Rwanda Integrated Electronic Case Management System

Rwanda IECMS

CIVIL LITIGATION SERVICE

USER MANUAL

Version 1.0

SYNERGY INTERNATIONAL SYSTEMS

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INTRODUCTION

This document describes the *Civil Litigation Service* data entry form in the *Rwanda Integrated Electronic Case Management System (Rwanda IECMS)* application developed for the Justice, Reconciliation, Law and Order Sector (JRLOS) of Rwanda. It provides the necessary instructions that the user should follow during the data entry process. The document is addressed to those who will use the *Rwanda IECMS* application to record information on case proceedings of non-criminal matter in a court of law.

OVERVIEW

The *Integrated Electronic Case Management System for Rwanda (Rwanda IECMS)* is an automated information management system, which is designed within the initiative of modernizing Rwanda's Justice, Reconciliation, Law and Order Sector (JRLOS). It is intended to ensure improved access to and transparency of justice information both for the government institutions and general public. Moreover, the system aims at facilitating information sharing at key decision points, as well as to improve efficiency and coordination of the police, prosecution, and court activities in the Republic of Rwanda. Furthermore, it is intended to replace the paper-based case records and static spreadsheets and workflows with their computerized counterparts in order to enable full reproduction of cases along with case proceeding information in the event of loss or physical damage of the case file.

The main objective of *Rwanda IECMS* is to serve as a centralized and unique database for all justice sector institutions, including the Rwanda National Police (RNP), National Public Prosecution Authority (NPPA), Rwanda Judiciary (RJ), and Rwanda Correctional Services (RCS). Also, it is a sector-wide platform to assist all the officials accessing the system to have an easy and ad-hoc access to the information required for processing the cases and implementing day-to-day operations. *Rwanda IECMS* is intended to help to standardize case record information storage and to streamline current processes, and, thus, ensure more effective follow-up at different levels. It is also the main database and data collection and reporting system as it guarantees effective access to the case data, promotes accountability, and increases public trust and confidence.

Rwanda IECMS consists of the following applications, each dedicated to one justice agency and used to handle their business processes:

- Rwanda National Police

- Rwanda National Public Prosecution Authority
- Rwanda Judiciary
- Rwanda Correctional Service
- Civil Litigation Service

The *Civil Litigation Service* module within *Rwanda IECMS* is designed to record information on legal disputes between governmental entities and other parties that seek money damages or specific performance rather than criminal sanctions. The module is intended to serve as a tool for managing and storing information on civil litigation cases and helps in monitoring the execution of the court decisions.

In the current design, the *Civil Litigation Service* form consists of the following sections:

- The **General Information** section is used to add and display general information about the dispute for which amicable resolution is sought. The information to be provided in this section includes the date when the case was submitted and filed, case priority, case value, court where the case trial will be held, subject matter and reason of the litigation, parties involved into the case, their legal representatives, related tasks, etc.

- The **Litigation Information** section is used to provide detailed information about the court hearings and minutes. The information to be provided in this section includes the court hearing calendar, recommendations for resolving the dispute, litigation amount required for reconciliation, etc.

- The **Out of Court Settlement** section is used to provide information about the reconciliation of the dispute out of the court. The information to be provided in this section includes the summary of the claim and its value, option of CLS on the government liability, resolution of the commission, signed copies of the documents requesting out of court settlement, etc.

- The **Notes / Attachments** section is used to record additional comments and issues related to the given case, as well as attach supporting documents and other files. The case workflow details are also presented in this section.

- The **History** section of is used to view information on access to the given case record and the changes made to it.

Rwanda IECMS provides a web-based user interface and requires having a web browser pre-installed.

GENERAL INFORMATION

The *General Information* section of the *Civil Litigation Service* application form (Figure 1 and Figure 2) is used to add and display general information about the dispute for which amicable resolution is sought. The information to be provided in this section includes the date when the case was submitted and filed, case priority, case value, court where the case trial will be held, subject matter and reason of the litigation, parties involved into the case, their legal representatives, related tasks, etc.

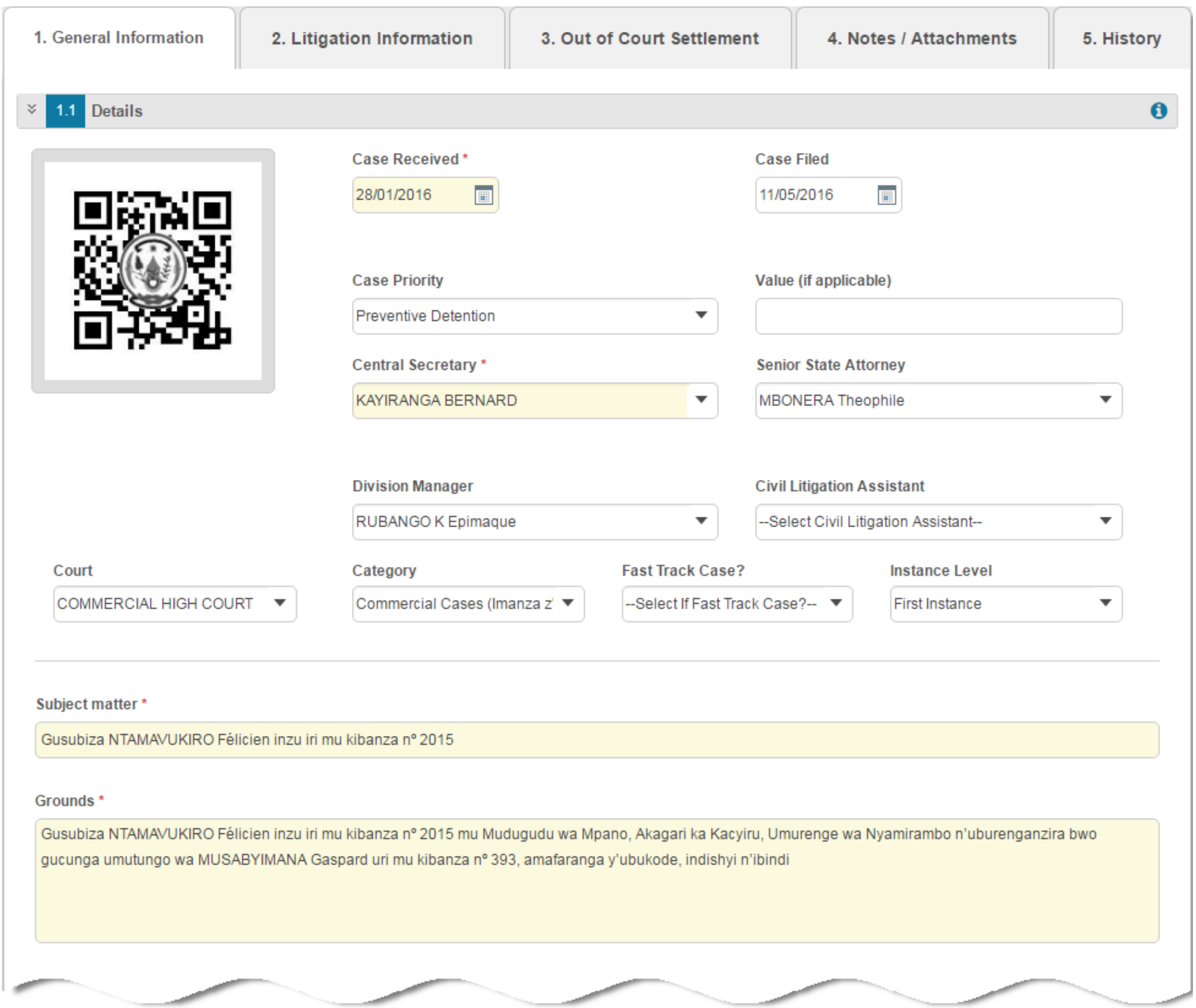
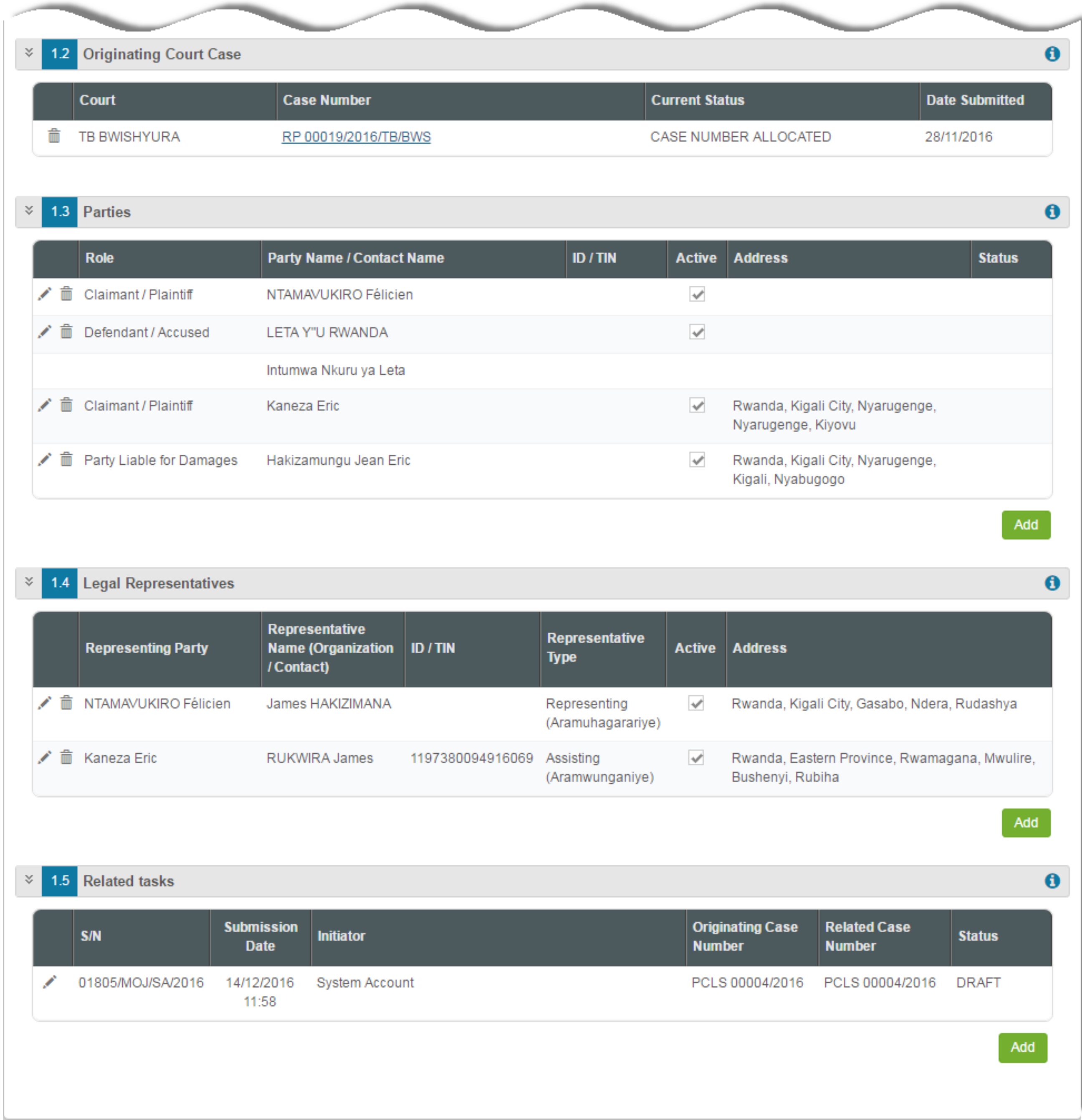


Figure 1: General Information Section (Part 1)



1.2 Originating Court Case

Court	Case Number	Current Status	Date Submitted
TB BWISHYURA	RP 00019/2016/TB/BWS	CASE NUMBER ALLOCATED	28/11/2016

1.3 Parties

Role	Party Name / Contact Name	ID / TIN	Active	Address	Status
Claimant / Plaintiff	NTAMAVUKIRO Félicien		✓		
Defendant / Accused	LETA Y"U RWANDA		✓		
	Intumwa Nkuru ya Leta				
Claimant / Plaintiff	Kaneza Eric		✓	Rwanda, Kigali City, Nyarugenge, Nyarugenge, Kiyovu	
Party Liable for Damages	Hakizamungu Jean Eric		✓	Rwanda, Kigali City, Nyarugenge, Kigali, Nyabugogo	

Add

1.4 Legal Representatives

Representing Party	Representative Name (Organization / Contact)	ID / TIN	Representative Type	Active	Address
NTAMAVUKIRO Félicien	James HAKIZIMANA		Representing (Aramuhagarariye)	✓	Rwanda, Kigali City, Gasabo, Ndera, Rudashya
Kaneza Eric	RUKWIRA James	1197380094916069	Assisting (Aramwunganiye)	✓	Rwanda, Eastern Province, Rwamagana, Mwulire, Bushenyi, Rubiha

Add

1.5 Related tasks

S/N	Submission Date	Initiator	Originating Case Number	Related Case Number	Status
01805/MOJ/SA/2016	14/12/2016 11:58	System Account	PCLS 00004/2016	PCLS 00004/2016	DRAFT

Add

Figure 2: General Information Section (Part 2)

For more details on what information is requested in the *General Information* section, refer to the table below.

Note: Some fields in this section are mandatory to be filled in. They are marked with an asterisk.

Component Name	Description
Details	Provide the information requested in this field by indicating the following: • **QR Code** – displays an automatically generated unique Quick Response barcode that is produced based on the IECMS police case ID. When read by an imaging device, it displays the summary of the police case it is attached to. • **Case Received** – indicate the date when the case was received. *This field is mandatory.* A calendar popup is available for this field, see Figure 3: Calendar. • **Case Filed** – indicate the date when the complaint/case was recorded in the application. A calendar popup is available for this field, see Figure 3: Calendar. • **Case Priority** – specify the priority that the civil litigation case has. Note: If the list of case priorities is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list. • **Value (if applicable)** – indicate the value that the civil litigation case has. • **Central Secretary** – specify the name of the central secretary in charge of the case. *This field is mandatory*. Note: If the list of secretaries is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list. • **Senior State Attorney** – select the name of the senior state attorney in charge of the case from the drop-down list. Note: If the list of state attorneys is long and hard to browse in, you can make use of the search option. To locate the

	instance that you are looking for, you should enter the keyword in the search box above the drop-down list. • **Division Manager** – select the name of the manager of the division that will be involved into the case trial from the drop-down list. Note: If the list of division managers is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list. • **Civil Litigation Assistant** – select the name of the civil litigation assistant in charge of the case from the drop-down list. Note: If the list of civil litigation assistants is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list. • **Court** – select the court the case is submitted in form the drop-down list. Please, note that selection of the court will filter the list in the Category field and display only those instances that are related to the selection. Note: If the list of courts is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list. • **Category** – indicate the case type that classifies and best describes it. Note: If the list of categories is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list. • **Fast Track Case?** – indicate whether the case encompasses fast procedures. Note: If the list of options in this field is long and hard to browse in, you can make use of the search option. To locate

	the instance that you are looking for, you should enter the keyword in the search box above the drop-down list. • **Instance Level** – this field becomes available for cases that are not subject to fast track procedures and is used to indicate the instance level of the court where the case will be heard. **Note:** If the list of instance levels is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list. • **Subject Matter** – describe the cause or object of dispute out of which the case is formed. *This field is mandatory*. • **Grounds** – indicate the justification behind seeking legal action against someone or something. *This field is mandatory*.
Originating Court Case	Indicate the civil court case the litigation case originated from. For more details, see Managing Originating Court Cases. Please, note that you can indicate only one court case in this field.
Parties	Provide information about the parties involved into the civil litigation case in different capacities. For more details, see Managing Case Participants.
Legal Representatives	Provide information about the legal representatives of the parties involved into the litigation case. For more details, see Managing Case Participants.
Related Tasks	Record all tasks that have been originated within the scope of the given and other related cases. For more details, see Managing Related Tasks. **Note:** The functionality of recording case related tasks becomes available upon the first save of the *Rwanda Civil Litigation Service* application form.

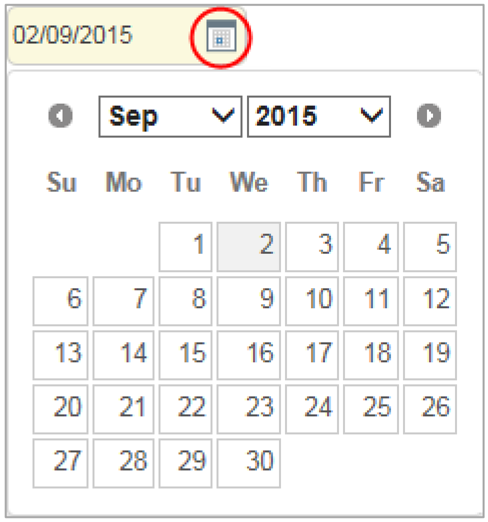


Figure 3: Calendar

Managing Originating Court Cases

This chapter outlines how to add and remove originating court case records. It also describes how you can browse among the originating court case records to find the one that you are looking for.

Adding an Originating Court Case Record

In order to add an originating court case record, follow the steps below:

1. Click the **Add Court Case** button at the bottom of the *Originating Court Case* field. A *Select Court Case* form will appear (Figure 4).
2. Locate the originating court case the litigation arises from. This can be done by using the search mechanism the *Select Court Case* form is equipped with. To find a court case, create filtering criteria that will be used to find and display all court records that match the selection. The following criteria are available:
   - Court Level
   - Court

   Note: Selection of a court level will filter the list in the *Court* field and display only those instances that are related to the selected court level. Also, if the lists in the fields are long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.
3. Alternatively, you may enter the case number or any part of it in the search box.

   Note: For the search mechanism to yield accurate results, please, make sure to enter at least three symbols (letters and numerals) in the search box.

4. Click the **Search** button. The list of all records that match the search criteria will be displayed in the table below.
5. Select the originating court case record that you want to add to the litigation case by activating the radio button to the left of the record.
6. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

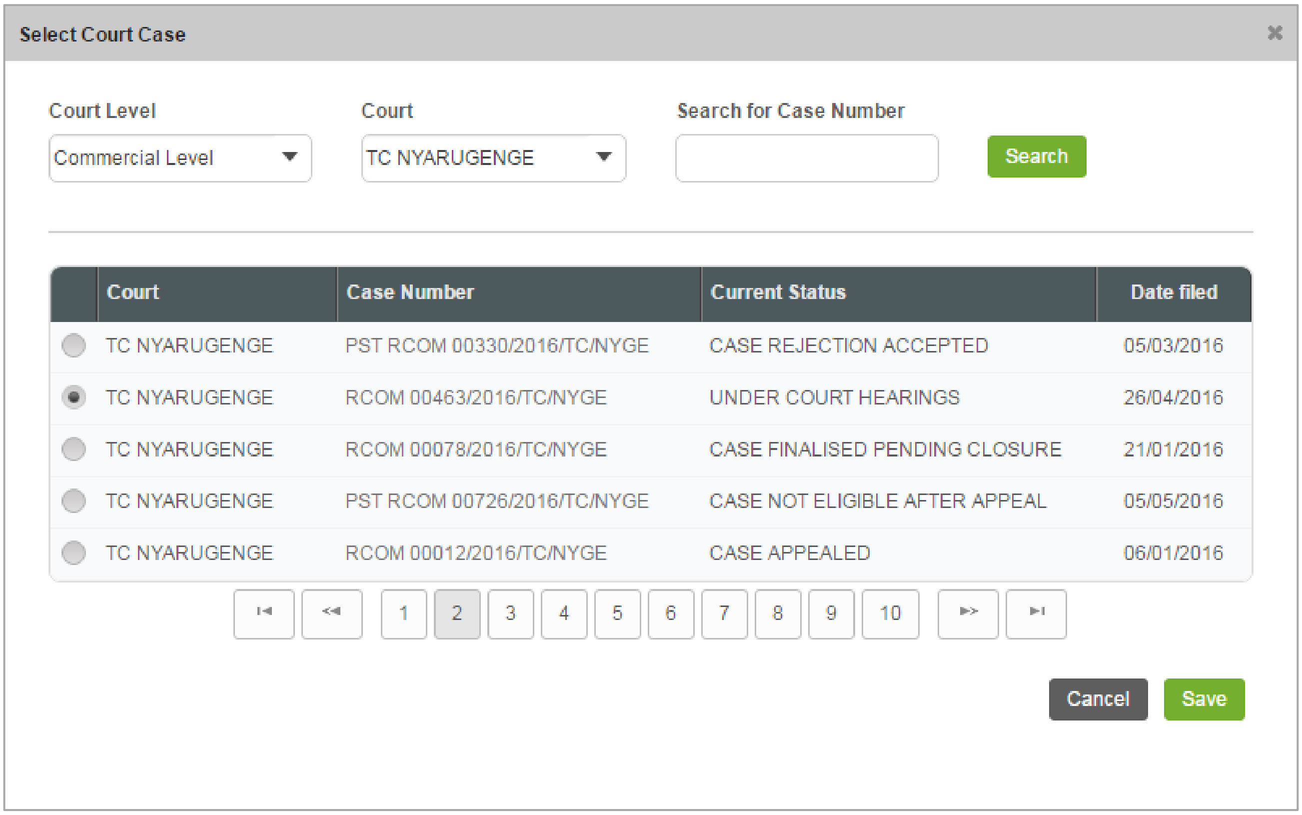


Figure 4: Adding an Originating Court Case Record

Browsing among Originating Court Case Records

In order to ensure fast page loading, the *Originating Court Cases* table is configured to display only five records per page. However, you can easily locate the record that you are looking for by browsing for it.

To browse among the records displayed to you in the *Originating Court Cases* table, click the number link of the page you want to navigate to. The **(First)**, **(Previous)**, **(Next)**, and **(Last)** buttons are used to navigate back and forth through the pages.

Removing Originating Court Case Records

In order to remove an originating court case record, click the (Remove) button to the left of the record.

Managing Case Participants

This chapter outlines how to select the parties and legal representatives involved in the litigation case, as well as create new case participant records, edit and remove them. It also describes how you can browse among the case participant records to find the one that you are looking for.

Adding a Case Participant Record

In order to add a case participant record, follow the steps below:

1. Click the **Add** button at the bottom of the *Parties / Legal Representatives* field. A *Parties / Legal Representative* form will appear (Figure 5).
2. Indicate the case participant type (*Individual* or *Legal Entity*) by selecting the appropriate instance from the drop-down list.
3. Locate the person or legal entity that will be involved in the given case. This can be done by using the search mechanism the *Parties / Legal Representative* form is equipped with. To find a case participant, enter the participant ID, name or part of the name in the search box and specify the field to look in.
   Note: For the search mechanism to yield accurate results, please, make sure to enter at least three symbols (letters and numerals) in the search box.
4. Click the **Search in IECMS** button. The list of all records that match the search criteria will be displayed in the table below.
   Note: If the desired party / legal representative does not exist, you can create a new record. For more details, see Creating a Case Participant Record.
5. Select the case participant record that you want to add to the litigation case by ticking the checkbox to the left of the record.
6. For each case party selected, define in what capacity they will act in relation to the given case. *This field is mandatory*.
7. For each legal representative selected, define what party they are going to represent and whether they are going to represent or assist the selected party. *These fields are mandatory.*
8. Click the **Save** button. The selected records will be listed in the respective *Parties / Legal Representatives* field.

9. In the *Parties / Legal Representatives* field, define which of the selected records are active by ticking the corresponding *Active* checkbox. *This field is mandatory*.

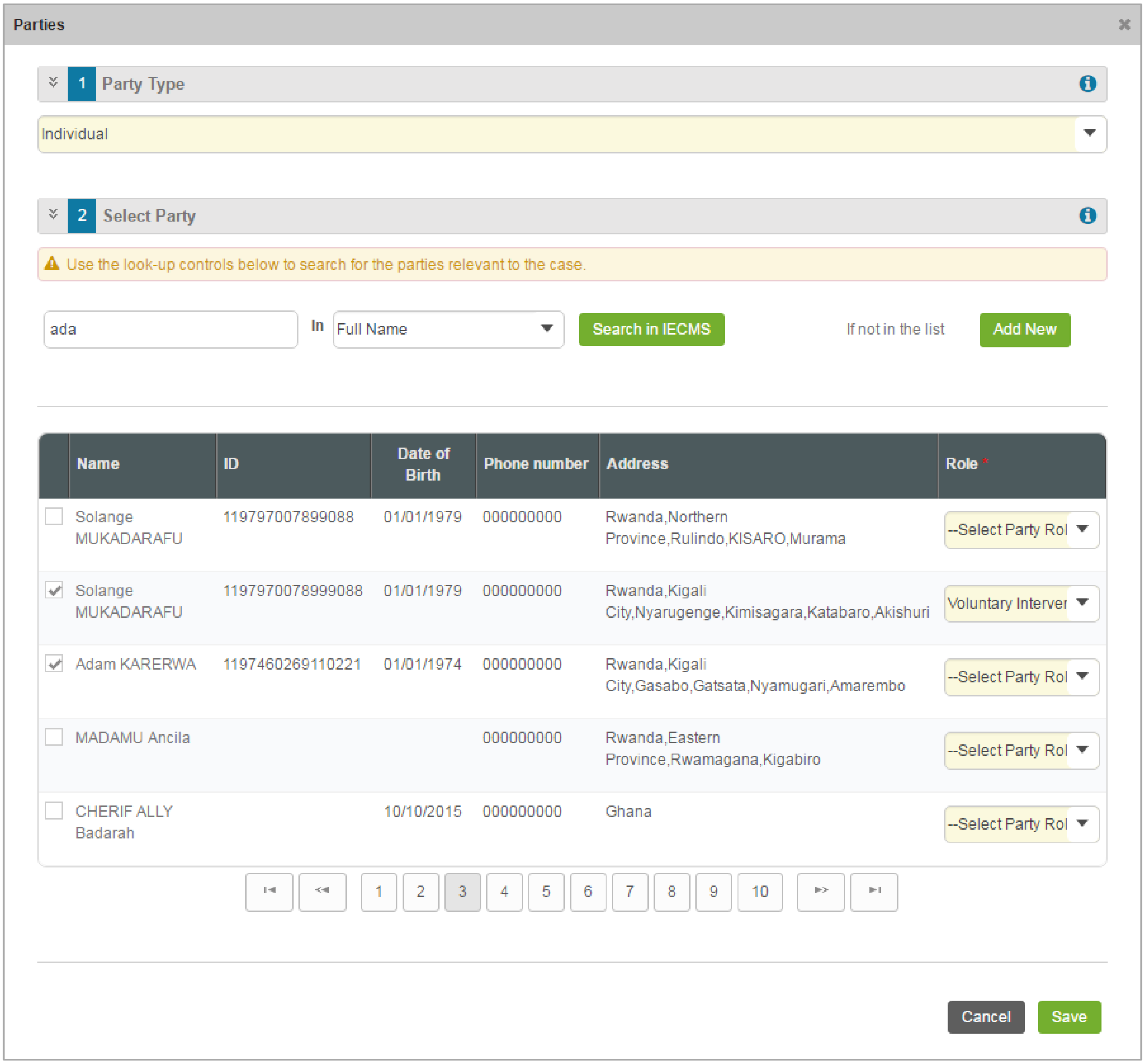


Figure 5: Adding a Case Party Record

Browsing among Case Participant Records

In order to ensure fast page loading, the *Parties / Legal Representatives* table is configured to display only five records per page. However, you can easily locate the record that you are looking for by browsing for it.

To browse among the records displayed to you in the *Parties / Legal Representatives* table, click the number link of the page you want to navigate to. The **(First)**, **(Previous)**, **(Next)**, and **(Last)** buttons are used to navigate back and forth through the pages.

Creating a Case Participant Record

In order to create a new case participant record, follow the steps below:

1. Click the **Add New** button in the *Parties / Legal Representative* form. Depending on the type of the case participant – individual or legal entity, you will be navigated either to the *Individual* or *Legal Entity* module in *Rwanda IECMS* where a blank data entry form will open.
2. Fill in the form as it is described in the respective *Rwanda IECMS Individual Form User Manual* or *Rwanda IECMS Legal Entity Form User Manual* in REFERENCES.
3. Save the information input and close the form.

Editing Case Participant Records

In order to edit a party / legal representative record, follow the steps below:

1. Click the **Edit** button to the left of the record that you want to modify. Depending on the type of the case participant – individual or legal entity, you will be navigated either to the *Individual* or *Legal Entity* module in *Rwanda IECMS* where the record summary will be displayed.
2. Click the **Edit** button in the top right corner of the record summary page.
3. Make the required changes in the data displayed as it is described in the respective *Rwanda IECMS Individual Form User Manual* or *Rwanda IECMS Legal Entity Form User Manual* in REFERENCES.
4. Save the changes made and close the form.

Removing Case Participant Records

In order to remove a case participant record, click the **(Remove)** button to the left of the record.

Managing Related Tasks

This chapter outlines how to add and edit civil litigation case related tasks.

Adding a Related Task Record

In order to add a task record, follow the steps below:

1. Click the **Add** button at the bottom of the *Related Tasks* field. You will be navigated to the *Task* module in *Rwanda IECMS* where a blank data entry form will open.
2. Fill in the form as it is described in the *Rwanda IECMS Task Form User Manual* in REFERENCES.
3. Save the information input and close the form.

Editing a Related Task Record

In order to edit a task record, follow the steps below:

1. Click the **Edit** button on the left of the task record that you want to modify. You will be directed to the *Task* module in *Rwanda IECMS* where the task summary will be displayed.
2. Click the **Edit** button in the top right corner of the task summary page.
3. Make the required changes in the data displayed as it is described in the *Rwanda IECMS Task Form User Manual* in REFERENCES.
4. Save the changes made and close the form.

LITIGATION INFORMATION

The *Litigation Information* section of the *Civil Litigation Service* form (Figure 6) is used to provide detailed information about the court hearings and minutes. The information to be provided in this section includes the court hearing calendar, recommendations for resolving the dispute, litigation amount required for reconciliation, etc.

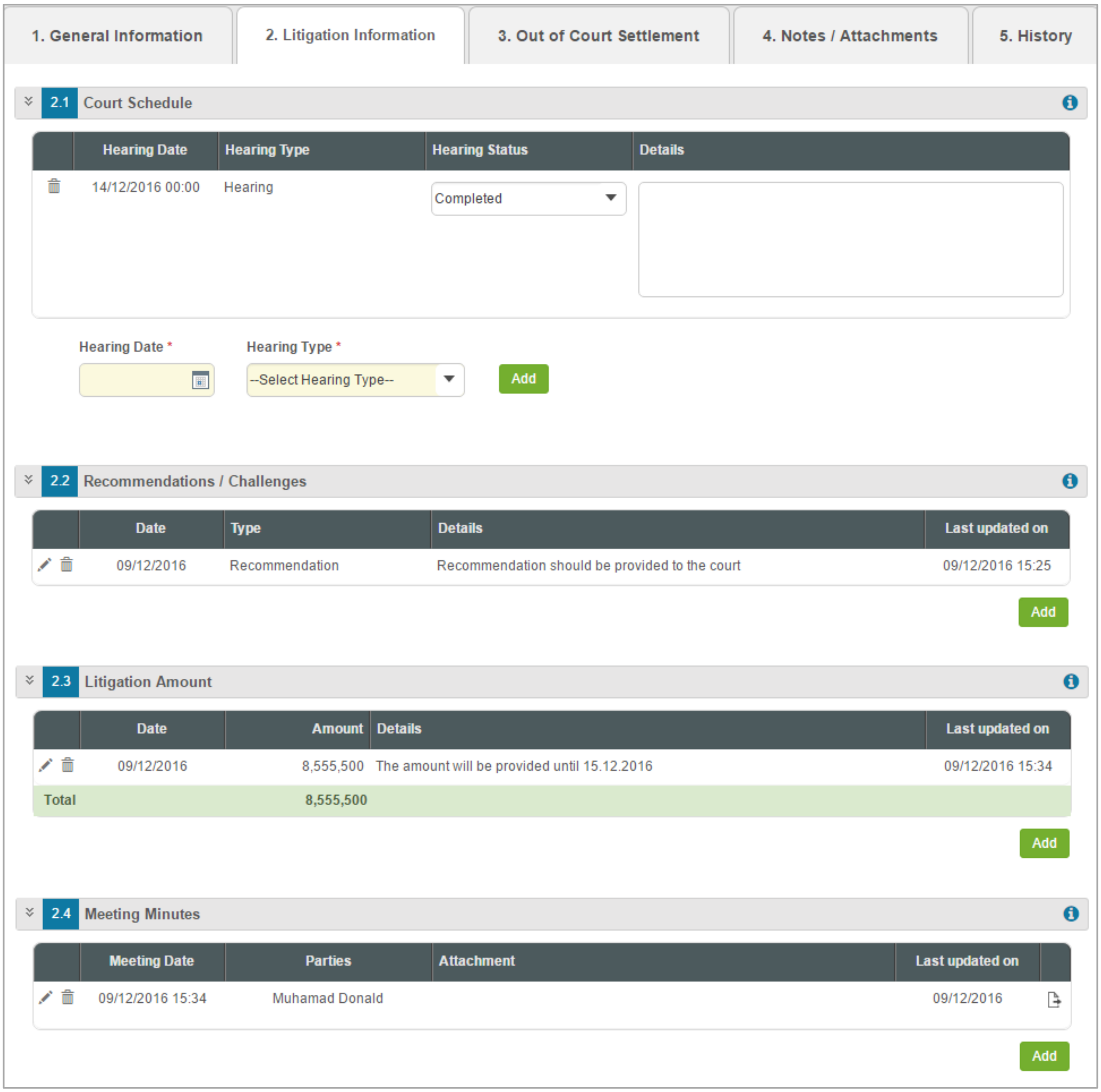


Figure 6: Litigation Information Section

For more details on what information is requested in the *Litigation Information* section, refer to the table below.

Component Name	Description
Court Schedule	Provide information on the court case hearing calendar. For more details, see Managing Court Schedule.
Recommendations / Challenges	Record all challenges that occurred during the civil litigation case processing. Also, provide information on the recommendations made to address the case challenges. For more details, see Managing Recommendations / Challenges. Note: In order to ensure ease of record management and better user experience, the system automatically generates and displays information on the date and time when a recommendation / challenge record is last modified. This information is displayed in the *Last Updated on* column of the *Recommendations / Challenges* table.
Litigation Amount	Provide information about the amount requested for the litigation funding. For more details, see Managing Litigation Amounts. Note: In order to ensure ease of record management and better user experience, the system automatically generates and displays information on the date and time when a litigation amount record is last modified. This information is displayed in the *Last Updated on* column of the *Litigation Amount* table.
Meeting Minutes	Record all meeting minutes related to the case hearing sessions. For more details, see Managing Meeting Minutes. Note: In order to ensure ease of record management and better user experience, the system automatically generates and displays information on the date and time when a minute record is last modified. This information is displayed in the *Last Updated on* column of the *Meeting Minutes* table.

	Moreover, the system allows for exporting records displayed in this field. For more details on how to export records, see EXPORTING FILES.

Managing Court Schedule

This chapter outlines how to add and remove court schedule records.

Adding a Court Schedule Record

In order to add a court schedule record, follow the steps below:

1. Specify the date and time when the case hearing will be held. *This field is mandatory*. A calendar popup is available for this field, see Figure 3: Calendar. Please, note that apart from indicating the date, the calendar also allows specifying the time when the hearing is scheduled. Use the **Hour** and **Minute** sliders to set the exact time.
2. Define the **Hearing Type**. *This field is mandatory*.
3. Click the **Add** button. The new record will appear in the *Court Schedule* table (Figure 7).
4. Indicate the current status of the hearing session. *This field is mandatory*. The following options are available:
    - Adjourned
    - Completed
    - Scheduled
5. Provide additional information related to the case hearing in the *Details* field.

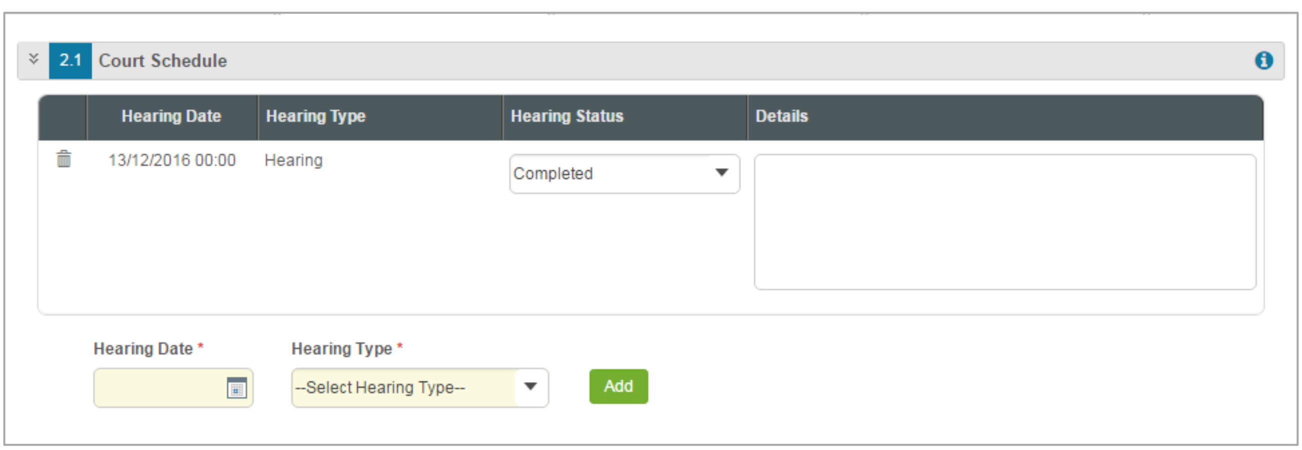


Figure 7: Adding a Court Schedule Record

Removing Court Schedule Records

In order to remove a court schedule record, click the **(Remove)** button to the left of the record.

Managing Recommendations / Challenges

This chapter outlines how to add, edit, and remove recommendation / challenge records.

Adding a Recommendation / Challenge Record

In order to add a recommendation / challenge record, follow the steps below:

1. Click the **Add** button at the bottom of the *Recommendations / Challenges* field. A *Recommendations / Challenges* form will open (Figure 8).

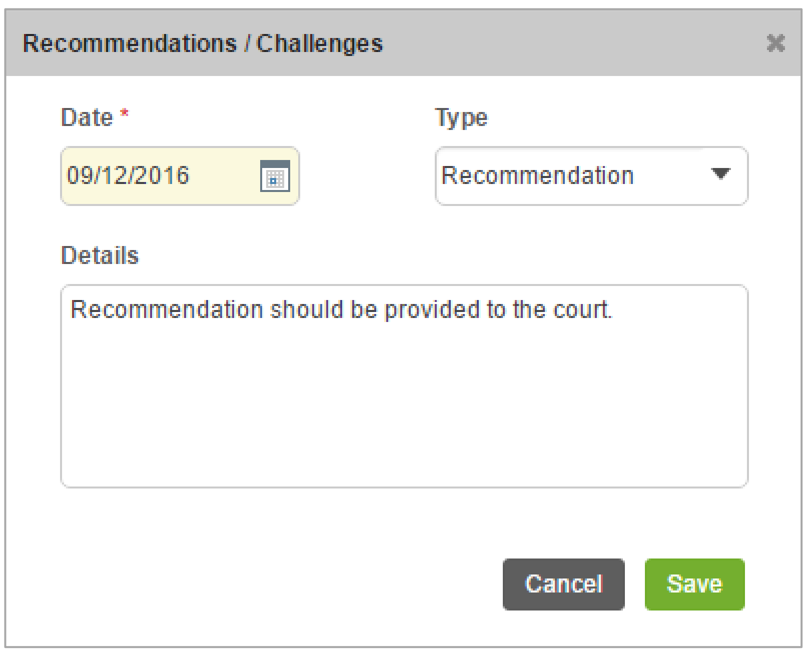


Figure 8: Adding a Recommendation / Challenges Record

2. Indicate the date when the recommendation / challenge is recorded in the application. *This field is mandatory*. A calendar popup is available for this field, see Figure 3: Calendar.
3. Define whether you are going to record information on challenges the case poses or recommendations on how to overcome those challenges.
4. Enter the recommendation / challenge text in the *Details* field.

5. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

Editing Recommendation / Challenge Records

In order to edit a recommendation / challenge record, follow the steps below:

1. Click the **(Edit)** button to the left of the record that you want to modify. The *Recommendations / Challenges* form will open.
2. Make the required changes in the data displayed.
3. Click the **Save** button to save the changes made. Or, click **Cancel** to discard them.

Removing Recommendation / Challenge Records

In order to remove a recommendation / challenge record, click the **(Remove)** button to the left of the record.

Managing Litigation Amounts

This chapter outlines how to add, edit, and remove litigation amount records.

Adding a Litigation Amount Record

In order to add a litigation amount record, follow the steps below:

1. Click the **Add** button at the bottom of the *Litigation Amount* field. A *Litigation Amount* form will open (Figure 9).
2. Indicate the date when the record is created. *This field is mandatory*. A calendar popup is available for this field, see Figure 3: Calendar.
3. Enter the litigation amount in the respective field.
4. Provide additional information related to the record in the *Details* field.
5. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

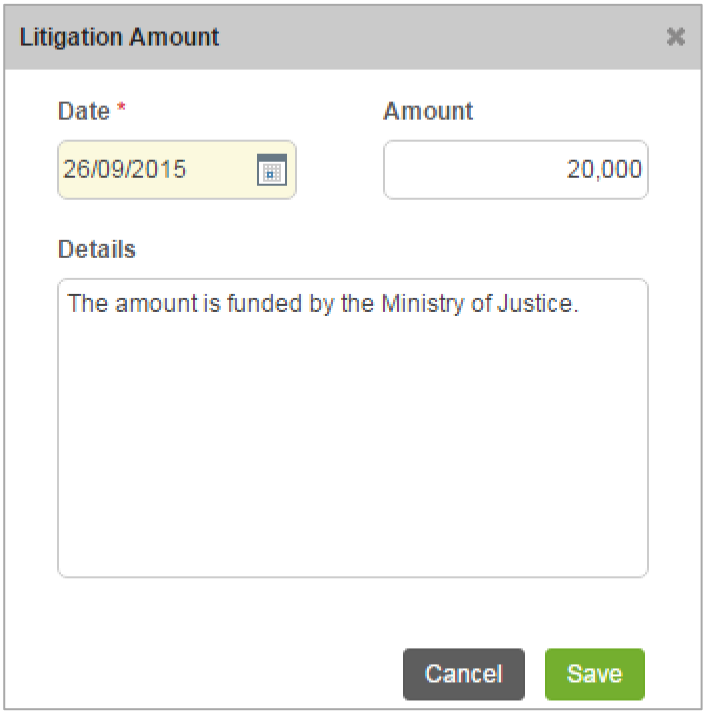


Figure 9: Adding a Litigation Amount Record

Editing Litigation Amount Records

In order to edit a litigation amount record, follow the steps below:

1. Click the **(Edit)** button to the left of the record that you want to modify. The *Litigation Amount* form will open.
2. Make the required changes in the data displayed.
3. Click the **Save** button to save the changes made. Or, click **Cancel** to discard them.

Removing Litigation Amount Records

In order to remove a litigation amount record, click the **(Remove)** button to the left of the record.

Managing Meeting Minutes

This chapter outlines how to add, edit, and remove meeting minute records.

Adding a Meeting Minute Record

In order to add a meeting minute record, follow the steps below:

1. Click the **Add** button at the bottom of the *Meeting Minutes* field. A *Meeting Minutes* form will open (Figure 10).
2. Provide the information requested in the form as described in the table below:

Note: Some fields in this form are mandatory to be filled in. They are marked with an asterisk.

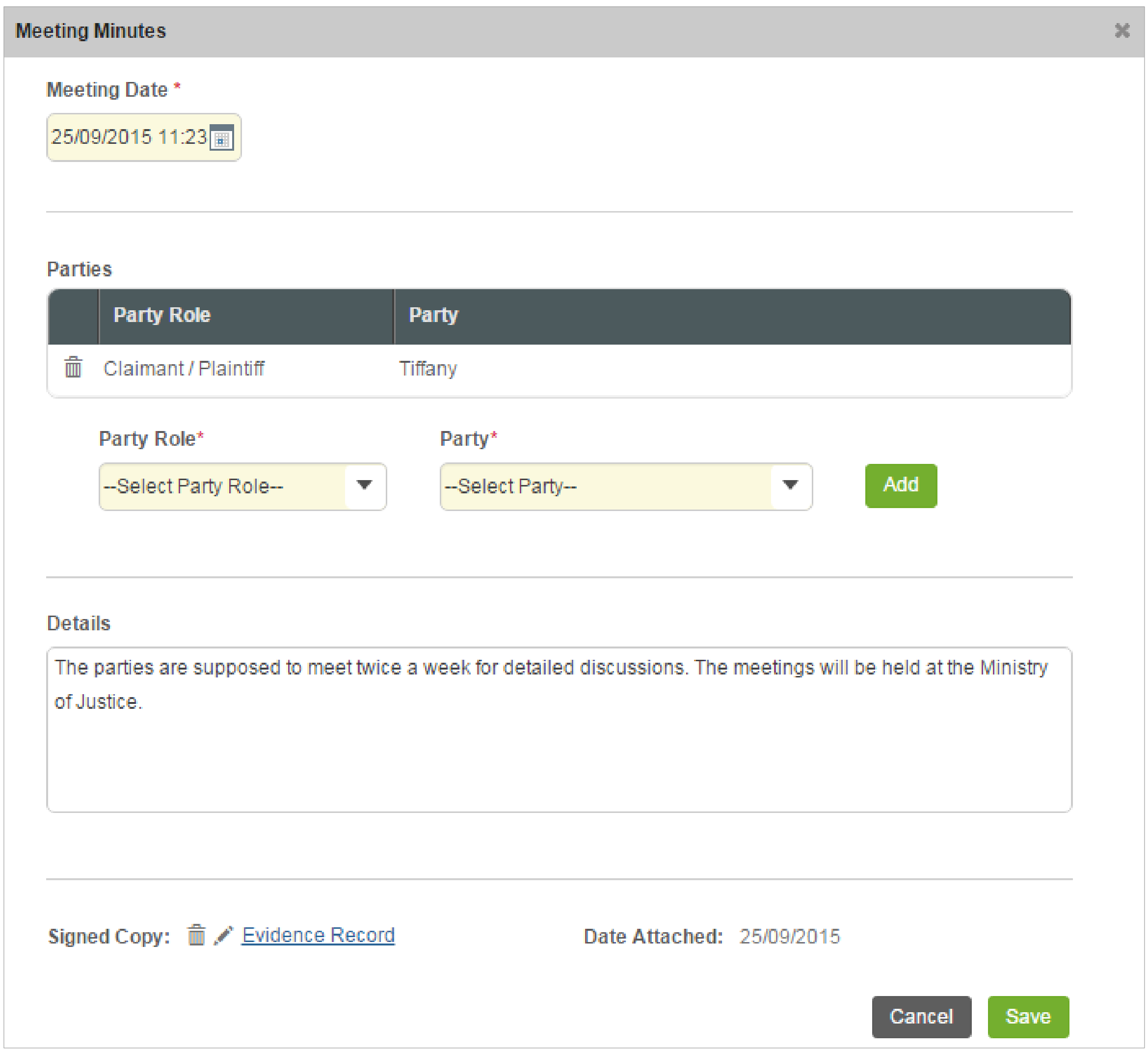


Figure 10: Adding a Meeting Minutes Record

Component Name	Description
Meeting Date	Indicate the date and time when the meeting took place. *This field is mandatory.* A calendar popup is available for this field, see Figure 3: Calendar. Apart from indicating the date, the calendar also allows specifying the time when the meeting took place. Use the **Hour** and **Minute** sliders to set the exact time.
Parties	List all parties that attended the meeting. For more details, see Managing Meeting Parties.
Details	Provide additional information related to the record.
Signed Copy	Attach a **Signed Copy** of the meeting minute. For more details, see Managing Attachments. **Note:** The *Date Attached* field will automatically be populated with the date when the attachment was made and will be available once you upload the respective file.

3. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

Editing Meeting Minute Records

In order to edit a meeting minute record, follow the steps below:

1. Click the **(Edit)** button to the left of the record that you want to modify. The *Meeting Minutes* form will open.
2. Make the required changes in the data displayed.
3. Click the **Save** button to save the changes made. Or, click **Cancel** to discard them.

Removing Meeting Minute Records

In order to remove a meeting minute record, click the **(Remove)** button to the left of the record.

Managing Meeting Parties

This chapter outlines how to add and remove meeting party records.

Adding a Meeting Party Record

In order to add a meeting party record, follow the steps below:

1. Specify the role that the party plays in the case. *This field is mandatory.* Please, note that selection of the party role will filter the list in the Party field and display only those case parties that are involved in the case in the capacity specified.
   Note: If the list of party roles is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.
2. Select the party name from the drop-down list. *This field is mandatory.* Please, note that the list will contain all parties that are included in the case in the capacity dictated by the selection in the previous field. For more details on how to add parties to the police case, see the GENERAL INFORMATION section.
   Note: If the list of parties is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.
3. Click the **Add** button. The new record will appear in the *Parties* table (Figure 11).

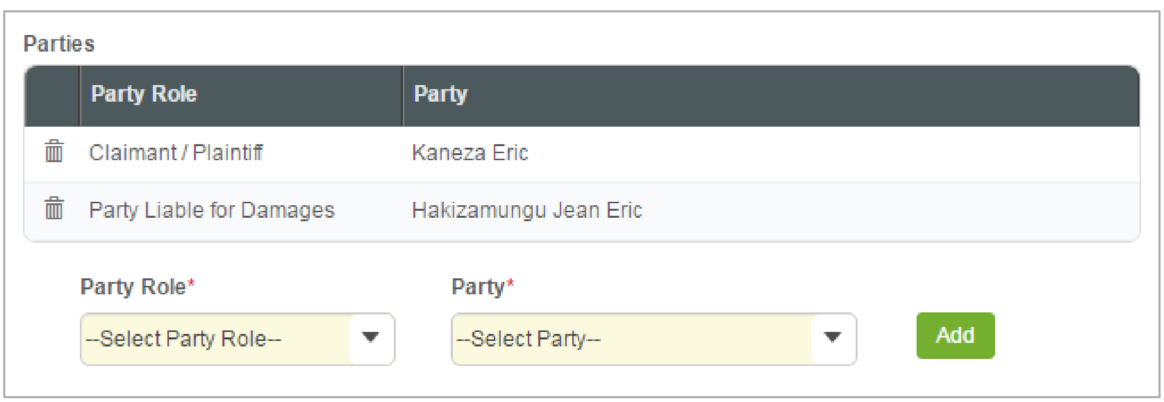


Figure 11: Adding a Meeting Party Record

Removing Meeting Party Records

In order to remove a meeting party record, click the **(Remove)** button to the left of the record.

OUT OF COURT SETTLEMENT

The *Out of Court Settlement* section of *Civil Litigation Service* form (Figure 12) is used to provide information about the reconciliation of the dispute out of the court. The information to be provided in this section includes the summary of the claim and its value, option of the Civil Litigation Service on the government liability, resolution of the commission, signed copies of the documents requesting out of court settlement, etc.

For more details on what information is requested in the *Out of Court Settlement* section, refer to the table below.

Component Name	Description
Parties	First, indicate the name of the case participant who placed a request for the out-of-court settlement of the dispute. To do this, select the applicant name from the drop-down list. Please, note that list will contain all parties specified in the respective section of the GENERAL INFORMATION section. **Note:** If the list of applicants is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list. Next, specify the name of the government entity the request is made to.
Summary of the Claim	Provide a brief description of the claim made by the applicant.
Claim Value	Indicate the monetary equivalent of the damage claimed in the litigation case and that constitutes the claim value. For more details, see Managing Claim Values. **Note:** In order to ensure ease of record management and better user experience, the system automatically generates and displays information on the date and time when a claim value record is last

	modified. This information is displayed in the *Last Updated on* column of the *Claim Value* table.
Opinion of the CLS on the Government Liability	Indicate what the opinion of the Civil Litigation Service on the scope of Government's liability in the given litigation case is. Also, provide additional observations and comments concerning the Government responsibility.
Resolution of the Commission	Provide information about the resolution of the CLS commission on the Government's responsibility in relation to the given case. Also, provide additional observations and comments concerning the commission resolution.
Request Form	Provide the information requested in this field by indicating the following: • **Issue Date** – specify the date when the out-of-court settlement request form was issued. A calendar popup is available for this field, see Figure 3: Calendar. • **Signed Copy** – attach the signed copy of the request form. For more details, see Managing Attachments. • **Date Attached** – this field is automatically populated with the date when the attachment was made and becomes available once you upload the respective file. • **Export** – export the request form into one of the formats supported by the system. For more details on how to export records, see EXPORTING FILES.

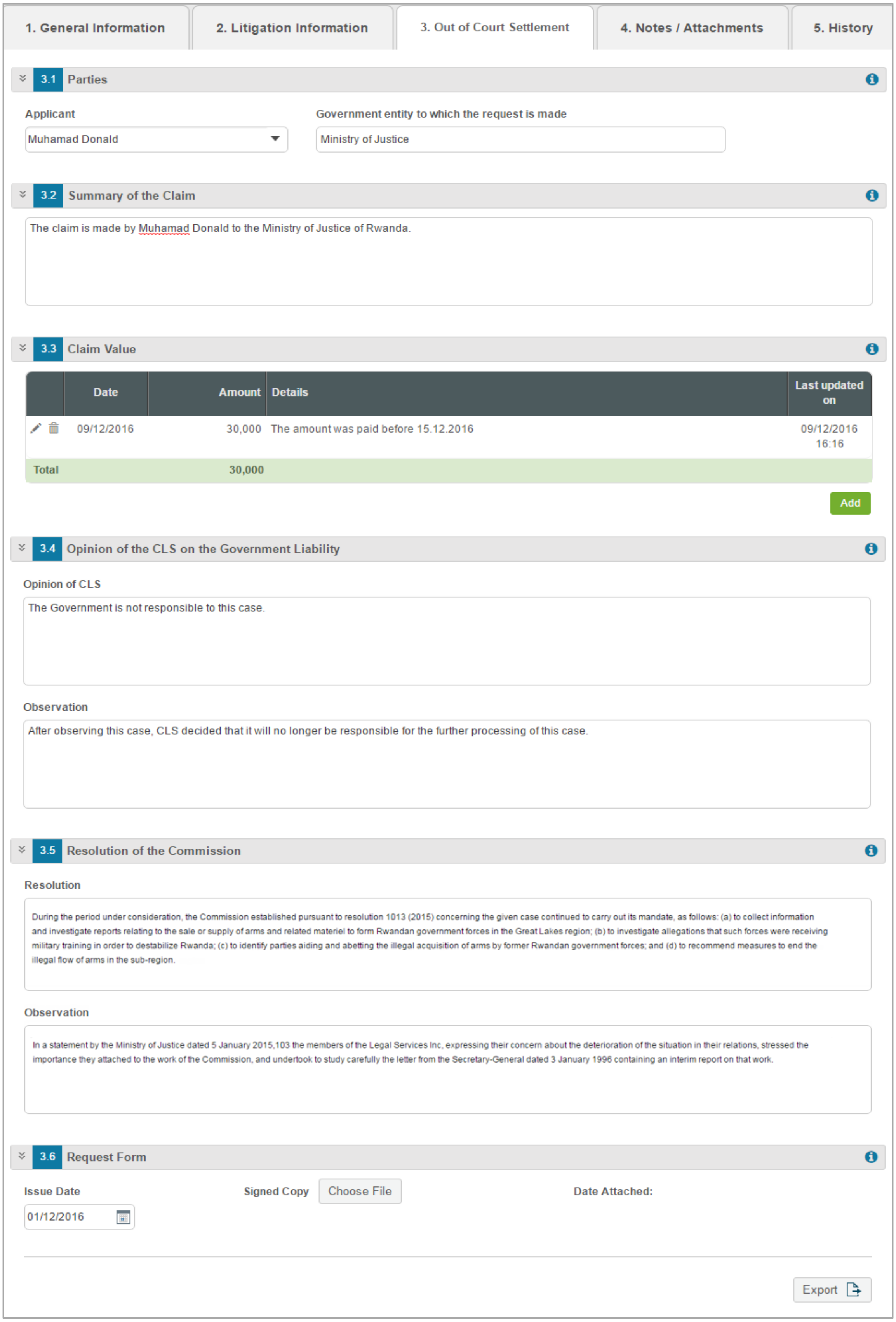


Figure 12: Out of Court Settlement Section

Managing Claim Values

This chapter outlines how to add, edit, and remove claim value records.

Adding a Claim Value Record

In order to add a claim value record, follow the steps below:

1. Click the **Add** button at the bottom of the *Claim Value* field. A *Claim Value* form will open (Figure 13).

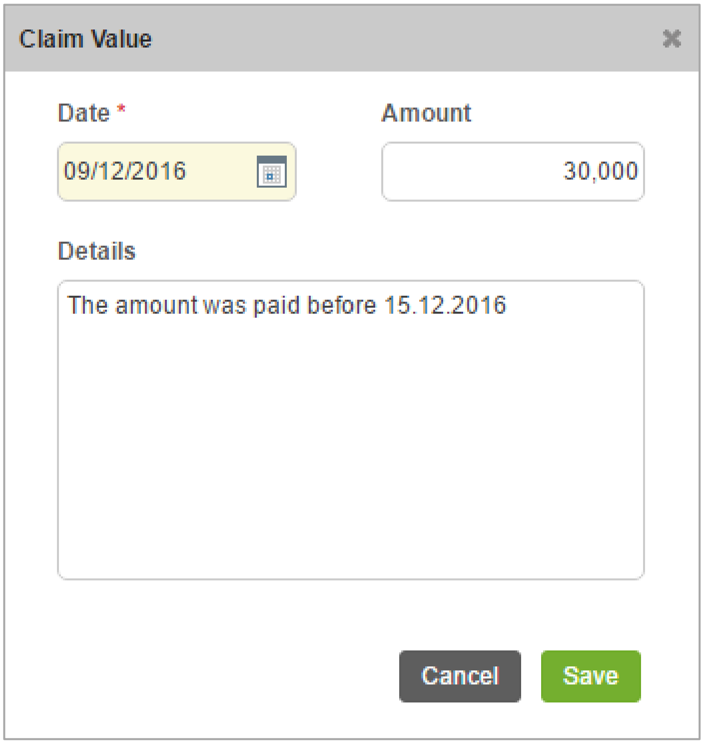


Figure 13: Adding a Claim Value Record

2. Specify the date when the claim for money was placed. *This field is mandatory*. A calendar popup is available for this field, see Figure 3: Calendar.
3. Indicate the damage **Amount** in the respective field.
4. Provide additional observations, if any.
5. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

Editing Claim Value Records

In order to edit a claim value record, follow the steps below:

1. Click the **(Edit)** button to the left of the record that you want to modify. The *Claim Value* form will open.
2. Make the required changes in the data displayed.
3. Click the **Save** button to save the changes made. Or, click **Cancel** to discard them.

Removing Claim Value Records

In order to remove a claim value record, click the **(Remove)** button to the left of the record.

NOTES / ATTACHMENTS SECTION

The *Notes / Attachments* section of the *Civil Litigation Service* form (Figure 14) is used to record additional comments and issues related to the given civil litigation case, as well as attach supporting documents and other files. The case workflow details are also presented in this section.

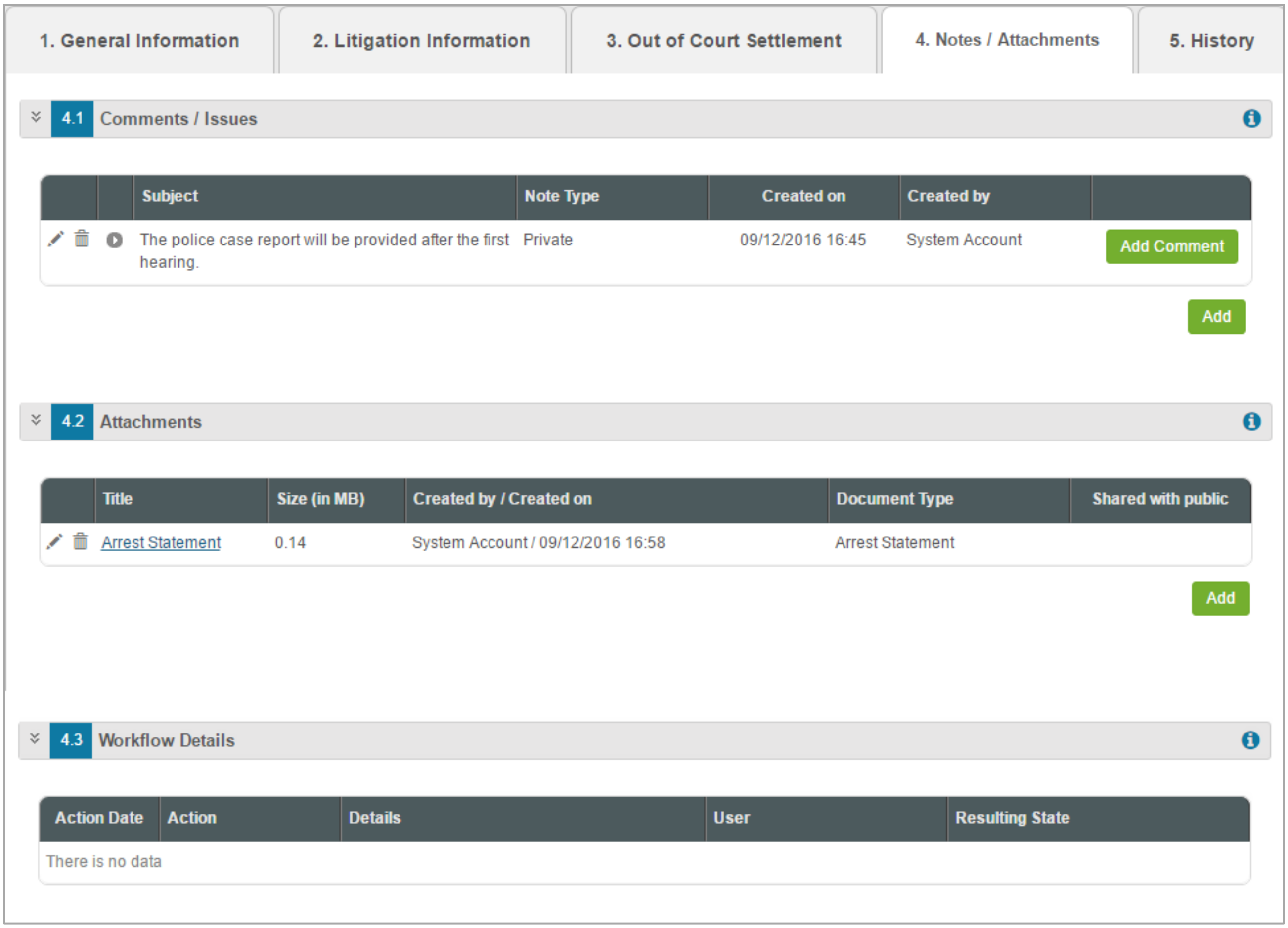


Figure 14: Notes / Attachments Section

For more details on what information is requested in the *Notes / Attachments* section, refer to the table below.

Component Name	Description
Comments / Issues	First, provide the civil litigation case related comments and issues. For more details, see Managing Comments / Issues. Then, provide

	additional particulars on the comments and issues recorded. For more details, see Managing Comment Details.
Attachments	Attach supporting documents or images. For more details, see Managing Attachments.
Workflow Details	This field becomes available after saving the *Civil Litigation Service* form and provides information about the actions made to the corresponding form. The information displayed in this table includes the following: • **Action Date** – date when the action was taken; • **Action** – name of the action taken; • **Details** – details of the action taken; • **User** – name of the user who performed the action; • **Resulting Status** – workflow status of the form, resulting from the action taken.

Managing Comments / Issues

This chapter outlines how to add, edit, and remove comment and issue records. It also describes how you can expand a comment / issue record to view its particulars.

Adding a Comment/Issue Record

In order to add a comment / issue record, follow the steps below:

1. Click the **Add** button at the bottom of the *Comments / Issues* field. A *Comments / Issues* form will open (Figure 15).
2. Provide the information requested in the form as described in the table below.

Note: Some fields in this form are mandatory to be filled in. They are marked with an asterisk.

Component Name	Description
Note Type	Specify whether the comment is public or private by activating the respective radio-button. *This field is mandatory.*
Subject	Enter the note subject. *This field is mandatory.*
Related Users	This field becomes available is the note types is to *Private* and is used to select the users the note will be shared with. For more details, see the Managing Related Users.

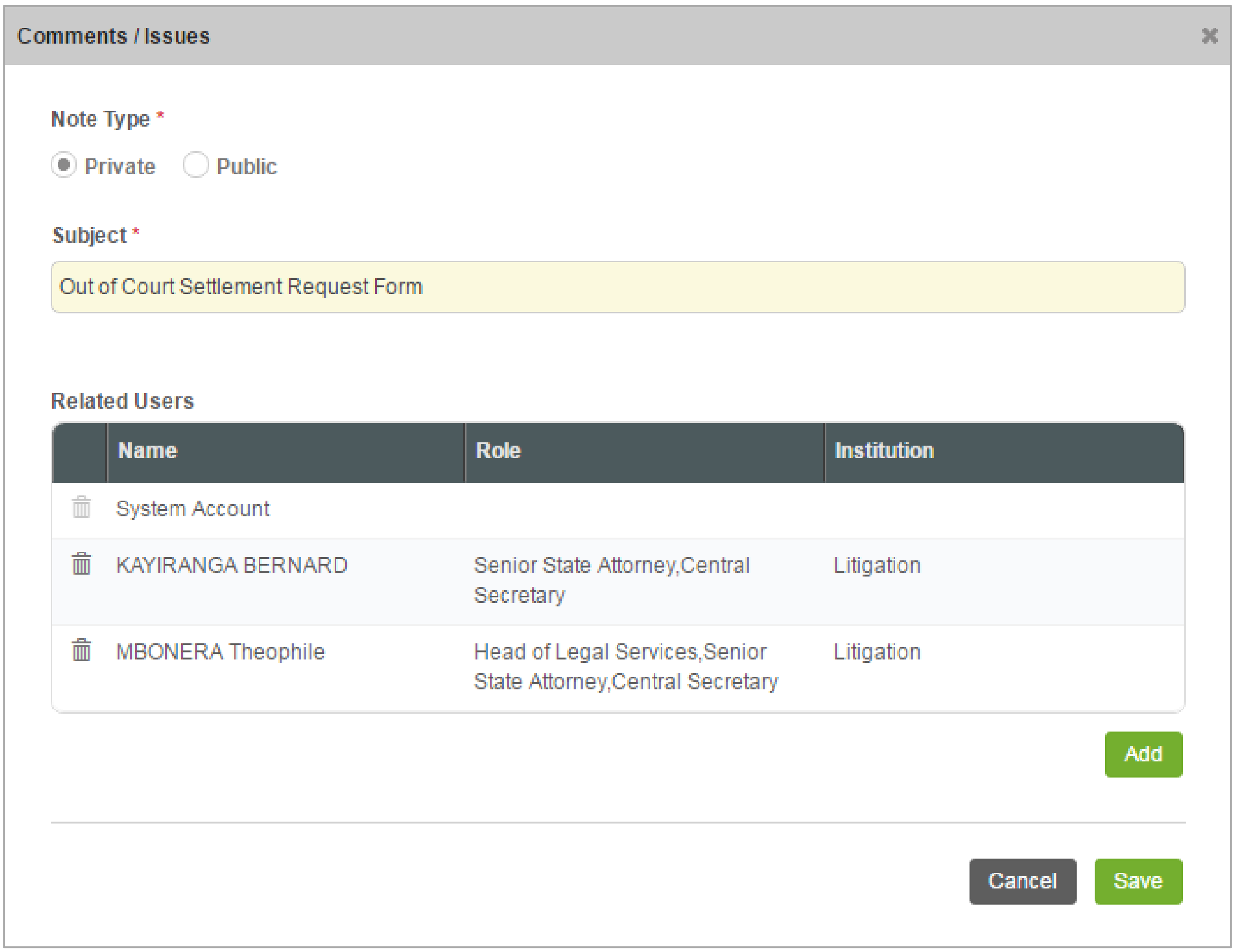


Figure 15: Adding a Comment / Issue Record

3. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

Editing Comment/Issue Records

In order to edit a comment/issue record, follow the steps below:

1. Click the **(Edit)** button to the left of the record that you want to modify. The *Comments / Issues* form will open.
2. Make the required changes in the data displayed.
3. Click the **Save** button to save the changes made. Or, click **Cancel** to discard them.

Expanding Comment / Issue Records

You can expand a comment / issue record to view the issue particulars added for it (see Managing Comment Details). This way, when you select to view additional information on the comment / issue, you can see the name of the user who recorded the comment particulars, the date when the information was recorded in the system, and other details.

To expand a comment / issue record, click the icon to the left of the record. Clicking the icon will hide the comment / issue related information.

Removing Comment/Issue Records

In order to remove a comment/issue record, click the **(Remove)** button to the left of the record.

Managing Related Users

This chapter outlines how to add and remove related user records. It also describes how you can browse among the related user records to find the one that you are looking for.

Adding a Related User Record

In order to add a related user, follow the steps below:

1. Click the **Add** button in the *Comments / Issues* form. A *Comments / Issues Details Users* form will open (Figure 16).

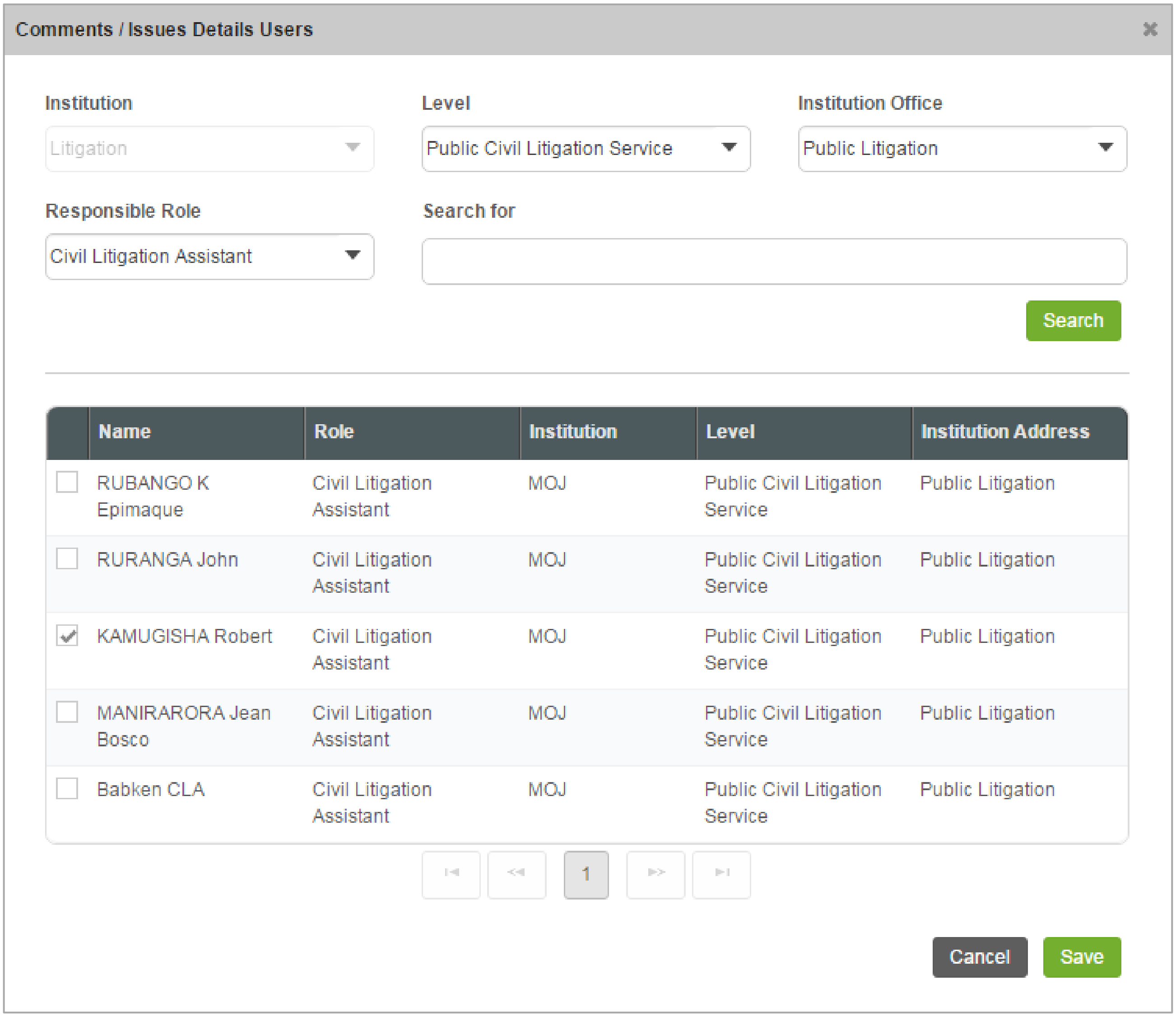


Figure 16: Adding a Related User Record

2. Locate the user or users the comment with be shared with. This can be done by using the search mechanism the *Comments / Issues Details Users* form is equipped with. To find a user, create filtering criteria that will be used to find and display all users that match the selection. The following criteria are available:
   - Level
   - Institution Office
   - Responsible Role

   Note: Selection of an instance from one drop-down will filter the list in the next field and display only those instances that are related to the selection. Also, note that if the lists in the drop-down fields are long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.

3. Alternatively, you may enter the user's name or any part of it in the search box.
   Note: For the search mechanism to yield accurate results, please, make sure to enter at least three symbols (letters and numerals) in the search box.
4. Click the **Search** button. The list of all users matching the criteria will be displayed in the table below.
5. Select the user that you want to share the comment with by ticking the checkbox to the left of the user name.
6. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

Browsing among Related User Records

In order to ensure fast page loading, the *Related Users* table is configured to display only five records per page. However, you can easily locate the record that you are looking for by browsing for it.

To browse among the records displayed to you in the *Related Users* table, click the number link of the page you want to navigate to. The **(First)**, **(Previous)**, **(Next)**, and **(Last)** buttons are used to navigate back and forth through the pages.

Removing Related User Records

In order to remove a related user record, click the **(Remove)** button to the left of the record.

Managing Comment Details

This chapter outlines how to add and remove comment details records.

Adding a Comment Details Record

In order to add a comment details record, follow the steps below:

1. Click the **Add Comment** button to the right of the comment / issue record you want to provide additional information for. A *Comments / Issues Details* form will open (Figure 17).

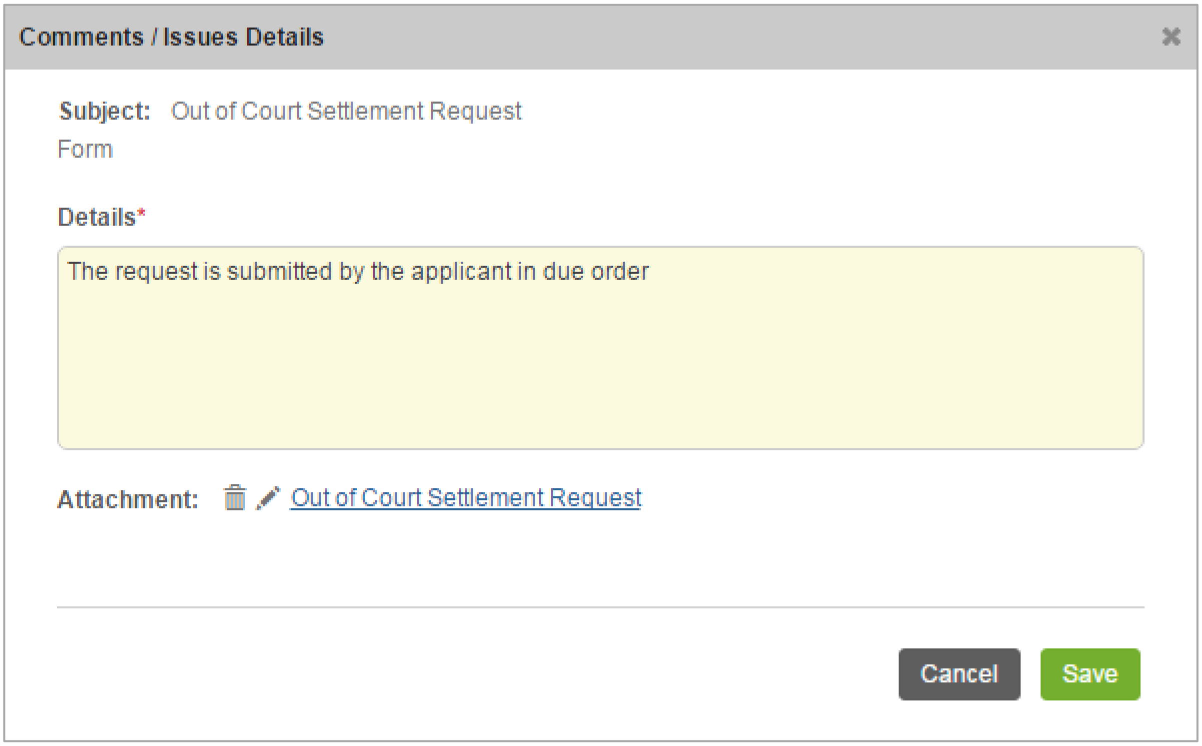


Figure 17: Adding a Comment Details Record

2. Provide the comment details in the respective field. *This field is mandatory.*
3. Attach comment details related documents and images. For more details, see Managing Attachments.
4. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

Editing Comment Details Records

In order to edit a comment details record, follow the steps below:

1. Expand the comment / issue record the comment details are provided for.
2. Click the **(Edit)** button to the left of the record that you want to modify. The *Comments / Issues Details* form will open.
3. Make the required changes in the data displayed.
4. Click the **Save** button to save the changes made. Or, click **Cancel** to discard them.

Removing Comment Details Records

In order to edit a comment details record, follow the steps below:

1. Expand the comment / issue record the comment details are provided for.
2. Click the 🗑 **(Remove)** button to the left of the record.

Managing Attachments

This chapter outlines how to attach documents and images, view, edit, and remove them.

Adding an Attachment

In order to attach a document or image, follow the steps below:

1. Click the **Add** button at the bottom of the *Attachments* field. An *Attachments* form will open (Figure 18).
2. Select the attachment **Type** from the drop-down list. *This field is mandatory.*
   Note: If the list of attachment types is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.
3. Enter the attachment **Title**. *This field is mandatory.*
4. Provide a brief description of the attachment content in the **Details** field.
5. List all **Keywords** to be used for locating the file attached.
   Note: Please, note that the keywords should be separated with a semicolon symbol (;).
6. Click the **Choose File** button and select a file to upload.
7. Click the **Save** button to upload the selected file. Or, click **Cancel** to terminate the operation.

Note: If you want the attachment to be available to the parties involved into the civil litigation case, you may select the **Share With Public** checkbox at the bottom of the *Attachments* form.

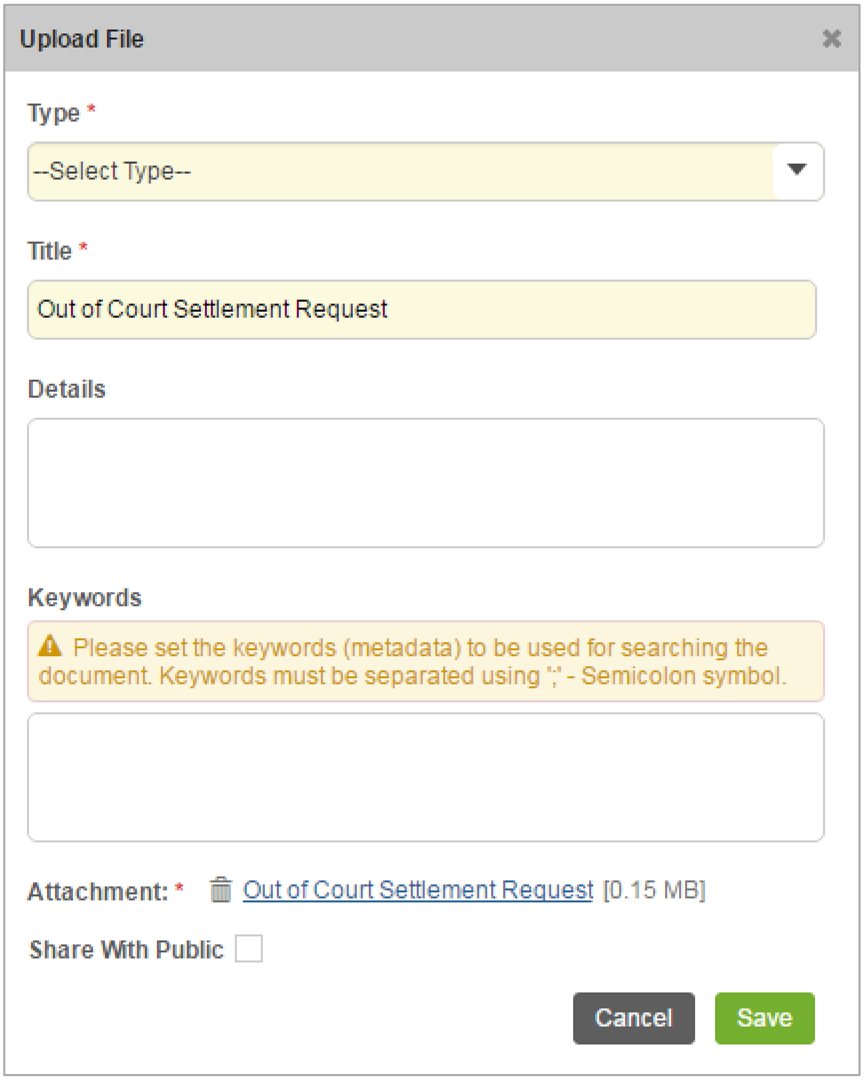


Figure 18: Uploading a File

Viewing Attachments

Click the title of the corresponding attachment you want to view. The attached file will be displayed in your browser or you may download it to your local PC.

Editing Attachments

In order to edit an existing attachment, follow the steps below:

1. Click the **(Edit)** button to the left of the attachment title. The *Attachments* form will open.
2. Make the required changes in the data displayed.
3. Click the **Save** button to save the changes made. Or, click **Cancel** to discard them.

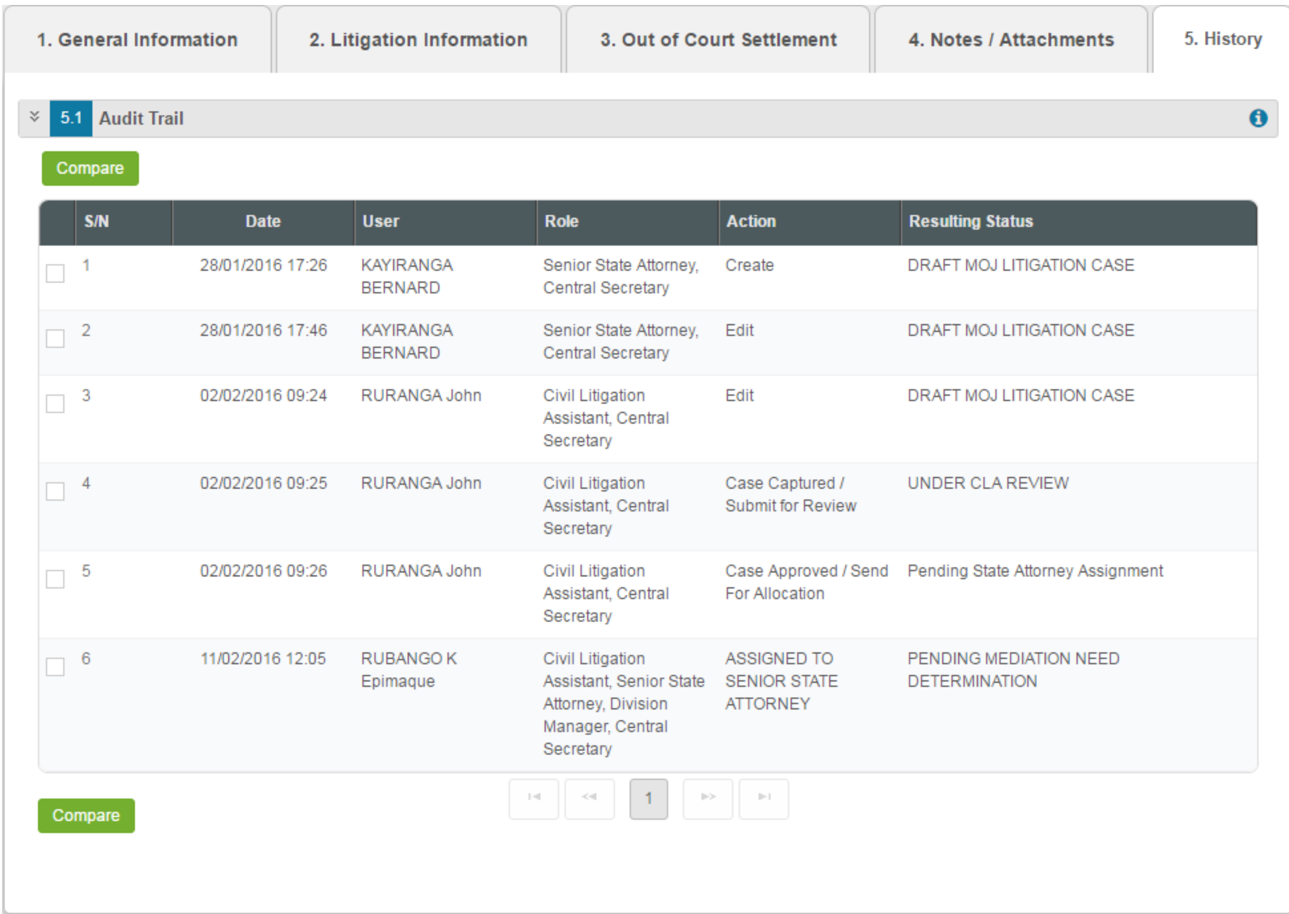
Removing Attachments

In order to remove an attachment, click the **(Remove)** button to the left of the attachment title.

Note: Attachments can be deleted only from the section they have been added from.

HISTORY

The *History* section of the *Civil Litigation Service* application form (Figure 19) stores historical data about changes made to the *Civil Litigation Service* form and is intended for keeping track of the modifications introduced to the record. Each saved version of the form provides detailed information about the corresponding record, including its creation and management history, information on the date/time when modifications were introduced to the form, the modifier details, etc.



	S/N	Date	User	Role	Action	Resulting Status
	1	28/01/2016 17:26	KAYIRANGA BERNARD	Senior State Attorney, Central Secretary	Create	DRAFT MOJ LITIGATION CASE
	2	28/01/2016 17:46	KAYIRANGA BERNARD	Senior State Attorney, Central Secretary	Edit	DRAFT MOJ LITIGATION CASE
	3	02/02/2016 09:24	RURANGA John	Civil Litigation Assistant, Central Secretary	Edit	DRAFT MOJ LITIGATION CASE
	4	02/02/2016 09:25	RURANGA John	Civil Litigation Assistant, Central Secretary	Case Captured / Submit for Review	UNDER CLA REVIEW
	5	02/02/2016 09:26	RURANGA John	Civil Litigation Assistant, Central Secretary	Case Approved / Send For Allocation	Pending State Attorney Assignment
	6	11/02/2016 12:05	RUBANGO K Epimaque	Civil Litigation Assistant, Senior State Attorney, Division Manager, Central Secretary	ASSIGNED TO SENIOR STATE ATTORNEY	PENDING MEDIATION NEED DETERMINATION

Figure 19: History Section

For more details on what information is stored and can be viewed in the *History* section, refer to the table below.

Component Name	Description
Audit Trail	This field provides information about the recent changes made to the corresponding form. The information displayed in this table includes the following: • **S/N** – serial number assigned to the modification; • **Date** – date when the modification was made; • **User** – name of the user who performed the action; • **Role** – capacity of the user who performed the action; • **Action** – description of the action performed; • **Resulting Status** – workflow status of the form, resulting from the action taken. Note: The system stores all the previous modified versions of the task record and makes them available for comparison. For more details, see Comparing Civil Litigation Service Form Versions.

Comparing Civil Litigation Service Form Versions

The *History* section is integrated with an easy-to-use tool for comparing different versions of the records stored in the system with the aim of detecting and tracking the modifications and updates made to the recent data. It also provides detailed information about each saved version, including the creation and management history, modifications date and time, etc.

In order to compare two versions of a civil litigation case form, follow the steps below:

1. Select the two versions that you want to compare by ticking the checkboxes to the left of the records.
2. Click the **Compare** button to start auditing the selected versions. A new window will appear displaying the selected versions of the civil litigation case record (Figure 20).
3. Expand the fields by clicking the ⊠ sign next to the name of the field to see how the fields differ in the selected versions. Please, note that the ≠ sign displayed to the left of the field, as well as different background and font colors denote the fields that have been modified or updated.

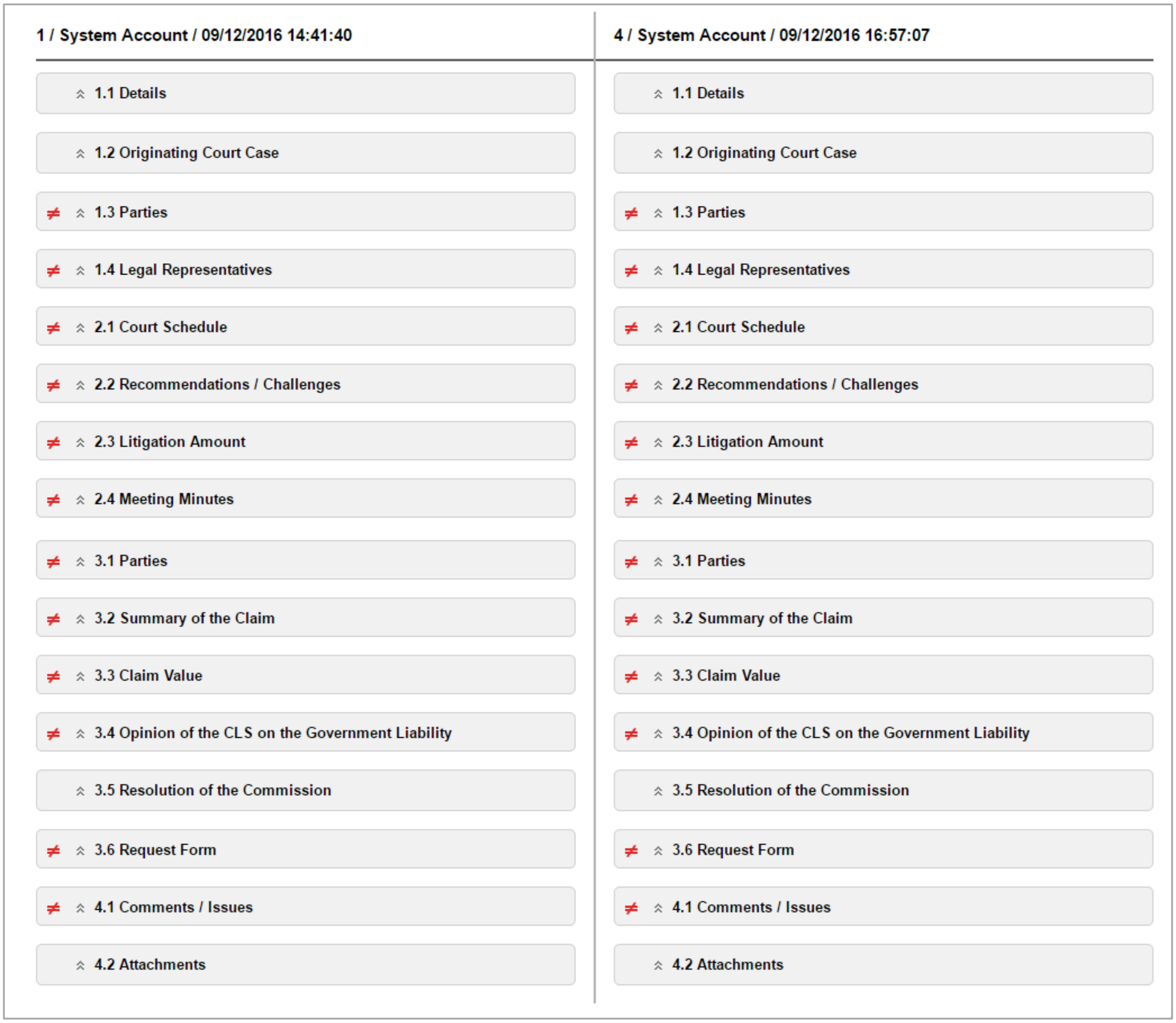
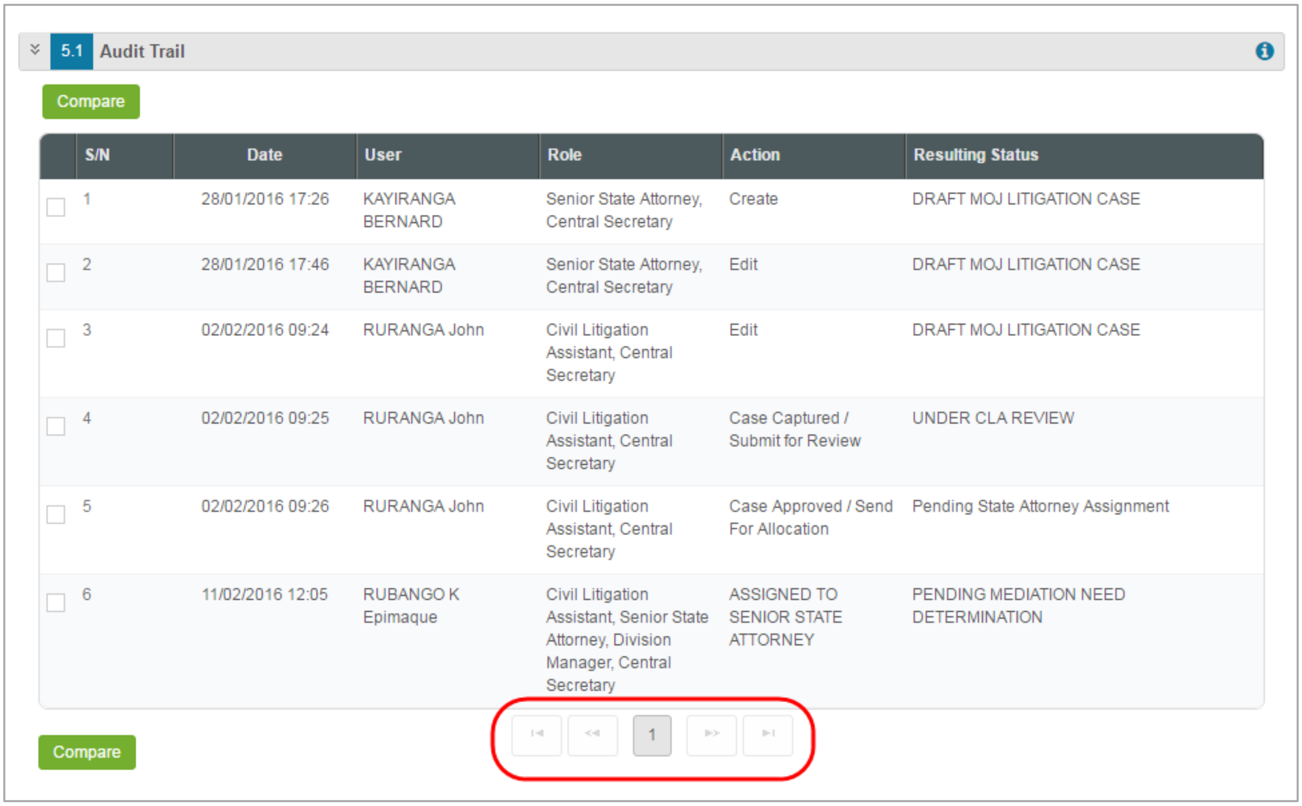


Figure 20: Comparing Civil Litigation Service Versions

Browsing among History Records

The *History* section of the *Civil Litigation Service* form has been enhanced with the pagination option. This means that it is enabled with the possibility of splitting the list of records in the field into pages for paged navigation.

To navigate through the pages, you can use the page numbers at the bottom of the field, as well as the  **(First)**,  **(Previous)**,  **(Next)**, and  **(Last)** arrow buttons.



S/N	Date	User	Role	Action	Resulting Status
1	28/01/2016 17:26	KAYIRANGA BERNARD	Senior State Attorney, Central Secretary	Create	DRAFT MOJ LITIGATION CASE
2	28/01/2016 17:46	KAYIRANGA BERNARD	Senior State Attorney, Central Secretary	Edit	DRAFT MOJ LITIGATION CASE
3	02/02/2016 09:24	RURANGA John	Civil Litigation Assistant, Central Secretary	Edit	DRAFT MOJ LITIGATION CASE
4	02/02/2016 09:25	RURANGA John	Civil Litigation Assistant, Central Secretary	Case Captured / Submit for Review	UNDER CLA REVIEW
5	02/02/2016 09:26	RURANGA John	Civil Litigation Assistant, Central Secretary	Case Approved / Send For Allocation	Pending State Attorney Assignment
6	11/02/2016 12:05	RUBANGO K Epimaque	Civil Litigation Assistant, Senior State Attorney, Division Manager, Central Secretary	ASSIGNED TO SENIOR STATE ATTORNEY	PENDING MEDIATION NEED DETERMINATION

Figure 21: Browsing among History Records

EXPORTING FILES

The system allows exporting the details of records provided in the appropriate fields of the *Rwanda Civil Litigation Service* form.

In order to export the corresponding field details, follow the steps below:

1. Click the **(Export Details)** button in the furthermost right column of the respective field. The *Export Details* popup will appear (Figure 22).

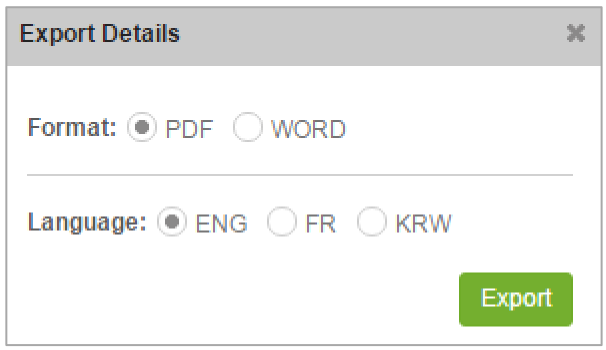


Figure 22: Export Details

2. Choose the **Format** you want the file to be downloaded in by selecting the respective **PDF** or **WORD** radio button.
3. Select the **Language** you want the file to be downloaded in by selecting the respective **ENG**, **FR**, or **KRW** radio button.
4. Click the **Export** button to proceed. The exported file will be downloaded to your local PC in accordance with the selected settings - format and language.

SAVING DATA

When you are finished with the data input or modification, you should save your changes before you leave the page. Click the **Save** button to save the data entered and to remain in the opened page. Or, click the **Save and Close** button to save the changes made and navigate away from the *Data Entry* screen. Clicking the **Cancel** button will discard any changes made and close the data entry window.

REFERENCES

Please, refer to the following Rwanda IECMS related documents to obtain more information about the system and how it functions:

- Rwanda IECMS Analytical Interface User Manual
- Rwanda IECMS Portfolio User Manual
- Rwanda IECMS Dashboard User Manual
- Rwanda IECMS Rwanda National Police Application User Manual
- Rwanda IECMS Rwanda National Public Prosecution Authority Application User Manual
- Rwanda IECMS Rwanda Judiciary Application User Manual
- Rwanda IECMS Rwanda Correctional Service Application User Manual
- Rwanda IECMS Individual Form User Manual
- Rwanda IECMS Legal Entity Form User Manual
- Rwanda IECMS Task Form User Manual
- Rwanda IECMS Case Processing Workflow User Manual
- Rwanda IECMS Settings Administrator's Guide
- Rwanda IECMS User Management Administrator's Guide
- Rwanda IECMS Data Management Administrator's Guide
- Rwanda IECMS Workflow Management Administrator's Guide