

# National Judiciary Informatics System

(UYAP)



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**Organisation:** Ministry of Justice

**Country:** Turkey

**Level of government:** Central government

**Sector:** General public services, Public order and safety

**Type:** Digital, Organisational Design

**Launched in:** 2002

**Overall development time:** 80 months

**Link to the innovation's website**

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# Description

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The National Judiciary Informatics System (UYAP) is an e-justice system which has been developed as a part of the Turkish e-government system by the Ministry of Justice to ensure a fast, reliable, soundly operating and accurate judicial system.

As a central network project, it includes all of the courts, public prosecutors services, law enforcement offices, prisons, other judicial institutions and other government departments in Turkey. It establishes a fast, secure and efficient information system between these institutions equipping them with computers, a network and an internet connection. UYAP gives them access to legislation, Court of Cassation decisions, judicial records, judicial data of the police and army records.

UYAP allows the appropriate sharing of information by transferring key business processes of the judicial system into central electronic means. Instructions to other courts in order to collect evidence can be instantly sent and received online. The new system enabled court staff to produce common form documents without having to type each of them one by one, as they had to do it in the past. Due to standard and ready forms, data is filled automatically into documents like instructions, indictments, hearing minutes, decisions etc., which allows finalising cases faster and more efficiently.

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## Why the innovation was developed

The employees who worked in the judicial section used very old technologies. Cases took too long to finalise. The problems faced by the judiciary are complex, ranging from the enormous workload to inadequate training, information and monitoring. Legal procedures were complicated and disorganised. Both the citizens and employees had problems with the judicial public services. Therefore there was a need for a reform of the judicial sector in Turkey.

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## Objectives

Develop staff capacity, Enhance public trust, Enhance transparency, Improve access, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction

- Improve the judicial services through a fast, secure and efficient information sharing system.
  - Reduction of administrative and judicial workload and of clerical, administrative and communications costs.
  - Prevention of corruption through electronic recording of files.
  - Integration of judicial units with each other and with other justice agencies.
  - Fully online and workflow driven process.
  - Standardisation of data enabling fast and efficient data exchange.
  - Minimising basic judicial errors.
  - Providing basic legal information and legal aid to citizens.
  - Flexible working hours.
  - Ability to access the related information about parties in the scope of UYAP online.
  - Transparency at all judicial processes.
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## Main beneficiaries

Civil Society, General population, Government bodies, Government staff

- The personnel of Ministry of Justice (5000 persons).
- Including all lawyers and prosecutors (together 70 000 persons).
- 1200 judicial points (courts, prisons) using the system.
- Citizens who come in contact with the juridical system experience a faster and less bureaucratic system.

# Results

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## Efficiency

- In UYAP modern software such as case management systems, electronic diaries and listing systems allow judges to do their job more quickly and effectively, preventing delays and inefficiencies. With the electronic interchange of information, the number of employees, re-entry of information, time spent on the manual engineering of information, the need for checks on data quality and the transportation time for documents/information are drastically reduced.
  - UYAP reduced the clerical, administrative and communications costs which would be incurred in a manual and paper-based system e.g. some TL 370 000 will be saved because the monthly bulletin about the Turkish judicial legislation is now published on the Ministry's website and no longer sent by post to all Turkish judicial units including lawyers, bar associations etc. (about 12 000 copies).
  - Savings on labour force by nearly 30% due to:
    - Common form documents can be produced.
    - Data are filled automatically into documents like instructions, indictments, hearing minutes, decisions etc.
    - Similar writs are written through stencils, and not one by one any longer.
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## Effectiveness

UYAP helps deal with the growing complexities of litigation and preserves the basic principles of judicial process: fairness, thoroughness, consistency, and acceptability. UYAP tools also improve working practices, facilitate the sharing of data and information, simplify and accelerate procedures, whilst providing enhanced transparency and reducing costs, thereby improving effectiveness.

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## Service quality

### Accessibility:

Old editions of the legal bulletin can now be found quickly on the Ministry's website without having to go through the Department of Education of the Ministry of Justice, as in the past.

### Other:

### Accountability

UYAP facilities help to:

- Monitor the performance of the courts.
- To assist the planning and organisation of court activities and the allocation of resources.
- To summarise the court workflow on a daily, weekly and monthly basis.
- To illustrate the court's activities through a range of graphical representational tools.

All judicial actions from the hearing, to random dispatch of files to the courts, and communication, are dealt with electronically, helping the court to be fully in control. Automatic allocation of cases developed and integrated in the case management systems seems to provide the utmost accountability within the judiciary and prevent inequality among courts.

The system is less prone to corruption because of the electronic recording.

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## User satisfaction

Users are subject to less bureaucratic procedures with the use of ICTs for transactions. They also receive fast and secure services.

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## Other improvements

- Increased employee satisfaction: 25% of savings on staff's working time, prevention of overtime.
  - The system is less prone to corruption because of the electronic recording.
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## Evaluation

The transactions in the Ministry and the duration of the transactions have been compared before and after UYAP. Here are some results (max time limits):

- The searching time for an official file decreased from 15 minutes to 30 seconds.
- Preparing take-overs from 3 days to 1 minute.
- Providing criminal records or birth certificates from 1 week to 1 minute.
- Transferring files among courts from 15 days to 2 minutes.
- Annual statistics from 1 week to 5 minutes.
- Writing instructions from 15 minutes to 5 minutes.

# Development

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## Design

UYAP was developed by IT Department of the Ministry of Justice of Turkey. Although it has won a number of national and international e-government awards, it was not generated by a competition. The policy planning staff in the Ministry with the help of IT department generated and launched the innovation.

Design time: 18 months

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## Testing

UYAP was completed in two phases.

- First, the modernisation of the central organisation in Ankara: this stage was completed in 2002 (UYAP I).
- Second, the countrywide automation of the Provincial Units: the second phase of the project was completed by the end of 2007 (UYAP II).

Afterwards, the project transformed into a system from a project. In due course, all hardware has been upgraded and the software has also been improved and updated by the project team of the IT department of the Ministry of Justice.

Testing time: 60 months

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## Implementation

### Tools used:

UYAP is an ICT based system. Thus the basic tool is the software and the hardware systems. In the system room there are lots of servers (55A, P5 595, P6 595 high end, 16 core P series IBM server etc.) The system database is ORACLE. There are lots of back up units of IBM with LTO3. The system has live back-ups and also daily back-ups. For the management of servers, Tivoli is used. More than 100 000 e-mail accounts are included in the system, and it can support the traffic of 2 000 e-mails at any given time. The number of defined active users is more than 50 000.

In order to manage the system professionally, the ICT department in the Ministry was strengthened and highly qualified computer engineers were hired.

Implementation time: 2 months

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## Challenges and solutions

- In the beginning of the project there were technical inadequacies and problems. The internet connection speed was too low leading to connection problems. Also the hardware in rural areas was poor. However an important amount of budget was allocated and these problems were decreased.
  - Information security was another challenge for the security of personal data. Technical measures were taken at the highest level.
  - The system was entirely new. It means one of the basic challenges was the lack of experience with the system. Within the project of UYAP e-learning, a central control system for distance training was established for all users according to their roles and duties. All personnel have been given the opportunity to train themselves through the internet by using distance learning facilities.
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## Partnerships

### Other related public institutions and organisations

Other Public Sector

- Collaboration with other related public institutions and organisations through the integration of their information systems into UYAP:
    - Central Identity Information System (MERNIS).
    - Convictions Database.
    - POLNET (Police, Gendarmerie).
    - TAKBIS (Land Registry).
  - Integration of all regional and local judicial units into the system.
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# Lessons Learned

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## Other information

UYAP has transformed an old-fashioned, paper based judiciary into a smooth functioning organisation, which is assessed by some of the biggest revolutions in the Turkish judiciary throughout the history. Last but not least, UYAP is the biggest and most outstanding electronic justice system in Europe in terms of number of users, abilities of software, capacity and magnitude of the system and many of unique features such as a lawyer and citizens' portal, SMS projects, the scope of using electronic signatures, intelligent warning and decision support systems and nationwide statistics skills.

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