



"Judicial Services and Smart Infrastructure" Project



WORLD BANK GROUP

# Azerbaijan: e-Courts and the joint achievements in digitalization of justice

**Judge Dr. Ramin Gurbanov,**

Project coordinator,  
President of the European Commission for the Efficiency  
of Justice (CEPEJ), Council of Europe



**Based on CEPEJ's report among the 47 state members of the  
Council of Europe:**

- 46 countries implemented the e-court system (except Cyprus);
- 34 countries accepted the e-filing (e-claim) system on civil cases (Czech Republic, Finland, Latvia, Serbia also accepted e-filing via e-mail);
- 44 countries have developed Unified Judicial Portal (except Germany, Georgia and Switzerland);
- 40 countries allowed remote questioning of accused persons and witnesses (the countries which implement this system in all type of cases – Portugal, Estonia, Finland, Lithuania, Spain and Sweden).



**Some documents adopted by CEPEJ experts for proper use of information technologies during the delivery of services in European court systems:**

- European Ethical Charter on the use of artificial intelligence in judicial systems and their environment (5 principles);
- CEPEJ Declaration on lessons learnt and challenges faced by the judiciary during and after the COVID-19 pandemic (7 principles);
- Guidelines on how to drive change towards cyberjustice;
- Guidelines on videoconferencing in judicial proceedings CEPEJ(2021)4;
- Handbook on court dashboards CEPEJ(2021).



# Moving Azerbaijan's Judiciary into the 21st Century – established reforms



WORLD BANK GROUP

## Reforms before 2000

new constitution was adopted, judicial branch was established, judicial independence guaranteed

## Reforms during 2000

Substantial renewal of the legislation, testing system for the selection of judges was introduced.

## Reforms in 2004

In partnership with Council of Europe the status of the Judicial-Legal Council was renewed, Judge Selection Committee was established

## World Bank

## Reforms in 2006

In partnership with Council of Europe and sub-bodies (Council of Europe European Commission for the efficiency of justice (CEPEJ)) regional courts were created, the number of judges, staff and advocates was increased

## Reforms during 2006 - 2019

With World Bank e-Court infrastructure was established, unified standards were developed, "Electronic Court" and "Enforcement Management" systems were implemented. Amendments made to the Civil Procedure Code and to the Law "On courts and judges" - establishing the electronic simplified (fast-track) procedure for small claims; setting up the time standards for key court events, including adjournment; automated random case distribution; e-filing & e-proceeding. Enactment of the Law on Mediation.

## Next step of reforms (April 3, 2019)

Decree of the President of the Republic of Azerbaijan on deepening reforms in the judicial-legal system: countrywide e-court system, private bailiffs, alternative expertise and etc.





# Building Smart Judiciary System



WORLD BANK GROUP

Phase II  
2019-2024

«Judicial Modernization» Project  
2006-2011

«Judicial Modernization» Project  
additional financing 2011-2014

«Judicial Services and Smart Infrastructure»  
Project 2014-2018





# Main key direction of project activities



## CONSULTING SERVICES ON LAW

*(mediation, advocacy institute, court decision enforcement system, gender policy and etc.)*



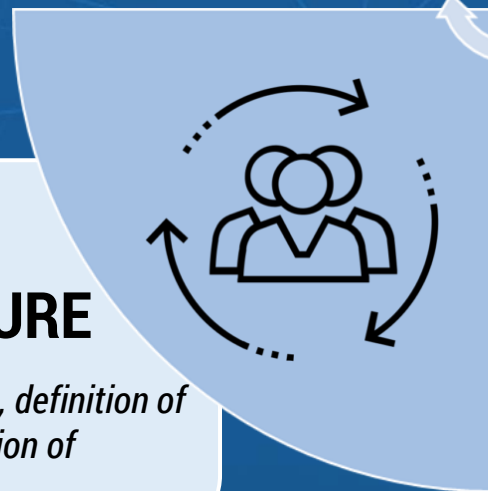
## HUMAN CAPACITY BUILDING

*(various trainings, surveys, Promotions and et.c)*



## COURT INFRASTRUCTURE

*(design of court buildings, definition of new standards, construction of complexes)*



## E- MANAGEMENT AND E-SERVICES

*(e-notary, e-court, e-enforcement, electronic cabinet and etc.)*

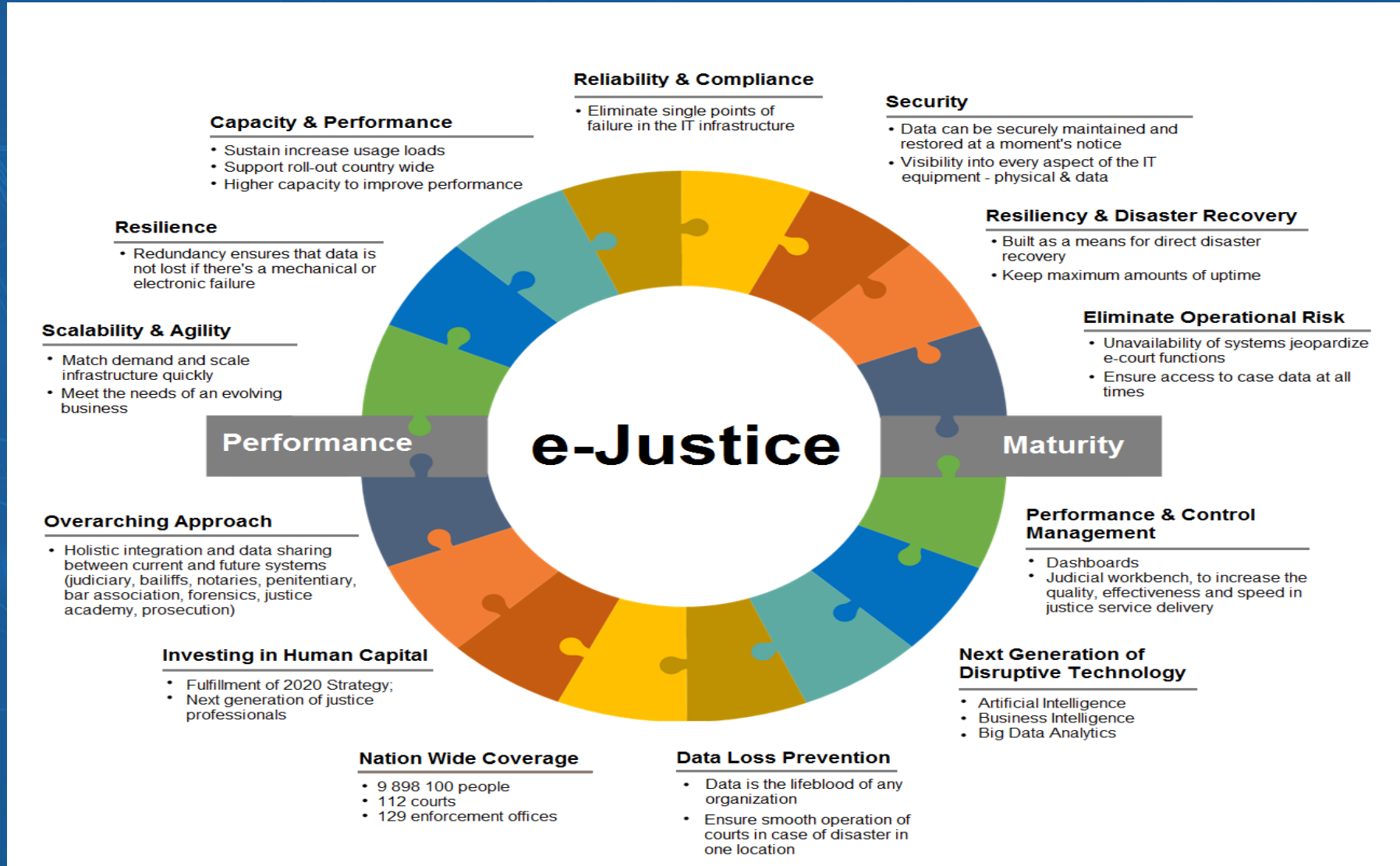




# ESTABLISHMENT OF E-JUSTICE SYSTEM



WORLD BANK GROUP





# Main achievements and developments on e-Services (2008-2018)



e-Court infrastructure

ICT infrastructure has been created for implementation of the "e-Court" System

Delivery of justice in economic disputes based on paperless approach

"e-Enforcement" System is applied in regions

Access to Justice

Unified Judicial Portal

Personal Electronic Cabinet for parties (*e-filing of claims, case progress tracking and management*)

«e-Court fee» system (*electronic payment of court fees and fines*)

Video Conferencing System (remote questioning of parties)

e-Management and efficiency

"e-Court" System (AZEMIS)

"e-Enforcement" System

"e-Order» automated system

"e-Notary" System

Automated random case allocation system

Audio & video recording system of court hearings (Az-FEMIDA)

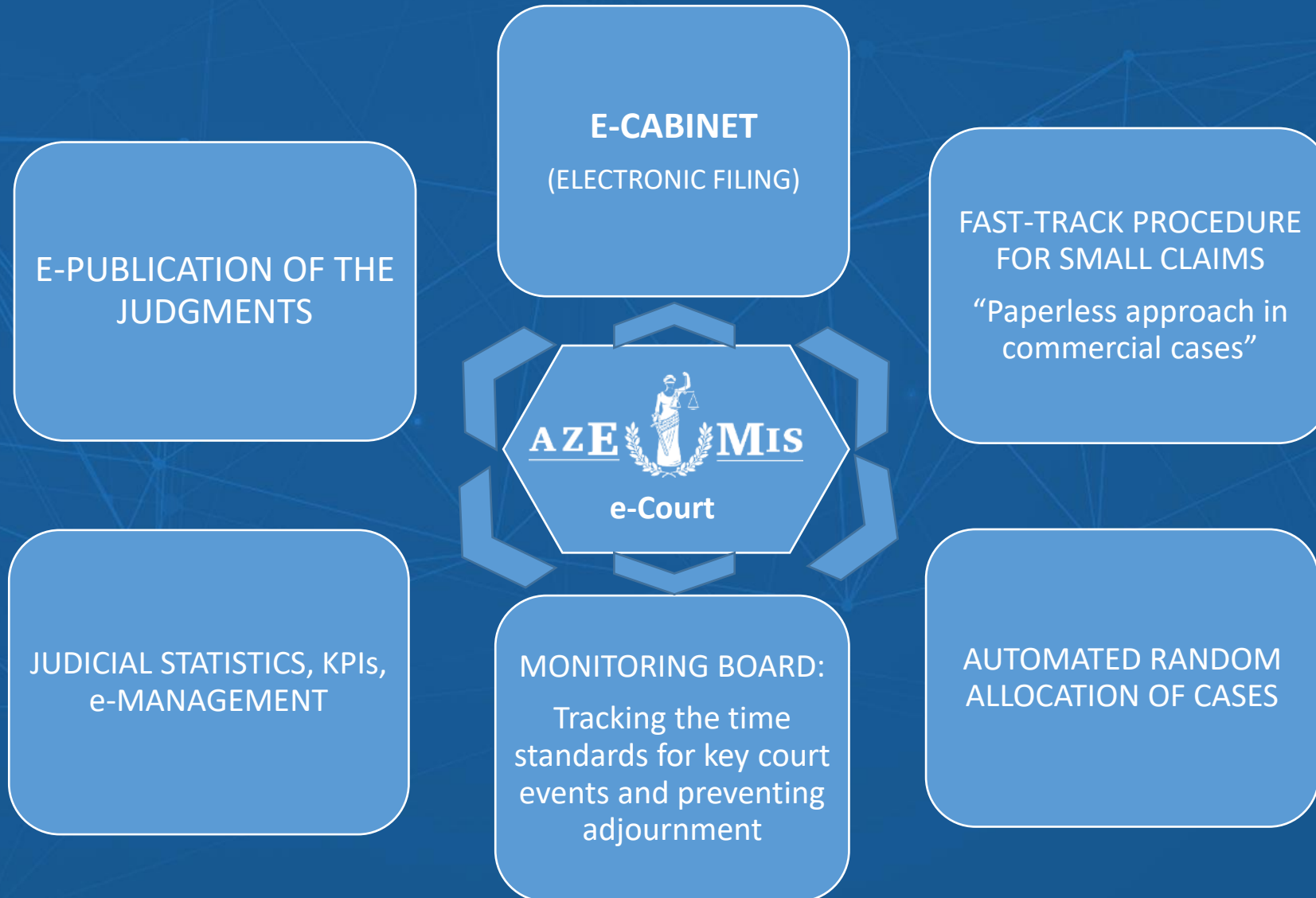
e-Publication of judgments and Unified Database of Judgments

Application of KPI in evaluation of court performance





# Main elements of the e-Court system





# UNIFIED JUDICIAL PORTAL: innovative approach with e-Cabinet



The screenshot shows the homepage of the Unified Judicial Portal. At the top, there is a navigation bar with links for 'THE REPUBLIC OF AZERBAIJAN', 'JUDICIAL BRANCH', 'COURTS', 'JUDGES', 'EMPLOYMENT INFORMATION', and 'E-COURT'. The main header features the portal's title and a search bar. Below this, a navigation menu includes 'MAIN PAGE', 'COURTS', 'JUDGES', 'APPLY ONLINE', 'USEFUL INFORMATION', and 'E-COURT'. A large banner image shows a gavel on a wooden surface with the Latin motto 'IUSTITIA REGNORUM FUNDAMENTUM' and its translation 'JUSTICE IS FUNDAMENTAL TO REIGN'. Three data cards are displayed: 'CASES' with 356,331 cases, 'HEARINGS' with 244,672 hearings, and 'JUDGEMENTS' with 333,044 judgements. The footer contains contact information, links to various resources, news, and a statistics section.

CONTACT INFO	LINKS	NEWS	STATISTIC INFORMATION	
The Judicial e-Court of Republic of Azerbaijan 9, Azerbaijan Republic, AZ 1073, Baku city, Z. Khalilov str., 540th block. T: (012) 594 112 310-2142 B: (012) 594 112 310-2142 E: info@jc.gov.az	Samples of documents International legal cooperation State sites International organization CEPEJ e-gov e-Library of Supreme Court Judicial Services and Smart Infrastructure Project's Results Framework		244,672 HEARINGS	356,331 CASES
			333,044 JUDGEMENTS	496 NEWS

The screenshot shows the 'Elektron Məhkəmə Sistemi' (Elektron Məhkəmə Sistemi) page. The header includes the portal name and a search bar. The main content area is titled 'MƏHKƏMƏ İŞLƏRİM' (My Cases) and features a table of cases. The table has columns for 'İşin nömrəsi' (Case No.), 'Daxil olma tarixi' (Entry Date), 'İşin növü' (Case Type), 'İcraatın növü' (Type of Execution), 'Məhkəmənin adı' (Court Name), 'Hakim' (Judge), and 'İşin baxılma vəziyyəti' (Case Status).

İşin nömrəsi	Daxil olma tarixi	İşin növü	İcraatın növü	Məhkəmənin adı	Hakim	İşin baxılma vəziyyəti
2(103)-7795/2016	22.08.2016	2. Mülki iş	İddia icraatı	Bakı Apellyasiya Məhkəməsi	Abiddin Hüseynov	Yekun məhkəmə aktı çıxarıldı
2(004)-1299/2016	25.12.2015	2. Mülki iş	İddia icraatı	Bakı Şəhəri Yasamal Rayon Məhkəməsi	Sərdar Mehraliyev	Yekun məhkəmə aktı çıxarıldı
2(004)-1298/2016	25.12.2015	2. Mülki iş	İddia icraatı	Bakı Şəhəri Yasamal Rayon Məhkəməsi	Etişad Şamayev	Yekun məhkəmə aktı çıxarıldı
2(004)-1297/2016	25.12.2015	2. Mülki iş	İddia icraatı	Bakı Şəhəri Yasamal Rayon Məhkəməsi	Ayten Mirzəzadə	Yekun məhkəmə aktı çıxarıldı

The logo for the Elektron Məhkəmə Sistemi (Elektron Məhkəmə Sistemi) is displayed on a yellow background. It features the text 'AZERBAIJAN REPUBLIC OF JUSTICE MINISTRY' at the top, followed by 'ELEKTRON MƏHKƏMƏ SİSTEMİ' in large, stylized letters. A central emblem shows a figure holding scales of justice, flanked by laurel wreaths.



# Impact of the e-Cabinet to court proceedings and opportunities for users



## Parties

*plaintiff, defendant, lawyer, victim & etc.*



### Access to Justice (24/7):

- Electronic filing of initial complaints and documents (claims, petitions and etc.) through a dedicated platform without submitting hard copy;
- e-Payment of court fees;
- e-Access to all related cases (*case documents, hearings, judgments and etc.*).



### Completely electronic interaction between the judge and the party:

- e-Communication between judge and party (electronic delivery of court notices and etc.);
- e-Document flow (*submitting and getting documents*);
- Automatic publication of judgments;
- e-Tracking the status of the enforcement of judgments.



### Transparency and efficiency:

- Speed-up the court proceedings and getting the court documents on time;
- Elimination of delays and fraud.



### Cost and time saving:

- No post and paper expenses;
- No need to visit court before or after hearings;
- No any direct interaction with court staff and waiting for their response.

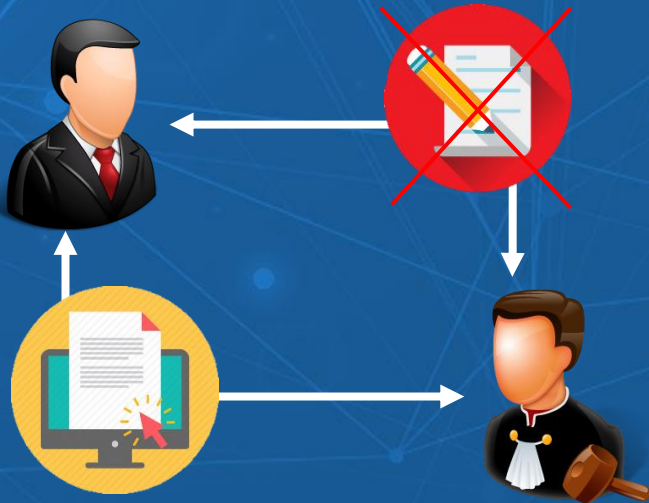




# Providing paperless electronic document flow

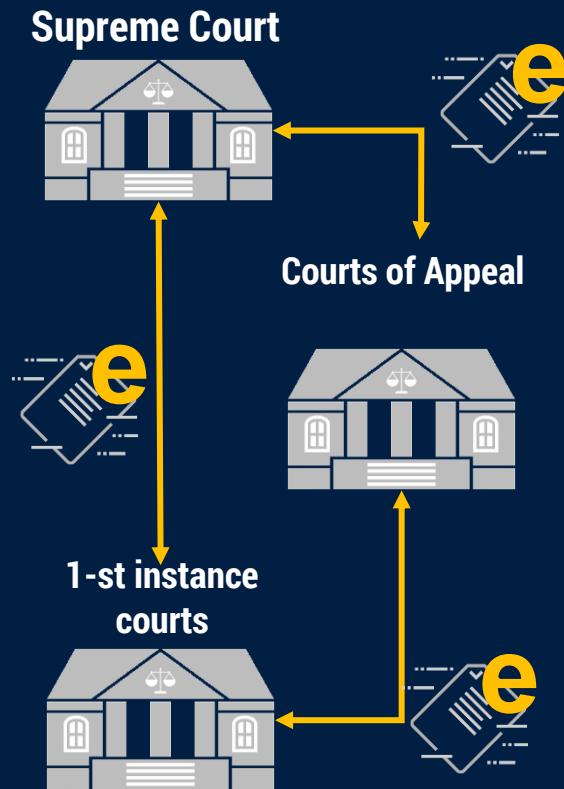


## Paperless **electronic document** flow between Judge and Business Entity



Completely electronic interaction between the judge and the party

## Paperless **electronic case** flow between Court Instances



## Paperless electronic case flow between **State Institutions**

(e.g. courts and enforcement agencies, prosecution)







# PAPERLESS APPROACH IN COMMERCIAL CASES: Speed-up the court proceedings by digitalization



## METHODS & OUTCOMES

Easy filing of the case –  
e-Cabinet & e-Payment of court  
fees 24/7

e-Registration of the cases -  
*reducing the time of case  
registration*

Automated random allocation of  
cases – *immediately and directly*

e-Preparation of the court  
documents

e-Scheduling the hearings

e-Tracking the key court events  
and validating the key  
operations

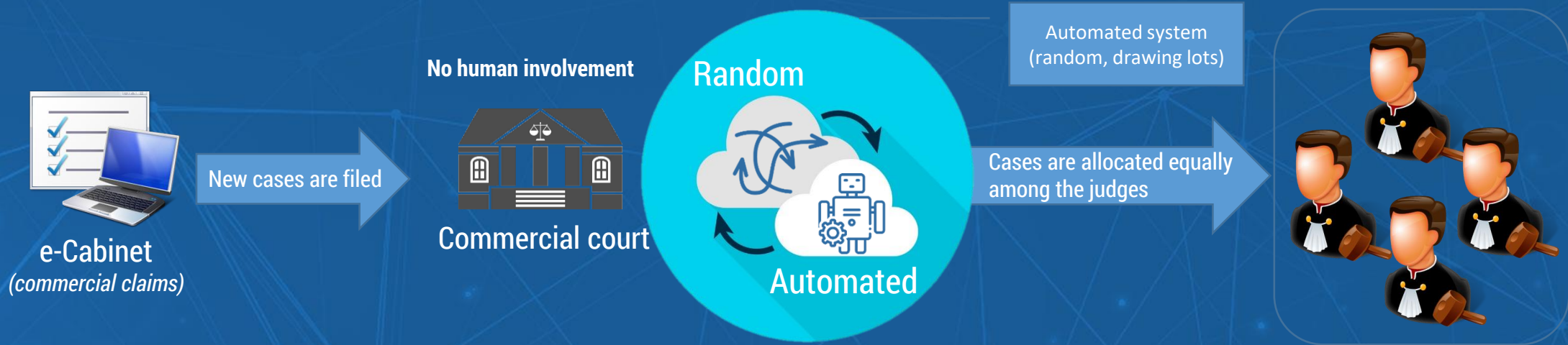
e-Publishing the judgments

e-Preparation of the  
statistical reports based  
on KPI



# AUTOMATED RANDOM ALLOCATION OF CASES

## *e-Assignment of cases*



### MAIN ALLOCATION PRINCIPLES (CRITERIAS)

#### On the basis of the subject matter:

By case types – *civil, commercial, administrative and etc..*

By dispute categories – *insolvency, contract enforcement, debts and etc..*



Weight of the case – *dispute types grouped by panel of expert judges.*



On the basis of the court's/judge's caseload

### OUTCOMES

Random allocation of cases provides - *individual independence of judge and his/her productivity*

Transparency for judges and parties – *access to the case allocation reports through e-Court system*



# AUTOMATED PUBLICATION OF JUDGMENTS



The judgment is signed by judge's e-signature

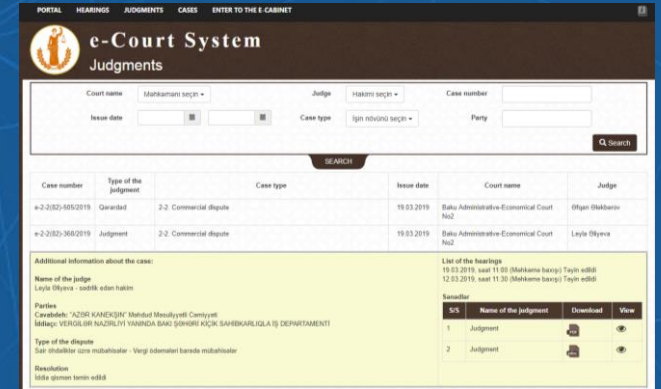


Automated publication

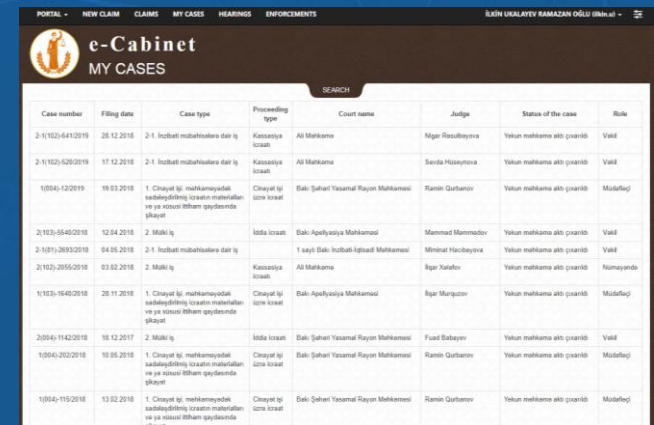
With anonymization in

Without anonymization in

Unified Judicial Portal  
(public access)

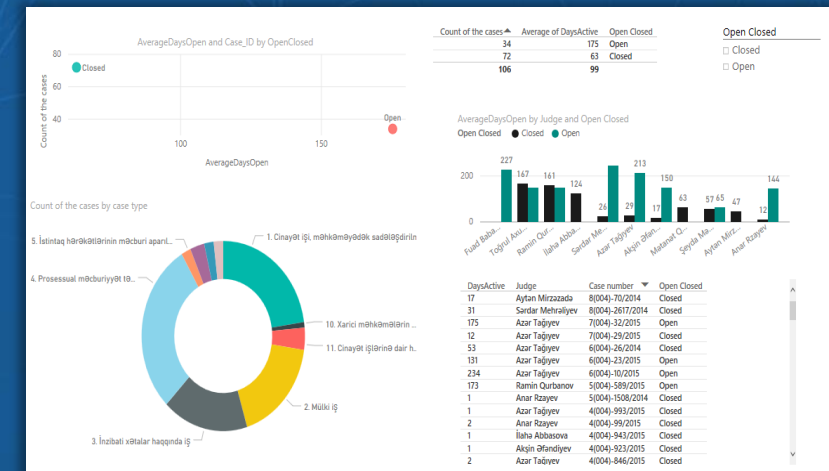
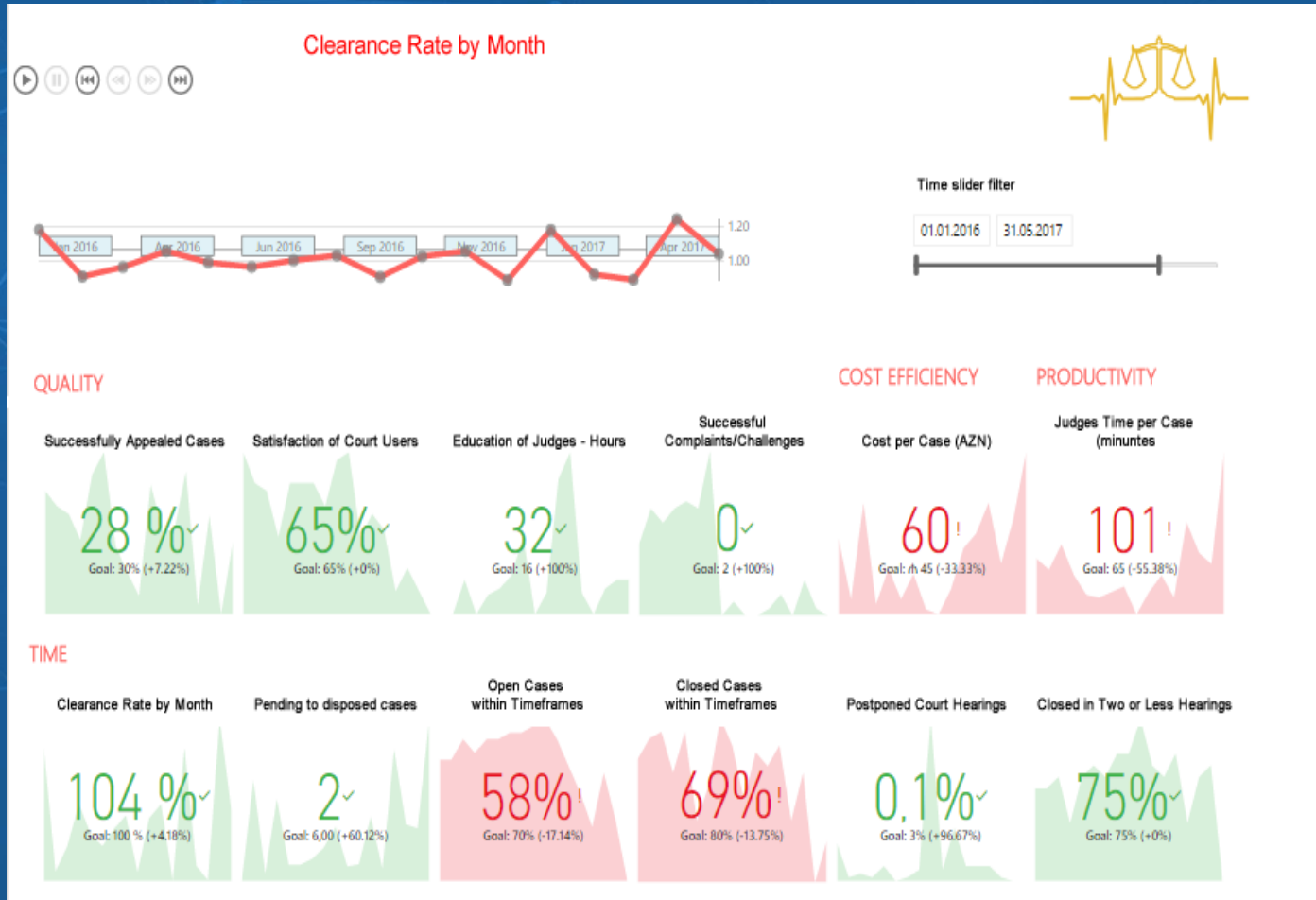


e-Cabinet (private access) and  
Unified Database of Judgments





# INNOVATIVE APPROACH IN COURT MANAGEMENT: ("Court Pulse – Revolution in Management" Project)







# INNOVATIVE APPROACH IN COURT MANAGEMENT: ("Court Pulse – Revolution in Management" Project)



## Crystal Scales of Justice Competition

27 October 2017



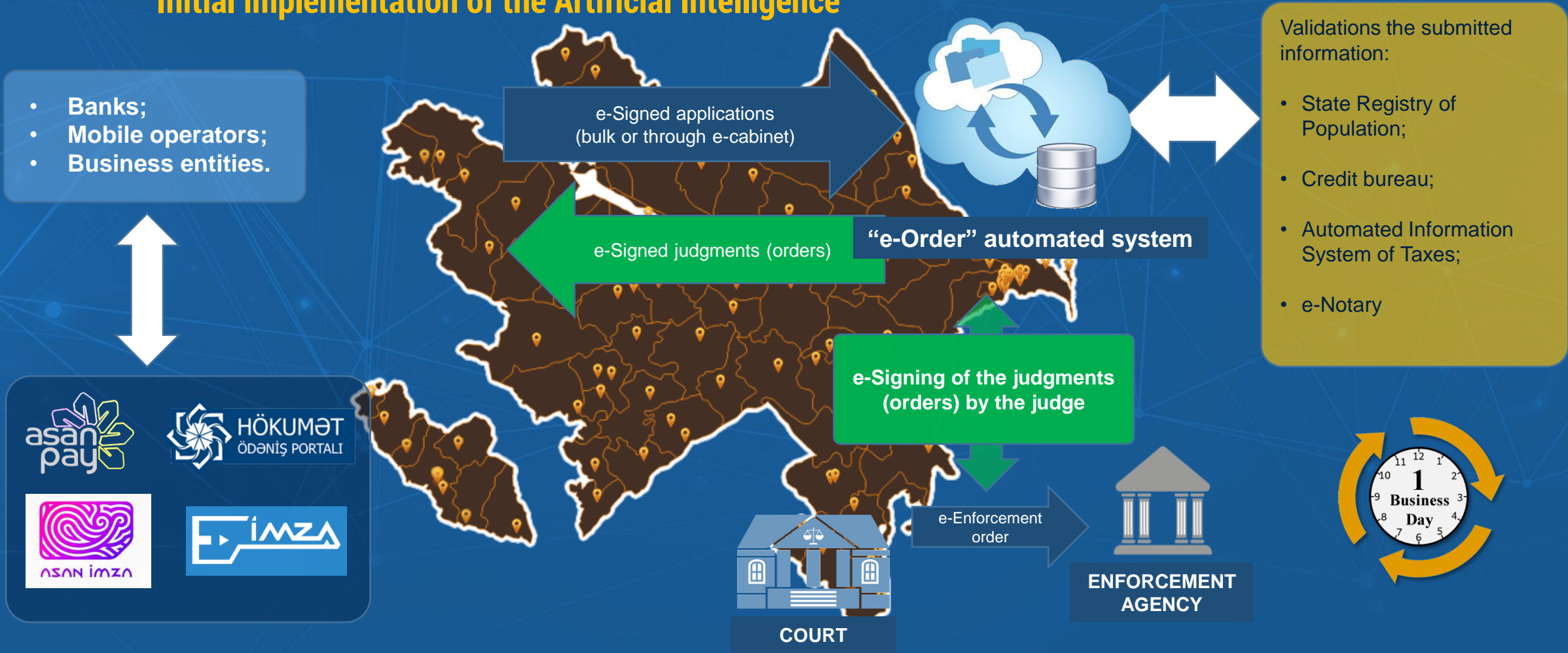


# “Silk Way” Project

Fast-track procedure for uncontested small claims  
“e-Order” automated system:  
Initial implementation of the Artificial Intelligence



WORLD BANK GROUP







# Positive impact of the implementing of the Automated Fast-Track System for small claims ("Silk Way" Project)



Case review  
Within 1 business day



More than 60 business  
entities use the online  
system



About the 7% disputed  
court decisions



Speed up the enforcing  
process by  
e-Enforcement



Increasing confidence in  
courts

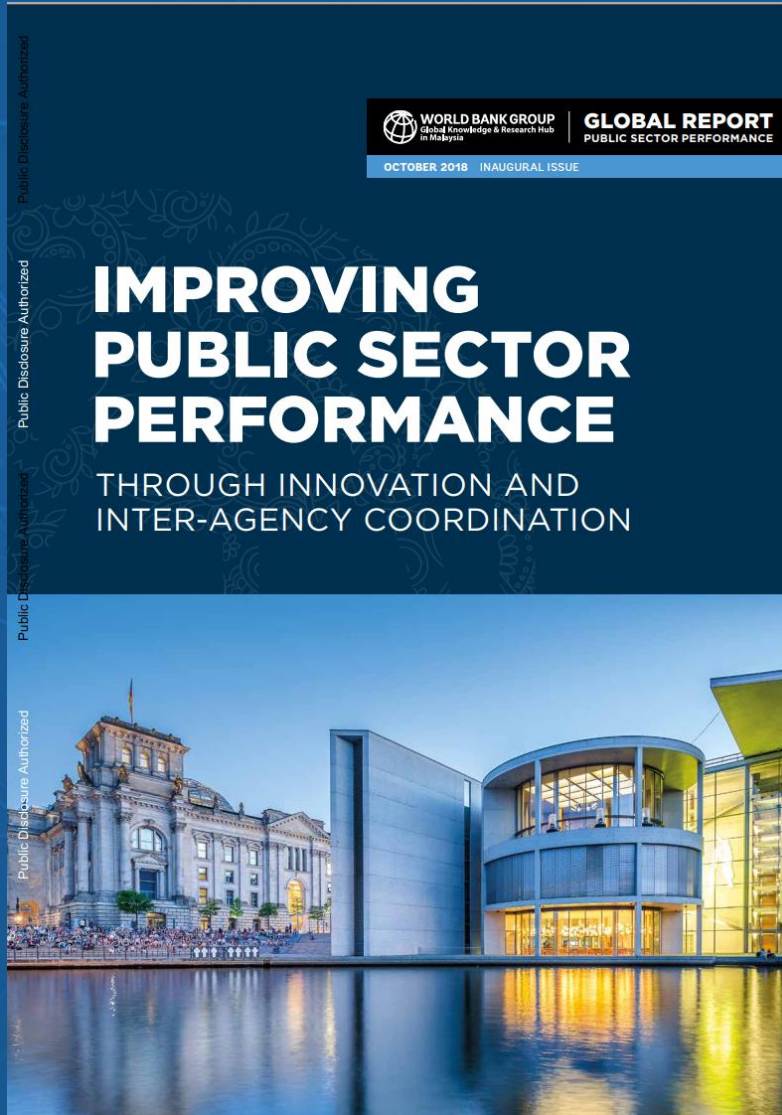


Cost and time savings for  
Business Environment  
(lawyer and post services)





# International acknowledgment of the Project on automated e-Fast-Track System for small claims (“Silk Way” Project)



136 IMPROVING PUBLIC SECTOR PERFORMANCE THROUGH INNOVATION AND INTER-AGENCY COORDINATION  
PART I - GLOBAL TRENDS IN PUBLIC SECTOR PERFORMANCE

### CASE STUDY 14

## Automating Processing of Uncontested Civil Cases to Reduce Court Backlogs in Azerbaijan



### Overview

In 2016, courts in Azerbaijan were becoming clogged with relatively simple civil cases, such as claims against citizens that had failed to pay their phone bills. Judges had to spend inordinate amounts of time on these cases, and backlogs continued to build. The judiciary turned to Slovenia, which had faced a similar problem a few years earlier, for help. In June 2017, Azerbaijan’s busiest court began piloting an automated system for dealing with the cases, partnering with several banks and a mobile phone operator. Citizens still had the right to contest cases, but fast-tracking uncontested cases through the automated system freed up judges’ time to focus on litigating more complex and demanding cases.



#### AZERBAIJAN

POPULATION (July 2017 est.)<sup>1</sup>

9.961 million

GDP PER CAPITA (current US\$)<sup>2</sup>

3,878.70

INCOME GROUP<sup>3</sup>

Upper middle income

GOVERNMENT EFFECTIVENESS<sup>4</sup>

49.0%

<sup>1</sup>CIA World Factbook, <sup>2</sup>World Bank (2016), <sup>3</sup>World Bank (2016), <sup>4</sup>World Bank (2016)





# e-Court management: ICT infrastructure



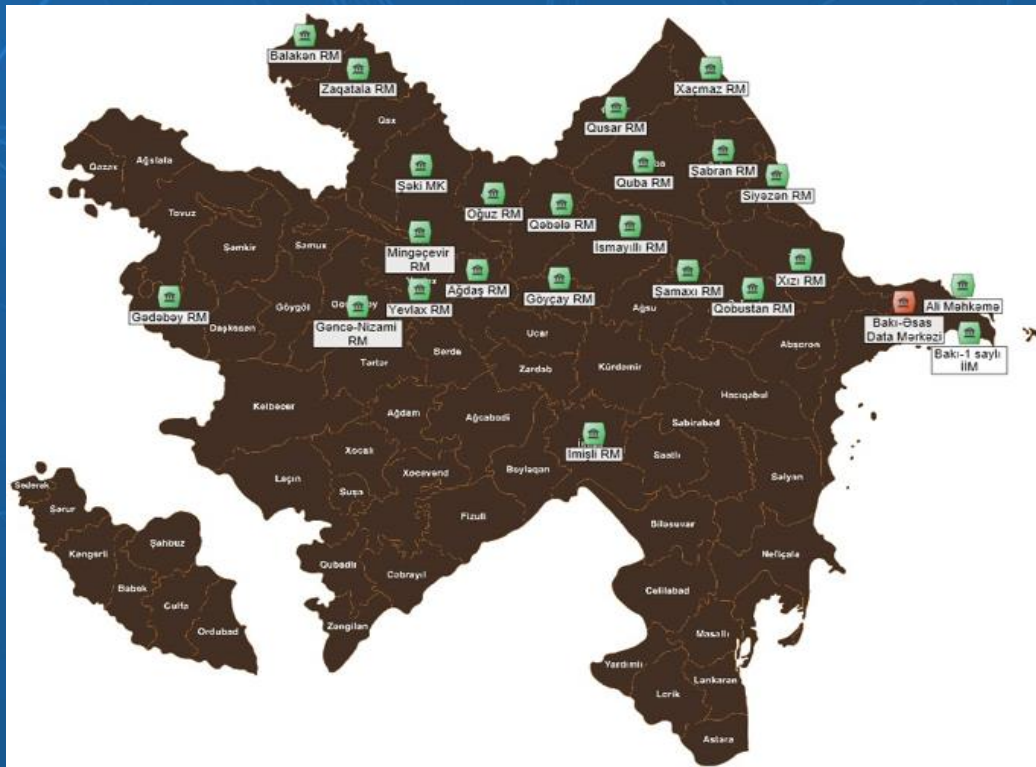


# Pro-Active ICT Infrastructure Monitoring

24/7/365 control of ICT network & electronic systems



Nation wide “Traffic Light” monitoring of e-systems availability



Quickly identify and predict performance issues on MoJ e-Services delivery







# Reserve (Full-Backup) Tier III Data Center

State-of-the-art Data Center solution Certified by the  
Global Uptime Institute Data Center Authority



**Airbus – Up in the air with containerized  
Performance Optimized Datacenter  
(POD) solution in Toulouse, France**



**Ministry of Justice (MoJ) first to implement  
POD Containerized Datacenter in Azerbaijan  
(Uptime Institute Tier III Certified)**







# Awards & Certificates

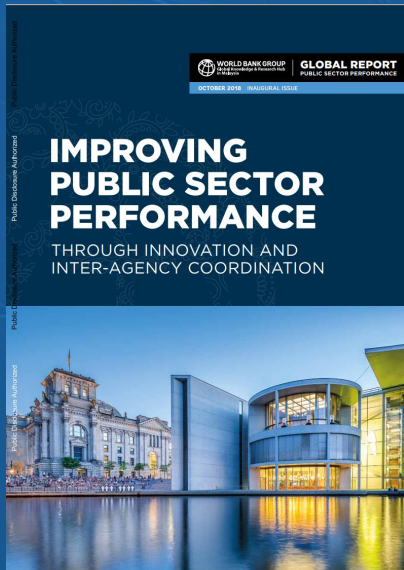


WORLD BANK GROUP



## Council of Europe

Project:  
"Court Pulse – The Management Revolution"  
was awarded with  
**SPECIAL MENTION**  
at the **Crystal Scales of Justice Prize** awarding  
ceremony in Edinburgh, Scotland on 27 October  
2017.



"e-Order" automated  
system – International  
recognition of use of  
artificial intelligence in  
Azerbaijan ("Silk Way"  
Project)



## World Bank