**Expert selection and arbitration system**

Dubai courts need experts in different fields to help them with Arbitrating disputes between individuals and organizations. In order to facilitate that, the Dubai Courts have solicited the Dubai Society of Engineers (SOE) to manage the training and certification of arbitrators as well as the management and assignment of arbitrators for dispute resolution. Dubai Society of engineers (SOE) wishes to develop an application that can manage the two distinct workflows that has been identified, that being

1. The selection, training and certification of arbitrators for dispute resolution.
2. Assignment of arbitrators to cases for dispute resolution.

Dubai society of engineers receive commissions for facilitating the resolution of disputes using arbitrators.

The work flow details for each of the workflows are discussed below respectively.

**Expert / Arbitrator Selection**

1. Portal will have a login.
2. SOE receives information on candidates interested in being trained and certified as arbitrators from the Dubai Courts
3. Information is received as a set of documents, the format of which is yet to be determined. The documents could be received as attachments (e.g. “MS Word” or “Adobe PDF”). Alternatively the documents could be scanned and uploaded into the system.
4. The candidates profile will be created in the system. The details of which are
   1. First Name
   2. Last Name
   3. Emirate ID
   4. Skype ID
   5. Email
   6. Cell Phone
   7. Home Phone
   8. DOB
   9. Address Line 1
   10. Address Line 2
   11. City
   12. State
   13. Zip Code
5. The turnaround time for the application process is 15 days
6. System will specify the list of documents as well as the types of documents that needs to be uploaded to represent the candidate (Expert/Arbitrator).
7. Once the documents have been uploaded and manually verified and authenticated by the SOE, The system is notified by the SOE to move to the next step of the workflow.
8. If the candidate does not have the necessary documents, the files on the candidates will be returned to Dubai courts.
9. SOE verifies with the candidate if they would like to appear for the test or undergo training.
10. If the candidate wishes to take the test, they will be intimated via email the time and location of the test (followed by a phone call if necessary: System to generate reminders for the SOE in charge) if the test is to be conducted at the court.
11. Else the candidate can take the test online.
12. There is a test administration fee that needs to be remitted by the candidate. The fees may be paid at the time of test at the court or it may be remitted online via a payment gateway, provided by the system under consideration.
13. A unique reference ID will be generated by the system to validate the payment. If done at the court, the receipt number of the bill need to be produced in order to appear for the exam.
14. The test will consist of sixty objective type questions.
15. The test will include four control questions in order to familiarize the candidate with the test procedure.
16. The questions for the test will be selected randomly from a previously defined database of questions.
17. The pass mark for the test is (TBD)
18. Candidates will receive the results of the test after the exam is over.
19. If the candidates failed the test, they will be allowed to take the test two more times.
20. If the candidate fails the test after the third attempt, they will have to wait for a period of 6 months before the can take the test again. System needs to validate the waiting period
21. Candidate will be prompted to take the training course in between failed attempts.
22. If the candidate fails the test a second time he will have to undergo a mandatory training program before they can take the test again.
23. The training program also requires the payment of fees.
24. The training fee may be paid online using the payment gateway provided by the system.
25. SOE will enter any comments on the test if needed
26. After the candidates pass the exam, they will be directed to appear for a written exam that is descriptive in nature.
27. The written exam will consist of 5 questions, which may be selected from a question bank.
28. If the candidate fails the written exam, they will be asked to undergo a training program. (What if they already had a training program? Also, can they retake the written test?)
29. The SOE will proctor and verify the answers. SOE will then enter their remarks regarding the test as well as pass or fail the candidate according to their discretion.
30. If the candidates passes the test, they will be called for a technical interview.
31. System will record the results of the test as well as send reminders to the candidates on upcoming exams, interviews etc.
32. System will record the results of the test as well as the various stages in the applicant’s interview process.
33. If the candidates fails the interview process, they will be notified on their short comings.
34. System will record the results of the interview as well as the comments made by the SOE.
35. If the interview is a success, a report will be generated and send to the Dubai courts and the candidate will be certified as an arbitrator.

**Case Arbitration**

The portal for case arbitration is available to both internal as well as external users. The external users of the system can be individuals or organizations.

Each set of users will have their own portal logins

1. System will have authentication and authorization to verify between an SOE user, arbitrator and clients
2. The different stakeholders and their concerns are
   1. SOE users will administer the system
   2. Arbitrators will enter the results of dispute, meeting minutes and other pertinent details of the case.
   3. Clients will use the system to register their disputes
3. Client will create their profile, if they are not already registered with the system.
4. Profile details will include
   1. First name
   2. Last name
   3. Skype ID
   4. Email ID
   5. Cell Phone No
   6. Home Phone No
   7. User ID
   8. Password
   9. Emirates ID
   10. DOB
   11. Address Line 1
   12. Address line 2
   13. City
   14. State
   15. Zip Code
5. Once the profile is created, Client will indicate the type of case for dispute resolution.
6. Client will upload relevant files related to the case.
7. A unique file number file be generated by the application as a system of reference.
8. File number will be emailed to the client.
9. System will verify all file types that needs to be submitted as well the validity of the documents
10. Once the client has submitted his case, it will be available to the SOE for verification and validation.
11. SOE will verify and validate all the files submitted to the system as well the validity of the case.
12. SOE will then submit the case to the chief arbitrator.
13. The system will include an arbitrator management system
14. Arbitrators may be added to the system and they will be classified based on their subject matter expertise.
15. The SOE will be able to view all the cases present in the system for arbitration as well as the status of the cases
16. The SOE will be able to view the cases assigned to each arbitrator.
17. Once the case is allocated the SOE will assign a chief arbitrator to the case.
18. Chief arbitrator will review the case and then assign a set of arbitrators to facilitate the arbitration process.
19. The arbitrators will review the case and indicate their interest in accepting the case as well as their charges for arbitrating the case. (May have other stipulations as well)
20. The chief arbitrator makes the final decision and assigns the case to a specific arbitrator.
21. The assigned arbitrator can download all the files related to the case.
22. SOE will schedule a meeting between the arbitrator and the client.
23. System will send emails to the clients and arbitrators, as well as record the status of the arbitration in the workflow.
24. After the meeting, arbitrator will upload or record the minutes of the meeting in the system.
25. If the case is unresolved, the SOE will continue to facilitate meetings between the arbitrator and the client until the case is resolved.
26. The arbitrator will record the meeting minutes and results of the arbitration after each meeting
27. If the case is resolved, the chief arbitrator will release the assigned arbitrator from the case.
28. It should be noted that the SOE will add an additional charge on top of the fees charged by the assigned arbitrator’s fees. This is the revenue model for SOE.
29. The client is responsible paying the fees using the online payment system provided by the application