



Lisbon, 22<sup>nd</sup> September 2017  
Supporting material for the Innovation Award application



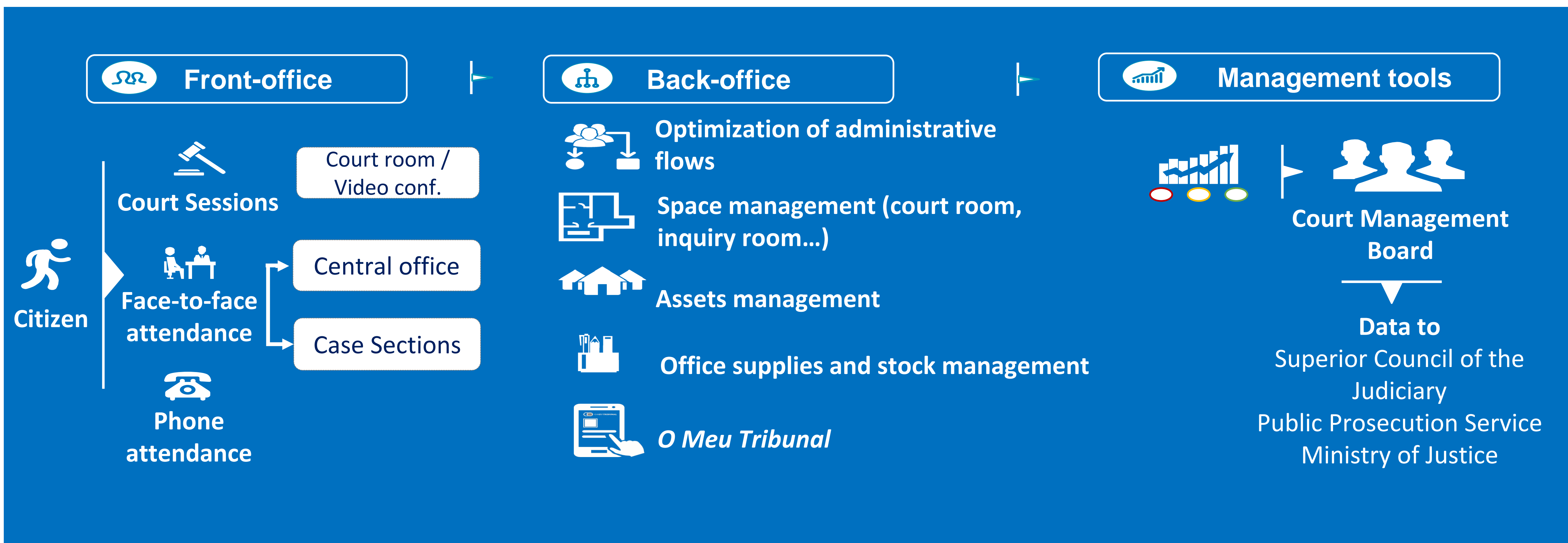
REPÚBLICA  
PORTUGUESA

JUSTIÇA



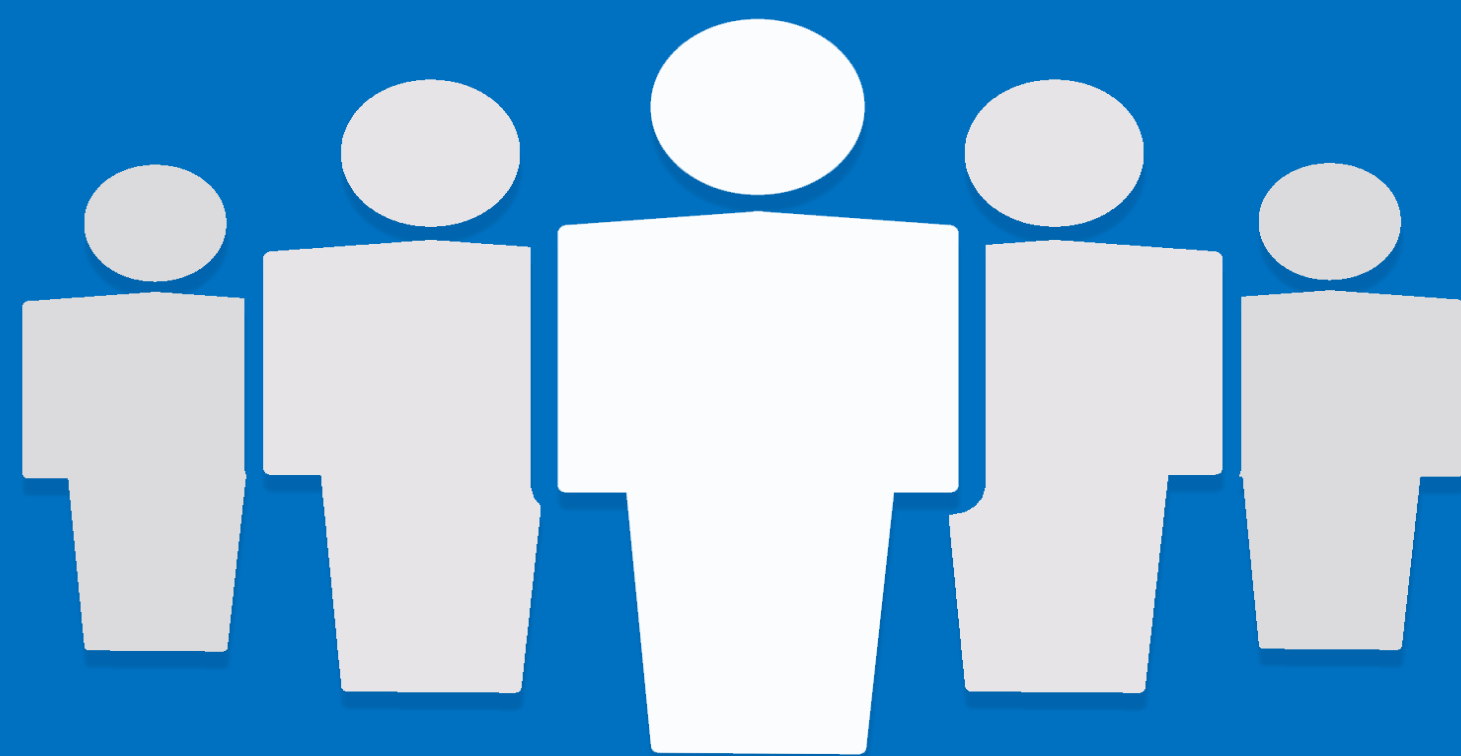
JUSTIÇA  
+PRÓXIMA

# Project: Court + “Tribunal +” | Three dimensions



# Pilot project Court + “Tribunal +” | The starting point

## Citizen profile



**+10.000 citizens interact monthly with the Court in Sintra**

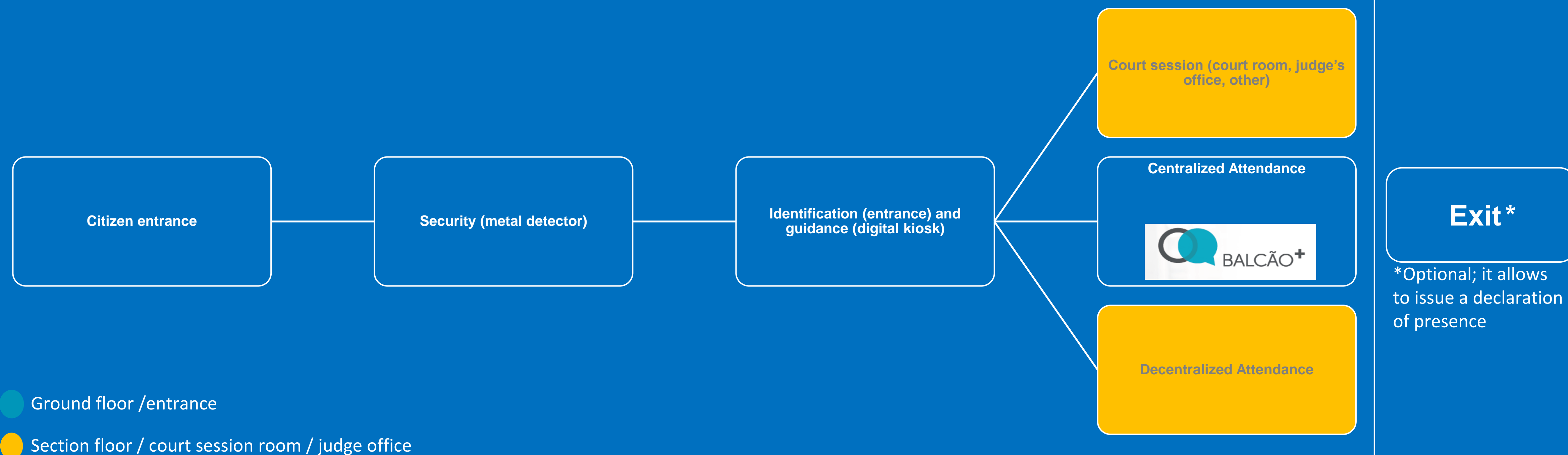
**88%** go to the judicial court

**64%** participate in a court session

**35%** ask for the criminal record  
(from the total who go to the attendance services of a court))

Data collected in June 2016 in the Court of Sintra, Portugal

# Pilot project Court + “Tribunal +” | New citizen journey





# Pilot project Court + “Tribunal +” | Components

*Illustrative and non-exhaustive*

Components that help the citizen interaction when participating in a court session

## Simplified signage



## Digital kiosk



## Court Sessions Directory

Processo	Piso	Sala	Estado
14:00 79/17.8T95NT	-	-	Anulada
15:00 5514/18.8T95NT	2	Aguarde: A	Agendada
15:30 16/17.8T95NT	2	Aguarde: A	Agendada
Processo	Piso	Sala	Estado
14:15 19678/08.3T25NT-A	0	Aguarde: A	Aguarda início
Processo	Piso	Sala	Estado
14:30 8526/16.8T95NT	1	Aguarde: B	Aguarda início
Processo	Piso	Sala	Estado
14:30 775/10.9T25NT-Q	3	3.1	Em curso
15:30 775/10.9T25NT-J	3	3.1	Aguarda início

cidadãs e cidadãos, presente na confiança nos

## Presence Confirmation

**Comarca de Lisboa Oeste**  
**Núcleo de Sintra**

Palácio da Justiça - Av. General Mário Fimínio Miguel, n.º 2 - 2714-556 Sintra  
Telef: 219100300 Fax: 211545157 Mail: Sintra.judicial@tribunais.org.pt

**DECLARAÇÃO DE PRESENÇA**

Processo: 298/14.7T8CBR  
Data: 2016-08-25  
Hora: 15:00  
N/Referência: GY2K8M-70J7DP-Q2LSZ5

Para os devidos efeitos se declara que esteve hoje presente neste tribunal, entre as 15:00 e as 13:09, o(a) Senhor(a) ~~Xxxxxxx~~ **Xxxxxxx**, a fim de intervir nos autos supra identificados.



# Pilot project Court + “Tribunal +” | Components

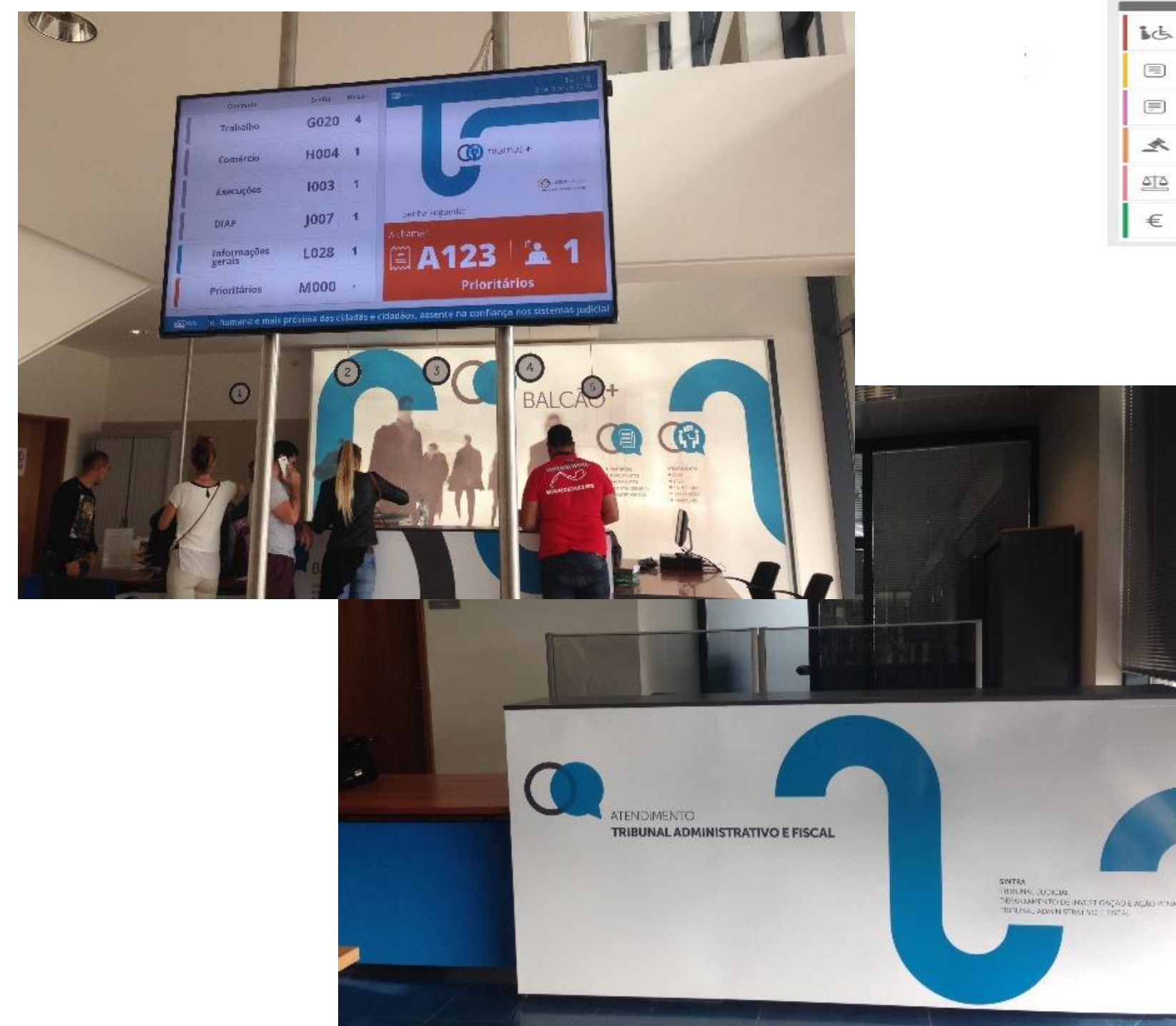
*Illustrative and non-exhaustive*

Components that help the citizen while contacting the services

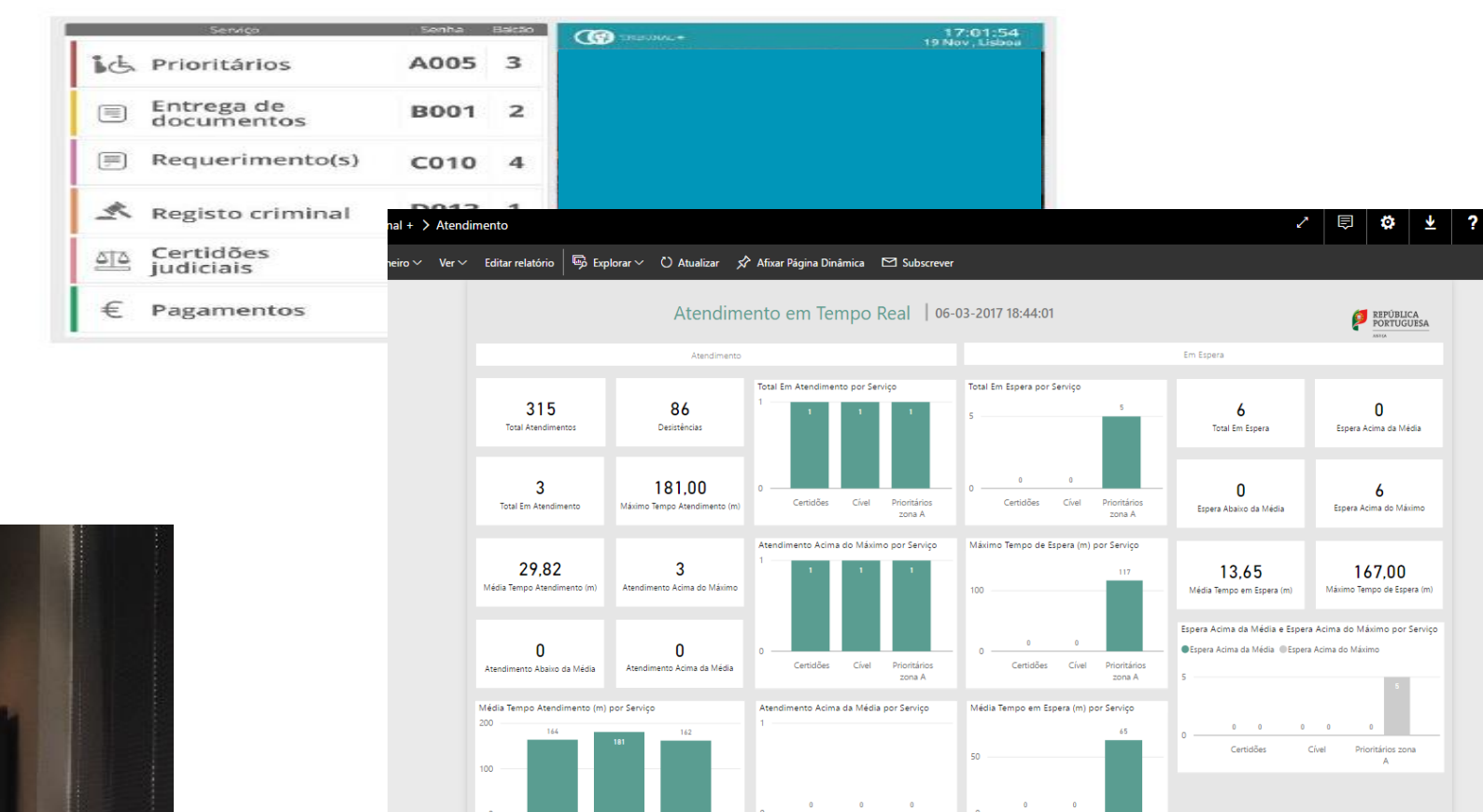
## Wi fi spot



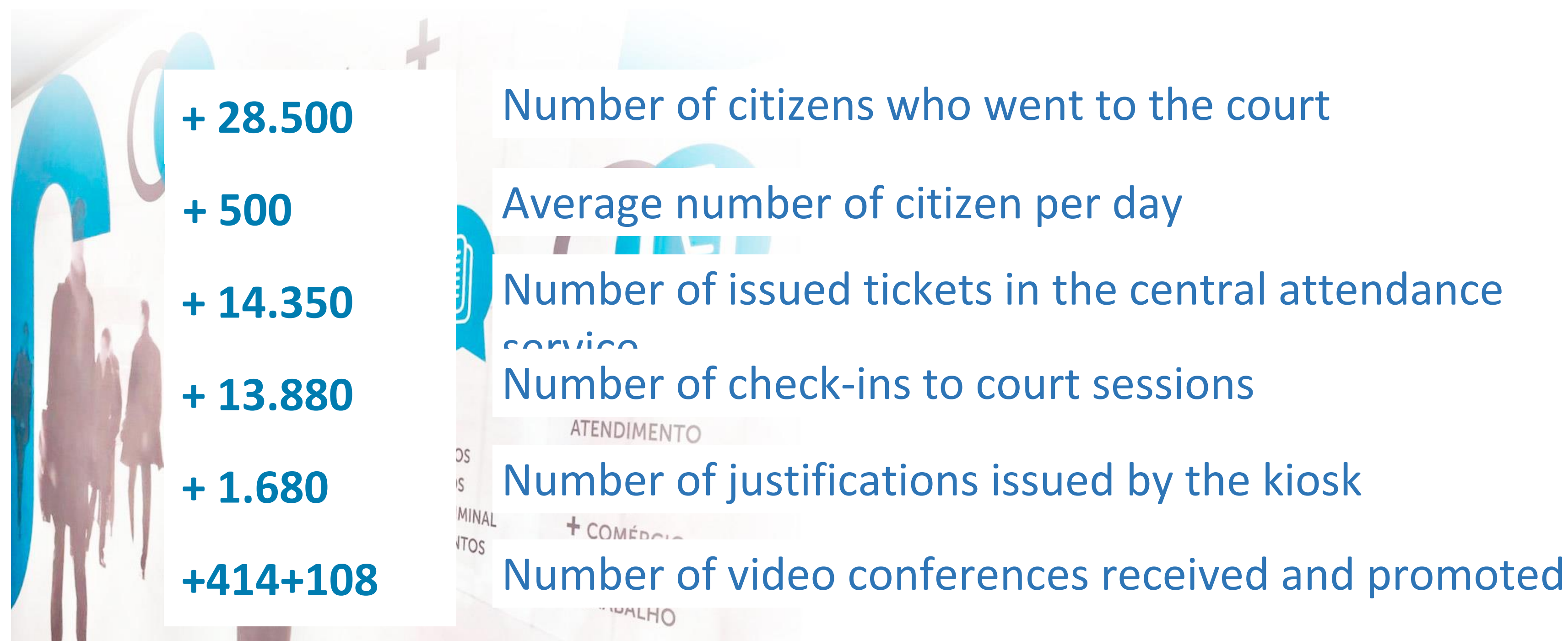
## Front-office - Balcão +



## Queue Management System



# Pilot project Court + “Tribunal +” | Some results\*



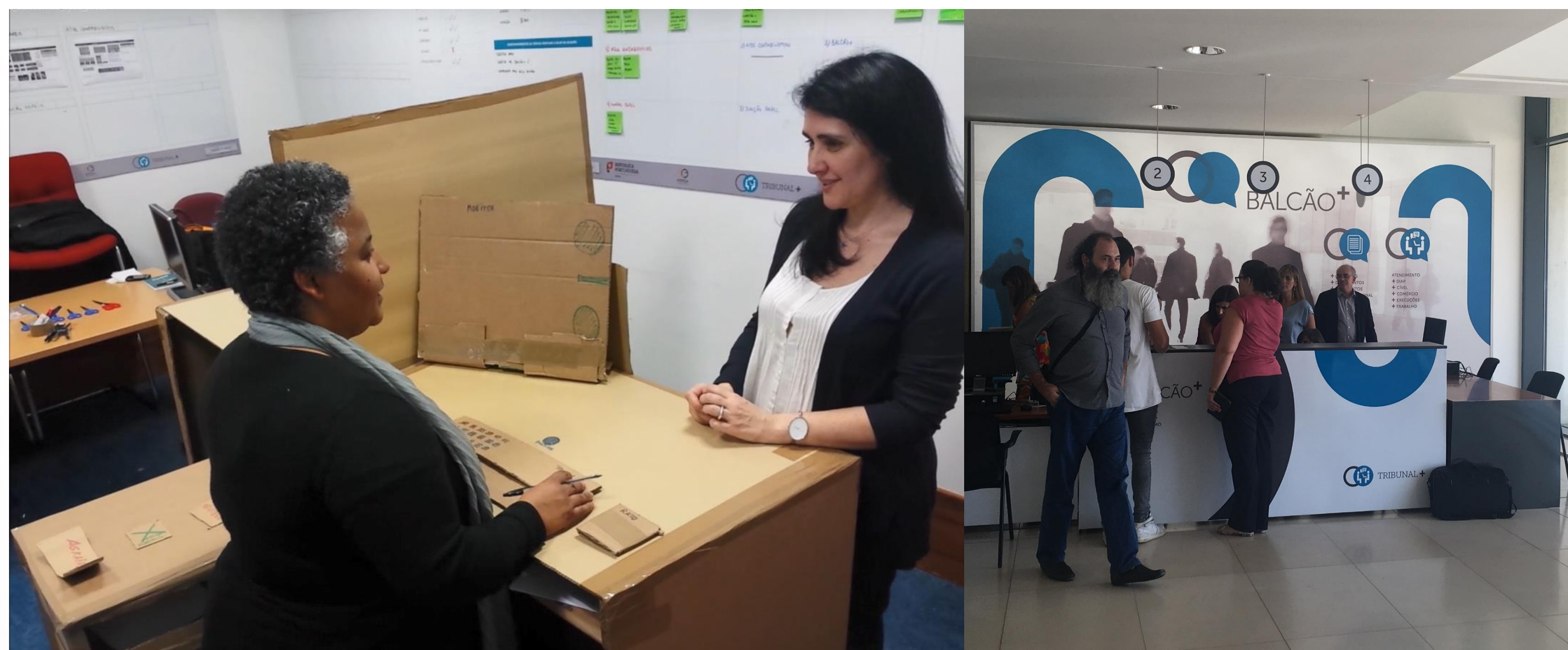
😊 **7,7**

Satisfaction level (0 - 10)

\*Collection period 19th September till 21st December 2016.



# Pilot project Court + “Tribunal +” | Prototye workshop





# *Back-office* | Administrative and procedures simplification

Scope - Analysis:

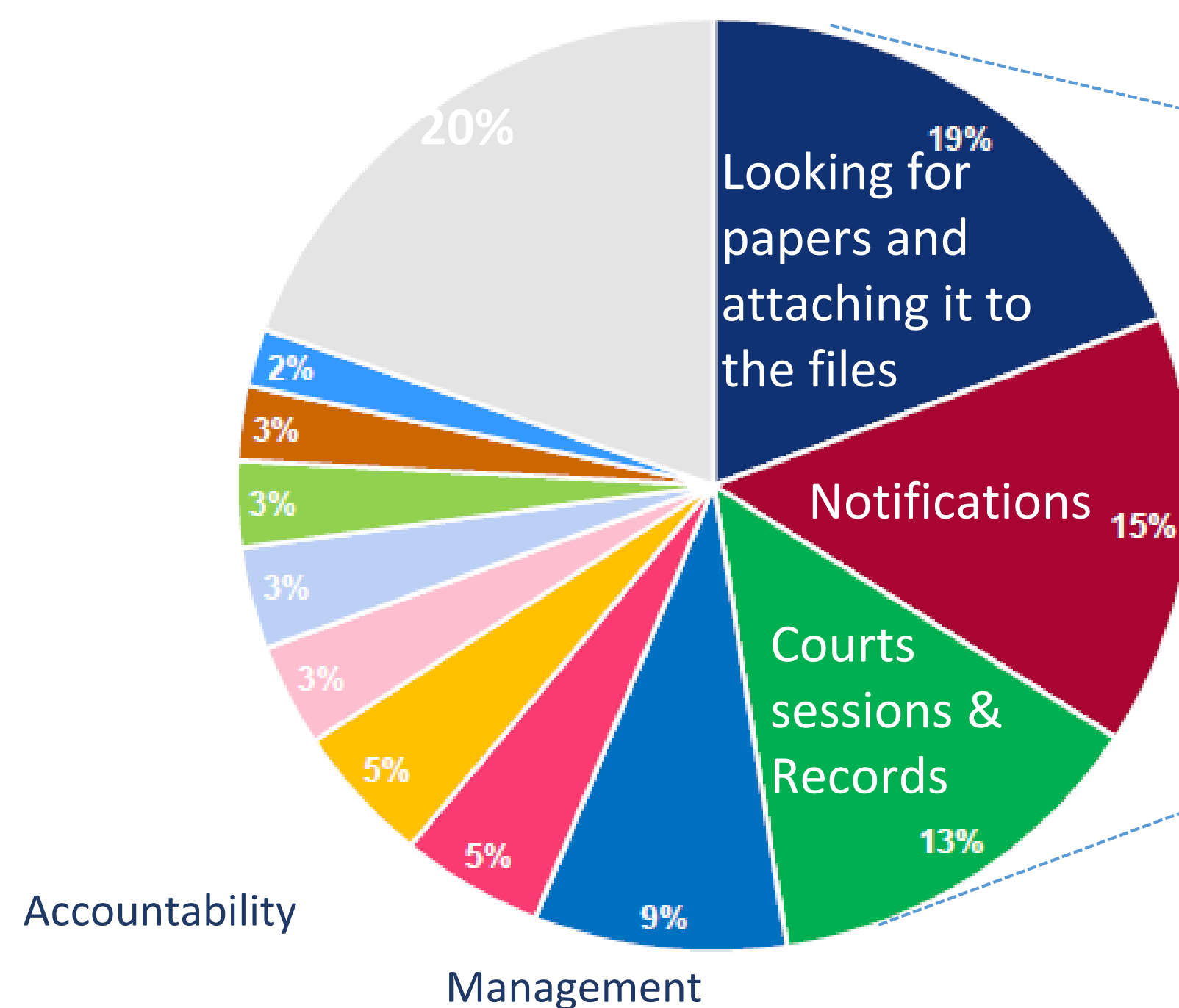
- Flows
- Volumes
- Teams



# Back-office | Administrative and procedures simplification

## Time dedicated per task (%)

Matters: Commerce, Labour and Family and Minors

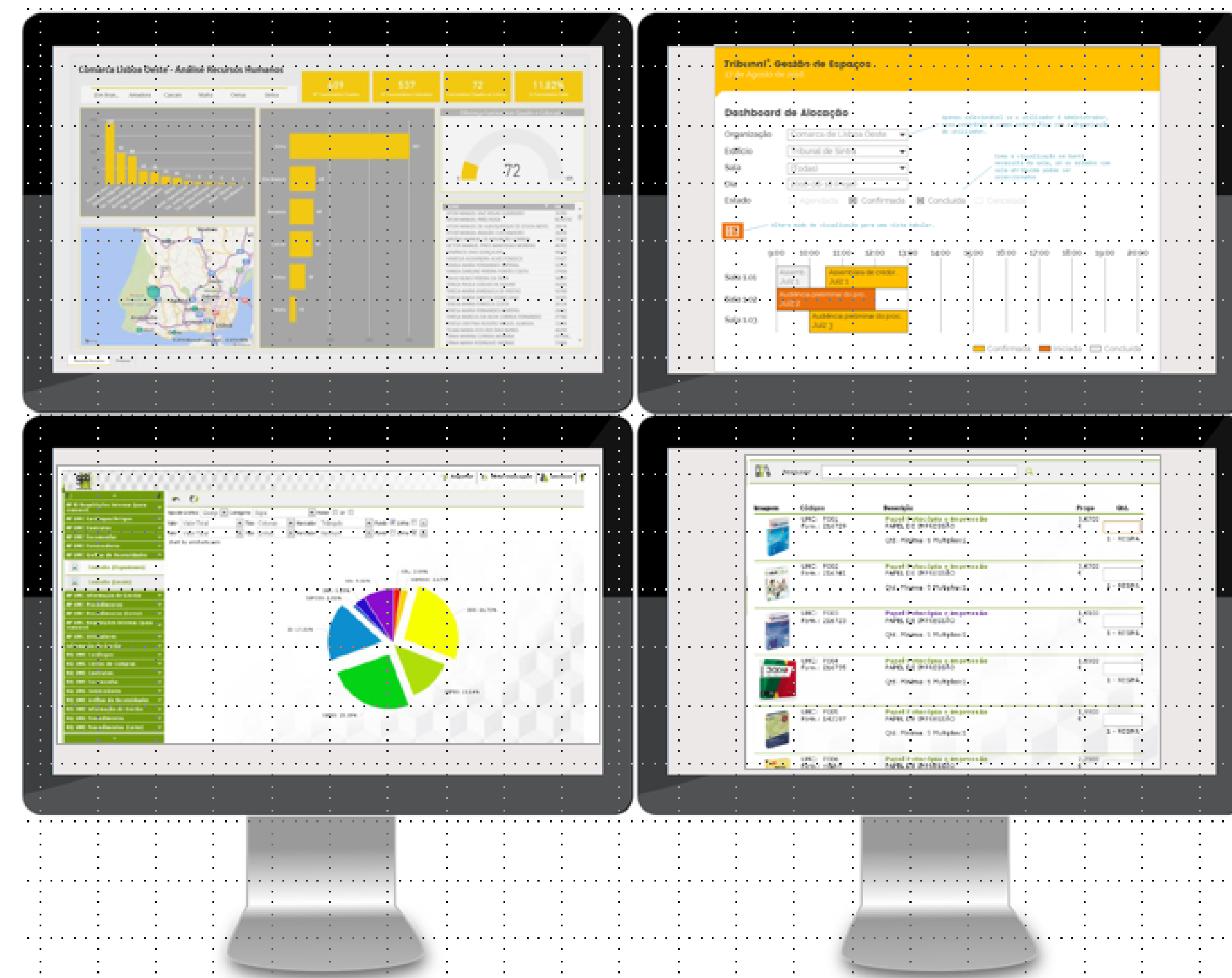
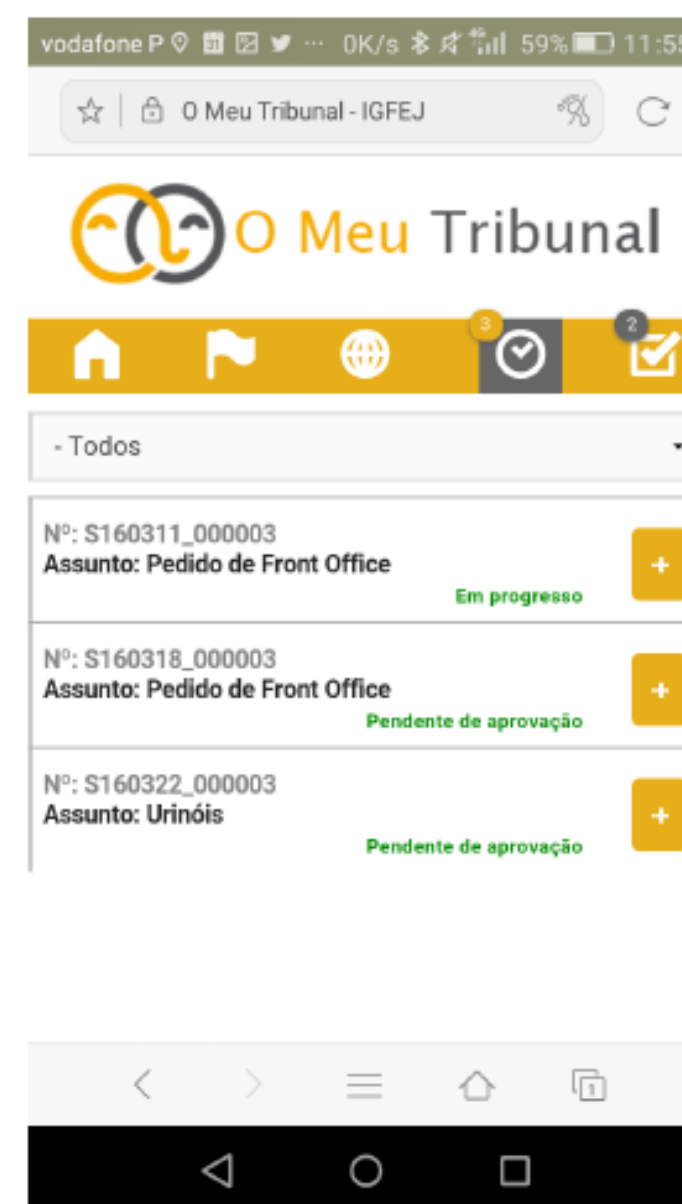
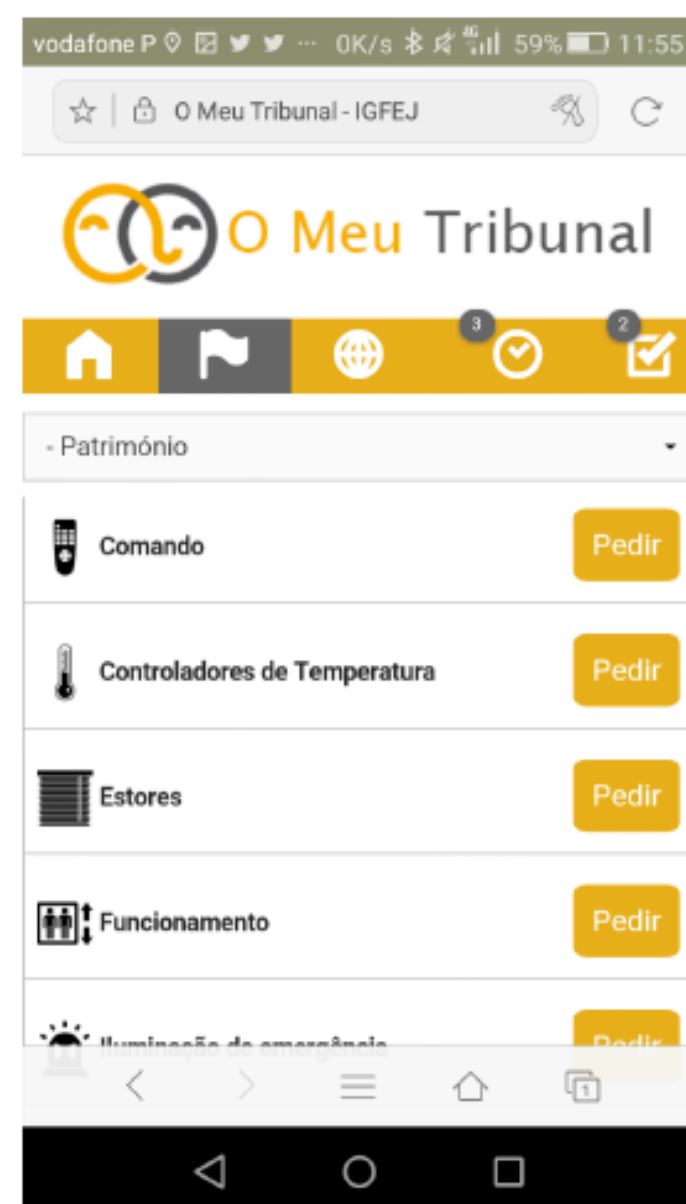


**+ 60% of  
the tasks  
are related  
with paper**

Source: Diagnosis conducted in Sintra Court by Kaizen Institute.



# Back-office | Management support and productivity tools





# Public presentation of the Court+ with the presence of the Portuguese Prime Minister on 04<sup>th</sup> of January 2017





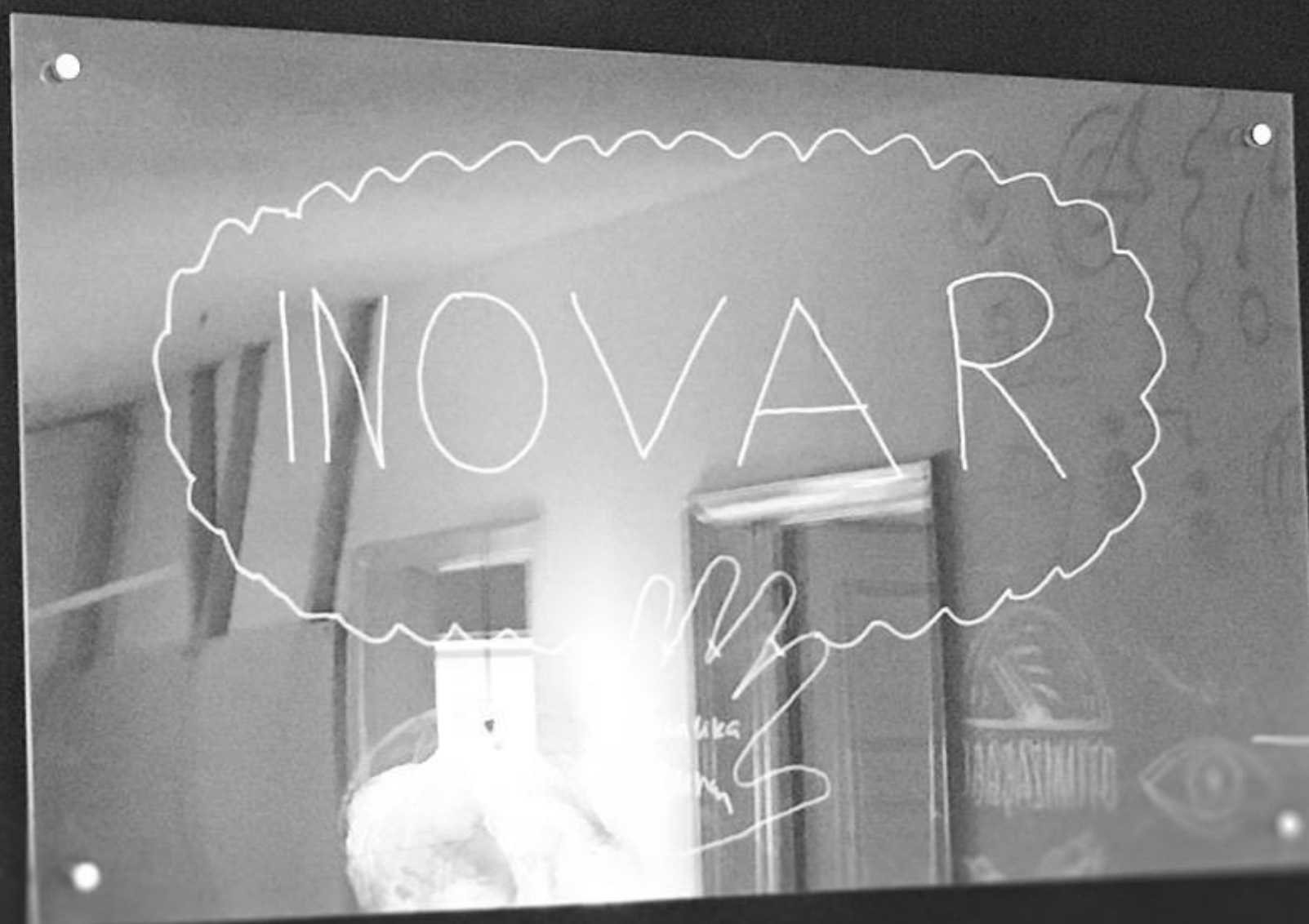
# The “making of” the Court+ pilot and some key persons





# Estas ideias mudam Portugal

P&F



Justiça + Prémios

AMOR  
RESILIENTE  
ABC

Centros de  
Atenção

ACREDITAR

Outro