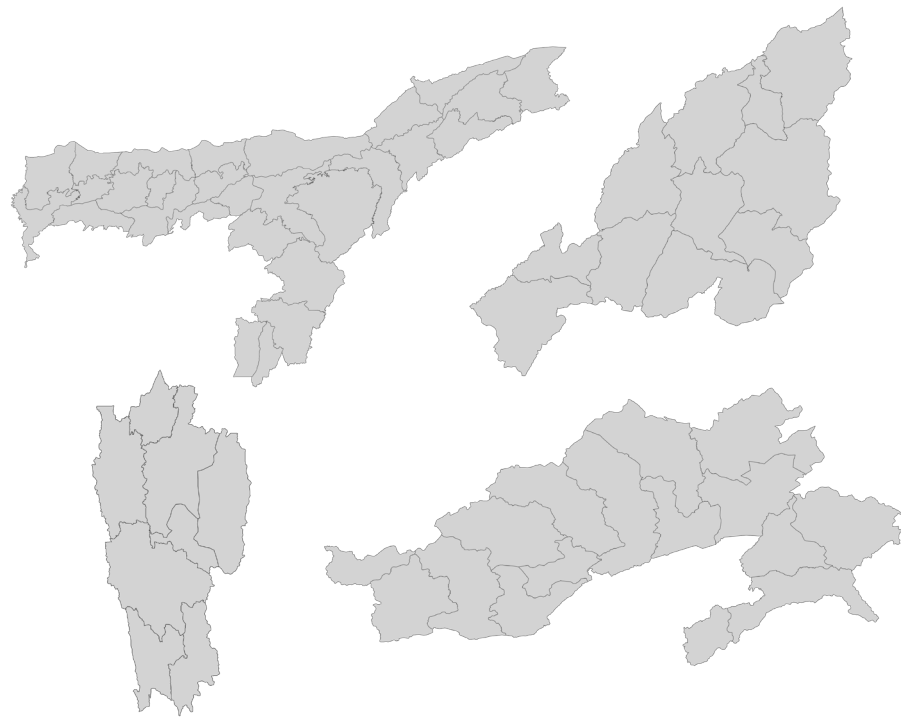


Building Better Courts

Surveying the Infrastructure of District Courts

JULY, 2019

**ASSAM | NAGALAND |
MIZORAM | ARUNACHAL
PRADESH**



Getting
There
—
Navigation
—
Waiting
Area
—
Hygiene
—
Barrier-
Free
Access
—
Case
Display
—
Amenities
—
Security
—
Website

V I D H I Centre for
Legal Policy

JALDI Justice, Access &
Lowering Delays in India

Supported by
TATA TRUSTS

About the Project

The lower judiciary is the first point of contact for most litigants in India today. A user-friendly court equipped with all necessary facilities lies at the core of accessibility to the judicial system. Public discourse has conventionally centred around the issue of legal accessibility, asking whether individuals are able to consider litigation as a forum for resolution in the first place. This project seeks to start a conversation around other equally important aspects of court access, namely, the physical and digital architecture of the lower judiciary.

In 2012, the National Courts Management Systems Committee (NCMS) put out a baseline report on the Court Development Planning System, which, for the first time in India, identified benchmarks to ensure that courtrooms are designed so as to be litigant-friendly. We used these same benchmarks to study 665 district court complexes all over India as part of a comprehensive assessment of the preparedness of our lower courts for litigants.

This report will be an important tool for the judiciary and policymakers to understand the functioning of courts under their jurisdiction. The data in this report will facilitate more informed conversations among relevant stakeholders, and ultimately, help us build better courts.

Acknowledgements

This report is an independent, non-commissioned work conceived at the Vidhi Centre for Legal Policy. A large team worked to make this report happen. Amrita Pillai and Raunaq Chandrashekar (authors of Status of Physical Infrastructure in Lower Judiciary, April 2018) designed the preliminary survey questions, and anchored the data gathering and collation in the initial stages of this project, under the guidance of Neha Singhal. Udit Bhandari, Ravendra Singh, Adarsh Sachan, Bhupendra Negi, Deewakar Srivastava, Rahul Singh, and the team at Vimarsh Development Solutions Pvt. Ltd., coordinated the data collection across the country. Ronak Sutaria, Sachin Oze, Namita Mohandas and the team at UrbanSciences assisted in developing the project, and worked on data analysis and visualisation. How India Lives helped design the print layout of the report. Vidhi interns Aakansha Saraf, Pallavi Khatri and Mugdha Mohapatra assisted in some of the research. Finally, the authors would like to thank Tata Trusts for their support towards the Vidhi-Tata Trusts Fellowship, under which fellows work on the Justice, Access, and Lowering Delays in India (JALDI) project.

Methodology

The 2012 National Courts Management Systems Committee (NCMS) report offered a three-pronged system to think about court infrastructure, by focusing on physical, digital, and human aspects of court functioning. The present report uses the same system, but narrows its focus to two out of the three aspects identified by NCMS. For reference and context, this report also offers basic information about judicial vacancies and case pendency in the state.

TOOLS AND SOURCES: OBJECTIVE SURVEY

A survey was undertaken between May and August 2018 by field researchers across 36 states and union territories in India, on various aspects of accessibility, security, public convenience and amenities within the court complex. A total of 665 district court complexes in India were studied. The survey was conducted using a questionnaire comprising over 100 objective questions, which, in turn, was based on the guidelines prescribed by the 2012 NCMS report. The primary data thus collected was verified for randomly-selected districts by the coordinators handling the data collectors, as part of appropriate checks on data quality.

This report presents results from this survey of 100+ questions. The questionnaire attempts to cover all aspects of a court complex that a litigant encounters, from the time of entry into the court, to engaging with court and security staff, to gathering details about cases.

USER FEEDBACK: LITIGANT INTERVIEWS

The objective survey of 665 district court complexes was supplemented by interviews with 6650 litigants (10 from each district court complex, selected randomly on-site) to take stock of the conditions of the available facilities, as well as to gather feedback on the ways in which the user experience of visiting the court complex could be improved. Litigants were interviewed about all identifiable aspects of interactions with physical and digital court infrastructure. After the interviews were completed, the data was verified by personally contacting a random selection of approximately 2-3% litigants from every state over the phone.

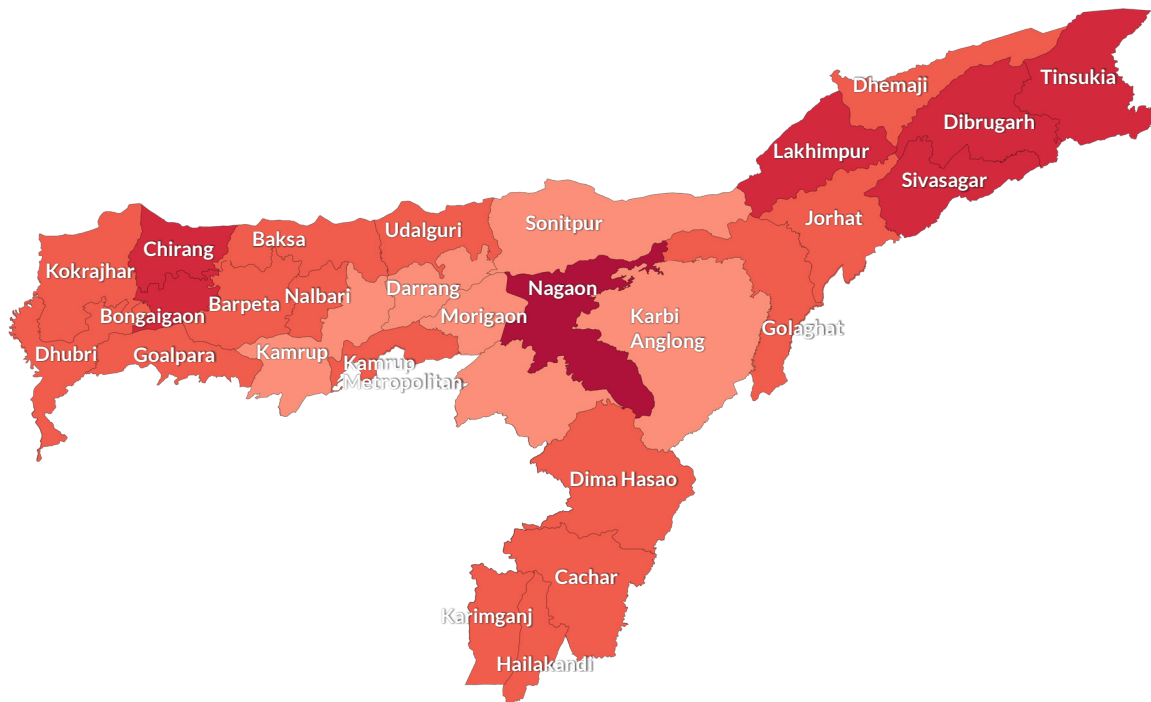
The parameters assessed in the interview ranged from how easy it was to get to, and navigate, the court complex, to the awareness of the availability of various facilities and services within the court complex. On certain aspects of the user experience, such as, facilities in the waiting area, litigants were also asked to specifically identify suggestions for improving the infrastructure of the court complex.

COURT WEBSITES

The website of every district court complex surveyed, was separately studied on eight pre-identified parameters (based on the 2012 NCMS report), to assess whether the website was informative and user-friendly.

State Map | Assam

SCORE ■ 0% - 20% ■ 21% - 40% ■ 41% - 60% ■ 61% - 80% ■ 81% - 100%



The performance of each district court complex is based on an equal weightage of nine parameters relevant to court infrastructure, i.e., getting there, navigation, waiting area, hygiene, barrier-free access, case display, amenities, security, and website. The darker the shade of a district on the map, the better is the aggregate performance of its district court complex, and vice versa. The overview section at the end of the report offers a detailed parameter-wise breakdown of the performance of each district court complex.

State Snapshot

27 district court complexes in Assam were surveyed. According to Court News on 31.12.2017, the state has a sanctioned strength of 428 judges, working strength of 352 judges, with 18% vacancy. As per the National Judicial Data Grid accessed on 18.09.2018, the number of cases pending in the state's lower judiciary was 2,72,692.



COURTS
27



CASE PENDENCY
272,692



JUDGES
352



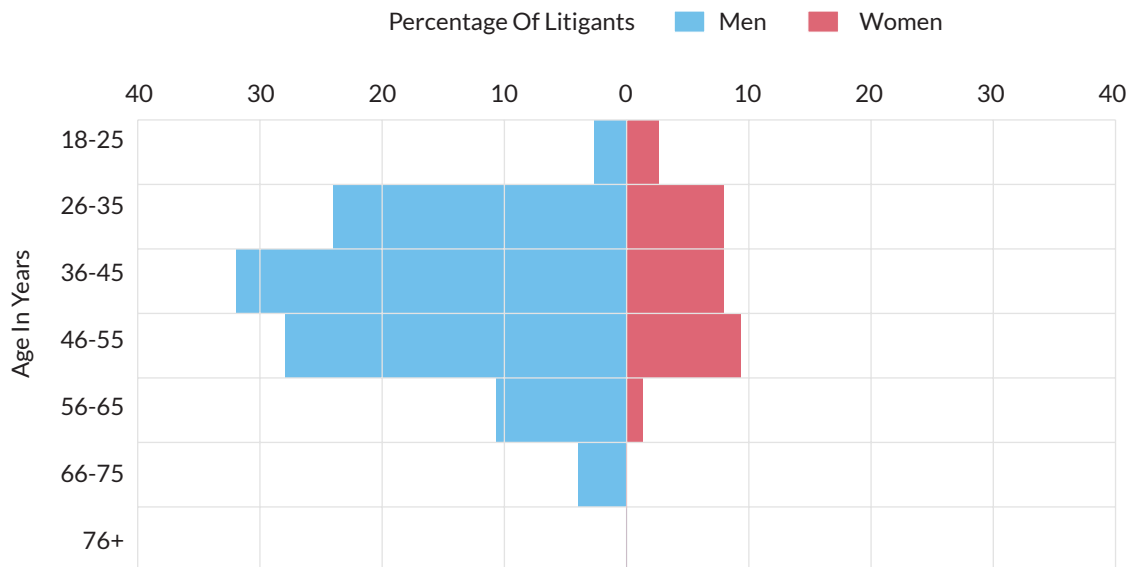
JUDGE VACANCY
76

Litigant Profile



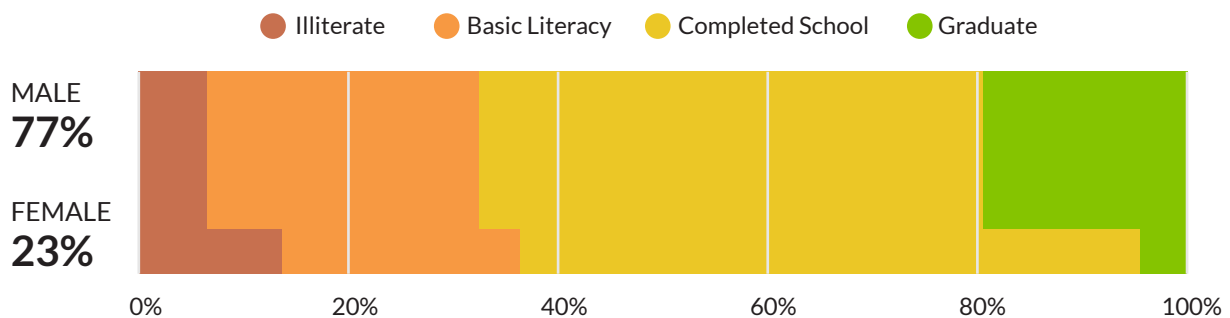
AGE & GENDER DISTRIBUTION OF LITIGANTS INTERVIEWED

Age & Gender Distribution of Litigants Interviewed: Of the litigants interviewed, men between 36-45 years and women between 46-55 years formed the bulk of the respondents.

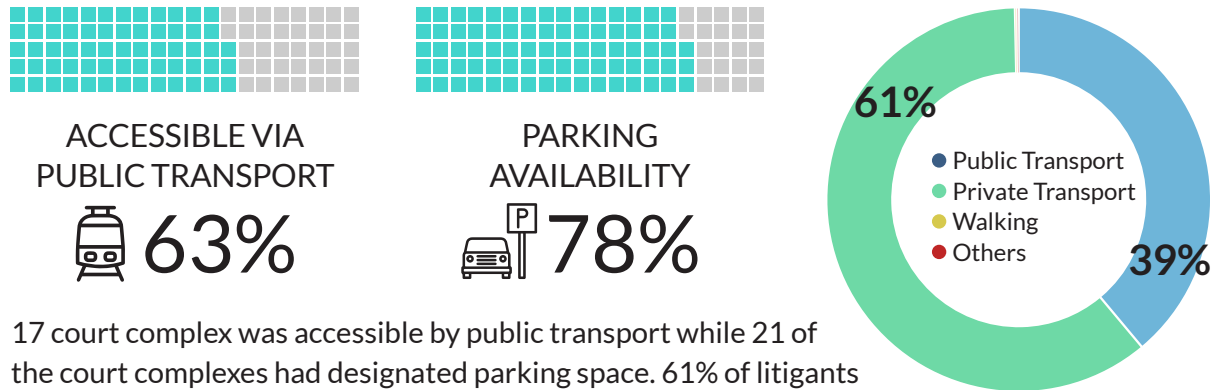


EDUCATION LEVELS OF LITIGANTS INTERVIEWED

Of the litigants interviewed, the majority (50%) consisted of those who had completed schooling but not graduation, while the number of litigants who were illiterate were the least (8%).

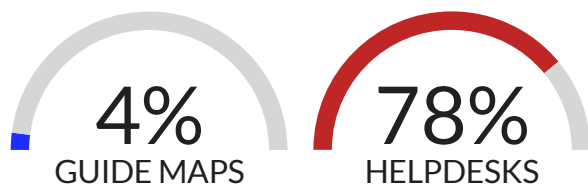


Getting There | How easy is it to reach the court complex?

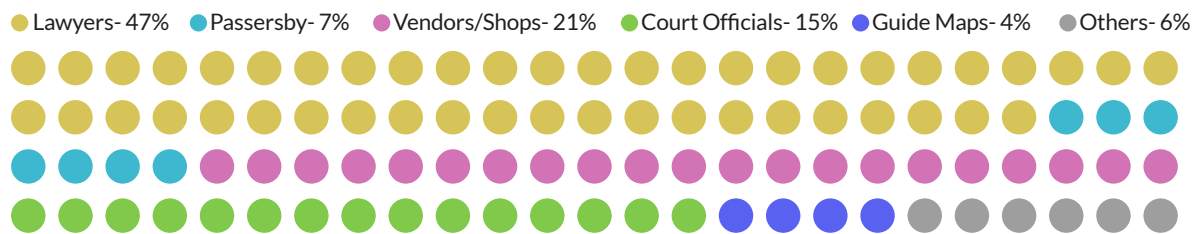


17 court complex was accessible by public transport while 21 of the court complexes had designated parking space. 61% of litigants interviewed reached the court complex using private transport while 39% used public transport. Modes of public transport include trains, metro, rail, auto- or cycle-rickshaws, buses, or taxis, and private vehicles include vehicles owned by friends, relatives, or lawyers.

Navigation | How easy is it to move within the court complex?

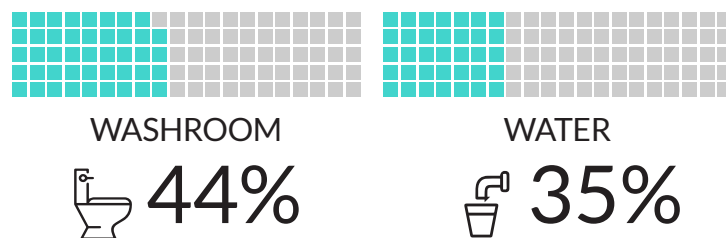


An easily navigable court complex is one that has guide maps and help desks on all floors. Our data shows that only 1 court complex had guide maps but 21 court complexes had help desks to help persons navigate easily.



LITIGANTS' SUGGESTIONS FOR BETTER SIGNAGE

Litigants mostly asked lawyers for finding their way within the court complex. Litigants said better signages for locating washrooms and drinking water facility would aid navigation within the court complex.

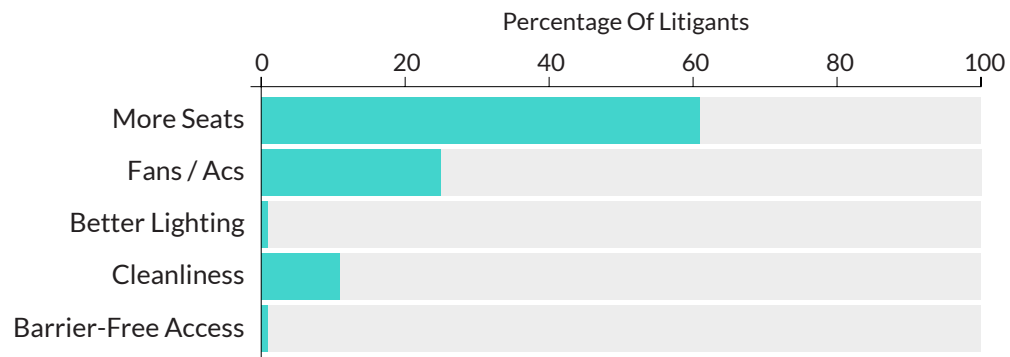


Waiting Area | Are there well-equipped waiting areas?

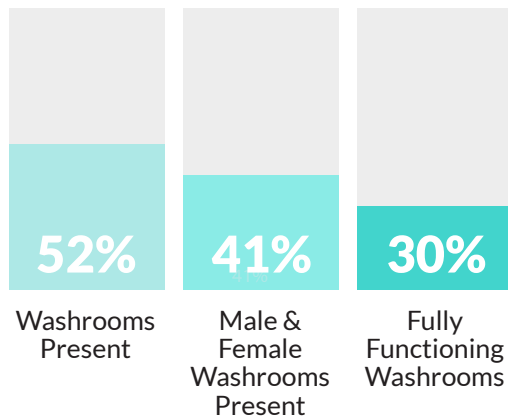
In Assam, 21 out of 27 court complexes were equipped with waiting areas. Litigants said waiting areas were especially deficient in seating and ventilation.



LITIGANTS' SUGGESTIONS TO IMPROVE THE WAITING AREA

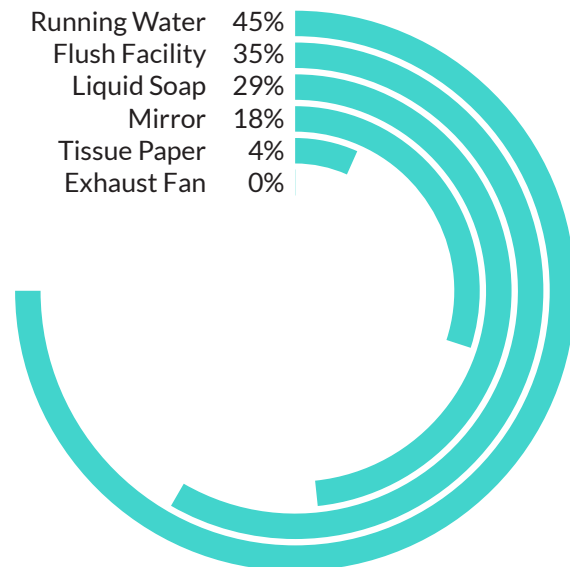


Hygiene | Are there clean, fully functioning washrooms?

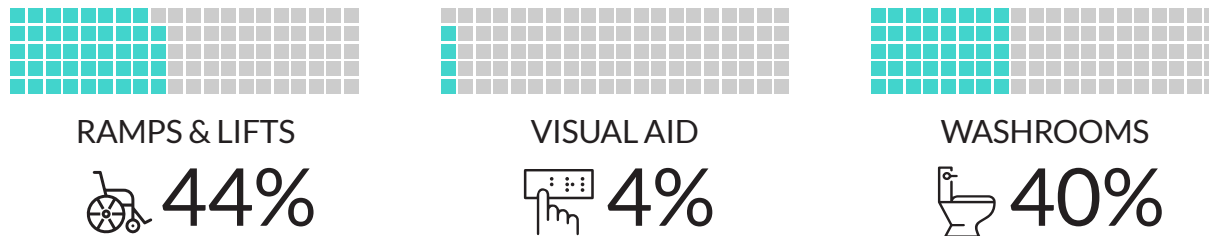


Fully functioning washrooms are those which are regularly cleaned and have running water. Only 14 court complexes had washrooms, while 16 court complexes did not have washroom for women. However, only 8 court complexes had fully functioning washrooms. The lack of flush facility and running water were concerns for most of the litigants.

LITIGANTS' SUGGESTIONS TO IMPROVE HYGIENE



Barrier-Free Access | How inclusive is the court complex?

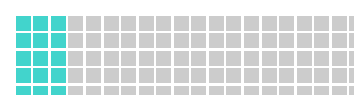
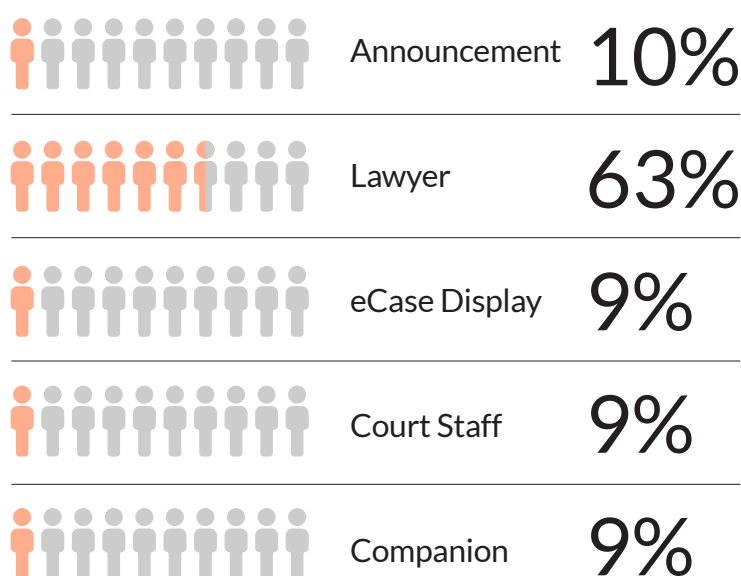


Only 12 court complexes were accessible to wheelchair-bound persons who require ramps/ lifts for entry and access to higher floors. Further, only 1 court complex, Goalpara, had braille notices or tactile pavements for visually challenged persons. Only 1 court complex, Udalguri, had a designated washrooms for persons with disabilities.

Case Display | How are litigants notified of their cases?

The eCase Display Board (an electronic display of court and case numbers) helps visitors to a court complex identify which cases are being currently heard in which courtroom, and hence, should be placed both in the main building, as well as in all waiting areas of the court complex. 4 of the court complexes surveyed met this requirement.

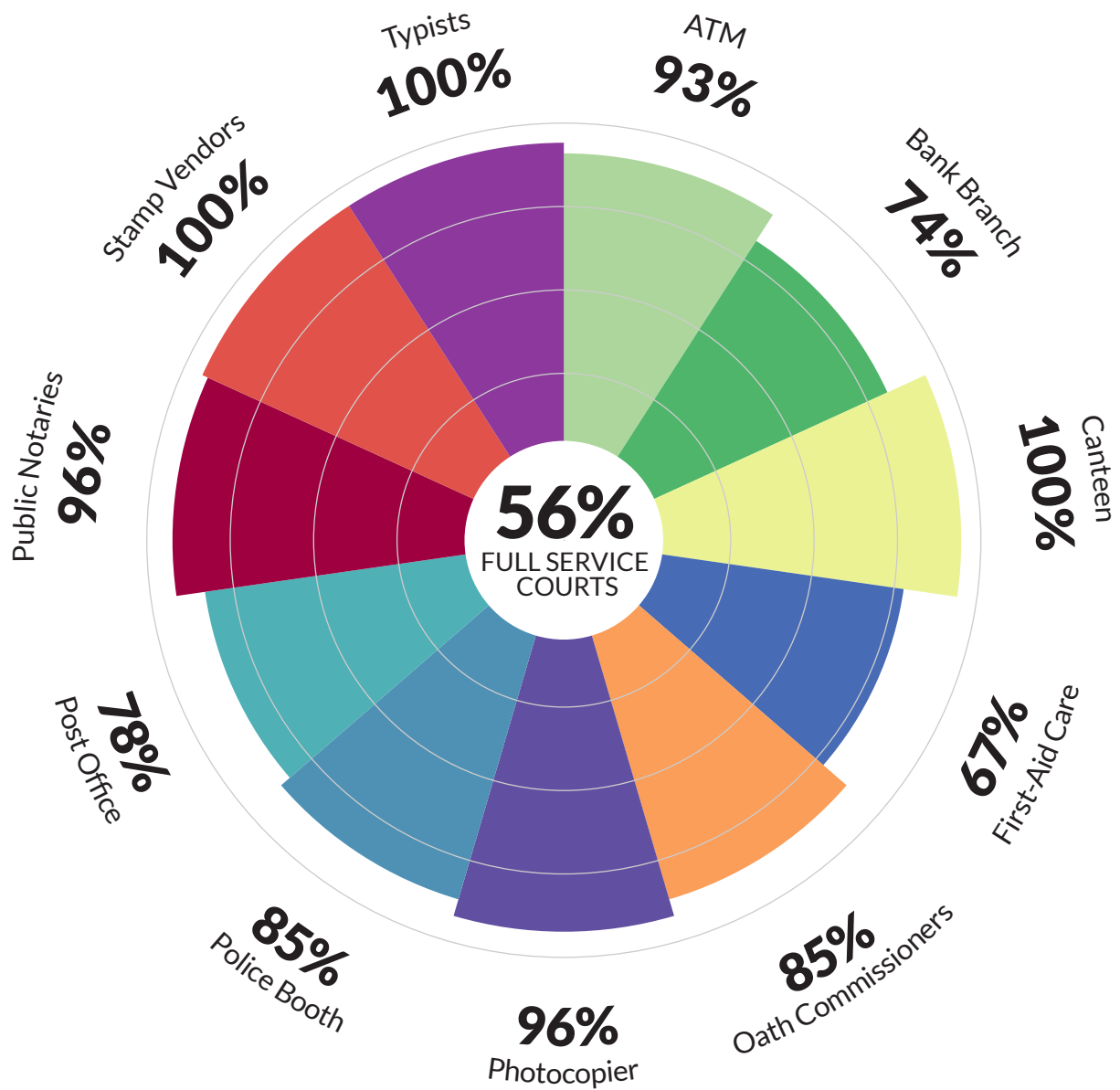
LITIGANTS WERE NOTIFIED OF THEIR CASE VIA



AVAILABILITY OF E-CASE DISPLAYS IN THE COURT COMPLEX

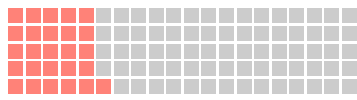


Amenities | What services are available in the court complex?



Facilities such as notaries, canteens, bank-branches, automated teller machines (ATMs) and photocopiers, significantly improve the functionality of a court. 15 court complexes were full-service courts, i.e., all amenities were present.

Security | Is the court complex secure?



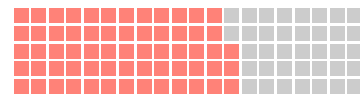
BAGGAGE SCAN

 26%



FIRE EXTINGUISHER

 89%



EMERGENCY EXIT SIGN

 63%

7 court complexes had fully functioning baggage scan facilities. 24 court complexes had fire extinguishers and 10 court complex did not have emergency exit signages.

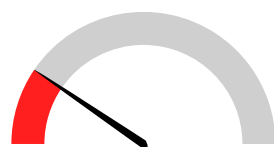
Website | Is the court website informative and useful?

For litigants and lawyers accessing individual court complexes, the court websites should have basic information relating to that court, such as the names of judges on leave, the court's working calendar, an identifiable photograph of the court complex, and so on. The availability of essential information on the websites of the court complexes in the state was verified on 15.06.2018.



COURT PICTURE

93%



COURT MAP

19%



CASE STATUS

93%



COURT ORDERS

93%



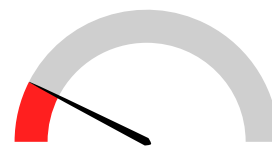
CAUSE LIST

93%



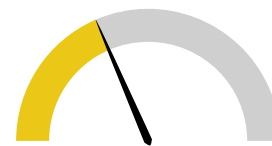
JUDGES ON LEAVE

4%



CALENDAR

15%

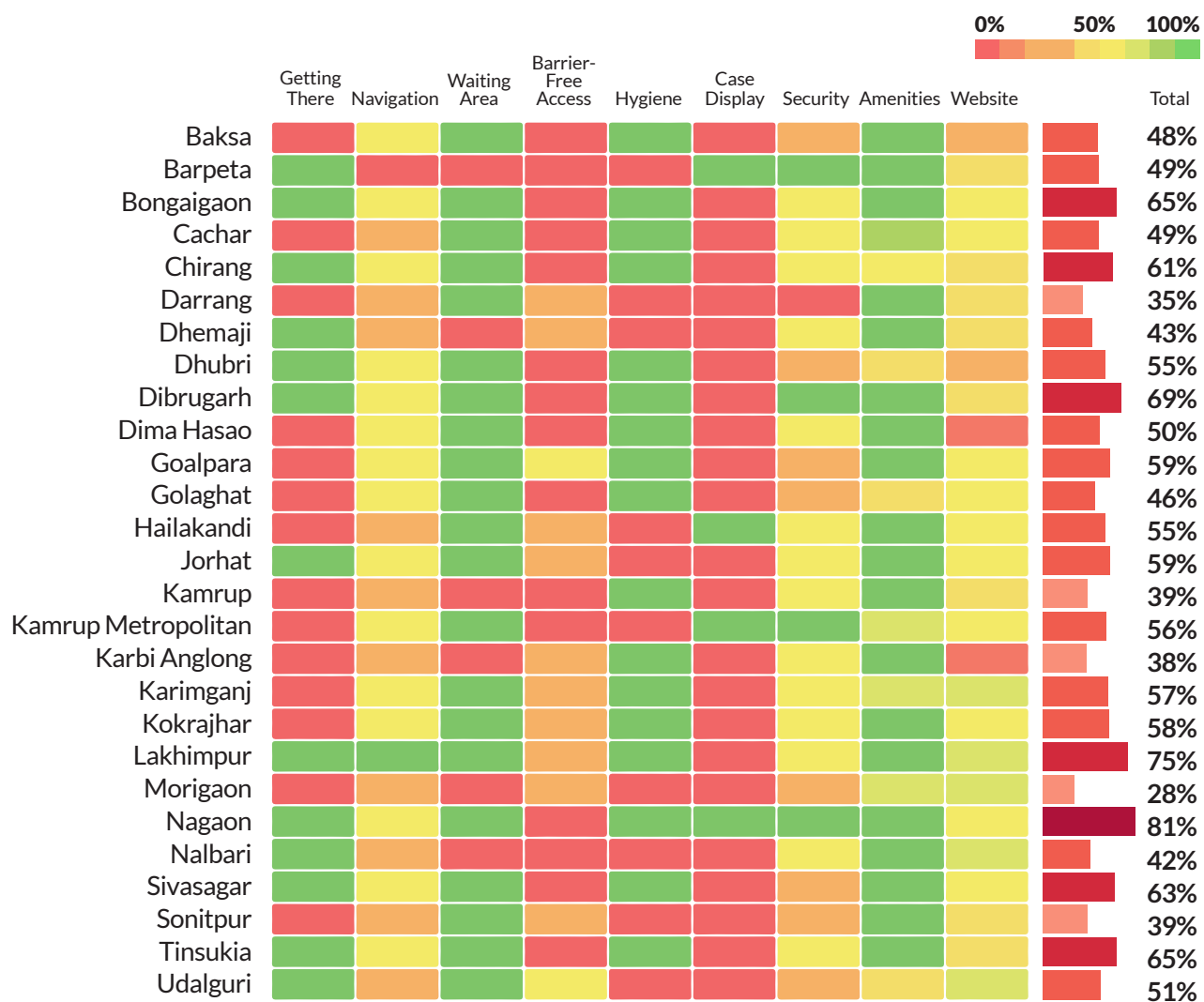


CIRCULARS/NOTICES

37%

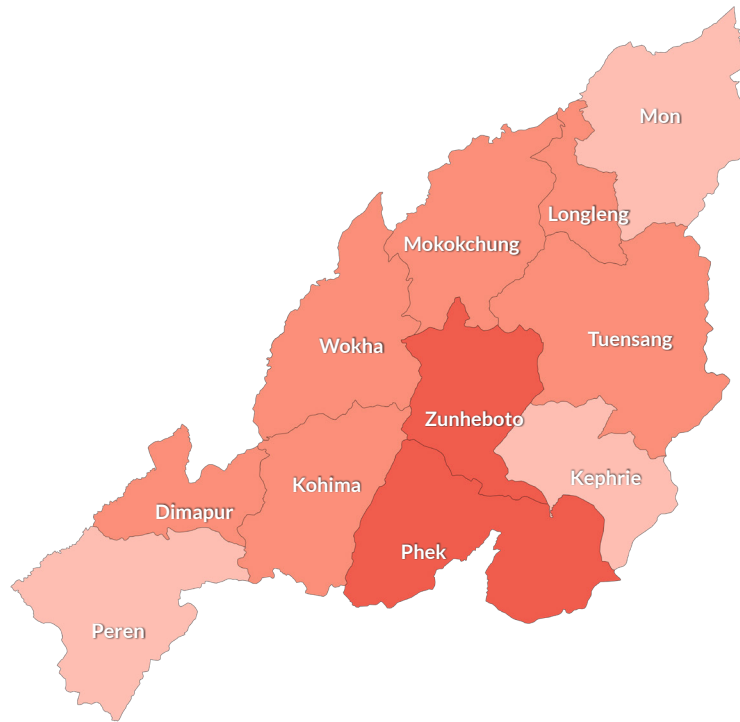
Overview | Comparison of each district against each reporting parameter

Each district court complex was assessed on its performance across nine parameters represented in the previous pages. Each parameter has been assigned an equal weightage to compute the total percentage score and overall performance for every district court complex. The district court complex of Nagaon is the best performing in Assam. The district court complex that needs the most improvement in court infrastructure is Morigaon. The last column indicates the total score of the district court complex based on its overall score, which is also represented by the state map.



State Map | Nagaland

SCORE ■ 0% - 20% ■ 21% - 40% ■ 41% - 60% ■ 61% - 80% ■ 81% - 100%



The performance of each district court complex is based on an equal weightage of nine parameters relevant to court infrastructure, i.e., getting there, navigation, waiting area, hygiene, barrier-free access, case display, amenities, security, and website. The darker the shade of a district on the map, the better is the aggregate performance of its district court complex, and vice versa. The overview section at the end of the report offers a detailed parameter-wise breakdown of the performance of each district court complex.

State Snapshot

11 district court complexes in Nagaland were surveyed. According to Court News on 31.12.2017, the state has a sanctioned strength of 34 judges, working strength of 22 judges, with 35% vacancy. No data was available on the National Judicial Data Grid on case pendency for Nagaland as on 18.09.2018.



COURTS

11



CASE PENDENCY

0



JUDGES

22



JUDGE VACANCY

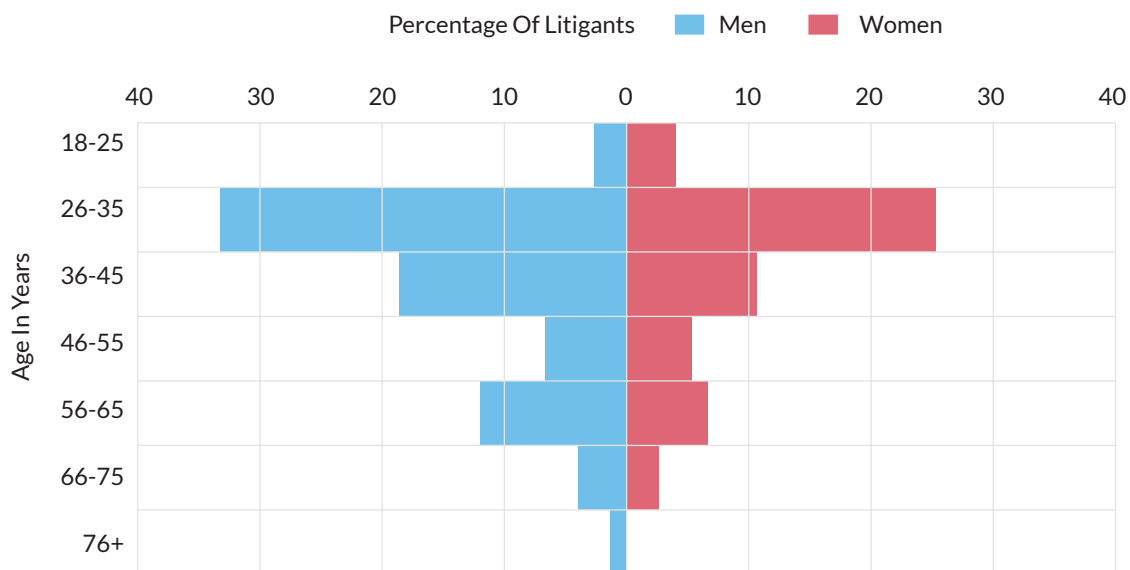
12

Litigant Profile



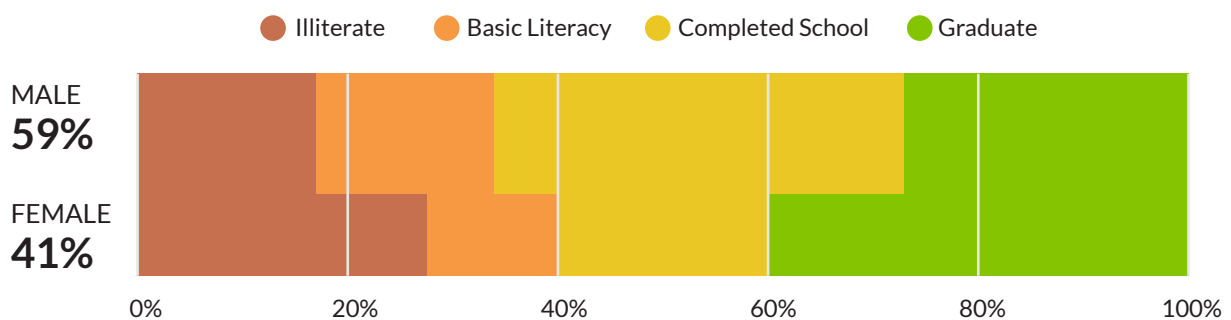
AGE & GENDER DISTRIBUTION OF LITIGANTS INTERVIEWED

Of the litigants interviewed, men and women between 26-35 years formed the bulk of the respondents.

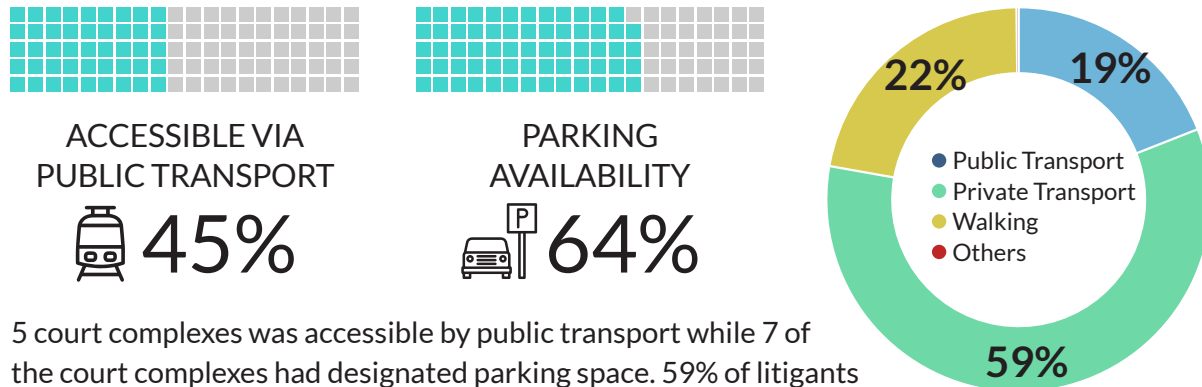


EDUCATION LEVELS OF LITIGANTS INTERVIEWED

Of the litigants interviewed, the majority (32%) consisted of those who had completed graduation, while the number of litigants who had basic literacy were the least (15%).

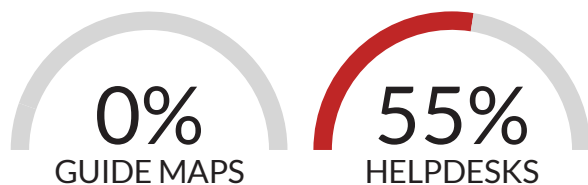


Getting There | How easy is it to reach the court complex?

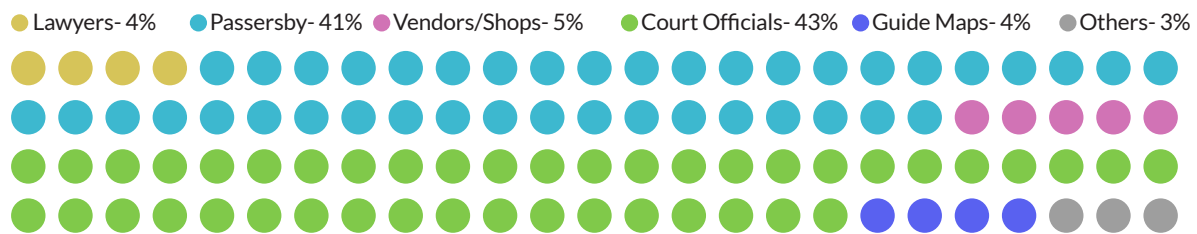


5 court complexes was accessible by public transport while 7 of the court complexes had designated parking space. 59% of litigants interviewed reached the court complex using private transport while 19% used public transport. 22% of the litigants reached the court complex by walking. Modes of public transport include trains, metro, rail, auto- or cycle-rickshaws, buses, or taxis, and private vehicles include vehicles owned by friends, relatives, or lawyers.

Navigation | How easy is it to move within the court complex?

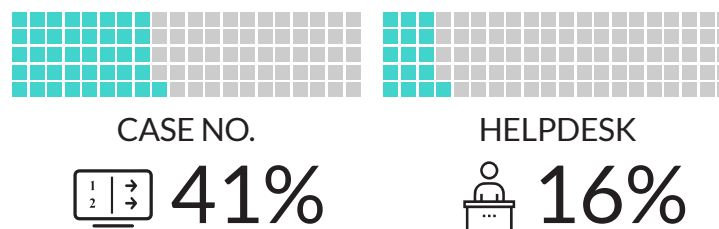


An easily navigable court complex is one that has guide maps and help desks on all floors. Our data shows that none of the court complexes had a guide map. 6 court complexes had help desks to help persons navigate easily.



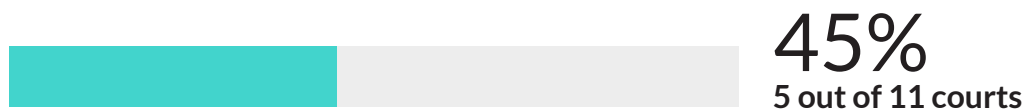
LITIGANTS' SUGGESTIONS FOR BETTER SIGNAGE

Litigants mostly asked court officials and passersby for finding their way within the court complex. Litigants said better signages for eCase Display boards and help desks would aid navigation within the court complex.

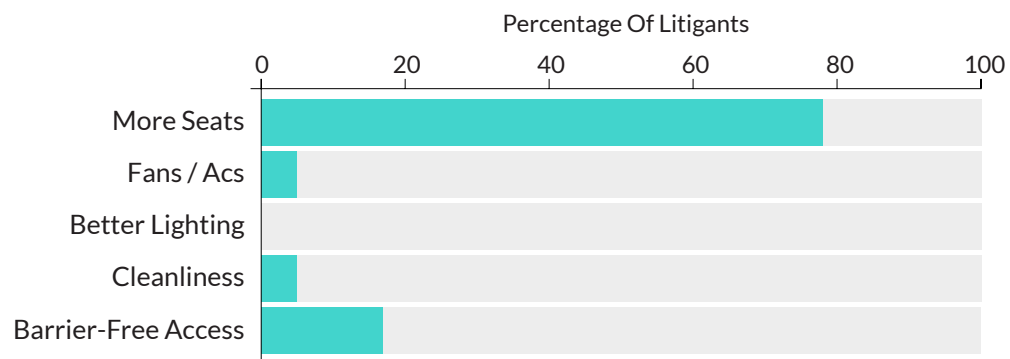


Waiting Area | Are there well-equipped waiting areas?

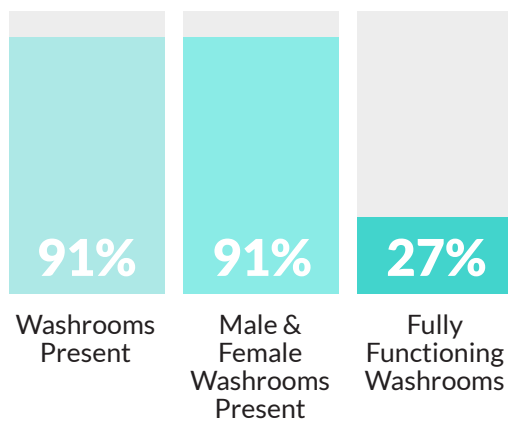
In Nagaland, 5 out of 11 court complexes were equipped with waiting areas. Litigants said waiting areas were especially deficient in seating. 17% of litigants felt that the waiting areas needed to improve access for persons with disabilities.



LITIGANTS' SUGGESTIONS TO IMPROVE THE WAITING AREA

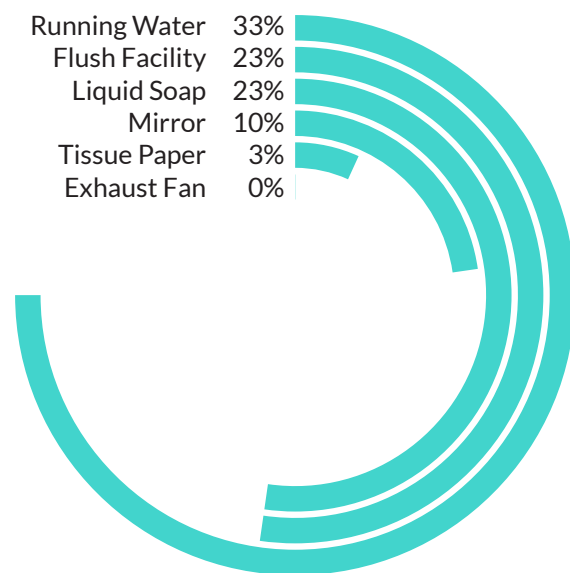


Hygiene | Are there clean, fully functioning washrooms?

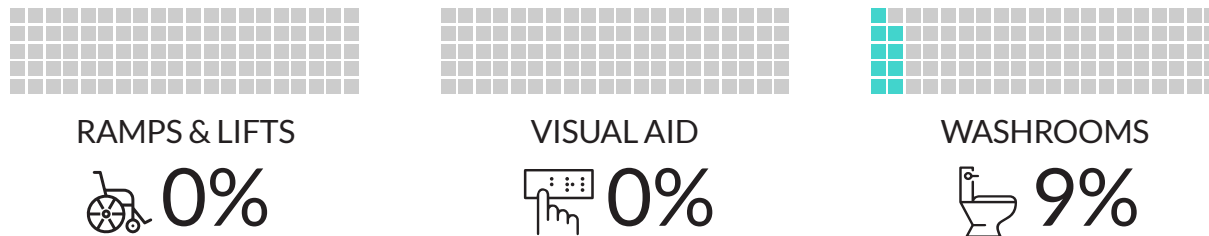


Fully functioning washrooms are those which are regularly cleaned and have running water. 10 court complexes had washrooms, including washrooms for women. However, only 3 court complexes had fully functioning washrooms.

LITIGANTS' SUGGESTIONS TO IMPROVE HYGIENE



Barrier-Free Access | How inclusive is the court complex?

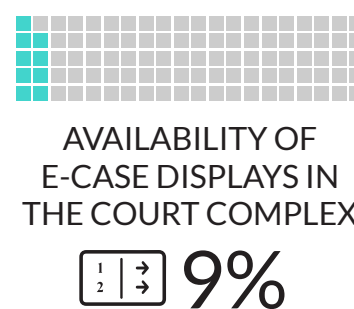
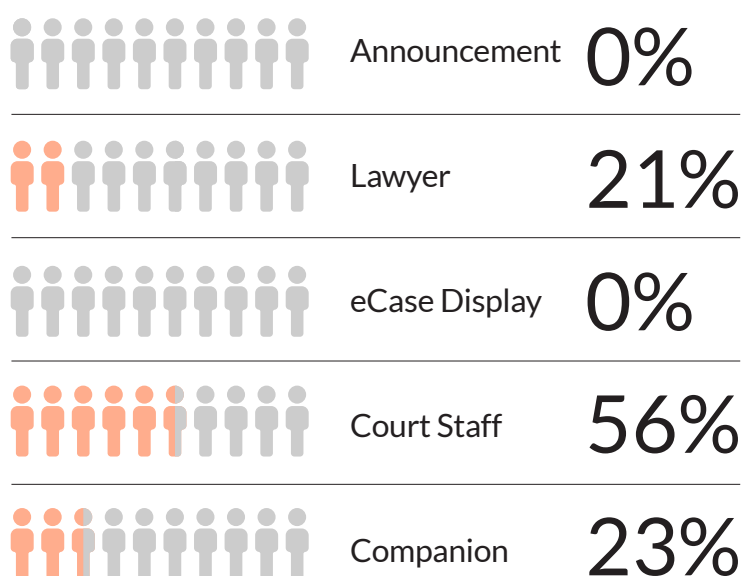


None of the court complexes were accessible to wheelchair-bound persons who require ramps/ lifts for entry and access to higher floors. Further, none of the court complexes had braille notices or tactile pavements for visually challenged persons. 1 court complex had designated washrooms for persons with disabilities.

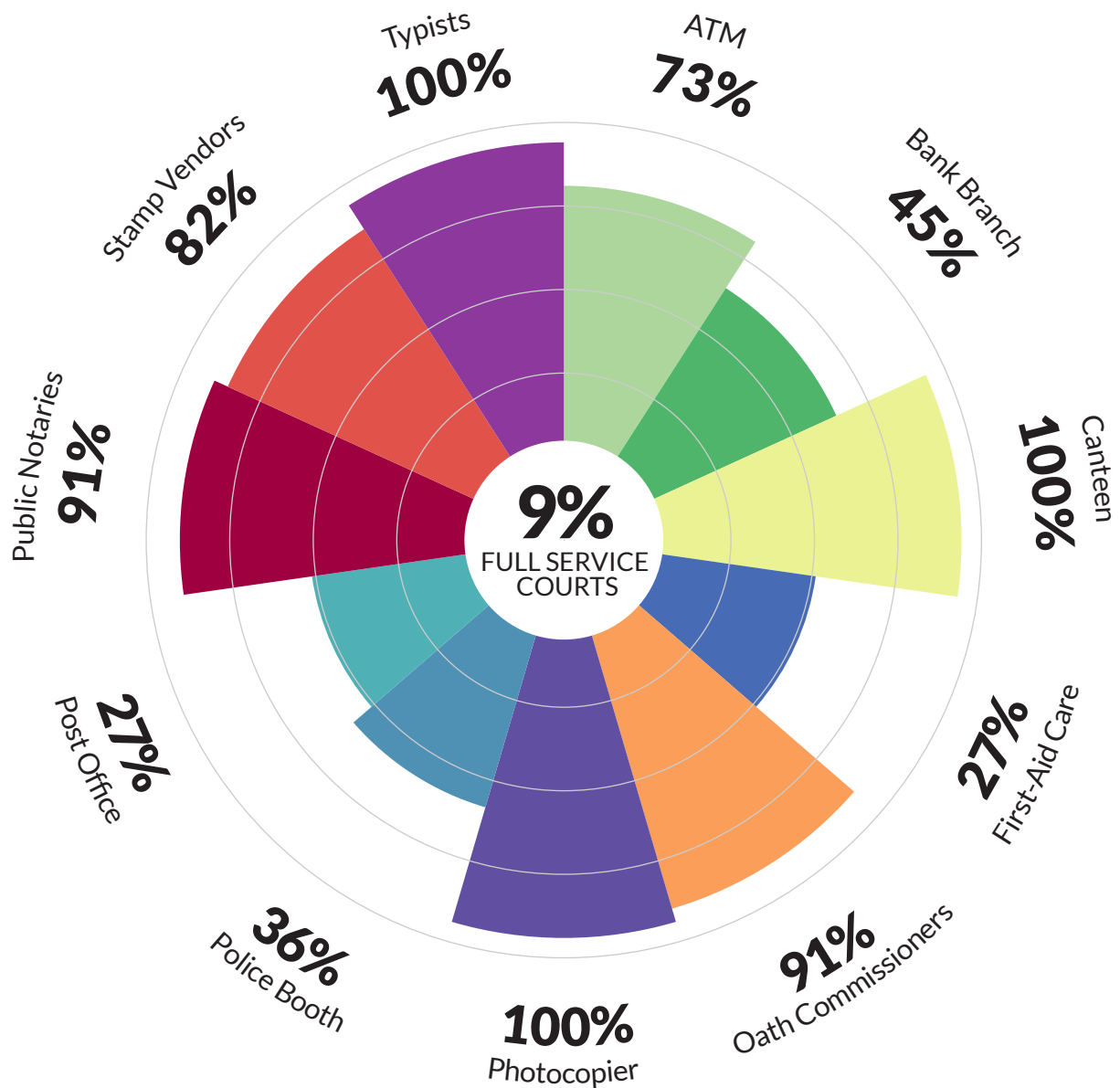
Case Display | How are litigants notified of their cases?

The eCase Display Board (an electronic display of court and case numbers) helps visitors to a court complex identify which cases are being currently heard in which courtroom, and hence, should be placed both in the main building, as well as in all waiting areas of the court complex. Only 1 court complex met this requirement.

LITIGANTS WERE NOTIFIED OF THEIR CASE VIA

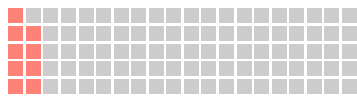


Amenities | What services are available in the court complex?

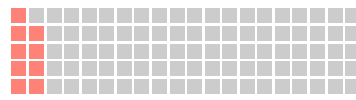


Facilities such as notaries, canteens, bank-branches, automated teller machines (ATMs) and photocopiers, significantly improve the functionality of a court. Only 1 court complex was a full-service court, i.e., all amenities were present.

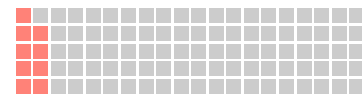
Security | Is the court complex secure?



BAGGAGE SCAN



FIRE EXTINGUISHER



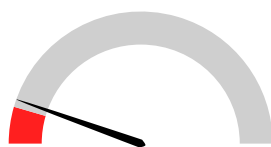
EMERGENCY EXIT SIGN



Only 1 court complex, Dimapur, had fully functioning baggage scan facilities and emergency exit signages. Mokokchung was the only court complex which had fire extinguishers.

Website | Is the court website informative and useful?

For litigants and lawyers accessing individual court complexes, the court websites should have basic information relating to that court, such as the names of judges on leave, the court's working calendar, an identifiable photograph of the court complex, and so on. The availability of essential information on the websites of the court complexes in the state was verified on 02.07.2018.



COURT PICTURE

9%



COURT MAP

0%



CASE STATUS

0%



COURT ORDERS

0%



CAUSE LIST

0%



JUDGES ON LEAVE

0%



CALENDAR

0%

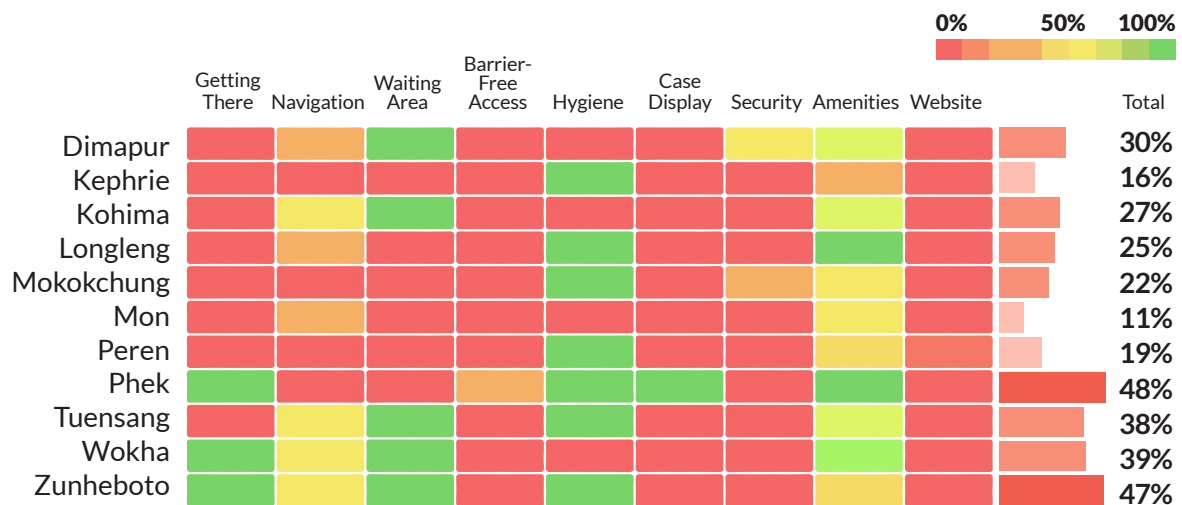


CIRCULARS/NOTICES

0%

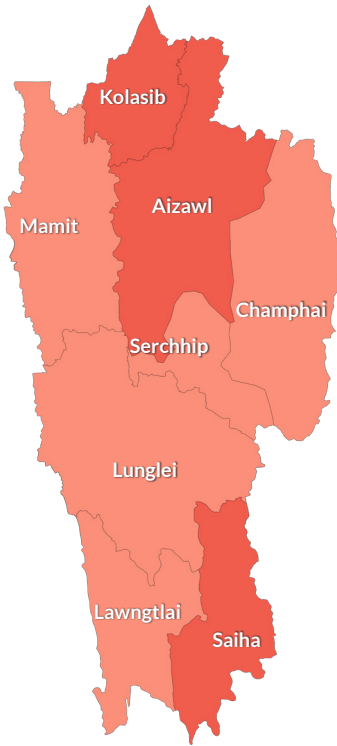
Overview | Comparison of each district against each reporting parameter

Each district court complex was assessed on its performance across nine parameters represented in the previous pages. Each parameter has been assigned an equal weightage to compute the total percentage score and overall performance for every district court complex. The district court complexes of Phek and Zunheboto are the best performing in Nagaland. The district court complex that needs the most improvement in court infrastructure is Mon. The last column indicates the total score of the district court complex based on its overall score, which is also represented by the state map.



State Map | Mizoram

SCORE ■ 0% - 20% ■ 21% - 40% ■ 41% - 60% ■ 61% - 80% ■ 81% - 100%



The performance of each district court complex is based on an equal weightage of nine parameters relevant to court infrastructure, i.e., getting there, navigation, waiting area, hygiene, barrier-free access, case display, amenities, security, and website. The darker the shade of a district on the map, the better is the aggregate performance of its district court complex, and vice versa. The overview section at the end of the report offers a detailed parameter-wise breakdown of the performance of each district court complex.

State Snapshot

8 district court complexes in Mizoram were surveyed. According to Court News on 31.12.2017, the state has a sanctioned strength of 63 judges, working strength of 46 judges, with 27% vacancy. As per the National Judicial Data Grid accessed on 20.09.2018, the number of cases pending in the state's lower judiciary was 4,021.



COURTS

8



CASE PENDENCY

4,021



JUDGES

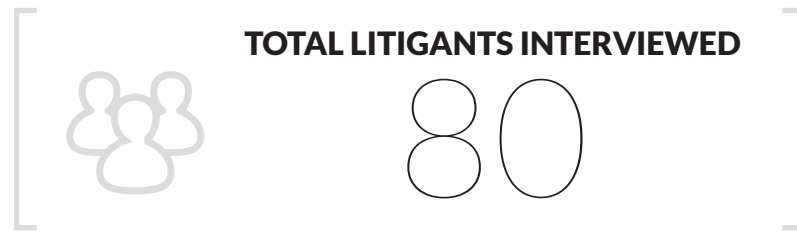
46



JUDGE VACANCY

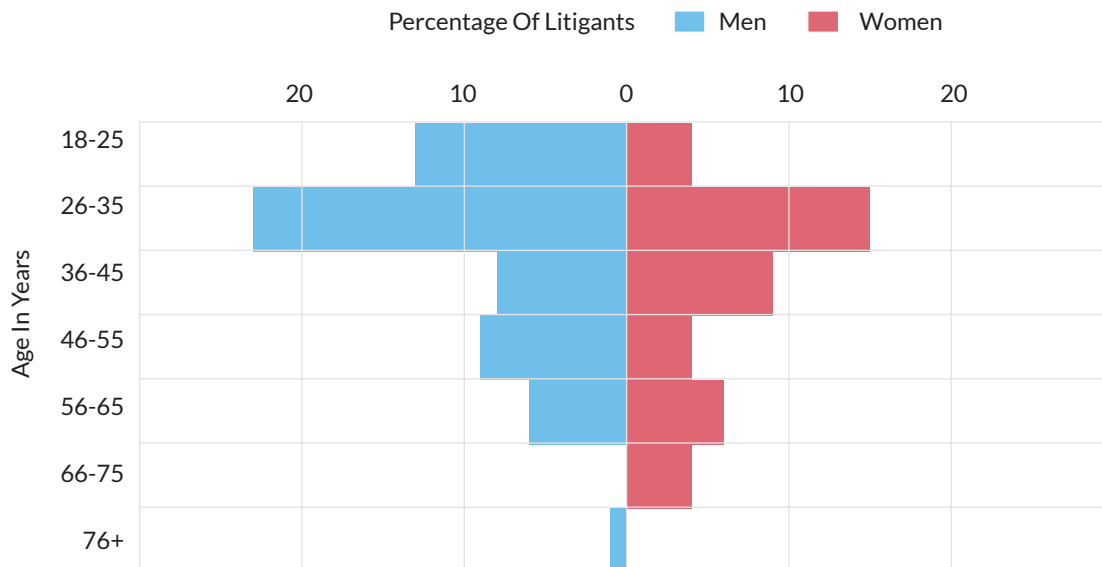
17

Litigant Profile



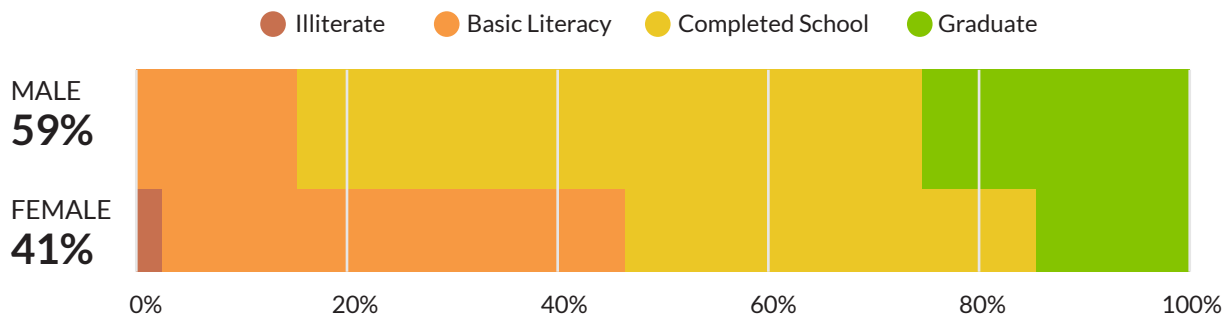
AGE & GENDER DISTRIBUTION OF LITIGANTS INTERVIEWED

Of the litigants interviewed, men and women between 26-35 years formed the bulk of the respondents.

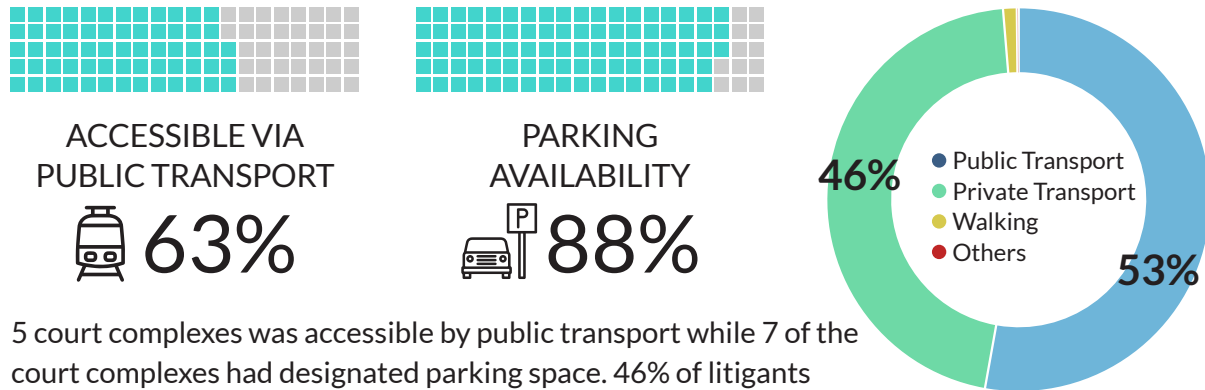


EDUCATION LEVELS OF LITIGANTS INTERVIEWED

Of the litigants interviewed, the majority (51%) consisted of those who had completed schooling but not graduation, while the number of litigants who were illiterate were the least (1%).

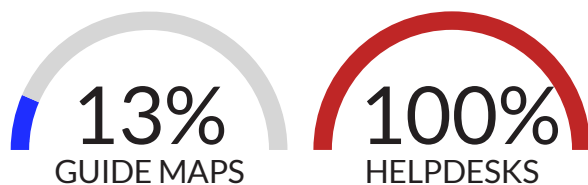


Getting There | How easy is it to reach the court complex?

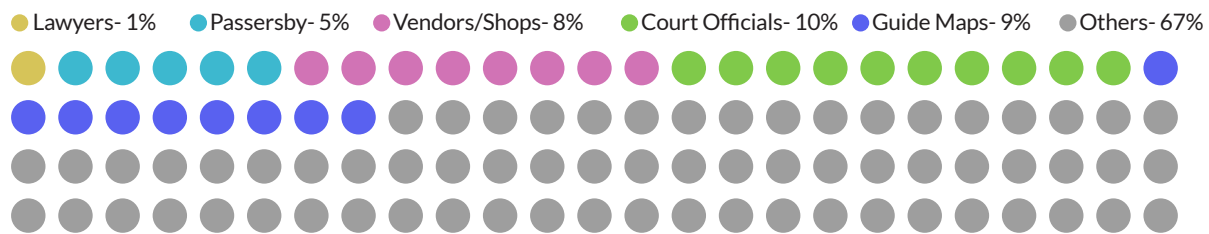


5 court complexes was accessible by public transport while 7 of the court complexes had designated parking space. 46% of litigants interviewed reached the court complex using private transport while 53% used public transport. Modes of public transport include trains, metro, rail, auto- or cycle-rickshaws, buses, or taxis, and private vehicles include vehicles owned by friends, relatives, or lawyers.

Navigation | How easy is it to move within the court complex?

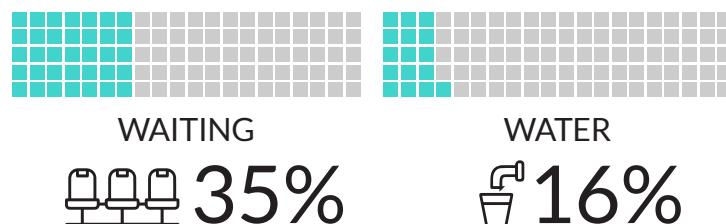


An easily navigable court complex is one that has guide maps and help desks on all floors. Our data shows that only 1 court complex had guide maps. All court complexes had help desks to help persons navigate easily.



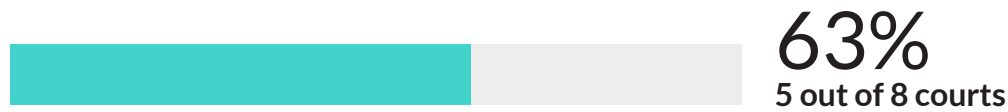
LITIGANTS' SUGGESTIONS FOR BETTER SIGNAGE

Litigants said better signages for waiting areas and drinking water facility would aid navigation within the court complex.

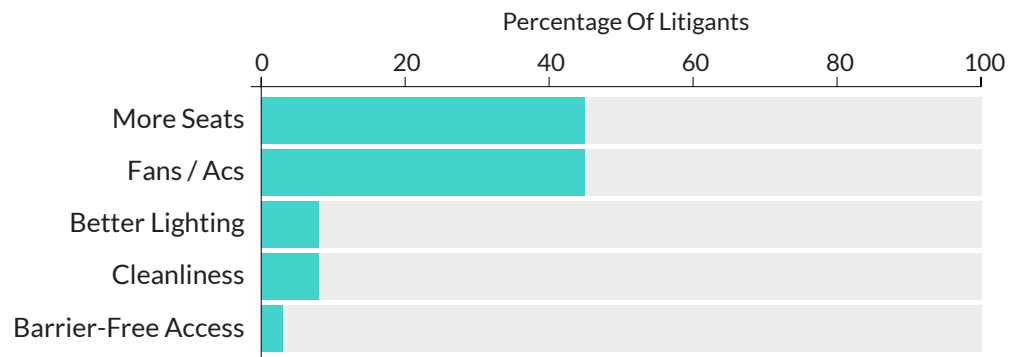


Waiting Area | Are there well-equipped waiting areas?

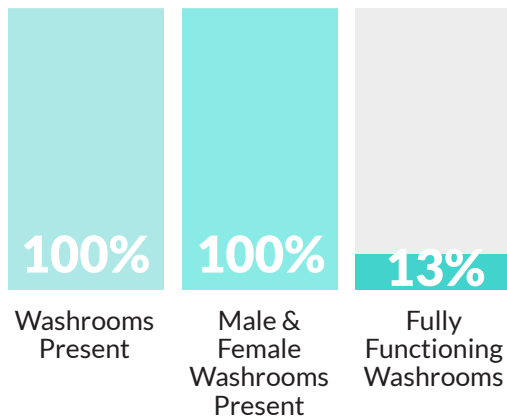
In Mizoram, 5 out of 8 court complexes were equipped with waiting areas. Litigants said waiting areas were especially deficient in seating and ventilation. 3% of litigants felt that the waiting areas needed to improve access for persons with disabilities.



LITIGANTS' SUGGESTIONS TO IMPROVE THE WAITING AREA

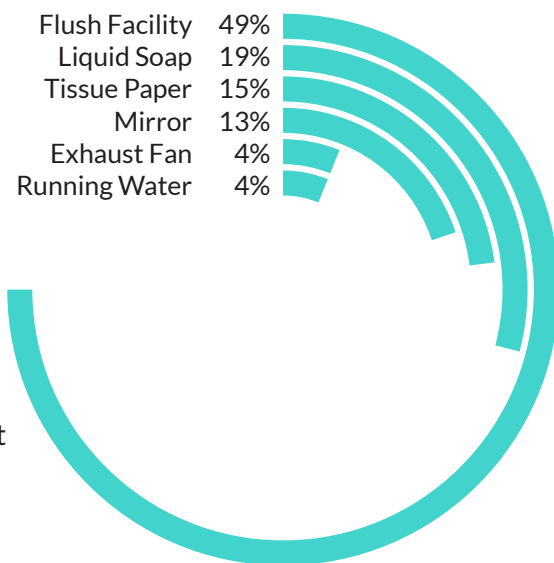


Hygiene | Are there clean, fully functioning washrooms?

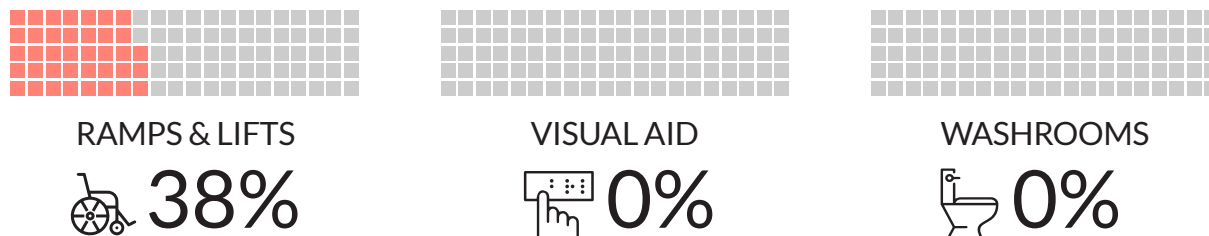


Fully functioning washrooms are those which are regularly cleaned and have running water. All court complexes had washrooms, including washrooms for women. However, only 1 court complex, Kolasib, had a fully functioning washroom. Lack of flush facility was a concern for most litigants.

LITIGANTS' SUGGESTIONS TO IMPROVE HYGIENE



Barrier-Free Access | How inclusive is the court complex?

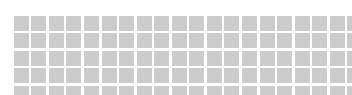
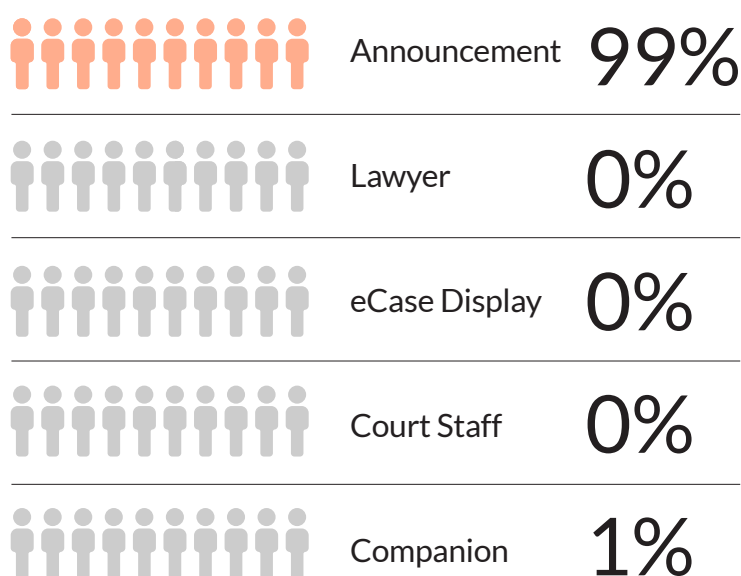


Only 3 of the court complexes were accessible to wheelchair-bound persons who require ramps/ lifts for entry and access to higher floors. Further, none of the court complexes had braille notices or tactile pavements for visually challenged persons, or washrooms for persons with disabilities.

Case Display | How are litigants notified of their cases?

The eCase Display Board (an electronic display of court and case numbers) helps visitors to a court complex identify which cases are being currently heard in which courtroom, and hence, should be placed both in the main building, as well as in all waiting areas of the court complex. None of the court complexes met this requirement.

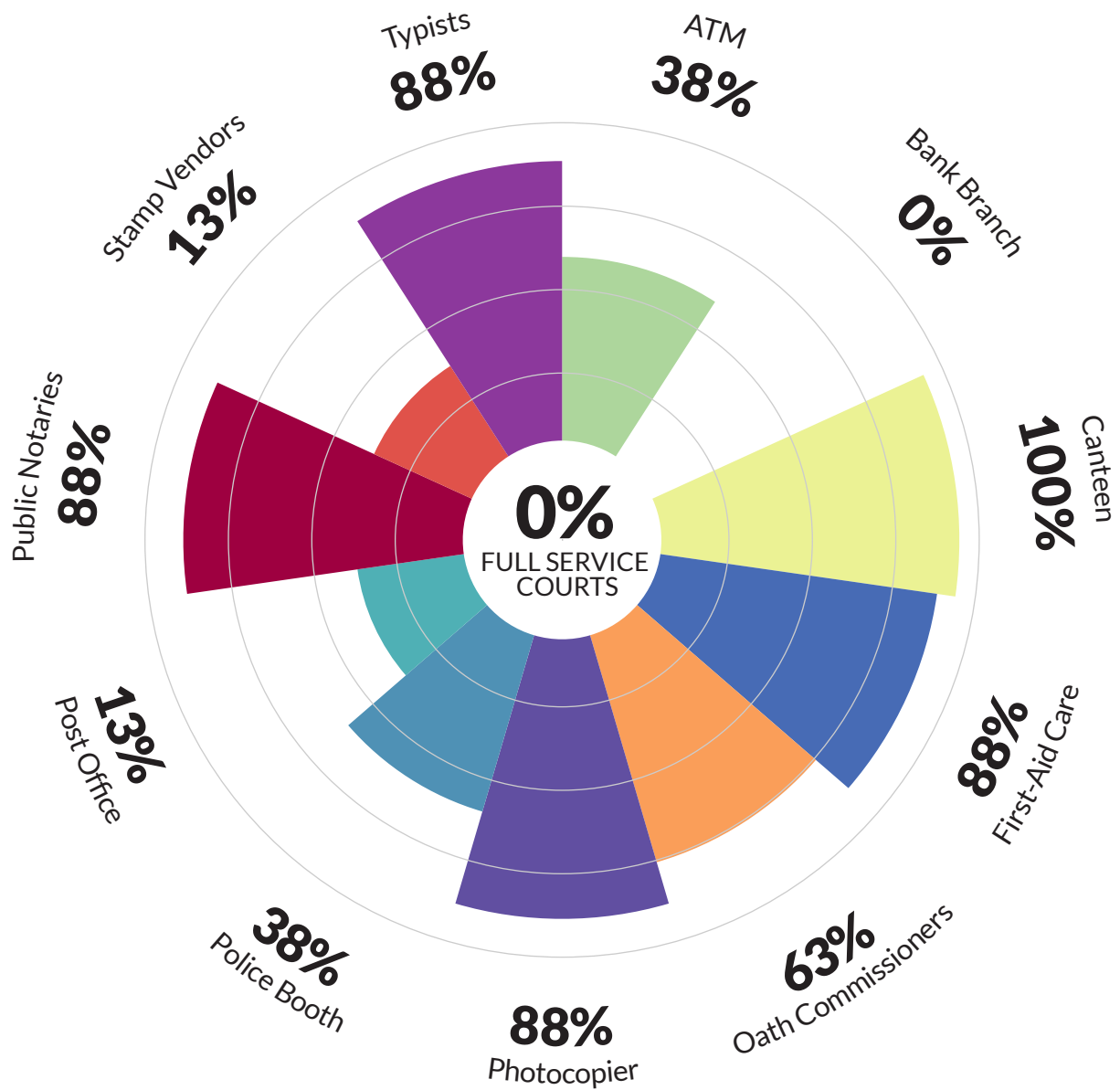
LITIGANTS WERE NOTIFIED OF THEIR CASE VIA



AVAILABILITY OF E-CASE DISPLAYS IN THE COURT COMPLEX

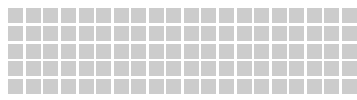


Amenities | What services are available in the court complex?

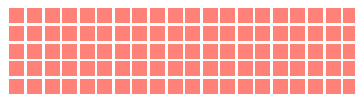


Facilities such as notaries, canteens, bank-branches, automated teller machines (ATMs) and photocopiers, significantly improve the functionality of a court. None of the court complexes were full-service courts, i.e., all amenities were present.

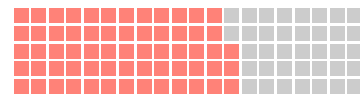
Security | Is the court complex secure?



BAGGAGE SCAN



FIRE EXTINGUISHER



EMERGENCY EXIT SIGN



None of the court complexes had fully functioning baggage scan facilities. All court complexes had fire extinguishers and 3 court complexes did not have emergency exit signages.

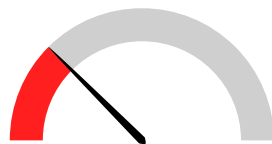
Website | Is the court website informative and useful?

For litigants and lawyers accessing individual court complexes, the court websites should have basic information relating to that court, such as the names of judges on leave, the court's working calendar, an identifiable photograph of the court complex, and so on. The availability of essential information on the websites of the court complexes in the state was verified on 02.07.2018.



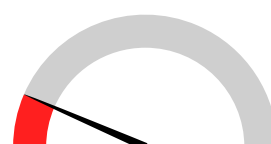
COURT PICTURE

88%



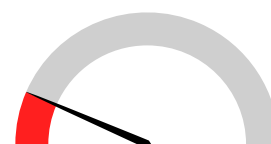
COURT MAP

25%



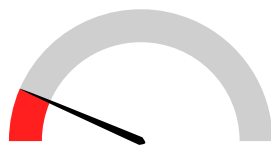
CASE STATUS

13%



COURT ORDERS

13%



CAUSE LIST

13%



JUDGES ON LEAVE

0%



CALENDAR

13%

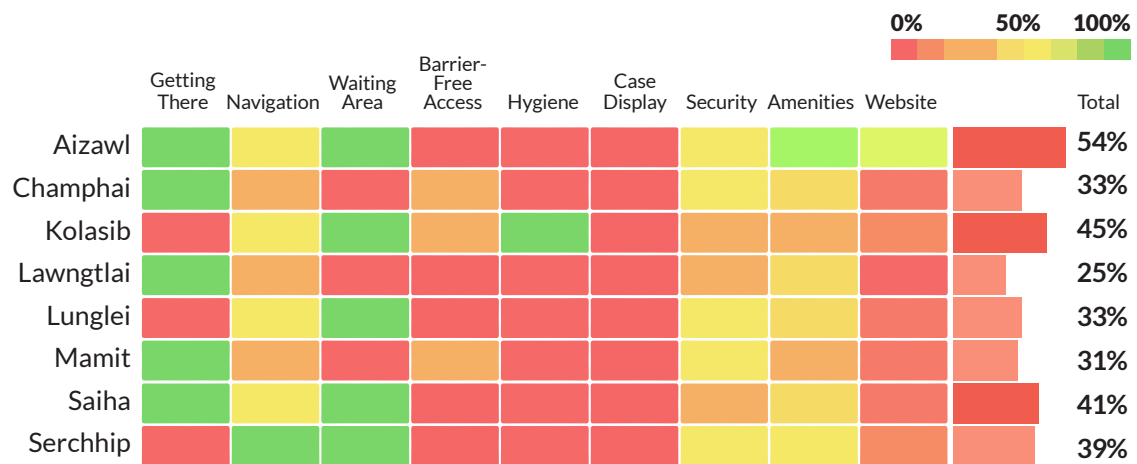


CIRCULARS/NOTICES

13%

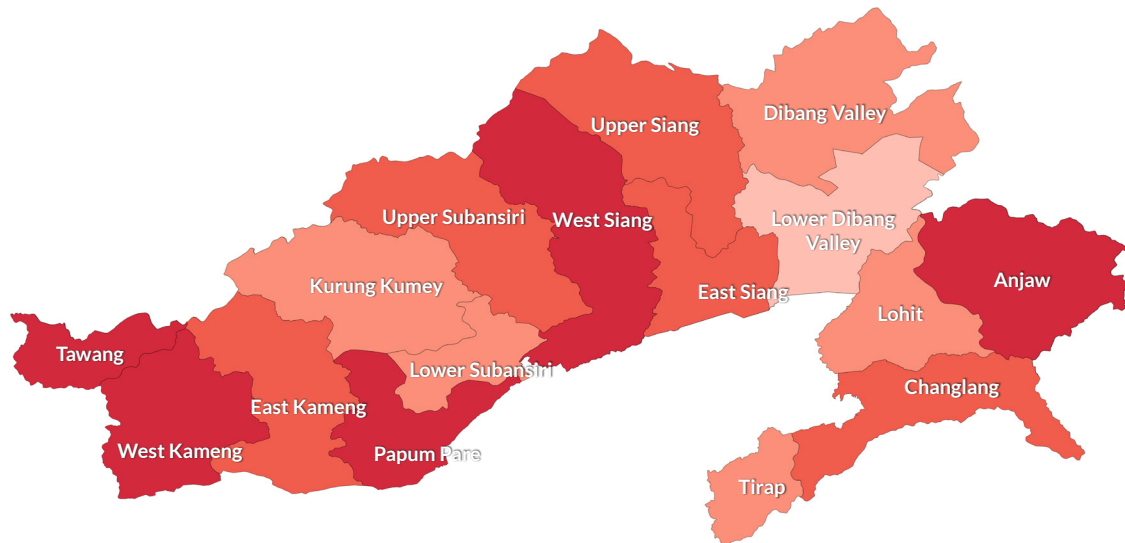
Overview | Comparison of each district against each reporting parameter

Each district court complex was assessed on its performance across nine parameters represented in the previous pages. Each parameter has been assigned an equal weightage to compute the total percentage score and overall performance for every district court complex. The district court complex of Aizawl is the best performing in Mizoram. The district court complex that needs the most improvement in court infrastructure is Lawngtlai. The last column indicates the total score of the district court complex based on its overall score, which is also represented by the state map.



State Map | Arunachal Pradesh

SCORE ■ 0% - 20% ■ 21% - 40% ■ 41% - 60% ■ 61% - 80% ■ 81% - 100%



The performance of each district court complex is based on an equal weightage of nine parameters relevant to court infrastructure, i.e., getting there, navigation, waiting area, hygiene, barrier-free access, case display, amenities, security, and website. The darker the shade of a district on the map, the better is the aggregate performance of its district court complex, and vice versa. The overview section at the end of the report offers a detailed parameter-wise breakdown of the performance of each district court complex.

Note: The district court complex of Lower Dibrang Valley could not be surveyed.

State Snapshot

15 district court complexes in Arunachal Pradesh were surveyed. According to Court News on 31.12.2017, the state has a sanctioned strength of 28 judges, working strength of 17 judges, with 39% vacancy. No data was available on the National Judicial Data Grid on case pendency for Arunachal Pradesh as of 18.09.2018.



COURTS
15



CASE PENDENCY
0



JUDGES
17



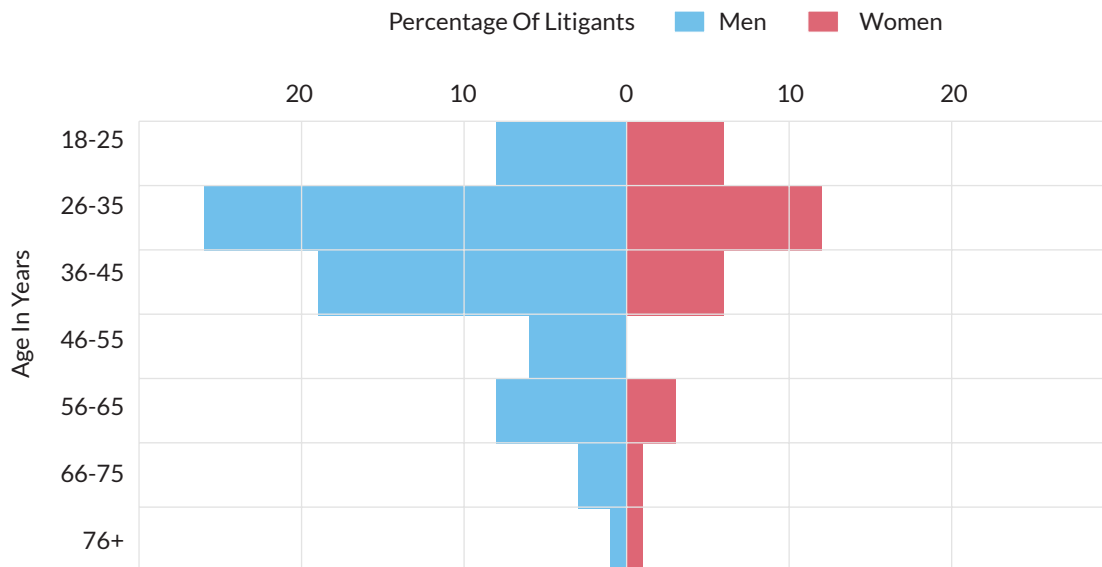
JUDGE VACANCY
11

Litigant Profile



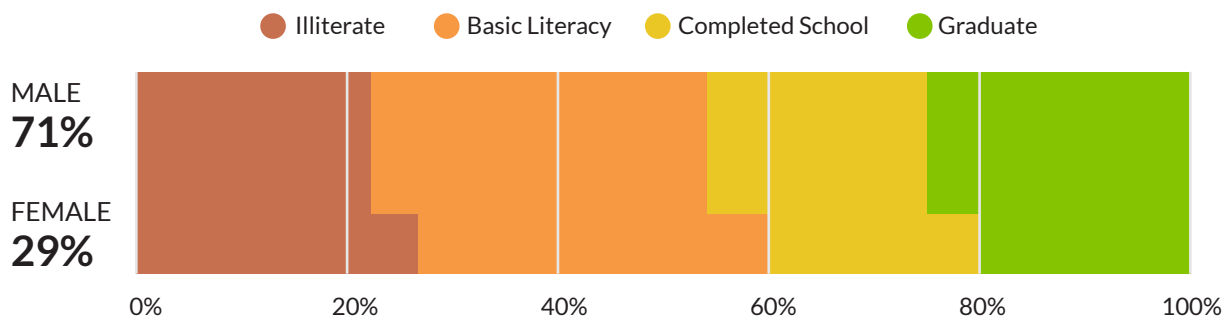
AGE & GENDER DISTRIBUTION OF LITIGANTS INTERVIEWED

Of the litigants interviewed, men and women between 26-35 years formed the bulk of the respondents.

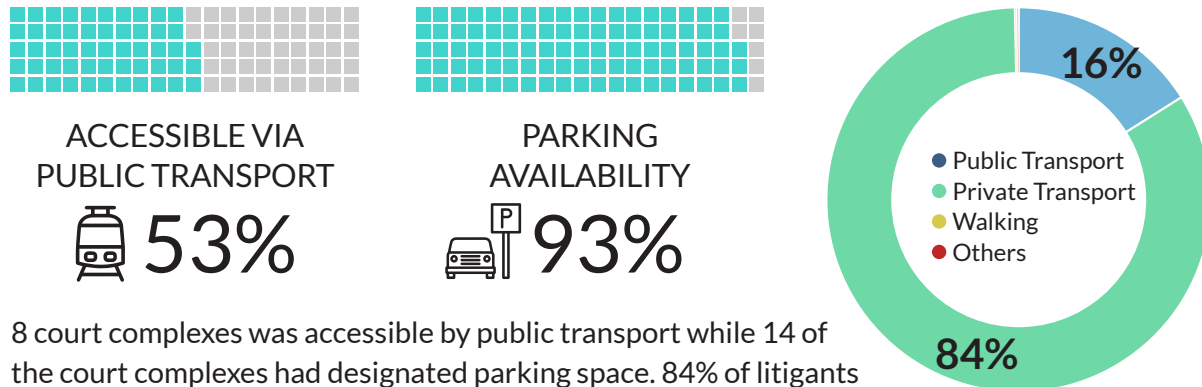


EDUCATION LEVELS OF LITIGANTS INTERVIEWED

Of the litigants interviewed, the majority (33%) consisted of those who had basic literacy, while the number of litigants who had completed schooling were the least (21%).

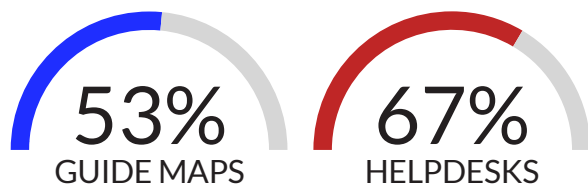


Getting There | How easy is it to reach the court complex?

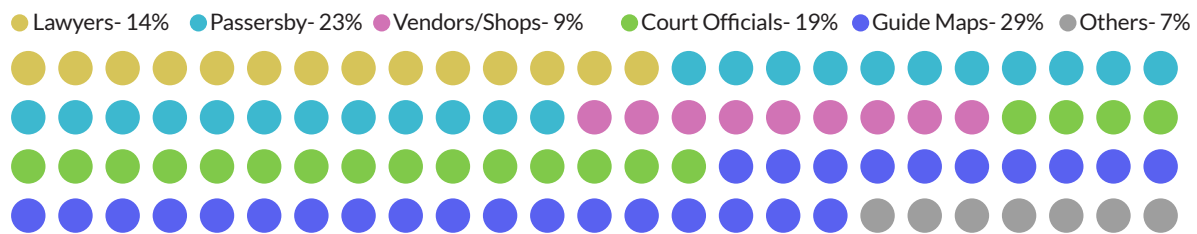


8 court complexes was accessible by public transport while 14 of the court complexes had designated parking space. 84% of litigants interviewed reached the court complex using private transport while 16% used public transport. Modes of public transport include trains, metro, rail, auto- or cycle-rickshaws, buses, or taxis, and private vehicles include vehicles owned by friends, relatives, or lawyers.

Navigation | How easy is it to move within the court complex?

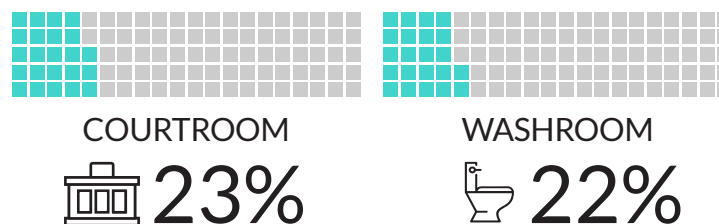


An easily navigable court complex is one that has guide maps and help desks on all floors. Our data shows that 8 court complexes had a guide map. 10 court complexes had help desks to help persons navigate easily.



LITIGANTS' SUGGESTIONS FOR BETTER SIGNAGE

Litigants mostly asked passersby or used guide maps for finding their way within the court complex. Litigants said better signages for finding courtrooms and washrooms would aid navigation within the court complex.

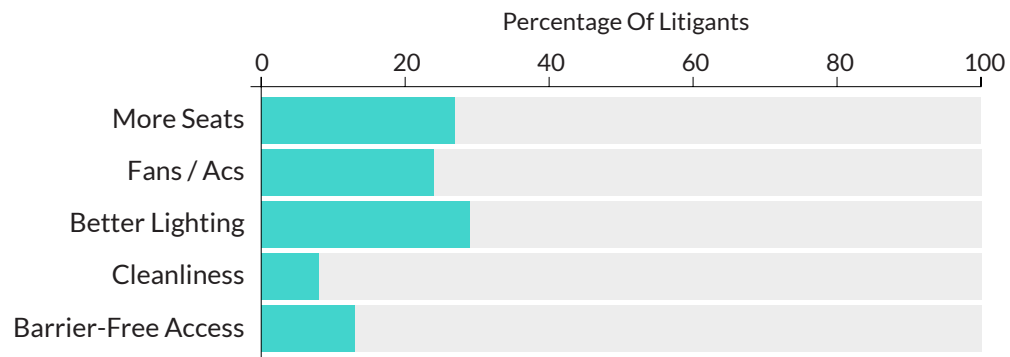


Waiting Area | Are there well-equipped waiting areas?

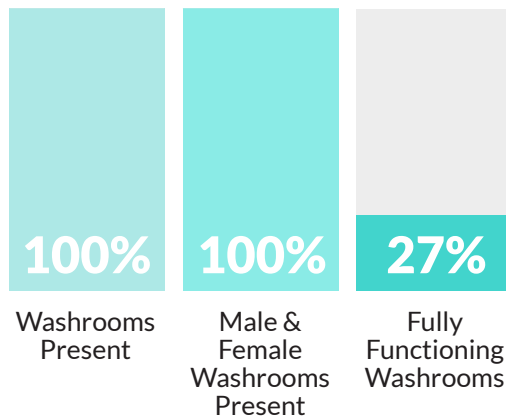
In Arunachal Pradesh, 14 out of 15 court complexes were equipped with waiting areas. Litigants said waiting areas were especially deficient in lighting and seating. 13% of litigants felt that the waiting areas needed to improve access for persons with disabilities.



LITIGANTS' SUGGESTIONS TO IMPROVE THE WAITING AREA

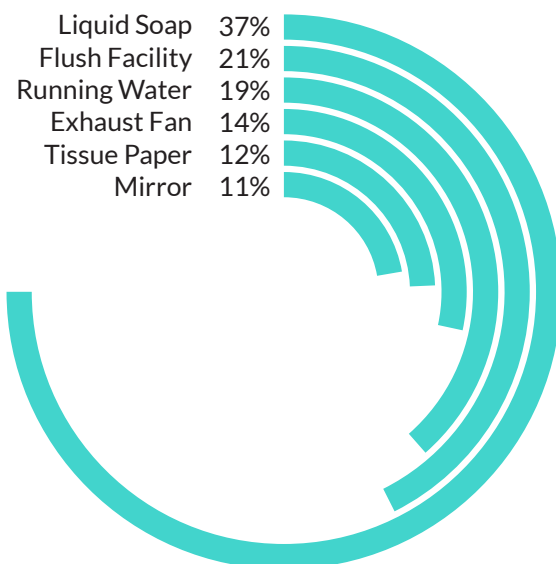


Hygiene | Are there clean, fully functioning washrooms?

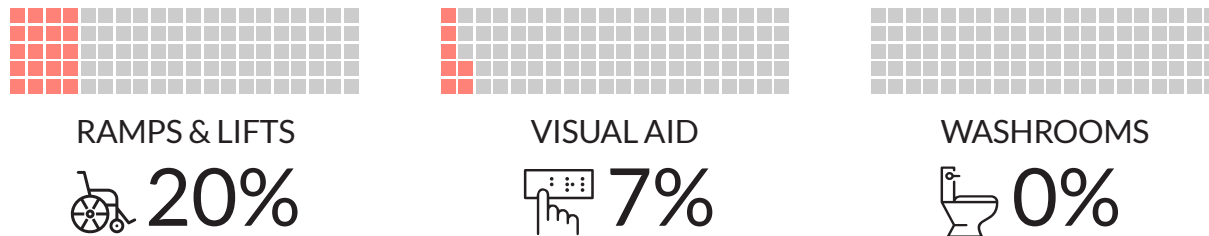


Fully functioning washrooms are those which are regularly cleaned and have running water. All court complexes had washrooms, including washrooms for women. However, only 4 court complexes had fully functioning washrooms.

LITIGANTS' SUGGESTIONS TO IMPROVE HYGIENE



Barrier-Free Access | How inclusive is the court complex?

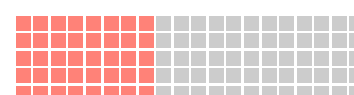
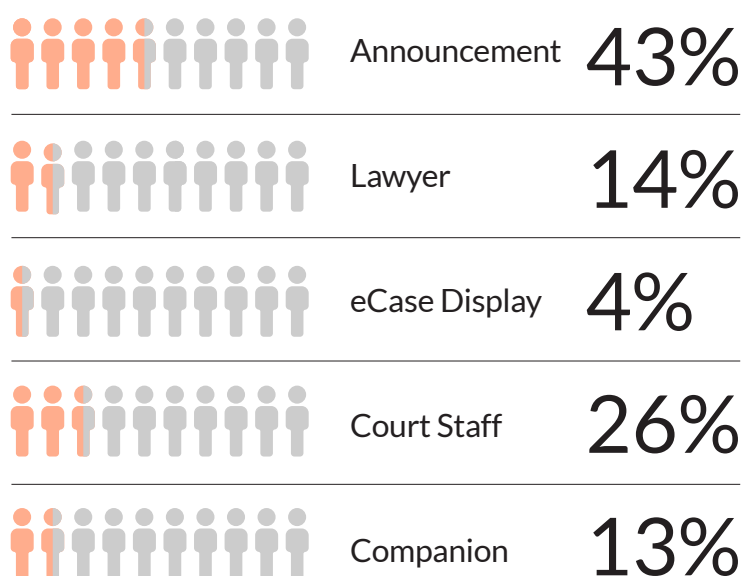


3 court complexes were accessible to wheelchair-bound persons who require ramps/ lifts for entry and access to higher floors. Further, 1 court complex, West Siang, had braille notices or tactile pavements for visually challenged persons. None of the court complexes had washrooms for persons with disabilities.

Case Display | How are litigants notified of their cases?

The eCase Display Board (an electronic display of court and case numbers) helps visitors to a court complex identify which cases are being currently heard in which courtroom, and hence, should be placed both in the main building, as well as in all waiting areas of the court complex. Only 6 court complexes met this requirement.

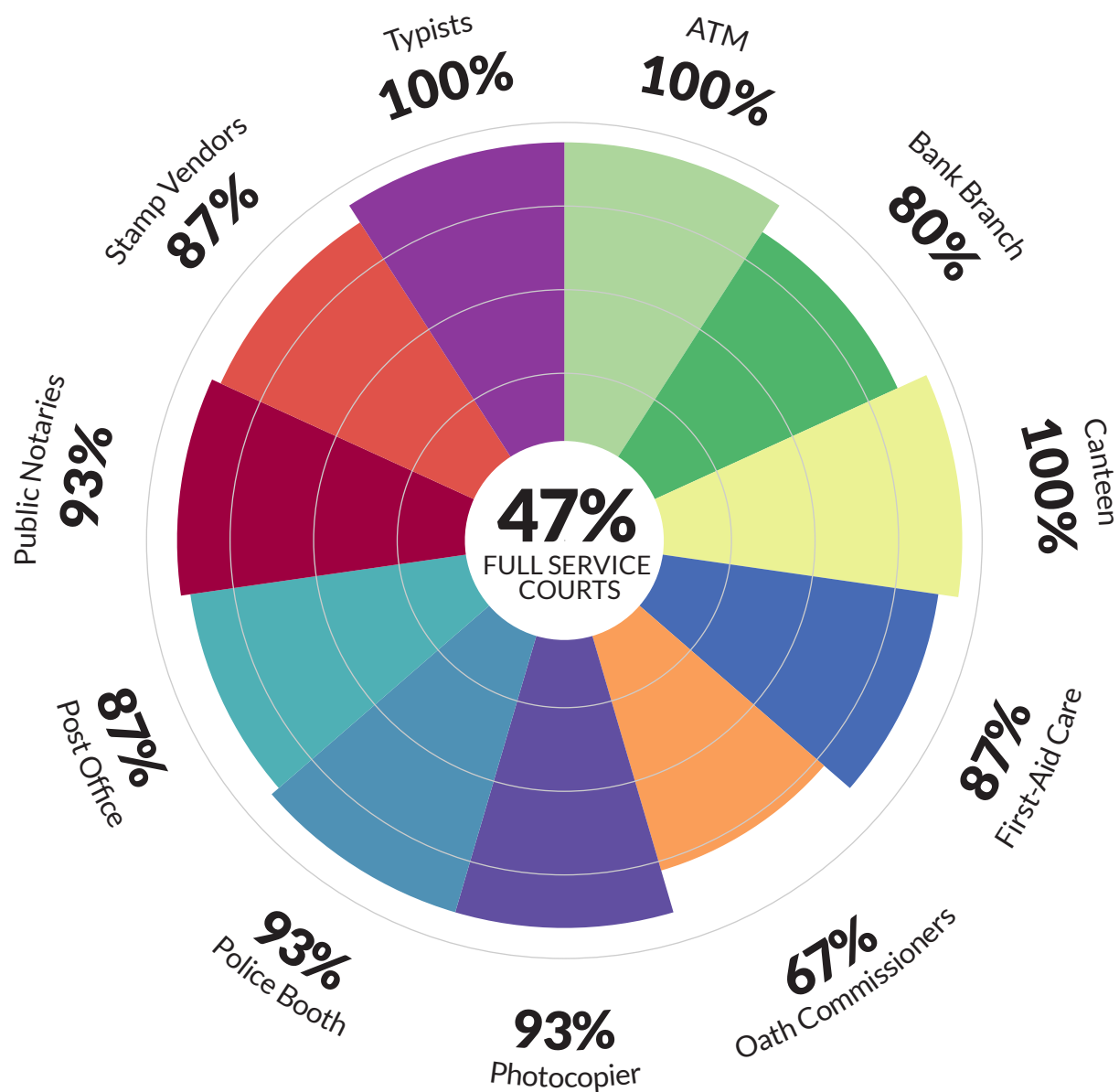
LITIGANTS WERE NOTIFIED OF THEIR CASE VIA



AVAILABILITY OF E-CASE DISPLAYS IN THE COURT COMPLEX

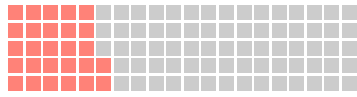


Amenities | What services are available in the court complex?



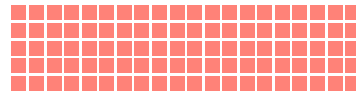
Facilities such as notaries, canteens, bank-branches, automated teller machines (ATMs) and photocopiers, significantly improve the functionality of a court. 7 court complexes were full-service courts, i.e., all amenities were present.

Security | Is the court complex secure?



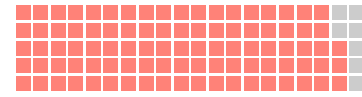
BAGGAGE SCAN

 27%



FIRE EXTINGUISHER

 100%



EMERGENCY EXIT SIGN

 93%

4 court complexes had fully functioning baggage scan facilities. All court complexes had fire extinguishers and 1 court complex did not have emergency exit signages.

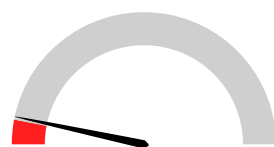
Website | Is the court website informative and useful?

For litigants and lawyers accessing individual court complexes, the court websites should have basic information relating to that court, such as the names of judges on leave, the court's working calendar, an identifiable photograph of the court complex, and so on. The availability of essential information on the websites of the court complexes in the state was verified on 25.06.2018.



COURT PICTURE

0%



COURT MAP

06%



CASE STATUS

0%



COURT ORDERS

0%



CAUSE LIST

0%



JUDGES ON LEAVE

0%



CALENDAR

0%

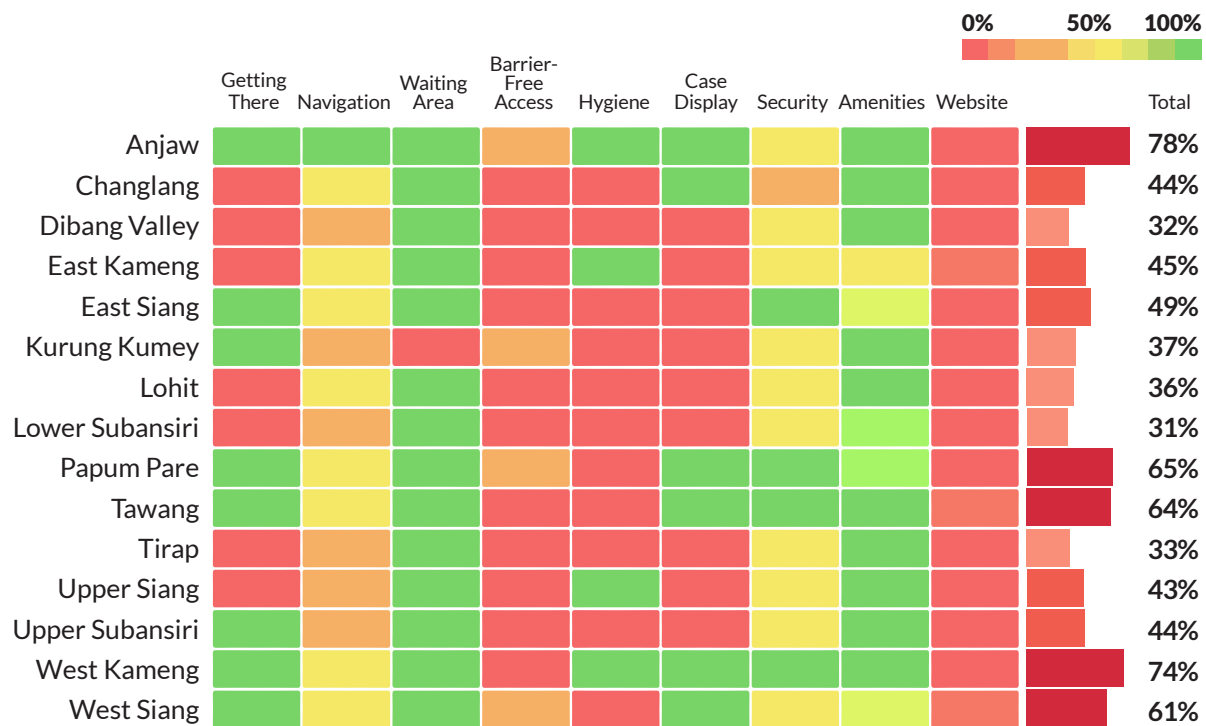


CIRCULARS/NOTICES

13%

Overview | Comparison of each district against each reporting parameter

Each district court complex was assessed on its performance across nine parameters represented in the previous pages. Each parameter has been assigned an equal weightage to compute the total percentage score and overall performance for every district court complex. The district court complexes of Anjaw and West Kameng are the best performing in Arunachal Pradesh. The district court complexes that need the most improvement in court infrastructure are Lower Subansiri, Dibang Valley, and Tirap. The last column indicates the total score of the district court complex based on its overall score, which is also represented by the state map.



Note: The district court complex of Lower Dibang Valley could not be surveyed.

About Us

This report has been authored by Sumathi Chandrashekar (Associate Fellow), Reshma Sekhar and Diksha Sanyal (Research Fellows). This study is a part of the Justice, Access, and Lowering Delays in India (JALDI) project, supported by Tata Trusts, which is a multi-year project that aims to advocate for and implement evidence-based reforms to eliminate the existing backlog in Indian courts, and ensure that they are disposed within reasonable timelines. The JALDI project is a part of the Vidhi Centre for Legal Policy, an independent legal think-tank doing legal research to make better laws and improve governance for public good. For more information, see www.vidhilegalpolicy.in

Disclaimer

Maps used in this report have been sourced from Data Meet, available at <http://datameet.org/>. The designations employed and the presentation of the material on the map in the cover page do not imply the expression of any opinion whatsoever on the part of the authors concerning the legal status of any state, district, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries, and errors, if any, on the map is not attributable to the authors. Some of the icons used in this report have been extracted from the Noun Project, available at <https://thenounproject.com/>. Any other errors in the report are the authors' alone.

Contact Us

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