



SUCCESS STORY

Ensuring Justice through Automation

The web-based case tracking system (CTS) automates the general district courts and appellate courts. All case data is backed up by the Supreme Court to ensure that it is safeguarded. Performance data is reviewed by the Supreme Court and appellate courts to monitor the productivity of the district courts.

The implementation of the CTS has increased public access to information, modernized case management, and enhanced the transparency of Indonesia's judiciary.



Image above: Staff at the Banda Aceh High Court study how to record case information in the CTS.

In August 2014, fire broke out at the Pasir Pangaraian District Court in Riau, burning the rooms of some of the court's judges and registrars and some of its court records. In the past, the loss of written records was often permanent because the information was unrecoverable. During the 2004 tsunami, records at eight district courts, one high court and one state administrative court in West Coast of Aceh were lost. But even in the safest of conditions, there is always a risk that court documents can get lost, misplaced or damaged. With the advent of automation in the courts, however, the public has less reason to worry.

Until recently, Indonesia's courts relied primarily on written processes to manage their cases. This included such cumbersome tasks as writing all case information in bulky, manual registers by hand, re-typing all court forms, and submitting paper reports to the Supreme Court. Beginning in 2012, in cooperation with the USAID Changes for Justice (C4J) Project, Indonesia's Supreme Court authorized the development of a new case tracking system (CTS) for the general courts. By August 2013, the CTS was implemented in all 350 general district courts.

Chief Justice Dr. H.M. Hatta Ali has emphasized the importance of applying modern information technology to ensure quick, simple, and cost-efficient public services in the courts. A new, more advanced version of the CTS (version 3) is now being rolled out to all district courts and the 30 general appellate courts throughout Indonesia to ensure that all court data is automatically saved and monitored. Though only released last month, version 3 of the CTS has already been implemented by more than 70 general district courts.

In addition to keeping all data safe and secure, the CTS guarantees public access to regularly updated case information on the internet. If the public does not have access to the internet, the general district courts are implementing public information services at the entrance to support requests.

Increased access to data by the Supreme Court is also supporting internal supervision to monitor the productivity of the general district courts. The data is also being utilized to improve all aspects of court operations, including performance-based budgeting, human resources, research, and training.

Most importantly for the Pasir Pangaraian District Court and the communities it serves, some court records may have been destroyed by a fire, but the case data was not lost. In the future, damage to court records from accidents or disasters will be solved as easily as turning on the computer and downloading the court data in a new location.

The C4J Project is a five-year project funded by USAID, and implemented by Chemonics International. C4J works with the Supreme Court and Attorney General's Office to improve transparency and accountability in Indonesia's justice system. The project began in May 2010, and continues through May 2015. For more information on C4J, please contact the Contracting Officer's Representative Mr. Dondy Sentya, USAID Sr. Rule of Law Specialist at dsentya@usaid.gov.