



Citizen-Centric Judicial Modernization and Justice Service Delivery (P155759)

AFRICA | Tanzania | Governance Global Practice |
IBRD/IDA | Investment Project Financing | FY 2016 | Seq No: 2 | ARCHIVED on 20-Jul-2017 | ISR28844 |

Implementing Agencies: United Republic of Tanzania, Judiciary of Tanzania

Key Dates

Key Project Dates

Bank Approval Date:06-Apr-2016

Effectiveness Date:24-Aug-2016

Planned Mid Term Review Date:16-Dec-2019

Actual Mid-Term Review Date:--

Original Closing Date:30-Jun-2021

Revised Closing Date:30-Jun-2021

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The project development objective is to improve the efficiency and transparency of, and access to, selected citizen-centric justice services.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components

Name

Component 1: Governance, Organization and Systems Development:(Cost \$18.00 M)

Component 2: Skills Development, Inspection and Performance Management:(Cost \$10.00 M)

Component 3: Access to Justice and Public Trust:(Cost \$37.00 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	● Moderately Satisfactory	● Moderately Satisfactory
Overall Implementation Progress (IP)	● Moderately Satisfactory	● Moderately Satisfactory
Overall Risk Rating	● Substantial	● Substantial

Implementation Status and Key Decisions



The Bank team is working closely with the new Chief Justice (Acting) and the Chief Court Administrator to advance project implementation. The procurement and FM teams have provided skills training to judiciary staff and assisted them in the completion of Bank norms and procedures. During the last months good progress has been achieved by the judiciary:

Backlog reduction exercise has been initiated from the top of the judiciary to demonstrate commitment and leadership of the Judiciary. In the Court of Appeal (the highest court in Tanzania) a backlog of 540 cases was identified. In the last few months, 115 appeal cases were scheduled for hearing, of which 93 (80 percent) were mediated and resolved. At the high courts, inventory of backlog cases is being prepared so that the exercise can be commenced. Inventory of old cases is also being prepared to prepare for the automation of the court system.

Justice-on-Wheels-Program (Mobile Courts) is underway to bring justice services closer to the people, especially in peri-urban and rural areas. The aim is to empower vulnerable groups (for example, women, youth, and small businesses) by providing quick and affordable justice services where they live and work. Mobile court organization and procedures have been drafted, and specialized vehicles are under procurement. *The Judiciary of Tanzania delegation visited Guatemala to observe justice-on-wheel services and to familiarize its staff who will operate these services in Tanzania. The delegation found the South-South Learning very useful and productive. The judiciary is currently in the process of procuring specialized vehicles for the launch of justice-on-wheels program.*

Mobile phone SMS based Citizen Complaint System has been launched by the judiciary. See the attached announcement which is displayed on all court houses. Supervising judges receive about 20-30 feedback SMS's per month. This citizen feedback system will eventually be part of the overall e-justice system which is under implementation. It will also be linked to the anti-corruption commission and other oversight entities-outside and inside the judiciary.

Integrated justice centers are being commenced to bring justice services under one roof and to address the infrastructure gap (12 million people have no access to high level courts). Kibaha center was constructed at a record pace using the fast-track-modular construction method. It was inaugurated by the Prime Minister at project launch. Since then, Bagamoyo court has been completed and construction of Kigamboni, Kawe, Mkuranga is nearing completion. The fast track construction method being used by the judiciary has been recognized as innovative by the World Economic Forum recently. A media center of the judiciary has been constructed in the High Court of Dar es Salaam and IT and necessary furnishings are being arranged.

Leadership, change management and skills training. In order to lay a strong foundation to promote new-work methods and facilitate implementation, about 40 judges, 100 court administrators, 80 court clerks and 30 legal assistants have been trained in the last three months. Courses and workshops have pertained to good practices in record keeping, supervision of staff, case management, e-justice tools, among others.

Agreed next steps:

The Judiciary will: (a) Advance the drafting of an e-court system concept document so that necessary procurement effort could be expedited by end December 2017; (b) Design and construct a training hall using fast-track technology in Dar es Salaam to offer video linked and insitu courses to judiciary officials by end December 2017; and (c) Hold consultations with justice sector stakeholders to prepare a plan for capacity support to prosecution/police/anti corruption area by end December 2017.

Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	● Moderate	● Moderate	● Moderate
Macroeconomic	● Substantial	● Substantial	● Substantial



Sector Strategies and Policies	● Substantial	● Substantial	● Substantial
Technical Design of Project or Program	● Moderate	● Moderate	● Moderate
Institutional Capacity for Implementation and Sustainability	● Substantial	● Substantial	● Substantial
Fiduciary	● Substantial	● Substantial	● Substantial
Environment and Social	● Moderate	● Moderate	● Moderate
Stakeholders	● High	● High	● High
Other	--	--	--
Overall	● Substantial	● Substantial	● Substantial

Results

Project Development Objective Indicators

► Citizen Engagement: (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Court User Survey 2015	--	Court User Survey 2015	Action taken for achieving and improving trend in citizen-centric justice service delivery in selected urban and rural areas for poorer and other segments of the society.
Date	10-Nov-2015	--	10-Nov-2015	30-Jun-2021
Comments	Survey will be done as scheduled			

► Efficiency: (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	515.00	--	--	350.00
Date	08-Feb-2016	--	--	30-Jun-2021



Comments
Work in progress

▲ (i) Percentage reduction in the number of cases older than three years in the court system [Baseline: 5,000 in higher-level courts; EOP: 45 percent reduction] (Number, Custom Breakdown)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.00	--	--	0.45
Date	08-Feb-2016	--	--	30-Jun-2021

▲ (ii) Average time it takes from the date of filing to the determination of a case, for (a) Commercial cases [Baseline: 515; EOP: 350]; (b) Family cases [Baseline: 1,650; EOP: 750]; ... (Number, Custom Breakdown)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	515.00	--	--	350.00
Date	08-Feb-2016	--	--	30-Jun-2021

▶ Transparency/Access: Court decisions published online in courts with requisite infrastructure [Baseline: Less than 1 percent; EOP: More than 10 percent] (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.00	--	--	10.00
Date	08-Feb-2016	--	--	30-Jun-2021

Comments
Work in progress

▶ Access: (i) Number of beneficiaries of mobile courts and ADR services in selected areas [Baseline: 0; EOP Target 1000 per year, number disaggregated by gender and or type of business and women entrepr (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
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Value	0.00	--	--	4,000.00
Date	08-Feb-2016	--	--	30-Jun-2021
Comments	Work in progress.			

► Access: (ii) Percentage of citizens with closer access to high courts [Baseline: 53; EOP: 65 percent] (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	53.00	--	--	65.00
Date	08-Feb-2016	--	--	30-Jun-2021

Overall Comments

Work in progress.

Some project advances are described in the ISR section on implementation progress. For example, in the Court of Appeal a backlog of 540 cases was identified, and in the last few months 115 cases were scheduled for hearing, of which 93 (80 percent) were mediated and resolved. As regards training, 40 judges, 100 court administrators, 80 court clerks and 30 legal assistance have received training in the last few months. Design of training room at the Kisumu court is under progress. Fast-track construction method using Modadi Technology is underway for the training room and few model court locations.

Intermediate Results Indicators

► E-complaints system established and put to operation (e.g., via Short Message Service (SMS), Whatup, etc.) (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N	--	--	Y
Date	08-Feb-2016	--	--	30-Jun-2021

Comments

SMS based citizen complaint system has been launched by the judiciary on a trial basis.



Overall Comments

Data on Financial Performance

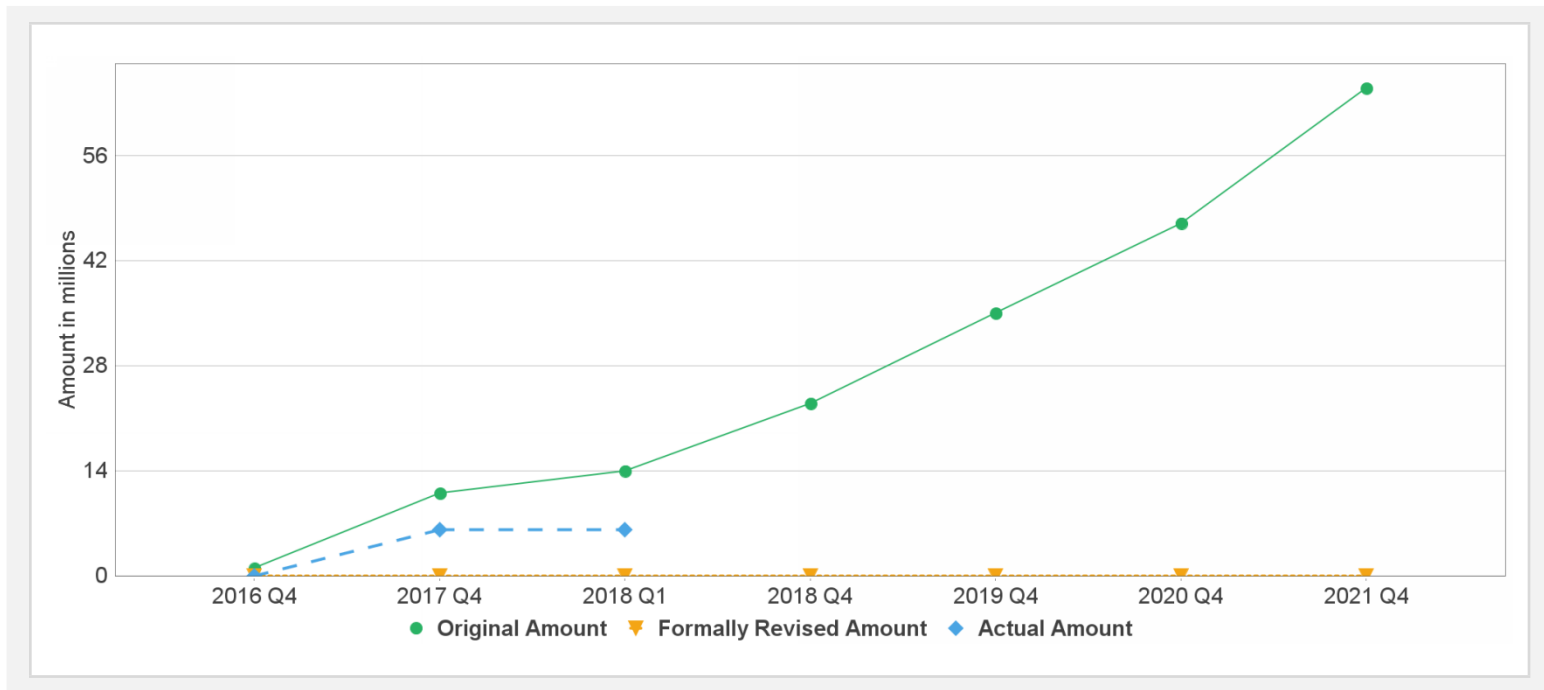
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	Disbursed
P155759	IDA-57780	Effective	USD	65.00	65.00	0.00	6.14	58.89	9%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P155759	IDA-57780	Effective	06-Apr-2016	28-Jun-2016	24-Aug-2016	30-Jun-2021	30-Jun-2021

Cumulative Disbursements



Restructuring History



There has been no restructuring to date.

Related Project(s)

There are no related projects.
