



# Tsa Boatlhodi

ADMINISTRATION OF JUSTICE NEWSLETTER



## CHIEF JUSTICE TOURS MAGISTRATE COURTS

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By Clement Sibanda

The Honourable Chief Justice has embarked on a tour to meet Administration of Justice staff in all courts around the country. The tour started on 9th September 2013 and is expected to end by November 2013. The purpose of the tour is to discuss operational issues affecting staff and challenges they face in their day to day work.

Addressing staff at Gumare Magistrate Court, The Hon Chief Justice implored staff to uphold the spirit of 'Botho' as it is one of our organisational values. He asked staff members to always treat customers with respect to avoid tarnishing their image and that of the organisation. He also urged them to have the spirit of voluntarism. "We are opening new courts in Shakawe, Kang, Nata, and Bobonong and we would want volunteers to go to work there." he said.

In her remarks the Deputy Registrar - Corporates Services Ms T. Mogomotsi told staff that the tour is very important

in building the Administration of Justice. She added that their suggestions provide feedback for the improvement of service delivery.

Mrs Mogomotsi reminded them that resources are required if the AOJ is to achieve the vision of Access to Justice for all by 2016. She implored staff members to effectively utilize the little resources that are available because the country is faced with economic recession.

Members of Staff also had the opportunity to air their views citing amongst others shortage of staff and office accommodation as the biggest challenge they are faced with. Head of sections were also present to respond to their requests. The Chief Justice was accompanied by Deputy Registrar, Regional Magistrate South and some Heads of section in these tours. <sup>TB</sup>

# Editorial Note

We are back after a long hiatus. We have a bigger team as we have merged with the CIMS newsletter team. Tsa Boatlhodi is now an all-encompassing newsletter which covers all aspects of the organisation. Tsa Boatlhodi Newsletter is an informative newsletter that is aimed at disseminating information to all Administration Of Justice (AOJ) staff members, stakeholders and the general public.

As stated by the name we concern ourselves with all that is related to 'Boatlhodi'. This publication contains articles on activities that took place in the AOJ and other information that is of importance to both the internal and external stakeholders. Please enjoy reading the articles and the splash of pictures that accompany the articles.

## Below is a synopsis of the articles:

In an effort to take services to the people the Administration of Justice participated at

the Botswana consumer fair that was held at the Fairgrounds Holdings on the 22nd – 28th July 2013. A short article is prepared to update users.

Judges and Magistrates were sensitized on the new library databases by Publishers of legal publications, JUTA & Co from South Africa. This training is covered in the newsletter.

The Annual Judicial conference brought together Judicial officers, Senior Management & other stakeholders under one roof to share their experiences, challenges and most importantly come up with strategies to improve service delivery in the judicial system. C. Sibanda covered this important event.

This year's annual CRMS Users conference was held on the 30th-31st May 2013 at Mahalapye Premier Hotel under the theme

'Stakeholder participation: key to CRMS success'. Our reporter B. Ntefo covered the event.

"A healthy workforce – A productive Judiciary", this was the theme for 2013 AOJ wellness day held on the 18th October 2013.

Please give feedback on how we can improve this publication, you are also encouraged to write articles and submit to the Public Relations Office or Email to [clsibanda@gov.bw](mailto:clsibanda@gov.bw) or [gofithile@gov.bw](mailto:gofithile@gov.bw)

Thanks to those who contributed to this edition, your contributions are essential to the success of the newsletter.

**Vision** "Access to Justice for All by 2016."

**Mission** To uphold human rights, Democracy and the rule of law in accordance with the Constitution of Botswana

**Values**

- Integrity
- Professionalism
- Transparency
- Quality Service
- Empowerment
- Accountability
- Teamwork
- Timeliness
- Botho



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# CIMS CONDUCT CRMS TRAINING



Trainees during the CRMS supervisors training

*By Galaletsang Dintsi*

CRMS end user training started on the 4<sup>th</sup> of July until the 16<sup>th</sup> of August 2013 and it was divided into 8 groups. The training was facilitated by CIMS.

## **COURT REPORTERS**

The above were trained in navigation, scheduling, close outs, ODP, reports and query. The issues that came from the Lobatse refresher training were;

- court reporters were not aware of all the closing codes,
- The most common problem was incorrect closing.(the use of wrong closing dulets)
- They also complained that there are some missing ODP templates. These problems have been attended to.

## **CLERKS OF COURT AND BENCH CLERKS TRAINING**

The training though meant for new officers also included officers who urgently required refresher training. The modules that these groups were trained on were; navigation, case initiation, scheduling, event outcome, ODP, reports, query and scanning.

Refresher trainings for bench clerks were done at the Francistown High Court on the 30<sup>th</sup> of July and at the Francistown magistrate court on the 1<sup>st</sup> of August 2013.

It was during the refresher training that some inconsistencies were noticed that other subject matter experts have been advised to look out for during the next site visits. For example;

- instead of using CSAMASS to change judge or give new date, user's prefer to delete event at CSARSCH and schedule afresh. Users are however cautioned

against deleting events. The right thing is to re-schedule at CSAMASS.

- when closing open events users choose to close all other open events an activity that will create several orders of the same date and time which will be problematic for scanning.
- When querying cases user's prefer CMAINIT which is not good as it will not show other parties. Users are encouraged to use CDICASE and CMIPCHI as opposed to CMAINIT.
- CSAEOUT and CDADOCT are not the same forms hence user's are encouraged to avoid using them as such.
- CRMS users were informed that party status can also be updated at CDAPRTY as users are complaining about exiting CSAEOUT and then going to CMAINIT where they are to first query the case.
- All these training interventions were intended to re-tool and re-skill CRMS users so that we have accurate usage of the system. **TB**



Trainees during the new court reporters training





Participants during the Business Process Re- Engineering Workshop in Francistown

# BUSINESS PROCESS RE-ENGINEERING AND PUBLIC SERVICE STANDARDS- AN INTRODUCTION

By Bob Esau

The reforms Unit is currently carrying out awareness workshops on business process re-engineering in all the Administration of Justice stations. Some Stations have been visited and these includes Jwaneng, Tsabong, Hukuntsi and the training was held for these stations in September from the 18th to 19 September 2013. The objectives of the workshop are to sensitize members of staff on issues of Business Processes Re-engineering. Processes are also being mapped and will be cascaded to all the stations and monitored so as to entrench this reform.

## What is Business Process Re-engineering

Business Process Re-engineering was made popular by a man called Michael Hammer in 90s, Hammer opined that, most of the work being done in organisations does not add any value to customers, and this work should be removed and not accelerated through automation. Instead,

organizations should reconsider their processes in order to maximize customer value, while minimizing the consumption of resources required for delivering their products or services.

According to Michael Hammer, "Business Process Re-Engineering is the fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in critical contemporary measures of performance, such as cost, quality, service, and speed".

Business Processes Re-engineering (BPR) was introduced in government in March 2006 with the objective of improving service delivery by setting and monitoring public service standards with the aim of creating and maintaining a waste free public service.

BPR was cascaded to various government Departments and Ministries from 2006, and the exercise was extensively carried out in the Administration of Justice in 2007

and 2008. Unfortunately, due to shortage of financial and human resources the BPR and Service standards were not cascaded to the entire institution.

Consequently, the reform never produced any tangible positive results. The awareness sessions held by the management analyst are intended to revive this reform in the AOJ.

## Customer Service Standards

Customer Service Standards were set and tested during the re-engineering exercise. The standards are in two categories ; the generic and unique. The Generic are those applicable across the entire Public Service Standards, while unique standards are those specific to Ministries/ Departments. Readers are encouraged to visit our website to familiarise themselves with these standards. [TB](#)

# A recap on Performance Management Systems

*By Boipelo W. Garekwe*

Performance management is a systematic way of managing set performance objectives of employees and of the organization as a whole.

A performance Management System(PMS) Pitso training was held at President Hotel on 9th August 2013 for Court Reporters, Bench clerks, Courts Bailiff, Secretaries and typists from different stations across the Courts of Botswana.

The main purpose for this training was for the participants/attendees to acquaint themselves with what performance Management System is all about and discuss PMS operational issues in the OAJ.

In his opening remarks the Reforms Coordinator Mr M. Monageng told the attendees that PMS plays a crucial role in the overall performance of the organization, stating that usually in organizations where most employees put in an extra effort, there will always be a competitive advantage in terms of producing results.

He further went on to state that on a normal day the average time that employees are productive is around 4 hours out of the 8 hours that they are supposed to be working and usually half of the time spent at work is spent on running personal errands, and visiting other social network sites like facebook etc. He implored participants to work throughout the day. The coordinator further went on to talk about work improvement team strategy which would help address productivity related issues in the public service and enhance organizational efficiency. He stated that efforts are being made to resuscitate this initiative in the OAJ.

The participants engaged in different exercises that were aimed at determining their ability to take instructions and to test their ability to work in teams.

Attendees were also asked to familiarize themselves with the organization's vision and mission because all performance contract should be geared towards ensuring that the organisation attains its mission and vision.

Everyone in attendance was urged to challenge themselves to go the extra mile in ensuring that they provide services that is satisfactory to the customers in line with our strategic obligations.

In closing, he recommended the attendees should have minds of winners stating that winners never quit and losers never win which basically translates to individuals learning to push themselves and striving for the stars. [TB](#)



PMS workshop Participants



PMS workshop Participants



# A HEALTHY WORKFORCE: A PRODUCTIVE JUDICIARY- AOJ WELLNESS DAY AT GABORONE HIGH COURT GROUNDS

By Wame King

The 18<sup>th</sup> day of October 2013 was commemorated as a wellness day across stations in the Administration of Justice under the theme a healthy workforce: a productive judiciary. Members of staff from Extension 2, Village, Broadhurst, Molepolole, Mochudi Magistrate Court and Gaborone High Court and Court of Appeal convened at Gaborone High Court Foyer to celebrate the day. The day started early in the morning with a walk around the CBD that was attended by all judicial officers and staff members. This was followed by an aerobics exercise in the court yard facilitated by two members of the Botswana Defence Force.

After that, the session moved to the foyer where Chief Justice Your Lordship Honourable Maruping Dibotelo officially opened the day. In his opening remarks, the Honourable Chief Justice stated that it was the first time since the relocation of the High Court headquarters from Lobatse to Gaborone that a joint wellness day was held. In attendance was the Hon Judge President of the Court of Appeal, Hon Judges of the Court of Appeal, Hon Judges of the High Court based in Gaborone, Registrars, Magistrates from the courts mentioned previously and

all staff members. This, he stated was a testimony indeed that the organization does not take it for granted that a healthy workforce can be productive.

In his speech, the Honourable Chief Justice defined wellness as a healthy balance of the mind, body, and spirit that results in the overall feeling of wellbeing. Emphasis was also made that the sedentary lifestyles and gradual move from our traditional foods have resulted in complications in our wellness. Some of the most important points that the Honourable Chief Justice mentioned amongst others included informing the gathering that the wellness concept values the saying that 'prevention is better than cure and that a stitch made in time saves nine'. He also stated that 'there is need to make regular physical exercise to prevent obesity and inactivity and finally that it is important to make routine check ups so as to detect any ailments in their infant phase so as to take appropriate measures to prevent loss of lives'.

Most importantly the Chief Justice highlighted issues on safe male circumcision which was later reinforced

by a presentation on the issue by a representative from Jhpiego whose presentation focused mainly on educating the gathering on the importance of participating on the campaign, the benefits and the role of circumcision on reducing the risk of HIV-AIDS transmission.

The attendees were encouraged to tap on the professional expertise of all the guests who were invited. Entertainment was offered by Broadhurst Magistrate Court whose main aim was show a relationship between productivity and a force that does not take wellness as an important factor in the work place. Perhaps the highlight of the day was the various tests that were undertaken to check different ailments such as High Blood Pressure, Sugar Diabetes, HIV-AIDS, dental tests and most importantly checking Body Mass Indexes so as to determine if one is healthy.

After lunch, the atmosphere turned into a sports environment where members of staff participated in different activities such as Tug of war, 100 m races and relays, egg and orange race. [TB](#)



Walk around CBD



100 metres race



Aerobics



Tug of war



His worship Mompoti Taolo



Maun Magistrate Court Staff during one of the meetings

# THE MAUN EXPERIENCE ON CRMS

## A personal rendition by the Chief Magistrate of Maun His Worship Mr Mompoti Taolo during the 2013 CRMS Users conference

I was transferred to Maun Magistrate Court in 2011, having been at Letlhakane for 2 years during which CRMS was in use. Whilst at Letlhakane, I have recollections of receiving certificates of excellence signifying good CRMS usage by the station. I then decorated my desk but I hadn't the slightest idea of what CRMS was all about. I understood what it was intended to achieve and yet was indifferent. The indifference was borne out of the belief that the officers junior to me would have to see to it that it gets done, in short it was not my problem. I want to believe I was not the only one (bosses) who harbored the belief.

When I got to Maun, the latest CRMS gauging had just been released. My Maun was in the bottom 3. The poorest performing stations were called to Francistown by Hon Justice Lesetedi the former chairperson. The purpose was to explain the poor performance. It was at this Pitso that I got the wake up call.

We were chided by the Judge, it was made very clear that performance is measured via CRMS so that the lack of CRMS usage (good usage) would translate into lack of performance. If you think we kept quiet

you are wrong. You can ask the Regional Magistrate Chris Gabanagae how we were at pains to explain that CRMS is a burden requiring extra human resources equipment and financial resources.

The judge would not have any of that. When I left Francistown it was clear that CRMS is a must, it had to be done one way or the other. As soon as I got back to Maun, I received a savingram. It said in no uncertain terms- the lack of resources shall not be an excuse. At that trip I knew that the die was cast. That was my re-birth.

We had a scanning backlog of 89% i.e. only 11% work was done. The work had to be done. The events were not closed, there was no scheduling, no docketing. The data entry standards were atrocious. As far as scanning is concerned, you can ask Ms. Wame King. The prevailing attitude, from the top most guy to the bottom user depicted a general indifference, really it was a general dislike of CRMS. The morale was low and people would have ready excuses to justify their non-usage of CRMS.

By a stroke of good fortune, we got about 3 officers who were transferred to Maun. They happened to have a different attitude/feeling about CRMS.

They unlike the rest believed CRMS is very possible. Their positive attitude changed my mind-set. They would demonstrate that things were doable.

First we acknowledged that there exists a problem, we also agreed that amongst us there is a solution. Quite contrary to my nature, I motivated the staff. I engaged the users in finding a solution. Together we set ourselves targets; we owned the problem as a team. I let them (users) lead and, we (magistrates) followed and supported them. In the process we grew to appreciate what this whole thing was all about.

When I say this you may start thinking that my office was staffed with people that had been hand picked to build the team. You couldn't have been more wrong.

*continues to page 8* ➡

# STAKEHOLDERS PARTICIPATE AT THIS YEAR'S CRMS USERS CONFERENCE

By Badisa Ntefo

Administration of Justice (AOJ) through its Court Information Management Section (CIMS) hosted the 5th Annual Court Records Management System (CRMS) conference from the 30th - 31st May 2013 at Premier Hotel in Mahalapye under the theme; Stakeholder Participation; Key to CRMS Success". This is an annual event which serves as a collaborating and educational forum for CRMS users to share their challenges and achievements on the use of the system.

This year's conference was distinctive in many respects. It was the first CRMS Conference to be officially opened by the Chief Justice and it was the Fifth anniversary for the conference.

The conference for the first time attracted stakeholder representation from the Ministry of Defense, Justice and Security (MDJS), Botswana Police Service, Botswana Prisons Service, Law Society of Botswana, Attorney General's Chambers and Directorate of Public Prosecution (DPP). It was also the first users conference to aired on BTv.

The stakeholders were invited due to the underlying factors that their systems and operations overlap with that of AOJ and that served as a requirement to find better ways of information sharing and dissemination.

They were also invited to deliberate on ways in which CRMS can best assist them in their various differing mandates within the Criminal and Civil Justice System. This also gave stakeholders an opportunity to know more about other information dissemination strategies such as website and public kiosk.



Hon. Chief Justice demonstrating how the kiosk functions

When officially opening the conference, The Hon. Chief Justice Maruping Dibotelo recognised the presence of Administration of Justice (AOJ) Stakeholder saying that it is the first users conference in which stakeholders were invited. He said stakeholder involvement will enhance greater system usage which was in line with the theme of the conference "stakeholder participation:- key to CRMS success".

Activities of the conference included presentations and awards of Prizes. All CRMS-using cadres inter-alia, Magistrates, Clerks of Court, Bench Clerks, Court Reporters and Court Bailiffs were equally given chances to deliberate on their presentations.

Maun Magistrate Court scooped position one for its outstanding performance on CRMS usage for the second time in succession while Tsabong and Mahalapye got position two and three respectively. Ghanzi Magistrate Court was also crowned as the most improved station. Maun Court was awarded the certificate and a floating trophy while other stations got certificates only. **TB**



Members of staff at the conference

*continues from* page 7

The team comprised of the usual crowd, of the –

- ❖ Lazy, demotivated staff
- ❖ Bossy, petty, domineering, timid, etc.

How did we do it?

## Meetings

- ❖ That were all inclusive views
- ❖ That were all acceptable voices that were all audible
- ❖ Equality of all individuals irrespective of position
- ❖ Resolutions that were collective
- ❖ Decisions that were binding

## We set targets for ourselves

- ❖ If you missed the target you had to explain yourselves on the meeting. **TB**



# BOTSWANA JUDICIARY HOSTED JUDICIARY OF SWAZILAND



Men's Volleyball teams- Botswana (Botswana colours) and Swaziland



Ben Sefako (far right) scoring a goal in a tussle between Botswana and Swaziland judiciary



Netball Teams playing



Group Picture- Swaziland and Botswana football teams

By Clement Sibanda

The Botswana Judiciary hosted Swaziland in the games that were played on 29 July 2013 at the University of Botswana sports grounds. The purpose of the games was to improve relations between Botswana judiciary and that of Swaziland. The games were held under the theme justice through sports. The games started in the morning with volley ball Men and Women teams and Botswana teams won against Swaziland. In netball the Botswana team was much stronger than Swazi side and the Swazi side lost dismally.

In the afternoon football fans gathered at the dusty University of Botswana football grounds to watch the two teams locking horns in a football game. The teams started with a slow pace until Ben Sefako scored an opening goal in the first half. The final scored was 5-1 and the Swazi team was the loosing side.

On the same day there was an evening braai session hosted by Botswana Judiciary in the Gaborone High Court Foyer. In his welcome remarks at the braai session, The then Acting Chief Justice Hon. Walia said it was the first time in the history of Administration of the justice

in Botswana to have sporting activities with another jurisdiction.

He further said he had opportunity to watch the games and noticed that there was no one-sidedness as the two jurisdictions were cheering each other.

In his word, the Registrar of the High Court of Swaziland said he was highly privilege and honoured to be part of this auspicious occasion. He said they are hopeful that they will go back to Swaziland improved not just physically but intellectually with new ideas on the expeditious delivery of justice. He added that a form of recreation and interacting session like that one was a welcomed development.

The Swaziland delegation was given a token of appreciation and the Registrar of the High Court of Swaziland praised the organisers for the job well done and also thanked all the High Court staff for the wonderful hospitality. The entertainment was galore courtesy of the Ithuteg Primary School from Gaborone and our own in house DJs (Mats and Sekaba). **TB**



The Hon Justice Walia delivering a speech



Hon Chief Justice and stakeholders



Hon. Justice Ketlogetswe



Attorney General- Dr. A. Molokomme delivering a speech



Hon Chief Justice giving the Welcome Remarks



Regional Magistrate C. Gabanagae giving a presentation



Guest Speaker- UNDP representative Anders Pedersen



Justice Newman presenting a paper



Participants during the conference

**25-26 July 2013**

# AOJ HOLDS ANNUAL JUDICIAL CONFERENCE

*By Clement Sibanda*

Administration of Justice (AOJ) hosted its annual two day Judicial Conference on the 25-26 July 2013 at Majestic Five Hotel in Palapye under the theme "Judicial Reforms - Prospects and Challenges".

The Judicial conference was aimed at bringing together judicial officers, senior management & other stakeholders under one roof to share their experience, challenges and come up with strategies to improve service delivery in the judicial system.

In his remarks the guest speaker Mr Anders Pedersen The United Nations Development Program (UNDP) Resident Representative and United Nations Resident Coordinator said judicial reforms carries different meanings in different context and environment.

He further said what is clear is that judicial reform is intended to introduce efficiency, effectiveness and accountability in the judicial system of a given country for improved access justice.

For his part Hon. Chief Justice Maruping Dibotelo said Botswana judiciary continues to enjoy good reputation throughout the continent and globally and it was earned through years of hard work, dedication and commitment and able leadership.

Other stakeholders such police DPP Law Society of Botswana were invited to make presentation on different areas in which they collaborate with the OAJ suggesting areas where improvement is required. <sup>TB</sup>

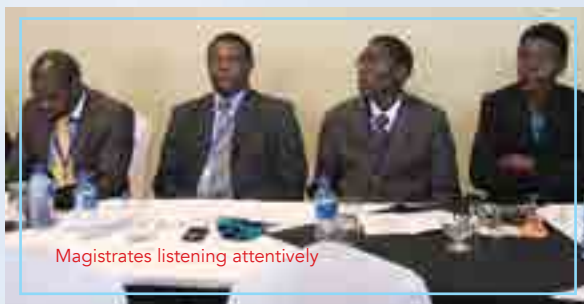




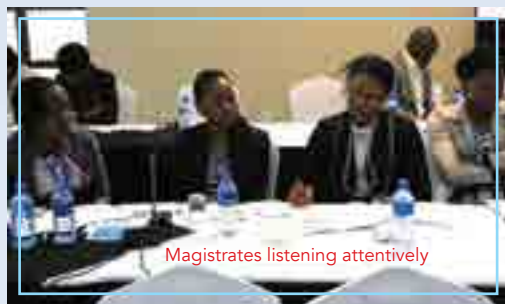
Group Picture- conference participants



Her worship M. Paya posing a question



Magistrates listening attentively



Magistrates listening attentively



Director of ceremonies  
Mrs J. A. Dube-Akande



Some Magistrates who attended the conference



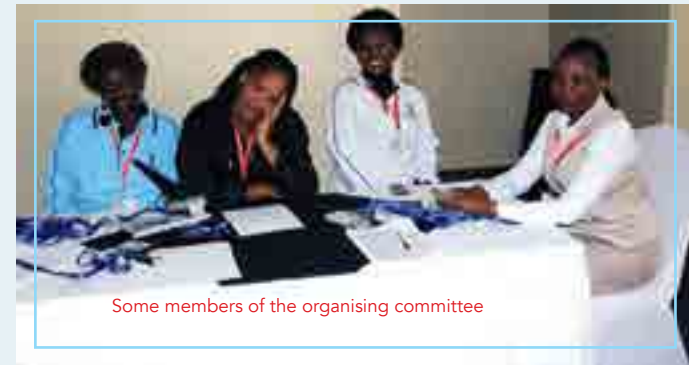
Justice Solomon, Letsididi and  
Makhwade



Some Head of sections at the  
conference



His Worship Dipate commenting on  
the deliberations



Some members of the organising committee



# JUDGES AND MAGISTRATES TRAINED ON JUTA E-PUBLICATIONS



Hon. Judges during training

*By Ben Sefako*

Administration of Justice Library unit in conjunction with, Juta & Co, A South African Company that publishes legal Publication organised training for Judges and Magistrates on the new server based technology.

The first training was held in Gaborone High Court division for Judges and Magistrates in the southern region on the 08 July 2013 and 9<sup>th</sup> July 2013 respectively.

The second phase of the training for

Judges and Magistrates in the Northern region was held in Francistown at Marang Hotel conference centre on the 10<sup>th</sup> and 11<sup>th</sup> in the order mentioned already.

The training was aimed at equipping users with the necessary skills on how to search for online databases. It also introduced them to more sophisticated search engines with useful tools such as Boolean connectors, grammatical connectors, and wildcards which makes searching easier.

The new technology was introduced to

enhance easier and faster access to Juta electronic products where users can navigate through a range of databases through a single window.

The databases were part of the new developments that came with establishment of the new Gaborone Division Judicial library and it will be rolled to all the stations around the country.

Both Judges and Magistrates appreciated the importance and benefits that accrued from the training and said it was a welcome development. **TB**

# Botswana to Adopt Arkansas's eFiling System

Court staff from Botswana visited Little Rock this month to learn more about the eFiling system currently in use in Arkansas. Botswana has been using the Contexte case management system since 2005 and because they are interested in implementing an electronic filing project, wanted to visit a site that is using Tybera eFlex electronic filing in conjunction with the Contexte case management system.

Staff met with Judge Vann Smith in Pulaski County Circuit Court to observe how Arkansas clerks and judges use eFiling. They met with Supreme Court Chief Justice Jim Hannah, toured the Supreme Court courtroom, were briefed on the progress of the Arkansas project, and visited with David Fuqua, a Little Rock attorney to see how eFlex is used by attorneys. **TB**



Botswana Court staff tour Pulaski County District Court and the Arkansas Supreme Court. From left to right: Justice Karen Baker; Maggie Seroke, Systems Analyst; Monageng Monageng, CRMS Implementation Manager; Galaletsang Dintsi, Chief Clerk of Court; Chief Justice Jim Hannah

This article was extracted from  
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## E-FILING BENCHMARKING TRIP

By Galaletsang Dintsi

The Court Records Management System (CRMS) has been in use since October 2005 in the Administration of Justice. The Court of Appeal, all high courts divisions and all magistrates but two (Gumare and Serowe) are using the system. The ministerial Performance Improvement Committee (MPIC) has decided to introduce an e-filing component into the system in a bid to further enhance access to Justice.

As part of the preparations an e-filing a benchmarking visit was agreed upon by members of the MPIC in December 2012 and undertaken in May 12-23<sup>rd</sup> 2013.

Through intensive research and consultations, two states were chosen for benchmarking in the US. The State of Arkansas, where the courts use the same application (ACS contexte) as our courts here in Botswana. The state has also introduced e-filing to enable litigants to file directly with the courts right from their offices or residences. The other that was visited, is the State of Utah where they are using a different application than ours but the same e-filing solution (E-flex by Tybera) that is used by the courts of Arkansas. This report intent to share what was learnt in both Arkansas and Utah. These benchmarking visits were undertaken by a team of three comprising of Mr Monageng Monageng-CRMS Implementation Manager, Ms

Galaletsang Dintsi- Functional Subject Matter Expert and Maggie Seroke-IT Officer.  
What is e-filing?

- ❖ This is a system through which the dockets are electronically filed by litigants and the Case Management System is updated automatically upon the clerk reviewing and approving of the court documents. That is no clerk of court will have to initiate/capture at CMAINIT. This will introduce change the role of the clerk of court from capturing data to reviewing electronic data to ensure compliance with the rules.

Some of the benefits of e-filing are summarised below.

- ❖ The e-filing system sends notifications to parties after e-filing; a notification can be in a form of successful filing or a rejection. The notifications can be sent to three addresses, which would have been set up.
- ❖ The beauty about e-filing is that there is no need for physical stamping and signing as the system automatically affix a date stamp and a signature upon receipt of court process. The system will store different signatures; for judicial officers which shall be unique to them and generic ones for clerk of courts.

- ❖ Also one can e-file any time, night or day, which will be convenient more especially in the cities where traffic can be a problem. In addition, the attorneys now do not have to worry about office hours of the courts.
- ❖ Service of court process is done electronically if both parties are represented by attorneys; it is only the first service that is done physically.
- ❖ One to e-file can pay electronically with debit cards and credit cards either annually or for every time they e-file.
- ❖ Walk ins /self-actors are catered for as the clerks of court e-file for them
- ❖ Embedded reports in the system; e-flex has its own reports for example there is a report for the number of filings done per period, number of rejections per period etc.
- ❖ There is a choice to review or not at receipt stage, which means documents can be allowed to pass through to the judicial officers without clerks of court reviewing it first and will only be approved/rejected by judicial officers. **TB**

# AOJ EXHIBIT AT THE 2013 CONSUMER FAIR



Consumer Fair organising committee

*By Clement Sibanda*

In an effort to take services to the people the Administration of Justice took part in the consumer fair that was held at the Fairgrounds Holding on the 22- 28 July 2013.

Staff members from Village Magistrate Court, Extension two Magistrate Courts, Lobatse High Court and Gaborone were part of the AOJ team that took part at the exhibition. The team was tasked with explaining to customers the services that are provided by AOJ. The public also had opportunity to interact with staff and were able to learn on what AOJ offers.

Promotional materials such as branded key holders, bottles were distributed to promote the organisation and brochures containing information about services provided by AOJ were also distributed to customers for them to read at their own time.

The Public kiosk which was taken to the consumer fair drew a lot of attention from the public and officers were always available to explain how it operates.

Some members of the public hailed AOJ improving service delivery by introducing such a technological tool.

Other activities included judging of stalls and award ceremony where exhibitors were awarded prizes for the best stalls. In 2012 AOJ took position one the best in the information dissemination category while this year the position went to Botswana police in the same category. <sup>TB</sup>



An AOJ Staff member interacting with customers



# GAUGING OF STATIONS

By Didimalang Molefe

The week of the 9<sup>th</sup> to the 11<sup>th</sup> September 2013 saw part of CIMS team once again, intensively gauge all the 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 2013. 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 entering of the description field of a case.
- ❖ Entering parties- Through the use of all record books we check 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 check if dockets are filed. We also use 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 CDRBATCH 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.

This is to reiterate what have been said already, this exercise is meant to encourage and motivate users to adhere to correct data entry standards. We had three new entrants this gauging exercise being Kanye, Masunga and Hukuntsi Magistrate's Court and hereunder are the results;

## CRMS USAGE RANKINGS

POSITION	STATION	MARK	COMMENTS
1	Tsabong Magistrate Court	90.3%	A new record so far since the inception of gauging of stations!! Tsabong Magistrate has once again proved that they are a force to be reckoned with as far as CRMS usage is concerned. Having dropped to position two with 83.2% in the last gauging, they come back 3 points stronger to sit comfortably at the top. Data entry standards are impeccable with just 3 parties omitted in the record books, 2 wrong closing dockets, and 2 pleas and charges omitted on the criminal record book. Their scanning backlog stands at just 1.2%. Once again, Congratulations to the Champions!
2	Maun Magistrate Court	88.5%	Champions of the last gauging have dropped to position two this season losing 0.84 points. Usage here is still very good with the lowest scanning backlog of just 0.96%. There were no open events, all parties' entered and just 1 cause of action missing! Excellent indeed. However what needs to be addressed is the criminal record book that had a disappointing 100+ pleas omitted as well as 52 sentences missing. A total of 3 charges were missing in the record book. The civil record books were good with 2 incorrect spacing, use of vs and 7 dots omitted on the description field.
3	Jwaneng Magistrate Court	85.4%	A come back for the two time former Champion! After having gone up and down in the past gauging, Jwaneng once again sits on the top 3! Next to impeccable data entry standards, all docket text captured, just 1 party omitted, 1 full name on the description field and 3 acronyms incorrect this court deserves a pat on the back! Their scanning backlog stands at 3.6% and no batches were open. File tracking usage satisfactory. The criminal record book had 4 pleas and 2 sentences missing. Returns need some work, 3 were overtaken by time and 3 wrong closing dockets.

4	Kasane Magistrate Court	82.8%	The most improved court this gauging!!!Undoubtly one of the hardest workers here, Kasane Magistrate continues to show that hard work pays. Having been one of the seven sites in the last gauging, this court has come back 9% stronger to make the top 5. It is an example to all the courts that want to come up tops that all it takes is hard work. Data entry standards have improved to just 1 charge, 5 pleas and 1 sentence missing on the criminal record book. The civil record books are neat with just a cause of action omitted. However, the scanning backlog has cost the station a better position as it stands at 23.8%!!!1 batch was open and 10 days old.
5	Mahalapye Magistrate Court	77.75%	Having been in the top 3 on the last gauging, this court falls down 2 position 5, losing 5.25%. Data entry standards are still good but the court needs to work harder to maintain the top 3 position next time. Their scanning backlog is still good at 17.8%. The criminal registry was applauded for impeccable data entry standards in the last gauging, with 5 charges and 21 pleas missing this time around. A total of sentences were omitted on the same record book.
6	Lobatse Magistrate Court	74.9%	Once again, this court is denied a better position by the disappointing data standards at their criminal registry!! The criminal record book has 9 charges missing, 71 pleas not captured as well as over a 100 sentences not captured! With a good scanning backlog of 10.3%, no batches open after 2 days and a clean civil record book this court's CRMS usage is good. Open events total 43, which needs to be addressed, and everything else including file tracking was good!! Once again, the bench clerks are asked to update the criminal cases.
7	Mochudi Magistrate Court	74.4%	This once mighty court's performance keeps fluctuating and nothing much is there to say about Mochudi. They need to decide if they belong in the top 5 and work harder. In the last two gauging exercises, Mochudi was position 3 and 6 in that order, now it has dropped one place with 4 points to position 7. Areas that need work are the civil record books, especially with capturing of acronyms, use of upper and lower caps inappropriately as well as placing of dots on the description field. Spacing errors as well as use of full names were noted. Scanning backlog remains the same at 19.6%.
8	Molepolole Magistrate Court	73.6%	From position 9, to 7 in the last two gauging exercises and now position 8, Molepolole like Mochudi needs to decide where they stand! They keep losing 1.8% which costs them greatly. Their scanning backlog which stands at a high of 37% percent, from 34% in the last gauging is costing them marks! A lot can still be done with data entry standards especially with the Miscellaneous Applications which had 5 wrong party types! The criminal record book had 2 charges, 6 pleas and 4 sentences missing, compared to the 2 charges, 37 pleas and 54 sentences that were missing in the last gauging. File tracking usage is very disappointing. A good performance though for Molepolole Magistrate.
9	Lobatse High Court	70.6%	As already alluded to in the past gauging results, gauging of this Court is a daunting task of assessing the case load of each Judge sited here regardless of their case number location code and adding those to get a final mark. An improvement of 1.12% has been noted and Lobatse High Court is commended for being the best performer in all high Courts Divisions. Docket text omission in all record books as well as updating the criminal cases remains a challenge in this court. Registry clerks are encouraged to cross reference cases from lower courts at registration. Their scanning backlog stood at an impressive 15.4%.

10	Masunga Magistrate Court	68.2%	A new entrant as the site was implemented in October 2012. At 68.2%, this court is commended for the good work done in less than a year. More effort needs to be concentrated on the scanning backlog that stands at 38.1%. Timely closing of open events is necessary as 23 events were open and 6 overtaken by time on the civil returns. Capturing of Acronyms needs to be corrected. Bench Clerks are asked to update the 5 charges and 36 pleas omitted on the criminal record book. We look forward to how the court will fair in the next gauging.
11	Palapye Magistrate Court	66.2%	A disappointing loss of 13.3 points and dropping 6 places down Palapye Magistrate needs to work harder. What has contributed to this hefty loss? Almost none existent file tracking. 75 open events as well as returns with 10 events overtaken by time, 2 wrong closing dockets and blanks under magistrate comments. Their scanning backlog has increased to 15.3%. Both record books need some work as data entry standards are less than pleasing. As already noted in the past gauging, this court is one of those capable of causing an upset in the top 3 positions.
12	Letlhakane Magistrate Court	64.15%	Their lowest mark in the past 3 gauging exercises. What needs to be done: The civil record books need updating! Spacing errors, incorrect use of upper and lower case on the description field as well as use of full names were rampant. Acronyms captured incorrectly. 8 parties as well as 32 cause of action were missing. The criminal registry has improved from 2 charges, 24 pleas and 1 sentence missing to just 7 pleas and 3 sentences missing. However their scanning stands at an impressive 8.1% which shows that this court is capable of doing way better than this 64.15%.
13	Selibe Phikwe Magistrate Court	63.8%	Once dubbed "fond of pendulum swings" Phikwe has gone back to the mark it garnered last year having dropped 5.4 % in the last gauging- (this time gaining 6.1%). Problems of this court are concentrated at the criminal record book where 82 pleas, 2 charges and over a 100 sentences are missing!!! A problem that continues to cost it greatly. The civil record book also need work with corrections of acronyms and abbreviated initials on the party tab need to be done.
14	Francistown High Court	61.6%	A considerable improvement by this court has been noted. A lot can still be done to perform better. 216 events remained open after 2 days. On the returns, 10 events were overtaken by time and a disappointing "scheduled in error" outcome still noted. The criminal record books needs the most works with blanks rampant especially under party status. The court can be commended for the improved scanning backlog that is 38.4% from the 72% scored in the last gauging.
15	Kanye Magistrate Court	60.3%	A new entrant as well, only implemented in October 2012. Good data entry standards were observed. The civil record book has a few spacing errors, 2 parties omitted, use of vs on the description field as well as incorrect capturing of (Pty) Ltd. What really cost them the top 10 position was their incredibly high scanning backlog standing at 75.4%. A fair mark by new comers...
16	Ghanzi Magistrate Court	55.6%	Ghanzi falls two places down and loses 3.4%. As already noted in the past, this court is manageable in terms of caseload as it falls in category A with the likes of Tsabong and Kasane with the lowest caseload. In the last gauging, they were the most improved and a lot of praises were sung for them. In this gauging, their performance is less than impressive with a scanning backlog of 62.6%, which is very bad for a station their size. All record books need updating. Court reporters are advised to use correct closing dockets. In a nutshell, its about time this court started working as hard as they should.



17	Gaborone High Court	55.1%	Gaborone High Court is judged using the same formula as for Lobatse High Court. Their data entry standard are less than pleasing, with the use of full names, incorrect spacing and alternating upper and lower caps incorrectly on the description field. Acronyms are incorrectly captured despite being readily there upon searching on the system. A total of 396 open events for judges sited here were noted. The criminal record books are equally bad. However the court is commended for their low scanning backlog currently at 16.3%.
18	Broadhursts Magistrate Court	53.3%	The same mistakes as in the last 3 gauging exercises, not much has improved at Broadhurst Magistrate court. A high scanning backlog of 58.6%, 338 open events with returns that have 16 wrong closing dockets, 18 events overtaken by time and 3 blanks under magistrate comments. The criminal registry continues to disappoint- 40 missing charges, over 150 pleas and 5 sentences missing!! Simply put, this is bad; a whole lot of improvement is required.
19	Francistown Magistrate Court	50.1%	The biggest loser this gauging exercise, losing a hefty 15.42 points!! They fall 6 positions! What attributed this fall? - 72.3% scanning backlog, non-existent file tracking and a criminal record book that has over a 100 pleas, over a 100 sentences and 8 charges missing. The performance of this court is disappointing to say the least.
20	Village Magistrate Court	43.2%	Another fall for Village, losing 12.2 points to sit at position 20. This is not surprising giving the rising scanning backlog of currently 90%. Other problem areas include closing of open events which are 1557 and closing of open batches, 9 batches were open, oldest 21 days. Data entry standard remain fairly well and clerks are commended for that
21	Extension Two Magistrate Court	40.5%	Like Village, Extension Two has lost over 12 points due to their recurring mistakes. Criminal record book misses over 100 pleas, 14 charges and 14 sentences. File tracking is nonexistent and returns need updating. 368 events remain open. Scanning backlog stands at 74%. Data entry standards are not bad and clerks are once again reminded to enter cause of action as over a 100 cases are missing cause of action.
22	Hukuntsi Magistrate Court	33.4%	This is a new entrant in the gauging exercise. What really contributed to this poor performance is the non-existent scanning, with a 100% backlog. 2 batches were open, oldest 150 days old. Then follows the criminal record book in very bad state where over 22 charges, 50 pleas and 16 sentences were missing. A total of 91 events were open. Despite the fact that Hukuntsi falls in category A, with the smallest case load, data entry for this court were not good at all. More work is needed to get at least an average mark.

### **Notice** **FROM THE CIMS SERVICE DESK – NEW CHANGES**

- The description field has been locked therefore to make changes one will now have use CDACASU.
- Judicial officers (Judges and Magistrates) cannot be deleted at CDACDPT, they can only be ended at CDAPRTY.
- CDACCOP can now used to copy images.
- CDRUSCAN is a new report that will be helpful in post checking images that have been scanned by users. Please note that this report will only work when the whole process has been completed.
- CDRDNSCAN has now been modified to include a “**user**” search parameter
- Verbal Bail Applications should be recorded using the docket “**VERBA**”. An ODP template has been created and is accessible at CLALMRG.

# Questions from different Departments

# Ask the GURU

## **Completed cases appearing as pending**

**Dear Guru**

I have realized that some of the cases that are completed and I have rightly closed at CSAEOUT are still appearing at Pending returns (CSRMRET). What could be the cause.

Anastacia – Selibe-Phikwe Magistrate Court

## **Guru Answers**

Hello Anna, For matters to appear as completed and to move to Completed returns being CSRDECD one has to do two things. Firstly to close with final Order(FNLO) at CSAEOUT and lastly to dispose charges at CMADISP. If one has done these two then the matters will be found in the right returns. Unfortunately we do not do that, and in particular that was the main problem with Magistrate Makgato's cases.

## **Changes/ deletion of parties**

**Dear Guru**

Whilst doing quality assurance, I noticed that two Plaintiffs instead of one have erroneously been entered at CMAINT (Party Tab) regarding cases number MTMSP-000002-13 and MTMSP-000048-13. Now, the process of deleting an extra Plaintiff cannot go through. What can I do?

Tumo Okie – Selibe-Phikwe Magistrate Court

## **Guru answers**

Deletion or changing of parties is usually held back by two things? First scenario; when a case has closed events, then the party won't appear as a legible party on CDACDPT and therefore cannot be deleted. The message that reads "Closed Event" - FOUND. Party cannot be changed/deleted" will appear. Secondly; when there is a service document attached to a case, then the parties on that case cannot be changed or deleted. (They will appear as illegible parties). Now, your question is based on the second scenario. Unfortunately, unlike in the first scenario, (where one can simply delete the closing docket, change the party and close the event again), the second scenario is different, here there is a service document attached to the parties and no party can be changed or deleted. Given this second scenario, neither parties nor service documents can be changed or deleted, they can only be ended. To end a party one goes to CDAPRTY and enters the end date. Ended parties will still appear on CDAPRTY. That's why it becomes very important that quality assurance be performed every now and then so that mistakes such as this can be realized before creation of document IDs.

## **Changes/Deletions to the Charge**

**Dear Guru**

Please help, I have wrongly entered two counts instead of one. How do I delete the other charge?

Joe Ntshole  
Lobatse High Court

## **Guru Answers**

Thank You Joe for this question. Though charges are entered at the Charge tab at CMAINT all changes and deletions of charges/violations are done at CMADISP. All one has to do is open the CMADISP, after entering case number, choose the accused that you wish to change/delete his violations. Place a cursor on the charge in question. Choose/click 'delete violation' on the navigation frame. Save and the charge will be completely gone. When changing a violation place a cursor on the violation in question and backspace, the field will be cleared and one can now enter the right charge/violation. These changes/deletions are only applicable when the charges have not been disposed.

**Dear Guru**

I have closed a batch before officers could finish scanning other cases. How do I reopen that batch?

Hope Molatlhegi – Kasane Magistrate Court

## **Guru Answers**

A batch that has been closed cannot be reopened. The role of a batch is to help a user to create barcodes. Once a user closes a batch whilst others are still creating barcodes under that batch, then the only solution will be to open a new batch.

## **Changes/deletion of a Party Magistrate/Judge from a case**

**Dear Guru**

Editing on the description field on the case initiation maintenance form cannot go through. The field is protected against update. How do I correct error committed on the description field.

Kenaleone Motlhobogwa – Lobatse Magistrate court

## **Guru Answers**

Effective from 3rd September 2013, one will neither be able to delete parties on the description field on CMAINT, nor a judicial officer on CDACDPT. Changes on the description field can only be effected CDACASU by supervisors. Judges and Magistrates can only be ended on CDAPRTY.

New building for High Court Gaborone at CBD

