

CIMS

**ADMINISTRATION
OF JUSTICE**

NEWSLETTER

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The Maun Magistrate Court Staff and invited guests during the Christmas Ball

Maun

celebrates their success at the Christmas ball with stakeholders

By Wame King

On the 7th of December 2012, Maun Magistrate Court staff clad in their most elegant evening gowns for the ladies and tuxedos for the gentlemen celebrated their success through a Christmas ball hosted by the Chief Magistrate. Together with the stakeholders all roads lead to Maun Lodge to rally behind his worship the Chief Magistrate Mr. Taolo who was hosting the Christmas ball. Amongst others the invited guests in Maun included the Member of Parliament for Maun East, Mr Ramsden, Kgosi Oleyo Ledimo, representatives from the District Commissioners office, Maun Police, Maun Prison, Diamond Narcotic Squad, Private Attorneys, IEC department, Council secretary, MVA fund and the Immigration department. The Chief Justice, Honourable Maruping Dibotelo graced the event as the guest of honor. Mr. Monageng attended the event in his capacity as the Performance Improvement Coordinator (PIC).

In his welcoming remarks his worship the Chief Magistrate informed guests that Maun Magistrate Staff is a formidable team that came up with this initiative of hosting a Christmas ball where meritocracy will be rewarded. The intention of this initiative is to motivate each other to work hard in order to improve service delivery in line with the department's mission. He stated how, to build a team they first started by deciding to build team spirit first where they can openly critique each other's work, contribution or ethic. The Chief Magistrate mentioned that this occasion was therefore a day that marks the results of what and how much they have managed to achieve in order to improve service delivery both to the internal and

external customers. He also hoped that the rewards that were going to be awarded with, will go a long way in motivating his staff.

This was immediately followed by the keynote address by the honorable Chief Justice. The Chief Justice stated that in this era where there are a lot of complaints about the quality of service from the public service, it was refreshing to note that Maun was busy aspiring to do better which paints a beautiful picture of not just Maun court but also the Administration of Justice as a whole. As a result he felt proud to be associated with the station as the head of judiciary in that the station has demonstrated commitment to productivity. He also highlighted that though productivity, excellence and service delivery are the order of the day throughout the government enclave, he hoped that the trophies and certificates that were going to be awarded in different categories must compel staff to introspect and determine whether these achievements are matched by an equal measure of customer satisfaction.

The Chief Justice did not shy away from informing guests that he was aware of the challenges that was facing the Ngamiland area when it comes to making justice easily accessible to people but stated that AOJ was busy devising strategies to mitigate these challenges. For example, the recently opened Gumare Court is being serviced by a grade 1 magistrate and has been given a caravan to alleviate office space shortages. AOJ has also appealed to the government to configure the GABS system to enable parties to collect maintenance money at revenue and post offices wherever such people will be in the country. Resources permitting, other projects on the pipe line include

opening of courts in Shakawe and Nata and also setting up a small claims court in Maun. The Chief Justice also highlighted that the department intends to set up traffic courts and will purchase 4 buses to be used as mobile courts with one bus deployed in this area.

He also acknowledged that Maun court was under resourced but was impressed that this has not hampered the performance of the court CRMS-wise as revealed by the gauging carried out between the period October 2011-31 March 2012 which saw Maun moving from position 16 out of 18 sites to position 2 earning it the most improved station award despite its huge caseload. Maun Staff roared to a joyous ovulation when the Chief justice announced that the April-September 2012 CRMS gauging ranked them as the number 1 station, a testimony indeed that productivity and efficiency was a goal for the court. His lordship completed the address by citing that this achievement was an indication of good team leadership and most importantly good team effort and commended the Chief Magistrate for his able leadership and also emphasized that he trusted the competence of the staff to serve Maun community.

This was followed by presentation of awards by the Chief Justice which went to the following people:

Best Court Reporter - Boingotlo Lentshitwe

Best amongst drivers, switchboard operator, gardener, night watchman and messengers - Mologathebe Katlholo

Best in amongst revenue, stores and administration - Mariam Lebakanyane

Best Clerk of Court - Maungo Molaodi

Best Bench Clerk - Mmamotse Puso

Best Cleaner – Mamoletsa Nkate

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The Director of Ceremony Ms Puso and The Honourable Chief Justice, Mr Maruping Dibotelo

Editorial

Another year has just gone. As the norm, it is also time to introspect as we plan for a better future. It is on this spirit that I ask each and every user to ask themselves if they gave the system their all in 2012, if not why have they not done so and identify gaps that can be patched in 2013. I am sure most can agree with me that 2012 has been a year of mixed gains. We have had the low moments but we can also celebrate the high moments. Isn't this typical for each year? It is the successes that I implore CRMS users to take into 2013 and beyond. As a way of motivating my beautiful users, I would like to say; we have been at it since 2005 and this is no small feat. We have craved a name for ourselves nationally and even in the region as a modern and advanced government institution and we cannot lose that. In the next 50 years we would be gladly imparting to the then youth how we had broken ground where it looked impossible. It is a future worth looking forward to. In 2012 alone we celebrated;

- Three more implementations for Masunga, Kanye and Hukuntsi (see full article by Mr Ntefo, Ms Dintsi and Ms Kebotse.)
- Two trainings in May and in September
- Maun Magistrate court for the tremendous effort they put on their CRMS (see full article by Ms King)
- Moving the headquarters of the Judiciary from Lobatse to Gaborone

We had a fair share of disappointments; we could not host the annual CRMS all users conference due to the unavailability of funds and because of the same reasons the Supervisors and the Procedure manual workshops were also dropped off from the 2012 workplan. In this issue; Ms Dintsi writes a full article about the results of gauging and Mr Ntefo and Ms King cover the successes of Tsabong and Lobatse Magistrate Courts. The department of Administration of Justice is the self-appointed driver of E-Government and at the 2012 Judicial Conference the Honorable Justice Lot Moroka emphasized the need to embrace ICT as a judiciary. Excerpts of the speech can be read in this issue. We have decided to publish the excerpts of the presentation as a way of affirming that times have changed and there is no looking back. ICT is here to stay, and the judiciary can only adapt.

Finally, our website has gone live, please see full article by Mr. Monageng Monageng.

In this issue we have re-published ASK THE GURU questions that we feel are re-occurring even though we have dealt with them before. One wonders if users really read this very informative section of the newsletter, if you have not please been doing that you are encouraged from now onwards to read this section.

Ms Galaletsang Dintsi

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Ishmael Harrison - Improved employee displaying his accolades



Maungo Molaodi - Best overall performer and best Clerk of Court had every reason to smile

Maun celebrates their success

from page 3

Improved employee - Ishmael Harrison

Best overall performer - Maungo Molaodi

Another surprise for the day which users were not aware of was that every CRMS user in the station was awarded an award in recognition of their immense contribution to CRMS utilization which even helped them to be ranked as a top station since the inception of the gauging exercise. These certificates were awarded on the basis that it took the 'whole village' to make CRMS a success in their station. In addition to the above officers the following were also awarded these certificates of appreciation:

- Moyakgotleng Moporota
- Prince King
- Phatsimo Moaisi
- Disang Brown
- Warona Molebalwa
- Tshepiso Keitumetse
- Boingotlo Lentshitswe
- Lizzy Mphoeng
- Julia Kolobe
- Baliki Montsho

After the awards, the Performance Improvement coordinator Mr. Monageng gave the gathering a glimpse of what triggered this award ceremony. He highlighted that it was a concept that

was originally motivated by a previous PIC who was called Ms. Maselesele back in 2007 but never materialized. At the time, there was a general feeling that service delivery within the public service was not encouraging. At the same time government employees were not motivated hence the need to come up with a strategy that would motivate them and in the process improve service delivery. He was impressed that Maun Court was the first station in AOJ to come up with such an initiative and make it a reality.

Mr. Monageng then went further to substantiate that indeed service delivery and productivity was something that Maun has successfully managed to reach. He stated that when the gauging exercise was done, Maun always emerged as the least performing station and the head of station was always summoned to the headquarters to account for poor CRMS usage. He was now happy that today it is a different story as the station is now topping all stations. The following accounted for the station being ranked as number 1 (refer to the gauging report for more information):

- No open scanning batches,
- No open events,
- No missing parties,
- An insignificant scanning backlog which stood at 0.002%.

He concluded his address by congratulating the station for a job well done and challenged the station to break the record by retaining the number 1 title 3 times in a row which would mean they keep the floating trophy forever. His worship Foroma gave a vote of thanks by thanking the stakeholders for attending, the organizers and leadership of the Chief Magistrate for winning them the crown.

COURT RECORDS MANAGEMENT SYSTEM (CRMS) - COURT CONNECT



Administration of Justice
Justice For All

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Francistown High Court
Francistown High Court - Front View

Upcoming Court Schedule - High Courts

Date	Case name	Location
29-01-2013	Joiba Investments v. Ideal Enterprises	Francistown
29-01-2013	Sefalana Cash and Carry v. I Poloko	Francistown
29-01-2013	P Moletsane v. I Moletsane	Gaborone
29-01-2013	Nicholas Plant Hire v. Ideal Enterprises	Francistown
29-01-2013	Advanced Marketing v. Ron's Fresh Produce	Francistown
29-01-2013	Sef Cash & Carry v. M Magare t/a Pure Drop Rest	Francistown
29-01-2013	S Gaothuse v. B Gaothuse	Francistown
30-01-2013	K Mokgosi v. State	Gaborone
10-01-2013	Pitso I Ata I Sathine	Inhase

Upcoming Next of Kin Meetings

Name of Deceased	Estate Number	Date of Meeting
Simon Tautsile Thong	000003/12	29 Jan 2013 - 11:00am
Baletanye Waleboa	000119/12	31 Jan 2013 - 9:00am
Isaac Shoba Keenytse	000004/12	31 Jan 2013 - 11:00am
Dorcas Choemera	000005/12	5 Feb 2013 - 9:00am
Peter Mbengwa	000006/12	5 Feb 2013 - 11:00am
Troyamadimo Kedikilwe	000011/12	21 Feb 2013 - 11:00am

[Click here for a full Next of Kin Meetings Schedule](#)

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Home page (AOJ website)

By Monageng Monageng

The Administration of Justice has over the years implemented CRMS as an internal computerisation program intended among others to facilitate speedy disposal of cases. The scope of the computerisation program has now been broadened to provide members of public with a window through which they can now have limited and restricted access to our system in what we commonly refer to as court connect.

The first phase of opening up system usage to members of public was through the introduction of the public kiosk and display screen whose functionality has been covered elsewhere in our previous editions of the newsletter. We have broadened this by now linking the CRMS system with our recently developed website. The website which is now live and can be accessed through the link www.justice.gov.bw was pre-launched by the UB Computer Science Department at the Judicial Conference at Palapye in October 2012. The website pulls all case related information e.g court schedules which is one of the major features in the website from our CRMS application. The website is due to be launched to members of the legal fraternity and members of public during the Opening of the

Legal Year on the 5th February 2013. This means that litigants or members of the public can search for court schedules and or case related information from the comfort of their homes/offices or cellphones provided they have access to the internet. This will reduce the need for physical movement to the courts as an when information is required thereby improving service delivery. The linking of the website and CRMS will complete the first phase of CRMS implementation which entail rolling out the system to stations and introducing Court Connect which is now fully in place with the kiosks and website.

Preparations for the next phase of CRMS or CRMS phase II have commenced. The major feature in this phase is the proposed introduction of e-filing which is anticipated to be operational in 2016. Readers will be kept abreast with the latest development on this phase in the coming issues of the newsletter. This initiative (CRMS phase II) is also in line with the government strategy of e-governance in which government agencies are expected to identify and automate services which can be provided on-line. All these enhancements to our system also support our overall vision of "Access to Justice for All by 2016". It is however worth noting that these enhancements to our system call upon supervisors to be more vigilant with quality assurance so as to protect the image and reputation of the Judiciary.

Gauging Of Stations

By Galaletsang Dintsi

In the week of 29th October - 2nd of November 2012, part of the CIMS team intensively gauged all implemented sites in the quality of their CRMS. The exercise concentrated on assessing the quality of the data entered from Go-Live to 30 September 2012.

In assessing stations the team used a tool that looked into the below mentioned 9 factors;

- **Data Entry Standards-** By the use of all register books and CDRLCAS(List of cases filed),the team checked for correct use of upper and lower case, correct spacing and correct entering of the description of a case.
- **Entering Parties-** through the use of all register books we checked if parties are filed, correct use of party types and if demographics of parties are entered
- **Docketing-** Through the use of CDRNDOCK (report that will show cases that have been filed without dockets) we checked if dockets are filed. We also used register books and returns to check if docket text has been filed
- **Open events and correct use of closing dockets-** Using CSROEVNT we checked how many events are still open and if correct closing dockets are used in all returns.
- **Barcode creation but no dockets scanned-** Using CDRDNSCAN we checked how many dockets have barcodes even though they have not been scanned
- **Dockets not scanned-** To check how many filed dockets have not been scanned we used the report CDRSCSTAT
- **Batches not closed-** Through CRDBATCH we were able to check how many batches have not been closed and for how long it has stayed open
- **Adding Charges, pleas, dispositions and sentences-** For criminal cases we used all criminal returns and register books to check if charges, Pleas, dispositions and sentences are entered correctly.
- **Is File-tracking functionality used?-** In determining if file tracking functionality is used CDRFTUSG, CDRFTSTAT and CDRFTEXP were used

Allow me to once again reiterate the objective of gauging; this exercise just like other endeavors that we are undertaking is meant to encourage and motivate users to adhere to correct data entry standards. As always there have been quite a few surprises where courts have improved their ratings quite dramatically. Overall it was a good six months as most courts have done well. Hereunder are the results;

CRMS USAGE RANKINGS

Position	Station	Mark	COMMENTS
1	Maun Magistrate Court	87.9%	<i>In the last gauging exercise Maun garnered a good 75% and instantly attaining position 2. In the previous exercise, September 2011 Maun had been at position 16. The last gauging exercise saw Maun earn two accolades; certificate of meritocracy for position 2 and a certificate for the most improved court. Now they have just broken another record, having attained position 1, a feat that has never been achieved by the big stations and most importantly at the highest mark that has never been garnered by any number 1. The record-breaker that Maun Magistrate court is becoming famous for is indeed a phenomenal achievement. What can we say 0 open batches, scanning backlog at low 0.02%, 0 open events, no cases filed without dockets, no cases missing parties. One word; IMPECCABLE!</i>
2	Tsabong Magistrate Court	83.2%	<i>This is a good position for a court that did not have network for a period exceeding three months. The former two consecutive times champions have run a good race indeed. This is how their CRMS looked at the time of gauging; 4 criminal cases did not have pleas and sentences, 6 maintenance cases did not have magistrates comments, 1 civil case did not have docket text and scanning backlog stood at 8%.</i>
3	Mochudi Magistrate Court	82.4%	<i>This is a constant in the top five, and that can be commended. However they are urged to give it one last push as we truly believe they are one of the strongest contenders for position 1. Their scanning backlog stood at 14%, 8 cases missing pleas, 4 missing sentences, 9 open events, 10 cases filed with no dockets and a few incorrect data entry standards across case types were noticed.</i>

4	Jwaneng Magistrate Court	79.6%	The competition is becoming too tough so much so that a good mark like what Jwaneng has got is not just enough. Also a former consecutive champion, Jwaneng has relegated to position 4. This is why; there were 11 open events, 2 cases filed with no dockets, 22 cases missing sentences, 2 cases missing charges, 3 civil cases missing parties and scanning backlog stood at 3%.
5	Lobatse Magistrate Court	79.4%	This time the most improved court in CRMS usage is definitely; LOBATSE MAGISTRATE COURT!!! We are happy for them this is no small feat. From their previous mark of a fair 63.8%, to an above average of 79.4%, this is quite big!! Lobatse like Maun have in the past fallen in the last seven stations which deserve urgent attention. These are the courts which are then visited by a high powered delegation in an effort to remedy the situation. It seems the efforts are finally paying off as the two courts do no longer fall in those precarious positions. Their scanning backlog stood at a good 4.4%, 2 cases missed charges, 28 open events and 32 cases did not have dockets. Their data entry standards were quite impressive; no text missing and no missing parties.
6	Mahalapye Magistrate Court	72.9%	From the last gauging this station has moved one step up and has gained a cool 3.9% as compared to the previous results. With Mahalapye we commend them for their impressive data entry standards, no open events, no open batches. However they can still improve in their criminal cases; 1 plea missing, 55 cases missing sentences, scanning backlog stood at 20% and 15 cases missing dockets.
7	Palapye Magistrate Court	71.7%	Palapye has redeemed itself, and it has now garnered a good 71.7% from a disappointing 56.2% from the last gauging exercise. However Palapye is famed for pendulum tendencies and they are that urged to discard this inconsistency. Why are we saying this? This is how they have fared in the past gauging exercises; In September 2010, it had garnered 74%, in March 2011 it was 64%, September 2011 it was and in March 2012 it was 56.2%. What contributed to this improvement? Compared to the 26 open events that they had in September 2010, they now had 34 open events. With a scanning backlog of 22% in September 2010, it is disappointing how in March the backlog stood at 36%. Even their data entry standards have gone down instead of up, and that is what cost them their 10%.
8	Lethakane Magistrate Court	70.5%	Once again, the competition was fierce; hence courts that did not improve were overtaken by the ones that did improve. This court though it is at position 8 from position 4 of last gauging exercise only dropped by a paltry 0.5%. All is not lost, this is still a good mark, but the users are urged to work on their criminal cases which 50 of them missed pleas, 21 missing sentences. Let me also emphasize once more that struck off is a final order. This is also common as matters that have been struck off were closed as pending when in fact they are final.
9	Molepolole Magistrate Court	67.9%	This court lost a mere 1.8% from the last gauging exercise and that drop has cost it greatly as the court has fallen three places. The main problem is with criminal cases; 12 cases missed charges, 54 missed pleas, 2 missed party statuses, 4 missed sentences. Scanning backlog could also improve; it stood at 30% which is on the fence. The data entry standards are however impressive.
10	Lobatse High Court	67.4%	This court has moved one step up and gained a whopping 9.4%. However with this court. What they need to do is deal with the open events from go-live which one area that always works against any improvement they make. At the time of gauging there were 902 open events.
11	Francistown High Court	65.2%	Compared to the March 2012 results where this court had garnered 52% and was at position 14 this time it has improved. However there is a lot that can be improved on. For example; there were 5623 dockets without barcodes, and overall scanning backlog stood at 42%, 50 open events, 121 cases with no dockets filed, criminal cases missed pleas, sentences and the use of cross-referencing functionality has been completely ignored.
12	Kasane Magistrate Court	65.1%	A noticeable improvement from the last gauging but for a court of its size it can sure do better than this. As shown in our last issue, Kasane falls in Cluster 'A' of courts with the smallest caseload (registering between 900-1000 cases per year). Like most courts; its criminal cases are not updated. One cannot help but notice that almost in every court this function has been completely ignored by the bench-clerks. For example; 33 cases are missing pleas and sentences. However its scanning backlog is better at only 10%.
13	Selibe-Phikwe Magistrate Court	63.1%	This court is also fond of 'pendulum swings', in one exercise we are singing its praises in the next they have dropped. This time around it has dropped 4 places down. What went wrong; scanning backlog of 33%, data entry standards not impressive, 61 cases with no dockets filed and criminal cases are bad with over 100 cases missing pleas, 13 charges omitted and 102 cases missing sentences. One can deduce that it is the criminal cases that need attention and the bench clerks are advised to up their game.

14	Village Magistrate Court	58.2%	<i>The Gaborone courts most specifically, Village and Extension II are so entwined that a problem in one court affect the other two courts. Let me explain further; though Village court is the main court in the sense that the Chief magistrate actually sits there, there are only 2 other magistrates with seven other magistrates sitting at Extension II which is supposedly the smaller court. Then what happens is that cases registered at Village and carrying the VL code are then presided over by magistrates sitting at Extension II. This only happens for maintenance and miscellaneous applications, and civil cases that were registered in the years before 2012. Hence what has been happening is that during gauging we will only concern ourselves with location codes not where the magistrates is sitting. However in 2012 after meetings with the Village and Extension II management we decided to now consider where the magistrate is actually sitting regardless of the location code that the cases bear. This is why now Village has a better mark than the other times, when we assessed we concerned ourselves with the three magistrates that sit in Village as of September 2012. The main thing is that Village still needs to improve a lot; with 422 open events for the three magistrates, 120 cases missing pleas and a huge scanning backlog of 70%.</i>
15	Broadhurst Magistrate Court	52.4%	<i>This court has improved in position and average mark as compared to the last gauging. We cannot however sing praises as yet as they can still improve more. Its scanning backlog stood at 57%, 14 open batches are open which is inexcusable, data entry standards are ignored, 146 cases with no dockets and 1375 open events.</i>
16	Francistown Magistrate Court	51.8%	<i>In 2009, this was one of our best courts ever in ACS. It pleased us that a court of its sheer size could outperform smaller courts. Its disintegration is a matter of concern? What is it that can revive the great court? As of March there were 22 civil cases that had no parties filed, 148 cases with no dockets filed, 74% scanning backlog and criminal was in shambles with most cases missing pleas, sentences and charges.</i>
17	Ghanzi Magistrate Court	40.9%	<i>This court is manageable in terms of caseload as it falls in category A with the likes of Tšabong, Kasane of courts with the smallest workload. However it continually does not impress in CRMS work. Its scanning backlog stood at a disappointing 57%, their data entry standards are also not impressive, which attests that the supervisory quality assurance function has been ignored.</i>
18	Extension Two Magistrate Court	40%	<i>One would definitely ask how it is possible for a court that has always fared averagely to lose these much points. The answer is simple, this time the Gaborone courts were looked into differently, that is instead of using location EX as the determining factor. We also went further to assess caseload according to where the magistrate is actually sitting. A magistrate for example in Extension II court will have cases that bear VL, EX and BR but before we only looked at her cases that were EX and attributed her VL and BR cases to the courts. After several meetings with the Gaborone courts it was devised as the best methods as Village more especially cried foul regarding our form of assessing where only the location code was considered and disregarding where the magistrate is really sitting. This is the only court where the data entry standards are really bad. Users commit all kinds of errors; wrong entering of company names, use of wrong case, do not space correctly and 38 cases were missing parties. 87 cases did not have any dockets filed, 55 cases did not have a cause of action filed. The criminal cases were really bad with; 84 cases missing sentences, 92 missing pleas and 17 missing charges.</i>

Key Observations Made;

- Correct way of entering acronyms is not adhered to. There is no space between letters of acronyms e.g. FNB (Pty) Ltd, CEDA (Pty) Ltd, KBL (Pty) Ltd (those are the correct standards of entering acronyms)
- There exist many cases that have no dockets filed (**CDRNDOCK**). Please go into the report and pull the cases and correct the problem
- Stations have ignored to correct mistakes of the past, there are events that though final have been closed with pending dockets e.g. ORDR. Please change the closing dockets at **CDACDDK**
- All matters that have been scheduled in error as status should be corrected. Please delete the Docket **SCERR** at **CDACDDK**. This will open the event. Go to **CSARSCH** and delete the event that scheduled in error.
- File-tracking under-utilized
- The scanning module regrettably is still one of the most ignored modules. Stations like Village, Broadhurst and Francistown Magistrate are encouraged to improve their scanning
- Most of the courts have neglected their Criminal cases which says bench clerks have ignored their CRMS function
- Supervisors do not perform their supervisory function if we can still have simple data entry errors that stay uncorrected



Ms Dintsi and Ms Banantwa of Kanye Magistrate Court during the Go-Live session

Newly Implemented sites - Hukuntsi, Kanye and Masunga Magistrates Courts

By Galaletsang Dintsi, Badisa Ntefo & Kerapetse Kebotse

In 2012, we are proud of the fact that three more stations were implemented bringing the total number of CRMS-live courts to 21, a feat that is worth celebrating as a worthy achievement. As customary before training commenced the three stations were prepared technically and functionally. That is the IT department ensured that the stations were networked and that the infrastructure was well in place and functioning; computers, scanners and printers. The functional team carried out what it is called the functional site preparation which involves ensuring that correct records management standards are adhered to. In Kanye and Masunga, temporary data capture clerks were engaged to assist in capturing dockets.

Pre-Implementation Change Management

Also to mentally prepare users for the change, CIMS also carried out change management sessions in all the three stations. The first batch of change management was carried out before training. These sessions were held in three different locations on three different dates; Kanye it was on the 17th of August, Masunga the 20th and Hukuntsi on the 23rd of August 2012. During the 1st session, a hired video was watched in all the three courts. This video depicted how tigers in captivity adapted to change when they were now introduced to the wilderness. The crux of the video was that change will not be easy but

with determination it is possible. Staff saw the tiger living in a cage being fed and taken care of, and then it was taken out of the cage and introduced to the wild, where it was taught to fend for itself, which was not easy but later learnt and perfected hunting of even the big game. Successful adaptation to change is as crucial within an organization as it is in the natural world. Just like plants and animals, organizations and the individuals in them inevitably encounter changing conditions that they are powerless to control. The more effectively you deal with change, the more likely you are to thrive.

In Masunga the team was warmly welcomed by the Senior Magistrate, His Worship Makofi who told the team that they have been eagerly waiting for CRMS and implored upon his staff that to be able to adapt to this change they must be a functioning and coherent team. During questions and comments, the staff of Masunga expressed their excitement over the fact that they too are joining the rest of the other Administration of Justice users. The Court Bailiff, Mr Swereki felt it will be even more exciting if the bailiffs could be trained right from registration as they too will eventually merge with Clerks of Court. His sentiments were echoed by his brethren Mr David Khunwane in Kanye magistrate court during their change management session. Mr Dubani however lamented on the shortage of computers and the slowness of the system. He alluded that out of four

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Newly Implemented sites

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computers at the civil registry only two were working at that time.

CRMS training for the three sites

Training started on the 27th of August and ended on the 25th September 2012. Since it was their first training users were trained on all modules. The Clerks of Courts and Bench Clerks were taught; registering cases, filing pleadings, scheduling matters for hearing, printing out notices, closing of open events, scanning and criminal dispositions. The Court Reporters, Secretaries and Typists were trained on; printing out notices, closing of open events and reports. The Court Bailiffs were taught the service document module; that is how they can generate ids for the letters they are to serve and how to show that they have attempted or served the letters. The Magistrates were also taught on the basics of almost all modules to enable them to better supervise.

Pre-Go-live Change management

The second batch of change management was held on the eve of go-live simultaneously in all three courts. In Kanye, the CIMS head, Ms Otladisa asked Kanye to start on a high note as in the next gauging, March 2013; their station will be gauged with other CRMS implemented sites. She emphasised that failure is not an option as it will also mean we too have failed at CIMS. The users were told that, work will initially increase as they are

still learning the new tool but will get better as they become comfortable in usage. The Principal Magistrate Mrs Phosa expressed her happiness on joining other courts in the use of CRMS. She stated that Kanye is ready for CRMS as they do not want to be left behind.

In Masunga it was no different, the mood was exhilarating. In his opening remarks, His Worship Mr Makofi emphasised that he believed that CRMS is the best tool for carrying us through the endeavour of delivering our mandate as a department. He stressed that from training he realised that when using CRMS we should be able to provide accurate and timely information about our cases at the press of a button to anyone anywhere, including the Registrar or any Magistrate in the country. Common problems like misplaced or missing files, loss of files and catastrophes like the Mahalapye case would be arrested and readily managed through CRMS. In his conclusion he made it clear that the CRMS tool has been very costly. As such that expense must not be allowed to go up in smoke. Therefore we are enjoined to make it work such that the communities we serve derive optimum value.

Mr. Monageng Monageng then delivered the change management item. He dwelt much on the need to adapt to new working methods as the system is here to stay. He emphasized that with the inception of the system, performance of an individual and station will be judged based on the work that they do in the system therefore there is a need to include CRMS based



Masunga Magistrates Court Staff

objectives and generics on the individual performance contracts. He further talked of the gauging of stations as another method of judging performance for all the implemented stations across AOJ and the best performing stations are rewarded for their efforts. There is a floating trophy which is usually awarded to the position 1 station and the 2nd and 3rd runner up are given certificates of appreciation. He stated that other strategies put in place to encourage good usage is The CRMS User's conference and the CIMS Newsletter. These were mainly designed to bridge the gap between the CRMS Users and the CIMS team.

The process mapping and Data entry standards was facilitated by Ms Kebotse. This was mainly discussions on what is to be captured on the system and quality assurance procedures to be put in place after Go Live. Ms Kebotse informed the station that it is essential that the data entry standards are adhered to. Data entry standards, Quality assurance forms and Common ID's for parties/ lawyers leaflets were discussed and distributed to all sections. Members of staff were also reminded on the procedure of logging on to the CRMS homepage using their system generated usernames and passwords.

The System Analyst, Mr. Michael Pedzani touched on the issue of usernames and passwords. He cautioned members of the staff to ensure that their system generated passwords remain private and only known to them just like the Personal Identification Number (PIN). He further advised officers to always differentiate their passwords; they should not confuse the ICT passwords with the CRMS one. He then advised the staff on taking care of the computer workstations in order for them to perform optimally.

Lastly Mr. Monageng informed the officers that onsite support will be provided for 2 weeks. The CRMS helpdesk was mentioned as one of the platforms of support, users were advised to utilize the centre by logging on their calls. It is then that they were assured that they will get assistance since the Helpdesk is very responsive. Site visits were also mentioned as a measure of support, it was highlighted that it is conducted once in three months. This is where CIMS expert visits a station, conducts interactive quality assurance with the officers, carry out refresher trainings, assess and monitor the system usage and resolves CRMS related queries on site. Last but not least he touched on the issue of quality assurance officers dedicated to assisting stations. He further pointed out that Masunga will be assisted by a CIMS representative based in Francistown Magistrates Court and all CRMS queries should be forwarded to her office.

Go-Live

The three courts; Hukuntsi, Kanye and Masunga Magistrate Courts went live simultaneously. Despite pre-implementation challenges at the stations, rolling out of the system was a success.

In Hukuntsi, Mr Badisa Ntefo the functional expert who was attached to Tsabong described the mood as that of high expectations. Fortunately for Hukuntsi Court, majority of staff had used CRMS before, from their previous stations. The ball started rolling very slowly because cases were not coming in as one would have expected and this made CRMS to lack that sparkle, due to the long period of waiting for the new files to be registered. The caseload on its own explains that this is not a



Principal Magistrate for Kanye, Her Worship Ms Phosa during the Go-live session

busy station and born in 2010, it is only two years old, to say the least as illustrated below.

Hukuntsi Caseload

Case Type/Year	2011	2012	Total
Criminal	110	95	205
Maintenance	90	40	130
Civil Cases	40	37	77
Miscellaneous Applications	3	-	3

This information was compiled a week before Go-Live and case back-capturing is still on-going.

The Go-live session in Masunga was too not busy as the court itself is not too busy in terms of the amount of litigation it receives per day. On the date only 3 cases were registered, 2 for criminal and 1 for civil.

Subject Matter expert Support

All three stations were supported for two weeks, Masunga by Ms Kerapetse Kebotse, Hukuntsi by Mr Badisa Ntefo and Kanye by Ms Neo Marathe. The support is a hand-holding exercise that required the subject matter experts to sit with individual users to find out where they are lacking so as to augment. It must also be noted that all three stations had bandwidth problems which meant that capturing was slow.

In Masunga for example which was the slowest, during the first week of the implementation a number of reports were lagging behind because a lot of information was not in the system.



**Lobatse
Magistrate
Court Staff**

Success Story- LOBATSE MAGISTRATE COURT

By Badisa Ntefo

“This court has a history of fluctuating when it comes to system (CRMS) usage. I would like to encourage them to keep up the good work and continue to use the system and maintain steadiness in usage”. This was said by the Chief Magistrate, His Worship Mr. Mathaka on his welcome remarks during the presentation for the **‘Most Improved Station in System usage’** which had been awarded to his station for the gauging period of April 2012 to September 2012.

Lobatse Magistrate Court garnered an impressive **79.4%** from the last gauging period of April 2012 to September 2012, **15.6%** more than the gauging period preceding the former which was **63.8%**. In addition to that they have moved four (4) positions upwards from **position 9 to position 5** on the gauging periods of October 2011 to March 2012 and April 2012 to September 2012 respectively.

CIMS and management considered it fitting to show their appreciation for a job well done by this station on system usage and award presentation was held on the 20th December 2012 at Lobatse Magistrate Court premises. CRMS Project Implementation Manager Mr. Monageng was present to grace the occasion and during his presentation on the purpose of the award and word of encouragement he challenged staff to continue working even harder just like Maun Magistrate Court who were also awarded the same award in the gauging period of October 2011 to March 2012 and are now the title holders. He also touched on the importance of Quality Assurance in order to have correct and up to date data because it will soon be published in AOJ website which is now live and readily available to public.

The presentation that was pertinent for the day was conducted by Mrs. Dintsi of CIMS and it was on how station performed or what they had done to reach this impressive mark. Part of

the presentation was to identify areas that require intensification on system usage. Mrs Dintsi underlined the tools that were used as **Quality assurance reports, Gauging template and Site visit reports**. She applauded them on the effect that they have satisfied most of the standards that were used to gauge stations inter-alia Data Entry Standards, Entering Parties, Docketing, Open events and correct use of closing dockets.

The million Pula question is **‘what has contributed to this success?’**

- Overall scanning backlog stood at 4.4%.
- Impressive data entry standards.
- No missing parties.
- No open batches.
- Use correct closing dockets.

Even though the performance was impressive, there are still areas that need to be intensified in system usage and some of these areas that call for urgent attention and were identified at the time of gauging include:

- 28 open events.
- 20 cases with missing sentences and 2 missing charges.
- 32 cases with no dockets filed as compared to 166 identified during the gauging period of October 2011 to March 2012.
- Few cases did not have docket text.
- File tracking is not sufficiently utilized.
- SUC minutes and Quality Assurance Logs are not sent to CIMS.

Consistency in system usage is very important. Receiving an award of any form does not mean that all is rosy. The most important aspect is team-work as it can win you a lot of awards. This is a challenge to Lobatse Magistrate Court and all other courts that are still inside the tunnel and have not yet seen the light, that only team work will make them see the light and perform as expected. Let us start 2013 better motivated and improve on our system usage.

Tsabong Magistrate Court surviving the odds

By Wame King

Technology is a component of globalization that has transformed the face of the Administration of Justice since late 2005. The advent of Court Records Management System (CRMS) in the department in the legal division has brought more advantages than disadvantages. For example, with CRMS in place now, a customer can be assisted at the press of a button where ever he is. Nevertheless one major challenge has been network issues especially in remote sites. Tsabong is one station that has suffered lack of connectivity which spanned into two months but defied the odds by being amongst the top performers in CRMS.

Although the station suffered connectivity during the April – September 2012 gauging exercise, which costed them the title but they however managed to attain second position for that period. On this day, the 14th of January 2013, a delegation comprising of Mr. Badisa Ntefo and Ms. Wame King was sent on an assignment to this Court on behalf of the Registrar and the CIMS team to give the station the 2nd position certificate award for meritorious work at a luncheon that was hosted to them.

Mr. Mogamisi was the director of ceremonies. The 2 delegate team was welcomed by the Head of station His Worship Mr. Sibanda who expressed his sincere gratitude for the homage visit which he stated they were all grateful for. This was followed by the purpose of the meeting where Ms. King stated that they stood on behalf of the registrar to award the meritorious certificate. In the keynote she started by congratulating the



Ms Wame King with Magistrates Mr Raphael (left) and Mr Sibanda (right) of Tsabong Magistrate Court

station for having scooped the second position despite the challenge (network disruption) they faced. This according to her was a testimony that the station was committed to making CRMS work regardless of the obstacles and emphasized that they could have chosen to sit on their laurels but they did not as they triumphed through it all and did not come up with excuses. She further stated that for them to have been awarded position 2 was indeed a win. It was also highlighted that the station has been very consistent since the history of the gauging exercise in that the first time they scored 73% followed by 75.4%, after that 81% then another 81% then finally 83.2%. She encouraged the station to take pride in the fact that even though they had lost the title to Maun Magistrate Court their overall mark had increased with 2.8% as compared to the last gauging which shows that there was still room to improve and possibly get the title back if they continued with their hard work ethic. The address was concluded by encouraging the station to keep the fire burning with realization that the title is a well sought after one and challenged them to work hard as Maun Magistrate court had vowed that they will retain the title at least 3 times before they can let it go.

As a way of giving feedback to the station on how they performed Mr. Badisa Ntefo followed with a presentation to show them what accounted for their gain and loss. He started by refreshing them on the gauging tool which was used to gauge them. The



His Worship Mr Sibanda displaying the runner-up certificate that was awarded to Tsabong Court

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Newly Implemented sites

from page 11

The data capture clerks were no longer engaged in assisting to capture cases; this on the other hand affected the data capture negatively.

During the second week of support in Masunga, it must be highlighted that registry clerks started scheduling cases, court rolls were produced and court reporters started using the on demand printing module. On the other hand officers were given refresher training on the scanning module. By the end of support the scanning function was fully operational at Masunga court. The system utilization committee was also started. It was highlighted that the committee is mandated to monitor the system usage, drive the implementation and evaluate the station progress by pointing out as well as rectifying shortcomings. The committee was cautioned against allowing work to accumulate saying that would spell disaster for the station's noble efforts, as such they ought to strive to make time for working on CRMS and regularly update their records. In her closing remarks the CIMS support

personnel urged Masunga staff members to strive for team work to realize success.

In Kanye the team which comprised of Ms Marathe, Mr Robert Mogotsi and Ms Dintsi also set up the System utilisation committee. As a way of imparting what really goes on the team, Ms Dintsi chaired and conducted the first meeting to give the Kanye team a chance to learn.

In Hukuntsi, the maiden SUC meeting was organized and chaired by CIMS delegation who were rolling out CRMS and the idea behind was to set up a committee for the station and also demonstrating to the staff how meetings of that nature are conducted. CIMS informed staff that the main role of the committee is to discuss all issues related to CRMS and escalate the ones they cannot solve to CIMS.

Let us welcome the new-comers on board. Terry Paulson, the author of **Paulson on Change**, advises that: **"It's easiest to ride a horse in the direction it is going."** In other words, don't struggle against change; learn to use it to your advantage.

Tsabong Magistrate Court



Tsabong Magistrate Court staff during the session

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gauging team discovered the following as their strengths:

- impressive data entry standards
- No missing parties
- no open batches
- correct closing dockets
- file tracking fairly used
- no cases filed without dockets

The following were highlighted as areas that needed improvement:

- scanning docket backlog had increased from 7.6% to 12%
- the need to update pleas
- docket text was not utilized in some instances and some

missing magistrate's comments

At the end of the presentation Mr. Ntefo posed a question as to what kind of sustainable strategies could be implemented to assist them

Presentation of certificates was done by Ms. King on behalf of the Registrar and the certificate was received by his Worship Mr. Sibanda and Mr. Raphael. His worship Raphael concluded the session by giving the vote of thanks. In his speech, he stated that although it was bad news that they were stripped of their title by Maun they were happy that they were shown their weak points and the fact that an acknowledgement was made of the network issues, he stated that they were ready to improve in the next leg and that Maun should be ready to hand over what belongs to Tsabong. The day was ended by lunch. We salute the station for their win and wish them the best in the next gauging exercise.

Excerpts from Judge Moroka's presentation during the 2012 Judicial Conference

Introduction

The Information age

Is characterised by the capitalization on computer usage to store retrieve and manipulate data. This is a period where individuals are able to access, use and transfer and store information easily and rapidly within a short space of time. This is within the electronic age. The electronic age is an enabler of the information age.

Information society

An information society is a society where the creation, distribution, uses, integration and manipulation of information is a significant economic, political and cultural activity. The aim of an information society is to gain competitive advantage at an institutional and national level by using information technology in a creative and productive way. For instance, the less paper an organisation uses the more money it saves and the more sustainable it is. Electronic transmitted information is faster and cheaper than hard copy transmission. The use of an email is cheaper and faster than sending a hard copy of a document.

Information intensive organisations

Organizations such as judiciaries **are service providers and therefore information intensive**. The search, usage, transmission and storage, and use of information is the heartbeat of judicial service provision. The judiciary must therefore find ways of faster access, storage and transmission of information. Speed, space and time are critical to delivery of justice.

The judiciary must therefore take advantage of existing information technologies so as to enhance its capacity to deliver justice faster and improve on the quality of its decision making processes.

Available technologies - (Bolded - available in AOJ or are due to be piloted in the near future)

AOJ-Website

E-laws

Skype

Face book –social networks

Twitter – feedback from stake holders

Internet

Computerised Record Management Systems – CRMS

Electronic filing



Judge Moroka

E books-electronic research materials

Handwriting recognition software HWR- **Optical character recognition**

Real time recording of proceedings

Video conferencing

Judgment Depository data base

Electronic library services/ Westlaw/ Nexis-lexus, jutastat

Electronic Archive module

Administration of justice website

All contemporary judiciaries have a website. What is a website?

Definition

A website is a set of related web pages or an electronic site containing organizationally relevant electronic information which speak to the world about the nature of the organisation, what it exists to do and its core values and functions.

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Excerpts from Judge Moroka's presentation

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A website may contain information in text, audio, video, images etc. A website is hosted on a web server. The website is then accessible via internet through an address known as **Uniform Resource Locator. URL** known as a **web address**.

All publicly accessible websites collectively constitute a world Wide Web hence the abbreviation- **www dot this or that**.

The web page accessibility depends on the formatting instructions. These may come in the form of **Hypertext Transfer Protocol {HTTP}** to provide security and privacy for the user of the webpage content.

A webpage may contain information from other websites with **suitable mark up anchors**. For ease of access to information the AOJ would have to be linked up with or incorporate elements of other website with similar content.

The user accesses the website either through hyperlinks from other sites or through the **Home Page**.

Some web pages require a subscription to access some or all of their contents. The AOJ website would have to permit free access to users.

Advantages of a website

The website serves as an electronic front desk for the organisation. It permits customers access to information about the organisation.

The AOJ is set to launch its own website in the course of this conference.

Computerised Record Management Systems (CRMS)

This is where we currently are. The Administration of Justice adopted computerised record management systems in the year 2005. The system has been rolled out to nearly all courts in the administration of justice. As we speak the following courts have gone live;

- Lobatse High court
- Francistown High Court
- Gaborone High Court
- Tsabong Magistrate Court
- Hukunsi Magistrate Court
- Jwaneng magistrate Court
- Kanye Magistrate Court
- Lobatse Magistrate Court
- Guardian Fund and Estate Gaborone and Francistown

- Gaborone Courts All 3 and Ramotswa satellite Court
- Molepolole Magistrates Court
- Mochudi magistrates Court
- Mahalapye Magistrates Court
- Palapye Magistrate Court
- Selibe Phikwe Magistrates Courts
- Francistown Magistrates Court
- Letlhakane Magistrates Court
- Maun Magistrates Court
- Kasane Magistrates Courts

The AOJ has moved a step further by enabling customers and stake holders to access our system through the public kiosk and the display screens. A customer may through posting a query into the kiosk access case related information such as case status, when and where and who is presiding over their case.

Of the two the **display screens** seems to be of immediate benefits to customer as it constantly displays case information for all Lobatse and Gaborone based judges.

The kiosk has owing to lack of sufficient information about its use and benefits by stakeholders so far been of limited usage by the customers. There is therefore urgent need for the marketing of this valuable tool to all our stakeholders.

It is critical to note that the reliability of the information displayed both in the display screen and the kiosk depends entirely on the information deposited into the CRMS. That is why it is critical that events be closed and case information continuously and timely be updated.

That is why it is critical that all judges and magistrate permit time to their team members to close events and post relevant updates into the system.

The judges and magistrates must be active participants in the process by accessing the system and ensuring that updates are abreast.

Advantages of CRMS

For judicial service delivery, speed of decision making, accuracy of information, quick transmission and traceability of records are essential. **I trust that when I speak to you of the virtues of a computerised management system I am preaching to the converted.**

CRMS gives the AOJ the following advantages

1. Electronic filing, transmission and storage of documents
2. Infinite storage facilities

3. Reliable traceability of documents
4. Indestructibility of documents
5. Mobile accessibility of document without risk of loss
6. Long distance access to documents
7. Less paper usage
8. Timely accessibility
9. Accuracy of records
10. Saves financial resources

Of immediate benefit to all judges and magistrates are the following;

- Judge access to magistrates court record and orders online
- **Judges and magistrates electronic calendar-** The judge/magistrate on a daily basis schedules his/her cases and in turn the clerk diarises the case in the system. When the judge/ magistrate now wishes to know what case is scheduled on what day, all he/she does is to access his electronic calendar/diary and bingo there lies his/her diary.
- **This automatically creates a roll**
- The judge does not function on an adhoc basis- The judge would know his roll well in advance
- The judge is also able to tell if parties have filed the processes he/she had directed
- There is therefore no need for physical carrying documents
- A judge/magistrate is able to see all cases pending and decided before him or her. Note that the accuracy of this information depends on the input of the information into the system by the judges/magistrates team members
- A judge / magistrate is able to view the **statistical summary** of cases assigned to him/her and even get more details about each individual case.
- The judge/magistrate is able to know what cases have been allocated to him upon allocation and be able to tell if the case is ripe for Judicial case management.;
- The judge can access customized reports relating to his work; such **as how many cases have been registered before a particular court**; how many are pending judgment; how many are part heard etc. **{case status report}**
- If optimally CRMS can case enhance not only the speed at which we deliver justice it can also enhance the quality of the judgments granted by our courts.
- **Scanning of documents filed permits multiple usage of the same file by different persons;**

- **Avoids adjournment of cases due to absence of hard copy files- in the event the file is not found- the scanned copy is accessed and case proceeds- Ethiopian example judicial officers have access to electronic files during court.**
- **This is an inspirational position**
- **Access to case summaries- enables the printing of all steps and order issued by the court in a particular case.**
- **Reveals and assists judicial officers to prevents double booking of attorneys**

Current challenges

1. Shortage of resources
2. Quality assurance
3. Concurrent usage of both manual and electronic files
4. Slow progress in changing court rules to accommodate ICT
5. Issues of bandwidth
6. Issues of standardization of concepts
7. The deep rooted traditions that are averse to change and embracing of new ideas
8. Lack of buy in by judicial officers
9. Divorcing CRMS from PMS

Conclusion

Botswana's judiciary must appreciate that it is a significant addition to the country's quest to be internationally competitive in the contest to attract foreign direct investment. The judiciary must therefore at all times improve its service delivery time lines.

Information technology is a great enabler to all organisations that wish to be competitive and deliver justice timeously.

The computerised record management system presents a great opportunity to the judiciary to take judicial case management systems to another level. If and when optimally utilized, CRMS will answer most of the problems currently associated with judicial case management system.

The AOJ must evolve into a learning organisation in which a culture of indeterminate growth is cultivated and the quest for knowledge and continuous improvement is the basic definition of the organisation.

I thank you

Lot Moroka

Judges and Registrars'

CRMS TRAINING

By Galaletsang Dintsi

The Lobatse High court judges, newly appointed judges sitting in Gaborone High Court, 1 Francistown High Court Judge, Newly appointed Registrars were trained on CRMS on the 24th and 25th January 2013. Even though most of them, if not all, have been trained on CRMS, however, it was not to the level that they went to in the just ended training. Since the inception of CRMS the judges have preferred a one-on-one kind of training, where one subject matter expert will visit their chambers and show them a few forms.

However, it was in December 2012 that the CIMS team was invited to a meeting in Lobatse High Court by Justice Moroka and The Deputy Registrar Mr Bopa. It was during this meeting that CIMS was invited to come train all judges in a normal classroom setting. CIMS obviously leapt at that chance of being asked to train the judges in our most preferred form-classroom setting.

Hence for two days CIMS trainers imparted to the judges on several modules; from registration up to disposal of cases. It turned out to be one of the most successful sessions that the team has ever conducted.

At the end of training the judges agreed that several changes need to be made for CRMS to succeed. Here are some of the recommendations;

- That the rules be amended to incorporate changes that CRMS has brought, for example parties to bring omang when asking for assistance just like in any government office



Trainees had the opportunity to see scanning at the civil registry

- That the list of plea types in CRMS are not exhaustive and asked that we sit with the legal division to incorporate all
- That the CIMS team should provide periodic status reports to each judge about his/her cases starting with the Lobatse High Court judges

Most importantly the judges promised to assist in different forums to improve usage and acceptability.



Trainees listening attentively

Ask the GURU

CLOSING BATCHES

I have closed my batch after processing was done but it still appears as not closed. Why is that so? Hope Kasane, March 2011

- There are two answers to your question. A batch appears after it has been closed if after saving you did not clear the form or if you did not complete the process of closing a batch. Some users usually just click close batch on the navigation frame and do not proceed to also click scanned then save.

DOCKETS APPEARING AS BACKLOG YET SCANNED

I have scanned a docket and it exists on Questys Web Access and I can view the images. Why does the docket still appear as scanning backlog? Thato Lesole, Lobatse High Court, July 2011

- when you can view images of a docket but the system still pulls it as scanning backlog, it means you created more than one barcode for that docket. To resolve this, you must not rescan the docket because this will not change anything. All you have to do is delete the extra barcode/s under that docket that has not been used for processing.

MONTHLY RETURNS

Two of my cases do not appear in my pending criminal monthly returns (CSRMRET) though am sure that they were heard this month. Please help my magistrate refuses to approve my monthly returns. Ramodisa, Village Magistrate Court, March 2009.

- Your Magistrate is right in refusing to approve the returns that do not depict a true picture of what matters were heard before her. The returns use search parameters to pull the information required. For Instance, CSRMRET pulls using a magistrate's ID, location, court type and case type hence you have to carefully choose parameters so that you have chosen the right ones. The most common problem emanates from registration: at CMATT the right case type must be chosen. When registering a criminal case, the case type should be CM and nothing else, if anything other than CM then one will not find those cases when they pull CM returns. The other reason could be that matters were not scheduled on CSAEM7.

NO DOCKETS FILED

Please help, where can I go to see cases that have been registered at the key block but no dockets filed? Maungo, Francistown High Court, March 2011.

The report that you can use is CDRNDOCK and will reveal the user who filed the case on the system and its filing date.

THE USE OF CMADISP

I do not have any open events as I religiously close them after every court session. How come my completed monthly returns do not show all my cases that I know for sure I have closed their open events? Dunah Dipholo, Lobatse High Court, July 2010.

For a case to appear in completed criminal cases, charges should have been disposed at CMADISP. The act of closing open events alone at CSAEM7 will not make returns.

The Court Records Management System Structure

