

ANNUAL **REPORT**

PIONNEERS OF HAPPINESS

2016

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His Highness Sheikh

Mohammed Bin Rashid Al Maktoum

UAE Vice President, Prime Minister and Ruler of Dubai



His Highness Sheikh

Hamdan Bin Mohammed Bin Rashid Al Maktoum

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



His Highness Sheikh

Maktoum Bin Mohammed Bin Rashid Al Maktoum

Deputy Ruler of Dubai, Vice Chairman of Executive Council
and Chairman of Judicial Council



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Khalifa Mohammed Al Mehrezi
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Vice Chairman

Hessa Abdulrahman Ahli
External Knowledge Unit Head

Member

Abrar Eissa AlHammadi
Member

The 2016 annual report is launched in its new form through the adoption of the 4th generation administrative excellence criteria, and the ability to apply institutional excellence criteria.

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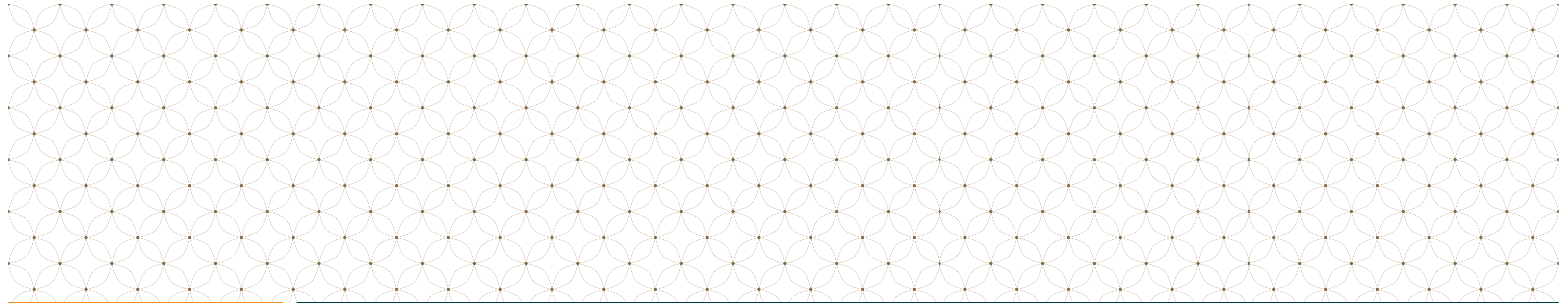
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- 75 | Agreements and Cooperation
- 77 | Activities and Events



General Director's Message..



H.E. Taresh Eid Al Mansouri
General Director, Dubai Courts

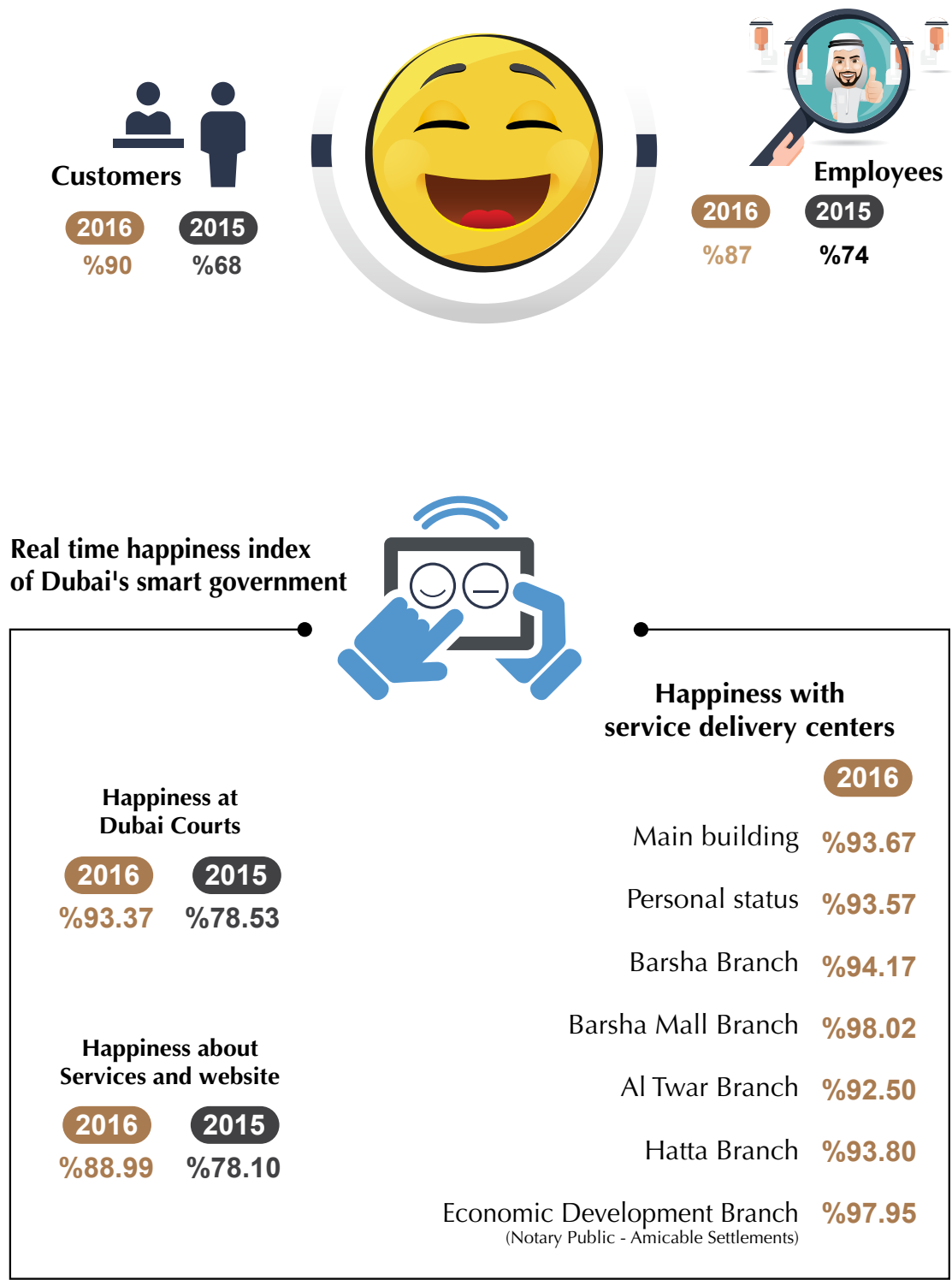
In a world ruled by the wind of development and speed of change, the year 2016 was a remarkable turning point in the history of Dubai Courts, which managed to accomplish a number of qualitative achievements and initiatives, enriching the local legal and judicial scene with highly modern, creative and innovative features. We will continue to advance, with confidence, on the path of excellence and leadership in supporting justice and legitimacy under our wise leadership that places equality, peace and justice at the forefront of its national and strategic priorities. Dubai Courts has succeeded again in leaving a positive mark at the local level through continuous development of its smart services portfolio, which enable it to contribute effectively in pushing forward the smart transformation

and innovation in order to reach the first and foremost objective of governmental work, i.e. building an integrated, safe and happy society. Our great accomplishments throughout 2016 were the fruit of hard work and keenness on adopting the concepts of creativity and innovation as a cornerstone of institutional and development culture embraced by Dubai Courts in collaboration with our strategic partners in the public and private sectors, in order to enhance legal and judicial performance in the emirate of Dubai which has become a pioneer in modernity and development as it strives to be one of the world's leading cities in innovation, happiness and excellence. We are always inspired by the futuristic vision and wise directions of His Highness Sheikh Mohammad bin Rashid Al

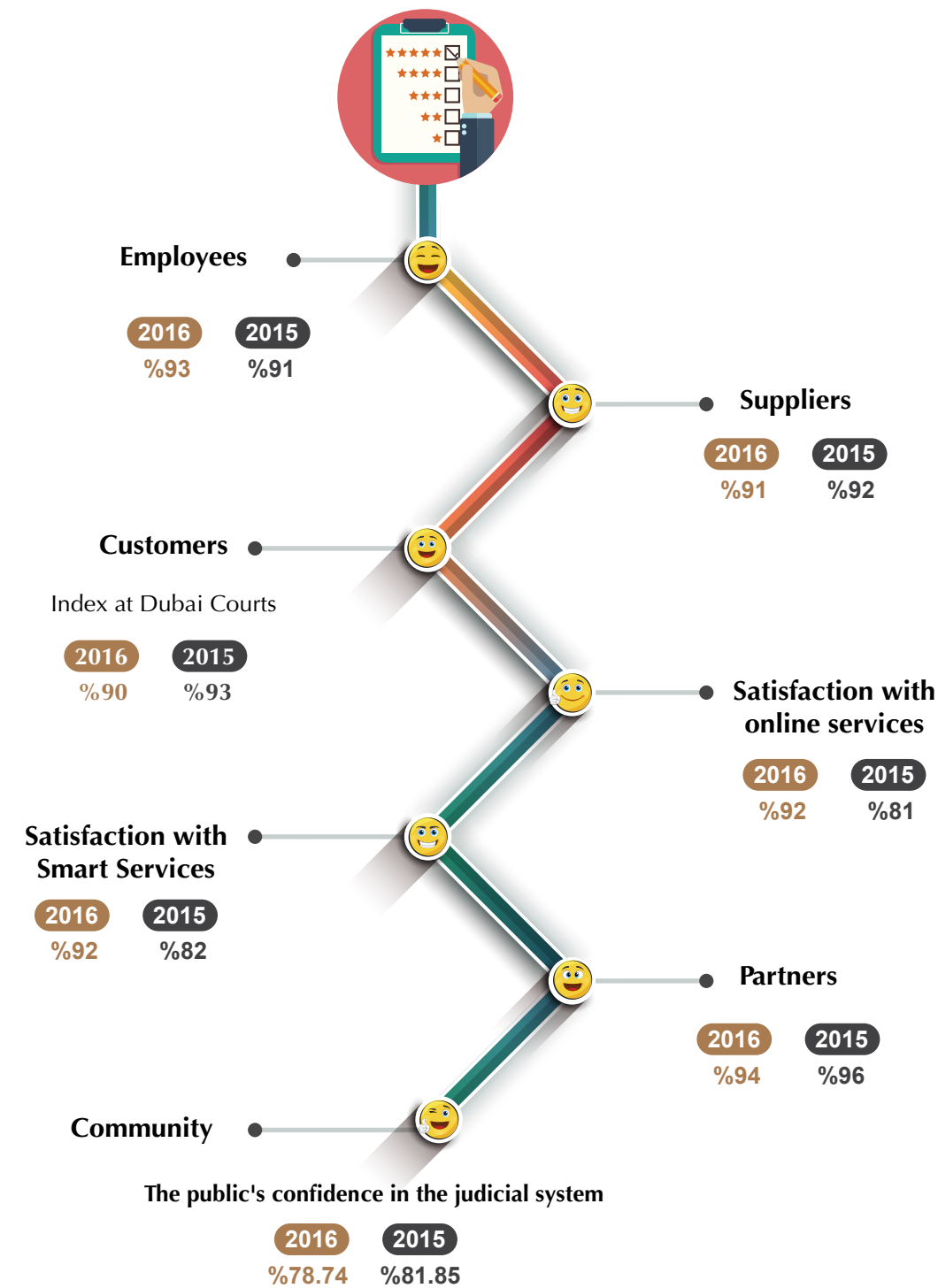
Maktoum, Vice President, Prime Minister and Ruler of Dubai, who once said «If you're not first, then you're second and last.. It's the same destiny».

As we follow the steps of a great leadership that transformed global superiority and pioneering into deeds rather than words, we hereby reaffirm our commitment to continue to advance into the future vision for the emirate of Dubai's legal and judicial sector in line with the ongoing successes which provide us with inspiration and pride. We will continue to adopt the best practices and initiatives whose aims match the objectives set out by our wise leadership, which provides to us the foundations for success and for the wellbeing of the different segments of our community.

Happiness Index at Dubai Courts



Satisfaction Index at Dubai Courts

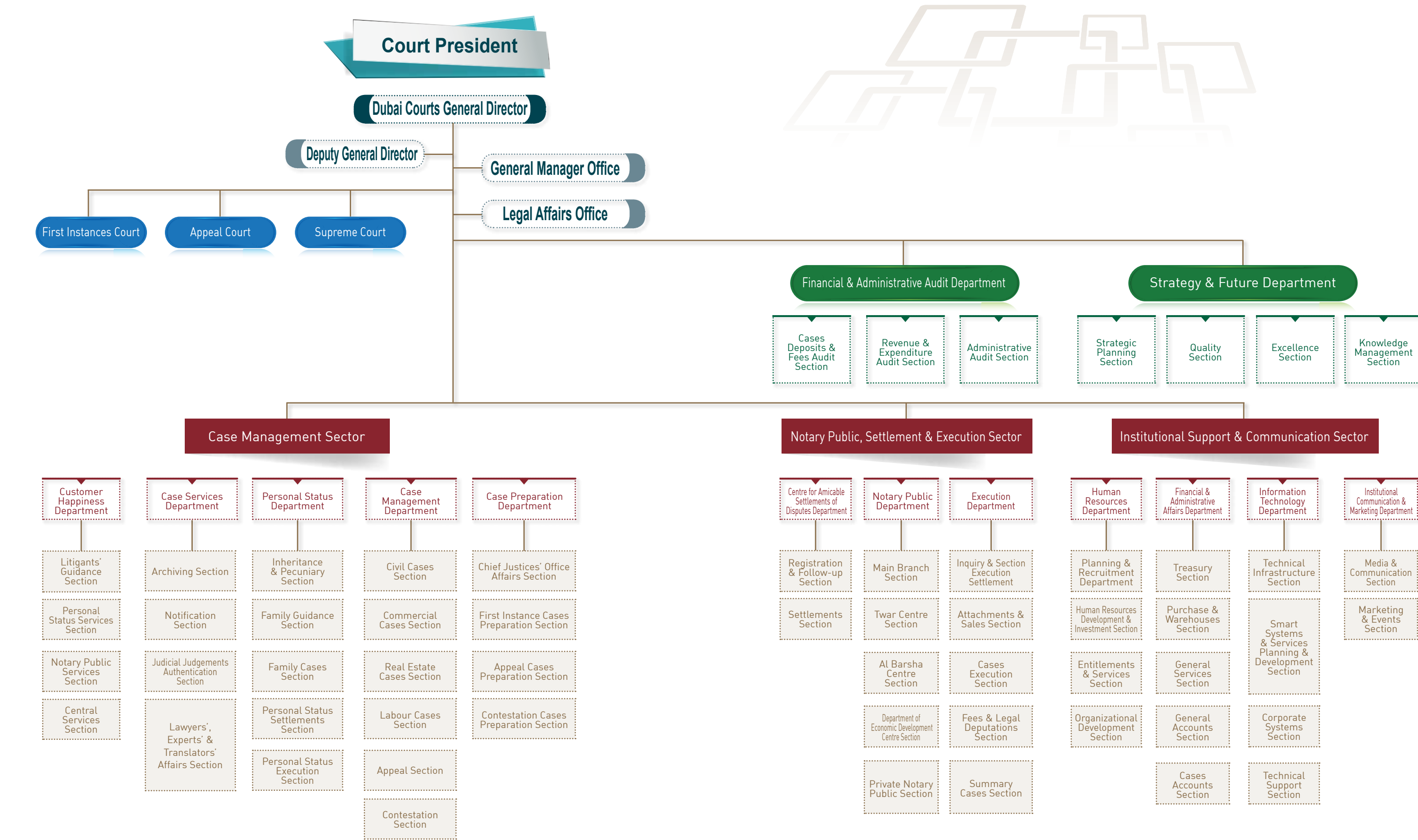


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Chapter One: Results of the 4th Generation System

- Organizational Structure (Judicial and Administrative)
- Dubai's Strategic Plan
- Main Duties
- First Instance Court
- Amicable Settlement of Disputes
- Appeal Court
- Court of Cassation
- Transformation into Smart Government
- Future Trends

Organizational Structure



Efforts to accomplish the plan

The Experience of Living



The Place



The Society



The Government



The Economy



The People



خطة دبي
2021
DUBAI PLAN

Results accomplished

Supporting initiatives

%90

Smart transformation rate

Smart trial

Developing the path of services associated with judicial procedures and supporting it with smart online applications that facilitate access to judicial services during litigation.

6378
Family

Number of family
reconciliation beneficiaries

50.914
Individual

Number of amicable
settlement beneficiaries

Alternative litigation policy

A policy for the regulation of alternatives for dispute resolution in the emirate of Dubai, including settlements and arbitration and institutions which provide such services.

%82

Individuals' confidence
in the judiciary system

91
Day

Average judgment term
from the first hearing date

39.988
case

Increasing resolution
in criminal litigation

Simple case courts Tourism courts

Developing the path of simple cases with financial claims below AED 250 thousand for residents and tourist visitors, as well as simple criminal cases of tourists whereby a quick resolution department is allocated in collaboration with the Public Prosecution for criminal cases.

Developing the announcements system in courts

Developing the mechanism for serving litigations and applying various cutting-edge methods to serve litigation parties.

Developing execution procedures

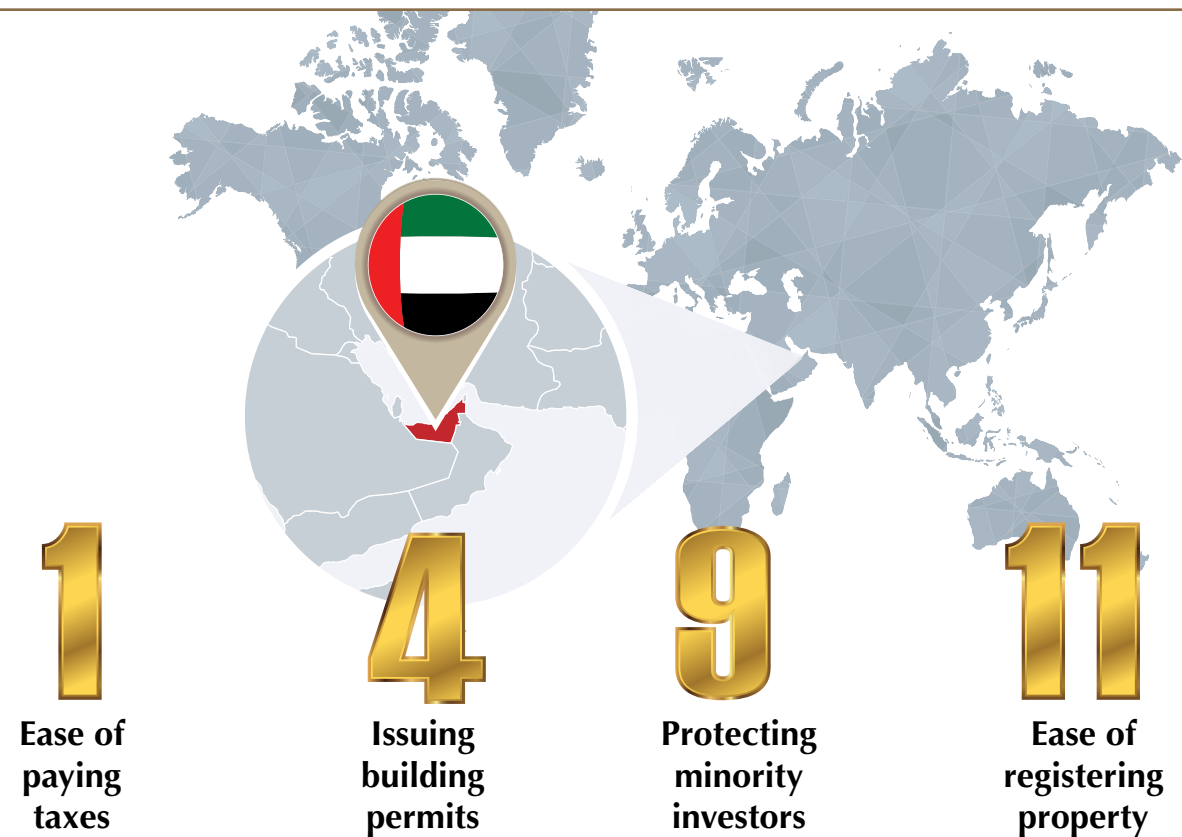
Issuing a legislation that simplifies and expedites the execution of judgments, shortens litigation paths and enhances the controls for the launch of execution procedures.

26

At the global level
Average judgment term
from the first hearing date

1

At the Arab level
Increasing resolution
in criminal litigation



Competitive efforts

The UAE managed to achieve the biggest leap in Protecting Minority Investors category of the World Bank's report, advancing 40 spots from the last year's rating. The UAE leads Arab countries in the Ease of Doing Business index.

The World Bank's latest report on doing business for 2017 showed that the UAE has advanced to the 26th spot internationally, ahead of all other Arab states.

The report is an important indicator on the business climate in countries; it is relied upon by decision makers and investors to have a neutral overview of the procedural and legal frameworks of the business environment. The UAE's outstanding performance in the current year's report is a result of the ongoing efforts and serious commitment by all federal and local government institutions. The UAE secured leading positions among the world's top 20 countries in five of the report's

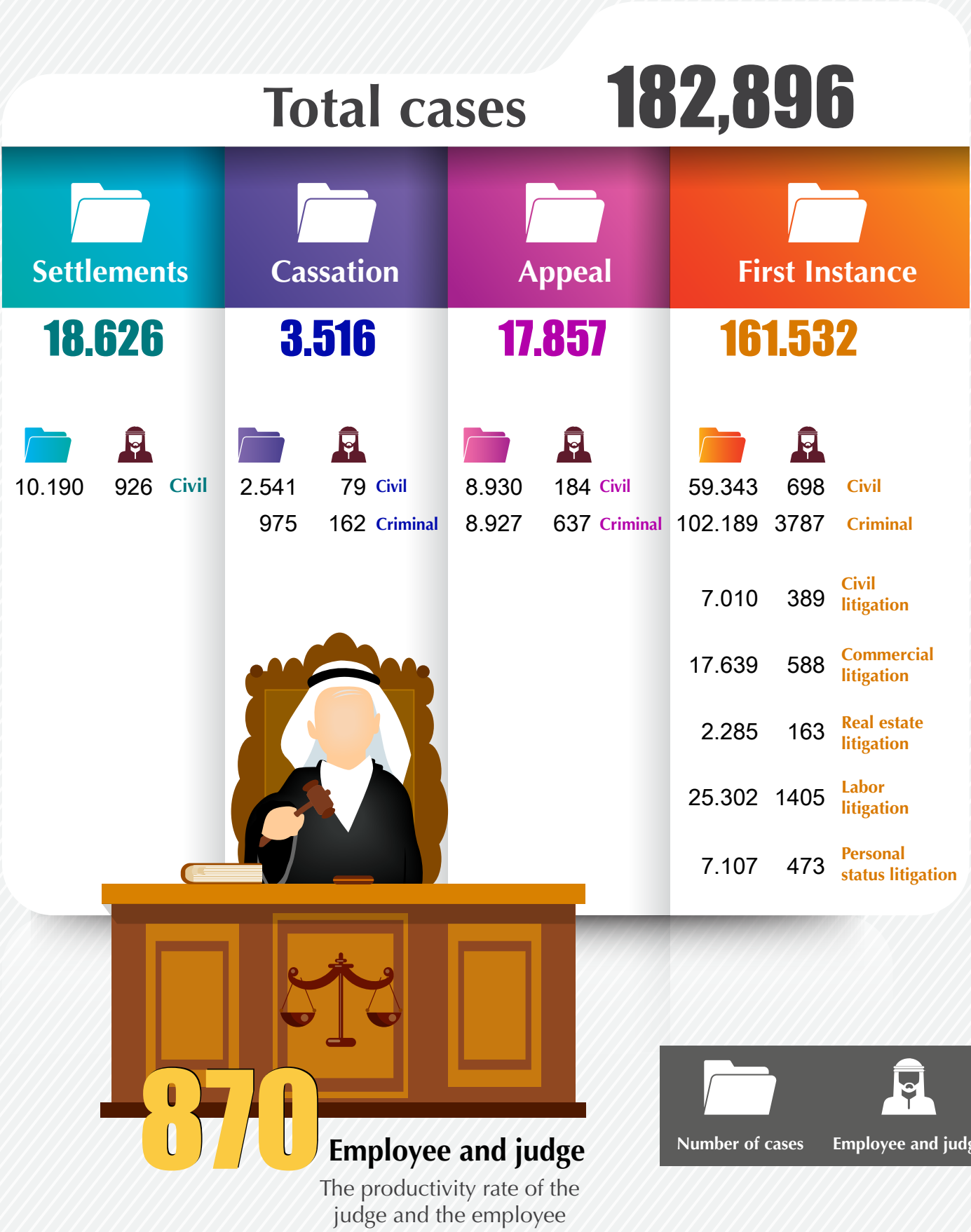
ten categories, as follows: First place globally in Ease of Paying Taxes, fourth place in Ease of Issuing Building Permits and Ease of Getting Access to Electricity, ninth place in Protecting Minority Investors, and eleventh place in Ease of Registering Property.

As per the methodology adopted by the World Bank for the current year, the UAE has jumped from 34th to 26th place globally, ahead of all other Middle East countries mentioned in the report.

Main Duties

Results of core and support operations

- * Operational follow up methods and strategic performance
- * Results of the indices of the three courts (First Instance- Appeal- Cassation)





Results of core and supporting operations

Results of the indicators of the three courts (First Instance Court- Appeal Court - Court of Cassation).



Average judgment term
from registration date



Average judgment
from the first hearing



Resolution average



Waiting time

Court of Cassation

221

48.3

%117.3

98.3

Appeal Court

258

225.3

%102

30.3

First Instance Court

118.3

91.7

%91

25

Civil



126

105.4

%94.3

19.9

Commercial



220

111.4

%95.2

44.3

Real estate



194.1

171

%107

24

Labor



76

58.4

%86

18

Criminal



143

122.2

%93

30.3

First Instance Court



Average judgment term
from registration date



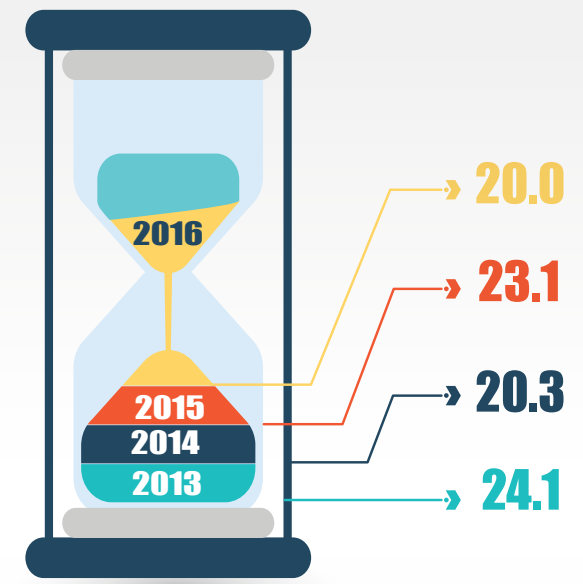
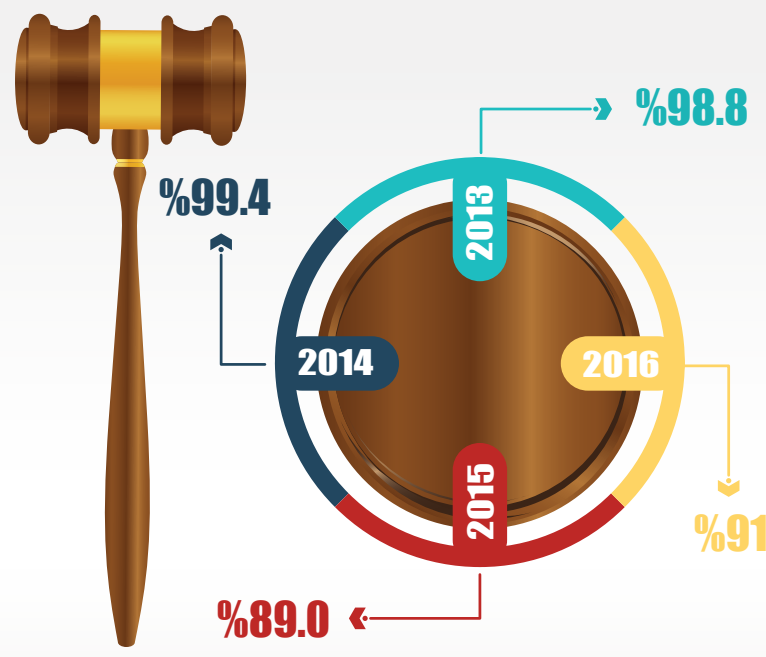
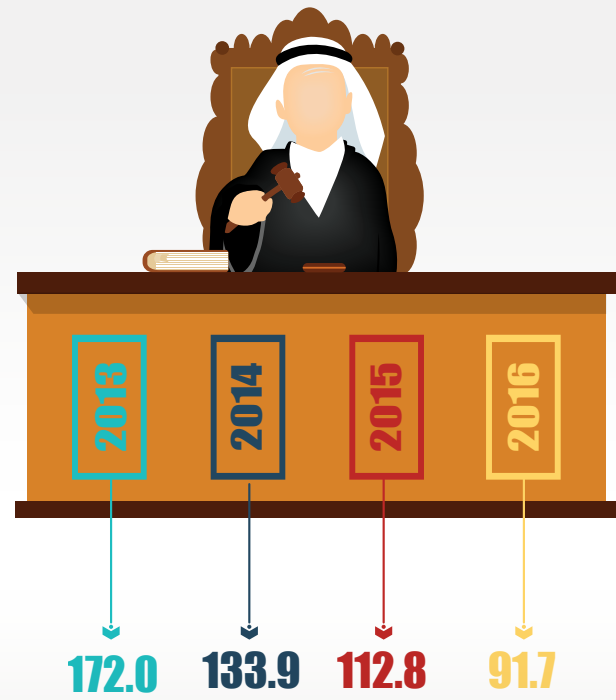
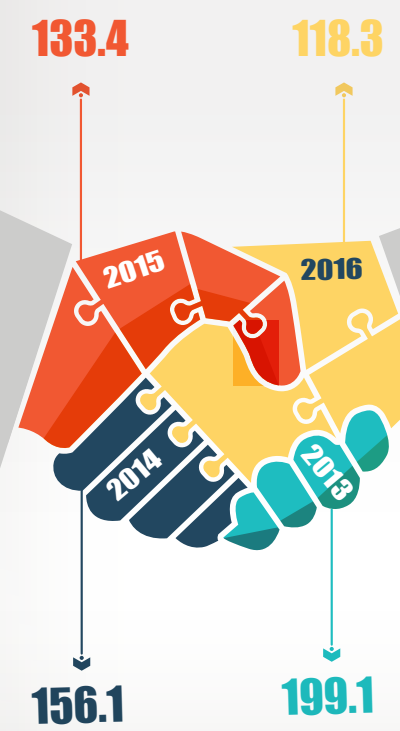
Average judgment
from the first hearing



Resolution average



Waiting time



Productivity rate
Court of First Instance,
non-criminal

2013
64

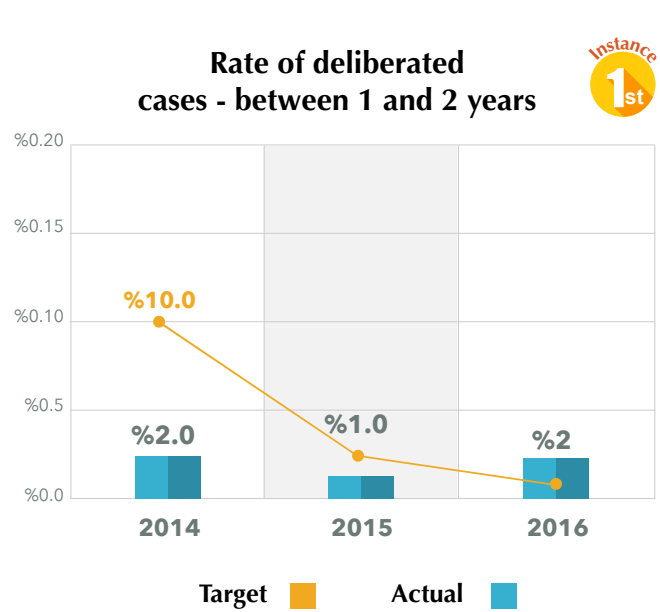
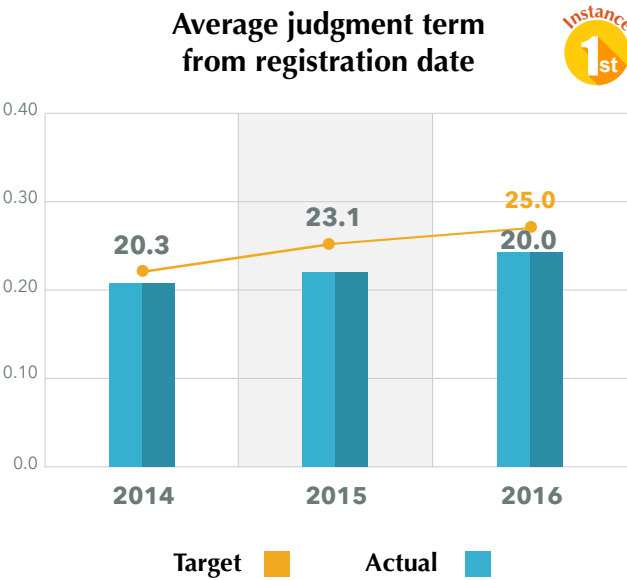
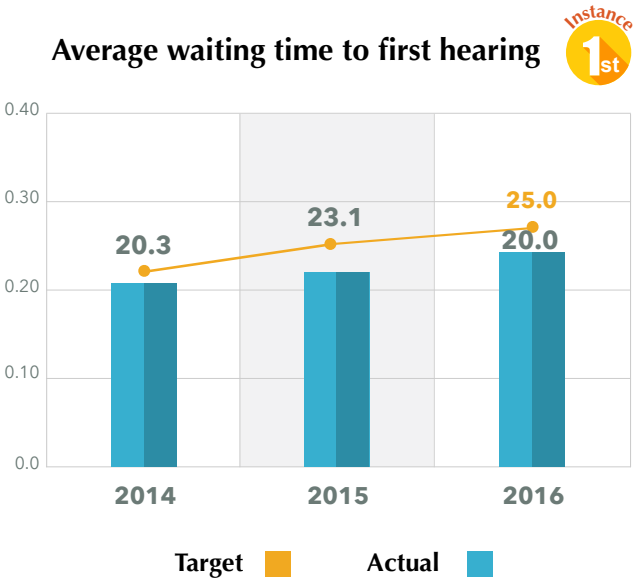
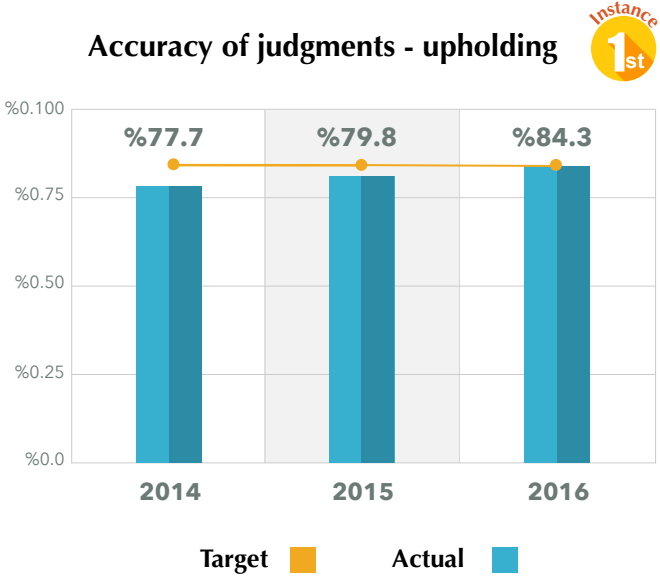
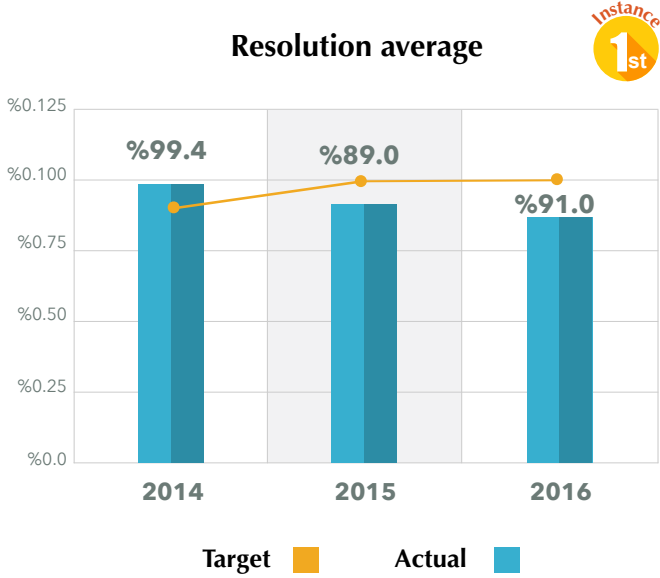
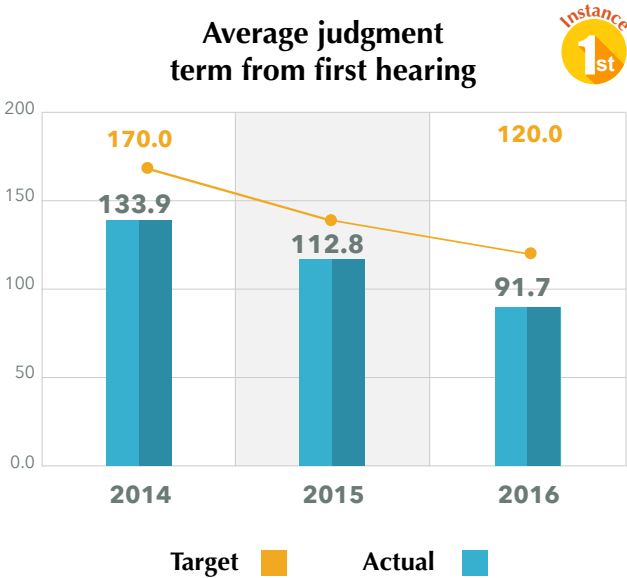
2014
223

2015
227

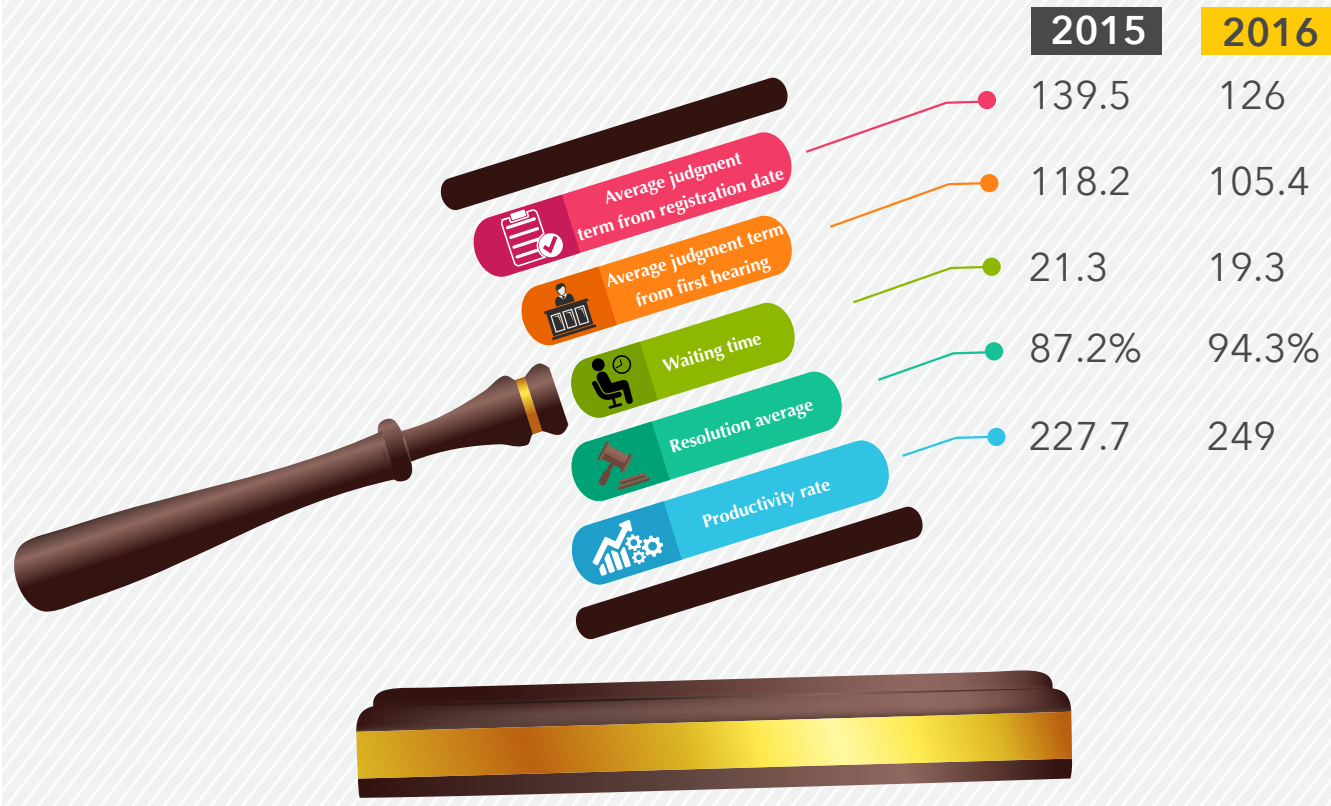
2016
249

First Instance Court:

The First Instance Court is the first degree of litigation in the Emirate of Dubai. It is chaired by the Head of First Instance, who presides over seven heads of specialized courts, namely the Commercial Court, Labor Court, Real Estate Court, Criminal Court, Personal Status Court and the Execution Court established in late 2016.



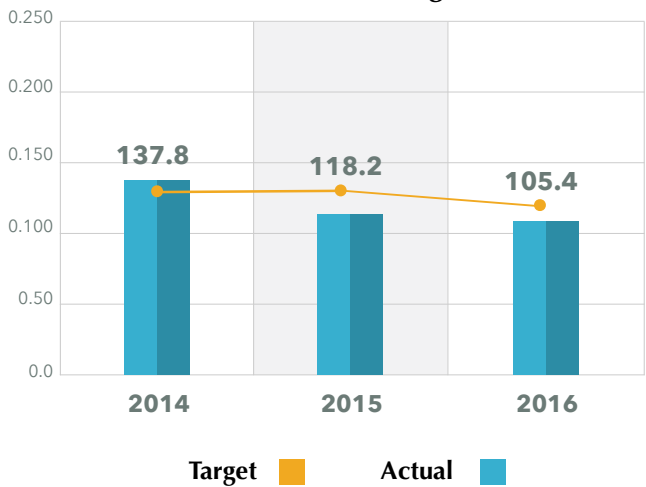
Civil Court



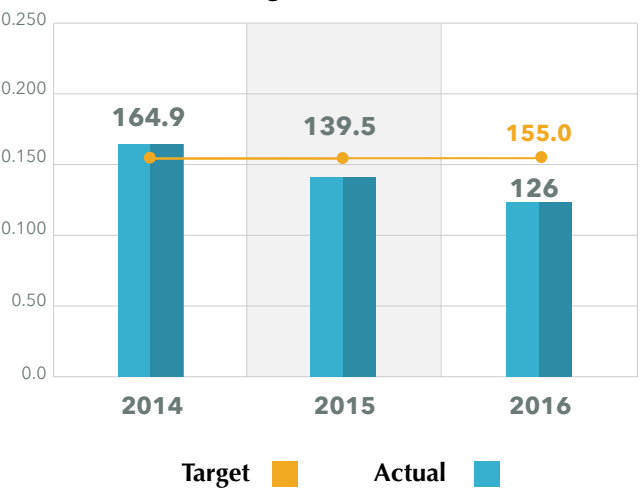
Civil Court:

One of the specialized courts within the First Instance Court; its judges hear full and partial civil cases. It is headed by a chief judge who reports to the Head of the First Instance Court in terms of technical supervision.

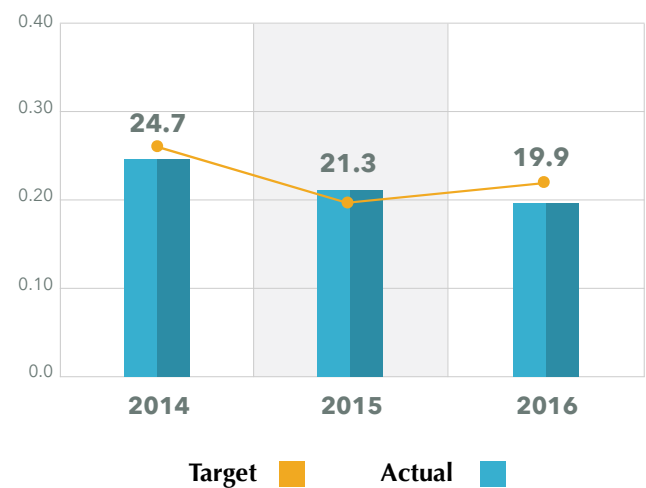
Average judgment term from first hearing

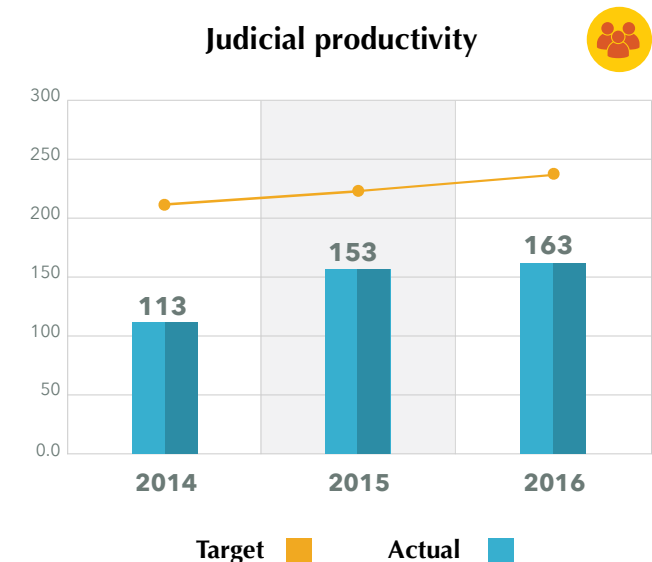
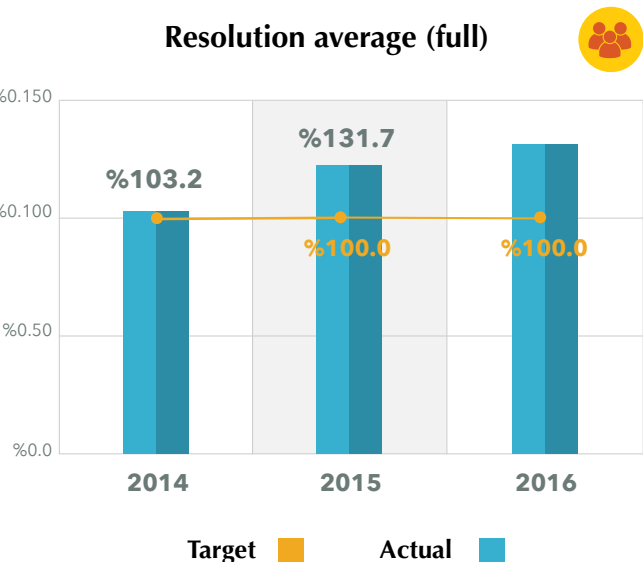
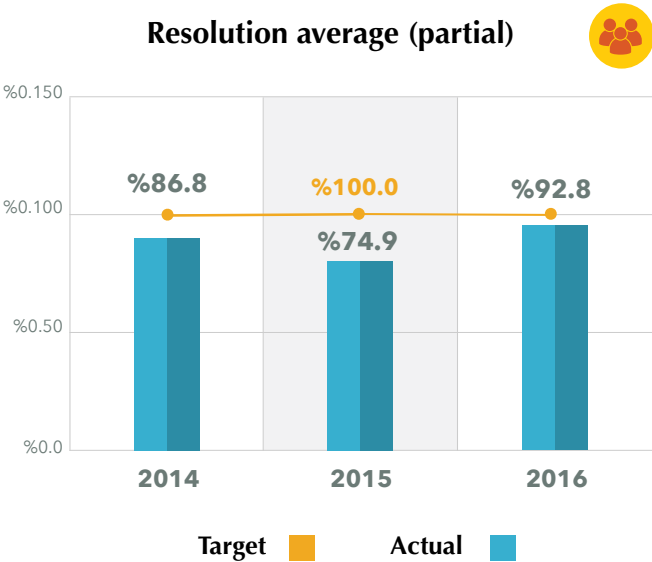
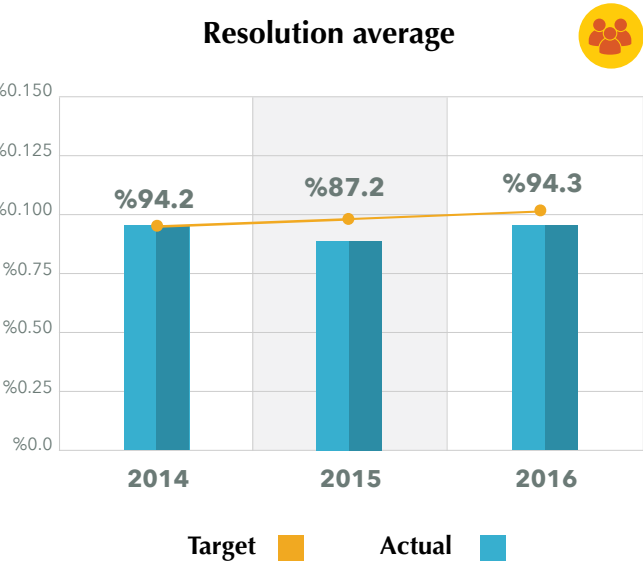


Average judgment term from registration date



Average waiting time to first hearing





Commercial Court



2016

220

111.4

44.3

%95.2

198

Average judgment term from registration date

Average judgment term from first hearing

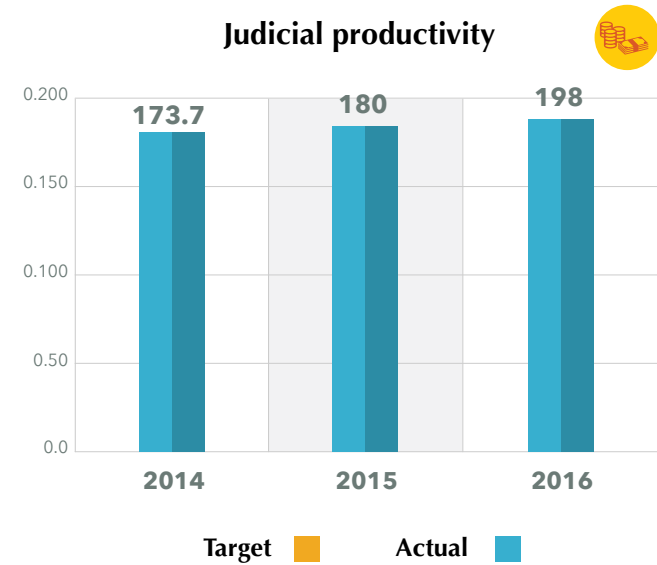
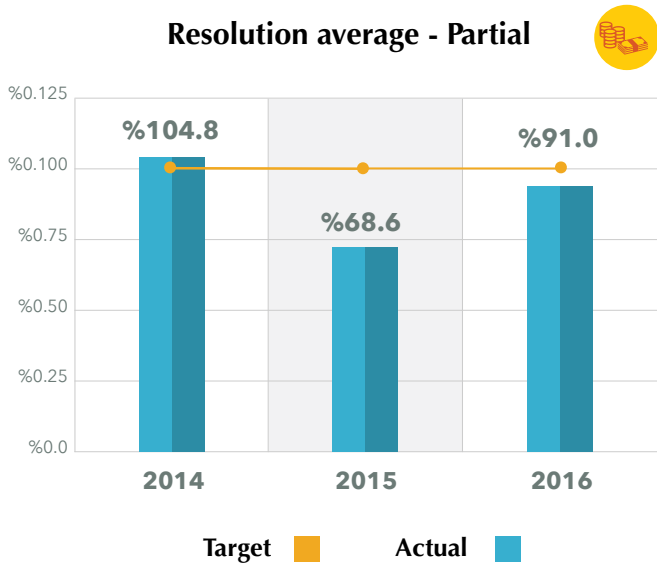
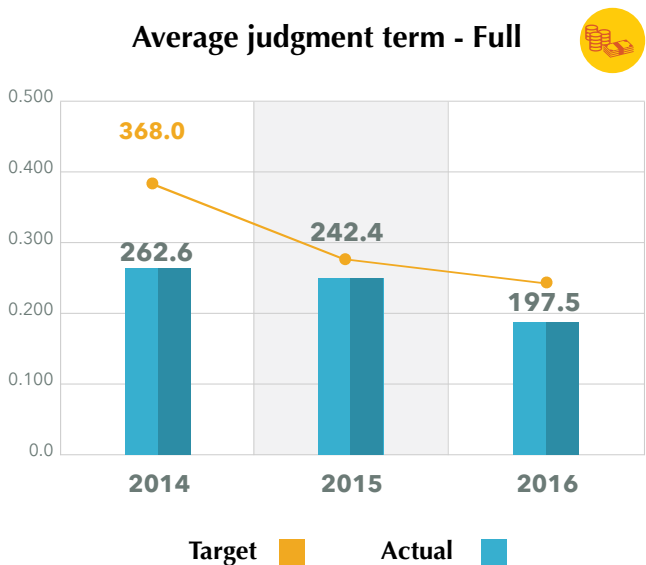
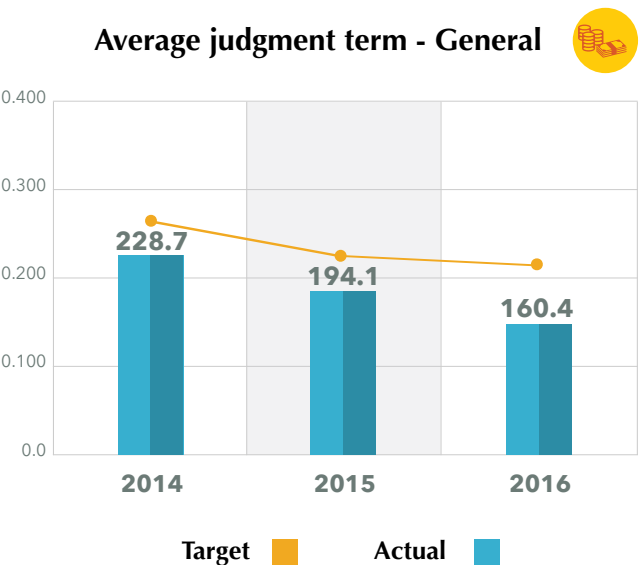
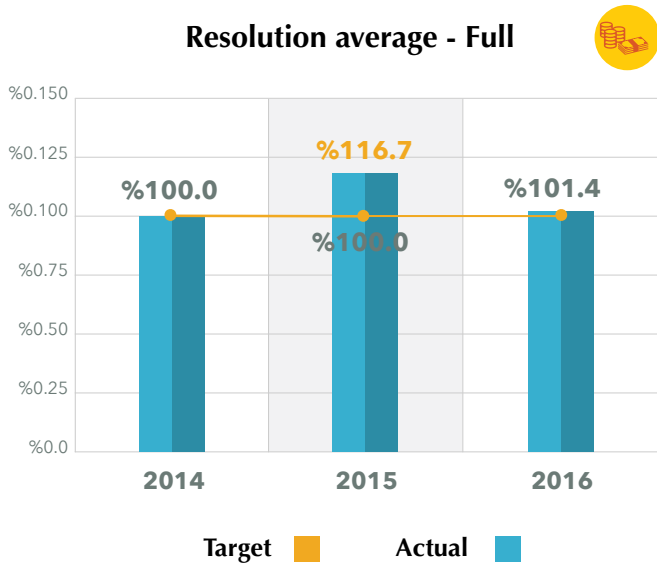
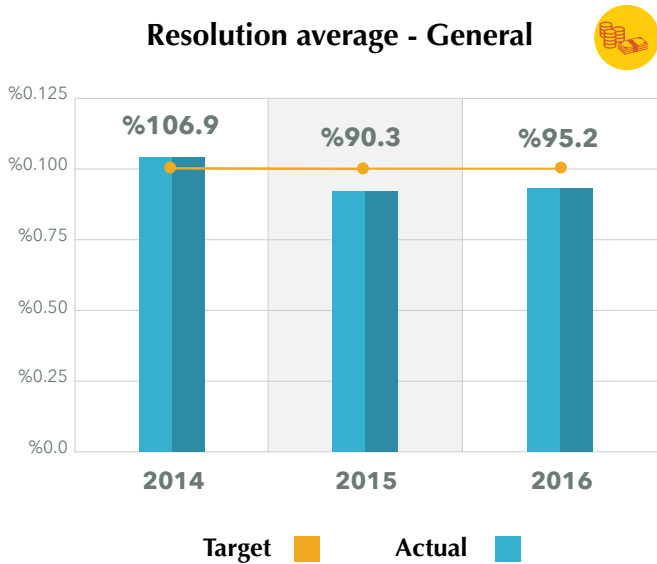
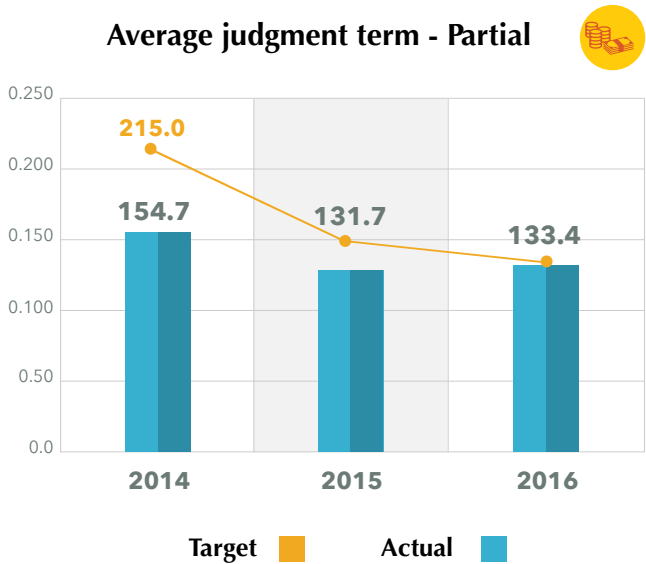
Waiting time

Resolution average

Productivity rate

Commercial Court:
Commercial First Instance Court - World
Class Judiciary

Due to the nature of the emirate of Dubai with its diversified economy, it is necessary to have world class commercial judiciary providing judicial services such as conflict resolution alternatives, resolution, and execution by highly efficient personnel and in line with international best practices. Accordingly, the ongoing developments and improvements at the Commercial First Instance Court are contributing to the enhancement of the competitive capabilities of Dubai and the UAE as a whole.



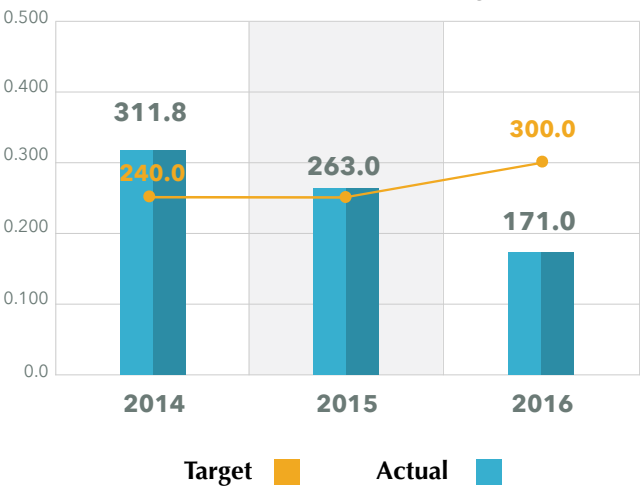
Real Estate Court



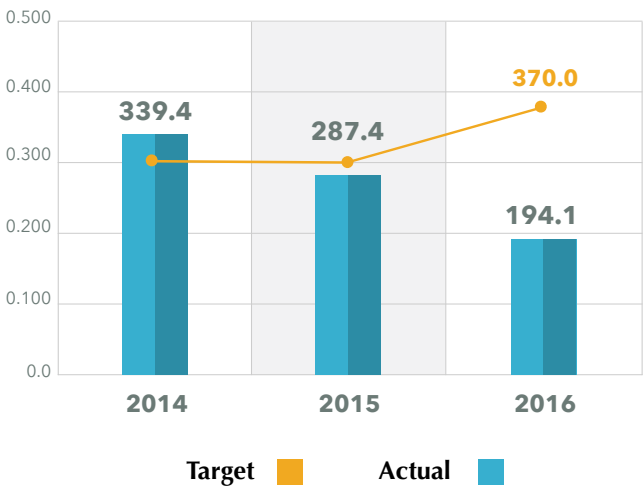
Real Estate Court:

One of the specialized courts within the First Instance Court; its judges hear full and partial real estate cases. It is headed by a chief judge who reports to the Head of the First Instance Court in terms of technical supervision.

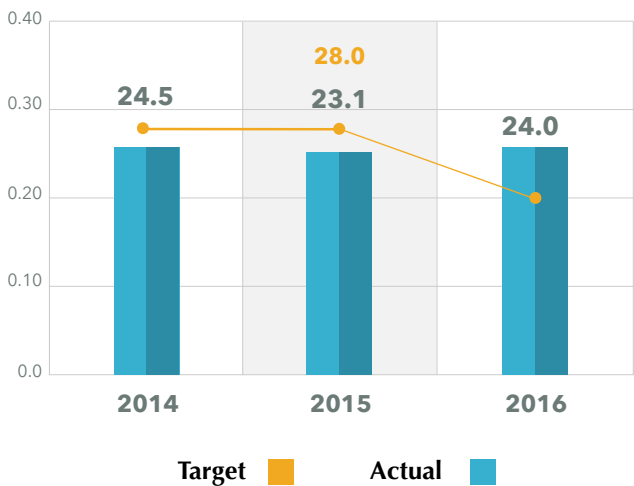
Average judgment term from first hearing



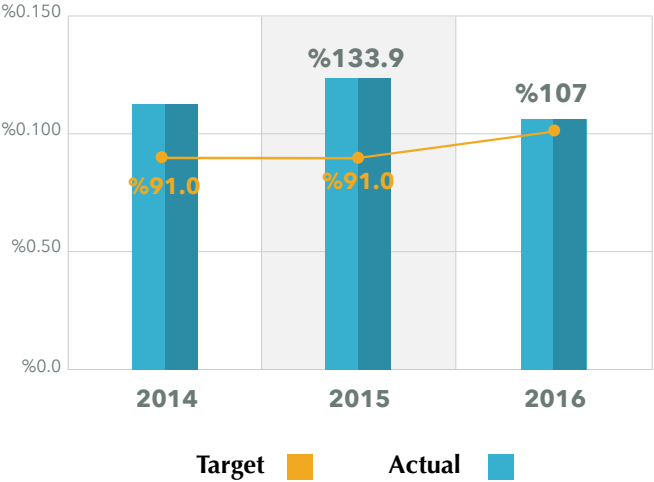
Average judgment term from registration date



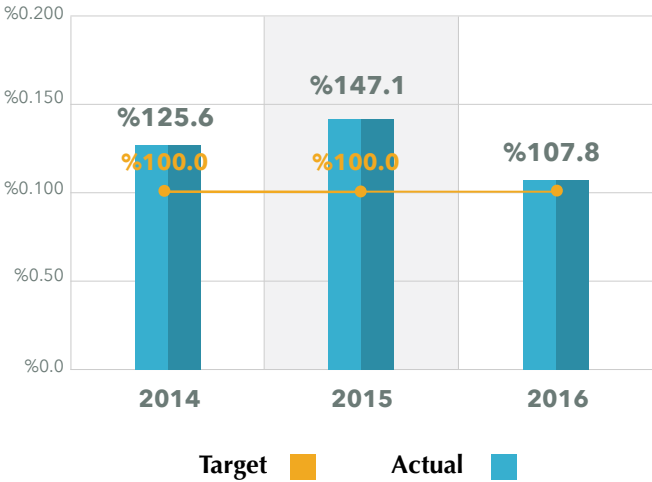
Average waiting time to first hearing



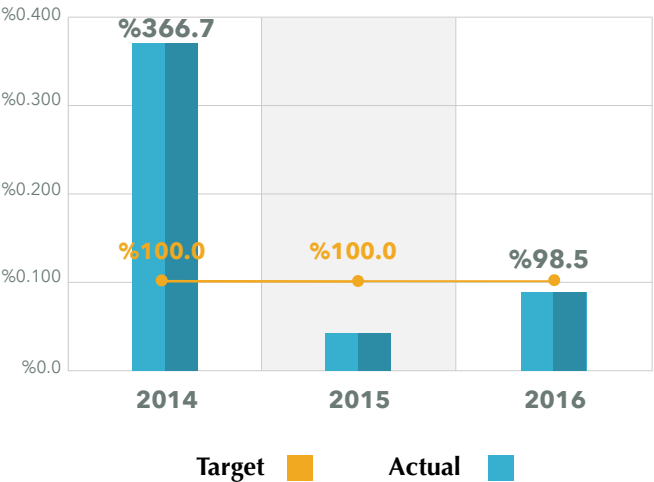
Resolution average



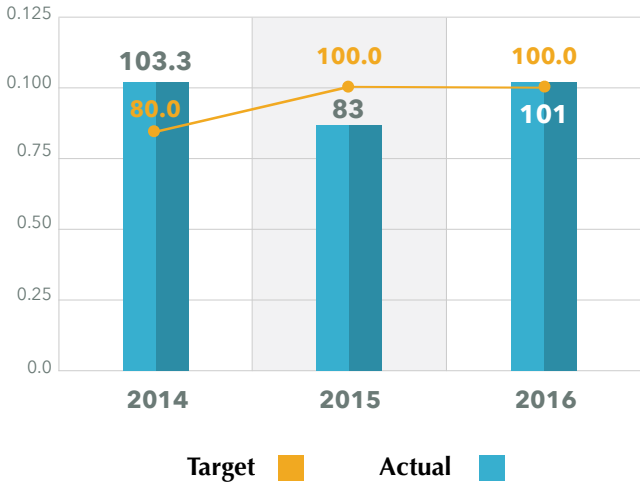
Resolution average (full)



Resolution average (partial)



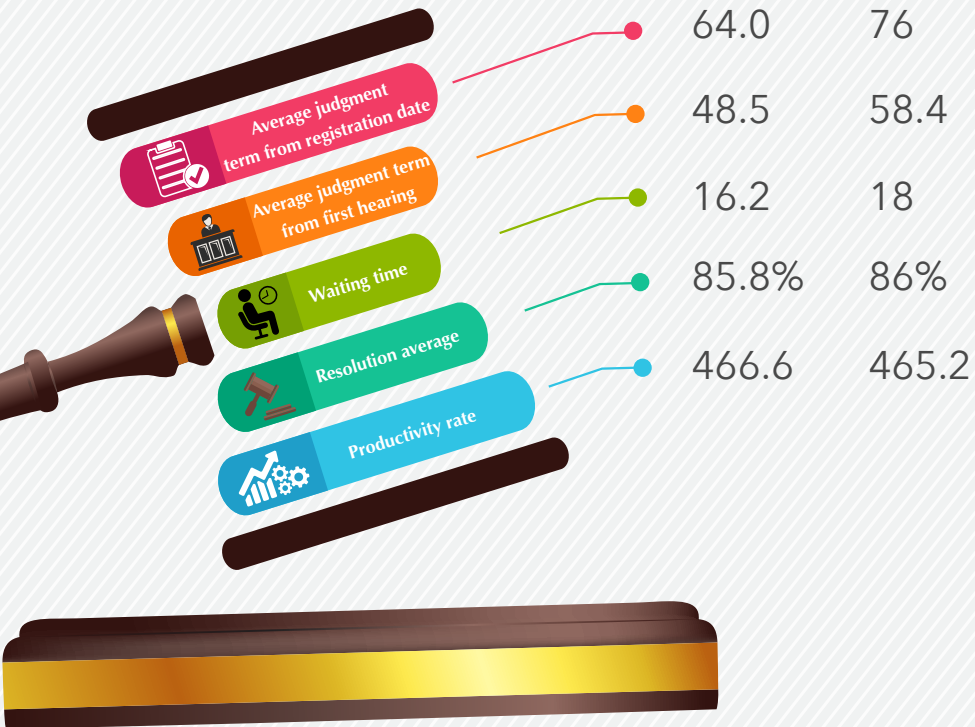
Judicial productivity



Labor Court



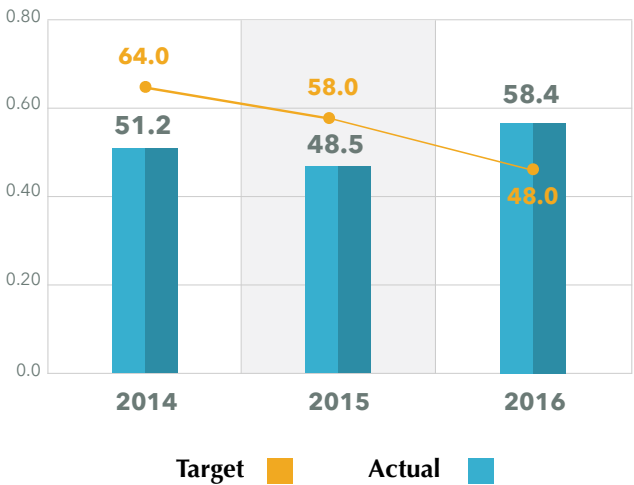
2015 2016



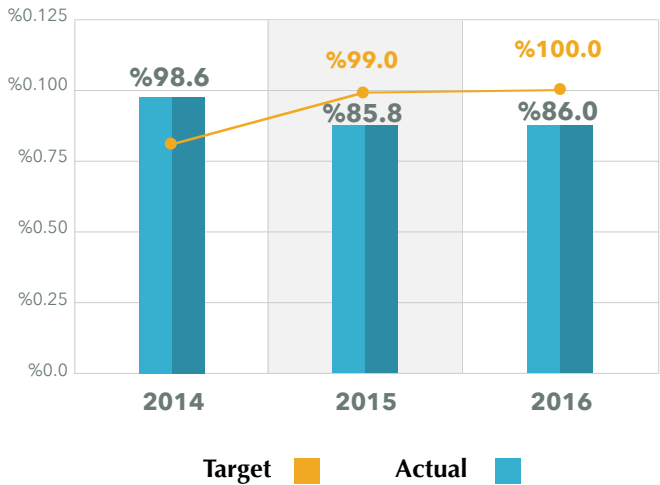
Labor Court:

One of the specialized courts within the First Instance Court; its judges hear full and partial cases related to workers and employers. It is headed by a chief judge who reports to the Head of the First Instance Court in terms of technical supervision.

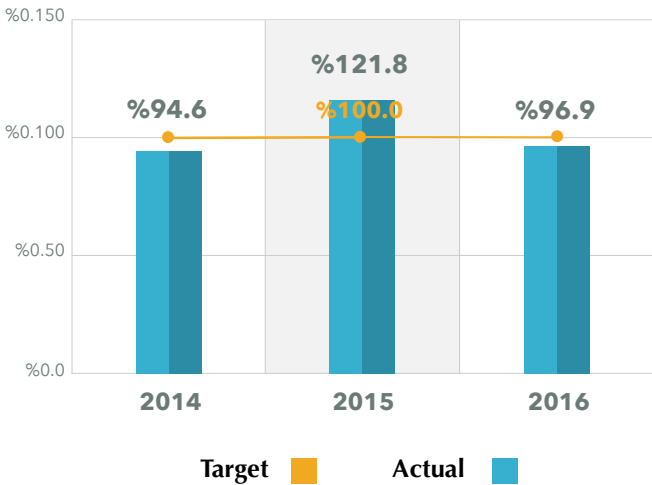
Average judgment term from first hearing



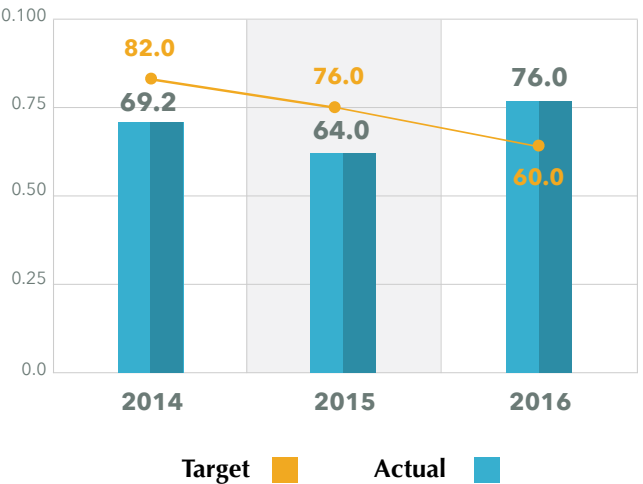
Resolution average



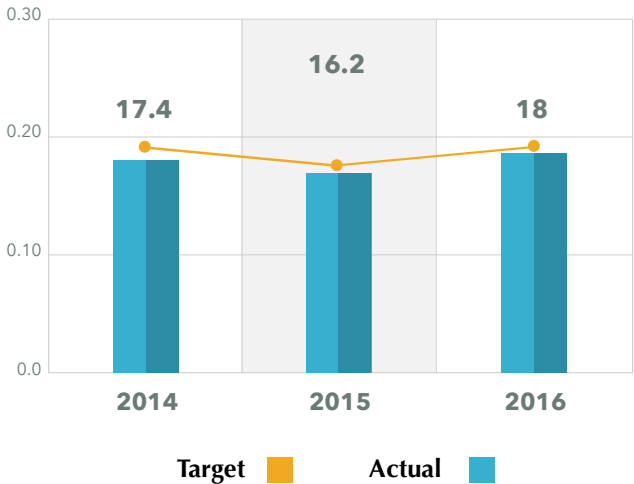
Resolution average (full)



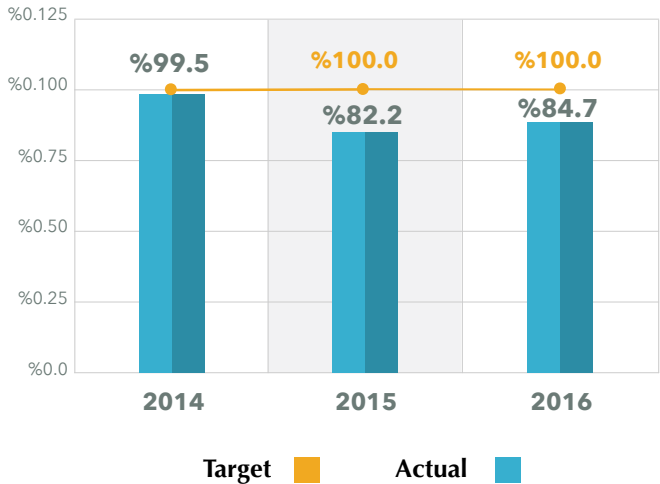
Average judgment term from registration date



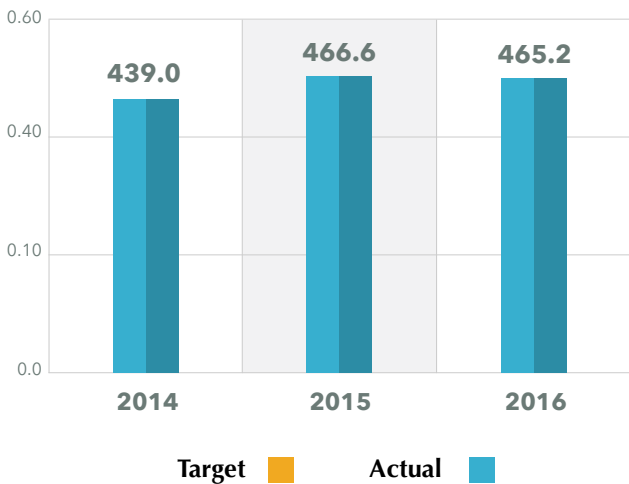
Average waiting time to first hearing



Resolution average (partial)



Judicial productivity

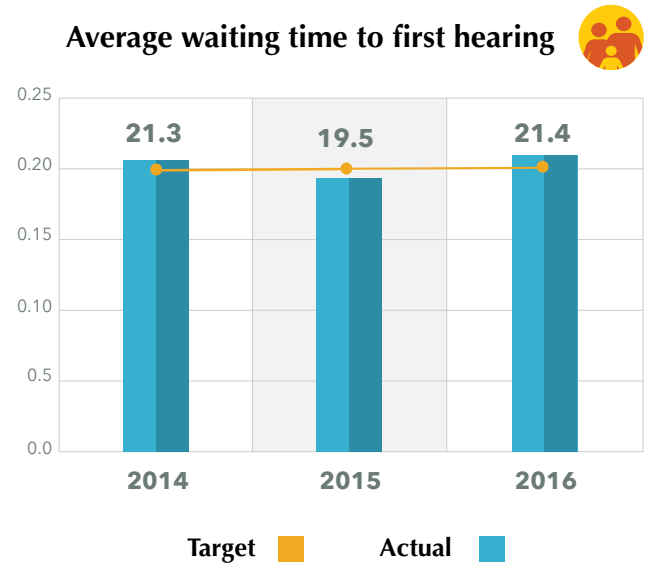
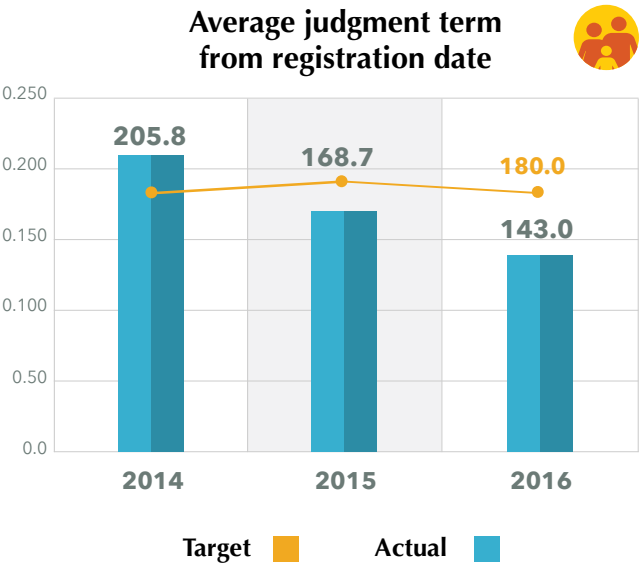
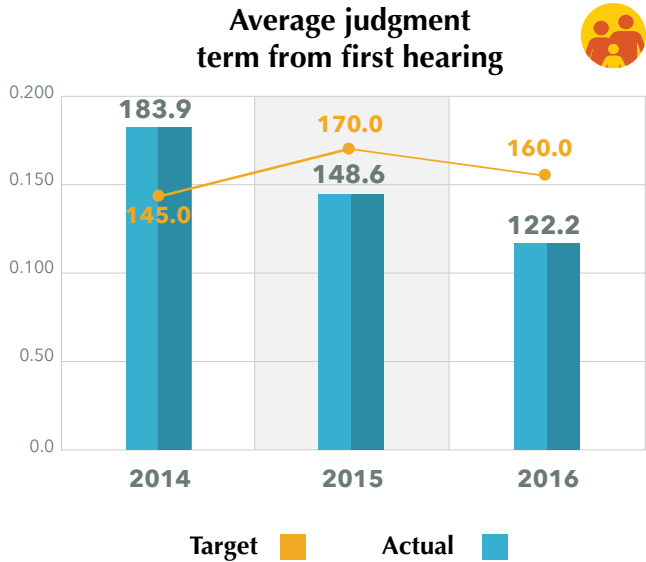


Personal Status Court

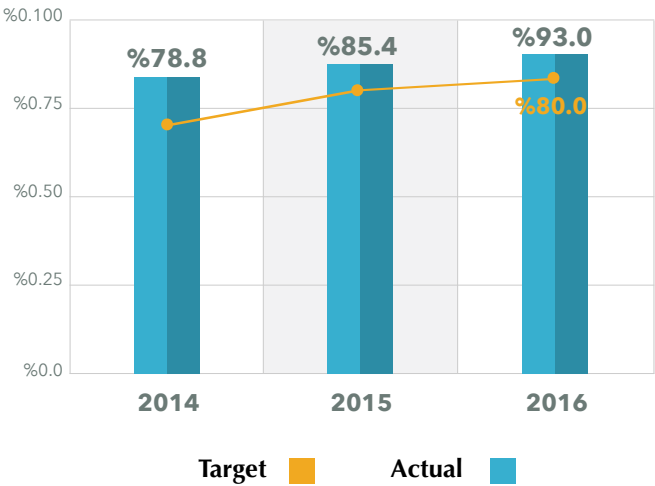


Personal Status Court:

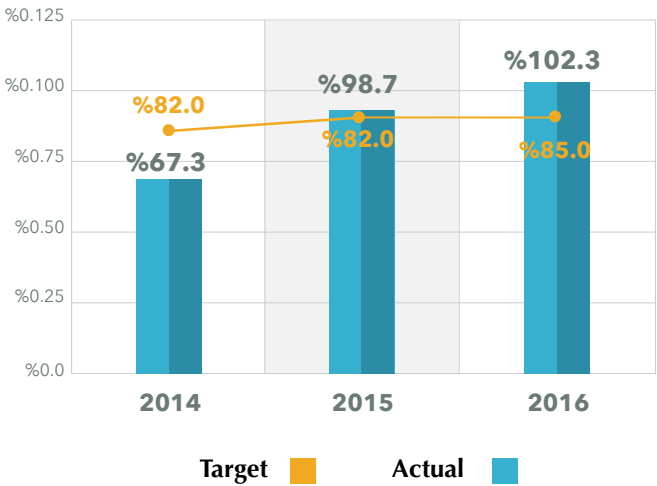
One of the specialized courts within the First Instance Court; its judges hear cases related to household and family affairs as well as estates for Muslims and non-Muslims. It is headed by a chief judge who reports to the Head of the First Instance Court in terms of technical supervision.



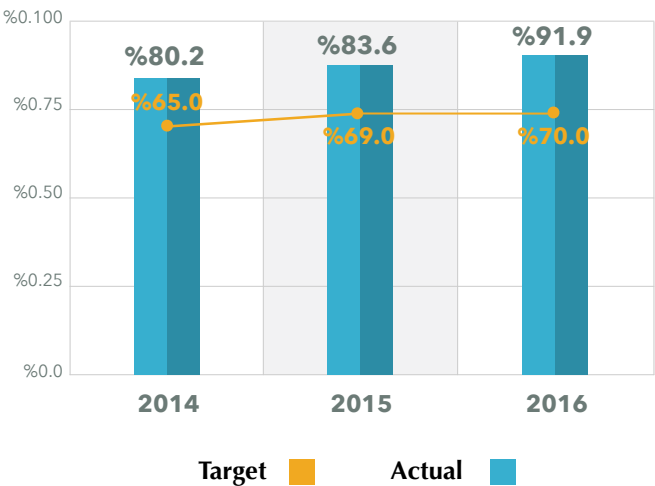
Resolution average



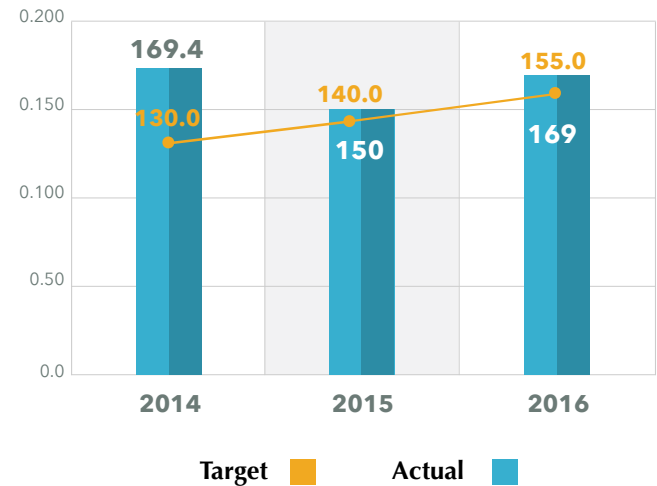
Family litigation for non-Muslims



Family litigation for Muslims



Judicial productivity



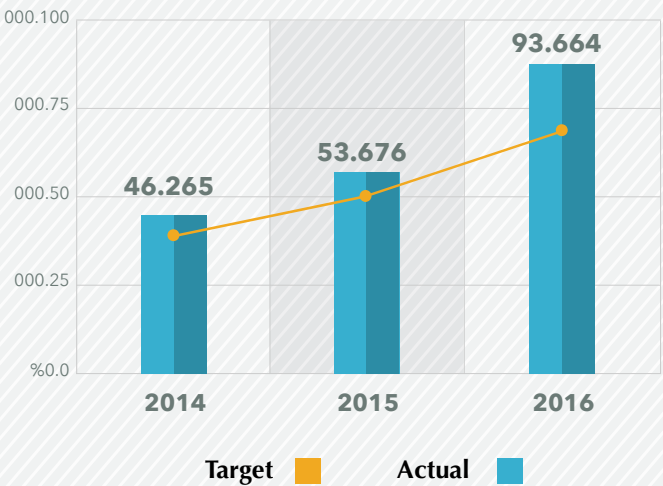
المحكمة الجزائية



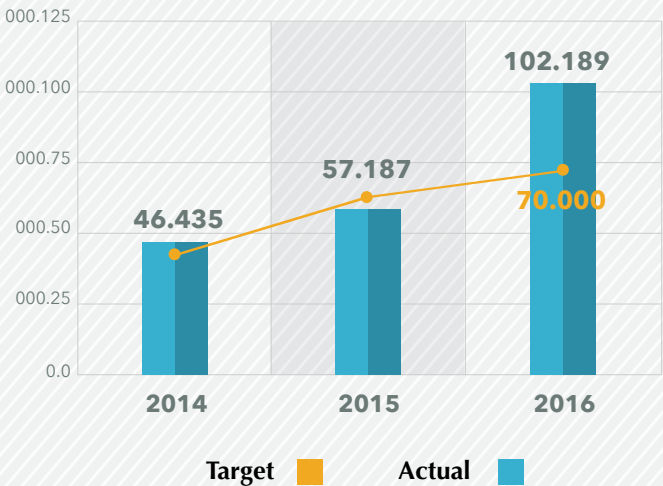
Criminal Court:

One of the specialized courts within the First Instance Court; its judges hear all criminal cases including crimes, felonies, traffic and immigration. It is headed by a chief judge who reports to the Head of the First Instance Court in terms of technical supervision.

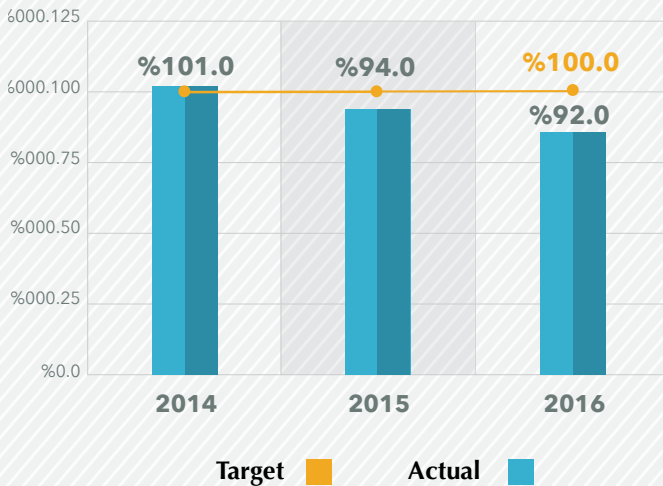
Number of adjudged cases



Number of registered cases



Resolution average



Appeal Court



Average judgment term from registration date



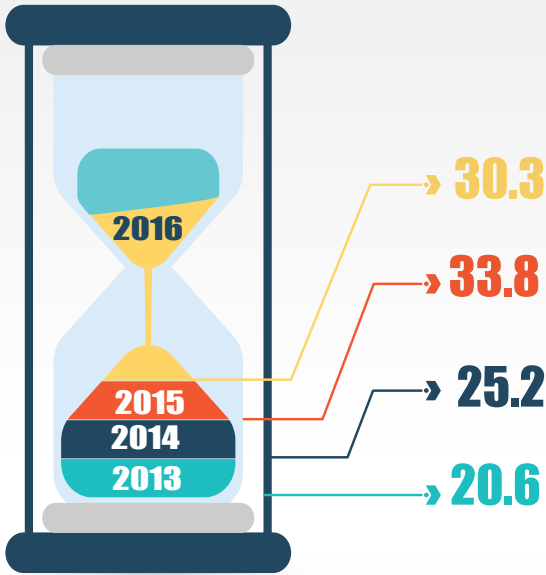
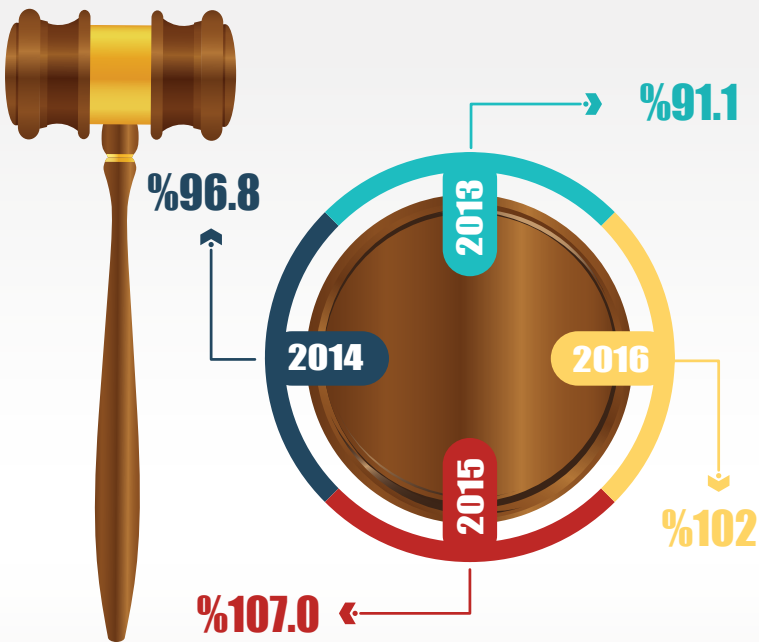
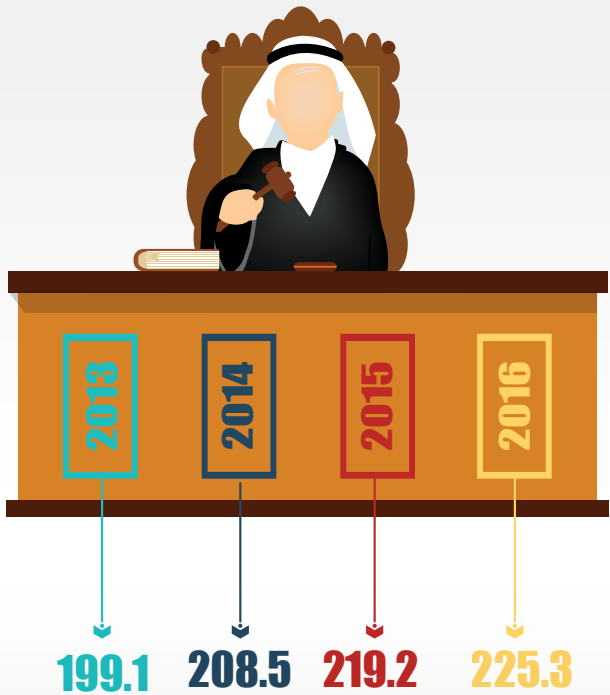
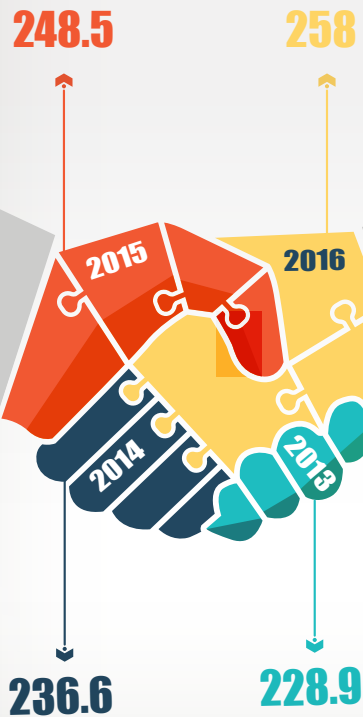
Average judgment from the first hearing



Resolution average



Waiting time

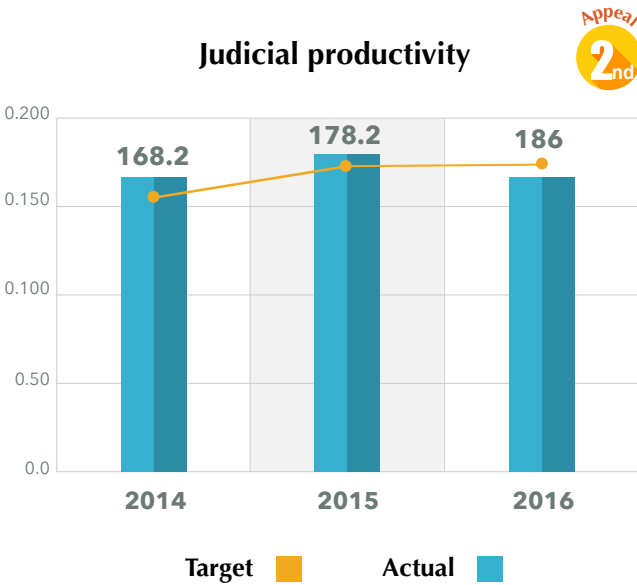
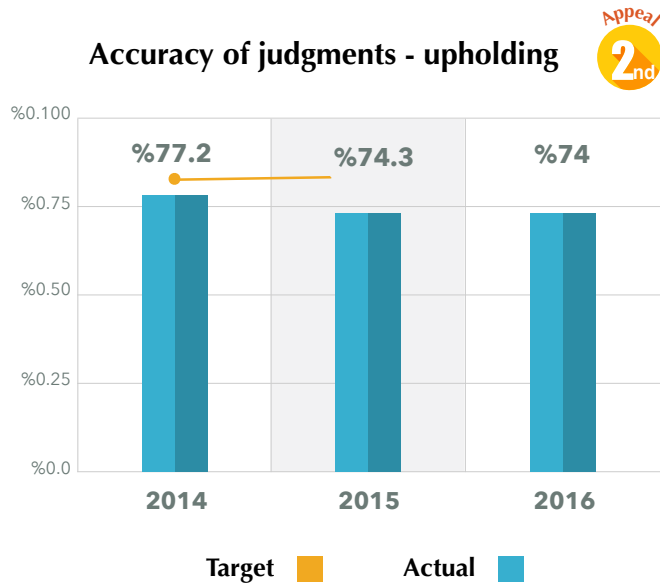
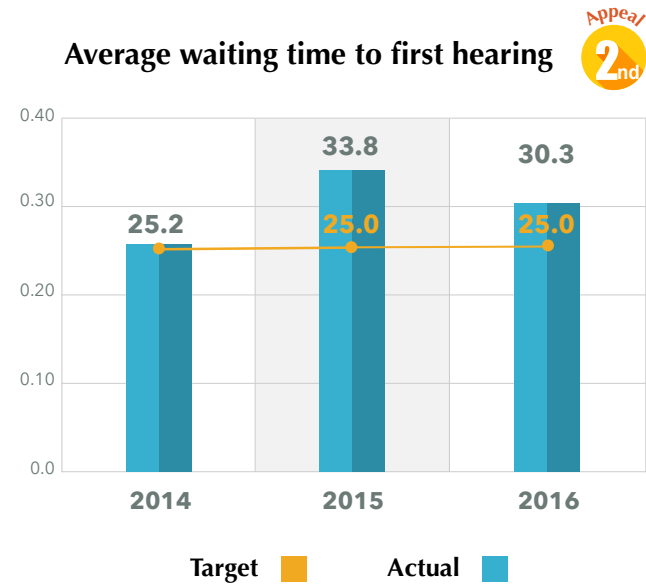
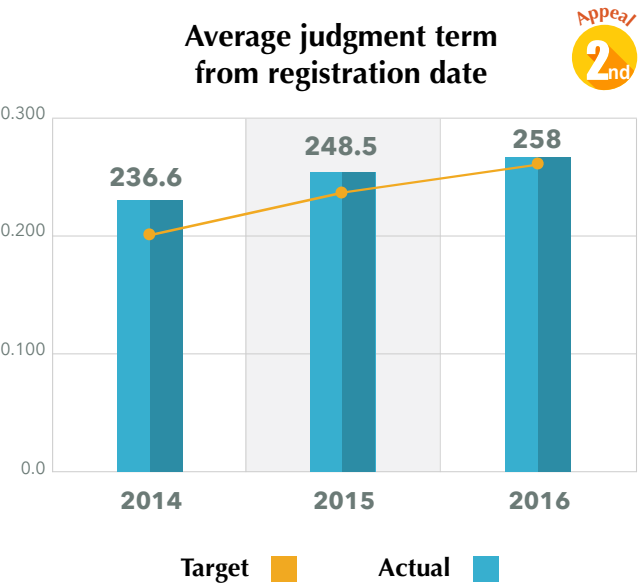
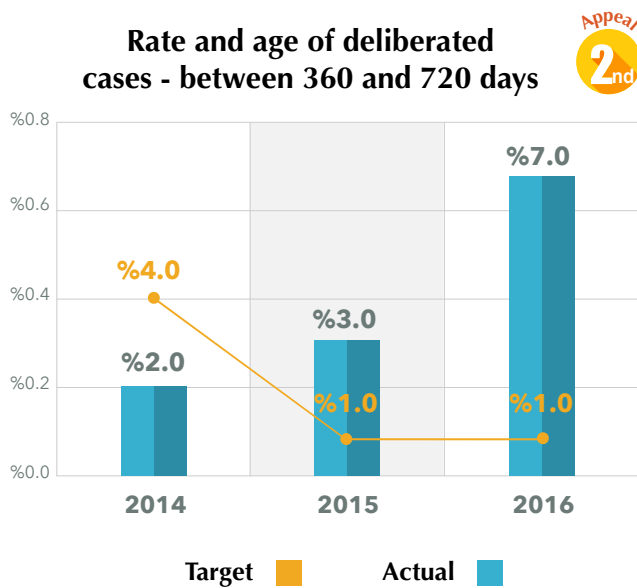
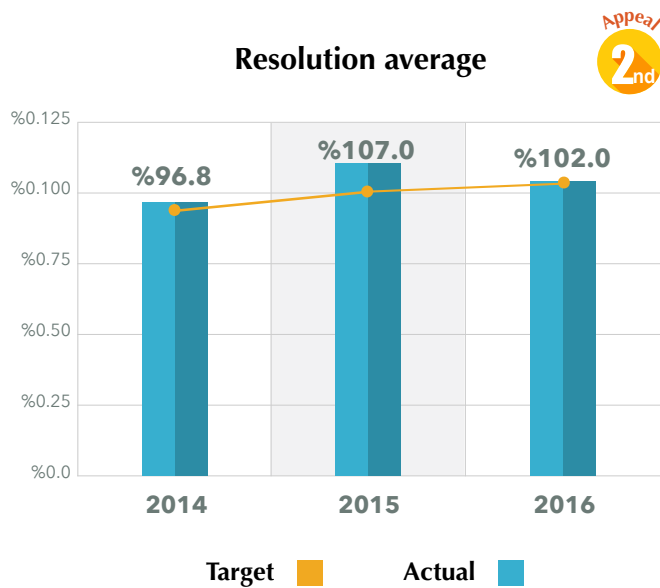
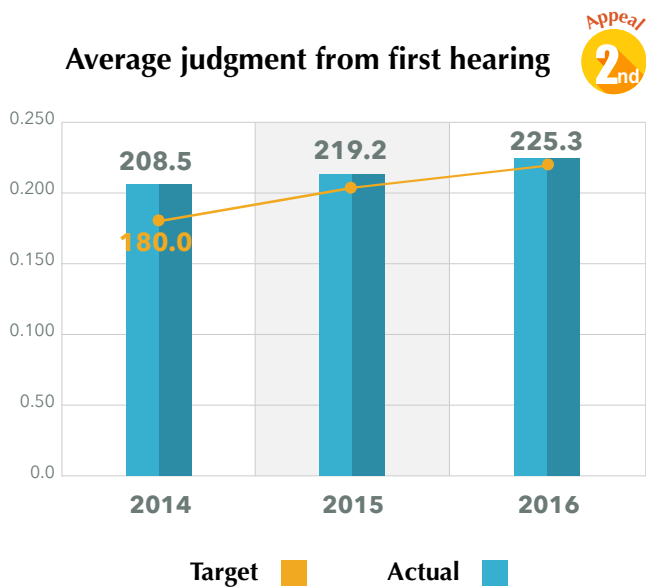


Productivity rate

2013	2014	2015	2016
155.2	168.2	178.2	186

Appeal Court:

The Court of Appeal is the second degree of litigation in the emirate of Dubai and competent in looking into Civil and Criminal cases through a different judiciary panel from the First Instance degree. Judgments issued by the Appeal Court are contestable before the Court of Cassation under the law.



Court of Cassation



Average judgment term from registration date



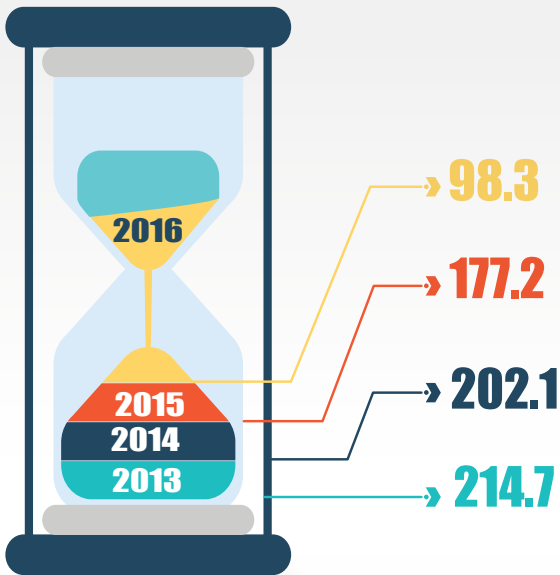
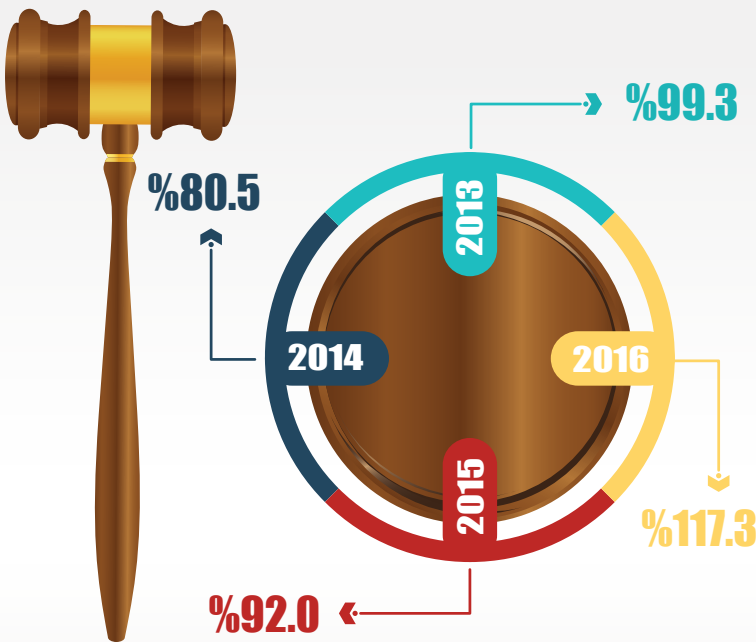
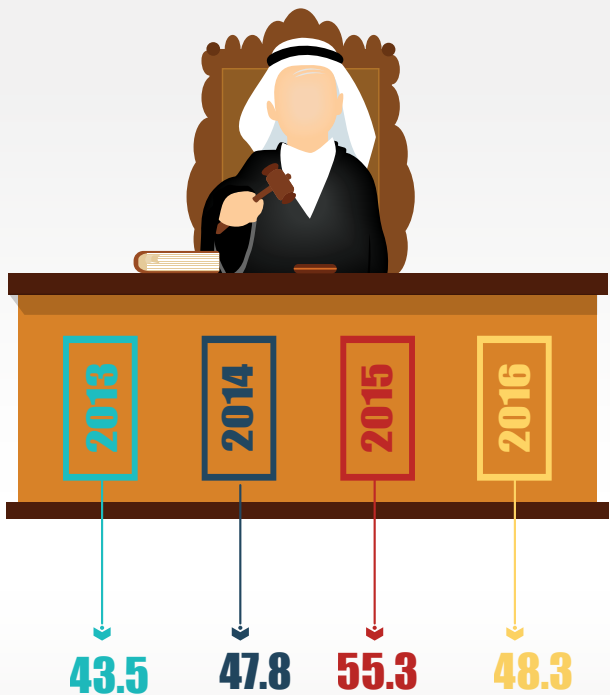
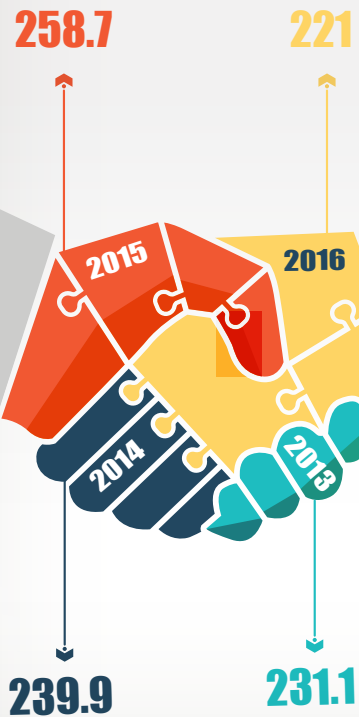
Average judgment from the first hearing



Resolution average



Waiting time



Productivity rate

2013

35.5

2014

35.5

2015

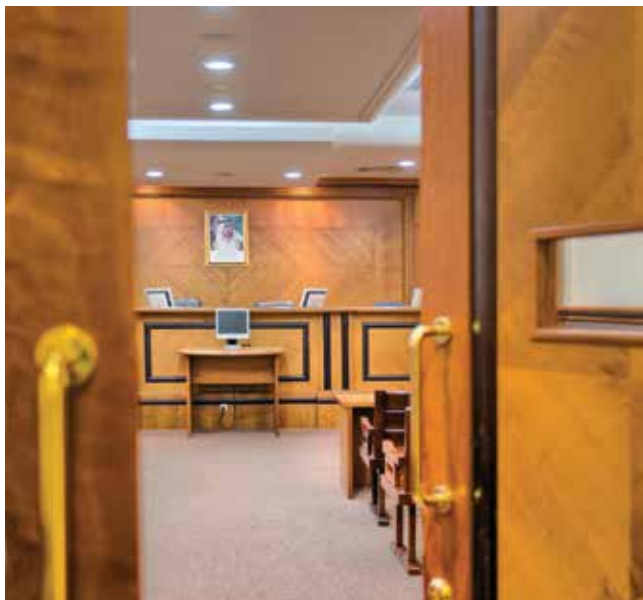
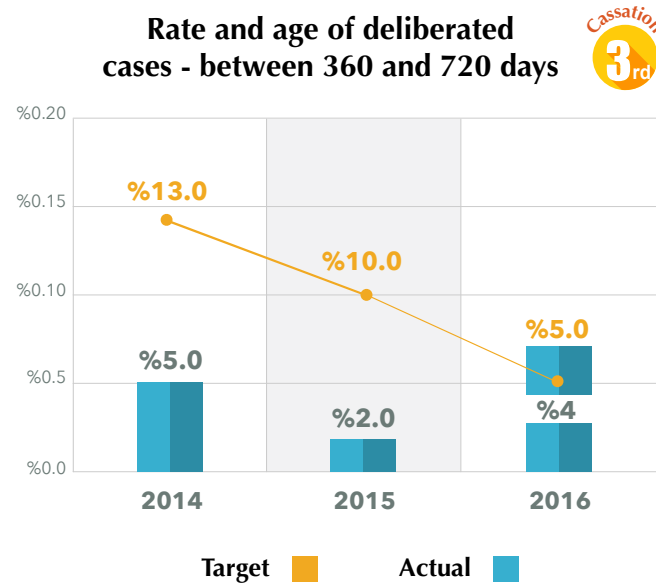
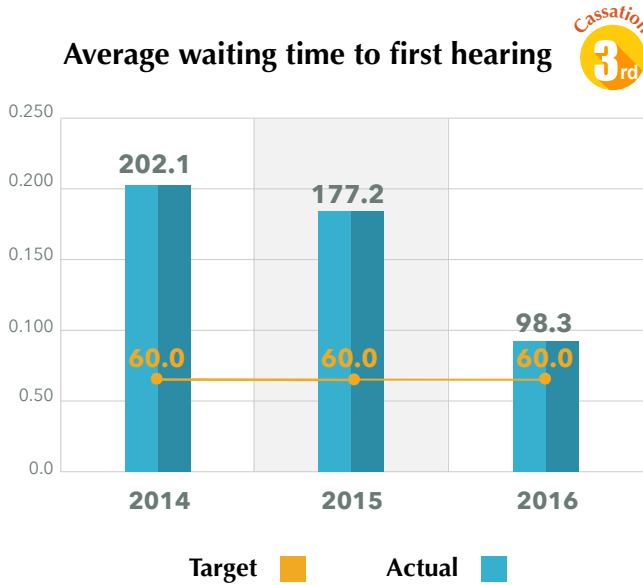
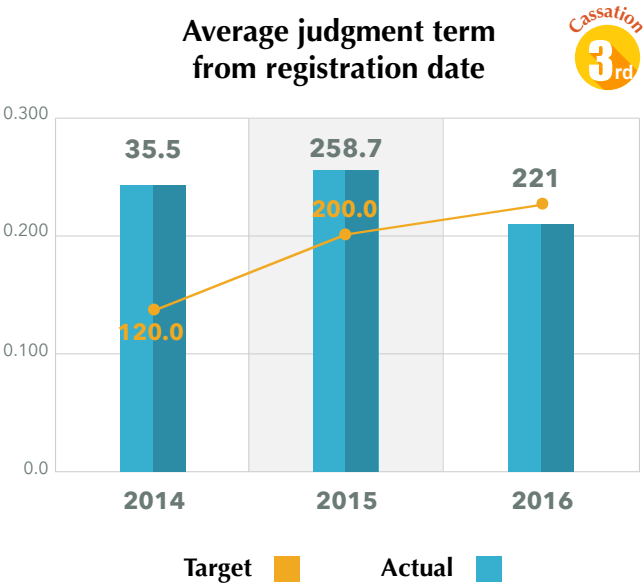
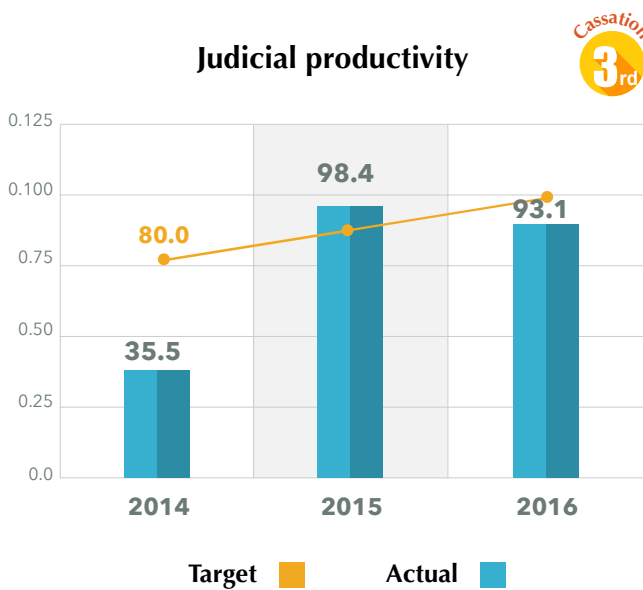
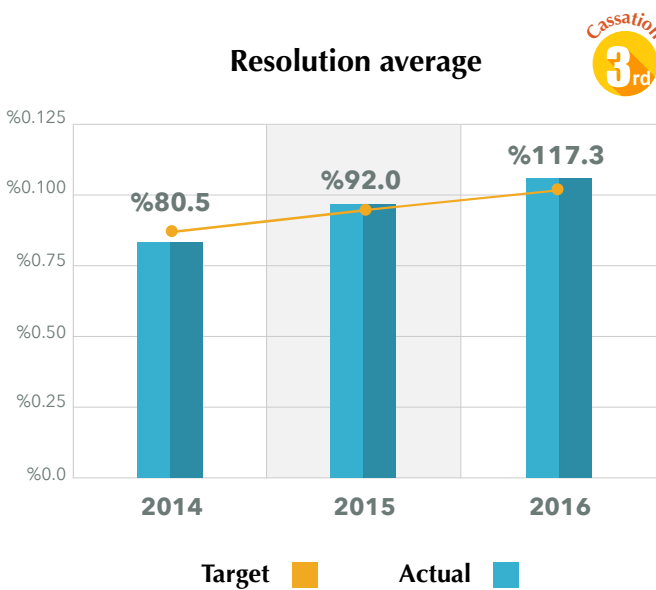
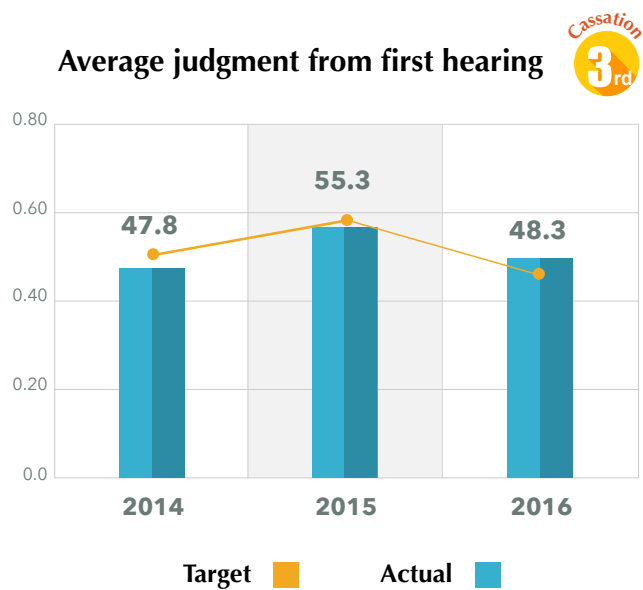
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2016

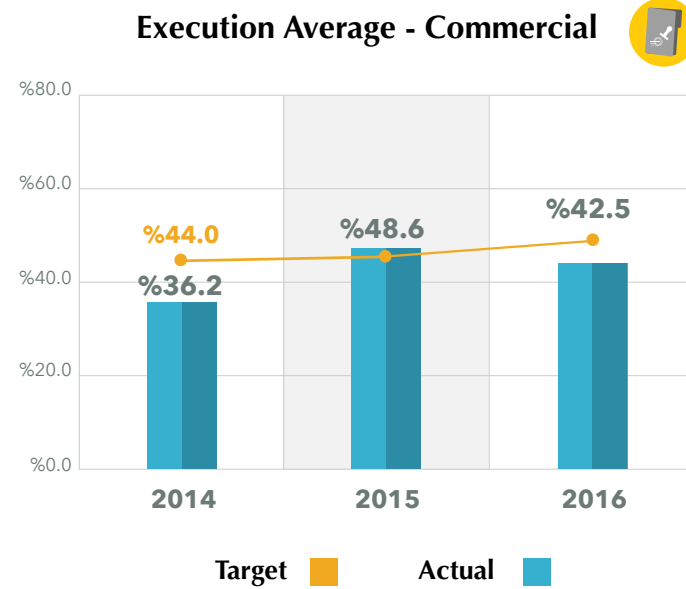
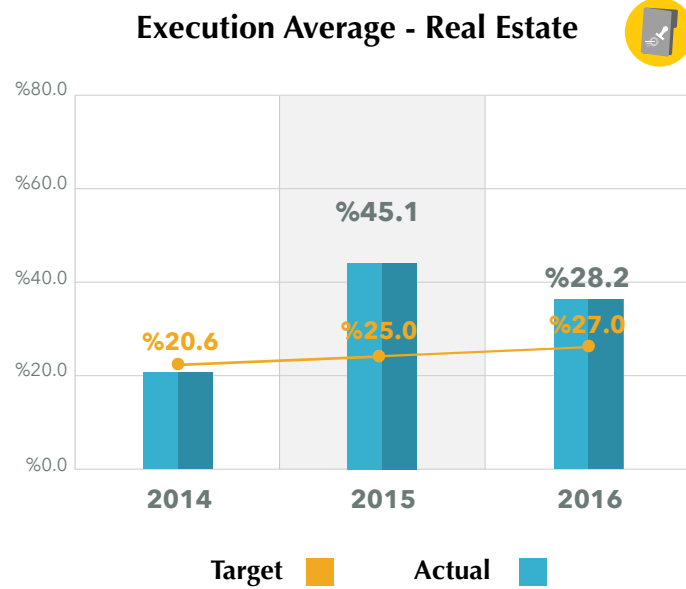
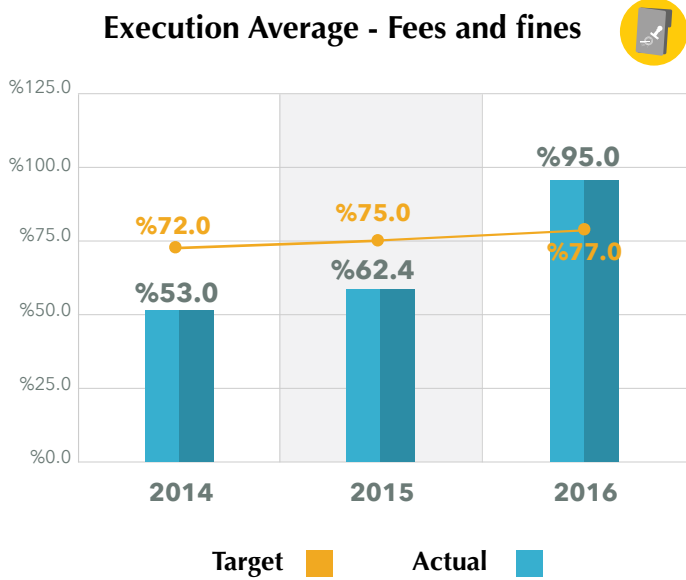
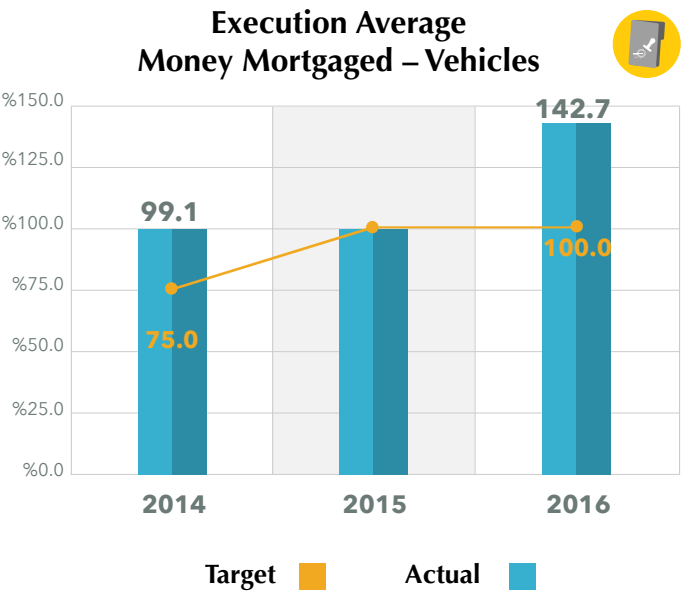
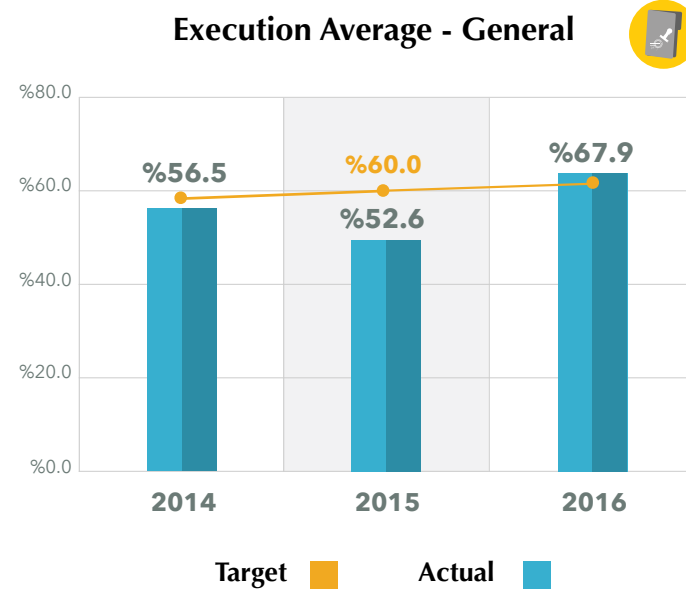
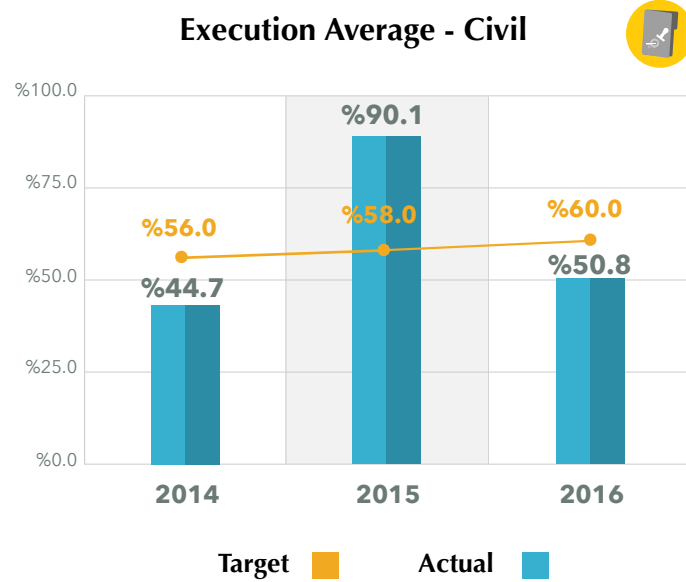
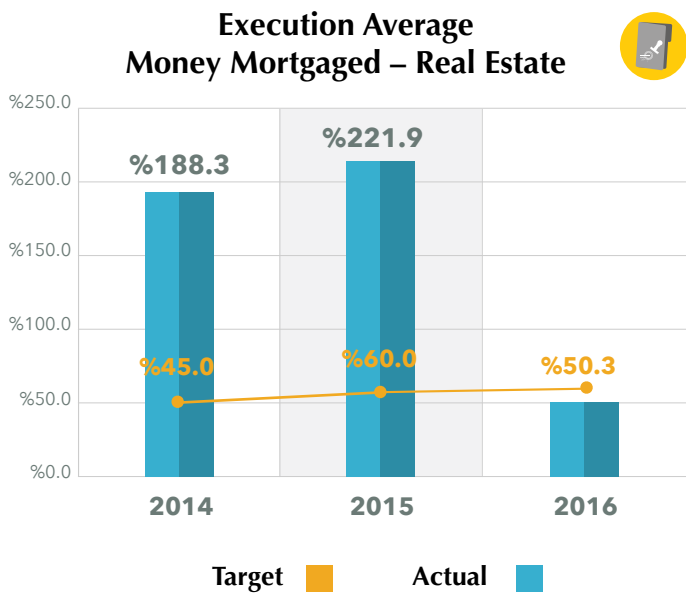
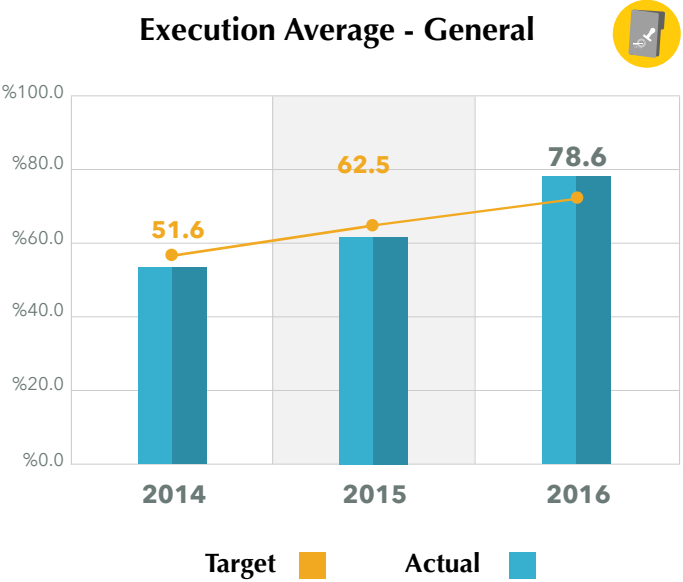
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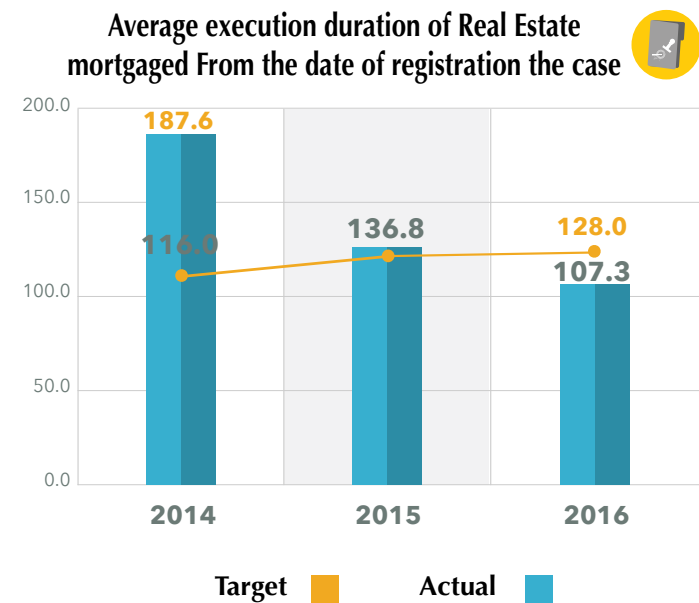
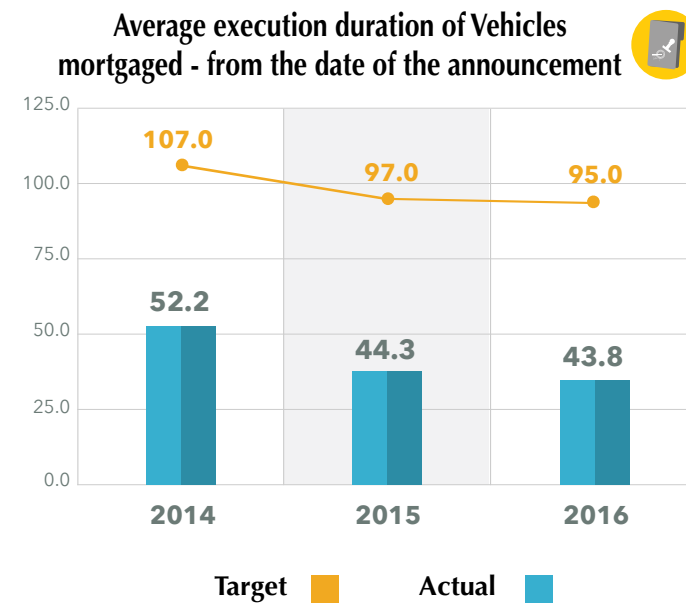
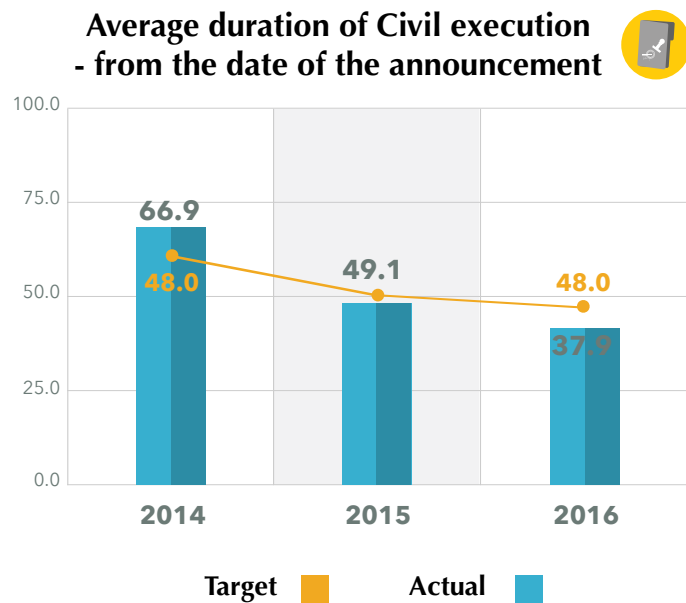
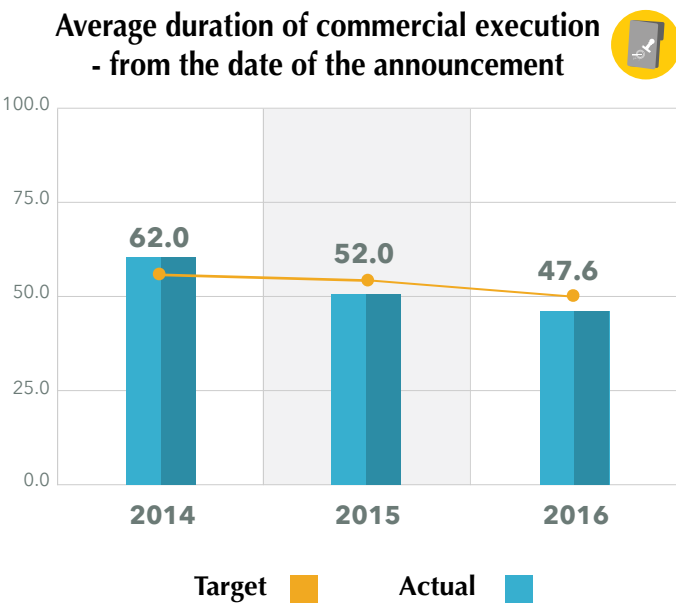
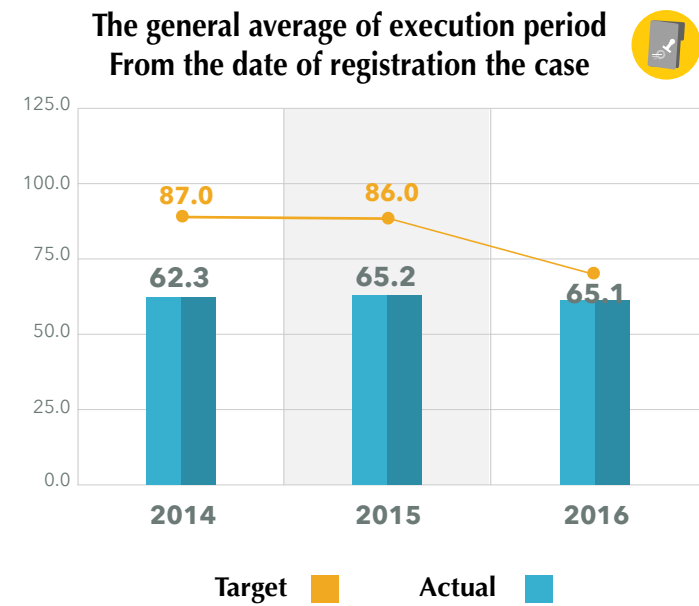
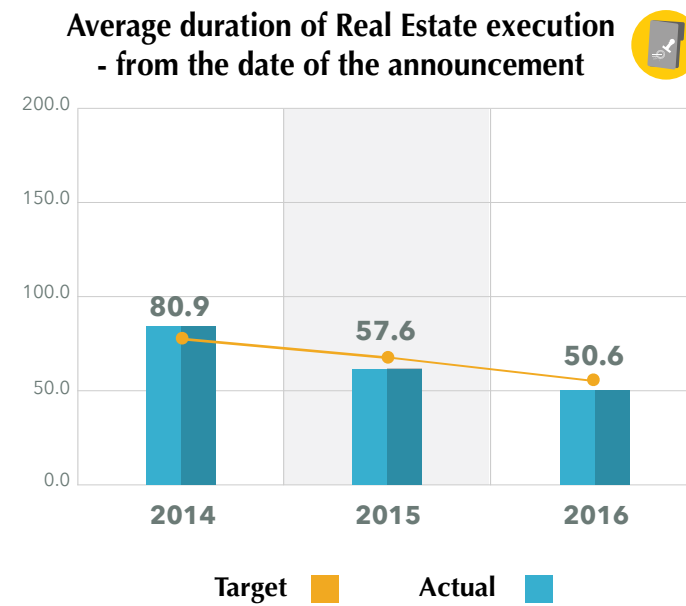
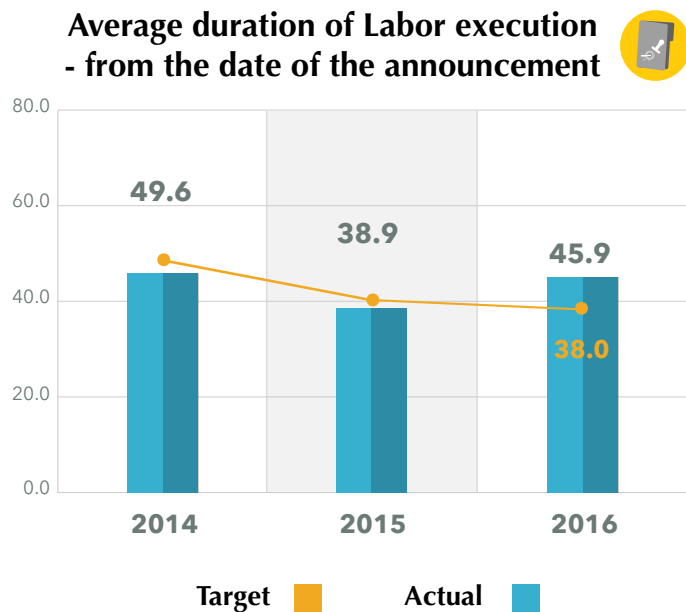
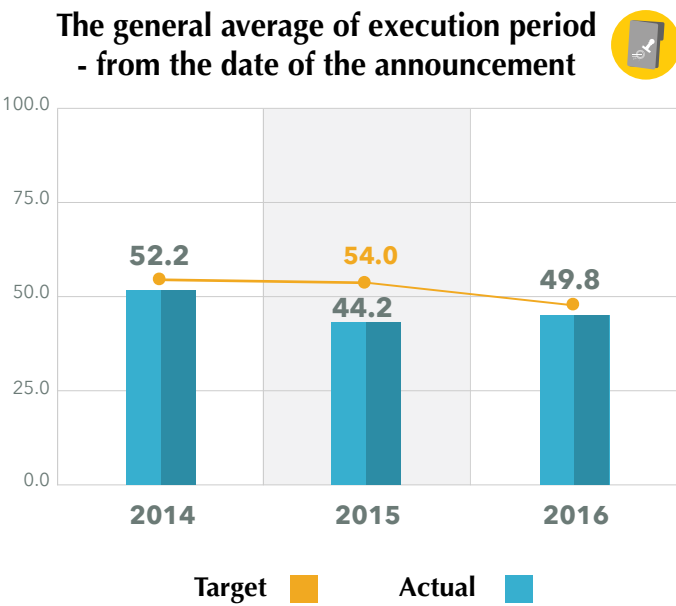
Court of Cassation:

The Court of Cassation is the third and superior degree of litigation in the Judicial System in Emirate of Dubai. It hears all Criminal and Civil cases brought after the Appeal phase with a different judiciary panel from the Appeal degree. Judgments issued by the Court of Cassation are final as stipulated by the law.

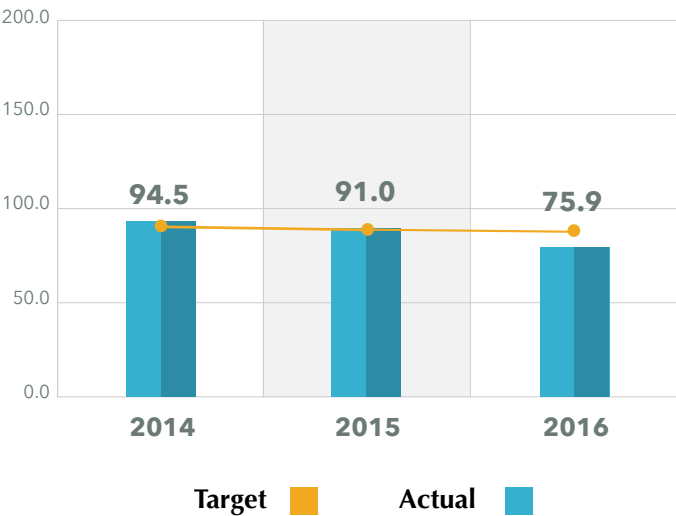


Court of Execution:

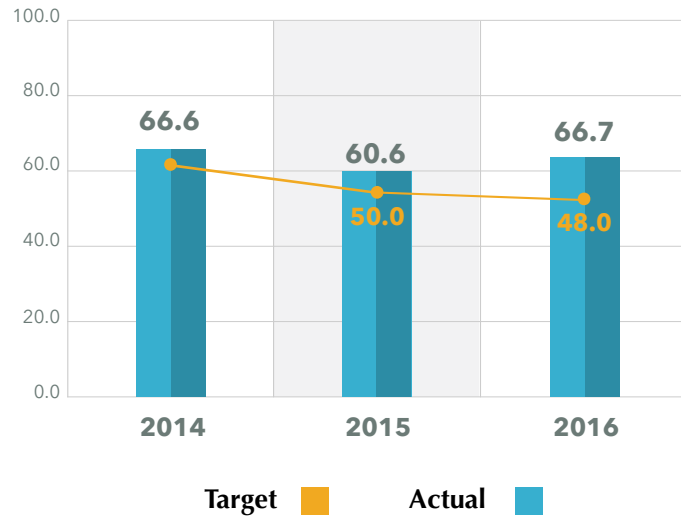




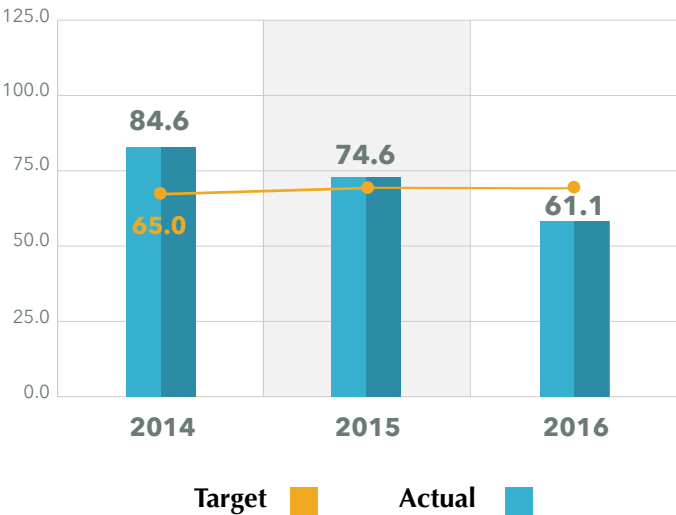
**Average duration of Real Estate execution
From the date of registration the case**



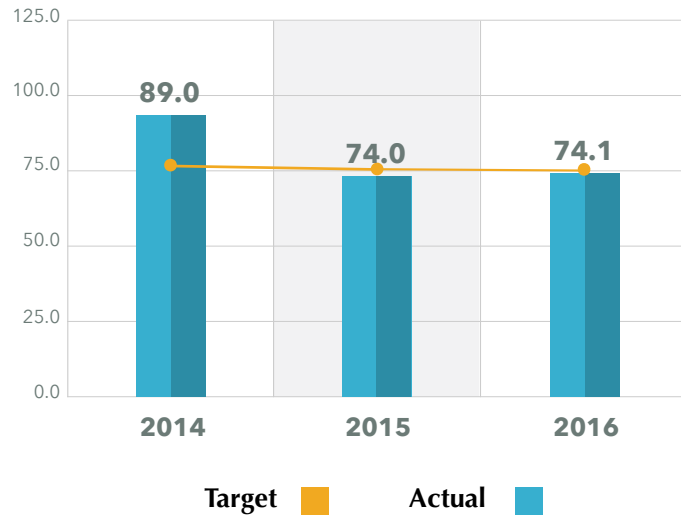
**Average duration of Labor execution
From the date of registration the case**



**Average duration of Civil execution
From the date of registration the case**



**Average duration of commercial execution
From the date of registration the case**



Transformation into smart government:

Design and implementation of smart transformation plans and policies

Development, design and implementation of smart transformation plans and policies

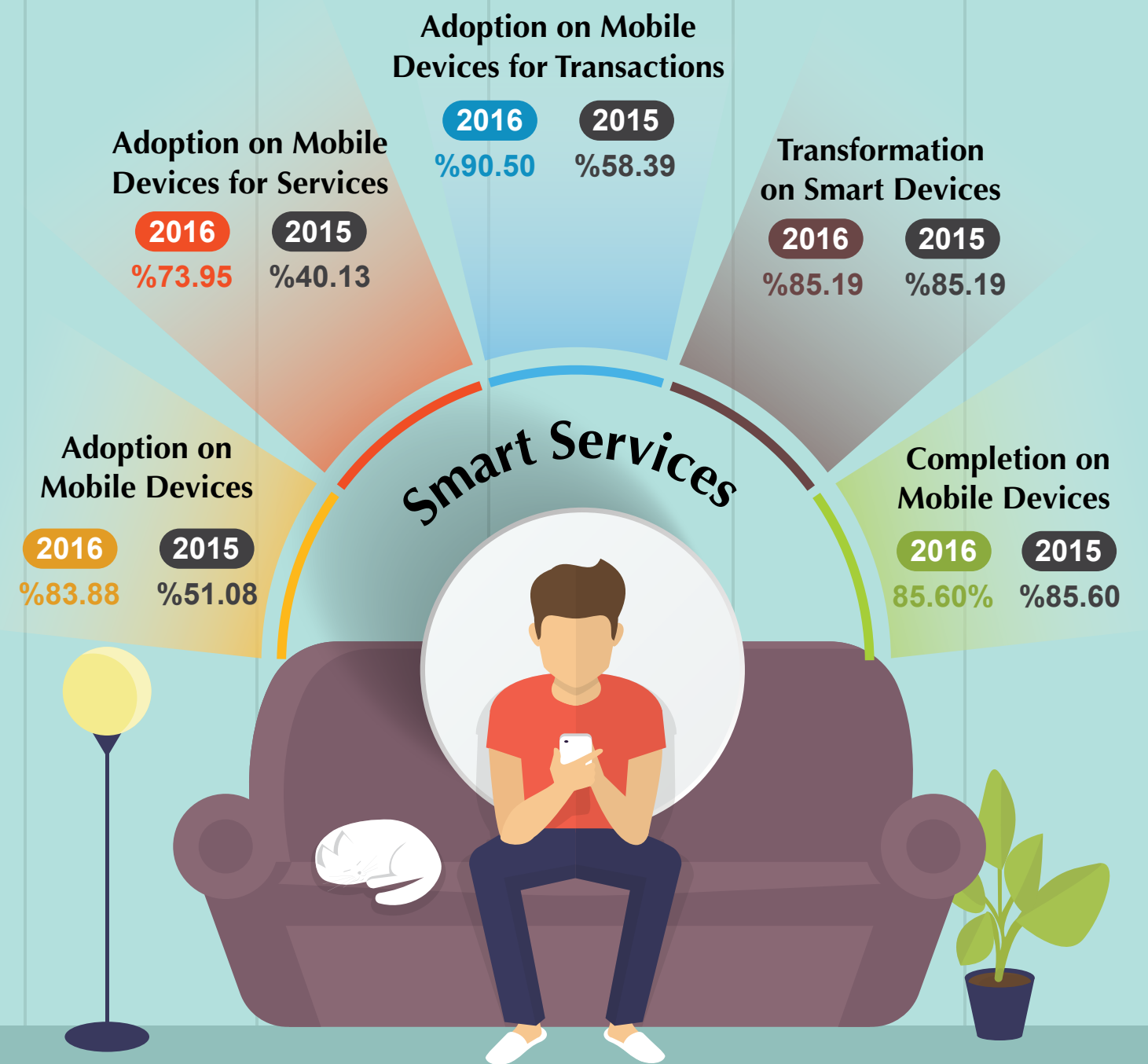
- * Dubai Courts launches Smart Payment system to reduce the number of customers by 80% in 2018.
- * E-reconciler initiative launched.
- * Smart Inheritance is the latest addition to the portfolio of Dubai Courts services. It is an interactive service in Arabic and English to support the efforts for reducing the rate of customers to 80%.
- * Dubai Courts launches service to publish judgments within its smart packages.
- * Dubai Courts launches Smart Sequestration Vehicle to transform into smart government, based on creativity and innovation.
- * Smart performance indicators program launched. An advanced system for supporting decision-making, increasing the happiness of customers and raising performance efficiency in line with international benchmarks.
- * Smart Ticketing system launched through the updated version of Nebras.
- * Dubai Court participates in a smart judicial system for the happiness of customers at GITEX 2016 under the slogan «Courts of the Future»
- * Thara system at Dubai Courts allows the judge


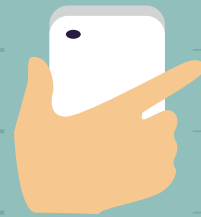
to hear the detainee and issue judgments at any time and any place, thereby offering instant solutions for summary proceedings without subjecting the detainee to personal insult or slowing down procedures. It also saves the time of customers.

- * Qareeb system is a service that provides personal status certificates and Notary Public documentation through a robot that works as a link between customers at any branch of the Courts and the judge at the headquarters who can communicate with the parties of the case through visual and audio media, with no need to attend to the Courts headquarters personally.
- * Personal Status Court provides to its customers the «notification announcement device» to ensure the happiness of customers.
- * The Family Reconciliation Department at Dubai Courts allows the e-registration of cases through Al Salfa application.
- * Fees and Legal Deputations Section at Dubai Court transforms its procedures online.

Assessment of accomplishments and results

Measurements of the opinions of customers and relevant partners.



	444		183	Procedural	543 Service
	24		12	Interactive	
	12		11	Informative	

Smart judicial system for the happiness of customers



Shoor

A service for providing legal consultations free of charge about various cases and litigations, under the supervision of volunteering elite attorneys. The service aims at enhancing community service and achieving the highest levels of satisfaction and happiness for the customers of Dubai Courts. It is requested through Dubai Courts application.



Smart Payment

Dubai Courts strives to create smart e-solutions to enhance the experience of customers; therefore it launched the "Smart Payment of Case Custodies" service. All the customer needs is to register his bank account information with Dubai Courts. Then, the adjudged amounts are directly deposited with ease.



Qareeb

A service for shortening distances and facilitating the procedures of Personal Status Court customers across the emirate of Dubai. It is a robot that connects litigation parties with the judge through visual and audio media. Then, the judgment is issued by the judge, printed and stamped and later sent electronically to the branch for safekeeping.

Dubai Courts application

In line with the vision of the wise leadership to provide smart services for the happiness of customers through its smart application which provides all of its services on mobile phones, the Courts added a number of new services to the application, namely:

- Queue Management: This service allows the customer to book a queue at the office or branch for legal services in order to save time and effort.
- Public Notification System: This service grants the user access to a list of official newspapers in the UAE in order to publish his announcement legally in one click.

Upon Request

A community service for facilitating legal procedures and ensuring the happiness of customers (old and disabled), holders of Thokhr and Sanad cards issued by the Community Development Authority, as the service personnel would reach the customers at their convenient time and place.

Publication of Judgments

Dubai Courts seeks to increase legal knowledge across all fields through its Recent Judgments service on its website. This service is a comprehensive legal encyclopedia which includes all recent judgments issued by judges. It is a reference for students, attorneys and legal experts.

Judgment Management

Dubai Court provides the judges with a user-friendly online platform to write, e-sign and send judgments to all relevant parties through the smart application.

Show Trial

As part of Dubai Courts' effort to boost legal knowledge and invest in young minds, the Show Trial Contest was launched. It is a legal contest managed online through the website of Dubai Courts. The contest is open for participation by all universities and law faculties in the UAE. Students are allowed to present their legal petitions, then the overseeing judiciary panel evaluates the petitions. A verbal hearing is later held to determine winning students.

Auctions

Dubai Courts cooperates with different institutions to enhance the level of smart services. For this reason, Dubai Courts launched the Public Auctions service in cooperation with Emirates Auctions. This service allows the mass display of confiscated valuable properties, so that the monetary value of such properties increases and brings a higher return to the customer.

Rasid

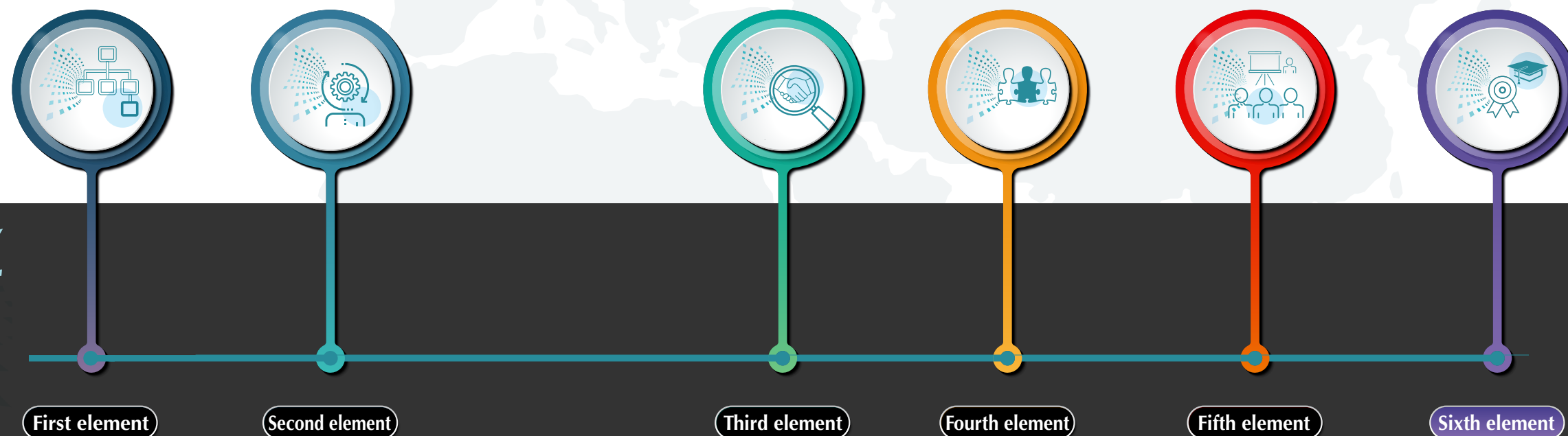
A service for monitoring work at Dubai Courts in terms of personnel productivity and customer satisfaction in full transparency through displaying results on its website, thereby shedding light on weaknesses and finding creative solutions thereto.

Thara

This service allows visual meetings with detainees or prisoners and questioning them without the need for attending to the Courts building in person in order to preserve their dignity and eliminate the need for transferring them by Dubai Police, thereby reducing time. It also allows the judge to issue judgments instantly from any time and any place.



برنامج محاكم دبي للمستقبل
DUBAI COURTS FUTUR PROGRAM



Embedding the concept of future prospecting in institutional operations through applying Dubai Courts future program by the Strategic Department.

Applying the future prospecting approach, which is an integrated framework that includes operations related to future prospecting.

Cooperation with research centers by entering into agreements to set out cooperation frameworks with institutions, research centers and universities related to judicial work.

Forming specialized task forces for future prospecting, and providing them with all necessary expertise and analysis tools to concentrate on research related to the work of courts.

Organizing knowledge workshops to prospect the future; i.e. a number of meetings, seminars and training programs aimed at raising awareness on the concept of future prospecting.

Research contest in the field of future prospecting. An initiative directed to academics and law students.



2

Chapter Two: Activities and News

- Recognition and Awards
- Visits and Receptions
- Agreements and Cooperation
- Activities and Events

Recognition and Awards



Mohammed bin Rashid honors leading governmental institutions on the happiness index and adopts Dubai's happiness agenda
Dubai Courts had the highest use of the index in digital transaction points



Maktoum bin Mohammed honors Dubai Courts General Director at the Emirates Association for Lawyers and Legal Consultants gathering



Dubai Courts General Director honors heads of courts in recognition of their efforts in following up on reports issued by the World Bank



Dubai Courts General Director honors Juma Al Majid Center for Culture & Heritage for their cooperation in restoring documents



Dubai Courts receives 330 ideas and notes from Mohammed bin Rashid's Smart Council and honors the owners of ideas and notes.

Visits and Receptions



12 judges at Dubai Courts are sworn-in before His Highness Mohammed bin Rashid Al Maktoum, Vice president, Prime Minister and Ruler of Dubai.



Dubai Courts receives a delegation from the Ministry of Justice in Kuwait



19 judges sworn-in before His Highness Mohammed bin Rashid Al Maktoum, Vice president, Prime Minister and Ruler of Dubai.



Dubai Courts General Director receives the Belgian ambassador



Dubai Courts General Director receives the Jordanian Minister of Justice



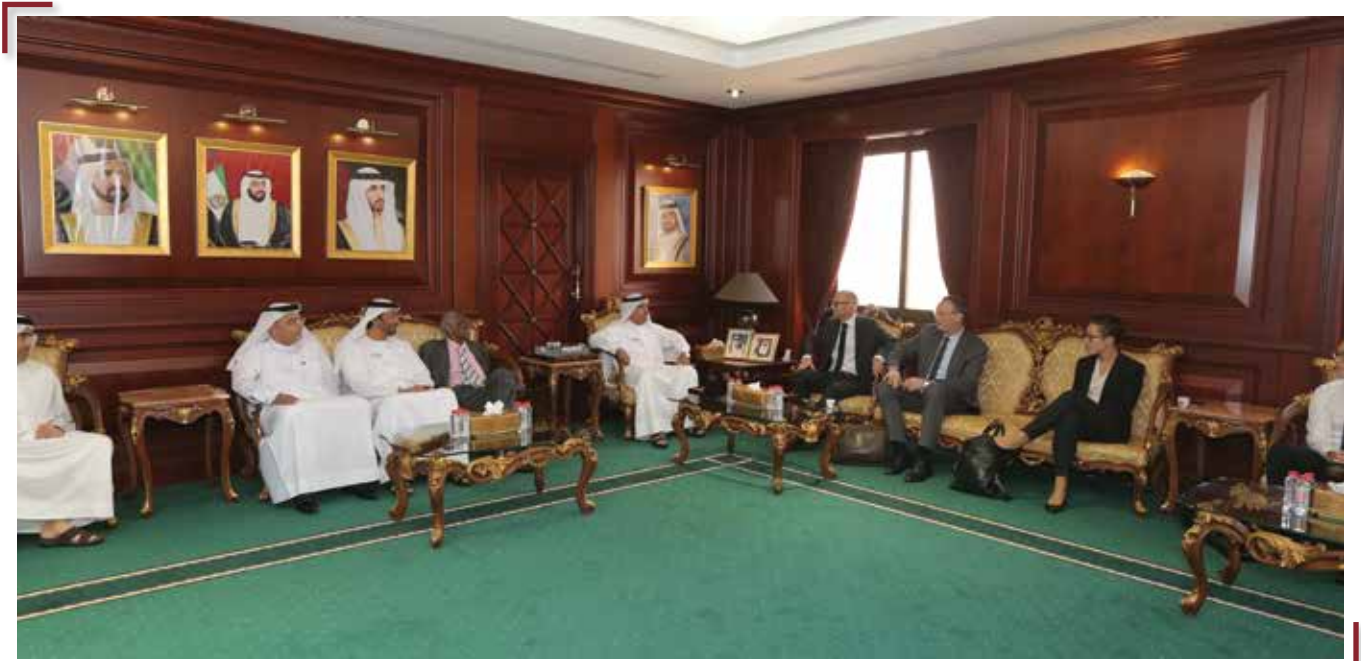
Dubai Courts receives the Malaysian Consul to enhance cooperation between the two countries



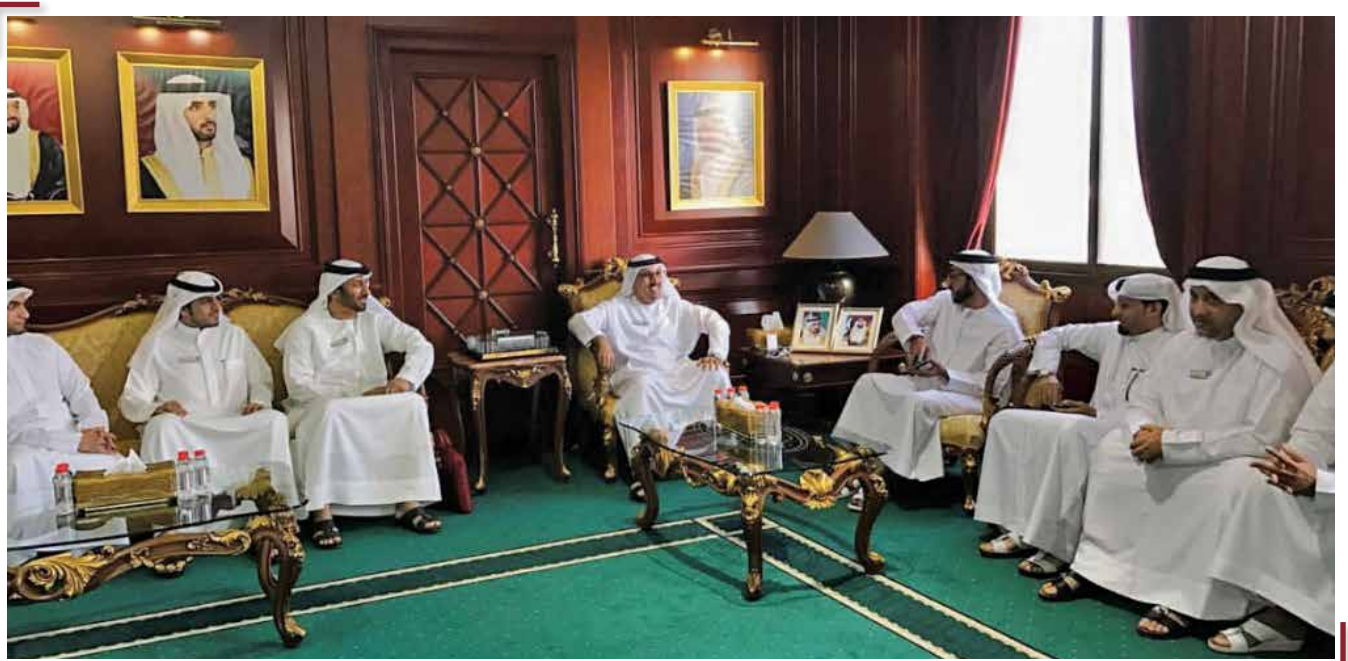
Dubai Courts General Director receives the Chinese Consul General



Dubai Courts receives a delegation from Smart Dubai Office General



Dubai Courts General Director receives the Danish Consul General



Dubai Courts holds coordination meeting with the Ministry of Human Resources and Emiratization

Agreements and Cooperation



Dubai Courts receives a delegation from DIFC



Strategic cooperation between Dubai Courts and Bait Al Khair to cement the foundations of charity work.



Dubai Courts and Dubai Foundation for Women & Children devise an integrated framework for supporting the victims of domestic violence and human trafficking.



Dubai Courts receives a delegation from Future Dubai



Dubai Culture signs a memorandum of understanding with Dubai Courts on the sidelines of their participation in Dubai International Government Achievements Exhibition 2016.



Emirates Identity Authority and Dubai Courts sign an agreement for online connection and real time data exchange.

Activities and Events



Online connection between the Central Bank and Dubai Courts to facilitate the execution of judgments.



His Highness Sheikh Maktoum bin Mohammed Al Maktoum, Deputy Ruler of Dubai and Chairman of Dubai Judiciary Council views Thara and Qareeb systems at Dubai Courts during GITEX 2016.



With the blessing of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Dubai Courts signs a cooperation agreement with Park Lane and announces the launch of the Court of Cassation building project.



Dubai Courts strategy for 2016-2019 launched.



Dubai Courts General Director launches the e-reconciler initiative.



Dubai Courts unveils the results of 2015 performance and accomplishments in its annual report. One million beneficiaries of the smart platform during 2015.



In order to ensure the happiness of customers, Dubai Courts introduces Wejhati to facilitate legal and judicial transactions.



Under the wise directions of His Highness Sheikh Mohammed bin Rashid Al Maktoum to reduce the number of customers by 80% by 2018, Dubai Courts introduces the smart payment system.



Tasheel system launched to serve VIPs in Al Twar to complete transactions with Dubai Economic Department, Dubai Courts and the Department of Naturalisation and Residency Dubai.



Dubai Courts launches Smart Sequestration Vehicle to transform into smart government, based on creativity and innovation.



Dubai Courts launches Rasid Program, an advanced system for enhancing decision-making, ensuring the happiness of customers and increasing performance efficiency in line with international benchmarks.



HE Judge Abdulqadir Mousa, Dubai Courts Deputy General Director inaugurates photography exhibition at Dubai Police Head Quarters.



Dar Al-Hekma University of Saudi Arabia wins General Excellence award from Sheikh Mohammed bin Rashid Al Maktoum's initiatives for excellence and legal thought. Winners in the Show Trial Contest of 2016 were also honored.



Dubai Courts General Director launches the annual report on the initiatives of HH Sheikh Mohammed bin Rashid Al Maktoum for excellence and legal thought (2015-2016)



In collaboration with the Federal Competitiveness and Statistics Authority, Dubai Courts organizes a seminar on Competition Culture to expand strategic partnership relations.



Dubai Courts launches Knowledge Management Week 2016 under the motto «Read».



Dubai Courts General Director celebrates Olympic champion employee Mohammed Khamees Khalaf who won in the 2016 Paralympic Games in Rio de Janeiro.



Dubai Courts General Director inaugurates Used Books Fair to support reading and charity work.