INTRODUCTION TO CASE & COURT MANAGEMENT MANUAL FOR COURT STAFF

Dr Khurshid Iqbal,
Dean Faculty
Significance of Court Staff

- No court without staff
- Ministerial support to Judge at every stage of judicial proceedings
- Staff essential for overall performance of justice system
- Skilled, efficient, honest and dedicated staff—a must
- Ensures quality; quick disposal
- No worthwhile training for staff
Why Training for Court Staff?

- Growing concern about courts capacity building—at home and abroad
- Rising expectations of public from courts
  - Expectations: service delivery; accountability
- Judiciary’s sense of self-accountability
  - Inward looking approach; creation of learning opportunities; self-reporting; public outreach (newsletters, reports, press releases)
  - Recognition of need of professional development; new skills, techniques, trends
Key performance standards

- Genuine expectations from court staff
  - Public and institutional demand for quality performance of staff

- Key performance standards
  - Access to justice; quick disposal of case/any matter within staff’s competency; timeliness; equality & fairness; integrity; accountability; gender sensitive; public confidence; contribution to judicial independence; basic know how of rules & practice
Key benefits of staff training

- **Spirit of public service**
  - Continuing formal training inculcates a spirit of public service

- **Others (the list below is non-exhaustive)**
  - Increase level of individual and institutional performance—high productivity
  - Greater public satisfaction; public confidence
  - Cost effective & time saving; inexpensive/quick
  - Better service delivery: understanding and addressing the pain of the litigants
Key training areas

- Limitation of manual: a note of caution!
- Court staff is of different categories. Specialized curriculum for each category, at this early stage, seems to be costly and difficult. However, it may be developed over a period of time. To economize time and resources, the present manual was prepared keeping in view the similarities and commonalities in the job descriptions of different categories.
Key training areas...

- Judicial/official ethics & integrity
- Court administration & case management/process
- Organization of case file (case filing system with proper management)
- Service of court process, record room
- Secretarial work and support
- Client service/public relations
- Financial: fee & fine; accounts, services laws
- Enforcement of court orders/execution
Objectives of the manual

- **Sensitization to relevant job description**
  - Each category must know its relevant duties & responsibilities

- **Enhancement of skills**
  - E.g. Reader (daily diary); Muharrir (maintenance of record; issuance of process, etc); Stenographer (preparation of orders); Computer operator (preparation & maintenance of statistical data), etc

- **Delay reduction**
  - Timely performance helps reduce delay
Objectives…

- **Improvement in service delivery**
  - The manual to improve services delivery

- **Making them litigant-friendly**
  - To ensure professional development to bring about attitudinal change

- **Enhancement of public confidence**
  - Efficiency of court staff helps enhance public confidence
Categories of staff

1. Superintendent to the D&SJ
2. Clerks including English clerk
3. Stenographers & Computer Operators
4. Readers of the Courts
5. Nazir & Civil Nazir/Accountants
6. Copying supervisor, clerk agent, copyist
7. Examiner, sweepers, drivers,
8. Muharrir
9. gardners
10. Bailiff and Process server
11. Naib Qasids/ Chowkيدars
Superintendent/Clerk of court

Key areas of training

- Drafting official letters, case institution
- Taking notes, protocol, including PR,
- Preparation of note sheets
- Maintenance of character rolls of staff
- Submission of PER form to reporting officers
- Preparation of duty roaster of staff
- Maintenance of different registers
- Distribution of agenda for meetings
- Maintenance of record
A letter has been received from the Registrar, Peshawar High Court, asking for progress in the construction of a Record Room in the District Courts.

**Group A.** Describe the official procedure required to be adopted on receipt of the letter.

**Group B.** Put up the letter to the District & Sessions Judge on a proper note sheet,

**Group C.** Prepare a draft reply,

**Group D.** Adopt the next procedure, following the approval.
Stenographer/Computer operator

Key areas of training

- Short hand
- Dictation of orders and judgments
- Computerized statistical data
- Preparation of automated cause list
- Preparation of monthly statements
- Preparation of inspection notes
- Expert use of computer and data protection
Reader

Key areas of training

- Preparation of daily cause list
- Maintenance of daily diary
- Maintenance of all relevant registers
- Scrutiny of plaint, appeals, revision, etc
- Issuance of *parcha peshi*
- *Fine Reconciliation*
- *Faisla bahi*
Nazir/Accountant

- **Key areas of training**
  - Maintenance of signature record of all Judges
  - Preparation of pay & TA bills
  - Preparation of contingency bills
  - Maintenance of relevant registers
  - Maintenance of accounts
  - Preparation of budget
  - Court Assets
Copy supervisor, agent, clerk, copyist

Key areas of training

- Maintenance of receipt book for copies
- Keeping of accounts of receipts
- Keeping of receipts of issuance of copies
- Proper maintenance of application of copies
- Sanctioning of applications for copies
- Keeping of all the files in lock
- Maintenance of register in form CD-8
- Maintenance of accounts of copying branch
Examiner

Key areas of training

- Revising the copies
- Examining the copies
- Certifying the copies
- Stamping the copies
- Paginating the copies
- Endorsing the copies
- Cancellation of defective copies
- Supervising the copyist
- Producing the copies
Muharrir

Key areas of training

- Registration of cases in relevant registers
- Preparation of checklist for cases
- Preparation and issuance of process
- Preparation of different forms
- Maintenance of court record
- Preparation of different statements
- Maintenance of chronological list of cases
- Keeping files in tidy condition
- Maintenance of different registers
- Consignment of cases to record room
Naib Nazir

Key areas of training

- Noting the particular of every process issued
- Maintenance of relevant registers
- Payment of diet money to official witnesses
- Custody of different registers
Bailiffs/Process servers

- **Key areas of training**
  - Writing report of service on summons/warrant
  - Serving court process
  - Execution of court warrants
  - Attachment and sale of property in execution of decree