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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](mailto:dsentya@usaid.gov), or [info@chemonics.com](mailto:info@chemonics.com), or [www.c4j-indonesia.org](http://www.c4j-indonesia.org)*

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## SUCCESS STORY

# Supreme Court Improves its Public Information Services



Service is being provided at the Public Information Desk at the Supreme Court of the Republic of Indonesia. The Supreme Court is currently working with the Changes for Justice (C4J) Project to develop standard operating procedures as guidelines for its Legal and Public Affairs Bureau (Humas). It is expected that these standard operating procedures will be applied to all the court throughout the country.

The Supreme Court of the Republic of Indonesia is initiating reforms to increase transparency and public access to information through its Legal and Public Affairs Bureau (Humas).

Humas, which was established in September 2007, has been carrying out public information reforms within the Supreme Court. C4J has been assisting Humas in carrying out its public relations functions through improved directives and guidance. Through these reforms, new standards are being introduced within the courts at all levels of the judiciary.

To assist the Supreme Court, through Humas, in achieving its goal of improved public transparency in the courts, the Changes for Justice (C4J) Project facilitated a workshop on “Revitalizing Public Relations Functions” on March 8, 2011. Justice Djoko Sarwoko, leader of the Public Information Task Force of the Supreme Court, delivered the keynote speech at the workshop. He stated that there are challenges which must be faced by Humas, including increased human resource capacities, trainings, and more proactive interaction with the public.

Throughout the workshop, participants, including Supreme Court officials and leaders for all court levels in Jakarta, emphasized the need for improved guidelines on public relations.

As noted by one representative from the military courts, “it is essential for the court to gain the public’s trust and confidence. This can be obtained only by having a well-performing and proactive public relations bureau.”

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## SUCCESS STORY

### The Supreme Court Introduces Pilot Training on Case Flow Management



H. Atja Sondjaja, SH (right), Deputy Chief Justice for Civil Cases of the Supreme Court of the Republic of Indonesia, discusses court case management practices with district court judges.

The Supreme Court of Indonesia has clear goals for improving the capacity, integrity and technical legal competence of Indonesian judges, and has launched an innovative Continuing Judicial Education Program (CJE II) to meet the needs of judges with 6 to 15 years of experience. These judges have considerable practical knowledge but often find it difficult to obtain information about successful judicial practices used by their peers in other countries.

Using an analysis of judicial training needs done by the USAID Changes for Justice (C4J) project, the Supreme Court requested courses on case flow management, judicial ethics, and quality of judgment. All three courses are being run on a pilot basis in 2011 and will be expanded to more courts in 2012.

The case flow management course was held June 27-30, 2011 at the Supreme Court training center at Ciawi, West Java. Developed by a team of legal experts with support from the C4J project, topics focused on the needs of general courts. These included improved monitoring of cases, notice, backlog reduction, effective coordination among judges and court staff, and courtroom management.

The course structure allowed judge participants to share their perspectives on improving case management. According to Hj. Nirwana, SH MH, a Central Jakarta District Court judge, “[the content] is very inspiring, opening our eyes to how problems occur, and how to come up with solutions.” Nineteen male and two female judges from courts in Jakarta, Bekasi, Bandung, Serang and Pandeglang completed the course. The feedback from the participants is being used to improve the course content before it is rolled out by the Supreme Court during 2012. The same process will be followed for the courses on Quality of Judgments and Judicial Ethics.

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## SUCCESS STORY

# The Attorney General's Office Trains Prosecutors to Improve Public Information Services



C4J staff interviews a representative from the local prosecutors' office in Surabaya on ideas relating to implementing Guidelines on Public Information Service and to improve public access to information in the local prosecutors' offices in Indonesia.

As part of its ongoing reform agenda, the Attorney General's Office of Indonesia (AGO) is adopting transparency and accountability principles to better serve the public interest and properly implement the Guidelines for Public Information Service mandated by Decree No. PER-032/A/JA/08/2010.

To further these goals of improving public accountability and reducing the potential for misconduct that lack of transparency engenders, the AGO has enlisted the support of the USAID *Changes for Justice Project* (C4J) to conduct multiple training sessions on public information services.

The first of these C4J supported AGO trainings was held July 7-8, 2011 at Surabaya, East Java, and included prosecutors from 37 district prosecution offices. Four additional trainings will be held in 2011 covering all provincial prosecution offices in South Sumatra, South Sulawesi, East Nusatenggara, and Maluku, with additional provinces planned for inclusion over the course of the C4J Project.

Mr. Abdul Taufiq of the East Java Provincial Prosecutors Office described the importance of transparency principles and good governance. "After this training, all prosecutor offices in East Java must be ready to implement public information services, to perform good governance, and to improve the public's trust toward the prosecutors."

Mr. Noor Rahmad, Head of the AGO Information Center, stated that this training enables prosecutors to "not only....build castles in the air when talking about public information, but also to implement these regulations in real life."

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## SUCCESS STORY

# Indonesia's Courts Implement Improved Public Information Services



Representatives of the Supreme Court of Indonesia and eight district courts listen to demonstration at the Supreme Court of Singapore.

Deputy Chief Justice Widayatno challenged all participants to implement improvements in their respective courts from examples of effective court practices observed in Singapore.

The Supreme Court of Indonesia is committed to providing male and female citizens information about their justice system, improving the public service standards of the courts, and practicing transparency in operations. While a decree on transparency has been in place since 2007, creating the process and procedures for implementation by court staff is a challenge given the diversity of Indonesia's over 800 courts.

During November 2010, 19 male and 3 female judges and court staff selected by the Supreme Court participated in a study visit to the Supreme Court and the Subordinate Court of Singapore with support from the USAID Changes for Justice (C4J) Project. As Singapore has what is considered to be one of the most progressive court systems in Asia, and the visiting Indonesian judges and court staff personally experienced how transparency and public access to information are implemented through the daily processes of its court operations.

The study visit participants included leaders and public information officers of the Supreme Court and eight district courts. The objective of the visit was to identify the mechanisms used to insure access to information and court transparency in Singapore, and consider their applicability to Indonesia's courts.

"The visit," said Deputy Chief Justice for Development Widayatno, "has given the Supreme Court and its subordinate courts a very important comparison on the implementation of transparency." The study visit participants were challenged by Justice Widayatno to develop action plans for their courts. "I found the visit very inspiring and I would like to implement this in my office once I return home," said Ibrahim Palino the Samarinda district court judge.

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## SUCCESS STORY

# Managing Change and Gaining Stronger Public Trust



Supreme Court Chief Justice, DR. H.M. Hatta Ali, SH., MH. delivers the opening remarks of the Case Information Management System Summit in Jakarta. In adapting to the rapid changes in Indonesian society, the Supreme Court has put improved public services as one of its strategic priorities.

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The USAID Changes for Justice (C4J) project convened a Case Information Management System (CIMS) Summit in Jakarta, on March 12-14, 2012. In his opening remarks, Supreme Court Chief Justice DR. H.M. Hatta Ali stated, "case management in the courts is central for realizing two of aims - providing just legal services to justice seekers, and building the credibility and transparency of justice institutions."

Chief Judge Istining Kadarwati of the Bangil District Court in East Java shared her experience with website development. "Most of the cases we handle are industrial relations disputes and involve a lot of people. With a lack of proper scheduling information on hearings, hundreds of visitors were jamming up our court offices because they had no idea when the trials would be conducted." Equipped with minimal hardware, she and her staff have launched and maintained the court's website, which has received more than 30,000 visitors in the past year.

Commented Chief Judge Kadarwati, "all the speakers were inspiring. When Tanri Abeng talked about passion in leadership, I personally am proud to say that I have chosen that track in setting up the website. I built the interest, have slowly grown the passion for it, and finally built a sense of ownership for it (among staff)." Chief Judge Bakhtiar of the Kotabaru Religious Court in Southeast Sulawesi noted, "I admire Professor Bagir Manan the most! With his deep understanding of the legal system in Indonesia, he inspires us to be innovative with what we have." Marni Emmy Mustafa, Chief Judge of the Medan High Court in North Sumatra, said "It is very inspiring....I have already noted down some action plans (for) once I return home."

Through initiatives such as CIMS, C4J is helping the court system develop a shared vision for improved business processes and standardized case management. The CIMS Summit was attended by 74 judges and court staff (69 male and 5 female) from the Supreme Court and subordinate courts. Distinguished Speakers at the Summit included Emirsyah Satar, President Director of Garuda Indonesia, and change management "guru" Tanri Abeng. Their fresh, "out of the box" ideas are helping to enrich the vision for reform.

## SUCCESS STORY

### Legal Aid in Indonesia: Clearing the Path to Justice



C4J staff meet with women and children in a village to discuss their challenges accessing legal aid to identify solutions for better access to court services. According to the Indonesia Children Protection Commission (KPAI), nearly 50 million children do not possess a birth certificate in Indonesia. Not having a birth certificate will impede their access to health services, school enrolment, passport, and the right to vote.

An old man in his best red shirt came to the Sidoarjo District Court, East Java, and sat anxiously in a corner of the legal aid room awaiting his turn for assistance with a birth certificate petition. In another corner, an intern busily checked a big pile of petitions for birth certificates. “I’ve learned from my neighbors that now we can file birth certificate petitions without having to pay any court fees,” the old man said. He was not alone. Outside the room other justice seekers were waiting for their turn. This service is essential because all children older than one year must have their birth certificate processed through the general courts.

SEMA 10 of 2010, the Supreme Court’s regulation on providing legal aid services in the general district courts, includes directions on such services as administering waivers from court fees (*prodeo*), mobile courts (*sidang keliling* or *zitting platz*), and the room for providing legal aid services (*posbakum*).

In March 2012, the USAID Changes for Justice (C4J) Project, hosted a national workshop in cooperation with the Supreme Court of the Republic of Indonesia and the World Bank’s Justice for the Poor (J4P) Program to improve implementation of SEMA 10. Courts like Sidoarjo have since acknowledged that the national SEMA 10 workshop and the civil case technical guidelines, issued following the workshop, have assisted them to provide more effective services to the poor, including birth certificate petitions.

One judge at the Sidoarjo District Court noted: “After the national SEMA 10 [legal aid] workshop in Jakarta, the number of birth certificate petitions has increased significantly.”

Birth certificate petitions are currently the most popular form of legal aid support requested in the courts. To meet demand, the Sidoarjo District Court has dedicated more funds for fee waivers. In larger district courts in nearby cities like Surabaya, petitions for birth certificates have already exceeded 8,000 this year. Such improved services are motivating more and more of the public to find their paths to justice at the front door of the court.

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## SUCCESS STORY

### Managing Better Human Resources through CHRP

The Certified Human Resources Professional Program (CHRP) was implemented by the Attorney General's Office with support from the USAID C4J Project. The program has achieved meaningful results through increased knowledge and skills among the AGO's Personnel Bureau staff, and in integrating competency-based, advanced human resources management within the organization.



Sumardji read his commencement speech during the graduation ceremony of the Certified Human Resources Professional Program for AGO staff. He graduated with the highest score.

***“Change should start NOW. Leaders should not be afraid of change if it is for the better. When the institution becomes stronger and successful because of the change, it will reflect very well on the leaders who led the change”***

**Sumardji,  
Staff at the Attorney General  
Office's Personnel Bureau**

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Becoming a champion for human resource management within the Attorney General's Office of the Republic of Indonesia (AGO) never crossed Sumarji's mind when he started his career. But he is now among the rising stars of Indonesia's AGO staff implementing reforms.

Sumarji was born and raised in Trenggalek, East Java: “The same town where former Attorney General Suprpto came from,” he said proudly. His career path included a number of different types of jobs, but in which all of them he learned the importance of maintaining stable and positive work environment among people with different background during periods of change. In search of a longer term position, Sumarji applied for for a civil servant position within the AGO. He was hired by the AGO in 2006, just when reforms within the organization were beginning. He was assigned to Personnel Bureau, where he began to pursue his interest in human resources management.

In October 2012, Sumarji was one of twenty-five AGO staff handpicked to participate in the Certified Human Resources Professional Program (CHRP), implemented by the AGO in cooperation with the USAID-funded Changes for Justice (C4J) Project and independent human resources organization as subcontractor. Participants in the program were trained on all aspects of human resource management, including recruitment, talent management, planning, and auditing. After completing the training and returning to their work units, Sumardji and his colleagues were tasked with creating an improvement plan for the AGO. He elected to develop competency profiles for a transparent, merit-based system of recruitment and promotions. His plan was later judged by the leadership of the AGO and human resources trainers as the best improvement plan.

Along with other selected graduates from the CHRP, Sumarji has joined the AGO Human Resources Reform Team to focus on three areas of human resources reforms: analysis of key performance indicators; development of an assessment center; and talent management. These reforms include improvements in monitoring and supervision. Step by step, such reforms are improving the organization. “I've never felt more optimistic about the direction of my life, and of the AGO,” said Sumarji.

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## SUCCESS STORY

### Better Access to Justice for the Poor through Legal Aid Services

Low cost, simpler procedures, and timeliness are underlying principles the Indonesian courts are applying to improve access to justice for the poor and disadvantaged. The courts have been authorized under Indonesia's new Legal Aid Act to sustain legal aid services through *posbakum* (legal aid post in each court), *sidang keliling* (traveling courts to reach local communities), and *prodeo* (waivers from court fees). These services have been adopted by the Supreme Court as core court services that must be provided.



Wahyu Widiana, former Director General of the Religious Courts, leads a discussion among chief judges from general district courts on regulations and best practices for providing legal aid services in Indonesia's courts.

***"All recommendations stemming from these workshops will be implemented by a small team under the coordination of the Supreme Court's Legal Aid Working Group, to improve courts' services and access to justice for the poor"***

**Suardi,  
Deputy Chief Justice  
for Civil Cases**

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A landmark series of three workshops on improving legal aid services in Indonesia's courts was concluded on 7 March 2013. These three workshops, led by the Supreme Court of the Republic of Indonesia and fully supported by USAID/C4J project, began with a workshop on *prodeo* (fee waiver) services on 13 December 2012, followed by a workshop on *posbakum* (legal aid post) services on 6 March 2013. The workshops brought together court leaders from the general, religious and administrative courts to identify best practices in providing all types of legal aid services, and to propose standardized procedures and the appropriate budget allocations for each.

The workshops were attended by 45 participants on average: comprising Supreme Court leaders; representatives of the Directorate Generals for the General Courts, Religious Courts, and Administrative Courts; chief judges of leading high courts and district courts; and other relevant institutions. They concluded with a list of recommendations for sustaining and improving the management of legal aid services in the courts.

The Supreme Court leadership is now studying the recommendations and revising its policy on legal aid services.

The changing attitude among court leaders was quite palpable throughout the recent workshops on legal aid services. Prior to 2012, the legal aid policies of the Government of Indonesia were unclear and the courts were struggling to set appropriate technical guidelines, but court leaders have become increasingly enthusiastic in proposing ideas and examining current procedures to identify impediments to access to justice by justice seekers in the courts.

At the final workshop the Head of the Supreme Court's Administration Unit stated his commitment to improved legal aid services through allocations of funds in the Supreme Court's annual budget, particularly in support of each court's legal aid post and traveling courts to reach persons in local communities who, otherwise may, not be able to easily access the nearest court. The latter has been beneficial especially in processing a substantial number of birth certificate petitions for children older than one year of age. In the same spirit, the Supreme Court leadership has expressed its intention to develop a more detailed budget plan, which would include improved monitoring and reporting requirements on management of legal aid services in the courts.

Substantive discussions have focused on standardization of legal aid services and simpler, more effective procedures, such as determination of eligibility of waivers from court fees.

Based on the findings and recommendations from these workshops, the Supreme Court is now preparing a revision to its internal regulation (SEMA 10 of 2010) on legal aid services.

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## SUCCESS STORY

### CTS Expands Across the General Courts of Indonesia

As of April 2013, more than 200 district courts across Indonesia had implemented the CTS. The C4J Project is cooperating with the Supreme Court to achieve the Chief Justice's vision for the CTS in all 352 district courts across Indonesia. The fast growing number of district courts implementing CTS is a testament to the success of the automated case tracking system.



Photo above: Supreme Court CTS trainers share knowledge during an interactive training session in Surabaya, East Java, on 17-22 February 2013.

**“All district courts must already be implementing automated Case Tracking System (CTS) before the dawn of 1 January 2014”**

**Hatta Ali,  
Chief Justice,  
Supreme Court of the  
Republic of Indonesia**

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On 17 December 2012, the Supreme Court of the Republic of Indonesia officially launched version 2 of its automated case tracking system (CTS) at the Denpasar District Court on Bali. Following the launch, at a meeting of high court chief judges, the Chief Justice of the Supreme Court of the Republic of Indonesia declared, “All district courts must be using the CTS before the dawn of 1 January 2014.” Four months later, Indonesia's general district courts are well on their way to achieving the Chief Justice's goal. As of April 2013, more than half of Indonesia's 352 general district courts had implemented the CTS.

Expansion of the CTS has been achieved through a nationwide effort led by the Supreme Court, in cooperation with the USAID Changes for Justice (C4J) Project. Trainings are being organized in high court jurisdictions to expose all high court and district court leaders and IT staff to the CTS and to provide lessons on: the Supreme Court's reform priorities and regulations; case flow management; improved public information services; and, an enhanced system of supervision for both judges and court staff. To support these trainings, the Supreme Court and C4J Project have created a team of IT trainers from the Supreme Court and Directorate General for the General Courts, as well as from many of Indonesia's regions.

As a first step toward implementation of an IT Help Desk, the Supreme Court's IT Department has established a Facebook page to support IT staff around the country with managing the CTS in their respective courts.

The Supreme Court, recognizing the value of data through the CTS, is now using the CTS data, which is automatically updated on the Supreme Court's server via the web-based application, to monitor specific cases and to investigate allegations of misconduct. Knowledge of the CTS is now being included in “fit and proper” tests for candidates for new leadership positions.

Many areas of the country including Bali, Lombok, and most of Java, North Sumatra, and South Sulawesi are using the CTS. Efforts are underway to achieve the Chief Justice's vision of implementing the CTS in the remaining general district courts of Indonesia by the end of 2013. The Supreme Court has pledged its support in identifying obstacles to implementation of IT in more remote areas of the country, particularly eastern Indonesia, and it maintains a map on its public website for tracking its progress toward achieving its goal at <http://cts.mahkamahagung.go.id/map/map.php>.

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## SUCCESS STORY

### Laying Groundwork for Professional Court Registrars

Candidate Acting Registrar Education (CARE) Program is being developed to prepare knowledge and skill required of acting registrars.



Photo above: Public at the Jantho Religious Court, Aceh, filling out the training needs assessment. A training needs assessment for CARE program was conducted in six provinces. Judges, registrars, and justice seekers responded to a list of questions to help gauge the training needs of acting registrars.

***“Although adapted from Continuing Judicial Education program, the proposed training method is specifically designed for acting registrars. In this program, acting registrars will also be equipped with materials on court language and code of conduct”***

***DR. Abdullah,  
Section Head of Program,  
The Supreme Court’s Training Center***

Following the successful implementation of the Continuing Judicial Education (CJE II) Program in 2012 which covered three courses (case flow management, quality of judgments, and judicial ethics) in three regions, the Supreme Court with the full support from USAID C4J project started the development of Candidate Acting Registrar Education (CARE) program during the last quarter of 2012.

Efforts to improve education and training in the courts have been focused on mid-level judges. The Supreme Court started to place increased emphasis on a training program for court staff, with an initial emphasis on improving the quality of acting registrars. Improving skills and education of acting registrars is deemed important due to the facts: acting registrars work most directly with judges, preparing minutes of hearings, and managing the case file until the case is closed and decision uploaded; however, many acting registrars do not have a degree in law, hence, acting registrars are in even greater need of specialized training to address legal issues in the cases that they document, particularly complex cases.

During December 2012 and February 2013, training needs assessment (TNA) was carried out by the Supreme Court Training Center (Badiklat) and C4J at general district courts in six provinces: North Sulawesi, Central Java, North Sumatera, South Kalimantan, Aceh, and East Java. The TNA aimed to identify the existing gaps of acting registrars’ competencies with ideal expectation. A workshop conducted in 1-3 May 2013 to discuss the TNA recommended that acting registrars need to develop their skills in writing hearing minutes and improving their knowledge of court procedures. The discussion also revealed that acting registrars were never given a proper initial training when they started their job, and hence the training should focus on “candidate acting registrars” as the primary target.

The three days intensive workshop was also successful in drafting training materials, which covered essential subjects such as: Code of Ethics, Supervisory System, The Use of Information Technology in Case Management, Development of Communication and Information Skills/Management, Indonesian Language for Legal Profession (including Stenography), and Judicial Bureaucracy Reform. These materials tie in with the format and structure of Candidate Judges Education to ensure standardization and foster common understanding between judges and registrars, as well as sustaining reforms in all courts.

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## KISAH SUKSES

# Membangun Pondasi untuk Panitera Pengadilan yang Profesional

Pengembangan Program Pendidikan Calon Panitera Pengganti (CARE) ditujukan untuk mempersiapkan pengetahuan dan ketrampilan yang diperlukan oleh panitera pengganti pengadilan.



Foto atas: Masyarakat di Pengadilan Agama Jantho, Aceh, mengisi formulir analisis kebutuhan pelatihan program CARE. Analisis kebutuhan pelatihan dilaksanakan di enam propinsi. Para hakim, panitera, dan pencari keadilan menjawab serangkaian pertanyaan untuk mengukur kebutuhan pelatihan panitera pengganti.

**“Meskipun diadaptasi dari program Pendidikan Hakim Berkelanjutan (CJE), metode pelatihan CARE yang diusulkan dirancang secara khusus untuk para panitera pengganti. Di program ini, para panitera pengganti juga akan dibekali dengan materi-materi mengenai bahasa pengadilan dan pedoman perilaku”**

**DR. Abdullah,  
Kepala Seksi Program,  
Badiklat Mahkamah Agung**

Menindaklanjuti suksesnya pelaksanaan program Pendidikan Hakim Berkelanjutan (CJE II) di tahun 2012 yang meliputi tiga kurikulum (Manajemen Alur Perkara, Kualitas Putusan, dan Pedoman Perilaku Hakim) di tiga wilayah Indonesia, Mahkamah Agung dengan dukungan penuh proyek USAID-C4J telah memulai pengembangan program Pendidikan Calon Panitera Pengganti pada kuartal akhir tahun 2012.

Selama ini, upaya untuk meningkatkan pendidikan dan pelatihan di pengadilan difokuskan bagi hakim tingkat menengah. Mahkamah Agung sekarang mulai memberikan perhatian pada program pelatihan untuk staf pengadilan dengan fokus awal untuk meningkatkan kualitas panitera pengganti. Peningkatan ketrampilan dan pendidikan panitera pengganti dianggap penting karena mereka bekerja langsung dengan hakim, mempersiapkan minutasid sidang, dan mengelola berkas perkara sampai adanya putusan dan putusan diunggah. Namun, banyak panitera pengganti yang tidak memiliki pendidikan di bidang hukum, sehingga mereka sangat membutuhkan suatu pelatihan khusus untuk mengatasi persoalan hukum dalam perkara-perkara yang mereka dokumentasikan, terutama perkara-perkara yang kompleks.

Di bulan Desember 2012 sampai Februari 2013, Badiklat Mahkamah Agung dan C4J melaksanakan analisis kebutuhan pelatihan (TNA) di pengadilan negeri di enam provinsi, yaitu Sulawesi Utara, Jawa Tengah, Sumatera Utara, Kalimantan Selatan, Aceh, dan Jawa Timur. TNA tersebut bertujuan untuk mengidentifikasi kesenjangan kompetensi panitera pengganti sekarang ini dengan harapan ideal. Lokakarya untuk membahas TNA yang diselenggarakan pada tanggal 1-3 Mei 2013 memberi rekomendasi bahwa panitera pengganti perlu mengembangkan ketrampilan menulis minutasid persidangan serta meningkatkan pengetahuan mengenai prosedur pengadilan. Di diskusi tersebut juga terungkap bahwa panitera pengganti tidak pernah diberikan pelatihan awal yang memadai ketika mereka mulai bekerja. Oleh karena itu, pelatihan CARE nanti hendaknya berfokus pada “calon panitera pengganti” sebagai sasaran utama.

Dalam lokakarya intensif selama tiga hari tersebut juga berhasil dibuat materi pelatihan yang meliputi topik-topik penting, seperti Kode Etik, Sistem Pengawasan, Penggunaan Teknologi Informasi dalam Manajemen Perkara, Pengembangan Manajemen/Ketrampilan Informasi dan Komunikasi, Bahasa Indonesia untuk Profesi di Bidang Hukum (termasuk stenografi), dan Pembaruan Birokrasi Peradilan. Materi tersebut juga berhubungan dengan format dan struktur Pendidikan Calon Hakim untuk memastikan standarisasi dan membina pemahaman bersama antara hakim dan panitera pengganti, serta memastikan berlangsungnya pembaruan di seluruh pengadilan.

*Proyek C4J adalah proyek yang berlangsung selama empat tahun dan didanai oleh USAID, serta diimplementasikan oleh Chemonics International. C4J bekerja dengan Mahkamah Agung dan Kejaksaan Agung untuk meningkatkan transparansi dan akuntabilitas sistem peradilan di Indonesia. Proyek dimulai pada bulan Mei 2010 dan akan berlanjut sampai bulan Mei 2014. Untuk informasi lebih lanjut, hubungi: Mr. Dondy Sentya, USAID Senior Rule of Law Specialist, atau [info@chemonics.com](mailto:info@chemonics.com), atau [www.c4j-indonesia.org](http://www.c4j-indonesia.org)*



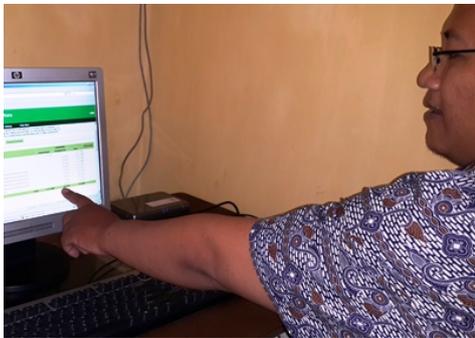
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## SUCCESS STORY

### A Visionary Leadership Aiming for Fully-Automated Court

**A small district court in Central Java has shown the country that leadership with clear vision and a little bit of ingenuity can transform a run-of-the mill court into a modern court with always-on information that minimizes bureaucracy, optimizes time and case management, and maximizes public service.**



**Photo above:** Puji Wiyono, IT administrator at Klaten District Court, demonstrates the Case Tracking System (CTS) version 2 application installed at the court's server. The general public can also access court case information through text messaging (SMS). More information can be found at the court's address <http://pn-klaten.go.id/main/>

**"My staff and I are working towards the goal that by the end of next year Klaten District Court will be the first officially-sanctioned court in the country to do away with manual registry system and go fully electronic."**

**Eka Budhi Prijanta,  
Chief Judge,  
Klaten District Court**

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Klaten, a town smackd in the middle of former ancient kingdoms in Central Java, is an unlikely candidate to host a model court to be the first in the country to go fully electronic. However, this is what will likely to happen in the next year after Klaten District Court has undergone a transformation in the past two years since the appointment of its Chief Judge Eka Budhi Prijanta. The court has already filed all case data electronically into Case Tracking System (CTS). CTS is a web-based system that improves public access to information by making case data immediately available on district courts' own websites. The Supreme Court of the Republic of Indonesia developed and implemented CTS version 2 in general district courts with the full support by USAID Changes for Justice (C4J) project.

In 2011, Eka Budhi was transferred to the district court to lead as its chief judge after serving as a judge at the Corruption Court in Jakarta. The experience as corruption judge taught him that efficiency and transparency must be improved in all aspects of court administration to avoid possibilities of corruption or misconduct. He decided to use information technology (IT) to make the court to become more efficient, transparent and more public service-oriented.

However, the medium-sized court lacked funds needed to develop its own automated case management system. Fortunately, Eka Budi found strong support from its IT administrator, Puji Wiyono, who was full of ideas about utilizing IT to help court staff manage their work more effectively. At the time, the Supreme Court supported by C4J was testing CTS version 1 at several district courts in Indonesia. Although Klaten district court was not selected as pilot, Eka Budi decided to install CTS application independently. Without costing any money, Puji upgraded a desktop computer as application's server. To encourage acting registrars to start using computer and input case data electronically into CTS, Eka asked Puji to teach the registrars how to operate computer and use CTS application. In time, the acting registrars saw that filing cases directly into the application benefited them by making their work less time consuming. Eka also discussed openly the progress and challenges of CTS implementation during monthly meetings with all staff.

To expand the public outreach of case information served by the court, Puji has also developed an application which enables the general public to request and receive case data automatically using Short Message Service (SMS). This feature is extremely useful and proven popular among the rural residents who are now able to use their phones to get information on the status of their case, hearing schedules and even detailed court fees.

There are challenges remain for district court, not only in Klaten, but also elsewhere, such as limited budget and no career path and functional position for district court IT administrator. However, none of these challenges has ever prevented Eka Budhi from innovating and working to achieve his goal to make his court "clean", efficient, and public service-oriented. In the past two years, Klaten District Court has vastly improved court staff performance and most importantly, its public service. Down the road, Eka Budhi envisions a future where the court, district prosecutor's office and the police will be linked electronically and documents to be

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## SUCCESS STORY

### E-learning Adopted by Indonesia's Supreme Court

On 9 May 2014, the Supreme Court of the Republic of Indonesia launched its new E-learning program. The first course developed for the E-learning platform is on judicial ethics. In addition to reading materials and short videos on the Judicial Code of Conduct, judges are randomly assigned ten hypothetical questions on ethical scenarios that judges commonly encounter. With a score of nine correct answers out of ten, the judges are awarded a certificate. Judges may repeat the course as many times as necessary until they have successfully completed the course. The objective of the e-learning program is not to track how many times it takes to complete the course. Rather, the object is to ensure that each judge learns the subject matter well.



Image above: A judge takes the E-learning course on judicial ethics on his mobile phone.

***“This is just the start of IT-based learning in the courts.”***

***Hatta Ali,  
Chief Justice,  
Supreme Court of the  
Republic of Indonesia***

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The Supreme Court has set ambitious objectives for training all judges and court staff in Indonesia, but the challenges of continuing education programs are substantial. Indonesia's judges and court staff are spread out among courts in an archipelago of more than 17,000 islands. There are more than 33,000 staff, over 7,000 of whom are judges. In 2013, the Supreme Court Training Agency was able to train only 15% of the total number of judges and court staff in need of trainings.

To address the challenge of delivering training programs to all judges and court staff, the Supreme Court Training Agency and the USAID Changes for Justice (C4J) project have cooperated to develop an alternative training approach using distance learning, or e-learning, through the internet. The Supreme Court Training Agency adopted an open-source Learning Management System due to the application's flexibility, user-friendliness, and ease of development for new training programs. As a first course, the Supreme Court decided to focus on training all judges from the general, religious, and state administrative courts on Indonesia's Judicial Code of Conduct.

The tailored e-learning system, known as ELMARI (E-learning Mahkamah Agung), was launched by the Chief Justice of the Supreme Court, Hatta Ali, on 9 May 2014 in Jakarta. More than 70 chief judges from all of Indonesia's general, religious, and state administrative court of appeals (high courts) attended the launch. At the instruction of the Chief Justice, the high court chief judges are instructing the first instance courts under their respective jurisdictions to begin studying the first program on judicial ethics.

The course on judicial ethics requires judges to review basic materials and then to take a test of ten questions relating to hypothetical scenarios encountered by judges in Indonesia. The ten questions are tailored to each type of court and they are randomly selected and arranged from a database of more than fifty questions. Thus, the test is never the same for any one judge. Both wrong and right answers receive written explanation to provide additional guidance on how the Code of Judicial Conduct should be applied in practice. Judges are required to take the course until they receive a minimum score of 9 out of 10 correct, at which stage they may print an automatically generated certificate. Before printing their certificate, however, judges are required to propose an additional hypothetical question to the Training Agency so that the program is constantly renewed.

The Supreme Court is now planning additional e-learning programs per the Chief Justice's admonition that the courts adopt an independent learning culture that boosts the capacity of all judges and court staff.

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## SUCCESS STORY

### Empowering Communities, Protecting the Environment

The Changes for Justice (C4J) Project is bringing change to local communities by empowering them with new knowledge and skills on how to resolve local disputes. The project is cooperating with local district courts, prosecution offices, and communities in three pilot locations in Aceh, Riau and West Kalimantan.



**Image above:** Local village leaders stand at the river separating a vast area of palm oil plantations from the forest that they are fighting to save.

***“Most of us here are farmers. Sometimes someone is reported to the police for entering our land, but a plantation company claims ownership. . . Learning about laws on forests and boundaries in our neighborhood helps us to respond to the company and to everyone who claims ownership of our land and forest. If they violate the law, we know how to report it. . . We don’t want to lose our land and, most importantly, we do not want to suffer from natural disaster because our environment has been destroyed. Forming a paralegal group in the village is a good start. We will be stronger in a group, instead of as individuals.”***

**Yohanes, a local villager**

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The Supreme Court and Attorney General’s Office of the Republic of Indonesia have implemented new reforms to improve public services. Now the lessons on improving public access are being brought to the local communities to improve not only their access to justice, but also their knowledge on how to protect their forests and wildlife.

The USAID Changes for Justice (C4J) Project is engaging with local communities and training their leaders as paralegals to build their legal awareness and compliance with environmental laws and regulations. Mostly farmers, these leaders have experienced conflicts with plantation companies or village government over land disputes and/or natural resource management issues. They also face challenges in their communities from climate change.

This community engagement program focuses on areas which offer a great potential for implementing sustainable environmental management and reducing threats to biodiversity, focusing on illegal logging, land conversion, wildlife trafficking and poaching. Aceh, Riau and West Kalimantan were selected as pilot areas, The communities in these areas are very prone to be involved in such cases.

The C4J Project assists the communities with knowledge on basics of legal system in Indonesia, paralegal functions, and ethics through case studies and role playing prosecutorial and court processes, and documenting, investigating and reporting cases.

The trainings have changed the participants’ perception and attitude as they were initially being skeptical with the Indonesia’s justice sector, which is a key start on the improved interaction between law enforcers and public. After the three days training, the communities showed more confidence and enthusiasm as they understand better about their right to information and how to access justice. They are eager to participate in any training continuation on more specific topics such as mediation, and mentoring on topics related to civil and crime cases of forestry issues and land disputes, legal assistance and consultation.

Rafiq, a local participant stated, “With this training, I now understand about legal processes and actions I can take. It helps me analyze the current cases we are now facing and defining an action plan, whether it be a crime, or a civil or administrative claim.”

Arie Andhika, a judge at Bangkinang District Court, believes that the paralegal training is important because “this activity has linked us with our community.”

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## KISAH SUKSES

### Memberdayakan Masyarakat, Melindungi Lingkungan

**Proyek *Changes for Justice* (C4J) membawa perubahan pada masyarakat lokal dengan meningkatkan pemberdayaan mereka melalui pengetahuan dan keterampilan menyelesaikan sengketa lokal. Proyek ini bekerja sama dengan pengadilan-pengadilan negeri lokal, kejaksaan, dan masyarakat di tiga lokasi percontohan, yaitu Aceh, Riau dan Kalimantan Barat.**



**Keterangan gambar:** *Pemimpin desa setempat berdiri di samping sungai yang memisahkan perkebunan kelapa sawit yang luas dengan hutan yang mereka perjuangkan untuk diselamatkan.*

*“Kebanyakan dari kami adalah petani. Terkadang seseorang dilaporkan ke polisi karena memasuki lahan kami, tapi perusahaan perkebunan mengklaim ini sebagai milik mereka... Belajar tentang undang-undang mengenai hutan dan batas wilayah di lingkungan kami membantu kami dalam merespon terhadap perusahaan tersebut dan pihak lain yang mengklaim hak atas lahan dan hutan kami. Jika mereka melanggar hukum, kami tahu bagaimana melaporkannya... Kami tidak ingin kehilangan lahan kami, dan yang terpenting, kami tidak ingin menderita akibat bencana alam yang timbul karena lingkungan kami dirusak. Pembentukan kelompok paralegal adalah awal yang baik. Kami akan lebih kuat dalam kelompok, dibandingkan berdiri sendiri-sendiri.”*

Yohanes, masyarakat setempat

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Mahkamah Agung dan Kejaksaan Agung Republik Indonesia telah menerapkan reformasi baru untuk meningkatkan layanan publik. Peningkatan layanan publik itu kini dibawa ke ranah masyarakat lokal, tidak hanya untuk meningkatkan akses mereka terhadap hukum, tetapi juga pengetahuan untuk melindungi hutan dan satwa liar.

Untuk meningkatkan kesadaran hukum dan kepatuhan terhadap peraturan dan hukum tentang lingkungan, Proyek USAID C4J mengajak masyarakat lokal dan pemimpin masyarakat dalam pelatihan paralegal. Dengan latar belakang sebagian besar sebagai petani, pemimpin masyarakat ini telah mengalami konflik sengketa lahan atau penanganan sumber daya alam dengan perusahaan perkebunan atau pemerintah desa. Masyarakat juga menghadapi berbagai permasalahan akibat perubahan iklim.

Program yang melibatkan masyarakat ini menyorot pada aspek yang menawarkan potensi besar untuk mengimplementasikan manajemen pengelolaan lingkungan yang berkelanjutan serta mengurangi ancaman terhadap keanekaragaman hayati, dengan fokus pada pembalakan liar, alih fungsi lahan, serta perdagangan dan perburuan satwa liar. Aceh, Riau, dan Kalimantan Barat dipilih sebagai area percontohan. Masyarakat di daerah ini dinilai sangat rentan terhadap kasus-kasus tersebut.

Proyek C4J membantu masyarakat di daerah tersebut dengan memberikan pengetahuan dasar tentang sistem hukum di Indonesia, fungsi paralegal serta etika melalui studi kasus dan latihan berperan/*role playing* dalam proses penuntutan dan pengadilan, dan proses dokumentasi, penyelidikan serta pelaporan perkara.

Pelatihan-pelatihan ini telah mengubah persepsi dan sikap peserta yang awalnya merasa skeptis dengan sektor peradilan di Indonesia, yang merupakan kunci awal dalam meningkatkan interaksi antara aparat penegak hukum dan publik. Setelah mengikuti pelatihan selama tiga hari, masyarakat menunjukkan kepercayaan diri dan antusiasme seiring meningkatnya pemahaman mereka tentang hak atas informasi dan bagaimana cara mengakses keadilan. Mereka ingin berpartisipasi dalam pelatihan lanjutan dengan topik yang lebih spesifik seperti mediasi serta pendampingan dalam topik terkait perkara pidana dan perdata masalah kehutanan dan sengketa lahan, bantuan hukum dan konsultasi.

Rafiq, anggota masyarakat setempat mengatakan, “Melalui pelatihan ini, sekarang saya memahami proses hukum dan tindakan apa yang bisa saya ambil. Pelatihan ini membantu saya menganalisa kasus yang kami hadapi dan dalam menyusun rencana aksi, baik dalam bentuk tuntutan pidana, perdata atau administrasi.”

Arie Andhika, Hakim Pengadilan Negeri Bangkinang, percaya bahwa pelatihan paralegal ini penting karena “kegiatan ini menghubungkan kami dengan masyarakat sekitar.”

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## 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.

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## KISAH SUKSES

### Memastikan Keadilan Melalui Otomatisasi

Sistem penelusuran perkara berbasis web (*Case Tracking System* atau CTS) memberikan kemudahan otomatisasi proses pengelolaan perkara di seluruh pengadilan negeri dan tingkat banding. Untuk memastikan informasi tersimpan aman, seluruh data yang masuk di *back up* di server di Mahkamah Agung. Data kinerja juga dikaji oleh Mahkamah Agung dan pengadilan tingkat banding untuk memonitor produktivitas pengadilan-pengadilan negeri.

Implementasi CTS telah meningkatkan akses publik terhadap informasi, memodernisasi pengelolaan perkara dan meningkatkan keterbukaan sistem peradilan Indonesia.



**Keterangan gambar:** Panitera di Pengadilan Tinggi Banda Aceh mempelajari cara memasukkan data perkara ke dalam CTS.

Di bulan Agustus 2014, kebakaran hebat menghancurkan ruang hakim, panitera serta beberapa berkas perkara Pengadilan Negeri Pasir Pangaraian di Riau. Dahulu, pihak pengadilan sering kesulitan mendapatkan kembali dokumentasi hukum yang hilang karena tidak ada data *back-up*. Saat bencana tsunami 2004, tercatat delapan pengadilan negeri, satu pengadilan tinggi dan satu pengadilan tata usaha negara mengalami kerusakan bangunan dan kehilangan berkas perkara. Dalam kondisi yang aman sekalipun, risiko kerusakan atau kehilangan dokumentasi hukum akan selalu ada. Namun dengan pengembangan sistem otomatisasi peradilan yang sudah diterapkan, kita tidak perlu khawatir lagi.

Hingga beberapa waktu lalu, pengadilan di Indonesia mengandalkan pencatatan manual dalam pengelolaan perkara, termasuk mencatat perkembangan kasus yang ditangani ke dalam buku registrasi, mengetik ulang formulir pengadilan kemudian dikirimkan ke Mahkamah Agung. Bekerja sama dengan USAID *Changes for Justice* (C4J), Mahkamah Agung meluncurkan pengembangan sebuah *case management system* yang dikenal dengan nama *Case Tracking System* (CTS) untuk seluruh pengadilan negeri di Indonesia pada awal 2012. Pada Agustus 2013, 350 pengadilan negeri telah mengimplementasikan aplikasi ini.

Ketua Mahkamah Agung Republik Indonesia Dr.H.M. Hatta Ali, dalam berbagai kesempatan selalu menegaskan penerapan Teknologi Informasi dalam sistem manajemen alur perkara mutlak diperlukan demi tercapainya pelayanan publik yang sederhana, cepat dan berbiaya ringan di pengadilan. Untuk memastikan seluruh data perkara tersimpan dan terpantau dengan baik, CTS dikembangkan kembali hingga lahirnya CTS Versi 3 yang tengah diperkenalkan di seluruh pengadilan negeri dan 30 pengadilan tinggi di Indonesia. Meski baru diluncurkan bulan lalu, CTS Versi 3 telah diaplikasikan oleh lebih dari 70 pengadilan negeri.

Untuk menjaga keamanan data, CTS memastikan bahwa publik dapat mengakses setiap perkembangan perkara melalui internet. Jika tidak memiliki akses internet, pengadilan negeri akan memfasilitasi dengan Meja Informasi di pintu masuk gedung pengadilan.

Selain untuk keterbukaan informasi publik, CTS juga meningkatkan efektivitas pengawasan internal pada produktivitas pengadilan negeri. Data dalam CTS berkontribusi dalam meningkatkan seluruh aspek pengadilan, diantaranya pada komponen anggaran berbasis kinerja, kepegawaian, riset dan pelatihan.

Bagi Pengadilan Negeri Pasir Pangaraian dan masyarakat di sekitarnya, bangunan pengadilan mungkin hangus terbakar, namun berkas perkara tetap terselamatkan dengan adanya CTS. Di masa mendatang, bukan tidak mungkin jika kita hanya perlu menyalakan komputer dan mengunduh data dari server untuk menyelamatkan dokumentasi hukum ketika terjadi musibah.

*Proyek C4J adalah proyek lima tahun yang didanai oleh USAID, dan diimplementasi Chemonics International. C4J bekerja sama dengan Mahkamah Agung dan Kejaksaan Agung untuk meningkatkan keterbukaan dan akuntabilitas dalam sistem peradilan di Indonesia. Proyek ini dimulai pada bulan Mei 2010, dan berjalan hingga Mei 2015. Untuk informasi lebih lanjut, hubungi: Mr. Dondy Sentya, USAID Senior Rule of Law Specialist, atau [info@chemonics.com](mailto:info@chemonics.com), atau [www.c4j-indonesia.org](http://www.c4j-indonesia.org)*



## SUCCESS STORY

### Education and Coordination Improve Management of Biodiversity Cases



**Image above:** Participants study criminal evidence on a visit to the Bali Natural Resources Conservation Agency. During the visit, they met with the agency's head and discussed challenges of law enforcement in protecting Indonesia's threatened wildlife.

*"This training has opened our minds about enforcing the law and combatting crimes and other disputes relating to biodiversity issues. We see how it requires coordination from multiple parties."*

*Arman Syah Putra,  
Chief Judge,  
Blangkejeren District Court, Aceh*

Threats to Indonesia's biodiversity from lack of enforcement of environmental laws and regulations are serious and have far reaching consequences. Such crimes are international in nature, they increase the opportunity for other transnational criminal activities, and they threaten Indonesia's sustained economic development.

In August 2014, the USAID Changes for Justice Project (C4J) hosted the first joint workshop with judges and prosecutors on protecting Indonesia's biodiversity. Indonesia's biodiversity is threatened by diverse local and international interests that seek to profit from Indonesia's rich resources. Damage in one facet of the environment, such as forest destruction, leads to a domino-effect of other environmental damage, including floods, erosion, reduced land productivity, increased greenhouse gases, peatland fires, and loss of wildlife habitat.

In cooperation with Indonesia's Supreme Court and Attorney General's Office (AGO), C4J brought together 20 prosecutors and 19 judges from Aceh, Riau, and West Kalimantan over five days for a workshop to discuss applicable regulations, challenges of enforcement, and strategies for combatting environmental threats in Indonesia. This workshop was designed to improve the capacity of judges and prosecutors to coordinate effectively in managing environmental cases, as well as civil disputes relating to protection of land and natural resources.

C4J provided a diverse group of facilitators, who exposed participants to complex analyses of forest laws and regulations, as well as laws and processes on money laundering, corporate criminal liability, scientific evidence, licensing, calculation of state losses, civil and criminal case management, and utilization of Indonesia's 'multi-door' approach to improve coordination among police, investigators, prosecutors, and the courts.

Building on this first workshop, the Supreme Court, AGO, and C4J are developing an improved workshop to be held in early 2015. The next workshop will add perspectives from Indonesia's police and ministry investigators to develop a justice sector-wide approach to protecting Indonesia's biodiversity.

These joint workshops are an integral part of C4J's larger strategy to improve prosecution of crimes related to biodiversity. This strategy is designed to strengthen not only the justice sector but help protect marginalized communities from international and domestic actors who threaten Indonesia's natural resources.

*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 Senior Rule of Law Specialist at [dsentya@usaid.gov](mailto:dsentya@usaid.gov), or [info@chemonics.com](mailto:info@chemonics.com), or [www.c4j-indonesia.org](http://www.c4j-indonesia.org)*



## 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.

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."

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

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



## KISAH SUKSES

### Era Baru Layanan Informasi Publik Pengadilan Negeri di Indonesia



**Keterangan gambar:** Staf informasi publik di PN Singkawang membantu masyarakat mengakses informasi perkara dari Case Tracking System (CTS) pengadilan. Ketua Pengadilan PN Singkawang IGAB Komang Wijaya terus memonitor dan memotivasi stafnya untuk implementasi CTS, serta membantu mengembangkan strategi dalam mengatasi berbagai kendala yang ditemui. Contohnya, Ketua Pengadilan telah bekerja sama dengan penyedia jasa internet dan listrik pengadilan untuk memastikan kestabilan jaringan dan keandalan dukungan.

**“Pengadilan negeri kita harus meningkatkan pelayanan publiknya. Oleh karena itu, kami mengoptimalkan penggunaan teknologi.”**

**Suharno, Ketua Pengadilan, Pengadilan Negeri Bangkinang**

Dahulu, untuk mendapatkan informasi perkara di pengadilan umum di Indonesia memerlukan proses panjang untuk menemukan orang yang dengan waktu dan informasi yang tepat, dan kita hanya bergantung pada informasi yang diberikan. Dalam sistem peradilan paling progresif di Indonesia, kini saatnya untuk era baru pelayanan publik.

Terhitung sejak 2012, Mahkamah Agung Republik Indonesia mengadopsi standar baru dalam pelayanan publik. Pengadilan umum diminta untuk menyiapkan Meja Informasi Publik yang dilengkapi dengan komputer serta petugas profesional yang memfasilitasi akses cepat terhadap data pengadilan. Masyarakat kini hanya perlu datang ke pengadilan dan bertemu dengan petugas yang terlatih dan ramah untuk mendapatkan informasi yang diperlukan. Masyarakat juga dapat mengakses data perkara publik melalui sistem informasi berbasis web milik pengadilan dengan bantuan petugas di Meja Informasi Publik.

Pengadilan seperti Pengadilan Negeri (PN) Singkawang di Kalimantan Barat, PN Bangkinang di Riau, PN Klaten di Jawa Tengah dan PN Surabaya di Jawa Timur adalah model-model pengadilan dalam era baru pelayanan publik. Layanan ini dimungkinkan berkat komitmen Mahkamah Agung dalam menjalankan pelayanan publik dan Sistem Informasi Penelusuran Perkara (SIPP) atau *Case Tracking System* (CTS) yang menyediakan informasi berbasis web kepada masyarakat tentang jadwal sidang, majelis hakim, status perkara, bahkan biaya pengelolaan perkara. Manfaat CTS ini dapat dirasakan tidak hanya oleh para pencari keadilan, tetapi juga wartawan, mahasiswa serta masyarakat umum.

Reformasi ini tidak berhenti di CTS. PN Bangkinang dan PN Klaten telah mengembangkan sistem pelaporan melalui SMS yang memungkinkan permintaan informasi tentang perkara melalui SMS. Sementara itu, PN Singkawang telah menerapkan “one stop service” yang memungkinkan pendaftaran perkara dan pembayaran biaya sidang melalui Meja Informasi Publik. Di PN Surabaya, petugas di Meja Informasi Publik selalu siap melayani setiap hari selama jam kerja pengadilan dengan seragam yang mudah dikenali.

Ketua pengadilan seperti Ketua PN Bangkinang, Suharno dan Panitera/Sekretaris, N. Sagala terus memotivasi karyawannya agar selalu menjaga keterbaharuan informasi di CTS. “Para hakim dan panitera meluangkan waktu setelah jam kerja untuk mengunggah informasi ke dalam CTS bersama-sama,” ujar N. Sagala. Ketua PN Singkawang IGAB Komang Wijaya menyampaikan strategi sukses pelayanan informasi publik di pengadilanannya, “Pelaksanaan CTS bersama dengan pemberian layanan di Meja Informasi Publik memungkinkan keterbukaan informasi dan sistem peradilan yang lebih akuntabel.”

*Proyek C4J adalah proyek empat tahun yang didanai USAID, dan dilaksanakan oleh Chemonics International. C4J bekerja sama dengan Mahkamah Agung, Kejaksaan Agung, dan masyarakat guna meningkatkan transparansi dan akuntabilitas dalam sistem peradilan Indonesia. Proyek ini dimulai bulan Mei 2010, dan akan berjalan hingga Mei 2015. Untuk informasi lebih lanjut, hubungi: Mr. Dondy Sentya, USAID Senior Rule of Law Specialist, atau [info@chemonics.com](mailto:info@chemonics.com), atau [www.c4j-indonesia.org](http://www.c4j-indonesia.org)*



## SUCCESS STORY

### Working together to protect biodiversity

#### Indonesian justice agencies cooperate to combat illegal trafficking, poaching and logging



On Jan. 17, the Fish Quarantine Inspection Agency seized 2,350 pig-nosed turtles at Jakarta's Soekarno-Hatta International Airport. Then, on Jan. 22, the agency seized 5,284 pig-nosed turtles at Bali's Ngurah Rai International Airport. The seizure was the result of increased coordination among law enforcers who took part in USAID-supported biodiversity workshop in Bali August 2014, and Jakarta 2015

***“To protect our forests and wildlife, cooperation among institutions, from investigation to prosecution, is critical. Through this workshop, I learned how we can coordinate with forensic and environmental experts, to support the case management process, so we can prosecute illegal activities more effectively...”***

Harli Siregar  
General Crimes Assistant  
Papua Provincial Prosecutor's Office

Two illegal shipments of rare pig-nosed turtles were captured, and the suspects arrested, at airports in Jakarta and Bali, thanks to interagency cooperation from the police, the Attorney General's Office, Customs, and Quarantine. These four agencies had earlier attended a workshop to explore how the justice agencies can work together to protect Indonesia's biodiversity.

Indonesia's wildlife and forests are under threat from illegal activities including land grabs, land conversion, and logging. This is causing irreparable harm to the habitat of native plants and animals, and destroying the livelihoods of indigenous forest communities.

The USAID Changes for Justice (C4J) project is working with the Supreme Court to address these challenges via justice sector reform. An Integrated Justice Sector Workshop on Managing Cases to Protect Indonesia's Biodiversity was organized in January 2015 to bring together the various law agencies and affected communities.

One of the participants, Maman, a village leader from Bunga Raya in Riau, said, “I've gone to the provincial legislature to try to resolve land disputes between my village and the plantation company. There has been no help or follow-up until now.”

During the five-day workshop in Jakarta, participants discussed ways to combat forest and wildlife crimes, and discussed how to improve investigations, cooperation between enforcement agencies, and coordination with local communities. Participants included judges, prosecutors, police, and civil investigators from the Ministry of Environment and Forests, and representatives from the provinces of Aceh, Riau, West Kalimantan, Central Kalimantan, Papua, and West Papua.

To support the reform process, the Attorney General's Office (AGO) launched new prosecution guidelines for Illegal Logging, Land Conversion, and Wildlife Trafficking and Poaching. Together with the Supreme Court, the AGO also endorsed a new Community Handbook that explains environmental laws, legal processes, and the rights of local communities and paralegals. Participants also visited the airport to talk to customs and quarantine officers about how coordination could be improved.

Supreme Court Chief Justice Muhammad Hatta Ali said “We're committed to continuing and enhancing collaboration with all justice sector institutions. Together we can identify and promote best practices, improved court processes, and a more transparent and accountable judiciary.”

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## Center of Excellence on Democracy, Human Rights and Governance

### DRG Center Newsletter, Issue 26 February 2015

#### Using Rule of Law to Protect Wildlife



*Workshop participants and officials from Jakarta's Quarantine Agency discuss how to manage wildlife seized from smugglers. Photo Credit: Chemonics*

*By: Andrew Johnson, Chemonics*

A USAID-funded workshop for Indonesia's justice sector contributes to the arrest of wildlife smugglers and the rescue of 7,600 rare baby turtles.

January was a good month for pig-nosed turtles. Indonesian officials rescued more than 7,600 of the rare baby turtles and promptly arrested smugglers in two busts that, according to the Wildlife Conservation Society's Indonesia Program, show an encouraging degree of speed and coordination among government agencies responsible for protecting the country's biodiversity.

Why would anyone smuggle baby turtles? Pig-nosed turtles are protected under Indonesian law and by the Convention on International Trade in Endangered Species of Wild Flora and Fauna. Nevertheless, these turtles are under threat from smugglers who sell them to international markets for meat, exotic pets, and traditional medicines, amidst a demand that appears to be growing. To stop the illegal trade in pig-nosed turtles and other protected