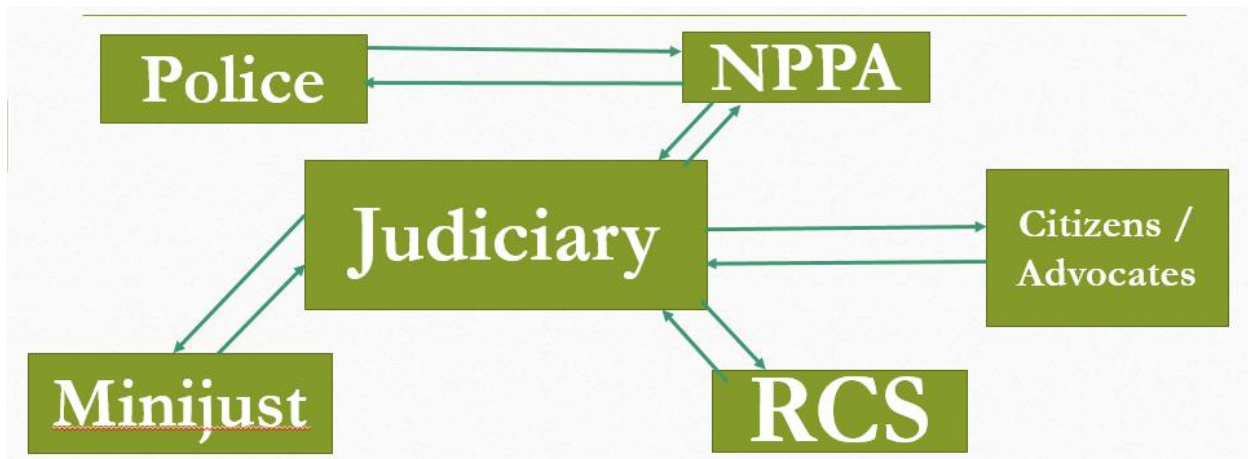


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## Integrated Electronic Case Management System (IECMS)

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**Rwanda IECMS (Integrated Electronic Case Management System) is an Electronic case management System** integrating 5 institutions of the justice sector in Rwanda (Judiciary, Ministry of Justice, National Public Prosecution Authority (NPPA), Criminal Investigation Department (Police) and the Rwanda Correctional Services (RCS)).



As shown in the picture above, Judiciary is the core beneficiary of IECMS. In addition to interaction with other sector institutions, IECMS helps to provide an interface between Judiciary and Litigants for Electronic Filing and follow up of cases.

IECMS was initiated to improve Judicial Service Delivery by reducing delays and transaction costs associated with judicial cases processing through the whole justice chain from the inception (beginning) of a case to its final adjudication (closing). Thus, delivering timely, quality and accessible justice at reduced cost.

IECMS was developed by an American Company called **Synergy International Systems** that signed a 22 month contract with MINIJUST on 29. Dec. 2014. The system was developed hand in hand with Rwandan Judicial staff to make sure that the development reflected the Rwanda context: procedurals laws and regulations, court organizational set up and roles of all stakeholders in the whole judicial process.

IECMS was launched on 31<sup>st</sup> Dec 2015 and started to be used on the 1<sup>st</sup> Jan 2016 in Kigali City courts and all commercial courts (14 courts in total).

On 2nd March 2016, Judiciary won the prestigious continental public management **gold trophy for IECMS as the best demonstration of innovative public management in Africa**. The award was organized by African Association of Public Administration Management

(AAPAM) and it had 51 innovative programmes from 13 countries, of which Rwanda had tabled close to 10 innovations from different institutions. Rwanda beat competition from South Africa, Egypt, Ghana and Kenya to be declared the award winner on 2nd March 2016 in Zambia (Ref <http://www.aapam.org/226-innovative-management-awards-2016>). Rwanda had fulfilled all four criteria for the award about innovation, relevance, significance, sustainability and replications.

### **Objectives of IECMS:**

- ✓ Prevent the loss and physical damage of document in a case file.
- ✓ Enhance Information Accessibility.
- ✓ Enable case reproduction and eliminate duplication of case information within the sector.
- ✓ On-the-fly accurate reporting (effective and efficient judicial system).
- ✓ Modernize the sector's operations.
- ✓ Accurate Action Audits and security

### **Benefits:**

The IECMS has numerous Advantages to all the sector institutions and in particular for the Judiciary, it has far reaching benefits to both the Litigants and the Court staff as outlined below.

#### **I. Benefits of IECMS to Litigants (The span through the case filing and case follow-up)**

1. System accessibility on Phone, tablet and computer anywhere.
2. Electronic case filing with mobile money payment option.
3. Litigants' input and view submissions online side by side on each issue.
4. Automatic submission generation (export).
5. From a single window, given username and password, litigants access all cases in which they have ever been Party or Advocate.
6. Follow-up of cases and their current status and next status online.
7. Automatic reminder of any deadline status on the case.
8. Keep up with court schedules on system calendar.
9. E-mail, SMS and system notifications of Case proceeding notifications (filing, pre-trial, hearing, pronouncement).
10. Easy chat functionality with the registrar.
11. Online access to summons and proof of non-appeal online. These accounted for 10.86% and 20.43% respectively of the reasons litigants physically go to courts in 2014.
12. Free access to Summary of Judgment and number of pages to allow online payment.
13. Availability of Judgment copies online which originally accounted for 35.72% of the reasons litigants physically go to courts 2014.
14. Easy management of individual cases.

15. Authenticity of data and audit trail.

## **II. General benefits to all court staff:**

1. Creation and manipulation of Personal tasks, appointments and to do list.
2. Reminder of pending tasks.
3. Easy search of well-organized cases.
4. Notifications on proceedings of cases.
5. creation of report (list, report, chart and all can be viewable in one window)
6. Easy information sharing.
7. Dynamic nature of the system (easy to add modules in case of change in procedure, deciding who sees what).
8. Authenticity of data

## **III. To Chief Registrar**

1. Automatic case schedule (pre-trial, hearing, pronouncement, adjournments).
2. Electronic office (appointments, tasks, follow up of tasks)
3. Case assignment is easier (propose a judge, assign a registrar)
4. All summons and orders are automatic
5. No more need to transfer report because they are accessible to everyone.
6. Follow up on registrar tasks

## **IV. To front line Registrar**

1. Automatic filling of case form details.
2. Automatic court case number generation.
3. Easy access to case documents (cases from lower courts, police, NPPA).
4. All summons are automatic.
5. No more need for act of non-appeal.
6. Platform to answer litigant questions online.
7. Easy to dispatch information to litigants (all information is available in one place).
8. Follow the status of case (e.g if judgment is ready).

## **V. Court Reporters:**

1. All case details are automatically available (pv d'audience)
2. Pv d'audience form is automatically generated

## **VI. Judges:**

1. Easy access to case documents (cases from lower courts, police, NPPA and RCS).
2. Notifications on necessary cases proceedings.
3. Authenticity of data.
4. Easy manipulation of case documents.

5. Automatic generation of summary of judgment.
6. Electronic office (appointments, tasks, follow up of tasks).

### **Court Presidents:**

1. Electronic office (appointments, tasks, follow up of tasks).
2. Notifications on proceedings of cases.
3. Easy generation of reports for better decision making.
4. Follow up of the court activities.
5. Easy to determine case status (e.g if judgment is ready).

### **Inspectors and planning:**

1. Follow up of the court activities.
2. Easy to determine case status (e.g if judgment is ready).
3. Dynamic generation of reports depending on user needs.
4. Better view of reports by viewing multiple reports on one window (dashboard)
5. Easy monitoring and evaluation of courts' performance
6. Easy decision making based on authentic real time information