

# Process Diagram of Tourist Section (Civil/Consumer Cases)

The tourists lodge their complaints by themselves ,or the Tourist Case Section receives the petition form the Ministry of Tourism and

1. Providing the tourists with advice and assistance to prepare their complaints with an interpreter as supported by

2. Prepare the correct complaints for the tourists, to making a mediation appointment on the next working day, and informing them and persons concerned to go to the court having jurisdiction on schedule.

3. Registering a case on a court docket, and issuing a black case

4. Preparing the file of the case:  
- proposing a new file  
- paying a fee for sending a summons/a copy of complaint

5. Coordinating with the representative from the ministry of Tourism and Sports to inform the defendants and an interpreter as well as persons concerned in order to prepare themselves before mediation.

6. - Preparing a mediation file  
- Registering on a mediation docket

7. Coordinating and facilitating mediation proceedings until the

8. Mediation

Do not Success

Success

Returning the case to trial

- Making a compromise contract  
- Proposing a compromise contract as agreed to the

- forwarding the case file to a directory section

9. Coordinating and informing the case result to the tourists or their representatives, and give advice in case of legal execution