

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: Cantonal Court in Novi Travnik

Country: Bosnia & Herzegovina

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

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

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) ?

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

F. Please specify the actions undertaken in these fields :

(C) Implementation in the courts of the project of the High Judicial and Prosecutorial Council of B&H "Online access to the Court cases" which allows the parties to the proceedings, their legal representatives and attorneys access to his own case through the Internet. (more: <http://pravosudje.ba/predmeti/>)

Distribution of the HJPC brochures "Mission, Vision and Principles of the Judicial and Prosecutorial System" and "Guide to the Judicial Special Procedure", which are intended to

the Court and Prosecutorial users to provide information on judicial and prosecutorial system in B&H, so that the communication between users and judicial institutions would be more pleasant, faster and more efficient.

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

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 ? | <u>yes</u> | no |
| 2. Continuous training ? | <u>yes</u> | no |
| 3. Others ? | yes | no |
| If yes, which ones ? | | |
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Free comments :

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