

*Improving Access to Justice
for Crime Victims*
Experience of Legal Information Service
in Japan and in Côte d'Ivoire

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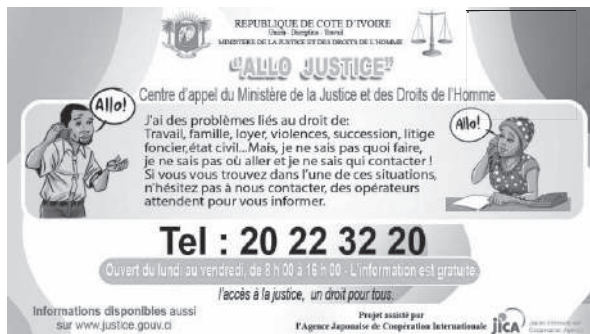
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Topics

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1. Introduction

1-1. Call Center “ALLO JUSTICE”



1-1.Call Center “ALLO JUSTICE” (VTR)

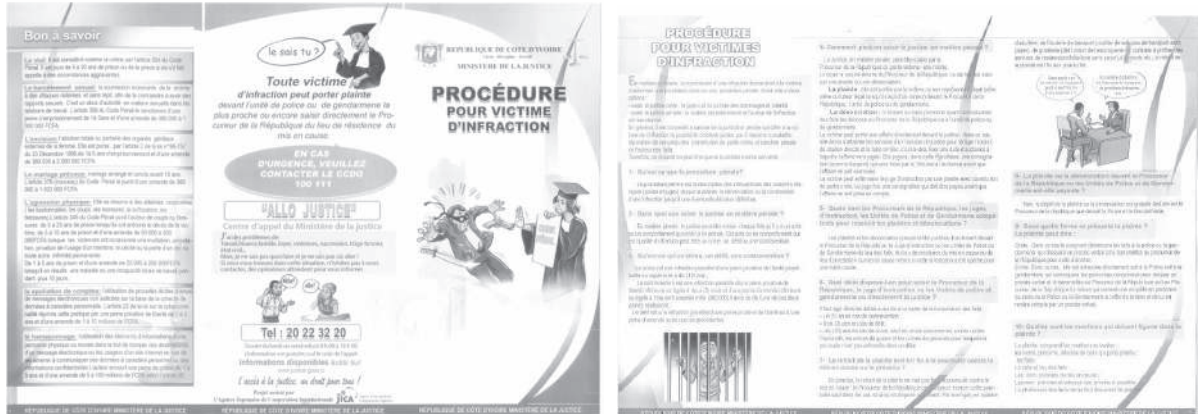
As to the video recording of TV report on the opening ceremony of the call center, please see the internet website indicated below.

Le 20 heures de RTI 1 du 06 décembre 2016 avec Fatou Fofana

<https://www.youtube.com/watch?v=inE2IH5zXG0>

(2 minutes starting from 16:20)

1-2: Leaflet for Crime Victims



1-3. JLSC Call Center (Houterasu Sapoto Daiyaru)



* All photos of the JLSC Call Center except for the above are from the JLSC website.

1-4. JLSC Leaflets for Crime Victims



2-1. Japan Legal Support Center(*Houtereasu*) : System to support Access to Justice

- History: Public organization established in 2006, which provides comprehensive support for access to justice. One of the 3 major initiatives in our legal system reform in the 2000s. Consequence of years of efforts of attorneys and JFBA.

- Legal support/services operated by Houtereasu:

- Legal Information Service
- Civil Legal Aid
- Criminal Legal Aid
- Measures for Areas with Limited Legal Services
- Crime Victim Support
- Supplemental Legal Aid Services Entrusted by JFBA, etc.
- Legal Aid for the Victims of Disasters/the Great East Japan Earthquake

* For further details and statistics, please refer to the JLSC brochure/website !



2-1. Call Center in Japan and its role (1) Outline of JLSC Call Center (*Houterasu Sapoto Daiyaru*)

Designed and served as the first number people could call when they have any problem which might be related to legal/procedural issues.

- established in 2006
- received 1,000 calls/day, 300,000 calls/year
- around 100 operators (max. 60 working at 1 time)
- 5,000 Q&As available
- around 1/3 of calls are referred to the 50 district *Houterasu* offices where people can have legal consultations and file an application for legal aid.



* From the JLSC website

2-1. Call Center in Japan and its role (2) CC's position in the system of A2J

People in Need ⇒ **Call Center** ⇒ Consultation with lawyer ⇒ Judicial procedures Litigation, etc.

Website
Walk-in counters
at District offices



Legal Information Service

Legal Aid*

Legal Aid*

based on the database which
contains 5,000 Q&As
and list of inquiry counters

* Accompanied by means test

2-1. Where inspiration came from for the idea of JLSC and its Call Center

At the time it started, the extensive research we have done on best practices on access to justice includes study tours to:

- US
- Australia
- Finland
- UK
- Korea



2-2. JLSC's Support for Crime Victims (1)

1. Information services *see next page*

2. Reference to Attorney

List of experienced attorneys is prepared at 50 regional offices upon collaboration with local bar associations.

3. Financial Aid

In addition to civil legal aid, support from JFBA funds would be available for certain cases.

4. Crime Victim Support Line at Call Center *see next page*

5. Enhancement of Measures

Since 2017, means testing was abolished for Legal Consultations in case of victims of certain crimes designated in the latest legislation (DV, etc.) .

2-2. JLSC's Support for Crime Victims (2) *Information Services* designed for Crime Victims

Information Service

Beyond the scope of "legal" information. More comprehensive and holistic approach in the context of protection for Crime Victims.

Crime Victim Hotline at Call Center (☎ 0570-7950714 *Don't cry*)

Calls are received by experienced and/or adequately trained personnel in the care of crime victims. Operated in accordance with the manuals particularly designed for crime victim support. Cases in need will be sent to regional offices immediately.

Eg: No limitation of duration of conversation.

Detailed information recorded/shared among operators (if appropriate). (It would be also shared with the regional office and attorney to be referred.)

Manuals/scripts prepared for calls from friends and families of crime victims.

3. Sharing our experience with the Ministry of Justice of Côte d'Ivoire



3-1. Outline of A2J in Côte d'Ivoire

(1) Court jurisdictions

Supporting partners

1 Supreme court /3 appellate courts/9 District court (27 branches) ←EU,US

(2) Legal professionals

Judges/Prosecutors ("Magistrats"): 655 (as of 2015) ←France, US

Attorneys: less than 1000

Those associated with NGOs are active for A2J matters. Major NGOs:
Association des Famme Juristes d'Cote d'Ivoire (AFJCI), Transparency Justice

(3) Legal Aid

Prescribed in Civil Procedure Law and Décrets ←EU, US

(4) Initiatives to improve Access to Justice (PALAJ, etc) ← UN, EU, France, US

PALAJ (UN, EU, France), Drafting law on Access to Justice (EU)

3-2. Why Call Centers ?

- At firstRequest for establishing hotline for HR protection.
- Report by participants of study tour to JLSC Call Center (March 2015).
- Everybody supported the establishment of a Call Center.

Because...

1. Great demand for legal information

- It is clear that people have too little information on the law.
- Many people have legal problems.

(Legal needs survey by interview sessions with local residents of Yopougon (October 2015).) *see next page*

3-2. “Legal Needs Survey” in Youpougon

* Please see the questionnaire sheet for more details.

Ask people the following questions:

1. Whether they have any problem on the list. (The list shows major daily legal problems (including criminal issues).)

2. How they solve such problems/whom they consult with.

3. Why they do not consult with lawyers/go to judicial institutions.

Because they...

do not have money

are afraid to go to the court

prefer to solve problems in traditional way

think it takes too long ...

and ***first of all, they did not think that there is a legal problem.***



3-2. Why Call Centers ? (2)

2. Strong points of call centers and “Telephones”

(1) Call center can **reduce 3 major distances/obstacles to A2J:**

- **Geographical/physical distance** (It’s too far. I cannot go.)

- **Economical distance** (I don’t have money)

- **Psychological distance** (I don’t like lawyers, courts, judges)

(2) Recently, enormous spread of mobile phone in Africa changed ways of communication. Today, most of the **people can make a phone call** even in rural areas.

(3) Just **1 call center can serve the whole** country.

3-3. Call Center Project

3-3-1. How to set up a call center

3 essential elements

- Equipment and IT infrastructures
- Personnel and team, work-flow and manuals
- Legal information to be provided



3-3-1-1. Equipment and IT infrastructures

We start from a small CC with 2 operators and 1 supervisor.

What has been prepared:

- One extra room within the Department of Civil and Criminal Affairs in the Ministry of Justice has been renovated as a Call Center.
- 2 Telephone lines.
- 4 computers with Call Center system (4 calls can be received simultaneously, monitoring, call-back, keyword research of Q&As, statistical analysis of data, etc.)

3-3-1-1. Equipment and IT infrastructures



3-3-1-2. Personnel and Team, Operation Manuals

Team "ALLO JUSTICE"

- 2 operators
- 1 supervisor
- 1 Responsible person (Sub-director of the Department)



- Operation Manual (How to receive/respond to phone calls)

The draft outline was prepared based on the experience of the JLSC call center and revised/finalized upon discussions.



3-3-1-3. Information provided to people

What information should be provided ?

1. Very basic outline of rights and remedies available.

⇒ 700 Q&As

2. where to go to start dealing with the problem.

⇒ List of institutions

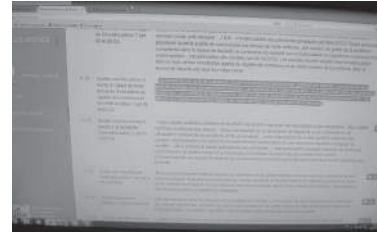
3-3-1-3. Overview of Q&As

Information regarding procedural/institutional matters

- Procedures 134 (civil 29, penal 40, commercial 12, administrative 19, arbitration 16)
- Judicial institutions and legal professions 79
- Legal aid 21

Information regarding Substantial Laws

- Family law (including civil rights) 180
- Civil law and contracts 23
- Labor law 41
- Real estate law 69
- Commercial law 49
- Penal law 61
- Others 42



The above represents the frequently-asked-questions of people in Côte d'Ivoire.

This is the most worthwhile part of the project, which may expand into the "legal information service" of the ministry of justice.

3-3-1-3. Q&As prepared for Crime Victims

* Please see the sample copy of Q&As for "Penal law"

A set of Q&As for Penal Law, consisting of 61Qs, is elaborated as information to be provided to crime victims.

Part 1: List of crimes consisting explanation of 44 major crimes.

In addition to the classical/typical crimes:

- the latest phenomena such as cyber crime
- protection for women and children

Part 2: Procedural matters crime victims should know.

- Basics of procedural matters
- Provide detailed information on the latest initiatives of the national police
e.g. Website application for reporting Cyber crime

3-3-2. Expand into Legal Information Service

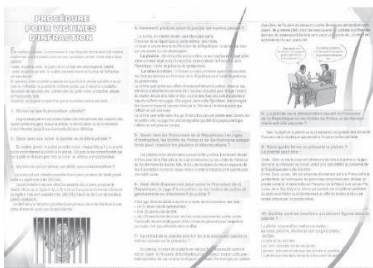
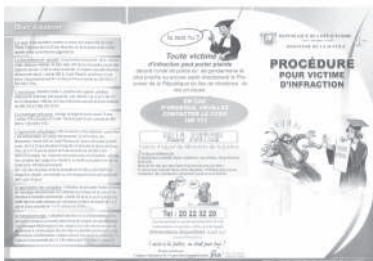
No information channel is perfect. So, for better legal information service, we should use multiple channels.

⇒ Leaflets on 8 major subjects (Family law, Labor Law, Real estate Law, Commercial Law, Judicial Procedures, Legal Aid, Procedures for victims of Crime, Call Center and Access to Justice)

⇒ Q&A will be uploaded on the website.



3-3-2. Leaflet for Crime Victim Support



Contents:

- Most of the procedural information in Part 2
- List of certain crimes needed to be recognized in the context of
 - adequate protection of women and children;
 - fight against cyber crime.
- Telephone numbers for help/further information.

Format:

- Easy- to-understand language
- User friendly visuals

3-4-1. People's reaction

(1) Number of calls received by "ALLO JUSTICE"

Operation started on December 5, 2016.

		Total
2016 December	83	83
2017 January	37	120
February	45	165
March	74	239
April	209	448
May	378	826
June	187	1013
July	158	1171
August	106	1277
September	110	1387
October	158	1546



3-4-1. People's reaction

(2) Inquiries from crime victims

- Around 6.1% of incoming calls.

12 calls /195 calls (Dec. 5, 2016 – Mar. 16, 2017)

- **Breakdown of 12 calls:**

<u>Subject</u>	<u>Sex</u>	<u>Jurisdiction(ap)</u>	<u>How do you know?</u>
Theft 3	Male 11	Abidjan 9	TV 8
Bribery 2	Female 1	Bouaké 1	Radio 1
Sexual harassment 1		Daloa 2	Leaflet 1
Seeking to file a criminal complaint 4			MJ 1
Seeking damage (civil procedure) 2			
Others 1 (compliment for the information)			

⇒ *The outcome of operation of the first 3 months shows the huge potential of the service.*

3-4-2. People's reaction to "ALLO JUSTICE" (2) Interview sessions in Yopougon

Needs survey interview session (October 2015)

Most of the participants had certain legal problems, but they do not have means to consult with lawyers. Everyone supported the plan to establish the Call Center.



Follow-up session (March 2017)

Most of the participants still had legal problems.

3 of them made a call immediately.



3-4-2. People's reaction to "ALLO JUSTICE"

Comments from 3 residents of Yopougon

- **WOBE Jean-Baptiste**

Le centre d'appel juridique du MJDH financé par la JICA vient comme un instrument des sans voix, qui apporte de la lumière à toute la population vivant dans l'ignorance. Cela est à saluer. Nous, ici présents feront tout pour faire connaître cette structure à d'autres personnes. Il serait souhaitable que les médias de ce pays fassent connaître cette structure.

- **TCHAN Bi Bah André**

Le centre d'appel est la bienvenue. Le service est très accueillant et sait écouter et donner les orientations pour la suite des préoccupations. Bonne initiative !

- **RABE Daïdet Magloire**

Le centre d'appel "Allo justice" vient pour combler un vide dans le règlement des affaires juridiques au bénéfice de la population. Le centre d'appel est bien venu comme il est dit dans les saintes écritures « mon peuple périt pour manque de connaissance ».

3-4-2. People's reaction to "ALLO JUSTICE"

All of their reactions were positive.

⇒ "ALLO JUSTICE" actually contributes to the improvement of access to justice, restoration of reliance on justice in a post-conflict society, and promotes a peaceful society.



4-1. Conclusion (1) what information service can do for crime victim protection

3 Keys of Protection of Crime Victims (early stage):

1. Provide adequate information to people ← *Information Service*
 - What consists of crime (lets people know whether he/she might be a victim)
 - Remedies available, including how to make a report to authorities
2. User-friendly-practice of reporting criminal offences ← *Information Service*
 - technical/physical accessibility (e.g website reporting system)
 - adequate care for psychological difficulty to report
3. Adequate operation of investigation at initial stage and prevention of secondary harm



Improvement of Information Service can be a good starting point for better protection of crime victims.

4-2. Conclusion(2) what we can do for SDG 16.3



GOAL 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

16.3 promote the rule of law at the national and international levels, and ensure equal access to justice for all



Indicators designated by Japanese government (2016)

- Number of inquiries seeking legal information services responded to by the JLSC
- Number of lawyers who signed legal aid agreements with the JLSC

4-2. Conclusion (2) what we can do for SDG 16.3

There is no perfect tool for Access to Justice.

But there are best/better practices to realize A2J, and they are often applicable/adoptable by other states, despite differences of legal systems and culture.



- **Share experiences/best practices.**
- **Build networks among legal professionals.**
- **Continue to improve A2J practices (*kaizen*) for better realization of SDG16.3.**



Thank you for your attention !
Merci de votre aimable attention !

