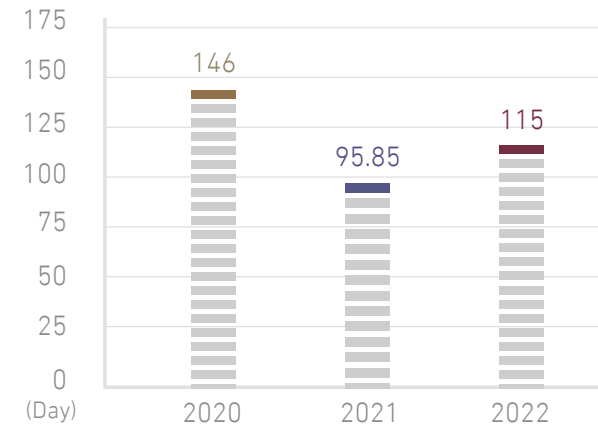
Estate Court of First Instance

About the Court and its Jurisdiction

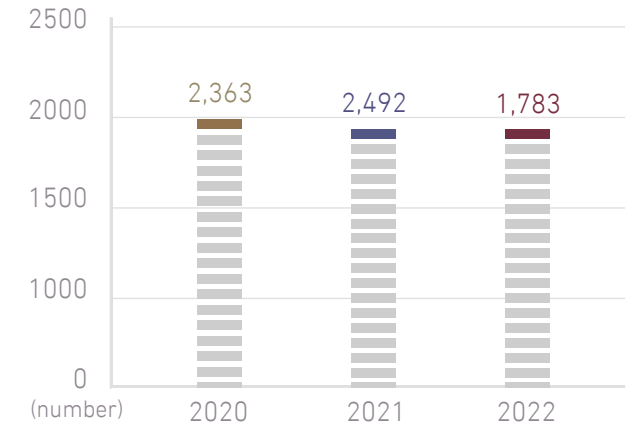
One of the specialized courts under the First Instance Courts, headed by a president whose rank is no less than an Appeals Judge, and reports administratively to the president of First Instance Courts. The court specializes in hearing disputes and conflicts resulting and emanating from urgent transactions and contracts related to property rights, any in-kind or subsidiary rights, and rental relationships that exceed ten years. Examples for litigations that fall within the court's jurisdiction include, but are not limited to:

- Real estate disputes of any value.
- Validity and execution of real estate contracts litigations.
- Litigations related to the annulment and termination of real estate contracts.
- Financial leasing disputes.
- Leasing disputes for long-term contracts exceeding ten years.
- Partition, distribution and splitting litigations.
- Judicial receivership of common funds.
- Real estate transfer litigation.
- Compensations related to real estate disputes.

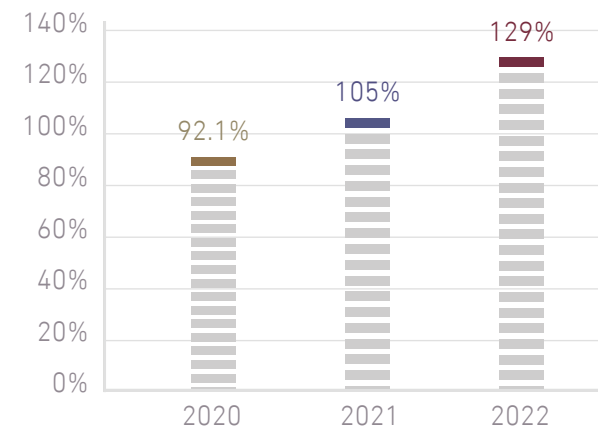
Average Judgment Term From First Hearing



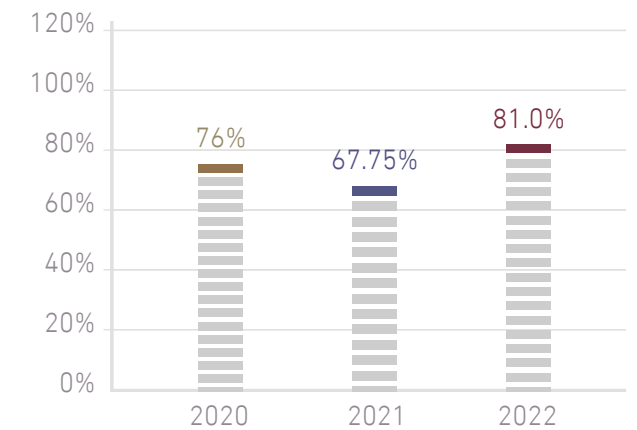
Volume of work or load of work



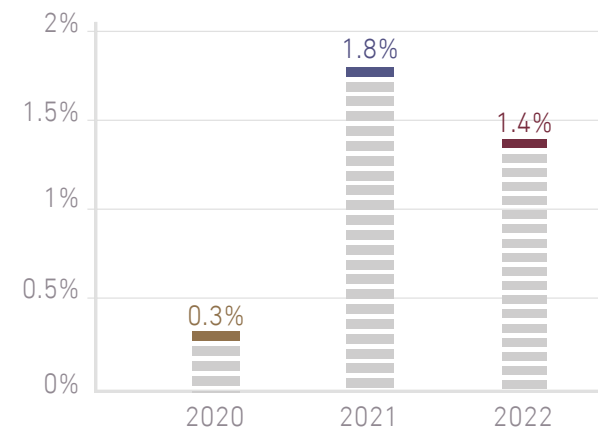
Resolution Average (General)



Accuracy of Judgments - Upholding



Cases in circulation for more than one year





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

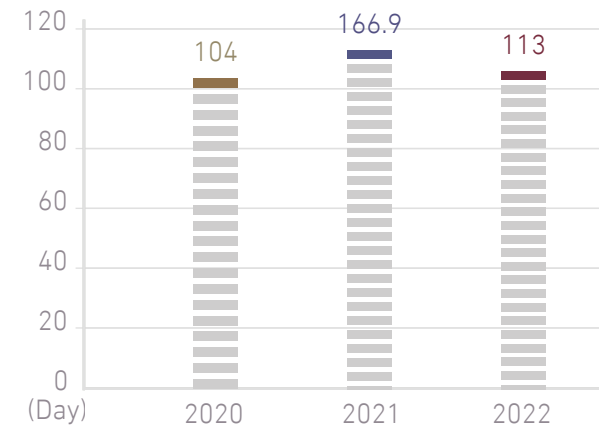
Commercial Court of First Instance

About the Court and its Jurisdiction

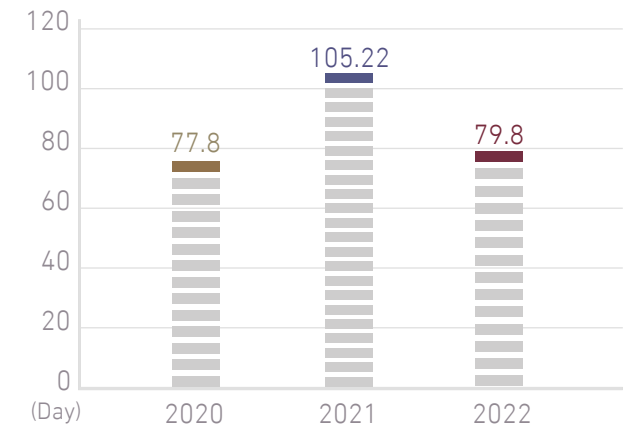
One of the specialized courts under the First Instance Courts, headed by a president whose rank is no less than an Appeals Judge, and reports administratively to the president of First Instance Courts. The court specializes in hearing and adjudicating disputes and conflicts arising from commercial transactions and contracts, including but not limited to:

- Commercial contract litigations.
- Banking litigations.
- Intellectual property litigations.
- Litigations of commercial companies and corporations, and commercial securities.
- Commercial agencies and exclusive distribution litigations.
- Maritime and air dispute litigations.
- Cases of initiating and announcing bankruptcy procedures and grievances thereof.
- Orders of payment.
- Grievance against payment orders within jurisdiction.

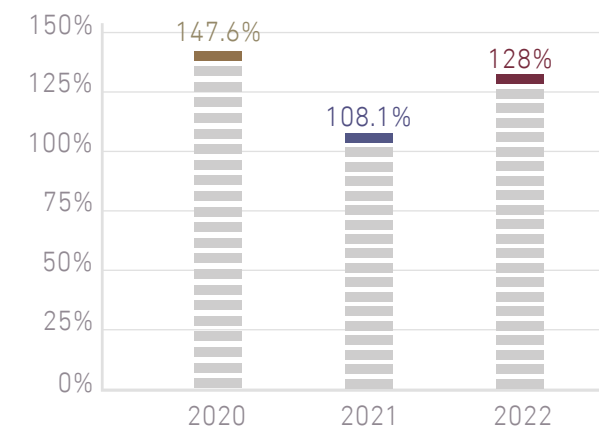
Average Judgment Term From Registration Date



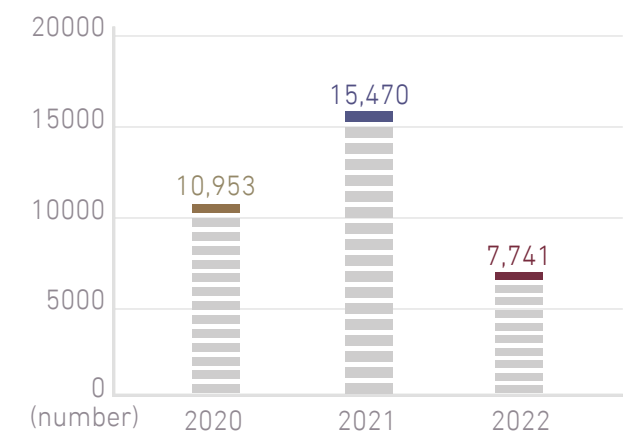
Average Judgment Term From First Hearing



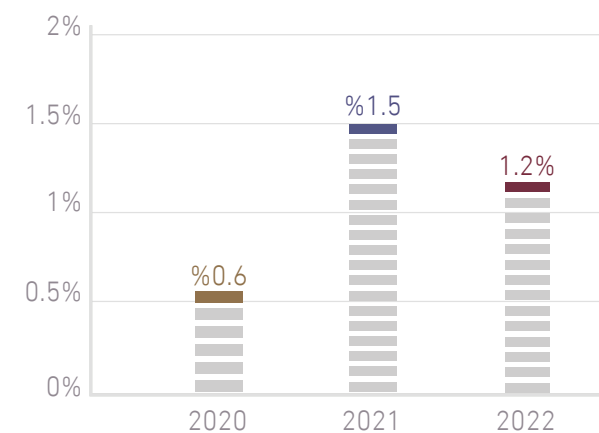
Resolution Average (General)



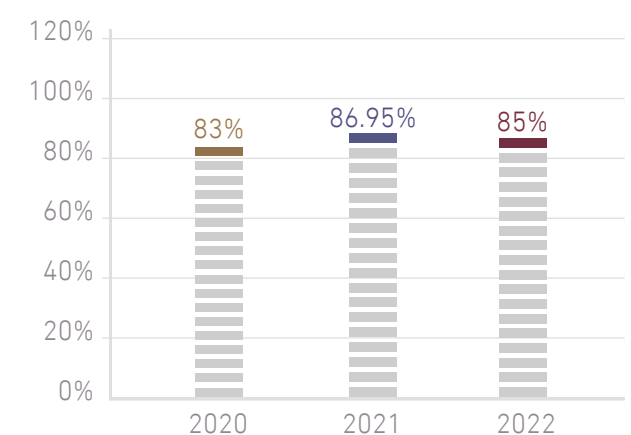
Volume of work or load of work



Cases in circulation for more than one year



Accuracy rate of judgments (General)





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

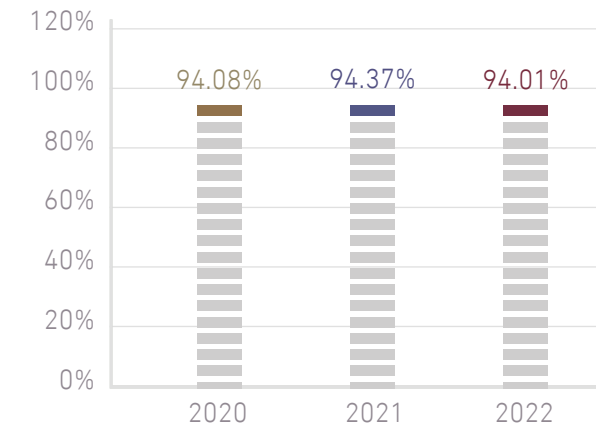
Execution Court

About the Court and its Jurisdiction

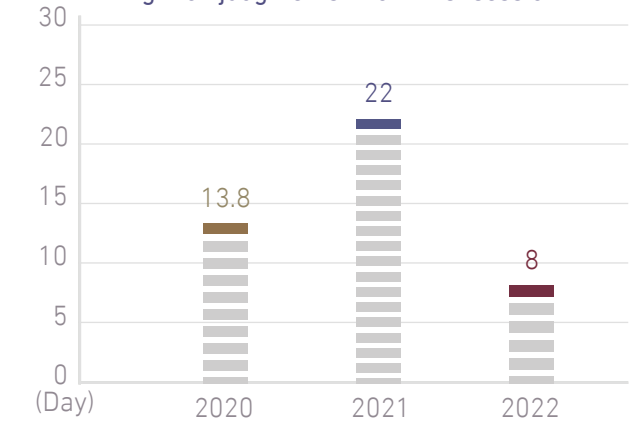
One of the specialized courts under the First Instance Courts, headed by a president who reports administratively to the president of First Instance Courts. It consists of several circuits, each headed by a single judge. It specializes in hearing and adjudicating the execution of executive documents and all temporary and substantive execution disputes, except for those excluded by the law by a special provision, such as movable recovery litigation and the real estate entitlement litigation. The specializations of this court also include, but are not limited to:

1. Executing judgments issued by Dubai courts of all types, except criminal courts.
2. Executing judgments issued by Dubai International Financial Center (DIFC).
3. Executing judicial deputations inside and outside the State.
4. Executing foreign judgments.
5. Imposing provisional attachments.
6. Urgent litigations.
7. Orders on petitions.
8. Adjudicating execution disputes.
9. Adjudicating grievances.
10. Real estate sales.

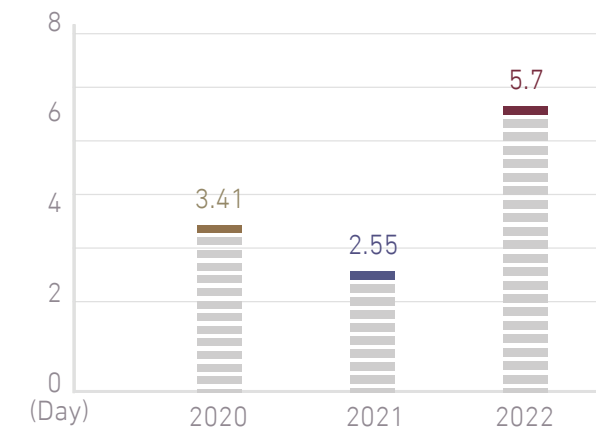
Request achievement rate



Overall average term of execution litigation judgments- from first session



Judge decision making rate



Statistics	2022
Total number of execution files	70,308 File
Total number of execution rulings	1,291 Judgment
Total number of execution Request	810,104 Request
Total number of closed execution files	50,743 File



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

Appeal Court

About the Court

The Court of Appeals is the second degree of litigation in the Emirate of Dubai. It is composed of a president whose rank is not less than a cassation judge and a sufficient number of judges. The most senior judge in the Court of Appeals replaces the president of the court in his absence and exercises the powers specified for him by law. The Court of Appeals comprises a number of judicial circuits to hear objections and requests; each circuit consists of three judges presided over by one of them.

Structure of the Court

The Court of Appeals consists of the following circuits:

- Civil circuits.
- Administrative circuits.
- Commercial circuits.
- Real estate circuits.
- Labor circuits.
- Personal status circuits.
- Urgent matters and execution circuits.
- Arbitration litigations and requests circuits.
- Criminal circuits.

Court's Specializations

The court specializes in hearing and adjudicating appeals filed against judgments, decisions, and orders, that may be appealed by law, issued by courts of first instance of all types (civil, administrative, commercial, real estate, labor, urgent matters and execution, personal status, penal) in accordance with articles 159 to 170 and article 209 of the Civil Procedures Law No.

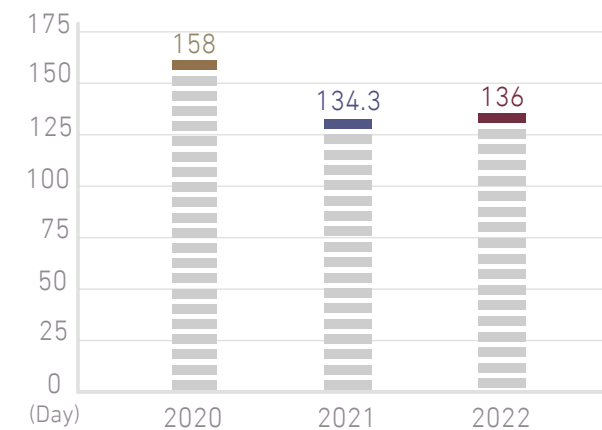
42 of 2022, as well as the consideration of grievances about orders issued by the Court of Appeals in some petitions in accordance with the law, as well as litigations and requests for arbitration. In addition to what the laws provide for submitting the litigation or grievance directly to the Court of Appeals. The rulings of this court are subject to appeal by cassation, unless

the law stipulates otherwise.

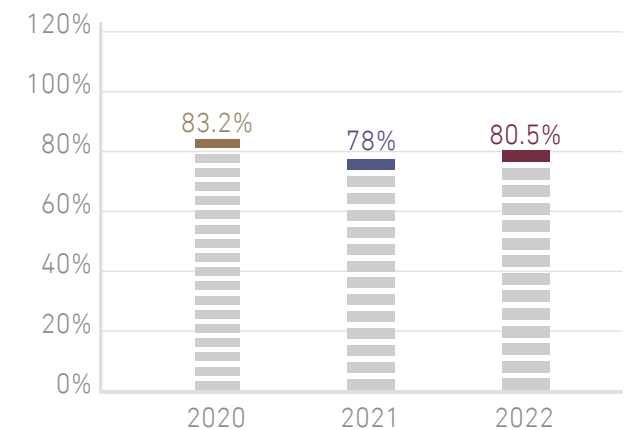
Quorum of the Appeals Court

Judgments of litigations in which the value of the litigation exceeds AED 50,000, with the exception of orders and decisions that may be appealed without specifying a quorum.

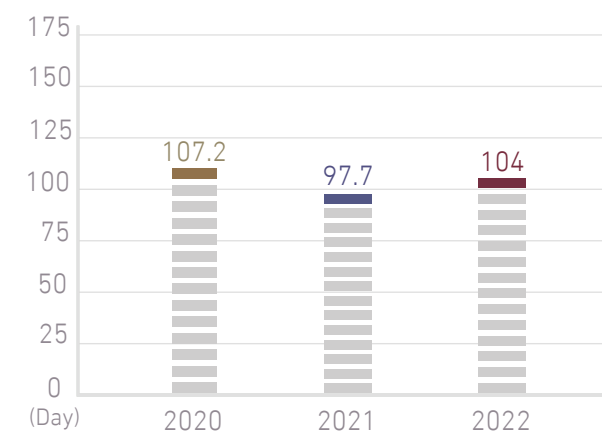
Average Judgment Term From Registration Date



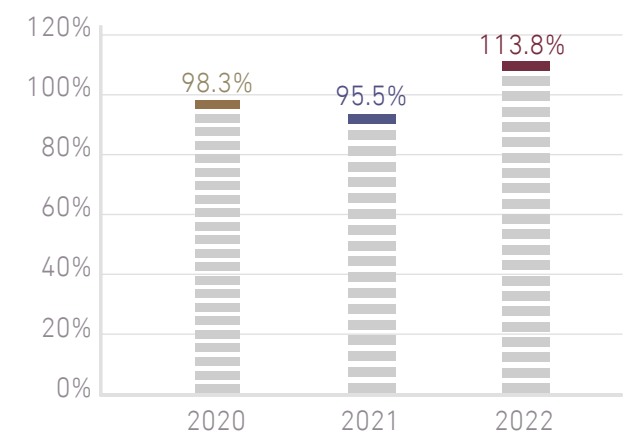
Accuracy of Judgments - Upholding



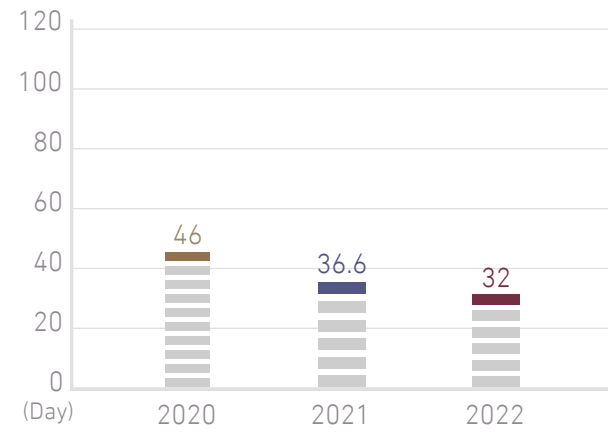
Average Judgment Term From First Hearing



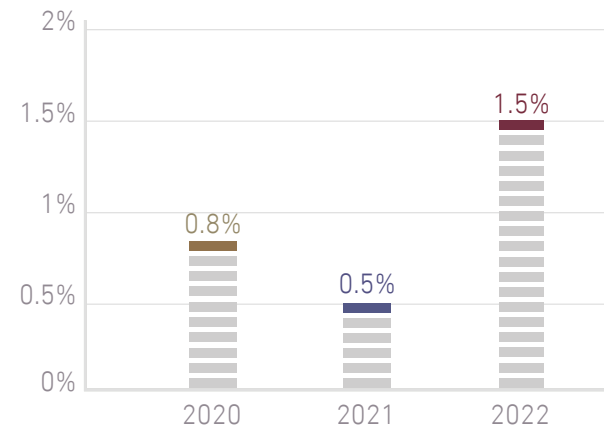
Resolution Average



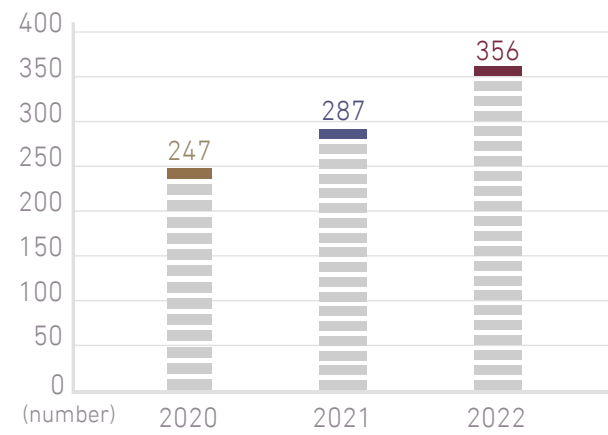
Average waiting time to first session per day



Rate of Cases in circulation for more than one year



Processing rate





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

Court of Supreme

About the Court

The Dubai Court of Cassation was established pursuant to Law No. (1) of 1988 issued on 6/2/1988. It is the only court of cassation at the emirate level and the highest in the judicial system. It aims to unify the application of the law in Dubai courts, as it does not re-adjudicate disputes that have been presented to lower courts, but rather monitors the extent to which the rulings issued by those courts agree with the law, and it may decide on the dispute that is brought before it in its capacity as a court of subject matter and not a court of law as is the case, if the dispute is brought before it for the second time.

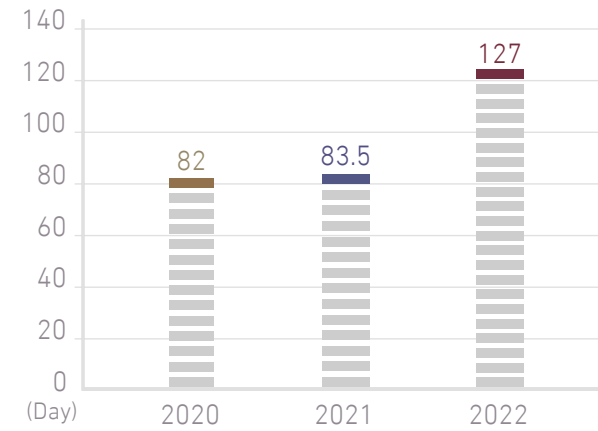
Structure of the Court

- The Court of Cassation consists of a president and a sufficient number of judges, and the most senior judge replaces the president in his absence.
- The court consists of a group of commercial, real estate, civil, administrative, labor, personal status, and penal circuits, and a judgment recourse circuit. A decision is issued by the court's president to establish and form these circuits and define their terms of reference, and the number of judges in each circuit is at least three.

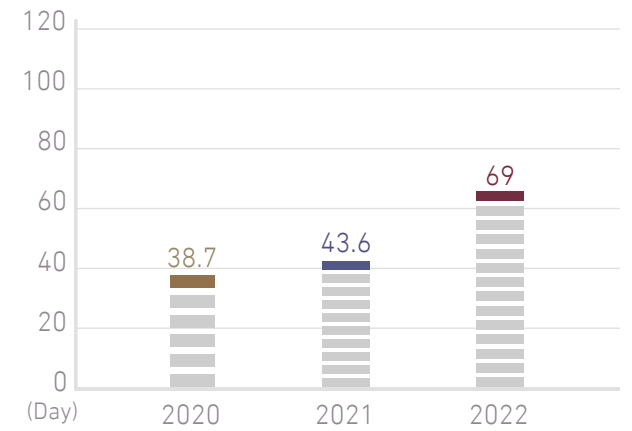
Cassation Court's Specializations

The court specializes in hearing objections submitted thereto against rulings issued by the Court of Appeals in civil, administrative, commercial and labor cases, and in personal status cases in accordance with the value jurisdiction stipulated in the law, in addition to rulings issued in criminal cases in matters of felonies and misdemeanors, as well as other jurisdictions stipulated in the laws.

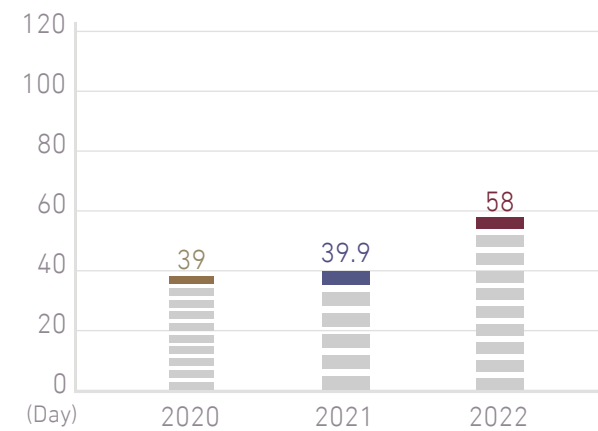
Average Judgment Term From Registration Date



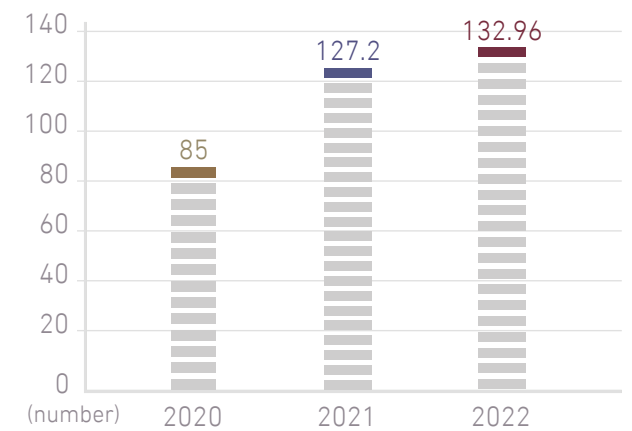
Average Judgment Term From First Hearing



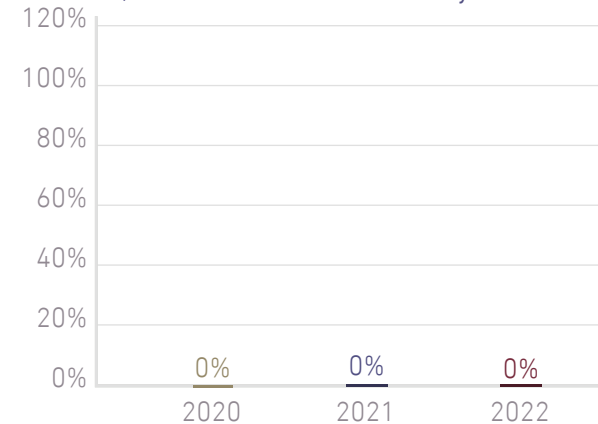
Average waiting time to first session per day



Judicial Productivity



Age of cases in circulation (percentage of cases (in circulation for more than two years)





His Excellency
Mohammed Al-Shamsi
Head of the Special Court
of Inheritance

Special Court of Inheritance: Quality Judiciary that Simplifies Procedures

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

Beginnings

On 26 February 2018, the Director General of Dubai Courts launched the C3 Court platform as part of the UAE Innovation Week 2018. The concept is to create the world's first court that integrates the three levels of litigation in one circuit. It issues final judgments that can be executed immediately with updated and simplified procedures that shorten litigation time. Federal legislation adopted this project and included it in the Civil Procedures Law and its organizational regulations in accordance with their latest amendments under the name (Special Courts), and authorized the federal and local judicial authorities to issue the appropriate decisions regarding the organization of the function of this court. Based on the directives of His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and Chairman of the Judicial Council, to prepare a draft decision to organize the function of these courts, beginning with inheritance claims, all concerned authorities, under the supervision of the General Secretariat of the Judicial Council and Dubai Courts, immediately began implementing the directives of His Highness until the decision to establish them was issued.

Objectives

The establishment of the court came with the aim of preserving social and family ties, and

protecting them from disputes that may arise due to inheritance, in addition to combining lawsuits and requests related to or arising from inheritance in one case before one judicial authority instead of distributing them to more than one judicial authority as a result of applying jurisdiction, and shortening litigation procedures to be at the same level the speed of adjudication of inheritance claims without prejudice to the requirements of prompt justice, in addition to the establishment of a qualitative judiciary specialized in inheritance claims, which is able to adjudicate in them as well as the claims and requests that derive from them, and to extend procedural flexibility in inheritance claims, which require innovative judicial solutions.

Judgments

The judgments of the Special Court of Inheritance are final and not subject to appeal except by requesting reconsideration in accordance with the legally prescribed circumstances. They are implemented without the need for declaration, and no appeal or grievance is accepted. An order may be issued to stop their execution by a decision of the court if a petition for reconsideration or a request to withdraw the judgment is submitted.

Structure

The Special Court of Inheritance comprises:

Judicial circuits: These are full circuits, each comprising a cassation judge, an Appeals judge and a first instance judge considering the diversity of the qualitative jurisdiction of the circuit according to the nature of the dispute presented.

Preparation Judge: He is tasked with receiving the inheritance file, preparing the case, giving it the correct adaptation, presenting the settlement to the parties, completing its procedures, and issuing a decision approving it when agreed upon,

and he has the powers of the inheritance judge, the supervising judge, and the director of the case office stipulated in the law, and he expresses his opinion in writing in the dispute when settlement is not possible before submitting it to the judicial circuit.

Guarantees for Proper Administration of Justice:

- The parties to the dispute receive a legal opinion before the case is considered before the court by the preparation judge, who presents the settlement and provides solutions thereto and guiding support that saves them the trouble of litigation, incurring fees, and being satisfied with alternative solutions after revealing the nature of the dispute between them.
- The parties benefit from the provision of alternative dispute resolution services such as reconciliation and mediation during the case preparation stage.
- The opinion of the preparation judge is not binding on the judicial circuit, and therefore whoever insists on resorting to litigation is reassured that the opinion of the preparation judge has no effect on the judgment in the case.
- The ruling issued by this court may be reversed in specific cases, based on a request or on its own initiative.
- A petition for reconsideration may be submitted in accordance with the legally prescribed circumstances.

Indicators

- File management duration rate.
- General adjudication rate.
- Settlement rate.
- Rate and age of circulating files.
- Productivity of judges.



**Indicators of The Courts'
Departments Adherence
to Achieving Excellence**



Dubai Courts is keen on developing its government performance to reach excellence, by achieving leadership in a manner commensurate with its strategic goals that aspire to reach the highest level to make customers happy and enable judicial experiences and focus on settlements in resolving personal status cases in addition to implementing an integrated system for managing, enhancing, developing, upgrading human capital and creating an happy and stimulating work environment, through various initiatives that achieve happiness and increase employee satisfaction levels.

Case Management Sector

Achieving Happiness to All Parties of Litigation

The happiness of Dubai Courts customers is an essential pillar of its prestigious position and good reputation, as the Courts seeks to achieve happiness for all, especially the parties to judicial disputes, to achieve effective justice that is characterized by accuracy and speed, and to provide facilitated judicial services to reach its vision of «universally distinguished and leading courts.»

For this purpose, Dubai Courts provides a range of services to its customers, aiming to raise their happiness rate, most notably (lawyer services, marriage contracts, translation services) through its service centers.

Services That Facilitate Procedures and Increase Happiness Rate

Attorney Services

This service allows to subscribe to the online services for law firms, dealing with technical malfunctions, taking the legal oath before the Appeal and Cassation circuits, issuing a certificate of case attendance for a registered lawyer and a trainee lawyer, registration, renewal, replacement for lost, and cancellation of an attorney representative.

Marriage Contract

This service allows the customer to obtain a marriage contract attested as per Islamic Sharia.

Translation

This service provides interpretation services, translation of documents and written files for the judiciary authority and administrative personnel.



Service type	No.
Attorney Services (transaction)	3,475
Marriage Contract (contract)	5,876
Translation Service (service)	14,798

Service Centers

Center	No. of customers
Wafi Center	41,810
Al Barsha Traffic Department	85,849
Al Barsha Mall	12,388
Total	140,047

Advertisements

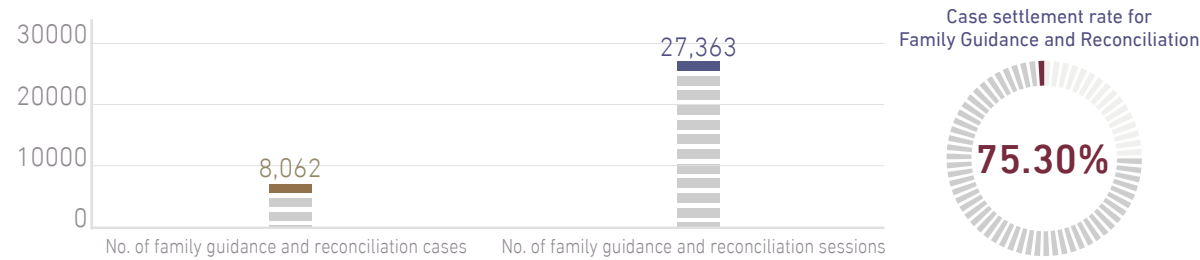
Advertisement media	No.
Advertisement section	18,914
Tableegh Co.	115,243
Aramex Co.	18,158
Inquiry and inference messages	22,112

Personal Status: Focus on settlements and family reconciliation

Personal status is an important pillar of the judicial services system at Dubai Courts, which attaches great importance to the advancement of social affairs by examining family matters and focusing on settlements and family reconciliation.

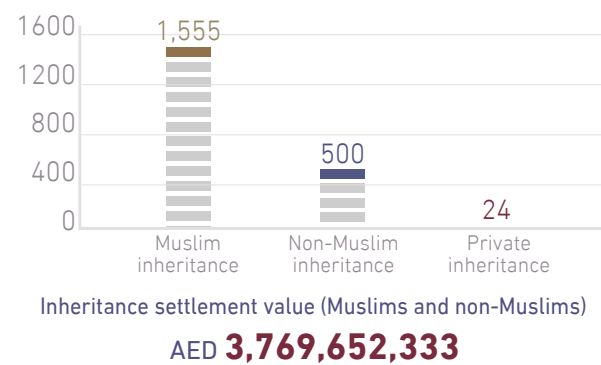
Item	No.
Total personal status settlement files	693
Muslim and non-Muslim personal status files	3,222
No. of remote certifications	993
No. of documents received (Zajel agreement)	72
No. of family reconciliation agreements	1,146
Social researcher cases	84 case
The settlement of family and execution lawsuit files amount- ed to (million)	53,421,339

Family Guidance and Reconciliation



Inheritance

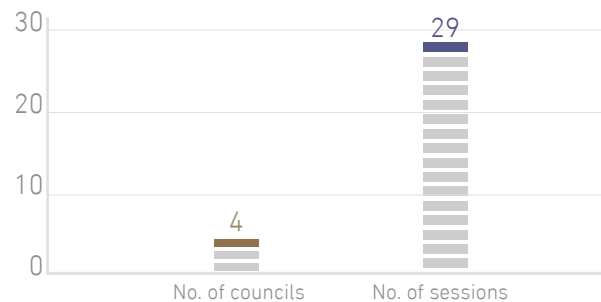
Inheritance files are among the most important files dealt by Dubai Courts. They are divided into Muslim, non-Muslim and private inheritance, which Dubai Courts handles according to a system based on settlements and the return of rights to their owners.



Strengthening Family Bonds and Cohesion

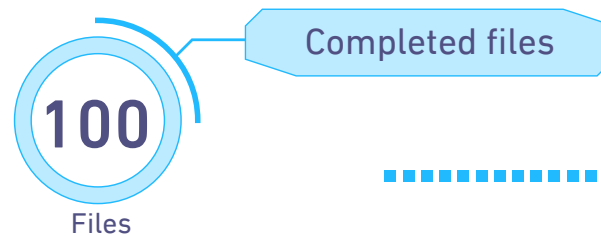
Dubai Courts entered into an agreement with the Community Development Authority, with the aim of strengthening cooperation relations between the two parties to enhance family bonds and cohesion by providing councils and community centers to facilitate the parties' meeting with arbitrators, providing services and handling family cases in appropriate places.

Under the agreement, 4 community councils were provided (Al Khawaneej Council - Al Rashidiya Council - Umm Suqeim Council - Al Mizhar Council), and approximately 29 sessions were held in 2022.



Volunteer for Reconciliation

This program offers a volunteering opportunity for Dubai Courts employees with experience in reconciliation and legal and Sharia knowledge related to the family, to work as a mentor in the Family Reconciliation Department for a period of 3 months in the evening shift. The program has already been completed and 100 files have been circulated and completed.



Case Preparation: Technical support for judges

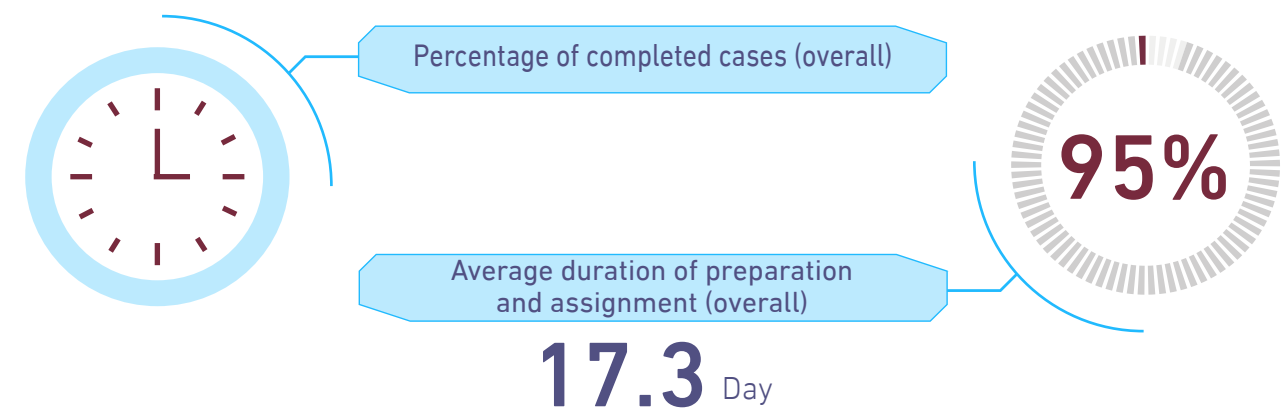
The technical role of the Cases Department is to support the judges of the courts (first instance, appeal, and cassation). This support is characterized in the technical work of cases, starting from preparing the case file and managing its sessions in all stages of litigation, beginning with receiving the case files from the Central Services Department until preparing the case file for the competent court, checking the files of first instance cases in terms of judicial fees determined by law, and ensuring the correctness of the data recorded in the system electronically.

The Case Management Department also assesses the availability of the terms of the performance order, by presenting the cases to the supervising

judge before referring them to the competent performance order judge, ensuring the translation of documents and assigning the parties to the case to submit notes and documents for the purpose of completing the legal procedures for preparing cases in addition to making special decisions for notifying the parties to the case, authorizing investigations, issuing announcement decisions by publication in accordance with the procedures specified in the Civil Procedures Law, ensuring the correct representation of persons and companies by examining the legal agencies submitted, proving the presence of the litigants, their requests and legal defenses in the minutes of the sessions, and managing and following up on the implementation of the decisions.



Case Preparation Indicators



Empowering judicial expertise to reinforce the Department's role in achieving justice

The system of judicial expertise in Dubai Courts is based on the foundation of empowering judicial expertise and strengthening the role of the department in achieving justice. Dubai Courts is working to improve the expertise system, which contributes to the speedy settlement of cases related to technical and specialized matters, medical, engineering, accounting and other issues that come to Dubai courts.

The Courts also increased the efficiency of practitioners of expertise work and empowers national expertise in accordance with Law No. 13 of 2020 related to the organization of expert work before the judicial authorities in the Emirate of Dubai

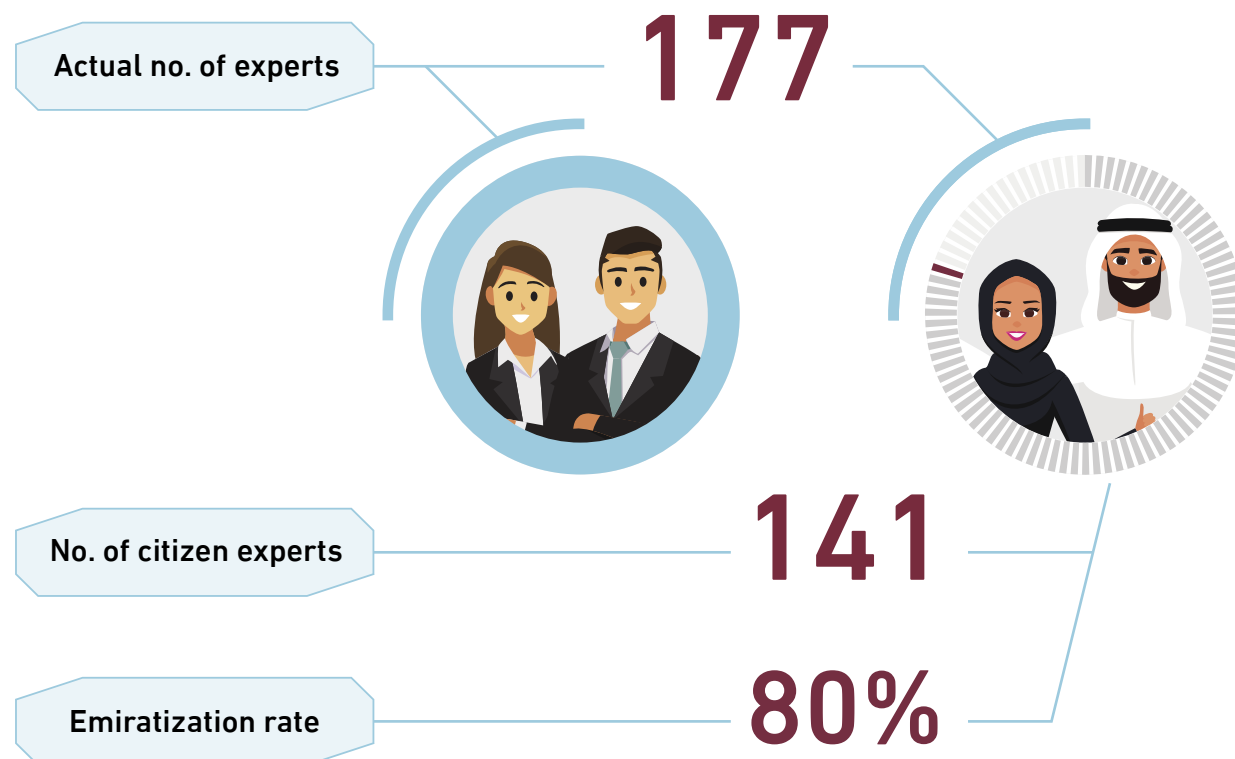
with the aim of applying prompt justice.

The results of the performance indicators in the judicial expertise system in Dubai and their comparison with previous years reveal the development of this system and the remarkable success in carrying out the work of judicial expertise.

Tasks assigned to experts

No. of tasks assigned	9,441
No. of tasks completed	8,161
Completion rate	86%
Average completion time - days	46

Expert Emiratization

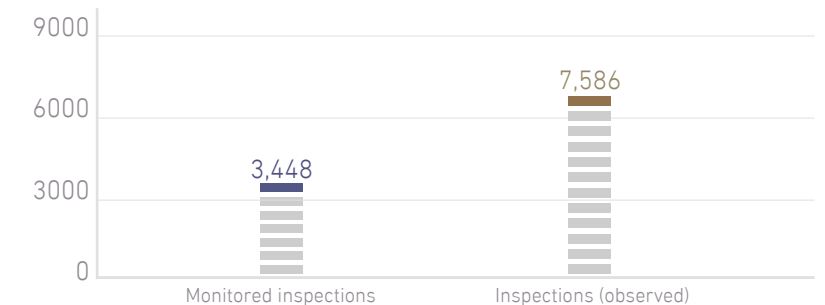
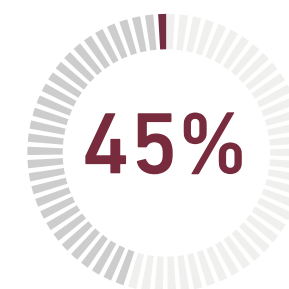


Monitoring and Audit

Periodic meetings and expertise inspection
Below, we review the results of the oversight

and audit work on expert meetings and inspections that took place in person and remotely:

Percentage of meetings monitored



Results of field inspection of expert offices



Institutional Support and Communication Sector

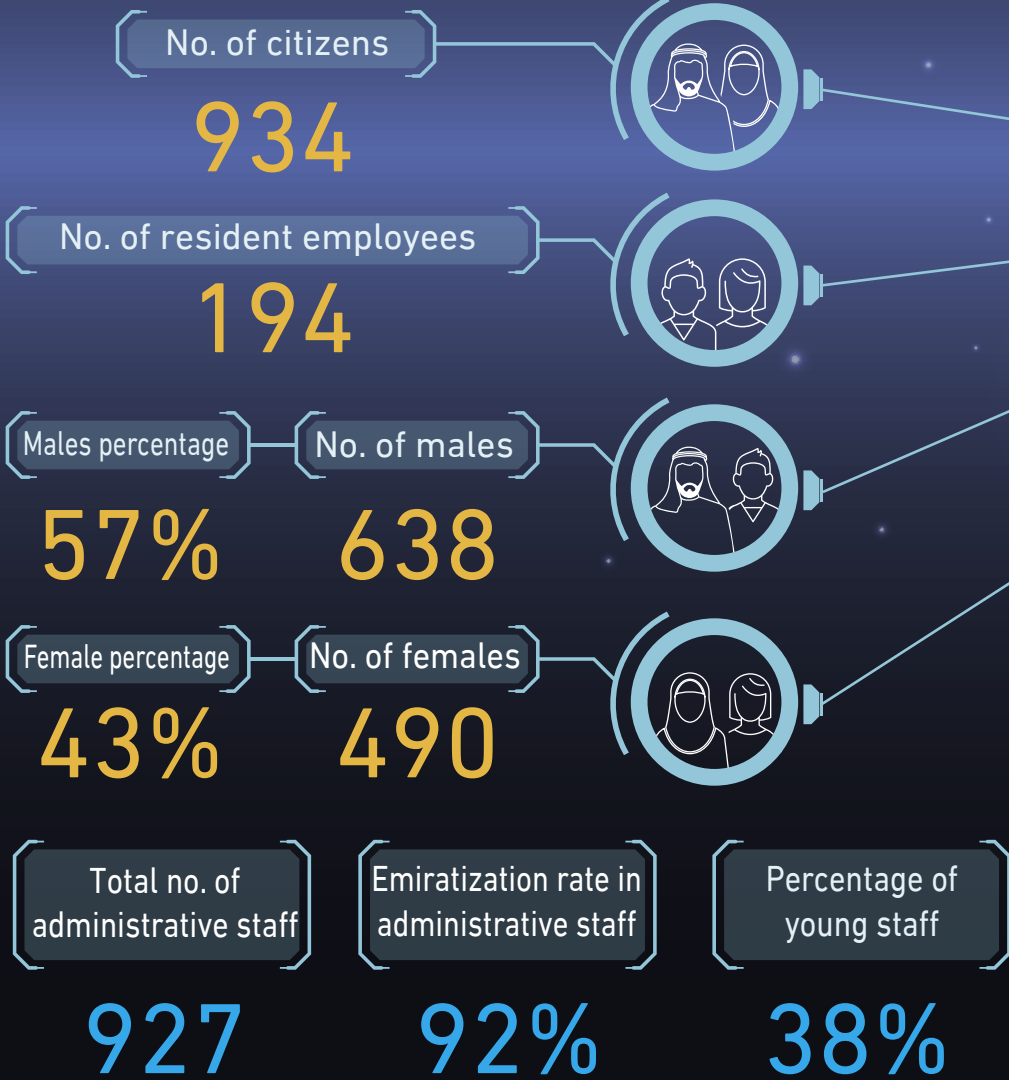
Happy Work Environment that Stimulates Human Resources

Dubai Courts pays great attention to its human resources, and Dubai Courts' strategy lies in making its human resources happy by focusing on several axes that

create a happy work environment, which is the psychological and physical health of the employee, attention to and development of skills and talents, and the reinforcement and promotion of innovation among employees.

Human Resources in Numbers

Dubai Courts personnel information



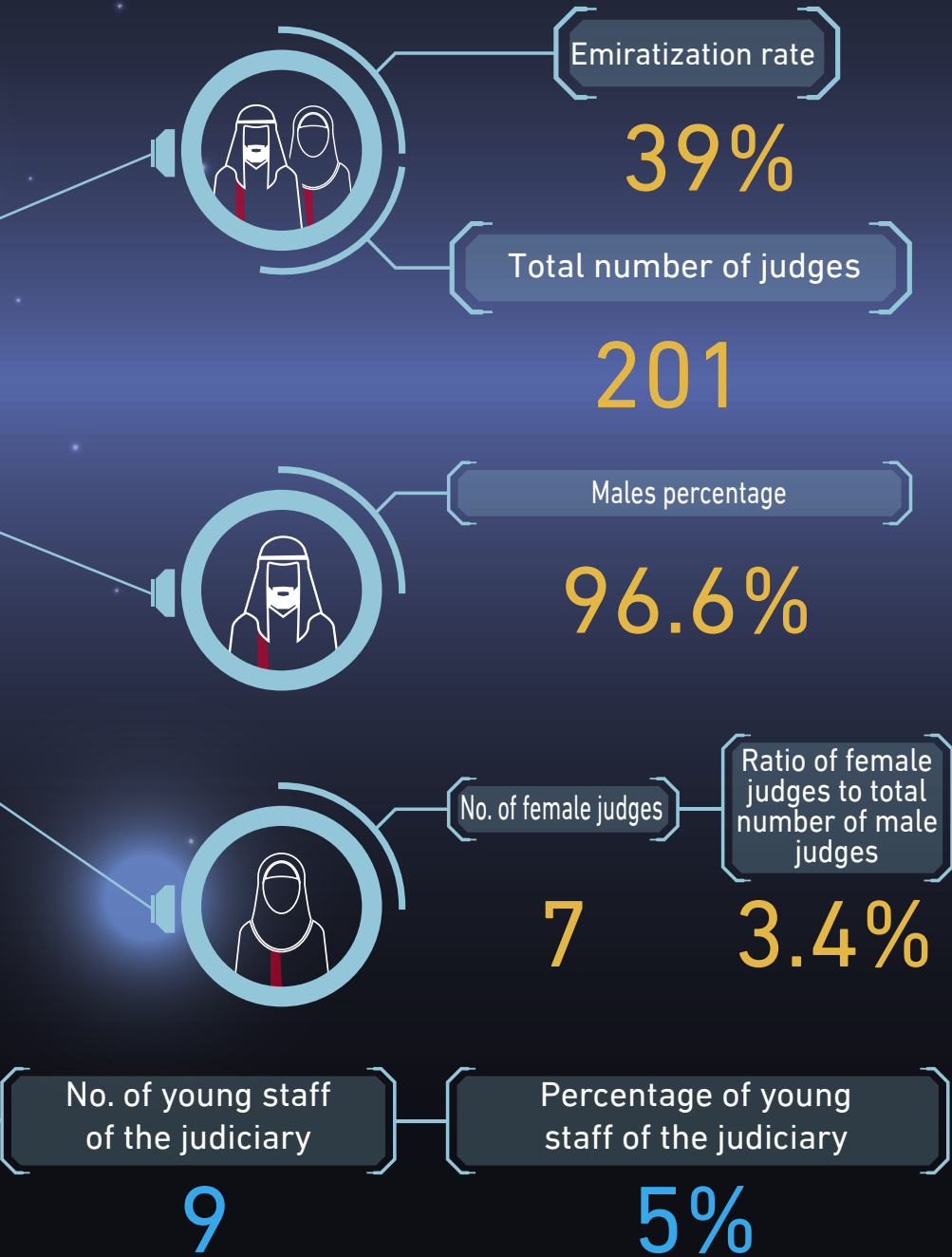
Total no. of employees at Dubai Courts

1,128

Overall Emiratization rate, inclusive of judiciary members and personnel

83%

Judiciary information



Legal and Judicial Programs for Human Resource Training

Dubai Courts is keen to pay attention to the qualification and training of human resources, students and members of the judicial authority, by providing legal and judicial programs in addition to educating and raising awareness of all segments of society.



Legal and judicial programs
For human resource training

Students of the department staff

14

Training students

222

Holding academic qualifications

28

332

Training courses delivered
during the year

1,037

Professional and specialty diplomas

11

No. of diplomas

97

Associates

Trainees from the department
in judicial and administrative staff

Training and Development Indicators

Training hours

leading Category

24

Supervisory
Category

32

Executive
Category

21

Judiciary
Members

21

Rate of trainees

leading
category

Supervisory
category

Judiciary
Members

100%

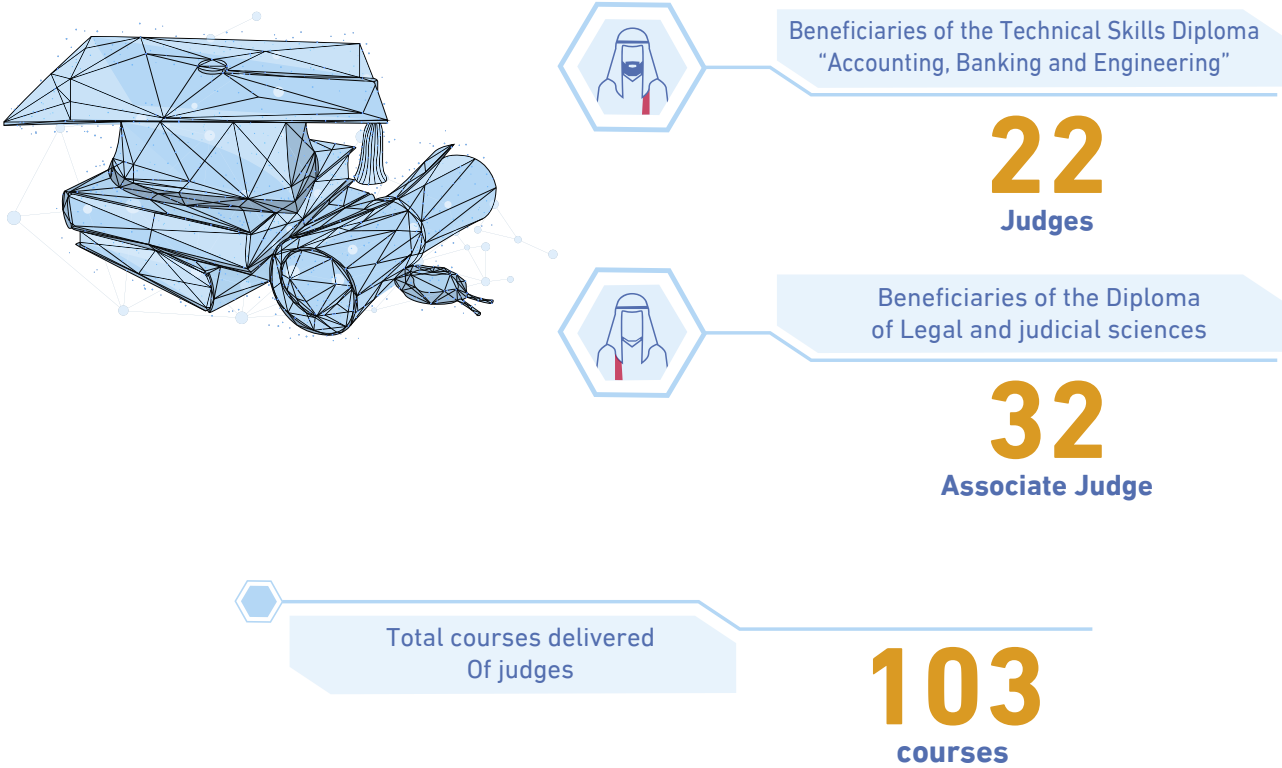
Executive
category

93%

Best Professional Training for Judiciary Staff

Dubai Courts is keen to provide members of the judiciary with the best professional training to provide them with modern knowledge in the judicial field, which helps them attain their desired goals in achieving the department's mission represented in achieving effective justice characterized by accuracy and speed in providing easily accessible judicial

services to all. Dubai Courts has cooperated with the Dubai Judicial Institute In the implementation of the Technical Skills Diploma "Accounting, Banking and Engineering" for 22 judges of various degrees of litigation in Dubai Courts, in coordination with the specialized authorities (Association of Accountants - Society of Engineers - Federation of Emirates Banks).



Initiatives that Reinforce Skills and Capabilities

Integrated program for preparing and qualifying the judges of tomorrow
Dubai Courts was keen to prepare and qualify 22 case managers by providing them with legal and judicial information and skills and enabling them to occupy the judicial profession. This came through the implementation of an integrated program for the first batch of case managers, as the program included the implementation of 15 legal, judicial and

administrative training courses, and the program also included the implementation of visits to a number of external entities, including the Dubai International Financial Center Courts and the General Department of Forensic Evidence and Criminology at Dubai Police. Nine workshops were also implemented on how to create and draft judicial rulings, which was a requirement for practical application in the program. It also included conducting tests to measure the level of each trainee in how to manage the case file and write judicial rulings.



Enhancing Employees' Mental and Physical Health

Dubai Courts pays great attention to enhancing the mental and physical health of employees, in line with their needs, and with the aim of achieving the principle of happiness and well-being for them. From this standpoint, Dubai Courts has adopted many initiatives, including:

- Something on Your Mind Initiative:** Based on the results of the questionnaires that were prepared to evaluate the workshops that were organized, this initiative was implemented and included various topics related to the employee's mental and physical health, in addition to the results of measuring the employees' opinions about the initiative.
- Your Weight, Your Happiness Initiative:** It is one of the approved initiatives within the general framework of happiness and positivity in Dubai Courts, and aims to pay attention to the health of the employees and provide the necessary support and care in order to maintain an ideal and appropriate

weight for them.

The focus of the initiative is on enhancing the physical health of employees who suffer from abnormal weight gain, as part of an approved weight loss program that includes providing healthy meals for the targeted employees and encouraging them to practice physical activity by providing them with free participation in gyms approved in the country and providing a nutrition consultant to follow up on the results achieved by them, in addition to holding continuous awareness workshops for all candidates.

Promoting the culture of innovation and rewarding talent efforts
With the aim of shaping the features of the future Dubai Courts and preserving human resources, Dubai Courts has adopted the "Innovate with Human Resources" initiative to promote a culture of innovation and reward the efforts of talents, which leads to an increase in the index of happiness and harmony in the work environment.

The initiative focuses on presenting innovative ideas related to the development of human resources procedures. The initiative targets Dubai Courts employees, as well as professors and students of public and private universities and colleges in the country.



Development, Education and Entertainment for Female Court Employees

Al Jawhara Women's Council implemented a set of initiatives, held many meetings, organized internal and external events for female employees of Dubai Courts, reopened the Personal Status building nursery, and cooperated and participated with the Naffa volunteer team.

Internal and external events for female employees in 2022

25 Events

Questionnaire on the impact of the happiness of Dubai Courts female employees on the Women's Council

Results of the questionnaire measuring the happiness of female employees

Happiness rate

97%



Promoting health, knowledge and awareness among working women

Al Jawhara Women's Council organized a variety of initiatives aimed at promoting health and knowledge among female court employees, including the Sports Time initiative, which seeks to support physical health and includes (walking - running - cycling). In addition to the (Literary Coffee) initiative, through which a book was read and discussed with the female audience outside the work environment. And the (Together We Create Positivity) initiative to establish awareness among working women and the (Happiness Journey) initiative to achieve a balance between work and providing entertainment for female employees, and to strengthen acquaintance between female employees, and the Mother's Day

event, which included a draw for the names of the winners, and the prize was an Umrah ticket for two people.

On Eid al-Adha, the Women's Council organized a bazaar for female employees with the aim of promoting and supporting their own projects and benefiting from the sale of their products. Emirati Women's Day was celebrated at the Museum of the Future and participated in the Pink Month event (breast cancer awareness campaign), where court employees were provided with all necessary examinations and free consultations by doctors and specialists in this field, in cooperation with the Ministry of Health.



Second Dialog (Together we Make Positivity) in the Rashidiya Majlis

The second dialog session (Together We Create Positivity) was held in the Rashidiya Majlis with female employees of Dubai Courts in coordination with the Human Resources Department, with the aim of introducing

female employees who have completed ten years of service in the department to the initiatives and activities of the Women's Council and to clarify the importance of the role of the Human Resources Department.



UAE National Day

Discounts were offered to female employees of the department, an exhibition was held for them in the three branches of the Courts, and gifts were distributed to them coinciding with the celebration of this day.

The female employees of the Dubai Courts also visited Qasr Al Muwaiji in Al Ain as part of a cultural trip to learn about the Emirati heritage and the history of the United Arab Emirates.



Exchanging Experiences With the Culture and Arts Authority

The Women's Council received a delegation from the Culture and Arts Authority, to review the operational plan followed in organizing initiatives and activities for the female component in the department and the mechanisms for organizing events to raise the level of knowledge between the two sides through the exchange of experiences and constructive communication through a clear methodology within the framework of female employees' happiness and raising their happiness index.



Honoring Influential Youth and Activating the Role of Youth

The Dubai Courts Youth Council organized a series of meetings and carried out a series of activities and initiatives aimed at raising the level of happiness and activating the council's community participation in various and varied fields, in addition to honoring a group of influential youth employees who had achievements during the year.

No. of circulated topics

24

Cost achievement rate

100%



The year 2022 witnessed the fifth youth meeting in Expo 2020 and the organization of the sixth meeting at Al Khawaneej Majlis, with the participation of 42 employees from various departments of Dubai Courts, with the aim of achieving employee happiness by breaking the work routine and effective communication between the youth of the department in various departments to charge their energies, which helps them raise their productivity at work, and the Director General of Youth Medal was launched at

the Expo meeting.

The Youth Council also participated in the Dubai Courts Forum, where the Council's efforts and achievements were reviewed, and interviews were conducted with children to find out their understanding of the Child Law (Wadeema). The youth of Dubai Courts, in cooperation with the Kotopia Foundation for Social Responsibility, implemented the «Your Futoor - Their Suhoor» initiative, the largest community initiative to preserve



food during the holy month of Ramadan.

The Council also supported the development of future competencies among young people by providing a list of free training programs and urging young people to participate in them and coordinating with the Human Resources Department. The Council, in cooperation with the Communication and Corporate Marketing Department, recorded 3 episodes of Dubai Courts' podcast.

The Dubai Courts Youth Council also organized

the seventh youth meeting of the Dubai Courts Youth Council at the Etihad Museum. The seventh youth meeting was organized, and the "March of a Homeland" competition was held at the Etihad Museum.

The Council contributed to raising the happiness rate of young employees in the annual survey carried out by the General Secretariat of the Executive Council, as the happiness rate increased from (80.9%) in 2020 to (87.5%) in 2021.

Infrastructure Indicators

Percentage of completion of periodic testing of the disaster recovery plan

100%

Dubai Cyber Security Index

5

Availability of digital services

99.93%

Network availability across branches

99.98%

The time required for technical systems to work in case of emergency to ensure business continuity

40 minute

Percentage of system upgrades to recommended issuances

94.07%

Percentage of infrastructure upgrades to recommended issuances

98.14%



Notary Public, Settlement and Execution Sector

Resolving Disputes Through Amicable Settlements

Dubai Courts believes in the importance of the values of tolerance in achieving justice, so it set its sights on harnessing all its capabilities to resolve disputes

through amicable settlements before moving to approved legal procedures, as the total number of amicably settled disputes from the percentage of registered files reached 98.11%.

Item	No.	Percentage of registered files
Registered disputes	10,748	
Disputes ending in reconciliation	1,446	13.45 %
Disputes settled by a decision ending the litigation	5,903	54.92 %
Disputes referred to specialized court	2,014	18.74 %
Expertise disputes ending with submission of report	1,048	9.75 %
Disputes ending in dismissal	134	1.25 %
Total ended disputes	10,545	98.11 %
Value of financial settlements	AED 2,484,474,182.59	

Settlement Fees at Zero Value

Fees for registering the dispute were determined and returned when approving the settlement, and the settlement fees were approved at a zero value for requests for registering the approval of settlements and amicable agreements, and made them with the force of an executive document, regardless their value.

Facilitating Procedures with Notary Public Movement

With the aim of assisting its clients and facilitating work procedures, Dubai Courts provide the service of moving the notary public in two cases:

Special cases: The Notary Public moves to complete transactions for senior citizens and people of determination.

Non-special cases: The Notary Public moves to complete transactions for key public figures.

Completed requests	No.
Notary Public movements	309
Licenses notaries	60
Offices	48
Corporate articles of association over the years	48,956
Time needed for completion with the Notary Public	13:13 minute
Notary Public transactions	No.
General Notary Public	181,749
Special Notary Public	126,136
Fast track transactions	6,495
Accuracy rate of Notary Public transactions	99.9 %
Total transactions	314,380

Digital Notary Public

Dubai courts transformed the services of the Notary Public from electronic services to digital services, which led to the ease of providing the service to the community inside and outside the country, through

smart applications of the courts with the aim of accessing completely paperless courts, facilitating procedures for the customer and completing the transaction at anytime and anywhere without his personal presence.

No. of digital transactions with the General Notary Public

76,080

Percentage of digital transactions with the General Notary Public

41.86%

No. of digital transactions with the Special Notary Public

57,013

Percentage of digital transactions with the Special Notary Public

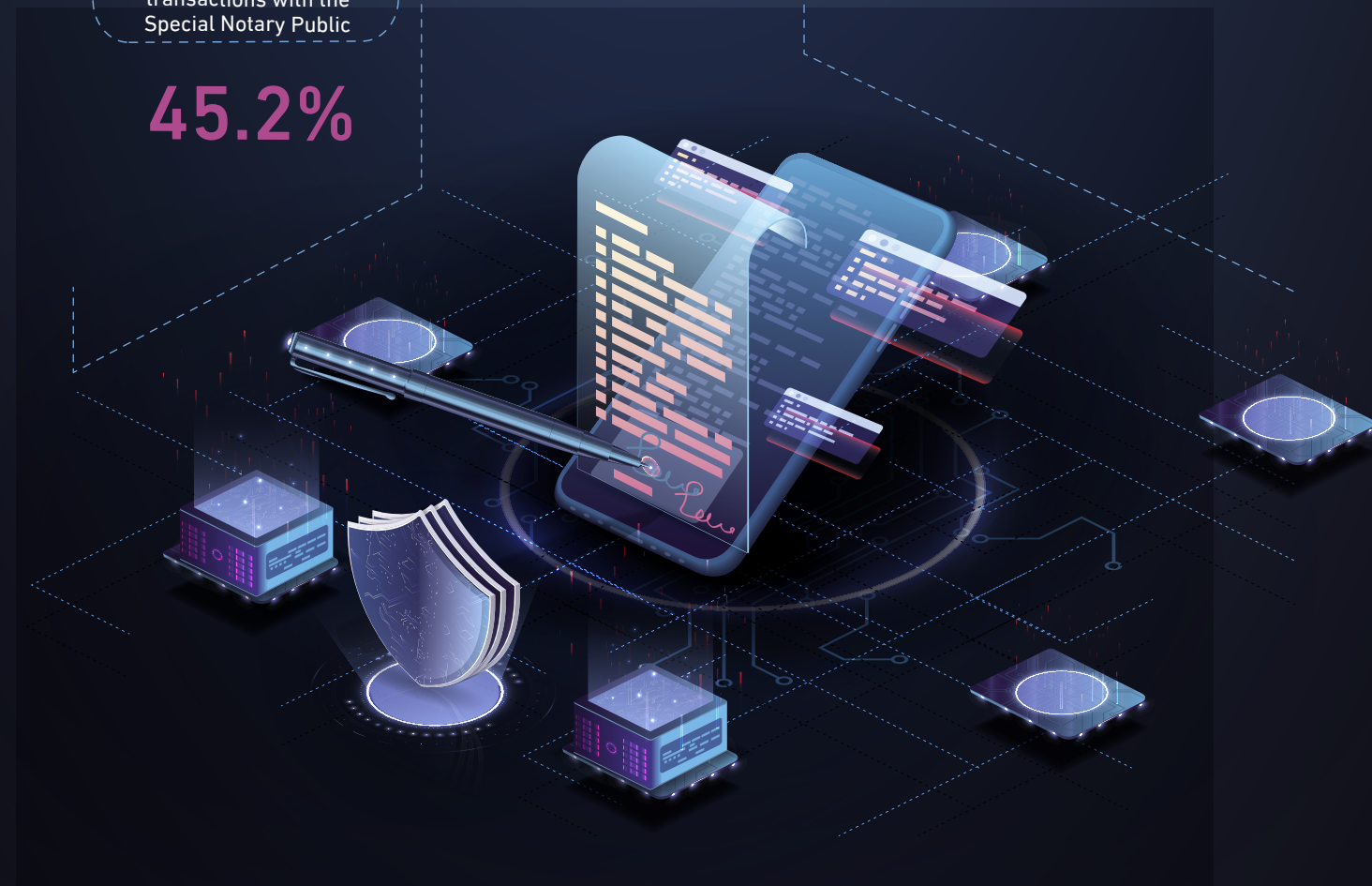
45.2%

No. of digital transactions to total

133,093

Percentage of digital transactions to total

42.2%





Ensuring the Enforcement of Judicial Orders

The Execution Officer is considered one of the judges' assistants. The Execution Officer ensures

the enforcement of judicial orders and decisions related to field seizure, sale, delivery, transfer and inspection.

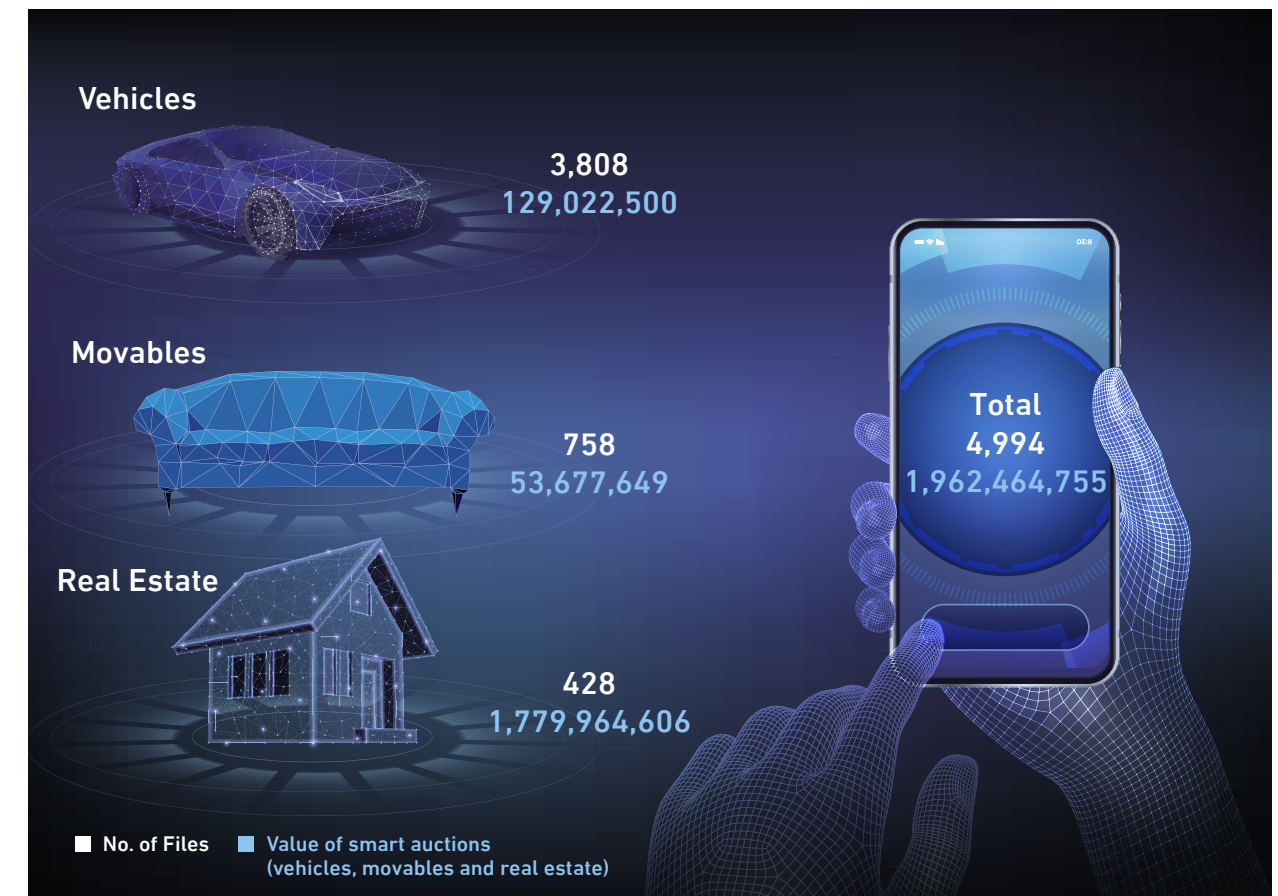
Execution statistics	No.
No. of tasks completed	11,990
Collected securities (Bonds) for the Execution Department (AED)*	6,202,226,380.06
Total decisions issued	579,416
Average time to execute decisions (days)	3.4
Average execution duration from registration date (days)	80.6
General average of execution duration from notification date (days)	50.5

* The sums paid in the execution files for the execution of the executive bond

Smart Public Auctions Around the Clock

Keeping pace with the digital transformation march that the UAE is witnessing; Dubai Courts provided a round-the-clock smart public auction service according to the best principles of governance to

ensure integrity and achieve justice, which contributed to increasing the value of the amounts collected from the sale (movables - real estate - vehicles) according to the following:

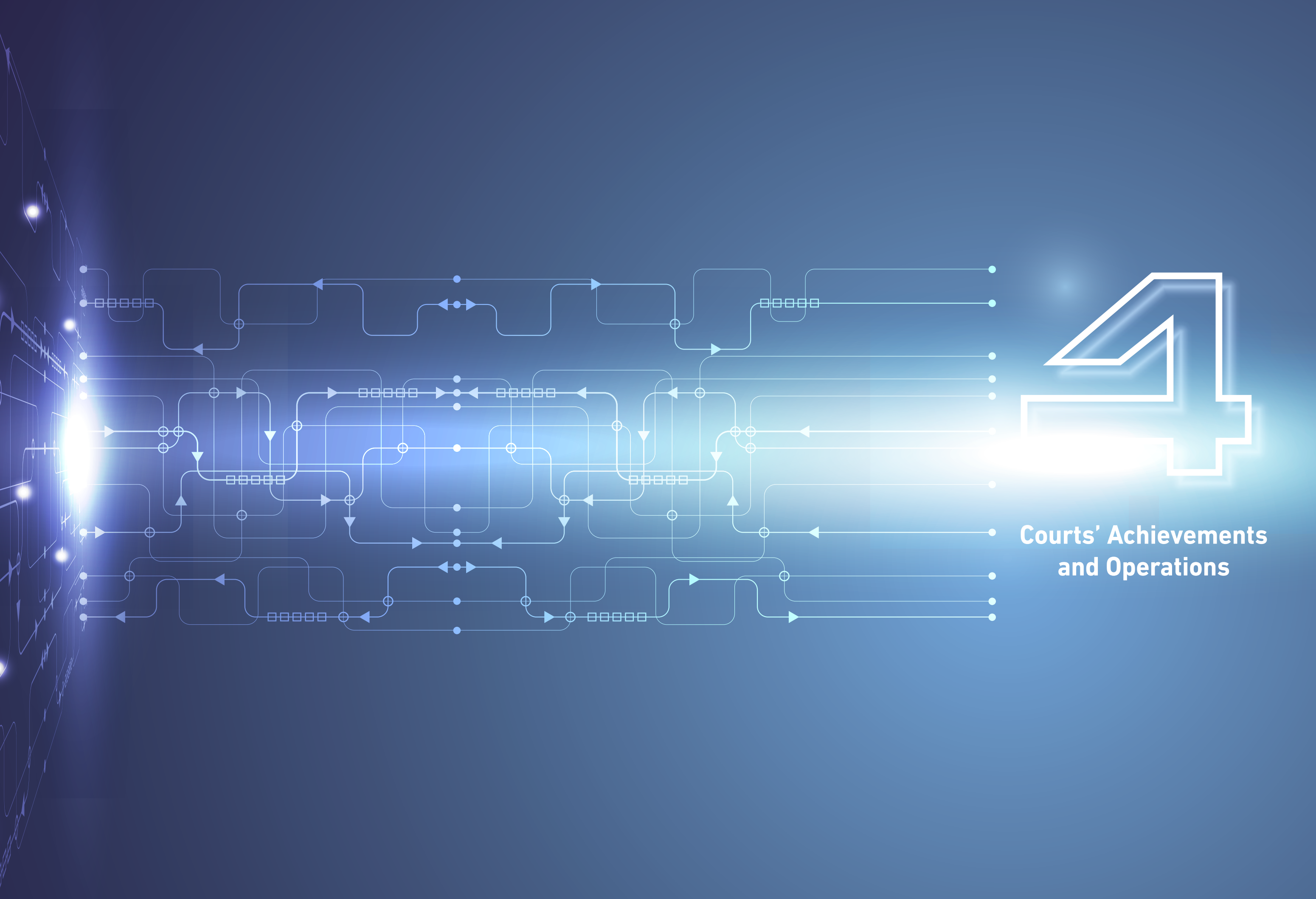


Judicial Representations

The judicial representation service allows litigants to register a representation file for the Dubai Courts to carry out a procedure for a decision issued by

courts outside the jurisdiction of the Emirate of Dubai, through the judicial representation program provided by the Courts.

Type	No.	No. of parties
Outbound representations	18,708	128
Inbound representations	2,532	
Total	21,240	



**Courts' Achievements
and Operations**



Membership of the International Federation for Future Studies

In appreciation of the efforts made by Dubai Courts in designing future projects and initiatives, including the C3 Court and integrated digital litigation, The Courts obtained membership in the International Federation for Futuristic Studies. This membership contributes to the adoption of the approved international standards, and obtaining it is considered an essential pillar in terms of shaping the future and the integration of future digital judicial services. This membership will also enable the Courts

to view the latest international reports issued regarding future foresight, especially in the judicial field, and seek to adopt future technologies such as Blockchain and artificial intelligence and open the way for the Courts to share their future experiences and publish studies and research papers in this field, in addition to benefiting from courses and conferences within international best practices applied and participation in awards in futuristic fields.

Membership of the International Union of Judicial Officers (UIHJ)

Dubai Courts has obtained the membership of the International Union of Judicial Officers (UIHJ), which contributes to the development of the activity of judicial enforcement officers at the international level in line with the directions of the courts to enhance cooperation between the concerned entities with the aim of providing pioneering and internationally distinguished judicial services.



Benchmarking and Studies of Institutional Performance Development and Leadership Achievement

Dubai Courts believes in the importance of benchmarking in developing institutional performance in a comprehensive manner and at all strategic and operational levels, stressing the importance of upgrading benchmarking processes to be a direct input in determining the degree of leadership and development within the main tasks of each department.

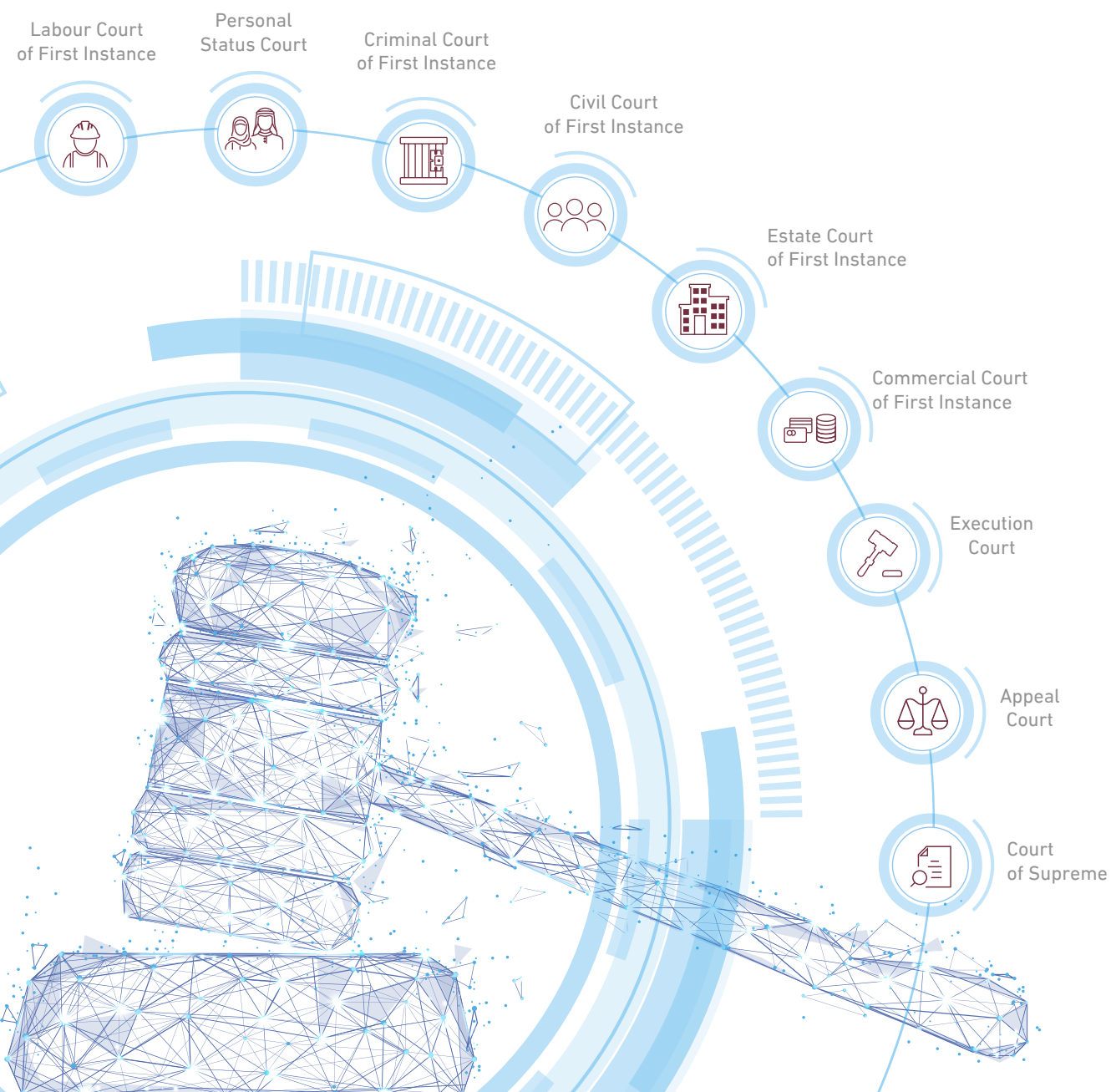
Dubai Courts conducted 8 standard comparisons for several areas, including family guidance and reconciliation, collection of financial claims, excellence awards for the distinguished technician

category, translation service and translators, the world bankruptcy court, the websites of international courts, the prison system in the world, and the justice system between the EU and East Asian countries. Dubai Courts has also studied several topics that support its making of the judicial future by focusing on various subjects, including the study of digital property disputes and family counseling through artificial intelligence, which is handled by the 10X team, and the study of litigation trends with artificial intelligence and the study of global trends for litigation through the Metaverse

Diligent Efforts by the Courts to Advance and Improve

Dubai Courts works to ensure the success of the judicial work through diligent effort that continuously strives for development and advancement through continuous improvement of the quality and efficiency of the legal services it

provides to the community according to a distinct judicial vision by making correct legal decisions, reviewing targets and indicators periodically, strengthening partnerships and launching initiatives.



Labor Court of First Instance: Strengthening Partnerships and Resolving Issues

The Labor Court of First Instance continuously strengthens partnerships, and for this reason, continuous meetings are held with companies to raise the level of coordination to serve the objectives of the court:

Ministry of Human Resources and Emiratization: For Organizing work relationships

Ports, Customs and Free Zone: for Corporation Legal Formulas and Agreements

Settlements and Reconciliation

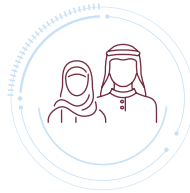
The Labor Court of First Instance pays great attention to resolving labor disputes by resorting to reconciliation and settlements to end disputes:

No. of settlement files

1,513

Settlement rate to total cases

13%



Personal Status Court:
Shortening time and expediting adjudication of cases
Inventory of inheritance service

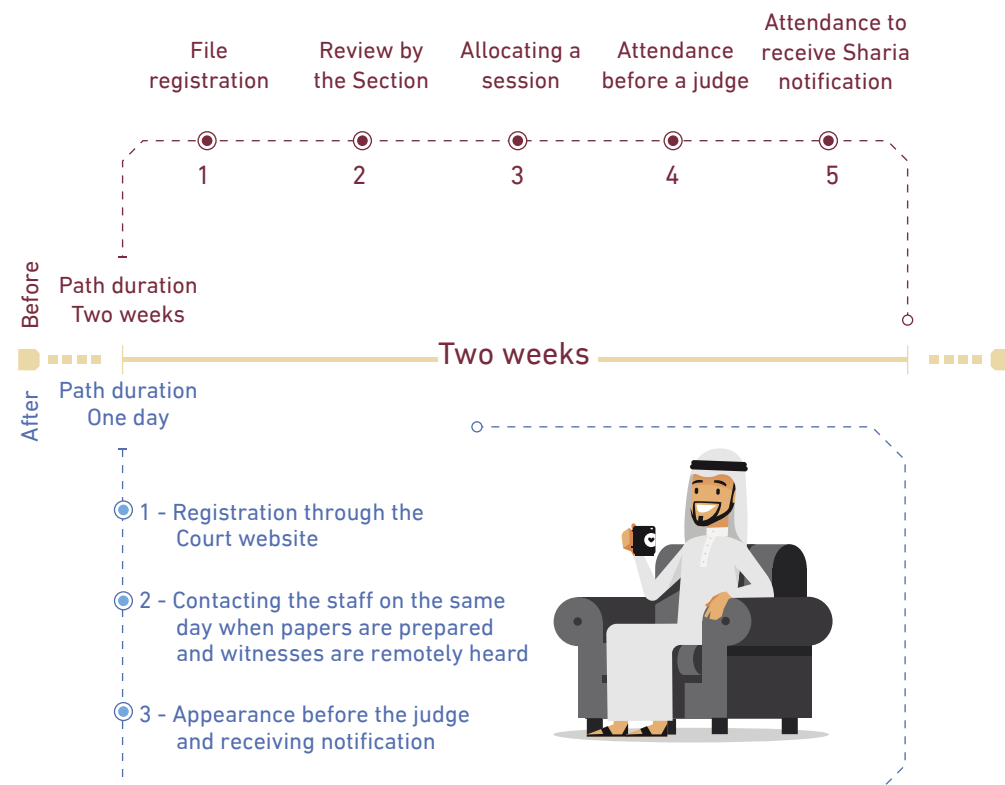
Total requests delivered

1,278

In cooperation with the Personal Status Department, the Personal Status Court incorporated this initiative with the aim of facilitating litigation, simplifying and improving procedures in a way that serves customers, facilitates access to court services, shortens time and

speeds up the adjudication of cases. It was previously known as Sharia notification.

The transaction used to take two weeks, but is now completed on the same day, and the path was modified and became an online path.



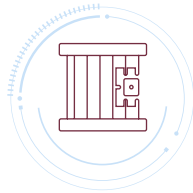
Achievements of the Personal Status Court During 2022

1. Modifying the marriage contract path:
The service was upgraded to amend errors without referring to the court and allowing online amendments to marriage contracts.
2. Personal Status is a key partner in the creation of the Special Court of Inheritance.
3. A meeting was held with the Women and Children Welfare Foundation to develop and amend agreements related to seeing foster children.
4. Participation in the legal forum (Fingerprint of the House is Unified) in cooperation between the Canadian University in Dubai and the Dubai Police, in which the Courts participated in cooperation with sociologists, psychologists, sociology

professors and influencers on social networking sites and the organization of the Personal Status Court Forum initiative with the community, which was held in July and December, and holding some courses at the court level, organized by the Human Resources Department and the Judicial Institute.

The strategy Applied by the Personal Status Court in 2022

- Facilitation for customers.
- Expediting procedures.
- Maintaining the accuracy of judgments.
- Supporting family guidance and reconciliation between spouses.
- Raising awareness to keeping cases away from courts.
- Improving the family reconciliation and guidance service.



Criminal Court of First Instance: Strategic initiatives that consolidate the rule of law

The Criminal Court of First Instance established its distinction during the year 2022, after the end of the years 2020 and 2021 full of challenges left by the Covid-19 pandemic, as it continued to implement its ambitious plans and strategy. The pandemic and its repercussions have given it more experience and flexibility, to deal with various circumstances and conditions, to keep pace with development and modernization, and to deal efficiently with emergencies and challenges.

During the year 2022, the Court, in cooperation with the Public Prosecution and the Dubai Police General Command, launched strategic initiatives aimed at consolidating the rule of law, achieving prompt justice in order to reach the right and preserve freedoms, and these initiatives included many aspects, including legislative, technical and others.

Cooperation with the Public Prosecution

The Criminal Court of First Instance held several training courses to train its judges and develop their performance technically and electronically by working with the online program prepared by the Public Prosecution, as well as providing the necessary tools for that work, aiming to facilitate the litigation before the judge, which contributed to the completion of trials and the speedy settlement of cases.

Cooperation with the Dubai Police General Command

The Criminal Court of First Instance contributed significantly in cooperation with the Public Prosecution in Dubai by providing the halls and equipment necessary to hold trials remotely, which eased the burden on the Dubai Police General Command by compressing the expenses of transporting detained and imprisoned suspects and averting the risks of transferring them from one side to another. On the other hand, Dubai Police assisted the court in providing remote courtrooms in all its centers and presenting them at the specified dates. The Public Prosecution was the best mediator between them by providing the appropriate administrative staff of session secretaries and training them in order to complete the litigation process and speed up the settlement of cases.

Cooperation with legislative bodies in Dubai

The Criminal Court of First Instance contributed effectively to presenting many proposals necessary for the development of laws, most notably the proposals it submitted and accompanied the development of the Crimes and Penalties Law, the Criminal Procedures Law and other criminal legislation.



Civil Court of First Instance: Settlement of Financial Obligations and Qualification of Experts

Creation of a Full Circuit by the Civil Court

Insolvency applications and applications for settlement of financial obligations used to be distributed to all civil court circuits according to the total value of debts in the request. In 2022, the Court of Cassation in Dubai Courts issued judicial rulings defining the court competent to hear insolvency requests and requests for settlement of financial obligations as the full circuit in the civil court, given that such requests are not valued.

Based on that change, the Civil Court took the initiative to establish a full circuit specialized in these applications and to refer all requests considered in other circuits to the new circuit.

Insolvency requests and settlement of financial obligations

Insolvency	Settlement
220	9

Expert Qualification Program

The Court, in cooperation with the Experts Committee and the Training Implementation Division, initiated and implemented a program to qualify experts to work in this specialty. It is a 6-hour training program implemented by the head of the insolvency department at the court, through which 74 experts were qualified

to work in insolvency and settle financial obligations in accordance with the terms and conditions applied by the Committee.

Training program of the Expert Committee

No. of beneficiaries

74
Experts

program duration

6
Hours



Real Estate Court of First Instance: Accurate Judgments and Speedy Adjudication

- The establishment of the technical office at the Real Estate Court contributed to managing the process of unifying judgments and applying modern principles to judicial circuits, which was reflected very positively on the indicator of the accuracy rate of judgments.
- The formation of the Hotel Apartments Committee in coordination and cooperation with the Dubai Courts Experts Department, which positively affected the rate of accuracy and consistency of judgments based on the different points of view among the experts.
- Focusing on long-term ongoing lawsuits, which reflected positively on the indicator of the percentage and age of the current lawsuits that exceeded one year.
- Launching an initiative to re-examine the requirements for registering lawsuits related to the off-plan sale of real estate units, by adding a requirement to register these lawsuits by attaching a recent real estate inquiry issued by the Land Department to support the requests in such lawsuits, which had an impact on the speed of adjudication of this type of lawsuit.
- The Real Estate Court of First Instance contributed effectively to presenting many proposals necessary for the development of the Civil Procedure Law.



Commercial Court of First Instance: Smart Actions Based on Expertise

Expertise Files

The Commercial Court is characterized by the fact that most of the cases it handles are related to technical issues, so the procedures have been facilitated by applying the Procedure Law in a smart way through the expertise circuits, where these files are taken and placed in the departments and finished on the same day. This distribution reduces the delay in the expertise and ensures control over these circuits.

Six new circuits of expertise were created, taking the total number of expert circuits to 8, which reflected positively on strategic performance indicators such as the average duration of judgment from the date of registration and the first session.

Court Achievements

- Speed and accuracy.
- Participation in exhibitions and conventions on UAE soil.
- Holding specialized courses for judges.
- Holding brainstorming sessions.
- Judge Dr. Hamda Al-Suwaidi received the Youth Badge as part of the courts' excellence programs.

Publications that Promote Legal Knowledge

The court issued a set of publications

and manuals including guidelines for regulatory procedures, and educational awareness brochures.

It also published video clips / posts by the judicial staff and some of the administrators across the social media of Dubai Courts.

Titles of the articles published by the Court included: Performance Order: An Exceptional and Fast Track for Resolving Judicial Disputes in Dubai; Procedures to Document Criminal Reconciliation before the Public Prosecution; Cases That Allow Direct Termination of the Employment Contract without Notice; Delegation of Expertise in Commercial Cases; Increase or Decrease in Alimony.

The Courts participated in a series of awareness workshops with a number of titles, most notably: The legal system for banks and securities in the UAE, banking cases and their practical applications, real estate lawsuits and their relationship to the real estate registry, amendments to the Personal Status Law and their impact on family stability, custody provisions, provisions introduced in Law No. 33 of 2021 Regulating Employment Relationships, Domestic Workers Law, performance orders, women rights in the Personal Status Law - Federal Law No. 28 of 2005, Bankruptcy Procedures, Personal Status Law of the UAE, Federal Law No. (28 of 2005, as amended), Deputation of an expert in commercial cases, Employment Relations Law of 2021, discussion of the amended Civil Transactions Law .

Newly established circuits in 2022

6

Expertise circuits



Execution Court:

Exchange of Expertise and Experience in the Legal and Justice Sector

Informing the Execution Court of International Best Practices

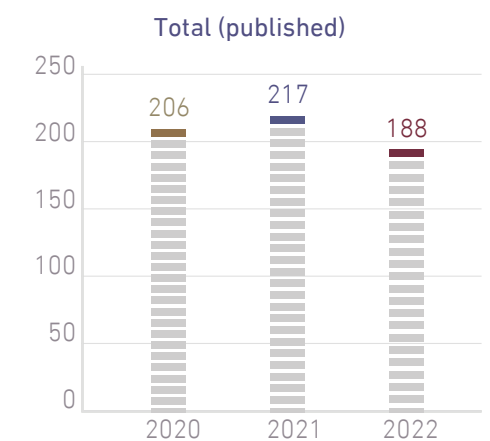
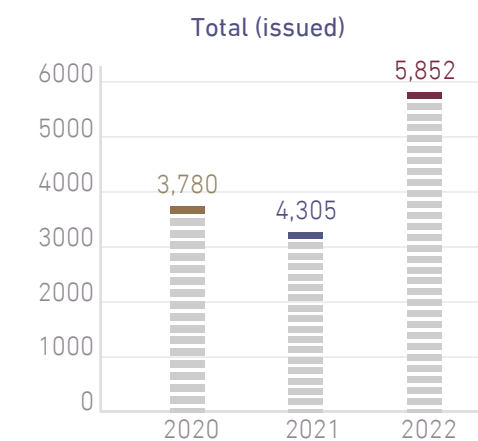
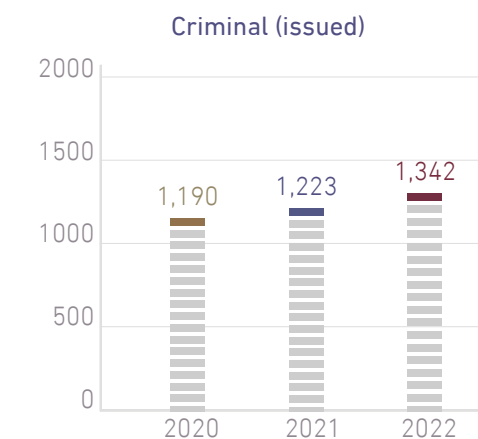
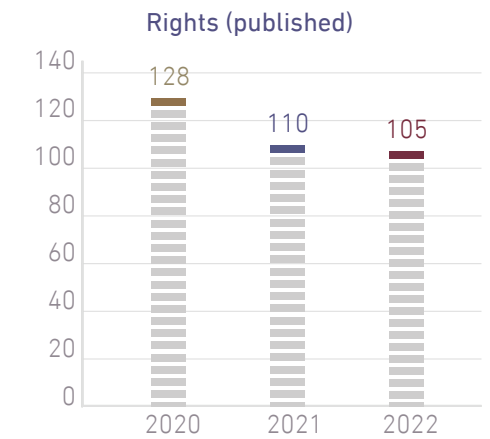
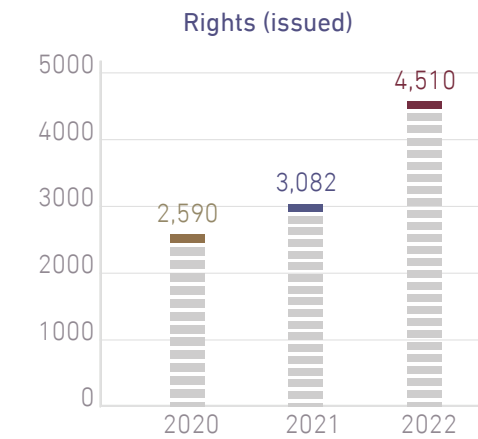
A delegation from the Dubai Courts, headed by the President of the Execution Court, visited the Kingdom of Saudi Arabia and the Kingdom of Bahrain, to learn about the best practices in the field of executing judgments and outsourcing services to the private sector at the Ministry of Justice in the Kingdom of Saudi Arabia, and the experience of the Kingdom of Bahrain in seeking the help of the private sector in providing judicial services as applied by the Ministry of Justice, Islamic Affairs

and Endowments as part of the legal development initiatives and the promotion of access to justice through partnership with the private sector.

These visits aim to enhance the exchange of expertise and experiences in the justice and legal sector, within the framework of communication and integration between institutions in the GCC countries, and the exchange of experiences and best practices in a way that serves all parties to provide the best services to customers.



Cassation Court: Reorganization of Work and Dissemination of Judicial Knowledge Appeals



Court Initiatives

- Reorganizing work and forming triangular circuits in order to improve the results of the average sentence period indicator due to the increase in the number of cases registered in the Court.
- Unifying the principles of the general judiciary to improve the indicator of sentence duration in the Court of Cassation, which reflects positively on the indicator of accuracy of rulings in the Court of Appeal and Courts of First Instance.

Judgments, decisions and publications

Three judgments issued by the Court of Cassation were summarized and published, and the Court released a number of publications including: A set of legal provisions and principles in legal and penal articles for 2018-2019 and a set of legal principles issued in commercial matters from 2016 to 2020. In addition to a set of legal principles issued in real estate matters from 2016

to 2020, and research on the control of administrative decisions, administrative lawsuits and arbitration in the light of the rulings of the Supreme Courts in the United Arab Emirates.

And a fresh review of the new UAE Labor Law No. 23 of 2021 and the checks from the criminal and civil perspective in the United Arab Emirates.

It also released a number of studies, including research in the Echo of Courts magazine on "Corona virus and its impact on contractual obligations in UAE law" and research on the consensual and judicial termination of the contract in accordance with the provisions of the Civil Transactions Law, and oversight of administrative decisions, administrative lawsuits and arbitration in light of the rulings of the Supreme Courts in the United Arab Emirates.

In addition to a fresh review of the new UAE Labor Law No. 33 of 2021 and the checks from the criminal and civil perspective in the United Arab Emirates, and the sale of submerged lands and real estate and its damages.

Appeals Court:

Reorganization of Work and Positive Results in Standby Time Indicator

The Court of Appeal contributed to supervising the reorganization of work in the Case Management Office at the

Appeals Court, which reflected positively on the results of the average waiting time to the first hearing indicator.

Published judgments

3

Court publications

9

Prepared studies

8

Digital Services to Make Customers Happy

Wayak service

A direct communication channel between litigants and the various administrative units concerned with cases to follow up on the implementation of decisions issued on cases and requests of all kinds and to make observations about them.



107,267
request

Contact Center

The Litigants Guidance Section directs customers and responds to all their inquiries related to procedures and services through the approved communication channels (call center, website, instant chat and WhatsApp) in both Arabic and English, according to approved standards.

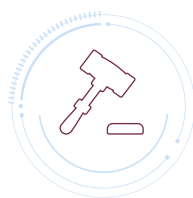
In addition to subscribers' requests related to inquiring about parties' issues (subscriber's account, Shoor Free Consultation Service).



35,922
Litigation statement request

24,531
Litigation linkage request

105,370
Call



Instant Chat

The instant chat service aims to enhance the frameworks of effective communication with the public and respond to their inquiries. The service is provided through Dubai Courts website and the smart application.

The service has been designed in a way that makes it easier for the customer to inquire in both Arabic and English, as follows:

(Inquiries about lawsuits, Notary Public procedures, branches and service delivery times, social responsibility services).



14,878

Chat

Personal Status Attestations and Declarations

A service that allows the customer to obtain declarations, permissions, and declarations related to personal status, unless there is a dispute.

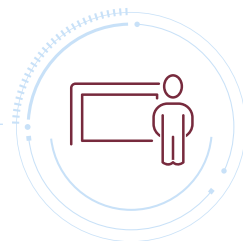


13,453

Declaration

Thura

The Thura service allows cases to be dealt with through the virtual meeting feature between the judge and the accused or imprisoned. Annually, a number of wanted and imprisoned persons are presented to the execution judges through the Thura program.



2,403

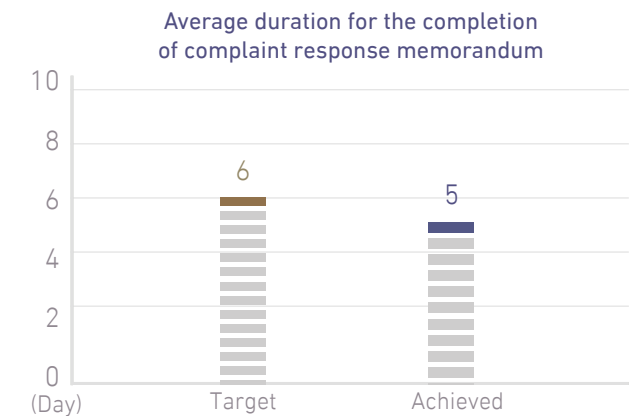
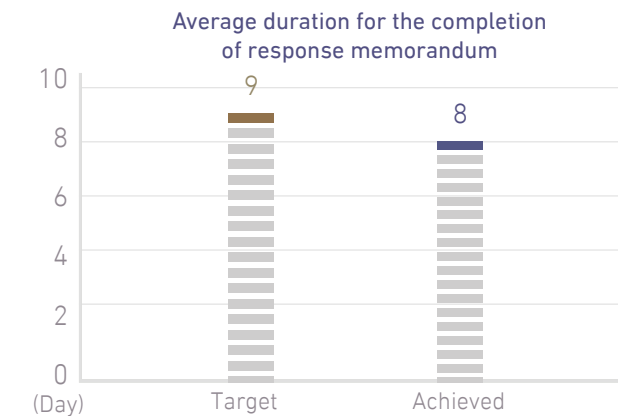
Case

Legal Support to Internal and External Organizational Units

The Office of Legal Affairs provides legal support to all internal organizational units and external parties, recommends legal work, expresses technical views and provides advice on inquiries received by the office, prepares reports on complaints and studies, expresses legal opinion according to incoming costs, reviews contracts and makes recommendations regarding them, prepares response notes and

follows up on everything related to lawsuits in which the Courts are a party, following up the issuance of executive decisions for laws and decrees, providing recommendations regarding legislative proposals received from various organizational units, and contributing to the development of strategies, systems and policies related to the tasks of the Courts.

Performance Indicators



Legal Flashes Initiative Legal Opinions that Address the Needs of Staff and Customers

The Office of Legal Affairs in Dubai Courts launched an initiative entitled "Legal Flashes" with the aim of publishing legal opinions that address the needs of employees and customers that are monitored through general inquiries received by the office. The office decided to choose the opinions that warrant publication and are subject to criteria set for that through social media channels to circulate the benefit to all employees and members of society. The judgment is issued on the executive formula within 60 days.

Consultations and Inquires Received by the Office

All legal advice and inquiries received by the office were 100% answered.



Legal library

Revenues from Sales of Legal Principle Files

9,450 (AED)

Beneficiaries from the issues:

11 Law firms

The published legislations for all employees

The federal laws: 204

The local laws: 142

Beneficiaries on online legislation

304

Updating file of legislations governance 2022

Federal Laws 204

Local Laws 142

Regulations 27

The international conventions 55

The specialized judgments 19

Number of Visitors the library

Judges: 45

Lawyers: 73

Employees: 361

Students: 13

Consolidation of legal principles

19

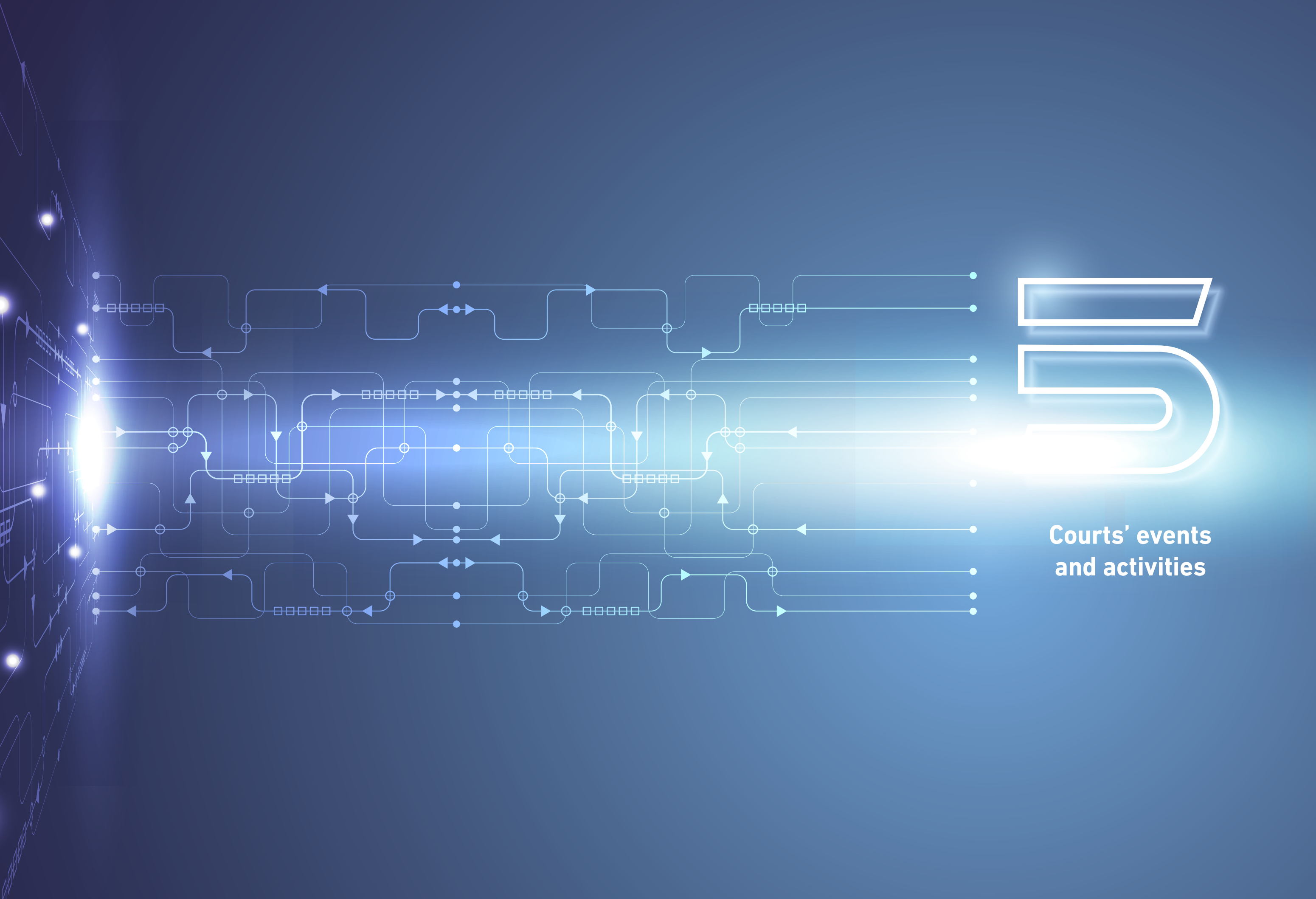
Lending the books and using them internally

400

Printing of legislations

28





S

Courts' events
and activities



Connecting Minds, Creating the Judicial Future

In order to save time, effort and money, and in an effort to open new horizons in the imagination of every judge to propose new work mechanisms and develop work models that push judicial work forward, the Commercial Court of First Instance, in cooperation with the Strategy and Future Foresight Department, held a brainstorming session entitled Connecting Minds and Creating the Judicial Future within Expo 2020, chaired by His Excellency Judge Ayoub Ahli, President of the Commercial Court. The courts visited the pavilion of the Republic of El Salvador and got acquainted with the detailed information that was presented about the law of approving digital currency transactions "Bitcoin", as it is the first country in the world to recognize digital currencies, in addition to the pavilion of the Kingdom of Belgium, during which models of smart cities and

artificial intelligence were viewed, and the necessary legislation was considered to start thinking about it to keep pace with the future directions of the Emirate to come up with a detailed development report for the Commercial Court by the participating judges. The brainstorming session saw the discussion of several topics including: Economy and government directions from the strategic side, government directions from the legal side, artificial intelligence in the judicial field, skills supporting the process of adjudicating commercial cases "speed and accuracy", and providing alternatives to ordinary litigation. The brainstorming session was attended by a number of judges from the Commercial Court, during which many developmental ideas and legislation that must be developed to keep pace with developments in the emirate were discussed.



Dubai Courts Forum 2022: A Knowledge Meeting for Dubai Courts Employees to Exchange Experiences and Enhance Internal Communication

In the framework of strengthening and activating internal communication for employees and efforts to develop and upgrade work, Dubai Courts organized the «Dubai Courts Forum» in June 2022 at the Museum of the Future to highlight the achievements of the Courts in terms of a pioneering judicial and technological structure that looks forward to the future, to reach the future government that is sought

by the leadership to be a role model for all countries of the world. The forum provided an opportunity for a knowledge meeting for Dubai Courts employees to exchange experiences, enhance internal communication, and involve them in the Courts' journey to the future, in addition to exchanging knowledge and enhancing internal communication.



GITEX 2022

This edition of GITEX 2022, which was organized in October 2022, was the most influential edition in the history of the exhibition as it covers various technological topics across the fields of Metaverse, the future of the decentralized internet, and the sustainable global digital economy.

Around 1,400 new exhibiting companies from international companies and startups participated in the exhibition, which showcased applications in the fields of Metaverse, artificial intelligence, Web 3.0, Blockchain, 6th generation telecommunications, cloud computing, financial

technology, and big data.

Dubai Courts participated in the exhibition with a platform in which it displayed its most prominent digital services. The Courts were honored by the visit of His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum to the platform, and he was briefed on its services, which keep pace with the vision and strategy of the Dubai government towards digital transformation, which would enhance the confidence of customers and stakeholders in the judicial system through a set of initiatives and innovative digital projects.



Initiatives With Partners that Promote the Rule of Law Based on Modern Technologies

Dubai Courts adopts a set of judicial initiatives, in cooperation with partners, with the aim of developing services, simplifying procedures in simple cases, in addition to ensuring the promotion of the rule of law, impartiality and independence, based on modern and advanced systems, procedures and technologies.

Digital Marriage: Disposal of 100% of Paperwork

It is a smart system that is applied in Dubai Courts through which work is done on digital marriage contract procedures, starting from submitting the application, to selecting the legal representative, so that the process takes place through the system

and digital tablets or remotely, without the need for personal attendance at the court building and 100% dispensing with transactions and paperwork. This initiative aims to improve the customer experience, enhance the digital transformation of services, and implement a paperless transaction policy.

The implementation of this initiative has led to reducing the effort on the customer side by completing the transaction through a one-stop-shop with ease and reducing the effort on the employee, and the application of digital transformation and the strategy of paperless transactions based on modern systems from the beginning of entering the application to receiving the marriage certificate.

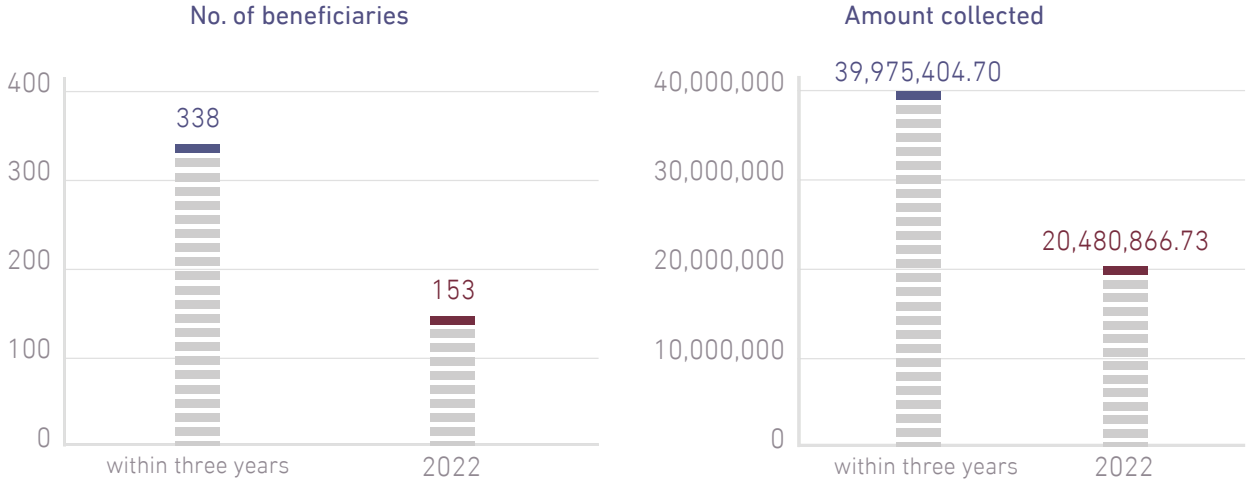




Al Khair Courts Initiative: Economic, Financial and Social Sstability

Al Khair Courts initiative aims to alleviate the suffering of debtors and defaulters in civil execution cases, by releasing prisoners and lifting seizures, which has had a positive impact on the fate of entire families, reflecting the character of goodness in the people of the Emirates. The economic impact of the initiative was the economic stability of companies and families, the financial stability of the defaulters and the

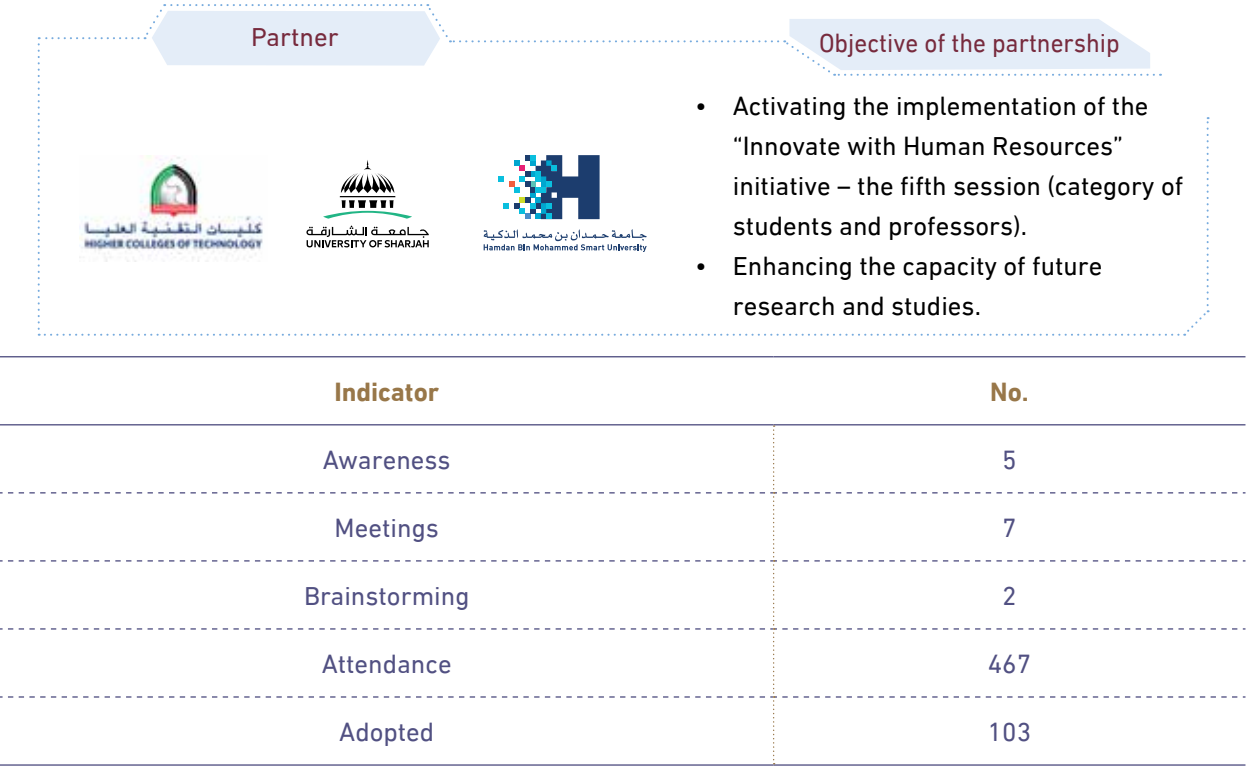
improvement of their financial situation, and the rights holders obtaining their money. It also had a social impact represented by alleviating the suffering of debtors and defaulters in civil and legal execution cases, reflecting the values of goodness in the people of the Emirates, citizens and residents, and shortening work and reducing litigation procedures due to the closure of files.

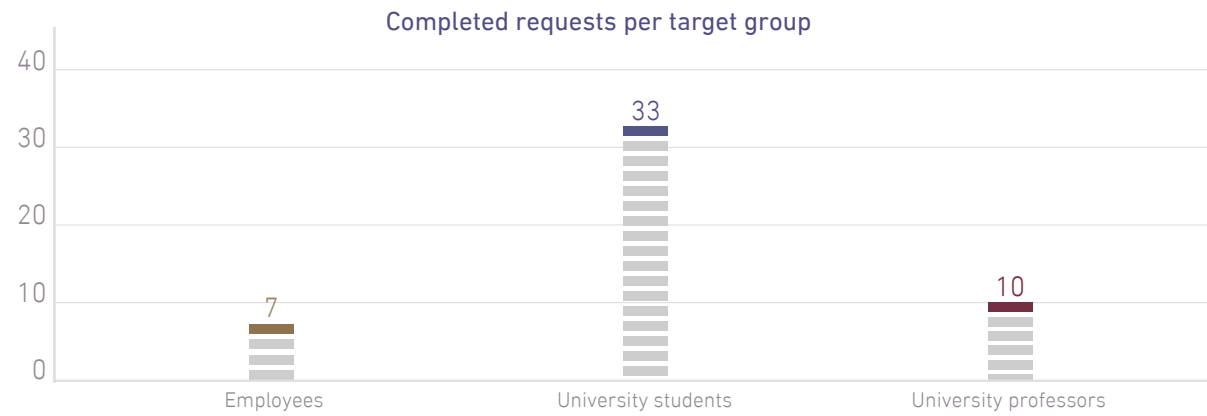


Innovate with Human Resources

Through the "Innovate with Human Resources" initiative, Dubai Courts adopted the promotion of a culture of innovation and rewarding the efforts of talents with the aim of shaping the features of Dubai Courts' future and preserving human resources, which led to raising the happiness and harmony index in the work environment. The initiative targeted Dubai Courts employees in addition to professors

and students of public and private universities and colleges in the UAE. The focus of the initiative is on presenting innovative ideas related to the development of human resources procedures, activating the implementation of the "Innovate with Human Resources" initiative – the fifth session (category of students and professors), and enhancing the capacity of future research and studies.





Training Judges and Developing their Performance Technically and Electronically

The Criminal Court of First Instance held several training courses to train its judges and develop their performance technically and electronically by working with the online program prepared by the Public Prosecution, as well as providing the

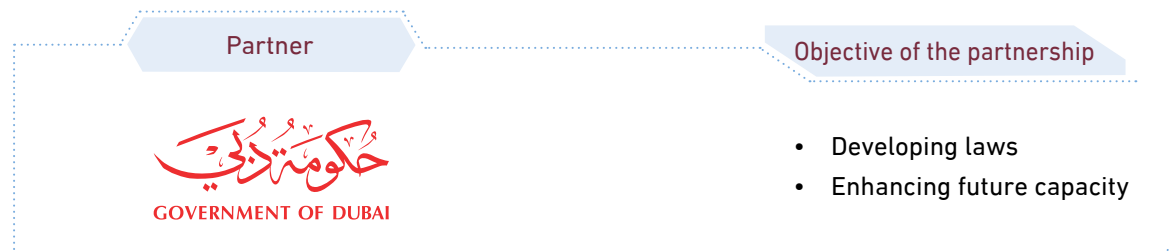
necessary tools for that work, aiming to facilitate the litigation before the judge, which contributed in a significant and unprecedented manner to the completion of trials and the speedy settlement of cases.



Joint Cooperation with Legislative Bodies in the Emirate of Dubai

The Criminal Court of First Instance contributed effectively to presenting many proposals necessary for the development of laws, most notably the proposals

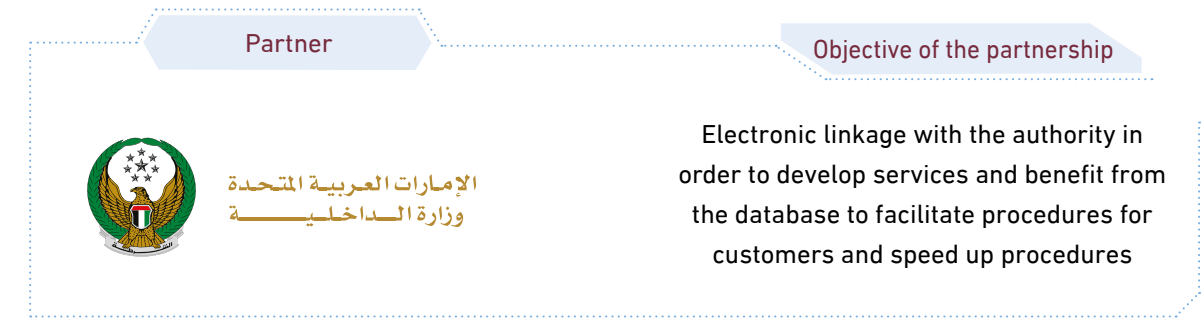
it submitted and accompanied the development of the Crimes and Penalties Law, the Criminal Procedures Law and other criminal legislation.



Digital Integration Regarding Apprehension, Requisition and Travel Ban

This initiative addressed the electronic link between the Dubai Courts and the Ministry of the Interior with the aim of digital integration regarding the possibility of the apprehension, requisition and travel bans without the need for human intervention, which allowed the

judges to take a direct decision to issue an arrest warrant or a travel ban through the system of orders restricting the freedom of individuals, and the result was directly reflected in the Ministry of Interior's system without the need to address the authority.

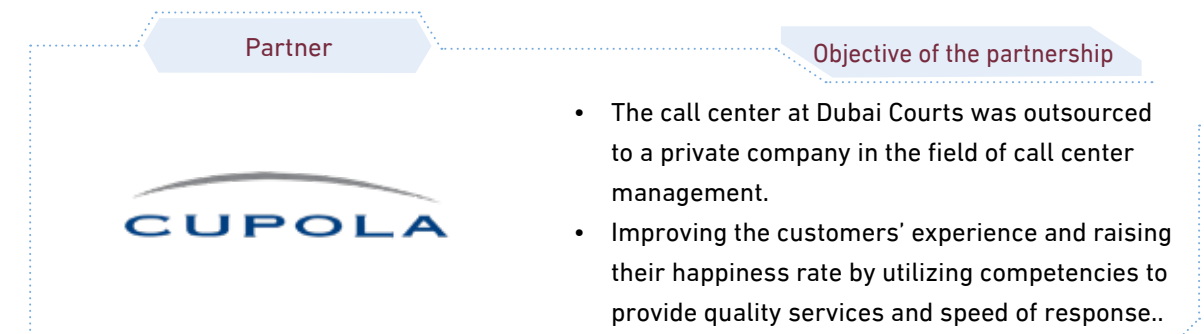


Dubai Courts' Call Center Outsourced to a Private Firm

In order to improve the customers' experience and raise their happiness rate, the call center at Dubai Courts was outsourced to a private company in the field of call center management.

Quality services and speed of response were provided,

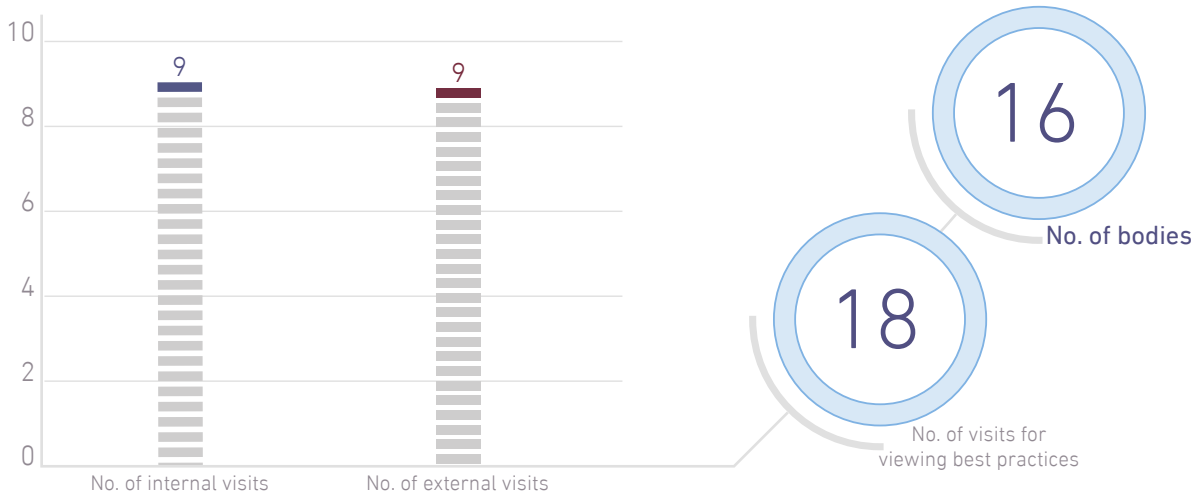
and the average secret shopper's report on the call center was not less than Excellent during 2022. Calls were answered in no more than 20 seconds (Dubai government target) and the number of missed calls was reduced to 4% of the total number of incoming calls.



Visits to Improve Practices

During 2022, Dubai Courts made several visits to the internal authorities to view their best practices, including visits to the Abu Dhabi Sports Council, the Dubai Culture and Arts Authority, the Judicial Training Institute at the Ministry of Justice, Sharjah City Municipality, Mohammed Bin Rashid Housing Establishment, Dubai Media Corporation, Fujairah Federal Court of First Instance, and Gulf University - College of Law.

Several external bodies also paid visits to Dubai Courts to learn about the best practices of the Courts, including The General Directorate of Residency and Foreigners Affairs, the Community Development Authority, the Department of Lands and Properties, the Real Estate Regulatory Agency, in addition to Roads and Transport Authority, Dubai Police General Command, Ministry of Interior, Abu Dhabi Judicial Department, and the Ministry of Justice.



Visit type	Internal Visits	External Visits
Body name	1. Abu Dhabi Sports Council	1.General Directorate of Residency and For- eigners Affairs
	2. Dubai Culture and Arts Authority	2.Community Development Authority
	3. Judicial Training Institute at the Ministry of Justice	3.The Land Department and the Real Estate Regulatory Agency
	4. Sharjah City Municipality	4.Road and Transport Authority
	5. Mohammed Bin Rashid Housing Estab- lishment	5.Dubai Police General Comman
	6. Dubai Media Corporation	6.Ministry of Interior
	7.Fujairah Federal Court of First Instance	7.Abu Dhabi Judicial Department
	8.Gulf University - College of Law	8.Ministry of Justice



Leadership Talk

An program hosts a group of judges and employees with experience in strategic dimensions that contribute to supporting knowledge for Court employees on the personal and professional levels through discussions managed by the Knowledge Management Department, with the aim of consolidating communication between the leadership and Courts employees, supporting the knowledge methodology and transparency policy of Dubai Courts, in addition to encouraging specialists to share their experiences with all employees. The Leadership Talk platform included a number of discussion sessions:

First Session:
Consolidate Communication Between the Leadership and Courts Staff and Support the Knowledge Methodology and Trans- parency Policy of Dubai Courts
The President of the Court of Cassation explained during the session that the United Arab Emirates has provided members of the judiciary with all the capabilities required to perform their duties in upholding the banner of justice as it is one of the most important pillars of good governance, stressing the keenness of Dubai Courts to align all its initiatives and operational plans with the ambitious vision of the Dubai government, through employing modern technology in order to improve performance in a way that achieves the aspirations

and visions of the wise leadership to reach high-level government services.

Second session:

Dialog session with the Executive Director of the Notary Public and Settlement Sector

During the session, the Executive Director of the Notary Public and Settlement Sector emphasized the importance of the dialog sessions in sharing the experiences and expertise gained over the course of the professional career. He also touched on his journey working in the Dubai Courts, and excerpts from his personal, academic and practical biography, and indicated that man was created in this life to suffer and face adversity and challenges, and God Almighty has provided him with the capabilities and means that help him to overcome them, and this is what we must do, especially in light of crises that the world is going through in recent times, and that these challenges facing man in his life path are, in fact, opportunities for him to rise and proceed from them to make more achievements in various fields.

Third session: with of the Head of the Criminal Court of First Instance

The Head of the Criminal Court of First Instance reviewed scenes from his life through the first job in his professional career, and he also talked about the values that he acquired, stressing the need for man to make the principle of order in all the work he practices because it is considered one of the basics of success, and he discussed the importance of a person defining his work prospects in life. He stressed the importance of harmony and cohesion and the importance of behavioral and moral excellence, stressing that behavior is the

essence of success, and that all the problems and challenges we face at various levels are a new opportunity for learning and practice.

Fourth session:

Executive Director of the Case Management Sector

The Executive Director of the Case Management Sector presented brief excerpts of his career cycle, his job sequence, and his current job in Dubai Courts, stressing that life is full of many challenges in his career on the ground, sometimes at the individual level, sometimes at the family level, and sometimes at the community level, i.e. Man was created in this life to suffer and face hardships and challenges, and God Almighty has provided him with the capabilities and means that help him to overcome them, so he must take advantage of that in achieving his happiness and pleasure and overcome the means of comfort for him and his fellow men.

Business Continuity

Success in Overall Performance

The overall performance of the Dubai Courts recorded remarkable success, as the target of eight goals was achieved, which is the action plan for implementing business continuity strategies, the target time for restoring vital services (during training / during a real accident), conducting training for the accident response plan (evacuation training), in addition to implementing the internal audit plan, management review, compliance with laws, legislation, and government instructions, reviewing and updating risk assessment records, and business impact analysis.

Strategic indicators of the business continuity system

Target - Achieved

- Achieving the action plan for implementing business continuity strategies
- Achieving the target time to restore vital services (during training / during a real-life incident)
- Implementation of the internal audit plan and management review
- Compliance with laws, legislation and government instructions
- Review and update risk assessment and business impact analysis records

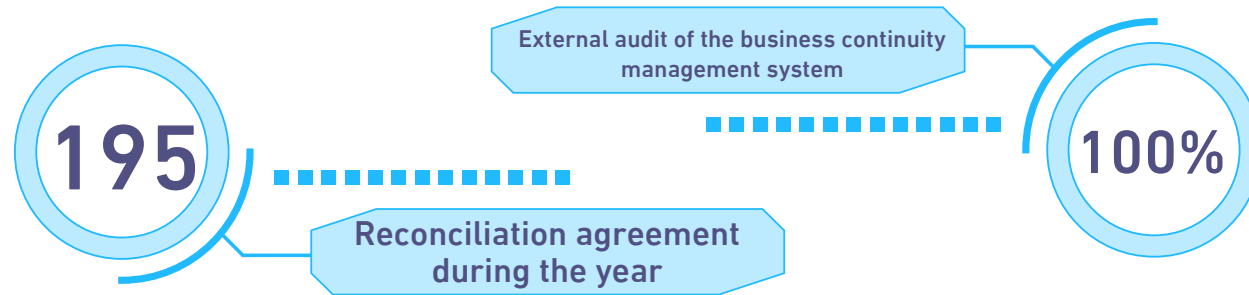
100%

Target - Achieved

- Educate employees about the business continuity system
- Completion of training and exercises on the business continuity system
- Conducting incident response plan exercises (evacuation training)

80%





Activities and Achievements

- An introductory workshop on the business continuity system, targeting all employees, which was completed by 60%.
- A workshop on how to implement the business continuity management system for system coordinators, targeting business continuity management system coordinators, and it was completed by 90%.
- Awareness leaflets targeting all employees by 90%.
- External audit of the business continuity management system at 100%
- Qualifying employees for the internal audit of the business continuity system, targeting 10 employees from various departments at a rate of 100%.

Government Accelerators

Documentation and approval of the reconciliation agreement (initial stage)

This initiative aims to implement Law no. 18 of 2021 Regarding the Organization of Reconciliation Works in the Emirate of Dubai by documenting the settlements of government agencies and providing them with the strength of the executive document, as 195 reconciliation agreements were approved during the year, which contributed to raising the reconciliation rate and accelerating the rate of adjudication of disputes.

Accelerating the Completion of Expertise Files

This initiative aims at accelerating the completion

of the expertise files registered in the Center by developing a plan to improve work systems and simplify procedures, which contributed to raising the annual completion rate of experts, as 83% of the experience files assigned last year were completed, while to date 84% of the files of expertise assigned have been completed.

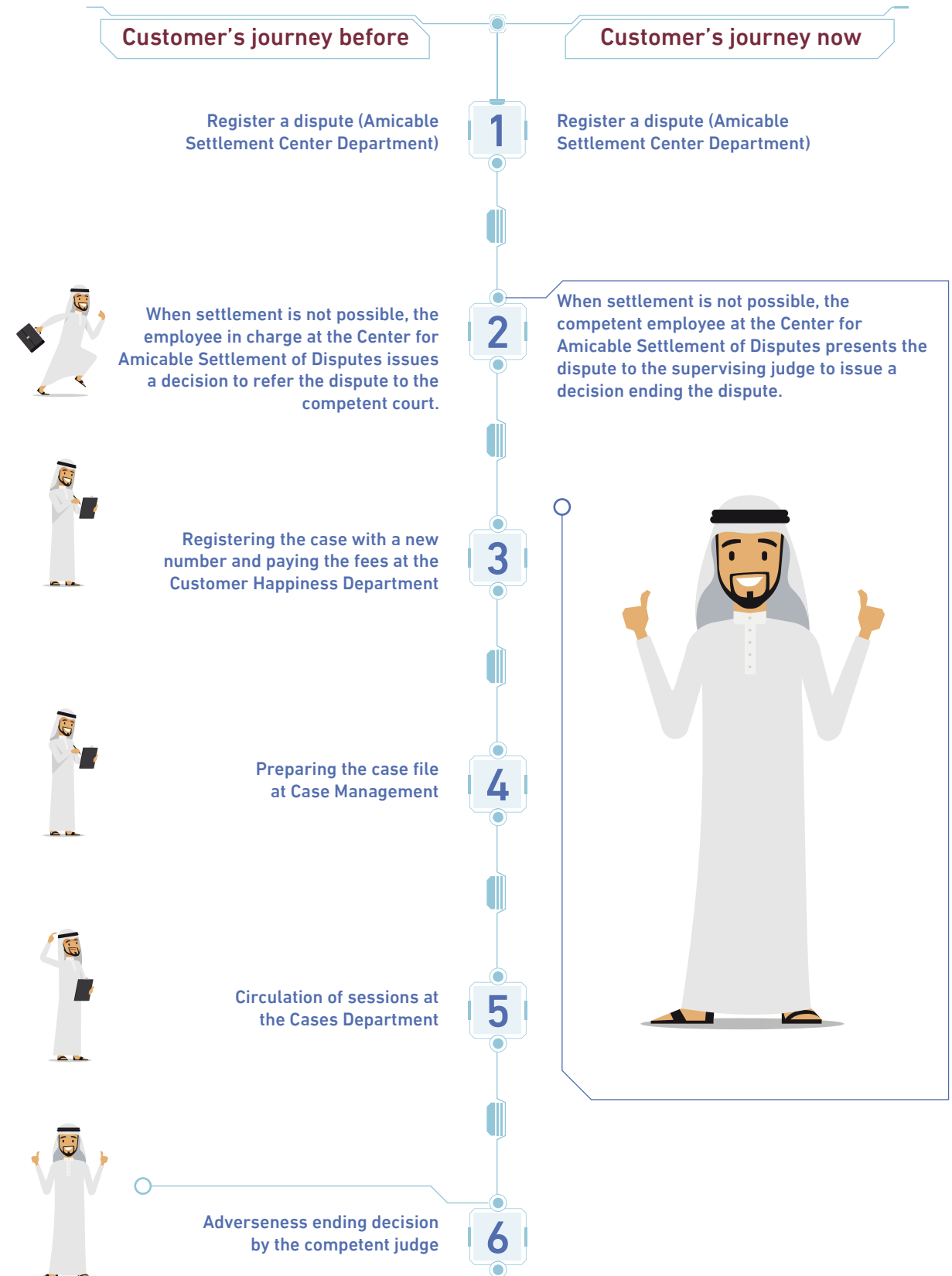
"Performance Order"

This service allows litigants to register a lawsuit in case the right of the creditor and the claimant is established in writing and at the time of performance has come, whether it is a debt of money of a specified amount or a movable debt of a specific type and amount, and he may submit a payment order or file an ordinary lawsuit.

Adverseness-Ending Decision

The project aims to amend the terms of reference of the Center for Amicable Settlement of Disputes and judicial procedures in terms of considering and deciding disputes in which the value of the claim does not exceed AED five hundred thousand. It has led to saving time, effort and money for the customers, reducing the pressure on the competent courts of first instance, and adopting settlements and amicable agreements of any value to assign them the strength of the executive document without judicial fees.

The implementation of this project has reduced procedures, saved money and effort on administrative organizational units, and sped up adjudication, as shown below:



Community Initiatives for the Future

I Dream

To consolidate the culture of innovation and enhance community participation in creating experiences and initiatives that will be employed in supporting the UAE's directions in the next fifty years, the Innovators Club and the Dubai Courts Youth Council organized the "I Dream" event under the slogan "The Future of Courts Through Children's Eyes" at the Expo in conjunction with the UAE Innovates events 2022, to celebrate innovation in all emirates of the country, where children's drawings were preserved to prepare a booklet (The Future of Courts Through Children's Eyes) and to be inspired by this future from their drawings.



Reading Month

In order to educate students about the importance of reading and its impact on development, Dubai Courts organized, within the framework of the Emirati Child Day event, a discussion session on the importance of reading and its essential role in human development and development, in addition to competitions for the development of mental skills and an introductory tour of smart courtrooms, in cooperation with the Gulf National School.



Volunteering for Iftar

With the aim of providing community service and involving court employees in voluntary work, the Nafaa volunteer team at Dubai Courts participated in the Iftar initiative, in cooperation with Emirates Volunteers at the Community Development Authority, to prepare and distribute Iftar to fasting people.



Immunize Yourself, Protect Your Community

The campaign aims to provide community service and involve Court employees in voluntary work, which contributes to enhancing the physical health of employees and workers to prevent diseases.



My Blood for My Country

The campaign is based on providing a blood donation bus in the courts, in cooperation with the Dubai Blood Donation Center.



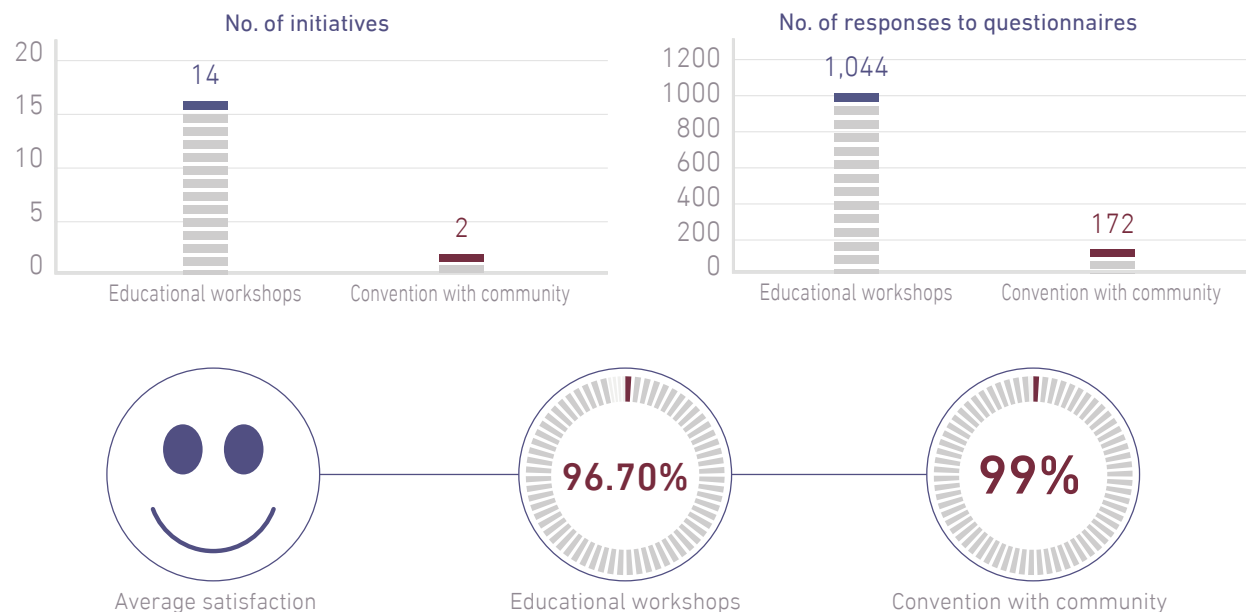
Be Legal

This initiative seeks to contribute to spreading legal culture, enhancing communication, and supporting the network of relations between courts and partners to support specialized legal awareness and enhance legal awareness among society groups by publishing the legal principles issued by the Court of Cassation.

This contributes to enhancing the community's confidence in the judicial system by establishing an integrated platform that serves as a basic reference for clarifying the rights and duties of community members.

Results and statistics

Initiative	Statistics
Educational video	27 videos
Article in Emarat Al Youm newspaper	5 articles
Educational workshops	14 workshops
Conventions with community	2 conventions
Total number of attendants of activities (educational workshops + conventions)	2,507 people



Happy Family

This initiative involved collaboration with public and private entities including:

- **Dubai National School:** Children were educated

through 3 workshops on Wadeema Law for an hour, which were presented by social researchers Halima Muhammad and Afra Al Muhairi.

- **Community Development Authority:** A workshop

was held for parents of children of unknown parentage registered with the Community Development Authority and other community groups. The workshop was presented by the social researcher Halima Muhammad.

- **Road and Transport Authority:** An awareness workshop on Wadeema Law and its chapters was presented to female employees of the Roads and Transport Authority. The workshop was attended by 25 female employees, and the workshop was presented by the social researcher / Halima Muhammad Hamid.

- **Dubai Police General Command:** A meeting was held with the Dubai Police General Command and ways of cooperation were discussed between the two sides (International Day of the Girl Child / Dubai Police General Command officers' awareness / joint initiatives).

- **Department of Islamic Affairs and Charitable Activities in Dubai:** Presenting a number of interactive workshops for the students of the summer program at Al-Mizhar Islamic Cultural Center. The workshop was presented by the social researcher / Halima Muhammad Hamid, and 25 female students participated.

- **Dubai Municipality:** On the Emirati Children's Day, March 15, Dubai Municipality organized an event within the Children's City, during which Wadeema was presented and explained to children with a focus on health rights, by social researcher Afra Al-Muhairi with the participation of (80) children. On International Parents' Day, a text message was sent via to all employees and a card via email.

Celebrating the Gulf Family Day

In implementation of the decisions of the seventh meeting of the Committee of Ministers of Social Affairs and Development of the GCC and the directives of the Ministry of Community

Development, the slogan was circulated and the Gulf Family Day was celebrated on September 14, by launching the hashtag #Gulf Family Day, #Gulf_Family_Forum, in social media, and utilizing media in focusing on the role and importance of the family in Gulf society.

International Elder Abuse Awareness Day

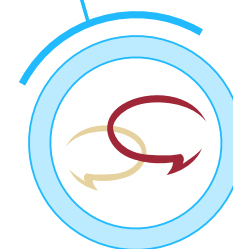
Seven elderly people from the incapacitated category were visited and a dialog was held with them and their families. Gifts were presented to them from Muhammad Hilal's collection with phrases containing awareness messages to the community of the importance of charity and preserving the human rights of the elderly and the importance of the elderly.

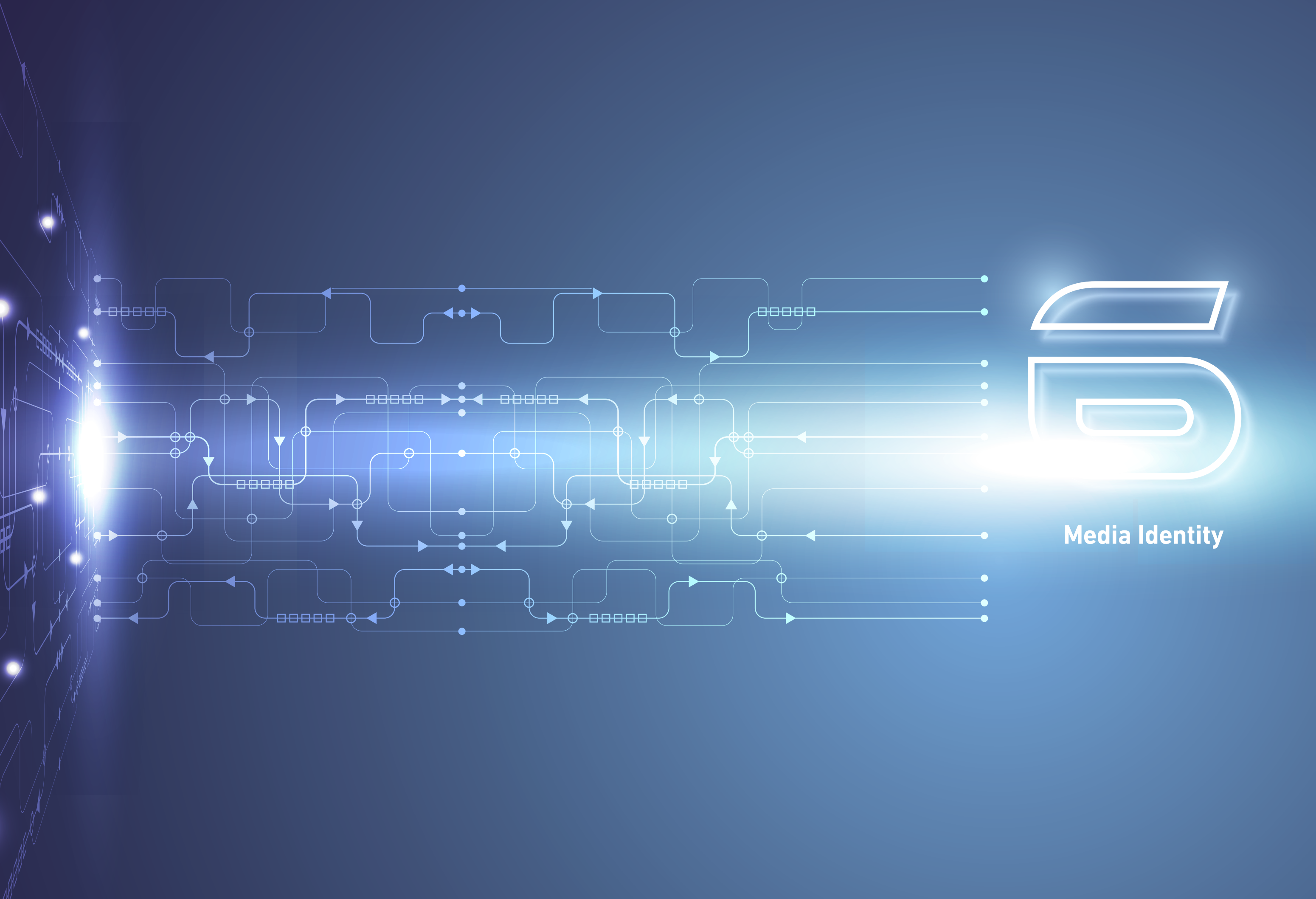
Shoor Program

Within the pioneering community initiatives, and based on the partnership that brings together Dubai Courts and all law firms in the Emirate of Dubai, the free legal advice program is designed to provide initial assistance to litigants to help them proceed in cases properly.

No. of consultations

1,225





Media Identity

The activities of the Dubai Courts were featured on various media outlets such as television, radio, interviews or press conferences. The Dubai Courts website also documented the activities of

the Courts, and newspapers and news agencies participated in publishing news articles and reports on the developments in the work of the Courts and its achievements.

Publication Statistics of News Articles

Internal publication		External publication			
275 News article		1,381 News article			
TV and Radio Interviews					
TV Interviews		Radio Interviews		Press conferences	
6		19		1	
Participating groups			No. of posts		
Leadership (The Director General/ The Deputy Director General/The Heads of Courts/The Executive Directors)			4 posts		
The judges			1 post		
Heads of sections/ Heads of units			8 posts		
Formal spokesmen			5 posts		

Publications

Courts Echo Magazine

In a step aimed at opening the doors of communication with those concerned in the judicial field, and employing modern technology to convey what is happening in the judicial field, Dubai Courts issued the quarterly judicial and legal magazine Echo of Courts, under the supervision of His Excellency Tarish Eid Al Mansouri, Director General of Dubai Courts.

The aim of launching the magazine - of which four issues have been published so far - was to enrich the judicial material with its originality and novelty, to benefit from its applied aspects, and to provide judicial personnel and their assistants with knowledge that helps upgrade their professional performance.

The magazine includes a set of legal chapters that include articles and research written by specialists and experts, which aim in their entirety to disseminate and enhance legal awareness, and to promote knowledge exchange in the judicial field through legal materials edited in a journalistic manner so that any reader can understand its materials. It is published every three months in both Arabic and English.



Annual Report 2021





Mohammed bin Rashid Issues Law Regulating The Provision of Digital Services in Dubai

On 5 April 2022, the Dubai Government Media Office website announced that in his capacity as the Ruler of Dubai, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, has issued Law No. (9) of 2022 regulating the provision of digital services in Dubai. The Law seeks to accelerate the emirate's digital transformation, enhance the provision of digital services, and promote the digitisation of services in both the public and private sectors. Pursuant to the Law and its decisions, government entities and judicial authorities, including Dubai

Courts and Dubai Public Prosecution, as well as non-government entities in Dubai, are required to provide digital services to their customers. The Chairman of The Executive Council of Dubai will issue a decision on the various stages of implementing the Law, in line with the recommendations of the Digital Dubai Authority, provided that the decision includes specifying the date for the start of the application of each stage, the digital services and the entities covered by each stage, and the controls and procedures for their implementation.



Amendment of Law on Judicial Authorities

The Dubai Government Media Office also announced on 9 December 2022 that in his capacity as the Ruler of Dubai, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, issued Law No. (24) of 2022, partially amending Law No. (13) of 2016 concerning the Judicial Authorities in Dubai. Pursuant to the new Law, the Judicial Inspection Department has been renamed the Judicial Inspection Authority. The title of the head

of the Authority has also been changed from the Director of the Judicial Inspection Department to the President of the Judicial Inspection Authority, wherever they are mentioned in the Judicial Authority Law and applicable legislation in Dubai. In addition to new texts related to defining the grades and job titles of members of the judiciary, citizens and non-citizens, in the Courts, the Public Prosecution and the Judicial Inspection Authority, according to the table set forth in the law.

Media Coverage

محاكم دبي
DUBAI COURTSالمكتب الإعلامي
لحكومة دبي
GOVERNMENT OF DUBAI
MEDIA OFFICE

Hamdan bin Mohammed Issues Resolution on Arbitrators In Personal Status Cases in Dubai

The official website of Dubai Courts also published a news article on 21 April 2022, entitled "Hamdan bin Mohammed issues Resolution on arbitrators in personal status cases in Dubai", stating that His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman

of The Executive Council of Dubai, has issued Executive Council Resolution No. (16) of 2022 on arbitrators in personal status cases in Dubai, which applies to cases related to separation on the grounds of detriment and breach as outlined in Federal Law No. (28) of 2005 on the Personal Status Law and its amendments.



Under the Directives of Mohammed Bin Rashid Maktoum Bin Mohammed Launches Special Court of Inheritance within Dubai Courts

On 18 April 2022, Dubai Media Office website published a news article titled: "Under the directives of Mohammed bin Rashid Maktoum bin Mohammed launches Special Court of Inheritance within Dubai Courts", stating that His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister, Minister of Finance and Chairman of the Dubai Judicial Council, has launched a Special Court of Inheritance within Dubai Courts dedicated to handling inheritance cases. The new

court will enable cases and requests related to inheritance to be handled by a single judicial body within a specific time frame. The website quoted HH the Chairman of the Dubai Judicial Council: "The establishment of the specialised inheritance court is aligned with Dubai's constant efforts to enhance the judicial system in Dubai Courts and streamline the litigation process, to create a world-class judicial system that contributes to further strengthening social and economic wellbeing in the emirate."

Media Coverage



Maktoum Bin Mohammed Issues Decision

To Form Incubation Committee Within Dubai Courts

On 22 April 2022, the official website of Dubai Courts published a news article titled "Maktoum bin Mohammed issues decision to form incubation Committee within Dubai Courts", stating that His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, and Chairman of the Dubai Judicial Council, issued Decision No. (7) of 2022 pertaining to the formation of the Incubation Committee in the Emirate of Dubai, which is concerned with fostering children under the age of eighteen. The resolution defined incubation and explained the definition of the custodian, the terms of reference of the incubation committee, the mechanism for the incubation committee meetings, and the procedures for issuing a validity report for the incubation. The decision obligated the authorities concerned with child affairs in the Emirate of Dubai to fully cooperate with the incubation committee.



Maktoum Bin Mohammed Assigns Al Shamsi to Head the Special Court of Inheritance

The official website of the Dubai Courts published news about the assignment of Maktoum bin Mohammed, Deputy Ruler of Dubai, Deputy Prime Minister and Minister of Finance, in his capacity as Chairman of the Judicial Council in Dubai, Cassation Judge Mohammed Jassim Muhammad Saif Al Shamsi, to head the Special Court of Inheritance.



Maktoum Bin Mohammed Chairs Dubai Judicial Council Meeting

On 15 November 2022, Dubai Media Office announced that His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and Chairman of Dubai Judicial Council, chaired a meeting of the Dubai Judicial Council held at his office at the Dubai International Financial Centre (DIFC), within the framework of

His Highness's keenness to follow up the course of judicial work in the emirate and to confirm that all necessary measures are taken to achieve the highest levels of transparency, integrity and speed in completing litigation procedures and ensuring the rights of litigants within the rule of law.





Over 4,000 Digital Marriage Contracts Completed By Dubai Courts This Year

On 11 October 2020, the Emirates News Agency, WAM, published the number of digital marriage contracts completed during the past year for Muslims, which amounted to 4,068 contracts, while the number of digital marriage contracts for non-Muslims reached 42 contracts. It quoted His Excellency Tarish Eid Al Mansouri, Director General of Courts that digital marriage is one of

the most prominent digital innovations launched by Dubai Courts within the framework of the smart transformation path, by moving from traditional procedures to smart electronic procedures that enable dealers to complete marriage procedures remotely without the need to visit the Courts headquarters, in implementation of the Dubai Paperless Strategy.



Dubai Courts Is Achieving Great Success In The First Integrated Judicial Project in the World

The Emirates News Agency, WAM, published a news article on 10 October 2022 about the Dubai Courts' announcement during GITEX Global Week 2022, of the outstanding achievements made by the "Digital Litigation" project, which is the first integrated technical litigation project in the world, which effectively contributed to strengthening the judicial

system in light of the rapid development of the judicial sector, to achieve effective justice characterized by accuracy and speed, and to provide accessible judicial services for all, through the values of justice, transparency, judicial independence, tolerance, innovation, and teamwork, in order to achieve its vision of "world-class leading courts."

Media Coverage



Dubai Courts Obtains

Membership of the International Federation for Future Studies

On 14 January 2022, the official website of the Dubai Courts published news about the Dubai Courts obtaining a new achievement in its pursuit of excellence and foreseeing the future by obtaining membership in the International Federation for Future Studies.

This membership is the sixth in the history of the Dubai Courts, becoming the first judicial body in the UAE to obtain this membership. Dubai Courts obtained it in return for the efforts it made in designing future projects and initiatives, including the C3 Court and integrated digital litigation.



Dubai Courts Wins The Globe Award

For the Best Use of Social Media Tools During the Covid-19 Pandemic

In news published on 31 January 2022 on the official website of the Dubai Courts under the title Dubai Courts Wins the Globe Award for Best Use of Social Media Tools During the Covid-19 Pandemic, Dubai Courts announced that it, represented by the Communication and Corporate Marketing Department,

won the Globe Award for Best Use of Social Media Tools During the Covid-19 pandemic, in appreciation of its excellence and leadership in responding to the Covid-19 pandemic, through its awareness efforts and the adoption of smart digital solutions to deal with the pandemic and limit its repercussions.

Media Coverage



Dubai Courts Launches Online Inheritance Inventory Request Service To Harness Modern Technologies in The Development of Judicial Work

Dubai Courts announced, through its official website, in a news article published on 2 March, 2022 under the title / Dubai Courts Implement Electronic Inheritance Inventory Request Service to Harness Modern Technologies in the Development of Judicial Work / that the courts have started implementing an electronic inheritance inventory request service with

an integrated smart system that works on computers, tablets and other devices. Smart services, for all citizens and residents in the Emirate of Dubai, to reduce the service delivery time to one working day, within the framework of the smart transformation plan for the department's services, and in line with Dubai's paperless strategy.



Dubai Courts Forum

Discusses the Journey of Exceptional Achievements and Future Visions for The Courts' Journey Into The Future

On 10 June 2022, the official website of the Dubai Courts also published a news article titled: "Dubai Courts Forum discusses the journey of exceptional achievements and future visions for the Courts' journey into the future", shedding light on Dubai Courts' organization of the Dubai Courts Forum, at the Museum of the Future in Dubai, in the presence of His Excellency Tarish Al Mansouri, Director General of Dubai Courts, His Excellency Judge Omar Ateeq Al Marri, Deputy Director General of Dubai Courts, and presidents of courts, judges, executive directors of the department, and a group of employees.

The forum's activities included specialized sessions initiated by His Excellency Tarish Al Mansouri, Director General of Dubai Courts, in a dialog session to discuss the Court of Cassation building project, which will be an integrated judicial



edifice that combines the latest smart technologies and international best practices that will enhance the principle of the rule of law and consolidate the UAE's global leadership as the state of rightfulness, equality and justice.

Media Coverage



Dubai Courts Director General Launches Annual Report 2021

Titled "Digital Justice, Creating the Future"

On 21 June 2022, the official website of Dubai Courts published news about the launch by the Director General of Dubai Courts of the annual report for the year 2021 under the title Digital Justice, Creating the Future, as part of the Dubai Courts Forum, which was held at the Museum of the Future in Dubai, to document the activities of the Courts and its achievements on an annual basis. In addition to providing important information

about Dubai Courts and its sectors, the annual report included information on the judicial and administrative system, as well as the strategic plan and the completed projects and initiatives, in the presence of His Excellency Judge Omar Ateeq Al-Marri, Deputy Director General of Dubai Courts, and presidents of courts, directors of sectors, and directors of departments in Department, and a number of employees of various grades.



Dubai Courts Begins Activating Smart Declaration

To Provide Facilitated Services To Customers

On 15 July 2022, the official website of the Dubai Courts published a news article entitled "Dubai Courts begins activating the Smart Declaration system to provide facilitated services to customers", indicating that the Guidance and Family Reform Department of Dubai Courts had started activating the Smart Declaration system

in separation transactions and family agreements, with the aim of providing services with ease and convenience, promoting various smart services, keeping abreast of technological developments, and reaching the highest levels of satisfaction and happiness among customers at the Dubai Courts Department.



Committee of Experts Affairs at Dubai Courts Holds a Meeting Regarding Developing the Judicial Expertise System

On 25 July 2022, Dubai Courts website published a story titled: "Committee of Experts Affairs at Dubai Courts holds a meeting regarding developing the judicial expertise system", on the meeting held by the Committee of Experts Affairs, chaired by His Excellency Judge Khalid Obaid Al Mansouri, Chairman of the Committee, as a continuation of the efforts exerted in developing

the work of judicial expertise in the Emirate of Dubai. The committee reviewed a number of complaints filed against experts and issued a number of disciplinary sanctions against experts who were found not to comply with the obligations stipulated in the law and committed behavioral or professional violations in their performance of the tasks entrusted to them.



Dubai Courts Holds A Press Conference To Unveil Details on the Specialized Special Court of Inheritance

On 26 August 2022, the official website of Dubai Courts published news about the press conference held by the Courts to reveal the details of the Special Court of Inheritance, which was established on the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and by a decision of His Highness. Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister and Minister of Finance, Chairman of the

Dubai Judicial Council, to consider all inheritance claims and cases before a single judicial authority and according to a specific time frame, with regard to developing the judicial system by providing inheritance services individually and independently, developing the judicial system by providing inheritance services individually and independently, in light of keeping pace with the qualitative shifts in the quality of judicial services provided to clients and the whole community to reach world-class leading courts.



Committee of Experts Affairs at Dubai Courts Holds Its First Meeting

On 22 September 2022, the official website of the Dubai Courts published a news article titled "The Council of Experts Affairs at Dubai Courts holds its first meeting" in which it shed light on the meeting held by the Council of Experts Affairs headed by expert Ibrahim Abdulmalik Ahli, and in the presence of Vice President Dr. Ali Rashid Sultan Al-Kitoub and expert members / Sarah Rashid Al Mansouri, expert / Kamal Adnan Malas, expert / Saif Hamdan Al Kaabi, expert / Ghanem Balqizi Al Falasi, expert / Dr. Muhammad Mahmoud Al-Kamali, Expert / Muhammad

Balhasaba Al-Muhairi, Mrs. / Aisha Abdullah Ali (Council Rapporteur).

The Council reviewed the agenda that included getting to know the members and reviewing the decision to form the Council of Experts Affairs in addition to the formation of the various committees and the proposal to unify the models of expert procedures, the distribution of positions among the members, as well as reviewing the basic objectives of the Council, the quality of expertise, the unification of procedures between the local and the international, and any other work.



Dubai Courts Completes The Construction of the Iconic Building of The Court of Cassation Complex A New Central Edifice for the Judicial and Legal Sectors in the UAE

In December 2022, the Courts' website published news titled: "Dubai Courts completes the construction of the iconic building of the Court of Cassation Complex; A new central edifice for the judicial and legal sectors in the UAE". The news explained about the new building that it is distinguished by its strategic location within the current Dubai Courts

area located in Umm Hurair. Its buildings include the circuits of the Court of Cassation and judges' halls, in addition to providing luxurious commercial spaces for companies and commercial entities wishing to benefit from the exceptional location with its magnificent views of Dubai Creek. The total built-up area is 36,500 square meters.



Dubai Courts Settles Inheritance Cases Worth AED 11.7 Billion

On 16 August, 2022, Al Emarat Al Youm website published a news article titled: "Dubai Courts settles inheritance cases worth AED 11.7 billion". The news outlined the value of inheritance settlements for Muslims and non-

Muslims completed by Dubai Courts during the past year, which amounted to AED 11,711,498,500, while the value of settlements for family cases, which were resolved amicably, amounted to AED 205,526,000.



Government Best Practices Meetings Conclude in Dubai With a Series Of Virtual Sessions

On 7 September 2022, the Dubai Government Excellence website published news about the conclusion of the "Government Best Practices Meetings", which was organized by the Dubai Government Excellence Program of the Executive Council of the Emirate of Dubai, with the participation of heads and representatives of government agencies in Dubai and members of the Global Council for

Excellence.

The two-day meetings of excellence discussed Dubai's success in consolidating its position as a global capital of excellence and government innovation, and the contributions of the Dubai Government Excellence Program in achieving this status through its specialized programs, initiatives and events.

