



## Customer

Qatar International Court and Dispute Resolution Centre (QICDRC), Qatar.

## Partner

Crimson Logic, Singapore.

## Project

eCourt - Qatar International Court and Dispute Resolution Centre (QICDRC) Case Management System

## Background

The Qatar International Court and Dispute Resolution Centre ("QICDRC") was established by QFC Law No. 2 of 2009 to be the final piece of the State of Qatar's initiative to build a world-class international financial centre. It was designed to have international standards in dispute resolution, and to be part of the strategy of the [QFC](#) to attract international business and financial services into Qatar.

The QICDRC provides a modern, specialist, Civil and Commercial Court designed to hear cases expeditiously, economically and in front of internationally renowned, independent judges.

The Civil and Commercial Court consists of a first instance circuit and an appellate circuit. The first instance circuit has the jurisdiction to hear the following disputes:

- Civil and commercial disputes arising from transactions, contracts, arrangements or incidences taking place in or from the QFC between the entities established therein.
- Civil and commercial disputes arising between QFC authorities or institutions and the entities established therein.
- Civil and commercial disputes arising between entities established in the QFC and contractors therewith and employees thereof, unless the parties agree otherwise.
- Civil and commercial disputes arising from transactions, contracts or arrangements taking place between entities established within the QFC and residents of the State, or entities established in the State but outside the QFC, unless the parties agree otherwise.

Led by the President of the Court, The Rt. Hon Lord Phillips of Worth Matravers, the judges' hail from a variety of jurisdictions including Qatar, Kuwait, England, Wales, Scotland, Cyprus, Singapore and New Zealand making the Court a truly international one.

In addition to the Court, the Regulatory Tribunal of the Qatar Financial Centre has the jurisdiction to hear Appeals raised by individuals and corporate bodies against decisions of the QFC Authority, the Regulatory Authority, and other QFC institutions.

Led by its Chairman, the Rt. Hon Sir David Keene, the Regulatory Tribunal comprises judges from the United Kingdom, France, Hong Kong and India, all of whom specialise in the resolution of regulatory disputes.

The judges of the courts abide by a special [judicial code of conduct](#) based upon independence, impartiality, integrity and propriety to further enhance openness and public confidence. The code also benefits the judiciary by providing an opportunity for discussion and canvassing of ethical issues.

The procedures of the Court and Regulatory Tribunal are based on international best practices, modelled to a significant extent on those practiced in England and Wales.

Proceedings before the Court and Regulatory Tribunal are conducted in English and/or Arabic depending upon the preferences of the parties. If litigants or witnesses require the assistance of interpreters (whatever the language), this can be facilitated by the Court or Regulatory Tribunal which have the power to appoint a suitably qualified interpreter. At present, neither the Court nor Regulatory Tribunal charge filing fees, making the QICDRC unique in the GCC Region as well as internationally.

## The Mission

The QICDRC mission has been clear since inception:

*“To provide a world-class international court and dispute resolution centre that will maintain the highest ethical standards, act in accordance with internationally recognized best practices and deliver justice fairly and efficiently with a firm commitment to upholding the Rule of Law.”*

Qatar, like the technology utilised by the QIDRC is developing at an unrivalled pace.

Providing access to justice is at the heart of everything the QICDRC does. So too is developing unrivalled levels of service excellence as well as innovative technologies. The QICDRC recognises a great responsibility for providing people and businesses with access to justice- whoever they may be and wherever they are in the world.

The QICDRC has long been an advocate of the legal digital revolution. Since 2011 it has offered its users the ability to participate in proceedings virtually by implementing a state of the art Audio Visual solution. The integrated infrastructure consists of a video conferencing solution, fully equipped interpreter’s booth, chairman and delegate audio solution, video and audio recording system and live streaming and broadcasting.

In its continuous effort to remain at the forefront of revolutionary technologies and leverage technology to improve access to justice and the administration of justice, the QICDRC’s journey to develop a customised case management solution began in April 2017.

In addition to the above vision, the QICDRC wanted to choose a partner who would support the QICDRC journey, not just for the project duration but continuously. A partner who was capable of collaborating with the QICDRC to translate its laws and regulations as well as ideas into innovative, manageable and sustainable solutions for generations to come. A partner who could support the development of a system that integrated seamlessly into local and international society.

The QICDRC therefore engaged the services of Crimson logic and after an incredibly speedy 9 months of virtual project management....eCourt was born.



[Click on picture](#)

## The Solution – Key Features

Most of the system attributes are annotated in the video and the [user guide](#) but the following system elements and ways of working are worthy of highlighting.

## The System Architecture

The Chrysalis eJudiciary solution, is a one-stop portal that transforms the efficiency in managing the entire case lifecycle. It is a web based system that leverages on content management systems and dynamic electronic (e-form) technology. The solution facilitates new ways of managing the litigation process, through a configurable and flexible core engine built on Crimson Logic's vast experience of the legal domain.

Chrysalis eJudiciary solution is a robust and highly customisable legal framework to assist the QICDRC in enabling court business and communication which is mission critical, resulting in a transparent and efficient judicial system.



**Figure 1: Crimson Logic's Chrysalis eJudiciary Solution**

The eJudiciary functional modules are established using the conglomeration of core engine features. They are designed to provide a fully automated, consistent and transparent process that facilitates administrative tasks for the QICDRC, the international legal community and the public by sharing information over a common single portal.

The system is configurable, scalable and developed based on open standards which are essential for long term solutions.

## E-Filing and Case Management

Traditionally, court documents were filed manually at the Court Registry of the QICDRC. This often resulted in time and cost inefficiencies due to the cost of travelling and waiting time. E-Filing eliminates these inefficiencies. With the electronic submission of legal documents, documents can be submitted 24/7 with no locational constraints. Moreover, the accuracy of documents is validated through the rules configured by the system to ensure that anyone submitting the documents are authorised to do so.

All new submissions of legal documents are automatically assigned to a QICDRC Officer in the Registry. The responsibilities of the assigned QICDRC Officer is simplified by needing to accept or reject the filing. Where the submission is accepted, system will generate a notification to the registered users. Otherwise, the QICDRC Officer may reject the filing or request more information from the user.

The Case Management module facilitates the end-to-end management of cases throughout the entire case life cycle. The case lifecycle includes the initiation and tracking to post judgment activities. Every single step of a case from requesting transcription files, filing a costs application or a request for enforcement, removing an advocate from a case, response analysis for multiple parties, case administration and arranging judicial travel and hearings are automated.

### **Self Service User Registration**

User registration is wizard based which collects information in an intuitive manner and once this information is captured, it can be reused during the case life cycle as and when required to auto populate other documents in the proceedings or in future proceedings such as an appeal, costs or enforcement application significantly reducing the need and time to re-enter information for all users.

Law firms can also manage their legal practitioner’s membership and access rights to the system. They can validate, add and remove users and associate the relevant practitioner to the relevant case(s). This alleviates the administrative burden on the QICDRC and places responsibility with those who are best placed to manage resources related to their cases.

### **E-signature**

E-signature plays an important role in the quest for a paperless court. It securely captures and stores a user’s signature once and at the start of the case lifecycle therefore allowing documents to be signed electronically and reducing the need for printing.



### **Accessibility and Role Based Views**

eCourt is free to use and available to all those involved in proceedings before the courts whether they be litigants in person, legal practitioners, Registry staff or members of the judiciary. The system allows multiple user groups to access a unique page view dependent on the user’s role within the process. The secure, easy to use interface ensures streamlined navigation and access to information that is relevant and accurate.

It is accessible from portable electronic devices such as smart phones and tablets allowing users to access their case files and send and receive communications from anywhere in the world, improving access to justice through a transparent medium which is custom built around the regulations and procedural rules of the Court and Regulatory Tribunal.

### Case Initiation and Case Planning

The Filing Management feature auto-generates a unique case number for each case that is approved by the QICDRC. This provides convenience to locate and unify any case-related document into a single case. This also facilitates the lawyers to conduct their case planning for action case types. Case submissions can also be saved and revisited at a later date.

### Hearing Management

Hearing Management manages the pre, during and post hearing activities.



**Figure 2: QICDRC Functional Module: Case Management**

In the pre-hearing activities, the system allows scheduling and updating of hearings including the booking of facilities, resources and travel for the judiciary. In addition, a hearing index can be created, which is accessible by all parties involved in the hearing. Documents are merged, sequenced and collated into one set of documents removing laborious paperwork and ensuring more accurate filing.

During a hearing, the QICDRC Judges and lawyers can access and reference case details and documents electronically through any portable device enabling the search for case information more efficiently. With the pre-defined templates embedded into this system, Court orders and judgments can be populated at any time using the information obtained during the course of the hearing.

Upon the adjournment of any Court hearing, a Written Judgment Management Information System is included as part of the information updated into the system. This translates all the written judgment into electronic copies which are made available for public viewing on the QICDRC website.

### Fee Management

The Fee Management module is essential for today’s courts. As part of an end-to-end QICDRC Court management process, this module enables the processing and interface with external payment seamlessly. At present, because the QICDRC does not charge any fees, this module is disabled.

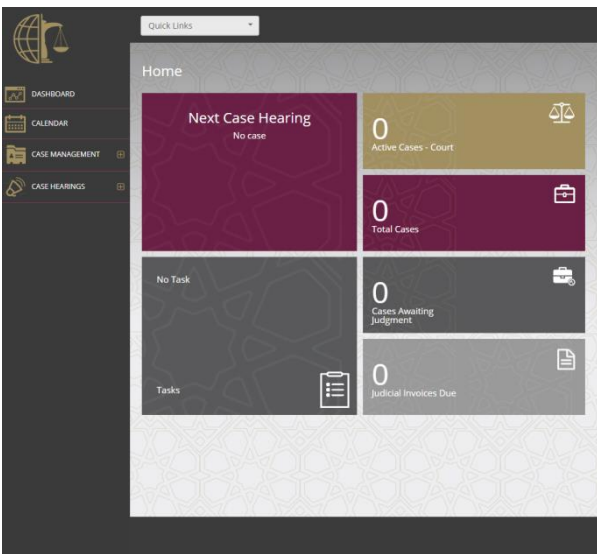
## E-Notification

eCourt has the capability to provide timely alerts and notifications by email and SMS to alert users of required tasks and communications, thus ensuring that users are kept up to date with how their case is progressing and what actions are required of them.

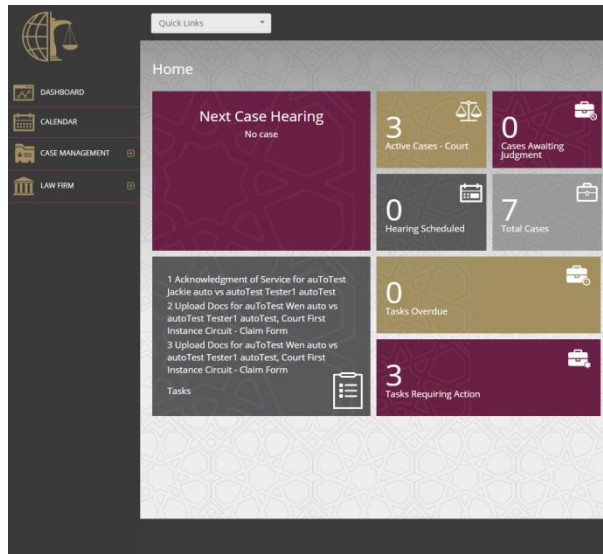
## Dashboard Management

Quick access to all pending tasks relevant to each user display on a dashboard on the home page. Shortcuts for the most common activities such as creating a case, viewing a case and representing a case are also available from the dashboard.

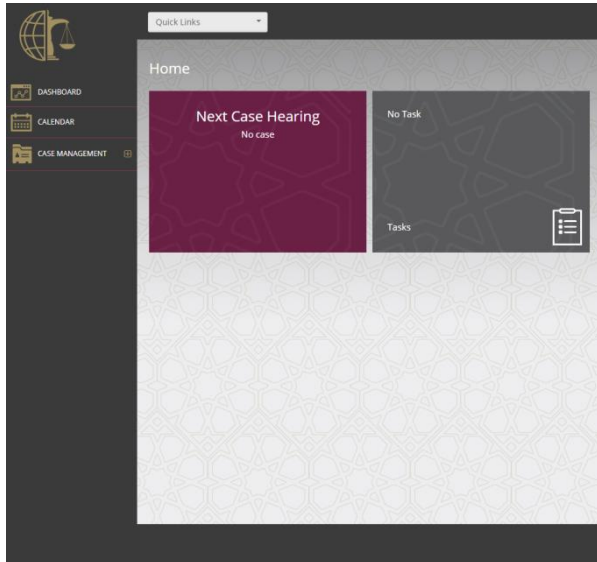
## Judge Dashboard



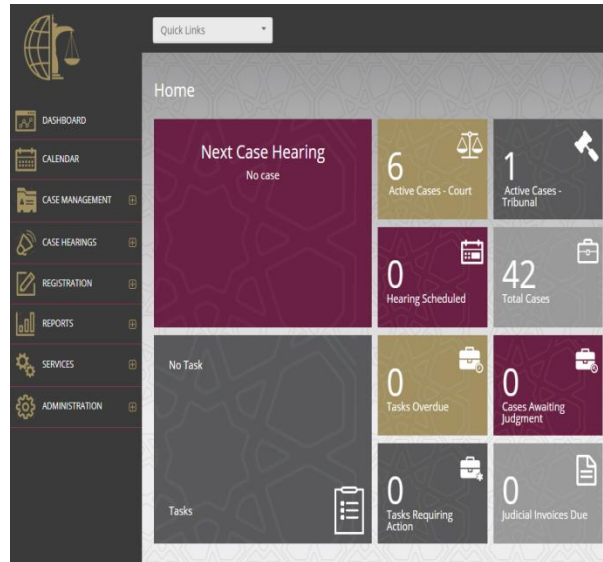
## Legal Practitioner Dashboard



## Litigants in Person Dashboard



## Registrar Dashboard



## Virtual Hearings

One of the most exciting features of eCourt is its integration with the courts pre-existing virtual hearing capabilities, allowing users to participate in live court proceedings from anywhere in the world by simply logging into the system and accessing a secure link which will transport them into the courtroom.



### **Dual Language Capability**

eCourt has dual language capability, operating in both English and Arabic in accordance with the wishes of the individual users. This unique offering is a first in the GCC region and perhaps internationally.

### **Reporting and Analytics**

eCourt can extrapolate information from the system and generate reports for analytical exploration. The frequency of the reports can be configured. Reports can also be built into dashboards for key executives to have quick overview to improve the efficiency and performance of the courts and the administration of justice.





### **The Future**

Since the launch, 75% of cases filed at the QICDRC have been filed using eCourt.

Intrinsic to our core mission and values, eCourt continues to be responsive to the needs of the QICDRC and more importantly; the needs of all court users.

Feedback from the user community is incredibly positive and virtual development meetings continue with Crimson on a weekly basis to ensure eCourt enhancements. The development of eCourt Moots with the local student population is well under way to digitalise simulated court proceedings.

With technology at our fingertips not only do we deliver access to justice, but ensure its continued access to those who need it most.

**eCourt, providing access to justice, anytime, anywhere.**





## Appendices

### A. Judicial Code of Conduct



Judicial Code of  
Conduct.pdf

### B. eCourt User Guide



eCourt User  
Guide.pdf