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USAID award number (contract, cooperative agreement, grant, etc.): DFD-I-01-04-00173-00	
Strategic Objective (SO) title: Promote Democratic Reform	SO number: 11
Project title: NETHAM Rule of Law Program / Justice and Enforcement	Project number:
Document title/translated title: Sixteenth Quarterly Progress and PMEP Report	
Author(s): Netham Project	
Contractor or grantee name(s): DPK Consulting / a Division of ARD Inc.	
Sponsoring USAID operating unit(s): USAID West Bank / Gaza – Democracy and Governance	
Language: English	Publication date: September/30/2009
Abstract <i>(summary of most significant information, 250 word limit; optional):</i>	
Keywords <i>(suggested terms to describe content of document; optional):</i>	

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West Bank and Gaza

NETHAM

Rule of Law Program

Justice and Enforcement

DFD-I-01-04-00173-00

Implemented by DPK Consulting, a division of ARD, Inc.

Sixteenth Quarterly Report
July 1 - September 30, 2009

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EXECUTIVE SUMMARY

This quarter witnessed a number of noteworthy public events that demonstrated the impact of support to project counterparts including the Supreme Judicial Council (SJC), the Ministry of Justice (MOJ), Civil Society Organizations, as well as the Ministry of Education. As part of this multi-faceted effort, Netham supported the renovation and upgrading of key court departments in the new Bethlehem courthouse, a judicial conference for judges and SJC personnel, promotion of rule of law appreciation among school students, and production and premiere of a drama film highlighting the impact of corruption and on the effects of the absence of rule of law for certain segments of the population.

The Creative Writing and Rule of Law Awareness Award ceremony was held in Ramallah on July 1, 2009 as part of Justice Day 2009 celebrations. The event was sponsored by Netham and coordinated by the Ministry of Education. The creative writing and public awareness efforts involved more than 900 students and teachers and 46 schools from across the West Bank and recognized the participants' efforts to enhance civic education and rule of law awareness in the West Bank. The winners received their awards from the Minister of Education, the USAID Mission Director, and the Attorney General. Fifty winners were selected and awarded certificates of appreciation; in addition they were awarded a gift from Jawwal, the Palestinian Communication Company which donated \$12,000 in awards for the event.



Another major project achievement was the completion of the Bethlehem Courthouse renovations involving upgrading the first floor of the building which houses four main areas including the Notary Public and Civil Judgment Departments as well as the First Instance and Conciliation Court registrar areas. Netham sponsored the opening ceremony which was held at the Bethlehem Courthouse on July 15, 2009 and was attended by the Chief Justice, the Deputy Chief Justice from Gaza, the Governor of Bethlehem, the Minister of Public Works and Housing as well as the many Palestinian Judges and leading political figures from all over the West Bank.

In addition to Bethlehem, additional completed renovation work this quarter included the Chief Justice's Office, the High Court, the Cassation Court, and the Ramallah Central Archiving Department.

Netham's support to the Second Annual Palestinian Judicial Conference, held under the theme "Toward an Independent Judicial Authority" at the Bethlehem Intercontinental Hotel, was also a key project event of the quarter. The three-day event which was held July 16-18 was attended by the Palestinian Prime Minister, the Chief Justice,



and over 150 judges from the West Bank and Gaza. The event highlighted the SJC's accomplishments over the past year and included a screening of the Netham supported film highlighting the SJC and its achievements. To help document and promote this SJC conference and recommendations, Netham assisted in publishing 1,000 Arabic and English copies of the conference proceedings for distribution.

In an effort to improve transparency and efficiency in the courts' Civil Judgments Unit, project interns continued to facilitate the implementation of a financial deposit procedure in Nablus and Jenin Courthouse. This activity identifies the accumulated financial deposits that would transfer the surpluses of the accumulated deposits to revenues at the Civil Judgment Departments.

Interns also continued to provide assistance and helped improve the case management of the Notary Public and Civil Judgments Departments as well as the Notification Department in all West Bank courts. Noting the significant role interns have been playing in implementing project activities, Netham conducted an Intern Planning and Evaluation Workshop for 30 Netham-supported interns at the Grand Park Hotel in Ramallah. The objective of the workshop was to evaluate intern progress and gain input from interns to inform the Netham planning process for 2010. It was also a time for Netham to honor the interns and recognize the excellent work they have provided to the SJC and the MOJ.



In other successes this quarter, the Civil Judgment Unified Procedure Manual was developed and printed for use by all court clerks throughout the West Bank. These procedures focus on unifying the Civil Judgment case procedures from case registration to disposition for all Civil Judgment Departments.

In SJC training news Netham concluded this quarter the Phase II Training Plan for Court Administrators. Throughout this phase over 700 SJC court administrators from all over the West Bank received training that will enable them to provide more efficient and better services to the public. The training plan addressed various topics to build the capacity of SJC court administrators.

In support of the MOJ, several training programs were held this quarter including Customer Relations Training and English Language Training. Preparations are underway to conduct training on management skills and the legislative process for MOJ staff next quarter. Furthermore work has begun to assist the MOJ in strengthening its administrative capacities by developing an Administrative Manual that will include procedures to increase the effectiveness and efficiency of the work at the MOJ. In the area of IT, Netham support to the MOJ included the implementation phase of the Document Management System, and the upgrade of the National Justice Record System.

A major highlight this quarter is the successful conclusion of four Civil Society grants that were awarded through the Netham grant program. Tam, Women, Media, and Development implemented a grant to produce a film to "Raise Awareness of Rule of Law." The 90-minute TV film titled "Shibak Al-Ankaboot" or "Spider Web" depicted the effect of corruption on Palestinian society. A premiere was held on September 9, 2009 at the Grand Park Hotel in Ramallah and was attended by over 350 guests



including the USAID Mission Director, the Chief Justice, Minister of Justice, the Attorney General, Minister of Tourism, Minister of Culture and many Palestinian public figures, the film crew, and the press. Another grantee, Bani Naim Society organized the signing of a Memorandum of Understanding by over 50 tribal leaders to make a commitment to respect and resort to the formal justice sector in solving disputes. Dar Al-Fonoum conducted performances of its play "With Arts We Promote Law" for school children participating in summer camps. The play aimed to educate children aged 7-14 and develop their knowledge of basic concepts related to rule of law, justice, and children's rights. Meanwhile, Amin through their grant produced 141 reports including radio and TV reports as well as features stories on the judiciary.

The Legal Education Initiative this quarter prepared for a study tour to take place at Louis and Clark Law School in Portland. Five Al Quds faculty members are expected to participate in the study tour next quarter. In addition with Netham's assistance the following new courses were added and taught during 2009: Legal Technology, Moot Court, and Legal Writing. The newly added courses aim to increase the skills and knowledge of the law students and to introduce new courses in order to give students more options and opportunities in choosing legal education courses.

With respect to administrative affairs, Netham received a one year extension bringing the end date of Rule of Law Project to September 2010. Also this quarter five project staff positions were filled which include the following: Grants Coordinator in the West Bank and Gaza, Procurement and Administration Specialist, Administrative Assistant, and a Translator.

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

MILESTONE ACHIEVEMENTS

- Facility upgrade of Notary Public and Civil Judgment Department, First Instance and Conciliation Courts at the Bethlehem Courthouse
- Development of a Unified Civil Judgment Procedure Manual
- Support commencement of the Second Annual Judicial Conference and publication of conference proceedings
- Customer Relations Training for Ministry of Justice staff
- Capacity Building Training for Supreme Judicial Council staff
- Implementation of Document Management System at the Ministry of Justice

ACTIVITIES AND RESULTS

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

SUPPORTING DEVELOPMENT OF THE PALESTINIAN JUDICIAL INSTITUTE (PJI)

Developing the PJI's Financial and Administrative Capacities

Netham continued to provide assistance this quarter to the Palestinian Judicial Institute where two project consultants are placed to provide administrative and financial support to the Institute. The consultants assisted the PJI in a number of areas including coordination of training courses held at the Institute and reviewing and providing feedback on the automated registration system which will be used to track registration and continuing education for applicants and students taking PJI courses. The consultants also worked under the supervision of the PJI management to provide overall administrative and logistical support to run the day-to-day operations of the PJI.

To help the PJI develop its mission and vision, Netham began assisting the PJI this quarter to prepare a document that states the vision, mission, and objectives of the institute. Netham will incorporate the PJI's scope of work and has researched vision and mission statements from other similar institutes in order to assist in developing the vision/mission of the PJI. The PJI Director is working closely with Netham on developing its mission statement. Work on developing the mission statement will continue into next quarter. Once finalized, the mission statement is expected to serve as mechanism to guide PJI strategic planning and operations and promote public awareness of the PJI's work.

Implement Automated Training Tools for PJI

In order to assist the PJI in monitoring and tracking training programs, Netham developed and installed a software application which will track registration and continuing education for applicants and students taking PJI courses. The automated registration software system was installed into the server at the PJI this quarter. Testing of the system has begun and training PJI staff on the use of the application will be completed this quarter at which time the program will be fully functioning.

ENGAGE AND BUILD CAPACITY OF THE MINISTRY OF JUSTICE

Strengthen Technical Capacity at MOJ

This quarter Netham continued to engage the Ministry of Justice in a number of activities as many of the challenges faced last quarter, including lack of commitment to training programs, were alleviated and a greater sense of ownership of activities was instilled in staff. Netham currently has an embedded advisor serving at the MOJ. Thus, Netham began working with the MOJ on developing training programs that will address target critical training needs and strengthen the capacities and skills of the MOJ staff.

Customer Relations Training: A highlight this quarter was a two-day Customer Relations Training which was held August 17-18, 2009 with the participation of 11 MOJ staff members including staff from the Authentications, Public Relations, National Justice Records Office, Licensing, and Complaints departments. The goal of the training program was to improve communication with the public. The training addressed general principles of communication and through designated exercises, elicited personality traits and perceptions. Using role play, the trainer helped the participants illustrate their performance as public servants at the Ministry as well as assess their strengths and weaknesses. At the end of the training the participants evaluated the training and noted that this training provided them with the skills and knowledge to more adequately carry out their jobs and, most importantly, made them aware of skills they should utilize during their work. Participants also noted that the training was successful in terms of changing their attitudes towards the public, and requested additional training in this area. Because of the overwhelming success of this training activity, Netham is expanding the communications training to include all MOJ staff, and an advanced communications training for key MOJ staff. This training program is expected to take place next quarter.

English Language Training: Also this quarter Netham contracted AMIDEAST to conduct English Language training for 35 Ministry of Justice staff. The training was carried out in four levels in which each participant was placed according to the level of English proficiency. The English training course was conducted at the PJI.

Netham retained an international expert to conduct legislative process training next quarter in two areas: policy development and the nomotechnics of law drafting which is training on using the correct terminology when drafting legislative laws. Furthermore experts have been retained to conduct planning and change management training for key MOJ personnel. Netham continued to prepare for additional training programs that will be held next quarter for MOJ staff. The MOJ signed and delivered commitment letters requesting training on different types of management skills and the legislative process.

Finally, Netham and USAID participated in a meeting of MOJ donors with the Minister of Justice and the MOJ General Director. Attendees included representatives from EUPOLCOPPS, CIDA, UNDP, Seyada II, Local Aid Coordination Secretariat LACS, and the Dutch government. The meeting was scheduled to hear the Minister's priorities and for each donor to describe its work plans to the Minister and to discuss possible areas of cooperation. USAID presented a detailed schedule of its assistance for the MOJ, implemented by Netham, including programming completed, in progress, and future activities. It was agreed that each donor would submit a description of its assistance in writing to the LACS in order to avoid duplication of effort and to open up avenues for cooperation. It is expected that another meeting will be scheduled for next quarter.

Strengthen MOJ Administrative Capacities

In order to strengthen the Ministry of Justice's administrative capacities, Netham began working with the General Director of Administrative Affairs at the MOJ to develop an Administrative Manual. The manual will be used as a guide for the MOJ to work more effectively and efficiently in the areas of administrative procedures including personnel affairs, employee evaluation, training management, and archiving. Terms of Reference were prepared to hire a consultant to develop and implement the manual. It is expected that next quarter the manual will be developed with the assistance of the General Director of the Administrative Affairs at the MOJ and in-house training will begin on its implementation.

Improve MOJ IT Capacity

This quarter MOJ IT training on various advanced programming languages needed to maintain the National Justice Record System and the Document Management System developed by Netham was completed. The training was given by Hulul Business Solutions with the participation of five MOJ IT staffers.

ENHANCE MOJ PUBLIC SERVICES

Assist in Developing the National Justice Records System (NJRS) at the MOJ

Last quarter Netham sponsored the opening ceremony of the newly renovated National Justice Record Department at the Ministry of Justice 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.

Building on last quarter's achievements, Netham continued supporting the NJRS and provided 20,000 non-conviction hard copy templates to be used in issuing the non-conviction certificate to the public. Since this service has been available to the public the NJRS has issued 1,740 non-conviction certificates in Ramallah and 1,110 in Nablus. This quarter, the National Justice Record (NJR) opened its doors to the public in Nablus and began issuing non-conviction certificates, using the remote services facilities (e-mail). NJR in Nablus is a service point at the MOJ premises in the city. Netham is currently working on providing an on-line service which is expected to be completed next quarter.

Also, this quarter Netham continued to provide support to the General Directorate of Justice Records in facilitating and accelerating the continuous data compilation process. In this regard Netham-supported interns continued to audit verdicts that have been collected from different data sources in the West Bank and confirmed data for entry into the NJRS. The work of the interns will allow citizens to be confident about the accuracy of the information they receive since the records are audited and verified before issuance.

In order to measure customer satisfaction with the services provided by the National Justice Record Department post renovation and automation, Netham conducted a survey to gauge the level of satisfaction. The results show that there is a satisfaction rate of 95.3 percent by users of the National Justice Record Department services. This survey is a baseline for surveys that may be conducted in the future.

On the IT level, Netham contracted the Asal IT firm to conduct the NJRS upgrade which includes creating new forms and reports, intergrading expunge periods and calculations into the NJRS, and upgrading the database structure to connect to the prison information database. This upgrading

will allow for better accuracy and consistency when seeking a certificate of non-conviction. To this end several meetings, workshops, and development sessions between Netham, Asal, and the MOJ were held this quarter in order to formulate a work plan for upgrading the NJRS. Roles, timelines, and tasks were assigned to each of the MOJ IT staff, Netham, and Asal. Bi-weekly meetings will be held to assess progress and achievements. It is worth mentioning that 40 percent of the planned upgrade was completed this quarter and a progress report was also submitted to Netham.

Develop a Comprehensive Document Management System (DMS) at the MOJ

The Document Management System (DMS) is a system that will be used to automate workflow between the various MOJ departments including complaints, endorsements, translation licensing, and arbitration licensing. It will also be used for internal administration, including correspondence and assignments (orders of the Minister). This system will reduce, and eventually eliminate, unnecessary practices for storing, retrieving, and circulating information within the Ministry, leading to more efficient internal information systems.

With the completion of the design and analysis phase of the DMS, this quarter Netham advertised a Request for Proposals for IT firms in order to begin the DMS implementation phase. A committee was formed consisting of both Netham and MOJ representatives to review the proposals and after intensive analysis of the offers, Media iTech (MIT) Solutions was selected to complete this work. This company will install and customize the DMS to fit the needs of the MOJ as well as training MOJ staff on the use of the system. In addition, a DMS workshop was provided for 11 MOJ staff to discuss the collection of information from department heads at the MOJ. The information will be used for the purpose of automating processes through the DMS which will make services provided at the MOJ more accurate and efficient.

ENGAGE AND BUILD CAPACITY OF THE SUPREME JUDICIAL COUNCIL AND COURTS

Second Annual Palestinian Judicial Conference Held with Project Support

In a significant project accomplishment, this quarter Netham sponsored the Second Annual Palestinian Judicial Conference which was held under the theme “Toward an Independent Judicial Authority” at the Bethlehem Intercontinental Hotel. The three-day judicial conference held July 16-18, 2009 was attended by the Palestinian Prime Minister, the Chief Justice, and over 150 judges from the West Bank and Gaza. During the conference accomplishments of the past year were highlighted including an increase in the number of judges, a reduction in the case backlog in criminal courts, and the completion of extensive renovations in several courthouses, most of which took place with Netham assistance. USAID secured permits for three Gaza judges to attend the conference. Netham’s assistance also included providing accommodations and meals to those who attended as well as organizing and assisting with the presentation of the conference.

The conference included speeches by the Prime Minister, Chief Justice, and senior judges as well as a screening of the Netham-produced documentary film highlighting the Supreme Judicial Council’s achievements over the last year. In his opening speech, the Prime Minister expressed his continuous support for the justice sector and deep belief in the principle of separation between the legislative, executive, and judicial branches of government. He declared great respect and support for the independence of the Judiciary. The Chief Justice expressed the belief that the belief of judges in the concept of judicial independence is one of the most significant elements supporting the independence of the Judiciary as an authority and the independence of judges as individuals. The Chief Justice thanked Netham for its support to the judiciary and for the efforts exerted to make the conference a success.

In addition Netham assisted in publishing 1,000 Arabic and English copies of the Proceedings of the Second Annual Palestinian Judicial Conference. The publication contains an introduction from the Chief Justice, speeches from the conference including those delivered by the Prime Minister and Chief Justice as well as other High Court judges. It also contains conference material handouts, the conference closing statement, and information from the closing press conference. The proceedings were distributed to the conference attendees, SJC departments, USAID, other donors, Justice Sector officials, and other interested officials as well as the public. Netham also assisted in producing a DVD of the conference which includes a visual presentation of the conference speeches, press coverage, and a video of SJC 2008 achievements.

SJC IT Training

During this quarter training for two SJC IT staff continued on Advanced Programming and Database Management. To date 90 percent of the training has been completed. This training will enhance the capabilities of the SJC IT staff to support existing software applications being used at the SJC including Al Mizan software and the Notification Management System which was developed with Netham support.

Support the Strategic Planning Unit at the SJC

This quarter, the SJC submitted a request to Netham for assistance with updating the SJC Strategic Plan for 2010-11 in compliance with the new Ministry of Planning guidelines. It should be noted that Netham assisted the SJC and justice sector in developing the Justice Sector National Plan for the years 2008-2010. Several meetings were conducted during the quarter with the SJC Director of the Planning Unit and staff to discuss the best ways to collect data for updating the SJC Strategic Plan. To gather the necessary information, Netham coordinated with the SJC Planning Unit to develop a data collection form which was distributed to all SJC departments. The data collection form consisted of a review of all achieved and on-going activities and their costs.

Once all the information is gathered, Netham will assist in analyzing the information and using it to develop the first draft of the SJC Strategic Plan update for 2010-11. Next steps include completing development of a comprehensive timeline that will address all steps in the process, coordinating with financial staff to update budgets, developing indicators, developing the annual work plan, and completing the first draft of the plan. It is expected that the updated SJC Strategic Plan 2010-11 will be completed next quarter.

Preparations for International Association for Court Administration (IACA) Conference

This quarter the Chief Justice requested Netham's support in sponsoring key SJC court administration judges and staff to attend the Fourth Annual International Association for Court Administration (IACA) Conference which will be held in Istanbul, Turkey November 2-4, 2009. The conference will assist in enhancing the professionalism of the Court Administration Department and the development of an effective and efficient court administration system that meets international standards of excellence.

The SJC nominated five judges and an administrator to attend the conference. Netham and the nominated Palestinian delegation have met several times during the quarter to discuss logistics and conference participation. The Palestinian delegation has been asked by the President of the IACA to participate on a panel that will discuss "The Challenge of Administering Justice in Societies Torn by War and Civil Strive" and the Executive Director of the IACA has asked the delegation to present information on one of their innovative justice sector activities in a regional forum. It was agreed that the Director of the Palestinian Authority's Supreme Judicial Council

Court Administration Department (CAD) will present in the regional forum and the Chief Judge of the Palestinian Authority Appeals Court will participate on the panel.

The conference agenda will include practical workshops on leading court administration topics, the showcasing of the latest court administration models and software, networking opportunities with international court administration professionals, and internationally renowned speakers focusing on important international court administration issues.

ASSIST THE SJC IN ESTABLISHING A PUBLIC INFORMATION DEPARTMENT

Improving the SJC English-Language Website

This quarter Netham coordinated with the Director of the Planning Unit to update and improve the SJC's English language website. The SJC English site is used by donors, researchers, citizens, and the international public to access correct information about the SJC and the court system in Palestine. The process of updating the website began with a Netham-supported intern who worked with the SJC Media and Public Information Department staff to assess the English site, identify needed improvements, and create a plan for updating. Then, the intern and the SJC Public Information Department translated, corrected and uploaded information onto the website. In addition, a plan was developed for the Planning Unit to coordinate with the SJC Media and Public Information Department to provide materials to put on the website on a regular basis, such as the Strategic Plan, activity reports and quarterly reports. Increased knowledge of the judicial system has been linked to an increase in access to the courts as well as an increase in public trust and confidence.

SUPPORT SPECIALIZED TRAINING FOR JUDGES

Support Development of Judicial Continuing Legal Education

Netham and SJC Training Department Staff continued finalizing the development of the first Continuing Education Curriculum for Palestinian judges. This development effort, which began last quarter, is expected to be concluded early next quarter and includes design of course plans and syllabi and gathering training materials for the SJC Continuing Education Training Plan in both criminal and civil subjects. SJC Continuing Education training will target all judges serving in the Palestinian Conciliation, First Instance, and Appellate Courts.

Fourth Criminal Case Management Workshop

The last of four workshops on Criminal Case Management took place July 20-22, 2009 on criminal case law and regulations. The three-day workshop on criminal case management was conducted for 26 judges from the First Instance and Conciliation Courts and was held in Ramallah at the Grand Park Hotel. The workshops aimed to improve knowledge and experience of judges in utilizing criminal case laws and regulations that affect case flow. Netham worked closely with the SJC Judicial Education Department to organize the workshop. The fourth workshop previously scheduled for June, 2009, was postponed because the Jordanian trainers were unable to secure visas from the Israeli government in a timely manner.

English Language Training for Judges

This quarter, four SJC judges and two SJC staff completed the second Netham-supported English training course conducted by AMIDEAST instructors in Ramallah. The first Netham-supported English training course was completed last quarter. Classes were taught at different levels and each class will provide 45 credit hours of training. This activity addresses capacity-building needs of the judiciary by strengthening communication and access to English information.

SJC Judicial Training

This quarter the SJC requested Netham's support to send 11 newly appointed judges to Jordan in order to receive judicial training at the Jordanian Judicial Institute. The training will consist of two weeks of intensive training on applicable laws and litigation skills in addition to site tours to Jordanian judicial premises such as courthouses, forensic labs, and criminal investigation departments. Practical training for the judges with Jordanian counterparts will also be conducted, which includes adjudicating a variety of civil, criminal, land, tenancy, and labor cases. Prior to the practical training in Jordan, the judges will receive seven weeks of theoretical training at the Palestinian Judicial Institute in Ramallah. Netham is currently working on the administrative and logistics preparations for sending the Judges to Jordan which will take place in October, next quarter. Netham supported the training of 45 new SJC Judges at the Jordan Judicial Institute in previous quarters.

Additionally Netham received a formal SJC request to assist with Civil Case Management training for over 100 judges beginning in November, 2009. The training will consist of four 3-day intensive training workshops with 25 judges in each workshop. The goal of the training will be to enable judges to better dispose of civil cases in a timely manner, reduce case backlogs, and increase court efficiency. Plans for implementing this training will begin early 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 along with Netham have worked together this quarter to develop the Civil Judgment and Notary Public Unified Procedures Manuals and the Notification Unified Procedures Manual.

Also this quarter, after receiving approval from the Chief Justice, Netham finalized the Civil Judgment Unified Procedures Manual and printed 1,000 copies to be distributed to all court clerks throughout the West Bank. These procedures focus on unifying the Civil Judgment case procedures from case registration to disposition for all Civil Judgment Departments. In addition, Netham is still awaiting approval from the Chief Justice for the Notary Public Unified Procedures Manual submitted by Netham. These procedures focus on unifying the documents issued by the Notary Public. Once approval is given Netham will print 1,000 copies and will distribute to court clerks throughout the West Bank. Additionally, Netham trained Notary Public and Civil Judgment staff on the use of the new unified procedures, concluding Netham's Phase II Training Plan for Court Administrators. The training plan included a series of training programs which will assist in building the capacity of SJC court administrators.

In addition work has begun to develop the Notification Unified Procedures Manual. The CAD team has selected a committee to prepare the guide for the manual and the heads of the Nablus and Jenin Notification Departments have been selected to coordinate with Netham in preparation for developing the manual. The manual will include unified procedures of distributing notifications to the public as well as unifying the procedure of filing the delivered notices. This will enable better tracking of those receiving a notice from the Notification Department.

Once the manual is completed it will be distributed to all Notary Public and Civil Judgment Departments in the West Bank.

Unified SJC Court Fee Schedule

Inconsistent application of court fees has been a longstanding problem in the Palestinian judiciary. Netham has been engaged in assisting the Court Administration Department in the development of a unified fees schedule for all West Bank Courts. The Unified Fee Schedule will enable SJC staff working at the courts to identify the cost of each case filed, allowing for consistency and accuracy in regards to the cost of filing a case. To this end the final draft of the SJC Unified Court Fees Schedule that resulted from a Netham-sponsored workshop last quarter has been sent to SJC Department Heads and the Chief Justice for final approval. Netham is still awaiting approval in order to support publication of the Fees Schedule and signage for the courts. Once approval is given Netham will begin publication of the schedule.

Qalqilia Court Renovation

Preparations are underway to renovate the Qalqilia Courthouse which houses the Notary Public, Civil Judgment, and Notification Departments, as part of Project efforts to continue renovating and upgrading most court sites in the West Bank. This quarter Netham completed an inspection and needs assessment visit to the Courthouse. In addition Netham prepared a needs assessment report for the court which outlines renovation needs and case management improvement needs in all Qalqilia Courts and Departments. It is expected that early next quarter Netham will begin the renovation work and improving case management at the Qalqilia Courthouse and Departments. The renovation of the Qalqilia Courthouse will support Netham project activity to improve public services and build confidence in the courts.

Ramallah Central Archiving-Renovation

This quarter Netham began the preliminary work on the renovation of the Ramallah Central Archiving room which will allow more room for archiving documents and make the archiving process more efficient. Measurements of the room have been obtained and draft sketches have been submitted for review. This activity is part of Netham's activities to support and improve case management at the Supreme Judicial Council. The central archiving will serve the First Instance, Conciliation, and Appeal Courts in Ramallah. Netham is expected to begin the renovation work early next quarter.

Supporting the Bethlehem Court Opening

With the conclusion of renovations in the Bethlehem Courthouse this quarter, the Chief Justice announced during the public inauguration ceremony that the Supreme Judicial Council (SJC) has entered its second phase in achieving its strategic objective of having a suitable court infrastructure for citizens, lawyers, and judges. The opening ceremony dedication was sponsored by Netham and was attended by the Chief Justice, the Deputy Chief Justice from Gaza, the Governor of Bethlehem, the Minister of Public Works and Housing as well as the many Palestinian Judges from all over the West Bank, Bar Association members, and members of the public.

Specifically, Netham supported the modernization of the first floor of the Bethlehem court which included:

- Painting of the entire 1st floor
- Upgrading of 1st floor electrical system
- Wiring for the computer backup system (UBS wiring)
- Wooden counters in Notary Public and Civil Judgment Departments and clerks' offices
- Waiting room seating in Notary Public and Civil Judgment Departments
- Metal shelving in Notary Public Department
- Queuing system in Notary Public Department
- Flooring in the Civil Judgment Department

- Signage for all courthouse departments

The second floor of the courthouse was built with funding from the Malaysian government and is in the process of receiving new furniture and equipment. The new floor provides additional courtrooms and judge chambers for the Bethlehem Court.

The Minister of Public Works and Housing praised the work of the SJC in their dedication to improving the infrastructure of the courts. He also thanked USAID and the Netham Project for supporting the renovation of the first floor and PEDCAR and the Malaysian government for building the second floor of the court. In a new development, the Chief Judge of Bethlehem Court announced that the newly renovated courthouse will be a smoke-free environment with smoking banned for all citizens, judges, and lawyers. Following the ceremony, guests took a tour of the Bethlehem Court to observe the renovation work. Courts in Jericho, Jenin, Bethlehem, Nablus, Hebron, and Ramallah have been upgraded through Netham's support in the last year.

Improving the Filing System in Courts

This quarter Netham-supported interns continued to assist in improving the case filing systems in the Bethlehem court. This process aims at correcting the postponement information in the computer in order to have accurate and reliable statistics and reports to identify and solve problems and increase the timely disposition of cases. In Bethlehem, interns registered 542 new cases into Al Mizan and completed the labeling of 1,669 files according to the new filling system in the Civil Judgment Department and registered 87 new cases and completed the labeling for 1,727 files in the Conciliation Court.

Improving International Case Management Coordination

Netham focused efforts this quarter on improving the international case management coordination currently being conducted by Jordan, the UAE, and Palestine. The Netham-supported intern serving in the Court Administration Department (CAD) has been tasked to focus on the development and implementation of new international court notification procedures for use between Jordan, UAE, and Palestine. Previously, international notifications that pertain to court cases in the respective countries went from the Palestine Embassy to the Ministry of Justice then through the Chief Justice's office to the court notification department for delivery, and vice versa. Now the notices will go through the CAD office which will help streamline procedures and improve the management of cases in Jordan, UAE, and Palestine. The CAD office is currently receiving anywhere from 10-30 international notifications per week from Jordan and the UAE.

Correcting Case Information in the Computer Database and Court Registries

In order to support the SJC to improve its case management, Netham-supported interns continued reviewing pending files and correcting the cause of postponement of court cases in Jenin and Bethlehem; this quarter interns in the Jenin Criminal First Instance Court amended the postponements for 837 cases that contained 4,712 hearings. In Bethlehem, interns in the Conciliation Court amended the cause of postponements for 1,289 criminal cases that contained 5,066 hearings. This process aims at correcting the postponement information in the computer in order to have accurate and reliable statistics and reports to identify and solve problems and increase the timely disposition of cases.

Evaluation and Planning Workshop for Netham Interns

This quarter Netham conducted an Intern Planning and Evaluation Workshop for over 30 Netham-supported interns at the Grand Park Hotel in Ramallah. The objective of the workshop was to evaluate intern progress and gain input from interns to inform the Netham planning

process for 2010. The workshop was conducted for all Netham-supported interns working in the courts of Ramallah, Jenin, Nablus, Bethlehem, and Hebron, as well as the Ministry of Justice and the Supreme Judicial Council (SJC). The agenda included an overview of the year's accomplishments, evaluation, and round-table discussion of intern progress, challenges, solutions, and a planning session to gain input for the Netham 2010 work plan.

At the workshop, Netham also honored the interns for their excellent work. Interns have been an integral part of the Netham Project. Beginning in August 2007, Netham hired interns from the USAID-funded Ruwwad project to support a variety of courts, SJC, and MOJ activities aimed at improving court administration and case management in the courts and implementing the new National Justice Records System in the MOJ. Some of their activities include implementing case filing systems, upgrading data entry, aiding court renovation, improving the quality of court statistics, tracking financial deposits, and aiding in the implementation of the Notification Pilot project. Following the workshop, the interns signed their new contracts.

SUPPORT AND BUILD CAPACITY OF THE NOTARY PUBLIC

Notary Public Customer Service Survey

In order to measure public satisfaction with customer service provided at the Bethlehem and Jenin courthouses following the recent court renovation and system upgrading, Netham this quarter conducted a customer satisfaction survey. Netham supported interns administered the survey to the public at the Bethlehem and Jenin court houses. Netham analyzed the data and found an increase in the public rating of the Notary Public Department in Bethlehem 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 50.0 percent before renovation to 92.6 percent following renovation, a total increase of 85.2% .

Improve File Archiving

Assisting in Notary Public Department filing and archiving is a capacity-building activity that aims to improve processes and procedures in Notary Public Departments to increase access and services for the public. In this regard Netham supported interns continued to provide data entry and filing assistance to Notary Public Departments. Interns entered 9,702 documents in Hebron, 3,742 in Ramallah, 3,950 in Jenin, 4,046 documents in Bethlehem, and 1,022 documents in Nablus into the Al-Mizan software. These documents are primarily from 2000 to 2009.

IMPROVE JUDICIAL NOTIFICATIONS

Support Implementation of Automated Notification Management System (NMS)

The Notification Management System (NMS) application was developed with Netham's support to distribute and track the status of each notification delivered by court processors to those who need to attend a court hearing. With USAID approval last quarter for the purchase of 21 Personal Digital Assistants (PDA's) which are needed to register the notifications on the NMS application, Netham began to test and program the devices. The PDA's will be given to selected court processors from five West Bank courts who will receive training on the proper use next quarter. The purpose of the PDA's will be to assist court processors to transfer the notification status from the field to the NMS application developed by Netham for the Notification Department allowing for better tracking of notification delivery. The PDAs will allow the court processors to download notifications, track progress, and upload information to the NMS. It is anticipated that early next quarter the court processors will begin using the PDA's in the field.

Also this quarter, Netham organized a two-day training session in Ramallah for selected Notification Processors from across West Bank courts. During the training, the Chief Judge of the Bethlehem Court provided the processors with an overview on the legal procedures of submitting notifications and answered questions from the processors. Netham also provided training on the best methods for using the Notification Management Software that will be implemented in all the West Bank courts following the completion of the Pilot Notification Program.

Needs Assessment in Nablus and Jenin

This quarter Netham conducted needs assessments of the Notification Departments in Nablus and Jenin courts to determine possible equipment, signage, and renovation needs. During the Jenin and Nablus visit, Netham held several meetings with the acting Chief Judge of the Jenin Court and the Head of the Notification Department in Nablus to discuss the needs of these two departments. Following analysis of the needs assessments, Netham will develop plans for implementing improvements in both Notification Departments, if needed.

Support Development of Pilot Notification Departments

Netham along with the SJC have chosen Ramallah, Jenin, and Nablus Notification Departments to take part in a pilot project to implement a more efficient and effective notification system using a new notification software program and improved procedures developed with the assistance of Netham. The overall pilot program's goal is to improve the processing, timely delivery, and accuracy of notifications. The pilot project began early this year by providing Netham supported interns 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, Nablus, and Ramallah Courts.

In Ramallah, interns entered 3,646 returned notices into the Notification Management System (NMS) and distributed 2,412 notifications by NMS to notification officers while in Nablus interns entered 2,514 returned notices and distributed 1,463 notifications. In the Jenin Notification Department, interns entered 2,911 returned notices and distributed 3,269 notifications to the notification officers.

Additional training continued this quarter on the new NMS for all Chief Notification Clerks. The training covered notification law, procedures, communication skills, and administration issues. It is worth mentioning that this training concludes Netham's Phase II Training Plan for Court Administrators. The training plan included a series of trainings regarding different topics which assisted in building the capacity of SJC court administrators.

This quarter Netham conducted a customer satisfaction survey that measured the percentage increase in user satisfaction of the Notification Department in Jenin Court following upgrading of services. On a scale of 1-10, the percentage of users who were at least "moderately satisfied" (rating services 7 or higher) with Notification services increased from 46.4 percent before renovation to 89.1 percent following renovation, a total increase of 91.6 percent. The Notification Department works in coordination with all courts and departments and its services are a vital part of the court system.

DEVELOP CAPACITY AT THE CHIEF JUSTICE'S OFFICE

Chief Justice Office Renovations

In its continued effort to support the Supreme Judicial Council and to build the capacity of the Chief Justice's office, Netham this quarter renovated the Office of the Chief Justice. All renovations to the Chief Justice's office, the High Court, and the Cassation Court were

completed. In addition, furniture was purchased and fitted in its proper place. The renovation in the Chief Justice's offices included fixing tiles, plastering, electricity work, and improved lighting. Carpentry work was also carried out in the High Court and Cassation Courts. The Chief Justice's office and other departments are currently situated in the newly renovated area.

SUPPORT DEVELOPMENT OF THE SJC COURT ADMINISTRATION DEPARTMENT (CAD)

Assessing Customer Service Satisfaction at SJC

Last quarter Netham assisted with the development of a customer satisfaction survey directed at those using court and SJC department services, specifically the Notary Public and Civil Judgment Departments as well as the First Instance Clerk Office. 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. Netham has been working with the Head of the CAD in order to assist in the continuous implementation of this survey for the purpose of gauging the needed information to provide the best possible service to the public. Other objectives of the survey will be to assist in building the capacity of the SJC staff to conduct the survey, analyze the results, and report the findings accurately.

In this regard Netham this quarter developed three draft reports that were submitted to key staff of Notary Public and Civil Judgment Departments and First Instance Office for review. The reports highlight results and recommendations. The overall results indicate that most of those using the departments are satisfied with the service provided. There was however an overwhelming agreement that all the departments were lacking in staff. One recommendation was to hire more staff. Netham will continue to work with the Head of the Court Administration Department to help improve its services and to assist in implementing more customer satisfaction surveys.

Support Development of SJC Financial and Administrative Systems

This quarter Netham continued implementing the financial system developed with project support for the SJC. This system will help define the financial procedures for the SJC's Court Administration Department and to become more transparent and efficient, as well as improving the level of services that are provided to the public. In this regard Netham completed the financial manual for the new system, according to the CAD's needs. Changes made in the final manual include modifying the financial procedures in addition to delegating the head of the CAD as the point of contact in authorizing any forms or procedures to be completed at the CAD. The modified manual will be submitted to the Head of the CAD early next quarter for review and approval at which time Netham will assist in printing the manual. On-site training for implementing the financial system for CAD financial staff was completed this quarter.

Additionally, with project staff oversight, Netham's intern continued to provide technical assistance to the CAD through capacity-building efforts. The intern focused on increasing communication between the CAD and Civil Judgment Courts to help clarify new procedures, collecting customer service satisfaction reports for the Ramallah pilot areas to assess progress and help promote the CAD concept of public service in the courts, and implementing the new procedures for issuing international notifications as well as assisting in organizing and implementing new CAD office procedures.

STRENGTHEN THE CIVIL JUDGMENTS UNIT

The Anti-Corruption Mechanism at the Civil Judgment Units

During the quarter, identifying the accumulated financial deposits that would transfer surpluses of the accumulated deposits to revenues at the Civil Judgment Departments began as a pilot project in Ramallah. The intent of this pilot project is to bring transparency and improve efficiency at the Civil Judgment Departments. Prior to the assistance provided by Netham, civil fines paid by litigants were deposited into bank accounts and were administered by the Civil Judgment Departments. The Civil Judgment Departments, however, lacked proper tools to monitor and administer the deposits, which reduced transparency and caused delays in processing. To help solve the problem, Netham worked with the Ramallah Civil Judgment Department to identify the accumulated financial deposits by auditing files, reports, and documents which resulted in finding approximately one and half million US dollars in financial deposits. Due to the overwhelming success of this activity in Ramallah, Netham was tasked last quarter to implement the same project at the Civil Judgment Departments in Jenin and Nablus and this quarter Netham was able to complete the activity.

At the Nablus and Jenin Civil Judgment Department, Netham supported interns reviewed financial deposits in all existing files and recorded the financial amounts identified on a summary sheet for facilitating the financial transactions. All related information was then entered into an Excel spreadsheet specifically designed for this activity and installed on department computers. The results found in Nablus a surplus of accumulated financial deposits of approximately 526,000 NIS and, in Jenin, 210,000 NIS. Netham has developed a draft report documenting the procedures and results of this activity and submitted it to the Chief Justice for review and feedback.

In addition, the identification of the financial deposits at Ramallah courts continued this quarter; interns checked 159 files that belong to the Appellate Court for the years 1994-2008; there were no financial deposits recorded in the case files. As a result, since the beginning of this activity around 6,000 files were checked at the Conciliation, First Instance, and Appellate Courts in which 187 files had deposits. Netham will continue to work next quarter to modify the previously developed report for Ramallah Civil Judgment Department in order to reflect the findings at the Appellate Court and First Instance and Conciliation Courts.

Furthermore the Netham supported intern as well as an appointed CAD financial staff worked closely together on counting and listing the number of transactions that occur in the courts and SJC departments. This process will provided information to inform consideration about the idea of opening a bank office at the court complexes, making it easier for the public to perform transactions.

Improving Filing Systems and Updating Case Files

This quarter in Ramallah, Netham interns labeled 3,178 files in the Civil Judgment Department using the new filing system. In Bethlehem's Civil Judgment Department, Netham interns labeled 1,694 files using the new filing system, and registered 617 cases into Al-Mizan software. These activities are part of establishing the new filing system in all West Bank Civil Judgment Departments and updating all cases in the computer system in order to strengthen the efficiency of the Civil Judgment Departments and provide better justice services to the public.

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

MILESTONE ACHIEVEMENTS

- Rule of Law and Creative Writing Award Ceremonies take place
- Four grants under Phase I of the Netham grants program are completed
- Nine Civil Society Organizations in the West Bank and Gaza selected to receive Netham grants
- Development of Al Quds University School of Law Strategic Plan
- Law School Guide published
- Trainer of Trainers for Civic Education Teachers

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

In April 2009, NETHAM signed five simplified grants valued at approximately \$300,000 with five Palestinian civil society organizations (CSOs). 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. The selected CSOs include Bani Naim, Tam, Women, Media and Development, AMIN, Holy Land Trust and Dar Al-Fonoun. Four of these grants concluded this quarter.

Following is a status report on these grants:

AMIN has successfully completed its grant titled "The Judiciary System in Palestine Media" and contributed to creating a group of journalists who are specialists in covering the judiciary and have improved media coverage of judicial affairs. Through this grant, Amin produced 141 reports including radio and TV reports as well as feature stories that were published in local newspapers and on Amin's website. The aim of this grant was to engage journalists by providing training on court reporting which would assist in raising awareness on Rule of Law issues.

This quarter, journalists who took part in a training last quarter began covering court news and cases on the radio, TV, newspapers and news agencies; examples of such reports can be found on www.amin.org as well as in local newspapers. In addition, Amin produced and broadcast several programs to raise awareness on Rule of Law issues. The programs produced highlighted a variety of legal issues and court cases including traffic law, women's legal right of inheritance, arrest procedures in accordance with the law, alimony, military courts, and medical errors as well as other judicial issues. Several programs were broadcast on local radio and TV stations including "Rufaat Al-Jalsa" or "Court's Proceeding" program on Ajyal radio; "Qadaya Al-balad" or "Town Issues" program on Al-Balad radio (Jenin); and "Al-share' Bihki" or "Street Talks" program on Wattan TV. A highlight on the program "Al-share' Bihki" or "Street Talks" included interviews with the Chief Justice Issa Abu Sharar and the Prime Minister Salam Fayyad.

Tam, Women, Media and Development implemented a grant to produce a film on "**Raising Awareness of Rule of Law.**" The 90-minute TV film titled "Shibak Al-Ankabout" or "Spider Web" depicts the importance of rule of law to Palestinian society. The film emphasizes the importance of protecting the Palestinian society from corruption, in a period when Palestinians are facing challenges on all fronts. Tam worked extensively with 47 Palestinian actors/actresses to produce the film which premiered this quarter.

The film premiere took place at the Grand Park Hotel-Ramallah and was attended by over 350 guests including Howard Sumka, USAID Mission Director; Ali Khashan, Minister of Justice; Issa Abu Sharar, the Chief Justice; Ahmad Al-Mghani, the Attorney General; Kholoud Daibes, Minister of Tourism; Siham Barghouthi, Minister of Culture in addition to many Palestinian figures, the film crew, and the press. After the film premiere, a debate was sparked in the media and on the internet as to the extent of corruption depicted in the film and what is the reality on the ground. The film received positive reviews and was widely covered in local and international news. "Shibak Al-Ankabout" or "Spider Web" is expected to be screened on ten local TV channels, some satellite channels, at universities, and in cinemas. This grant is expected to conclude early next quarter.

Holy Land Trust (HLT) completed its grant agreement this quarter aimed at increasing awareness among college students in the Bethlehem area about the judicial system and respect of law by conducting workshops, training, street actions, and TV and media campaigns. To this end, HLT produced and broadcasted five TV episodes that were aired on the following local TV stations: Baladna TV-Qalqilia, Al-Fajr Al-Jadeed TV-Tulkarem, Nawras TV-Hebron, Noor TV-Jericho, Central TV-Jenin, Al-Ruaa TV-Bethlehem, and Gama TV-Nablus.

The first episode focused on the independence the Palestinian judicial system and developments in this area. The second episode focused on addressing mechanisms to motivate the Palestinian public to resort to the Palestinian judicial system. The third episode focused on the Palestinian judicial checks and balance system-- how it functions and progress made. The fourth episode focused on the sovereignty of the law and activating the Bar Association in supporting the independence of the Palestinian Judicial system. The fifth episode focused on traffic law, raising people's awareness toward the traffic laws, and how to cooperate with Palestinian police in applying the regulations for the benefit of every Palestinian citizen.

In addition, HLT conducted street actions to raise Rule of Law awareness by engaging the public. HLT took to the streets and conducted random surveys of the public regarding Palestinian Law and the level of trust the public has in the court system. The street actions were a way to draw attention of the public regarding rule of law in an unconventional way.

Bani Naim completed the grant "The Importance of Implementing Law under the Extended Family System in East Hebron District." Bani Naim, a Hebron-based CSO, implemented 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 promoted the importance of resorting to the formal justice system in solving legal disputes.

Throughout the quarter, Bani Naim held a total of 27 workshops, meetings, and trainings for family, community, and political leaders as well as teachers. The grant stressed the importance of applying the rule of law, despite the fact that Hebron society relies on the family as a major component in society and where tribal law traditionally has been a resource to solve conflicts. Bani Naim's efforts resulted in the signing of a Memorandum of Understanding by over 50 tribal

leaders to make a commitment to respect and resort to the formal justice sector in solving disputes. The event was attended by around 100 tribal leaders and 300 guests. Speeches were given by the Hebron Governor's Office, the Tribal Affairs Unit in the Ministry of Interior, the Chief of Police, and Netham. The Bani Naim grant focused on tribes in the three villages of Bani Naim, Al Shyoukh, and Sa'er.

Dar Al-Fonoun, with its grant, "With Arts We Promote Law," has completed its funded activities. Dar Al-Fonoun, a Nablus-based grassroots organization, conducted performances of a play for children ages 7-14 to develop their knowledge of basic concepts related to rule of law, justice, and children's rights. Dar Al-Fonoun targeted marginalized areas in Nablus, including surrounding refugee camps and villages. This quarter 60 performances were held and were attended by approximately 7,000 children. The play's performance follows 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 perform. Discussion was also conducted at the end of the performance and led by a group of lawyer and civil society activists. In addition Dar Al-Funon produced a poster and a snakes and ladder game on the rule of law theme that was distributed to the children during the performance.

Grants Phase II (West Bank & Gaza)

This quarter Netham began preparation for Phase II of the grants program which will take place in the West Bank and Gaza. The grants program will include around \$430,000 and will also issue grants for the first time in Gaza. The grant committee received several full applications which were responsive to Netham's solicitation and will focus on the importance of rule law. Netham has chosen the following West Bank CSOs to receive grants: AMIN Internews, Human Rights and Democratic Participation Centre "SHAMS", Young Artist Forum Ramallah, Arab Thought Form Jerusalem, and Al-Hares Association for Democracy & Media Bethlehem. In Gaza, the following CSOs will receive a grant: Palestinian Commission for Human Development-CHD, Center for Women's Legal Research and Consulting (CWLRC), the Palestinian Commission for Refugees – PCR, and National Society for Democracy and Law-NSDL. Netham will sign the grant agreements early next quarter.

In addition, this quarter Netham received USAID approval to hire a Grants Coordinator in Gaza who began working in August. The coordinator will follow-up with CSOs on all issues related to grant implementation in Gaza.

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

In continuing its work from the last quarter, Netham implemented a civic education initiative to support improving civic education and rule of law awareness of Palestinian students in grades 1 to 9. Netham this quarter worked with the Ministry of Education (MOE) on concluding the Rule of Law Award and Creative Writing activities while efforts continued on two other activities: 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;

Following is a status report on the main civic education activities:

Rule of Law Award and Creative Writing Ceremony

In continuation of the Justice Day activities and Netham's support to the Ministry of Education, the Rule of Law Awareness and Creative Writing Competition Awards' Ceremony was held at the Grand Park Hotel in Ramallah on July 1, 2009. The event was sponsored by Netham and \$12,000 in gifts and awards were donated by Jawwal, a Palestinian Cellular Communications Company. These awards were the result of a joint effort between Netham and the Ministry of Education to promote rule of law awareness in the West Bank.

This widely attended event included addresses by Her Excellency, Ms. Lamis Al Alami, Minister of Education and Higher Education, and Dr. Howard Sumka, Mission Director for USAID West Bank and Gaza. Also in attendance was Attorney General Ahmed Almughani, Judge Izzat Al-Rameeni, representing His Excellency the Chief Justice, and Jawwal's General Director, Ammar Al Aker. The event was also covered extensively in both international and local media outlets.

The Rule of Law Awareness Award recognized five schools and four teachers for their exemplary efforts to raise awareness and promote rule of law in their communities. Perhaps even more impressive was the submission of 900 creative writing pieces, including short stories and plays focused on rule of law in the community, democracy, and civic education. Fifty winners were chosen and were awarded with certificates as well as receiving various gifts including digital camera, digital dictionary, and mobile phone, courtesy of Jawwal.

Review and Evaluation of Civic Education Programs

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:

- 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 last quarter. The questionnaires were conducted in 100 sample schools (10 percent of all schools containing 9th grade) for the purpose of review and evaluation. This quarter data entry and analysis of the perception surveys results were completed. Three reports were developed and are included in the Civic Education Comprehensive Review and Evaluation (Study) Report mentioned below.
- This quarter the initial draft of the Civic Education Comprehensive Review and Evaluation (Study) Report was finalized. The 200 pages draft report consists of four major sections divided as follows:
 - *Section One: Objective and Importance of Study.* This section presents vital questions regarding the general outline of civic education curricula, books and teachers' guides as well as the perceptions of principles, teachers, and students regarding the civic values, teaching methodologies, and planning and evaluation.
 - *Section Two: Methodology and Tools.* This section describes the methodology and tools and includes the content review and analysis of the civic education general outline, general objectives, and books from 1st to 9th grades, activities, and teaching methodologies. It also includes interviews with teachers, principles and students as well as class observations. This section presents the perception surveys of teachers, principles and students (knowledge, skills and attitudes).
 - *Section Three: Results of Study.* A detailed presentation of the study results including the results of the curricula analysis (general outline, general objectives, civic education books from 1st to 9th grades, activities, teaching methodologies), as well as results of the interviews with teachers, principles and students, and the class observations, in addition

to the results of the perception surveys for teachers, principals, and students (knowledge, skills and attitudes.)

- *Section Four: Findings and Recommendations.* Findings and recommendations of the content analysis of the books, general outline, and the general objectives, the teachers' guide and teaching methodologies, as well as for the perception surveys of teachers, principals and students.
- *General Findings* of the review and evaluation of Civic Education programs in West Bank schools were as follows:
 - There is a gap between the general outline of the curricula, the curricula objectives and the textbooks, and this was obvious through the lack of consistency between the curricula documents and the existing textbooks.
 - Lack of common understanding of civic values among teachers, traditional teaching methodologies based on memorization and does not take into account interactive activities, due to the lack of a reference manual that presents unified concepts as well as provides different teaching methodologies and methods of evaluation.
 - Civic education curriculum is looked upon as "not important" among principals, teachers, students, and parents.
 - A sizeable gap exists between the civic values taught to students and modeled behavior (actions of teachers, principals, students, parents and the local community).
 - There is weak linkage among students between civic education values and concepts, for example most students surveyed were not aware of the linkage between democracy, justice, rule of law, and equality.
- *Recommendations* from the review and evaluation included:
 - The integration of civic education values in other curricula such as Arabic language, religion, art and sport, etc.
 - A reference manual that presents unified concepts as well as provides different teaching methodologies and methods of evaluation.
 - Building the capacity of teachers to enable them to present the linkages of the civic education values to their students in the right manner.
 - The creation of civic education specialization in coordination with universities.

The draft report was submitted to the Assistant Deputy Minister for Planning and Development as well as for the Review and Evaluation working group leader at the MOE for review and feedback. A meeting will be held with the Minister of Education to discuss steps to finalize the report and to set a date to officially present the final report to the MOE and the civic education stakeholders next quarter. Once the report is finalized, Netham will summarize the report and translate it into the English for submission to USAID.

Training

This quarter, the civic education Training of Trainers (TOT) activity which has been postponed for several months was implemented. The postponement was due to a request from the Head of the Ministry of Education to provide cash assistance to those being trained, which conflicts with USAID regulations that prohibit cash payments to government employees. After explaining USAID regulations to the Head of the MOE, an agreement was reached to move forward with the training without such cash assistance. Subsequently, Netham and the MOE's Assistant Deputy Minister for Planning and Development met in order to develop a revised training plan. The training plan included the finalization of the first draft of the teacher's reference manual on Civic Education which will be used in TOT for 44 teachers and supervisors. In addition the MOE and Netham conducted a one-day workshop at the Ministry of Education and discussed the main

points for the training of trainer's workshop and tasks were distributed according to the participants' expertise.

The TOT began late this quarter and will continue into the next quarter. The 4 day training sessions, held at the Grand Park Hotel in Ramallah, aim at creating core trainers in civic education using Netham's developed civic education reference manual. In addition, this intensive training aims at building the capacity of teachers and enabling them to teach civic education in a more efficient and interactive manner. The 44 trainers are expected to train 100 teachers throughout the West Bank during the months of November and December. Netham will provide the accommodations, transportation, and training materials for the trainees.

Provide Needed Assistance to Law Schools

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

US Study Tour

Netham began the planning process for implementation of a study tour to the United States for five Al Quds University faculty members in order to assist in developing teaching skills and teaching materials for the new legal ethics and legal writing courses that were added to the Al Quds curriculum through project supported initiatives. This team consists of faculty that will contribute to designing the curriculum and teaching the new courses. Four of the study tour participants are in the legal ethics team and have been working on drafting the legal ethics syllabus and teaching materials. The study tour aims to enhance the participants' teaching methodologies and expose them to the western methodology of law school teaching. All applicants were interviewed by the American Consulate for the purpose of obtaining visas to the United States. To date, four participants received visas while one of the participant's visa applications is pending. The study tour will take place on October 10 and will be held at Louis and Clark Law School in Portland, Oregon. An additional week will be added on to the program and organized through the U.S. State Department's Visitors Program and will include meetings and visits in Washington D.C. and New York. Upon returning from the United States, the participants will share their experience with other faculty members and begin developing the teaching methodologies.

Enhancing Law School Curriculum

As part of Netham's effort to support Al Quds University Law School's curriculum, three courses were developed this quarter with Netham's support. The aims of these courses are to enhance and increase the skills and knowledge of the law students and to introduce new courses in order to give students more options and opportunities in choosing legal education courses. Netham intends to continue to assist Al Quds to develop its curriculum at the law school next quarter.

- **Legal Information Technology**

Netham is in the process of contracting a local consultant to teach the legal information technology law school class during the fall semester, upon request of Al Quds University. This course was introduced to the law school last year and aims to assist the students in improving computer skills, accessing legal electronic databases, and conducting research via the internet.

- **Legal Ethics**

This quarter, Netham conducted a workshop at Al-Quds University for the Law School's legal ethics team. The workshop was attended by the law school dean, assistant dean, as well as two

university professors. Netham conducted the workshop which included a review of the curriculum developed by Al Quds University's legal ethics team and reviewed the current course plan and compared the ethics topics identified in that plan with ethical responsibilities found in the Palestinian Bar Association Law. The workshop also consisted of revising the course plan and included case studies for teaching the course. The Legal Ethics Course will be taught at the university beginning in the fall semester.

- **Legal Writing**

This quarter Al Quds Law School opened its doors for registration for two legal writing classes that will be taught by a Netham consultant during the fall semester. Classes will be held every Monday and Thursday. In addition, Netham's consultant will train a professor from the law faculty on western methodologies for teaching the class next spring semester. Netham has also printed 60 copies of the legal writing teaching materials prepared previously by Netham.

Guide on AQU Law School

This quarter Netham finalized and printed 1,000 copies of the Al Quds University Law School guide. The guide features background/historical information on the law school, its faculty and students, alumni, departments, programs, and curricula. The guide is a resource for students, faculty, university visitors, and donors. Last quarter, Netham provided a consultant to help in developing and writing the guide with university assistance.

Renovations

In order to assist the law school and provide a better learning environment for students, Netham began renovation work at the law school campus this quarter including the Al Quds University library, class rooms, and moot court rooms. The library will be expanded to double its size and equipped with new shelves, air conditioning, and librarian counter. Four class rooms will be completely renovated, painted, and equipped with new boards and completely new infrastructure. The moot court room will be expanded, furniture will be refurbished, and the room will be equipped with a new air conditioning system. The renovation work is expected to be complete next quarter.

Development of Law School Strategic Plan

As part of the Al Quds Law School objectives of developing and adopting a strategic plan, this quarter Netham hired a consultant to assist the Al Quds University Law School in developing a five-year strategic plan. The consultant worked closely with the law faculty on identifying and developing the law school objectives, goals, and work plan for the coming five years. The plan intends to propose reform measures to AQU Law School with regard to, among other things, curricula, teaching methodologies, administration, hiring procedures, student admission policy, communications, public relations, and fundraising.

A strategic planning workshop was organized by Netham and included the Law School Dean, Assistant Dean, elected student representatives, law school faculty members, and Netham's consultant. The agenda topics included discussing the contents of a vision/mission statement for the law school and elements of a five year strategic plan. Participants were asked to contribute ideas on the following six proposed areas of the strategic plan including: curriculum development, program development, management issues, website development, internal and external communications, and community outreach.

Netham facilitated the meeting discussions and provided input regarding US Law School best practices. The meeting generated a lively discussion and the participants' input and ideas were incorporated into the strategic plan which was submitted to the Dean of Law for review. To date

Netham received initial approval on the strategic plan from the Dean; once finalized Netham will publish the plan in English and Arabic for use by the university.

English Language Training

Netham this quarter contracted AMIDEAST to conduct another English Language training course for Al Quds University faculty and students. Fourteen faculty of law and 41 law students participated in a six week intensive training.

PROJECT ADMINISTRATION: QUARTERLY PROJECT ADMINISTRATION

NETHAM STAFFING

Several new hires joined Netham this quarter. Under Component 2, a Gaza Grants Coordinator Abdelrahman Ellassouli and a West Bank Grant Coordinator Maysa Handaileh were hired. Providing overall support to the project a Procurement and Administration Specialist, Randa Al Sahili; an Administrative Assistant, Yazan Hamadani; and a Translator, Sahar Samman, were hired this quarter.

PLANNED ACTIVITIES: SUMMARY OF ACTIVITIES PLANNED FOR THE NEXT QUARTER

COMPONENT 1

Engage and Build Capacity of the Ministry of Justice_

- Launch the legislative training for MOJ staff.
- Training on developing action plans and work plans for MOJ staff.
- Change management training for MOJ staff.
- Advanced communication training for MOJ staff.
- Implement the development phase of upgrading the National Justice Record System (JRS), including installing and testing a network at Hebron office.
- The implementation phase of the Document Management System to include deployment, testing and training.
- Develop a diploma tracking and certificate issuing system for the PJI.
- Develop and implement the MOJ Administrative System procedures.
- Conduct training on the administrative system and auditing process.
- Develop vision, mission, and objectives statement for the PJI.

Engage and Build Capacity of the Supreme Judicial Council and Courts

- Support the Development of the 2010 SJC Strategic Action Plan.
- Provide capacity-building assistance to upgrade the Office of the Chief Justice.
- Support the attendance of the SJC delegation to the Fourth Annual International Association for Court Administration Conference in Istanbul, Turkey.
- Support new judge training in Jordan for 11 new Palestinian judges.
- Support the development and implementation of Civil Case Management Training for SJC judges.

- Support the Development of the 2010 work plan for the Court Administration Department.
- Provide capacity-building assistance to upgrade the office of the CAD Director.
- Assist in development of SJC Notification Department Uniform Procedures.
- Support improved case management in the courts (Conciliation Courts, First Instance Courts, Civil Judgment Departments, Notary Public Departments, and Notification Departments).
- Implement Phase III Training Plan with training sessions on Communications and Customer Relations and Unified Procedures for Notification Departments.
- Implement renovation plan for the Qalqilia Courts and departments.
- Assist in identifying accumulated financial deposits in the Bethlehem Civil Judgment Department.
- Continue follow-up and implementation of the administrative and financial manuals for the Court Administration Department.
- Conducting training sessions on the administrative and financial procedures for CAD staff.
- Install the Notifications Management System (NMS) in the Bethlehem Court.
- Conduct training for court processors on the Personal Digital Assistant units.
- Develop a report for the accumulated financial deposits for Bethlehem and Hebron Civil Judgment Departments.

COMPONENT 2

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

- Award nine new grants agreements to Civil Society Organizations in the West Bank and Gaza.
- Completion of TAM grant; the final grant in Phase I Grants.
- Finalize civic education comprehensive review and evaluation report for the Ministry of Education.
- Conduct training of trainers (TOT) sessions for 44 core civic education trainers.
- Carry out workshops for the teacher's civic education reference manual.
- Co-teach legal writing course at Al Quds University.
- Co-teach legal technology course Al Quds University.
- Finalize the strategic plan for Al Quds University, School of Law.
- Support teaching the Moot Court course Al Quds University.
- Assist in developing the Women and the Law course Al Quds University.
- Implementation of US study tour for Al Quds University Law School Faculty.

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 15 results and 21 performance monitoring indicators designed to measure how well the project is achieving 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 15 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 4, which covers the period of July 1, 2009 – September 30, 2009.

Netham's Monitoring & Evaluation quarterly report for FY 2009 Q4 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 from weekly and monthly project reporting forms and Justice Sector reports as well Netham data entered in the USAID Geo-MIS database system collected from activity reporting forms.

Netham Performance Summary

The tables below summarize Netham's performance in Fiscal Year 2009 Quarter 4 by whether the actual values of indicators are "Below Target," "On Target" or "Exceeded Target."

Table: 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 Q4		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
	USAID Operational Indicator: No. of strategic plans for justice sector reform adopted with USG assistance	3	3	On Target
2. Increased capacity of the Palestinian Judicial Institute to train judiciary officials	No. of judicial officials trained through PJI programs	50	53	Exceeded Target
3. Improved staff capacities of the MOJ	No. of MOJ employees trained	0	57	Exceeded Target

Result	Indicator	FY2009 Q4		Performance Rating
		Target	Actual	
4. Improved functional organization at the MOJ	User satisfaction with the Justice Record System Department services	50%	95.3%	Exceeded Target
5. Improved SJC capacity	No. of SJC staff trained	0	154	Exceeded Target
	No. of SJC Judges trained	20	30	Exceeded Target
6. Improved Court IT capacity	% of courts connected to the WAN and exchanging information using the system.	100%	100%	On Target
7. Improved efficiency of Notification Department services in pilot courts	% increase in user satisfaction with Notification Department services	50% Jenin	91.5%	Exceeded Target
	No. of Notification Departments upgraded	0	1	Exceeded Target
8. Improved efficiency in Notary Public Department services in pilot court	% of increase in people rating Notary Public Department services "moderately satisfactory" or higher	40% Bethlehem	85.2%	Exceeded Target
9. Increased human resource capacity in the Justice Sector	USAID Operational Indicator: No. of Justice Sector Personnel that received USG training	467	1047	Exceeded Target
10. Increased court efficiency	USAID Operational Indicator: No. of USG-assisted courts with improved case management	5	5	On Target

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

Result	Indicator	FY2009 Q4		Performance Rating
		Target	Actual	
11. Increased awareness of the rule of law among school students	No. of students receiving rule of law awareness information	100,000	657,052	Exceeded Target
12. Increased awareness of rule of law among university students	No. of faculty receiving training	30	68	Exceeded Target
	No. of new courses added	4	4	On Target

Performance Details

The following sections provide more detail about each of the ten results and 13 indicators measured under Component Objective #1 and the two results and three indicators measured under Component Objective #2. Included are the indicator definitions, FY2009 Quarter 4 targets, and actual achievements disaggregated by relevant 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 institutions and other bodies

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

Indicator 1.1: % 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: 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 Q4 2009					
SECTOR	Q4 2009 # Activities Addressed	Q4 2009 Target	Q4 2009 Actual	To Date Target	To Date Actual
MOJ	2	5%	6%	50%	60%
SJC	1				

During Q4 FY 2009 Netham exceeded the target for this indicator by addressing three Justice Sector Strategy Activities. This number represents 6% of the total activities listed in the Strategy. Netham assisted the Ministry of Justice to newly address two of the 50 activities listed in the 2008-2010 Justice Sector Strategy including contributing to “Developing of the Legislative Plan of the Justice Sector” and “Reviewing Legislation Related to Citizens’ Rights.” Netham accomplished these activities through meetings and a workshop with multiple members of the MOJ including the Minister. Netham also assisted the Supreme Judicial Council (SJC) to “Strengthen accountability and oversight systems and reduce corruption by creating a mechanism to identify expired financial deposits, developing Uniform Financial Procedures to increase transparency, and training enforcement officers.” Appendix 1 contains a complete list of the activities listed in the 2008-10 Justice Sector Strategy by Objective and Justice Sector Institution addressed with Netham’s assistance, and details on the type of assistance.

Indicator 1.2: USAID Operational Indicator: No. of strategic plans for justice sector reform adopted with USG assistance

Definition: Number of strategic plans for Justice Sector developed with USG assistance

NUMBER OF STRATEGIC PLANS DEVELOPED FOR JUSTICE SECTOR WITH USG ASSISTANCE	
FY 2009 Q4 TARGET	FY 2009 Q4 ACTUAL
3	3

Netham assisted in the development of three Justice Sector strategic plans to meet the target for FY2009. The plans developed consisted of the Strategic Framework for Governing the Justice Sector, the Strategy for Developing the Palestinian Judiciary, and the Strategy for the Development of the Ministry of Justice. The 2009 strategic plans developed are part of the three-year, 2008-2010 Justice Sector National Plan which was officially adopted by the Justice Sector Institutions on May 29, 2008 during Justice Day events and updated with Netham’s assistance in FY2009. Netham worked with the Justice Sector institutions to update the FY2009 plans by identifying accomplishments, needs, strategies, and priorities that will serve as a guide for good governance in Palestine. Netham was on target for FY 2009 in assisting with the developments of three plans for the justice sector reform.

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: 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 Q4 TARGET	FY 2009 Q4 ACTUAL
50	53

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. In addition, Netham has developed and installed a software application which tracks registration and continuing education for applicants and students taking PJI courses. The software is an automated registration system currently being used at the PJI.

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, and other Justice Sector staff. During the FY 2009 Q4 a total of 53 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: Improved staff capacities of the MOJ/No. of MOJ employees trained

MINISTRY OF JUSTICE STAFF TRAINED FY2009 Q4						
TOPIC	# TRAINED	#FEMALE TRAINED	# MALE TRAINED	LOCATION	2009 Q4 TARGET	2009 Q4 ACTUAL
English Language Training	35	19	16	Ramallah	0	57
MOJ Customer Relations Training	11	5	6	Ramallah		
Document Management System Training	11	4	7	Ramallah		
Total	57	28	29			

The table above shows the number of Ministry of Justice (MOJ) staff trained in FY 2009 Q4 by topic, gender, and location.

During FY 2009 Q4 Netham conducted English Training for 35 MOJ staff. The training was conducted by AMIDEAST at the newly renovated Palestinian Judicial Institute and was divided

into four levels in which each participant was placed according to the level of English proficiency. The purpose of the English training course was to strengthen the capacity of the MOJ staff and enable them to carry out their duties more effectively to better serve the public. In addition, 11 MOJ staff participated in a two-day customer relations training at the MOJ. The goal of the training was to assist in developing the skills of the MOJ staff in order to better serve the public. The customer relations training consisted of practical exercises and role-playing to help illustrate the performance of public service officers at the MOJ. In addition, a Document Management System workshop was offered for 11 MOJ staff.

The total number of MOJ staff trained for FY 2009 Q4 is 57 which exceed the target number of 0 trained this quarter. Netham was unable to meet the targeted number 30 MOJ staff trained during FY 2009 Q3. Netham was able to exceed this target in FY 2009 Q4.

Result #4: Improved functional organization at the MOJ

Indicator: User satisfaction with the National Justice Record System Department services

Definition: Public user ratings the National Justice Record System Department services “Moderately Satisfactory” or higher in the Ramallah MOJ Justice Record System Department.

USER SATISFACTION WITH JUSTICE RECORDS DEPARTMENT SERVICES	
Q4 FY 2009 Target	Q4 FY 2009 User Satisfaction
50%	95.3%

In Q4 2009, Netham conducted a survey of public users of the National Justice Record System Department (NJRSD) in Ramallah and determined that 95.3% of users surveyed rated NJRSD services “Moderately Satisfactory” or higher (rating services 7 or higher on a scale of 1-10), exceeding the target of 50%. Netham has worked with the Ministry of Justice over the last year to develop the NJRSD creating a centralized service that did not previously exist. This survey will serve as a baseline for future surveys conducted.

Result #5: Improved SJC capacity

Indicator 5.1: 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: 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 July 18	3	2	1	4	3	1	2		2	2	3	17	20

# of SJC STAFF TRAINED													
Type of Training and Date	Ramallah	Nablus	Bethlehem	Hebron	Jenin	Tubas	Jericho	Salfeet	Qalqilia	Tulkarem	F	M	Total
Financial System & Unification of Case Registration Procedures training July 25	3	5	1	7	2	4	2		2	2	7	21	28
Notary Public Unification of Procedures Training July 18	3	2	2	4	3	1	2		2	2	3	18	21
Notification Law training August 19	16	8			8	1	3	5	1			42	42
Notification Law training August 20		1	9	19					5	7		41	41
English Language training July 2009	2											2	2
Total	22	16	11	30	13	6	7	5	10	11	13	141	154

During FY 2009 Q4, training for Supreme Judicial Council court administrative staff was conducted for 154 staff members exceeding Netham target of zero SJC staff trained in Q4. The trainings conducted this quarter concluded the Phase II Capacity Building Training for court staff during FY 2009.

SJC staff took part in the Phase II Capacity Building Training Plan for Court Administrators and Staff. The first set of training was conducted for the Notary Public staff; the training covered unified case flow procedure, customer service, and the use of new Notification Management System (NMS). In addition training for Civil Judgment staff was conducted on the new financial systems procedures and unification of case registration procedures developed by Netham. Furthermore, Netham organized a two-day training session in Ramallah for Notification Processors from across West Bank courts. During the training, the Chief Judge of the Bethlehem Court provided the processors with an overview on the legal procedures of submitting Notifications and answered questions from the processors. Netham also provided training on the best methods for using the Notification Management Software that will be implemented in all the West Bank courts following the completion of the Pilot Notification Program. In addition, an introduction was given on the Personal Digital Assistance (PDA) unit that will be used in the near future in all Notification Departments in the West Bank courts to record Notification information in the field. Finally, two SJC staff received and completed a 45-hour English language-training course this quarter. This activity addresses capacity-building needs of the SJC staff by strengthening communication in and access to English information which will improve services to the broader public.

Indicator 5.2: 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: Improved SJC Capacity: No. of SJC Judges trained

# of SJC JUDGES TRAINED												
Type of Training and Date	Ramallah	Nablu	Bethlehem	Hebron	Jenin	Jericho	Salfeet	Qalqilia	Tulkarem	F	M	Total
Judges Criminal Case Management Training; July 20, 21, 22	2	8	2		4	4		4	2	3	23	26
English Language Training July 2009	4										4	4
Total	6	8	2		4	4		4	2	3	27	30

During FY 2009 Q4 training for Supreme Judicial Council judges was conducted for 30 judges exceeding Netham's Q4 target of 20 SJC judges trained.

In FY 2009 Q4, 26 SJC judges attended a training workshop on Criminal Case Management in Ramallah. Topics included filing, registration, and procedures in criminal cases; detention and preservative arrest; evidence in criminal cases; application of Criminal Procedures Law; and the issuing of judgments. In addition four SJC judges from Ramallah completed the second round of a 45-hour English language-training course. This activity addresses capacity-building needs of the judiciary by strengthening communication in and access to English information which will improve services to the broader public as well as increase the research capabilities of the judiciary.

Result #6: Improved Court IT capacity

Indicator: % of courts connected to and utilizing the WAN.

Definition: % of courts connected to the WAN and exchanging information using the system

Throughout FY 2009 Netham worked extensively to connect the courts to the Wide Area Network (WAN). The target % of courts connected to and utilizing the WAN was 100%. Netham successfully met this target of 100% by helping with the connection of all courts to the WAN.

The WAN is a computer network that covers a wide geographical area and can cross link with more than one metropolitan area or governorate. The WAN was connected so that Al Mizan software and other administrative and human resource applications can exchange information between courts and the SJC administration. The WAN was connected in the following areas:

Hebron, Ramallah, Jenin, Bethlehem, Nablus, Dura, Tulkarem, Qalqilia, Halhoul, Salfeet, and Jericho. The courts connected include the First Instance and Conciliation Courts. Connection was also made to the SJC administration and courts, the High Court, and the Appellate Court.

Result #7: Improved efficiency of Notification Department services in pilot courts

Indicator 7.1: % increase in user satisfaction with Notification Department services

Definition: % increase in people rating Notification Department services "moderately satisfactory" or higher. Disaggregated by location.

USER SATISFACTION WITH NOTIFICATION DEPARTMENT SERVICES			
Jenin Notification Department			
User Satisfaction		% Change in User Satisfaction	FY 2009 Target
Before Upgrading	After Upgrading		
46.4%	89.1%	91.6%	50%

In Q4 2009, Netham exceeded the target for the percentage increase in the user rating of the Notification Department in Jenin Court following upgrading of services and location. On a scale of 1-10, the percentage of users who were at least "moderately satisfied" (rating services 7 or higher) with Notification services increased from 46.4% before renovation to 89.1% following renovation, a total increase of 91.6%. This exceeds the target of a 50% increase in user satisfaction. The Notification Department works in coordination with all courts and departments and its services are a vital part of the court system.

Indicator 7.2: No. of Notification Departments upgraded

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

In Q4 2009 Netham received and began testing and install 21 Personal Digital Assistants (PDA's) exceeding the number of Notification Department receiving upgrades. The target for this quarter was 0 but Netham exceeded this number by supplying the PDA's to the Jenin courthouse. The PDA's will be used to register the notifications on the Notification Management System application. The purpose of the PDA's will be to assist court processors to transfer the notification status from the field to the NMS application developed by Netham for the Notification Department allowing for better tracking of notification delivery. The PDAs will allow the court processors to download notifications, track progress, and upload information to the NMS.

Result #8: Improved efficiency in Notary Public services in pilot court

Indicator: % increase in user satisfaction with Notary Public Department services

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

USER SATISFACTION WITH NOTARY DEPARTMENT SERVICES			
Bethlehem Notary Public Department			
User Satisfaction		% Change in User Satisfaction	FY 2009 Target
Before Renovation	After Renovation		
50.0%	92.6%	85.2%	40%

In Q4 2009, Netham exceeded the target for the percentage increase in the public rating of the Notary Public Department in Bethlehem 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 50% before renovation to 92.6% following renovation, a total increase of 85.2%. This exceeds the target of a 50% increase in user satisfaction. Because the Bethlehem Courthouse opened several months later than expected, Netham measured improvements in services in Q4 2009 instead of Q3 2009 as previously scheduled.

Result #9: Increased human resource capacity in the Justice Sector

Indicator: USAID Operational Indicator: Number of Justice Sector Personnel that received USG training

Definition: Total number of Justice Sector personnel trained in workshops, formal training, or continuing education sessions with Netham assistance. Disaggregated by gender, type of workshop, type of personnel, and location.

Table: Number of Justice Sector Personnel Receiving USG training

MINISTRY OF JUSTICE STAFF TRAINED FY2009					
TOPIC	# TRAINED	#FEMALE TRAINED	# MALE TRAINED	LOCATION	ACTUAL 2009
International Computer Driving License (ICDL) Ramallah	21	13	8	Ramallah	124
IT Software Development	5	2	3		
Justice Record System Source Code Training	5	2	3		
Cisco Certified Network Associate	1	1			
Financial Budget Preparation	4	2	2		
MOJ Interns on Data Entry	6	3	3		
Data Treatment Training	3		3		
Arbitration	3	2	1		

Training				
MOJ Finance Training	5	1	4	
Record System Training	9	2	7	
Advanced IT Training	5	1	4	
English Language Training	35	19	16	
MOJ Customer Relations Training	11	5	6	
DMS Training	11	4	7	
Total	124	57	67	

SUPREME JUDICIAL COUNCIL STAFF TRAINED FY2009

Type of Training and Date	Ramallah	Nablus	Bethlehem	Hebron	Jenin	Tubas	Jericho	Salfeet	Qalqilia	Tulkarem	F	M	Total
Unified filing and Customer Relations Training	48	32	25	54	24	9	10	10	20	31	106	157	263
Al Mizan and NMS System Training	43	20	38	48	43	12	20	10	13	21	109	159	268
English Language Training	7											7	7
Financial System & Unification of Case Registration Procedures Training	3	5	1	7	2	4	2		2	2	7	21	28
Notification Law Training	16	9	9	19	8	1	3	5	6	7		83	83
Notary Public Procedure Training	3	2	2	4	3	1	2		2	2	3	18	21
Training on Current Fee Law	11	4	3	10	3	2	3	2	3	4	4	41	45
Total	131	72	78	142	83	29	40	27	46	67	229	486	715

SUPREME JUDICIAL COUNCIL JUDGES TRAINED FY 2009												
Type of Training and Date	Ramallah	Nablus	Bethlehem	Hebron	Jenin	Jericho	Salfeet	Qalqilia	Tulkarem	F	M	Total
Judges' Training for Newly Appointed Judges; Jordan, Amman	2	6	1	3	4			1	2	2	17	19
Judicial Training, judiciary laws, litigation skills	26									2	24	26
Chief Judges' Court Administration Workshop	7	2	1	1	1	1	1	1	1	0	16	16
Judges Criminal Case Management Training;	21	19	9	21	11	8	2	6	8	14	91	105
English Language Training	16	14	8					2	2	6	36	42
Total	72	41	19	25	16	9	3	10	13	24	184	208

During FY 2009 Netham assisted the Justice Sector increase it's human resources by implementing a number of training courses to help build the capacity of staff from the Supreme Judicial Council and the Ministry of Justice. The capacity building training Netham implemented within the Justice Sector enabled SJC judges as well as the SJC and MOJ staff better serve the public and build the confidence of the Justice Sector. The target number of Justice Sector personnel who received USG training for FY 2009 was 467 and Netham well exceeded this number by providing training for 1,047 Justice Sector personnel. The above tables list the training given to the Ministry of Justice and Supreme Judicial Council staff and judges. Netham will continue to provide more capacity training and support to the Justice Sector in FY 2010.

Result #10: Increased court efficiency

Indicator: USAID Operational Indicator: Number of USG-assisted courts with improved case management.

Definition: Number of courts implementing improved case management practices including filing, archiving and closing processes, and improved automated systems, disaggregated by department and location.

Table: Increased court efficiency/No. of USG-assisted courts with improved case management

IMPROVED CASE MANAGEMENT FY2009					
BY LOCATION					
Type of Department	Ramallah	Nablus	Jenin	Bethlehem	Hebron

IMPROVED CASE MANAGEMENT FY2009					
BY LOCATION					
Civil Judgment Department	1	1	1	1	1
Notary Public Department	1	1	1	1	1
Notification Department	1	1	1	1	1
Conciliation Court	1	1	1	1	1
First Instance Court	1	1	1	1	1
Total (25)	5	5	5	5	5

Netham has improved the case management in 25 courts and departments, exceeding the target number of 5 for FY 2009. The above table shows the number of USG-assisted courts and departments with improved case management disaggregated by department and location. Twenty-six Netham-supported interns assisted the court and department personnel in implementing a new case filing system, classifying case types, improving computer system case information, categorizing and disposing cases, implementing a new Notification System, and identifying accumulated financial deposits in Ramallah, Nablus, Jenin, Bethlehem, and Hebron courts and departments. Through these efforts, civil judgment backlogs were reduced by 53% in Nablus, 48% in Jenin, and 65% in Hebron.

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

Result #11: 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 courthouses, trained civic education teachers, and distribution of education material: disaggregated by location.

Table: 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	2009 Target	FY2009 Actual
Ramallah	78,990	100,000	657,052
Nablus	65,737		
South Nablus	25,942		
Bethlehem	50,886		
Hebron	62,795		
North Hebron	41,121		
South Hebron	68,505		
Jenin	45,035		
Jericho	11,673		
Salfeet	18,875		
Qalqilia	28,935		
Tulkarem	45,553		
Jerusalem Suburbs	28,027		
Jerusalem	35,284		
Qabatya	31,790		
Tubas	17,904		
TOTAL	657,052		

During FY2009 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 including governmental and public schools as well as UNRWA. An estimated 657,052 students throughout the West Bank received Rule of Law awareness information which exceeded the target number of 100,000 students receiving ROL information. The information Netham distributed included 1,000 copies of a civic education brochure that included a brief on the subcomponent on the civic education initiative as well as the names of the winners of the Rule of Law Award and creative writing competition. Also included in the brochure are two of the winning stories from the creative writing competition. The awards for both the Rule of Law and creative writing competition were presented by Jawwal, a leading Palestinian telecommunications company in the West Bank, as part of Netham's Justice Day 2009 celebrations.

Result #12: Increased awareness of the rule of law among university students

Indicator 12.1: Number of faculty receiving training

Definition: Number of university faculty receiving training in ROL awareness with Netham assistance. Disaggregated by gender and location.

Table: Increased awareness of the rule of law among university students/No. of faculty receiving training

NUMBER OF UNIVERSITY FACULTY TRAINED FY2009					
TOPIC	# Trained	#FEMALE TRAINED	# MALE TRAINED	LOCATION	ACTUAL 2009
Legal Ethics Workshop	13	3	10	Abu Dies	68
Training of developing a Women & Law Course and Moot Court Course	4	2	2		
Legal Writing Course Training	12	4	8		
Law and Society Course Training	7	1	6		
Street Law Training	3		3		
English Language Training	29	6	23		
Total	68	16	52		

During FY 2009 Netham conduct training for a number of Al Quds University (AQU) faculty members. As shown in the above table Netham exceeded its target number of 30 university faculty members by training 68 number of faculty. Training included a legal ethics workshop, legal writing training course, law and society course training, Street Law training, English language training as well as training on developing a women and society course and moot court

course. These trainings assisted in building the capacity of the faculty at AQU and will aid in bringing Rule of Law awareness to law school students at the university.

Indicator 12.2: Number of new courses added

Definition: Number of new courses added to Al Quds University Law and General Curricula with Netham's assistance.

During FY 2009 Netham met its target of four new courses added to Al Quds University Law Curricula. With Netham's assistance the following new courses were added and taught during FY 2009:

- Legal Ethics
- Legal Technology
- Moot Court
- Legal Writing

APPENDIX 1

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

The following table contains a complete list of the activities listed in the 2008-10 Justice Sector Strategy by Objective and Justice Sector Institution that were addressed with Netham's assistance. Activities first started in Q4 2009 are in bold font. The table also specifies the activities Netham will not address and the activities that are being addressed by other donors.

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Justice Sector Strategy Objective	Strategy Activity	Judicial Institution	Fiscal Year	Quarter	Netham Activities/ 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 efforts were 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.

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Justice Sector Strategy Objective	Strategy Activity	Judicial Institution	Fiscal Year	Quarter	Netham Activities/ Comments
	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
	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> 2 MOJ: Developing the Legislative Plan of the Justice Sector 	MOJ	2009	Q4	Netham worked with MOJ to develop a training curriculum and a plan to build MOJ's legislative planning capacity. Training begins in Q1 FY2010.
	<ul style="list-style-type: none"> 1 AGO: Develop Understandings with Related Institutions 	AGO			USAID has not approved assistance to AGO –Netham will not address this activity
	<ul style="list-style-type: none"> 2 AGO: Participate in Reviewing, Evaluating, and Proposing Criminal Legislative Policies 	AGO			USAID has not approved assistance to AGO –Netham will not address this activity
Objective 2: Ensure a Fair and Speedy Trial	1 SJC: Improving Case Management and Reducing Delay	SJC	2008	Q3	Interns are working with Civil Judgment, Notification, and Notary Public Departments: Jenin, Nablus, Ramallah, Hebron
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

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Justice Sector Strategy Objective	Strategy Activity	Judicial Institution	Fiscal Year	Quarter	Netham Activities/ Comments
					administrators.
	3 SJC: Strengthening Accountability and Oversight Systems	SJC	2009	Q4	Netham assisted the SJC to strengthen accountability and oversight systems and reduce corruption by creating a mechanism to identify expired financial deposits, developing Uniform Financial Procedures to increase transparency, and training enforcement officers.
	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: Activation of the Institute of Forensic Medicine	MOJ			Other donors are working with SJC to address this issue. Netham will not address.

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Justice Sector Strategy Objective	Strategy Activity	Judicial Institution	Fiscal Year	Quarter	Netham Activities/ Comments
	3 MOJ: Establishment of the Criminal Lab	MOJ			Other donors are working with SJC to address this issue. Netham will not address.
	4 MOJ: Establish and Operate the Judicial Police	MOJ			Other donors are working with SJC to address this issue. Netham will not address.
	1 AGO: Improve Criminal Case Management	AGO			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
	2 AGO: Enhance the Efficiency of Public Prosecutors	AGO			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
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			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
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			Other donors are working with SJC to address this issue. 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.

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Justice Sector Strategy Objective	Strategy Activity	Judicial Institution	Fiscal Year	Quarter	Netham Activities/ Comments
	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
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;

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Justice Sector Strategy Objective	Strategy Activity	Judicial Institution	Fiscal Year	Quarter	Netham Activities/ Comments
					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			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
	2 AGO: Activation and Development of Administrative, Financial, and Technical Systems in Cooperation with the Ministry of Justice.	AGO			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
	3 AGO: Provision of Needed Human Cadre in Cooperation with the Ministry of Justice.	AGO			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
	4 AGO: Upgrading the Skills and Capacities of the Human Cadre	AGO			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
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			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
	6 AGO: Automation	AGO			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Justice Sector Strategy Objective	Strategy Activity	Judicial Institution	Fiscal Year	Quarter	Netham Activities/ Comments
	7 AGO: Activate the Enforcement of Criminal Judgments	AGO			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
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
	3 MOJ: Establishment of the Human Rights Unit	MOJ	2009	Q3	Netham met with Human Rights staff to establish relations and discuss future programs.
	4 MOJ: Establishment of a Gender Unit	MOJ	2009	Q3	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			Other donors are working with SJC to address this issue. Netham will not address.
Objective 4: Safeguard the citizens' rights and	6 MOJ: Reviewing Legislation Related to Citizens' Rights	MOJ	2009	Q4	Netham met with MOJ staff to open discussion on developing policy

2008 JUSTICE SECTOR STRATEGY ACTIVITIES ADDRESSED WITH NETHAM'S ASSISTANCE					
Justice Sector Strategy Objective	Strategy Activity	Judicial Institution	Fiscal Year	Quarter	Netham Activities/ Comments
fundamental freedoms (Continued)					relating to Citizen's Rights issues.
	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			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.
	2 AGO: Enable Citizens' Access to Information	AGO			USAID has not approved assistance to AGO. Other donors are addressing this issue. Netham will not address this activity.