

Client Communication 2018 Answers

II. Online courts

1. What kind of electronic platforms do the courts have to give information in your country?

Albania - Courts use their websites to provide the information they need to the public. All the data on recorded files, file stage, judge, date of hearing, decisions, etc. are reflected in it. Also, the form of e-mail is used through official addresses that are managed by a single person, who is responsible for public and media relations.

Bosnia and Herzegovina - All courts in Bosnia and Herzegovina have their own website where they give various information regarding the work of courts.

Bulgaria - All courts in Bulgaria have their own web sites, in which is disposed information about every court, including the region of the court, which communities are included in its jurisdiction, list of all the magistrates, working in the specific court, phone numbers of the magistrates in the court, useful links with other courts or institutions, as well as information where the court is located its address, name of the street, city, fax number. Phone number of the administration in some cases also a map for orientation. In every site of every court there is a number of sections about the court cases that are finished or the schedule of those that are going to be put on consideration. This information is very useful for people, so that they are able even online to check information that they are in need of. Also of the site of every court is located information about the internal acts of the court, statistics and reports etc., as well as bank account of the court in case any citizen should pay for example fee for its case or fine. Some of the courts have also their own facebook page /for ex. District court Varna, Pernik etc/. This is individual decision of each court and the policy of the court. Some magistrates, in fact a few, have also their own internet profiles /blogs/, in which they write some issues about legal topics.

Croatia - In Croatia we have electronic court boards, e-Case application, courts web sites with trials schedule and other practical information.

E mail communication, web pages, online status of each case...

We have Electronic Court boards, e-Case application, courts web sites with trials Schedule and similar useful information.

Web page.

Lithuania - Lithuanian Courts provide information by e-mail, phone or directly in court. National Courts Administration administers the website and the Facebook profile of Lithuanian Courts. Also, the Court of Appeal of Lithuania and Supreme Administrative Court of Lithuania have their own Facebook profiles where public could ask for information about cases.

Lithuania - Every court has its own platform and Judicial office has its own platform

Montenegro - Information System for Judiciary - web pages of courts and Judicial Council

Portugal - A tremendous effort is being made to fully manage case files by way of electronic means (using a common platform that can be used in all common jurisdictions, including, since last year, the criminal courts; administrative courts have their own electronic platform for managing their case files), and to provide access to whatever information is deemed public to lawyers and the parties to the cases.

Romania - Information about cases and the activity of courts (except the supreme court) are available for free on the website portal.just.ro. The Romanian Ministry of Justice is the webmaster for portal.just.ro. The High Court of Cassation and Justice gives information on the website

www.scj.ro.

Turkey - We deploy various ways to inform the users of courts. Turkey was recorded as one of the top among the member states of the Council of Europe in accordance with the thematic CEPEJ report of 2016 on the use of information technologies. It is possible for the users of courts to receive the most up to date information via the National Judicial Network Portal (UYAP), an electronic platform, regarding their conflicts that have been submitted to courts. In addition, they receive SMS messages that contain information regarding the progress of their ongoing cases. The Circular No. 153 by the General Directorate of Penal Affairs of the Ministry of Justice contains a through regulation regarding the press agency and media and communication bureaus, regulating the relation between courthouses and the media. In accordance with this regulation, press agency bureaus have been established in order to inform the public regarding the judicial process, and press agents may give oral or written press releases to inform the public. The press releases are published on the court's web site, even if they have been given orally. Also, it is possible for the users of the judicial service to receive information regarding their ongoing cases via the e-state application. In addition, the Constitutional Court publishes on its web site the decisions regarding the fundamental rights and freedoms.

Ukraine - All official information is given on official web-page of the court, social media like Facebook are widely used. The electronic court system is in the process of implementing.

2. How determining is giving information to the clients on website? What kind of information is shared in most of the cases?

Albania - As I mentioned in the above question, the website provides all the necessary information on the functioning of the court and everything that has to do with the files in the process. This is a necessary information as it saves time for the parties to process to appear personally at the court, as they may be people living in different districts and are unable to appear in court. In the framework of transparency, it also serves to the media which is easier for the journalists to consult the site and find issues that are of interest to follow.

Bosnia and Herzegovina - All web sites of the courts in Bosnia and Herzegovina provide uniform information which are : notice board, online court cases, recent news, judiciary news, frequently asked questions (FAQ), forewords of presidents of the courts, Important information, hearings scheduls, Vacancies, directions for citizens, court organisation, court statistics, history, court staff, public relations, contacts, useful links, etc (<https://opsud-tuzla.pravosudje.ba/>)

Bulgaria - Only official information is shared on the website- press information, headings determined to help citizens as service users for the services that the court is defines to give them. These are different kind of headings for the different users for ex. There is information also about the rights of the citizens as legal subjects. In these way their rights during the certain laws in Bulgaria are described on the website and they are able to see them, such as the rights of the defendant, claimant, victim, libellee etc. On the site of every courts are disposed descriptions of the other courts in the certain region, as well as is given information about the courts in other regions, also are pointed a number of web links for that purpose. There are also services for injured people for ex. to increase the letters so that the can read easily.

Croatia - Giving information is more or less unified. We publish courts contacts and information for witnesses protection, jail visits, trials schedule, some interesting verdicts with explanatory reasons, information on job contest etc.

In modern times, its becoming more relevant. every case on a court has online status, and can be checked online...

Kind of informations given on courts websites are unified. Mostly they are courts contacts, information for witness Protection, detention visit terms, case law, important and interesting judicial decisions with statement of grounds etc.

Information about the procedure.

Lithuania - By phone, e-mail or directly in courts is provided basic information about cases which is not related to the application of law. In addition, on website there are published reports about some solved or pending cases. Moreover, the information about dates of public hearings, judicial decisions are available online. Only information about hearing in camera is limited available.

Every client has a possibility to find all information and documents about the case on website.

Montenegro - All information relevant to the parties/clients - schedule of the trial, the date of the judicial decision, to which judge the case was assigned, etc...

Portugal - Information regarding motions and briefs filed with the courts, and the ensuing dispositions by the judge in charge of the case can be accessed. Most of the other content of the files is also available to the lawyers and parties to a specific case, unless they are deemed confidential and put under seal (electronically).

Romania - According to the law, the courts (except the supreme court), through the Romanian Ministry of Justice, and The High Court of Cassation and Justice provide online information about cases and their own activity to any interested person. This is a mandatory element for transparency and publicity of judicial procedures.

Turkey - The information that the users of the judicial service may receive on the electronic platform consists only of the progress and the phases of the ongoing cases. No other information regarding the ongoing case is shared with them.

Ukraine - Website is rarely visited, although it contains opening hours, contacts, information on the cases (claims, parties, date and time of hearing, the constitution of the tribunal), announcements, news, information about the judges, vacancies, educative articles on human rights.

3. Do you measure how many users visit the court websites? What are your experiences on this? Which topics are the most populars to visit?

Albania - IT specialists are able to monitor and measure daily visits to the official site by external users. In these measurements are included the number of visitors per day, computer visits, mobile phones, duration of visits, frequently visited topics, etc. During a month, the official court site is visited by about 14,000 external users. This site is visited more via mobile in about 55% of cases.

Bosnia and Herzegovina - As far as I am informed, it is possible to measure the number of users which visited courts website. Analysis of such judicial website visits has not been conducted in BiH, however such analyses regarding all judicial subjects are conducted by the administrative body for judiciary in BiH- the High Judicial and Prosecutorial Council

Bulgaria - There are number of ways during which we measure how many users visit the court websites. The most popular once are connected with conducting a poll. These are unofficial studies. The official once are the so called sociological studies. They are quite expensive, so that the country during its authorities do them, not the judiciary itself, up to the present moment but in future it is planned such inquiry as well. The Supreme Judicial Council has accepted Media strategy in which these topics are developed as well. The inquiry are done by sociological agencies. In Bulgaria such researches have been awarded by some media as well. PR-s collect also statistic information as well as system administrators.

Croatia - We don't do that.

It's not my field of work. I don't have relevant information.

No.

To my knowledge, no.

Lithuania - This information is not related to my direct functions, so I cannot provide such data.

I am not measuring such questions.

Montenegro - Perhaps , schedule of the trials.

Portugal - Court websites do exist but are not a major tool for establishing the connection between court users and other legal operators. There is a central website that makes publicly available a number of information as provided for by law.

Romania - Romanian courts provide the same kind of information about cases and their own activity, according to the law. The Romanian Ministry of Justice is the webmaster for portal.just.ro, so only the ministry knows the number of visitors. Usually people visit portal.just.ro to get information about their own cases.

Turkey - In our country, the courthouses in the center of power that a court is affiliated with have their own web sites, and each court is represented in these websites. The statistical data regarding how many people visit these web sites is kept on the electronic platform, and may be shared with the users of the web sites.

Ukraine - Yes, the site visitors are counted automatically. The information on cases is mostly visited and information that was advertised on Facebook, radio or newspapers before.

4. Is it possible for the clients to be informed in judicial questions by mobile applications in your country? What kind of contents are available by this way?

Albania - The Supreme Court, as well as the other courts of the Albanian justice system, do not have an application downloaded on the phone to make it possible to obtain the necessary information. From the phone, the court site can only be opened via the internet, just like using a standard computer with Internet connection. In my knowledge, I have no information on this matter

Bosnia and Herzegovina - Since this year, in Bosnia and Herzegovina there is a mobile application E-sud, which is made by the project exclusively for the clients of the court, parties of the court. With the installed mobile application and the code, it is mobile version of the unice access code which was accessible only via website. The content which you can acces through this application is the case documents, or the complete content of the online court case (documents made by the judge, documents of the parties- scanned, the hearings dates, etc)

Bulgaria - In our country its possible for the clients to be informed in judicial questions by mobile applications in our country. They can by visiting the website of the court to go to the sections named case reports and by the number of the case to get information about the case- if it is finished or not, is there a decision or a verdict etc. In the courts there are judicial administrators, which on the base of the clients that have been visited the site make statistics to users and summarize this information. The PR of the court as well is involved in these issues. On the annual reporting meetings the information is analyzed and good practices are developed so that the client to get to more ways of mobile applications and get more information that is important for them. On the sites the client can also see information about mediation procedures, bank account of the court, the fees, collected by the court for different services. The mail of the court and the official phone number of

the court is also available on the site so that the citizens can write e-mails or just call in the court and receive the information they need. There are courts in which electronic summons is developed and highly used. On the site of the court is disposed the week schedule of court hearings.

Croatia - Clients can get only our web sites on their mobile phones. I'm not aware if there are any mobile applications.

I don't think that we have a mobile application for judicial questiones.

Using Internet connection on mobile phone clients can visit Courts web sites and get the same information as via Computer or tablet. There is no special application for courts web sites.

To my knowledge, no.

Lithuania - As I mentioned before, the courts in Lithuania do not provide legal advices, but the general information about case, for example, the date of hearing, can be received by using Mobile phone, Facebook or Messenger mobile applications.

Lithuania - No, it is not unless you have internet website (electronical signature) on your mobile phone.

Montenegro - In this moment no. But we prepare the new information system which will consist it.

Portugal - No.

Romania - Any interested person can be informed in judicial questions by commercial mobile applications. For example, you can be notified by some mobile applications if new information about a case is given on portal.just.ro.

Turkey - It is possible for the users of the judicial service to be informed via the National Judicial Network Portal (UYAP). Also, this portal has a software on the legislations, which is accessible to all users. The e-state application is an alternative in addition to UYAP on this matter. The e-state application gives information regarding whether there is a case filed against the concerned, and the progress of any ongoing case, if there is.

Ukraine - There are state and commercial applications that contain legal framework and judicial practice, aimed at lawyers mostly and there is a judgment register application.

5. In which platforms of public media do you represent yourself?

Albania - Usually in Albania, judiciary, prosecution or justice institutions in general do not use other platforms, except official websites.

Bosnia and Herzegovina - I have an account on LinkedIn, professional social network.

Croatia-We are open to all public media when they ask us questions, but we are not that proactive in representing ourselves.

Bulgaria - In Bulgaria there are a number of electronic media. Most of them have Criminal Chronicles, where information about the cases in court could be seen, especially if it is related with some interesting for the public case /for ex. Murder, tax law, crash etc/. In Burgas, which is one of the cities in Bulgaria, near the Black sea and there are a number of interesting cases all the time, especially during the summer, because a lot of people from different countries visit the town and there is a harbor as well there are more than 10-15 media sites, radio of Burgas, which all the time are observing and put on public the topics of the day. The national TV company and its programs also follow what happens in the judiciary and put the most important issues in the central news.

Croatia - Court does not represent itself, there are people that represent judiciary. Court has its own web page.

Any public media that poses questions gets the answer, however the courts are not proactive, except for the informations published on web site.

None.

Lithuania - Sometimes I participate in radio or television broadcasts, or give interviews to daily newspapers about some relevant legal matters.

We trying to represent judicial system in all popular media platforms.

Montenegro - All news and information we publish on our web pages, so public media follow up and use necessary answers.

Portugal - There is a website for each of the first instance courts which is standardized, provided for by the General Directorate for Judicial Administration. Websites for higher courts are run by the courts themselves. A website with a substantial number of decisions taken by higher courts is also publicly available.

Romania - None.

Turkey - As mentioned above, it is possible for the users of the judicial service to receive the information they need via the platforms such as the UYAP and the e-state application. In addition, the Council of Judges and Prosecutors (HSK), the Ministry of Justice, supreme courts and the courts of first instance have their own websites. Also, again as mentioned above, it is possible to represent ourselves in the press via the press agency bureaus. The public is informed, on the other hand, regarding the judicial processes via regular contacts with the reporters of media outlets that collect news in courthouses.

Ukraine - Court web-site, newspapers, radio.

6. Which kind of contents do you think useful to share through public media?

Albania - If we are going to use other platforms, I think that the same information that appears on the official website or what the public requires more, through the information requested by email, should be reflected. Also all media reports, news on various processes, and meetings or official visit to court service.

Bosnia and Herzegovina - All information interesting to the public, which can be given by courts, should be shared via public media timely and accurately. Information should be unified and neutral.

Bulgaria - For the public is interesting to hear or read information about public cases, that concern topics, about which the society is very sensitive such as the so called by the media "war on the road"- this is the information about the crashes in which there are a number of victims. During the news about such topics, the citizens are also instructed to be careful while they drive, to observe the rules on the road. By giving information about the important for the society issues through media, we rely on that this is a good way for general prevention as well as a good way for the citizens to know how Judiciary works. In such a way the confidence and trust in the system are increased.

Croatia - I think it is useful to share all information related to our work openly and information must be timely, accurate and complete with emphasize on trials in public focus.

Information on acces to courts, etc.

Any information connected to work should be issued on time, accurately and completely. Of course,

the informations related to trials are usually most interesting and important for public.

Courts decisions and procedural rules.

Lithuania - In my view, it is important to educate society about legal issues. Also, it is useful to provide general information about the system of courts.

Legal advises on most popular cases (divorces, children matters, publicly widely discussed cases).

Montenegro - Usually there are decisions of Judicial Council, especially related to disciplinary and ethic procedures of judges.

Portugal - First and foremost, practical, useful information for those that wish to know how to better access and use judicial services.

Romania - I think it is useful to share through public media information about cases that have a strong social impact (for example, procedural acts in homicide cases).

Turkey - In our opinion, firstly the users of the judicial service should be given legal information through public media, regarding how to submit a conflict to a court. The citizens may be informed via public service announcements, informative adds etc.

Ukraine - Information on cases and verdicts of the cases of public interest, announcements, important court events.

7. Is it possible to make comments and get in contact concerning the contents shared trough public media? Do you have any written protocol for this?

Albania - No we don't.

Bosnia and Herzegovina - If infomation and news are shared on websites of the courts, it is not possible to leave comments. If the news are shared by the public media (ex. Internet portals), such information is possible to be commented, depending if the public media website allows the comments. For each news and information, it is possible in accordance to the Law on Free Access to Information to gain additional information. If the pary used this Law, there are bylaws that reagate sharing the information possessed by the courts.

Bulgaria - For the users it is possible to make comments and get in contact concerning the contents shared trough public media, which option is provided on common by the media itself. As for the court there are specific written protocols for this in the different courts, based on the Strategy.

Croatia - According Act on media we can write a denial wich has to be published the same way and on the same place where the information was published. It is called the right on correcton of an incorrect information. This is a job of the court's spokesperson.

The Act on Media determines that denial of any previously published information must be published in the same way and in the same place as the information concerned. The same law prescribes the exact protocol under the name "the right on correction of an incorrect information".

I do not have knowledge about it.

Lithuania - The right to make comments and express beliefs is a constitutional right in Lithuania. However this right is not absolute. Code of Judge Ethics provided main principles of judges' behaviour. Thus, in commenting or expressing opinion, the judge must adhere to the following principles: respect for the person, respect and loyalty to the state, justice and impartiality, independence, decency and other principles.

It is possible theoretically, but judges are afraid of commenting some matters in platforms.

Montenegro - Internal Rules of Procedure of the officer for public relations prescribe protocol on communication with media.

Portugal - No.

Romania - Portal.just.ro doesn't provide the possibility to give a feedback on posts. All interested persons can send to courts any type of requests or comments, by email or regular mail. There is a written guide for the relation between the judicial system and mass media.

Turkey - It is at the initiative of the concerned to make comments on the contents shared through public media, and the comments are not binding for the judiciary. We do not have any written protocol for this.

Ukraine - It's impossible to make comments at court web-site. People eager to comment use Facebook page and can contact us using e-mail, address or telephone number that are given on the site. There are no special protocols for this matter.

8. Under your opinion being represented in public media how can affect the reputation of the court system

Albania - In today's times, more and more is being said about a transparent system and in public service in all forms. I think it is very necessary, above all, to achieve the main goal of gaining public confidence in the judiciary in particular and justice in general.

Bosnia and Herzegovina - In my opinion, it is needed to dose the representation of the judicial system in public media, at least in Bosnia and Herzegovina. The media can be a very powerful ally, but on the other hand a powerful enemy as well.

Bulgaria - In my opinion being represented in public media affects the reputation of the court system in a very positive way, because this is also a way to be seen how the magistrate works and what is included in its obligations. There are certain rules about that, which are written in the "Media policy" and "Communication strategy", that can be seen on the website of the Supreme Judicial Council. Here it should be mentioned, that it depends on every certain magistrate if he/she would like to say his/her position on a certain case in public media for example to read a verdict in front of the media /when in concerns some important for the society matter/ or not, as the main aspect is that the "judge speaks through its acts". Doing this however it should be allowed by the rules of the media policy, accepted in the court.

Croatia - More representation can be good for the reputation, because that's the way to avoid misunderstandings.

Transparent judicial system directly affects the reputation of the court system.

Representation in media surely can affect reputation because it can help to avoid misunderstanding and correct uncorrect information.

Very much.

Lithuania - In my opinion, being represented in public media may have both positive and negative effect on the reputation of courts. It depends on many factors such as the topic of the conversation, the behaviour, the way of communication, etc.

It can be affected deeply.

Montenegro - A lot of. It is very important link and serious issue, which could be consider with

high responsibility.

Portugal - These days people are getting more and more used to using the social media to obtain information they need, solve problems, even vent their grievances and frustrations. The way the Judiciary manages those expectations (and interactions) necessarily shape how the public at large represents and evaluates the courts and how they function.

Romania - A good representation in public media can create judicial brand.

Turkey - The relation between the public media and the judiciary is mostly based on mutual support and assistance. The media, in accordance with the caselaw of the ECtHR, has the function of a watchdog in contemporary democracies. In addition, the construction of the relation between the judiciary and the public media in the right manner has great importance also in terms of transparency, and transparency is the sine-qua-non element for ensuring and increasing the public confidence in the judiciary.

Ukraine - Representation in public media is a great opportunity to give information to large audience about cases, work of courts and the quality of the judiciary in general that positively affects reputation of the court system.