



ANNUAL REPORT

2017

DUBAI COURTS ACHIEVE GLOBAL COMPETITIVENESS

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Dubai Courts Achieve Global Competitiveness



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 Chirman of Executive Council
and Chairman of Judicial Council



H.E. Taresh Eid Al Mansouri

General Director, Dubai Courts



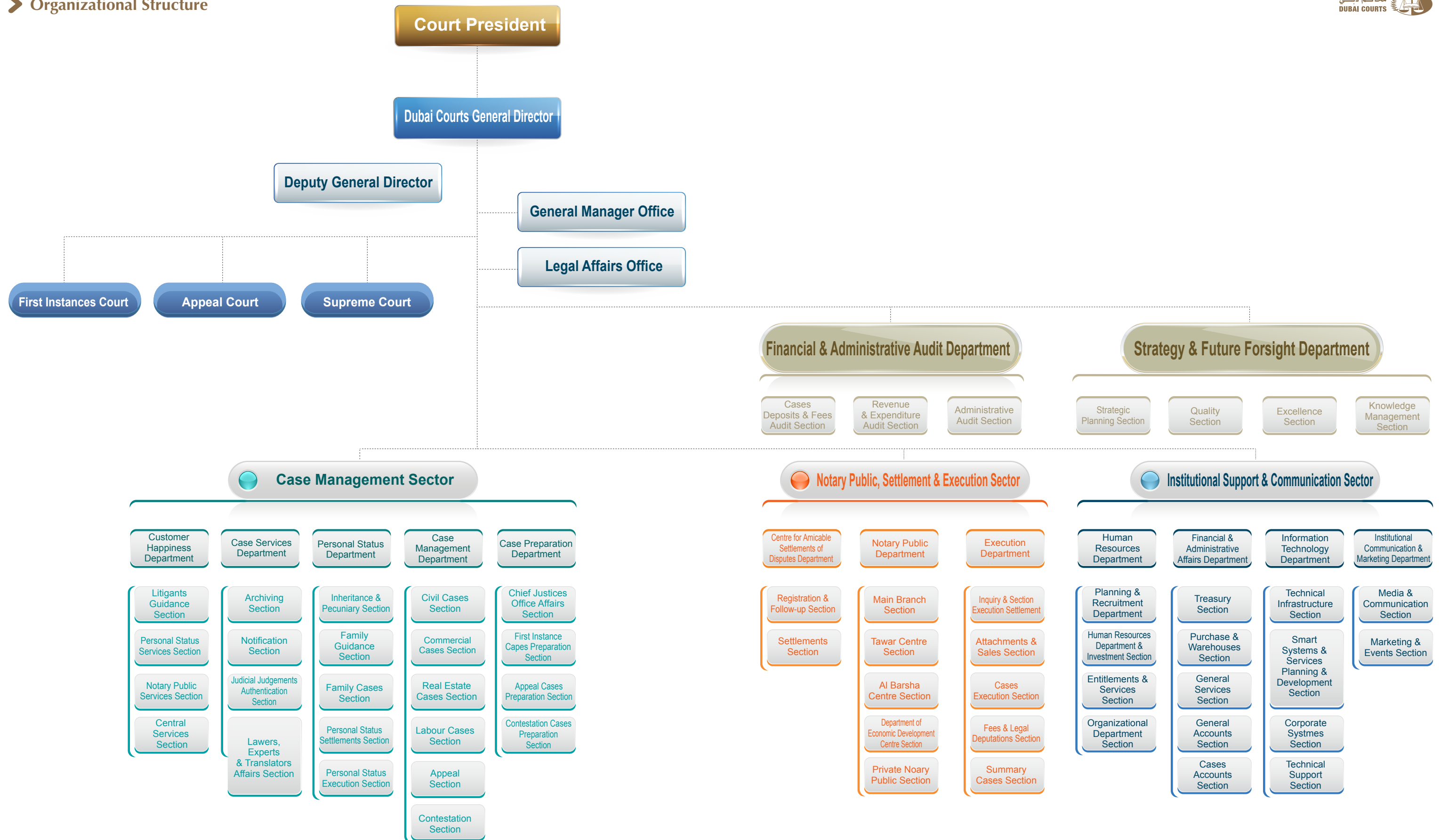
«Race to excellence is beyond measure and everlasting»...With these wise words, His Highness, Sheikh Mohammad bin Rashid Al Maktoum, the Vice-President, the Prime Minister, and Ruler of Dubai, has developed the excellence approach that guides us to translate our aspiring vision in building «lead and excellent courts at global level». Resolution and determination push us to contribute to building the future based on the clear vision, planning, working and implementation. In 2017, there were milestones through which we accomplished magnificent achievements supporting our long successful record in establishing durable pillars to build a cohesive society in which members live in justice and equality. This keeps pace with Dubai Plan 2021 under a leadership that believes that justice is the basis of government and welfare of society.

2017 has been mostly distinguished by the paradigm shift in application of institutional excellence standards and the 4th Generation Government Excellence System that aims to translate the vision and innovation and promote the governmental work in order to reinforce competitiveness of Dubai and UAE at the global level. This is based on four main objectives; namely establishment of well-being of society, supporting the government trends in innovation area, and concentrating on the services provided to clients. Our typical objectives have come in line with our great ambition, so that we can

make great strides towards realizing the objectives of the Strategic Document 2017-2021, namely making it easy for clients and elevating values of justice, independence and transparency.

Having viewed the leadership procession driven by «Dubai Courts» to realize effective justice that ensures making the right decision, it could be noticed that our qualified national staff has been and will remain the cornerstone in directing the excellence trend. This is achieved through our continuous efforts to adopt the best practices supporting reinforcement of the legal and judicial systems in line with the needs of today and the future, and following the sound policy of our good leadership that has instructed that the government agencies should be characterized by « future though and practices that surpass needs of today and keep pace with the future requirements». Having achieved remarkable leadership objectives, we assert our determination to move forward in adopting innovation as an approach, culture and goal, realizing that it is the solid foundation to promote confidence in the judicial system at local and international levels. We rely on our unbroken success to provide the best remarkable innovative services, focusing on reinforcing investment in manpower and innovation and accelerating smart transformation. These are solid pillars that serve to place Dubai and UAE at the level of developed countries worldwide.





Leadership in Dubai Courts



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



J/Abdulqader Mossa Mohammed
Deputy General Director



J/Jasem Mohammed Baqer
Chief Justice, First Instances Court



J/Essa Mohamad Shareaf
Chief Justice, Supreme Court



J/AlI Ibrahim Al Emam
Chief Justice, Appeal Court



Mr. Abdulrahman Abdulaziz Al Jaziri
Director, Financial & Administrative Audit Department



Mr. Mohammed Abdulrahman Mohammed
Director, Strategy & Future Foresight



Mr. Marwan Abdulqader Abdool
Director General's Office Manager



Mr. Mohammed Ahmad Al Obaidli
Executive Director, Case Management Sector



Mr. Ibrahim Ali Alhosani
Executive Director, Notary Public, Settlement & Execution Sector



Mr. Abdulrahim Hussain Ahli
Executive Director, Support, Institutional & Communication Sector



Mr. Abdullah Ahmad Al Rais
Director, Customer Happiness Department



Mr. Abdulwahed Abdullah Galadari
Director, Human Resources Department



Mr. Mossa Ganem Al Bulooshi
Director, Personal Status Department



Mr. Abdulrahim Ahmad Almudhareb
Director, Information Technology Department



Mr. Hamad Thani Matar
Director, Institutional Communication & Marketing Department



Mr. Abdulrazaq Mohammed Alqasim
Director, Notary Public Department



Mr. Yaqoob Mohammed Ahmad
Director, Execution Department



Mrs. Maryam Abdullah Al Suwaidi
Director, Financial & Administrative Affairs Department



Mr. Darwish Mohammed Musabah
Director, Cases Department



Mr. Adnan Ahmad Al Hammadi
Director, Case Preparation Department



Mr. Essa Mohammed BinTamim
Director, Centre for Amicable Settlements of Disputes Department



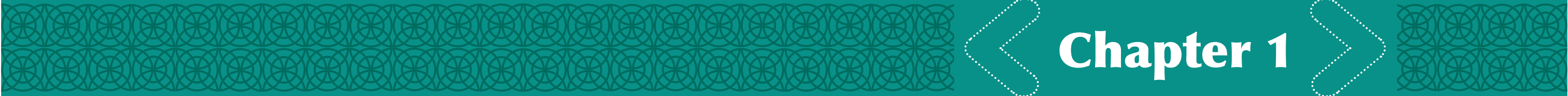
Mr. Mohammed Abdullah Al Mohammed
Director, Case Services Department

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Under supervision of the Strategy and Future Foresight Department
Dubai Courts
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 DubaiCourt  DubaiCourts  DubaiCourts  DubaiCourts1

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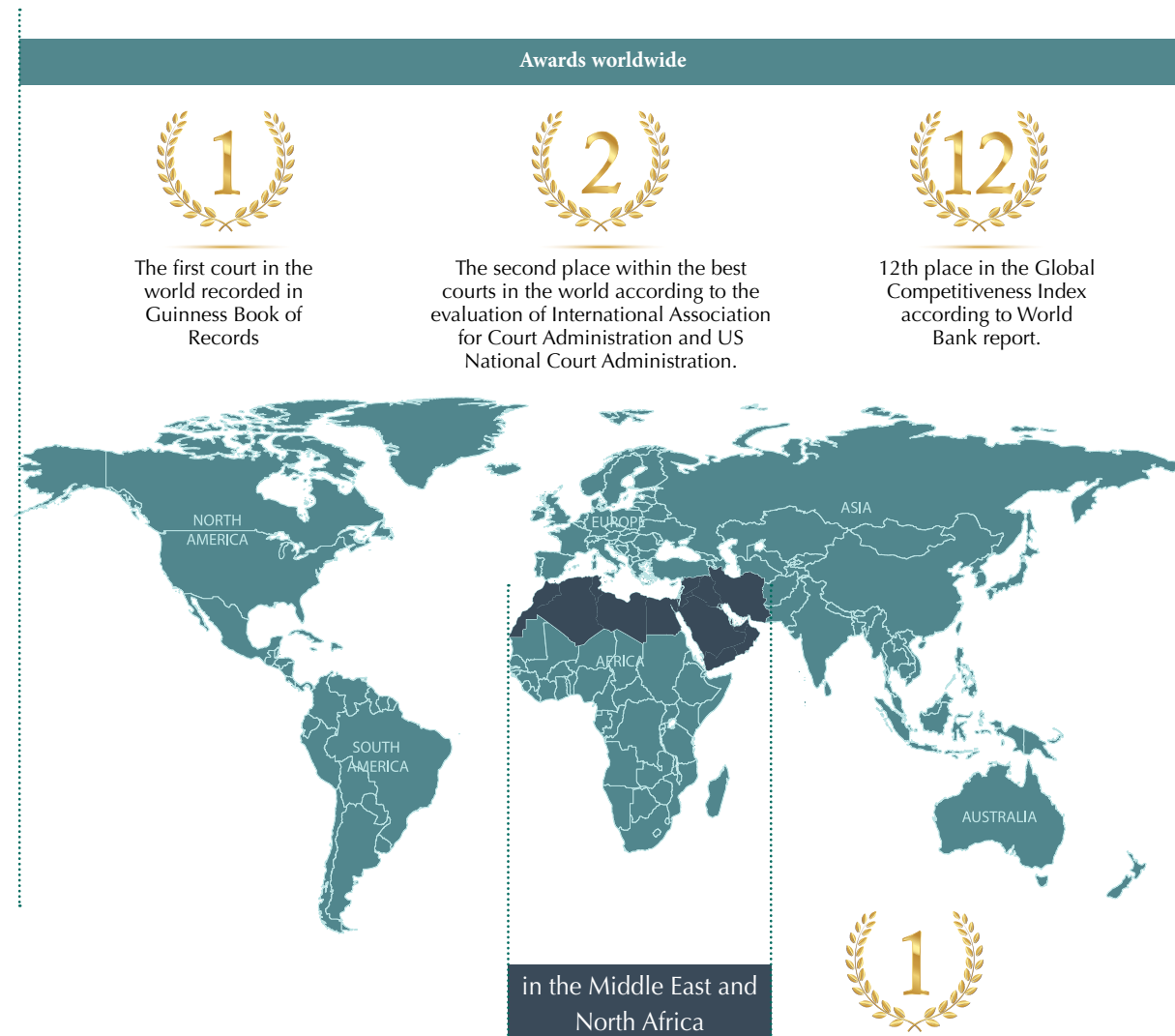


Chapter 1

Strategies Achieving Goals



Courts in Numbers



- The first Middle East and North Africa court to enforce contracts according to the World Bank report.
- The first Middle East court to offer a remote case registration service.
- The first region-level court to win prizes in the GCC E-Government Award.
- The first Middle East and North Africa court in the Rule of Law Index, according to the World Justice Project Report.

[Court Strategy (2017-2021)]

Vision: Pioneering & Internationally Distinguished Courts.

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

Values: Justice, Independence, Transparency, Innovation, Team Spirit.

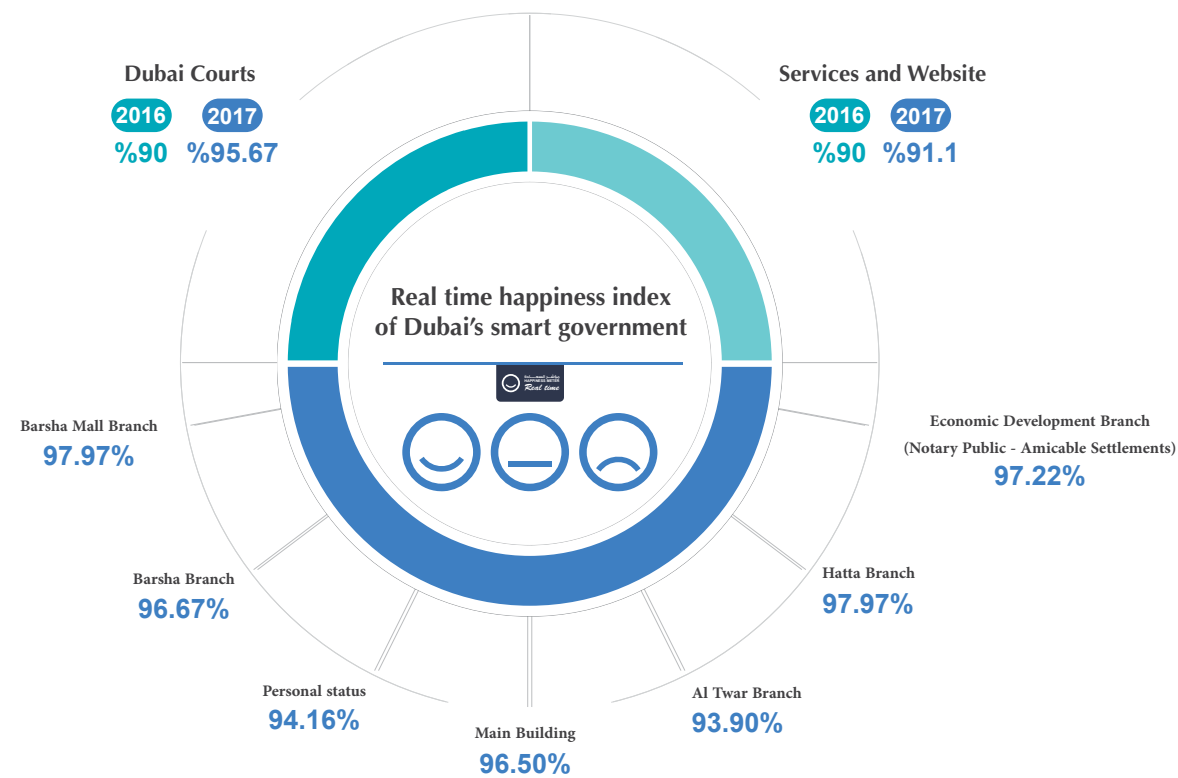
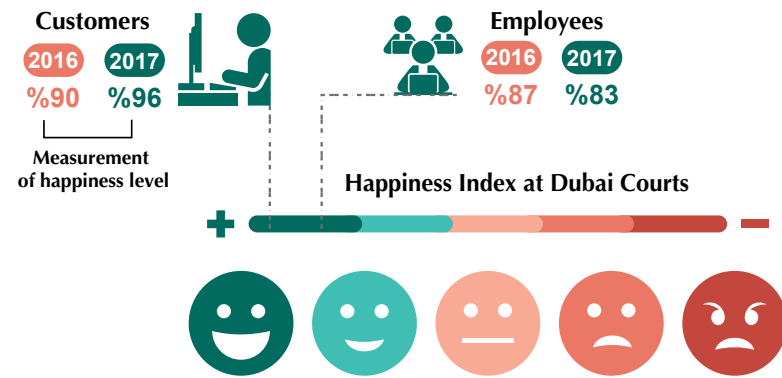
Strategic Themes:

Theme 1: Pioneering and Competitiveness

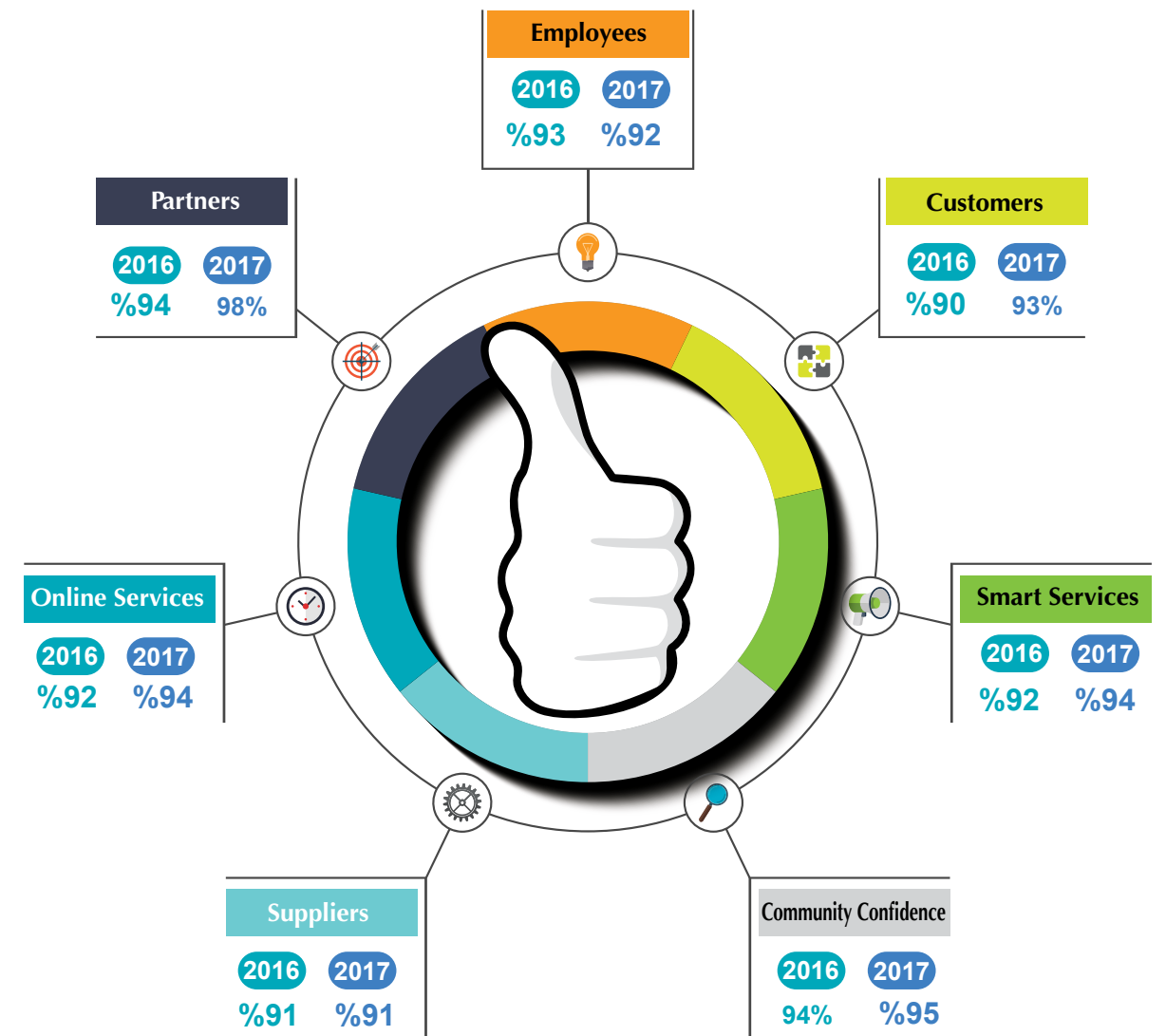
Theme 2: Smartness and Sustainability

Theme 3: Innovation and Future Foresight

Happiness Index At Dubai Courts And Real Time Happiness Index Of Dubai's Smart Government



Satisfaction Index at Dubai Courts





J/Mohamed Mubark Al Suboosi
Chief Justice, Commercial Court
Leader of Competitiveness Team

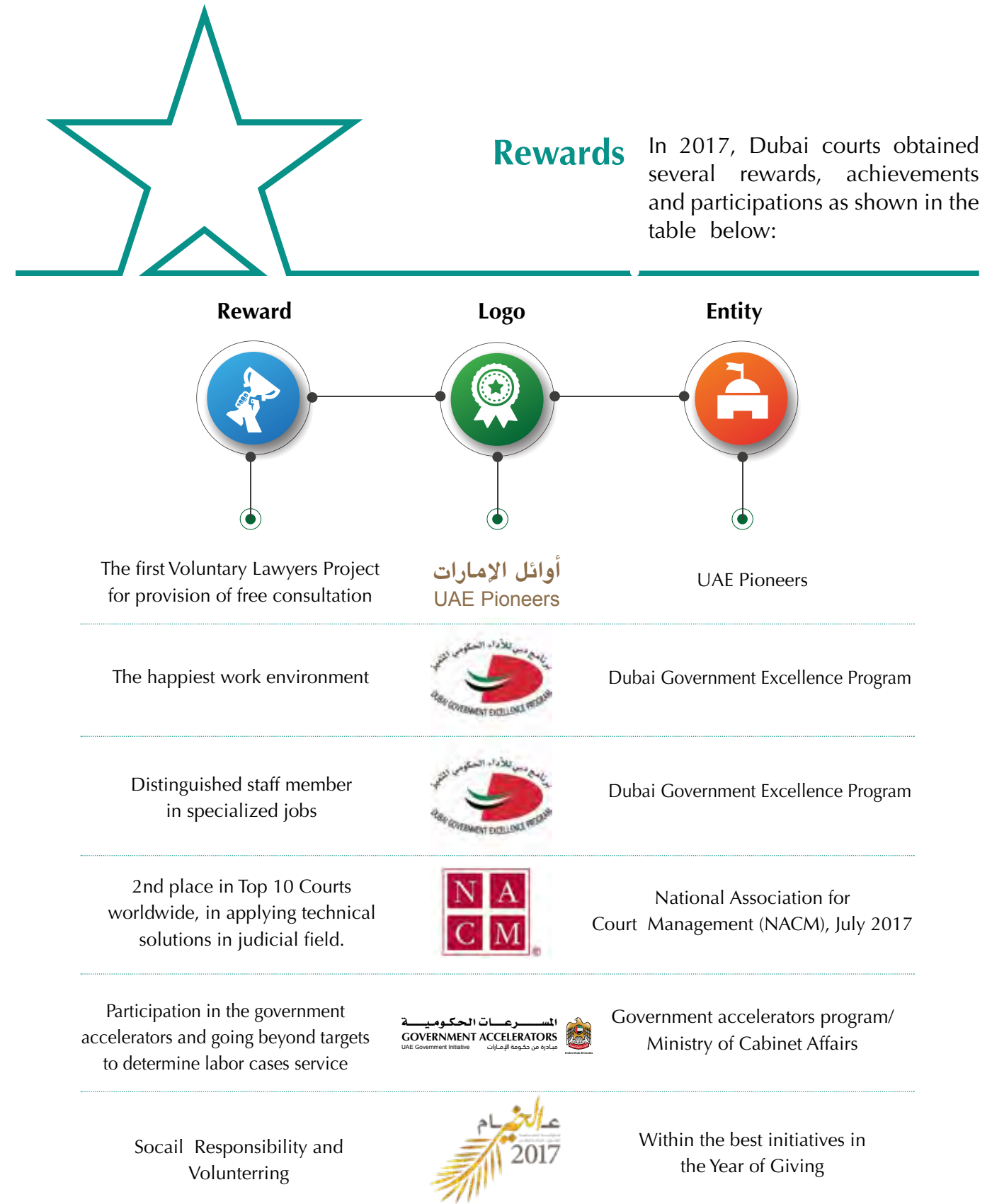
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Dubai Courts has moved to 12th place globally in the enforcement of contracts on Ease Doing Business for 2018 according to the World Bank report

The achievements accomplished by UAE, represented by Dubai Courts, the major improvements to litigation in terms of automation starting from registration of the case until delivery and implementation of judgment, speed determination, simplification of litigation proceedings and attraction of qualified judges positively and significantly reflect in status of UAE in Ease of Doing Business report issued by the World Bank. The improvements and high-class judicial services provided to clients according to the highest international standards strengthen status of UAE in the global reports and positively and significantly reflect ranking of the State. Doing Business Report records the time and cost necessary for settlement of trade dispute in the commercial court in addition to the Quality Judicial Proceedings Index. Data are collected through examining Civil Procedure Code and other court related regulations, as well as questionnaires on lawyers specialized in litigation. Competitiveness in Contract Enforcement Index is determined through examining approach to the highest performance on the Index.

The Dubai Courts have maintained their first place at regional level in the contract enforcement theme for the third consecutive year moving from 25th place to 12th place at the global level according to the World Bank report on ease of doing business for 2018. Thus, it is at the head of all the countries of the region listed in this year's report, which is a global certificate on competitiveness and leadership of the UAE in the judicial sector, and on its global status at the level of the most advanced and innovative countries.

In this context, the competitiveness team has developed an improvement plan approved by the leadership of Dubai courts («Nafes Initiatives») to promote international competitiveness in contract enforcement theme. This includes relying on the amendments to the Civil Procedure Code on establishment of a case management office, and adoption of electronic and smart technologies in litigation area which has a positive effect on elevating performance indicators in the commercial court, as well as establishment of a specialized court for execution and publication of updated judicial decisions in a transparent manner, and cooperation with partners to show these facts in order to achieve mission of Dubai courts, namely « to realize effective justice characterized by accuracy and speed, and to provide accessible judicial services»





Courts in the Year of Giving

Initiatives And Achievements Supporting Dubai Plan

1. Shour Program (Free Legal Advice)

It is a joint program between Dubai Courts and the law firms in Dubai aiming to strengthen confidence of society in the judicial system through provision of free legal advice on different types of lawsuits and cases.

2. Free Printing, printing office (Taaheed)

Providing free printing services to the clients in collaboration with the service offices approved by Dubai Courts.

3. At Request Initiative

It is a movement service, where clients can obtain services in terms of movement to their places of residence in Dubai, in order to facilitate procedures and provide them with quality services.

4. Voluntary Oun Initiative

A joint initiative in cooperation with Dubai Courts and the Expertise Offices aiming to providing free expertise in connection with different lawsuits and cases.

5. Mohakkam Al khair

To activate voluntary role of the domestic arbitrators recorded in the court's register in restoring good conditions between spouses, preparing domestic reports in accordance with the provisions of the Law free of charge.

6. Mathoun Al khair

To activate voluntary role of the marriage officials recorded in Dubai Courts' register as for marriage contract procedures for the humanitarian cases, where the marriage official concludes such marriage contracts for free.

7. Bank Al khair

To engage department's employees in the community responsibility through approving making discount from their salaries to be donated to a charity.

8. A fundraising campaign in coordination with a charity in several fields

It is a campaign targeting some humanitarian cases in society in coordination with one of the approved charities for fundraising by the department's employees in favor of such cases.

Dubai Court have complied with Dubai Plan 2021 through initiatives that cope with the government's tends, including:

Future accelerators, development of labor cases, development course of simple cases, development of announcement procedures, and privatization of implementation procedures.

Further, the courts have initiated Competitiveness Index, contract enforcement and commercial cases, and have initiated the leadership and competitiveness that deal with two levels:

Level 1: Rate of judgment period from registration date, rate of general determination, rate of judgment accuracy, rate of general attribution, rate of amicable settlement, rate of general execution, and rate of execution period.

Level 2: International excellence, competitiveness, client satisfaction, society satisfaction rate.

In supporting smart and sustainable city, Dubai Courts have developed smart transformation strategy, digital transformation, smart litigation, and smart services. Support has been through two-level smartness

and sustainability. Level 1 deals with efficiency of transformation of electronic and smart services, and efficiency of adoption of electronic and smart services. While level 2 focuses on client quality service and ability utilization efficiency.

In supporting cohesive society, Dubai Courts have launched (Courts X 10 Project), (Dubai Courts Project), and (Court 3 C Project) out of 163 ideas and projects. Facts and numbers about the initiative:

- The team held 21 effective meetings.
- A study on development of 3 areas of Dubai Court's business (litigation, judgment execution and documentation)
- 4 development ideas and projects have been approved.

The team is composed of 14 members from various judicial and administrative specializations.

Initiatives on development of social welfare services Courts play a role in supporting initiatives through innovation and looking ahead via two themes:

- Level 1: Innovation and development of resources.
- Level 2: Studies and Future Foresight researches.



Living Experience:
The Favorite Place For
Living And Work, And
The Favorite
Detestation For Visitors



Society:
Cohesive Society



خطة دبي
2021
DUBAI PLAN

Members:
A Place For Creative,
Empowered, Proud
And Happy Members



Economy:
A main pillar in
the global economy



**Competitiveness Index-
Contract Enforcement And
Commercial Cases.**
Courts ranked second in
Competitiveness Index- contract
enforcement, according to the World
Bank report.

Place:
Smart And
Sustainable City



In October 2017, Dubai
Courts project (Court of
the Future) was chosen
within 25 approved
projects in (Dubai X 10)
Initiative out of 163
projects.

Smart Transformation Strategy

- Digital Transformation
- Smart Litigation
- Smart Services

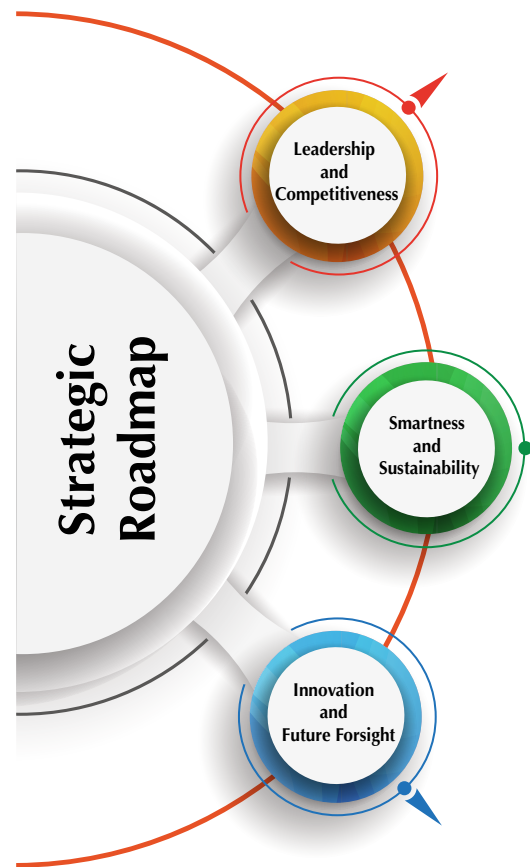
Government:
Lead and Excellent
Government



المسرعات الحكومية
GOVERNMENT ACCELERATORS
UAE Government Initiative مبادرات من حكومة الإمارات



- Development of Labor Cases
- Development of Course of Simple Cases
- Development of Announcement Procedures
- Privatization of Execution Procedures



Level 1	Level 2
<ul style="list-style-type: none"> Rate of judgment period from registration date Rate of general determination Rate of accuracy of judgments Rate of general attribution Rate and age of current cases Rate of amicable settlement Rate of general execution period Rate of execution period 	<ul style="list-style-type: none"> Global excellence and competitiveness Rate of client satisfaction Rate of society satisfaction
<ul style="list-style-type: none"> Efficiency of transformation of electronic and smart services Efficiency of adoption of electronic and smart services 	<ul style="list-style-type: none"> Client Quality Service Ability Utilization Efficiency
<ul style="list-style-type: none"> Innovation and development of resources 	<ul style="list-style-type: none"> Studies and Future Foresight Reserches





Government Accelerators In Labor Cases

In light of the continuous effort of the State to realize the ambitious vision of UAE, in October 2016, the Cabinet issued a decision on development of the government accelerators as a new government working mechanism aiming to acceleration realization of the national agenda of UAE Vision 2021. In this context, His Highness, Sheikh Mohammad bin Rashid Al Maktoum said «we have instructed to develop the government accelerators worldwide in order to exert efforts to realize the national agenda. We need to promote efforts to accelerate steps towards future. We are facing several challenges, and time is the most important challenge. There are only five years to reach 2021». In compliance with instructions of His Highness, Sheikh Mohammad bin Rashid Al Maktoum, Ministry of Localization and Human Resources, in cooperation with Dubai Courts, has adopted (government accelerators) through participation in the second

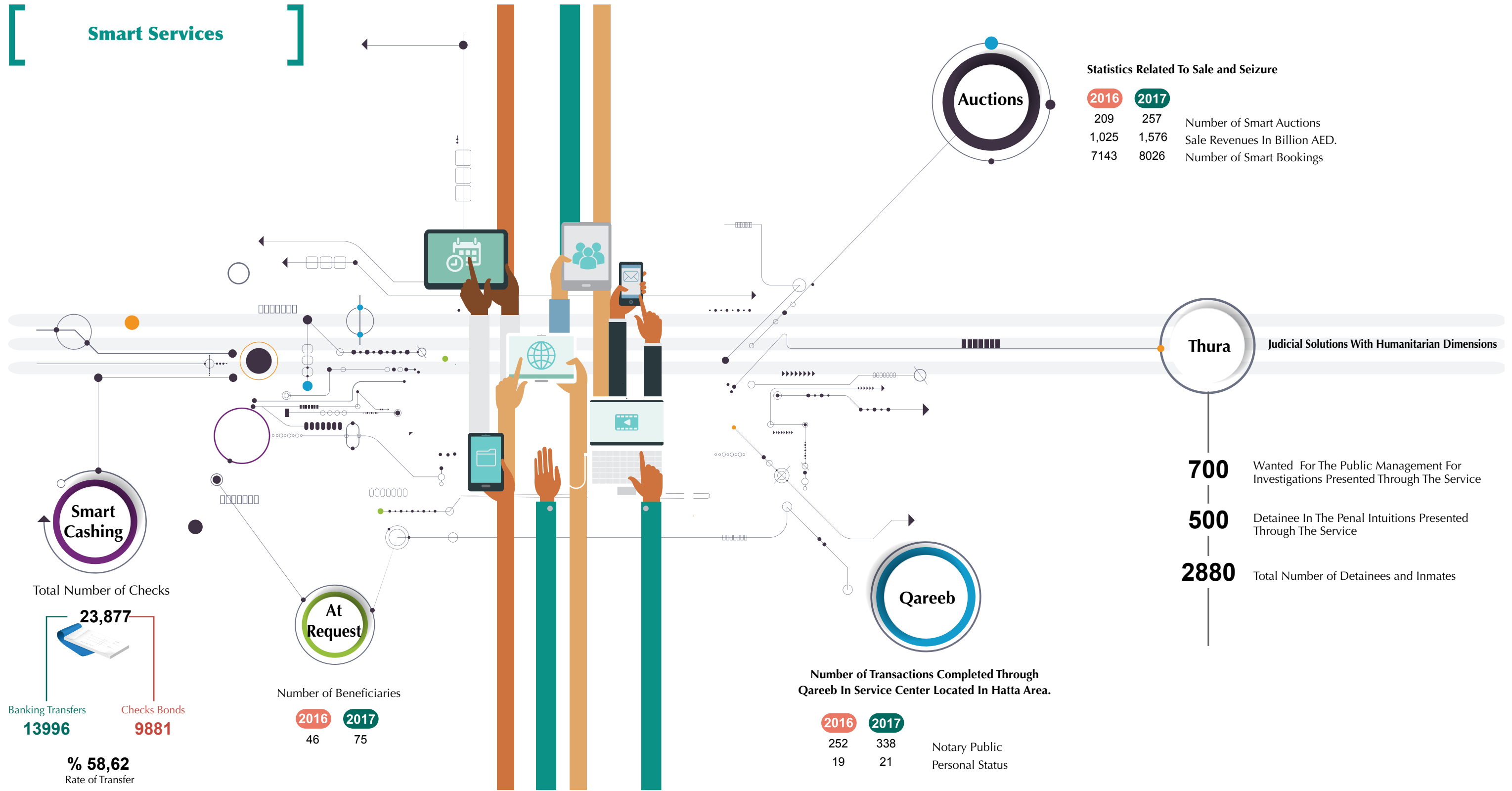
collection of the government accelerators, working on work relationships service reinforcement project, and examining labor complaints through reducing the period required to solve such complaints in Dubai, promoting settlement of labor disputes, elevating efficiency of labor dispute management procedures and processes, reducing litigation period and another subjects in which clients are interested where accelerators contribute to placing a real opportunity for development and improvement. The project aims to «reduce labor complaint settlement period in Dubai from 30 days to 10 days», and reduce litigation period before courts from 78 days to 28 days. The Ministry and Dubai Courts have initiated several qualitative initiatives like reengineering of processes and procedures which have contributed to actual reduction of time, where:
Six task forces were formed to implement the



initiatives according to the best labor dispute settlement practices like registration of the labor complaints in the service centers, examination of such disputes to solve them amicably and referring disputes that cannot be solved to the court for examination and determination. Establishment of a «green room» inside Ministry of Localization and Human Resources» which performs its duties according to the mechanism established in Dubai Courts. Launching legal advice that aims to communicate with clients to answer their questions within two working days via What's App. Launching «Gold and Black Points» initiative to monitor the companies that contributed to achievement of objectives of government accelerators team as to reduction of labor dispute settlement period in Dubai, and honoring the best three companies in terms of

prompt settlement of labor dispute. Establishment of the mobile labor court. It is a movable unit managed by the Ministry's inspection team in cooperation with experts of Dubai Courts with the aim of prompt intervention and access to workplaces in which work cessation occurs (minimum of 10 workers) to solve and settle labor dispute on a timely manner. Launching «Standard Declaration» initiative that aims to consolidate declaration between Ministry of Localization and Human Resources and Dubai Courts in order to save cost, time and effort so that it is abstracted during the period in which the dispute is referred to the court. This experience will be later circulated across the State. Maintaining sustainability of results through activating the «electronic referral» in which files of workers whose complaints cannot be solved are electronically referred to the court.

Smart Services



Statistics Related To Sale and Seizure

2016	2017	
209	257	Number of Smart Auctions
1,025	1,576	Sale Revenues In Billion AED.
7143	8026	Number of Smart Bookings

Auctions

Thura

Judicial Solutions With Humanitarian Dimensions

- 700** Wanted For The Public Management For Investigations Presented Through The Service
- 500** Detainee In The Penal Intuitions Presented Through The Service
- 2880** Total Number of Detainees and Inmates

Qareeb

Number of Transactions Completed Through Qareeb In Service Center Located In Hatta Area.

2016	2017	
252	338	Notary Public
19	21	Personal Status

Smart Cashing

Total Number of Checks

23,877

Banking Transfers	Checks Bonds
13996	9881

% 58,62
Rate of Transfer

At Request

Number of Beneficiaries

2016	2017
46	75

Legal Library



Beneficiaries of Versions :

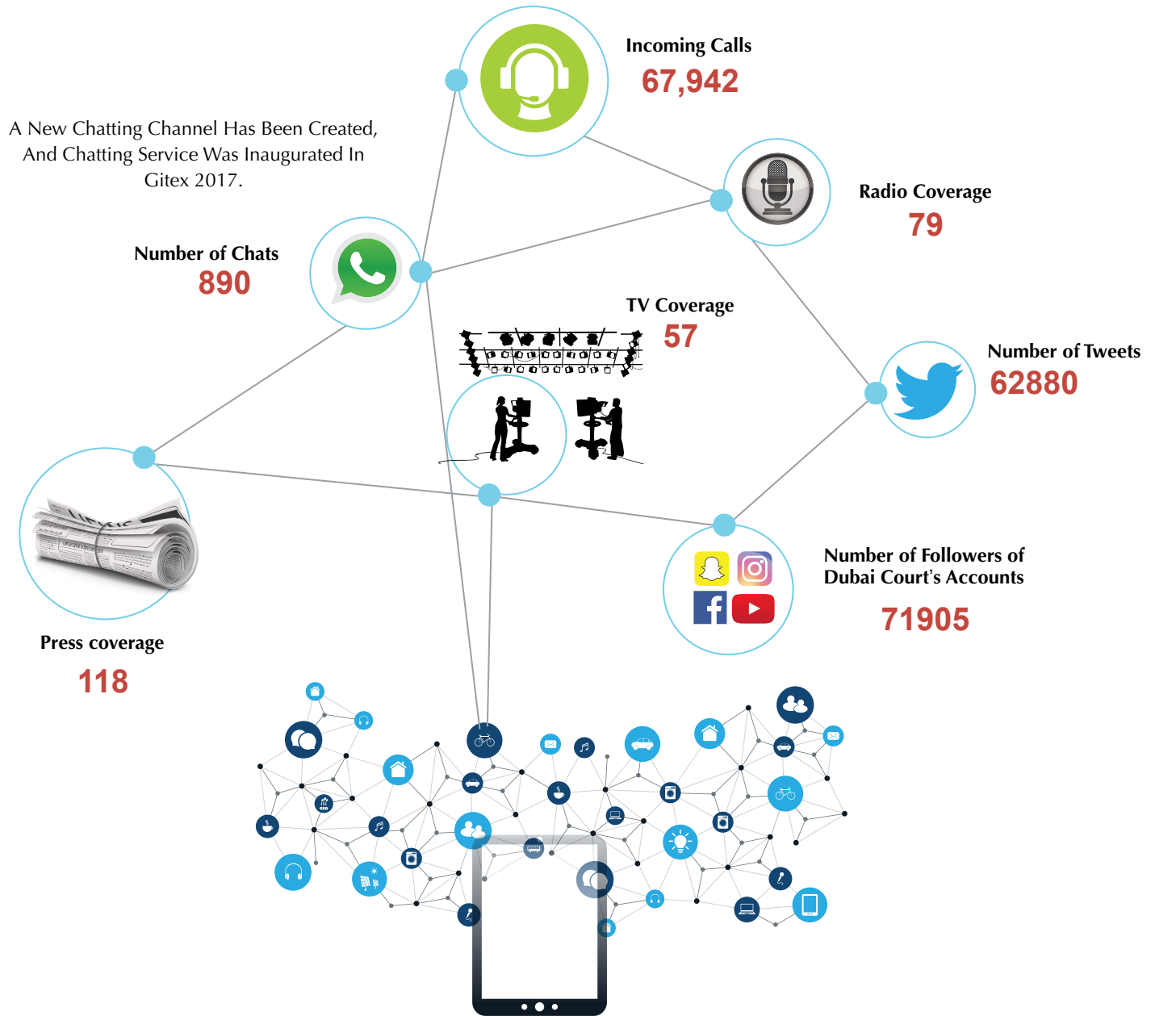
52	69	10	664
Law Firm	Students	Government Agencies	Attorney General Judge

112491
Sales Revenue

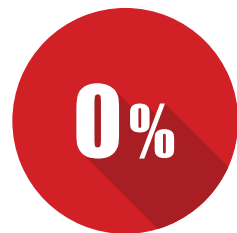
1107
Lent Book

Client Communication Channels

A New Chatting Channel Has Been Created, And Chatting Service Was Inaugurated In Gitex 2017.



Infrastructure and Business Continuity



Rate Of Cybercrimes In Dubai Courts



Indicator	Target	Achievement
Electronic- smart service availability rate and technology use efficiency	100%	99,72%
Availability percentage of internal network and branches	99.70%	99,85%
Percentage of solved information security threats	90%	100%
Number of successful cybercrimes	0	0
Upgrade percentage of infrastructure for recommended versions (Modernity of technology)	85%	92,12%
Upgrade percentage if systems for recommended versions	70%	72,35%
Periodic test completion rate of disaster recovery plan	2	100%



Tier Certification

The Tier Certification process typically decides to achieve a specific Tier Level to match a business demand. To ensure that data center designers, contractors and service providers are delivering against their requirements and expectations. Tier Classification System as a means to effectively evaluate data center infrastructure in terms of a business' requirements for system availability. The Tier Classification System provides the data center industry with a consistent method to compare typically unique, customized facilities based on expected site infrastructure performance, or uptime. Tiers enables companies to align their data center infrastructure investment with business goals specific to growth and technology strategies



Business Continuity System is a project aiming to enable Dubai Courts to instantly and effectively respond to business interruption cases and maintain continuity of its main and essential activities. Dubai Courts have adopted analysis and understanding methodology, strategy development and execution, development of plans and tests, and continuous follow-up that enable Dubai courts to apply standards of National Emergency and Crisis Management Authority (NCEMA 2015 :7000) and obtain the certificate approved by International Standards Organization (ISO2012 :22301). Business continuity project will include some services provided by:

1. Client Happiness Department,
2. Case Service Department,
3. Case Department,
4. Personal Status Department,
5. Execution Department

Wijhati

The Fastest Way To Complete Transactions

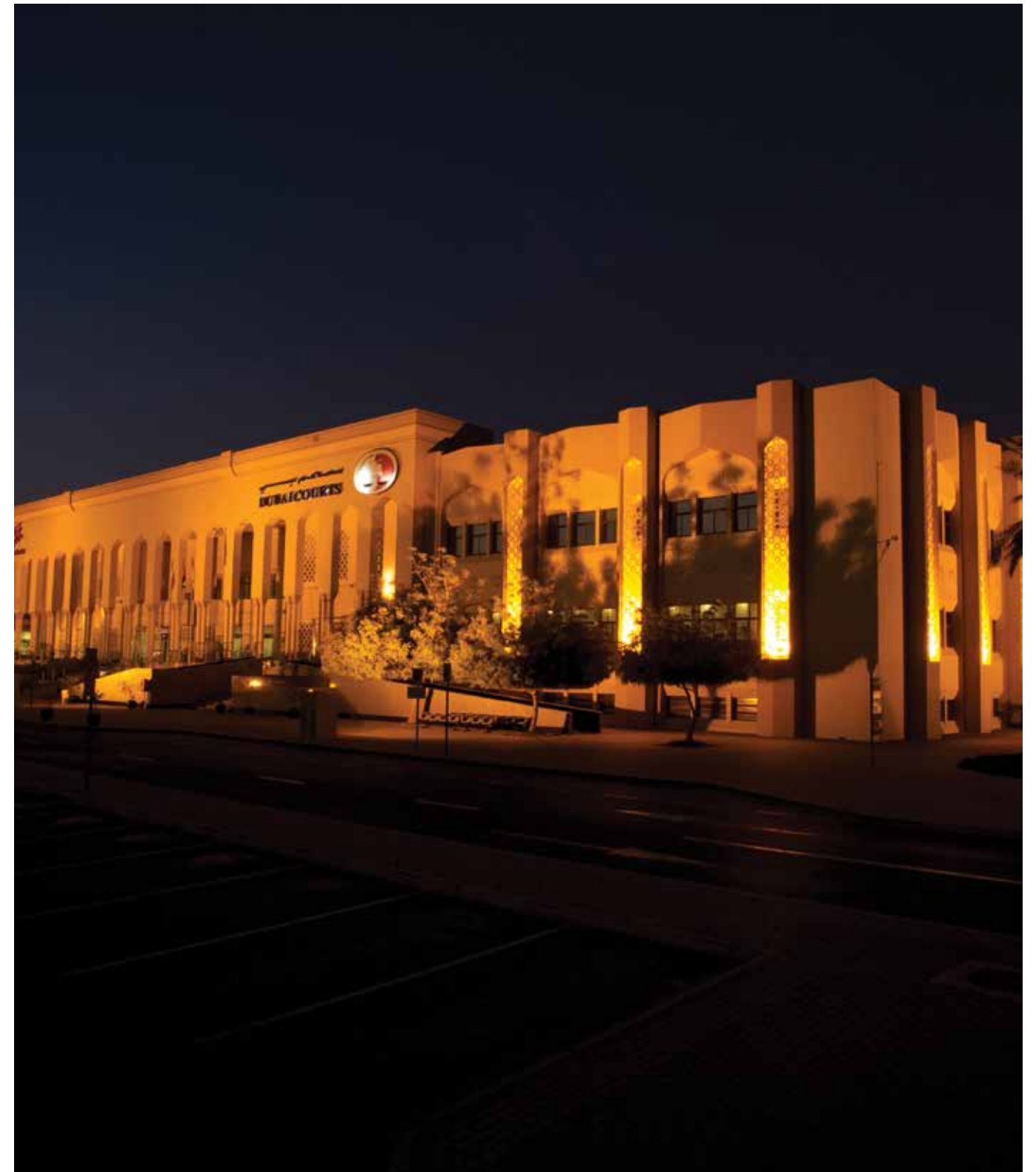
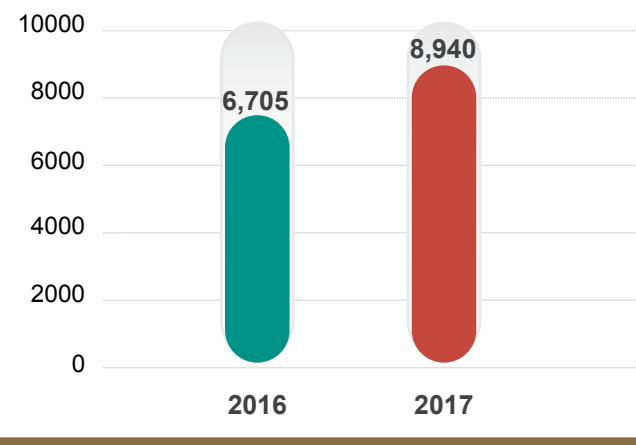
Mobile desks in courts that provide clients with the following services:

1. Answer questions of litigants.
2. «Shour» service for free legal advice,
3. Subscribe to electronic and smart services of Dubai Courts,
4. Requests for real estate inquiries.

Procedure Progress Maps:

Clients are provided with procedure maps of Dubai Courts in a new and novel fashion that meets clients' needs and shows the steps to have the services from A to Z.

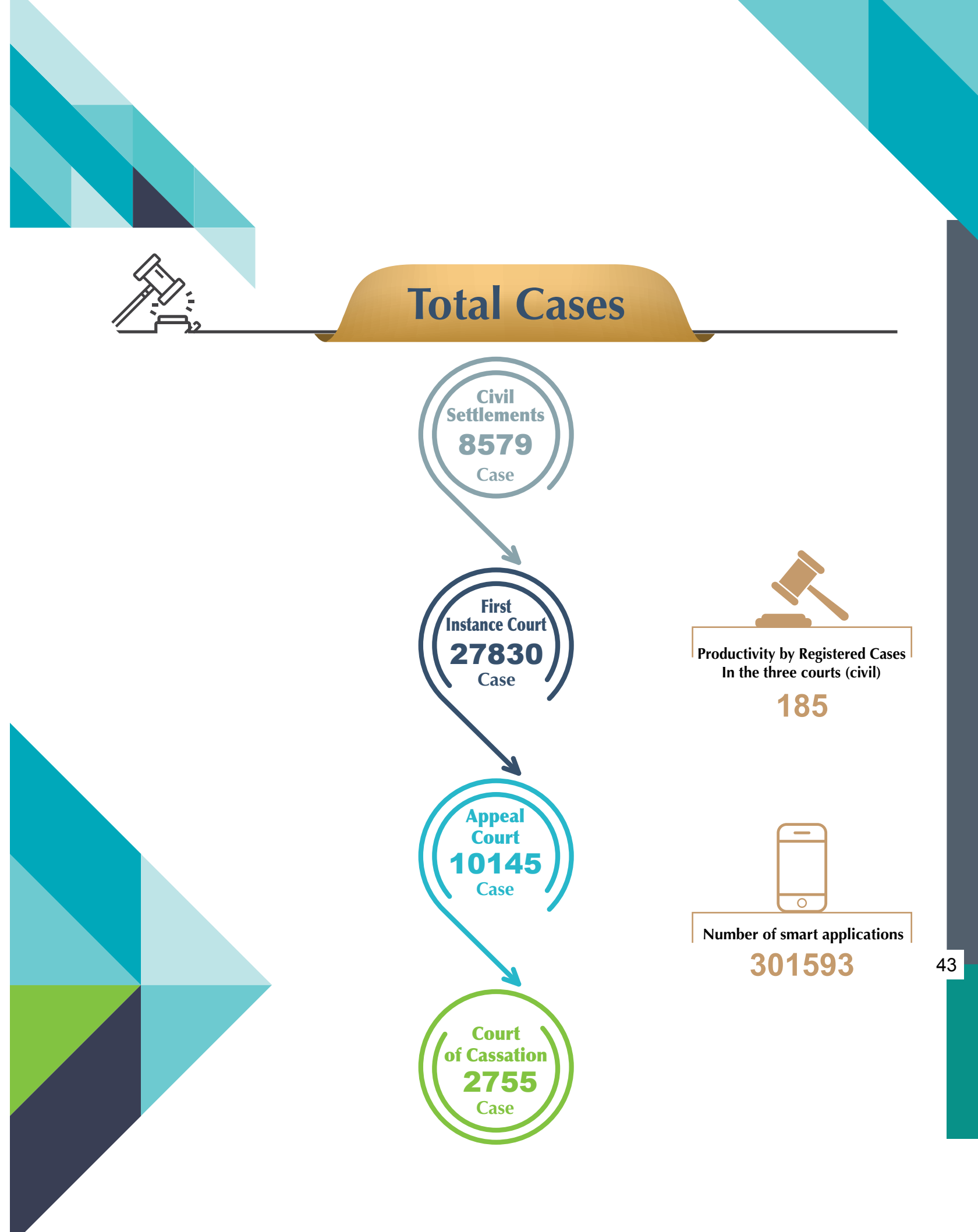
Description	2016	2017
Number of beneficiaries	6,705 clients	8,940 clients
Number of publications	7 publications	9 publications





Chapter 2

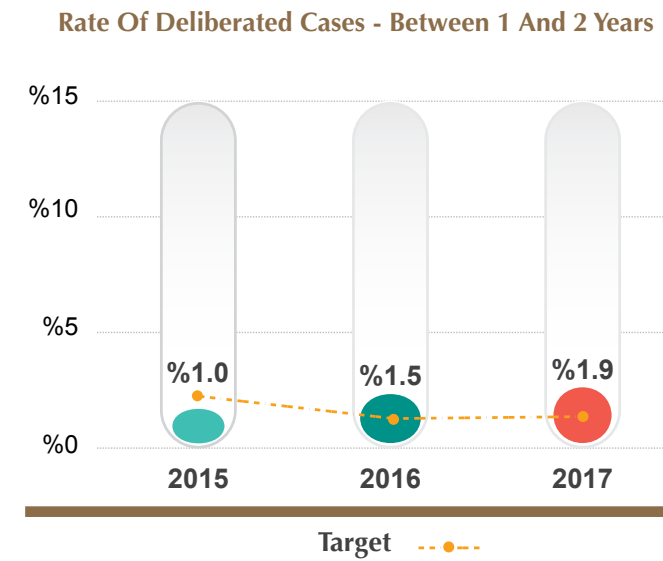
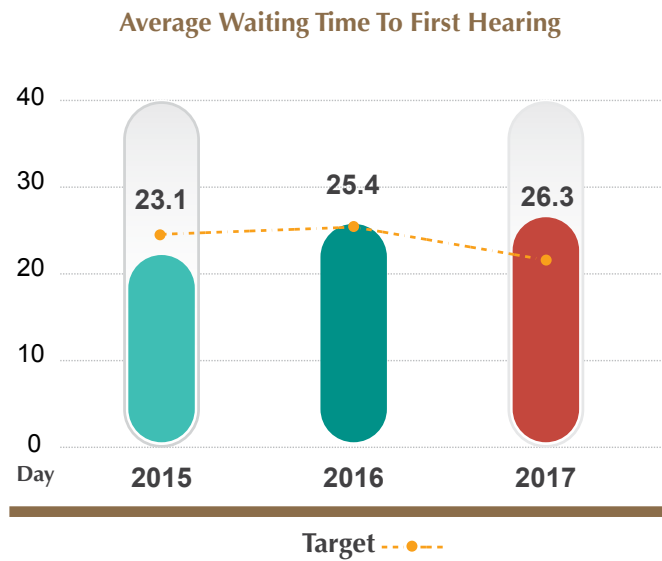
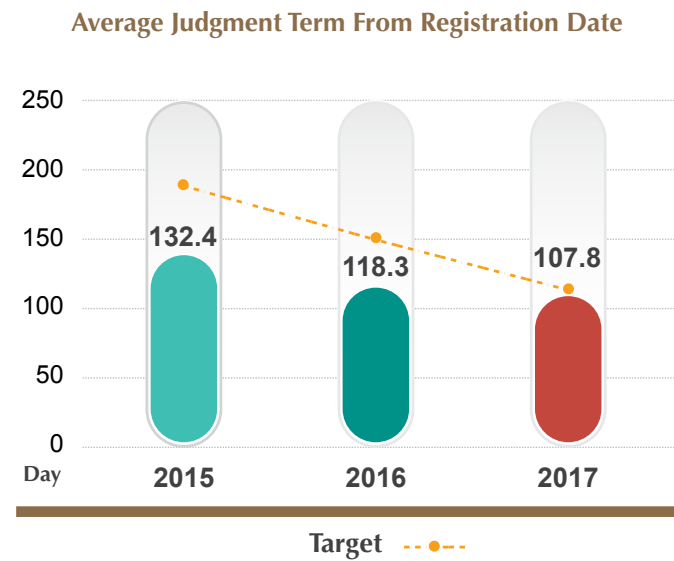
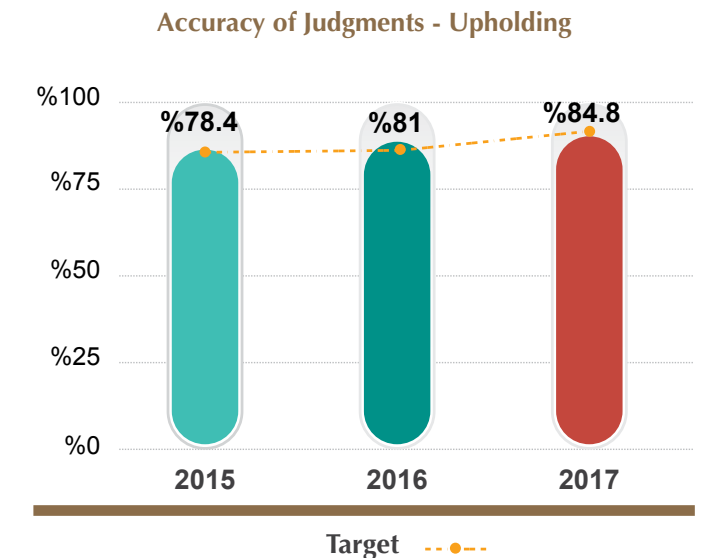
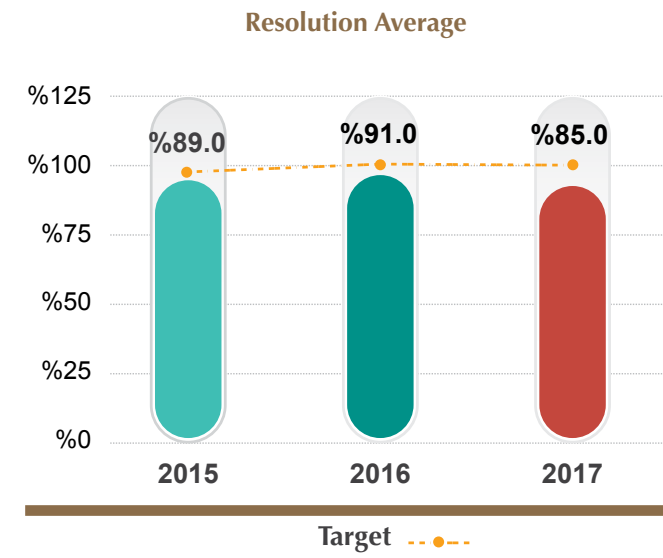
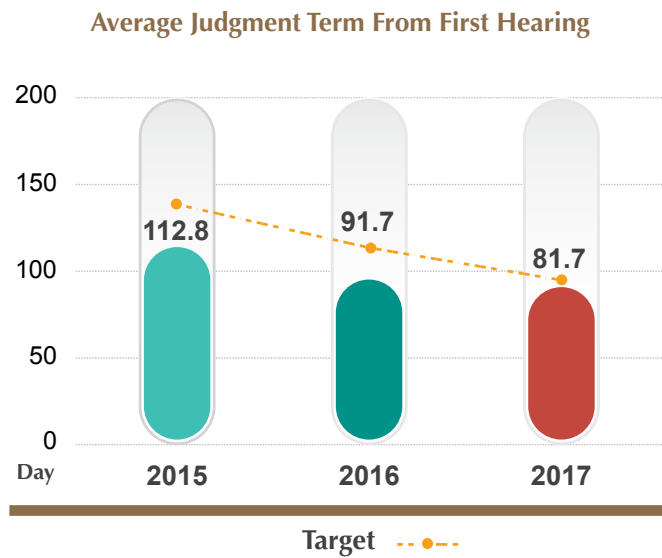
Performance Indicators in Courts



First Instance Court

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

Rate of judgment period in the courts of first instance- from registration date, where the target in 2017 was 116 days. It was 108 days compared to 130 days in 2016. The target was 130 days but the period reduced to 118 days.



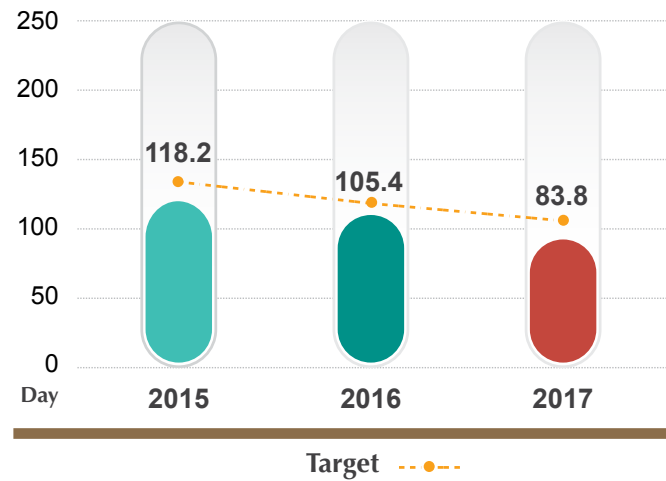


J/Ahmad Ibrahim Saif
Chief Justice, Civil Court

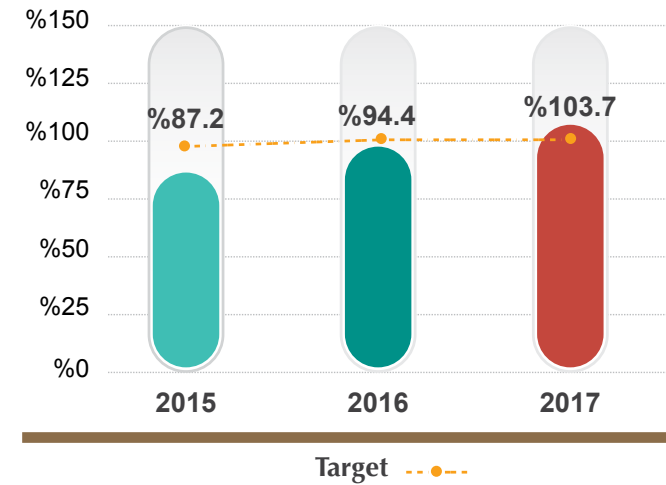
Civil Court

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. Judgment period rate index from registration date. The target was 124 days in 2017. The period was 105 days compared to 136 days in 2016.

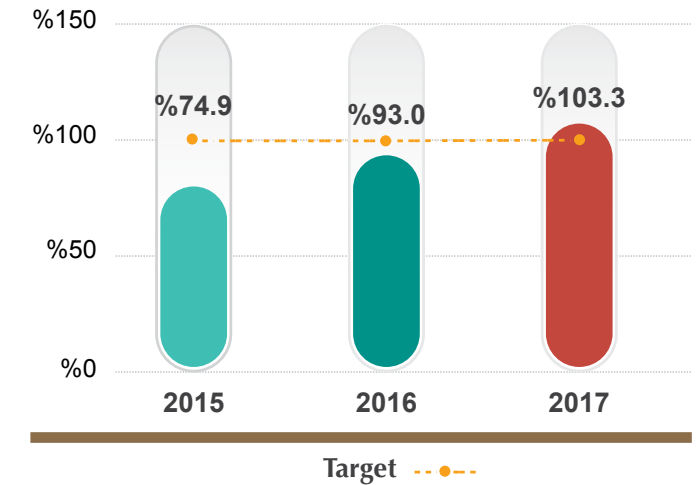
Average Judgment Term From First Hearing



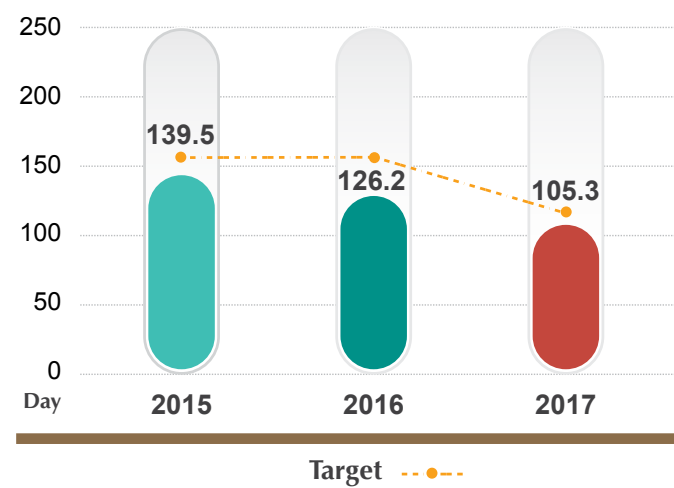
Resolution Average



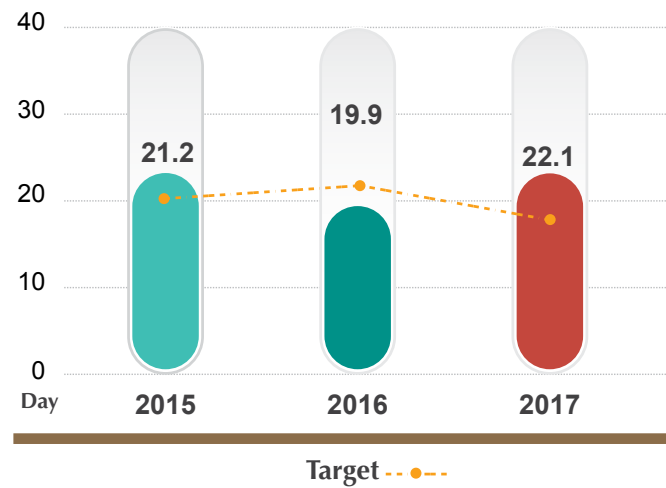
Resolution Average (Partial)



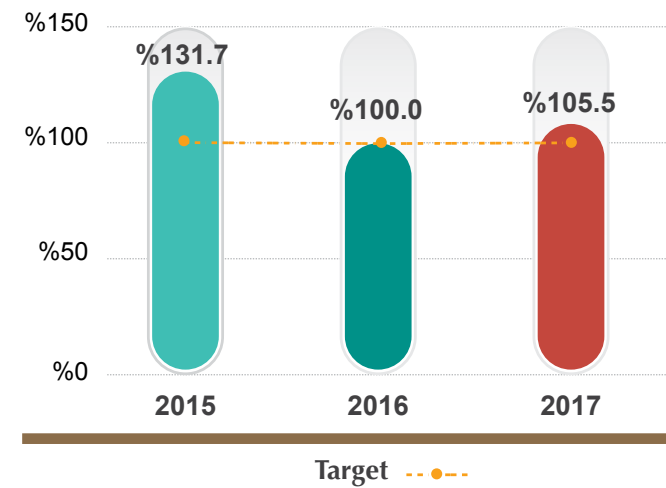
Average Judgment Term From Registration Date



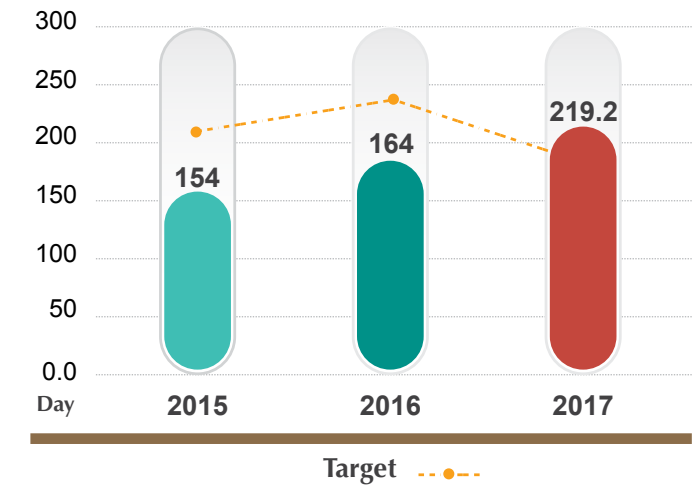
Average Waiting Time To First Hearing



Resolution Average (Full)



Judicial Productivity





J/Mohamed Mubark Al Suboosi
Chief Justice, Commercial Court

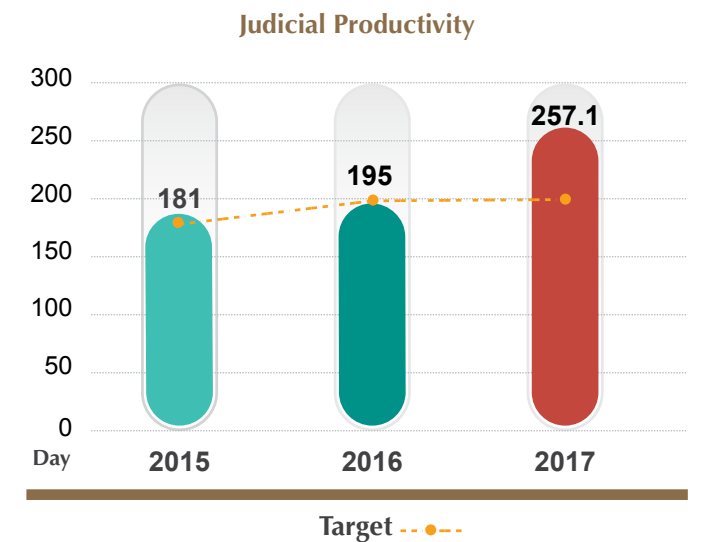
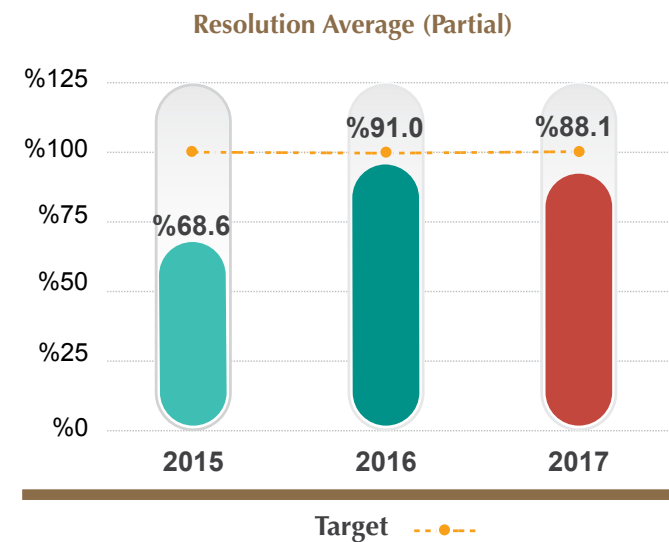
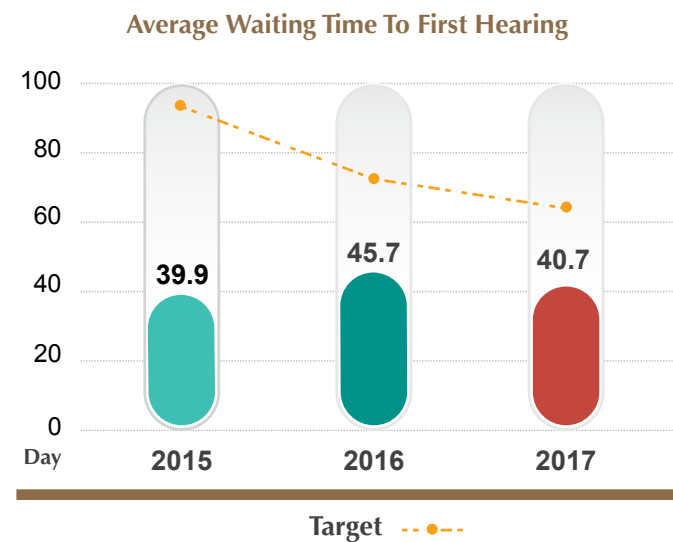
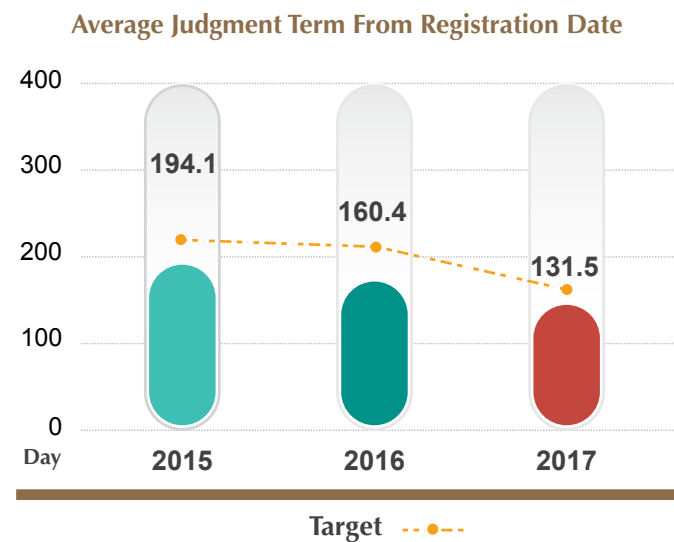
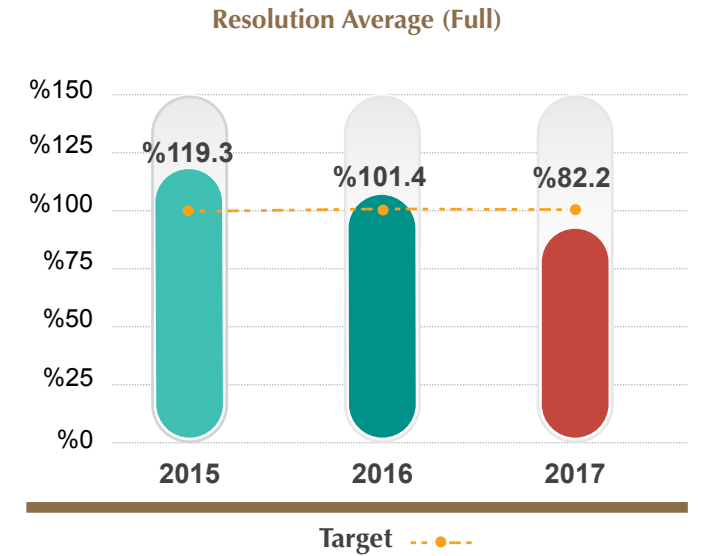
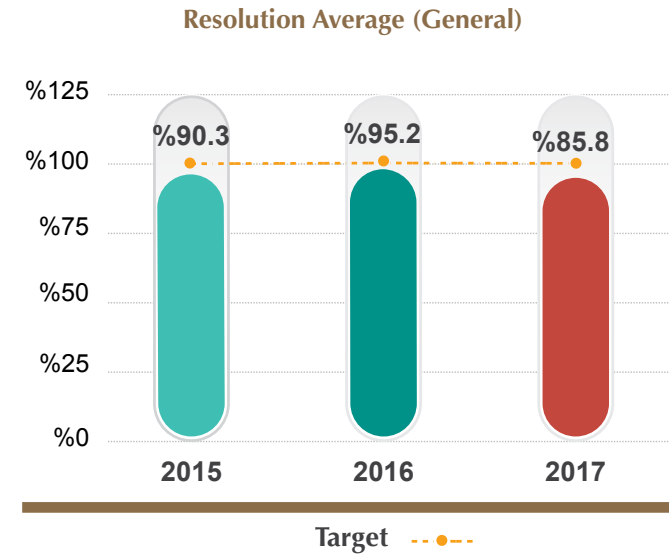
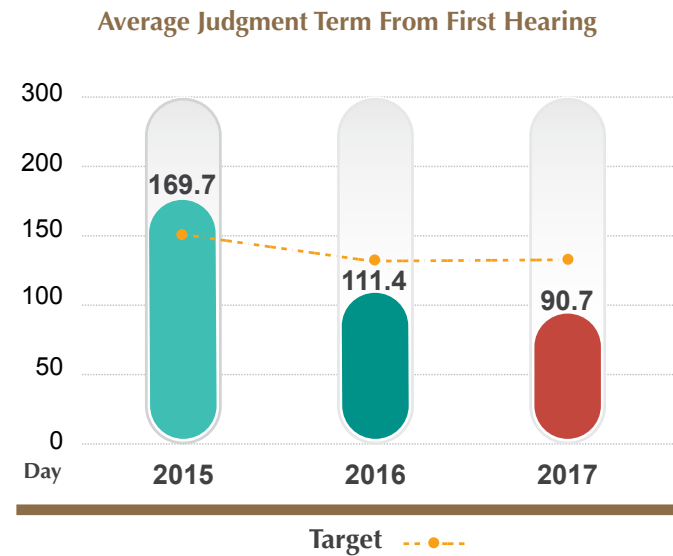
Commercial Court

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.

Judgment period rate index from registration date. The target was 158 days in 2017. The period was 132 days compared to 193 days in 2016





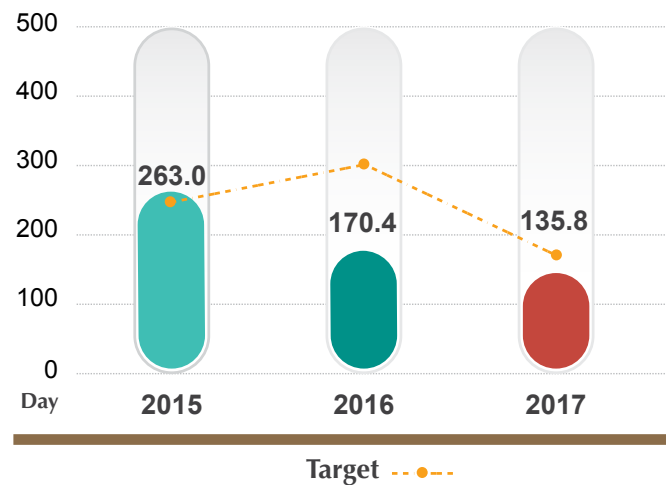
J/Ahmed Ali Al Dhanhani
Chief Justice, Real Estate Court

Real Estate Court

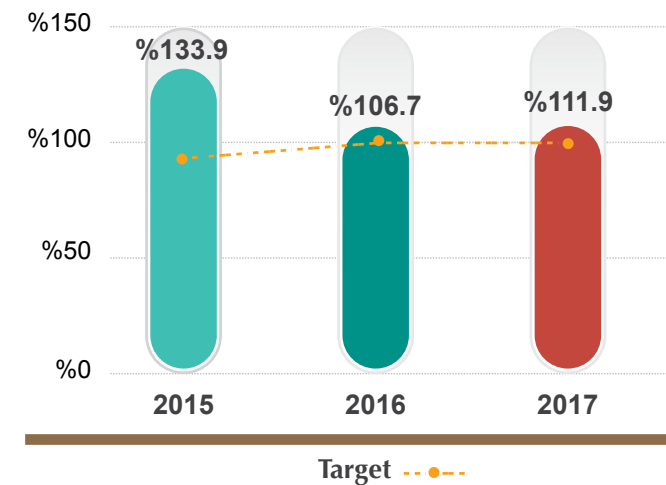
One of the specialized Courts within the First Instance Court; its judges hear full and partial real estate cases. It is headed by a chief judge who reports to the Head of the First Instance Court in terms of technical supervision.

Judgment period rate index from registration date-land court. The target was 192 days in 2017. The period was 159 days compared to 2016. The target was 281 days and this number reduced to 194 days.

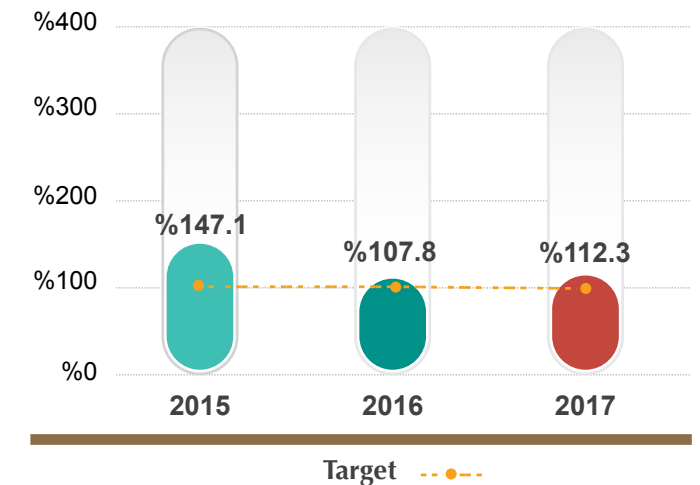
Average Judgment Term From First Hearing



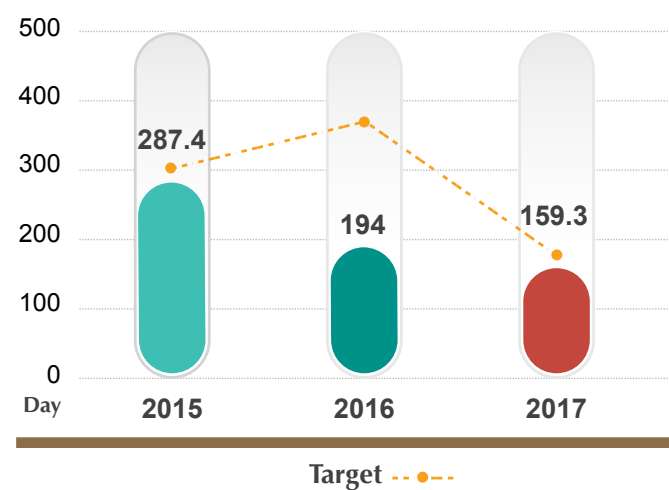
Resolution Average



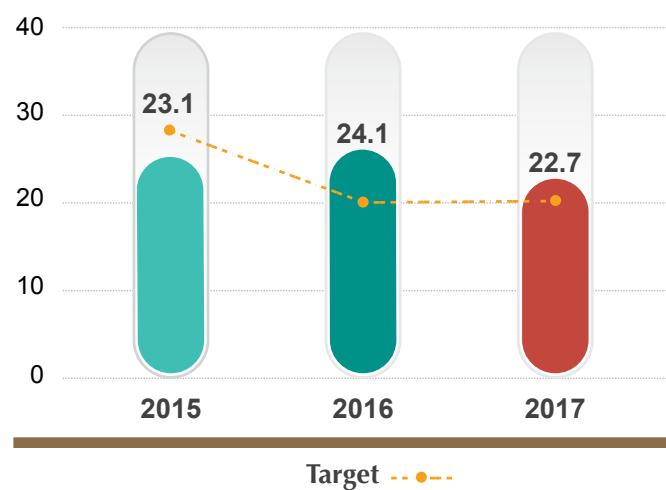
Resolution Average (Full)



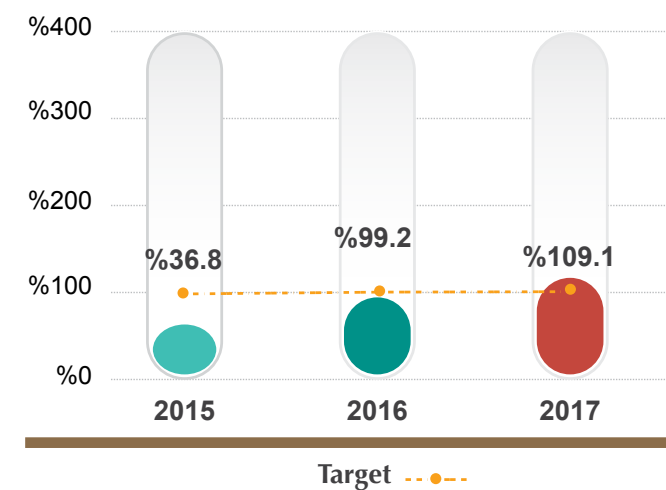
Average Judgment Term From Registration Date



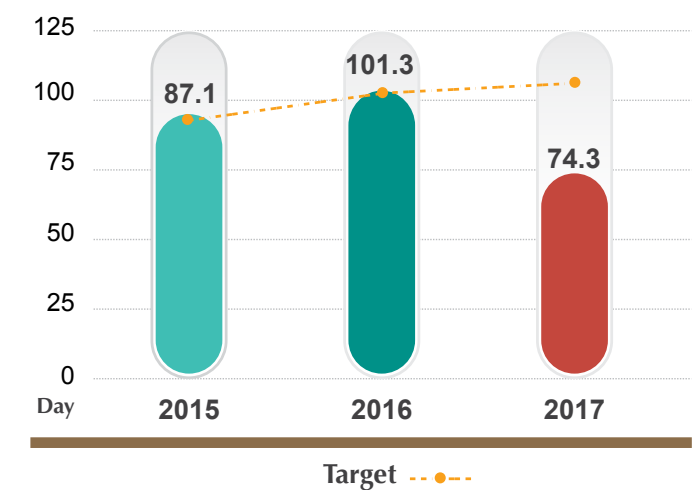
Average Waiting Time To First Hearing



Resolution Average (Partial)



Judicial Productivity



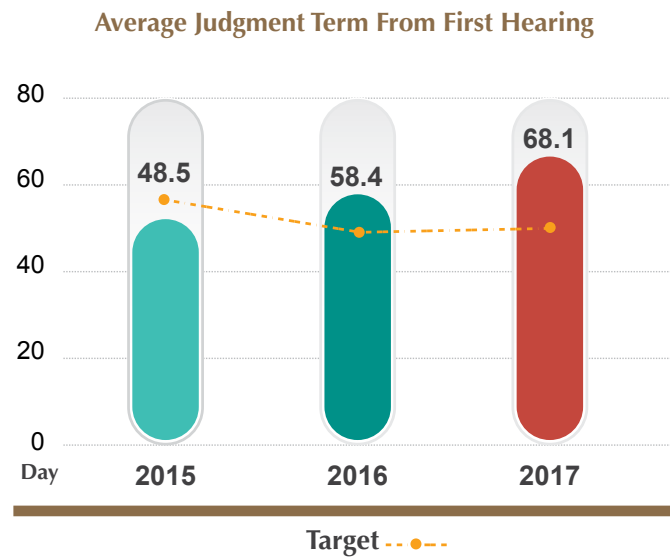


J/Jamal Salem Aljabri
Chief Justice, Labour Court

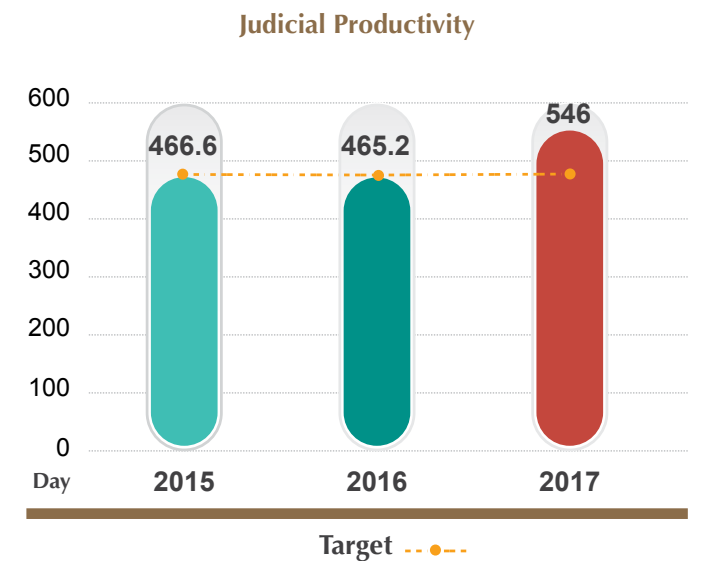
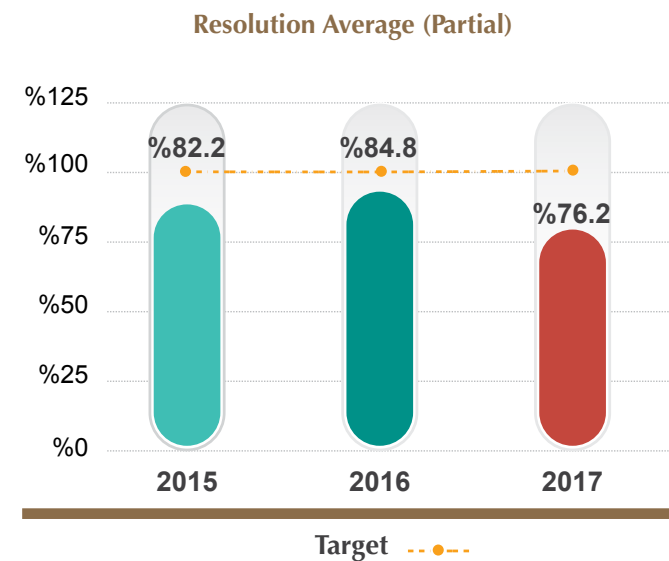
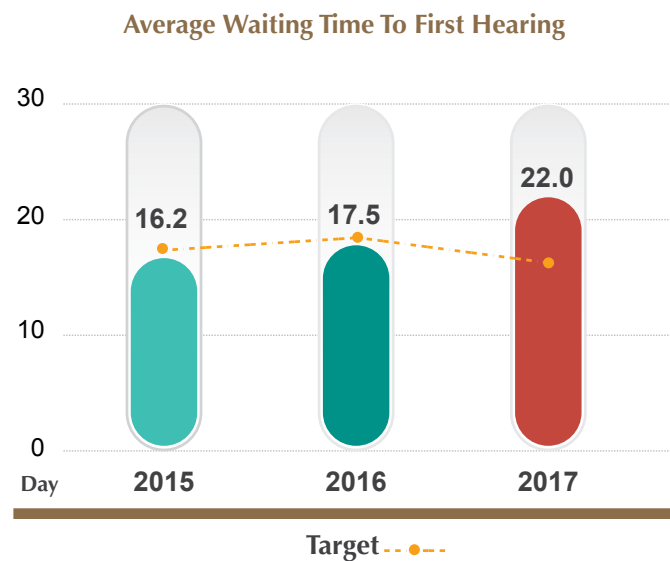
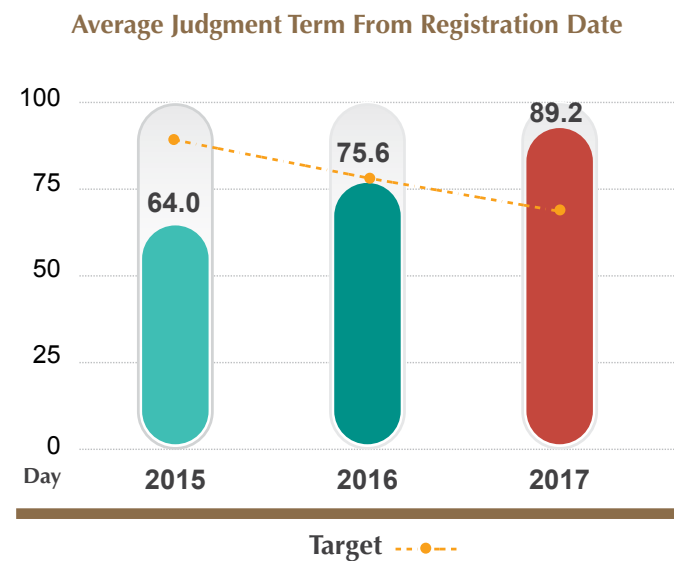
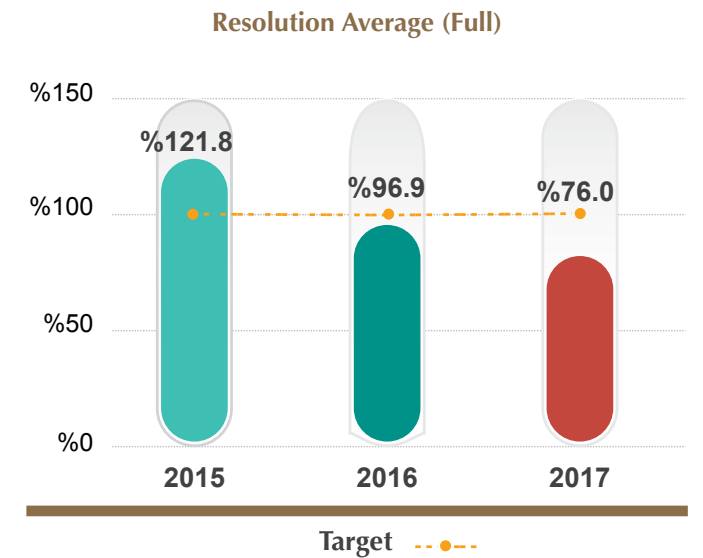
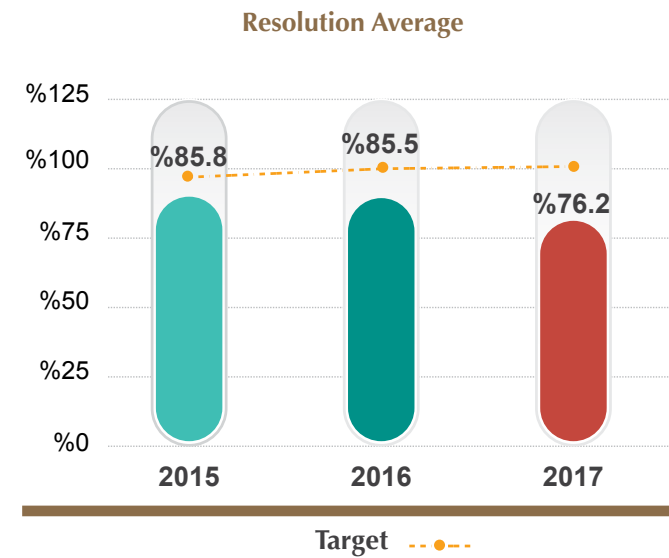
Labor Court

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.

Initiatives supporting government accelerators:
- (Green Room) initiative. In this room, parties to dispute appear and they start negotiation without



resorting to court. If an amicable settlement is reached, the case is closed amicably. (Mobile Labor Court) initiative. It is a movable unit managed by the Ministry's inspection team in cooperation with experts of Dubai Courts with the aim of prompt intervention and access to workplaces in which work cessation occurs (minimum of 10 workers) to solve and settle labor dispute on a timely manner.

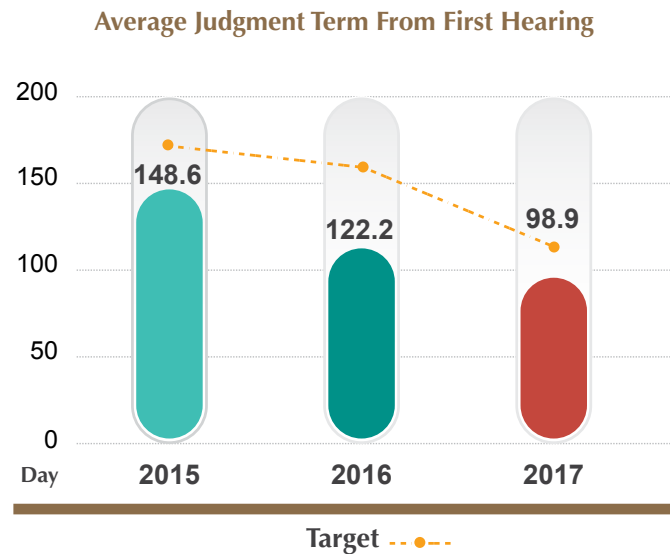




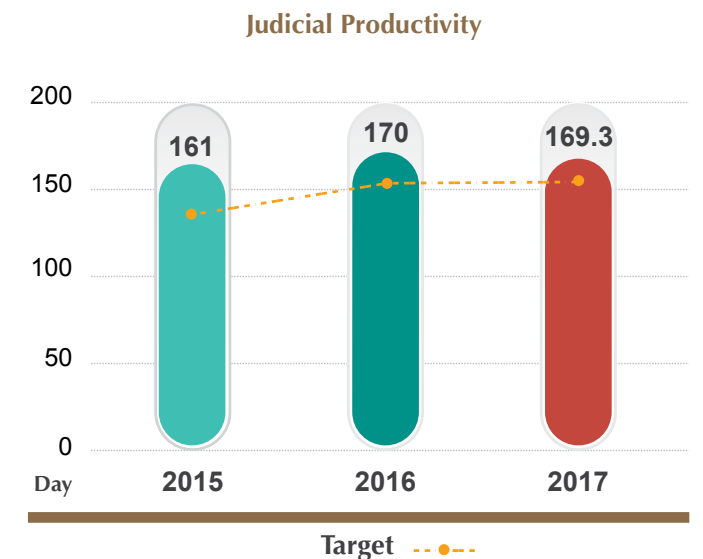
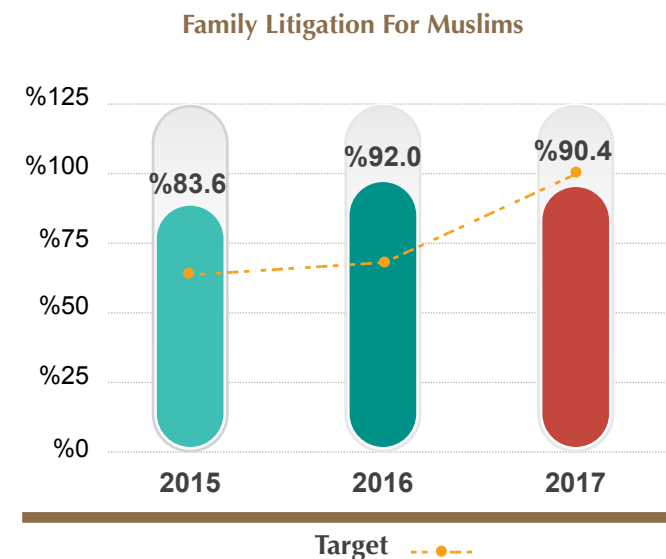
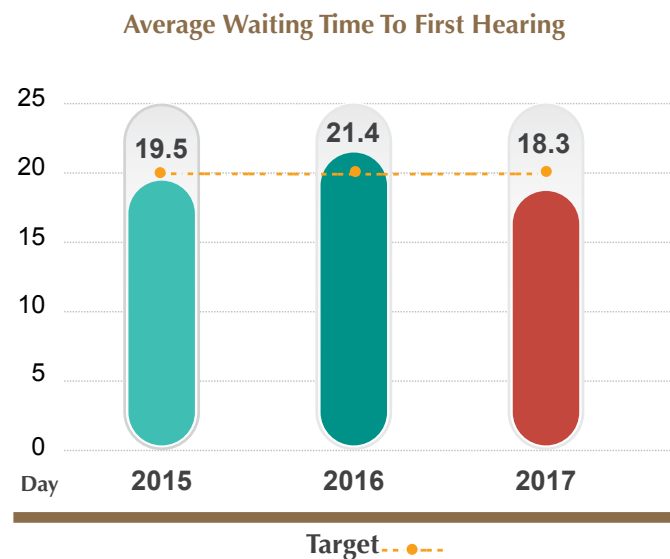
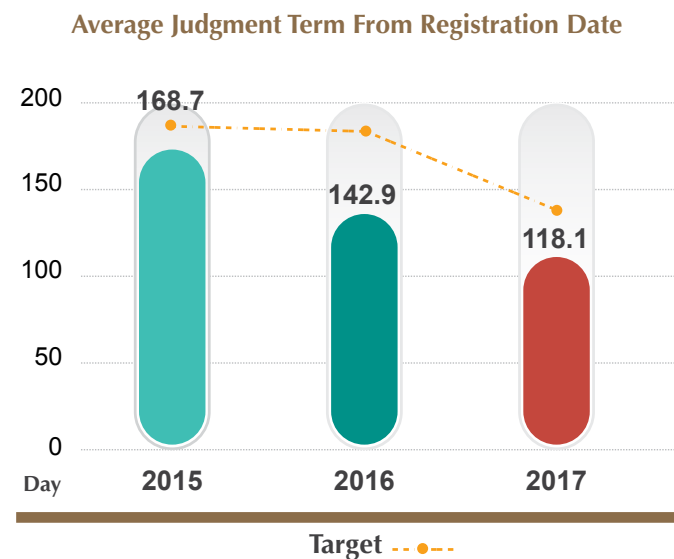
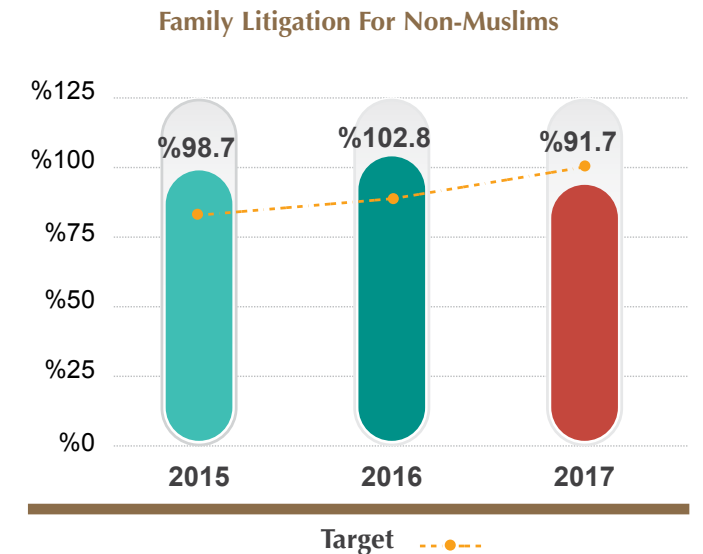
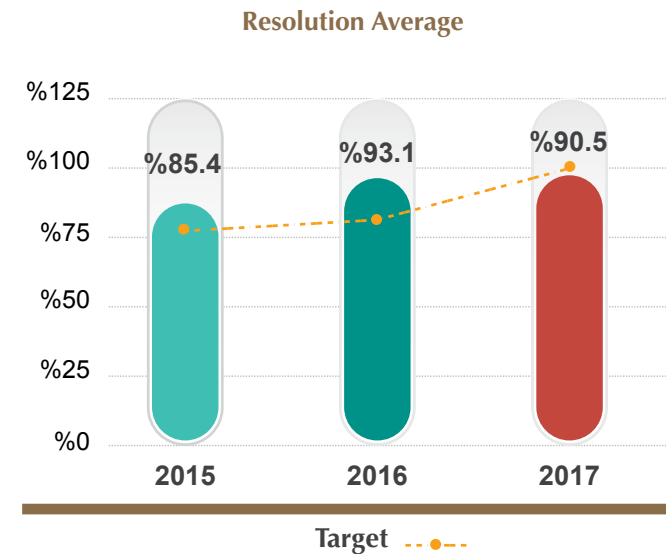
J/Khalid Yahya Al Hosani
Chief Justice, Personal Status
Court

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.



Judgment period rate- personal status court- from the first hearing. The target was 120 days in 2017. The period was 99 days compared to 2016. The target was 146 days and this period reduced to 122 days.

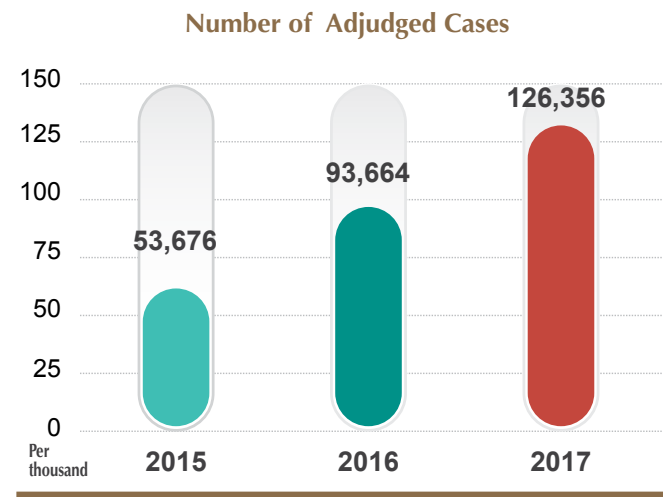




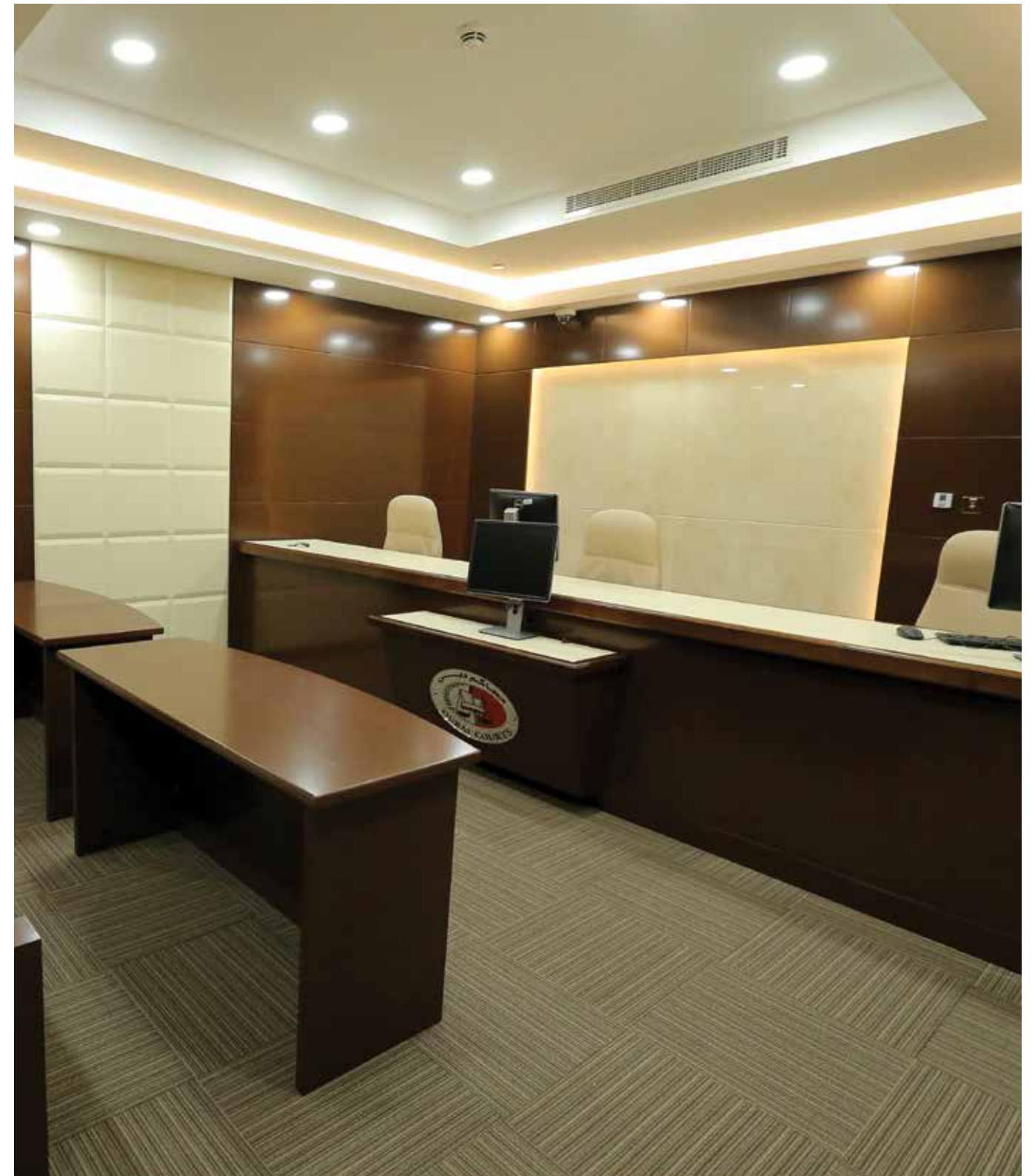
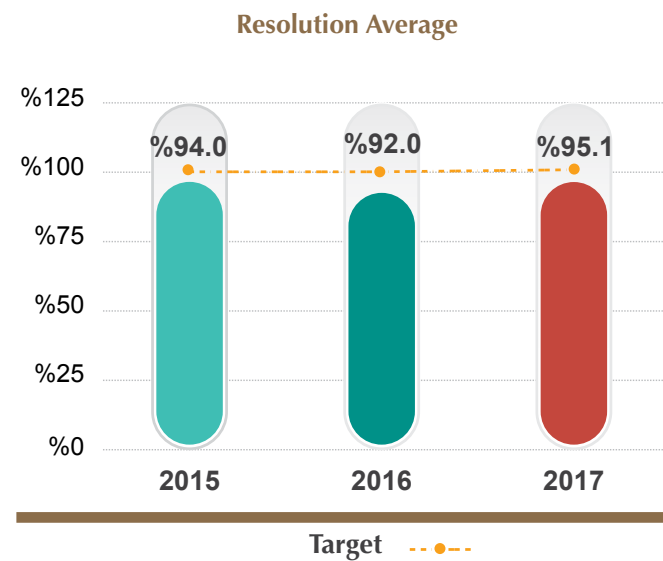
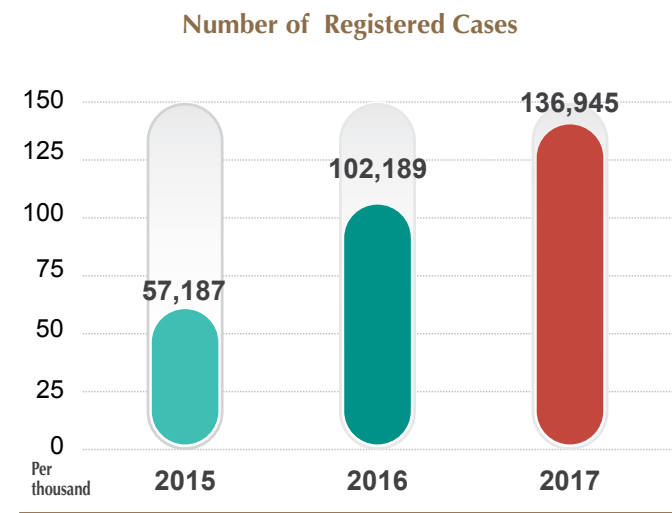
J/Omar Atiq Al Marri
Chief Justice of Criminal Court

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.



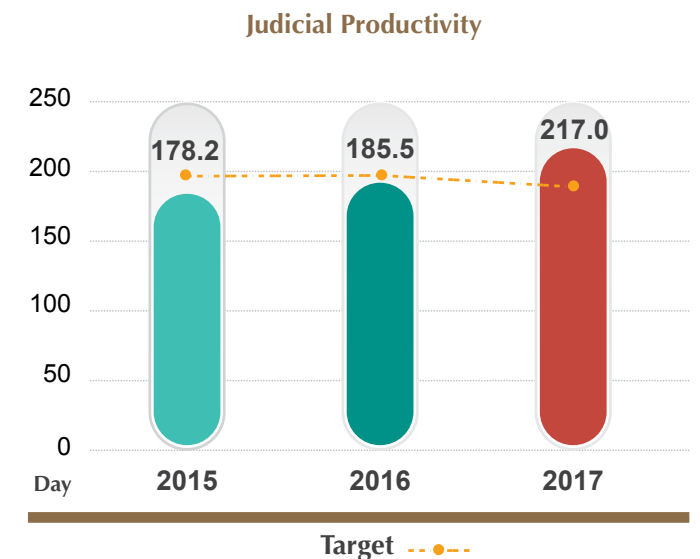
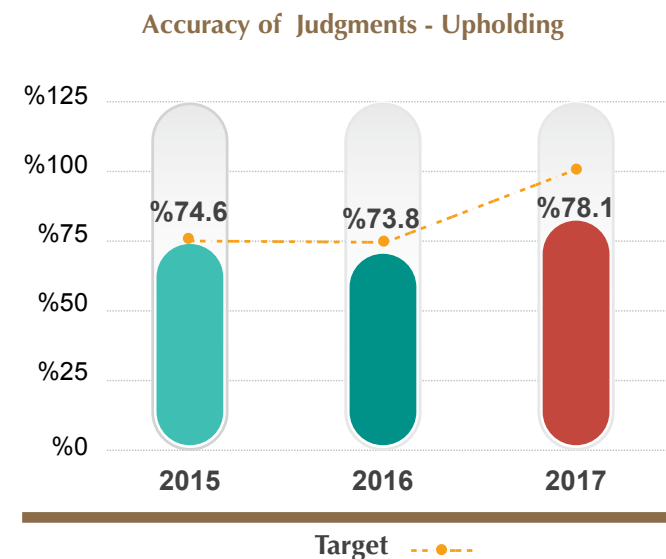
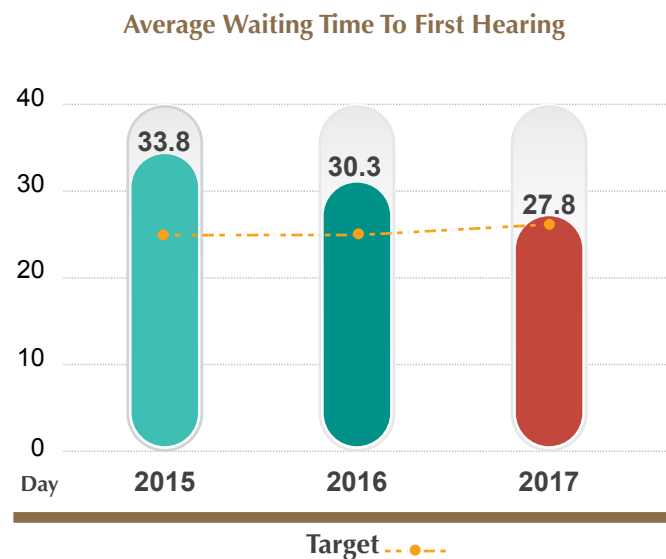
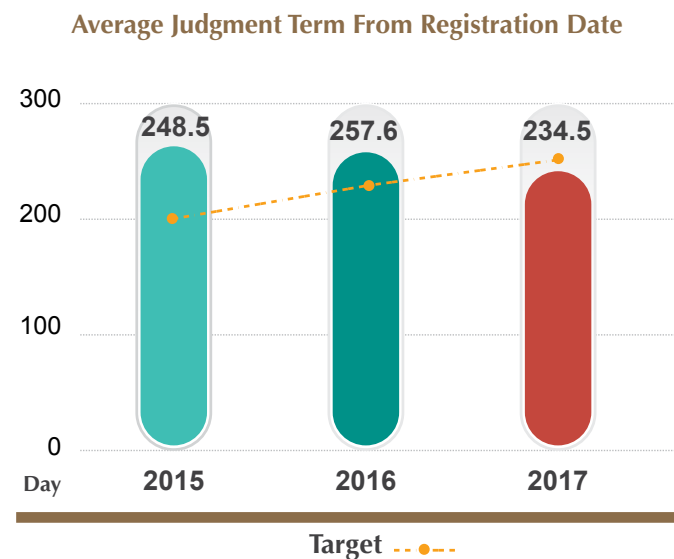
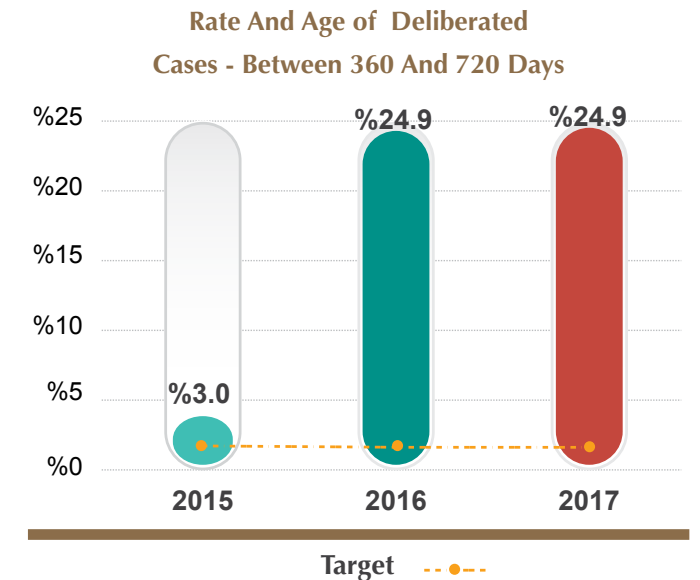
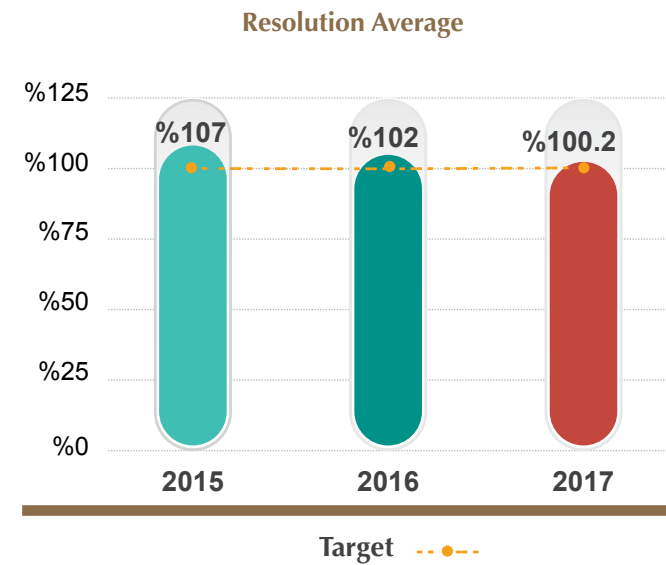
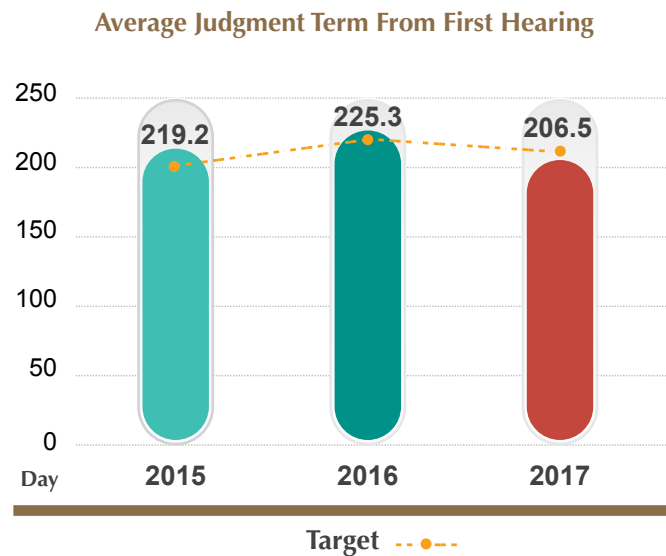
Determination rate- criminal court. The target was %100 in 2017. The target was %95 compared to 2016. The target was %100 where this percentage reduced to %92.



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.

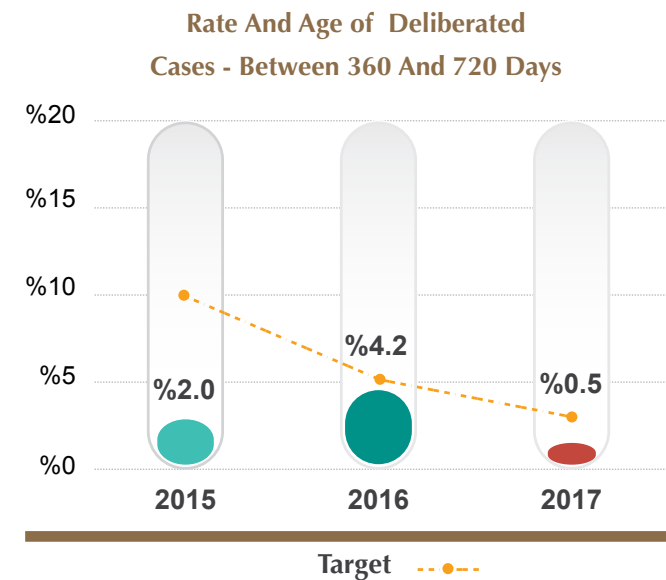
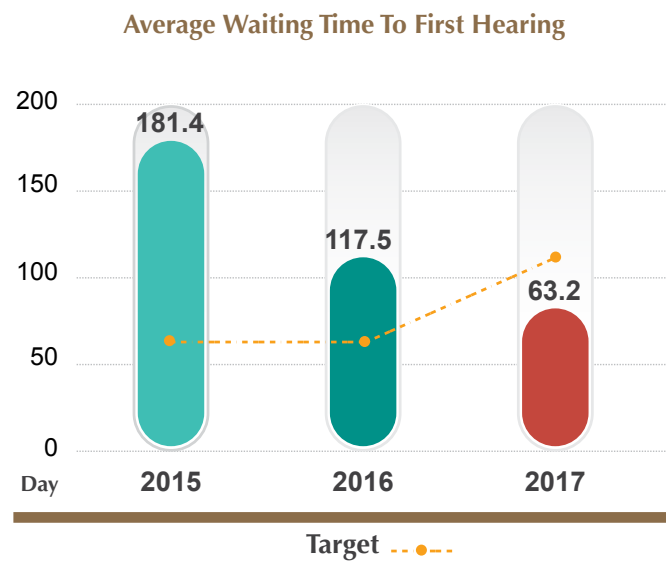
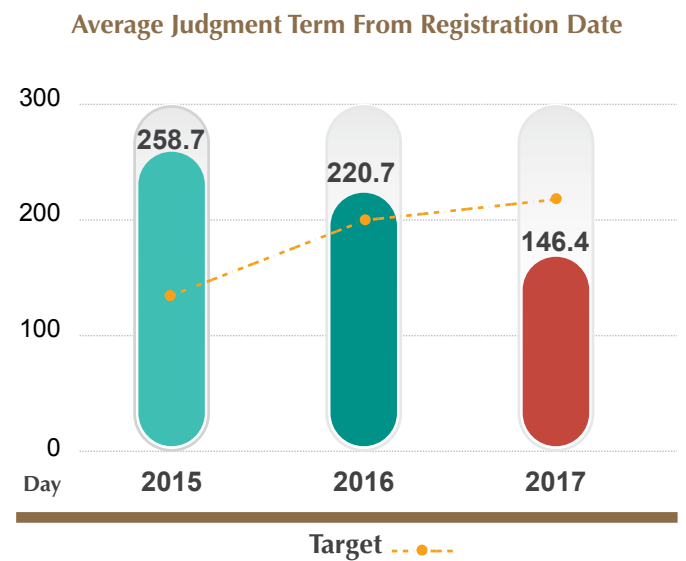
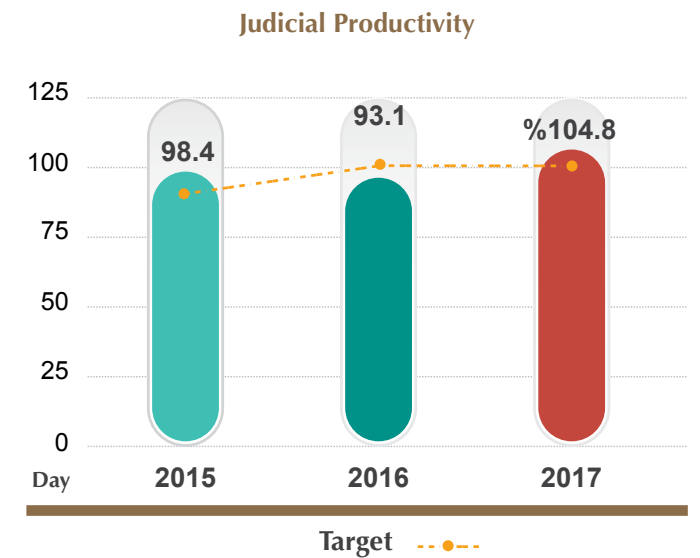
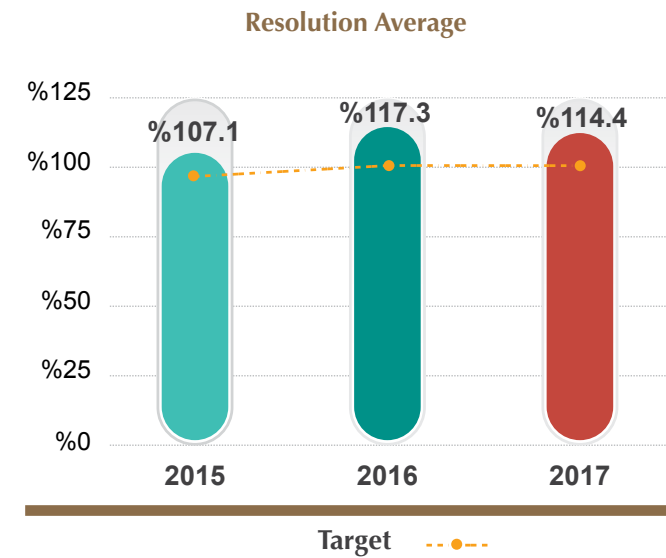
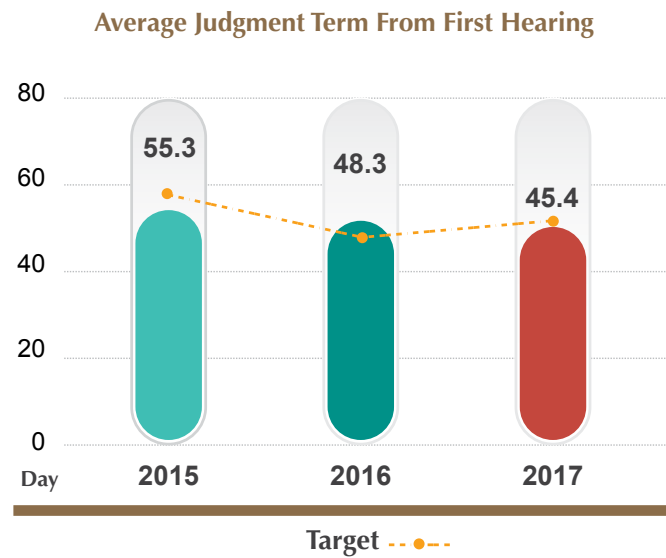
Judgment period rate- court of appeal from the first hearing. The target was 213 days in 2017. The target was 207 days compared to 2016, where the target was 2016 days and the result was 225 days.



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.

Judgment period rate in cassation court from the first hearing. The target was 46 days in 2017. The period was 46 days compared to 2016. The target was 50 days which reduced to 48 days.



[Notary Public]

Main Branch

Fees	2016		2017	
	Number	Value	Number	Value
Movement of Notary Public to Non-special cases	451	453,000.00	520	545,000.00
Movement of Notary Public to special cases	5	500.00	17	1,700.00
Total	456	453,500.00	537	545,700.00

Barsha Branch

Fees	2016		2017	
	Number	Value	Number	Value
Movement of Notary Public to Non-special cases	603	605,000.00	728	741,000.00
Movement of Notary Public to special cases	161	43,300.00	126	12,600.00
Total	764	648,300.00	854	753,600.00

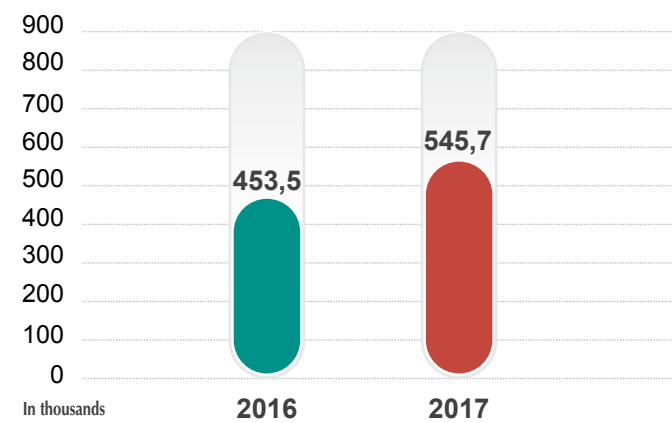
Economic Development Branch

Fees	2016		2017	
	Number	Value	Number	Value
Movement of Notary Public to special cases	26	2,600.00	41	4,100.00
Movement of Notary Public to Non-special cases	465	486,000.00	534	549,000.00
Total	491	488,600.00	575	553,100.00

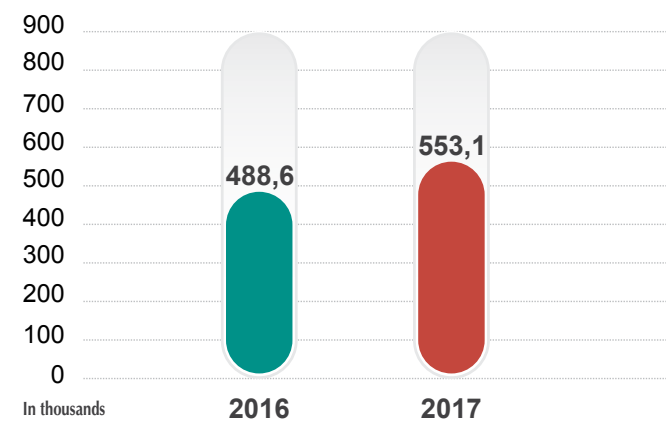
Al Twar Branch

Fees	2016		2017	
	Number	Value	Number	Value
Movement of Notary Public to Non-special cases	355	356,000.00	311	325,999.00
Movement of Notary Public to special cases	113	11,400.00	137	13,800.00
Total	468	367,400.00	448	338,800.00

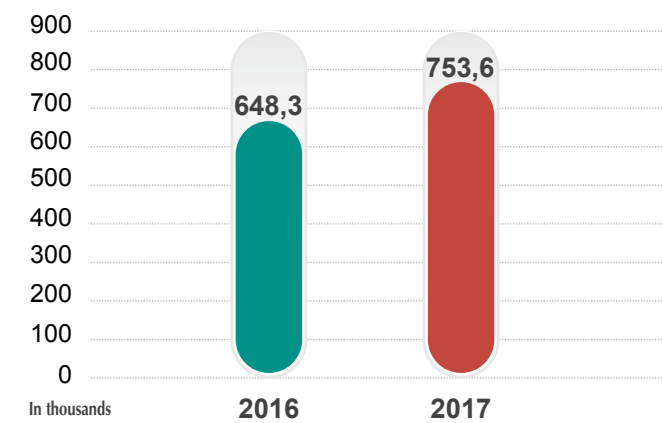
Main Branch



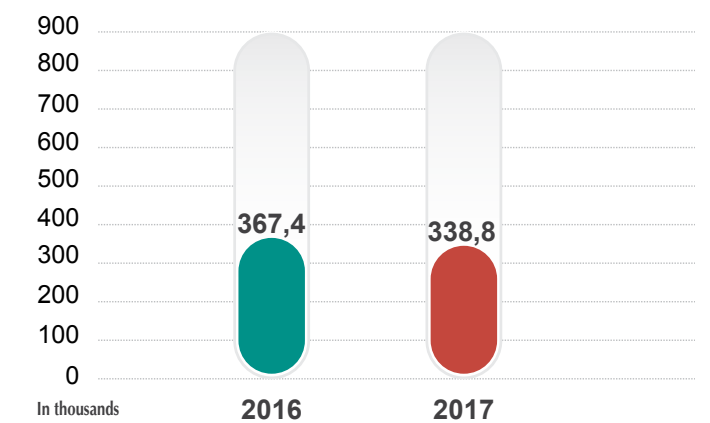
Economic Development Branch



Barsha Branch

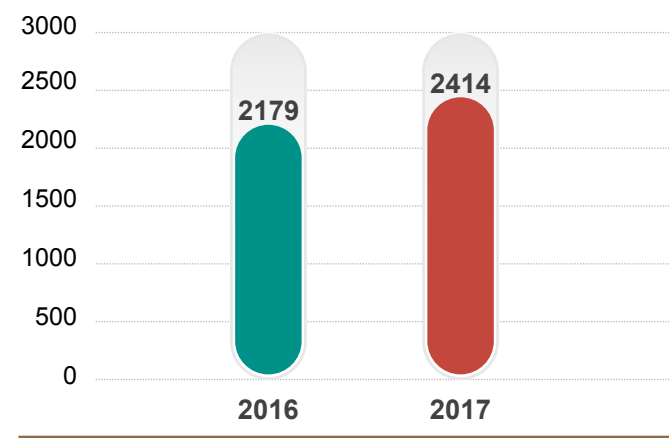


Al Twar Branch



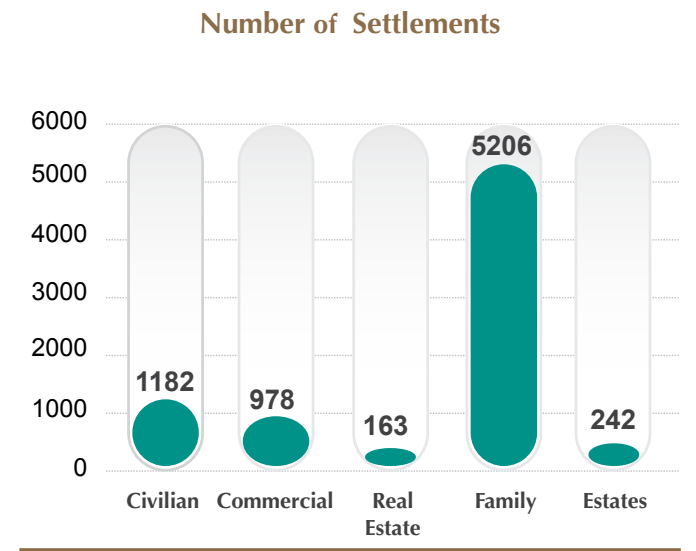
Statistics on Movements During 2016 And 2017

Indicator	Number Of Transactions	
	2016	2017
Movement of Notary Public to special cases - Barsha	161	126
Movement of Notary Public to Non-special cases - Barsha	603	728
Movement of Notary Public to special cases - Al Twar	113	137
Movement of Notary Public to Non-special cases - Al Twar	355	311
Movement of Notary Public to special cases - Economic	26	41
Movement of Notary Public to Non-special cases - Economic	465	534
Movement of Notary Public to special cases - Main Branch	5	17
Movement of Notary Public to Non-special cases - Main Branch	451	520
Total	2179	2414



Tolerance And Amicable Settlements

Dispute	Number Of Settlements	Total Claim Value For Determined Disputes (Agreement)
Civil dispute	1182	11,342,716 AED
Commercial dispute	978	3,173,851,039 AED
Property dispute	163	334,092,493 AED
Family	5206	23,556,970 AED
Legacies	242	5,470,419,614 AED
Total	7771	9,113,262,832 AED





Chapter 3

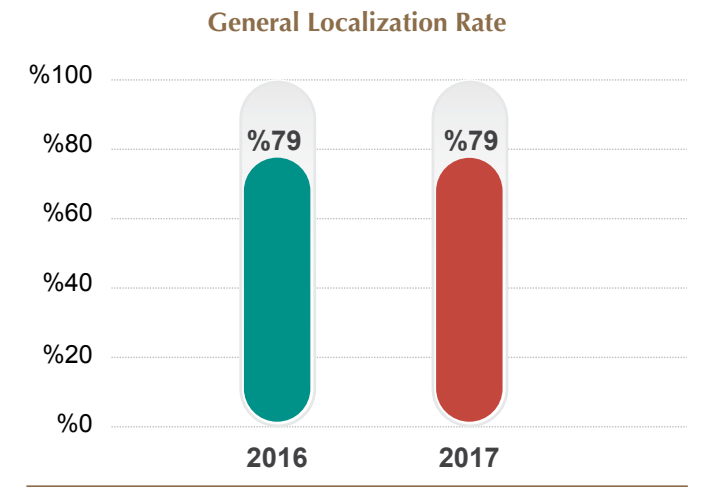
Human Resources
and the Happiest Work Environment

Staff Empowerment Program 2017

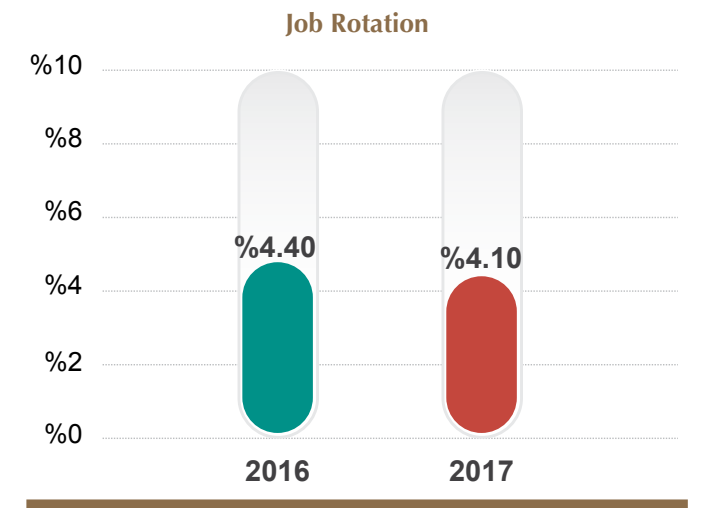
- Total number of winners of Excellence Stars Award: 95
- Total number of honored staff for suggestions system: 241
- Total number of graduates and undergraduates: 71

Dubai Courts' Staff				
PERCENTAGES AND NUMBERS	FEMALES		MALES	
	2016	2017	2016	2017
Total number	446	457	657	654
Localization rate	96.64%	96.28%	66.67%	66.97%
Job rotation rate	5.11%	4.19%	4.09%	4.53%
Number of leaders (leading category)	0	1	23	28
AGE GROUP	FEMALES		MALES	
	2016	2017	2016	2017
20-18	8	5	4	2
25-21	70	60	70	60
30-26	129	131	103	90
35-31	100	108	77	97
40-36	57	53	72	72
45-41	53	60	65	67
50-46	21	31	80	77
55-51	8	8	73	75
60-56	0	1	67	60
60 +	0	0	46	54

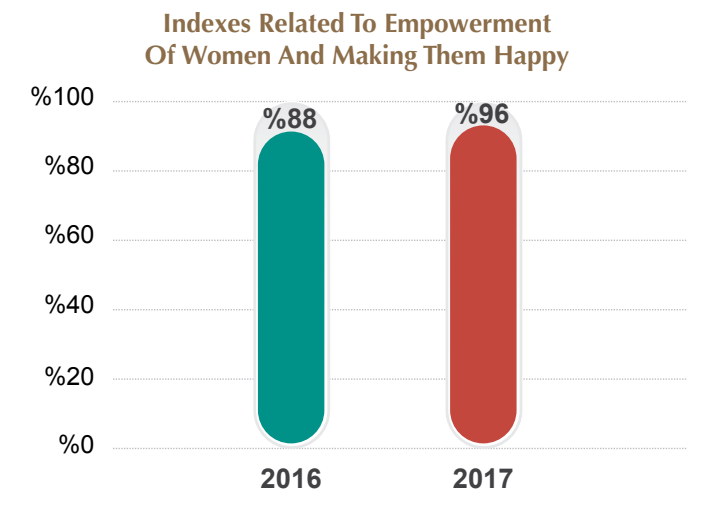
Localization	Results	
	2016	2017
General localization rate	79%	79%
localization rate (leading category)	96%	96%
localization rate (Judicial body)	36%	35%
localization rate (Supervisory category)	62%	96%
localization rate (Executive category)	87%	88%



Job Rotation	Results	
	2016	2017
Job rotation rate	4.40%	4.10%
Job rotation rate for nationals	4.10%	3.90%
Job rotation rate for non-nationals	0.30%	0.20%



Indexes Related To Empowerment Of Women And Making Them Happy	Results	
	2016	2017
Happiness rate as per the daily (index (female category)	88%	96%
Rate of female employees in supervisory jobs (head of department	19%	23,81%
Rate of female employees in supervisory jobs (head of division	34.50%	37.61%



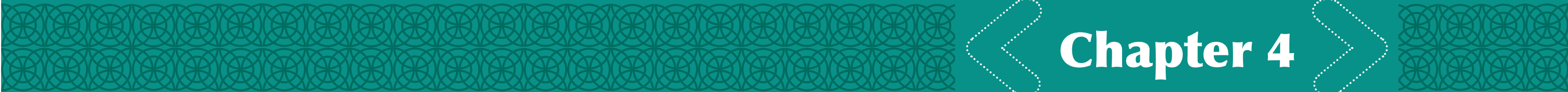
Statistics on Communication and Contact for Leadership:

- Number of staff meetings: 7
- Number of clients meetings: 25
- Number of meetings between clients and director of GM office: 38
- Number of meetings of the advisory board: 2
- Number of meetings of the leading board for development and institutional innovation: 7
- Number of meetings of Judicial Affairs Supreme Committee: 7
- Number of meetings of the Supreme Committee of HR Affairs: 2
- Number of internal meetings: 110
- Number of visits, diplomatic missions, and official delegations: 9



Training And Development Indicators	2016	2017
Number of training hours (leading category)	41	34
Number of training hours (Supervisory category)	32	35
Number of training hours ((Executive category))	24	21
Number of training hours (Judicial body)	Innovative 2017	20
Rate of trainees (leading category)	96%	100%
Rate of trainees (Supervisory category)	58%	99%
Rate of trainees ((Executive category))	83%	79%
Rate of trainees (Judicial body)	Innovative 2017	59%
Rate of training courses held relying on the internal staff our of total conducted training courses	30%	42%
Average results of evaluation of training programs (levels of success of training programs)	92%	93%
Rate of trainee employees in innovation area	15%	27%
Number of awareness and training courses in looking ahead area	4	8
Average results of evaluation of organizational aspects for training programs	88%	89%
Average results of evaluation of trainer's qualification and scientific course.	94%	93%





◀ **Chapter 4** ▶

News, Activities and Events