



JUSTICE ACTIVITY

Justice is a five-year activity that promotes judicial independence and adopts a people-centered approach to rule of law by prioritizing the needs, rights, and experiences of individuals with the justice system. The activity encourages an environment that promotes innovation and increased citizen engagement to develop user-friendly, problem-solving, and preventive justice solutions. By doing so, this activity contributes to USAID's overall goal of increasing citizens' trust in justice through accountable and effective governance.

ACTIVITIES

- Increase the quality, efficiency and accessibility of justice services for citizens by improving legal aid services and supporting court administration reforms.
- Enhance citizen understanding of and engagement with Kosovo's justice system by fostering accountability from institutions through increased opportunities for public scrutiny and public contributions to justice policies and practices.
- Introduce innovative approaches and tools for solving problems in administration and access to justice, making the justice system more efficient and its services more user friendly.

KEY RESULTS TO DATE

- Supported Kosovo Judicial Council's efforts to implement key reforms such as the Regulation on Judges' Norm, the Access to Justice Strategy, and the Communication Strategy to

improve efficiency, transparency, and accountability.

- Conducted a series of nationwide surveys to solicit feedback from over 5,500 court users and the public, with the aim of improving judicial services, introducing user-friendly solutions, and fostering higher satisfaction and trust in the judicial system.
- Initiated a Procedural Justice Initiative in all Basic Courts and branches in Kosovo to help courts provide better experiences and user-friendly services for citizens while helping citizens to better navigate the court system.
- Implemented user-friendly tablets featuring sign language translation and survey functionalities across all Basic Courts, enhancing accessibility and inclusivity within the judicial system for individuals, including those with hearing disabilities.
- Expanded legal aid to 11 municipalities with under-served communities, reaching over 6,000 individuals and raising awareness of free legal assistance and mediation services to address their legal problems.
- Organized the first Kosovo Justice Innovation Summit, which served as the foundation for the launch of the Justice Innovation Network, designed to engage all citizens that use the justice system in finding new, more effective, and easier ways to solve justice problems.
- Introduced e-solutions for court services, such as e-Filing and e-Bankruptcy which are saving citizens time and improving access to justice at a cost-savings to the justice system.
- Enhanced the Afer Teje (Near You) mobile application, which informs domestic violence victims of their rights and provides them access to help, including a call to police and other trusted individuals through an SOS button in cases of imminent danger.

ADDITIONAL INFORMATION

PROJECT FUNDING

U.S. Agency for International Development (USAID/Kosovo)

IMPLEMENTING PARTNER

Chemonics International, Inc.

KEY COUNTERPARTS

Kosovo Judicial Council, Ministry of Justice, Free Legal Aid Agency, Kosovo Judicial Academy, civil society organizations, media, private sector

WHERE WE WORK

Nationwide

PROJECT DURATION

August 2020 – February 2025

TOTAL FUNDING

\$11,671,288

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