

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: Riga Regional Court

Country: Republic of Latvia

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

A. Country	yes	no
B. Region (for instance for federal states)	yes	no
C. Court	yes	no

In 2010 Court administration has implemented European Social Fund project "Quality Management in Court Chancellery". The aim of the project was to develop chancellery quality management in three Latvian district courts, improving activity processes at the chancelleries (about 15 processes) in order to ensure consistent, efficient and transparent judicial services and circulation of documents.

The main activities of the project were to define existent processes in courts chancelleries, make analyse, to develop improved processes (schemes of the improved processes) and implement them within the concrete courts.

At the end of the project was developed electronical record keeping system, what is integrated with the existing Court Information System. The system is implemented in all Latvian courts. There is elaborated Inner regulation of the Ministry of Justice "Regulations of record keeping organization in district (city) courts and regional courts".

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) ?

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

F. Please specify the actions undertaken in these fields :

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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 ?

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

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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 ? | yes | no |
| 2. Continuous training ? | yes | no |
| 3. Others ? | yes | no |
| If yes, which ones ? | | |

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Free comments :

Court administration collect statistical data what concerns appealed court decisions, indicating how many are cancelled, how many are leaved in force (and etc.). The courts are introduced with the statistical data once in the half year. The statistical data are

used, for example, in evaluation process of judges' work.

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