

# E-Administration and the reengineering of the justice service in Algeria in the context of digital transformation

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**Abstract---**This study examines the role of electronic administration in modernizing the justice sector in Algeria within the context of digital transformation. It highlights the main achievements accomplished and the challenges that continue to hinder the establishment of an effective digital justice system. The study adopts a descriptive-analytical approach to assess the current state of justice modernization in Algeria, with a particular focus on its technical and organizational dimensions. The findings indicate that electronic administration has contributed to reducing procedural delays, improving transparency in judicial operations, enhancing the efficiency of case management, and facilitating litigants' access to judicial services. However, the modernization process still faces several challenges, most notably the limited integration between information systems, the need for further capacity-building and training of human resources, cybersecurity concerns and data protection issues, as well as certain organizational and technical constraints related to infrastructure.

**Keywords---**e-administration, Modernization, Justice Sector, Algeria.

## Introduction

In recent decades, the world has witnessed profound transformations imposed by the digital revolution and the rapid development of information and communication technologies. Scientific and technological progress and the spread of the Internet have resulted in numerous impacts on the nature of administrative systems, affecting public services and making them based on the distinctive capabilities of the Internet and business networks. In this context, the concept of electronic administration has emerged as one of the most important approaches to contemporary administrative

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reform, due to the digital tools it provides that are capable of raising performance efficiency, enhancing transparency, accelerating procedures, and improving the quality of public service.

Therefore, the shift towards electronic administration as a concept expresses speed, real-time interaction, and the crossing of borders in order to provide value-added services for the benefit of various categories of stakeholders. Electronic administration is the transformation of all traditional administrative works and services—characterized by lengthy procedures and the use of paper—into electronic works and services carried out with high speed and increasing accuracy. It is a means of raising the performance and efficiency of administrative bodies.

Algeria is among the countries that have outlined numerous policies and programs aimed at administrative reform. Among these strategies is the employment of information and communication technology in order to modernize its public sectors by relying on the Internet network and gradually shifting from traditional activities to electronic activities, which have become an inevitable necessity that must be pursued in order to accelerate the process of completing transactions electronically.

The justice sector was not immune to these transformations; rather, it has become one of the sectors most in need of digitization due to the sensitivity of its tasks and its direct link to guaranteeing the rights and public freedoms of individuals. The Algerian government has given it great importance in order to modernize its management methods by introducing modern technologies, within the framework of the national plan to reform the justice sector with the aim of improving its services to citizens.

#### **Objectives of the Study:**

This article aims to study the role of electronic administration in reengineering judicial procedures in light of the digital transformation for the modernization of the justice sector in Algeria, through analyzing the technical and organizational dimensions of this transformation, and clarifying the extent of its contribution to improving the performance of the justice facility, while identifying the most important challenges that hinder the achievement of an effective and sustainable digital justice.

#### **Importance of the Study:**

The importance of the study stems from the fact that it addresses a topic that occupies an important position in the orientations of the Algerian state to reform its administrative apparatuses, namely the modernization and reform of the justice sector, for which many plans and strategies have been outlined within the framework of adopting the model of electronic administration in order to achieve electronic justice that guarantees citizens' rights and provides them with integrity and justice in the transactions they need. Accordingly, this study seeks to determine the extent to which the state has achieved its objectives within its strategy towards reforming and modernizing the justice sector, and to identify the obstacles and challenges it faces in this regard in order to propose solutions that contribute to strengthening this strategy.

#### **Problem Statement of the Study:**

It has become necessary for the Algerian state to modernize its administrative apparatuses in light of the challenges it faces by introducing modern technologies to develop its services, enhance trust with citizens, and eliminate bureaucracy and its negatives, which have become the main feature characterizing it. The success of any organization or institution today has become linked to the extent of its ability to engage in digital communication and keep pace with the information age and knowledge production. The justice sector in Algeria is considered one of the most important sectors that has witnessed this transformation and constitutes the study model, as it is among the largest sectors that require flexibility and speed in performance and the enhancement of transparency in its management. It is one of the first sectors that sought to implement electronic administration in its administrative structures by adopting a set of strategies to ensure the success and application of this transformation. In

our endeavor to analyze the path of electronic administration adopted by the Algerian state to reform administrative work in the justice sector, we raise the following problem statement:

**To what extent has electronic administration contributed to the modernization of the justice sector in Algeria in light of the digital transformation?**

From this main problem, a set of sub-questions emerge, namely:

- What constitutes the general framework of electronic administration?
- What are the real reasons for modernizing the justice sector in Algeria?
- What are the most prominent manifestations of electronic administration in the modernization of the justice sector in Algeria?
- What are the challenges facing the path of modernizing the sector in Algeria?

### **Study Methodology:**

To study this topic, the descriptive analytical method was employed, which helps to delve deeper into understanding the aspects related to the field of study. This method was relied upon on the basis that it is the approach that interprets the studied phenomenon and identifies its dimensions, and also provides information and data about the situations to be studied in order to reach results that can be generalized to reality.

### **Structural Design of the Study:**

In an attempt to cover all aspects related to the subject, the study topic was divided into two main axes. The first axis included the fundamental dimensions of electronic administration, while the second axis included the impact of electronic administration on the modernization of the justice facility in Algeria.

### **The First Axis**

#### **The Fundamental Dimensions of Electronic Administration**

After the emergence of globalization and the decline of geographical boundaries between the countries of the world, new terms appeared concerned with modernizing administrative apparatuses within the framework of integration with the information technology revolution. Among these terms is the concept of electronic administration, through which it is intended to develop administrative work and improve the service provided to the citizen public. This strategy falls within the stages and policies adopted by states in the context of moving towards the necessity of achieving administrative reform objectives. In this axis, we will attempt to address the various aspects related to electronic administration.

#### **First – Definition of Electronic Administration:**

“Electronic administration is a new approach based on the use of knowledge, information, advanced systems and programs, and communications to perform administrative functions and accomplish executive tasks, relying on the Internet and other networks in providing services and goods electronically, in addition to exchanging information among employees within the organization and between it and external parties, in a way that helps in decision-making and raising the efficiency and effectiveness of performance.”<sup>1</sup>

“It is the ability of the governmental sector to exchange information and provide services among its entities and between it and citizens and business sectors with high speed and accuracy and at the lowest cost via the Internet network, while ensuring the confidentiality and security of the transmitted information at any time and place, relying on two dimensions: the first is technical, represented in preparing information electronically and transmitting it the Internet network while ensuring its accuracy and confidentiality; and the second is procedural, represented in executing transactions and services remotely while ensuring their validity and credibility.”<sup>2</sup>

“It is the transition from completing transactions and providing public services through the traditional manual method to the electronic form in order to make optimal use of time, money, and effort. In other words, electronic administration is the completion of administrative transactions and the

provision of public services via the Internet or Intranet without requiring clients to physically move to administrative offices to complete their transactions, with the accompanying waste of time, effort, and energy.”<sup>3</sup>

It is a process of reengineering governmental business and relations by activating information and communication technology to transform them into an electronic format in order to provide governmental services to individuals and the business sector with high efficiency. It also aims to make access to services more transparent, faster, and more responsible in order to meet society’s needs and achieve its aspirations, through the provision of effective and well-executed public services and the creation of digital interaction between individuals, the business sector, and governmental units.<sup>4</sup>

Based on the above, electronic administration generally means “transforming traditional administrative works and services, including their long and complex paper-based procedures, into electronic works and services carried out with high speed and extreme accuracy. It relies on the use of computer information systems and networks in executing administrative tasks and providing services extensively and intensively in electronic form, which leads to reducing cost and increasing accuracy and speed in service delivery, contributes to developing administrative organization, simplifying procedures, limiting the spread of administrative violations, and helps provide information and accelerate decision-making based on accurate and direct information.”

### **Second: Objectives of Electronic Administration:**

Electronic administration has numerous objectives, all of which aim at increasing the efficiency and effectiveness of the organization on the one hand, and reducing costs on the other hand. The most important of these objectives are as follows:<sup>5</sup>

Using modern digital technologies in the form of solutions and systems that develop administrative work and thus raise employee efficiency and productivity and create a new generation of competent cadres.

Providing information and data to decision-makers quickly and at the appropriate time, and raising the level of the control process.

Accommodating a larger number of clients at one time, as the capacity of traditional administration in processing client transactions remains limited and often forces them to wait in long queues.

Achieving better communication and stronger linkage between the departments of the same institution, which leads to better services and a higher level of performance.

Eliminating or minimizing as much as possible the factor of direct contact between the two parties of the transaction, which limits the influence of personal relations and influence in completing transactions related to a client.

Facilitating the management and follow-up of the various departments of the organization as if they were one central unit.

Working to provide data and information to beneficiaries instantly.

Working to simplify procedures, speed up completion, and raise the level of service performance.

Achieving speed in making appropriate decisions based on accurate and direct information.

Expanding the database supporting top management.

Facilitating the monitoring and management of all resources.

Employing information technology to support and build a positive culture among all employees.

Rationalizing financial costs by reducing expenditure aspects in completing and following up various administrative operations, which enhances economic efficiency.

Focusing the decision-making point at its specific work points, while providing greater support in monitoring them.

Collecting data from its original sources in a unified manner.

Reducing decision-making obstacles by providing and linking data.

Achieving interconnection between employees and top management and monitoring and managing all resources.

Combating bureaucracy and eliminating administrative complexities.

Abolishing the paper-based national archiving system and replacing it with an electronic archiving system, with the flexibility it provides in handling documents, the ability to quickly correct errors, publish documents to more than one entity in the shortest possible time, and benefit from them at any time.<sup>6</sup>

Among the fundamental objectives of the electronic administration system are also the following:<sup>7</sup>

- Eliminating the severity of bureaucracy and shortening the many steps that governmental institutions are forced to follow, making procedures within institutions simpler and less effortful and complex.
- Rationalizing wasted time in managing administrative transactions and investing time in developing administrative services.
- Ensuring the accuracy of administrative transactions and preventing errors that may occur under traditional systems due to the stability of electronic system performance and the efficiency of its storage system, as well as the clarity of various administrative operations within the institution.
- Linking the institution's departments with electronic communication means that ensure ease and speed of communication among them to a degree that makes the work environment more positive and enhances performance within administrations.
- Reducing reliance on and use of paper and the administrative burdens that follow on institutions and administrative bodies, whether in preservation or documentation.
- Rationalizing the workforce by filtering out non-effective individuals counted among institutions who cause them heavy losses by consuming a large portion of institutional budgets in salaries paid to them.
- Ensuring the confidentiality and privacy of important information within electronic administration through the programs it possesses that enable it to conceal important information and data.
- Ensuring non-duplication of transactions and procedures, whether by mistake or intentionally for manipulation, as under electronic administration it becomes extremely difficult to duplicate a transaction because the electronic administration program will reject the second transaction and not allow it to proceed.
- Providing information and facilitating its retrieval and submission to administrative bodies, reviewers, or the targeted entity.
- Resolving bottlenecks suffered by many administrative departments and the endless queues at their various service outlets.
- Raising the level of awareness among the state's citizens and visitors regarding its laws, economic and investment approaches, and its commercial, industrial, and security systems, which spares many members of society and residents from falling under penalties due to ignorance of many state regulations.
- Reducing decision-making obstacles which, under traditional administrations, caused transactions to remain pending for months and perhaps years due to obstacles arising from bureaucracy.
- Keeping the administration's eye constantly open over its near and distant branches through the systems and control programs provided by technology, making its various administrations one unit under the supervision and control of general management.

### **Third: Functions of Electronic Administration:**

Electronic administration is based on the functions carried out by traditional public administration, but it differs from it in the procedures it relies on to perform its functions. These functions are as follows:<sup>8</sup>

#### **1- Electronic Planning:**

Electronic planning means: a dynamic process that moves towards broad and flexible objectives capable of continuous renewal and development in light of internal and external changes. It is a planning system

through certain processes using the computer known as (CAPP) Computer Aided Process Planning, through which tasks are transformed into programmed decision-making within the operations plan of systems based on computer use. New systems such as decision support systems, expert systems, and artificial neural network systems contribute to achieving systems known as enterprise resource planning programs. Electronic administration contributes to developing the planning process through:

Transferring the planning process from an exclusive practice of higher levels to a practice of executive levels, which contributes to developing their capabilities on the one hand and expanding the base of collective participation on the other.

Making the focus of planning not only the internal environment of the but also the market and potential customer needs. On this basis, the will be committed to adapting its internal environment to market requirements and customer needs, which is one of the most important indicators of survival.

Obligating institutions to achieve rapid response to customer requirements as a competitive priority upon which the customer decides whether to continue with the institution or not, because under his electronic position the customer will immediately communicate his needs to the institution, and the latter must respond immediately to meet them.

Increasing the institution's ability to diagnose problems due to its ability to obtain information.

Supporting the institution's ability to identify various alternatives and evaluate each alternative.

The ability to activate and support decisions.

The ability to cope with the short time available to the decision-maker in the information revolution era by using the advantages provided by that revolution.

## **2- Electronic Organization:**

Electronic organization is the loose framework for a wide distribution of authority, tasks, and networked horizontal relationships that achieves real-time coordination everywhere in order to accomplish the common objective of the parties to the organization. It deals with (electronic) managers and employees inside the organization and (electronic) customers and suppliers outside the organization. It relies on e-mail, shared databases or data warehouses, employee relationship management on a network basis within the company, customer relationship management related to electronic customers, and supplier relations via the external network that makes them part of the organization's industrial resource planning systems.<sup>9</sup>

Electronic organization depends on making changes and modifications to organizational structures to address the problems and defects of traditional administrative organizations through:<sup>10</sup>

A team-based organization and cellular systems based on internal and external strategic alliances.

Transition from vertical organization to horizontal and matrix or project-based organization.

Transition from a structure based on fixed units to a structure based on self-managed teams.

Transition from a defined structure to an undefined flexible structure.

Grouping functions, defining units and advisory authorities, and redistributing competencies.

Transition from a single organizational unit to small and independent organizational units.

Excluding some administrative units and creating new organizational units.

Transforming some existing administrative units into units operating according to the electronic system.

Diverse administrative organizations including new administrative units, among the most important of which are: electronic database, information, and knowledge management systems; technical support management; and relationship management in electronic organization.

## **3- Electronic Leadership:**

Electronic leadership is "the use of information technology to influence and direct others towards achieving a specific goal, where communication with them takes place through electronic networks and the Internet." The electronic leader needs to understand modern technology and know how to use it effectively to meet employee needs and build relationships with them based on trust and on the electronic leader's awareness of employees' needs and expectations.<sup>11</sup>

The need for electronic leadership emerged with the development of the business environment, most of which has become electronic. Auolio & Kahai found that there are four groups of changes that led to the emergence of electronic leadership:<sup>12</sup>

- 1- Change in the nature of access to information: subordinates can now access the same information used by the leader, which increased the leader's speed in decision-making.
- 2- Change in increasing the power of communication among the workforce created by the electronic environment.
- 3- Change in increasing the speed of access and communication between managers and employees.
- 4- Change in increasing the preservation and storage of communications between employees and managers in the electronic environment.

#### **4- Electronic Control:**

Electronic control is defined as "the use of modern electronic methods and means to monitor activities and transactions within the organization in a way that achieves economy in effort, time, and cost to reach the required results with the least possible risks." It is "the process of monitoring daily job performance through modern devices spread in the workplace aimed at protecting the organization's interests, carried out through modern technological means." Gaite & al define it as "the use of modern technological means within the organization to monitor economic activities and transactions."<sup>13</sup>

Electronic control aims to move from traditional supervisory work to the use of information technologies in their various forms in processes of reviewing documents and communications necessary for practicing supervisory activity, most notably computer networks to link executive organizational units with supervisory bodies in the structures they monitor, to facilitate obtaining high-quality and accurate data and information as quickly as possible and providing them to requesting, developing and simplifying performance and speeding completion in a manner that serves both supervisory bodies and beneficiaries of the outputs of the supervisory system alike. This contributes to making appropriate decisions and determining the extent of deviation in carrying out the tasks assigned to executive bodies.<sup>14</sup>

It allows for real-time control with the help of the Internet network, which acts as an instant channel for transmitting information immediately, reducing the time gap between deviation and its correction. It is also a continuous and renewed process that reveals deviation at its earliest result due to the significant overlap between the boundaries of managerial responsibility of managers and the executive responsibility of employees, as all work simultaneously to accomplish the same task.<sup>15</sup>

#### **5- Electronic Decision:**

Electronic administration applications positively affect the decision-making function, as they enable and increase the ability to improve the formulation and making of decisions as a result of the ability to collect and analyze information. This improvement can be presented through several aspects characterizing the electronic decision-making process as follows:<sup>16</sup>

Increasing the ability to diagnose problems due to the ability to obtain information.

Supporting the ability to identify various alternatives and evaluate each alternative.

Increasing the ability to simulate reality or realistic representation and modeling using electronic information systems.

The ability to activate and support decisions by resorting to information systems designed for that purpose such as decision support and assistance systems and expert systems.

The ability to cope with the short time available to the decision-maker in the information revolution era by benefiting from the advantages provided by that revolution.

#### **Fifth: Requirements for Transitioning to Electronic Administration**

The electronic administration project, like any other project or program, requires preparing an appropriate and suitable infrastructure for the nature of its work in order to implement what is required of it and thus achieve success and excellence,<sup>17</sup> Therefore, the electronic administration project must take into account several requirements, namely:

### **1- Support and Commitment of Top Management:**

Support and commitment of top management are important and vital when implementing electronic administration in organizations and states. Top management plays an important role by striving to create or form a new organizational culture that operates under the application of the electronic administration strategy with all its objectives, elements, and components.<sup>18</sup>

Administrative leaders in electronic public organizations are those who lead this new transformation. Leadership is expected quantitatively to be concentrated to some extent at the upper levels and, to a lesser extent, at middle and lower levels. Qualitatively, however, the matter necessarily requires aware and enthusiastic leaders capable of facing the transformation phase and what follows it.<sup>19</sup>

### **2- Legislative and Legal Requirements:**

The implementation of electronic administration and the provision of public services via the Internet require specific legislation governing them and providing the appropriate legal framework that ensures achieving their objectives in the best possible manner while guaranteeing the security and confidentiality of information. This can be done through enacting necessary legislation or amending existing legislation that conflicts with this new approach to work,<sup>20</sup> These legislations can be classified as follows:<sup>21</sup>

- 1- Privacy-related legislation: addressing legal responsibility related to harm to individuals and organizations and access to their data and secrets stored in computer devices and networks.
- 2- Computer crime legislation: addressing legal responsibility related to violations of the interests, property, and rights of individuals and organizations in data and information of economic value.
- 3- Intellectual property legislation: covering legal aspects related to the protection of computer programs and all digital works and emerging legal aspects covering modern trends accompanying electronic dealings.
- 4- Criminal procedural legislation: related to new rights in the field of information technology.
- 5- Harmful content legislation: legislation protecting against harmful information content on the Internet. Some trends see the necessity of merging it with information security legislation as in Europe, while others treat it independently as in the United States.
- 6- Information security standards legislation: developed into legislation of standard specifications for data exchange and encryption. Some include these legislations within electronic commerce legislation, while others treat them independently.

### **3- Financial Requirements:**

The level of application of the electronic administration strategy is necessarily linked to the resources available to organizations through the availability of liquidity to ensure the conditions for successful implementation. Financial resources are among the fundamental and important aspects required to facilitate organizational work and the application of the electronic administration strategy. Implementing this strategy requires additional costs and sums borne by organizations, including the cost of purchasing machines and equipment, in addition to the cost of subjecting employees to specialized training courses in the use of computers and networks, as it is necessary for implementation purposes that employees be familiar with all aspects related to it to facilitate the application process.<sup>22</sup>

### **4- Security Requirements:**

Vandals and computer hackers represent security requirements of electronic administration in ensuring the security and protection of its information, which constitutes a valuable and precious asset, making it vulnerable to threats, abuse, and breaches. Information security refers to the set of procedures and measures used in both administrative and technical fields to protect data resources devices, software, data, and individuals from unlawful violations and interferences occurring accidentally or intentionally, through intrusion or as a result of incorrect or inadequate procedures used in managing these resources.<sup>23</sup>

The purposes of information security research, strategies, and methods whether technological or performance-related—as well as legislative measures in this field<sup>24</sup>

**1- Confidentiality (Confidentiality):** are to ensure the availability of the following elements for any information to be adequately protected:

ensuring that information is not disclosed or accessed by unauthorized persons.

**2- Integrity:** ensuring that the content of information is correct and has not been modified or tampered with, particularly that it will not be destroyed, changed, or tampered with at any stage of processing or exchange, whether internally or through unlawful intervention.

**3- Availability (Availability):** ensuring the continued operation of the information system and the ability to interact with information and provide services, and that the information user is not prevented from accessing or using it.

**4- Non-repudiation (Non-repudiation):** ensuring that the person who performed an action related to information or its sites cannot deny having performed it, so that it is possible to prove that a certain action was carried out by a specific person at a specific time.

There are three main techniques that can be used as basic building blocks to achieve some elements of information security: encryption (both symmetric and asymmetric), digital signature (Digital Signature), and hash value (Hash Value). These techniques can be used as fundamental building blocks to achieve identity verification, access control, confidentiality, and information integrity.<sup>25</sup>

#### **5- Human Requirements:**

Successful implementation of electronic administration requires qualifying and training human cadres to work in this field. This requires various administrations to introduce change and development to their human resources so that they can perform work efficiently and effectively. The human element is one of the most important resources that can be invested in to achieve success in any project and institution. It is the creator of electronic administration, its discoverer and developer, and the one who harnessed it to achieve his aspirations. Therefore, electronic administration is from and to the human element.<sup>26</sup>

#### **6- Spreading Electronic Culture among Stakeholders:**

One of the organization's duties is to raise public awareness of this transformation, as good public awareness of its requirements is a prerequisite what some call an "electronic public." (Al-Awamleh) added the importance of social awareness of electronic administration culture and its requirements, since the transformation towards electronic administration is an integrated philosophy of values, objectives, means, and systems. Translating it into practical reality requires numerous efforts and requirements, foremost among them public awareness of the nature of this transformation and psychological, behavioral, technical, financial, and other adaptation requirements<sup>27</sup>

#### **7- Technical and Technological Requirements:**

This variable focuses on securing the required and necessary resources to put the electronic administration strategy into practice. To achieve proper use and employment, appropriate technologies must be available, whether in terms of devices, equipment, and networks, or in terms of work and management methods, as well as communication systems, all of which are fundamental supports for implementation.<sup>28</sup>

This includes providing the infrastructure for electronic administration, which encompasses developing and improving the communication network to be integrated and ready for use and capable of absorbing the massive volume of communications simultaneously to achieve the objective of using the Internet network, in addition to providing appropriate digital technology in terms of equipment, computers, devices, systems, databases, programs, and digital mail services. The digital technical infrastructure constitutes the central pillar of electronic administration and consists of: computers, communication means, and communication control devices.<sup>29</sup>

### **Axis Two: The Impact of E-Administration on the Modernization of the Justice Sector in Algeria**

First: Establishing and Developing Automated Systems to Accelerate Judicial Administrative Work

**1- Information Systems:** These are a set of automated management systems designed to provide electronic services for citizens, employees, or institutions. They rely on connecting all sectoral institutions via an internal communication network (Intranet) and managing them through processing

and storage in a central unit located in the capital. They were established under Article Two of Law 15-03, and include an information system for the Ministry of Justice and an electronic authentication system.<sup>30</sup> Among these information systems used in the justice sector are the following:

**1-1. Automated Judicial Case Management System:** This is an application (software) that translates judicial work into electronic mechanisms, enabling the monitoring of judicial files (civil, criminal, administrative) automatically from the moment the case is filed at the judicial registration office to the issuance of a judgment or decision. It is applied in a few countries<sup>31</sup>, and this system allows:<sup>32</sup>

Managing judicial files automatically from registration to judgment or decision.

Allowing citizens to track the progress of their cases via an electronic counter at each judicial entity, without the need to physically visit or request information from clerks.

Accessing the electronic counter of the Supreme Court and the Council of State through judicial councils.

Registering appeals to the Supreme Court remotely in civil matters before the council that issued the decision.

Monitoring the status of cases before courts and judicial councils online.

Electronic exchange of criminal files between public prosecutors and investigating judges.

Obtaining updated and accurate statistics on judicial activity.

Enhancing transparency in judicial work and interactions with litigants.

Accelerating case processing.

The Ministry of Justice has sought to rebuild the judicial file management and tracking system using Open Source software, aiming to create a unique information system specific to the Algerian Ministry of Justice, avoiding dependence on foreign institutions and licensing, which allows greater freedom to adapt the system to Algerian specifics and enhances protection against intrusions. This technical process is complex because judicial files are intricate and have legal formalities defined by the Criminal Procedure Code and other laws, requiring significant effort from Algerian designers.<sup>33</sup>

This system aims to automate all activities of judicial entities, allowing:<sup>34</sup>

Transparency and objectivity in scheduling, processing, and case resolution through rapid access to files by all participants, including citizens and their lawyers, via a unified electronic counter.

Accurate policy-making for the justice sector by obtaining regular, precise statistics to identify trends and dispute characteristics in civil, criminal, and administrative matters.

Citizens to receive responses to all inquiries (case status at courts, judicial councils, or the Supreme Court, and extraction of judgments or nationality certificates) through the unified electronic counter available at all judicial entities.

Enabling all parties, including lawyers and litigants, to monitor the progress and procedures of cases via the unified electronic counter.

Speeding up registration and case processing through automated judicial file management at courts and judicial councils.<sup>35</sup>

The system brings administration closer to citizens, reducing the need for travel by managing the electronic case file from start to resolution, providing a secret code for citizens to access their case status online at any level (court, judicial council, Supreme Court). This ensures transparency and objectivity in scheduling and case resolution, allowing all participants to quickly access files electronically.<sup>36</sup>

**2- Automated Inmate Management and Tracking System:** Established and generalized across all judicial entities in 2006, with training provided for 800 staff. It is crucial for developing effective inmate reintegration policies by managing inmate files from entry to release,<sup>37</sup> covering:<sup>38</sup>

Managing and tracking the inmate's file from entry to release.<sup>39</sup>

Preparing individual rehabilitation and social reintegration programs.

Maintaining a database of criminal records.

Fast and effective processing of pardon procedures.

Issuing a special card for each inmate for use in conditional release or other judicial actions, allowing immediate access to inmate status.

This system creates a digital file for inmates with a unique national ID, tracking their activities and maintaining continuity if transferred between institutions.<sup>40</sup> It helps in preparing and reviewing good conduct reward programs and supports social reintegration. The system is operational in 133 penitentiary institutions and the central administration, providing accurate statistics for policymaking, institution planning, and studying inmate demographics.<sup>41</sup>

**3- Automated Judicial Record System:** This system allows citizens to obtain criminal record certificates (Forms 02 and 03) quickly from any judicial entity nationwide. It also automates the legal rehabilitation process,<sup>42</sup> enabling citizens benefiting from legal rehabilitation to receive blank records without formal requests.

**4- Historical Archive Management System:** Focused on inmates during the Algerian War of Independence, preserving national memory and facilitating access to documents proving imprisonment during the revolution. This system ensures document protection against deterioration and allows efficient retrieval.<sup>43</sup>

**5- Automated Arrest Warrant Management System:** This national database consolidates all issued arrest warrants and notices for cessation of searches, enabling authorities to quickly verify if an individual is wanted.<sup>44</sup> It safeguards individual freedoms by ensuring accurate publication and electronic tracking of warrants and notices.<sup>45</sup>

**6- Backup Data Center for Ministry of Justice IT Systems at El Kalaa:** Ensures protection and continuity of justice services in case of disasters, incidents, or malicious acts, allowing instant restoration of all systems.<sup>46</sup>

**7- Remote Court Hearings System:** Introduced under Law 15-03 (2015), allowing remote video/audio hearings for procedural purposes, including witness and expert testimonies, party interrogations, and court confrontations, particularly for minor offenses and logistical challenges. This reduces delays caused by absent witnesses and minimizes inmate transportation.<sup>47</sup>

**8- Electronic Bracelet System:** As part of criminal justice modernization, electronic bracelets are used as alternatives to pre-trial detention, monitoring compliance with judicial orders.<sup>48</sup> Established under amendments to the Criminal Procedure Code, it reduces prison overcrowding and facilitates reintegration. The bracelet tracks movement,<sup>49</sup> communicates with control centers, and ensures legal compliance under judicial supervision.<sup>50</sup>

**9- Establishment of the Electronic Authentication Authority at the Ministry of Justice:** This authority manages public key infrastructure (PKI), issues digital certificates for electronic signatures, and ensures the security, authenticity, and confidentiality of judicial electronic documents. Certificates include electronic signature, web distributor, VPN, and code-signing certificates, providing legal and technical trust.<sup>51</sup>

**10- National Biometric Chip Center:** Supports personalized electronic signature chips for judges and staff, allowing secure signing, electronic delivery of judicial documents, data integrity, and protection from tampering. It integrates electronic correction of civil status records for citizens abroad, enhancing accessibility and security.<sup>52</sup>

## **Second: Developing Advanced Automated Systems for Judicial Administrative Management**

Decision-making is critical in administration, relying on accurate information. Systems designed to support decision-making in the justice sector include:<sup>53</sup>

**1- Analytical Table System:** Collects statistics to evaluate sector performance and inform future strategies, providing comprehensive, up-to-date data<sup>54</sup> on judicial entities, human and financial resources, and crime patterns.

**2- Judicial Map System:** Supports planning for new judicial entities, appointments, and resource allocation using GIS technologies,<sup>55</sup> ensuring equitable and effective judicial coverage.<sup>56</sup>

**3- Electronic Document Management System:** Digitizes administrative documents, improving archive security, retrieval speed, and service quality.<sup>57</sup> Includes biometric professional cards for judges and staff.

**4- Electronic Signature Chip Personalization Center:** Manages issuance, personalization, and maintenance of electronic signature chips, supporting secure electronic document exchange.<sup>58</sup>

**5- Integration of Electronic Signature and Authentication in Judiciary:** Enhances remote service delivery, document security, and overall justice sector modernization.

**5-1 Electronic Signature:** Allows secure electronic signing of judicial documents with legal equivalence to paper-based evidence.<sup>59</sup>

**5-1 Electronic Authentication:** Provides trust and validation for electronic transactions and documents, ensuring legal credibility and data integrity.<sup>60</sup>

**6- Reliance on the Professional Career Management System for Judges and Employees:**

This system contributes to the development and modernization of the management of the professional career path of judges and employees of the justice sector and assists in decision-making concerning them.<sup>61</sup> The human resources management system constitutes a tool for developing and modernizing the methods of managing the professional career path of judges and all other employees of the justice sector, including court clerks and employees of the common corps. It allows the transition of the human resources management function from a classical management based on documentation and writing to an automated management stage, and thereby contributes to:<sup>62</sup>

Proper management of human resources within judicial entities.

Control and monitoring of judges' and employees files.

Assisting in decision-making related to the management of the professional career path of judges and justice sector employees.

Providing accurate statistics to be used in planning and in developing the sector's human resources.

**7- Reliance on the System for Managing the Files of Justice Auxiliaries:**

This enables the establishment of a database containing all information related to justice auxiliaries in their various categories (experts, notaries, lawyers, auction commissioners, translators, etc.), in order to identify their appointments, mobility, places of practice, and the various disciplinary sanctions to which they may be subjected.<sup>63</sup>

The implementation of the automated management system for justice auxiliaries has entered into force and has provided them with several simplified and facilitated services. Lawyers, for example, may open a personal account through which each lawyer can search and review the cases in which he has previously been appointed, and it also enables him to extract judgments and decisions automatically through this account.<sup>64</sup>

The modernization of justice is not merely a matter of introducing information technology, but also of providing a type of organization and methodologies in order to equip justice employees with the means to respond rapidly to current concerns on the one hand, and to bring justice closer to citizens on the other hand. This implies in-depth knowledge that is constantly renewed in terms of the organization of justice, its management, its methods, as well as its channels and modalities of information circulation within the sector and its interaction with its environment.<sup>65</sup>

**8- Digitization of Judicial Archives (la numérisation des archives judiciaires):**

This project aims to improve the conditions for preserving and managing judicial archives through the use of modern tools that ensure greater protection against deterioration and loss of documents, as well as speed in search and retrieval operations. Moreover, it enables the judicial archives service to perform its public service mission in the best possible manner, primarily towards the citizen, by assisting him in obtaining documents or completing a judicial file of significant importance, and subsequently finalizing it quickly and effectively.<sup>66</sup>

**Third: Expansion and Development of the Information Network of the Justice Sector**

The Algerian State has relied, for the modernization of the justice sector, on a strategy of expanding and developing the justice sector's information network, through:

**1- Establishment of the Sectoral Network of the Ministry of Justice (le réseau sectoriel de la justice):**

The realization of a sectoral network ensuring electronic communication among the various entities affiliated with the sector, allowing for the instant and secure exchange of data between different sector

services, remote consultation and research, and direct linkage between judicial entities and penitentiary institutions.<sup>67</sup>

Given the specificity and sensitivity of the data and information circulated within the justice sector, the Ministry of Justice established a sectoral network composed of internal local networks at the level of each judicial entity, ensuring electronic communication and instant and secure data exchange among different sector services according to the intranet system.<sup>68</sup> It allows the provision of all information relating to registered cases in record time and also enables the reception of citizens, lawyers, and persons with special needs through the allocation of dedicated spaces for each category.<sup>69</sup>

Article 02 of Law No. 15-03 relating to the modernization of justice provides for the establishment of a central information system within the Ministry of Justice for processing all data relating to the justice service and the activities of the Ministry of Justice and its affiliated institutions, such as training schools, penitentiary institutions, and judicial entities, including the Supreme Court, the Council of State, and the Tribunal of Conflicts, in order to modernize the administrative work of the Ministry of Justice within the framework of what is known as e-administration.<sup>70</sup>

The sectoral network represents the union and interconnection of local networks at the level of each judicial entity, comprising a total of 36 judicial councils, 192 courts, 21 annexes, and each penitentiary institution totaling 127 institutions, in addition to the central administration, the Supreme Court, the Council of State, the Higher School for the Judiciary, the National School of Court Clerks, the General Inspectorate, and the Prison Administration.<sup>71</sup>

All these judicial entities and penitentiary institutions have been interconnected through high-speed optical fiber, and efforts have been made to increase internet bandwidth in proportion to the various public services available remotely for the benefit of citizens, litigants, and justice auxiliaries. This ensures smooth and secure transmission of data between judicial institutions and also ensures the transmission of audio and video communications, which has indeed been implemented. The information system has enabled the digitization of all files, whether related to cases brought before courts, files of judges and employees belonging to the justice corps, files of inmates of penitentiary institutions, or files of sectoral institutions, in addition to judicial extracts such as nationality certificates, judicial decisions, and other documents.<sup>72</sup>

It constitutes an absolutely necessary physical infrastructure for the expansion of information technology applications, taking into account quality, conformity, and necessary security guarantees for the future.<sup>73</sup> Its objective is to provide the justice sector with a secure means to ensure the operation of all information technology applications, as well as to provide new methods for information circulation, communication, and instant data exchange across various justice services, while enabling consultation of databases created by the justice sector and eliminating the isolation of certain remote judicial entities and institutions through: distance conferences, remote meetings, and distance training. The system consists of:<sup>74</sup>

Local networks at all levels (judicial councils, courts, general directorates of the Ministry of Justice, headquarters of the Ministry of Justice, etc.).

Interconnection of these networks.

An information center responsible for managing and administering the sectoral network and storing justice sector data.

All judicial entities and penitentiary institutions have been interconnected, in addition to the Supreme Court and the Council of State. Local networks were initially implemented at two pilot sites, namely the Judicial Council of Algiers and Oran, then generalized to 144 judicial entities in December 2004, and subsequently extended to the remaining sites (judicial entities and penitentiary institutions) during the first quarter of 2005. This was followed by the expansion of the interconnection of local networks of judicial institutions (courts, judicial councils, the Supreme Court, and the Council of State) with the central administration starting in 2007, and the establishment of satellite communication networks installed at all judicial entities and penitentiary institutions in 2009,<sup>75</sup> within the framework of cooperation with the European Commission. A parallel network known as the "Rescue Network," operating via satellites using VSAT technology, was established alongside the terrestrial network, enabling communication with any person from any location to provide testimony.<sup>76</sup>

The sectoral network of the Ministry of Justice constitutes a necessary physical foundation for the operation of the information systems that have been developed (Criminal Record System, Judicial Case Management System, Inmate Chip Management System, Arrest Warrant Management System, Remote Trial, etc.). This sectoral network aims to:<sup>77</sup>

Provide a more secure system regarding litigants' files.

Eliminate isolation in certain judicial entities and penitentiary institutions, bring the court closer to the citizen, avoid travel, and ensure the proper functioning of the public service.

Facilitate citizens access to the benefits provided by the Algerian judicial system.

Enable remote consultation and direct and instant research within the databases created by the justice sector, which include all files of all judicial entities, thus obtaining all judicial information across the entire national territory.

2- The automated linkage of the justice sector with other sectors within the framework of strengthening intersectoral cooperation: The justice sector has strengthened avenues of cooperation with other public administrations within the framework of building an e-government that enables Algeria to enter the world of digitalization and move towards progress in order to catch up with developed countries in this field. Among these mechanisms, we mention the following:<sup>78</sup>

2-1- The automated linkage of the National Center of the Commercial Register with the search interface of the national criminal record database: This linkage allows for the generalization of the use of electronic signature technology to improve the efficiency and performance of public service. It also enables the competent services of the National Center of the Commercial Register to consult and instantly extract Bulletin No. 02 and Bulletin No. 03 of the criminal record, electronically signed, for those wishing to obtain a commercial register.

2-2- The automated linkage of the General Directorate of National Security with a search interface in the national database of arrest warrants and notifications of cessation of search issued by judicial authorities: This measure aims to strengthen respect for the principle of guaranteeing individual rights and freedoms by enabling judicial police services to access the central database interface in order to instantly consult arrest warrants and notifications of cessation of search issued by judicial authorities.

2-3- The automated linkage of the National Gendarmerie Command with the search interface of the two central databases relating to arrest warrants and notifications of cessation of search issued by judicial authorities, as well as the electronically signed criminal record: This measure falls within the framework of strengthening and guaranteeing citizens' individual freedoms by enabling National Gendarmerie services to instantly consult arrest warrants, notifications of cessation of search, as well as Bulletins No. 02 and 03 of the criminal record electronically signed.

2-4- The automated linkage of the National Institute of Criminalistics and Criminology of Bouchaoui with the internal email application of the Ministry of Justice: The process of implementing the automated linkage of the National Institute of Criminalistics and Criminology has begun, relying on the internal email technology of the Ministry of Justice and the file transfer protocol for the exchange and transmission of documents and electronically signed medical expert reports between the competent services of the Institute and judicial authorities.

2-5- The automated linkage of the Directorate of Military Justice at the Ministry of National Defense with the two central databases relating to the criminal record and arrest warrants and notifications of cessation of search issued by judicial authorities: Thanks to this operation, military courts will be able to instantly consult Bulletins No. 2 and 3 of the criminal record and arrest warrants and notifications of cessation of search electronically signed, and to follow cassation appeal files referred to the Supreme Court concerning persons prosecuted before military courts.

#### **Fourth: Development and improvement of judicial services via the Internet**

The justice sector in Algeria has witnessed a qualitative leap in improving public service through the modernization processes it has undergone. The system of electronic signature and certification of judicial documents constitutes a real revolution in the field of justice and the improvement of public service, as the citizen can now obtain a certificate of nationality and a criminal record certificate via email.<sup>79</sup>

In the field of simplifying procedures, the Ministry of Justice has issued instructions to its services at the level of the courts to handle judicial and administrative corrections within a period not exceeding 3 days for administrative corrections and 10 days for judicial corrections, with investigations being canceled except in necessary cases. The memorandum addressed to the presidents of councils and deputies working in the various judicial councils emphasized the necessity of providing instructions to judges in charge of civil status regarding the replacement, annulment, and correction of civil status contracts, as well as recording all shortcomings while mentioning proposals and guidelines to improve public service at the level of civil status services and to remove injustice from the citizen whose civil record has been distorted intentionally or unintentionally and who ultimately bears the consequences. Among the achievements made in this field:

**1- The establishment of an Internet platform (ISP) la réalisation d'une plateforme:** This was achieved through the creation of an Internet services platform including websites for the Ministry of Justice, judicial authorities, the Supreme Court, and the Council of State, with the aim of providing information about the sector, its organization, programs, activities, and the services it provides to citizens.<sup>80</sup>

Since November 2003, the justice sector has been provided with a high-quality Internet service provider dedicated to the sector in order to meet the specific objectives of the administration, judicial bodies, and every concerned institution. It allows for the creation and self-management of its electronic communications and the generalization of access to information for all justice employees.<sup>81</sup> This has contributed to:

**1-1- The creation of a website (specific to the Ministry of Justice) le site web du ministère de la justice:**

It was created at the end of November 2003 and was issued in French. It aims to inform citizens of all the activities of the Ministry of Justice, the organization of the sector, its missions, programs, and the services it provides to the general public.<sup>82</sup>

It serves as a means at the service of the citizen to access information related to law and justice, and it is also an open window to the world to present Algerian law and justice. The Ministry of Justice website contains the main legal and judicial events taking place in the country, in addition to a list of judicial councils and courts under their jurisdiction, provided with specific information such as address, telephone, and website. The site also includes all necessary information relating to the constitutional and civil rights of the Algerian citizen and how to obtain services provided by justice, and the procedures for obtaining a certificate of nationality, criminal record, bail, and legal aid.<sup>83</sup>

It is an effective means in the service of the citizen, enabling access to information in Arabic and French directly related to law and justice. Among the services provided by this website are the presentation of the justice sector, its organization and missions, the provision of judicial topics for students interested in law and justice, consultation of major legal and judicial events, as well as providing citizens with information regarding their constitutional and civil rights and other services.<sup>84</sup> The Ministry of Justice website also allows the citizen to:<sup>85</sup>

Consult the services of the Alimony Fund.

Download the application form to benefit from the financial entitlements of the Alimony Fund.

Access the service for authentication of electronic documents extracted via the Internet.

Request and withdraw the criminal record (Bulletin No. 3) electronically signed, concerning him, via the Internet.

Request and withdraw the Algerian certificate of nationality electronically signed, concerning him, via the Internet.

Consult the operative part of judicial judgments or decisions through the "Outcome of the Judicial File" window.

Request a certificate of imprisonment during the glorious Liberation Revolution via the Internet.

This website has undergone many updates, especially after the establishment of the Directorate of Modernization, which placed the reform of public service among its priorities. Subsequently, the Ministry of Justice website became a site providing all services in the field of justice and the application of laws by dedicating a space for each service, achievement, or new development specific to the justice

sector. The process began by providing citizens with legal information on issues of concern to them such as legal aid, bail, rehabilitation, pardon requests, prisoners' affairs, obtaining nationality, etc. With the introduction of electronic signature and certification technology, citizens can now obtain many services remotely from the central website ([\[http://www.mjustice.dz\]](http://www.mjustice.dz)(<http://www.mjustice.dz>)) through the electronic portal of the Ministry of Justice.<sup>86</sup>

In addition, the central website of the Ministry of Justice represents a space for responding to citizens' concerns and questions through the opening of email addresses on the Ministry's website:<sup>87</sup>

[[contact@mjustice.dz](mailto:contact@mjustice.dz)](<mailto:contact@mjustice.dz>): allows citizens to raise their concerns and questions on various topics of interest such as family cases, minors, civil status, registration fees, prisoners' affairs, commercial practices, etc. It also allows the reception of proposals and complaints. The Citizens' Complaints Processing Unit responds to these concerns or directs them to the competent bodies if necessary. It follows up on incoming messages from the time they are sent until a response is provided, reflecting its constant commitment to delivering public service to the citizen within a short time.

[[infocasier@mjustice.dz](mailto:infocasier@mjustice.dz)](<mailto:infocasier@mjustice.dz>): to answer citizens' questions regarding the service of requesting and receiving Criminal Record Bulletin No. 03 via the Internet.

[[infonationalite@mjustice.dz](mailto:infonationalite@mjustice.dz)](<mailto:infonationalite@mjustice.dz>): to answer citizens' questions regarding the service of requesting and receiving the certificate of nationality via the Internet.

**1-2- Creation of the Algerian Law Portal *Le portail du droit Algérien*:** It is a working tool for legal professionals, containing comprehensive and accurate information on Algerian law. Its objective is to promote Algerian law at the national and international levels and to ensure free and rapid access to legal and judicial information while saving time in the search process.<sup>88</sup>

It was created at the end of November 2003 and places at the disposal of legal specialists all documents relating to legislation, regulation, jurisprudence, and international agreements and treaties. This site works to develop the legislative and regulatory system of the Official Gazette issued since 1962. It is equipped with a subject-based search engine and the possibility of copying onto a compact disc. The actual operation of this site began in June 2006.<sup>89</sup> It is a website that provides those interested in law with all documents relating to:<sup>90</sup>

**1-2-1- Jurisprudence:** a database equipped with a search engine allowing access to various decisions of the Supreme Court and the Council of State.

**1-2-2- Legislation:** the site is linked to the website of the General Secretariat of the Government in charge of the Official Gazette [<http://www.jordp.dz>](<http://www.jordp.dz>), which contains all Official Gazettes from 1962 to the present day. The Algerian Law Portal is equipped with an automatic search engine to facilitate the service.

**1-2-3- Major laws in all fields:** Penal Code, Code of Criminal Procedure, Civil Code, etc.

**1-2-4- International relations (international legal information):** all treaties and international agreements ratified by Algeria.

**1-2-5- Doctrinal texts:** includes all texts published in judicial journals.

**1-2-6- Various legal events:** concerning new draft amended laws and any new legal or judicial information.

**1-3- Creation of websites for judicial councils:** The Ministry did not limit itself to creating the central website but sought to expand the use of information and communication technologies. In 2005, the Ministry began gradually creating websites for judicial authorities, the Supreme Court, the Council of State, in addition to the National Office for the Fight against Drugs and Drug Addiction, as well as the Center for Legal and Judicial Research. These websites provide information on the activities of these judicial councils.<sup>91</sup>

Between 2005 and 2009, websites were created for the 36 judicial councils currently accessible via the Internet. These include information on the activities of each judicial council. The Ministry's internal network INTRANET DU MINISTERE DE LA JUSTICE PORTAIL was also completed, contributing to the exchange of information between the various services of the Ministry and the judicial councils.<sup>92</sup>

**2- The electronic counter service via the Internet:** It is a counter available at all judicial authorities enabling citizens and lawyers to consult the progress of the judicial file instantly and automatically without having to travel to the offices of court clerks. It allows the registration of petitions as well as the request and withdrawal of all necessary documents such as judgments and decisions in record time. It also allows the registration of cassation appeals remotely for cases before the Supreme Court and caters to persons with special needs by allocating a specific space for them.<sup>93</sup>

It is an electronic portal made available by the Ministry of Justice to serve citizens, answer their inquiries and questions, provide them with necessary common or requested information, and direct them to the courts and judicial councils appropriate to their case. It also provides a map of all courts and penitentiary institutions in Algeria and promotes legal culture.<sup>94</sup>

The electronic counter takes the form of a portal for directing electronic messages enabling the citizen to obtain a direct response via his email after the diagnosis of the case or inquiry by a cell composed of judges, legal professionals, and executives from the Ministry of Justice. In addition, the electronic counter, as a public service tool, guides the citizen regarding his inquiries or search for any legal issue by directing him to the sections dedicated for this purpose on the website. It provides a number of legal documents comprising a complete collection relating to Algerian legislation, laws, and international agreements intended for legal professionals, as well as guides and booklets made available to the citizen. The website has also been provided with a forum within which periodic general discussions are organized on important current issues with the aim of spreading legal culture and establishing reception, information, and guidance services in the various judicial authorities.<sup>95</sup>

Through this, the citizen can consult his file via the unified counter. It is sufficient to provide the surname and first name for the person concerned to immediately obtain information relating to the file, its progress, and its outcome without traveling to the different offices.<sup>96</sup>

**3- The “Outcome of the Judicial File” window:** In order to bring justice closer to the citizen and reduce the burden of traveling to judicial authorities, a window was introduced in 2010 enabling the litigant or his lawyer to know the outcome of his case (file archived, under deliberation and consideration, adjourned, decided, hearing of parties) and to follow the course of the procedures taken concerning it by applying and obtaining a username and password issued by the judicial authority scheduling his case.<sup>97</sup>

**4- Notification via SMS text message:** This is a new technique allowing litigants to track the outcome of their cases through short text messages via mobile phone. It also enables courts to send summonses and notify litigants electronically without the need to send them by ordinary mail. This service simplifies administrative procedures, reduces notification costs, and facilitates access to judicial information in record time. It should be noted that this new procedure is optional and is used in one case only, which is the confirmation by the litigant of this service after receiving a short message from the court. This system also allows the electronic exchange for the notification of criminal files between public prosecutors and investigating judges. It also allows obtaining updated and accurate statistics on the development of judicial activity, which adds transparency and objectivity to judicial work, and provides the possibility of remote inspection, making accountability, follow-up, and oversight of the work of judges and public prosecutors possible.<sup>98</sup>

**5- Service for extracting the criminal record and the certificate of nationality:**

**5-1- Service for extracting the criminal record:**

When a citizen wishes to withdraw his criminal record via the Internet, a clerk of the judicial authority verifies the eligibility of the person concerned for this service, since only citizens whose Bulletin No. 3 is free of any conviction may extract the criminal record via the Internet. After verifying that the person concerned has no prior convictions, the clerk fills out the form based on the information provided by the citizen.<sup>99</sup>

These new procedures enable the citizen to withdraw the two documents through the following stages:<sup>100</sup>

When the citizen appears before the judicial authority to request the extraction of Criminal Record Bulletin No. 3 or the certificate of nationality, he is informed by the clerk of the possibility of withdrawing the two documents via the Internet without the need to travel to the judicial authority,

provided that the criminal record contains no conviction (Bulletin No. 3 empty) and that he has previously been registered in the nationality database.

After verifying the validity of these conditions, the clerk in charge of this task at the designated office fills out an information form containing the data relating to the identity of the person concerned, including his mobile phone number, and confidentially grants him a receipt containing the username and password, which he keeps for use as a key to access the internal network.

After 48 hours, the citizen receives an SMS on his mobile phone containing a new username and password allowing him to move from the services portal via the website [www.mjustice.dz](http://www.mjustice.dz) to the internal services network (Intranet) to choose the language of communication and the available service.

At the end of the process, he withdraws the electronically signed document exempt from stamp duty, in accordance with the provisions of the Finance Law of 2015.

Given the use of central databases to support the remote operation of automated systems such as the criminal record system, and after linking the diplomatic or consular services of the Ministry of Foreign Affairs to the automatic search interface in the two databases relating to the criminal record, and thanks to electronic signature technology, many services have been provided, including:<sup>101</sup>

Extraction of Criminal Record Bulletin No. 03 in record time at any judicial authority.

The possibility for public administrations (for Bulletin No. 2) to request the criminal record via the Ministry of Justice email.

Extraction of Criminal Record Bulletin No. 03 electronically signed via the Internet.

Enabling the national community abroad and foreigners who previously resided in Algeria to extract Criminal Record Bulletin No. 03 electronically signed via diplomatic or consular representations abroad.

Enabling the Algerian community residing abroad to withdraw Criminal Record Bulletin No. 03 electronically signed via the Internet.

Thus, the criminal record system now allows the citizen to request and withdraw the criminal record in a few minutes (10 minutes) at any point across the national territory.<sup>102</sup>

#### **5-2- Service for extracting the certificate of nationality:**

Following the entry into service of the central database for the certificate of nationality as of January 20, 2014, several new services have been provided for the benefit of the citizen to enable him to extract the certificate of nationality across all judicial authorities upon presentation of a national identity document. However, for the first time only, the citizen must submit the required documents in the nationality file.<sup>103</sup>

What is called the digital scanning of the certificate of nationality has been introduced. The applicant extracts it for the first time after submitting birth certificates of both the father and grandfather. After extracting this document, he may subsequently request it by presenting only his identity card. Moreover, a personal account and confidential password relating to his certificate are created, enabling him to extract it at any time through the account created for this purpose.<sup>104</sup>

When a citizen wishes to extract the certificate of nationality via the Internet, the court clerk verifies that the person concerned exists in the national nationality database. After verification, the clerk fills out the form based on the information provided by the person concerned.<sup>105</sup>

The clerk then prints the authentication document and delivers it to the citizen. This document includes the username and password. Thanks to the username and password, the citizen can extract the certificate of nationality and/or the criminal record via the Internet. The electronic authentication document is a personal document that its holder must keep. The password it contains remains valid for three (03) years and is renewable after this period. The username and password registered in this document are activated within forty-eight (48) hours after sending an SMS to the beneficiary's mobile phone, containing a second personal password different from that contained in the authentication document and valid for one year.<sup>106</sup>

After the expiry of the validity period of the two passwords, each according to the aforementioned deadlines, the beneficiary is contacted by SMS on his mobile phone to confirm his desire to renew the password within a period not exceeding ten (10) days from the sending of the SMS. Renewal is carried out by replying within the specified period via SMS by approving the confirmation request. If no reply

is made within the specified period (10 days), the person concerned loses the possibility of requesting to receive Criminal Record Bulletin No. 03 or the Algerian certificate of nationality via the Internet. To benefit again from this service, the citizen must contact the Call Center (Centre d'appel) of the Ministry of Justice at the toll-free number 1078 to activate the password concerned with renewal. After 48 hours, the person concerned receives an SMS on his mobile phone containing another username and password (via the Internet).<sup>107</sup>

**6- Creation of the Call Center (CALL CENTER) at the level of the Ministry of Justice:** Within the framework of improving the services of the judicial public facility and ensuring optimal handling of citizens' concerns, a Call Center (centre d'appel) was created at the level of the Ministry of Justice by providing a toll-free number to citizens in order to raise various concerns, especially those related to services provided via the web (technical problems related to the use of the password, or loss situations, etc.), where they are handled by qualified employees or directed to the competent authorities.<sup>108</sup>

The Ministry of Justice has established the Call Center (as a national center at the level of the Ministry of Justice and centers at the level of model judicial councils) with the aim of eliminating bureaucracy and bringing public service closer to the citizen. It uses Voice over Internet Protocol (IP) technology through the use of the Ministry of Justice intranet network. The center provides numerous services to various judicial authorities, public administrations, and citizens through the free toll number "1078," where a specialized, trained, and qualified team responds to citizens' concerns and inquiries regarding certain judicial developments, legal consultations, and services provided via the web (extraction of the criminal record and nationality via the Internet, technical problems related to the use of the password, etc.) without the need to travel to the concerned authority. The center reflects participatory democracy serving the interest of the citizen first and enhancing his participation in public life by presenting proposals, ideas, petitions, and grievances. The information system automatically creates, after each phone call, a card containing the basic information relating to the call (caller's number and call recording), which is registered and archived. This automated processing of information enriches the database directly and allows its use by decision-makers at the local and national levels, who can periodically consult accurate statistics on citizens' concerns and interests, thereby facilitating decision-making.<sup>109</sup>

The Call Center is considered a vital interface for information and citizen participation and also a hub of competencies serving e-justice. It was created with the aim of listening to the citizen and providing the best image in representing public service. It enables the citizen to inquire through petitions, grievances, proposals, ideas, and information requests. Specialized advisors inform and guide the citizen and examine his requests and proposals. The information system automatically creates, after each phone call, a card containing the basic information relating to the call (caller's number and call recording), which is recorded and may also be archived. Accurate statistics on citizens' concerns are periodically consulted.<sup>110</sup>

From the foregoing, obtaining various documents through the unified counter prevents the citizen from wandering between different counters and avoiding their lengthy bureaucratic procedures. The preparation time of documents has also been reduced. The criminal record, which used to take a week, is now issued within an hour or slightly less, and the certificate of nationality, which used to take several days, is now issued within a few hours.<sup>111</sup>

## Conclusion

The justice sector in Algeria has made significant strides in the field of using information and communication technologies and transitioning toward the digital world. Numerous projects have been implemented with the aim of achieving a modern justice system in accordance with international standards, particularly in facilitating access to justice for all segments of society, simplifying and improving judicial procedures, upgrading judicial and administrative management methods, as well as providing and developing remote judicial services for the benefit of citizens, litigants, and justice auxiliaries.

An internal communication network dedicated to the justice sector has also been established and developed, linking the central administration with all judicial bodies, penal institutions, and supervised entities through optical fiber, which constitutes an essential infrastructure and material foundation for the operation of various information systems developed by the sector's competencies.

Electronic certification and electronic signature technology have also been adopted in the judicial field in accordance with Law No. 15-03 dated 01 February 2015 relating to the modernization of justice, through the establishment of an electronic signature chip personalization center and the creation of an electronic certification authority. All actors involved in the sector's activities have been enabled to affix a trusted electronic signature to administrative documents and judicial instruments with the aim of providing remote judicial services. Citizens have also been enabled to extract Criminal Record Bulletin No. 03 and the Nationality Certificate electronically signed via the Internet and through diplomatic and consular representations abroad, in addition to other achievements accomplished by this sector.

#### **Study Results:**

- ✓ The study showed that the adoption of electronic administration in the justice sector in Algeria has contributed to reducing procedural timeframes and improving the speed of adjudication of cases through the digitization of procedures and the facilitation of information exchange among various judicial bodies.
- ✓ Information systems have contributed to enhancing the transparency of judicial work by improving the ability to track case files and enabling litigants to access certain services remotely, thereby strengthening trust in the judicial facility.
- ✓ Digitization tools have improved the efficiency of judicial file management and reduced reliance on paper-based transactions, which has positively reflected on the quality of administrative performance within courts.
- ✓ Despite the progress achieved, integration among the various information systems remains limited, which affects the full fluidity of data exchange between judicial and related administrative bodies.
- ✓ The study revealed the existence of challenges related to human resource qualification and the weakness of continuous training in the digital field, in addition to issues concerning cybersecurity and the protection of personal data.
- ✓ It was found that certain organizational and structural obstacles, particularly those related to technical infrastructure and the updating of the legal framework, still affect the pace of comprehensive digital transformation in the justice sector.

#### **Study Recommendations**

- ✓ Establishing an integrated national strategy for digital transformation in the justice sector, based on a clear vision and phased objectives that are measurable and assessable.
- ✓ Strengthening integration and interoperability among judicial and administrative information systems to ensure secure and seamless data exchange.
- ✓ Investing in the qualification of human resources through continuous and specialized training programs in the fields of electronic administration and cybersecurity.
- ✓ Developing the digital infrastructure of courts and judicial bodies, while ensuring its regular maintenance and updating.
- ✓ Enhancing the cybersecurity and data protection system through the adoption of advanced protection protocols and the updating of the legal framework related to data protection.
- ✓ Promoting a digital culture within the judicial facility based on the adoption of innovation and the modernization of work methods in line with the requirements of justice in the digital era.
- ✓ Activating periodic evaluation mechanisms for modernization projects to ensure their sustainability and improve their performance according to objective indicators for measuring quality and effectiveness.

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