

Clarity in judicial administration

1. How much emphasis do you put on the clarity of judgements?

Albania - The Clarity in the administration of justice is nowadays a topic widely discussed by law professionals, the media and the public, since the Albanian justice system is currently under reform. A new legislation is enacted by the Parliament regarding the organization of the judiciary. Several trainings are organized by the School of Magistrates in order to train the judges but also the staff of the courts with the new legislation.

Bosnia and Herzegovina - We put a lot of emphasis on the clarity of judgements. Because incomprehensible judgements make a breach on the provisions of the Criminal proceeding Lex. The Law on Litigation contains the elements of the verdict, the introduction, the statement, the explanation, the legal remedies. In this way, the legislator considered that the effect of the verdict's clarity would be achieved both in terms of parties and their activities during the course of the proceedings and in the finality of the reason why the court was conducting the case when making a conclusion regarding the dispute. From this point of view, as a judge, I take the view that the parties can clearly conclude from what reason the court has decided in some cases.

Bulgaria - Judgment is an important way in the work of every employee in the administration. The functions and organization of the work of the judicial administration in Bulgaria are regulated by the Supreme Judicial Council through the Rules of Administration in the courts. Its latest update was made in June 2017. Article 24 of these Rules of Procedure sets out the specific duties of employees in the "press service and information" function. These are the people who are most committed to providing public information about the court's activities, functions and achievements. The Rules of Procedure indicate not only the channels for the provision of information but also the obligation to present it in an accessible, clear and understandable language for the citizens. The Rules of Procedure state that all judicial officers are guided by the principles of legality, responsibility, transparency, speed, efficiency, loyalty, and hierarchical subordination when carrying out their activities. Quality requirements for natural and legal entities, for the clarity and comprehensibility of the language served by clients, as well as for the professional ethics of the court clerks are put in place.

Czech Republic - As a constitutional court we put emphasis on the clarity of judgements as much as possible.

Finland - Kindly note that Finland does not currently have a centralized bureau, that would direct the judicial administration in the country. The regulation is mainly done through legislation. However, a special education board is responsible for the training of the staff.

Hungary - In my country much emphasis is put on clarity: it is already the fifth 'Court and Communication' Conference in Hungary. In accordance with the institutional strategy of the Curia adopted on 16 September 2013, priority shall be given to the transparency of functioning which involves not only the clarity of judgments and their understandable communication, but also the clarity of internal rules and policies.

Macedonia - The clarity of judgments is one of the most important elements which leads to increasing the quality of justice in general. Therefore, I am very much aware on the subject matter and always tend to write clear but yet substantive and well-structured judgments.

Montenegro - Everything related to the work of the court administration is available on the court's website and the press conference is organized on important issues. Thanks to Judicial Reform in Montenegro, current openness and transparency are also significant.

Netherlands - Decisions are explained to the press. In addition, there is much emphasis on the use of understandable language. I Always strive to make my judgements understandable for the layman. It can mean that I sometimes have to explain the assessment framework; what's the difference between murder and manslaughter? Or that I have to explain why I now deviate from settled case law. With these extra justifications I try to make my judgements more clear and understandable.

Portugal - Very much. CSM asks CEJ (The School for Judges and Prosecutors) to insist with this theme during the formation period. The Court Management decisions use a friendly and simple language. The judicial reform is quite recent and has focused on communication.

Romania - I think that the clarity of judgements is very important and helps me to get to a fair verdict. I consider that judgments should speak as clearly as possible to the public and the result would be an increased public confidence in Courts. It is very important and is one of the criteria taken into consideration when evaluating an employee. In Romania's judicial administration system, this aspect is important because the lack of clarity may lead the general public to wrong ideas about how justice is done, ideas that would not be according to reality. Because of this, a lot of regulations have been passed.

Serbia - Clarity of judgments is very important in actual court practice in Serbia, while its importance is intensively growing in last few years.

Slovenia - The clarity of judgements is very important for the clients and for the public confidence, so I try to write clear and not too long judgements.

Turkey - In general, rules are determined in accordance with firstly the Constitution, codes and regulations in the quality of laws and secondary legislation and all kind of administrative actions and operations are subject to judicial review pursuant to the Article 125 of the Constitution. The duties of the Council of Judges and Prosecutors (CJP) which is the Constitutional institution in charge of the judicial administration in our country are prescribed in detail under the Law on the Council of Judges and Prosecutors and the Law on Judges and Prosecutors. Additionally, the way resolutions and laws issued by the CJP Plenary Session are applied is broadly and discretely published in detail and related decisions are accessible to all via the CJP website without any restriction.

Ukraine - We always try to make clear judgements. All court decisions are available online. Great emphasis.

2. In what extent was this issue put in the forefront in the past few years?

Albania - In the past few years, this issue was mainly foreseen by Regulations, nowadays laws which emphasize the clarity in judicial administration are enacted.

Bosnia and Herzegovina - This issue was the main topic at the most of the trainings and educations in the past few years. Given that the new Civil Procedure Act was passed in 2003 and thus superseded the earlier Act of 1977, we can say that the court's obligation to make a judgment clear and understandable to the parties and the public has a longer legal tradition, It is in itself a legal instinct, which emphasizes its importance for the procedure in general.

Bulgaria - In recent years, the ability of the relevant decision-maker to make a clear judgment by making public selection has been clearly strengthened. In recent years, Bulgaria has consistently planned and updated its Strategy for Continuing Judicial Reform. It identifies the strategic, specific objectives and mechanisms for its implementation in the judiciary bodies. One of the main principles outlined in the Strategy is "The Judiciary with Citizens". It requires the implementation of a package of legality, transparency and clarity measures in all aspects of the judicial process and recommends that specific programs be implemented to ensure better understanding, transparency and clarity in the work of the court, the administration and the judicial acts. In a deliberately established Plan for the implementation of the Strategy, programs are recommended for intensified and immediate communication of representatives of the court with various representatives of the public - young people - students, users of judicial administrative services.

Czech Republic - It is not a main topic in the past few years.

Hungary - Emphasis of this issue is growing in every year. In the last six months a weekly periodical is issued about the judicial cases and their interpretation. At the Curia, the understandability and transparent structure of judgments has been a key issue since 2013. Accordingly, several measures were taken to achieve a better clarity:

- In January 2013, an analysing group was set up in order to examine the language and structure of judgments delivered by the Curia in civil, labour and administrative cases. The group prepared a report on its main findings which was published

- In January 2014, another analysing group was set up to examine the language and structure of judgments delivered by the Curia and lower level courts in criminal cases. The group finished its report in June 2015.

- In March 2016, the Rules of Drafting Curia Decisions issued by the President of the Curia entered into force.

Macedonia - Our National Academy for judges and public prosecutors in the past period frequently organizes seminars and workshops on this specific issue. I think that this lead to some improvement, but the judges still have to work on their own abilities and writing techniques to improve clarity of their judgement.

Montenegro - It is part of Judicial reform strategie. To a significant extent, the adoption of the Judicial Reform Strategy in March 2014.

Netherlands - Over the last five years, this topic is widely supported in the organization. The criminal departments of the Courts have turned to a new program (PROMIS) designed to make judgements more understandable and more readable

Portugal - This is an issue that has been considered as a priority aim for judges, for Centro de Estudos Judiciários (The School of Judges) and for CSM. This tendency is also a consequence of a

larger interaction with the public opinion. The Judicial High Council has developed training for Court Presidents on handling press and communication skills.

Romania - In the recent years there has been an increasing amount of research done on judgments in the public media and I believe that we should consider this as a first step in improving legal language. In the last period of time, a lot of seminars and conferences were held, focusing on the way in which communication between judicial system and the media has to take place.

Serbia - On the first place, it was recognized as one of the most important issue.

Slovenia - In the last years this issue is more and more important.

Turkey - Including the Referendum held on 16 April 2017, judicial administration occasionally becomes a hot topic in our country.

Ukraine - Now this issue has become extremely relevant. Because we are striving to increase the credibility of the court. This issue become so much important now.

3. Do you have any guidelines/regulations in the courts on clarity? If yes, in which way (obligatory or recommended)?

Albania - Yes. Obligatory guidelines provided by the following Laws: Law No. 98/2016 “For the Organization of the Justice System in the Republic of Albania”, Law No. 119/2014 “On the Right to Information”.

Bosnia and Herzegovina - We don't have regulations in our court based on clarity. Our recommended guidelines are decisions of the courts in second instance. The Ordinance on Internal Court Affairs of the Republic of Srpska adopted in 2014, which has put an end to the earlier Rulebook of 2008, points out the need for the text of judicial decisions to be written in a clear and concise manner and that legal decisions and legal terminologies that in any case should be avoided the excessive use of foreign words and words that have not been adopted in regular communication in court, as well as that the reasoning must be clear and understandable, and the expression must correspond to the court's reputation as an instinct. In the text of the decision, abbreviations can be used only if they are generally accepted and easy to understand, and do not give rise to suspicion of their legal meaning. It follows from the foregoing that clarity with the aforementioned general legal act is defined as an obligatory part in the work of the court.

Bulgaria - We have rules for internal organization, as well as rules on the organization of the courts. All issues related to improving transparency, access to justice, clarity of the language of the court, communication of judicial acts and interaction of judicial bodies with the external to court communities are governed by the Constitution of the Republic of Bulgaria, the Judicial System Act, as well as by the Communication Strategy Of the judiciary, endorsed by the Supreme Judicial Council in 2015. The latter document identifies all external target groups with which the court interacts, regulates the links of the courts with them, and identifies specific measures and activities for informing the public about the activities of the courts, providing civic education, developing educational programs, providing specific information Court proceedings, court costs, alternative means of dispute resolution, etc.).The judiciary's communication strategy identifies specific employees and tools to legitimately provide information on all aspects of the court's work, to develop various training programs for staff and magistrates to improve public relations and promote clarity in the language of justice and better understanding the role of the judiciary.The communication strategy of the judiciary recommends encouraging the exchange of information between the court and the media by conducting joint forms of training to clarify the working rules and practices of each profession; Conducting training courses on court institutions and setting up Press Offices and Information Departments in the courts.The communication strategy of the judiciary recommends the accessibility, simplification and clarity of the language used by the courts in the procedures and in the decisions.

Czech Republic - No, we have only the citation manual for the formal document requirements.

Hungary - Clarity is highly recommended, but I don't know about written regulations. At the Curia, the President's Order No. 1 of 2016 on the Rules of Drafting Curia Decisions involves obligatory regulation of formal questions (font, line spacing, numbering pages and paragraphs etc.) and structural issues (in accordance with procedural law provisions). Annex No. 2 includes the President's stylistic recommendations.

Macedonia - No.

Montenegro - no. right now we don't have any guidelines or regulations dealing with this issue Judicial Reform Strategy in March 2014.

Netherlands - There are press guidelines. These are not legally binding. In the end, the presiding judge in the case is leading. We have recommended guidelines. It is the above mentioned PROMIS-program. This is a program designed for the criminal departments of the courts. I am not familiar with other departments.

Portugal - No, we do not have special guidelines concerning clarity, but currently there is a huge discussion about this. We don't have any guidelines.

Romania - Yes. Mostly are obligatory regulations. We have both guidelines which are recommended (for example the Cooperation between the courts and the media)and regulations (laws, public procedures in civil and penal laws)which are obligatory. No, we don't have such rules. As said before, a lot of regulations have been passed, having as main objective ensuring the clarity much needed for a healthy judicial system, that may inform the general public about all important matters of interest. In their majority, these regulations are mandatory, though some of them may offer to some extent a margin of appreciation.

Serbia - Yes, there is existing one document as guideline and it is recommended. This guideline is called Action plan for execution of communicational strategy and it is produced by the High Court Council.

Slovenia - No.

Turkey - Concerning courts administration, there are the Law No. 5235 on "the Establishment, Duties and Jurisdiction of First Instance Judicial Courts and Regional Courts of Justice" and the Law No. 2576 on "the Establishment and Duties of Regional Administrative Courts, Administrative Courts and Tax Courts". It is also possible to have special regulations on court administration in various procedural laws. Detailed regulations are included in the Code on "the Execution of Administrative Affairs and Registry Services of First Instance Judicial Courts, Regional Courts of Justice and Chief Public Prosecutor's Office" and the Code on "the Procedures and Principles of the Execution of Administrative Affairs and Registry Services of Regional Administrative Courts, Administrative Courts and Tax Courts".

Ukraine - Yes, we have recommended ones.

4. When a new regulation is introduced in the judicial system, how much emphasis do you put on informing employees (explanation of content)?

Albania - Several trainings are organized by the Court in order to inform the employees regarding the new legislation. The trainings are organized by the President of the Court and the Registrar.

Bosnia and Herzegovina - We put a lot of emphasis on informing employees about a new regulations. New regulations are downloaded from the messenger through a licensed access, placed on the court server, as well as on the court web site, making it accessible to all judges and employees. The same changes are discussed at sessions of the working bodies of the court.

Bulgaria - This year, a new statute for the organization of the courts was adopted. Court staff were notified by e-mail from the court's secretary of state for the adoption of the new Rules of Procedure. It was attached in an electronic version to familiarize all employees. The communication strategy of the judiciary was endorsed by the Supreme Judicial Council in 2015. The document is implemented with a Communication Implementation Plan as well as a Handbook for Interaction of Judicial Authorities with the Media. Since 2015, each court in Bulgaria has drawn up its Communication Implementation Plan, which identifies specific activities related to improving public understanding of the work of judicial institutions, more transparency, greater access to justice, enhancing the professional competence of judicial officials and judges who provide public information about the work of the court. Following the adoption of the Communication Strategy, the Supreme Judicial Council organized a series of training seminars with judicial administration and judges from all appellate regions related to the planning of individual communication plans. From 2016, the National Institute of Justice organizes, through its training program, a series of training programs and seminars to enhance the communication competence and professional qualifications of public relations officers as well as judges who perform IP functions.

Czech Republic - Our employees are get informed via electronic mail and sometimes by training.

Finland - The administrative court is usually asked to give a statement whenever a new legislation, that will affect the work of the court, is drafted by a ministry. Information is therefore shared to the staff involved already in early stages for possible upcoming legal changes. Most new regulations are also being introduced by law drafters or university professors in training sessions. The district court is usually asked to give a statement about law drafts. Therefore, the knowledge of the employees, and especially that of the members of the management team, is on a quite high level already when it's still the drafting period. Most new regulations are also being introduced to our judges in training sessions by law drafters or university professors.

Hungary - 4. I always inform about the new judicial happenings my close associates/coo-workers – if it concerns their work. In case of new regulations, in particular new codes, special attention is paid to the training of both judges and trainee judges. Training programs are organized before the new regulation enters into force. Trainee judges are obliged to attend courses preparing them to the uniform state legal examination. Last but not least, the internal rules of the Curia are annually revised and adjusted to regulatory amendments. In this respect, special emphasis is put on rules relating to public finance issues.

Macedonia - Myself as a President of the Court together with the Head of the Court's administration always take care that all the employees are up to date with the latest regulations that affects their everyday work. If necessary, we hold meetings and workshops in order to brief the staff for specific law contents and to provide answers to the dilemmas and different questions. The Academy for judges and public prosecutors also organizes seminars for the administration concerning new regulations, if necessary.

Montenegro - Every employee is informed via the court website and through training that is organized for them. Significant efforts are being made through the organization of consultations, training, delivery of written acts, as well as on the website of the court.

Netherlands - Explanation of the press guidelines is a part of the mandatory judicial training. I am not the one who introduces new regulations, but much emphasis is put on informing the employees directly concerned.

Portugal - I always have a meeting with them to explain the content of a new regulation and I define new guidelines. We ask CEJ to prepare new conferences regarding the new regulation. The regulations when rendered in Court Management always go through the Court Management Council, which includes representatives from all judicial professions. The regulation is always shared by email with all professionals. The regulations and reports are also posted on the Courts website.

Romania - I try to inform all the persons that have to apply that regulation in their work and I make sure they understood that regulation very well. I consider it is in the court's interest to have employees that are immediately informed about all the new regulation. Because the legislation changes very often, it is important that employees are up to date with the regulation, so for this situations the procedure is very well organised. Considering the consequences, we make sure that people really understand the new regulation and that they are able to apply it. Each time a new regulation that is linked to the judicial system is passed, it's brought to the attention of the employees that should implement those regulations accordingly to their job description. Furthermore, if necessary, the regulations in matter are discussed, in order to ensure the correct interpretation.

Serbia - Depend on regulation importance, but in general, it shall be done in any case.

Slovenia - I don't understand the question - is it ment informing the administration staff or judges?

Turkey - When new regulations enter into force, all judicial employees are provided with written information. If a structural amendment is at stake, short-term trainings are provided in order for new regulations to be understood well and applied in the same way in the whole judicial system.

Ukraine - we have a national school of judges. This institution trains judges, assistant judges, employees of courts. In courts we also conduct systematic training of employees. Ukrainian national school of judges and court administration conduct systematic trainings of new regulation and legislation for employees, including judges, assistant judges etc.

5. Is the clarity of administrative documents considered during the evaluation of employee-satisfaction?

Albania - Yes

Bosnia and Herzegovina - Not yet. no

Bulgaria - Each document is reviewed and judged according to predefined and clear criteria that are pre-announced on the website. According to the Methodology for the Evaluation of judicial clerks, adopted by a decision of the SJC Judicial Administration Commission ???, judicial officers are assessed on several specific indicators, among which their skills for purposeful exchange of information with clients by one of the three methods - verbal, written, in electronic form and the achievement of a high degree of mutual understanding in the process of communication, as well as the good attitude, helpfulness, non-discriminatory behavior towards the citizens.

Czech Republic - No.

Finland - In Finland there the evaluation of the satisfaction of all state officials is made every second year. The questionnaire measures the satisfaction towards internal communications in more general terms. The clarity of the administrative documents is not specified in the questionnaire separately. In Finland the evaluation of the satisfaction of all civil servants is made every second year. The questionnaire measures the satisfaction towards internal communications in more general terms. The clarity of the administrative documents is not specified in the questionnaire separately.

Hungary - The clarity of administrative documents is regularly considered during the evaluation of employee-satisfaction: it is a viewpoint by the evaluation of the judges too. It was not considered at the Curia; however, special emphasis is put on the clarity of internal rules and policies. Besides that, the Curia has a Controller's Handbook which divides the tasks of all organizational units into work phases, then determines the deadlines and the persons responsible therefor.

Macedonia - "N/A (according to our laws, there is no evaluation of employee-satisfaction in the Courts)"

Montenegro - yes

Netherlands - No.

Portugal - yes. Not that I know of.

Romania - Yes, because we communicate with other people mostly by written documents and is very important that they understand well the content of the documents. Yes. It is one of the criteria of the evaluation. No, it is not one of the criteria taken in to consideration Unfortunately, such a criteria does not exist.

Serbia - Yes.

Slovenia - Yes.

Turkey - Questionnaires are applied and this issue is namely taken into consideration

Ukraine - Yes, of course.

6. What kind of instruments do you use to inform clients?

Albania - The main instruments used to inform the public are: the website of the Court, spaces accessible by the public in the court, informative booklets, handouts etc.

Bosnia and Herzegovina - We inform our clients in written form with the possibility of the oral explanations. The court parties and the public have the opportunity to obtain the necessary information for the exercise of their rights in several ways: through the info box, brochures and court web sites.

Bulgaria - website or newspaper The judicial administration provides information to users of judicial and administrative services, as well as to the parties, either verbally, in writing or on paper, as well as through e-communication. In the past 2-3 years, the number of electronic services that the court provides to the parties to the cases - in the process of summoning, electronic processing of case files stored in electronic files of cases, the provision of electronic documents to the parties in a lawsuit, the electronic receipt of documents of the files and the delivery of the final judicial act through e-communication. There is an improvement in e-access and e-communication between registers created in each court, as well as with other institutions. Two years ago in the Court of Appeal in Varna was established a Web portal for the provision of remote access for authorized users to information about the movement/administration of court cases in the courts of the appellate district as well as protocols of open hearings and court acts from electronic case files .

Czech Republic - Web sites, Facebook, Twitter, handouts.

Finland - We have information mainly on our web sites. We don't publish anymore any handouts in paper format. Of course we guide our clients also By our customer service staff by phone, by email and by giving face-to-face guidance.

Hungary - We use a lot of written and verbal moods to inform the clients:-printed information -weekly verbal client reception (so called: „panasznap”) and daily client reception at the management office. According to the relevant provisions of law, cases heard by the same judge or panel shall be listed on a daily basis (list of hearings). The content of that list is clearly defined (case number, date and time of the hearing, name of the parties or of the defendant etc.). One copy of the list must be placed on the courtroom door. Our most important communication platform is the official website of the Curia. The Press Secretariat makes use of this circumstance accordingly: upcoming events are promoted on the website, and there are also short summaries on finished events and recent decisions.

Macedonia - On a regular basis, we keep our official website up to date with all substantial information which is useful to the public. Specific info is also published at the website and at the Court's official info-board, when necessary. We also have a judge who is appointed by the President of the Court as an official spokesman of the Court.

Montenegro - website, handouts, Press conferences Brochures, trainings, seminars.

Netherlands - Press releases, oral explanations by a press Judge. As a Judge I do not directly inform clients. Clients are informed via letters. General information can be found on the internet portal of the Dutch Judiciary (www.rechtspraak.nl), Facebook and twitter, there are handouts and information can also be obtained at the communications department that each court has.

Portugal - The CSM site. Not clients but court users - website.

Romania - Written documents. Each court has its own internet page where are published all the public information, laws and regulations, examples of jurisprudences, models for a variety of judicial requests. We also communicate through the courts public speaker with the media when it is needed. If the reference is to the litigants, then by uploading the information on the institution's web page, by displaying informative materials in special designed places and through the press. The most commonly used are postal services, but lately the use of the e-mails is on the rise.

Serbia - By Email correspondence, delivery of documents in written form by regular post service, short announcements, and similar.

Slovenia - In judicial proceedings all clients are informed about all the documents in the case.

Turkey - There are various methods utilized to inform clients. According to the 2016 Thematic Report of CEPEJ concerning use of information technology, Turkey ranks near the top among the Council of Europe member countries. Through the National Judiciary Informatics System (UYAP), clients can reach up-to-date information about their disputes submitted to courts at any time. Additionally, they are provided with new developments via SMS if they wish. Besides, they can also receive information and document from information offices at courthouses. Lastly, both written and electronically published informative publications and documents can also be helpful for clients.

Ukraine - we have official websites of courts, courts have pages on Facebook and some work with Twitter. Also we have handouts. We use mail, billboards, official websites and Facebook. Also we have handouts.

7. Which areas or topics are covered by handouts?

Albania - The topics covered mainly by the handouts are the topic regarding on how to request documents from the court, how to file complaints etc.

Bosnia and Herzegovina - Our handouts mainly cover topics based on human rights, witness rights and similarly. We don't have handouts based on clarity. The most common topics relate to the procedures related to the initiation and execution of the bankruptcy, liquidation process, the register of business entities, the manner of regulating such obligations, eg the conclusion of court settlements / settlements, the submission of claims based on the official records held by this court

Bulgaria - We do not use handouts Information brochures or leaflets provide information on the specific activities and services that the court provides for out-of-court settlement of disputes through the Mediation Center at the court, the rights and obligations of city planners when interacting with the court, working time and the tariffs of Judicial services.

Czech Republic - Some basic information about the court and the justices.

Hungary - Our handouts covered the following topics:e.g. -the rights and duties of witnesses,-the mediation. Handouts are distributed on the occasion of press conferences organized every half year and usually cover several issues (uniformity decisions, individual cases etc.) the Curia was dealing with during the past half year.

Macedonia - We usually receive already printed handouts and brochures by NGOs and different State Bodies on specific issues which are connected to the Court's procedures, human rights etc. We take care to make these materials public and easily accessible at the Court's premises.

Montenegro - all which are significant for employee citizens The method of free legal aid, the possibility of providing legal protection.

Netherlands - There is no limitation in possible areas or topics. Various topics are covered. For example how criminal proceedings go about, the rights and duties as a suspect, the rights and duties as a witness, and there are also handouts specifically for children and minors.

Portugal - In court, we do not use handouts. However, as member of the Cabinet of CSM, I may say that we use our internet site to deliver information concerning all the activity of CSM. Not applicable

Romania - I use handouts all the time, mostly to organise my ideas. Public information as it is definite in the law - civil and criminal proceedings with the protection of privacy and personal data None. There is not a preset topic; the topic is based on the aspects considered important in a given moment.

Serbia - Public Relation area.

Turkey - The structure and functioning of the CJP, symposiums and meetings held on issues about the current judicial administration, presentation of judicial institutions to the public, strategic plans of the judicial actors are announced to the public in written form and published on the website of the institutions.

Ukraine - about the procedure for filing a claim in court About the procedure for filing a claim in court.

8. Do you make publications or short movies to promote efficient information-sharing?

Albania - To promote efficient information sharing informative booklets are published regarding the activities of the court.

Bosnia and Herzegovina - No.

Bulgaria - We make short films in which we recreate individual cases with the aim of accessible perception by citizens. Each court in Bulgaria has its website, which publishes daily press releases for court cases of public interest, court work on projects or programs with various out-of-court communities, and other news related to the work of the institution. Over the past 5 years, educational documentary films have been created through the involvement of courts in media projects and other NGOs in many courts. Through them in an accessible, understandable language they present the most important aspects of the judicial activity in the different directions - criminal and civil law. The last 10 educational films for the work of all judiciary authorities in Bulgaria were developed in the process of creating the Communication Strategy of the Judiciary and are accessible through the SJC web site.

Czech Republic - We have a yearbook.

Hungary - It is not included in my competence. Each year we publish the Yearbook of the Curia which, besides presenting the Curia's professional results (especially in the field of providing uniform application of law), gives an overview of the number of cases heard by the Curia, the number of judges, officials and other employees, finances, public relations and international relations. In order to present judicial work in a manlike manner, the Yearbook includes also portrait interviews with the judges of the Curia. The Yearbook is sent each year to press representatives, to our partner institutions, as well as to the Hungarian Parliament's Committee on Justice Affairs. Short movies have been published on the website of the Curia for two years now. In 2015, the President launched a project called 'Cases before the Curia', a series of round table discussion videos about earlier judgments delivered in famous cases, involving lawyers and non-jurist experts as well. These videos are also presented at faculties of law where, after viewing the video, students are invited to join the discussion with the experts appeared in person. Another series of short movies provide practical information for clients. There is a video about the participation of parties at the hearings of the Curia, while another one shows the way of filing submissions to the Curia, from the court clerk's office through the chamber of judges assigned to the courtroom.

Macedonia - Our State Bodies (Ministry of justice, Judicial Council, etc.) usually do this kind of information-sharing on a general level, through TV and other media. Basic Court Veles, specifically, has not done such a promotion yet.

Montenegro - yes

Netherlands - Rarely done. I know of only one example in a large criminal case. I am not sure what is meant by this question.

Portugal - In CSM, we promote the information-sharing between judges using a mailing list.

Romania - No. Working in a court does not involve that kind of information-sharing. Usually the information is shared in meetings or through written documents. There are brochures published by the Ministry of Justice. No. Publications, are the most used. But the most efficient information sharing is via internet.

Serbia - Yes.

Slovenia - No.

Turkey - Judicial institutions make publications and short movies in case of need. These short movies are utilized to either present institutions or structural reforms as in the example of promotion of mediation system.

Ukraine - Yes, some courts make short movies about the judicial procedure. Judges sometimes make publications. We do.

9. How do you conciliate modern technology with clear informing?

Albania - In order that the public, has access to the judgments of the courts, the court decisions are published in the official websites of the national courts. Also additional info regarding the procedures to be followed to request information, and the electronic mailing address for information requests, as well as appeal procedures for the corresponding decision; are published in the official website of the Court. Data on work schedule, name and contact of the coordinator for the right to information of the Court are also made available.

Bosnia and Herzegovina - Modern technology is the best way to spread informations and authorized authors can spread clear informations fast by modern technology. Parties have access to the subject through an automatic object management system. They also have access to information on the work of the court through the official court site.

Bulgaria - With the help of computer specialists, separate slides are created which are uploaded on the institution's website for the purposes of accessible information. The use of modern technology is directly related to the principle of transparent, effective and predictable justice. Modern technologies enables more reliable and secure e-communication between the judiciary and the executive authority, citizens and business. Technologies make the communication process of the court more effective, clear and transparent to both internal and external communities.

Finland - Please see answer above. But Helsinki District Court does not have created e.g. Twitter or Facebook account.

Hungary - I inform by phone or email the spokesman of the court in case of media-attention about the new developments. As plenty of information is available on the website of the Curia, a clear and visible site structure is essential. The main menu of the website consists of large-sized and informative thumbnails which help the navigation as they point to a well-defined group of contents (press, international relations, practical guide etc.).

Macedonia - It this era of modern technology, it is of most importance that Courts use all the electronic tools and e-media to reach the public and increase the quantity but more importantly, the quality and clarity of information provided to the public. In that manner, our Court uses the official website which is updated daily.

Montenegro - We use modern technologies to increase confidence of our citizens in the judiciary. We use all available information resources. Via the website.

Netherlands - Twitter, facebook and linked-In are used. The Dutch Judiciary uses various internet instruments. As mentioned we have an internet portal with extensive information and we use Facebook and Twitter (including webcare).

Portugal - Using the internet sites of CSM and of each Court (all the important information is published there) and with a special program that has been tested called "Court plus". That program includes a "front office" in every court, a check in system, etc. We currently use electronic automatic alert systems (mobile phone and email) to share information with judges, clerks and court users. In West Lisbon we have a electronic systems where a lawyer or a witness check in on a central balcony and then are summoned by phone message for a hearing.

Romania - Wery well. Modern technology, such as computers, is very usefull. Technology has changed the way we interact and communicate with each other. With the increased use of social based networks, people can communicate easier and cheaper. However the modern technologies are

a reality and society must decide how to regulate their use—particularly with regard to personal data protection. I consider that the solution is to establish specific rules so personal data enjoys a high standard of protection everywhere in the EU. Very well. The employees can find every information on the Courts intranet. The modern technology, especially the internet, helps information-sharing because of the low costs that implies and the speed of communication that is ensured due to it. For example, the parties to a judicial process, have the possibility to request the communication of the decisions to their e-mail address.

Serbia - With appropriate and optimal using of modern technologies for those purposes.

Turkey - Please see the answer above (point 6).

Ukraine - We can use all modern technologies to ensure openness and clarity of the court. We can use all modern technologies to ensure openness and clarity of the court.