



## eJUDICIARY MAURITIUS

"With the introduction of the eJudiciary system and its adoption by the legal community, delivery of quality service at the Commercial Division of the Supreme Court has significantly improved, resulting in reduced time for a case to be in shape and fixed for trial. The system has also quickened the rate of disposal of cases and the targeted goal of disposal of commercial cases within 100 days of filing is now a reality at the Commercial Division of the Supreme Court."

**The Judiciary,  
Mauritius**

### SUMMARY

**Client:** The Judiciary, Mauritius

**Challenge:** Before the implementation of eJudiciary Mauritius, lawyers had to spend a lot of time to be physically present in Court for case management and documents had to be manually submitted prior to hearing. Manual scheduling, altering and tracking of hearings sometimes led to schedule conflicts. Transparency and visibility at every stage of the case life-cycle was lacking.

**Solution:** CrimsonLogic's eJudiciary system - one of the most advanced Electronic Legal Filing Systems in the world (with proven track record in Singapore Courts) - was used as a reference implementation and customised to meet the specific needs of eJudiciary Mauritius.

**Benefits:** Electronic filing eliminated the need to transport, process and store voluminous paperwork. Legal practitioners can file, check and update the status of a case anytime, anywhere. The average time for an Order to be delivered is within two days for over 85% of the requests filed via eJudiciary Mauritius.

## BACKGROUND

The Supreme Court is the highest judicial authority in Mauritius. It is also a Superior Court of Record and the Principal Court of Civil and Criminal Jurisdictions. It hears appeals against judgments of the District Court, Intermediate Court and Industrial Court. Some appeals against judgments of the Supreme Court are directed to the Judicial Committee of the Privy Council in the United Kingdom.

Operations in various Courts are mainly manual with strong reliance on physical storage. Much time and effort is needed for the day-to-day handling of Court documents and case files. Furthermore, case files had to be physically stored, taking up substantial storage space in the long-term.

The exponential increase in the number of cases lodged at the Commercial Division of the Supreme Court intensified the workload of the Registry personnel and prolonged the time taken to resolve each case.

These issues highlighted the critical need for an end-to-end technological solution that could speed up Court processes. The solution should significantly reduce the time and costs involved in lodging cases in Courts and enable legal practitioners to get more done in less time.

CrimsonLogic, with its track record in developing eGovernment solutions, was selected by the Mauritius Judiciary to develop the next-generation eJudiciary system.

Before the implementation of eJudiciary Mauritius, lawyers had to spend a lot of time to be physically present in Court for case management and documents had to be manually submitted prior to hearing. Other key challenges included:

- Lack of transparency and visibility at every stage of the case lifecycle
- Difficulty in tracking financial costs over a period of time or within a case for taxation purposes
- Manual scheduling, altering and tracking of hearings sometimes led to schedule conflicts

## SOLUTION

CrimsonLogic's eJudiciary system - one of the world's first Electronic Legal Filing Systems in the world - was deployed. In order to tailor the system for Mauritius Judiciary, extensive consultations and feedback were held with the Courts and the local legal community; these findings were incorporated into eJudiciary Mauritius.

For legal practitioners, eJudiciary Mauritius enables:

- e-Filing of court documents
- Alerts for electronic exchange of pleadings based on pre-calculated end dates at any time during the case life cycle
- Lodging of requests for the case to be heard and for Court Orders to be granted electronically without the need to attend Court - all this from any location with internet connection
- Auto-assignment of court ushers to effect service of Summons, download the Summons from the system and file a return online after effecting Service

For the Judiciary, the system provides:

- A more simplified workflow to fix and track the progress of cases for Hearing
- Registry Personnel with a bird's eye view of the Judges' calendars to ensure better management of their time

Based on familiar Court documents and systems, eJudiciary Mauritius is user-friendly and comes with extensive online help systems. Additional support is available from a dedicated Help Desk.

Practitioners without the required facilities or skills can also file documents and Pleadings through the Service Bureau in the Commercial Court building.

The Electronic Filing System has radically transformed the delivery of justice at the Commercial Division of the Supreme Court. The system has increased the efficiency and speed of Court processes, and improved the productivity and effectiveness of lawyers who are now able to serve more people.

## BENEFITS

Upon implementation, almost 80% of cases are disposed within 100 days. The average age of cases within the system from date of filing until disposal is 71 days.

### Speed

The many features of e-Filing, such as instant notification of Case Number and faster fixing of Court hearing dates have dramatically reduced delays. Previously, the Commercial Division was over-loaded, with some cases taking up to two years or more to get to trial. Now, the average time for an Order to be delivered is within two days for over 85% of the requests filed via eJudiciary Mauritius.

### Efficiency

There is less reliance on individuals to manually track case details and front-end users can input information directly into e-forms. The same information can be also auto-populated in other Court documents.

### Accuracy

Automated checks and redundancy built into eJudiciary Mauritius greatly minimise human errors.

### Convenience

Physical files no longer have to be transferred and searched manually; digital storage of cases allows users to retrieve the required files from various Courts instantly.

### Accessibility

e-Filing is not restricted by the operating hours of the Courts. As long as there is an internet connection, legal practitioners can file, check and update the status of a case anytime, anywhere. Likewise, Judges and Court officials can also review case details and update them anytime.

### National Reputation and Foreign Investor Confidence

The introduction of eJudiciary Mauritius will further cement the country's international reputation and leadership position in the region for judicial excellence – a vital consideration for potential foreign investors.

For more information on this case study, please contact us at [sales@crimsonlogic.com](mailto:sales@crimsonlogic.com)

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