



“Improving the quality and efficiency of the judicial system through infrastructure development and better management”

Component II: “Improvement of the way cases are handled by the judicial system by applying tried and tested methodologies developed by the Council of Europe”

CO-OPERATION PROGRAMME
BETWEEN THE MINISTRY OF JUSTICE OF THE REPUBLIC OF CROATIA
AND
THE EUROPEAN COMMISSION FOR THE EFFICIENCY OF JUSTICE (CEPEJ)

Workshop – Presentation of the work carried out in the Municipal Court of Karlovac

Draft Agenda - 12 April 2016
To be completed by Croatian authorities

Venue: Kuća Europe, Ulica Augusta Cesarca br. 4 (Cesarčeva 4), 10000 Zagreb

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| 10h00 – 10h15 | Welcome and foreword by Mr Ivan Crncec, Assistant Minister |
| 10h15 – 11h00 | General presentation by Mr Georg Stawa, CEPEJ President, and Mr Adis Hodzic, CEPEJ expert <ul style="list-style-type: none">- Presentation of the cooperation programme- Presentation of the work carried out in the court of Karlovac from the expert's point of view- General presentation of the Guidance Manual- Presentation of the findings of the Performance Analysis by Mr Adis Hodzic |
| 11h00– 11h30 | Presentation of the work carried out in the court by Mr Tomislav Maras, President of the Court of Karlovac |
| 11h30– 11h45 | Coffee break |
| 11h45 –13h00 | First topic: the setting up and implementation of timeframes by Mr Marco Fabri, CEPEJ expert <ul style="list-style-type: none">- Introduction on timeframes and SATURN works- Presentation of the steps of the implementation of timeframes in the Court of Karlovac- Methodology used and actions undertaken in Karlovac- Reaction of the Court of Karlovac by Mr Tomislav Maras- Exchange of views with the representatives of the Courts of the Zagreb region |

13h00– 14h00	<i>Lunch break</i>
14h00– 15h00	Second topic: mediation, conciliation and settlements by Ms Nina Betetto and Ms Simone Kress, CEPEJ experts <ul style="list-style-type: none"> - Presentation of the steps to develop mediation in the Court of Karlovac - Problems encountered in Karlovac and alternative solutions proposed - Exchange of views with the representatives of the Courts of the Zagreb region
15h00 – 15h30	Third topic: recommendations on judicial experts by Ms Simone Kress, CEPEJ expert <ul style="list-style-type: none"> - An introduction on the work carried out in Karlovac on judicial experts - Presentation of the different steps undertaken by the court of Karlovac - Exchange of views with the representatives of the Courts of the Zagreb region
15h30 – 15h45	<i>Coffee break</i>
15h45 – 16h45	Fourth topic: the introduction of satisfaction surveys <ul style="list-style-type: none"> - Introduction on the CEPEJ questionnaires for professional and non-professional users - Presentation of the steps of the implementation of surveys in the Court of Varaždin - Problems encountered in Varaždin and methodology used - Reaction of the Court of Varaždin - Exchange of views with the representatives of the Courts of the Zagreb region
16h45 – 17h30	Conclusion: General feedback from the municipal courts of the Zagreb region
17h30	<i>End of the meeting</i>

List of participants

CEPEJ experts

Nina BETETTO, Judge, Vice-President of the Supreme Court, Ljubljana, Slovenia, e-mail: nina.betetto@sodisce.si

Hélène JORRY, Deputy Director for quality, Cergy-Pontoise University, Cergy-Pontoise, France, e-mail: jorryhelene@yahoo.fr

Simone KRESS, Judge, Vice-President of the Regional Court of Cologne, Cologne, Germany, e-mail: simone.kress@lg-koeln.nrw.de

Marco FABRI, Director, Research Institute on Judicial Systems, National Research Council of Italy (IRSIG-CNR), Bologna, Italy, e-mail: mfabri@irsig.cnr.it

Adis HODZIC, Senior Advisor for Statistics, Secretariat High Judicial and Prosecutorial, Council of Bosnia and Herzegovina, Sarajevo, Bosnia and Herzegovina, e-mail: adis.hodzic@pravosudje.ba

Georg STAWA, Head of Department, Strategy, Innovation and Information Management, Federal Ministry of Justice, Vienna, Austria, e-mail: georg.stawa@bmj.gv.at (Chair of the CEPEJ)

Council of Europe

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Croatian Authorities**Ministry of Justice**

To be completed by Croatian authorities

Municipal Court of Karlovac

Tomislav MARAS, President of Municipal Court

To be completed by Croatian authorities

Translator

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BETWEEN THE MINISTRY OF JUSTICE OF THE REPUBLIC OF CROATIA
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THE EUROPEAN COMMISSION FOR THE EFFICIENCY OF JUSTICE (CEPEJ)**

Workshop – Presentation of the work carried out in the Municipal Court of Karlovac

**Draft Agenda - 13 April 2016
*To be completed by Croatian authorities***

Venue: ATRIUM-HOTEL grupa d.o.o., Domovinskog rata 49 A, 21000 Split

10h30 – 10h45 Welcome and foreword by Mr Ivan Crncec, Assistant Minister

10h45 – 11h30 General presentation by Mr Paul Meyer, Project Manager and Mr Adis Hodzic, CEPEJ expert

- Presentation of the cooperation programme
- Presentation of the work carried out in the court of Karlovac from the expert's point of view
- General presentation of the Guidance Manual
- Presentation of the findings of the Performance Analysis by Mr Adis Hodzic

11h30 – 12h00 Presentation of the work carried out in the court by Mr Tomislav Maras, President of the Court of Karlovac

12h00 – 12h15 *Coffee break*

12h15 – 13h15 First topic: the introduction of satisfaction surveys by Ms Hélène Jorry, CEPEJ expert

- Introduction on the CEPEJ questionnaires for professional and non-professional users
- Presentation of the steps of the implementation of surveys in the Court of Varaždin
- Problems encountered in Varaždin and methodology used
- Exchange of views with the representatives of the Courts of the Split region

13h15 – 14h15	<i>Lunch break</i>
14h15 –15h30	Second topic: the setting up of timeframes by Mr Marco Fabri, CEPEJ expert <ul style="list-style-type: none"> - Introduction on timeframes and SATURN works - Presentation of the steps of the implementation of timeframes in the Court of Karlovac - Methodology used and actions undertaken in Karlovac - Exchange of views with the representatives of the Courts of the Split region
15h30 – 15h45	<i>Coffee break</i>
15h45 – 16h45	Third topic: mediation, conciliation and settlements by Ms Simone Kress, CEPEJ expert <ul style="list-style-type: none"> - Presentation of the steps to develop in the Court of Karlovac - Problems encountered in Karlovac and alternative solutions proposed - Exchange of views with the representatives of the Courts of the Split region
16h45 – 17h15	Fourth topic: recommendations on judicial experts by Ms Simone Kress, CEPEJ expert <ul style="list-style-type: none"> - An introduction on the work carried out in Karlovac on judicial experts - Presentation of the different steps undertaken by the court of Karlovac - Exchange of views with the representatives of the Courts of the Split region
17h15 – 18h00	Conclusion: Feedback from the courts on the Guidance Manual
18h00	<i>End of the meeting</i>

List of participants

CEPEJ experts

Hélène JORRY, Deputy Director for quality, Cergy-Pontoise University, Cergy-Pontoise, France, e-mail: jorryhelene@yahoo.fr

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Croatian Authorities**Ministry of Justice**

To be completed by Croatian authorities

Municipal Court of Karlovac

Tomislav MARAS, President of Municipal Court

To be completed by Croatian authorities

Translator

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