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Honorable Haiyan Qian
Director, Division of Public Administration and Development Management,
Department of Economic and Social Affairs

Dear Ms. Haiyan Qian,

I write in support on the application of the Ministry of Justice of Turkey for a United Nations Public service Award

As President of the International Association for Court Administration, a former federal court manager in the U.S. and former Chief of Court Management for ICTY, I have had the opportunity to observe the development of electronic information management systems related to attempts to improve the administration of justice. The e-justice application developed by MOJ Turkey (UYAP) is one of the most comprehensive and effective approaches to improving court management activities in the world. It serves as model for attendees at our international conferences where our delegates are amazed at the functionality and creativity of the project.


Based on my observations, the initiative automates essential judicial system services that were once manual. The system reminds me of the electronic case system implemented in the United States that automated filing, service, document storage, order generation, calendar control and public access to court records.

The impact of the system to improve timeliness and standardization of all court processes. For example, when an order is digitally signed the attorneys have it in one day instead of by snail mail. Staff time is saved by accessing records from their desk in lieu of traditional retrieval approaches, and the public can immediately find the record online without the cost and time associated with travelling to court. Overall, the court is able to save resources applied to administering these previously manual tasks. Ultimately, the goal of "doing more with less" is being achieved at a time of budget pressure. In addition, the automated processes improve quality by reducing errors in docketing and record loss. It also provides the user with more information that is easily monitored. Improved report generation on case status is also an important outcome



In conclusion, the program has improved public access to court records, transparency, court process efficiency, service of process and improved judicial case management performance. They have changed these management processes from all paper to a completely electronic environment in a few short years. I am aware of the state of the art in this area, and in my opinion, Turkey has one of the best systems in the world.

Please give them your highest consideration. They deserve an award for an outstanding global achievement.

Sincerely Yours,

President, IACA

