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West Bank and Gaza

NETHAM

Rule of Law Program

Justice and Enforcement

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EXECUTIVE SUMMARY

Summarizing key achievements this quarter, Netham continued its work to strengthen the West Bank justice sector through coordinated activities with the Supreme Judicial Council, the Ministry of Justice, the Ministry of Education, Al Quds University, court administrators and other court staff, civil society organizations and other relevant organizations.

Among the most significant achievements during this reporting period was Judiciary Day 2009, an event well attended and widely covered by the media which took place on June 13th. Justice Day, this year held at the Grand Park Hotel in Ramallah, is a means of raising rule of law awareness, increasing accountability among justice sector officials, and improving public trust in and access to the justice sector. The list of attendees at this year's event - Head of the Supreme Judicial Council, the Minister of Justice, the Head of the Palestinian Bar Association, and the General Commissioner of AMIN Transparency International - demonstrates the progress that has been made in putting rule of law and justice program awareness at the forefront of development in the West Bank.



Days later, a second significant event this reporting period took place with the opening ceremony of the National Justice Record Department on June 17th. Wide support for this effort was evident as speakers included Prime Minister Salam Fayyad, Minister of Justice Ali Khashan, and USAID Mission Director Howard Sumka. The ceremony concluded as Prime Minister Fayyad was issued the first non-conviction certificate using the newly developed National Justice Record System.

Working with the SJC, this quarter Netham assisted with the SJC's presentation of "Perceptions of the Palestinian Authority Judiciary: A Survey of Judges, Lawyers, Court Users, Court Staff and the Public." This survey, conducted last quarter with the Arab World for Research and Development, collected opinions on the judiciary's performance from the perspective of five distinct stakeholders.

Judicial training continued to be a Netham priority as on June 14th five senior Palestinian judges traveled to Jordan to begin two weeks of intensive training focused on developing the SJC Continuing Education Curriculum, recently approved by the SJC. These courses include instruction on course design and planning, training materials, and syllabi development for judges at the Conciliation, First Instance, and Appellate Courts for both civil and criminal subject areas.

Netham initiated important work with the SJC in the critical area of unifying fee schedules in the West Bank. Launching this effort on June 20th, Netham conducted a workshop for 45 Chief Clerks to create the first draft of a Unified SJC Court Fees Schedule to be used by all Conciliation and First Instance Courts in the West Bank.

Netham put emphasis on unification of procedures this quarter in its work with the SJC's Court Administration Department. In order to improve SJC's court administration, case management, and public service, Netham teamed with the SJC Court Administration Department to develop the First Instance and Conciliation Court Unification Procedures Guide. Similarly, Netham is helping

to create its own Unification Procedure Manual for Notary Public Departments in the West Bank. The Guides thoroughly address case flow, from initial case registration through final disposition and archiving.

Renovation efforts continued at the Bethlehem Courthouse, notably the Notary Public and Civil Judgment Departments, and at the Ramallah First Instance and Conciliation Courts. These included issuance of a tender for the Bethlehem renovations, and finalization of work in Ramallah with the installation of new partitions, electrical systems, and tile.

A significant development was the relocation of Netham's MOJ advisor to the Ministry of Justice. This move will permit clear and regular communication between the MOJ and Netham and greatly facilitate Netham's MOJ activities.

Continuing efforts to support MOJ capacity, Netham conducted training for five MOJ finance staff. This training covered the Netham-developed financial manual on issues such as financial procedures and forms, cash management, managing fixed assets, revenues, accounting and budgeting, and internal audits.

This quarter Netham successfully completed renovations at the Law School of Al-Quds University's computer lab. This lab (shown at right) includes 25 computers, along with printers, servers and internet connectivity, and will give students and faculty valuable access to legal and other databases crucial to their studies and research.



In addition to the computer lab, Netham furthered activities with Al Quds University in, among other areas, strategic planning, English language training, and moot court competitions.

Netham continued its unique relationship with the Ministry of Education and this quarter devoted resources to implement a far reaching initiative to support enhanced civic education and rule of law awareness among Palestinian students which included a very popular creative writing contest that drew participation from over 900 students and 46 schools in the West Bank.

This quarter Netham began a new grant cycle with the engagement of five important grantees – Bani Naim, Dar Al-Fonoum, AMIN, Tam & Women Media, and Holy Land Trust – each of which is encouraging rule of law and judicial awareness and education, as well as promoting public oversight of the judiciary.

Netham produced the fourth edition of the Netham newsletter this quarter, which includes stories on Netham's Legal Education Program, Civic Education and Rule of Law Awareness Program, training for new judges and development of MOJ's Justice Records program. Also this quarter Netham produced its first project brochure, highlighting significant program achievements.

Other notable activities, such as the opening of the Supreme Judicial Council legal library, continued implementation of the Notification Pilot Program in Jenin and Ramallah, language training for judges, development of a human rights course at Al Quds University, and Netham's Intern Retreat, are covered in greater detail in the report which follows.

COMPONENT 1: PROFESSIONALIZE THE FORMAL JUSTICE SECTOR THROUGH TARGETED ASSISTANCE TO JUSTICE SECTOR INSTITUTIONS AND OTHER BODIES

MILESTONE ACHIEVEMENTS

- Development of Supreme Judicial Council Strategic Planning Unit
- Increased User Satisfaction with Notary Public Departments
- Initial Development of Unified Court Fee Schedule
- Establishment of Public Grievance Filing System in Chief Justice's Office

ACTIVITIES AND RESULTS

This section provides updates, progress, and challenges of the key project activities set forth in Netham's work plan.

Support National Justice Sector Planning

Support Public Awareness Campaign on Justice Sector National Plan. This quarter Netham kicked off Justice Day 2009 events by conducting a number of celebrations highlighting the contribution of the Supreme Judicial Council and Ministry of Justice. Justice Day 2009 is a way to raise awareness, increase accountability and access, and improve public confidence in the justice sector. Netham assisted in promoting these events by posting advertisements in the newspaper and announcing the event on TV ads. Further information concerning Justice Day 2009 is set forth in Objective 2, "Promoting Public Outreach."

Supporting Development of the Palestinian Judicial Institute (PJI)

Developing the PJI's Financial and Administrative Capacities. Netham's assistance to PJI continued this quarter in a number of areas. Primarily, Netham's consultant provided important administrative and logistical support for training courses directed to newly important judges. Further, signaling the close relationship between PJI and Netham, during the PJI Director's absence this quarter, Netham's consultant assumed the role of Acting Director, charged with the technical and administrative oversight of PJI during this period. Hands on administrative assistance continued to be supplied to PJI as Netham's executive assistant to the PJI Director of Financial and Administrative Affairs provided budget coordination assistance with the SJC, as well other administrative assistance to the Institute.

Implement Automated Training Tools for PJI. Netham recently initiated development of a software application which tracks registration and continuing education for applicants and students taking PJI courses. This quarter Netham finalized enhancement of the software package by creating flow chart functions and related interfaces for the system. Netham is now reviewing a beta version of the registration application. Approval of the beta version is expected next quarter, at which time implementation of the software will begin.

Engage and Build Capacity of the Ministry of Justice

It was expected that the MOJ leadership would change, but the Minister was reappointed to his position during this quarter. The issues facing the Ministry persist, but Netham continues to perform its obligations under the Work Plan despite the challenges and lack of political will. Netham has been working closely with USAID to bring about changes at the Ministry that would facilitate its accomplishing its strategic objectives, specifically the Minister has been encouraged by USAID and leadership of other justice institutions to appoint a Deputy Minister. Once a Deputy Minister is appointed, programming should move more smoothly for all donors. The Minister also agreed to appoint a planning director and has interviewed a promising candidate for the position. Netham continues to accomplish its obligations by working closely with the individual MOJ departments and middle management.

In cooperation with USAID, Netham has developing a strategy for the MOJ that has a likelihood of success. For example, in a significant development Netham's MOJ advisor relocated to an office at the Ministry of Justice. The allocation of this space at the MOJ will make it easier and more convenient for the advisor to work with the Ministry, to develop trust and communicate frequently. As a result of close proximity, the advisor has been asked by the Ministry to represent it at meetings and to perform minor tasks from time to time, such as editing the Minister's document on *Justice for the Future*.

Also this quarter the MOJ advisor continued to coordinate with key MOJ personnel and donors. Recently the Minister of Justice met with Netham and USAID Mission Director Howard Sumka to discuss the status of developments at the MOJ as well as the Minister's vision for the future of the justice sector.

Netham's MOJ advisor also participated in a two day workshop on transformation management in Amman, Jordan with members of USAID's PACE Project. The training included techniques for businesses, associations and public institutions on how to better serve the public by improving procedures and processes, based on a competitive reward system.

Strengthen Technical Capacity at MOJ. In addition Netham sponsored an all-day seminar on Alternative Dispute Resolution and Mediation at the Grand Park Hotel on May 13, 2009. Mediation is a strategic objective of the MOJ. Presenters included the MOJ advisor and a US attorney who specializes in mediation. Participants included judges, lawyers, architects and engineers, and representatives of the Ministry of Justice. This event was covered in Palestinian media. The attendees from the Ministry of Justice are more supportive for developing mediation as an alternative method for resolving disputes.

This quarter Netham began the process of preparing for the management and legislative process trainings as requested by the Ministry. Lawyers working at the Ministry are targeted for the legislative trainings and the management training will be focused on key personnel. Netham met with two consultants who will review and develop the manual and automated document management systems. The trainings are expected to start next quarter along with English language training for 43 MOJ staff members that will given by AMIDEAST.

Strengthen MOJ Administrative Capacities

Improve MOJ IT Capacity. This quarter MOJ IT training continued on various advanced programming languages needed to maintain the Justice Record System and the Document Management System developed by Netham. Training included SQL Server 2005, UML, ASP.NET, Visual Basic.NET and XML. The training which is currently being conducted by Hulul Business Solutions is being presented to five MOJ IT staff. It is expected that will be

completed early next quarter at which time the MOJ will be able to maintain and manage the Justice Record System and the Document Management System, described below.

Strengthen MOJ Financial Systems

Financial System Training. This quarter, in its continued effort to support the capacity of the Ministry of Justice, Netham conducted training for five MOJ finance staff. The training covered the Netham-developed financial manual to strengthen the financial capacities and accountability of the ministry.

MOJ finance staff received training on procedures and forms including purchasing, fixed assets, cash management, revenues, expenses, accounting, budgeting, and internal audits. The training also included procedures and methods of transferring from a cash to accrual basis accounting system, to prepare the MOJ when it transitions to an accrual accounting system.

MOJ Budget Preparation. Netham assisted the MOJ staff in preparing a six-month budget according to the Ministry of Finance procedures, which is in line with the MOJ budgeting procedure. Netham is also coordinating with the MOJ to begin the development and implementation of the administrative manual. The MOJ administrative manual is expected next quarter.

Enhance MOJ Public Services

Develop MOJ Justice Records System. Last quarter Netham assisted the MOJ in developing public services including establishment of the National Justice Record Department which is an office responsible for overseeing the National Justice Record System (NJRS). The NJRS is a central database system that stores information regarding individuals with court judgment records and is used by the Palestinian Authority to issue certificates of non-conviction to individuals. This certificate is often a requirement for citizens when applying for civil service jobs, visas, and other transactions. This quarter the opening ceremony for the National Justice Record Department was conducted at the Ministry of Justice on June 17, 2009. The ceremony falls under the activity of Promoting Public Outreach.

Also, this quarter Netham continued to provide support to the General Directorate of Justice Records in facilitating and accelerating the data compilation phase. Netham-supported interns review 489 case files from Jericho, Jenin, Salfeet, Nablus, Tulkarem, Qalqilia, Ramallah, Tubas, Bethlehem, Hebron, Dura and Halhoul to determine the status of case before entering into the National Justice Record System. In total 212 case files have been cleared for entering into the NJRS. Currently NJRS is fully operational and Netham-supported interns will continue to enter case files into the system.

And finally IT training on the National Justice Record System code structure took place this quarter. The training was conducted for MOJ IT staff and included the source code used on the application. This session which was coordinated by Netham is sufficient enough for the MOJ IT in order to take on the responsibility of carrying out minor adjustments and modifications on the system as needed.

Support Development of MOJ Document Management System. Last quarter Netham assisted the MOJ IT to develop the Document Management System (DMS) which will be used to document workflow between and within MOJ departments, including complaints, endorsements, licenses, and arbitration. It will also be used for internal administration, including correspondence and assignments. This will reduce, and eventually eliminate, unnecessary

practices for storing, retrieving and circulating information within the Ministry, leading to more efficient internal information systems.

This quarter Netham worked with the MOJ to begin the DMS implementation phase. Netham met several times with the MOJ IT Department to discuss the specific DMS implementation requirements to be included in the Request for Proposal. A flowchart was developed describing the software processes expected in the system. The flowchart also includes the specific features and functionalities required in order to implement the DMS. Netham is planning to issue the Request for Proposal next quarter at which time a qualified vendor will be selected.

Challenges

Some of the challenges at the MOJ include:

In order to have an impact on the staff performance, some of the working practices must be corrected for example, convincing the IT department to give up some responsibilities including interference in the complaints system. The reliance on IT by the Minister to type and process documents that are administrative or PR-related by nature must also be changed due to its blatant interference in the legal functioning of the Justice Record System.

For the JRS, help the NJRS manager assume his full powers within a defined jurisdiction area of work. Help him establish a smooth and sound relationship for the benefit of the NJRS with the related departments at the MOJ such as the Legal department.

In addition, help the NJRS maintain a reliable and continuous sources of information from other ministries and government entities pertaining to the JRS (e.g. the prison's authority, the MOI, the PP, the SJC, etc.) and work to overcome staff resistance to the change management requirements as well as empower and in some cases, create proper coordination through out the MOJ.

The commitment of the MOJ staff must also be improved especially in regards to MOJ activities. It would help commitment to create a sense of ownership towards these activities and encourage the presence and the availability of the MOJ staff at the Ministry and during the activities

Engage and Build Capacity of the Supreme Judicial Council and Courts: Develop Capacity at the Chief Justice's Office

Technical Support. This quarter Netham's technical assistant to the Chief Justice's Office continued to establish new systems and procedures ensuring the efficient operation of the Chief Justice's Office. Netham's technical assistant specifically focused on the following areas: procedures for development, coordination and distribution of the monthly agendas and minutes for the Judicial Authority's administrative departments; document management and office paper flow procedures for the Chief Justice's staff; procedures for the preparation of Chief Justice Circulations (legal/policy opinions) to judges and SJC employees; and the establishment of regular meetings for SJC Departments and Units to facilitate the flow of information and institutionalize relations between the Chief Justice's Office, SJC Departments and Units.

Of particular note was the establishment of a procedure by which the Chief Justice may receive complaints from lawyers and citizens addressed. As a matter of course grievances are typically filed with the Office of the Chief Justice, though initial processing and consideration is most often with another office or department. The new system established ensures the efficient processing of these complaints, and eliminates unnecessary delay caused by incorrect filing.

Netham's technical assistant continues to monitor accomplishments and work yet to be completed, as those are outlined in the Justice Sector 2008-10 Strategic Plan, and will continue to provide support to the Chief Justice's Office next quarter.

Office Renovations. This quarter Netham supported facility upgrades to the Office of the Chief Justice including tiling work, plastering of the walls and carpentry work as well as proving benches for the offices. The renovation work is expected to be complete early next quarter. Netham will as well assist in renovating the High and Cassation Court Clerk's Offices, Courtrooms, the Chief Justice's Office, and other Supreme Judicial Council offices and meeting rooms.

Public Survey - Perceptions of the Palestinian Authority Judiciary: A Survey of Judges, Lawyers and the Public

This quarter Netham assisted the SJC in organizing a presentation on the "Perceptions of the Palestinian Authority Judiciary: A Survey of Judges, Lawyers, Court Users, Court Staff, and the Public." The survey, conducted last quarter by the Arab World for Research & Development (AWRAD), collected views and opinions on the judiciary's performance from the perspective of the most important stakeholders that interact with the West Bank's Judicial Authority. The results of the study provide important information that will inform and guide strategic planning in the justice sector.

Attended by over 200 justice sector officials, as well as representatives from the donor community and civil society organizations, the event took place at the Grand Park Hotel in Ramallah on April 16, 2009. The Chief Justice opened the presentation, welcoming guests and USAID, and noting that the Supreme Judicial Council (SJC) will utilize the survey results as a tool for future justice sector planning. The Palestinian Authority President's Chief of Staff and Netham's Chief of Party also delivered remarks at this event which concluded with a presentation of the survey findings by AWRAD. This event enjoyed wide media coverage. The survey has been distributed in both Arabic and English.

Unified SJC Court Fee Schedule

Netham, at the request of the Court Administration Department (CAD), is assisting the SJC in the development of a unified fees schedule for all West Bank Courts. As a first step, Netham gathered and compiled questions and information from Chief Clerks regarding court fees that need updating. The questions were then used by Netham's judicial trainer in a Fee Workshop held at the Grand Park Hotel in Ramallah on June 20, 2009. Forty-five Chief Clerks attended this session. A first draft of a Unified SJC Court Fees Schedule to be used by all courts and departments in the West Bank was completed following the workshop. Netham will continue to assist the development of the Unified Court Fees Schedule through the final draft.

Support Development of SJC Financial and Administrative Systems

Netham continued this quarter implementing the administrative and financial systems developed for the SJC. These systems will help define administrative and financial procedures and thus make the SJC, and specifically the SJC's Court Administration Department, more transparent and efficient, as well as improving the level of services that are provided to the public.

Netham contracted with a short-term financial consultant this quarter to continue the implementation of financial manual systems that were developed for the SJC. A Netham-

supported intern was also assigned to assist in the implementation process. Implementation follow up included on-the-job training and instruction on the use of procedures including purchasing, accounting, cash management and revenues as well as training on the use of forms including purchasing requests, budget, and expense vouchers. In addition to this training Netham's consultant developed an auditing matrix checklist to verify the level of implementation of the financial manual system. Once the implementation is concluded an auditing report containing modifications and results will be compiled. It is expected the implementation of the manual will continue into next quarter.

Support the Strategic Planning Unit at the SJC

This quarter, Netham began the formal organizational development of the SJC Strategic Planning Unit, a key Unit in the SJC responsible for SJC strategic planning, development and implementation of projects, and donor relations and coordination. After several joint planning meetings, Netham staff drafted the SJC Strategic Planning Unit organizational structure and bylaws which were submitted to and approved by the Planning Unit. The Planning Unit has since submitted the bylaws and organizational structure to the SJC for their approval. The Netham team will now start working with Planning Unit members on a draft of the Planning Unit's 2009-2010 work plan.

Support SJC Media and Public Relations Department

Justice Day 2009. This quarter SJC Media and Public Relations Department devoted significant resources to preparations for Justice Day 2009, the details for which are set forth later in this report. A focus for the Media and Public Relations Department was the production of a 17-minute documentary film that highlighted SJC's 2008-2010 Justice Sector Strategy and what has been accomplished pursuant to it, including the creation of new SJC departments for training, media, court administration and judicial inspection, as well as enhancement of existing departments such as for IT. The film as well set forth SJC's goals for the next year as those are outlined in the Justice Sector Strategy.

Build Capacity Among Journalists. Key to providing information about the justice sector to the public is a media community capable of understanding and reporting on the judiciary. To improve reporting standards among West Bank media, Netham worked with the Media and Public Relations Department on two fronts. First, in April, the Department, with the assistance of an experienced justice sector reporter from Jordan, conducted a workshop for 16 local reporters from various media outlets. Following the workshop each trainee was required to report a story from the field and these stories, from print, TV and radio, were evaluated for the attendees.

Second, in order to assist reporters covering justice sector issues, Netham worked with the Media and Public Relations Department to produce a "Guide on Legal Terminology for Journalists," which has since completed its final printing and will be distributed next quarter. As legal terminology is generally unfamiliar to most journalists, the Guide will be an indispensable resource for journalists as they provide increasing coverage on rule of law related issues.

Publishing SJC Newsletter. This quarter Netham worked with the SJC's Media and Public Relations Department to publish the second edition of the Quarterly Newsletter Qadouna ("Our Judiciary"). Netham assisted with printing 500 Arabic versions and 500 English versions of the newsletter.

SJC Annual Report. This quarter Netham assisted in printing the SJC's Annual Report for 2008. Five hundred Arabic and 100 English versions of the report were printed and delivered to the SJC.

Support Development of the SJC Court Administration Department

Work Plan Implementation. Netham continues to work closely with the new Court Administration Department (CAD) Director and staff. With the CAD by-laws, organizational framework, and work plan for CAD approved last quarter, Netham focused on assisting the CAD with work plan implementation. This quarter a Netham-supported intern was appointed to work with the CAD Director to increase the capacity of the Director's office and Netham continued to work with the CAD team to develop Unified Procedures in all areas of the court and increase the capacity of court administrators through the Phase II training program.

Develop Human Resources Capacity at CAD. Additionally Netham began implementing CAD's employee performance monitoring system. On the job training on procedures included work with personnel and archiving systems, internal auditing and evaluation based on user satisfaction. Further training was provided on the use employee evaluation and attendance forms. An auditing matrix checklist was developed to monitor levels of implementation so that the CAD can assess successes and shortcomings in system implementation, and adjust training accordingly. In addition the auditing process will define the needed modifications or improvements in procedures to ensure efficiency at the department. Netham will continue to implement the administrative manual system next quarter.

Improve Information and Communications Technology at the SJC and Courts

SJC Legal Library. The SJC held a dedication ceremony for the new SJC legal library on April 27, 2009 in Ramallah with SJC, USAID and EU officials attending. Speaking at the inauguration ceremony, Chief Justice Issa Abu Sharar thanked USAID and the EU for their contributions to the establishment of the library and for their continuous support of the Palestinian justice sector. The new library was the product of a partnership effort between USAID's Netham Project and the European Union's (EU) Judicial Strengthening Project, Seyada. In the collaborative effort to establish the library, USAID renovated rooms and provided new tables, counters, shelves, and computers and the EU supplied resource materials for the library. The establishment of the library is part of Netham's efforts to increase the capacity of the SJC, Palestinian judges and the justice system.

IT Training. This quarter the National Institute for Information Technology began conducting advanced training for two SJC IT staff. This advanced training included instruction on SQL Sever, Visual Basic and Visual Basic.Net. This training provides the SJC IT department with greater capacity to support and develop IT systems used by West Bank courts. A status report submitted by NIIT shows that the SJC IT staff has completed 70% of the training so far. The training is expected to be completed next quarter.

Support Improved Case Management in the Courts

Unification of Court Procedures. As part of the efforts to improve the SJC's court administration, case management and services provided to the public, the Court Administration Department team along with Netham worked together this quarter to develop the First Instance and Conciliation Court Unified Procedures Manual to be used in all West Bank Conciliation and First Instance Courts. Netham worked closely with the Chief Justice and the SJC to ensure details in the manual are presented clearly and accurately. The First Instance and Conciliation Court Unified Procedures Manual includes information on legal and administrative processes and procedures to follow throughout the life of a case. For example, the manual includes examples

on how to register a new case, how to follow procedures for case management and the filing system, as well as providing time standards for these procedures. The First Instance and Conciliation Court Unified Procedures Manual was approved this quarter by the Chief Justice and Netham has published the manual into a booklet form for use in all SJC Conciliation and First Instance Courts.

Developing unified court procedures for Palestinian courts and departments is a joint project between Netham, the SJC's Court Administration Team, and Chief Clerks of selected courts and departments.

Assistance to Court Clerks' Offices: Enhanced Court Filing Systems. Netham continued to improve court filing systems this quarter. Netham-supported interns updated 4,179 files in the Jenin Conciliation Court, and 5,058 in the Ramallah Conciliation Court. This effort was implemented in parallel with the development and implementation of a unified case filing system across all West Bank courts. The new filing system will reduce the number of missing files and make retrieval simple and efficient by assigning serial numbers to each case and filing hard copies of the documents according to the serial numbers.

Assistance to Court Clerks' Offices: Correcting Case Information and Court Registries. Last quarter Netham-supported interns in Ramallah, Jenin and Hebron First Instance and Conciliation Courts completed a comparison between the number of paper files on shelves and the number of files recorded in the registers and in Al Mizan. This quarter a request was made by the Court Administration Team's to have Netham-supported interns compare the number of paper files on shelves with the number of files recorded in the registers and in Al Mizan in the Nablus Conciliation Court. The analysis revealed a number of errors, the most common of which are:

- Cases transferred to other courts, but files were not accordingly updated.
- Cases are disposed in one file type, e.g., the paper file, but not similarly concluded in the other filing system.
- Cases were continued, but files were not accordingly updated.
- Documents were misfiled.
- Pending conciliation criminal cases were identified as being eligible for disposition.
- Pending cases failed to identify a next hearing date.

To date Netham-supported interns in the Nablus Conciliation Court compared 2676 paper files on shelves with the number of files recorded in the registers and in Al Mizan. Netham has provided the Supreme Judicial IT Department with these findings and a list of cases requiring correction. Currently SJC court clerks are updating these files.

In addition Netham-supported interns continued reviewing pending files and amended the cause of postponement in the courts' automated system for 400 case files in the Conciliation Criminal Court in Ramallah, and 1651 case files in the First Instance Court in Jenin.

Facilities Improvements – Bethlehem. This quarter, as part of the Bethlehem Courthouse renovation efforts, Netham began upgrading the first floor housing four departments including the Notary Public and Civil Judgment Departments, as well as the First Instance and Conciliation Court registrar areas. The renovation work aims to improve the courthouse's efficiency and provide better service to the public. Netham undertook a public tender for these renovations, and a vendor has since been selected and work has begun. Further detail on these renovations appears below.

Facilities Improvements – Ramallah. This quarter renovations in the Ramallah First Instance and Conciliation clerks’ offices were completed. These renovations included installation of new walls based, installation of a new electrical infrastructure, and new tile. Netham as well provided and installed substantial new shelving. The renovations, and more notably the modern shelving, will enable the courts to implement the new Unified Filing System developed with Netham’s assistance.

Evaluating Court Customer Satisfaction. This quarter Netham assisted with the development of a customer satisfaction survey. This survey is directed at those using court and SJC department services, and is designed in such a way to encourage citizen participation. The survey highlights important indicators in assessing public satisfaction including quality of service and the time it takes to process a transaction, as well as seeking suggestions for improvement. This satisfaction assessment process will be implemented continuously by the SJC departments and courts.

For implementation purposes, this quarter Netham requested and received approval from the Chief Justice on survey content and permission to conduct the survey in the Ramallah Civil Judgment and Notary Public Department, and the First Instance Clerk. Netham has initiated the survey in Ramallah Notary Public and will gradually implement the survey in the remaining selected departments and courts.

It is worth mentioning that Netham has been conducting communication and customer relations training to all SJC court staff. In addition Netham's consultant conducted training for Chief Clerks and Deputies on the use of the customer satisfaction surveys which assess the impact of the communication and customer relations training. The training on how to conduct the survey includes how to complete the questionnaires, how to conduct the data entry and analysis, as well as how to report results.

Implement Capacity Building for Court Administrators. This quarter Netham continued to implement the Phase II Training Plan for Court Administrators. The training focuses on enhancing court administration, supporting the development of improved case management, building the capacity of court clerks and judiciary staff, and improving public services. Training topics this quarter included the use of automation, the Notification Management System, the Court Unified Filing System, Unified Procedures for Conciliation and First Instance Courts, Customer Relations Training, English, and Unified Fees Training.

This quarter 437 West Bank court administrators received training on the above topics. Initial trainings were held in Ramallah, Bethlehem, and Nablus for SJC staff. The first training module focused on enhancing use of the Al- Mizan automation system, with an emphasis on the current status of Mizan utilization by courts, along with some preventive actions to ensure continuous data input. The second training module focused practical training on methods for generating, reading, and analyzing reports that the Mizan system can generate. The third topic provided introductory information on the Notification Management System focused on the new Notification Management System, currently being piloted by the Ramallah Notification Department. All court staff throughout the West Bank will receive this training which is expected to continue next quarter.

The second set of trainings focused on the new Unified Court Filing system and Communication and Customer Relations training for Chief Clerks and court administrators of the First Instance and Conciliation Courts. The trainings took place at the Palestinian Judicial Institute in Ramallah as well as in Hebron, Jenin, Bethlehem, Tulkarem, Qalqilia and Nablus. The Unified Filing System will standardize filing procedures across courts and enable easier file retrieval. The

Customer Relations training aims to increase the staff's ability to communicate with both court users and interested parties and improve court services to the public.

The third training module introduced the new Unified Procedures for Conciliation and First Instance Courts. A Unified Procedure Guide, developed with Netham assistance, was used for the training sessions. The new Unified Procedures will standardize all case processing procedures among the Conciliation and First Instance courts. Netham will continue to assist the SJC in holding Court Unified Filing and Customer Relations training next quarter. In addition, Civil Judgment, Notary Public and Notification Department staff will receive training on unified procedures for their respective departments. In addition to the first three training modules, five senior court administrators received English language training, and 45 chief and deputy clerks participated in a unified fees training workshop.

Improving Judicial Notifications. The SJC is committed to improving the Notification Department system and progress has been made but several challenges remain. All courts and departments of the SJC use the services of the Notification Department to deliver notices to lawyers and the public for such reasons as court hearing dates, payment notices, and case actions. To help to improve the Department, Netham has supported the development and implementation of new Notification Management System software to better assign and track the delivery of notices and has implemented the new system in three pilot courts. Netham is also currently working with the Court Administration Department (CAD) Team to develop new SJC Unified Notification Procedures. The Unified Notification Procedures are expected to be completed by August, 2009. Following formal approval of the Procedures, all notification staff in the West Bank will receive training on the new procedures.

Although progress has been made, there are challenges yet to be solved:

- Implementation of the new NMS system requires close coordination between Netham and SJC IT staff to quickly identify and solve system problems. Delays in this process have occurred because of inadequate and uncooperative staff in the SJC IT department. Netham is working with the Chief Justice's office and the SJC IT staff to increase effective coordination.
- Although the entire court system depends on the timely and accurate delivery of notices to function properly, the Notification Department has traditionally received lower status than other Departments. The Notification Departments are run by clerks while other departments are headed by lawyers and judges. Also, notifiers are paid less than most other court staff so the position tends to attract only inexperienced and under-educated workers. As a result many Notification staff do not know how to use computers and may lack the desire to be innovative. The SJC is aware of this problem but because resources are limited at this time, the upgrading of positions is on hold for the immediate future. Netham is working with the Chief Justice's office toward upgrading Notification positions and offices and continues to increase the capacity of Notification staff through one-on-one and group training and development of unified procedures. Netham is also prepared to renovate Notification offices as soon as the SJC designates adequate space.

Support Specialized Training for Judges

Judicial Criminal Case Management. In a continued effort to improve the efficiency and capacity of SJC judges, two three-day workshops were conducted for 54 Conciliation and First Instance Court Judges on Criminal Case Management. The goal of the workshops was to bolster participants' knowledge, skills and techniques in the efficient utilization of a variety of applicable laws and procedures governing criminal case proceedings in Palestinian courts.

The workshops were led by two senior Jordanian High Court Judges and covered numerous topics of interest to the Palestinian judges including filing, registration and procedures of criminal cases; detention and preservative arrest; evidence in criminal cases; application of the Criminal Procedures Law; and issuing judgments. In addition, the trainers analyzed the Palestinian Criminal Procedures Act, identified ambiguity in some of its articles, and recommended its modifications through the specialized channels. The trainers used Palestinian court precedents as training models.

A fourth three-day Criminal Case Management workshop was scheduled this quarter but was postponed because the Jordanian Judges were initially denied visas into the West Bank. However, plans are underway to complete the last training workshop early next quarter.

Support Development of Judicial Continuing Legal Education. On Sunday, June 14th, five senior Palestinian Judges (one from Ramallah, two from Nablus, one from Bethlehem, and one from Jerusalem) traveled to Jordan to begin two weeks of training on developing the SJC Continuing Education Curriculum recently approved by the SJC. The training includes designing the course plans, syllabi, and training materials for the SJC Continuing Education Curriculum which will target Judges at the Conciliation, First Instance, and Appellate Courts in both Criminal and Civil subject areas. The training was held at the Jordanian Judicial Center in Amman, Jordan, and was conducted by Jordanian Judges who have extensive experience in their respective fields. Upon the completion of the two week training program, trainees are expected to have a complete SJC Continuing Education Curriculum Plan that will then be adopted by the training department at the SJC.

English Language Training. This quarter 38 SJC judges and court administrators completed a 45-hour English language training course. The goal of the English language training course was to strengthen judges' and court administrators' English language skills, enabling them to carry out their duties more effectively, notably by improving capacity to access English language materials and resource documents. Classes were conducted by AMIDEAST in three locations: Nablus, Ramallah and Bethlehem. It is anticipated that Advanced English classes will be offered to judges and staff next quarter.

Project Intern Retreat. This quarter Netham hosted intern retreat on April 5-6, 2009, at the Intercontinental Hotel in Jericho City. Twenty five Netham-supported interns working at the SJC court, the MOJ and at Netham's office participated in the event. The retreat focused on three major objectives: evaluating the interns' work during the previous year and identifying challenges, successes and suggestions for improvement; discussing and clarifying duties and administrative issues in the new contract; and reviewing Netham's work plan for FY2009 and discussing ways to increase communication between the interns.

Netham-supported interns are currently working in the following locations: twenty-three interns in SJC courts in Ramallah, Nablus, Jenin, and Hebron; six interns at the MOJ; one intern in the SJC Media and Public Relations Department; one intern is in the SJC CAD office of the Director; and one intern in the Netham office. Interns working in the courts support upgrading case management through activities such as numbering files as part of the new court filing system, classifying Civil Judgment files to aide in reducing the active pending caseload, inputting Notary Public documents into the computer system and identifying and updating file corrections in the computer system from all courts. At the MOJ interns enter case file information into the Justice Records computer system and interns working in SJC departments help increase the capacity of the administrative offices. Over the past year, Netham-supported interns have been honored for their excellent work by the Chief Justice and the USAID Mission Director, among others.

Improve Judicial Notifications

Support Development of Pilot Notification Departments. Last quarter Ramallah and Jenin Notification Departments were selected as pilot sites for implementing a more efficient and effective notification system using new notification software program and improved procedures. Netham-supported interns were also selected to assist in upgrading and improving the processing of the notifications. To this end Netham-supported interns continued the implementation of the Notification Pilot program in Jenin and Ramallah Courts. In Ramallah, interns received, reviewed and entered 11,030 returned notices into the New Notification Software, and in Jenin manually classified 10,169 notices after receiving and reviewing them.

Also this quarter Nablus and Hebron Notification Departments began new notification processes. In Nablus, using the new Notification Software installed by Netham, interns received, reviewed and classified 1424 notices. In the Hebron Notification Department, interns entered 15,802 notices in Hebron into Excel spreadsheets designed to track received and issued court notifications. Interns also continued to assist in issuing the logs of received and handled notifications to processors for tracking and statistics purposes.

Additional training continued this quarter on the new Notification Management System for all Chief Notification Clerks. The training covered notification law, procedures, communication skills, and administration issues.

Support Implementation of Automated Notification Management System. Last quarter the Notification Management System (NMS) application was developed by Netham to distribute and track the status of each notification delivered by court processors to those who need to attend a court hearing. With the NMS development completed, Netham installed the Notification Management System application at the Ramallah Notification Department. Following installation of computers and printers, and extensive system testing and debugging, the system is now fully operational in the Notification Departments in Ramallah, Jenin and Nablus.

In addition Netham recently received USAID approval to purchase Personal Digital Assistants, which are needed to register the notifications on the NMS application. A vendor was selected and a purchase order was signed to provide 20 PDA Mobile Units for use by the Notifications Department. These PDAs will assist court processors to transfer the notification status from the field to the NMS application allowing for better tracking of notification delivery. Next quarter it is expected that the PDAs will be deployed and ready to be used. Netham will also train court processors on the use of the PDAs.

Strengthen the Civil Judgments Unit

Upgrade Facilities at the Civil Judgment Units. As noted earlier, Netham began upgrading the first floor housing four departments in Bethlehem including the Notary Public and Civil Judgment Departments, as well as the First Instance and Conciliation Court registrar areas. Specifically, renovation work at the Civil Judgment Departments will provide clear and easy access for the public, eliminating a shared arrangement with the Conciliation and First Instance Court users. The Civil Judgment Unit will also receive new electronic queuing systems, counters, and office furniture and computer equipment. The targeted renovation areas will receive updated electrical systems, improved designs, new paint and a thorough cleaning. The purpose of the renovation work is to create more user friendly court areas and departments for the public, and to create a more efficient and healthy work environment for court employees. To date, the painting of the departments and the tiling work for the bathrooms has been completed. The carpentry work has also begun. It is expected that the renovation for the Civil Judgment Department will

be completed early next quarter. Following completion of the renovation, Netham will assist the court in unifying the filing system to ease the process of retrieving the files.

Develop Unified Systems for Civil Judgment Units. The first draft of the Unified Civil Judgment Procedures Manual was completed this quarter. Netham and the SJC team will next meet to discuss revisions and finalize the manual for publication and distribution. These efforts support the project's activities that aim at improving court administration, case management systems, and services provided to the public by the courts.

Improve Archiving of Civil Judgments. Netham-supported interns continued to assist the Civil Judgment Departments in Ramallah, Jenin, Nablus and Hebron. In Ramallah interns classified 4,410 files based on shari'a, Conciliation, and First Instance Court cases. This process includes identifying and arranging files on shelves according to their categories and entering appropriate information into the computer, enabling department personnel to save and retrieve files more efficiently.

Additionally Netham's interns began the process of matching case files on shelves with cases entered into the Mizan computer database in Ramallah's Civil Judgment Department. As errors are identified, interns will enter missing case data and synchronize automated files with paper files. In Ramallah interns have already reconciled 252 such files.

Develop Financial Deposit Procedures. Last quarter Netham worked with the Ramallah Civil Judgment Department to identify the accumulated financial deposits by auditing files, reports and documents. The result was the discovery of a staggering nearly \$1.5 million which will now be transferred to the public treasury.

With the overwhelming success of this activity the Chief Justice officially requested that Netham implement the same activity in Nablus and Jenin, which began this quarter. Netham assigned three interns in each department to classify the files and enter the data on the designated forms as well as providing a computer in each department for this process. In addition an Excel spreadsheet specifically designed for this activity was installed on department computers. The interns were trained and given instructions on how to use the Excel spreadsheet and how to gather information. At the Nablus and Jenin Civil Judgment Departments, interns assisted in entering 2,588 financial deposits into the database in Jenin and 2,966 in Nablus.

Individual meetings were also conducted with the Bank Directors in charge of the departments' accounts. The banks were cooperative in submitting the required lists of debited bank's interests and other bank statements that help in identifying the deposits and disbursements and Netham will continue to foster these relationships to strengthen the Civil Judgment Department. This activity is expected to be completed next quarter at which time the data entry, financial analysis in terms of surpluses and amounts under plaintiffs' requests will be compiled into a report.

Support and Build Capacity of the Notary Public

Unified Notary Public Procedures. Netham assisted the SJC in developing the Notary Public Unified Procedures Manual for use in all Notary Public Departments in the West Bank. The Notary Public Unified Procedures Manual includes information regarding the legal and administrative processes and procedures for all Notary Public case types and transactions. The goal of the manual is to better serve the public by using the same comprehensive, clear and accurate information in all Notary Public Departments throughout the West Bank. Currently, a draft final has been submitted to the Chief Justice for review. Once approval is given, Netham will publish the manual into a booklet form for use in all Notary Public Departments in the West

Bank. Additionally Netham will train all Notary Public staff on the use of the new unified procedures.

Improved File Archiving. As part of efforts to improve Notary Public Departments, Netham-supported interns continued to provide assistance to Notary Public Departments in Ramallah, Nablus, Jenin and Hebron. The assistance focused on entering data files into Al Mizan software. This quarter 6,987 documents had been entered in Ramallah, 899 in Nablus, 4,023 in Jenin and 8,774 in Hebron.

Monitor and Evaluate Notary Public Improvements. This quarter Netham conducted and completed the analysis of a user satisfaction survey aimed at comparing public satisfaction with Jenin Notary Public Department (NPD) services before and after the recent renovation and upgrading work. Public users were surveyed over a six-day period.

The table below gives information on how users rated satisfaction with the Jenin NPD services before and after the renovation. As shown, the satisfaction of users with Notary Public services greatly increased after the renovation. The “Cleanliness” satisfaction rating following the renovation increased a very impressive 472%, as did users’ “General Satisfaction” with services which increased 305%.

Court Service Type	Users Satisfaction with Services ["Moderately satisfied" or "Very satisfied"]		Difference (as a percentage)
	Before Renovation	After Renovation	
Respect from Employees	42%	85%	+102%
Ease of Procedures	26%	77%	+203%
Employee Efficiency	33%	82%	+152%
Effectiveness of Queuing Line	27%	94%	+251%
Cleanliness	17%	96%	+472%
General Satisfaction	22%	88%	+305%

Users appear to be very satisfied with the Jenin NPD renovation as expressed in the tremendous difference in user satisfaction with all types of services recorded by the user survey. They were especially satisfied with the level of cleanliness following the renovation as well as the effectiveness of the new queuing line system and ease of procedures. As ease of use and employee and procedural efficiency are key factors to increasing public trust and confidence in the justice sector, these results confirm a significant step to improving the public’s perceptions of the Jenin NPD.

Upgrade Facilities at Notary Public. As noted earlier, Netham began upgrading the first floor housing four departments in Bethlehem including the Notary Public and Civil Judgment Departments, as well as the First Instance and Conciliation Court registrar areas. Specifically, renovation work at the Notary Public will provide clear and easy access for the public, eliminating a shared arrangement with the Conciliation and First Instance Court users. The Notary Public will also receive new electronic queuing systems, counters, and office furniture and computer equipment. The targeted renovation areas will receive updated electrical systems, improved designs, new paint and a thorough cleaning. The purpose of the renovation work is to create more user friendly court areas and departments for the public, and to create a more efficient and healthy work environment for court employees. To date, the painting of the departments and the tiling work for the bathrooms has been completed. It is expected that the

renovation for the Notary Public will be completed early next quarter. Following completion of the renovation, Netham will assist the court in unifying the filing system to ease the process of retrieving the files.

COMPONENT 2: SUPPORT PUBLIC OUTREACH, NETWORKING AND CITIZEN ENGAGEMENT ON RULE OF LAW ISSUES

MILESTONE ACHIEVEMENTS

- Justice Day 2009
- Opening of National Justice Records Department
- Opening of Automated Legal Research Lab at Al Quds University

ACTIVITIES AND RESULTS

This section provides updates, progress, and challenges of the key project activities set forth in Netham's work plan.

Support Grants Program

With USAID's approval of the Grant Manual, this quarter Netham signed five simplified grants, valued at approximately \$300,000, with Palestinian civil society organizations. The purpose of the simplified grants program is to promote activities addressing rule of law and judicial awareness and education, as well as encouraging public oversight of the judiciary. The selected CSOs include Bani Naim, Tam & Women Media, Amin, Holy Land Trust and Dar Al-Fonoum.

Netham conducted a one-day "Financial Management Training" for five selected CSOs. The training included basics of cost allow ability, payroll rules, transport documentation, communications, and purchases, as well as financial reports for tranche payments. The workshop is part of Netham's efforts to build CSO capacity in financial and grant management.

Also this quarter Netham held Phase II grants orientation meetings at the Grand Park Hotel in Ramallah on June 15, 2009 for the West Bank, and on June 16, 2009 for Gaza via video conference. Twenty-two representatives from various CSOs in the West Bank and eight CSOs from Gaza attended. Netham provided a project overview and conducted a presentation on the grants process and grants summary form. Grant applications were submitted by June 26, 2009 and are currently under consideration.

Following is a status report for this quarter on existing grants:

Bani Naim is implementing its grant, "The Importance of Implementing Law under the Extended Family System in East Hebron District." Bani Naim, a Hebron-based CSO, is currently implementing an awareness campaign to increase the respect for the rule of law in the Hebron District by working with extended family leaders and citizens. The campaign will promote the use of courts in solving disputes between families.

This quarter the Bani Naim held a series of meetings with the heads of extended families, community and political leaders, as well as teachers to discuss their roles in reinforcing law enforcement efforts. It is anticipated that Bani Naim will sign a Memorandum of Understanding between extended family leaders to respect the rule of law and refrain from taking the law into their own hands early next quarter.

Dar Al-Fonoum, with its grant, "With Arts We Promote Law," is using arts to promote a culture that respects the rule of law. Dar Al-Fonoum, a Nablus-based grassroots organization, will conduct performances of its play "With Arts We Promote Law" to children. The play aims to educate children aged 7-14 and develop their knowledge of basic concepts related to rule of law, justice, and child rights. Dar Al-Fonoum is targeting marginalized areas in Nablus, including surrounding refugee camps and villages. This quarter 20 performances were held, attended by approximately 2,500 children. It is anticipated that Dar Al-Fonoum will perform 60 times in the next two months.

Each performance will follow the "Shadow Theater" format, where the show is stopped at certain points to draw the audience's attention to critical points and engage students to re-perform the previous act. Discussions, led by lawyers and civil society activists, are conducted at the end of the performance.

In addition Dar Al-Fonoum developed and distributed a copy of "Snake and Ladders" at the end each performances. The game's layout was designed to reinforce rule of law messages and themes which are addressed in each performance.

AMIN, through its grant, "Judiciary System in Palestine Media," conducted training on specialized techniques to cover court stories and the judiciary system in Palestine during this reporting period. Issues addressed during these training programs included news ethics in the court room;, unbiased reporting; investigative reporting; national and international law; introduction to media law; reporting on civil rights protection; covering women's issues in court; political law cases in the Palestinian Territories; role of the press speakers in courts and prosecutors office; legal affairs and transparency; protection of civil rights; and, economic criminal law. The training also included hands-on radio & TV production and feature story writing. Eight journalists attended this eight-day training.

As a result these eight journalists have begun regularly covering courts news. Thus far 23 articles and radio programs have appeared, and these can be seen at <http://www.amin.org/archives.php?t=Qada2>. This link will be updated on a daily basis by Amin. The posted activities have created enthusiastic discussion among media viewers, including the posting of nearly of 150 comments for some articles.

Tam & Women Media is implementing a grant to produce a TV show, "**Raising Awareness of Rule of Law.**" The 60-minute TV film will positively impact knowledge, attitude and behavior of the Palestinian population concerning the rule of law and the judiciary. The film will also include a discussion segment in order to gather the public's opinion on rule of law issues.

This quarter Tam & Women Media has completed the first and second phases of the project, which included finalizing the script and shooting the film. Upon the completion of production, the film will be screened to audiences at four Palestinian universities and ten local TV stations. The film is expected to be released to a wider audience next quarter.

Holy Land Trust will address awareness among college students, particularly in the Bethlehem area, on the judicial system and respect for the rule of law by conducting workshops and training as well as TV and media campaigns.

During this quarter, Holy Land Trust conducted five orientation workshops for university students in the Bethlehem area. The orientation workshops introduced the students to Holy Land Trust and presented the students with the project activates ideas.

During this quarter Netham raised with Holy Land Trust questions concerning communications and procurement. Those issues have since been addressed by Holy Land Trust to the satisfaction of Netham and grant implementation continues to move forward.

Raise Awareness of Rule of Law Issues with Ministry of Education Programs

In continuing its work from the last quarter, Netham began implementing a civic education initiative to support improving civic education and rule of law awareness of Palestinian students in grades 1 to 9. Based on USAID's approval of the civic education work plan, Netham is continuing to work with the MOE on four joint committees to implement the Civic Education Program: 1. *Review and evaluation* of the civic education program content for grades 1 to 9, including teaching methodologies and methods of evaluation; 2. *Training* and specifically building capacity of teachers through creating a pool of civic education experts; 3. Establishing a *Rule of Law Award* to acknowledge and award rule of law initiatives that have had an impact in schools and in local communities; and 4. Additional *Rule of Law activities* will address disseminating rule of law awareness to Palestinian youth by holding rule of law summer camps and other activities.

Since their formation these committees have been meeting on a weekly basis. Following is a status report on the progress of each:

Review and Evaluation. In order to develop a comprehensive review and evaluation report that will include recommendations for enhancing the Civic Education programs in West Bank schools Netham conducted the following activities this quarter:

- Following the literature review that was concluded last quarter Netham held training on content review and analysis for 20 Ministry of Education staff including teachers and supervisors. The training was conducted by Netham's consultant who presented the definition of content analysis, the history behind this concept, and mechanisms, methodologies and stages of performing it. The consultant also presented the mechanisms for drafting the learning objectives that should be stated for each chapter or lesson in the civic education books. During the training, participants were divided into four groups: group 1 to analyze content of civic education books grades 1-4, group 2 to analyze books of grades 5 – 9, group 3 to work on analyzing the teachers guide, and group 4 to analyze the curriculum outline. Following the training the MOE staff was given a review and evaluation assignment and three follow up meetings were held with a Netham consultant to monitor progress made by the MOE staff. It is expected that such training will be useful for the review and evaluation of other curricula, as trainees will use their new skills in reviewing other curricula as the need arises.
- In addition Netham developed and implemented a perception survey for teachers and principals as well as knowledge, skills and attitudes survey for 9th grade civic education students. Netham and the MOE held an orientation meeting for 16 MOE head of planning units who distributed and collected the three questionnaires. The questionnaires were in 100 sample schools (10% of all schools containing 9th grade among them) for the purpose of review and evaluation.
- Netham held interviews and class observations with students, principals and teachers to examine teaching technique and student perception of Civic Education.

Training. This quarter Netham developed the first draft of the teachers training manual on Civic Education which will be used in training of trainers (TOT) for 44 teachers and supervisors. It is

expected that these new 44 trainers will in turn instruct hundreds of teachers throughout the West Bank using the Netham manual. This TOT activity, however, has been postponed due to questions concerning payments to attendees. The Head of the Ministry of Education training committee asked Netham to provide cash assistance to the trainers who will attend the TOT courses. Since USAID regulations prohibit cash payments to government employees, Netham has requested several times to arrange a meeting with the Head of the MOE to explain USAID regulations. To date a meeting has not been scheduled. Once this issue is resolved, Netham will continue with the planned activity.

Rule of Law Award. This quarter, the IT Department at the MOE developed the application database for the Rule of Law Award Initiative. Forty-six online applications were posted to the Ministry of Education's website. Sixteen schools and 30 individual applications from the West Bank and Jerusalem have participated in the competition. The purpose of the award is to acknowledge a rule of law initiative that had an impact in schools and local communities.

In this regard the MOE assigned three-person evaluation committee who reviewed the applications and selected ten initiatives that are eligible for an award which is sponsored by Jawwal, a leading Palestinian telecommunications company in the West Bank. Jawwal's contribution will include \$12,000 in cash and prizes. The award ceremony will be held next quarter as part of the Justice Day 2009 celebrations.

Creative Writing Working Group. This quarter Netham assisted the Ministry of Education to conduct the creative writing activity which will help promote rule of law awareness among Palestinian youth. The creative writing activity includes writing a short story or script on a rule of law incident that a student has experienced or wants to address. A brochure, which was distributed last quarter to schools throughout the West Bank, was given to students as a guide on how to write the short story or script. In this regard the MOE received 910 short stories and scripts that were evaluated by six MOE committee members who selected 40 stories and 10 scripts to receive awards during Justice Day 2009 ceremony.

Also this quarter pre- and post-activity questionnaires were distributed to participating students of the creative writing activity. The questionnaires were given before and after the creative writing activity in order to assess the activity impacts on the students' knowledge, attitudes and performance. A draft report on the results was compiled and initial results showed that the students participation in this activity had an effect on their attitudes and skills, whereas the effect on their knowledge was minimal, which is quite understandable given the short period of time students were exposed to many of these concepts. Below are the major findings:

- The percentage of students who believe in the importance of respecting the law under all circumstances: Before: 80% / After 83%.
- The percentage of students who believe that disputes cannot / should not be resolved by force: Before: 76% / After 84%.
- The percentage of students who believe that the law is above all, and when all citizens are equal, to obey and respect the law is an important factor for achieving democracy and rule of law: Before: 95% /97%.
- Students are not yet aware of the importance of telling the truth when appearing as witnesses in courts, as one third of the sample analyzed said that they are not willing to appear as a witness against colleagues.

A final report will be developed and submitted to the Ministry of Education next quarter.

Provide Needed Assistance to Law Schools

In its support for the Legal Education Program, Netham continues to implement activities to assist Al Quds University. The following is an overview of activities implemented this quarter at Al Quds University:

Strategic Planning. This quarter Netham prepared a comprehensive conceptual framework for the needs assessment on strategic planning for AQU Law School. Netham is working to identify consultants to prepare the strategic plan and identify implementation mechanisms over a five-year period. The plan intends to propose reform measures to AQU Law School with regard to, among other things, curricula, teaching methodologies, administration, faculty hiring procedures, students' admissions, communications, public relations and fundraising.

Computer Lab. This quarter, Netham finalized the renovation of the computer lab at the Law School of Al-Quds University and the lab was opened to students and faculty. The lab, which was entirely renovated and fully furnished and equipped by Netham, includes 25 computers along with an advanced printer, server and internet connectivity. This lab will serve approximately 700 law students as well as about 30 faculty members. It will give students and faculty the chance to conduct research via available online databases and increase the use of the internet and email.

English Language Training. This quarter, Netham, in cooperation with AMIDEAST, organized six training courses for AQU law students and two courses for the law faculty. The courses were well-attended and achieved their desired objectives by increasing participants' English language skills. Some 60 students and 20 faculty members benefited from these training programs.

Based on this experience, Netham reached a new agreement with AMIDEAST to organize intensive English training courses in the summer 2009 for AQU. These courses will include one intensive program for ten law faculty members, and one course for English faculty - Program Certificate for English Teaching (PCET) - that will focus on teaching methodology and may be followed by a US study tour for selected distinguished participants. There will as well be additional courses for about 50 law school students. To ensure full attendance in these programs, Netham requested all enrolled participants, students and faculty alike, to sign letters of commitment to fully attend these courses. It is expected that these activities will take place in the next quarter.

Library. This quarter, Netham provided the library of AQU Law School with 184 law books that were locally purchased. In addition, Netham started planning for the renovation of the Law School's library, which is expected to start next quarter and include expanding and improving the existing location, adding computers, book shelves and reading desks, as well as installing electronic research engines.

Guide on AQU Law School. Netham hired a local consultant to revise and design the draft guide on AQU law school. The guide is nearly complete and should be published next quarter. It contains background/historical information on the Law School, its faculty and students, alumni, departments, programs, and curricula, and can be used by students, visitors, and donors.

Honors College. This quarter, Netham supported AQU in formulating a human rights program as part of an Honors College that will be established at AQU next academic year in collaboration with Bard College, New York. Netham staff provided the human rights program's outline along with the course descriptions for the AQU Academic Council's consideration. The Honors College, from which students would study in English and acquire joint degrees from both Bard and AQU, will offer specialization in variety of undergraduate programs including science (e.g.,

physics, mathematics, computer) as well as humanities (e.g., economy, politics, history, international relations, anthropology and human rights).

Humanitarian Law and Human Rights Institute. Netham facilitated communications between the American University Washington College of Law and AQU regarding the possibility of developing a joint LLM (Master) degree on International Humanitarian Law and Human Rights. A meeting between representatives of both universities was scheduled for June 27 at AQU.

Moot Court. This quarter Netham hired a consultant to work with AQU faculty and students on the moot court competition on human rights and humanitarian law. After the success of the moot court experience, AQU is considering introduction of moot court as a regular law school course.

Raise Rule of Law Awareness through Legal Education

Legal Ethics. This quarter Netham worked intensively with AQU Law School on the development of a new course on legal ethics. After conducting a three-day program, in cooperation with a professor from American University, Netham designed a number of follow-up activities, including working with the law faculty to prepare teaching materials, course plan, and textbook. Netham is investigating the possibility of hosting four AQU law faculty members at a US university to further work on the development of this course in the fall 2009. Netham is working with the Law School to introduce this course 2009-2010 academic year.

Law & Society. This quarter Netham's consultant led a workshop with AQU law faculty to follow up on the Law & Society course that was developed by Netham last year. The Law & Society course was successfully taught for non-law students this semester.

Legal Clinic. This quarter Netham's consultant worked with AQU Legal Clinic students and faculty on developing methodologies to teach law in public schools. In addition, Netham facilitated the organization of a US study tour of one clinic staff member to Washington, D.C.

Women and the Law. This quarter, Netham worked with AQU Law School as well as AQU Insan Center for Gender Studies on preparing a course on "Women and the Law." Netham set up a steering committee that included faculty members from various legal backgrounds. The committee met a number of times this quarter and prepared a course plan and modules. The committee discussed several teaching modules on women in armed conflict, human rights law, personal status law, criminal law and labor law.

Also this quarter Netham's consultant attended a workshop on this course whereby the aforementioned course plan was discussed. The head of the Gender Center led this process and put the various modules together in one course plan that was adopted at the end of the workshop. Netham is working with the dean of the Law School as well as with AQU's Vice President of Academic Affairs to ensure the course is made part of the university's curriculum next academic year.

Legal Writing. Two Netham consultants assigned to develop a course on legal writing finalized the development of a textbook, course plan, syllabus, and teachers' manual as well as a course description. Netham requested AQU to review these teaching materials and to introduce this course next academic year. Netham is considering the inclusion of the legal writing topic as part of the Legal Ethics US study tour, mentioned above.

Legal Terminology. This quarter, Netham Legal Education Team Leader concluded the teaching of "Legal Terminology" course at AQU. Fifty-two students benefited from this course

and their knowledge has been improved, especially in topics relating to general international law, human rights law, humanitarian law, the United Nations system and the Palestinian legal system.

Legal Information Technology Course. Netham's consultant concluded teaching two courses on legal information technology. These courses, which were introduced at AQU Law School for the first time, were an opportunity for about 60 students to improve their computer skills, to access legal electronic databases, and to conduct research via the internet. This course should be regarded as one of the success stories for the project.

Support Public Outreach Campaigns

Justice Day 2009. Justice Day 2009 celebrations began with Judiciary Day 2009 which was held on June 13, 2009 at the Grand Park Hotel in Ramallah. The event was attended by the Presidents' Representative, the Head of the Supreme Judicial Council, the Minister of Justice, the Head of the Palestinian Bar Association, and the General Commissioner of AMIN Transparency Palestine, a local Civil Society Organization. Around 400 people including judges, court staff, civic society organizations, lawyers, and other interested parties attended the event. The event opened with a screening of a film on SJC accomplishments which was produced by USAID's Ruward Youth Project and Netham. Speeches made during the event focused on the independence of judiciary, and the cooperation between all justice sector pillars for the enhancement of the justice system. During the event the SJC 2008 Annual Report, which Netham assisted in printing, was distributed. Justice Day 2009 was widely covered by the media in print, radio and television.

Opening of National Justice Records Department. The opening ceremony for the National Justice Record Department was conducted at the Ministry of Justice on June 17, 2009. It was attended by government officials, USAID and the media. Opening remarks were given by Prime Minister Salam Fayyad, the Minister of Justice Ali Khashan, and USAID Mission Director Howard Sumka. The speakers then participated in a ribbon cutting ceremony and the first non-conviction certificate was issued to the Prime Minister using the newly developed National Justice Record System. The opening ceremony of the National Justice Record Department was widely covered by the media in print, radio and on television.

Netham Newsletter, Brochures, and Informational Materials

Netham Newsletter. This quarter the fourth edition of Netham's newsletter was completed. The newsletter includes stories on Netham's Legal Education Program, the Civic Education and Rule of Law Awareness Program, judicial training of newly appointed judges, Netham's support to the development of the Justice Records at the Ministry of Justice, and a backgrounder on the SJC Media & Public Relations Department. Netham printed 1000 newsletters in both Arabic and English. The newsletters will be distributed to project counterparts and their institutions including the SJC, MOJ, PJI, Al Quds University Office, USAID, donor agencies, and will be available at project-supported events in the coming months.

Netham Brochure. After receiving USAID approval this quarter Netham began printing its brochure. The brochure highlights Netham goals as well as its program achievements. A total of 1000 brochure were printed in both Arabic and English.

PROJECT ADMINISTRATION: QUARTERLY PROJECT ADMINISTRATION

NETHAM STAFFING

There were several changes in Netham's staffing this quarter as a number of positions became vacant. The Enforcement of Court Decisions Manager, Hussein Sholi, and the Project Coordinator, Faisal Malak, joined DPK's INL Project in Jenin. The Media and PR Manger, Maysoun Odeh, the Procurement Specialist, Wissam Abbasi, the Project Coordinator Law School, Nivin Ramada, and the Law School Senior Specialist, Mutaz Qafisheh, resigned this quarter.

Netham hired a Court Development Manger this quarter to begin working with Component 1 activities.

PLANNED ACTIVITIES: SUMMARY OF ACTIVITIES PLANNED FOR THE NEXT QUARTER

COMPONENT 1

Engage and Build Capacity of the Ministry of Justice

- Conduct English language classes at AMIDEAST for approximately 43 MOJ staff
- Review manual and automatic document management practices and design improved work flow processes for five MOJ functions, including training the staff in the new procedures
- Conduct training in planning for key MOJ employees
- Conduct training in policy development and nomotechnics for MOJ lawyers
- Conduct training in change management, including organizational analysis for key MOJ employees
- Conduct workshop training on the developed financial manual for MOJ staff
- Develop and follow up on the implementation of the MOJ administrative system
- Conduct workshop trainings on the administrative system and the auditing process for the MOJ

Engage and Build Capacity of the Supreme Judicial Council and Courts

- Support the Development of the SJC Strategic Planning Unit work plan
- Support the Development of the Court Administration Department by conducting workshops for judges and chief and deputy clerks on case management
- Finalize the Notary Public Unified Procedures Manual
- Develop Civil Judgment Department Unified Procedures
- Conduct the fourth Criminal Case Workshop for SJC Judges
- Conduct Civil Case Management Workshop for SJC Judges

- Continue Phase II Training Plan with training sessions on Communication and Customer Relations and Unified Procedures for Civil Judgment, Notary Public and Notification Departments
- Continue follow up of the accumulated financial deposits activity in Nablus and Jenin Civil Judgment Departments
- Prepare a report for the accumulated financial deposits for Bethlehem and Hebron Civil Judgment Departments
- Continue follow up and implementation of the administrative and financial manuals for the Court Administration Department
- Conduct training sessions on the administrative and financial procedures for CAD staff
- Follow up on the customer satisfaction questionnaire survey being conducted in Ramallah's Notary Public and Civil Judgment Departments as well as the First Instance Court

COMPONENT 2

Support Public Outreach, Networking, and Citizen Engagement on Rule of Law Issues

- Continue to carry out content analysis of the civic education program
- Draft the comprehensive review and evaluation report
- Conduct "training for trainers" sessions for 44 Ministry of Education staff
- Conduct 16 district workshops and three regional workshops on the first draft of the civic education training manual
- Develop the second draft of the teachers reference manual
- Conduct a Rule of Law Award and creative writing competition ceremony
- Renovation of the Al Quds University Law School Library and Law School classrooms
- English language training for Al Quds Law School Professors and law students
- Curriculum development assistance with 'Street Law' program with Al Quds Legal Clinic
- Curriculum development assistances for Legal Ethics, Legal Writing, and Moot Court courses
- The grantee TAM & Women Media will finalize the rule of law film and will begin to screen and promote the film
- The grantee AMIN will conduct journalist trainings on how to cover the courts in the media, in addition to producing documentaries and TV and radio ads on rule of law awareness
- The grantee Bani Na'im will conduct workshops to enhance the rule of law knowledge of family leaders as well as producing posters and radio spots
- The grantee Dar Al-Fonoum will continue to perform "With Arts We Promote Law" to children in the Nablus area
- The grantee Holy Land Trust will continue to conduct workshops and public outreach campaigns to increase rule of law awareness among college students

QUARTERLY MONITORING AND EVALUATION REPORT

Introduction

Netham completed an updated revision of the project's Performance Monitoring & Evaluation Plan (PMEP) in the 4th Quarter of Fiscal Year 2008. The revised PMEP includes fifteen results and twenty performance monitoring indicators designed to measure how well the project is achieving in Netham's two major objectives including Component One: *Professionalize the formal justice sector through targeted assistance to justice sector institutions and other bodies* and; Component Two: *Support public outreach, networking, and citizen engagement on rule of law issues.*

The Monitoring & Evaluation Report for this quarter provides details of the 13 performance indicators that the project reports on a quarterly basis according to the Performance Monitoring and Evaluation Plan (PMEP) draft in October, 2008. The reporting period for the current report is for Fiscal Year 2009 Quarter 3, which covers the period of April 1, 2009 –June 30, 2009.

Netham's Monitoring & Evaluation quarterly report for FY 2009 Q3 includes a status report on Netham's target and actual indicators met for this quarter. The information gathered for this report was completed by collecting data using weekly and monthly project reporting forms and Justice Sector reports as well Netham data entered in the USAID Geographic Information System (GIS) database system collected from activity reporting forms.

Netham Performance Summary

The tables below summarize Netham's performance in Fiscal Year 2009 Quarter 3 by whether the actual values of indicators are "Below Target", "On Target" or "Exceeded Target."

Table 1: Component Objective 1: Professionalize the formal justice sector by increasing efficiency and effectiveness through targeted assistance to justice sector institutions and other court bodies

Result	Indicator	FY2009 Q3		Performance Rating
		Target	Actual	
1. Improved inter-institutional cooperation and consensus building among justice sector stakeholders	% of Justice Sector Strategy activities addressed	5%	6%	Exceeded Target
2. Increased capacity of the Palestinian Judicial Institute to train judiciary officials	No. of judicial officials trained through PJI programs	50	51	Exceeded Target
3. Improved staff capacities of the MOJ	No. of MOJ employees trained	30	22	Below Target
4. Improved SJC capacity	No. of SJC staff trained	250	437	Exceeded Target
	No. of SJC Judges trained	30	97	Exceeded Target

Result	Indicator	FY2009 Q3		Performance Rating
		Target	Actual	
5. Improved efficiency of Notification Department services in pilot courts	No. of Notification Departments upgraded	1	1	On Target
6. Improved efficiency of Civil Judgment Department services in pilot courts	No. of Civil Judgment Departments upgraded	1	1	On Target
	% Decrease in Judgment Department active pending case load	-45% Hebron	65%	Exceeded Target
7. Improved efficiency in Notary Public Department services in pilot court	% of increase in people rating Notary Public Department services "moderately satisfactory" or higher in: Jenin	40% Jenin	305%	Exceeded Target
	No. of Notary Public Departments facilities improved	0	1	Exceeded Target

Table 2: Component Objective 2: Increase public knowledge and citizen engagement of rule of law issues by supporting public outreach and networking

Result	Indicator	FY2009 Q2		Performance Rating
		Target	Actual	
1. Improved Civil Society Organization advocacy	No. of Organizations/Schools/Associations benefited	2	5	Exceeded Target
2. Increased awareness of the rule of law among school students	No. of students receiving rule of law awareness information	100,000	390,057	Exceeded Target
	No. of primary and secondary teachers receiving training on ROL awareness for students.	250	0	Below Target—pending MOE resolution of trainee payment issues

Performance Details

The following information describes the details of each of the seven results and ten indicators measured under Component Objective #1 and the two results and two indicators measured under Component Objective #2. Included are the indicator definitions and FY2009 Quarter 1 targets and actual achievements disaggregated by appropriate categories followed by a narrative description of activities and results.

Component Objective 1: Professionalize the formal justice sector by increasing efficiency and effectiveness through targeted assistance to justice sector institution and other bodies

Result #1: Improved inter-institutional cooperation and consensus building among justice sector stakeholders

Indicator: % of Justice Sector Strategy activities addressed

Definition: Activities supporting strategy objectives listed in the “Justice Sector Strategy 2008-2010”: disaggregated by Sector. “Addressing” includes formal meetings, workshops, training, and documents produced dealing with the activity specified, supported by Netham. Although activities may be addressed in several quarters, they are counted only once, in the first quarter they are addressed.

Table 3: Improved inter-institutional cooperation and consensus building among justice sector stakeholders: % of Justice Sector Strategy activities addressed

% of 50 Justice Sector Activities Addressed by Netham in Q3 2009					
SECTOR	Q3 2009 # Activities Addressed	Q3 2009 Target	Q3 2009 Actual	To Date Target	To Date Actual
MOJ	3	5%	6%	45%	56%

During Q3 FY 2009, Netham exceeded the target for this indicator by assisting the Ministry of Justice to newly address 3 of the 50 activities listed in the 2008-2010 Justice Sector Strategy including Establishment of the Human Rights Unit, Establishment of the Gender Unit and Activating Means of Alternative Dispute Resolution. Netham accomplished these activities through meetings and a workshop. This number represents 6% of the total activities listed in the Strategy. As of Q3, 2009, Netham has addressed 56% of the activities listed in the 2008-10 Justice Sector Strategy exceeding the 45% target for this time period and the 50% target for the 2009 year.

Appendix 1 contains a complete list of the activities listed in the 2008-10 Justice Sector Strategy by Objective and Justice Sector Institution with year and quarter addressed with Netham’s assistance, and details on the type of assistance. Activities first started in Q3, 2009 are in “bold”. The table also specifies which activities Netham intends to start addressing in the future in FY2009, which activities Netham may address in the future in FY2009, and which activities Netham will not address.

Result #2: Increased capacity of the Palestinian Judicial Institute to train judicial officials

Indicator: No. of judiciary officials trained through PJI programs

Definition: Judicial officials from all courts trained in workshops, formal training, or continuing education sessions at PJI or by PJI staff: disaggregated by gender, and location.

Table 4: Increased capacity of the Palestinian Judicial Institute to train judiciary officials: No. of judiciary officials trained through PJI programs

TOTAL NUMBER OF TRAININGS THROUGH THE PJI	
FY 2009 Q3 TARGET	FY 2009 Q3 ACTUAL
50	51

During FY 2008 Netham renovated and upgraded space to house the Palestinian Judicial Institute (PJI) in an effort to provide up-to-date and continuing justice sector education. The space contains offices, a lecture hall, classrooms, computer lab, reception area, restrooms, kitchen and storeroom. Netham also assisted in providing furniture, computers, and audio-visual training equipment.

As a result of Netham's assistance to the PJI, the institute has opened its doors for a number of training events for judges, Ministry of Justice staff and other Justice Sector staff. During the FY 2009 Q3 a total of 51 judicial officials were trained at the PJI, exceeding the total number of 50 targeted.

Result #3: Improved staff capacities of the MOJ

Indicator: No. of MOJ employees trained

Definition: MOJ staff trained in workshops, formal training, or continuing education sessions with Netham assistance. Disaggregated by gender, type of workshop, and location

Table 5: Improved staff capacities of the MOJ: No. of MOJ employees trained

MINISTRY OF JUSTICE STAFF TRAINED FY2009 Q3						
TOPIC	# TRAINED	#FEMALE TRAINED	# MALE TRAINED	LOCATION	2009 Q2 TARGET	2009 Q2 ACTUAL
Arbitration	3	2	1	Ramallah	30	22
MOJ Finance	5	1	4	Ramallah		
Record System	9	2	7	Ramallah		
Advanced IT	5	1	4	Ramallah		

The table above shows the number of MOJ staff trained in FY 2009Q 3 by topic, gender and location.

During FY 2009 Q2 Netham conducted an Arbitration workshop and 3 MOJ staff attended. In addition, 5 MOJ finance received training on the content of a financial manual that was developed by Netham to assist in strengthening the financial capacities and accountability of the ministry. MOJ finance staff received training on procedures and forms including purchasing, fixed assets, cash management, revenues, expenses, accounting, budgeting, and internal audits. In another training MOJ IT and finance were instructed on the use of the new Justice Records System. Finally, five MOJ IT received advanced IT training including on subjects such as Visual Basic.Net and SQL Server 2005. The total number of MOJ staff trained for FY 2009 Q3 is 22 which are below the target number 30 for this quarter.

Although Netham was unable to meet the targeted number 30 MOJ staff trained during the quarter, it is fully anticipated that Netham will meet or exceed this target in Quarter 4.

Result #4: Improved SJC capacity

Indicator 4.1: No. of SJC staff trained

Definition: Number of SJC staff trained in workshops, formal training, or continuing education sessions with Netham assistance. Disaggregated by gender, type of workshop, and location

Table 6: Improved SJC Capacity: No. of SJC Staff trained

# of SJC STAFF TRAINED													
Type of Training and Date	Ramallah	Nablus	Bethlehem	Hebron	Jenin	Tubas	Jericho	Salfeet	Qalqilia	Tulkarem	F	M	Total
Al Mizan and NMS System training April 4									9	11	12	8	20
Al Mizan and NMS System training April 11	22	9		23							28	26	54
Al Mizan and NMS System training April 25	2		21		19	4	7	3			25	31	56
Unified filing and Customer Relations training May 9									7	13	12	8	20
Unified filing and Customer Relations training May 16	20	9		19		2					24	26	50
Unified filing and Customer Relations training May 23	2	2	4	5	3	2	2	2	2	2	2	24	26
Unified filing and Customer Relations training May 30	17	18		25		1	7	6			40	34	74
Unified filing and Customer Relations training June 6,	1				1				3	12	9	8	17
Unified filing and Customer Relations training			16								10	6	16

# of SJC STAFF TRAINED													
Type of Training and Date	Ramallah	Nablus	Bethlehem	Hebron	Jenin	Tubas	Jericho	Salfeet	Qalqilia	Tulkarem	F	M	Total
June 11													
English Language Training May 2009	5											5	5
Unified filing and Customer Relations training June 20	1				17	3			5		8	18	26
Training on current fee law June 20	11	4	3	10	3	2	3	2	3	4	4	41	45
Al Mizan and NMS System training June 27	2	5	2	7	4	1	2	2		3	9	19	28
Total trained	83	47	46	89	47	15	21	15	29	45	183	254	437

During FY 2009 Q3, training for Supreme Judicial Council court administrative staff was conducted for 437 staff members exceeding Netham target of 250 SJC staff trained in Q3.

The trainings took place at the Palestinian Judicial Institute in Ramallah as well as in Nablus, Jenin, Hebron, Tulkarem and Bethlehem. The above chart illustrates type of training, training dates, locations, and gender of those who participated in capacity building training.

The capacity building training for SJC staff is part of the Phase II Capacity Building Training Plan for Court Administrators and staff. The first set of court staff trainings focused on upgrading Al Mizan computer database skills and accuracy, using the new Notification Management System (NMS) software and implementing unified filing and case-processing procedures in all courts. The trainees learned to identify and solve Al Mizan database problems, generate and analyze reports produced by the Al Mizan database and utilize the newly developed NMS that is currently being piloted in the Ramallah, Nablus, and Jenin Notification Departments.

The second set of court staff trainings focused on the new Unified Court Filing system and Communication and Customer Relations training for Chief Clerks and court administrators of the First Instance and Conciliation Courts. The Unified Filing System aims to standardize filing procedures across courts and enables simplified case filing and retrieval. The Customer Relations training aims to increase the staff's ability to communicate with both internal and external customers and improve court services to the public.

The third set of court staff trainings involved the introduction of the new Unified Procedures for Conciliation and First Instance Courts. A Unified Procedure Guide developed with the assistance of Netham was used as part of the training sessions. The new Unified Procedures aim to standardize all case processing procedures across all Conciliation and First Instance Courts in the West Bank and enables simplified case filing and retrieval.

In addition, a training workshop was held with 45 Chief Clerks to develop the first draft of a Unified SJC Court Fees Schedule to be used by all Conciliation and First Instance Courts in the West Bank. Also English language training was conducted for 5 SJC court administrators.

Indicator 4.2: No. of SJC Judges trained

Definition: Number of SJC judges trained in workshops, formal training, or continuing education sessions with Netham assistance. Disaggregated by gender, type of workshop, and location.

Table 7: Improved SJC Capacity: No. of SJC Judges trained

# of SJC JUDGES TRAINED												
Type of Training and Date	Ramallah	Nablus	Bethlehem	Hebron	Jenin	Jericho	Salfeet	Qalqilia	Tulkarem	F	M	Total
Judges Criminal Case Management Training; April 3, 4, 5 2009	10	8	1		1	2			4	6	20	26
Judges Criminal Case Management Training; May 8, 9, 10 2009	9	3		2	6	2	2	2	2	5	23	28
English Language Training May 2009	12	14	8					2	2	6	32	38
Judges Training in Jordan June 27, 2009	1	2	1	1							5	5
Total Trained	32	27	10	3	7	4	2	4	8	17	80	97

During FY 2009 Q3, training for Supreme Judicial Council judges was conducted for 97 judges exceeding Netham's Q3 target of 30 SJC judges trained.

In Q3, 54 SJC judges attended a training workshop on Criminal Case Management. Topics included filing, registration and procedures of criminal cases; detention and preservative arrest; evidence in criminal cases; application of Criminal Procedures Law; and the issuing of judgments. In addition training was conducted for 5 Supreme Judicial Council judges at the Jordanian Judicial Institute in Amman Jordan on developing the SJC Continuing Education Curriculum recently approved by the SJC. This training included designing the course plans, syllabi, and training materials for the SJC Continuing Education Curriculum which will target Judges at the Conciliation, First Instance, and Appellate Courts in both Criminal and Civil subject areas. Also, 38 SJC judges from all areas of Palestine completed a 45-hour English language training course. The goal of the English language training course is to strengthen judges' English language skills, enabling them to carry out their duties more effectively to better serve the public.

Result #5: Improved efficiency of Notification Department services in pilot courts

Indicator: No. of Notification Departments upgraded

Definition: Number of Notification Department facilities improved with paint, furniture, remodeling, equipment and repairs.

During FY2009 Q3 Netham met its target for this indicator through assisting in the upgrading of the Jenin Notification Department through provision of computer and printing equipment to aid in data entry and service to the public. In Q3 Netham also focused its efforts on assisting in the implementation of the new Notification Management System by working intensely with and training Notification Department staff in Ramallah, Jenin and Nablus.

Result #6: Improved efficiency of Civil Judgment Department Services in Pilot Courts

Indicator 6.1: No. of Civil Judgment Departments Upgraded

Definition: Number of Civil Judgment Department facilities improved with paint, furniture, remodeling, equipment and repairs

During FY2009 Q3, Netham met its target for this indicator by assisting in the upgrading and renovation of the Bethlehem Civil Judgment Department. Renovation included creating an outside entry for easier public access; providing benches, counters and a new queuing system; and new walls, floors, upgraded electrical system and paint.

Indicator 6.2: % Decrease in Judgment Department Active Pending Case Load

Definition: Percentage decrease in the number of active cases pending in the Civil Judgment Department from baseline number to Netham activity completion: disaggregated by Court

Table 8: Improved efficiency of Civil Judgment Department Services in Pilot Courts: % Decrease in Civil Judgment Department Active Pending Case Load

CIVIL JUDGMENT DEPARTMENT ACTIVE PENDING CASE LOAD			
Hebron Civil Judgment Department			
COURT	Q3 TARGET	Q3 ACTUAL	COMMENT
Hebron	-45%	-65%	Chief Justice decision to remove inactive cases from Pending Caseload March, 2009 contributed to the large decrease in pending cases.

By Q3, 2009, Netham-supported interns completed the review of over 2000 files in their effort to assist the Hebron Civil Judgment Court reduce their pending case load. During the review interns identified cases to be removed from the pending caseload list including cases that could be destroyed or disposed and cases that were found to be inactive according to law. As a result, Hebron Civil Judgment Court's pending caseload was reduced by 65% as a result of Netham's assistance. Netham exceeded the 45% target set for the indicator for this Quarter.

Result #7: Improved efficiency of Notary Public Department Services in Pilot Courts

Indicator 7.1: % of increase in the public rating Notary Public Department services "moderately satisfactory" or higher in: Ramallah, Jenin & Bethlehem

Definition: % increase in people rating Notary Public Department services “moderately satisfactory” or higher following upgrading in: Ramallah, Jenin & Bethlehem.

In Q3 2009, Netham greatly exceeded the target for the percentage increase in the public rating of the Notary Public Department in Jenin Court following upgrading. On a scale of 1-10, the percentage of users who were at least “moderately satisfied” (rating services 7 or higher) with NPD services increased from 22% before renovation to 88% following renovation, a total increase of 305%. Because the Jenin Courthouse opened several months later than expected, Netham measured improvements in services in Q3 2009 instead of Q1 2009 as scheduled. Likewise, the improvements in the Bethlehem Courthouse have also been delayed so Netham will conduct measurements in the Bethlehem Notary Public Department for this indicator in Q4 2009.

Indicator 7.2: No. of Notary Public Departments Upgraded

Definition: Number of Notary Public Department facilities improved with paint, furniture, remodeling, equipment and repairs

During FY2009 Q3, Netham exceeded its target for this indicator through assisting in the renovation of the Bethlehem Notary Public Department. Renovation included creating an outside entry for easier public access; providing benches, counters and a new queuing system; and new walls, floors, upgraded electrical system and paint.

Component Objective 2: Increase public knowledge and citizen engagement of rule of law issues by supporting public outreach and networking

Result #8: Improved Civil Society Organization advocacy

Indicator: No. of CSO's receiving grants to increase public awareness of Justice Sector

Definition: Number of Civil Society Organization receiving grants to increase public awareness of the Justice Sector

This quarter Netham exceeded its target indicator by awarding 5 grants instead of 2 grants to Civil Society Organizations. During FY 2009 Q3, Netham signed five simplified grants valued at approximately \$300,000 with Palestinian Civil Society Organizations. The purpose of the simplified grants program is to promote activities addressing rule of law and judicial awareness/education, as well as encouraging public oversight of the judiciary. Netham selected the following five CSO to receive grants: Dar Al-Fonoum, Bani Naim, Tam & Women Media, AMIN and Holy Land Trust.

Result #9: Increased awareness of the rule of law among school students

Indicator 9.1: No. of students receiving rule of law awareness information

Definition: Number of school students grades 1-9 receiving ROL awareness information through mock court programs, school visits to court houses, trained Civic Education Teachers, and distribution of education material: disaggregated by location.

Table 9: Increased awareness of the rule of law among school students: No. of students receiving rule of law awareness information

Students Receiving Rule of Law Awareness Information			
Location	# Students	2008 Target	FY2008 Actual
Ramallah	58,421	100,000	390,057
Nablus	77,635		
Bethlehem	36,857		
Hebron	87,329		
Jenin	38,483		
Jericho	6,494		
Salfeet	18,388		
Qalqilia	25,729		
Tulkarem	40,721		
TOTAL	390,057		

During FY2008 Netham conducted a Rule of Law Award and a creative writing competition for school students throughout the West Bank. The Rule of Law Award and the creative writing competition specifically targeted educational institutions. An estimated 390,057 students throughout the West Bank received Rule of Law awareness information which exceeded the target number of 100,000 students receiving ROL information.

The Ministry of Education distributed 5,000 Rule of Law posters and 7000 brochures to raise awareness and provide guidance on how to conduct the Rule of Law Activity. The ROL Award activity aims to acknowledge a rule of law initiative that had an impact in schools and local communities. Winners will be selected to receive an award.

In addition the Ministry of Education distributed 10,000 brochures to students as a guide on the creative writing competition which aims to promote rule of law awareness among Palestinian youth. The creative writing activity includes writing a short story or script on a rule of law event that student's experience or wants to address. Winners will be selected to receive an award.

It is worth mentioning the awards for both the Rule of Law and creative writing competition are being sponsored by Jawwal a leading Palestinian telecommunications company in the West Bank. The awards will be presented during Justice Day 2009 events, which will take place next quarter.

Indicator 9.2: No. of primary and secondary teachers receiving training on ROL awareness for students

Definition: Number of 1-9 grade teachers receiving training in workshops, formal training, and continuing education sessions on ROL awareness with Netham assistance. Disaggregated by gender, type of workshop, type of staff and location

This quarter Netham was unable to meet the target number of 250 teachers receiving training. It was expected that Netham would conduct "training for trainers" for 44 teachers who would in turn train hundreds of teacher throughout the West Bank using the Civic Education Manual developed by Netham. However the "training for trainers" has been postponed due to the issue of paying those receiving the training. The Head of the Ministry of Education training committee requested Netham to provide cash assistance to the trainers who will receive the training. Since USAID regulations prohibits cash payments to government employees, Netham has requested several times to arrange a meeting with the Head of the MOE to explain the USAID regulations. To date a meet has not been scheduled. Netham is expecting to resolve this issue and anticipates it will meet its target goal of FY 2009 Q3 in Q4.

APPENDIX 1

Table 10: 2008 Justice Sector Strategy activities addressed with Netham's Assistance

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Objective	Activity	Judicial Institution	Fiscal Year	Quarter	Comments
Objective 1: Organize and Develop Complementary Relations among the various Justice Sector Institutions	1 SJC: Activating the Supreme Judicial Council and convening its meetings to ensure the proper administration of justice.	SJC	2009	Q1	Coordination was made on several occasions to bring all stakeholders to meetings. Netham initiated a formal request for permission for Gaza Supreme Judicial Council Members to travel to attend Supreme Judicial Council meetings.
	2 SJC: Reaching understandings with the related institutions without creating any inconsistency with respect to the philosophy of judicial independence so as to determine the basis for work and communication with each of the following groups:	SJC	2008	Q1	Justice Sector retreat for leaders of MOJ, SJC, AGO
	1 MOJ: Completion of Agreements with Relevant Institutions	MOJ	2008	Q4	MOU between MOJ and AGO, and Ministry of the Interior concerning upgrading Justice Records System
	2 MOJ: Developing the Legislative Plan of the Justice Sector	MOJ			DIWAN -- Will address in future
	1AGO: Develop Understandings with Related Institutions	AGO			Netham will not address
	2 AGO: Participate in Reviewing, Evaluating, and Proposing Criminal Legislative Policies.	AGO			Netham will not address
Objective 2: Ensure a Fair and Speedy Trial	1 SJC: Improving Case Management and Reducing Delay	SJC	2008	Q3	Interns working with Civil Judgment, Notification, and Notary Public Departments: Jenin, Nablus, Ramallah, Hebron

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Objective	Activity	Judicial Institution	Fiscal Year	Quarter	Comments
Objective 2: Ensure a Fair and Speedy Trial (Continued)	2 SJC: Upgrading the Skills and Capacities of Judges and Administrators	SJC	2008	Q3	Training needs assessment for Judges; Court Administrators trained on court capacity building throughout West Bank,. Training for Trainers in Jordan for SJC administrators.
	3 SJC: Strengthening Accountability and Oversight Systems-- Judicial Inspection Dept.	SJC			Netham may address
	4 SJC: Establishing a Special Quality Assurance Unit at the Court Administration Department	SJC	2009	Q2	Netham assisted the CAD in establishing a formal structure, bylaws and work plan for 2009 that included the establishment of the Quality Assurance Unit within the CAD.
	5 SJC: Reviewing a Package of Judiciary-Related Legislation	SJC	2009	Q2	Netham consultant reviewed all judiciary-related legislation, created comparison charts, made amendments as per Chief Justice suggestions, prepared for submission to legislative council
	1 MOJ: Judicial Training Institute	MOJ	2008	Q1	Palestinian Judicial Institute established
	2 MOJ:2. Activation of the Institute of Forensic Medicine	MOJ			Netham will not address
	3 MOJ: Establishment of the Criminal Lab	MOJ			Netham will not address
	4 MOJ. Establish and Operate the Judicial Police	MOJ			Netham will not address
	1 AGO: Improve Criminal Case Management	AGO			Netham will not address
	2 AGO: Enhance the Efficiency of Public Prosecutors	AGO			Netham will not address

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Objective	Activity	Judicial Institution	Fiscal Year	Quarter	Comments
Objective 2: Ensure a Fair and Speedy Trial (Continued)	3 AGO: Enhance Oversight, Accountability, and Inspection Systems in Cooperation with the Ministry of Justice per Judicial Authority Law for 2002.	AGO			Netham will not address
Objective 3: Support and enable the justice sector institutions	1 SJC: Adopting an Integrated and Appropriate Organizational Structure for the Judiciary	SJC	2008	Q4	Admin, Finance and Organizational Structure Manual, Workshops
	2 SJC: Forming the General Secretariat of the Supreme Judicial Council	SJC			Netham will not address
	3 SJC: Establishing a Court Administration Department	SJC	2009	Q1	Netham is working with the newly appointed Court Administration Team to develop the SJC Court Administration Department.
	4 SJC: Supporting and strengthening strategic planning at the Supreme Judicial Council	SJC	2008	Q2	Worked with SJC to complete 2008-2010 Strategic Plan, began in March, 2008. Meetings, Workshops.
	5 SJC: Developing and establishing a Judicial Information Center	SJC	2009	Q1	Renovated SJC Legal Library, provided equipment, upgraded; started Q4 2008, finished Q1 2009
	6 SJC: Automating Courts and Managing Case Files	SJC	2008	Q1	WAN system connecting courts. MIZAN upgrade will start and continue in FY2009
	7 SJC: Creating an Adequate Litigation Environment	SJC	2008	Q3	Planning and renovating court departments. Renovated Notification, Notary Public, and Civil Judgment departments; continuing work in 2009

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Objective	Activity	Judicial Institution	Fiscal Year	Quarter	Comments
Objective 3: Support and enable the justice sector institutions (Continued)	1 MOJ: Strengthen Strategic Planning within the Ministry	MOJ	2008	Q2	Worked with MOJ to complete 2008-2010 Strategic Plans, started March, 2008. Meetings, Workshops
	2 MOJ: Activation and Development of Administrative, Financial, and Technical Systems	MOJ	2008	Q2	Needs Assessment completed
	3 MOJ: Provision of Needed Qualified Personnel	MOJ	2008	Q2	MOJ HR needs assessment completed
	4 MOJ: Upgrading and Developing the Capacities of the Human Resources	MOJ	2008	Q2	MOJ HR needs assessment completed
	5 MOJ: Provide Needed Buildings and Equipment	MOJ	2008	Q1	Established Judicial Training Institute in MOJ Building; Renovated MOJ building to accommodate additional staff.
	6 MOJ: Automation	MOJ	2008	Q4	Document Management System renovation started
	1 AGO: Strengthen Strategic Planning within the Public Prosecution in Cooperation with the Ministry of Justice.	AGO			Netham will not address
	2 AGO: Activation and Development of Administrative, Financial, and Technical Systems in Cooperation with the Ministry of Justice.	AGO			Netham will not address
	3 AGO: Provision of Needed Human Cadre in Cooperation with the Ministry of Justice.	AGO			Netham will not address
	4 AGO: Upgrading the Skills and Capacities of the Human Cadre	AGO			Netham will not address

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Objective	Activity	Judicial Institution	Fiscal Year	Quarter	Comments
Objective 3: Support and enable the justice sector institutions (Continued)	5 AGO: Provide Necessary Buildings and Equipment in Cooperation with the Ministry of Justice.	AGO			Netham will not address
	6 AGO: Automation	AGO			Netham will not address
	7 AGO: Activate the Enforcement of Criminal Judgments	AGO			Netham will not address
Objective 4: Safeguard the citizens' rights and fundamental freedoms	1 SJC: Raise Public Awareness on the Importance of the Judiciary and its Role in Ensuring Rights and Justice	SJC	2008	Q3	Justice Day May, 2008, Public Awareness Campaigns in Schools; posters; Ceremony, media coverage, billboards throughout West Bank
	2 SJC: Improve Public Judicial Services	SJC	2008	Q3	Upgraded Notary Public Departments, Civil Judgment Dept.: Jenin, Nablus, Ramallah, Hebron
	1 MOJ: Improve Public Services	MOJ	2008	Q1	Working with MOJ to modernize justice record system, Started Oct 2007; Process continuing
	2 MOJ: Activation of the Complaints System	MOJ	2009	Q2	Netham conducted needs and training assessments for the MOJ Complaints Department. The MOJ Complaints Department is established and operating
	3MOJ: Establishment of the Human Rights Unit	MOJ			Netham met with Human Rights staff to establish relations and discuss future programs.
	4 MOJ: Establishment of a Gender Unit	MOJ			Netham met with Gender Unit staff to establish relations and discuss future programs.
	5 MOJ: Activation of the Ministry's Inspection of Reform and Rehabilitation Centers	MOJ			Netham will not address

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Objective	Activity	Judicial Institution	Fiscal Year	Quarter	Comments
Objective 4: Safeguard the citizens' rights and fundamental freedoms (Continued)	6 MOJ: Reviewing Legislation Related to Citizens' Rights	MOJ			Netham will not address
	7 MOJ: Activate Means of Alternative Dispute Resolution	MOJ	2009	Q3	Netham conducted a workshop on mediation as an alternate form of Dispute Resolution. Discussed plans for drafting a mediation law.
	8 MOJ: Enable Citizens to Access Information	MOJ	2009	Q1	Netham is working with the MOJ to build the Justice Record System and renovate the Justice Record Office so citizens can more easily obtain their records.
	1 AGO: Activate Inspection of Reform and Rehabilitation Centers in Cooperation and Coordination with the Ministry of Justice	AGO			Netham will not address
	2 AGO: Enable Citizens' Access to Information	AGO			Netham will not address