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SUCCESS STORY

The Supreme Court Launches Improved Public Information Services and Case Tracking System



Dr. Ridwan Mansyur, Chief Judge of the Palembang District Court demonstrates the new Public Information Desk at the Palembang District Court to Chief Justice, Harifin A. Tumpa, and other guests. The information services include the public information desk, information staff, and a public information display. This event marks the increased commitment of the Supreme Court of the Republic of Indonesia to public transparency.

In conjunction with its continuous efforts to promote transparency and accessible information for the public at large, the Supreme Court of the Republic of Indonesia (SC) launched the first technology-based information desk and case tracking system for the district courts at the Palembang District Court on March 24, 2011.

This launch also recognized the work underway in the Bandung, Samarinda and Surabaya District Courts to implement these improved information services.

The Palembang District Court showed how improved public information services at the front desk are designed to improve public perceptions of the court system. They prevent access by the public to “non-public” areas of the court, improve public perceptions by limiting access to judges and court staff, and increase court security by better monitoring the public in the court. These features are essential in improving courts’ public perception since easy access to the “non-public” areas is seen as the primary source of court staffs’ potential misconducts.

This initiative exhibits the Supreme Court’s commitment to achieving greater transparency in the Indonesia judicial system. Among dignitaries attending the launch included the Chief Justice of the Supreme Court, the Governor of South Sumatra, the Deputy Chief of Mission of the US Embassy, and the chief judges of the four district courts.

Various media covered the event, which included a press conference led by the Chief Justice. Journalists expressed the public’s interest in better understanding the court system. The Chief Justice responded to all questions raised by the media, confirming the commitment of the Supreme Court to transparency.

The C4J Project is a four-year project funded by the US Agency for International Development (USAID), and implemented by Chemonics International. From May 2010 through May 2014, the project is cooperating with the Supreme Court and Attorney General’s Office of the Republic of Indonesia to increase transparency and accountability in the Indonesian justice system. For more information on C4J, please contact the Contracting Officer’s Representative Mr. Dondy Sentya, USAID Senior Rule of Law Specialist at dsentya@usaid.gov, or info@chemonics.com, or www.c4j-indonesia.org

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