



DUBAI COURTS STRATEGIC PLAN 2016 2019



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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



His Highness Sheikh Mohammed Bin Rashid Al Maktoum
UAE Vice President, Prime Minister & Ruler of Dubai

*We have succeeded because we have
always considered tomorrow a new
day and what was achieved in the past
has be achieved. And that history is not
what we achieved in the past but what
we will achieve in the future.*

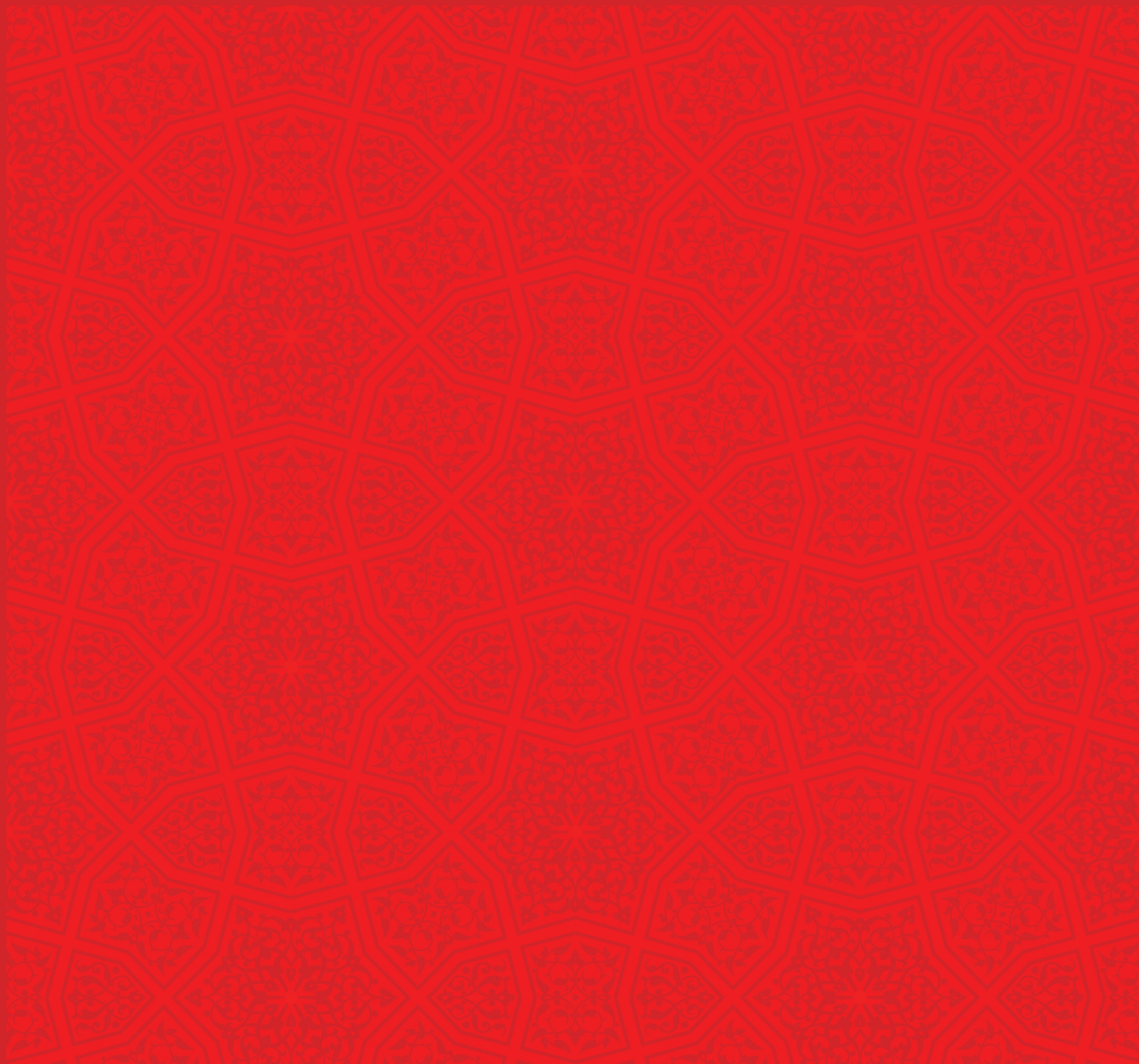
Quotes of Sheikh Mohammed Bin Rashid Al Maktoum











His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum
Crown Prince of Dubai, Chairman of the Dubai Executive Council



His Highness Sheikh Maktoum Bin Mohammed Bin Rashid Al Maktoum
Deputy Ruler of Dubai, Chairman of the Judicial Council in the Emirate of Dubai



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Dubai Courts General Director's Foreword



In the name of Allah the Most Gracious the Most Merciful...

We at Dubai Courts are aware of the surrounding variable changes and rapid developments in Dubai and future aspirations. In line with His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai's vision of the United Arab Emirates in general and Dubai in particular to the at the number one position in all areas, we are an integral part of government strategic partnerships to consolidate this position, and contribute directly to the promotion of this vision.

Our vision "Pioneering and Internationally Distinguished Courts" stems from our understanding of the role assigned to us to achieve justice throughout Dubai and working towards ensuring the rights of those entitled to them. We aim is to provide justice, equality, preservation of rights and freedoms and equal opportunities to all those living in Dubai. We strive to achieve justice characterized by precision, speed, and affordable access to all legal services. Dubai Courts has been able to keep pace with technological developments witnessed by the world, as well as achieving the leadership's vision of ransitioning into a smart government. Majority of our services are available round the clock to all beneficiary categories via smart devices. Clients can access and follow-up and complete transactions without the trouble of coming to Dubai Courts' headquarters. We have adopted through our strategy goals researched indicators and mechanisms to ensure a review of the results and work to improve the institutionally and systematically to achieve three our goals based on enhancing confidence in the judicial system locally and internationally and enhancing the effectiveness and efficiency of performance and attracting, developing and enabling optimal investment in creative and high efficient national human resources.

In the end I would like to thank all those who contributed in the preparation of the strategic plan.

Expert/ ***Taresh Eid Al Mansouri***
Dubai Courts General Director





Expert/ Taresh Eid Al Mansouri
Dubai Courts General Director



Dubai Courts Deputy General Director's Foreword **Deputy Director General**



We are actively working to achieve the aspirations and visions of the Emirate of Dubai. Our plans, policies and judicial and administrative services are aimed to please to our clients. We provide our services in the most convenient ways using modern and advanced methods. And we always look forward towards pioneerism and excellence in all areas according to international standards and we are working as one team, which seeks to achieve the vision of the courts ((Pioneering & Internationally Distinguished Courts))

Our strategic plan with its ambitious goals and objectives and performance indicators are based on research and benchmarking comprises of operational initiatives and programs compatible with the goals, objectives, the vision and mission. We do our best to achieve the aspirations of our wise leadership for the development of governmental services with the efficiency and sustainability of smart means to achieve clients' satisfaction.

Judge/ *Abdulgader Moosa*
Dubai Courts Deputy Director General





Judge/ Abdulgader Moosa
Dubai Courts Deputy Director General



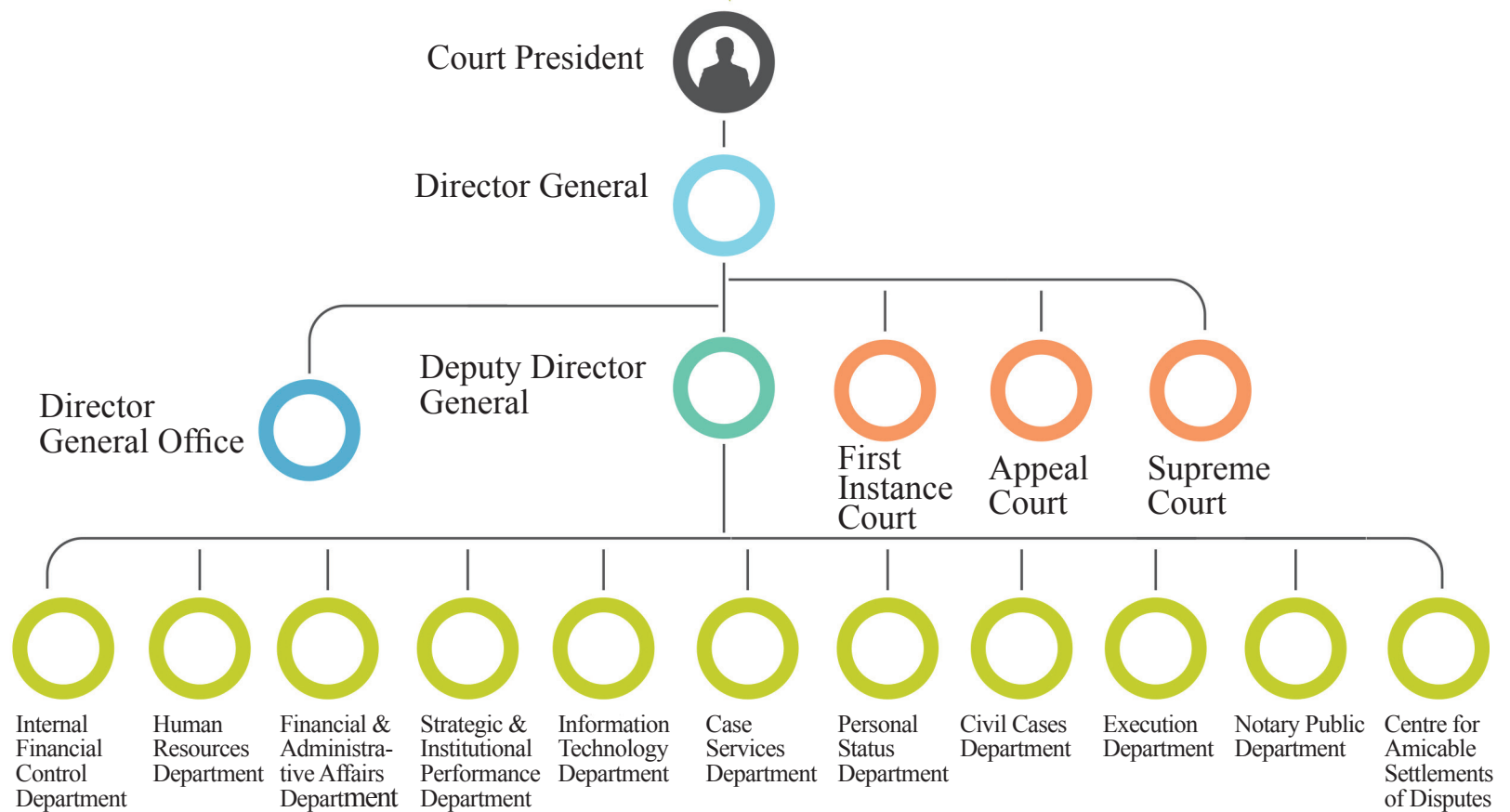




Overview of the Strategic Planning System



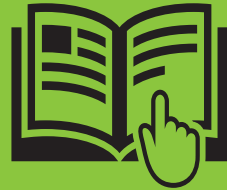
Strategic planning at Dubai Courts is based on scientific theories in the management of strategic planning and is based on an understanding of the internal and external environment and current and prospected changes. These factors contribute in defining Dubai Courts future vision, objectives and strategic directions based on facts and studies and data collected and classified from a variety of services through SWOT and PESTEL. The study and analysis resulted in broadly defining the strategic directions which must be prioritized within the time frame of the updated strategic plan 2016-2019. This is to ensure the governance framework which will steer Dubai Courts' efforts and that of its partners, initiatives, programs and activities to achieve the requirements of its ambitious strategic directions in terms of goals and indicators in the near future.





Strategic Planning Panorama





Major Directions

Importance of directing the institution's efforts towards promoting economic, technological, legal and social environment in Dubai and the United Arab Emirates. The need to focus on identifying priorities for initiatives and improvement and development programs is in line with government strategies and directions.

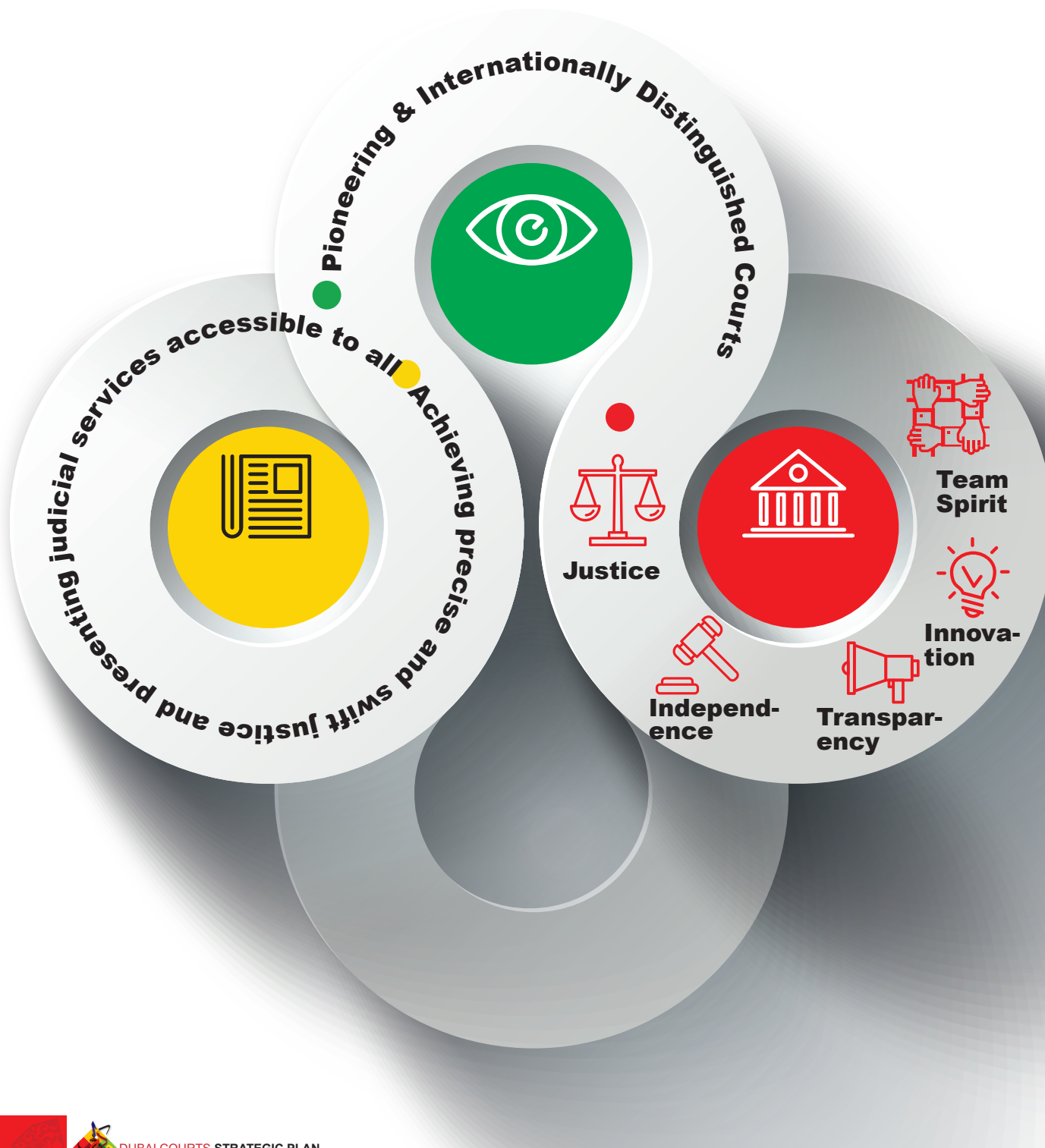
The need to develop a judicial system able to keep up with the economic environment in Dubai to contribute in attracting international capital and their preservation through the development of litigation procedures in the field of Enforcing of Contracts.

The need to focus on the Courts' role in building a safe community and fair justice to please clients and the importance of the development of litigation procedures and services provided in line with the best international practices and in line with the aspirations of the success of Expo 2020.

The need to reinforce efforts to achieve the UAE's vision 2021 in building a secure society, a fair judicial system and the development of the Judicial System Efficiency index.

The need to focus on the creative and innovative development of services provided and to access to clients through smart solutions in line with their aspirations and Dubai's objectives of building an intelligent, integrated, connected, safe and reliable city.









Second Goal

Enhancing the Effectiveness and Efficiency of Performance

Thirds Objective

Developing Procedures & Services Provided



Key Indicators



- Electronic and Smart Services Quality
- Electronic Services Adoption & Usage Efficiency

Fourth Objective

Developing & using of smart services



Key Indicators



- Average Waiting Time to First Hearing
- Rate and Age of Active Pending Case
- International Excellence
- Resources Optimisation and Investment
- Error and Productivity Rate
- Customer Service Quality
- Excellence Efficiency
- Partnership Efficiency





Reinforcing Trust in the Judicial System Locally & Internationally



Raising the efficiency of the Case Management System & Execution of Judgement



Key Indicators



- Average Judgement Time from the Time of Registration
- Overall Clearance Ratio
- Judgement Accuracy Rate
- Amicable Settlement Rate
- Overall Execution Period Rate
- Execution Rate

Reinforcing Customer Service Efficiency



Key Indicators



- Customer Satisfaction Rate (According to Dubai Government Excellence Program - Dubai Courts Internal Survey - Happiness Indicator)
- Society Satisfaction Rate
- External Knowledge Efficiency

Third Goal

Developing Competent & Innovative Human Resources

Fifth Objective

Attracting & developing creative & highly qualified national human resources & maintaining them



Key Indicators



- Internal Knowledge Efficiency
- Nationalization Rate
- Training and Development

Sixth Objective

Reinforcing an internal environment motivated towards creativity & innovation



Key Indicators



- Motivation and Participation Rate
- Transparency and Performance Levels
- Employee Satisfaction Rate

