

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

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People's reaction to the Call Center

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1. Annual average of calls from crime victims (Dec. 2016-Dec. 2017)

Around **4.4%** of incoming calls.

77 calls / 1,735 calls (Dec. 5, 2016 – Dec. 31, 2017)

*Excluding calls seeking information on civil procedure or other supplemental information, compliments, etc.



⇒ *At the Call Center of the Ministry of Justice,
1 out of 22 calls would be from a crime victim
who is actually suffering damage or is impacted by crime.*

2. Breakdown of calls by subject (1)

Bodily injury	11 calls
Fraud / Breach of trust	10 calls
Theft / Interference with police.....	7 calls
Intimidation.....	6 calls
Violence against women.....	5 calls
Property Damage.....	4 calls
Murder / Kidnapping of minor.....	3 calls
Unlawful usury / Bribery / Sexual harassment / False claim	2 calls
Assault / Trespass to domicile /Contempt of court.....	1 call
Total	77 calls

2. Breakdown of calls by subject (2)

Crime against person.....	25 calls (7 for sex/gender crime)
Crime against property.....	42 calls
Crime against public interest.....	10 calls
Total	77 calls

⇒ The variety of crime reflects the actual situation of crime in the country, and demonstrates the potential of the call center to protect victims.

Currently, the average caller seems to be a person of a certain economical/social background. For further provision of access to justice for all people in need, it is desirable to continue good operation of the call center and to publicize information by using various channels.

3. Breakdown of calls by attribute of users (1) by sex

Male 67 calls cf. Dec 2016-Mar 2017: Male 10 calls
 Female 10 calls (12.9%) Female 1 call (9%)

Details of calls by female:

- Bodily injury..... 1 call (out of 11 calls)(9%)
- Fraud..... 1 call (out of 10 calls)(10%)
- Breach of trust..... 2 calls (out of 10 calls)(20%)
- Violence against women..3 calls (out of 5 calls)(60%)**
- Sexual harassment..... 1 call (out of 2 calls)(50%)
- Assault..... 1 call (out of 1 call)(100%)
- Trespass to domicile..... 1 call (out of 1 call)(100%)

⇒ Call center usually receives more calls from men. In this regard, we should note that 60% of calls for “violence against women” are made by women. It shows that the call center can be an effective tool for protection of women in situation of crime and suffering damages.

4. Breakdown of calls by attribute of users (2) by appellate ct. jurisdiction

Abidjan 62 calls (80.5%) cf. Dec 2016-Mar 2017: Abidjan 9 calls (75%)
 Bouaké 6 calls (7.7%) Bouaké 1 call (8.3%)
 Daloa 9 calls (11.7%) Daloa 2 calls (16.6%)
 total 77 calls

Details of calls from jurisdiction of Bouaké
 (central part of the country)

Murder.....2 calls

Violence against women/property damage/bribery/false claim...1 call



4. Breakdown of calls by attribute of users (2) by appellate ct. jurisdiction

Details of calls from the jurisdiction of Daloa
(western part of the country)

Breach of trust/Theft/Property damage 2 calls
Bribery/Fraud/Assault...1 call



⇒ Although the majority of the calls are from Abidjan, the largest city in the country and its surrounding area, we can find a variety of crimes in the entire country. The call center actually provided some victims that lived far away with adequate information on laws and procedures. Further analysis by comparison of population and number of cases of each crime in each jurisdiction, and public relation activities based on such analysis, would be appropriate to ensure further access to justice for crime victims.

5. Breakdown of calls by information channel of the call center

TV	58 (75.3%)	cf. <u>Dec 2016-Mar. 2017</u>
Family	10 (12.9%)	TV 8 (72.7%)
Court	4 (5.2%)	Radio 1 (9%)
Radio	2 (2.6%)	Leaflet 1 (9%)
Leaflet	1 (1.3%)	MJ 1 (9%)
MJ	1 (1.3%)	



⇒ It seems that, in the period of April to December 2017, public relations activities of the call center had been mostly dependent on TV. It also shows that the PR by TV broadcasting is more effective in the jurisdiction of Abidjan (see slide 6). By using additional channels, such as local radio stations, distribution of materials at information desks of governmental offices, announcement at tribunals, ministry of justice, website of MJ, SNS, etc., the call center may extend its scope of potential users to those who live outside of Abidjan.

Reference (slide 30): People's reaction within the first 3 months

- 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.*