

## E-Services offered by the Public Prosecution to its clients

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## Content:

- Definition of e-services
- E-services provided for customer
- Service provision channels
- Future vision



## Definition of e-services

A service offered to clients that aims to facilitate litigation procedures using new technology in the day-to-day work, in order to process all legal procedures with the use of computers to as much as possible

## Electronic Services

E-services provided to customer

- General services
- Lawyer services
- Services provided to society



## Electronic Services

### General Services

- Inquiry by case number



## Inquiry by case number

The screenshot displays the 'Case Inquiry' section of the Public Prosecution system. On the left, a sidebar contains the 'PUBLIC PROSECUTION' logo and two main options: 'Inquiry By Case Number' (highlighted in red) and 'Inquiry by report Number' (highlighted in green). Below these is a 'Back' button with a left-pointing arrow. The main content area is titled 'Inquiry by Case Number' and features an 'Insert data' button with a right-pointing arrow. To the right of this button are three input fields: 'Subtype case' with a dropdown menu showing 'Appeal', 'Appeal', 'Emigration', 'Traffic', 'Crimsubtypenal Case', and 'Suprenal'; 'Year'; and 'Serial'. A 'Languages / اللغة' dropdown is located in the top right corner. At the bottom right, a system tray shows 'Keyboard Maximize' and 'تكملة لوحة المفاتيح'.


# Electronic Services

## General Services

- Inquiry by report number
- Court sessions schedule



## Court sessions schedule



النيابة العامة  
PUBLIC PROSECUTION

Languages / اللغة

### Session Schedule

First Session

Second Session

Third Session

⬅ Back

First Instance Court Session Table

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Session Date	Day	Hall	Time	Judgment department
30/03/2009	الثنين	(9) - Court Hall No. 9	08:30	Ninth Misdemeanor Bearing
		(7) - Hall No. 7	08:30	Eleventh Misdemeanor Bearing
		(9) - Court Hall No. 9	08:30	First Misdemeanor Bearing
		(1) - Traffic Department Hall	08:00	Juvenile Bearing (traffic)
		(200) - Immigration Court Hall	08:00	Eighth Misdemeanor Bearing (Immigration)
		(1) - Traffic Department Hall	08:00	Twelve Misdemeanor Bearing
		(4) - Criminal Court Hall No. 4	08:00	First Criminal Bearing
31/03/2009	الثلاثاء	(11) - Misdemeanor Hall No. 11	08:30	Fourteen Misdemeanor Bearing
		(9) - Court Hall No. 9	08:00	Second Criminal Bearing
		(7) - Hall No. 7	08:30	Thirteen Misdemeanor Bearing
		(1) - Traffic Department Hall	08:00	Fourth Misdemeanor Bearing (Traffic)
		(6) - Misdemeanor Hall No. 6	08:30	Sixth Misdemeanor Bearing
		(5) - Misdemeanor Hall No. 5	08:30	Seventh Misdemeanor Bearing
		(7) - Hall No. 7	08:30	Third Misdemeanor Bearing
(11) - Misdemeanor Hall No. 11	08:30	Tenth Misdemeanor Bearing		



## Electronic Services

### General Services

- **Register New Request** which consist of 95 services integrated with the back-end system
- PHOTOCOPY ( BASED ON REQUEST )
  - PROTEST ( BASED ON REQUEST )
  - PARDON ( BASED ON REQUEST )
  - TRANSFER OF THE ACCUSED ( AS PER REQUEST )
  - BAILMENT OF THE ACCUSED
  - REPLACEMENT OF GUARANTOR
  - COLLECTION OF PASSPORT
  - COLLECTION OF IMPOUNDMENT
  - CERTIFICATE FROM THE PUBLIC PROSECUTION

## Register New Request

### تسجيل طلبات المراجعين

الرجاء اختيار نوع الطلب

#### صورة ملف القضية

صورة من ملف القضية كاملاً	صورة من الحكم
صورة حسب الطلب	صورة من محضر جلسة
صورة من أمر بأن لوجهه / حفظ إداري	

#### نظم

نظم من فرار نيابة	نظم
نظم من أمر بان لا وجه	نظم من فرار الحفظ الاداري في قضية/ابداء رأي

#### الاعفاء من العقوبة

الاعفاء من اخلال شروط الكفالة	الاعفاء من غرامة اخلال الجلسات
الاعفاء من شرط رد الاعتبار	الاعفاء من العقوبة

#### احالة المتهم حسب الطلب

احالة المتهم إلى المحكمة	احالة المتهم للعلاج
طلب تحويل متهم	تحويل متهم الى كاتب العدل

## Electronic Services Lawyers' services

Case inquiry, where they can view:

- Basic data
- Related cases
- Involved parties
- Parties' charges
- Parties' lawsuits
- Resolutions

The screenshot displays the official website of the Public Prosecution in Dubai. The main heading is 'التظلمات الإلكترونية' (Electronic Complaints). Below this, there are several service categories listed in a grid format:

- التظلمات العامة** (General Complaints):
  - إستفسار رقم القضية
  - إستفسار رقم البلاغ
  - تسجيل طلب طليقة
- التظلمات الخاصة** (Specialized Complaints):
  - إستفسار عن العقارات - العقاض
  - تسجيل طلبات التعمير - العيى
- التظلمات المهنية** (Professional Complaints):
  - تظلمات الأقران
  - تقديم الشكاوى
  - الاستفسارات والتفصيلات في حالة الأزمات الحرجة المحجوز
- التسجيل** (Registration):
  - عقد الأمر الإلكتروني
  - مكتسب فواتر
  - مخبر

The right sidebar contains a 'القائمة الرئيسية' (Main Menu) with links to various services like 'إبلاغ عن الجريمة' (Report Crime), 'أخطأ لإدانة' (Appeal for Conviction), and 'أموال التعمير' (Construction Assets). The footer includes contact details: '0 مرقوم على الموقع لأن 312 صفح على الموقع لأن 164311 رقم' and logos for the Government of Dubai and the Public Prosecution.

## Electronic Services

### Services provided to society

#### Family Counseling Clinic services:

- Youth counseling services
  - Legal counseling under juvenile delinquency laws
  - Family counseling services



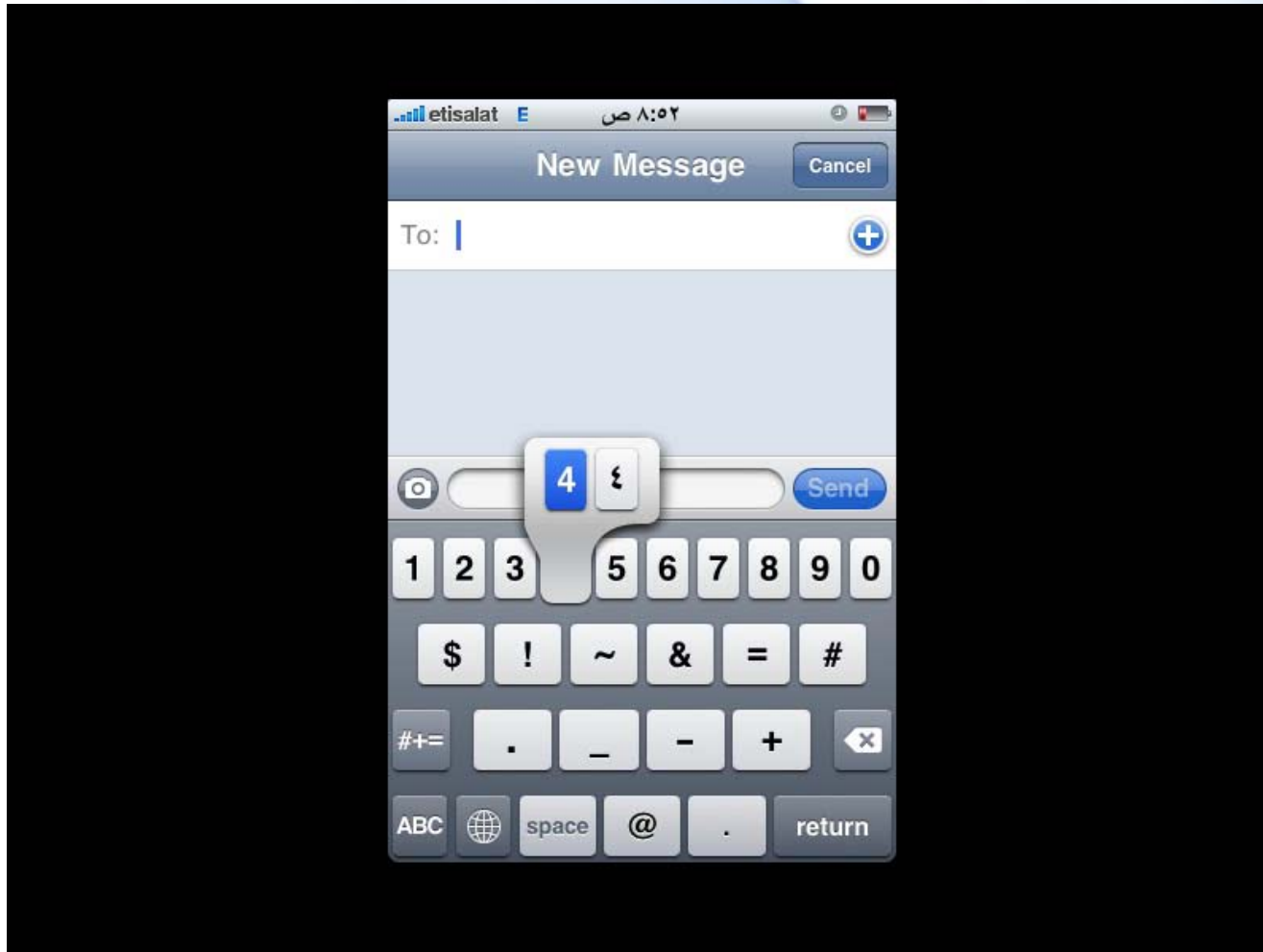
## Electronic Services Services provided to society

Public Prosecution issued a number of publications to spread awareness and legal culture and judicial





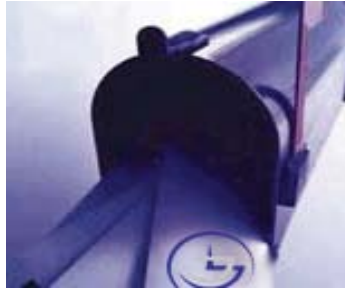
## SMS services







## Future vision



**Express mail service**



**e-Payment service**



**ID Card system**



**IVR service**

**Thank You!**