

# TOWARD THE HORIZON TRIBUNALS OF THE FUTURE

7 - 8 June 2018 | QT Canberra, ACT

## **Tribunals of the Future – Toward Digital Tribunals?**

Judge Bala Reddy

*State Courts Singapore*

The Community Justice and Tribunals System (CJTS) was implemented on 10 July 2017 in the Small Claims Tribunals and 5 February 2018 in the Community Disputes Resolution Tribunals. The CJTS has several new features which are not found in existing e-filing case systems and which facilitate the speedy and effective resolution of disputes at an early stage.

These functions are as follows:

The eAssessment tool prompts users to evaluate the strength of their own claim based on a series of questions and validations while ensuring that the matter is within the jurisdiction of the relevant Tribunal.

The eNegotiation tool allows the disputants to negotiate a settlement through making proposals and counter-proposals in a secured online environment. More than 100 disputes have been settled amicably in the SCT via the eNegotiation tool since July 2017.

Our newest function – the eMediation function – is an online chat room which allows the disputants and the mediator to log onto the system at an agreed date and time to resolve the dispute. The mediator has access to the documents filed by the parties and personalised mediator tools such settlement agreement templates and pre-crafted messages that can aid in resolving the dispute. The mediator is able to also conduct private caucus with one party which the other party would not be privy too.