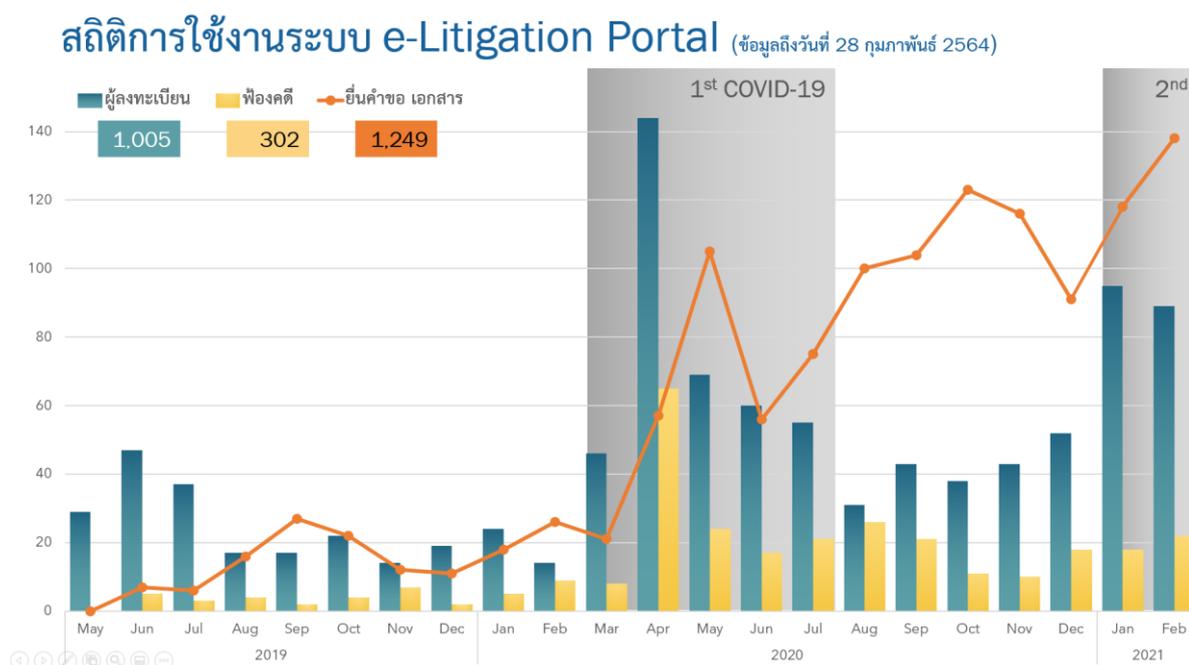


## Application of Information Technology in order to Increase the Quality and Efficiency of the Administrative Justice Process on the Occasion of 20<sup>th</sup> Anniversary of the Administrative Court on 9 March 2021

The Administrative Court has implemented the e-Litigation Portal system (<https://elitigation.admincourt.go.th/>) so that parties can file a plaint, make testimony, make copies of documents given in evidence or as requested by the Court. The e-Litigation Portal system can also be used to pay court fees, apply for online court fee payment, make a request or an e-filing application. Parties in a case can also access their case files to examine and print documents without coming to the Court. Since 30 June 2019 there have been 1,005 registered users, and 302 cases submitted via e-filing system (as of 28 February 2021).

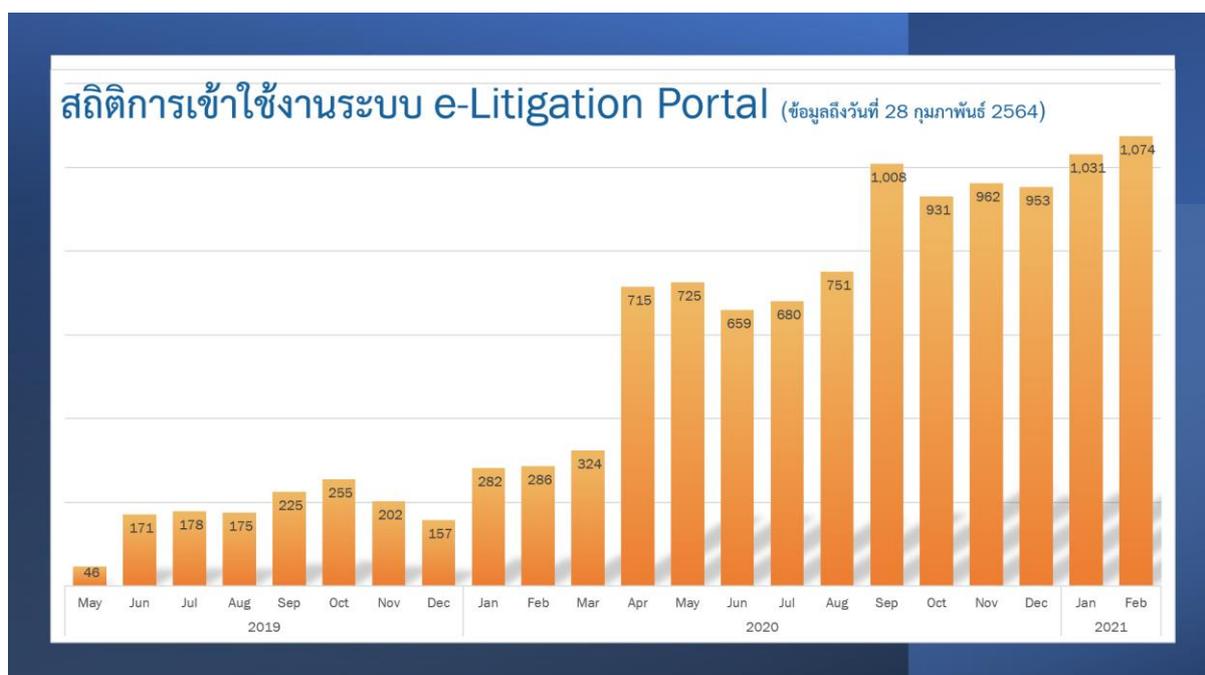
### Statistics on using the e-Litigation Portal system



Since the end of March 2020, Thailand has been impacted by the COVID-19 pandemic and this may have caused difficulties to parties in cases and made it difficult or impossible for them to exercise their rights or comply with a court order within the specified time frame. This could result in them being treated unfairly. Therefore, on 1 April 2020, President of the Supreme Administrative Court issued recommendations on fair proceedings to reduce the negative impacts of the COVID-19 pandemic. These recommendations were

intended to allow the official duties of the Administrative Court to be carried out without break in order to render administrative justice and protect people's rights. All parties, whether registered or not, can file their complaints and make inquiries or requests via the e-Litigation Portal system, registered post, or facsimile in accordance with the notification given by the Administrative Court Sub-Commission on Protection and Administration of the Situation due to the Outbreak of the Communicable Disease Coronavirus 2019 (COVID-19) dated on 28 April 2020. This will make it convenient for parties to submit their documents, requests and applications. As from the date of notification given by the President and the Administrative Court Sub-Commission, there have been 1,249 documents submitted via the e-Litigation Portal system (about 860 times/month).

### Statistics on using the e-Litigation Portal system



On 24 September 2020, the Administrative Court permitted use of electronic payment of Court fees. There are 3 online payment options: debit/credit card, bank account deduction, and internet banking.

The executives of the Administrative Court, the Office of the Administrative Courts, administrative judges, administrative case officials as well as administrative court officials can use the e-Litigation Portal system for internal proceedings. A relevant official can initially examine a complaint and enter it as a case file in the system. An executive of the Court will distribute it to any chamber. When a chamber has received the case file, the President of

such chamber will distribute it to an administrative judge in charge of the case through the system. After having received the e-case file, the judge in charge of the case can examine it and give orders relating to a plaint, an answer, a challenge, or a supplementary answer via the system. Moreover, to conduct the proceedings, he/she can issue a report, a warrant, an order, and put an e-signature by means of the e-Litigation Portal system. Furthermore, he/she can present a draft court order to the chamber for consideration. Judges can download documents presented in the meeting of the chamber and append their signatures to them. The judge-commissioner of justice can prepare statements or record oral statements and present them to the executives of the Court. These statements will be resent to the chamber in accordance with their order. The e-Litigation Portal system covers all processes of trial and adjudication of cases – filing a case, preparing a case file, examining a plaint, determining the first hearing day, and preparing a draft of judgment or order. Being able to carry out all these processes indicates that the Administrative Court has completed the development of the e-Litigation Portal system in order to provide a “one-stop service” for proceedings.

When the Administrative Court issues a notification or an order summoning relevant parties, they will be notified by registered e-mail. The e-Litigation Portal facilitates this process by sending an SMS notification to their registered telephone numbers. This allows them to monitor their cases closely and access the System for details of the notifications and orders.

The fact inquiry rooms and trial rooms have been modified to become e-Courtrooms equipped with computers, projectors, and closed-circuit television (CCTV) connected to computers and visualizers. Thus, all parties as well as other interested persons can monitor documentary evidence and make inquiries through the equipment installed. This guarantees that the evidence given by all parties is admissible by the Administrative Court in its trials and adjudications. Likewise, the audiovisual recording system is set up within the e-Courtrooms for recording the hearing, inquiry, and statements so that the Court can ask for audiovisual files later. This equipment facilitates the administrative justice process and enables it to be more transparent and just.



Additionally, parties can use the e-Litigation portal system for inquiries, participation in hearings, or for the reading of a judgment or order via video conferencing in order to save travel costs. Parties must submit an application in advance so that the Court can determine which venue can best serve the needs of the parties. The trial and adjudication of a case in an e-Courtroom is considered to be the same as a case tried before the Court. Since June 2020, there have been 43 applications using the e-Litigation portal and video conference systems for proceedings: 36 first hearing days, 3 readings of judgments, 2 statements of parties given to the Court, 1 mediation procedure, and 1 inquiry.





The development of information technology for rendering administrative justice and services during the past two decades has made it possible for the Administrative Court to become a fully-functional e-Admincourt. As it enters its third decade, the Administrative Court is preparing to be a Smart Admincourt by studying the possibility of using high technologies – Artificial Intelligence (AI), and Big data – for rendering administrative justice and improving the efficiency of services. Furthermore, data on internal organization as well as administrative cases has been prepared for AI. The Administrative Court is developing a system for searching relevant laws and precedents using AI and formulating a plan of technology adoption in drafting and examining judgments as well as searching available precedents and laws relating to a case which is currently being tried and adjudicated. These applications of technology will help to develop standards and norms of judgments issued by the Court as well as principles of administrative law for the academic domain. As the security of data is important, the Administrative Court has also improved information technology fundamentals for ensuring security and for enabling the system to check the origins and validity of data and documents stored in the system.