



EAST • WEST  
MANAGEMENT  
INSTITUTE



**Advancing People-Centered  
Justice and Access to Justice for  
All in the Kyrgyz Republic**

**USAID Ukuk Bulagy Project**

**Nazira Raimzhanova**

**The USAID Ukuk Bulagy Project supports increased transparency within the justice system and user-friendly and efficient delivery of responsive legal services.**

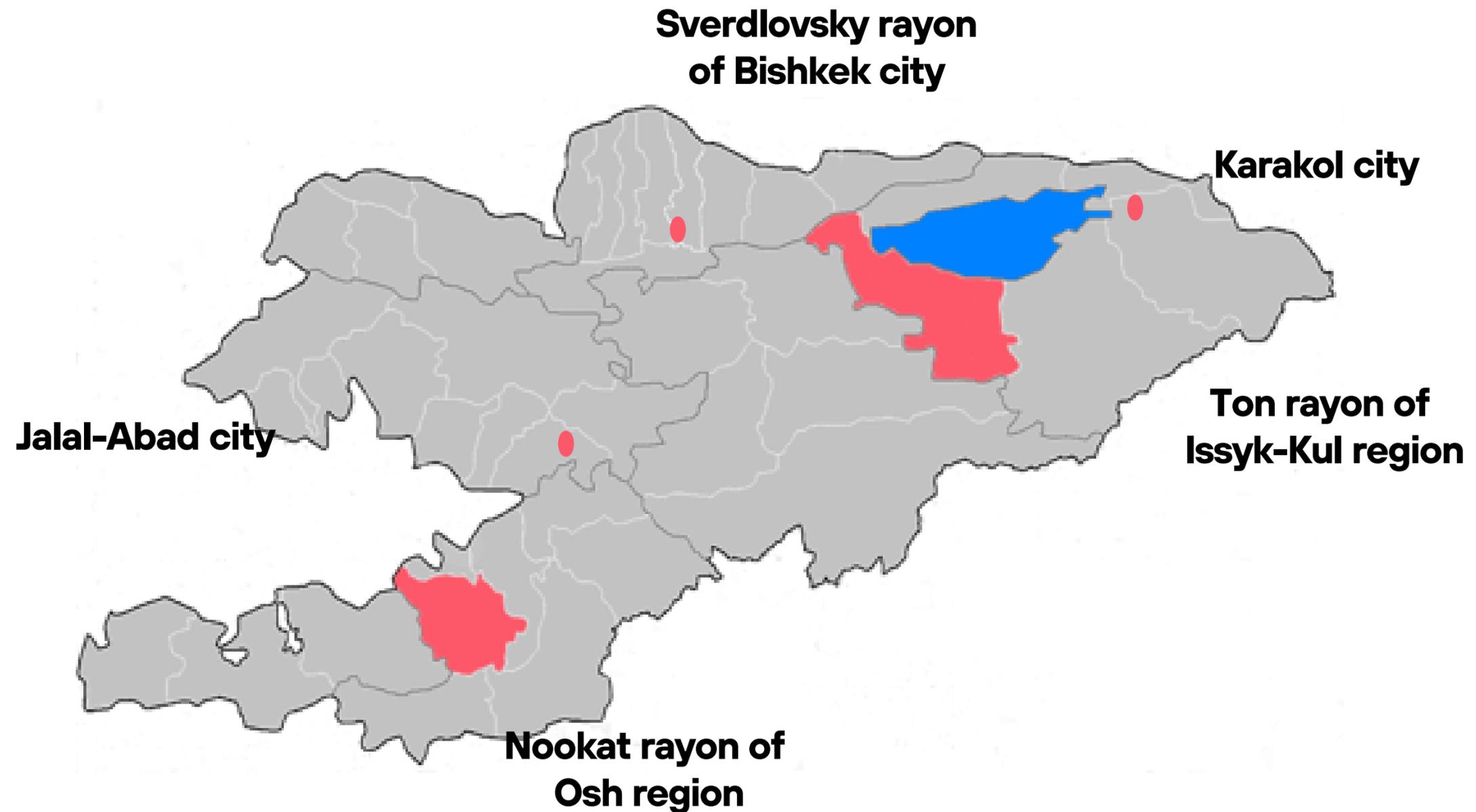
**Increasing Access to People-Centered Justice**

**Strengthening Institutions for Transparency and Accountability**

**Promoting Gender-inclusive and Responsive Justice**

# PROJECT COVERAGE

## At the National level and in Pilot rayons



# KEY CHALLENGES IN ACCESS TO JUSTICE

## Where we are now:



Justice for the  
Chosen Ones



Inaccessible Institutions  
of Justice



Insensitivity to people  
and communities

## Where we should strive for:

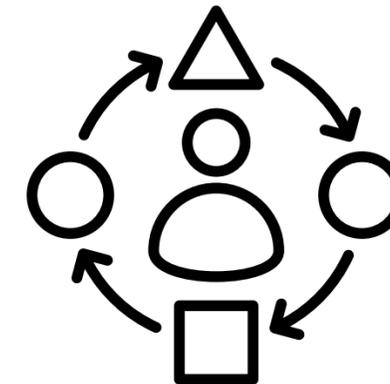
Justice for All



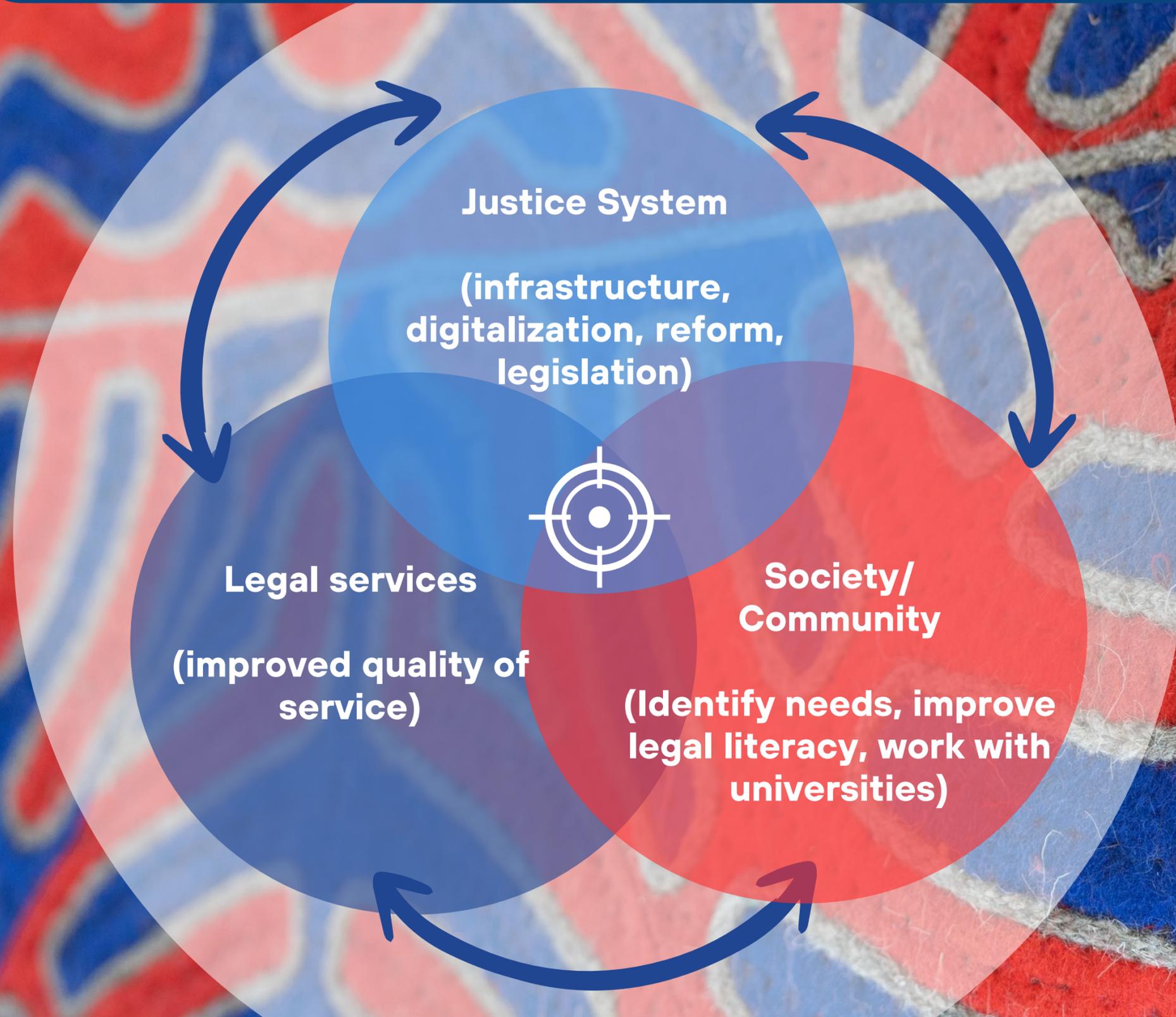
Removing Barriers  
to Access to Justice



Preventing people's legal  
problems and addressing  
their justice needs



# PROJECT APPROACH



# JUSTICE NEEDS SURVEY

**UB applies a PCJ approach and is data-driven through a Justice Needs Survey (JNS). Initiated by the Administration of the President of the Kyrgyz Republic, the survey was conducted in 2022 in three pilot rayons with 1,500 respondents.**

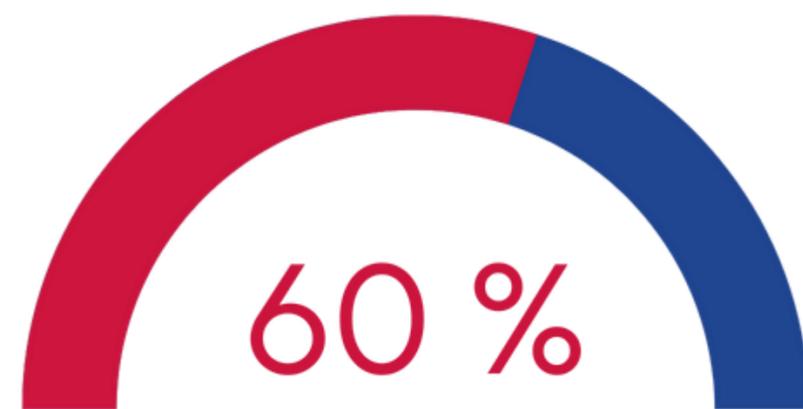
## **Objectives of JNS:**

- **The legal needs of the population**
- **Level of access to justice, including legal services**
- **Legal awareness of the population**
- **The level of public satisfaction with the quality of legal services**
- **Formal and informal justice institutions**



# JUSTICE NEEDS OF THE POPULATION

**240 households have encountered legal problems in the past 3 years**



**legal problems - involved/solved by women**

**59%**

**Very high confidence in imams & informal institutions vs. state officials (Nookat - 78%)**

**21%**

**They don't know where to go**

**8%**

**Use official sources**

**32%**

**They get information through unofficial Internet sources**

## JUSTICE NEEDS SURVEY in 2022

### The most common unresolved legal problems

27%

Social welfare  
(benefits and  
pensions)

16%

Obtaining  
documents

13%

Land issues

7%

Family  
issues

5%

Property  
disputes

# ACTIVITIES OF THE UB PROJECT



**Conducting Research  
(survey, assessments)**



**Mentorship for  
judges, internship,  
guest lectures, moot  
court for law students**



**Capacity building of  
justice institutions  
through Trainings and  
Webinars**



**Technical and expert  
support for initiatives of  
justice institutions  
(events, portal,  
strategic documents)**



**Raising the legal  
awareness of society,  
including online and  
TV program**



**Enhancing Interaction  
between justice  
providers and people**



**Design media  
products (booklets,  
instructions, video)**



**Design digital  
platforms and mobile  
applications**



**Development of a  
training  
module/curriculum on  
PCJ**



**Assist in solving the  
legal needs of the  
population by  
providing legal aid**

# JUSTICE GROUPS IN PILOT RAYONS

**Local Justice Groups are created to assist/resolve the legal needs of the public:**

- **Enhance interaction between state agencies and communities**
- **Develop and implement work plans for the year**
- **Identify legal systemic problems**
- **Develop and implement mechanisms to resolve legal issues**
  - a. Land-related matters
  - b. Social issues
  - c. Documentation
- **Legal aid (Sverdlovsk district)**
- **One-stop-shop services open centers for all legal issues (Nookatsky, Ton rayons)**



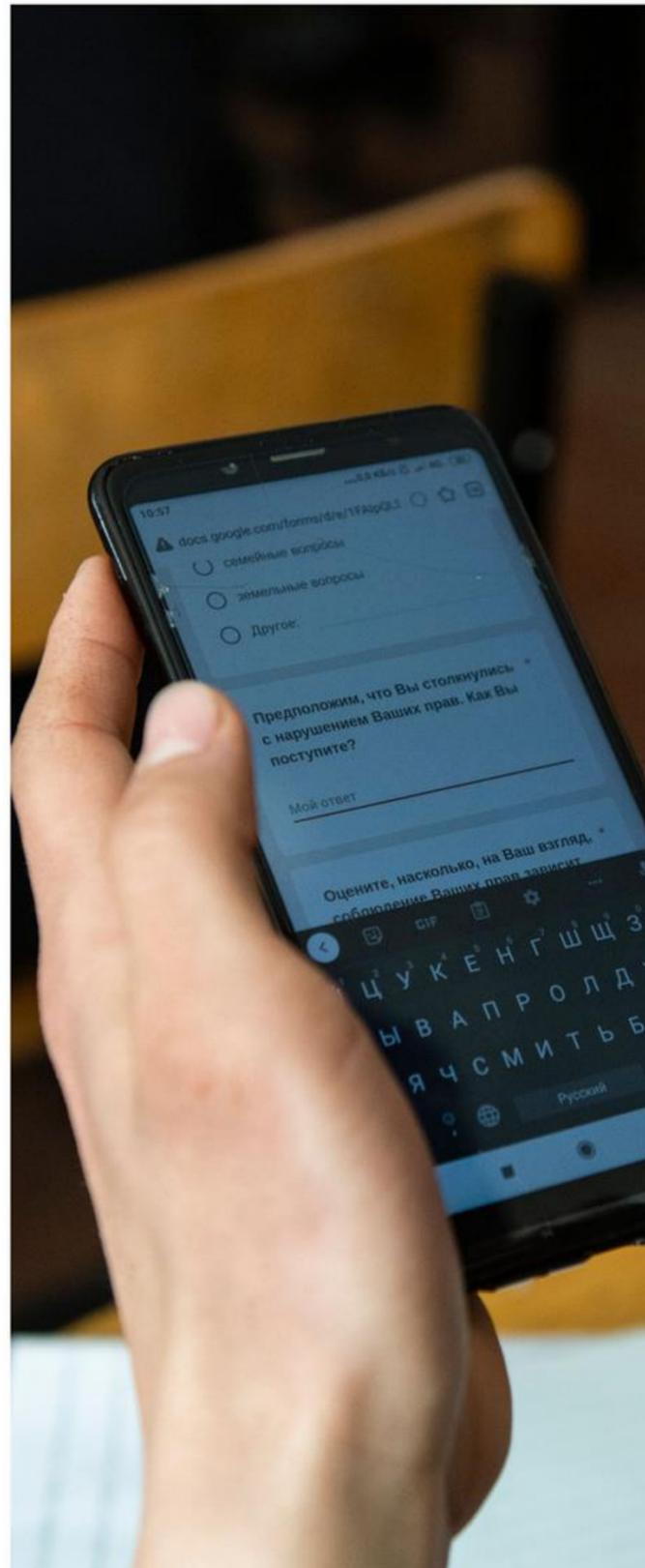
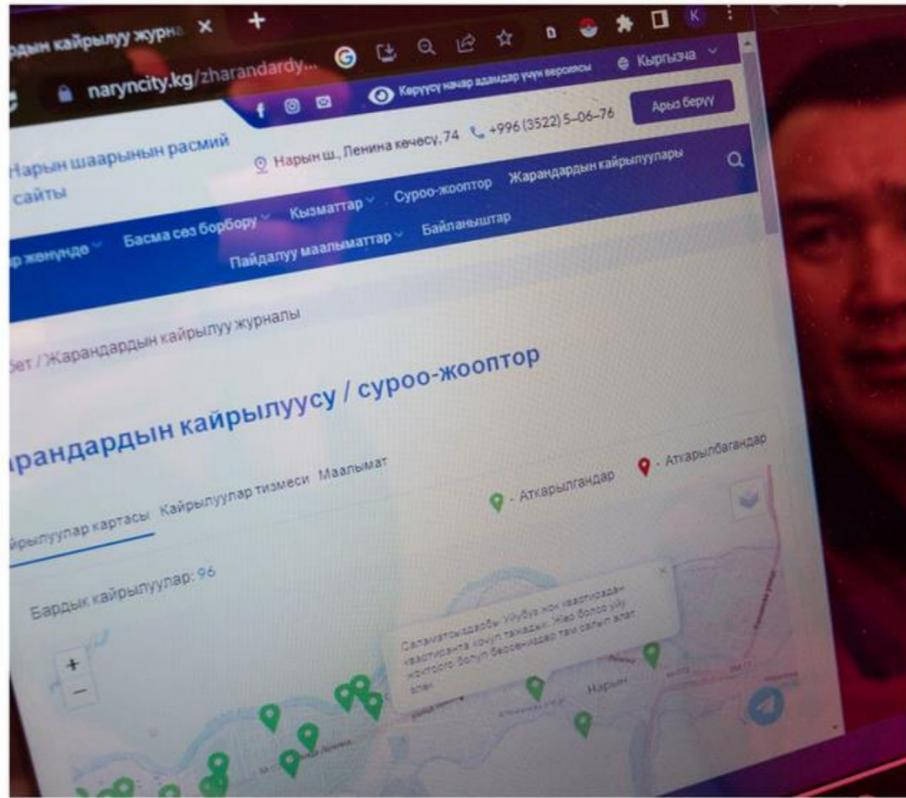


# Raising the legal literacy of communities and population

- **"Theater of law"**
- **Legal Olympiad and video competitions among schoolchildren**
- **Training for teachers and social educators on legal topics**
- **TV show "Акысыз адвокат" КТРК (Free Advocate)**
- **Jardam kg, Media campaign (bloggers, video, guides)**
- **Training for paralegals**



# THE DAILY ROUTINE OF OUR GRANTEES



# Improving the Justice System through Digitalization

**UB helped the judiciary to automate publishing judicial decisions for the public and helped the Ministry of Justice create is jardam.kg portal where anyone can find step-by-step information on common legal issues (in Kyrgyz!).**

The image displays two screenshots of digital justice services in Kyrgyzstan. The top screenshot shows the Jardam.kg portal, which is a user-friendly interface for legal assistance. It features logos for the Supreme Court of the Kyrgyz Republic, the Higher School of Justice, USAID, and the East-West Management Institute. The portal offers a search bar and a grid of categories for legal questions, including housing, administrative law, labor relations, consumer rights, land issues, personal documents, social protection, property law, and court-related matters. A banner below the categories mentions the application of program means for audio-video recording and protocoling of court sessions.

The bottom screenshot shows the State Register of Court Acts (Государственный Реестр Судебных Актов) portal. It includes a search bar, navigation links, and a table of court acts. The table lists details such as case number, court name, judge, case type, and date.

№	Номер дела	Суд	Судья	Тип производства	Акты
1	УД-86/23-47	Токмокский городской суд	Смадиярова Айжан Алимжановна	уголовное дело	17:16 10-05-2023

# Optimizing the quality and efficiency of justice and legal services through capacity building

## Enhancement of the potential of Justice institutions:

- local court judges
- legal aid service coordinators
- Supreme School of Justice
- Prosecutors
- State-guaranteed legal aid registry lawyers
- Mediators



# NATIONAL FORUM ON PEOPLE-CENTERED JUSTICE

## Event Overview:

- In Jalal-Abad city at the House of Justice, 150 participants.
- Showcased integration of formal and informal justice systems.
- Resulted in 48 media publications, reaching 201,000+ people.

## Innovative Practices and Master classes presented:

- Mediation: Demonstration of reaching amicable agreements.
- Interviewing a child: Techniques for court sessions.
- Explanation of court decision.
- Probation: Demonstration of electronic bracelet use.
- Aksakal Court: Resolution of disputes.
- Execution of court decisions: Alimony recovery and payment through terminals.
- Streamlining summons delivery: Collaboration with Kyrgyz Post to reduce delays.
- State-Guaranteed Legal Aid: Overview of attorney services.



# INSTITUTIONALIZING PCJ APPROACH

Development of Specialized Practice-Oriented Training Modules (courses) targeted for three key audiences:

- University Law Students;
- Professional Legal Community;
- Non-Legal Community.



# FEEDBACK FROM COURT USERS



**USAID**  
Америкалык Жардам

**УРМАТТУУ ЖАРАН!**

Тон райондук сотунун ишмердүүлүгүн жакшыртуу үчүн өз салымыңызды кошууга убакыт келди!

СОТ ИМАРАТЫНДАГЫ ТУЗУЛГӨН ШАРТТАРДЫН ЖАКШЫРУУСУН КААЛАЙСЫЗБЫ?

СОТ КЫЗМАТКЕРЛЕРИНИН БОЛГОН МАМИЛЕСИН КАНДАЙ БААЛАЙСЫЗ?

СИЗГЕ БАРДЫК КЕРЕКТҮҮ МААЛЫМАТТАР ТҮШҮНҮКТҮҮ БЕРИЛДИБИ?

СОТ ОТУРУМУ СИЗҮЧҮН ТҮШҮНҮКТҮҮ ТИЛДЕ ӨТТҮБҮ?

ЖАНА УШУЛ СЫЯКТУУ СУРООЛОРГО ЖООП БЕРҮҮ МЕНЕН СИЗ ТОН РАЙОНДУК СОТУН ӨНҮКТҮРҮҮГӨ ЖАРДАМ БЕРЕСИЗ

1. Телефон камерасын ачып, камераның QR кодко багыттаңыз.

Ассоциация Күрсөтмөсүнүн Кыргызстанда  
**EAST-WEST MANAGEMENT INSTITUTE**

# KEY ELEMENTS OF FEEDBACK MECHANISM

## Approach

### The right message

Feedback is not directed at the decisions of judges (judicial acts), but at the conditions and organization of court activities

### Accessibility

Not only physical accessibility but the use of clear language and methods of informing (without complicated terms, in Kyrgyz and Russian)

### Reacting or response to justice needs

It is important to show court users that feedback is being responded to and dealt with.



## Objectives/Outcomes

### Increased level of participation

Incentive to contribute to improved governance

### Trust

Will show a real basis that such feedback is effective, as well as increase public confidence in the courts in general

## Recommendations and comments



Fair trial



Improvement of infrastructure



The need for lawyers and consultants



Reducing bureaucracy and speeding up case processing times



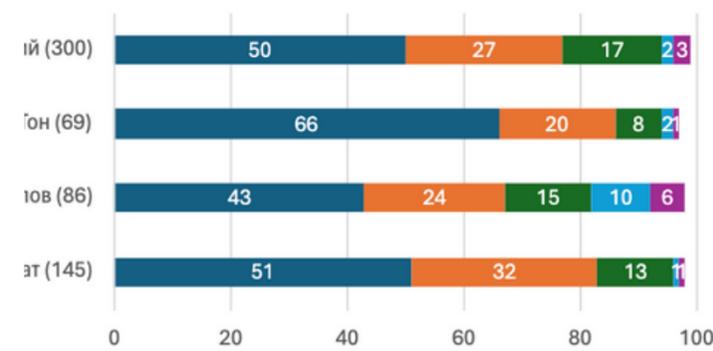
Application of audio-video recording



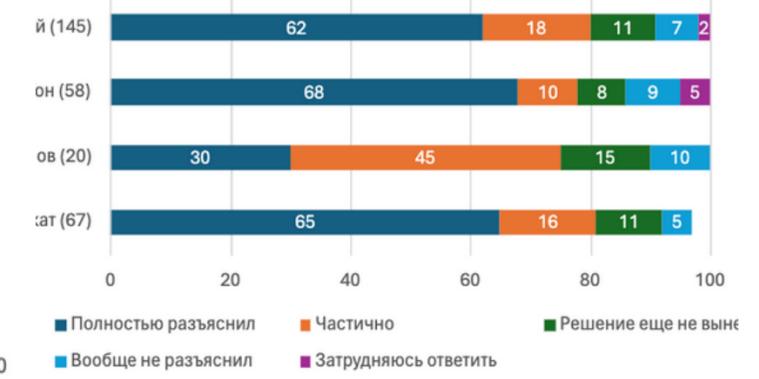
Reduce court case processing times

## Examples of questions

Доступность судов для маломобильных групп  
%



Получение разъяснения по решению суда в %



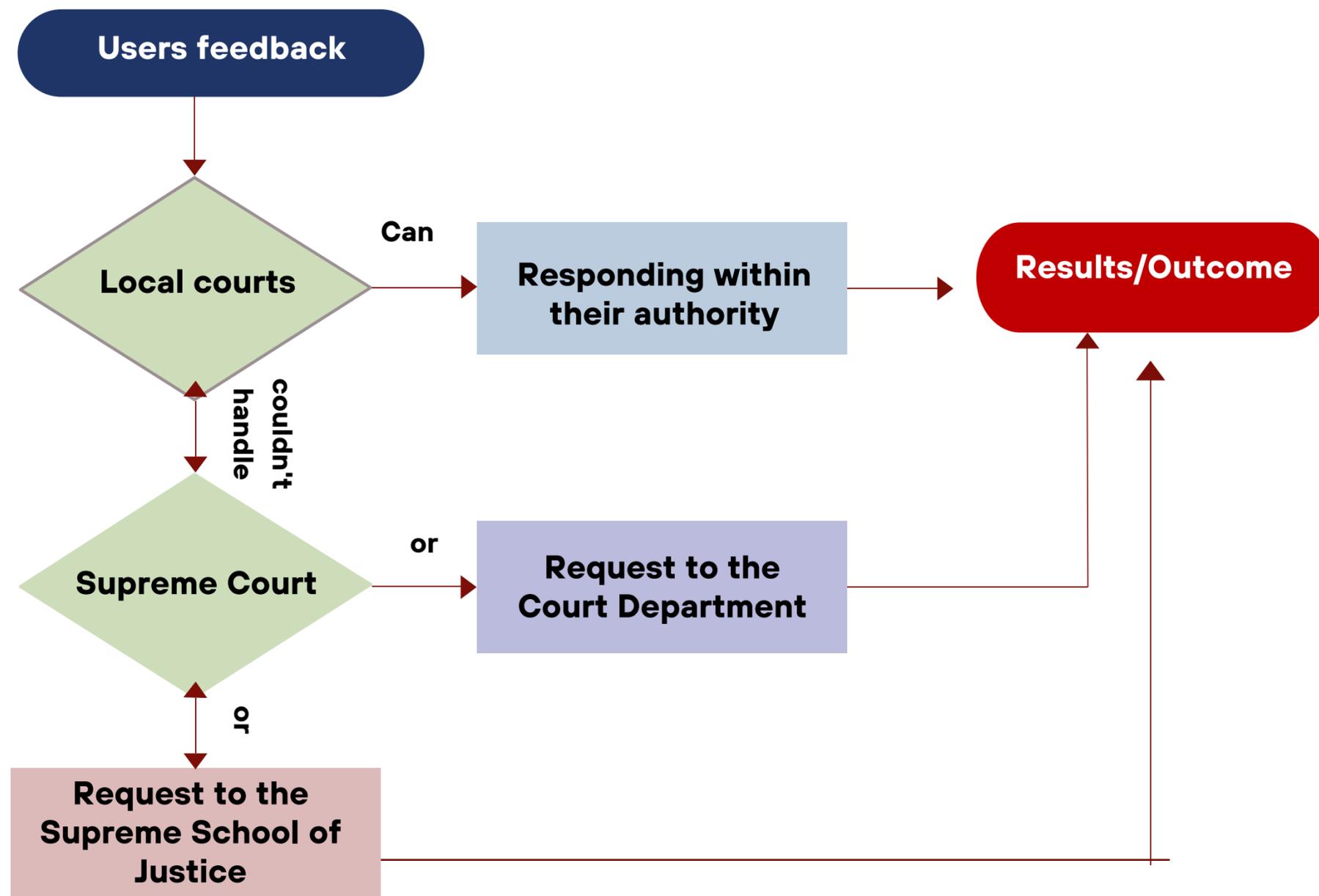
Понятность разъяснения судом прав и обязанностей в %



Доступность языка судопроизводства в %



# ALGORITHM FOR RESPONDING TO FEEDBACK



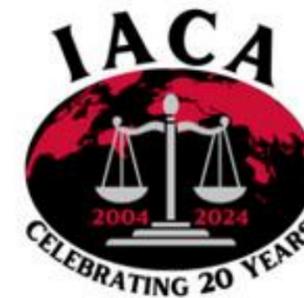
# MAIN STEPS ON FEEDBACK MECHANISM

- The use of online questionnaires allows for efficient and objective feedback from court users.
- Conducting awareness campaigns with examples of court responses to respondent feedback
- Institutionalization of a feedback mechanism with the approval of a regulation or instruction
- Development and implementation of a specialized application to technically simplify the questionnaire process
- Expanding the coverage and implementation of the feedback mechanism in the remaining courts of the Kyrgyz Republic
- Installation of a tablet or other equipment to better reach diverse populations and improve access to online questionnaires



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FROM THE AMERICAN PEOPLE

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**QUESTIONS?**

**Thank you!**  
**Чон рахмат!**

