

# منظومة

ديوان المظالم 2030



## The Board of Grievances Framework 2030

### For Leadership and Maximized Impact

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01

## Message

H.E. the Chairman of the Board of Grievances  
Chairman of the Administrative Judicial Council

**Dr. Ali bin Ahmed Alohaydib**

**Praise be to Allah alone, and peace and blessings be upon our Prophet Muhammad, his family, and all his companions. To proceed:**

**Leadership** is not built on ambitions alone; rather, it is established upon a solid framework of values and principles that drive achievement, maximize its impact, and ensure its sustainability. Throughout history, experiences have proven that civilizations and nations, regardless of their direction, rise only upon firm foundations of mastery, efficiency, and excellence. These are the pillars upon which accomplishments are constructed, and by which the status of countries, institutions, and individuals is measured. To the extent that nations master their work, their achievements are recorded, and their legacy is immortalized in the pages of history.

**At the Board of Grievances**, and by the grace of Allah first, and then through the generous support that the administrative judiciary facility receives from the Custodian of the Two Holy Mosques, along with the continuous care and follow-up of His Royal Highness the Crown Prince—may Allah protect them—the Board of Grievances continues its journey toward a new phase of institutional and judicial development. This journey keeps pace with the developmental renaissance, rapid transformations, and grand national ambitions witnessed by the Kingdom. It anticipates broader horizons in performance, innovation, and output quality by adopting modern visions and advanced work methodologies that contribute to consolidating leadership, raising the efficiency of judicial and administrative work, and maximizing its impact.

**From this premise** emerged 'The Board of Grievances framework 2030 for Leadership and Impact Maximization'. It serves as the roadmap for the future of the administrative judiciary and embodies the leadership approach pursued by the Board of Grievances. This is achieved by harnessing human capabilities, competencies, and advanced technologies, thereby contributing to improving the quality of operations, raising their efficiency, and attaining the highest levels of resource utilization. The time has come to transition to a stage of broader impact and deeper results, focused on maximizing the value of work, enhancing its outcomes, and ensuring its sustainability and leadership.

**In conclusion**, I emphasize that the system of leadership and impact maximization at the Board of Grievances was prepared based on specialized studies and experiments, with the active participation of the Board's personnel and national talents. This ensures—Allah willing—the achievement of its targets, its alignment with reality, and its adaptability to future aspirations. We are fully confident that the efforts you exert and the initiatives and innovations you present will have a profound impact on achieving the objectives of this framework, consolidating leadership, maximizing impact, and forging a more distinguished and sustainable future for the Board of Grievances.

Chairman of the Board of Grievances  
Chairman of the Administrative Judicial Council  
**Dr. Ali bin Ahmed Alohaydib**

02

## Introduction

Board of Grievances 2030 Framework Team

**The Board of Grievances 2030 Framework** represents a roadmap toward a more advanced future for administrative justice one that is more effective, efficient, and sustainable. It contributes to achieving strategic objectives with a clearer vision, deeper impact, and a more sustainable approach. The Framework has been designed as a strategic guide for the future and strengthens the Board of Grievances' readiness to keep pace with national transformations and support the ongoing development of the administrative judiciary system.

**The Framework establishes** a comprehensive institutional system that responds to the aspirations of beneficiaries and stakeholders. It focuses on investing in human capital, institutional capabilities, and advanced technologies, transforming these aspirations into initiatives and value-generating actions that enhance performance quality, improve resource efficiency, create sustainable institutional impact, and reinforce administrative justice and governance.

**The Board of Grievances**, through this Framework, emphasizes the competence of its workforce, its stimulating work environment, and its effective partnerships. It also focuses on developing its digital infrastructure and expanding the use of modern technologies and artificial intelligence to facilitate litigation procedures, accelerate case resolution, disseminate legal awareness and knowledge, and strengthen institutional integration. The Framework is therefore a call toward broader horizons of leadership and innovation, and toward building a future that is more efficient, sustainable, and strategically planned.

**Board of Grievances 2030  
Framework Team**



# 03

## Foundations of Building

the Board of Grievances 2030 Framework



1	The Board of Grievances Law and the Law of the Judiciary	5	Global trends and research in the field of administrative justice
2	Requirements of legislative bodies and the government's central direction	6	Requirements of emerging technologies
3	Directions of the Board of Grievances' leadership, and priorities	7	Criteria of the King Abdulaziz Quality Award and institutional excellence
4	Expectations and requirements of beneficiaries and stakeholders	8	Methodologies and modern practices in framework management



# 04

## Methodology for Building

the Board of Grievances 2030 Framework



A balanced methodology (BSC) was used in preparing the Board of Grievances 2030 Framework to lead and guide its implementation. It serves as a comprehensive management tool for translating vision and strategy into a set of objectives. The methodology, approved by the National Center for Performance Measurement (Adaa), is based on the following perspectives.

<b>Beneficiaries Perspective</b>	Focuses on improving the quality of communication and services provided to beneficiaries and stakeholders of the Board of Grievances, fulfilling their aspirations, and building effective partnerships that strengthen ongoing engagement with them.
<b>Financial Perspective</b>	Includes objectives, indicators, and initiatives aimed at improving financial planning quality, reducing operational costs, enhancing spending efficiency, supporting local content through Board initiatives and projects, and ensuring financial sustainability.
<b>Processes Perspective</b>	Concerned with improving internal judicial and administrative operations within the Board of Grievances, developing technical functions and emerging technologies, enhancing innovation in service delivery, supporting justice achievement, and strengthening cooperation and integration among departments and courts to accomplish the Framework's objectives.
<b>Capabilities Perspective</b>	Focuses on attracting, developing, and empowering human capital within the Board of Grievances, establishing sound governance, activating institutional and technical infrastructure, and developing regulations, policies, procedures, and administrative capabilities to achieve highly efficient internal operations that generate value for beneficiaries of administrative justice services.



# 05

## Concepts and Terminology of the Board of Grievances 2030 Framework



### Framework Pillars

▶ The major issues and core areas upon which the Board of Grievances 2030 Framework is built to achieve leadership and maximize impact. These pillars represent the primary domains that the Framework seeks to develop and improve and serve as the main foundation for directing efforts and prioritizing initiatives toward desired outcomes.

### Framework Outcomes

▶ The desired objectives and outcomes associated with the Framework's key focus areas and domains. Effective implementation of the Framework leads to achieving these intended outcomes.

### Framework Objectives

▶ The targets that define the direction of the Board of Grievances 2030 Framework toward leadership and maximizing impact over the long term. They support its vision and mission and create a balance among growth, sustainability, quality, efficiency, innovation, and excellence.



# 06

## The Vision

Mission, and Values



 **The Board of Grievances Vision:**

**Leadership** in administrative judiciary.

 **The Board of Grievances Mission:**

An independent administrative judiciary that adjudicates disputes with distinction and transparency to achieve prompt justice, through qualified cadres, modern administration, simplified procedures, and enforced and advanced technological pillars within an inspiring environment, while building collaborative relationships and promoting judicial awareness.

 **Mission Components:**



**Prompt Justice**



**Qualified Cadres**



**Inspiring Environment**



**Simplified Procedures**



**Collaborative Relationship**



**Promoting Judicial Awareness**

## The Board of Grievances Values:



### Justice

Justice is the foundation of governance in the Kingdom of Saudi Arabia, in accordance with the provisions of Islamic Sharia and the regulations of the Kingdom. The judicial authority represents one of the components of governance in the Kingdom, cooperating with other authorities in performing their roles and functions, and the King is the reference for these authorities. Based on this, the right to litigation is guaranteed to all citizens and residents in the Kingdom equally.

### Independence

Independence is a core value for the Board of Grievances, confirmed by the judicial systems in the Kingdom through granting judges an independent authority, and there is no authority over judges in their rulings except the Islamic Sharia and enforced regulations, and no one is allowed to interfere in the judiciary, which is what the Board of Grievances systems confirm, as justice cannot be achieved except through the independence of the judiciary.

### Achievement

The Board of Grievances achieves its leadership by applying standard criteria and practice in resolving disputes promptly, which realizes the value of justice. Given the importance of the value of achievement, the Board of Grievances will emphasize ease and speed of execution in adjudicating disputes and enforcing judgments.

### Distinction

Institutional distinction represents a core value for the Board of Grievances; its realization in the judicial field reflects the future vision of the Board of Grievances in leadership, continuous justice, and institutional distinction, as well as utilizing digitalization and artificial intelligence to increase the efficiency of the administrative judiciary facility.

### Transparency

In order for the Board of Grievances to achieve leadership in the administrative judiciary, it must realize transparency in its work, systems, and operations as a whole, and apply everything that enhances the principle of transparency and its consolidation.

### Communication

The Board of Grievances does not achieve leadership except through continuous communication, building active relationships with internal and external beneficiaries and stakeholders, and achieving partnerships with all parties to ensure the fulfillment of the value of justice.

### Leadership

A core value in the vision of the Board of Grievances and its aspirations for continuous improvement of all its operations and systems, as the realization of leadership by the Board of Grievances in its field achieves the values of justice.



# 07

## **Pillars, Outcomes, and Objectives** of the Board of Grievances Framework 2030



## Framework Pillars:

### First Pillar: Governance and Institutional Distinction

To provide distinguished judicial and administrative services to the beneficiary by preparing a judicial environment and modern, precise, and fast administrative processes. This environment adopts governance standards to ensure the execution of roles and responsibilities, enhance the matrix of authorities, and improve the data quality of national and international indicators related to the Board. It also contributes to attracting qualified human cadres and elevating the skills of judges and administrative staff, developing them to offer comprehensive, distinguished, and highly productive services that achieve leadership in the administrative judiciary.

### Second Pillar: Innovation and Creativity

Establishing a system of creativity and innovation and developing it to achieve advanced judicial operations, contributing to the framework's realization of prompt justice, and inventing scientific and practical methods to build judicial services that ensure increased beneficiary satisfaction and improve judicial and administrative operations of the Board of Grievances.

### Third Pillar: Effective Communication

Building bridges of trust, increasing communication efficiency, and cooperating with beneficiaries and stakeholders through qualitative and effective partnerships. It works continuously to ensure gap resolution, captures and fulfills beneficiary aspirations, benefits from their suggestions to elevate services, and targets qualitative partnerships at regional and international levels while maximizing the utilization of relations, experiences, and international expertise.

### Fourth Pillar: Emerging Technologies

Enabling the Board of Grievances to provide digital judicial services that rely on reliability through a modern institutional infrastructure that ensures data quality. It also employs emerging technologies to raise service efficiency, support decision making, and empower the beneficiary and the Board's personnel through fast execution of judicial and administrative operations using secure digital applications.

### Fifth Pillar: Financial Planning Quality

Achieving financial planning for the Board of Grievances by building financial revenue policies that contribute to diversifying and developing self-revenues, and ensuring the sustainability of the Board's resources. This is achieved by applying scientific methodologies to govern resources, improve spending efficiency, control operational costs, increase asset investment, and enhance investment partnerships with the private sector without compromising the quality of institutional performance of the administrative judiciary.

Framework Outcomes:



**Distinguished Judicial  
Services**



**Innovative Judicial  
System**



**Qualitative  
Partnerships**

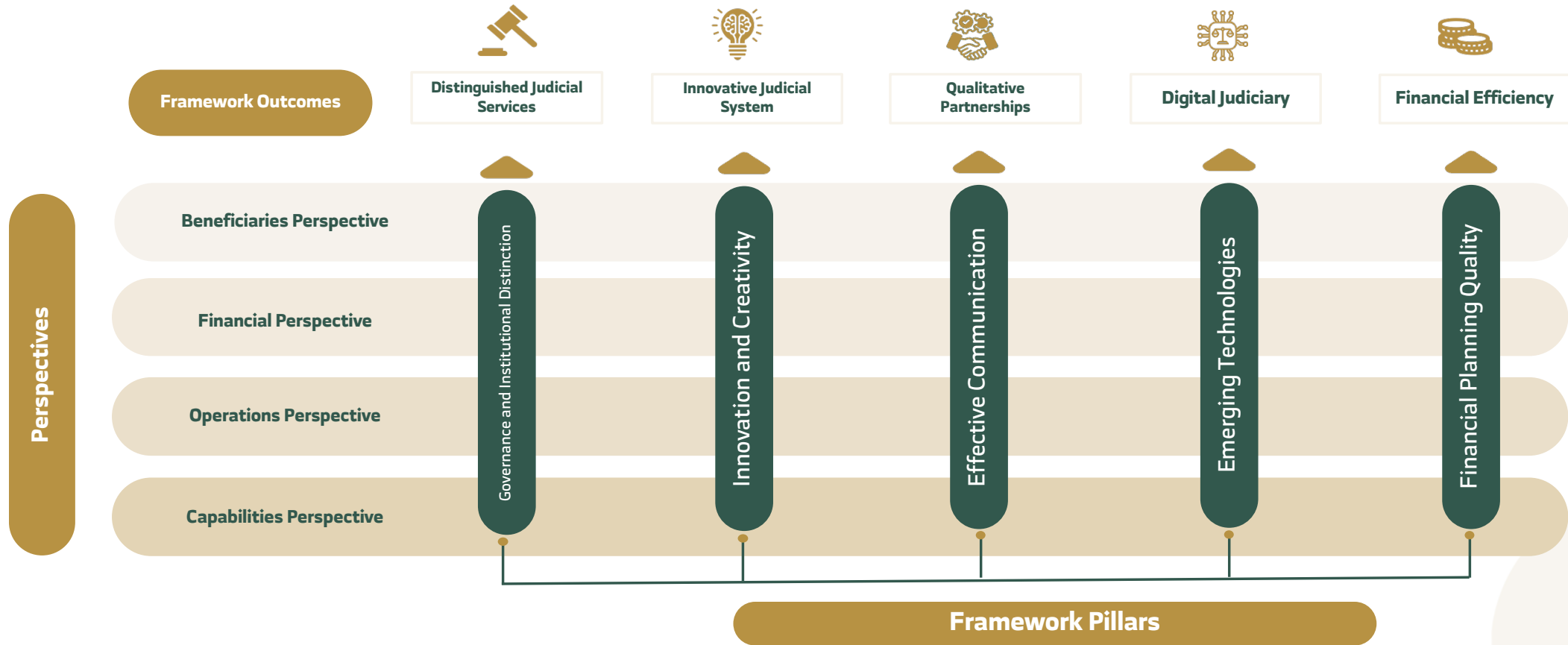


**Digital Judiciary**



**Financial Efficiency**

## Framework Pillars and Outcomes in Balanced Scorecard:



## Objectives of the Board of Grievances Framework 2030:

<b>Beneficiaries</b>	<b>Enhancing Local and International Partnerships</b>	<b>Elevating Beneficiary Service Quality</b>	
<b>Financial</b>	<b>Raising Financial Planning Efficiency</b>	<b>Diversifying Financial Revenue Sources</b>	
<b>Operations</b>	<b>Employing Emerging Technologies in Administrative Judiciary</b>	<b>Enhancing Administrative Judiciary System Efficiency</b>	<b>Providing Innovative Judicial Services</b>
<b>Capabilities</b>	<b>Developing Regulatory and Information Environment</b>	<b>Developing Human Cadres Capabilities and Skills</b>	

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The Board of Grievances Framework 2030

