

Strasbourg, 1 August 2011

**EUROPEAN COMMISSION FOR THE EFFICIENCY OF JUSTICE  
(CEPEJ)**

**NETWORK OF PILOT COURTS**

**6th Plenary Meeting  
Strasbourg, Agora building  
22 September 2011**

**PREPARATORY QUESTIONNAIRE ABOUT ITEM 5 OF THE AGENDA  
"WHICH INDICATORS FOR MEASURING THE QUALITY OF JUSTICE ?"**

Name of the pilot court: .....BASIC COURT IN BIJELO POLJE .....

Country: .....MONTENEGRO.....

**I. Is there in your ... a programme or programmes regarding the quality of justice ?**

- |   |            |    |
|---|------------|----|
| A. Country                                  | <b>yes</b> |    |
| B. Region (for instance for federal states) | yes        | no |
| C. Court                                    | <b>yes</b> |    |

**II. If yes, which scopes are concerned by these programmes in the five following fields (to know the content of these fields, please refer to the Checklist for promoting the quality of justice and courts**

[http://www.coe.int/t/dghl/cooperation/cepej/quality/default\\_EN.asp](http://www.coe.int/t/dghl/cooperation/cepej/quality/default_EN.asp) ) ?

- |   |            |    |
|---|------------|----|
| A. Strategy and policies  | <b>yes</b> | no |
| B. Job and operations processes                                   | <b>yes</b> | no |
| C. Access to justice, communication to court users and the public | <b>yes</b> | no |
| D. Human resources and status of judges and prosecutors           | <b>yes</b> | no |
| E. Means of justice   | <b>yes</b> | no |

F. Please specify the actions undertaken in these fields :

Undertaken Activities are diverse, but mainly they are all about the education of all employees in the judiciary in order to improve the quality of justice

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**III. Is there in your country a programme for evaluating the quality of justice?**

YES      NO

A. On which tools are they based ?

- |  |            |    |
|--|------------|----|
| 1. Satisfaction surveys?   | <b>yes</b> | no |
| Inspection (inspectorate body, High Council of the Judiciary, other) ? | <b>yes</b> | no |
| 2. Peer evaluation ?   | <b>yes</b> | no |
| 3. Other tools ?   | yes        | no |
| Which are they ?   |            |    |

They are based on the regular control of the Supreme Court judges at least once a year, as well as on the inspection of the competent judicial institution.

**IV. Do you have indicators for measuring quality ?      YES      NO**

If yes, which ones :

- |   |            |    |
|---|------------|----|
| 1. Rate of annulment/challenge of court decisions |            |    |
| By higher courts                      ?           | <b>yes</b> | no |
| 2. Continuous training ?                          | <b>yes</b> | no |
| 3. Others ?                                       | yes        | no |
| If yes, which ones ?                              |            |    |

Judicial Training Center provides free training for judges. Continuous professional training is not mandatory but optional.

Free comments :

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