



SUCCESS STORY

A New Age of Public Information Services in Indonesia's District Courts



Image above: Public information staff at Singkawang District Court provide assistance to access case information from the court's case tracking system (CTS). The court's Chief Judge, IGAB Komang Wijaya, constantly monitors and motivates his staff to implement the CTS, and he assists them in strategizing on how to overcome obstacles. For example, the Chief Judge has cooperated with the court's local electrical and internet providers to ensure that it has a stable connection and reliable support.

"Our district courts must increase our public services. Therefore, we are optimizing our utilization of technology."

**Suharno, Chief Judge,
Bangkinang District Court**

Not long ago, getting information about a case in Indonesia's general courts required long efforts to find someone in the building who had both the time and the right information, and then relying on the information that the person provided. In Indonesia's most progressive courts, it is a new age of public service.

In 2012, the Supreme Court of the Republic of Indonesia adopted new public services standards. General courts have been required to implement new public information desks equipped with computers and professional staff for quick access to court data. The public in those courts has learned that answers are no harder to find now than the front door, and the answers come from a trained professional with a smile. The public has also learned that all public case information can be viewed on the courts' automated system. The public information desk staff will even help persons find it.

Courts like Singkawang District Court in West Kalimantan Province, Bangkinang District Court in Riau Province, Klaten District Court in Central Java, and Surabaya District Court in East Java are models of this new age of public service. Such services are made possible through the Supreme Court's commitment to public service and its automated case tracking system (CTS), which provides online information to the public on hearing schedules, judge panels, status of cases, and even case costs. The CTS benefits not only parties to cases, but also journalists, law students, and the general public.

Reforms in public information services have not stopped at the CTS. The Bangkinang and Klaten District Courts have developed SMS reporting systems for requesting case information by SMS with any cell phone. The Singkawang District Court has implemented a "one stop service" so that even case filings and payments are made at the public information desk. The Surabaya District Court has professionalized its public information desk services with staff who wear their own uniform to be easily recognizable and who provide services every day from opening to closing of court hours.

Leaders like Chief Judge Suharno and Secretary/Registrar N. Sagala at Bangkinang District Court are motivating their staff to keep case information up to date in the CTS. According to N. Sagala, "Our judges and registrars dedicate their time to work together after hours to upload information to the CTS." Chief Judge IGAB Komang Wijaya expressed the source of Singkawang District Court's success, "The implementation of the CTS, combined with dedicated staff at our public information desk, has allowed information transparency and a more accountable justice system."

The C4J Project is a four-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 will continue through May 2015. 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