

INTRODUCTION TO CASE & COURT MANAGEMENT MANUAL FOR COURT STAFF

**Dr Khurshid Iqbal,
Dean Faculty**

Significance of Court Staff

- No court without staff
- Ministerial support to Judge at every stage of judicial proceedings
- Staff essential for overall performance of justice system
- Skilled, efficient, honest and dedicated staff – a must
- Ensures quality; quick disposal
- No worthwhile training for staff

Why Training for Court Staff?

- ⦿ Growing concern about courts capacity building – at home and abroad
- ⦿ Rising expectations of public from courts
 - Expectations: service delivery; accountability
- ⦿ Judiciary's sense of self-accountability
 - Inward looking approach; creation of learning opportunities; self-reporting; public outreach (newsletters, reports, press releases)
 - Recognition of need of professional development; new skills, techniques, trends

Key performance standards

- ◎ **Genuine expectations from court staff**
 - Public and institutional demand for quality performance of staff
- ◎ **Key performance standards**
 - Access to justice; quick disposal of case/ any matter within staff's competency; timeliness; equality & fairness; integrity; accountability; gender sensitive; public confidence; contribution to judicial independence; basic know how of rules & practice

Key benefits of staff training

◎ Spirit of public service

- Continuing formal training inculcates a spirit of public service

◎ Others (the list below is non-exhaustive)

- Increase level of individual and institutional performance – high productivity
- Greater public satisfaction; public confidence
- Cost effective & time saving; inexpensive/quick
- Better service delivery: understanding and addressing the pain of the litigants

Key training areas

- ⦿ **Limitation of manual: a note of caution!**
- ⦿ Court staff is of different categories. Specialized curriculum for each category, at this early stage, seems to be costly and difficult. However, it may be developed over a period of time. To economize time and resources, the present manual was prepared keeping in view the similarities and commonalities in the job descriptions of different categories.

Key training areas...

- ⦿ Judicial/official ethics & integrity
- ⦿ Court administration & case management/process
- ⦿ Organization of case file (case filing system with proper management)
- ⦿ Service of court process, record room
- ⦿ Secretarial work and support
- ⦿ Client service/public relations
- ⦿ Financial: fee & fine; accounts, services laws
- ⦿ Enforcement of court orders/execution

Objectives of the manual

- ◎ **Sensitization to relevant job description**
 - Each category must know its relevant duties & responsibilities
- ◎ **Enhancement of skills**
 - E.g. Reader (daily diary); *Muharrir* (maintenance of record; issuance of process, etc); Stenographer (preparation of orders); Computer operator (preparation & maintenance of statistical data), etc
- ◎ **Delay reduction**
 - Timely performance helps reduce delay

Objectives...

- ◎ **Improvement in service delivery**
 - The manual to improve services delivery
- ◎ **Making them litigant-friendly**
 - To ensure professional development to bring about attitudinal change
- ◎ **Enhancement of public confidence**
 - Efficiency of court staff helps enhance public confidence

Categories of staff

1. Superintendent to the D&SJ
2. Clerks including English clerk
3. Stenographers & Computer Operators
4. Readers of the Courts
5. *Nazir & Civil Nazir/Accountants*
6. Copying supervisor, clerk agent, copyist
7. Examiner, sweepers, drivers,
8. Muharrir
9. gardners
10. Bailiff and Process server
11. *Naib Qasids/ Chowkidars*

Superintendent/Clerk of court

◎ Key areas of training

- Drafting official letters, case institution
- Taking notes, protocol, including PR,
- Preparation of note sheets
- Maintenance of character rolls of staff
- Submission of PER form to reporting officers
- Preparation of duty roaster of staff
- Maintenance of different registers
- Distribution of agenda for meetings
- Maintenance of record

Superintendent/Clerk of court

Group activity

A letter has been received from the Registrar, Peshawar High Court, asking for progress in the construction of a Record Room in the District Courts.

Group A. Describe the official procedure required to be adopted on receipt of the letter.

Group B. Put up the letter to the District & Sessions Judge on a proper note sheet,

Group C. Prepare a draft reply,

Group D. Adopt the next procedure, following the approval.

Stenographer/Computer operator

◎ Key areas of training

- Short hand
- Dictation of orders and judgments
- Computerized statistical data
- Preparation of automated cause list
- Preparation of monthly statements
- Preparation of inspection notes
- Expert use of computer and data protection

Reader

◎ Key areas of training

- Preparation of daily cause list
- Maintenance of daily diary
- Maintenance of all relevant registers
- Scrutiny of plaint, appeals, revision, etc
- Issuance of *parcha peshi*,
- *Fine Reconciliation*
- *Faisla bahi*

Nazir/Accountant

◎ Key areas of training

- Maintenance of signature record of all Judge
- Preparation of pay & TA bills
- Preparation of contingency bills
- Maintenance of relevant registers
- Maintenance of accounts
- Preparation of budget
- Court Assets

Copying supervisor, agent, clerk, copyist

◎ Key areas of training

- Maintenance of receipt book for copies
- Keeping of accounts of receipts
- Keeping of receipts of issuance of copies
- Proper maintenance of application of copies
- Sanctioning of applications for copies
- Keeping of all the files in lock
- Maintenance of register in form CD-8
- Maintenance of accounts of copying branch

Examiner

- ◎ **Key areas of training**
 - Revising the copies
 - Examining the copies
 - Certifying the copies
 - Stamping the copies
 - Paginating the copies
 - Endorsing the copies
 - Cancellation of defective copies
 - Supervising the copyist
 - Producing the copies

Muharrir

◎ **Key areas of training**

- Registration of cases in relevant registers
- Preparation of checklist for cases
- Preparation and issuance of process
- Preparation of different forms
- Maintenance of court record
- Preparation of different statements
- Maintenance of chronological list of cases
- Keeping files in tidy condition
- Maintenance of different registers
- Consignment of cases to record room

NaibNazir

◎ **Key areas of training**

- Noting the particular of every process issued
- Maintenance of relevant registers
- Payment of diet money to official witnesses
- Custody of different registers

Bailiffs/Process servers

◎ **Key areas of training**

- Writing report of service on summons/warrant
- Serving court process
- Execution of court warrants
- Attachment and sale of property in execution of decree