

Attn: Ms. Haiyan Qian  
Director, Division of Public Administration  
and Development Management,  
Department of Economic and Social  
Affairs

Strasbourg, 11<sup>th</sup> October 2011

**JH120312- 3872617**

**Subject: UYAP**

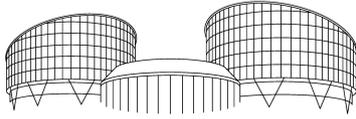
Dear Ms Haiyan Qian

As the Head of the IT Department of the European Court of Human Rights, I was invited in 2008 to meet the Turkish Ministry of Justice by the Council of Europe to make a general assessment of the UYAP system and to give recommendations on the way forward. Since that date, the project has greatly evolved and been improved upon.

The UYAP system is an ambitious nation-wide project to link all of Turkey's courthouses to a central database in Ankara which then interfaces with other national ICT systems (such as the MERNIS database, police and prison databases).

I had several meetings with various user groups from top-level management, to prosecutors, judges and data entry personnel. I was impressed by the enthusiasm and overall support for the system. There was a determination shared by all concerned that this project would succeed and a willingness to embrace new technology and new ways of working.

Through several demonstrations it became clear that the UYAP system had been both well designed and implemented. As a process-driven system all major functionality is in place to enable the numerous courthouses to create, manage and exchange information quickly and effectively. An integrated Workflow component automatically assigns tasks to various users.



Consistency and usability are strong characteristics of the system. A single user interface and its core functionality are universally applied. So, for example, if a judge initially works for the court of first instance and then moves to the Court of Cassation she/he will be already familiar with the UYAP working environment. This approach has led to significant savings in terms of training.

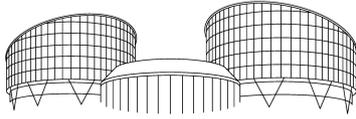
Equally, the system has over 1350 detailed warning messages to inform users of required information, best practice and data, such as when the police have issued an arrest warrant for an individual associated with a case. Judges have been supplied with USB keys to enable them to electronically sign documents and this is being adopted across the board.

The system registers the state of proceedings of a case which along with associated information is used for statistical analysis. This makes it easy, for example, to produce a report that identifies how many cases relating to burglary were registered either by the Ankara Court or country-wide. Such ease of reporting is critical for the prosecutors who then use the data to examine the case-load allocation for their particular court.

The main aim of UYAP is to register every case brought before the national courts electronically and to scan all relevant case documents so that this information too can be handled electronically. This has a numerous advantages including the fact that:

- All data pertaining to a case is stored electronically in a database facilitating electronic transmission of document to the relevant parties
- Data can be analysed via a data mining reporting tool thereby enhancing management of the courts.
- Cases that are referred from one court to the Court of Cassation or to other courts can be sent on seamlessly without a need to rescan and re-input the information.
- The future Archive of case files will be easier to handle
- The case load of courts can be allocated automatically
- Documents can be signed electronically
- Link with other institutions for example prisons, MERNIS, police etc
- Statistical analysis
- Case warning system
- Court fees can be paid via the UYAP system

The UYAP system has its own custom DMS (Document Management System) which was developed in-house and workflow solution to enable the system to create and



assign tasks to judges for action. As mentioned previously, the system is process-driven which enhances the overall work productivity and enables top level managers to effectively manage the case load of the courts and to identify the overall productivity of staff members.

Previously, all cases were registered in ledgers and allocated manually. The system now registers and automatically assigns cases to judges based on their current workload. The system has been implemented using JEE2 on the client side and runs on an Oracle database.

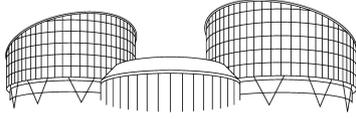
### **Links to other nation-wide database**

The system is linked to the MERNIS system which enables the courts to register the party's address details automatically as it captures the information from the MERNIS system and registers the recent address details in UYAP. If UYAP users see that the party now has a different address they can assign the new one and update MERNIS. The beauty of this system is that each citizen in Turkey has a unique identifier which can be used by the system to identify any other cases they have registered in UYAP. This is useful as in the past sometimes plaintiffs registered their case many times and were allocated to different judges. The plaintiffs then only appeared for a hearing where they thought the judge would be more favourable. Since the introduction of UYAP this does not happen any more. Judges can identify past convictions when dealing with a new case and look at other cases involving a citizen if needs be.

The system is also linked to the police and prison databases and if a person is registered into the system and for example is sought by the police a warning will appear on the screen indicating that the person is wanted for questioning.

### **Computers in the court rooms**

The UYAP has also been extended to enable computers to be present in the court hearing rooms. Each room is equipped with a screen for the lawyers so that they can see the minutes of hearings being directly typed by the court clerk and also computers for the judge and clerk to follow the case file. This is extremely useful as the lawyer can see the minutes as the hearing proceeds and can intervene if mistakes are made - effectively accelerating the justice procedure.



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UYAP is probably one of the most advanced nation-wide court justice systems in the world and an excellent example of best practice for national courts. The Ministry of Justice of Turkey can only be congratulated on the implementation of the UYAP and the benefits that it will give to the Turkish national judiciary and the rule of law.

UYAP is a system that will continue to evolve over time and will become an integral element in the Turkish justice system and for this reason I would like to recommend it to the judges of Public Service Awards of UNDP 2012.

Yours sincerely

**John Hunter**  
**Head of Information Technology Department**