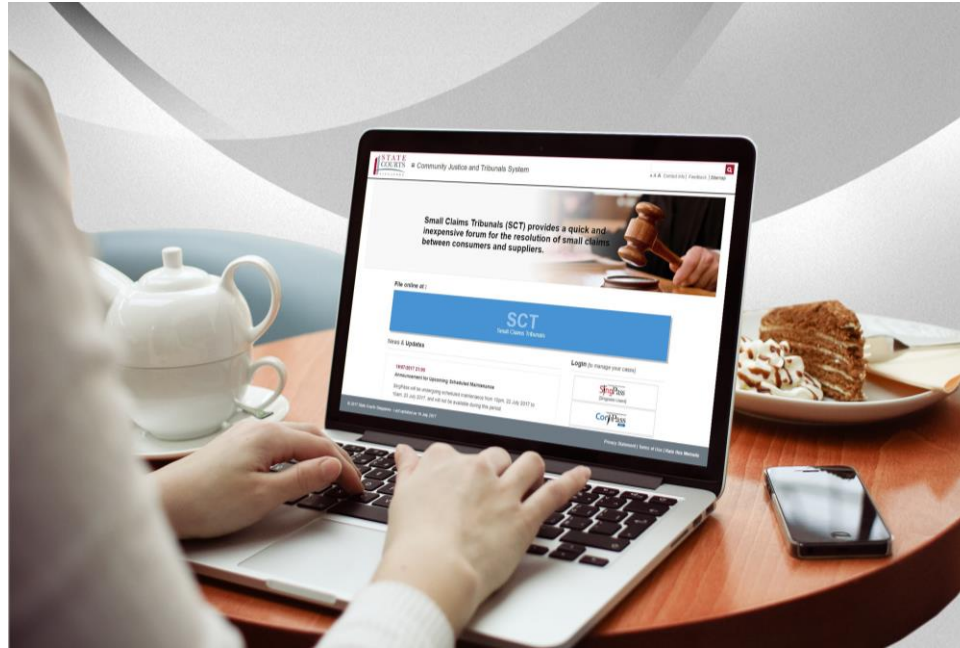


***Restoring Community Relations in a Digital Age
– the Community Justice & Tribunals System
(CJTS)***

A decorative graphic at the bottom of the slide. It includes a large, sweeping red curve that starts from the left and goes towards the right. On the left side, there are two vertical bars, one red and one grey, and a grey curved shape that resembles a stylized 'S' or a wave.

**Principal District Judge Bala Reddy
Community Justice & Tribunals Division
State Courts, Singapore**



Community Justice & Tribunals System

**Online Filing and Case Management System
with
Online Dispute Resolution (ODR) Function**

CJTS Launch Posters

COMMUNITY JUSTICE AND TRIBUNALS SYSTEM

Online case filing and management system for Tribunals under CJTD

Launch of online filing for Small Claims from 10 July 2017

- 
E-Filing
 Parties can file a claim, file applications and submit documents conveniently at any time of the day
- 
E-Negotiation
 Parties can negotiate an amicable settlement without having to attend court
- 
E-Payment
 Parties can make payment by credit card
- 
E-Notification
 Parties will receive updates on their case by email or SMS



www.statecourts.gov.sg/CJTS/

FILE ONLINE

STATE COURTS SINGAPORE

Online filing for Neighbour Disputes from 05 February 2018

- ✓ **NEIGHBOUR DISPUTES**
- ✓ **SMALL CLAIMS**

- 
eAssessment
- 
eNegotiation
- 
eMediation
- 
Case Search

CJTS

COMMUNITY JUSTICE AND TRIBUNALS SYSTEM



Log-in with:

SingPass **CorpPass**

www.statecourts.gov.sg/CJTS/



CJTS

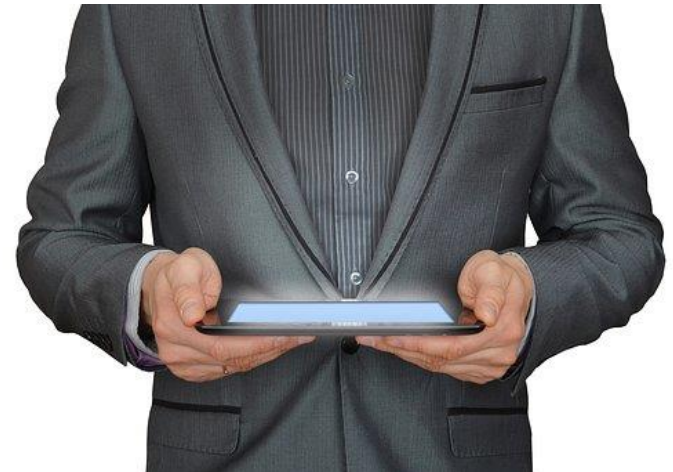


*SCT
and
CDRT*



ODR

*(and
very
soon,
ECT!)*



CJTS Features



Automated Process



eAssessment



24x7 Access



eNegotiate / eMediation



Online Services



Secured

Automated Process



- There are automated processes to assist litigants in filing and uploading documents:
 - Drop down list of types of disputes
 - Auto-population of information from the court user's log-on profile
 - Auto-population of Pre-filing Checklist information in the Claim Form
 - Validation checks

eAssessment



- Validate that the claim is within the Tribunal's jurisdiction before proceeding to file a claim.
- Reduce number of claims which are outside the Tribunal's jurisdiction, saving time and resources for all.
- Prompts the party to consider issues carefully and seek independent legal advice.
- Draws the party's attention to potential issues but does not stop the party from proceeding to file the claim.

Pre-filing Questions

Are you an
undischarged
bankrupt?

Is the Respondent residing
in Singapore?

Is there a mediation
clause in your
agreement?

Have you paid
the stamp duty
on the
agreement?

Do you have the
Respondent's
address for
service?

Has the
credit term or
delivery date
passed?

Did the
dispute
occur more
than a year
ago?

Do you have a
memorandum of
consent to claim
> \$10,000?

Pre-Filing Checklist (CDRT)

PRE-FILING ASSESSMENT

General Information and Instructions:

1. The Pre-Filing Assessment form poses questions to assist you when filing a Claim. It must be completed before filing a Claim.
2. The form helps you to identify documents that may be needed to file a Claim.
3. The form may take you about 10 minutes to complete.
4. After completing the assessment, please proceed to file your Claim or save the pre-filing ID to file your Claim within the next 7 days.
5. All drafts saved in your account will be deleted after 7 days.
6. (*) denotes mandatory fields to be completed. All data in mandatory fields will be transferred onto your Claim form.
7. You can click on ⓘ for more information on the field.
8. Please refer to the CJTS step-by-step Guide for more information to proceed with the pre-filing assessment form.

Nature of Claim* ⓘ

NEIGHBOUR DISPUTES

- ☐ Excessive Noise
- ☐ Excessive Smell
- ☐ Excessive Smoke
- ☐ Excessive Light
- ☐ Excessive Vibration
- ☐ Littering at or in the vicinity of Plaintiff's residence
- ☒ Obstructing Plaintiff's place of residence
- ☐ Interfering with Plaintiff's movable property
- ☐ Conducting surveillance on Plaintiff's place of residence
- ☐ Trespassing on Plaintiff's place of residence

Pre-Filing Checklist (CDRT)

15. Are you able to support your Claim that the respondent has committed the alleged unreasonable interference on or after 1 October 2015 with evidence such as photographs, video recordings, CCTV recordings, audio recordings and letters from the relevant government agency?

YES

16. Have you commenced civil proceedings on this same matter in any other court?

YES

Section 18 of the Community Disputes Resolution Act 2015 states that no action for a Claim may be brought before the Tribunal if civil proceedings relating to that Claim are pending in or have been heard and determined by any other court.

17. Are you an undischarged bankrupt?

YES

Before bringing a Claim against the respondent, you are required to obtain the sanction of the Official Assignee under Section 131(1)(a) of the Bankruptcy Act.

Form Completion Status (100%)



Cancel

Submit

eNegotiate



- Parties can negotiate an amicable settlement with each other without attending court.
- E-negotiation system sends, receives and stores communications between parties.
- Prompts parties to consider a win-win solution.
- Parties can apply for consent order online.

eNegotiation

Home / eNegotiation

Steps: 1. OTP > 2. Claim Details > **3. Negotiation** > 4. Acknowledgement

Home

Notifications

eNegotiation

My Filings <

Payment Details

Online Applications <

My Profile

Logout

eNEGOTIATION



ANDY

VS

CAROLINE



Brief Summary of Claim :

I purchased hand phone in January. The button was not responsive despite replacing it twice. I want a refund of \$1500.00



Case No:

SCT/99999/2018



Last Date for eNegotiation:

25/06/2018

Round

1

out of

3

Negotiation Items:

1

☐ Not Responded
☒ Responded
☐ Resolved

Negotiation Details:*

1 +

ANDY

Pay SGD 1,500.00

04/05/2018 04:15 PM

Action:*

Select Action

eNegotiation

Negotiation Details*

1 +

ANDY

Pay SGD 1,500.00

04/05/2018 04:15 PM

Action:*

I would like to propose another amount / date

Reason / Proposal Details

Amount*

Payment Date / Completion Date*

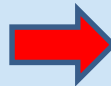
I would like to pay

SGD

800.00



04/06/2018



53.33% of claim
amount

Done / Preview

eNegotiation – Agreement


TERMS OF AGREEMENT

By CONSENT, parties have agreed to the following terms in full and final settlement of the claim:

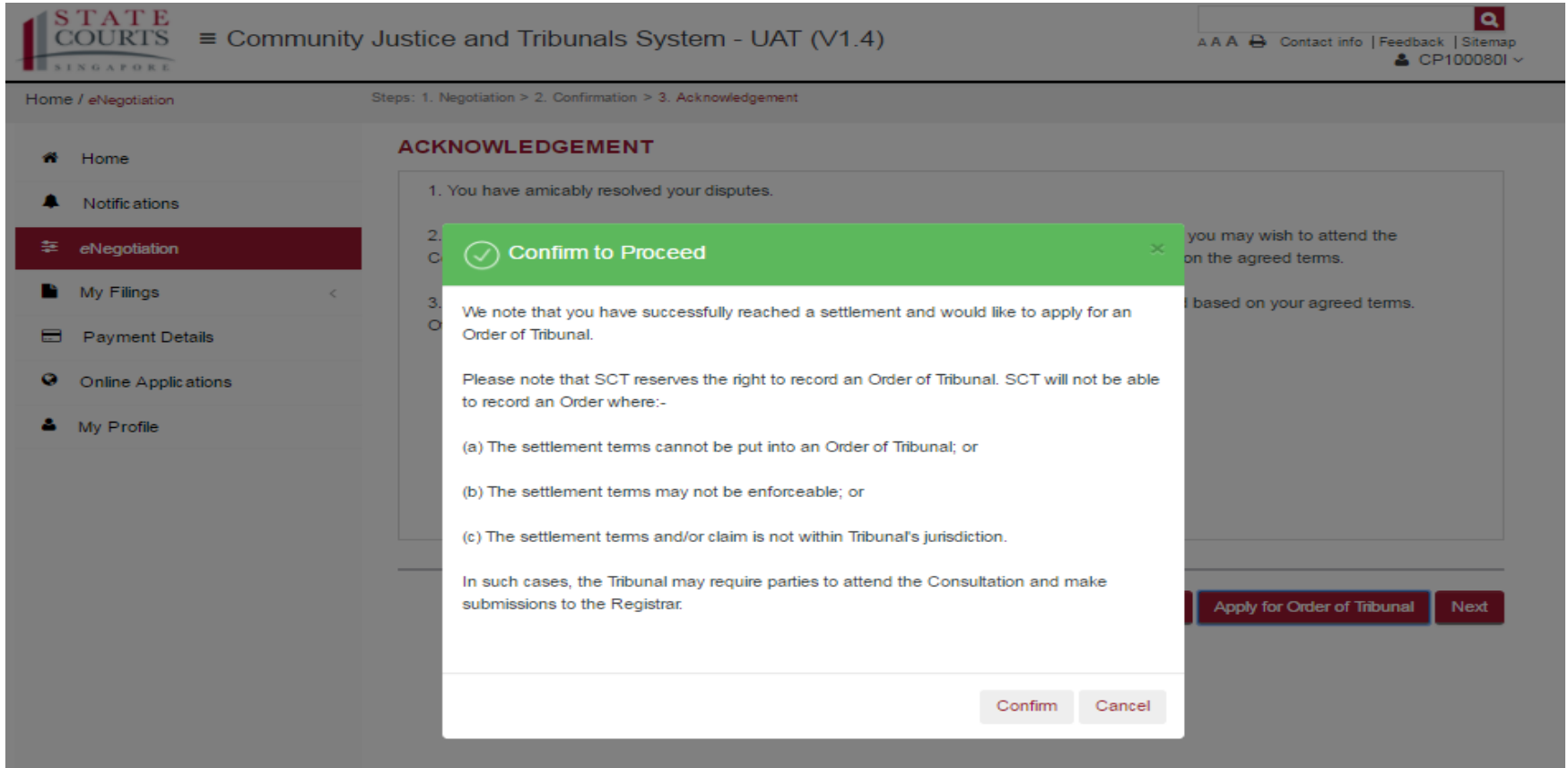
1. Respondent to pay Claimant SGD 5750.00 by 06 Apr 2018 .

This agreement may be enforced by recording it as an Order of Tribunal. After recording it as an Order of Tribunal, parties may enforce the Order of Tribunal as a Magistrate Court Order.

If parties choose not to record the agreement as an Order of Tribunal, parties may withdraw the claim. In the event of non-compliance, parties may enforce the agreement by starting proceedings in the Civil Courts.

A decorative red curved graphic element located in the bottom right corner of the slide.

Online consent order



The screenshot displays the State Courts Singapore UAT (V1.4) interface. The header includes the State Courts Singapore logo, the title "Community Justice and Tribunals System - UAT (V1.4)", and navigation links for "Contact info", "Feedback", and "Sitemap". The user ID "CP1000801" is visible in the top right corner.

The main navigation menu on the left includes "Home", "Notifications", "eNegotiation" (highlighted), "My Filings", "Payment Details", "Online Applications", and "My Profile".

The breadcrumb trail shows the current path: "Home / eNegotiation" and "Steps: 1. Negotiation > 2. Confirmation > 3. Acknowledgement".

The "ACKNOWLEDGEMENT" section contains the following text:

1. You have amicably resolved your disputes.

2. You may wish to attend the Consultation and make submissions to the Registrar.

3. You may wish to attend the Consultation and make submissions to the Registrar.

A modal dialog box titled "Confirm to Proceed" is displayed, containing the following text:

We note that you have successfully reached a settlement and would like to apply for an Order of Tribunal.

Please note that SCT reserves the right to record an Order of Tribunal. SCT will not be able to record an Order where:-

- (a) The settlement terms cannot be put into an Order of Tribunal; or
- (b) The settlement terms may not be enforceable; or
- (c) The settlement terms and/or claim is not within Tribunal's jurisdiction.

In such cases, the Tribunal may require parties to attend the Consultation and make submissions to the Registrar.

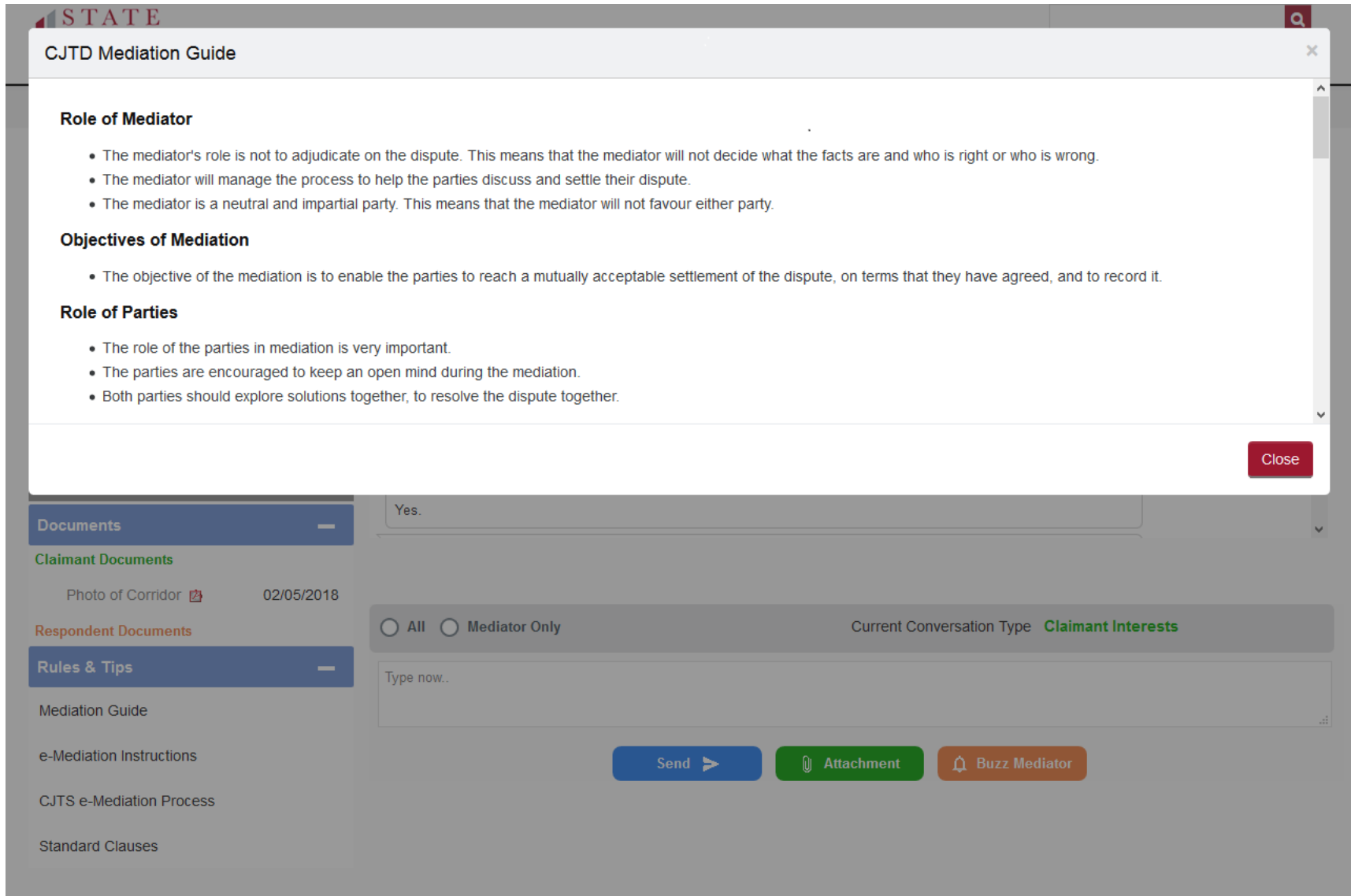
The modal dialog box has "Confirm" and "Cancel" buttons at the bottom right.

eMediate



- Conducted within a chatroom
- Customised mediator tools to assist the mediator
- Based on the Singapore Mediation Centre mediation process
- Option to communicate with mediator privately
- Parties can apply for consent order online

eMediation – Mediation Guide



The screenshot displays the 'CJTD Mediation Guide' window, which is part of a larger web application. The window is titled 'CJTD Mediation Guide' and features a close button in the top right corner. The content is organized into sections: 'Role of Mediator', 'Objectives of Mediation', and 'Role of Parties', each followed by a list of bullet points. Below the guide, there is a 'Documents' section with a toggle for 'Claimant Documents' and a list of documents, including 'Photo of Corridor' dated '02/05/2018'. A 'Rules & Tips' section is also visible, listing 'Mediation Guide', 'e-Mediation Instructions', 'CJTS e-Mediation Process', and 'Standard Clauses'. The bottom of the interface includes a text input field with the placeholder 'Type now..', a 'Send' button, an 'Attachment' button, and a 'Buzz Mediator' button. The 'Current Conversation Type' is set to 'Claimant Interests'.

CJTD Mediation Guide

Role of Mediator

- The mediator's role is not to adjudicate on the dispute. This means that the mediator will not decide what the facts are and who is right or who is wrong.
- The mediator will manage the process to help the parties discuss and settle their dispute.
- The mediator is a neutral and impartial party. This means that the mediator will not favour either party.

Objectives of Mediation


- The objective of the mediation is to enable the parties to reach a mutually acceptable settlement of the dispute, on terms that they have agreed, and to record it.

Role of Parties

- The role of the parties in mediation is very important.
- The parties are encouraged to keep an open mind during the mediation.
- Both parties should explore solutions together, to resolve the dispute together.

Documents

Claimant Documents

Photo of Corridor  02/05/2018

Respondent Documents

Rules & Tips

Mediation Guide

e-Mediation Instructions

CJTS e-Mediation Process


Standard Clauses


Yes.


☐ All ☐ Mediator Only

Current Conversation Type **Claimant Interests**

Type now..

Send 

 **Attachment**


 **Buzz Mediator**

Online Applications




- Parties e-serve documents through CJTS
- Applications (e.g. Amendment, Change of Dates, Submission for Hearing, Setting Aside, Leave to Appeal) are submitted online
- Eliminates the need to attend court to submit applications by hand
- Processing of applications and response can be sent to parties through CJTS


Example of CJTS Applications





Community Justice and Tribunals System


[Contact info](#) | [Feedback](#) | [Sitemap](#)
#####209F


Home / Online Applications


 Home

 Notifications


 eNegotiation


 My Filings <

 Payment Details


 Online Applications ▾


SCTCDRT


 My Profile


 Logout


ONLINE APPLICATIONS - COMMUNITY DISPUTES RESOLUTION TRIBUNALS


 CLAIM FORM


 DECLARATION OF SERVICE FORM


 REPLY FORM


 APPLICATION FOR SPECIAL DIRECTION


 APPLICATION FOR COMPLIANCE BOND


 APPLICATION FOR EXCLUSION ORDER


 APPLICATION FOR REPRESENTATIVE


 GENERAL APPLICATION FOR CHANGE OF COURT DATE


 GENERAL APPLICATION FOR REDACTION


 GENERAL APPLICATION FORM


 GENERAL APPOINTMENT


 WITHDRAWAL REQUEST FORM

 SET ASIDE APPLICATION

 EXTRACTION OF ORDER

 SUBMIT SUPPORTING DOCUMENTS

 APPEAL AGAINST ORDER OF REGISTRAR FORM

 APPLICATION FOR LEAVE TO APPEAL

Secured Platform



- System authenticates parties' identity through secured login process
- Individuals login using SingPass (for individuals), CorpPass (for business entities) which are issued by the Government



- Use CJTS Pass (for those not eligible for SingPass or CorpPass, e.g. tourists)

Thank You!

