

Cross-Regional Court Performance Assessment – Country Report

📍 Azerbaijan



European Bank
for Reconstruction and Development

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Key findings

Macro Data

Eastern Europe and the Caucasus¹

EBRD region of operation

10,137,750 (2021)²

Population size

82,646.0³

Land area (sq.km.)

5,388.0 (2021)⁴

GDP per capita in USD

Azerbaijan has higher than average scores for most dimensions, with the exception of Dimension 4. Small Claims Procedures. The relatively consistent scores for the other three dimensions indicate that Azerbaijan has applied a strategic approach to e-justice implementation and court process optimisation.

Azerbaijan obtains above average scores for most indicators in terms of **Policies and Infrastructure for E-justice**, with the exception of stakeholder engagement. The level of broadband internet access in the country is low, which might impact access to e-justice systems and tools. The overall level of development of justice system digitization is above average compared to other EBRD CoOs. The level of digitization of court processes is particularly high and, among all examined CoOs is second only to that of Estonia. Azerbaijan's strategic approach to e-Justice is evidenced by the fact that Azerbaijan's Justice Strategy includes various e-Justice system milestones, which have been met to a great extent. There is a unified CMS operating in Azerbaijan, it needs to yet cover all courts.

Regarding **Commercial Dispute Resolution**, Azerbaijan has above average scores. There are dedicated commercial courts at the first instance and specialised commercial departments at the second instance, although the procedural rules for such litigation are not different from the general civil procedure.



Notably, commercial disputes in Azerbaijan are handled using the electronic court system (e-court system): filing the statement of claim, paying the court duty, and submitting documents to the court via the e-court system is mandatory for commercial cases. The inception and continuous training in commercial law for commercial judges is well developed. While the mediation legislative framework is generally adequate, mediation settlement agreements of commercial disputes are not directly enforceable. Azerbaijan does not publicise disaggregated statistics on the effectiveness and efficiency of commercial litigation.

¹ See <https://www.ebrd.com/where-we-are.html>.

² See <https://data.worldbank.org/country/azerbaijan?view=chart>.

³ See <https://data.worldbank.org/indicator/AG.LND.TOTL.K2?locations=AZ>.

⁴ See <https://data.worldbank.org/country/azerbaijan?view=chart>.

In terms of **Uncontested Procedures for Enforcing a Claim**, Azerbaijan has slightly better than average scores, mainly due to the efficient processing of the uncontested claim case after its initial filing. Paradoxically, in Azerbaijan, the fee for the court order procedure is set in such a manner that for relatively small claims (i.e., up to EUR 5000), the court order procedure is in fact more expensive than general litigation. This may prompt creditors to proceed directly to litigation, thus engaging more court resources, rather than trying to first enforce their claim as an uncontested one. Online filing is available for the uncontested procedure, but this option is never or rarely used.

Azerbaijan achieves average scores for **Small Claims Procedures**. There are few meaningful procedural simplifications of the procedure. In the framework of this procedure, a hearing to collect evidence is never held. If, based on the initial submission of the parties it appears that any evidence needs to be collected or explanations heard, the court abandons the simplified procedure and examines the case in the framework of the ordinary procedure. Thus, like Armenia, the small claims procedure of Azerbaijan, is set in a manner that makes it very similar to non-litigious procedures.

Overall, Azerbaijan has an average level of readiness for the introduction of ODR. While the development of justice system digitization is above average, the uncontested claims procedure could be improved towards digitalisation and introducing incentives for its use. If that procedure is used on a mass scale to process uncontested claims, then the small claims procedure could incorporate more litigious elements in order to offer a procedural route for such claims that is compatible with evidence collection. The area which appears ripe for ODR related projects is commercial litigation.



Questionnaire

No.	Indicator Component	Score	Justification for the scoring and sources
Dimension 1. Policies and Infrastructure for E-Justice			
	Link to the strategy that covers e-justice (if any) and time-period of the strategy.		The State Program on the Development of the Azerbaijani Justice for 2019-2023 approved by the Presidential Order dated 18 December 2018 (https://e-qanun.az/framework/40975) ("Justice Strategy")
	Which body is responsible for digitization of the judiciary?		Ministry of Justice of the Republic of Azerbaijan (Article 6.6.1 of the Justice Strategy)
	Which body is responsible for digitization in public administration?		According to the State Program, the main body responsible for the digitization of the public sector is the Ministry of Digital Development and Transport of the Republic of Azerbaijan. The other relevant state agencies are also involved in the digitization of the public sector (depending on the sphere)
	Is there a formal coordination mechanism for digitization projects in the judiciary and public administration? What is it?		The State Program on the Implementation of the National Strategy for the Development of the Information Society in the Republic of Azerbaijan for 2016-2020 years approved by the Presidential Decree dated 20 September 2016 ("State Program") states that coordination body in the implementation of the National Strategy is the Ministry of Digital Development and Transport. However, neither the Justice Strategy, nor the State Program provides explicitly who is in charge for the coordination of the digitization projects in the judiciary and public administration.
	Does the Case Management System of the courts allow for auto-generation of parts of the judicial acts?	No	
	Can judges work remotely by accessing the Case Management System of the courts from a distance?	TBD	

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 1.1. Level of Development of E-governance and E-infrastructure			
1.1.1.	Level of internet penetration	3	85% Individuals using the Internet (% of population) - Azerbaijan Data (worldbank.org)
1.1.2.	Level of development of electronic signatures	3	The Law “On the Electronic Signature and Electronic Documents” (https://e-qanun.az/framework/5916) Electronic signatures are widely used. There are some administrative services for which electronic services is mandatory, e.g. tax authorities (but with the tax authorities it is also possible to access with a PIN). The level of online access is high and the number is increasing every year, although the general population still tends to prefer physical applications through ASAN services (administrative one stop shops). This is especially true for the services provided to general population. With the private businesses, this number is high in the tax, licensing and social protection field, but in other areas there is a need for improvements. Regulations on the “Electronic Court” Information System (https://e-qanun.az/framework/45080) Civil Procedure Code of the Republic of Azerbaijan (https://e-qanun.az/framework/46945) The electronic signatures are available to everyone. Moreover, commercial disputes in Azerbaijan are resolved by way of applying the electronic court system (e-court system): i.e. filing the statement of claim, payment of the court duty, submitting the documents with the court must be done through the e-court system. However, not all the courts have fully installed the e-court system (Lerik District Court, Aghsu District Court, Jalilabad District Court): thus, the litigants in some cases, are deprived of the opportunity to submit the documents electronically. As well, not all the government agencies have installed the electronic signature system for the online appeals/applications/submissions.
1.1.3.	Level of development of electronic documents	3	As per the above explanation, electronic documents are widely used as well.

No.	Indicator Component	Score	Justification for the scoring and sources
1.1.4.	Level of development of national electronic identification	1	The Law “On the Identity Cards of the Citizen of the Republic of Azerbaijan” (https://e-qanun.az/framework/9009) The said law provides that the electronic chip which is integrated in the ID cards includes among others the following information on the person: • the person’s previous name and surname (if they were changed); • marital status; • place of residence; • height; • eye color; • fingerprints. Please note that the ID cards cannot be used electronically.
1.1.5.	Level of online access to administrative services	3	https://www.dxr.az/dxr https://www.e-gov.az/ In the above website you can find the relevant state agency (enterprise) and the services they provide electronically. Please note that not all the services are provided electronically. The level of online access is high and the number is increasing every year, although the general population still tends to prefer physical applications through ASAN services. This is especially true for the services provided to general population. With the private businesses, this number is high in the tax, licensing and social protection field, but in other areas there is a need for improvements.
1.1.6.	Level of broadband internet access	1	According to https://www.speedtest.net/global-index the median fixed broadband download speed in Azerbaijan stands at 21.2 Mbps

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 1.2. Overall level of development of justice system digitalisation			
1.2.1.	Status of e-Justice strategy	3	The Justice Strategy includes several milestones regarding the electronic court system, including the below ones, which we believe were achieved to a large extent. • improvements in the legislation on conducting of the clerical works in the courts and preparation of the e-court system user manuals; • ensuring the gradual application of the e-court system by components in the relevant courts (of Baku, Sumgayit, Shaki and Nakhchivan jurisdictions); • application of e-filing, holding the court proceedings in the electronic form and application of the electronic circulation of documents by studying the international experience; • the improvement of the unified web-portal of the court system. The following might evidence of the achievement of the above milestones, • the relevant amendments (related to the e-court system) were introduced in the Improvement of the Manual on Conducting Clerical Work in the Courts of the Republic of Azerbaijan approved by the Decision of the Collegium of the Ministry of Justice dated 29 November 2011; • the e-court system user manual is available for public at (https://courts.gov.az/userfiles/files/e-Kabinet-Telimat-v3.pdf) • the e-court system is applied in all the courts of Baku jurisdiction, as well as in the vast majority of the courts of Shaki, Simgayit and Nakhchivan jurisdictions; • the e-filing is available in all the courts where the e-court system is installed, moreover in commercial disputes the e-filing is mandatory; • the e-court system is updated (and modified when necessary) from time to time. For example, the litigants in commercial disputes may now file the pre-trial letter of demand online (i.e. using the e-court system).
1.2.2.	Case management system (CMS) deployment rate	2	According to the data available on https://www.coe.int/en/web/cepej/replies-by-country , the CMS deployment rate stands at 50-99%
1.2.3.	Level of integration of the Case Management System	3	There is a unified CMS operating in the jurisdiction.

No.	Indicator Component	Score	Justification for the scoring and sources
1.2.4.	Official information about the justice system available over the internet	a	The website www.e-mehkeme.gov.az includes the information on the schedules of the hearings, while www.courts.gov.az provides the information of almost all the courts as well as the various forms that can be used by the citizens for filing with the court.
1.2.5.	Publication of court judgments and free online access to them	3	All or almost all the decisions of the courts (of higher and lower instances) are published (anonymized) at https://e-mehkeme.gov.az/Public/AnonymizeDecisions . Please however note that the keyword search is not available on that said website. Keyword search is available for the Supreme Court and Appeal Court decisions at E-xidmət - Qərarlar üzrə axtarış (supremecourt.gov.az).

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 1.3. Digitisation of court processes			
1.3.1.	Availability and use of e-filing	3	“E-filing” is available in the electronic court portal at www.e-mehkeme.gov.az . Please note that in commercial disputes “e-filing” is mandatory: i.e. the statement of claim in the hardcopy is not accepted. This is dictated by Article 10-1.3 of the Civil Procedure Code of the Republic of Azerbaijan (“CPC”).
1.3.2.	Availability and use of electronic service of process (e-service)	3	In the courts where the e-court system is applied, the litigants (who have signed up in e-court system), receive the notification on the court documents through email, SMS or other means. Moreover, on commercial disputes such a requirement is mandatory (Articles 135.7 and 135.8 of the CPC).
1.3.3.	Possibility to check case files and track case progress remotely	3	In the courts where the e-court system is applied (this is the vast majority of courts), the litigants (who have signed up in e-court system) receive the court documents in their account (Article 135.6 of the CPC)
1.3.4.	Possibility to hold online / videoconference hearings (for any type of case)	2	Article 10-2 of the CPC provides for the possibility to hold the court hearing by using the videoconference means, however in practice, the courts rarely refer to this option. Moreover, there were several instructions from the Supreme Court regarding of the possibility to hold the criminal proceedings by way of videoconference, however, as mentioned above, the courts were reluctant to use this option. (http://www.supremecourt.gov.az/post/view/1206 , http://www.supremecourt.gov.az/post/view/1210).
1.3.5.	Court fees	3	The e-court system provides for the online calculator at https://e-mehkeme.gov.az/Calculator . The CPC requires that the court fees be paid only through electronic payment systems (Article 108.3).
1.3.6.	Ability to initiate enforcement based on electronic enforceable titles	2	There is legislation governing electronic enforceable titles and enforcement can be initiated based on an electronic enforceable title. However, as noted in our earlier responses, not all courts in Azerbaijan are connected to the electronic court system. This answer would be valid only for those which are connected to the e-court system.

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 1.4. Stakeholder engagement			
1.4.1.	Existence of an obligation for professional court users to interact with the court only electronically	3	E-filing is mandatory for commercial cases (regardless if the party is a lawyer, a commercial entity or an individual).
1.4.2.	Availability of monetary incentives for conducting certain court actions electronically	1	There are no monetary incentives for conducting certain court actions electronically.
1.4.3.	Availability of user guides, help desk and guidance in the e-filing system	2	Only “User guide” is available at https://courts.gov.az/userfiles/files/e-Kabinet-Telimat-v3.pdf
1.4.4.	Whether court user surveys are conducted by the courts/ the judicial system on a regular basis	1	No court user surveys are conducted on a regular basis

No.	Indicator Component	Score	Justification for the scoring and sources
Dimension 2. Commercial Dispute Resolution			
	What is the definition of commercial case for the purposes of determining the jurisdiction of the commercial courts/divisions/chambers (if available in the country)?		The cases related to the entrepreneurship activity are qualified as “commercial disputes” and considered by the commercial courts (Article 26.1 of the CPC). Moreover, the Supreme Court in its decision dated 18 September 2020 provides a clarification as to which exactly cases/disputes are to be reviewed by the commercial courts, which among others include: bankruptcy cases, corporate matters, voluntary restructuring of the bank’s obligations.
	Have significant reforms of commercial dispute resolution been introduced in the previous three years in the country (e.g., changes to the practice and procedure of commercial litigation and/or related alternative dispute resolution (ADR))? Briefly describe the nature and impact of the reforms.		As from 1 July 2021, the initial mediation session is mandatory, inter alia, for the commercial disputes (the Law on Mediation of the Republic of Azerbaijan (“Mediation Law”), Articles 28, 29 and 39). The law provides that where there is a commercial dispute, the parties should seek the resolution initially by way of mediation. If the litigant skips the mediation phase and applies directly to the court, the court returns the statement of claim and requires that he/she submit the relevant certificate issued by the mediator, which demonstrates that The litigant refers to the mediation session prior applying to the court.
	What has been the impact of the COVID-19 pandemic on commercial litigation in the country, e.g. introducing more electronic interactions?		The COVID-19 pandemic left no impact on the commercial litigation in terms of novelties in the law (including introducing more electronic interactions).
	Number of female/male judges in the country.		According to the date available at https://courts.gov.az/az/main/judges the total number of first-instance judges is 377: 68 females and 309 males. Please note that the most recent updates on the said website are reflected with certain delays.
	Number of female/male first-instance commercial judges in the country.		According to the date available at https://courts.gov.az/az/main/judges the total number of first-instance commercial judges is 19: 4 females and 15 males.

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 2.1. Level of specialisation of commercial dispute resolution			
2.1.1.	Availability of a specialised commercial court or specialised commercial divisions in courts	3	There are specialized first-instance commercial courts. Appeal courts and the Supreme Court have commercial chambers (Articles 19, 53, 62, 78 of the Law on Courts and Judges available at https://e-qanun.az/framework/3933)
2.1.2.	Modifications of the general procedural rules in respect of commercial cases as compared to general civil cases	1	There is no principal difference in respect of the procedural rules in commercial and civil cases.
2.1.3.	Inception training in commercial law for commercial judges	3	There is mandatory inception training for judges includes the judges of the commercial courts on various topics (including the commercial law).
2.1.4.	Continuous (regular) commercial law training for commercial judges	3	Despite the fact, that the law is silent in this regard, there are de-facto mandatory trainings in commercial law provided regularly to judges of the commercial courts.
2.1.5.	Capacity building for commercial judges' judicial assistants or for other types of specialised judicial clerks engaged in commercial justice (e.g., rechtspflegers)	2	The judges of the commercial courts have judicial assistants; however they do not receive any specialized training in commercial law

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 2.2. Use of mediation/ADR tools			
2.2.1.	Availability of mediation in civil/ commercial disputes	3	As from 1 July 2021, the initial mediation session is mandatory for the commercial disputes Mediation Law, Articles 28, 29 and 39). Moreover, the court is free to offer to litigant to refer to mediation in order to resolve the dispute (Article 14.3-1 of the CPC).
2.2.2.	Availability of an official register of mediators accessible online	3	There is the official registry of mediators available at http://mediasiya.gov.az/mediasiya-reyestri/mediatorlar (see Article 15 of the Mediation Law). The mediators must complete the initial training for mediators and obtain a certificate (Article 10.1.4 of the Mediation Law).
2.2.3.	Availability of incentives for mediation	3	See answer to the question 2.2.1 There is a requirement o to have a mediation session before going to court in commercial, family and employment disputes. The fee paid to mediator (in preliminary mandatory mediation,) is deducted from the court fee. While this does not in effect happen in the case of successful mediation but, rather, serves as a monetary relief for any mediation, it is considered to be akin to the reduction of the court fee incentive and therefore the score is 3.
2.2.4.	Enforceability of mediation settlement agreements	1	The mediation agreement is fulfilled voluntarily, otherwise the non-defaulting party may refer to the court for its approval (Article 34.3 of the Mediation Law). The court considers the application by way of simplified proceedings (Article 305 of the CPC).
2.2.5.	Availability and use of online solutions for out-of-court settlement	1	There are no online solutions for out-of-court settlement of the disputes

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 2.3. Efficiency and effectiveness of commercial litigation (to be assessed only if statistical disaggregation of commercial cases is available)			
2.3.1.	Clearance rate of first-instance commercial cases for the latest year for which statistics is available	N/A	
2.3.2.	Disposition time of 1st instance commercial cases as compared to CoE median for first-instance civil/commercial cases	N/A	
2.3.3.	Disposition time of commercial cases as compared to the disposition time of general 1st instance civil cases in the latest year for which statistics is available	N/A	
2.3.4.	Dynamic of commercial cases disposition time over a 3-year period (the latest 3 years for which data is available)	N/A	

No.	Indicator Component	Score	Justification for the scoring and sources
Dimension 3. Uncontested Procedures for Enforcing a Claim			
	What is the name of the procedure (e.g., order for payment, issuance of a writ of execution based on document, other)? If there are several such procedures, please, describe each of them.		Order proceedings. Such proceedings are related to the obvious claims of the creditor or undisputed obligations of the debtor. If the debtor files the objection against a claim in a timely manner, the court decides on considering the claim on the ordinary basis. The court order is issued without holding a hearing and summoning the parties within 3 days from the date of registration of the claim with the court (Articles 276, 280, 282 of the CPC).
	Which authority is entrusted with examining claims that may be uncontested by the debtor?		The courts
	If the courts are competent to examine such claims, do the general rules of territorial jurisdiction apply to them or is the process centralized?		The rules of territorial jurisdiction apply to them (Articles 272 and 284-2 of the CPC). The CPC states that the claims in the order proceedings and simplified proceedings must be submitted based on the general jurisdictional rules.
	What claims is the procedure applicable to (i.e., only claims based on certain trustworthy documents such as checks, bills of exchange, notary deeds, utility claims, or also all types of civil and commercial monetary claims)?		Claims which • are based on the transaction concluded in written form, • are based on the objection of the notary with regard to the unpaid, non-accepted and/or non-dated bills of exchange, • relate to the calculated but not paid salary to the employee; • relate to the remainders of the taxes or mandatory state insurance fees to be paid by the individuals; • are submitted with the purpose of demanding the alimony. fall under the scope of order proceedings.
	Is there a monetary threshold for applying the uncontested claims procedure?		No. the monetary threshold applies only for the small claims.

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 3.1. Ease of filing			
3.1.1.	Effective self-representation	3	Self-representation is allowed, and the process is simple enough so that most corporate creditors do not engage a lawyer. Moreover, the counsel's fees for such a procedure are oftentimes disproportional to the claimed amount.
3.1.2.	Availability and use of forms for filing the claim	1	There are no standard forms for filing the claim.
3.1.3.	Availability and use of online filing	2	The law allows for e-filing but this option is never or rarely used, since the litigants rarely involve the advocate or they do not have e-signature (with-out which the claim may not be submitted).
3.1.4.	Level of court fees for filing a claim	1	The fee for filing the claim on the ordinary basis is differentiated, i.e. depends on the amount of the claim. The fee for claim in the order proceedings is 100 AZN (Article 8.2. of the Law On State Duties available at https://e-qanun.az/framework/2860). For a 2000 EUR claim the court fee in the ordinary court procedure will be 54 AZN (approx. 32 EUR) in the order proceedings – 100 AZN (59 USD). Thus, for lower value case, the order for payment procedure is actually more expensive in terms of court fee than the general one. For a 5000 EUR claim, the fee for the ordinary procedure would amount to 105 AZN. Again, it is slightly more expensive than the order for payment one. This ratio changes with the increase of the value of the claim thus making the orderfor payment procedure more beneficial for larger claims.
3.1.5.	Simplified rules on attachment of evidence to the claim	2	Documentary evidence is required (Article 278.2.5 of the CPC) but may also be sent by electronic means

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 3.2. Efficient processing			
3.2.1.	Predictability of the timelines for pronouncement	3	The timelines for pronouncement on applications under the procedure are set in the law and/or in another instrument and are usually complied with across the country
3.2.2.	Length of timelines for pronouncement	3	The court order is issued within 3 days as from the date of registration of the claim with the court (Article 280 of the CPC). The courts in most of the cases comply with requirement.
3.2.3	Availability of options for service to the debtor without proof of receipt	3	The ordinary servicing rules apply to the order proceedings. The notice is sent usually both (i) in hard copy to the registered address of the defendant/debtor and (ii) through the SMS to the mobile number (Articles 135.2 and 135.7 of the CPC). When delivered in hard copy, the delivery slip must be countersigned by the person who receives the notice (Articles 135.2, 135.3 of the CPC). The following two methods are available: (a) personal service at the defendant's personal address on persons who are living in the same household as the defendant or are employed there. (b) in the case of a self-employed defendant or a legal person, personal service at the defendant's business premises on persons who are employed by the defendant. The other persons receiving the document must countersign to confirm they received the documents.
3.2.4.	Ease of debtor's objection	2	Debtor does not need to justify his/her/its position No guidance is provided to the debtor as to the consequences of objecting/not objecting, e.g. on the back of the document.

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 3.3. Effective linkages between the uncontested procedure and the procedure following a statement of opposition			
3.3.1.	Consequence of debtor's lack of objection	2	If the debtor does not object against the court order within 10 days from the date of the receipt of the order, the court order enters into force. When the defendant objects partially against the court order, the court switches the whole case to the litigious proceedings.
3.3.2.	Launching the litigious stage of the procedure	2	If the debtor files the objection against the issued court order, the court cancels the order and switches to ordinary court proceedings.
3.3.3.	Link between the fees due in the uncontested claims procedure and in the litigious procedure	N/A	The state duty for initiating the order proceedings amounts to 100 AZN, whereas in the ordinary proceedings, the amount of the state duty depends on the amount claimed. However, the CPC is silent as to how the shortcuts or overpayment in paid state duties are to be resolved when the uncontested proceeding is switched to the ordinary court proceedings. It appears that in practice the claimant does not pay any additional fee but this matter is unregulated.
3.3.4.	Management of statements of opposition	N/A	

No.	Indicator Component	Score	Justification for the scoring and sources
Dimension 4. Small Claims Procedures (this dimension is to be evaluated only in case a small claims procedure is available)			
	What is the name of the procedure (e.g., small claims procedure, simplified procedure, written procedure, fast-track procedure, other)? If there are several such procedures, please, describe each of them.		Simplified proceedings for small claims. The small claims are the claims the amount of which is below 5 000 AZN in civil cases and 10 000 AZN in commercial cases. The small claims are considered by the court within 30 days from the date of registration of the claim with the court (Articles 284-1 and 284-5 of the CPC).
	Is there a special small claims court or a special court division examining small claims?	No.	
	What is the monetary threshold for the applicability of the procedure?		Below 5 000 AZN in civil cases and 10 000 AZN in commercial cases
	What claims is the procedure applicable to?		All the types of civil and commercial monetary claims

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 4.1. Ease of filing			
4.1.1.	Effective self-representation	3	Self-representation is allowed, and the process is simple enough so that most litigants do not engage a lawyer. Moreover, the counsel's fees for such a procedure are oftentimes disproportional to the claimed amount.
4.1.2.	Existence of forms for filing the claim	1	There are no standard forms for filing a claim
4.1.3.	Availability and use of online filing	2	The law allows the e-filing but this option is never or rarely used, since the litigants rarely involve the advocate or they do not have e-signature (with-out which the e-filing may not be effected).
4.1.4.	Guidance to self-represented litigants	1	There are no special rules that require judges/court clerks to provide guidance to self-represented litigants

No.	Indicator Component	Score	Justification for the scoring and sources
Indicator 4.2. Availability of meaningful procedural simplifications of the small claims procedure			
4.2.1.	Statutory timelines in the small claims procedure	3	The small claims under the simplified proceedings must be considered within 30 days from the date of registration of the claim with the court; whereas the claims in the civil/commercial cases are reviewed within 2-4 months (Articles 172 and 284-5.3 of the CPC).
4.2.2.	Simplified evidentiary rules	1	Evidentiary rules in the small claims procedure are the same as the evidentiary rules in the ordinary court proceedings in civil/commercial cases
4.2.3.	Simplified rules on hearings	2	There is never a hearing in the simplified proceedings for small claims. The case is considered based on the submitted documents without summoning the parties and holding the hearing (Article 284-5.3). If the court deems it necessary to conduct further investigation, review of the evidence, summon the parties to receive their explanations etc, the court switches to litigious proceedings (Article 284-5.4.4).
4.2.4.	Special rules on encouraging conciliation or mediation	1	There are no special rules on encouraging conciliation or mediation.
4.2.5.	Simplified content of the judgment	1	The content of the judgment in the simplified proceedings is the same as the one in general litigation.
4.2.6.	Modifications to the rules on appealing the judgment in the small claims procedure	1	The appealing procedure is the same as in the litigious proceedings.

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