

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



His Highness Sheikh

KHALIFA BIN ZAYED AL NAHYAN

President of the United Arab Emirates
Supreme Commander of Armed Forces
Ruler of Abu Dhabi



His Highness Sheikh

MOHAMMED BIN RASHID AL MAKTOUM

UAE Vice President

Prime Minister

Ruler of Dubai



His Highness Sheikh

HAMDAN BIN MOHAMMED BIN RASHID AL MAKTOUM

Crown Prince of Dubai
President of the Executive Council



His Highness Sheikh

MAKTOUM BIN MOHAMMED BIN RASHID AL MAKTOUM

Deputy Ruler of Dubai
Chairman of the Executive Council



Definition:

- 1) **Overall registered:** Total number of Civil and Criminal cases, matters and motions, summary applications registered at the at the three Courts.
- 2) **Civil Cases:** All non- Criminal cases, matters and motions, summary applications at the at the three Courts.
- 3) **Criminal Cases:** All non-Civil cases considered by the three Courts after referring them to the Public Prosecution.
- 4) **Case Clearance rate:** Overall adjudicated case divided by the number cases registered in the same year.
- 5) **Workload:** Civil or Criminal disputes oriented case excluding non-dispute oriented cases, matters and motions and application such as notices, inheritances, declarations and order upon petitions.



General Manager's Annual Report Message

HE Expert/ **Taresh Eid Al Mansoori, Dubai Courts General Manager**

The year 2014 witnesses major developments and is considered a turning point in Dubai Courts' journey. The year witnessed the launch of many initiatives and programs all aimed to achieve the our vision of "pioneering in courts works" through which we aim to satisfy Dubai Courts' clients.

The important developments and major achievements translate the vision of our wise leadership that always aspires for the number one position for the United Arab Emirates. From this perspective Dubai Courts ensured for the Smart transformation of its services. This transformation will provide clients round the clock facilities for the completion of their transactions anytime and anywhere.

We, at Dubai Courts, ensure that all concerned parties gain insight to achievements of Dubai Courts Judicial and Administrative teams with utmost transparency and accuracy through the Annual Report 2014. Here we stress on the importance of dealing with transparency, as the Annual Report sheds light on the achievements, initiatives and activities during the year in the different sector and departments. All these achievements, initiatives and activities in their entirety conform with Dubai Courts' Strategic priorities.

These achievements would not have been possible had it not been for the sincere efforts of the teams at Dubai Courts. These efforts deserve praise and appreciation of all employees at the different levels wishing them the best to achieve further accomplishments to reinforce Dubai's Judicial journey and achieve justice for all.

Taresh Eid Al Mansoori

Dubai Courts General Manger

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FUTURE TRENDS

The Annual Report 2014 Team led by Mr./ Mohamed Abdulrahman Mohamed, Director of Strategic & Institutional Performance Department:

Mr. Khalid Abdullah Khadim Al Measam	Member
Mrs. Asma Omar Almajid	Member
Mrs. Fatima Salem Knaid	Member
Mrs. Alia Ahmed Ibrahim	Member
Mrs. Hanan Mohamed Almarzooqi	Member
Ms. Roudha Salmeen Alsuwaidi	Member
Ms. Shaikha Abdullah Alketbi	Member
Ms. Safiya Muhammad Abdulrahman	Member
Mrs. Muna Darwish Miran	Member
Mrs. Suhaila Thani Al Muhairi	Member & Rapporteur

First Section

Chapter 1

The Judicial and Administrative Organization

1. **Judicial and Administrative Organizational Structure
(Highlights of the Organizational Structure)**
2. **Dubai Judicial Council**
3. **Dubai Courts Advisory Council**
4. **Dubai Courts Institutional Development and Innovation Council**

Judicial and Administrative Organizational Structure (Highlights of the Organizational Structure)

The Judicial System

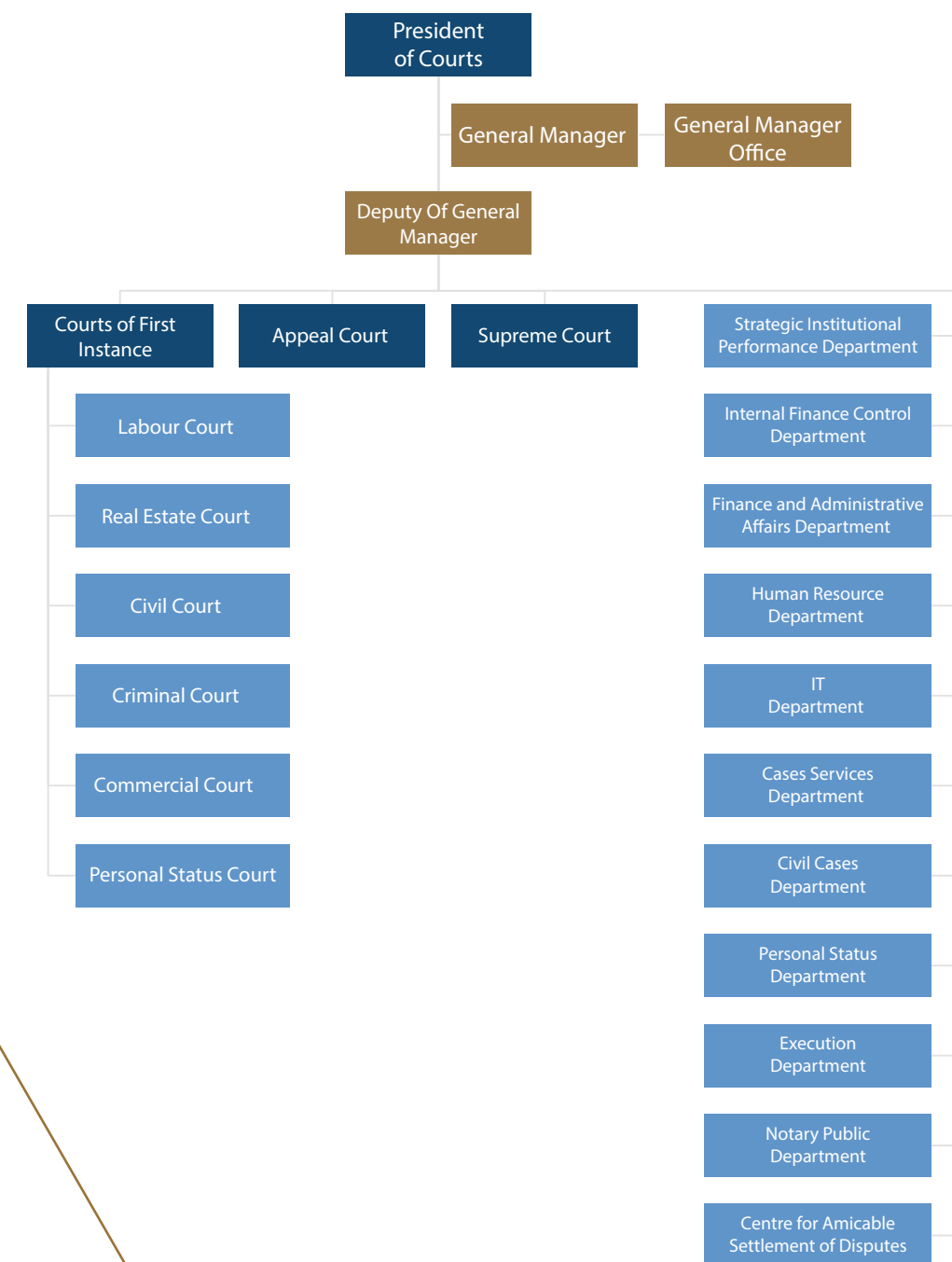
Consists of three main courts: (First Instance Court- Appeal Court- Supreme Court)

The First Instance Court contains (6) sub- specialized courts they are: the Civil Court of First Instance, the Commercial Court of First Instance, Labour Court of First Instance, the Real Estate Court of First Instance, the Criminal Court of First Instance.

Organizations and Administrative Structure:

Organizations and administrative structure is characterized by its high ability to accommodate and enhance future applications to keep up with developments and changes, whether in terms of the scope of transactions, the degree of quality on performance, or the speed of delivery and flexibility in transactions and decision-making. Dubai courts administrative structure consist of(11) departments, with (6) departments of a technical nature, and (5) departments of a supportive nature.

Judicial and Administrative Organizational Structure



Judicial Council of the Emirate of Dubai

The Judicial Council (The Supreme Judicial Body) was formed to be the judicial authority in the Emirate of Dubai, and is considered to be the main guarantee for the independence of the judiciary. The Judicial Council in Dubai was established under Law (6) of year 1992, with amendments to some provisions of Law (20) of year 2011.

The council has all the legal means available to help the advancement of the judicial system and to protect it from any interference from the other authorities; through the activation of the self-regulation, the development of capabilities, the appointing standards for judicial posts, and the expression of an opinion on its legislations. The council is also concerned with the development of the judicial system, and to offer the legislative proposals relating to the judiciary, Public Prosecution and litigation procedures to guide the government in preparing laws drafts and different systems.

H.E/ Expert Taresh Eid Al Mansoori,
Director-General of Dubai Courts, Member

Chancellor Essam Eisa Al Humaidan,
Dubai’s Attorney-General, Member

H.E/ Mohammed Ibrahim Al Shaibani,
Deputy-Chairman of the Judicial Council and Director-General of His Highness Ruler’s Court, Member

Honorable Judge
Jasem Mohammed Baqir,
Chief Justice of the Court of First Instance, Member

Honorable Judge
Issa Mohammed Sharif,
Chief Justice of the Court of Appeal, Member

Honorable Judge
Dr. Ali Ibrahim Al Imam
Chief Justice of Dubai Supreme Court, Member

Legal Counselor
Abbas Othman,
Director of the Legal Inspection Department at His Highness Ruler’s Court, Member



His Highness Sheikh
Maktoum Bin Mohammed Bin Rashid Al Maktoum
Deputy Ruler of Dubai
Chairman of the Executive Council



H.E/ Expert
Taresh Eid Al Mansoori
Director-General of
Dubai Courts
Member



Chancellor
Essam Eisa Al Humaidan
Dubai’s Attorney-General
Member



H.E
Mohammed Ibrahim Al Shaibani
Deputy-Chairman of the Judicial
Council and Director-General of
His Highness Ruler’s Court
Member



Honorable Judge
Jasem Mohammed Baqir
Chief Justice of the Court of
First Instance
Member



Honorable Judge
Issa Mohammed Sharif
Chief Justice of the
Court of Appeal
Member



Honorable Judge
Dr. Ali Ibrahim Al Imam
Chief Justice of Dubai
Supreme Court
Member



Legal Counselor
Abbas Othman
Director of the Legal
Inspection Department at
His Highness Ruler’s Court
Member

Second Section

Chapter 1

The KPI's related to the judicial works

General KPI results of the three courts:

- 1. The First Instance Court, the Appeal Court and the Supreme Court.
- 2. KPI results of the Court of First Instance
- 3. KPI results of the Court of Appeal
- 4. KPI results of the Supreme Court
- 5. KPI results of the Civil Cases Execution
- 6. KPI results of the Criminal Cases
- 7. KPI results of the Notary Public
- 8. KPI results of the Personal Status Matters
- 9. KPI results of the Amicable Settlement of Disputes

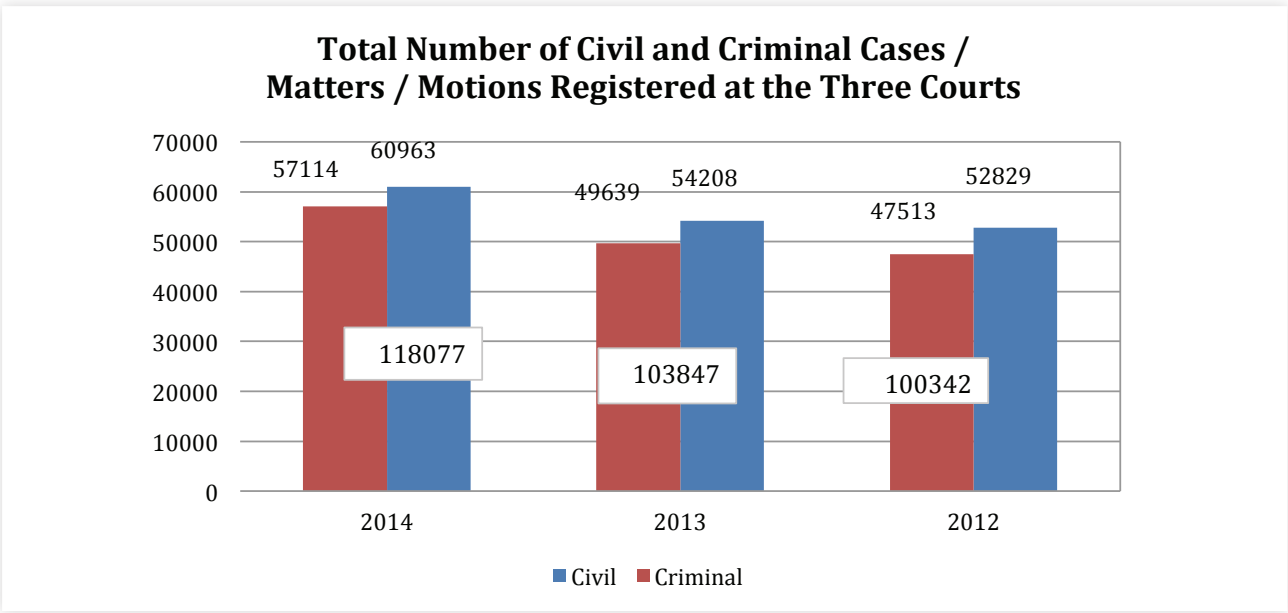
THE PERFORMANCE INDICATORS OF THE JUDICIAL WORKS

1- The general Performance Indicators' results of the three courts (1)

The general KPI results of the three courts (The First Instance Court, the Appeal Court, the Supreme Court)

A. Total number of Civil and Criminal cases, matters and motions registered at the three courts.

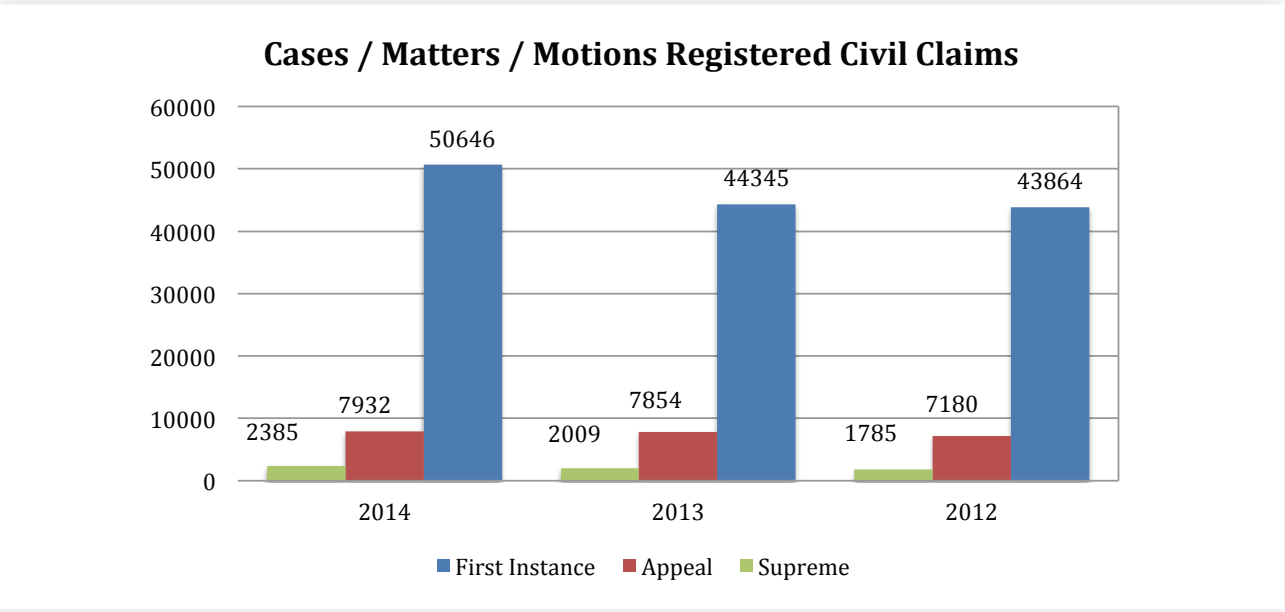
The general statistics of Dubai Courts indicate an increase of 14% in the total registered cases across the three Courts (First Instance, Appeal, and Supreme) in 2014 in comparison to the previous year, 2013. The total number of cases, matters and motions registered during 2014 was 118,077 compared to 103,847 in 2013. The Civil Cases registered in 2014 increased by 13%, and the total registered criminal cases at Dubai Courts also increased by 15%. The following chart shows a comparison of the total number of cases, matters and motions registered throughout the previous three years - 2012, 2013 and 2014:



Analysing the details of the statistics and comparing them at the level of litigation indicates a clear rise in the number of cases at the Court of First Instance, the Court of Appeal and the Supreme Court. The detailed performance results are as follows:

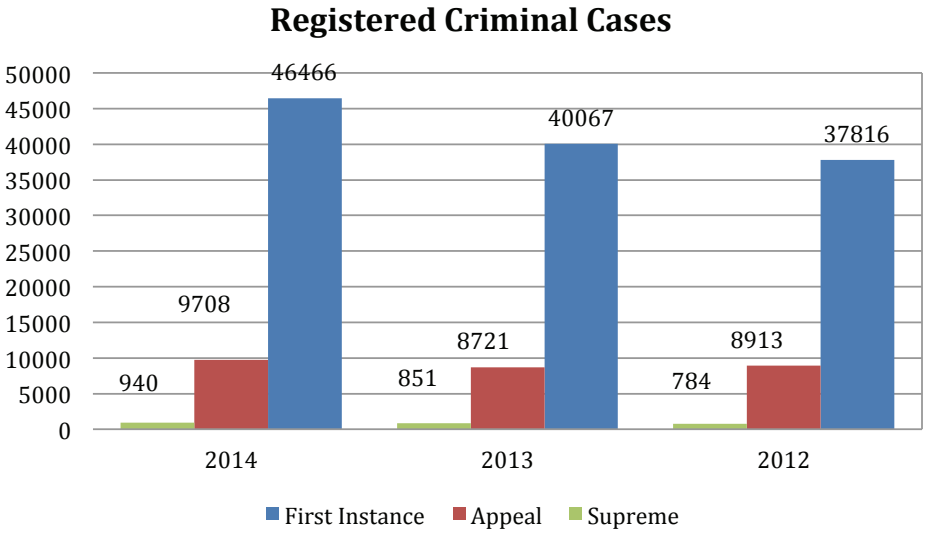
1- Civil Cases:

- **The First Instance Courts:** an increase rate of 14% was recorded in 2014 in comparison to 2013, where the total number of cases, matters and motions registered in 2014 was 50,646 compared to 44,345 in 2013, that is 6301 case more than 2013.
- **Court of Appeals:** an increase rate of 1% (78 cases) was recorded in 2014 in comparison to 2013, where the total number of cases, matters and motions registered in 2014 was 7932 compared to 7854 in 2013.
- **Supreme Court:** an increase rate of 19% (376 cases) was recorded in 2014 in comparison to 2013, where the total number of cases, matters and motions registered in 2014 was 2385 compared to 2009 in 2013.



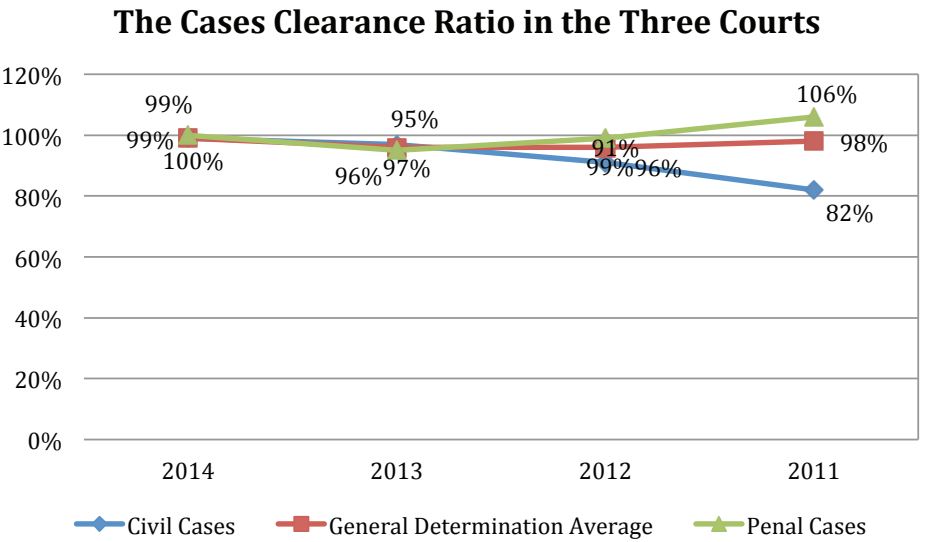
2- Criminal Cases:

- **The First Instance Courts:** an increase rate of 16%, amounting to 6399 cases, was recorded in 2014 compared to 2013. The total number of cases, matters and motions registered in 2014 was 46,466 case compared to 40,067 cases in 2013.
- **Court of Appeals:** an increase rate of 11% was recorded in 2014 compared to 2013, where the total number of cases, matters and motions registered was 9708 cases compared to 8721 cases in 2013, that's 987 more.
- **Supreme Court:** an increase rate of 11% was recorded in 2014 compared to 2013, where the total number of cases, matters and motions registered in 2014 was 940 compared to 851 in 2013, that's 89 more.



B. Total of clearance rate at the three courts.

There is an increased in the general clearance rate in Dubai Courts; at 99%. Looking into the figures in detail, we find a stable in the Civil Cases clearance rate and a 5% increase in the Criminal Cases clearance rate. It is worth mentioning that the stability of the clearance rate during 2014 is associated with a 7% increase in registered cases. The number of registered cases during 2014 was 83187, whilst the number of registered cases during 2013 was 77907. As well as a 10% increase in the number of judgements during 2014 compared to 2013, the number of cleared cases in 2014 was 82279, in comparison to 74524 cleared cases in 2013. That is an increase of 7755 cases.



PERFORMANCE INDICATORS RESULTS OF THE COURTS OF FIRST INSTANCE

(2)

Performance Indicators of the Court of First Instance

A) The Court of First Instance (Civil Cases + Sharia Cases)¹

1- Workload²

The diagram on page (35) indicates that the total workload at the Court of First Instance amounted to 21,196 cases in 2014, out of which 5,510 cases (26% of the total workload) were Active-Pending cases carried forward from 2013 and prior years numerated and recorded on 1 January 2014. Additionally, (15,686) new cases representing 74% of the workload were registered in 2014.

Between 2013 and 2014, a decrease of 18% was recorded in the number of registered cases. 15,959 cases were registered in 2014 while 19,058 were registered in 2013.

By the end of 2014, a total of 15,575 cases (73%) of the workload were cleared, and a total of 5,146 Active-Pending cases were carried forward to 2015, which is 24% of the workload. The number of Inactive-Pending cases amounted to 475, 3% of the total workload.

There was a decrease of 13% in the average number of judgments passed per month, where the average number of judgments passed per month reached 1,298 in 2014 compared to 1,563 judgments per month in 2013. In addition, the total number of judgments decreased by 17% in 2014 in comparison with 18,753 cases in 2013.

2- The cases processing time for all cleared cases³

There was an increase in the percentage of the judgments which were cleared within a period not exceeding 3 months. In 2014, 60% of the judgments were cleared within 3 months compared to 57% in 2013. The number of cases cleared within 3 months decreased from 10723 cases in 2014 to 9312 cases in 2014 at an increase rate of 13%. Notably, 20% of cases were cleared within a period ranging from 4 to 6 months. 9% of the cases were cleared within a period ranging from 7 to 9 months and only 4% were cleared within a period ranging from 10 to 12 months. Lastly, 7% of cases needed more than 12 months to be cleared.

1) The Civil and Shari'ah Cases: cases where there is a dispute regarding a certain right, which is regulated by the civil law, not related, by nature, to commercial transactions or commercial transactions of which the two parties thereto are merchants; nor is it related to Labours' relations, personal status matters, inheritance or endowment, except in the case where law states otherwise, such as the resolution of common property actions pertinent to inheritance cases or public servants' cases against the Government. They are civil cases involving a dispute which are (summary civil, full jurisdiction civil, summary commercial, full jurisdiction commercial, summary labour, full jurisdiction labour, summary real-estate, full jurisdiction real-estate, Muslim personal status and non-muslim personal status.

2) Workload: the cases carried forward from previous years + the cases registered in 2014

3) Overall Adjudication Speed: a performance indicator to measure time spent from the date of case registration until the passing of final judgment on such case in all the adjudicated cases regardless of their date of registration.

3- Case Clearance Rate⁴

In 2014, the average Clearance Rate reached 99%, compared to 98% in 2013.

4- Age Of Active-Pending Cases⁵

The number of cases carried forward⁶ from the end of 2013 to 2014 was 5,146. The age of 86% of the cases is less than 365 days, i.e. they were registered in 2014. This is a good rate indicating that the majority of the carried-forward cases are recent without any accumulation. Only 7% of the carried forward cases were registered in 2013, whilst 17% were registered before 2013, totalling 345 cases.

5- Average Judgement Time⁷

• Average judgement time from the date of registration:

In 2014, the Courts of First Instance achieved an average which amounted to 155 days compared to 175 days in 2013.

• Average judgement time from the date of first hearing:

In 2014, the Courts of First Instance achieved a low average which amounted to 133 days from the date of the first session compared to 144 days from the date of the first session in 2013.

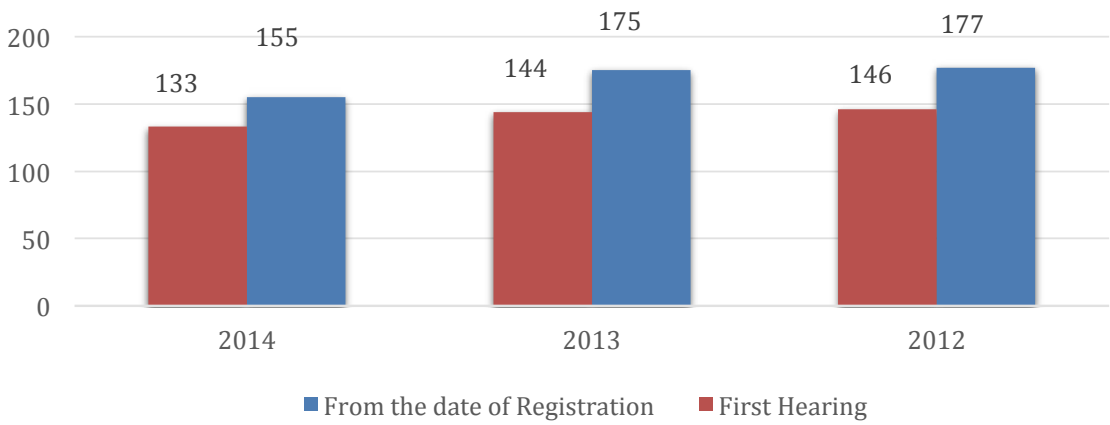
4) Case Clearance Rate: a performance indicator evaluating the total adjudicated cases in 2012/ registered cases %.

5) Age of Pending cases: this is a performance indicator to measure the time from the date of registration to the date of printing the report of the cases that have not been adjudicated yet. This indicator is used to determine the duration of cases, to ensure that no cases remain registered for long periods without being adjudicated.

6) The carried forward cases: active un-adjudicated cases registered in the previous years.

7) This indicator represents the average ruling time in days, with respect of the cases finally adjudicated during the year in question. (Total time periods from date of registration to the date of the final ruling in cases finally adjudicated during the year in question / total finally adjudicated cases during that same year).

Average Judgment Time at the Courts of First Instance (Days)



6- The Average waiting time for the first hearing⁸

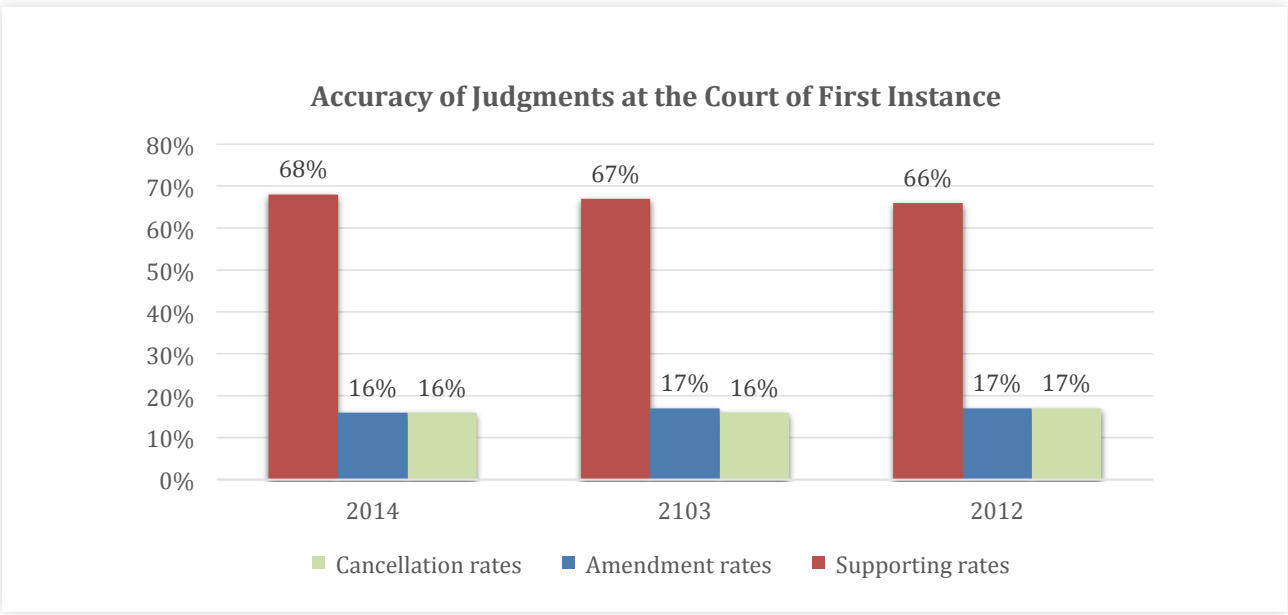
The average waiting time decreased in 2014 to 20 days compared to 25 days in 2013.

YEARS	2012			2013			2014		
Courts	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Court of First Instance	18166	29	30	19029	25	25	18888	23	20

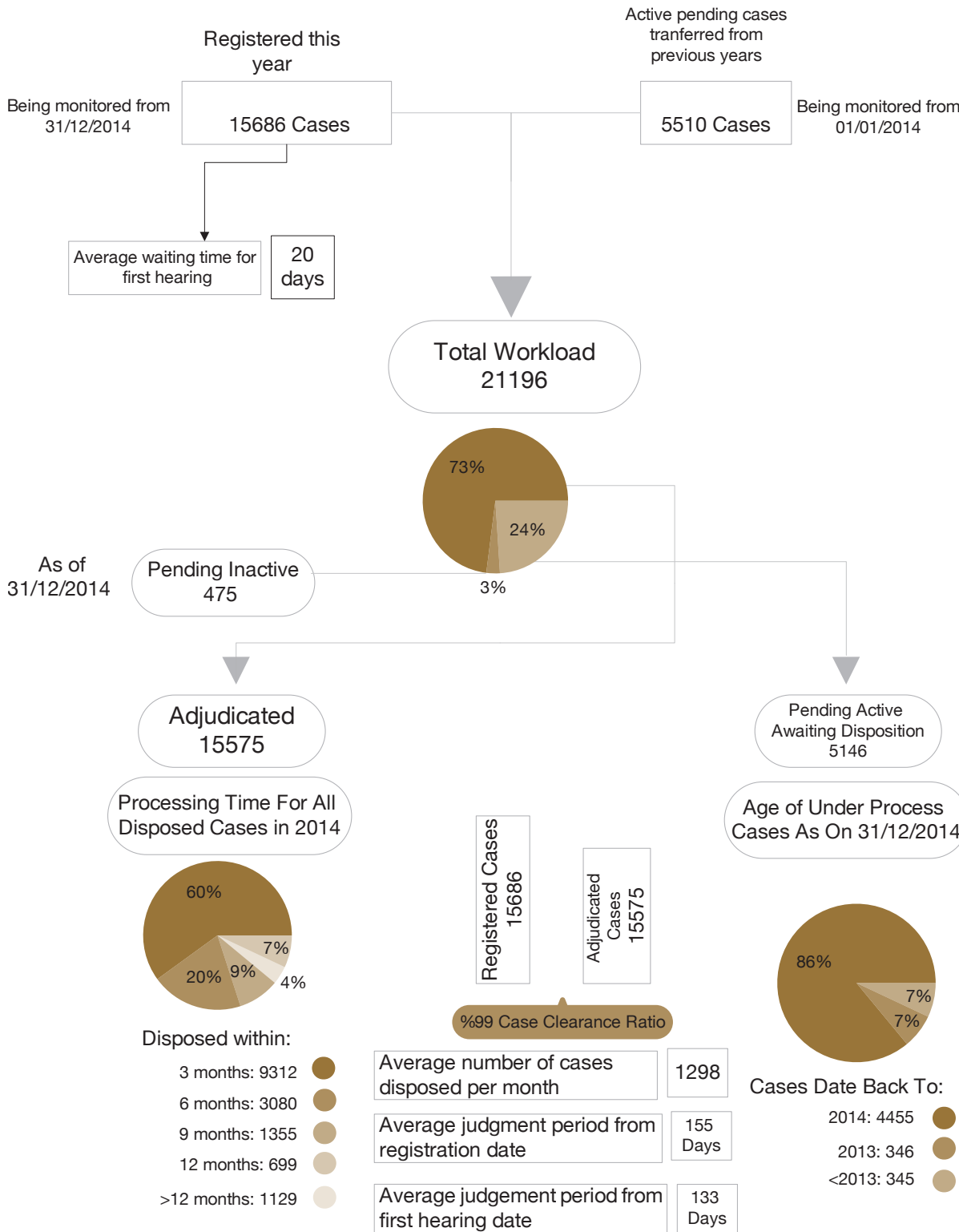
8) Average waiting time calculated from the case registration date to the date of the first hearing (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first hearing, divided by the number of assigned cases).

7- Accuracy of judgements at the Court of First Instance

The overall performance during 2014 achieved a positive increase of 1% in the supporting rate, compared to the previous year. As for the amended judgments in 2014, there was a decrease in the percentage amendment compared to 2013, and there was a steady percentage in the cancellation percentage compared to 2013.



Annual Workload at the First Instance Court 2014



B) Civil Court of First Instance

1- Partial Jurisdiction Civil Cases⁹

1.1 Workload

The diagram on page (39) indicates that the total workload in the Partial Jurisdiction Civil Cases amounted to 1,418 cases in 2014, out of which 309 cases (22%) were Active-Pending cases carried forward from 2013 and prior years. They were numerated and recorded on 1 January 2014. Additionally, 1,109 new cases (78%) were registered in 2014.

In comparison between 2014 and 2013, an 8% increase in the number of registered cases in 2014 was recorded; where 1,109 cases were registered in 2014 whereas 1,039 cases were registered in 2013.

By the end of 2014, 963 cases (68%) were cleared and 359 Active-Pending cases (25%) were carried forward. The number of Inactive-Pending cases amounted to 96 cases, that is 7% of the total workload.

1.2 Time to disposition

53% of the adjudicated cases were cleared in a period of 3 months, 36% of the cases were cleared within a period of 4 to 6 months, 7% were cleared within a period of 7 to 9 months, 2% of the cases were cleared within a period of 10 to 12 months, and only 2% of the cases needed more than 12 months to be cleared.

1.3 Case Clearance Rate

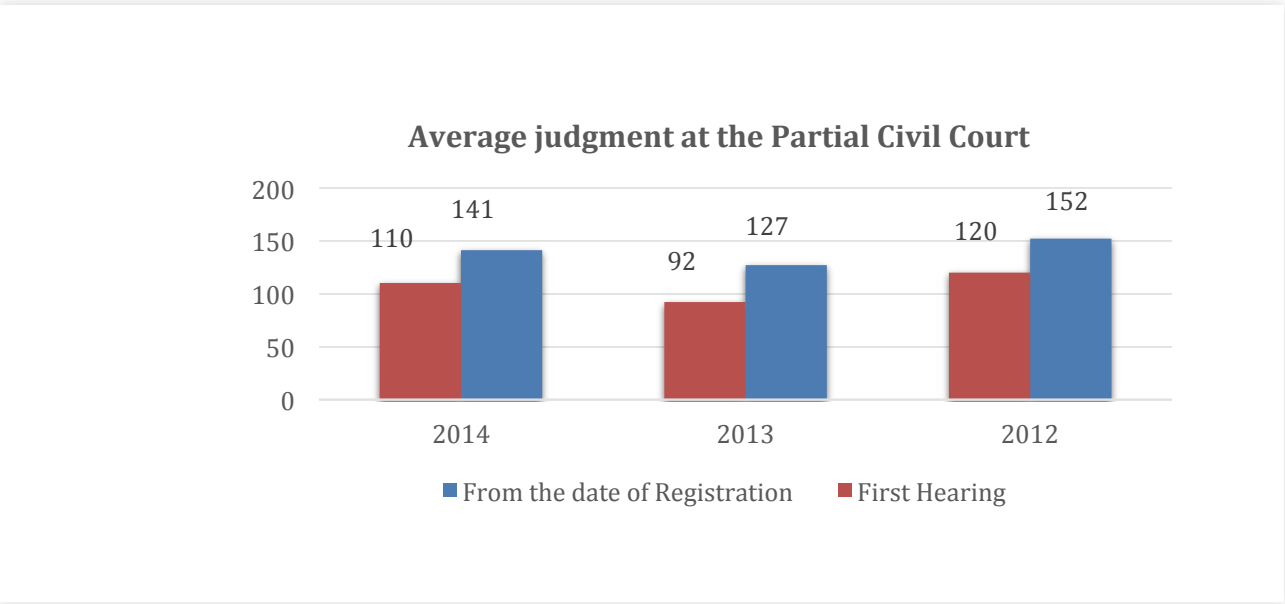
A clearance rate of 87% was achieved, where 963 cases of 1109 registered cases were cleared. In comparison between 2014 and 2013, a decrease of 24% was recorded in the number of cleared cases in 2014. 963 cases were cleared in 2014 compared to 1273 cases in 2013.

1.4 Age of Active-Pending Cases

The age of 95% (342 cases) of the Active-Pending cases carried forward from the end of 2014 to 2015 is less than 365 days from the date of their registration, i.e. they were registered in 2014. This is a good rate indicating that the majority of carried-forward cases are recent without any accumulation. Only 4% (15 cases) of the carried forward cases were registered in 2013, while a very small percentage of 1% (2 cases) was registered before 2013.

1.5 Average judgement time

- **Average judgement time from the date of registration:** The Civil Court achieved an average of 141 days in 2014, compared to 127 days in 2013.
- **Average judgement time from the date of the first hearing:** The Civil Court achieved a positive average of 110 days from the date of the first hearing in 2014 compared to 92 days in 2013.



9) Partial Jurisdiction Civil Cases: the cases in which the claimed amount does not exceed AED 100,000.

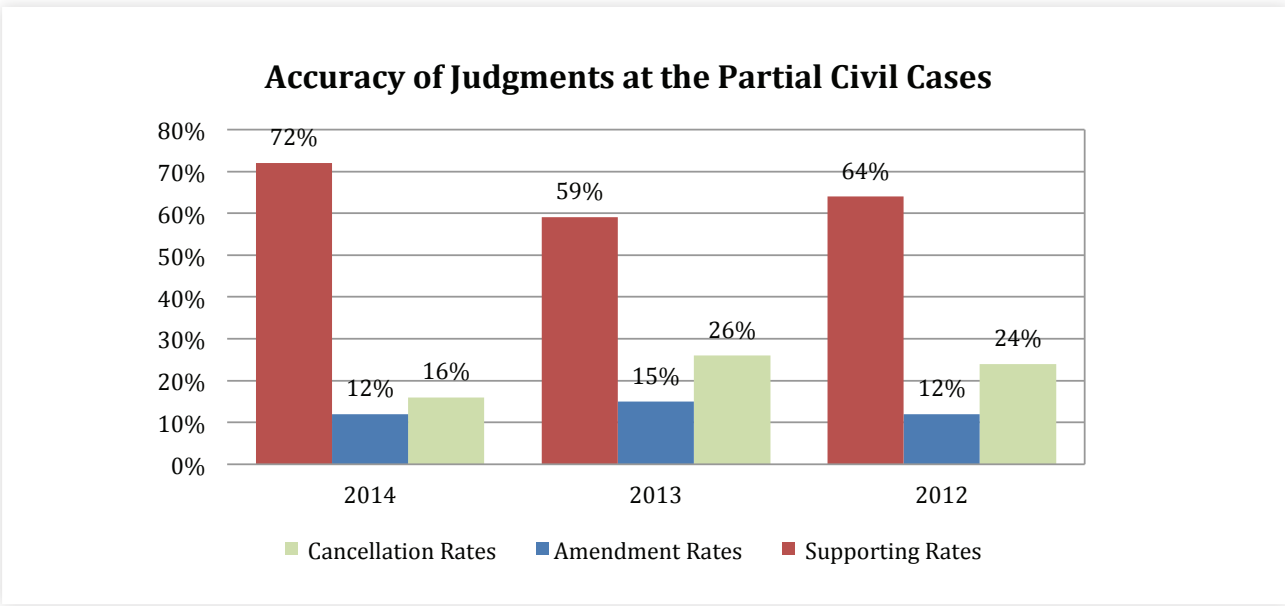
1.6 The Average Waiting Time for the First Hearing¹⁰

The average waiting time decreased in 2014 to 28 days, compared to 29 days in 2013.

YEARS	2012			2013			2014		
Courts	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Partial Jurisdiction Civil Court	1272	30	34	1033	22	29	1099	22	28

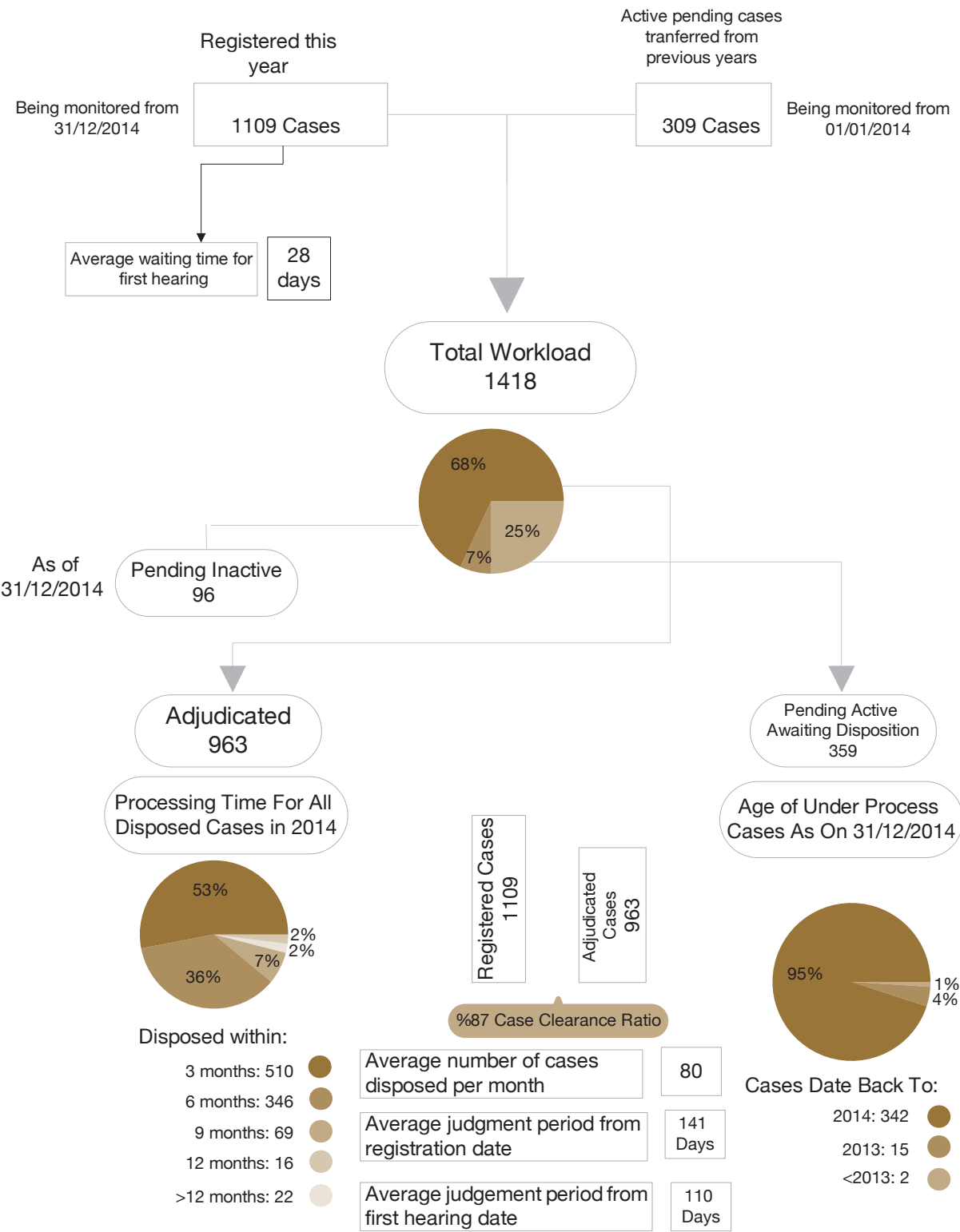
1.7 Accuracy of judgments in the Partial Jurisdiction Civil Cases:

A 13% positive increase in the supporting rate was recorded in 2014 at 72% compared to 59% in 2013. As far as the amended judgments in 2013 are concerned, there was a positive deviation of 3%, where the percentage reduces from 15% in 2013 to 12% in 2014. With regards to the cancellation percentage, there was a positive decrease to the indicator in 2014 compared to 2013, where the percentage of cancelled judgments amounted to 16% compared to 26% in 2013.



10) Average waiting time calculated from the case registration date to the date of the first hearing (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first hearing, divided by the number of assigned cases).

Workload for Partial Jurisdiction Civil Cases



2- Full Jurisdiction Civil Cases¹¹

2.1 Workload

The diagram on page (43) indicates that the total workload in the Full Jurisdiction Civil Cases amounted to 1254 cases in 2014, out of which 341 cases (27%) of the total workload were Active-Pending cases carried forward from 2013 and prior years; they were numerated and recorded on 1 January 2014. Additionally, (913) new cases representing 73% of the workload were registered in 2014.

In comparison between 2013 and 2014, an increase of 11% was recorded in the number of registered cases. 913 cases were registered in 2014 while 824 were registered in 2013.

By the end of 2014, a total of 945 cases were cleared, 74% of the workload, and a total of 345 (26%) Active-Pending cases were carried forward to 2015.

2.2 Time to disposition

In 2014, 51% of the adjudicated cases were cleared within a period not exceeding 3 months. Notably, 21% of cases were cleared within a period ranging from 4 to 6 months, 12% were cleared within a period ranging from 7 to 9 months and 6% were cleared within a period ranging from 10 to 12 months. Lastly, 10% of cases needed more than 12 months to be cleared.

2.3 Case Clearance Rate

A clearance rate of 104% was achieved, where 945 cases of 913 registered cases were cleared compared to 116% in 2013. In comparison between 2013 and 2014, a decrease of 1% was recorded in the number of cleared cases in 2014. 945 cases were cleared in 2014 compared to 955 cases in 2013. The average number of judgments per month is decreased by 1%.

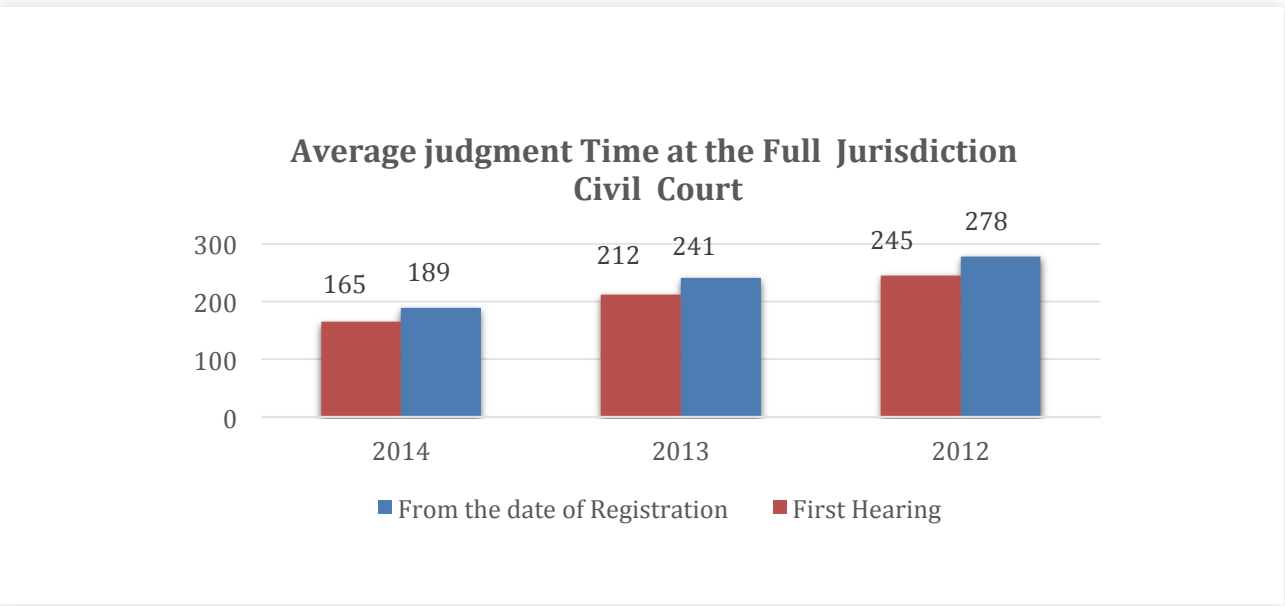
2.4 Age of Active-Pending cases

The age of 89% (315 cases) of the Active-Pending cases carried forward from the end of 2014 to 2015 is less than 365 days from the date of their registration, i.e. they were registered in 2014. This is a good rate indicating that the majority of carried-forward cases are recent without any accumulation. 5% (19 cases) of the carried forward cases were registered in 2013, while 6% (20 cases) were registered before 2013.

11) Full Jurisdiction Civil Cases are the cases in which the claimed amounts are more than AED 100,000, or Civil Cases without a defined value.

2.5 Average judgement time

- **Average judgement time from the date of registration:** The Full Jurisdiction Civil Cases achieved a positive average of 189 days in 2014, compared to 241 days in 2013.
- **Average judgement time from the date of the first hearing:** The Full Jurisdiction Civil Cases achieved a positive average of 165 days from the date of the first hearing in 2014 compared to 212 days in 2013.



2.6 The Average Waiting Time for the First Hearing¹²

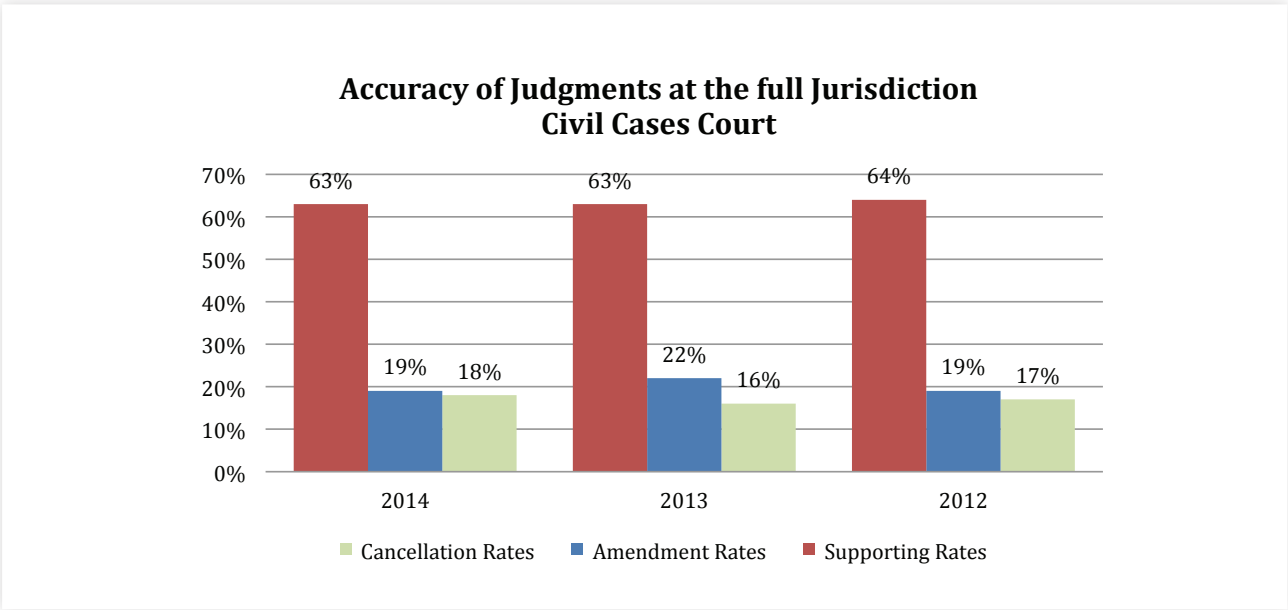
The average waiting time has positively decreased in 2014 to 20 days compared to 26 days in 2013.

YEARS	2012			2013			2014		
Courts	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Full Jurisdiction Civil Cases	890	30	28	824	25	26	914	24	20

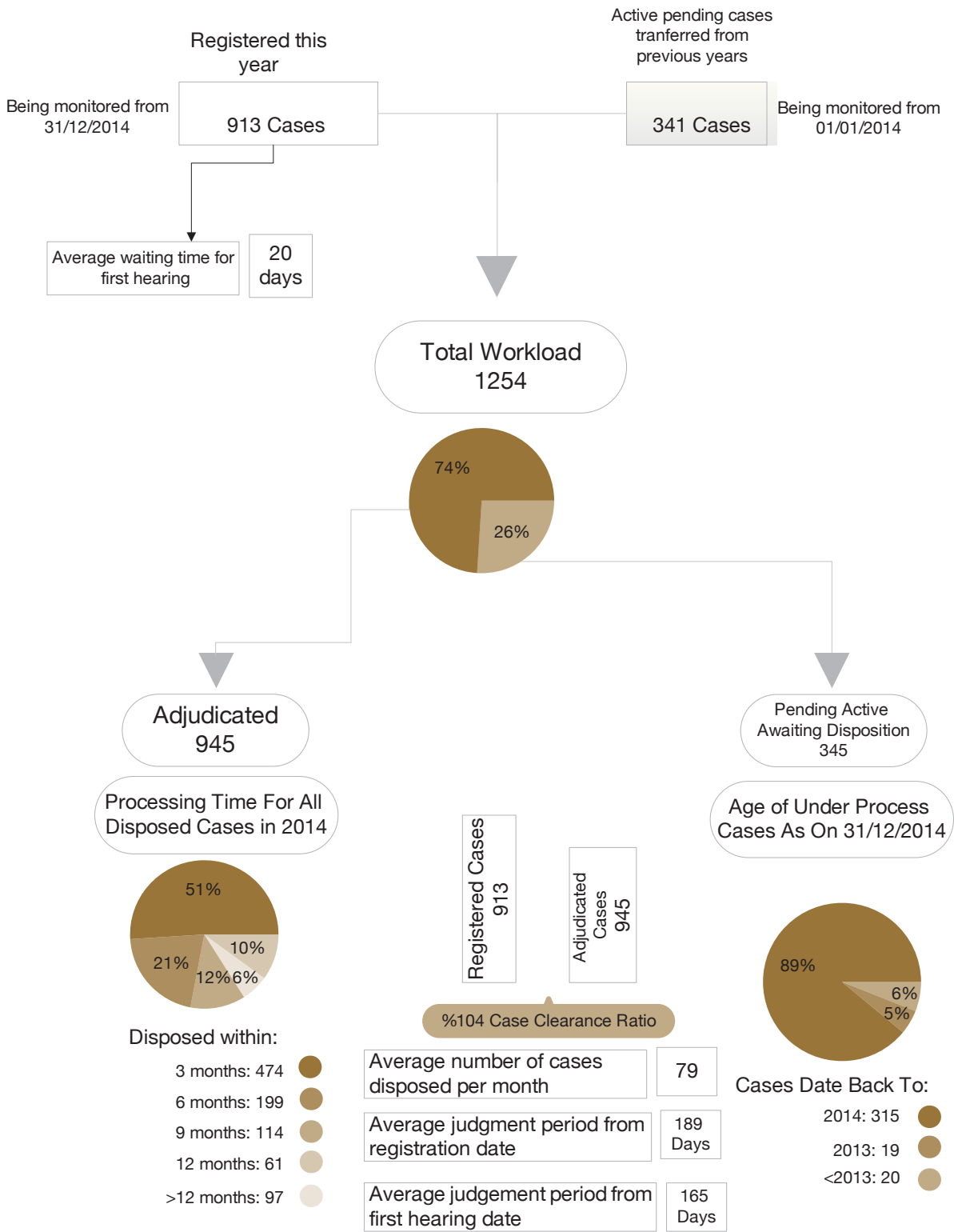
12) Average waiting time (assignment rate) calculated from the case registration date to the date of the first hearing (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first hearing, divided by the number of assigned cases).

2.7 Accuracy of judgments in the Full Jurisdiction Civil Cases

A steady supporting rate for Full Jurisdiction Civil Cases was recorded at 63% in 2014 compared to 2013. A 3% decrease in the general average was recorded in 2014 compared to 2013. With regards to cancellation, an increase of 2% was noted in 2014 compared to 2013.



Workload for Full Jurisdiction Civil Cases



C) The Commercial Courts of First Instance

1- Partial Jurisdiction Commercial Cases¹³

1.1 Workload

The diagram on page (47) indicates that the total workload in the overall Commercial Cases amounted to 1446 cases in 2014, out of which 322 cases (22%) were Active-Pending cases carried forward from 2013 and prior years; they were numerated and recorded on 1 January 2014. Additionally, (1124) new cases representing 78% of the workload were registered in 2014.

In comparison between 2013 and 2014, an increase of 2% was recorded in the number of registered cases. 1124 cases were registered in 2014 while 1105 cases were registered in 2013.

By the end of 2014, a total of 1178 cases, 80% of the workload, were cleared compared to 60% in 2013. A total of 380 Active-Pending cases were carried forward to 2015, which is 20% of the workload.

1.2 Time to disposition

47% of the adjudicated cases were cleared within a period not exceeding 3 months. Notably, 29% of cases were cleared within a period ranging from 4 to 6 months, 16% were cleared within a period ranging from 7 to 9 months, and only 5% were cleared within a period ranging from 10 to 12 months. Lastly, 3% of cases needed more than 12 months to be cleared.

1.3 Case Clearance Rate

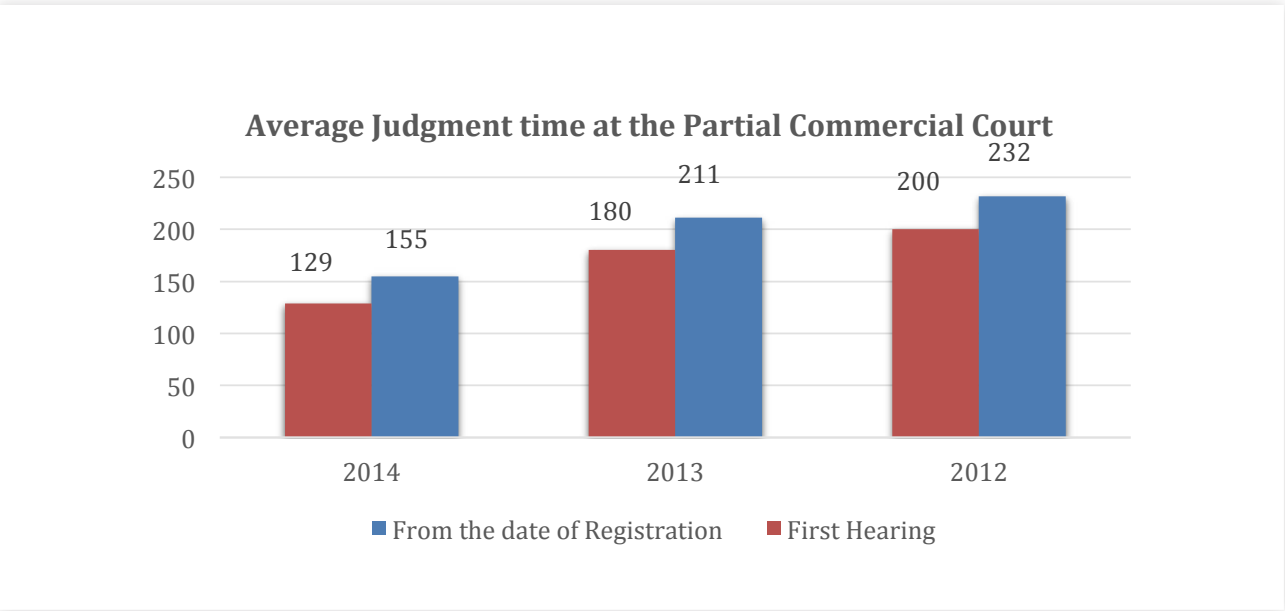
A clearance rate of 105% was achieved in 2014 compared to 88% in 2013. 1178 of 1124 registered cases were cleared.

1.4 Age of Active-Pending cases

The age of 98% of the Active-Pending cases carried forward from the end of 2014 to 2015 is less than 365 days from the date of their registration, i.e. they were registered in 2014. This is an excellent rate indicating that the majority of carried-forward cases are recent without any accumulation. Only 1% of the carried forward cases were registered in 2013, while 4 cases (1%) were registered before 2012. In summary, the performance in this indicator is positive.

1.5 Average Judgement Time

- **Average judgement time from the date of registration:** The Partial Jurisdiction Commercial Court achieved a positive average of 155 days in 2014 compared to 211 days in 2013.
- **Average judgement time from the date of the first hearing:** The Partial Jurisdiction Commercial Court achieved an average of 129 days from the date of the first hearing in 2014 compared to 180 days in 2013.



1.6 The Average Waiting Time for the First Hearing¹⁴

The average waiting time has positively decreased in 2014 to 21 days compared to 30 days in 2013.

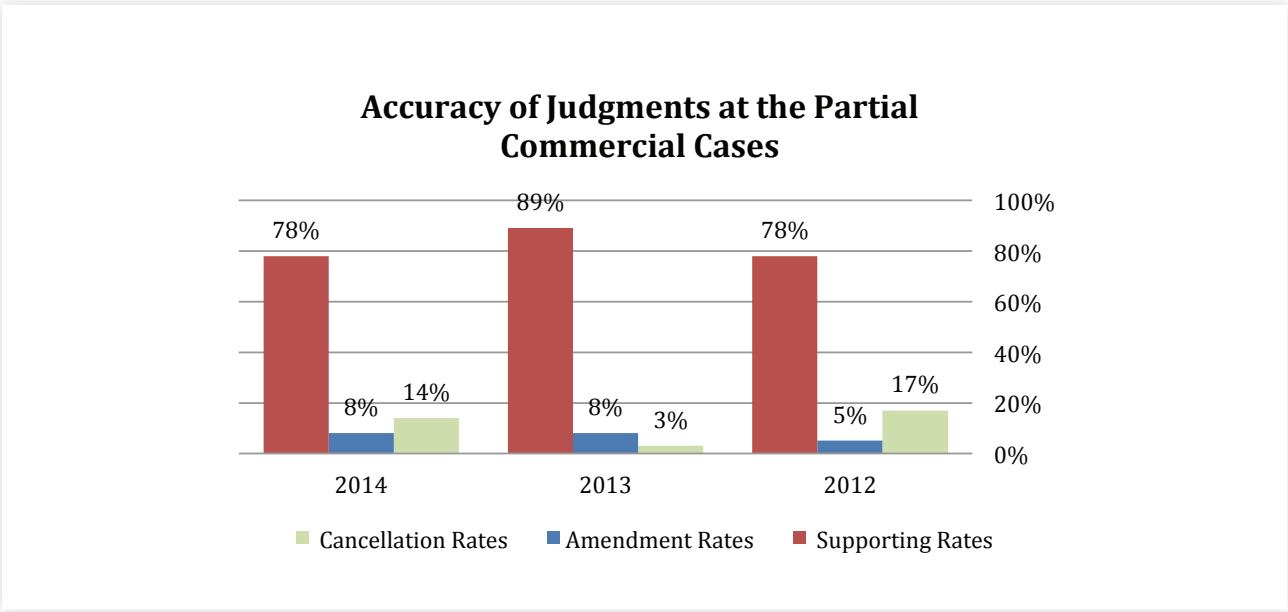
YEARS	2012			2013			2014		
	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Courts									
Partial Jurisdiction Commercial Cases	847	31	29	1102	23	30	1124	25	21

14) Average waiting time (assignment rate) calculated from the case registration date to the date of the first hearing (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first hearing, divided by the number of assigned cases).

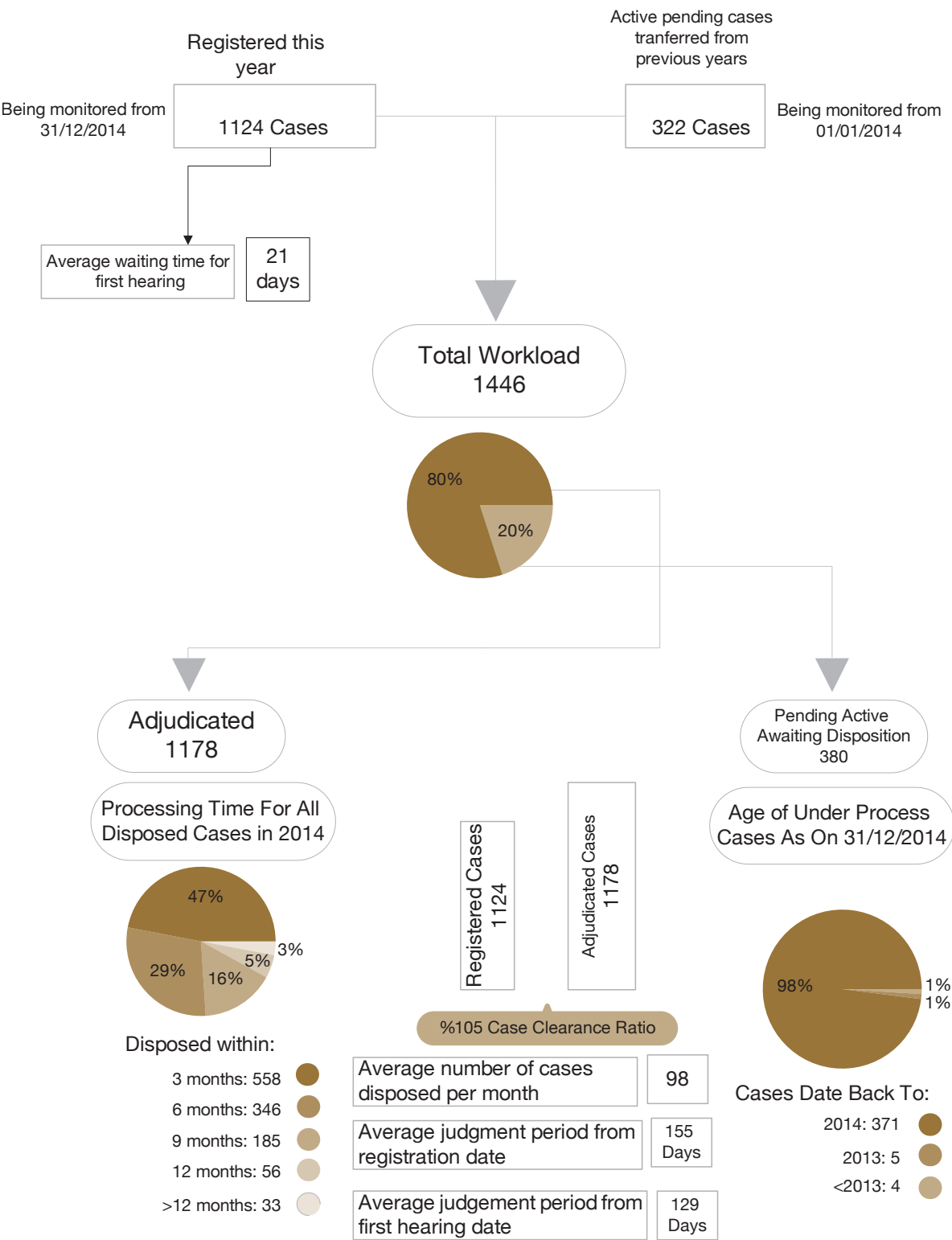
13) Summary Commercial Cases are the cases in which the claimed amounts are less than AED 100,000.s

1.7 Accuracy of judgments in Partial Jurisdiction Commercial Cases

The Partial Jurisdiction Commercial Court recorded a negative decrease of 78% in the supporting rate in 2014 compared to 89% in 2013. As far as the amended judgments are concerned, a steady rate of 8% was recorded on 2014 compared to 2013. With regards to the cancellation percentage, there was a negative increase to the indicator in 2014 compared to 2013.



Workload for Partial Jurisdiction Commercial Cases



2- Full Jurisdiction Commercial Cases¹⁵

2.1 Workload

The diagram on page (51) indicates that the total workload in the overall Full Jurisdiction Commercial Cases amounted to 3681 cases in 2014, out of which 1313 cases (36%) were Active-Pending cases carried forward from 2013 and prior years; they were numerated and recorded on 1 January 2014. Additionally, (2368) new cases representing 64% of the workload were registered in 2014.

In comparison between 2013 and 2014, an increase of 7% was recorded in the number of registered cases. 2368 cases were registered in 2014 while 2224 were registered in 2013.

By the end of 2014, a total of 2563 cases were cleared, that is 70% of the workload, and a total of 1292 Active-Pending cases were carried forward to 2015, which is 30% of the workload.

2.2 Time to disposition

24% of the adjudicated cases were cleared within a period not exceeding 3 months. Notably, 33% of cases were cleared within a period ranging from 4 to 6 months, 18% were cleared within a period ranging from 7 to 9 months and 10% were cleared within a period ranging from 10 to 12 months. Lastly, 15% of cases needed more than 12 months to be cleared.

2.3 Case Clearance Rate

A clearance rate of 108% was achieved, where 2563 of 2368 registered cases were cleared. The average number of judgments per month was 214 judgments in 2014.

2.4 Age of Active-Pending cases

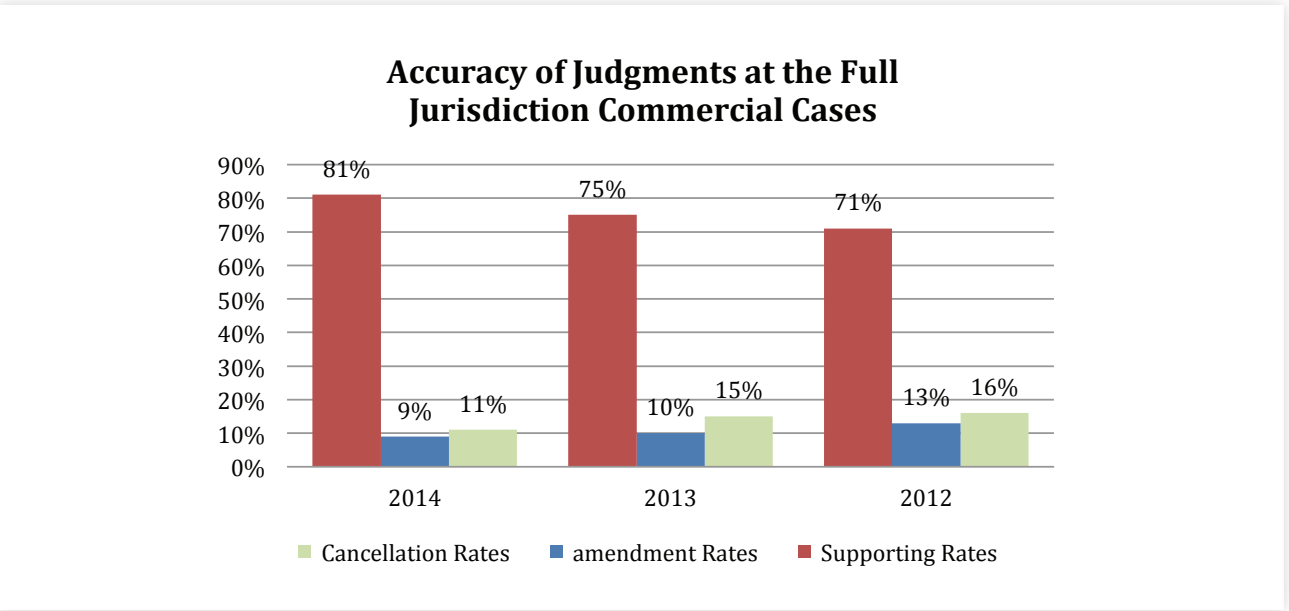
The age of 89% of the Active-Pending cases carried forward from the end of 2013 to 2014 is less than 365 days from the date of their registration, i.e. they were registered in 2014. This is a good rate indicating that the majority of carried-forward cases are recent without any accumulation. There is 8% of the carried forward cases were registered in 2013, while a relatively small percentage of cases (3%) were registered before 2013.

15) Cases where there is a dispute regarding a certain right, which is regulated by the commercial law, and in which both parties are merchants or professionally practicing commercial activity or the cases based on commercial actions and transactions, but not related to Labors' relations, Personal status matters, inheritance or endowment, except in the case where the law states otherwise. Cases in which the claimed amount exceeds the AED 100,000

2.5 Average judgement time

• **Average judgement time from the date of registration:** The Full Jurisdiction Commercial Court achieved a positive average of 262 days in 2014, compared to 341 days in 2013.

• **Average judgement time from the date of the first hearing:** The Full Jurisdiction Commercial Court achieved a positive decrease of 236 days from the date of the first hearing in 2014 compared, to 306 days in 2013.



2.6 The Average Waiting Time for the First Hearing¹⁶

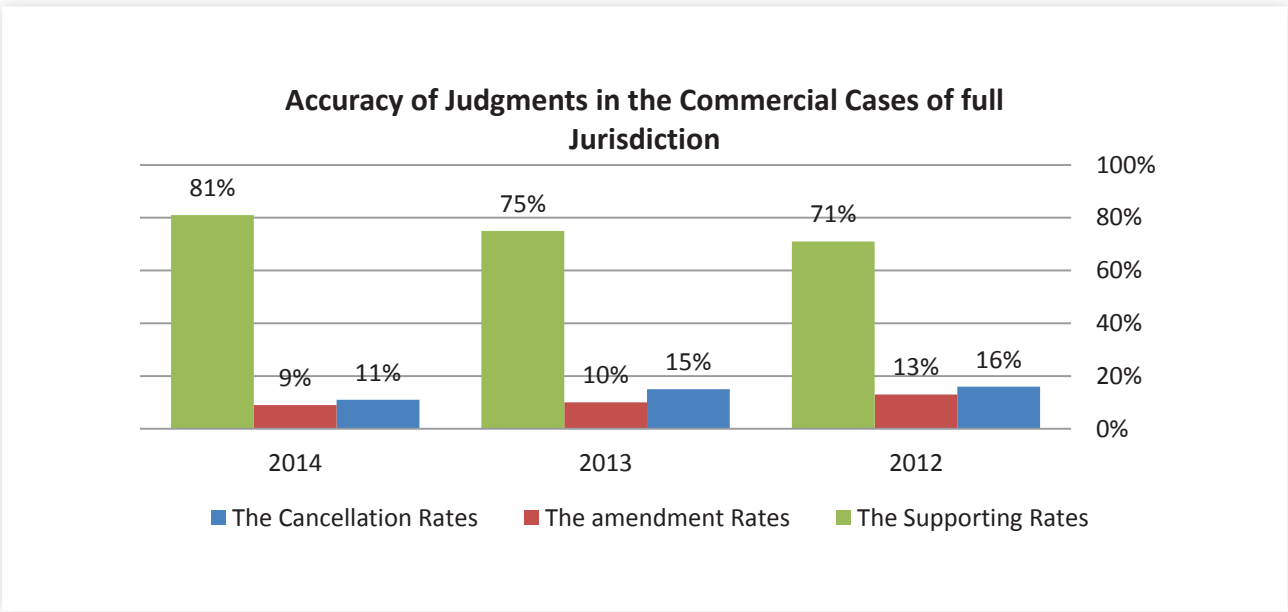
The average waiting time has positively decreased in 2014 to 21 days compared to 27 days in 2013.

YEARS	2012			2013			2014		
	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Full Jurisdiction Commercial Cases	1962	47	29	2227	29	27	2375	28	21

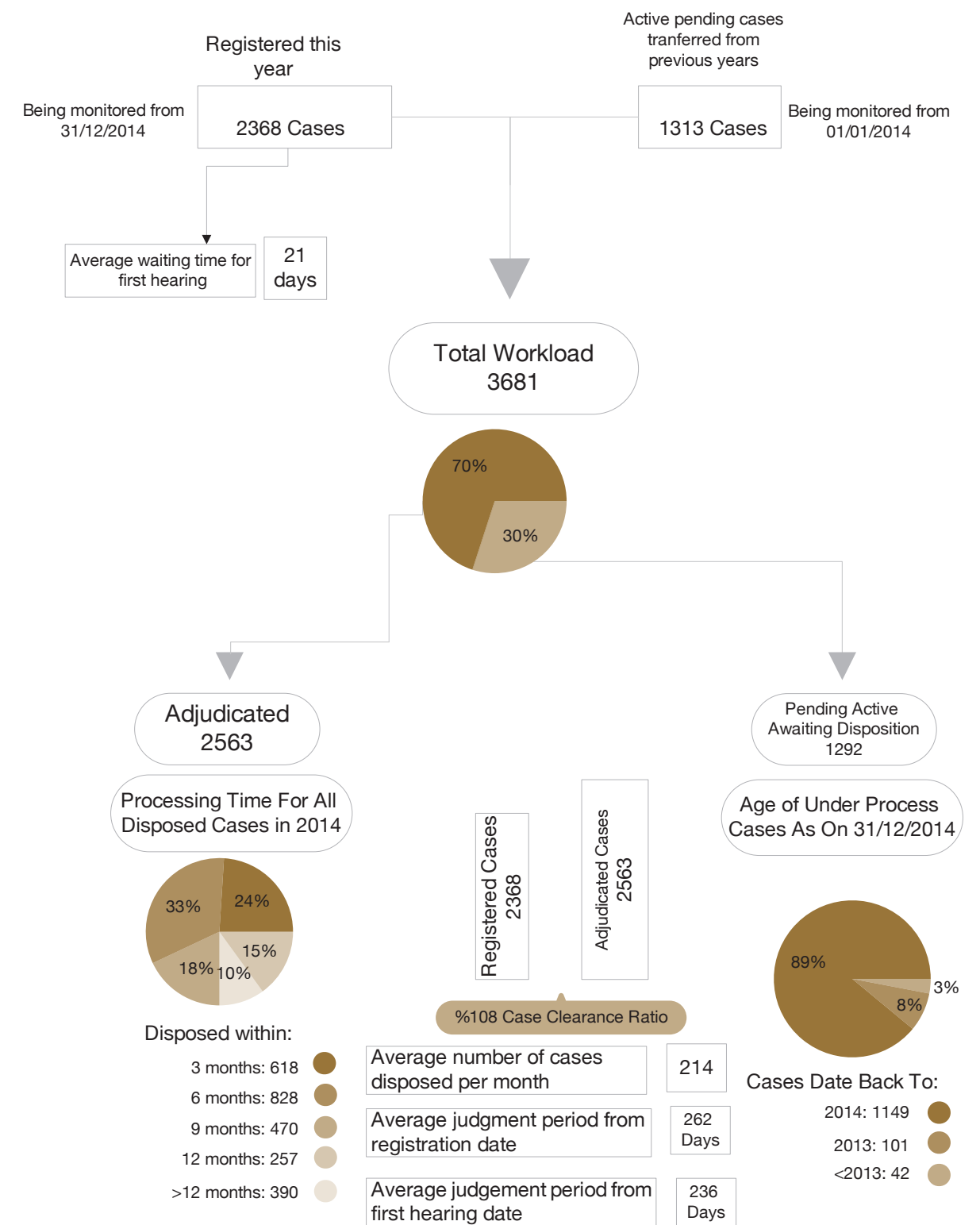
16) The average waiting time (assignment rate) calculated from the case registration date to the date of the first hearing (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first hearing, divided by the number of assigned cases).

2.7 Accuracy of judgments in the overall commercial cases

A positive increase of 6% in the supporting rate was recorded in 2014. A positive decrease of 1% was recorded in the amended judgments, and a positive decrease of 4% of the cancellations was recorded in 2013.



Workload for Full Jurisdiction Commercial Cases



D) Labour Court of First Instance

1- The Partial Labour cases¹⁷

1.1 Workload

The diagram on page (55) indicates that the total workload in the overall Partial Jurisdiction Labour Cases amounted to 6838 cases in 2014, out of which 939 cases (14%) of the total workload were Active-Pending cases carried forward from 2013 and prior years. The cases were numerated and recorded on 1 January 2014. Additionally, (5899) new cases representing 86% of the workload were registered in 2014.

In comparison between 2013 and 2014, an increase of 13% was recorded in the number of registered cases. 5899 cases were registered in 2014 while 5240 Partial Jurisdiction Labour Cases were registered in 2013.

By the end of 2014, a total of 5864 cases were cleared comparing to 4588 in 2013 that is 85% of the workload. A total of 658 Active-Pending cases were carried forward to 2015, which is 10% of the workload. The pending cases were 316 which is 5% of the workload.

1.2 Time to disposition

90% of the adjudicated cases were cleared within a period not exceeding 3 months. Notably, 9% of cases were cleared within a period ranging from 4 to 6 months, 1% was cleared within a period ranging from 7 to 9 months and 4 cases were cleared within a period ranging from 10 to 12 months. Lastly, 8 cases needed more than 12 months to be cleared.

1.3 Case Clearance Rate

A clearance rate of 99% was achieved, where 5864 cases of 5899 registered cases were cleared. In comparison between 2013 and 2014, an increase of 28% was recorded in the number of cleared cases in 2014. 5864 cases were cleared in 2014 compared to 4588 cases in 2013 that is an increase by 1276 case.

1.4 Age of Active-Pending cases

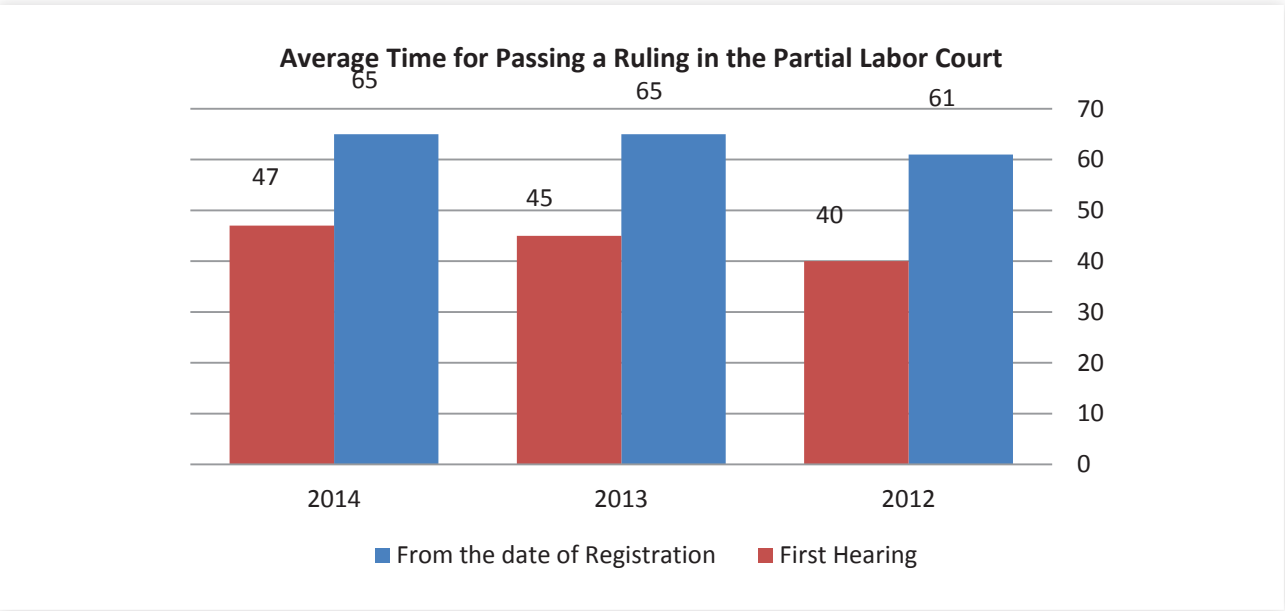
The age of the 100% of the Active-Pending cases carried forward from the end of 2014 to 2013 is less than 365 days from the date of their registration (registered in 2014). This means that the majority of carried-forward cases are recent. There were three cases registered in 2013.

17)Summary Labour cases are the cases filed by the labourers against the employers in private sector to protect the rights resulting from the Workers' Association by virtue of employment agreements governed by the concerned ministry. Cases in which the claimed amounts do not exceed AED 100,000.

1.5 Average judgement time

• **Average judgement time from the date of registration:** The Partial Jurisdiction Labour Cases achieved a steady average of 65 days in 2014 compared 2013.

• **Average judgement time from the date of the first hearing:** The Partial Jurisdiction Labour Cases achieved a positive decrease of 47 days from the date of the first hearing in 2014 compared to 45 days in 2013.



1.6 The Average Waiting Time for the First Hearing¹⁸

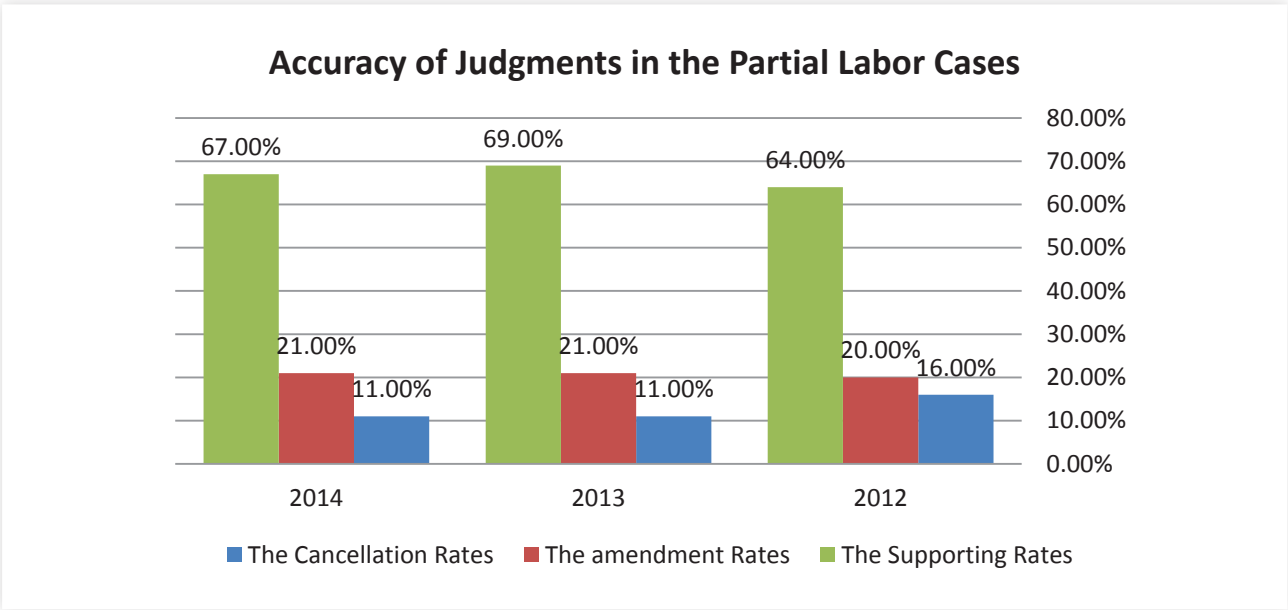
The average waiting time in 2014 witnesses a positive reduction to 17 days compared to 20 in 2013.

YEARS	2012			2013			2014		
	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Partial Jurisdiction Labour Court	5219	22	20	5241	18	20	5900	18	17

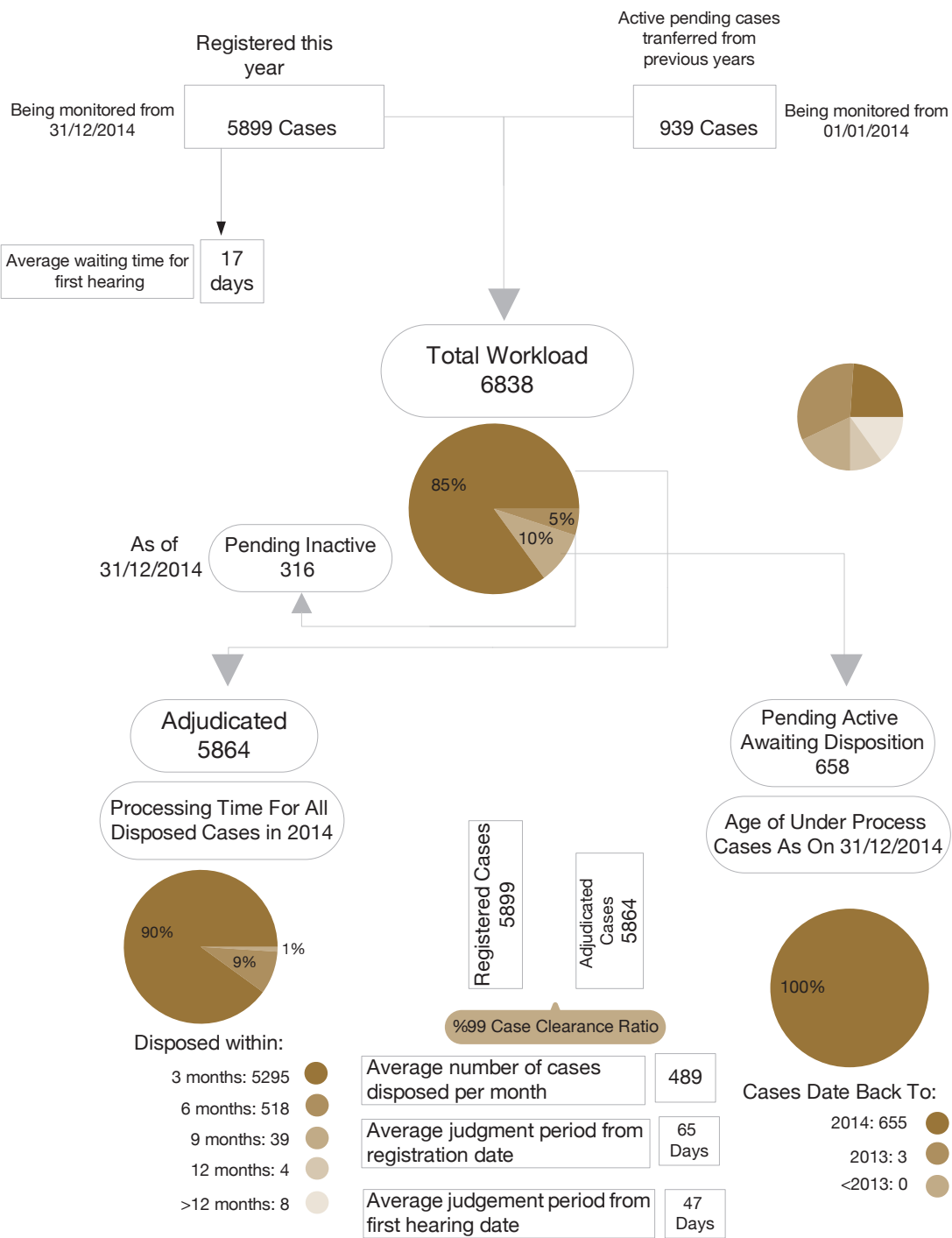
18)The average waiting time (assignment rate) calculated from the case registration date to the date of the first hearing (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first hearing, divided by the number of assigned cases).

1.7 Accuracy of judgments in the Partial Jurisdiction Labour Cases

A decrease in the supporting rate was recorded in 2014 at a rate of 2%, a steady performance reached 21% regarding the amended judgments, and a steady performance reached 11% regarding the cancellations.



Workload for Partial Jurisdiction Labour Cases



2- Full Jurisdiction Labour Cases¹⁹

2.1 Workload

The diagram on page (59) indicates that the total workload in the Full Jurisdiction Labour Court amounted to 1512 cases in 2014, out of which 247 cases (16%) of the total workload were Active-Pending cases carried forward from 2013 and prior years. The cases were numerated and recorded on 1 January 2014. Additionally, (1265) new cases representing 84% of the workload were registered in 2014.

In comparison between 2013 and 2014, a decrease of 9% was recorded in the number of registered cases. 1265 cases were registered in 2014 while 1160 Full Jurisdiction cases were registered in 2013.

By the end of 2014, a total of 1199 cases (79%) were cleared comparing to 1170 in 2013. A total of 286 Active-Pending cases were carried forward to 2015, which is 19% of the workload. The number of the Inactive-Pending cases was 27, i.e. 2% of the total workload.

2.2 Time to disposition

82% of the adjudicated cases were cleared within a period not exceeding 3 months. Notably, 12% of cases were cleared within a period ranging from 4 to 6 months, 3% were cleared within a period ranging from 7 to 9 months, 2% were cleared within a period ranging from 10 to 12 months, and only 2% of cases needed more than 12 months to be cleared.

2.3 Case Clearance Rate

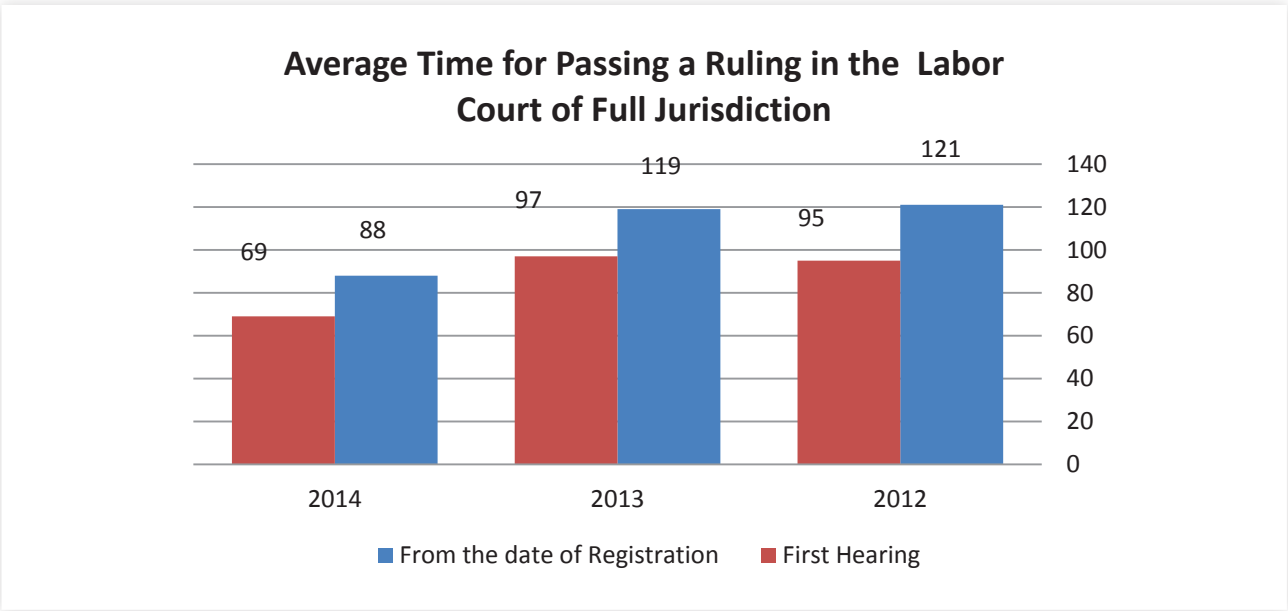
A clearance rate of 95% was achieved in comparison with 101% in 2013; where 1199 of 1265 registered cases were cleared in 2014.

2.4 Age of Active-Pending cases

The age of 100% of the Active-Pending cases carried forward from the end of 2014 to 2015 is less than 365 days from the date of their registration, i.e. they were registered in 2014. This is an excellent rate indicating that the majority of carried-forward cases are recent without any accumulation.

2.5 Average judgement time

- **Average judgement time from the date of registration:** The Full Jurisdiction Labour Court achieved an average of 88 days in 2014 compared to 119 days in 2013.
- **Average judgement time from the date of the first hearing:** The Full Jurisdiction Labour Court achieved a positive decrease of 69 days from the date of the first hearing in 2014 compared to 97 days in 2013.



2.6 The Average Waiting Time for the First Hearing²⁰

The average waiting time has positively decreased in 2014 to 18 days compared to 33 days in 2013.

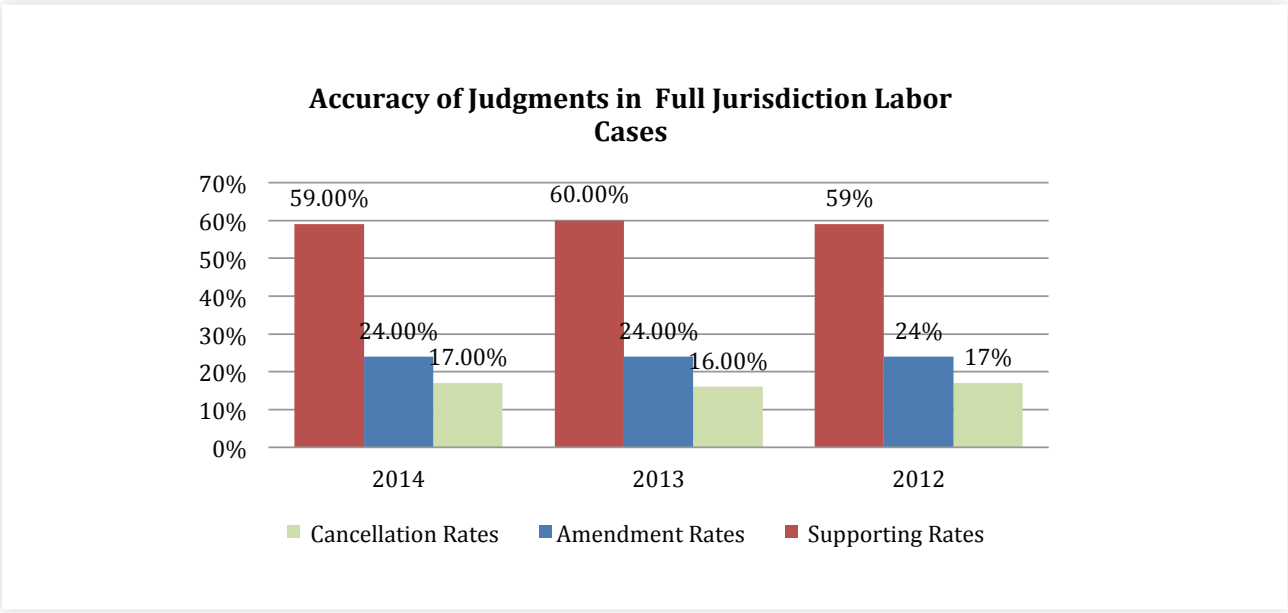
YEARS	2012			2013			2014		
	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Courts									
Full Jurisdiction Labour Cases	1204	30	33	1161	18	21	1267	18	18

19)Full jurisdiction labour cases are the cases in which the claimed amounts are less than AED 100,000.court session, divided by the number of assigned cases).

20)The average waiting time (assignment rate) calculated from the case registration date to the date of the first hearing (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first hearing, divided by the number of assigned cases).

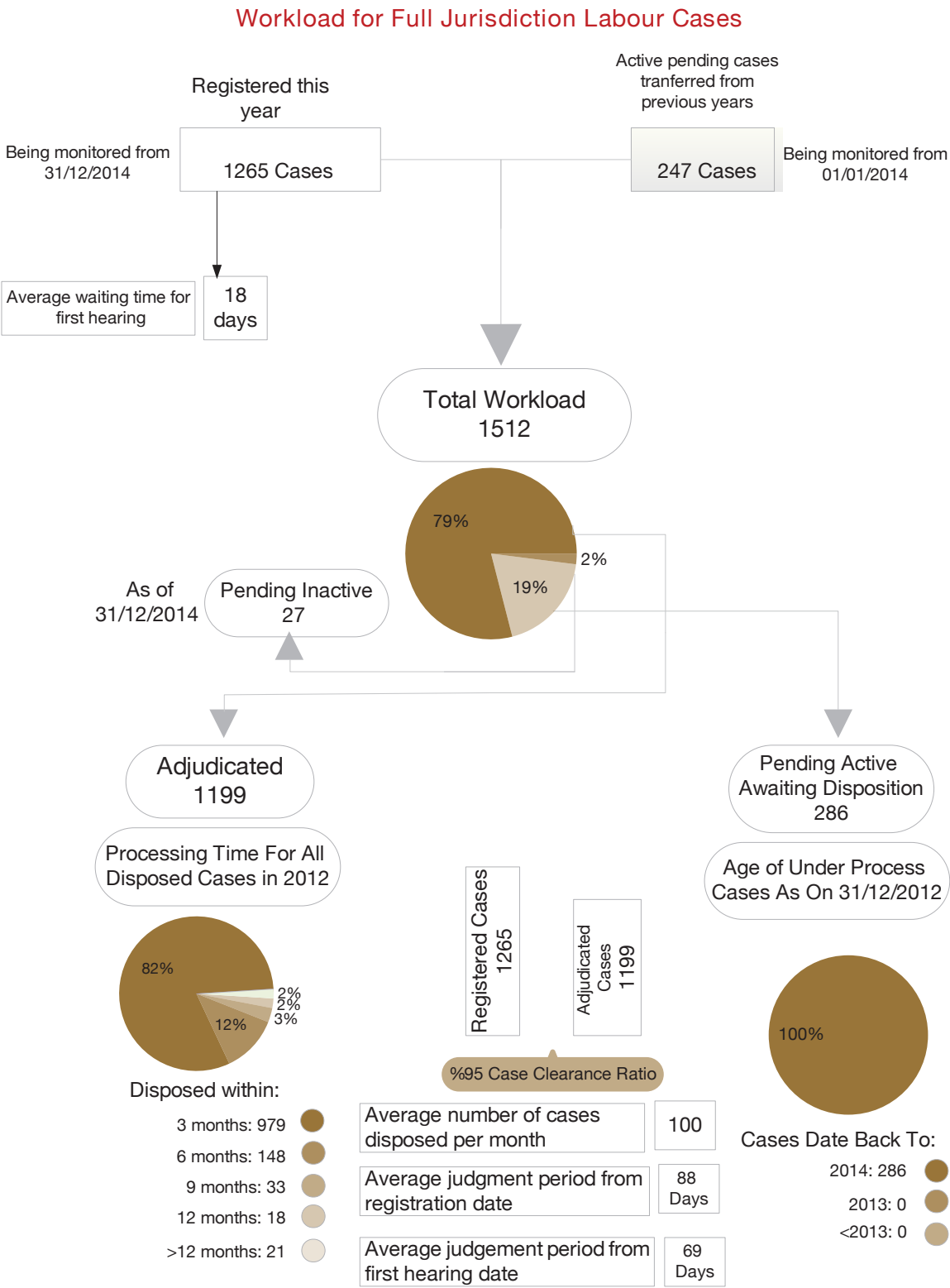
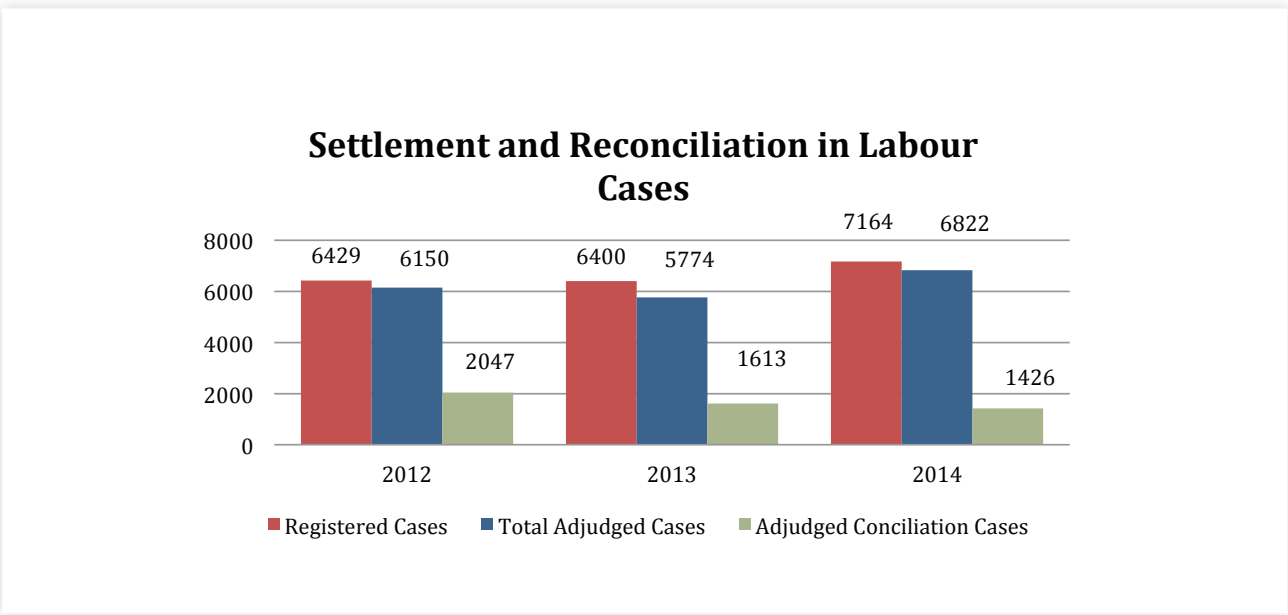
2.7 Accuracy of judgments in Full Jurisdiction Labour Cases

A decrease in the supporting rate in Full Jurisdiction Labour Cases was recorded in 2014 at a rate of 1%, a steady 24% was recorded regarding the amended judgments, and a slight decrease of 1% was recorded for cancellations.



2.8 Settlements and reconciliation in Labour Cases

The following diagram indicates that the Preparation Judge Application experiment has achieved the following in its fifth year: 1426 cases (21%) out of the total adjudicated cases in comparison with the previous year 2013, where 1426 cases were cleared in 2014 compared to 1613 in 2013.



3- Full Jurisdiction Real Estate Cases²¹

3.1 Workload

The diagram on page (63) indicates that the total workload in the Full Jurisdiction Real Estate Court amounted to 1797 cases in 2014. In comparison between 2013 and 2014, a decrease of 6% was recorded in the number of registered cases, where 1076 cases were registered in 2014 while 1143 were registered in 2013.

By the end of 2014, 1353 cases were cleared, that is 70%, and 640 Active-Pending cases, that is 30%, were carried forward to 2014.

3.2 Time to disposition

20% of the adjudicated cases were cleared within a period not exceeding 3 months. Furthermore, 24% of cases were cleared within a period ranging from 4 to 6 months, and only 17% were cleared within a period ranging from 7 to 9 months, and 11% were cleared within a period ranging from 10 to 12 months. Lastly, 28% needed more than 12 months to be cleared.

3.3 Case Clearance Rate

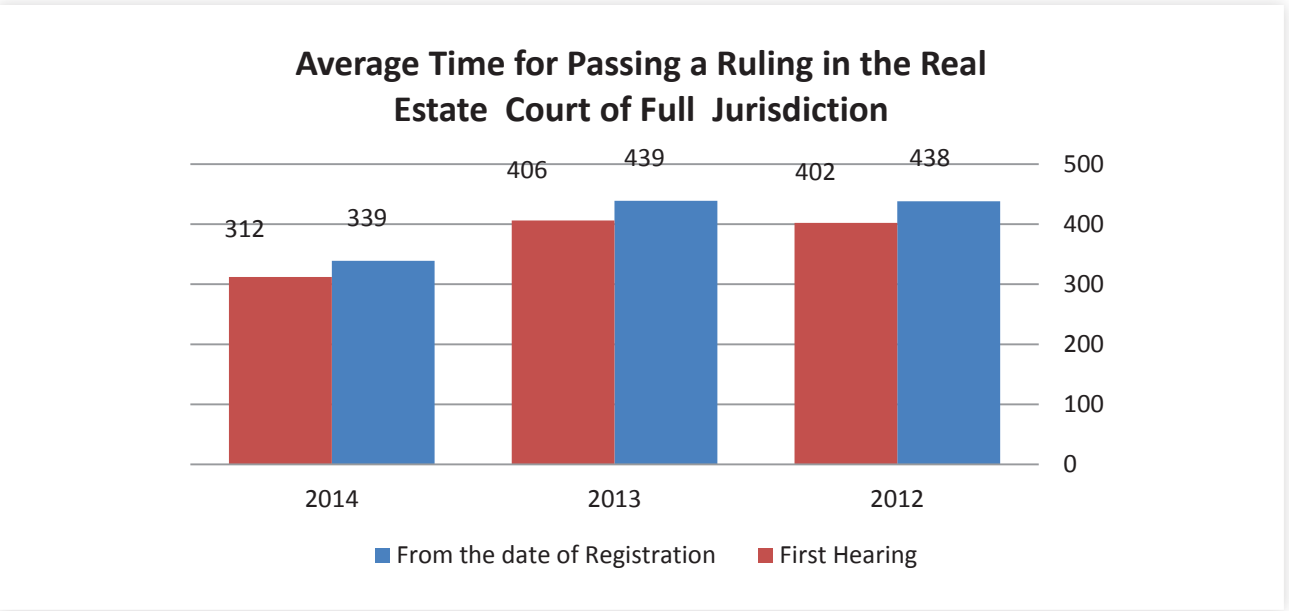
An decrease of the clearance rate of 126% was achieved, (in comparison to 140% in 2013) where a number of 1353 cases were cleared in 2014 out of 1076 registered cases in 2014.

3.4 Age of Active-Pending cases

The age of 81% of the Active-Pending cases carried forward from the end of 2014 to 2015 is less than 365 days from the date of their registration, i.e. they were registered in 2014. 14% (521 cases) of the carried forward cases were registered in 2013, while 30 (5%) cases were registered before 2013.

3.5 Average judgement time

- **Average judgement time from the date of registration:** The Full Jurisdiction Real Estate Court achieved an average of 339 days in 2014, compared to 439 days in 2013.
- **Average judgement time from the date of the first hearing:** The Full Jurisdiction Real Estate Court achieved an average of 312 days from the date of the first hearing in 2014 compared, to 406 days in 2013.



3.6 The Average Waiting Time For The First Hearing²²

The average waiting time has positively decreases in 2014 to 24 days, in comparison to 27 days in 2013.

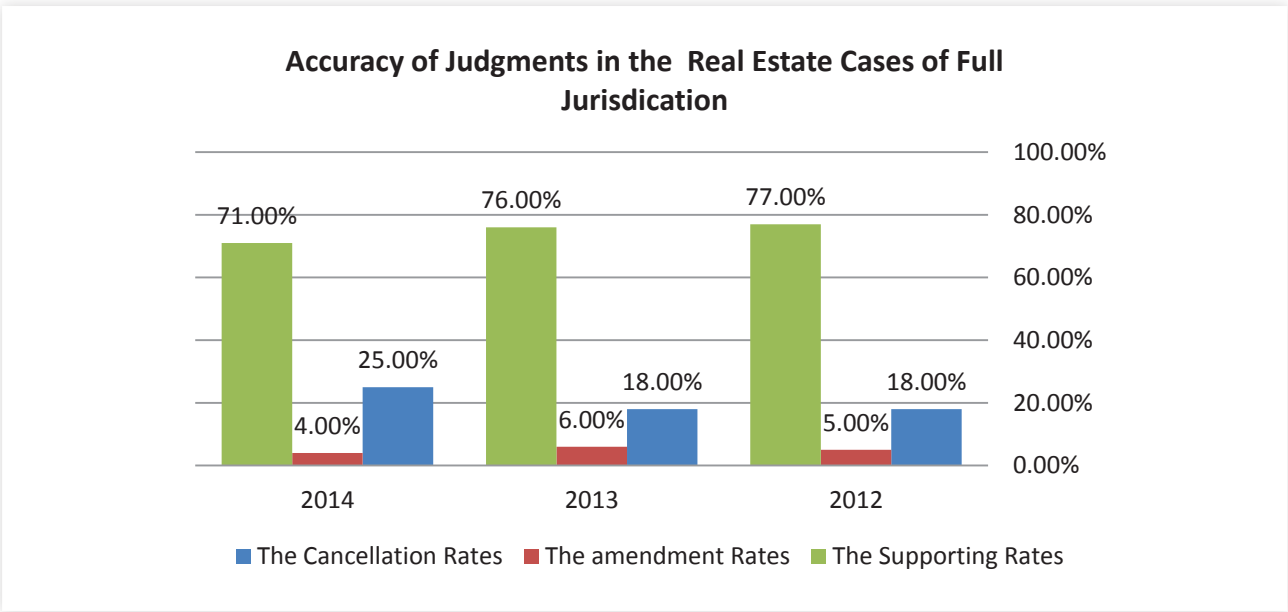
YEARS	2012			2013			2014		
Courts	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Full Jurisdiction Real Estate Court	1099	32	32	1143	31	27	1076	27	24

21) Real Estate Cases of full Jurisdiction: They are cases in which the claims exceed AED 100,000 or cases whose value are unspecified.

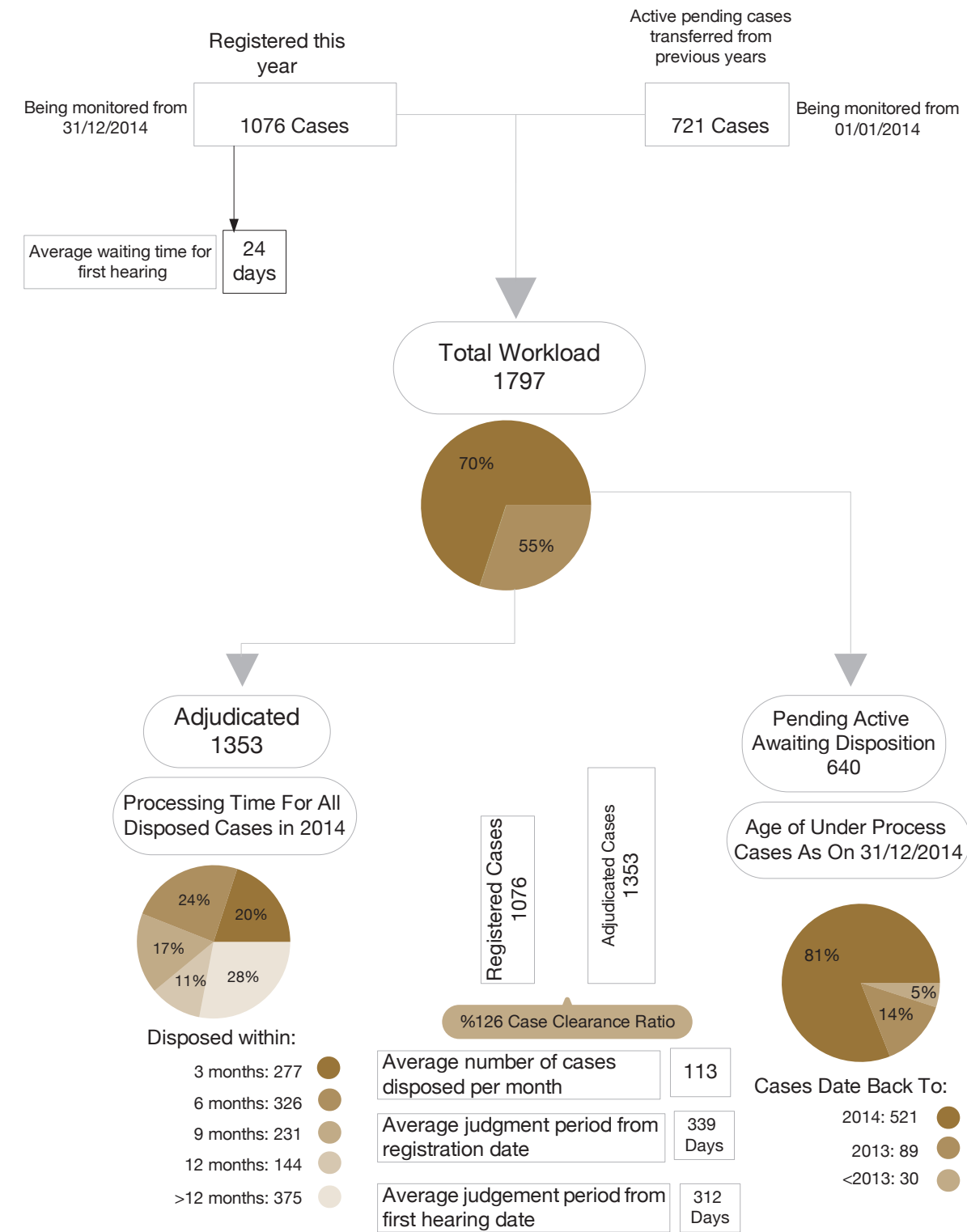
22) The average waiting time calculated from the case registration date to the date of the first court session (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first court session, divided by the number of assigned cases).

3.7 Accuracy of judgments in the Real Estate cases

A decrease of the supporting rate at 5%, a steady rate at 2% of the amended judgments, and an increase at 7% of the reversal rate in 2014 in comparison with 2013.



Workload for Full jurisdiction Real Estate Cases



E) Court of Personal Status

1- 1. Personal Status Court Cases of Personal Status of Muslims²³

1.1 Workload

The diagram on page (67) indicates that the total workload in the overall Cases of Personal Status of Muslims amounted to 2875 cases in 2014, out of which 1142 cases (40% of the total workload) were Active-Pending cases carried forward from 2013 and prior years, where they were numerated and recorded on 1 January 2014. Additionally, numerous (1733) new cases (representing 60% of the workload) were registered in 2014.

In comparison between 2013 and 2014, a slight increase was recorded in the number of registered cases. 1733 cases were registered in 2014 while 1696 were registered in 2013. By the end of 2014, a total of 1376 cases were cleared, that is 48% of the workload, and a total of 1021 Active-Pending cases were carried forward to 2015, which is 36% of the workload. The number of Inactive-Pending cases was 478, i.e. 16% of the total workload.

1.2 Time to disposition

40% of the judgments were cleared within a period not exceeding 3 months. Also, 25% of cases were cleared within a period ranging from 4 to 6 months, and only 14% were cleared within a period ranging from 7 to 9 months, and 10% were cleared within a period ranging from 10 to 12 months. Lastly, 11% needed more than 12 months to be cleared.

1.3 Case Clearance Rate

An increase in the clearance rate of 79% was achieved, (in comparison to 64% in 2013) where a number of 1376 cases were cleared in 2014 out of 1733 registered cases.

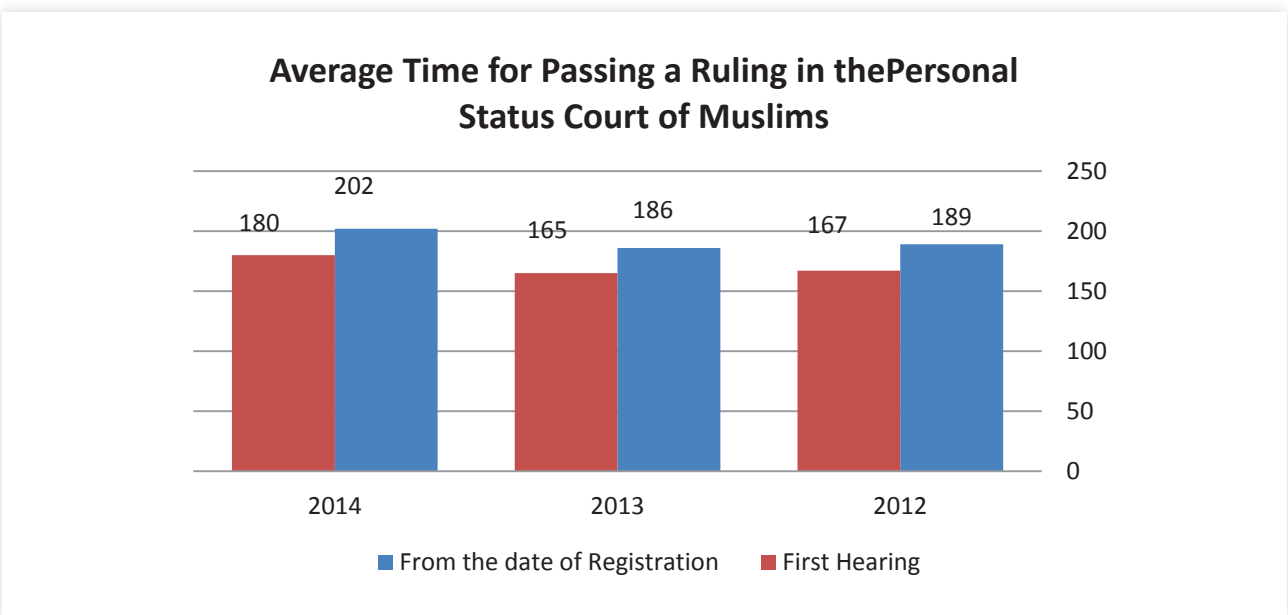
In comparison between 2013 and 2014, an increase in the number of the adjudicated cases was recorded, where the number of cleared cases was 1376 comparing to 1087 in 2013.

1.4 Age of Active-Pending cases

The age of 70% of the Active-Pending cases carried forward from the end of 2014 to 2015 is less than 365 days from the date of their registration, i.e. they were registered in 2014. 9% of the carried forward cases were registered in 2013, while 21% cases were registered before 2013.

1.5 Average judgement time

- **Average judgement time from the date of registration:** The Personal Status Court achieved an average of 202 days in 2014, compared to 186 days in 2013 in the Muslim Personal Status Cases.
- **Average judgement time from the date of the first hearing:** The Personal Status Court achieved an average of 180 days from the date of the first hearing in 2014 compared, to 165 days in 2013.



1.6 The average waiting time for the first hearing²⁴

The average waiting time achieved a steady performance in 2014 was 21 days, in comparison to 2013.

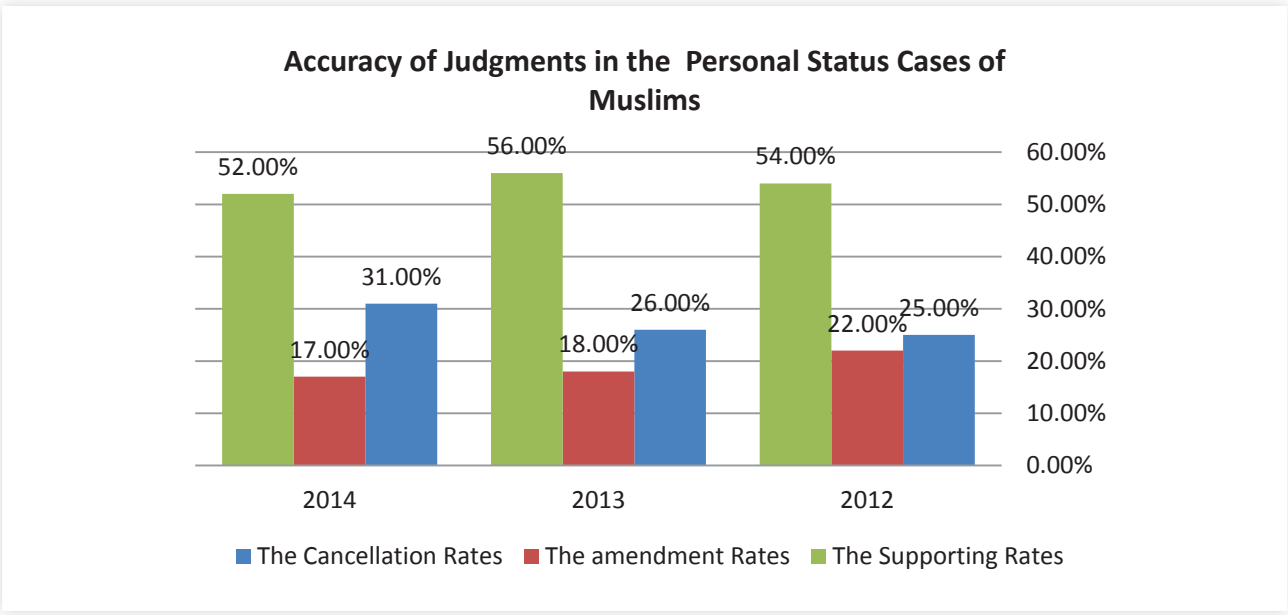
YEARS	2012			2013			2014		
Courts	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Court of Personal Status of Muslims	1648	22	20	1695	16	21	1731	20	21

²³) Personal Status cases of Muslims: Personal cases which aim at the protection of the legal centers regarding the family such as the engagement, marriage, rights of spouses, divorce and rights and consequences resulting there from as well as legitimization and denial of affiliation. They are Personal Status cases that are related to Muslim family matters.

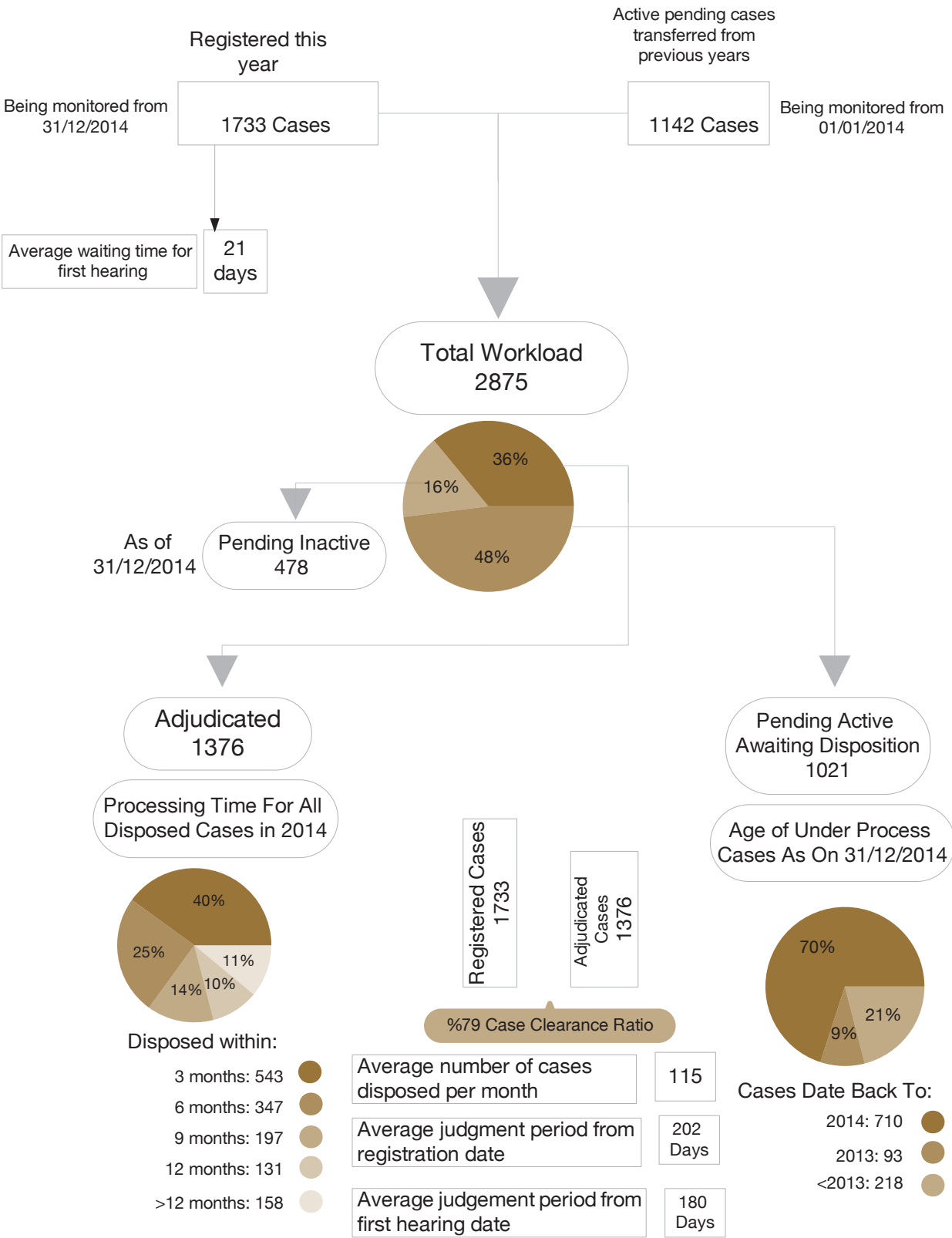
²⁴) The average waiting time calculated from the case registration date to the date of the first court session (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first court session, divided by the number of assigned cases).

1.7 Accuracy of judgments in Cases of Personal Status of Muslims

A decrease of the supporting rate at 4% was recorded in comparison with 2014, a positive decrease of 1% of the amended judgments, and a decrease of 5% of the reversal rate in 2014.



Workload for Personal Status Cases of Muslims



2- Cases of Personal Status of Non-Muslims²⁵

2.1 Workload

The diagram on page (71) indicates that the total workload in the overall Cases of Personal Status of non- Muslims amounted to 375 cases in 2014, out of which 176 cases (47% of the total workload) were Active-Pending cases carried forward from 2013 and prior years, where they were numerated and recorded on 1 January 2014. Additionally, numerous (199) new cases (representing 53% of the workload) were registered in 2014.

In comparison between 2013 and 2014, an increase was recorded in the number of the registered cases by 18% in 2014, as 199 cases were registered while 169 cases were registered in 2013. By the end of 2014, a total of 134 cases were cleared, that is 36% of the workload, and a total of 85 Active-Pending cases were carried, which is 22% of the workload.

2.2 Time to disposition

43% of the adjudicated cases were cleared within a period not exceeding 3 months. Also, 16% of cases were cleared within a period ranging from 4 to 6 months, and only 13% were cleared within a period ranging from 7 to 9 months, and 9% were cleared within a period ranging from 10 to 12 months. Lastly, only 19% needed more than 12 months to be cleared.

2.3 Case Clearance Rate

67% clearance rate was achieved, where 134 cases were cleared in 2014 out of 199 registered cases. In comparison to the adjudicated cases, 134 cases were cleared in 2014, whereas 137 cases were cleared in 2013.

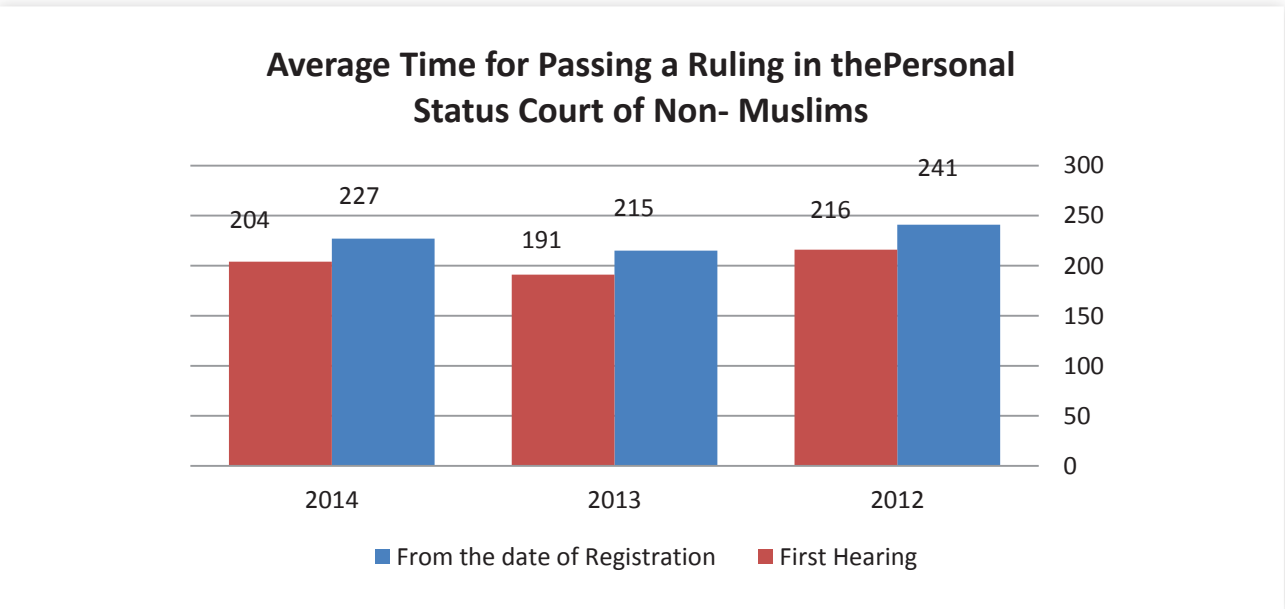
2.4 Age of Active-Pending cases

The age of 68% of the Active-Pending cases carried forward from the end of 2014 to 2015 is less than 365 days from the date of their registration, i.e. they were registered in 2014. 21 cases (13%) of the carried forward cases were registered in 2013, while 29 cases (19%) were registered more than two years ago.

25) Personal Status cases of Non-Muslims: Personal Status cases that are related to Non-Muslim family matters.

2.5 Average judgement time

- **Average judgement time from the date of registration:** The Personal Status Court of non-Muslims achieved an average of 227 days in 2014, compared to 215 days in 2013 in the Muslim Personal Status Cases.
- **Average judgement time from the date of the first hearing:** The Personal Status Court of non-Muslims achieved an average of 204 days from the date of the first hearing in 2014 compared, to 191 days in 2013.



2.6 The average waiting time for the first hearing²⁶

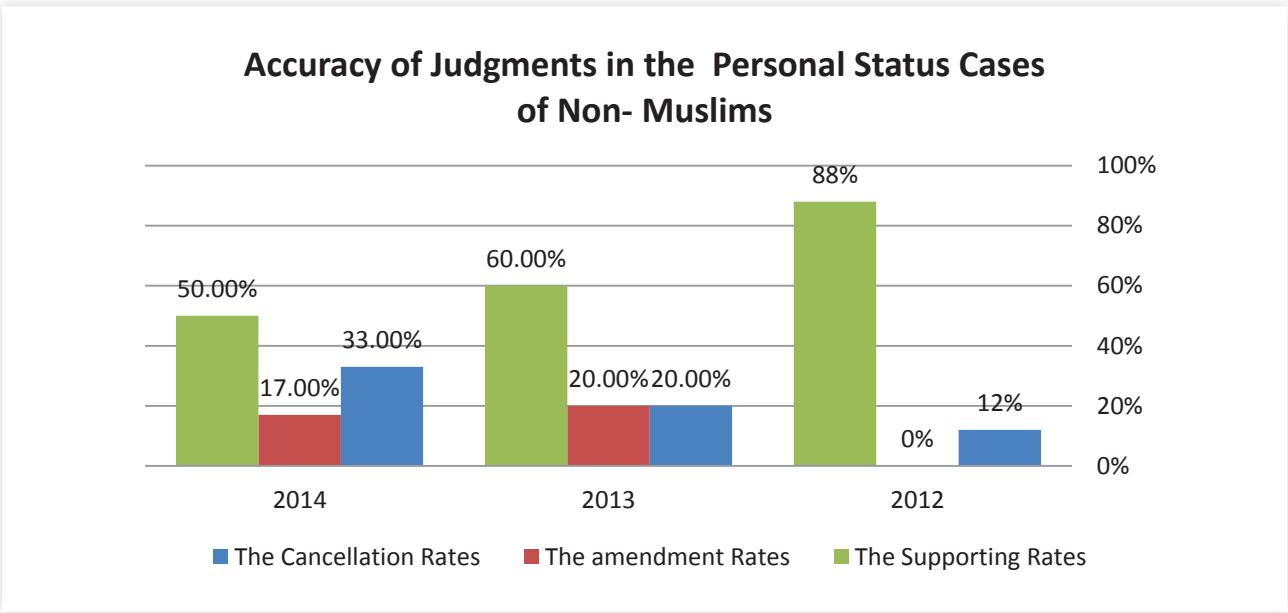
An increase in waiting time was achieved in 2014 by 22 days in comparison to 21 in 2013.

YEARS	2012			2013			2014		
Courts	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Court of Personal Status of non-Muslims	157	20	21	163	21	21	199	20	22

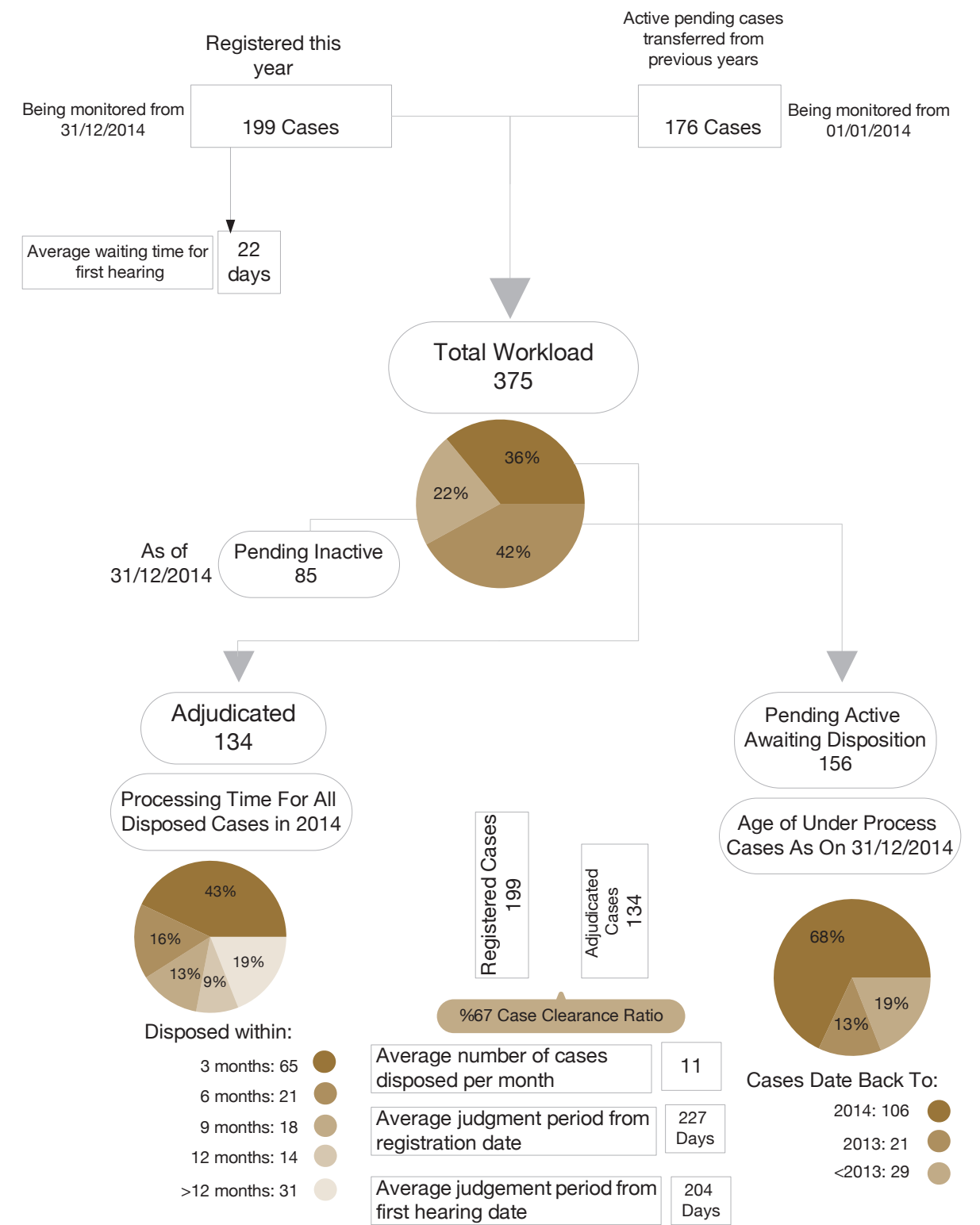
26) The average waiting time calculated from the case registration date to the date of the first court session (the total number of periods for the assigned cases registered during a given year, calculated from the case registration date to the date of the first court session, divided by the number of assigned cases).

2.7 Accuracy of judgments in the Personal Status Cases of non-Muslims

As per the following chart, a decrease of 10% of the supporting rate of the Personal Status Cases of non-Muslims at the court of First Instance was recorded in comparison with 2014, the amended judgments reached 17% and a negative increase of 13% was recorded of the reversal rate in 2014.



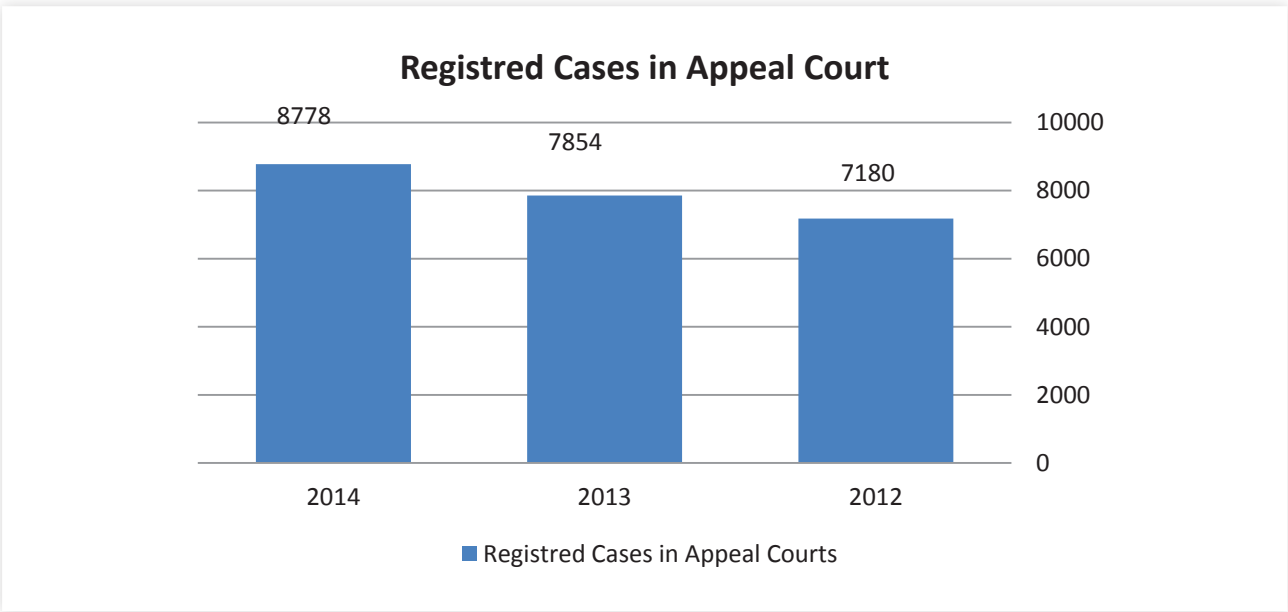
Workload for Personal Status Cases of Non-Muslims



PERFORMANCE INDICATORS OF THE COURT OF APPEAL

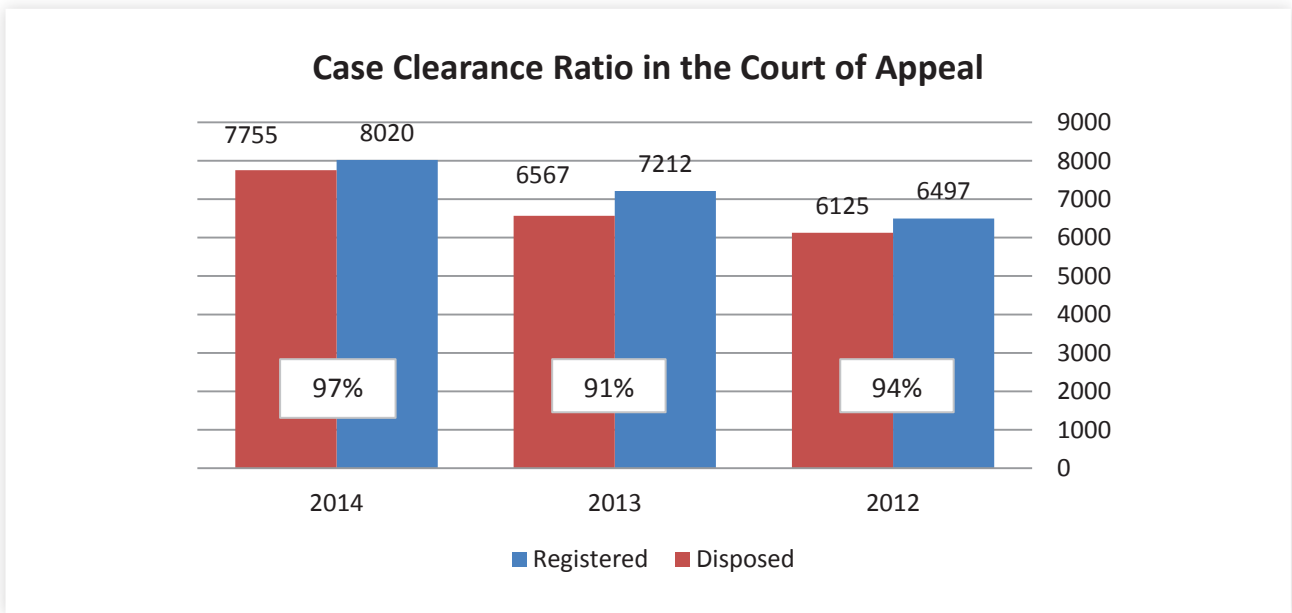
A) The total number of cases, matters and motions registered at the Court of Appeal

There was an increase of 12% in the number of cases registered in 2014 compared to 2013.



B) Case clearance ratio in the Court of Appeal

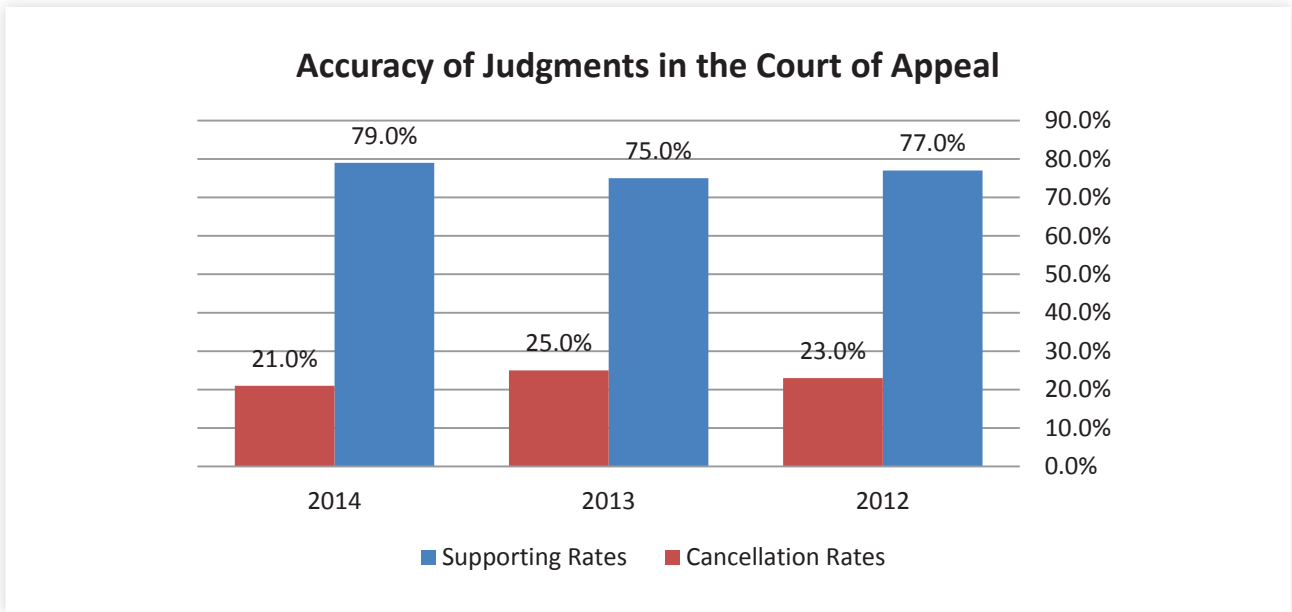
There was an increase of 18% in the number of cleared cases in 2014 compared to 2013, where 7,755 cases were cleared at the Court of Appeal in 2014 in comparison to 6,567 cases in 2013.



C) Accuracy of Judgments at the Court of Appeal

There was a negative decrease of 4% in the supporting rate of the Court of Appeal judgments, where it amounted to 79% in 2014 compared to 75% in 2013.

As for the reversal rate concerned, a positive increase at 21% was recorded in 2014 in comparison to 25% in 2013.



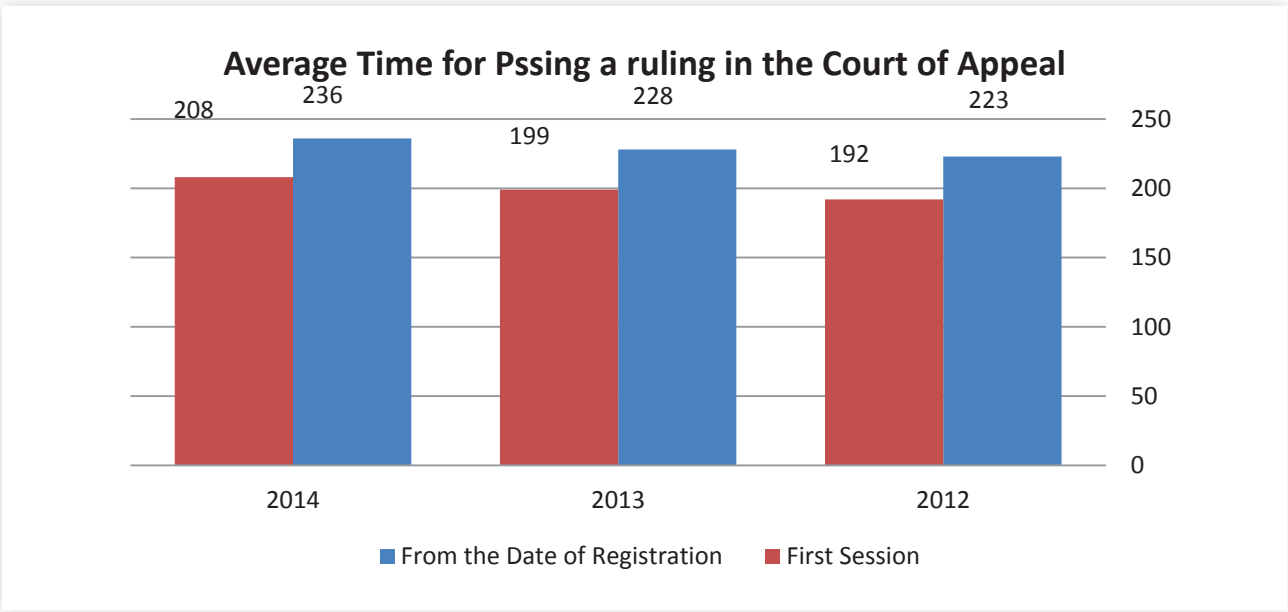
D) The Average waiting time for the first session at the Court of Appeal:

The average waiting time for the first court session at the Court of Appeal has achieved a rate of 25 days in 2014 compared to 30 days in 2013.

YEARS	2012			2013			2014		
Courts	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Court of Appeal	6480	35	26	7207	23	30	8013	25	25

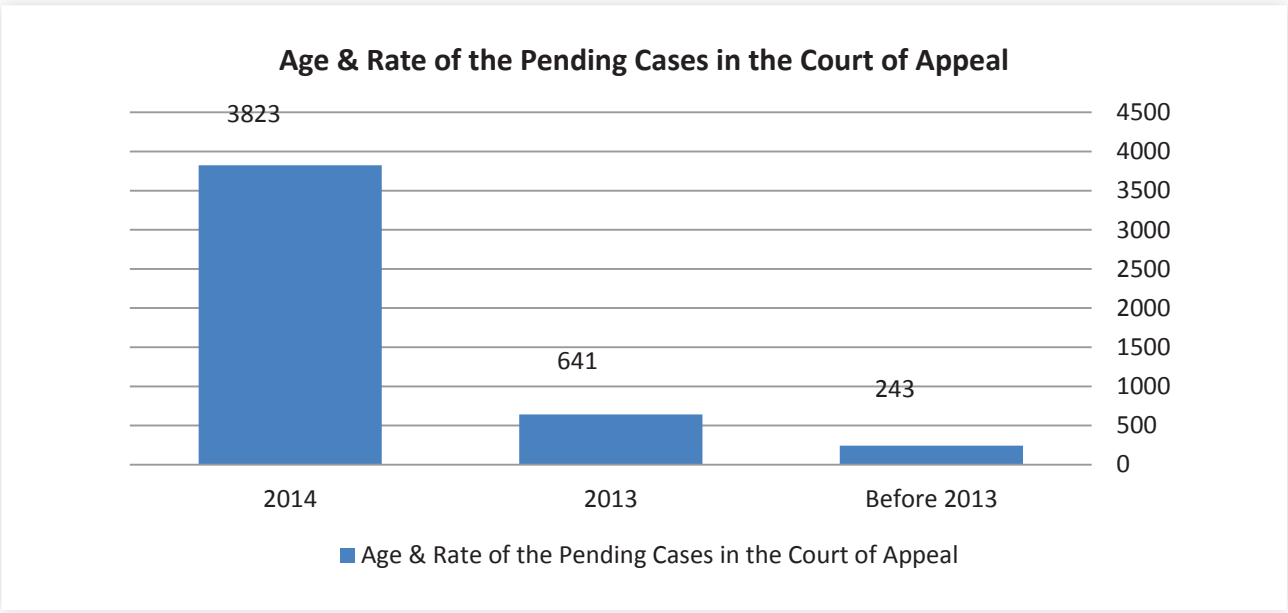
E) Average judgment time:

A negative increase of 8 days was recorded in the average judgement time from the date of the first court session in 2014 in comparison to 2013. Additionally, there was a negative increase of 9 days in the average judgement time from the registration date in 2014 in comparison to 2013.



F) Age and Rate of the Pending cases at the Court of Appeal

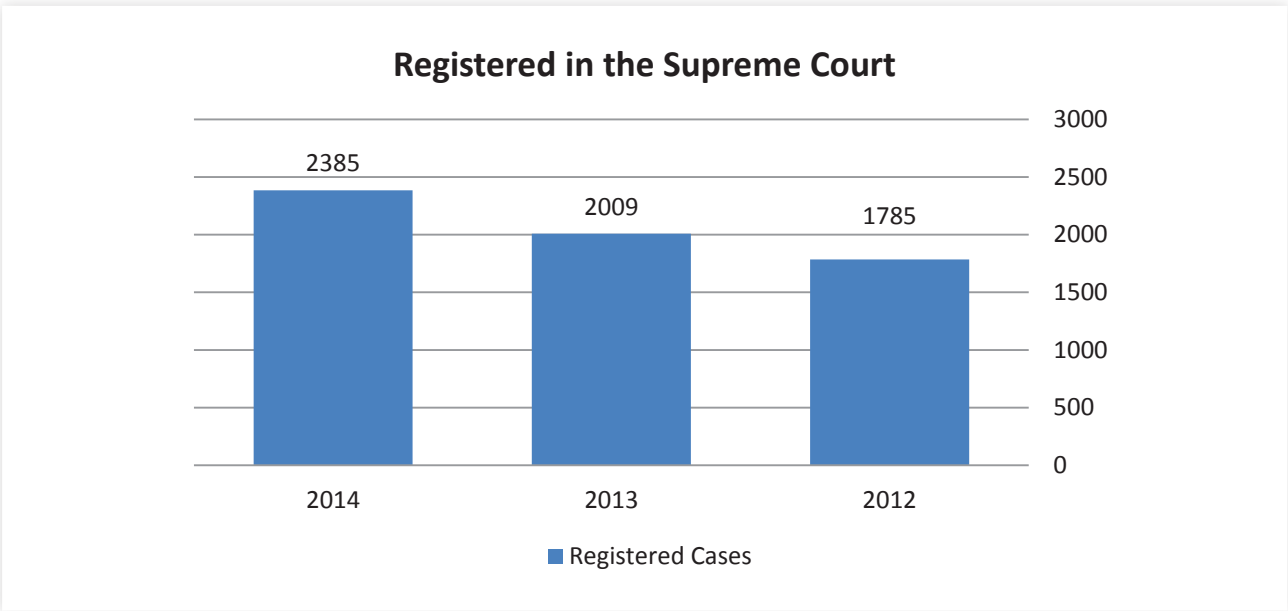
The age of 81% of the carried-forward cases from the end of 2014 to 2015 (a total of 4,707 cases recorded on 02/01/2015) are less than 365 days from the date of their registration, i.e. they were registered in 2014. This is an excellent rate that indicates that the majority of the carried-forward cases are recent without any accumulation. 14% of the carried-forward cases were registered in 2013, and only 5% were aged more than two years old.



PERFORMANCE INDICATORS OF THE SUPREME COURT

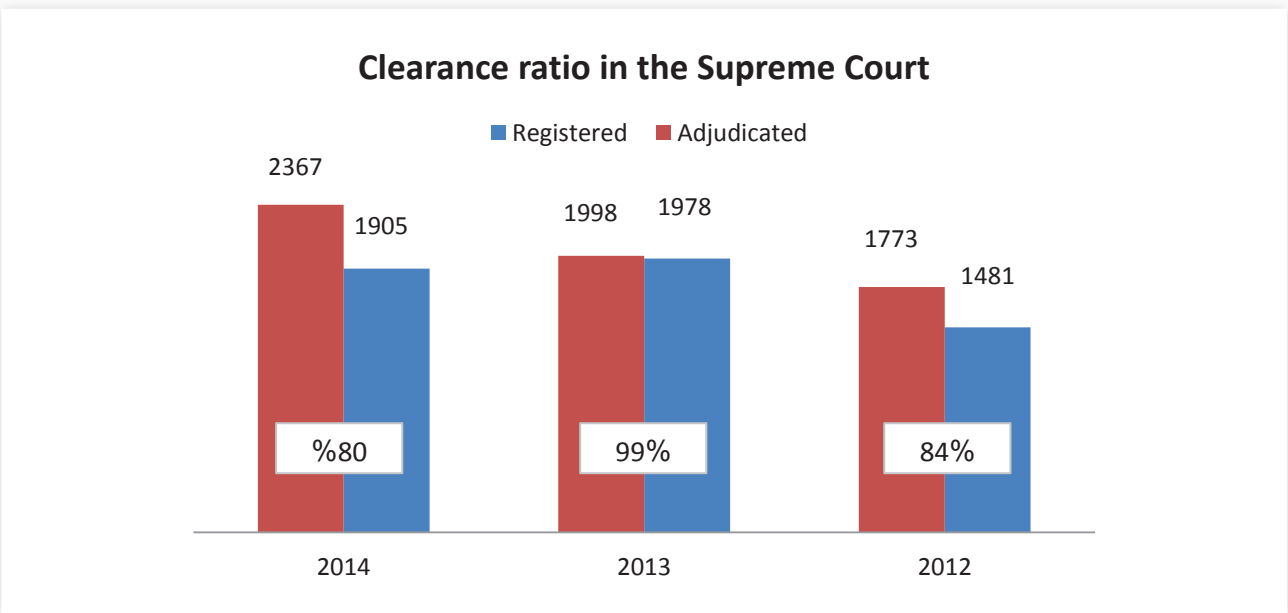
A) Registered cases at the Supreme Court:

An increase of 19% was recorded in the registered cases in 2014 in comparison with 2013, where (2385) appeals were registered in 2014 in comparison to (2009) appeals in 2013.



B) Case Clearance rate at the Supreme Court

The Supreme Court achieved a clearance rate of 80% in 2014, with a reduction of 4% in the number of cleared cases at the Supreme Court in 2014 in comparison with 2013 because of the increase in the number of registered cases.



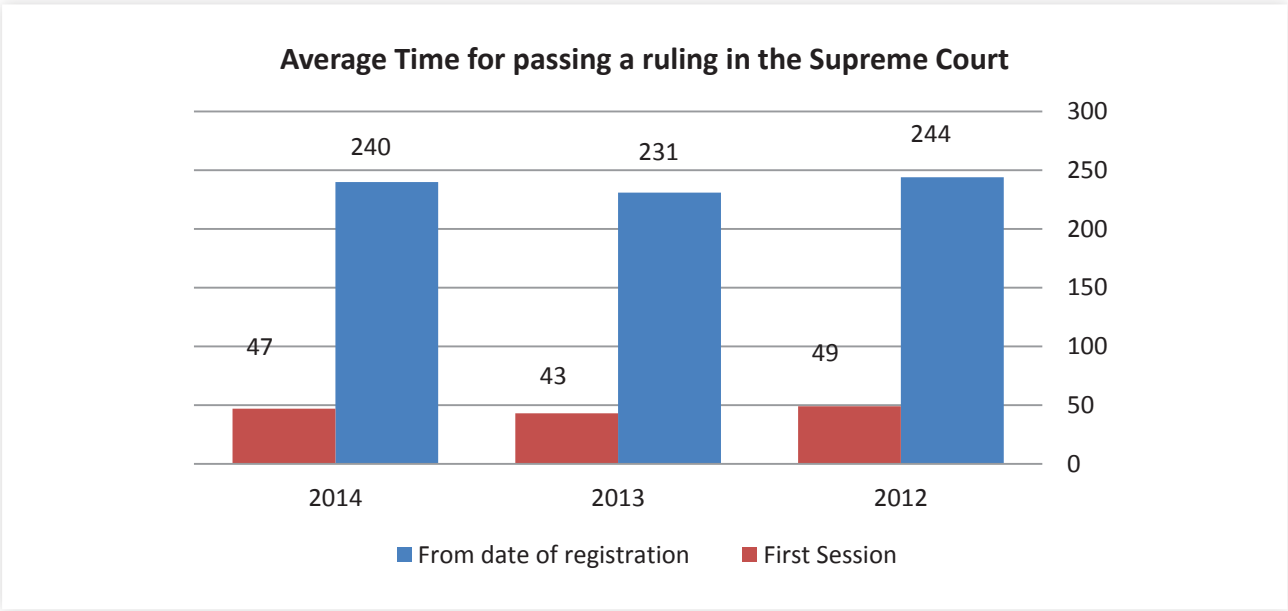
C) Average Waiting Time for the First Hearing Session at the Supreme Court

The average waiting time for the first session at the Supreme Court achieved a steady rate of 118 days, with a total number of 1,185 cases.

YEARS	2012			2013			2014		
Courts	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Supreme Court	744	60	140	1031	60	118	1185	60	118

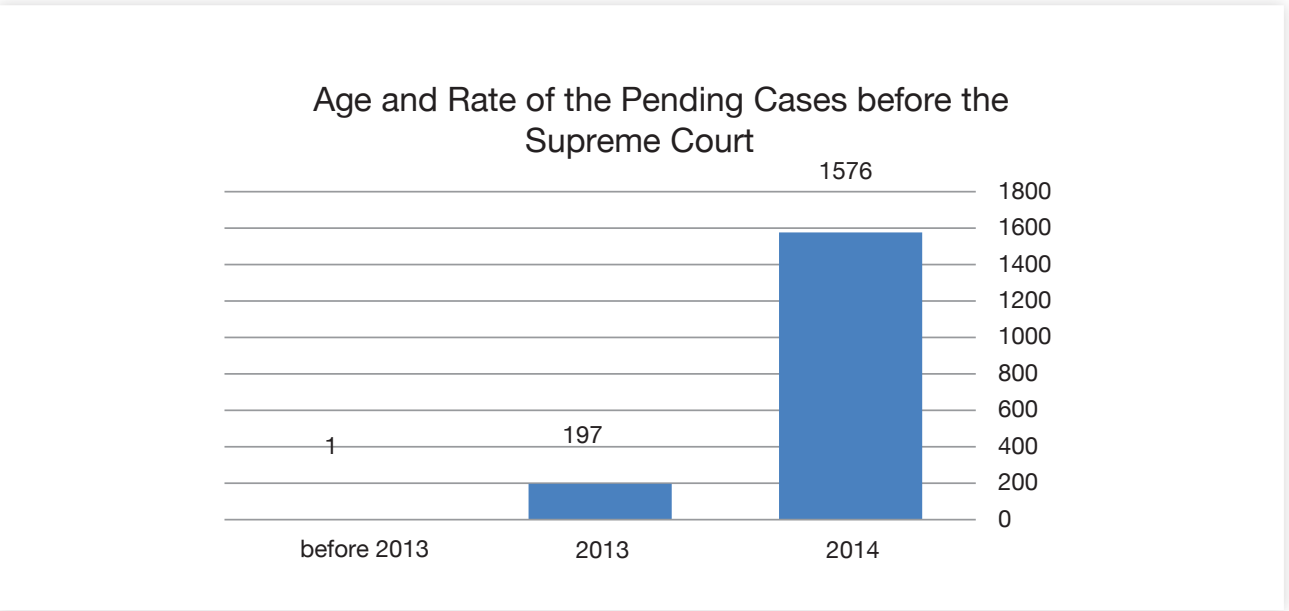
D) Average judgment time:

A negative increase of 9 days was recorded in the average judgement time from the date of the first court session in 2014 in comparison to 2013. In addition, there was a negative increase of 4 days in the average judgment time from the registration date in 2014 in comparison to 2013.



E) Age and Rate of the Pending Cases at the Court of Appeal

The age of 89% of the carried-forward cases from the end of 2014 to 2015 is less than 365 days from the date of their registration, i.e. they were registered in 2014. This is an excellent rate indicating that the majority of the carried-forward cases are recent without any accumulation. 11% (197 cases) of the carried-forward cases were registered in 2013, and one case is more than two years of age.



RESULTS OF THE PERFORMANCE INDICATOR OF CIVIL CASES EXECUTION

The Execution Department performs the Civil Cases judgments issued by the various Courts of all degrees, as well as performing the judicial orders and judgments issued by the different internal and external Statutory and Shari'ah Courts through delegation letters issued by these Courts.

This report shows the results of two performance indicators. The results will be presented as follows:

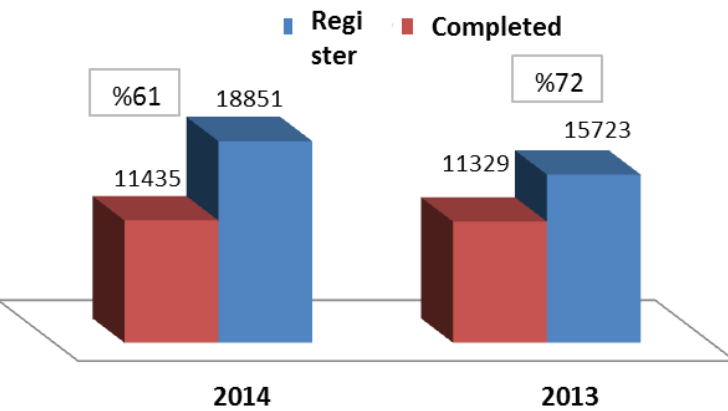
- 1. The Execution Rate Indicator.
- 2. The Average Execution Period Indicator.

1- The Execution Clearance Ratio

This indicator is calculated by measuring the rate of cleared cases during a year, divided by the amount of registered cases. This indicator is used to measure the rate of workload in the court. Although the indicator achieved an Execution rate of 61% this year, this is 11% less than the achieved rate in 2013.

2014 witnessed an increase of 20% in case completion, where the number of completed cases amounted to 11,435 in 2014 in comparison to 11,329 in 2013.

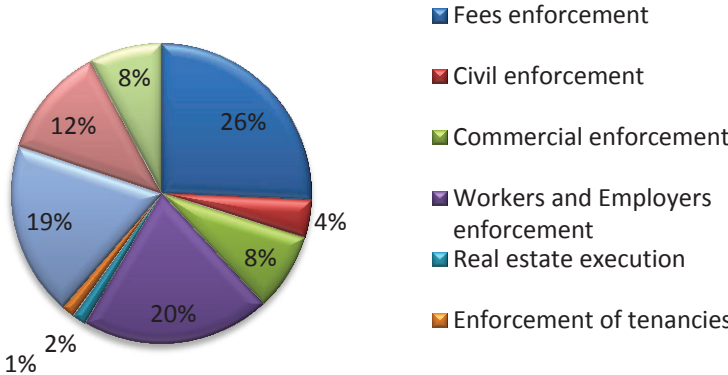
Comparison of the completed and the registered excution rate for 2013-2014



Considering the completed cases – illustrated in the following chart – we clearly find that:

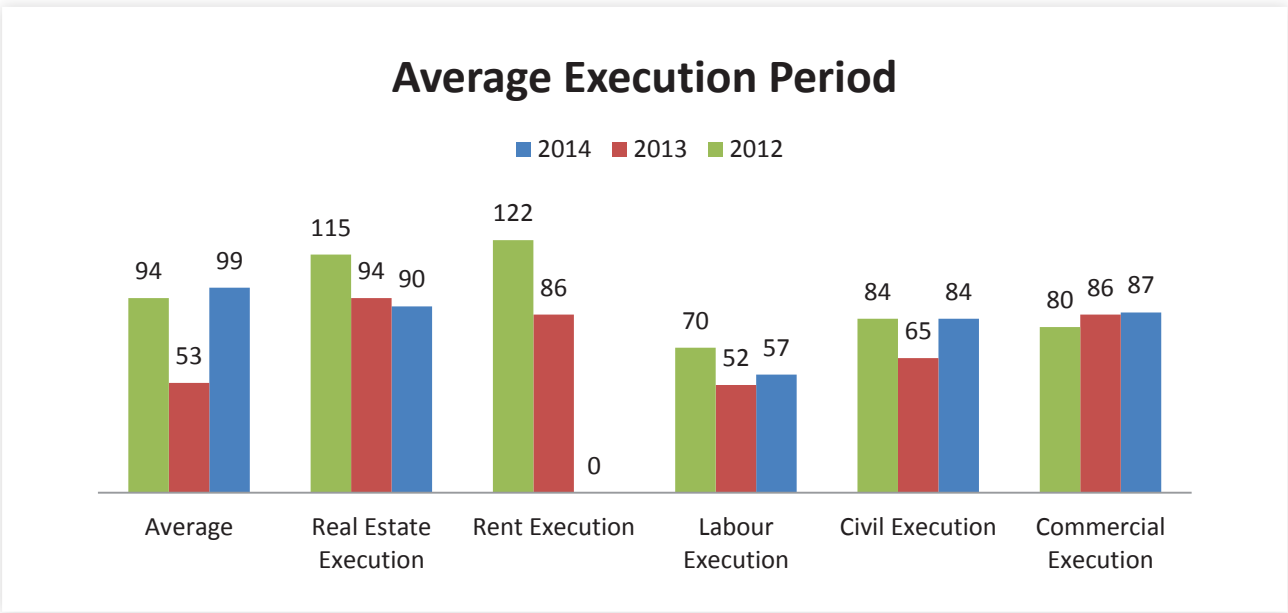
- 2,915 Execution Fees files were completed; representing 26% out of the total completed execution files.
- 456 Civil Execution files were completed; representing 4% out of the total completed execution files.
- 951 Commercial Execution files were completed, representing 8% of the total completed execution files.
- 2305 Labour Execution files were completed, representing 20% of the total completed execution files.
- 167 Real Estate Execution files were completed, representing 2% of the total completed execution files
- 166 Rental Execution files were completed, representing 1% of the total completed execution files.
- 2122 Delegation Execution files of the other courts were completed, representing 19% of the total completed execution files.
- 1,369 Fines Execution files were completed, representing 12% of the total completed execution files
- 884 Execution Files were completed (other types of execution files) representing 8% of the total completed execution files.

The Completed Enforced Files



2- The Execution Clearance Ratio

Execution Clearance Ratio measures the period needed (in days) to complete the main execution cases that are registered in 2014, in the same year. It is noticed from the following chart that the Execution Clearance Ratio at the Courts of First Instance negatively amounted to 99 days, which is higher than the average rate achieved in 2013 by 46 days.



The above chart shows that the lowest Execution Clearance Ratio was achieved in the Labour Execution at a positive rate of 57 days.

In second place, we find that the Civil Execution attained a negative deviation of 19%.

In third place, the Commercial Execution attained a negative deviation of 1%. In the fourth place, we find that the Real Estate Execution achieved a positive performance during 2014 a rate of 90 days in comparison to 94 in 2013. The negative performance is because of the increase in the number of cases in 2014

THE RESULTS OF THE PERFORMANCE INDICATORS OF CRIMINAL CASES

A) The indicators for Criminal Cases at the Court of First Instance

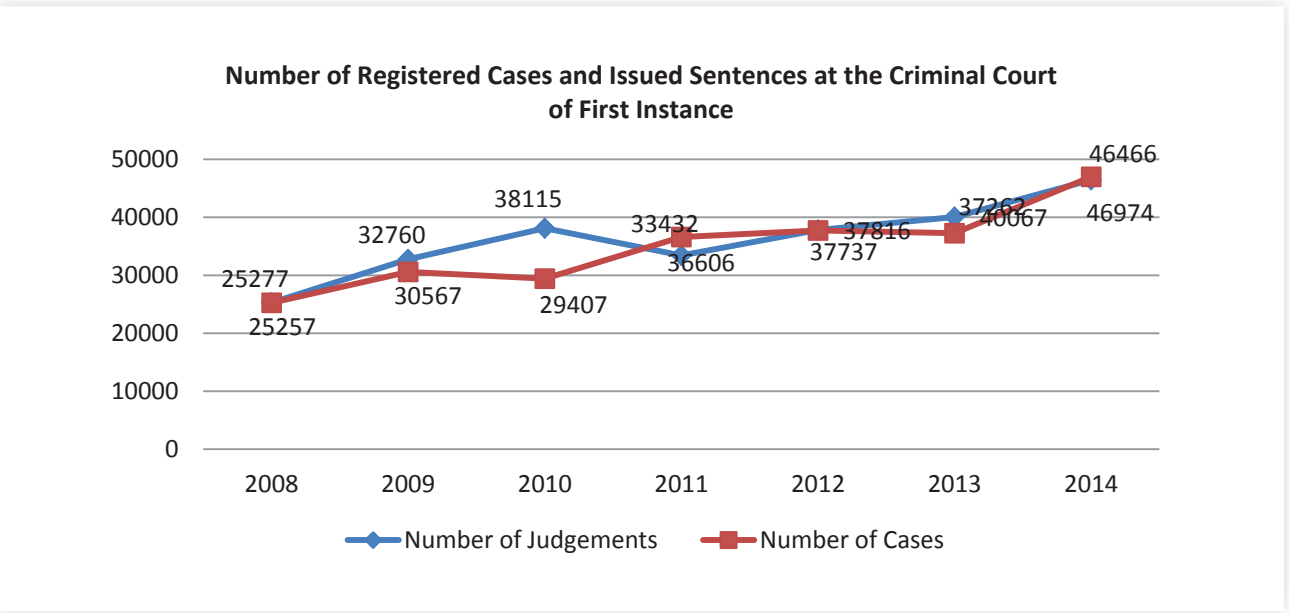
1. Allocated Criminal Cases²⁷

The indicator recorded an increase of 16% in 2014 in comparison to 2013. The number of allocated cases in 2014 reached 46,466 cases compared to 40,067 cases in 2013.

2. Issued Judgments:

The number of judgments witnessed an increased in 2014 at a rate of 26% compared to 2013. The Criminal Court issued 46,974 judgments in 2014 compared to 37,262 judgments in 2013.

By analysing the case clearance rate, we find that rate in 2012 was 100%, where 37737 judgements were issued in comparison to 37,816 allocated cases. In 2013, the case clearance rate indicator decreased by 93%, where 37,262 cases were cleared in comparison to 40,067 registered cases. The decrease of this rate is mainly due to the 6% increase of allocated cases in comparison with 2012. Also, in 2014 the case clearance rate reached 101%; where 46,974 cases were cleared in comparison to 46,466 registered cases



27) The allocated criminal cases are the criminal cases referred by the Public Persecution for consideration before Dubai Courts.

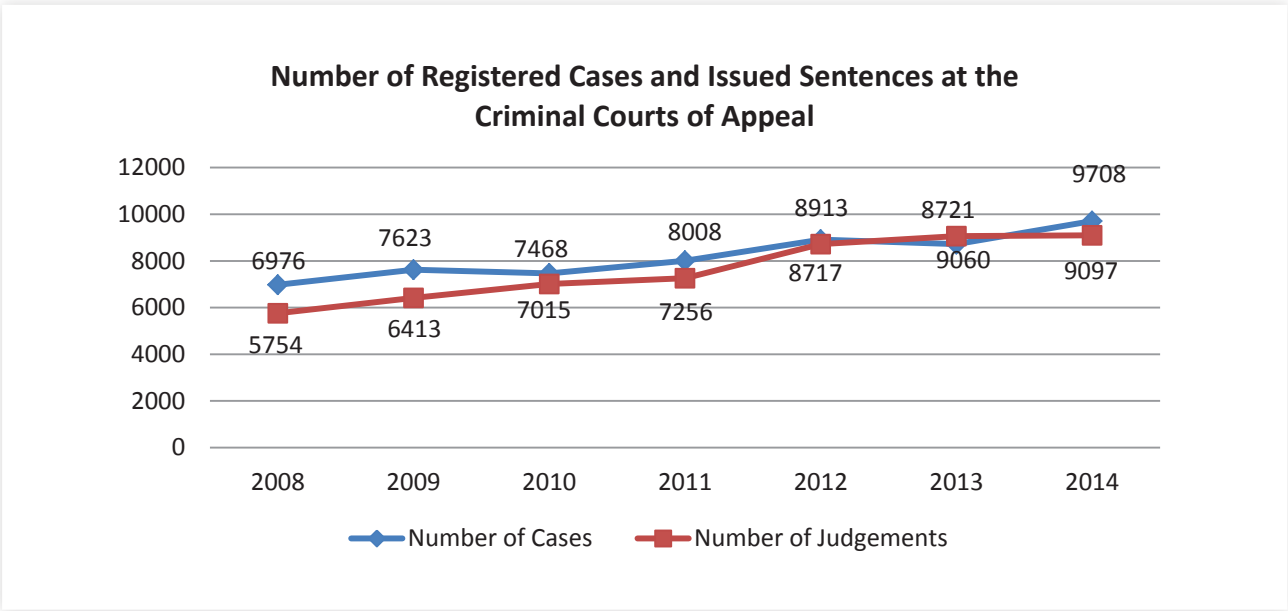
B) The Indicators of Criminal Cases registered at the Appeal Court

1. The Registered Criminal Cases

In 2014, the indicator recorded an increase of 11% in the number of registered appealed cases in comparison to 2013, where 8721 cases were registered in 2014 against 9708 cases in 2014.

2. Issued Judgement

There was an increase of 0.4% in the number of judgments of the Court of Appeal in 2014, where 9,097 judgments were issued against 9,060 in 2013. The case clearance rate was 94% in 2014.



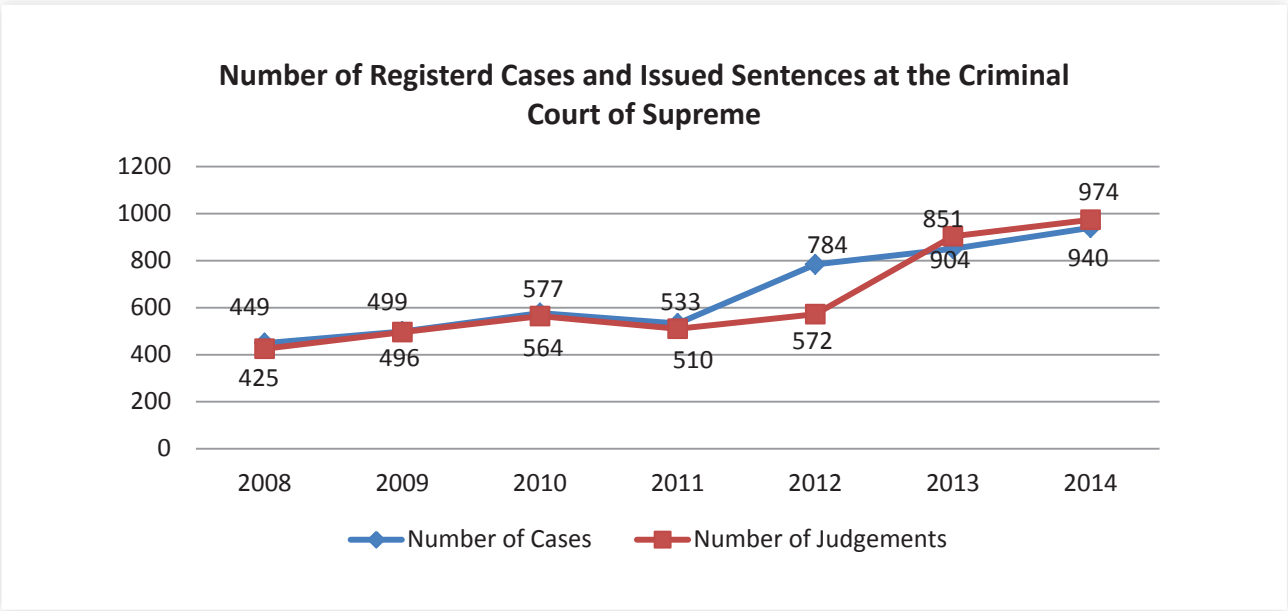
C) The Indicators of the Criminal Cases in the Supreme Court

1. Registered Criminal Cases:

There was an increase of 4% in the number of Criminal Cases registered at the Supreme Court in 2014 compared to 2013, where 940 cases were registered in 2014 compared to 904 cases in 2013.

2. Issued Judgements at the Supreme Court:

There was an increase of 15% in the number of judgments issued by the Supreme Court in 2014, where 974 judgments were issued against 851 cases in 2013. The case clearance rate was 104%.

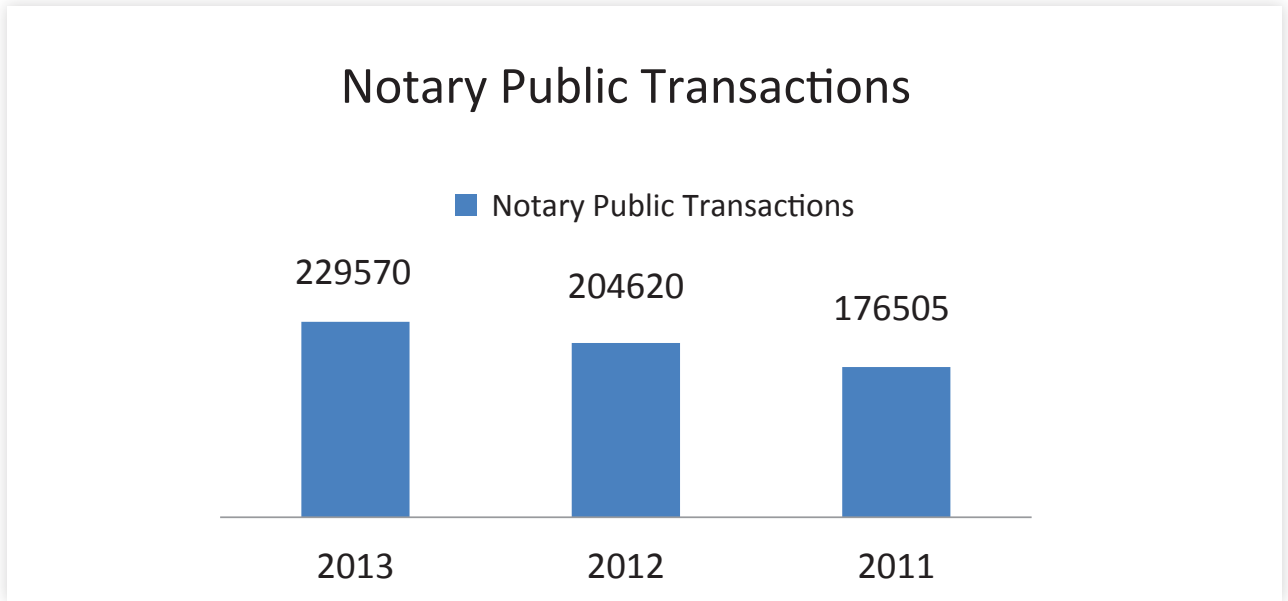


THE PERFORMANCE RESULTS OF THE NOTARY PUBLIC

The Notary Public Department in Dubai Courts has various branches covering different locations in Dubai: Al-Tawar branch, Al-Barsha branch, the Department of Economic Development branch, Hatta branch as well as the main branch at the Courts’ building. These branches play a vital and effective role to facilitate the customers’ transactions by offering their services at nearby locations.

1- An increase of 12% at the Notary Public

The statistics relating to the completed Notary Public works during 2014 indicate an increase of 12%, where 25,7960 transactions were recorded compared to 22,9570 in 2013. The increase concentrated in the number of commercial transactions.



It is also noted that the Al-Twar branch achieved 47% of the total Notary Public works in 2012, while it achieved 45% in 2013 and 44% in 2014. This is because it is located closest to densely populated areas, shops and commercial centres. The remaining percentage in 2014 was divided among Al-Barsha branch at 36%, the Department of Economic Development at 14% and the main branch at 5%. It is clear that the notarizations amounted to 99% of the number of Notary Public works in 2014.

Department & branches	Year 2011				Total
	Authentication	Proof of date	Published documents	Church contracts	
Main branch	8355	--	1753	3	10111
Department of Economic Development	19493	--	--	--	19493
Al Barsha	60096	--	2	397	60495
Al Twar	86087	--	31	288	86406
Total	174031	0	1786	688	176505

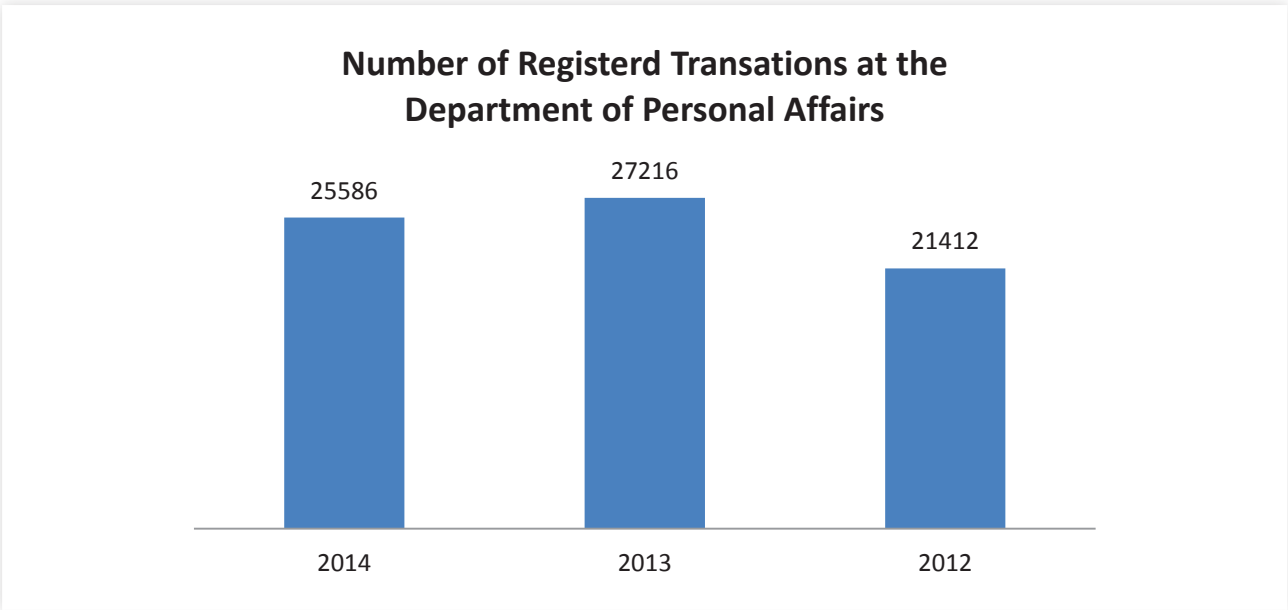
Department & branches	Year 2012				Total
	Authentication	Proof of date	Published documents	Church contracts	
Main branch	8409	--	1539	1	9949
Department of Economic Development	24526	--	--	--	24526
Al Barsha	73726	--	220	499	74445
Al Twar	95196	--	275	229	95700
Total	201857	0	2034	729	204620

Department & branches	Year 2013				Total
	Authentication	Proof of date	Published documents	Church contracts	
Main branch	9629	0	1437	3	11069
Department of Economic Development	32623	0	0	1	32624
Al Barsha	81307	0	569	552	82428
Al Twar	102674	1	540	234	103449
Total	226233	1	2546	790	229570

PERFORMANCE RESULTS OF THE PERSONAL STATUS CASES

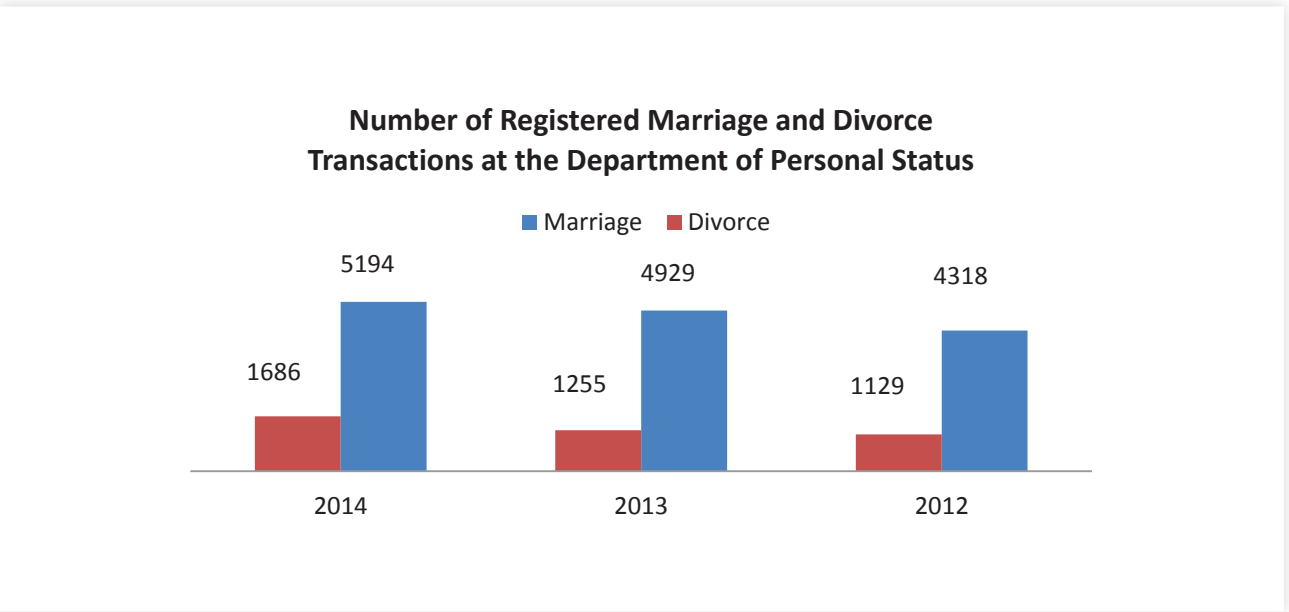
A) Decrease in Personal Status Cases rate by 6%

The Personal Status Section at the Personal Status Department recorded a relative decrease in the various types of Shari’ah related transactions during 2014. These included marriage, divorce, attestations, and authentications, which amounted to 25,586 transactions in 2014 compared to 27,216 transactions in 2013, with a decrease of 6%.



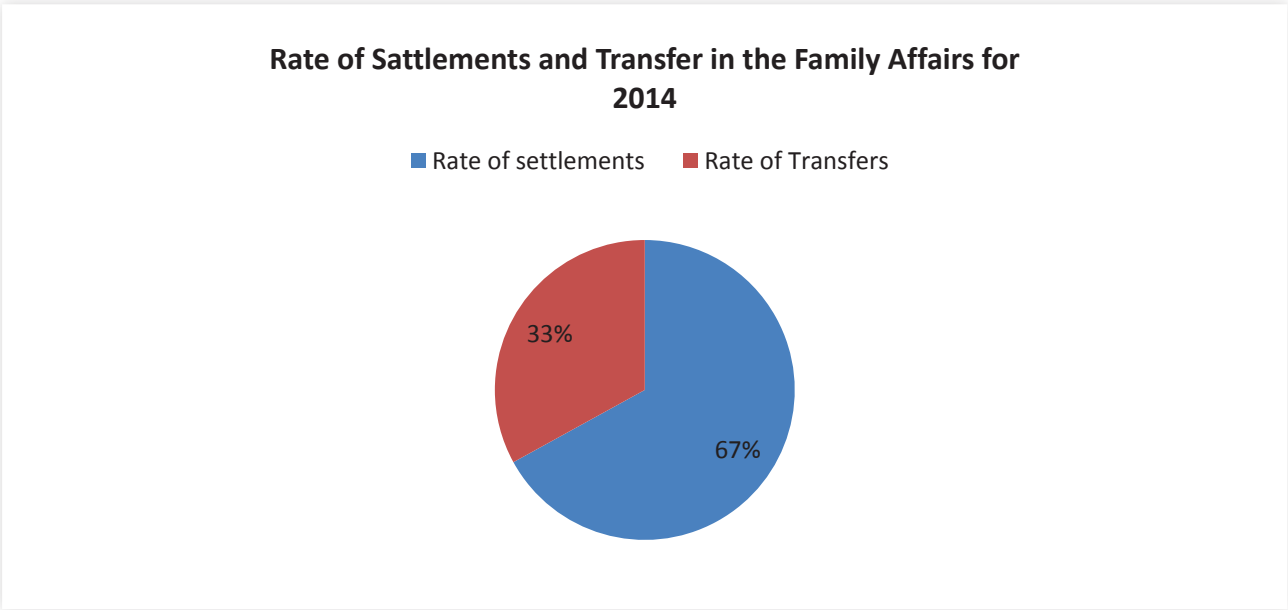
B) Increase in rates of Marriage registration

The number of cases relating to marriage and divorce in 2014 at the Personal Status Service Hall amounted to 6880 transactions, with an increase of 11% compared to 2013. A closer look reveals that the marriage registrations amounted to 5%, as 5,194 cases were registered in 2014 compared to 4,929 in 2013, which covered different categories. This included male citizens marrying female citizens, male citizens marrying foreign females, foreign males marrying female citizens and foreign males marrying foreign females. It was countered with an increase in the number of divorces at a rate of 34%, as 1,686 cases were recorded in 2014, while 1,255 were recorded in 2013. It is worth mentioning that the divorce rate in 2014 amounted to 25% of all marriages.



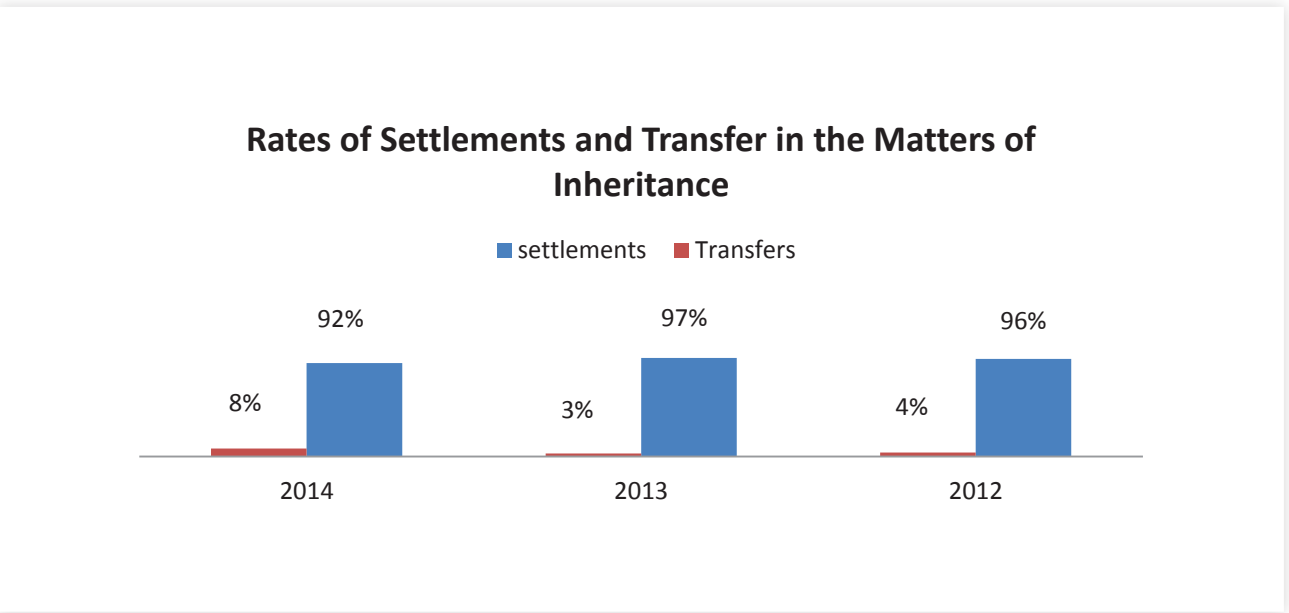
C) Settlement in Family Cases

The Family Reconciliation Section achieved remarkable success in 2014 compared to the number of family disputes registered. The success was due to the efforts made by the family advisors, who exert great efforts in reconciling both parties and attempting to solve disputes by advising and persuading the two parties through the use of psychological and social methods suitable for each party. It is worth mentioning that the Family Reconciliation Section received 5,267 family disputes this year, with an increase of 14% compared to 2013, while 37% of the cases were referred to the court. This is a great achievement despite the great number of registered cases. That emphasizes Dubai Courts’ leading role towards finding and activating all other possible channels that eventually and remarkably contributed to the stability of national families residing in Dubai specifically, and in the UAE generally.



D) C) Decrease in the settlement rate in Inheritance Disputes to 92%

The Inheritance Section at the Personal Status Department received 1,114 legal notification files in 2014. In addition, 1013 inheritance distribution files were registered and 92% of these files were completed and resolved amicably among relevant parties. Settlements were completed in the presence of inheritance consultants, at the Inheritance Section.

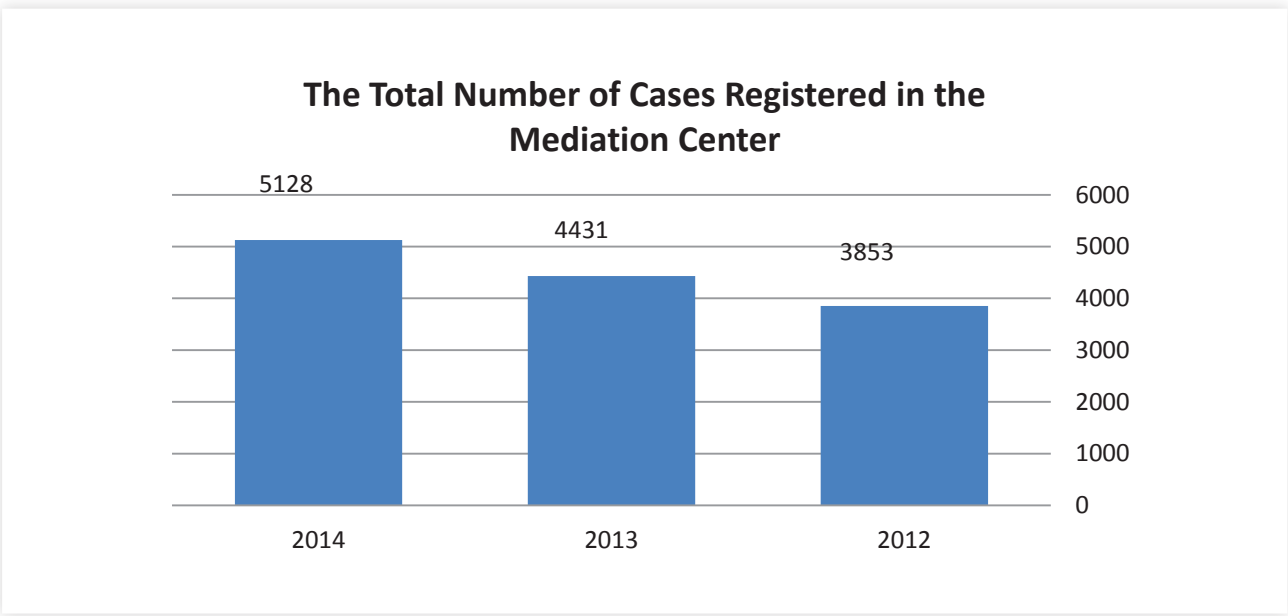


PERFORMANCE INDICATORS' RESULTS FOR THE CENTRE FOR AMICABLE SETTLEMENT OF DISPUTES

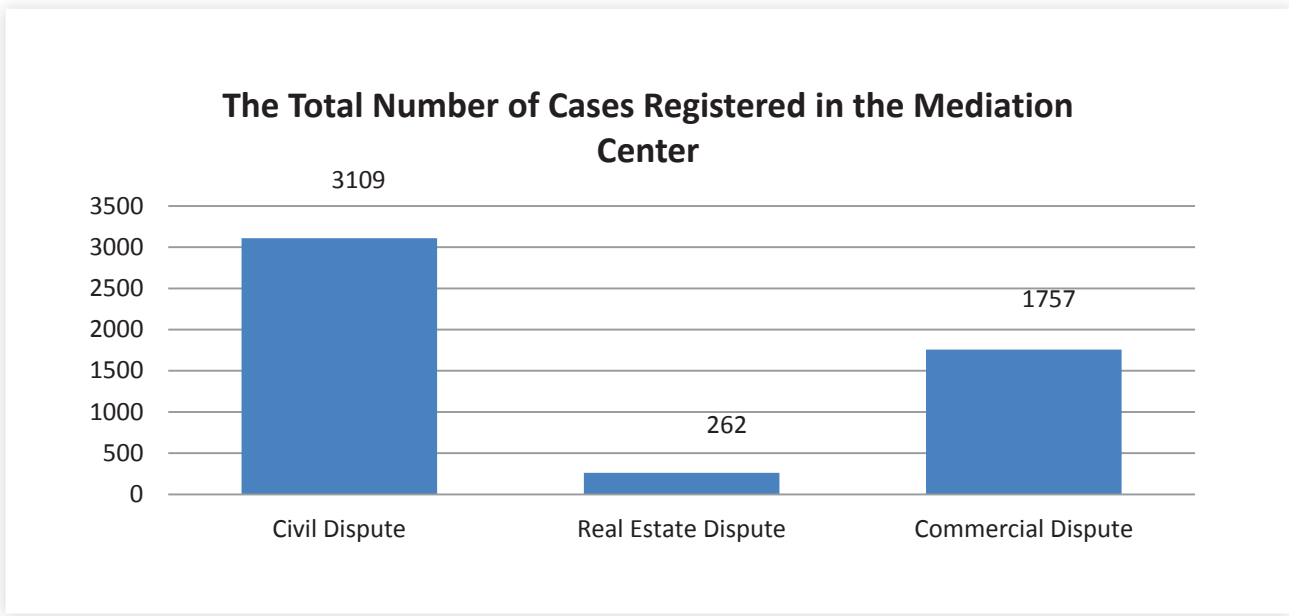
A. Centre for Amicable Settlement of Disputes

1. Total Number of Cases Registered at the Centre for Amicable Settlement of Disputes

The statistics indicate an increase of 16% in the number of disputes registered in 2014 in comparison with 2013, where 5128 dispute cases were registered in 2014 in comparison with 4431 disputes in 2013.



Referring to the following chart, we notice that the disputes were distributed in 2014 as follows: 3,109 Civil disputes, 262 Real Estate disputes and 1,757 Commercial disputes.



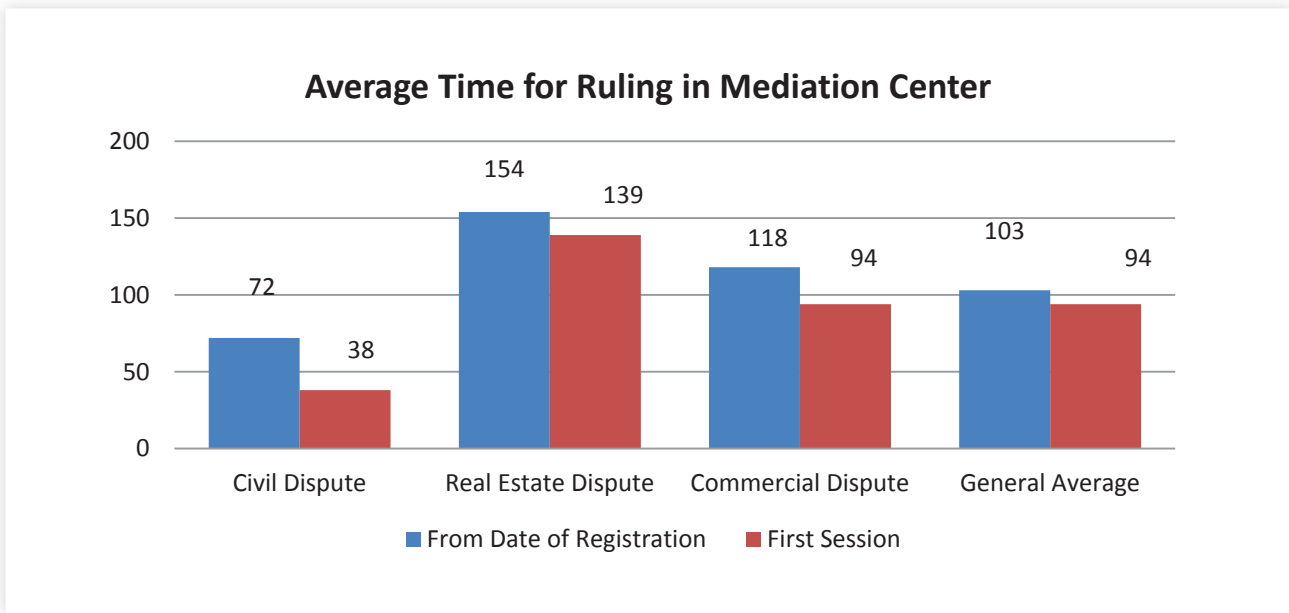
2- The Average Judgement Time

• Average judgement time from the Date of Registration:

The Centre for Amicable Settlement of Disputes achieved a general average rate of 103 days in 2014, where the number of cases cleared was 4,404. A general average of 72 days was achieved in Civil disputes, 154 days in Real Estate disputes and 118 days in Commercial disputes respectively.

• Average judgement time from the First Session:

The Centre for Amicable Settlement of Disputes achieved a general average rate of 94 days in 2014. A general average of 38 days was achieved in Civil dispute, 139 days in Real Estate disputes and 94 days in Commercial disputes respectively.



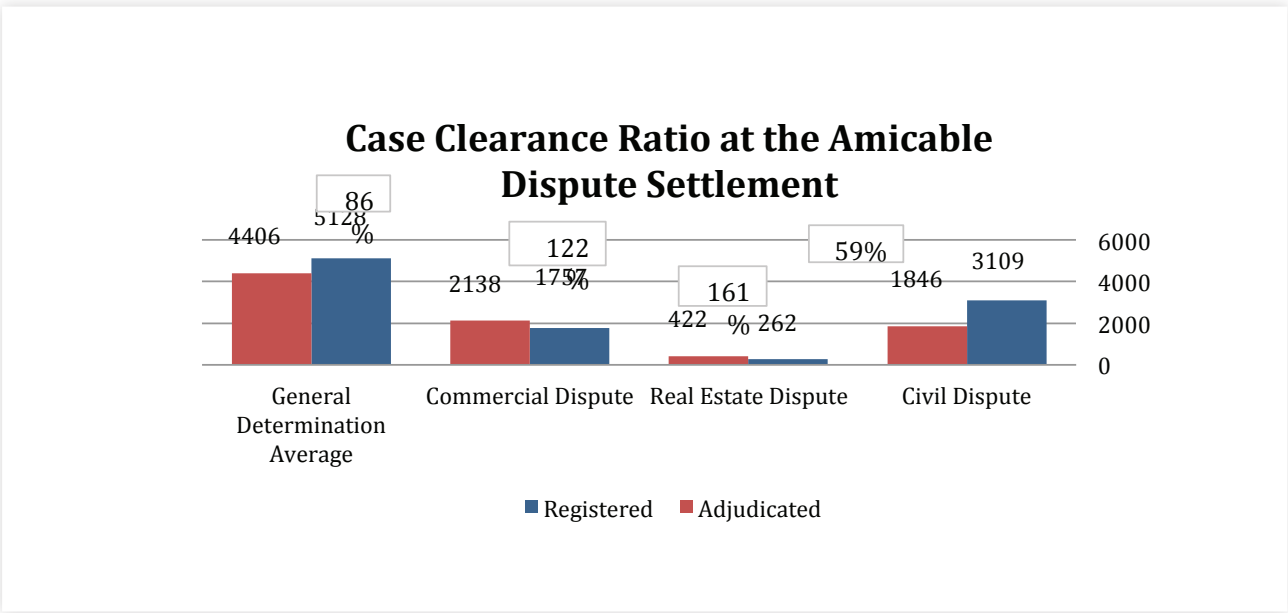
3- The Average Waiting Time for the First Session

A negative increase of 93% was recorded in the average waiting time from the first session, where it increased from 29 days in 2013 to 56 days in 2014. The average in 2014 was 79 days for Civil cases, 22 days for Real Estate cases, and 21 days for Commercial cases respectively.

YEARS	2012			2013			2014		
Courts	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved	No. of Assigned Cases	Targeted	Achieved
Centre for Amicable Settlement of Disputes	3846	33	47	4414	35	29	5116	23	56

4- Case Clearance Rate

It is noticed that the general average clearance rate amounted to 86%, where 4406 cases were cleared out of 5,128 registered cases in 2014. The Civil disputes' clearance rate reached 59% as 1846 cases were cleared out of 3109 registered cases. For the Real Estate disputes, the clearance rate reached 161% as 422 cases were cleared out of 262 registered cases. The Commercial disputes' clearance ratio reached to 122% as 2,138 cases were cleared out of 1,757 registered cases.

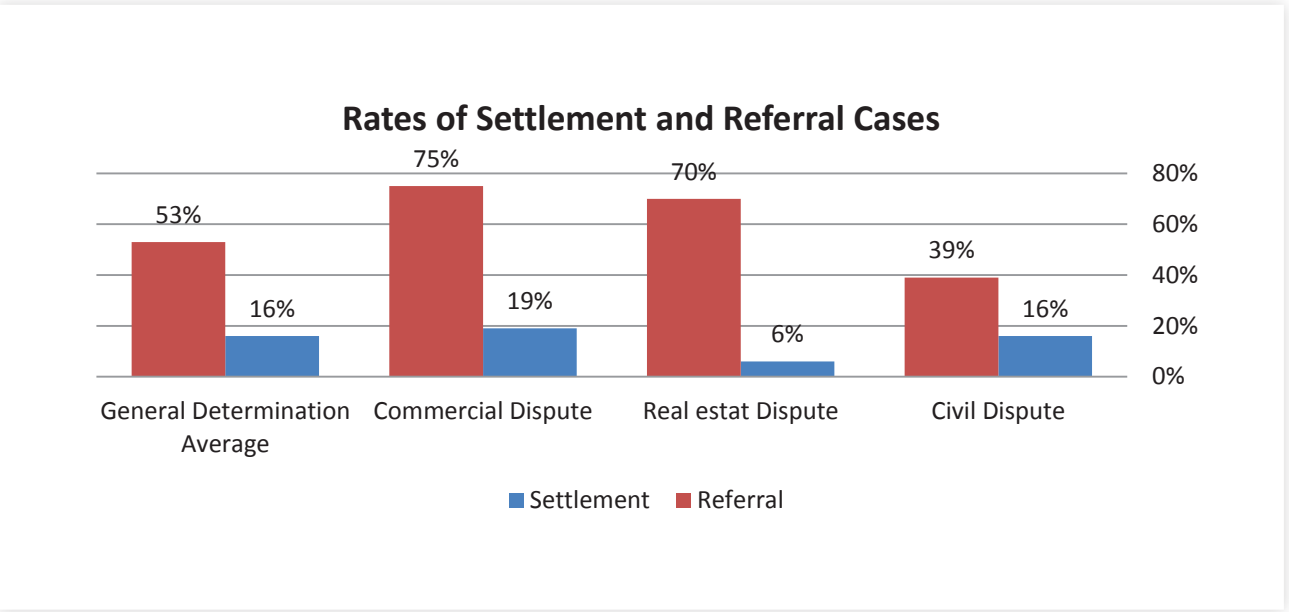


5- Rate of amicable settlement and referral cases

The Centre for Amicable Settlement of Disputes achieved a general rate of 16% of settlement and referred 53% of the registered disputes (5,128 cases), which comprised of 836 disputes and 2,706 referred cases.

The percentage of settlements in the Civil disputes reached 16% and 39% referrals. The number of settlement cases was 490 disputes and 1,205 referred cases. The percentage of settlements in Real Estate disputes reached 6% and 70% of the cases were referred. The number of settlement cases was 17 disputes and 184 referred cases. The percentage of settlements in the Commercial disputes reached 19% and 75% were referred. The number of settlement cases was 329 disputes and 1,317 referred cases.

Figures in the following chart include the disputes registered in 2014 and before.



Second Section

Chapter 2

KPIs Related to the Administrative and Financial Works

1. **Results of Customer' Perceptions Performance Indicators -2014**
2. **Results of Human Resources Performance Indicators -2014**
3. **Results of Financial Performance Indicators– 2014**
4. **Excellence and Quality in Services (Personal Status, Cases Services, Notary Public)**
5. **Future directions**

THE KPLS RELATED TO THE ADMINISTRATIVE AND FINANCIAL WORKS

A) Results of Customer' Opinions Performance Indicators -2012

The Strategic and Institutional Performance Department undertakes the task of planning conducting customer, human resources and society satisfaction in accordance with the set within the Dubai Government Excellence Program standards. The Strategic and Institutional Performance Department determines the frequency of surveys and provides related recommendations.

1- Results of Customer Perception 2014:

The results of the Customers Perceptions Survey by the Government of Dubai:

In 2013, a 12% increase rate was achieved in the Mystery Shopper Indicator (MSI) by attaining 82% compared to 72% for 2012. According to the study by Dubai Government in 2013, the percentage of customer satisfaction was 89%. The results of 2014 will be announced during the current year.

		CSI	MSI	DGS (from 100)	DGSI (from 1000)
2006	Dubai Courts	81%	61%	71%	711
	Dubai Government	77%	62%	69%	692
2007	Dubai Courts	58%	78%	67%	679
	Dubai Government	69%	80%	74%	741
2008	Dubai Courts	69%	85%	77%	772
	Dubai Government	77%	84%	80%	803
2009	Dubai Courts	77%	86%	81%	813
	Dubai Government	81%	85%	82.9%	829
2010	Dubai Courts	69%	89%	79%	786
	Dubai Government	77%	89%	83%	830
2011	Dubai Courts	70%	92%	81%	813
	Dubai Government	76%	91%	84%	841
2012	Dubai Courts	72%	96%	84%	840
	Dubai Government	79%	93%	87%	867
2013	Dubai Courts	82%	96%	89%	886
	Dubai Government	88%	94%	91%	909

Due to the importance of customers' perceptions in raising the quality of services provided, a customer satisfaction survey measuring satisfaction for 2014 was conducted in Arabic and English. The survey covers all segments of the beneficiaries receiving Dubai Courts services at all levels of

organizational units and branches. The results of the surveys are analysed in April every year in line with the results of Dubai Government Excellence Program. The initial sample of January 2015, included approximately 430 clients of all nationalities who benefited from the services. Whilst relying on the initiatives that have been implemented to enhance the quality of services provided during 2015, the department managed to achieve a proportion of general satisfaction of 91%. The results of the survey regarding customer satisfaction for the following criteria are as follows:

Criteria	Satisfaction %
Overall impression	83%
Services	83%
Service provided	82%
Transparency	85%
Overall satisfaction	83%

2- Performance Results of Customer Complaints System 2014

Dubai Courts achieved excellent performance levels in the implementation of Dubai Government's Unified Customer Complaint System. Dubai Courts achieved 97% in 2014 for the number of complaints resolved within 7 working days, in comparison with the 75% target set by Dubai Government. The percentage of grievances filed regarding complaints received by the Department reached 7%, in comparison with the Government's target of 10%.

The following table shows the department's performance results in relation to Dubai Government's Unified Customer Complaint System, compared to Dubai Government targets for the period 2008-2014 respectively.

Dubai Courts Indicators		Complaints resolved with 7days	Grievances on complaints
Government Target		75%	10%
2008	Achieved	80%	5%
2009	Achieved	88%	1%
2010	Achieved	85%	0%
2011	Achieved	93%	3%
2012	Achieved	95%	3%
2013	Achieved	96%	7%
2014	Achieved	97%	7%

B) Results of Human Resources Performance Indicators -2014

1- The percentage of nationalization by the categories :

A rise in the number of national employees was achieved this year (2014); the number reached (810) citizen employees compared to (728) of the year (2013). This is an increase of (11%). The percentage of nationalization in the leadership reached (95%) in the year (2014), which is equal to the result of previous year (2013). The percentage of nationalization in the executive and supervisory category for year (2014) amounted to (59%), which is less by (1%) of previous year (2013). The percentage of nationalization in the other categories reached (92%) in (2014) an increase of (1%) than the previous year. The percentage of nationalization in the category of judicial jobs is equal to the result of previous year which is (34%). The rate of the general nationalization increased by (1%); that is (81%) was realized in 2014 compared to (80%) from the previous year. This shows the interest of the department and its focus on raising the percentage of nationalization in all job categories.

2- The rate of job turnover by nationality:

The results for the year (2014) showed a significant decrease in the rate of job rotation for the class (citizens - expatriates) which was clearly observed at Dubai Court when compared with previous years. This indicates job stability, the attainment of all employment rights and workplace privileges, equality in the system of promotions and distribution of bonuses, with the exception of a slight non-positive rise in the career turnover rate for citizens in (2014) by (1.1%). The total rate in 2014 was 7.4% compared to 8.5% in the year 2013; whereas the career turnover rate for non-citizens achieved results at a rate of (3.7%) in (2014) compared to (1%) in the year (2013).

3- The percentage of trainees according to the employment categories:

The percentage of trained personnel for the year (2014) in the leadership category reached (100%) in comparison with the (95%) training target for this year. The total number of training hours in (2014) reached (782) hours. In comparison to (2013), the percentage of trainees was (95%) over (671) hours of training. With regards to the percentage of trained staff in the supervisory category for (2014), the percentage amounted to (108%) compared to the training target (55%). Also, there was a total of (5,164) training hours compared to (2013), where the percentage of training was (50 %) with a total of (3800) training hours. For the categories of other jobs in (2013) the percentage of trainees was (107%) compared to the training target (74%). Also, there was a total of (17,485) hours of training. In comparison to (2013), the percentage of training was at (78%) along with a total of (12,608) hours of training.

4- 4- Average hours of training per employee :

The number of training hours carried out by Dubai Courts in 2014 was (23,432) hours with a budget of 475,900 dirhams. In comparison, (17,079) hours of training were carried out during the year (2013) with a budget of 300,000 dirhams.

The Training Section at Dubai Courts is keen to measure the training impact on the national cadres through a satisfaction survey about the training programs and the trainers. The surveys are to be completed at the end of the workshops and training courses.

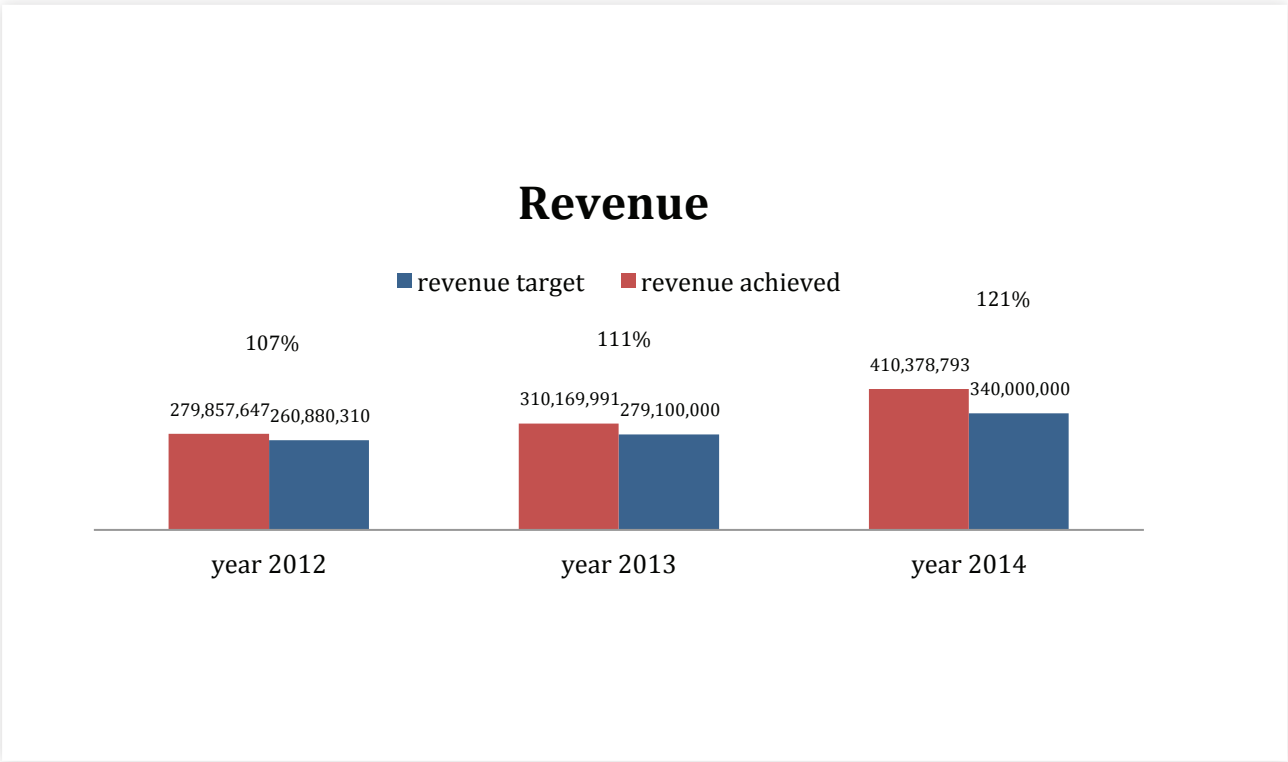
Training programs achieved a satisfaction rate of (90%) in 2014. Also, the total number of training courses in (2014) increased by (266) training courses in (2014) compared to 278 in (2013).

C) Results of Financial Performance Indicators– 2013

1- Revenues

Dubai Courts revenue in 2014 reached a lump sum of 410,678,793 dirhams, compared to the annual target of 340 million dirhams. Thus, the proportion of the revenue achieved in 2014 is equal to (121 %) which is an increase of (21%) from last year and the annual target. This increase is due to a positive rise in the number of cases, which led to an increase of the revenue generated from all types of cases, as well as an increase in the revenue generated by renting owned spaces such as: renting a car wash service and renting DNATA Travel Agency in 2014. There was also an increase of a million dirhams with regards to the revenue of the Notary Public fees (branches: Al-Twar-Al Barsha and the Department of Economic Development). The revenues in 2014 increased by 32% from 2013.

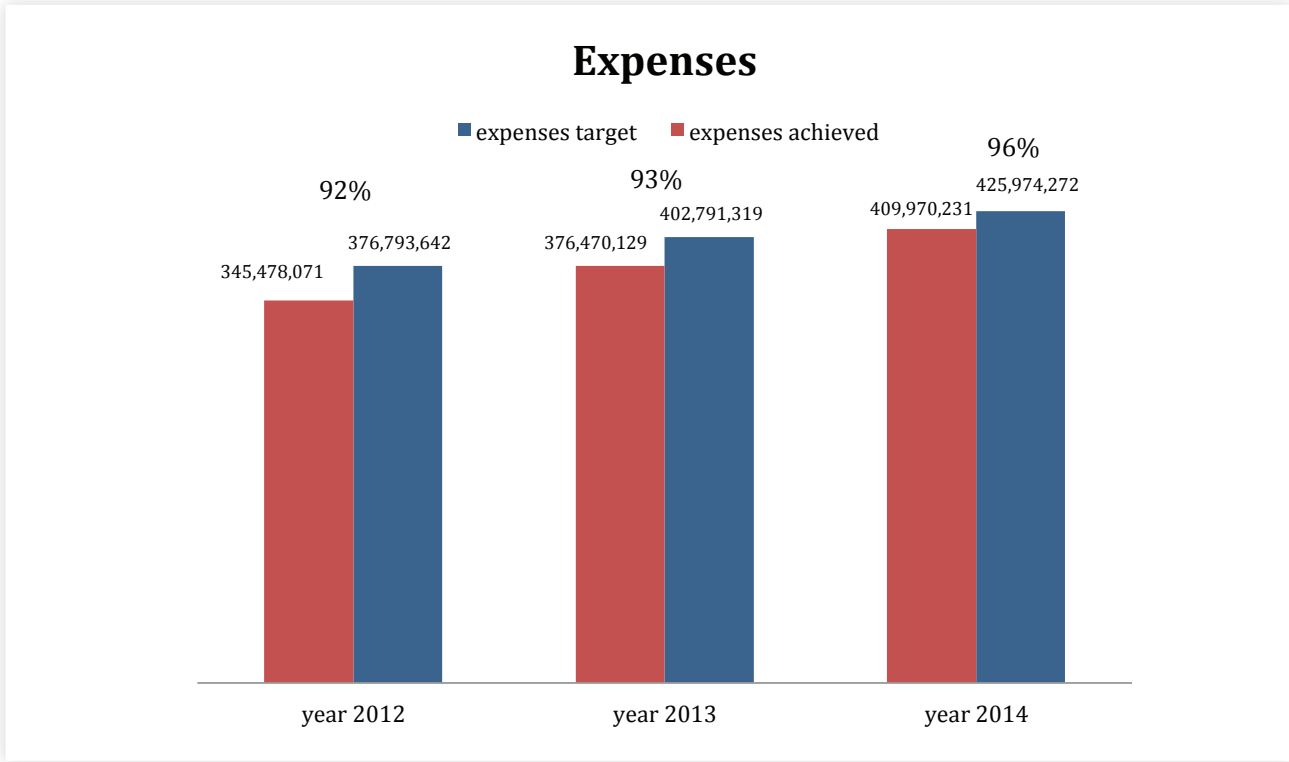
Year	Revenue target	Revenue achieved	Percentage of revenue
2014	340,000,000	410,378,793	121%
2013	279,100,000	310,169,991	111%
2012	260,880,310	279,857,647	107%



2- Expenses:

The department's expenses in the same period reached an amount of AED 409,970,231, which is up to (96%) of AED 425,974,272 of the annual target. This addition is due to the commitment towards the required 5% according to the financial circular issued from the Department of Finance, and the department's efforts to increase financial savings for the year 2014. By comparing the results of 2014 with results of the year 2013, we notice a 9% increase in expenses between 2013 and 2014.

Year	Expenses target	Expenses achieved	Percentage of expenses
2014	425,974,272	409,970,231	96%
2013	402,791,319	376,470,129	93%
2012	376,793,642	345,478,071	92%



D) Excellence and quality in the provision of services (Personal Status – Case Services - Notary)

“Excellence” may refers to certain distinctions that are unique to each individual, but the concept of “Excellence in Services” refers to the provision of service that exceeds customer expectations, hence the Courts’ administration was keen in a great extent to reach Excellence in Customer Services. It relies on unexpectedly and positively impressing the clients in a way that guarantees the speed and accuracy of achieving transactions professionally by its qualified staff.

Dubai Courts also relies on different aspects in providing quality customer services, such as the type of service, the nature of the applicant, the nature of the service provider, and the strategic link that shows the awareness and commitment of the courts to develop the quality of government services and keep pace with changes. Dubai courts focuses on the client by providing a database in order to provide better services, as well as through presenting the services via a variety of channels of service delivery, and improving all services linked to customers. It then measures the impact of the provided services through a Customer Service Survey in order to develop and update services and to improve the services provided to the client and to overcome the problems.

This is illustrated in the table below, which measures the average time of service completion and the percentage of errors discovered, at the Personal Status Department, Cases Services Department, and Notary Public Department.

- By tracking the results of 2014, we find that the Personal Status Department achieved positive results. It managed to reduce the service completion time to (5) minutes which is equal to the set target. Also, the percentage of errors detected was (1%) which is equal to the target.
- In Cases Services Department, the positive results exceeded the annual target, bringing the average time of service completion to 29 minutes compared to the annual target of 32 minutes. Regarding the errors, the rate has dropped by (0.18%) compared to the annual target(0.02%). Al-Salfa project has positively contributed to the enhancement of the quality of services .
- Finally, Notary Public Department was able to achieve positive results where the average time of service completion reached (47) that's (3) minutes less that the annual target. There was a slight increase of the annual error rate that reached (2 %) that is (1%) above the annual target due to the increase in notary services which were up to (250,000) transaction in 2014.

Illustration Table: The Excellence and the Quality in the Provision of Customer Services at Dubai Courts							
Department	Indicator	2012		2013		2014	
		Achieved	Target	Achieved	Target	Achieved	Target
Personal Status	average time of service completion	7 minutes	7 minutes	7 minutes	6 minutes	5 minutes	5 minutes
	errors	0.50%	0.50%	0.30%	0.40%	1%	1%
Case Services	average time of service completion	37 minutes	40 minutes	34 minutes	37 minutes	29 minutes	32 minutes
	errors	0.19%	0.30%	0.29%	0.30%	0.18%	0.02%
Notary Public	average time of service completion	54 minutes	26 minutes	49 minutes	51 minutes	47 minutes	44 minutes
	errors	1%	1%	2%	1%	2%	1%

FUTURE TRENDS

We, at Dubai Courts, know that our journey towards achieving our vision of “Pioneering in Courts Works” requires extraordinary efforts from us in the development and continuous improvement of our procedures and our services and even our organizational structure and its components. But we believe that at the same time the developmental efforts of any kind must be framed within a creative and innovate framework in order to keep up with the aspirations of our ambitious leadership towards transforming Dubai into a happy and smart city with sustainability and economic attractions and investment elements operating with a government system providing round the clock services. (“I want the citizen to perform all governmental transactions through mobile phone,” His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai)

For this purpose, Dubai Courts was keen during the development of its strategic plan and its annual update to ensure that it contains elements catering to future projects and initiatives that meet the aspirations and strengthens the role of Dubai Courts as a governmental agency in contributing to achieving the vision of the leadership. During 2015 Dubai Courts aim to implement several initiatives and programs distributed on three goals: the first goal is to strengthen the confidence in the judicial system both locally and internationally and the second is to enhance the effectiveness and efficiency of internal performance and the third goal is to attract, investment and develop human resources.

2015 will make the beginning of a higher degree of privacy in Personal Status services through the Personal Status Court building in Al Garhoud area. The Amicable Settlement of Disputes Center is also expected to move to the Garhoud building to enhance the quality, privacy and centrality of amicable solutions services in a location consistent with the nature of the service. Civil authentication services (Notary Public) applications will commence through attorneys and legal consultancy offices in the emirate. This year will witness transformations, programs and projects to promote the satisfaction of those concerned:

- Laying the foundation stone for an independent Labour Courts to meet the requirements of competitiveness in resolving of Labour Cases.
- The launch of an additional package of Smart services for Dubai Courts’ clients, in addition to the 110 smart services launched in 2014. The 2015 Smart services package will include Personal Status and marriage contracts, which will enhance Dubai Courts’ smart transformation and the global competitiveness indicators of the UAE.
- The launch of the Family Court (Personal Status) in Garhoud and merging of Family settlements services and Civil Cases settlements within one center at the Personal Status building.
- Begin Civil authentication services (Notary Public) through attorneys and legal consultancy offices.
- The launch of the prospect of a Minor Issues and Tourist Court which will enhance and support the requirements of Expo 2020 and attracting tourism in the UAE. It will also help in fast tracking minor cases and issues and their implementation.
- Fast Track Appeal Initiative which will contribute to the disposition time of appealed cases and reducing deliberation durations.