

Business Process Analysis

- Understanding the Court Process
 - CMM Court process

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Case life cycle

The case starts from a petition to court (CR) or from the local police station (GR). If the petition is Not Ok the court or the police station may reject the petition. Keep in mind the petition becomes a case if and only if it has a mention number.

Generally there are 3 types of case, Criminal, civil and Tribunal (Special case with special jurisdiction) .

For the CMM (chief metropolitan magistrate) court the petition starts from the office of **SERESTA*** . Generally petitioners complain for any issue go to court and find a hand (lawyer or petitioner himself) to complain about some issues. Then the complainant submits to the SERESTA, the body then checks the papers, supporting documents, payment slip, stamps etc and mentions a sign over the file. Also there is a record book which is a Govt. record. **SERESTA** maintains the record book (**Complaint Register**) by keeping the petitions with the number.

Case filing begins either Assistant judge court or Sub judge court whereas appeal in Judge court.

After filing a petition, if the governing body thinks the complaint is valid the court may issue summons. Summons may be sent by the govt. postal service to the party or may be in any print media* . The party may have 30-90 days to submit written statement. If failed then court imposes written order.

Inside the court the judge hears the arguments of both ends and frames the issues of dispute points. If the Court(judge) thinks the case needs more/further hearing (due to more investigation, document collection, witness etc.) then Court orders for further hearing(FH) with hearing date and cause. All things and process notes are kept in Cause list hereafter. If Court decides to give a decree for a certain case then all decree records will be enlisted in m-Five record book.

m-five record book holds the information about case number, decree date, case date, plaintiff and defendant information, Lawyer information etc. Also a short summary of the decree is written (note) in CRO forms book.

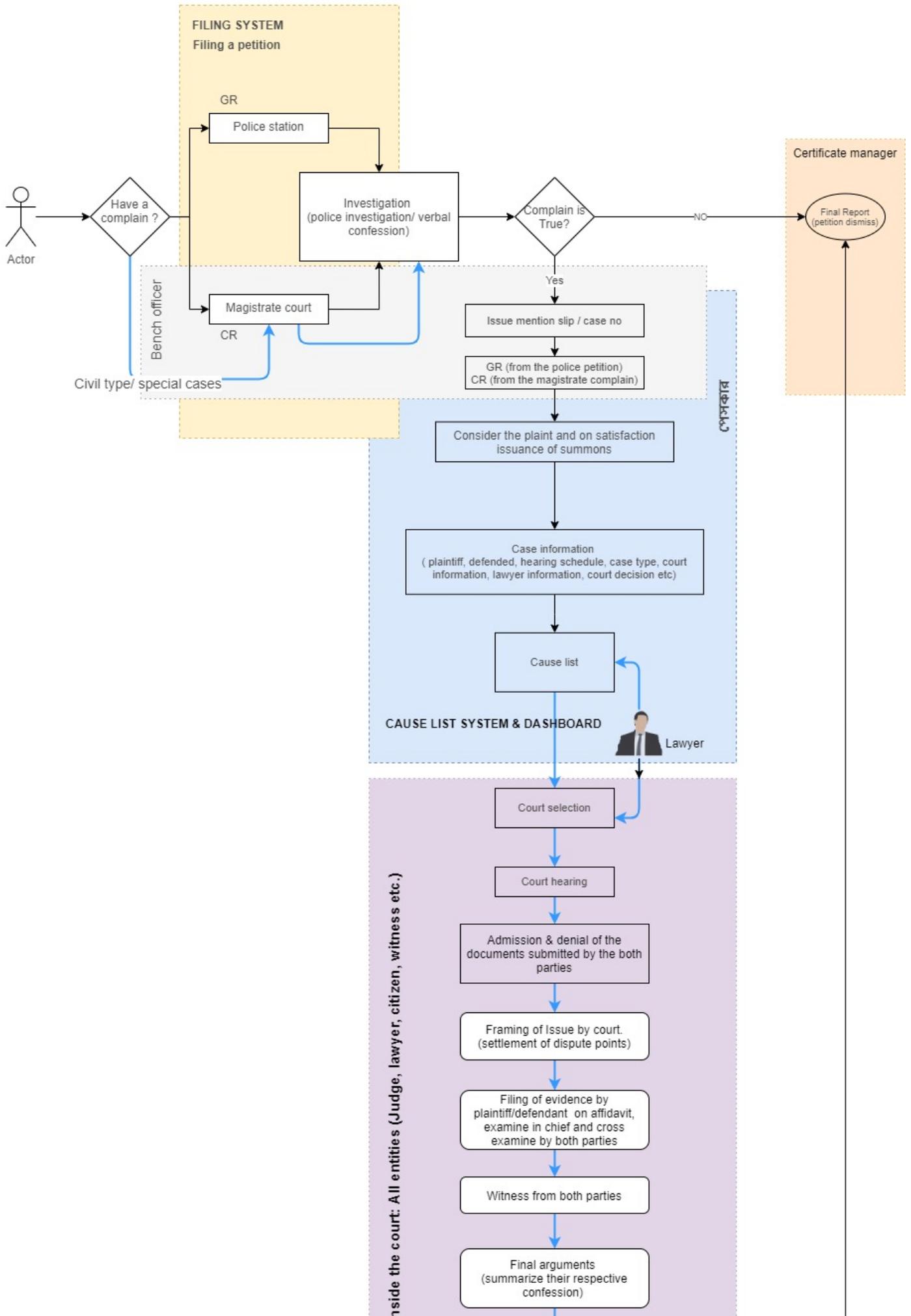
SERESTA maintains a record book (statistical register book- prison register) where every single status of cases are written. Then this statistical register book is sent to District Judge court. District Judge court then summarizes the whole things and sends to High court.

In the court there is also a record book, which is named by "Judge diary" It's a kind of record and task tracking record book. It is court dependent not the judge dependent.

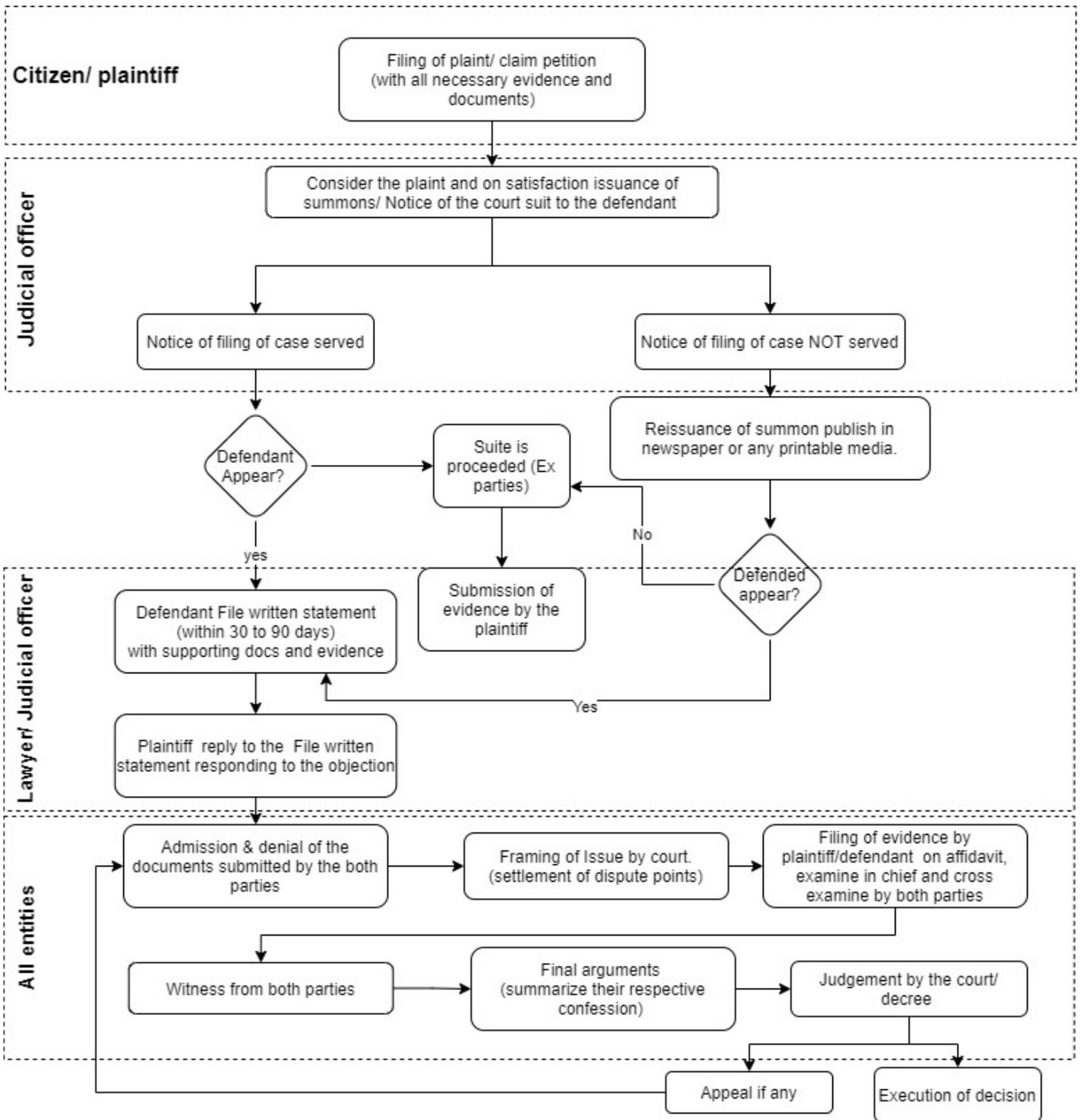
The whole process (step by step) is illustrated as below:

Flow chart diagram

Case flow diagram



Case and court operation



Case Filing System :

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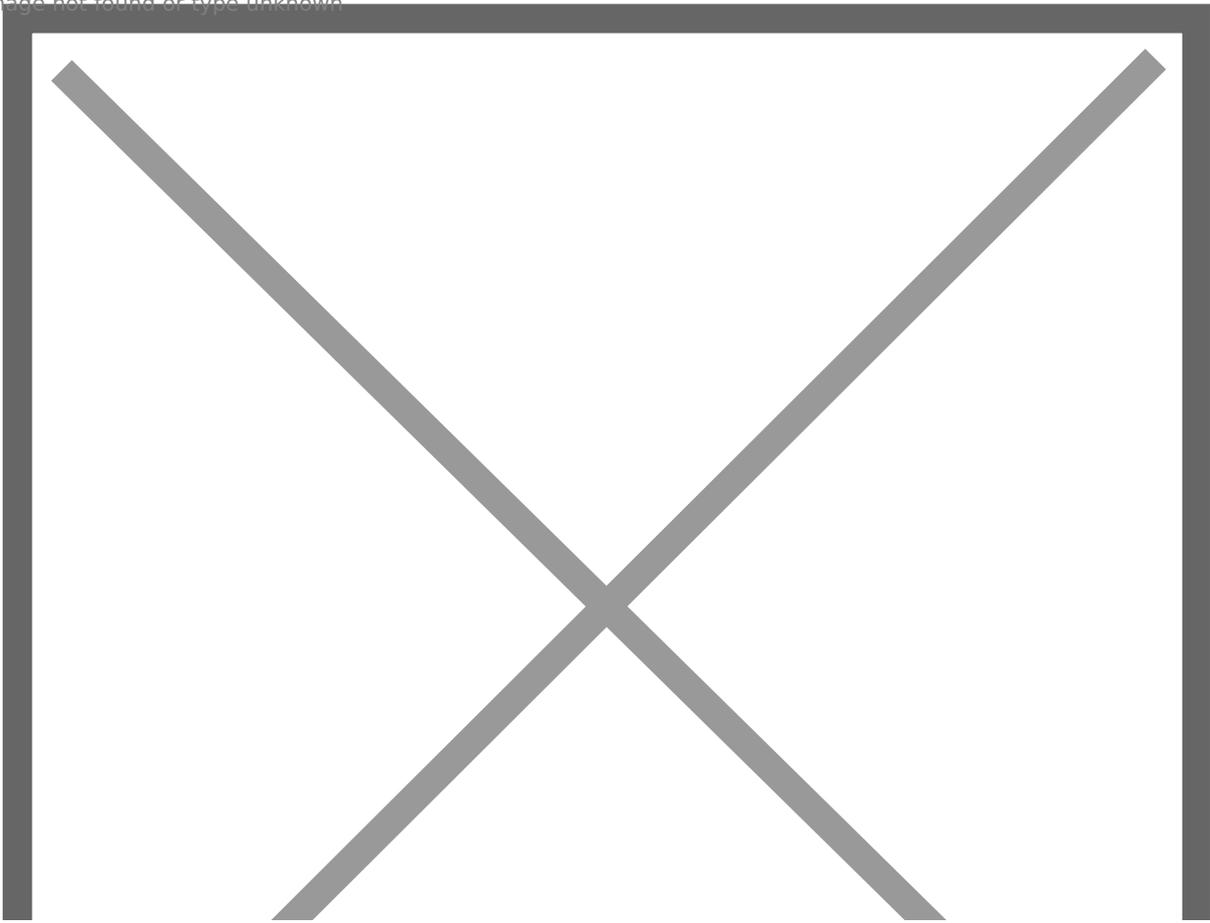


Image : Suite Book, Civil Case Register(Savar Court)

We observed the full process to submit a case for a civil case, also observed the process to verify the data and entry case at **seresta** house.

Also, we observed the process for case hearing (PH) and the next hearing (FH) scheduled for trial. Got knowledge about the case full life circle. Case filing to result.

Observation of Cause list :

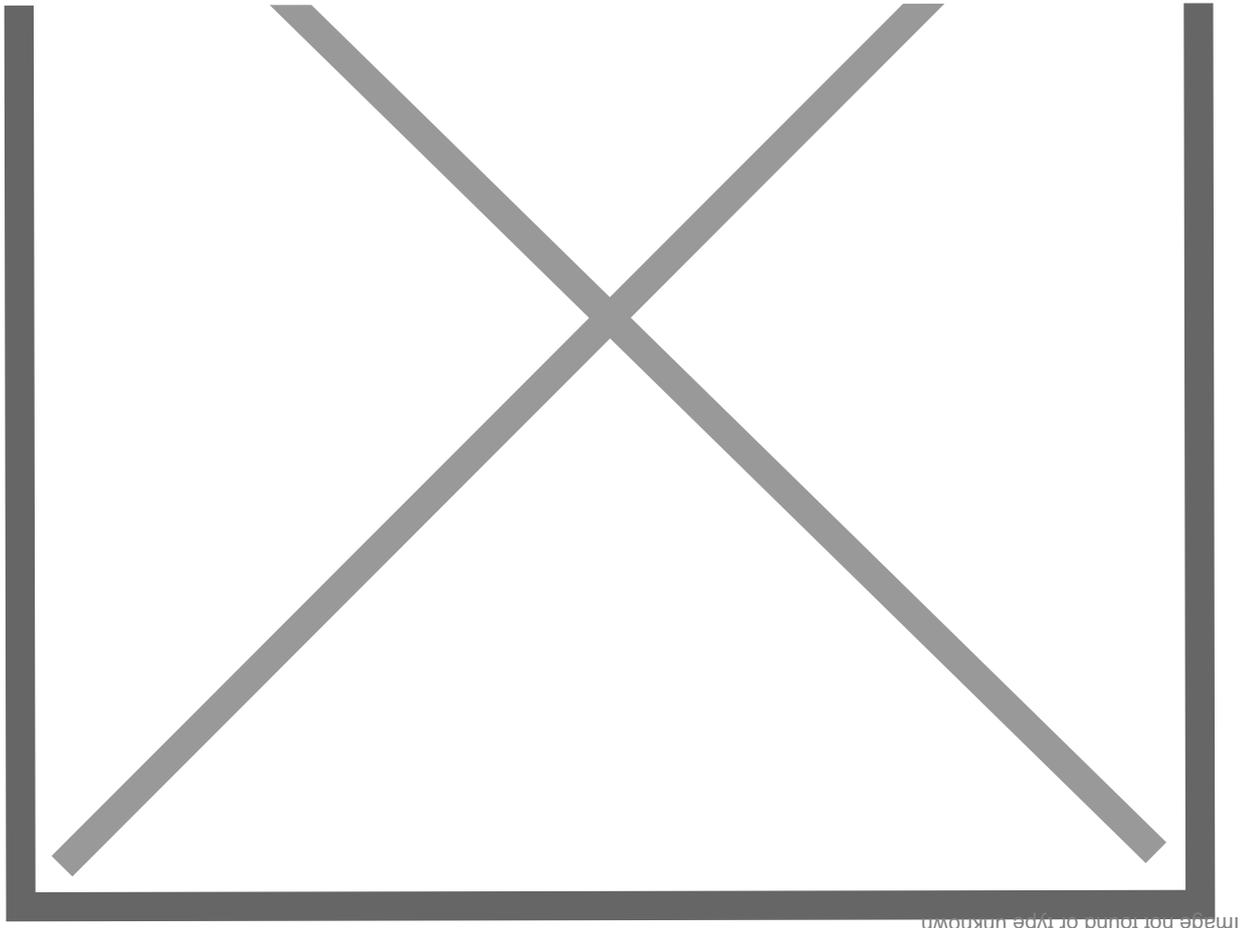


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Image : Cause List for Judge

This orientation workshop is very productive for us because we got a clear and clean concept about a judge cause list. So we have an idea about the cause list for every user side.

We especially observed the area-based (Savar District, Land Court) court activity. also got practical ideas about every step of the case. This important information we got is how to register the FH- further hearing process. Valuation for court fee etc.

How a judge works on a case where we learn about this form of this workshop.

Image : Case Information Document

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Case Transfer issue :

Some cases are not related to objectives so they need to transfer to another court. We carefully observed the process

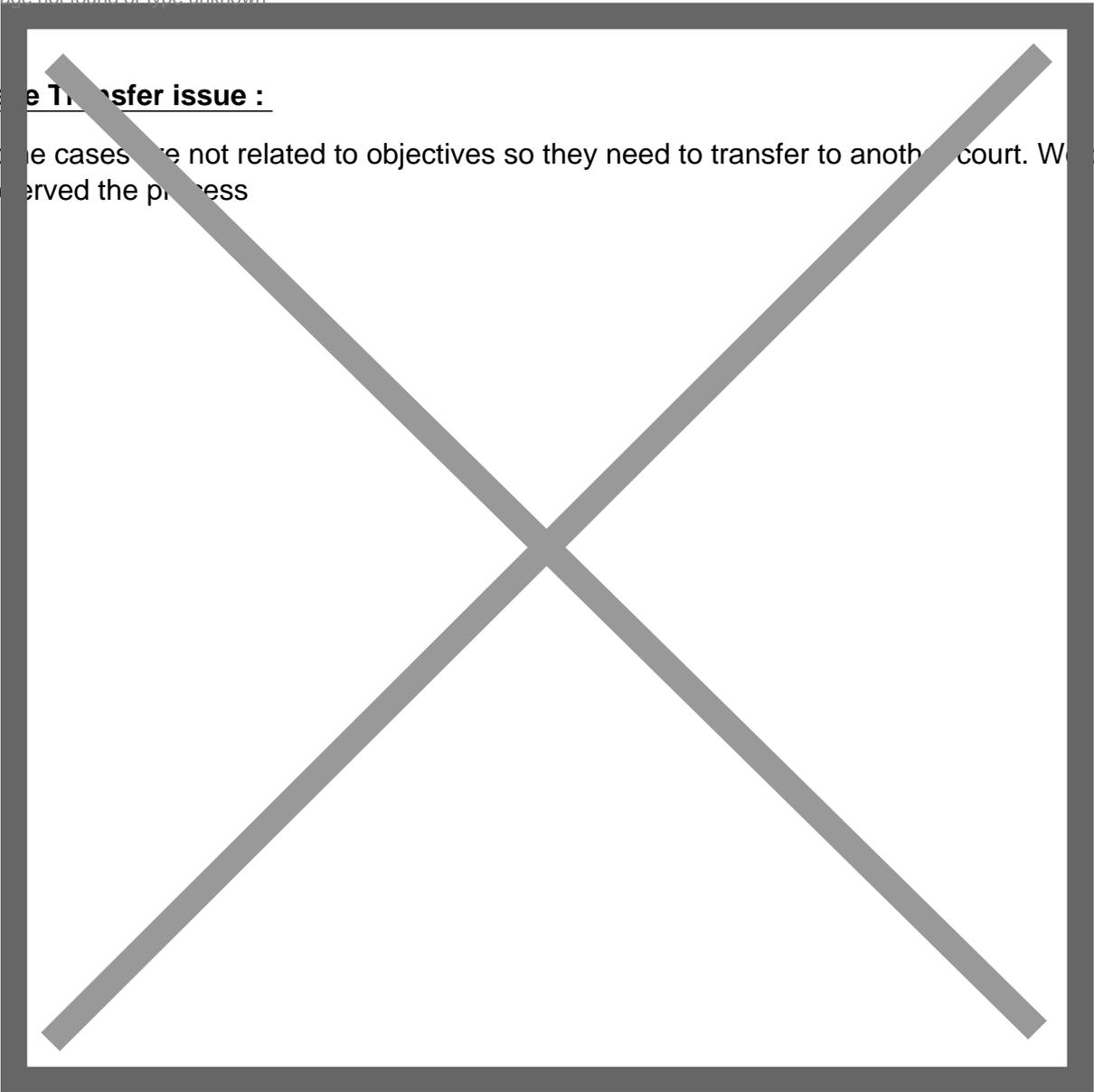


Image: Criminal Case Filing Document from Court

Criminal Court Visit :

We visited the honorable **Senior Judicial Judge Mr. Moniruzzaman Shikdar** Court to know about the process for criminal case filing to the processing system. We observed and got really helpful information about criminals.

We nearly observed the criminal case life cycle.

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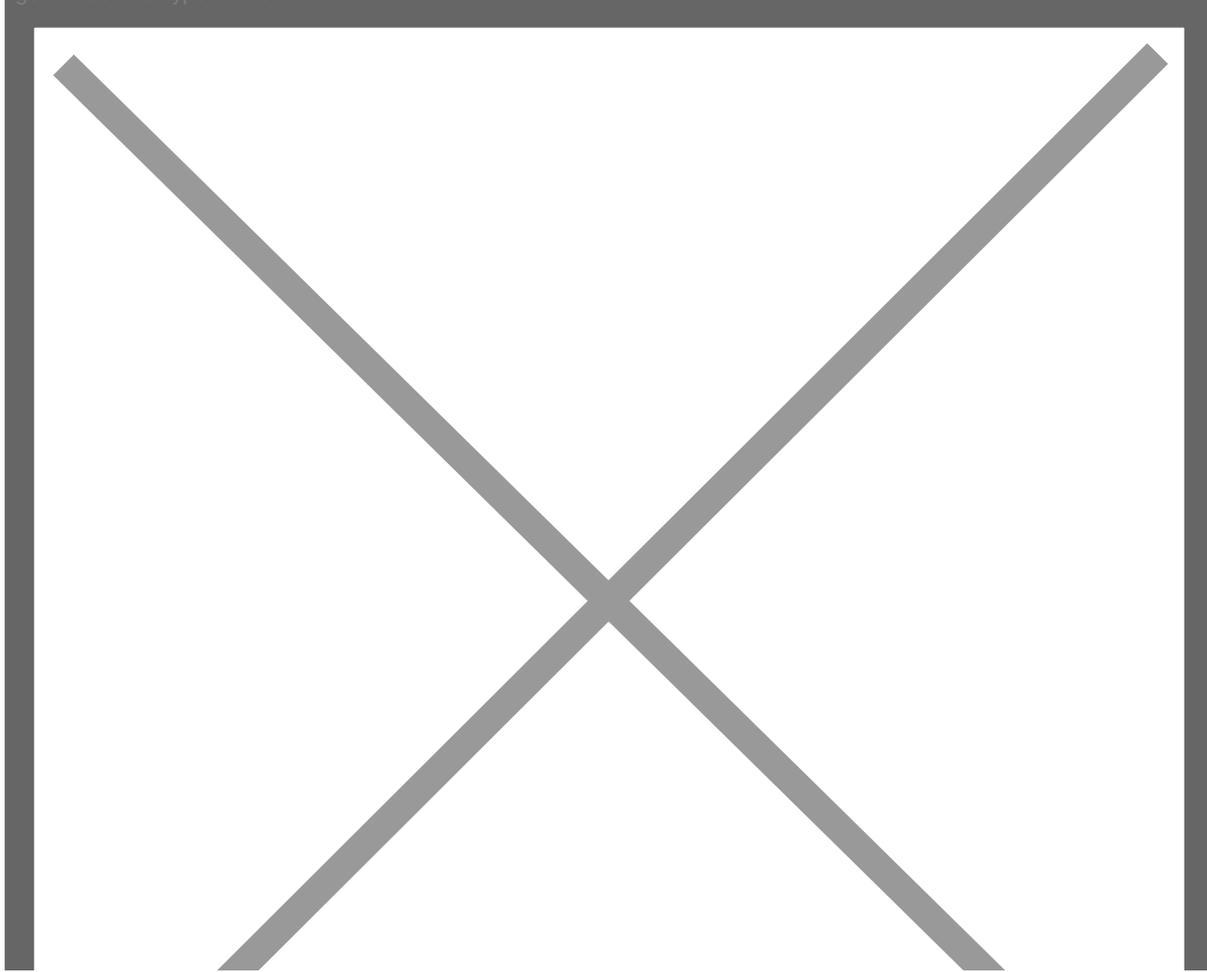


Image: Criminal Case Filing Document from Court

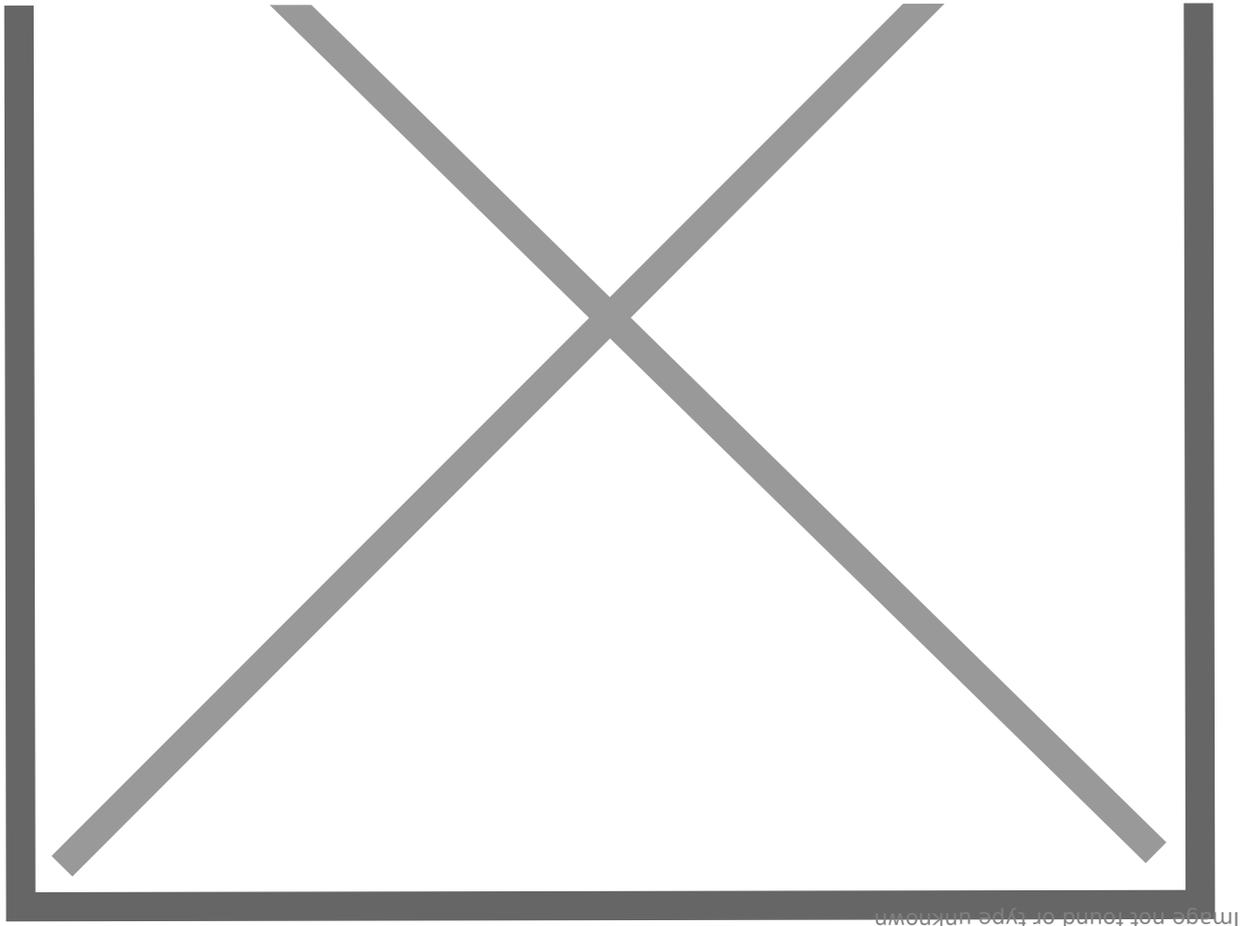


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Image: Complaint Register

Image: Cause List

Document intro

m-five register: Holding all information about decree for a case , the register book includes Case number, Case date, Decree date, plaintiff-defendent information, lawyer information, Court information, judge information.

CRO-Register: Holding all information about a case. The register book includes, Case information, plaintiff-defendent information, case status, Court information, payment information.

Statistical register: Holding all sort information about case, the register book includes Case number, Case status.

Filing Register : The complain register(also known as *Suite Book, Civil Case Register*) holds all the information about petition. the register book includes Petitioner information , complain details, Defendent information etc.

Cause list: Holding all brief information about daily(Date wise) case hearing information, case information (case number and category) , Result or court adjurent date, short order. It's a three column record book. each page contains 3X2 column. The record of this book is important to resultify , and schedule any case.