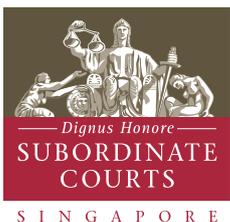


Providing an Efficient Small Claims Management System

Enhancing Access to Justice



The Small Claims Tribunals (SCT) provide a quick and affordable forum for the resolution of small claims between consumers and suppliers. Established on 1 February 1985 as part of the Subordinate Courts of Singapore, SCT handles claims not exceeding S\$10,000 (or S\$20,000 if both parties consent in writing). Between 2004 and 2008, approximately 20,000 small claims were filed with SCT annually.

A comprehensive web-based case management system was needed to allow SCT to process and manage the claims filed more efficiently and effectively. In July 2007 this system, known as the Small Claims Tribunals System 2 (SCT2) was implemented.

ENABLING EFFECTIVE CLAIMS MANAGEMENT

- Multiple touch points
 - The system has to cater for bulk lodgment of claims over the Internet. Over-the-counter transactions need to be tracked as well
- Delivery
 - Understanding of the existing systems and domain
 - Planning and execution of the changeover processes
 - Understanding the technology and system interfaces used by Public Services Infrastructure (PSi). PSi is a shared secured government-wide platform offering common components that cater to different government ministries and agencies
 - A competent delivery team with the required skills and reliable partners

CHALLENGES

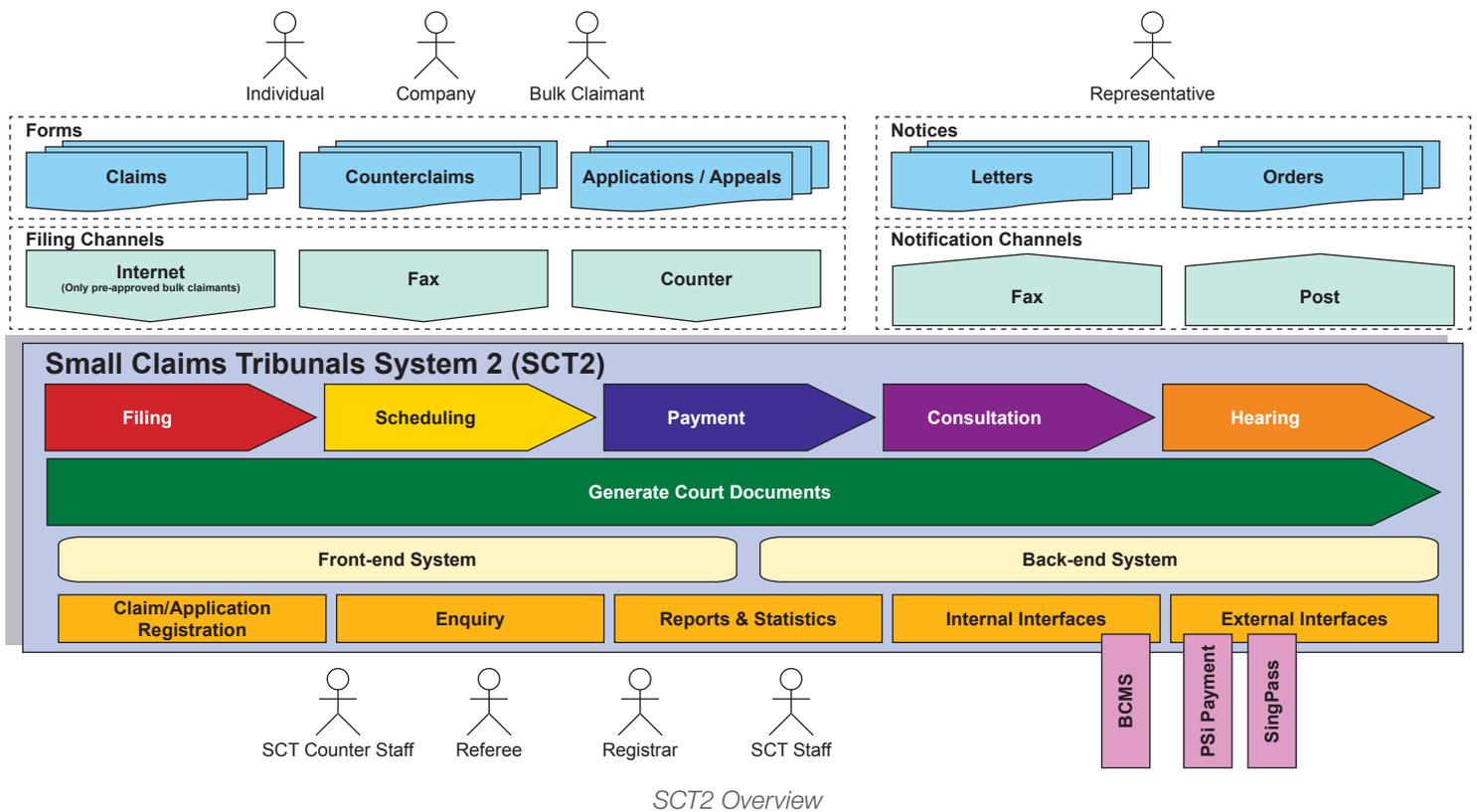
- Provide efficient and effective processing of claims filed with SCT
- Streamline case management processes
- Eradicate time-consuming paperwork

SOLUTION

- Web-based case management system
- Electronic processing of claims filed with SCT

BENEFITS

- Streamlining of bulk claims
- Effective scheduling of consultation dates
- Tracking of all claims
- Convenient online access for pre-approved bulk claimants
- e-Payment system for pre-approved bulk claimants



SCT2 Overview

SMALL CLAIMS TRIBUNALS SYSTEM 2 (SCT2)

The Small Claims Tribunals System 2 (SCT2) is accessed through channels comprising front-end e-Services and back-end users. The SCT2's main application supports the business processes of SCT, namely:

- Filing of Claims
 - Front-end application (Internet) for pre-approved bulk claimants
 - Back-end application
- Scheduling
 - Scheduling of consultation dates
 - Manual scheduling supported
- Payment of Filing Fees
 - Front-end service (e-Payment) for pre-approved bulk claimants
 - Back-end case management system
- Notification of Consultation Dates
 - Internal staff
 - Pre-approved bulk claimants
- Generation of Documents
 - Recording of the results of proceedings
 - Court orders
 - Notices

SCT2 is also linked to PSi Payment, SingPass and EASY.

SCT2 saves time, reduces paperwork, improves the processing efficiency of SCT and also streamlines bulk claims.

SCT2 is a Java 2 Platform, Enterprise Edition (J2EE) development built on the robust iFrame (in-house framework of NCS). This framework leverages the domain knowledge and prior effort of a vast pool of experienced developers in NCS to avoid recreating common solutions to recurring application requirements and software design challenges.

COMPREHENSIVE CASE MANAGEMENT SYSTEM

With SCT2 implemented, there is now a comprehensive case management system for SCT. It saves time, reduces paperwork, improves the processing efficiency of SCT and also streamlines bulk claims. Pre-approved bulk claimants will be able to submit multiple filings of claims in a single application online, eliminating the need to travel to the Subordinate Courts to get the claims processed. SCT2 allows for scheduling of consultations. Lodged claims can also be easily tracked through the case management system.

ABOUT SUBORDINATE COURTS

The Subordinate Courts deal with more than 95 percent of all judicial matters in Singapore. Holistic justice is administered through the four justice divisions - Criminal Justice Division, Civil Justice Division, Family Justice Division and Juvenile Justice Division. Access to justice is a key concern and thus technology is harnessed through the use of electronic filing and case management systems, amongst others.