

# BRS-e-Judiciary Portal

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# Introduction

The Judicial portal will be designed to enhance judicial efficiency and transparency, deliver better judiciary services in terms of the citizen's choice, options and rights and overcome the huge backlogs. It will provide easy and ready access for the disadvantaged, women, and the disabled. It will become the mother of all portals as far as the judiciary is concerned, turning into a repository of all the information & Services. Consequently, the portals of the Supreme Court, district courts, and other judicial institutions and organizations will be connected to this one, saving time and money. The central Judicial service delivery Platform with a complete management system will bring all the courts websites and web portals as well as all judiciary related e-services under one umbrella with decentralized management options, Cause list management, and a powerful role-based judiciary dashboard that leads towards the goal of Digital Bangladesh.

# Objectives

- To ensure clear & transparent information to the citizen
- Courts specified (high court, subordinate courts) information sharing for better user experience.
- Ensure handy services related to the judiciary
- Dynamic judge profile to understand their caliber and their territory
- Smart information & service discovery to get information and services quickly and easily.

# Users

There are three kinds of users.

- **Super admin:** Who will control all the portal related activities. In the activity list super admin can show-hide any layout, introduce new service and toggle services, Grant permission for other users, Grant module/components provision, Assign admin etc.
- **Judiciary Admin:** judiciary admin is responsible for entry information, update information, grant service requests for the litigants or other judiciary staff, etc.
- **Litigants:** The general user who is willing to visit the portal for certain information/service. Also apply for e-service, download forms etc.

# Requirements

The judiciary portal needs to meet the following requirements

## 1. Integration

- Portal will be integrated with cause list
- Portal will be integrated with bd-laws
- Portal admin will be integrated with JISF (SSO)
- Portal will be integrated with bd panel codes
- Portal will be integrated with Judge dashboard

**2. Login** :Portal users can log in through the system using Native CMS login or JISF SSO

## 3. Process

- Litigants will get information regarding judiciary by visiting portal
- Litigants can download various judiciary forms
- Litigants can apply for specific service through e-services
- Litigants can search for specific information or services by querying in the search box.
- Super admin can change/modify/add/delete anything from the admin panel of the portal
- Court admin can add or modify contents within the specific court.

# Components

The components of judiciary portal are as follows:

## 2.1 Court-specific personalized portal

Users will look for specific information from the portal. The portal will display the information for the Supreme court, High court, subordinate courts, appellate division, tribunal, etc.

- **Categories:** Portal will be categorized in three (3) different categories like High court, Subordinate courts, Tribunal. In Subordinate court all District wise courts will be classified as sub categories. Litigant can view different courts when he/she wants.
- **Information:** The portal is a window of open information. All information related to the judiciary will be provided herewith. Information with proper guidelines, related links, Information categories will be displayed here with well manners. Different court information will show in different integrated pages or URLs.

## 2.2. Service oriented judicial portal

Not only information but the portal will also provide some enhanced services for the litigants. The services are as follows.

- **Services:** Various kinds of citizen centric services like court fees, My rights, case valuation, legal aid services, one stop crisis center (for child & women) etc. will display and categorized in well format
- **Organizations:** All kinds of Legal service organizations like Bar council, Bangladesh judicial service commission, Legal commission, etc. will be displayed here with segregate category or easy to find manner.
- **Laws** and regulation: Misc. laws like Bangladesh laws, panel code, Bill & Injunction, decisions of higher court etc. will be displayed and categorized in well manner.
- **Reports:** Various kinds of open reports like Supreme court annual report, Law commission reports etc. will be categorized and display in well manner.
- **Notice:** Recent to all existing notice from the Bangladesh judiciary commission, National legal aid organization etc. will display and categorized in well manner.
- **Important links:** Portal will display and link with miscellaneous important external service & portal (eg. National portal, myGov etc. ). Those important portal assist litigants to get service more smoothly.
- **E-services:** The services that can be applied form the online will integrate and facilitate for the litigants. Some of the e-services are Bail inquiry service, Muslim ancestor calculator, Online leave application, Filing a petition etc.

### 2.3. Smart information & service discovery.

Litigants visit the portal to have information and services. So the primary goal of the portal is to serve information and services smartly. This purpose can be served by followings

- **Customized category:** All kinds of information and services displayed in a categorized manner. Like all High court related information will show under the hood, likewise notice, external links, recent , most viewed etc. Litigant services will be categorized with proper guidelines and manners.
- **Smart search:** Integrated smart search will serve the litigant's expected query. The result of the search will be a combination of information, services, external links etc. regarding the search query within the portal. This will gradually lead to AI implementation
- **Smart Info & services:** Information & Services will appear to litigants by the end of the litigant's age, gender, religion. Instead of this, related and relevant suggested services will be shown for the litigants.

### 2.4. Horizontal & Vertical info sharing among the portals.

Information will be shared among the portals. Central portal will hold all the information, service, links, notice, laws etc. All those will inherit from the subordinate court portal to the upper court portal and vice versa.

Also the portal will be a window to share other judiciary-related information served by different portals like Cause list, Bangladesh laws, Panel code, myGov, JISF etc.

[further discussion needed]

### 2.5. Dynamic Judges Profile Publishing

Litigants will publicly access judges profiles directly from the portal. Judges will update their profile from their dashboard. Judge will decide which sort of information will be shared publicly. Judge can also lock his/her profile for public access.

[further discussion needed]

### 2.6 User happiness index

Litigants will rate for a service , comment for a service. The feedback of user about a service will count as high priority. Admin or higher will then take necessary step to mitigate the issue (if arise)

### 2.7. Central Monitoring & notification tool for ensuring up to date portal

Super admin & Court admin will get automatic and customized notifications for any issue regarding the portal.

- **Automatic notification:** Some sort of system generated notification delivered from the central monitoring engine. The notification may be related to system misbehavior,

mismatch, system failure, attack etc.

- **Custom notification:** Some sort of pre-format notification will delivered from the monitoring engine or feedback from litigants. The notification may related to user feedback, happiness index, comments, reports etc.