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**RULE OF LAW**  
PROGRAM IN ALBANIA

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**Report on Customer Service Workshops  
in ten ROLP Pilot Courts**

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## **I. Project Name Objective**

The objective of this Scope of Work (SOW) is to provide short-term technical assistance to the Rule of Law Program (ROLP) in Albania for improving the quality of customer service in the ROLP's ten pilot courts.

The main objectives of consultancy were:

1. Produce training modules and materials (one DVD training disk) for a series of seminars that shall be organized on customer service in the ROLP's ten pilot courts
2. Provide six training seminars to the administrative staffs of the ten pilot courts.

## **II. Description of Consultancy**

According to the above-stated objectives and the project Timetable, during November 2009 – January 2010, the project was implemented through the following steps:

### **1. Preparation of Modules, Role-plays and case studies (3 days)**

The modules aimed at providing knowledge and skills for the participants (court staff). The experts aimed at making the modules simple and understandable considering the level of legal education of the court staff in the above-mentioned Courts. The modules were prepared having the following structure:

- Court administration tasks and duties according to the legal framework
  - Customer Service & Ethics
  - Limitations to the legal aid offered by the court administration
  - Present role plays for each of the above.
- The presentations of the experts are prepared in separate documents. Each expert prepared the presentations in power point.
  - The role-plays were prepared related to the respective presentations. The aim was to provide to participants real situations in order to elaborate their skills in their relation with the public.

The modules are prepared using as basic source of information:

- The Publication of the Magistrate Schools on Court Administration (Author V.Kosta, T.Gogu, year 2004)
- The relevant model of Michigan Training
- The Training Manual “Training for Public Service in Courts” (East West Management Institute project in Albania)
- The findings of the TLAS court users' satisfaction survey 2008 and 2009 .

## Organization of six training seminars (6 days)

Nr.	Location	Dates	Courts
1	Elbasan	November 21	District Courts of Elbasan & Pogradec
2	Mat	December 5	District Courts of Shkoder and Mat
3	Vlora	December 12	District Court of Vlore
4	Durres	January 16	District Court of Durres
5	Tirana	January 23	Tirana Appellate Court & Serious Crimes Court
6	Gjirokaster	January 30	District Court of Saranda & Appellate Court of Gjirokastra

The training was delivered by the following expert, and moderated by Mr. Joseph Broci:

*Vangjel Kosta – Module I*

*Naureda Llagami– Module II*

*Vangjel Kosta – Module III*

*Vangjel Kosta& Naureda Llagami – Module IV*

The content of the seminar was in accordance with the prepared training modules. In addition, a presentation on the recent reform in the Albanian judiciary was given to the participants. Additional information on code of ethics and status of court staff was delivered during the training as it was deemed appropriate.

### **III. CONCLUSIONS**

1. The project objectives were achieved:

- the training modules were prepared and used during the training seminars.
- six seminars were held with court staff of 10 pilot court.

2. Additional appropriate information was delivered to the participants aiming at the awareness of the court staff on their important role within the judiciary.

3. During the training the participants were very interactive, discussing the topic with the experts.

4. The feedback from participant shows for a successful training activity.

5. This project shows the necessity of organization of such seminars in other Courts of Albania.

**Please include an assessment of the impact of your consultancy and any suggestions you may have for project activities.**

- Training the administrative staffs of the ten pilot courts will improve their activities, influencing the quality of justice.
- Improving ethics and customer service in court will have a great impact to increase the citizens' confidence to the legal system and rule of law.

- Increasing awareness for the positive impact of the customer service will help to combat “bad perceptions” by the public for corruption abuse in court.

#### **IV. ATTACHMENTS**

Attached to this Final Report are the following materials:

- 1 Modules and trainers’ presentations
- 2 Content of role-plays and case studies

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