Moldova
Justice Sector Public Expenditure and Institutional Review and 2017 Surveys of Court Users

Key Findings
A well-functioning justice sector is critical for good governance, reducing corruption, efficient delivery of public services and protection of the rights of citizens and businesses.

Moldova has prepared ambitious reform strategies, but state capture is pervasive and undermines public trust and confidence.

Justice sector reform strategies are insufficient: what matters is implementation and real changes on the ground that citizens and businesses can experience.

Access constraints for vulnerable groups and for rural and poor populations are likely to rise if the court consolidation is implemented as currently planned: smart consolidation is needed.
Urgency of Implementation - Need for Tangible Changes on the Ground

- High levels of dissatisfaction for citizens and businesses: justice sector reform is considered the 4th most important reform area
  - 56% of citizens see no change or a deterioration in the work of courts
  - 1 in 5 citizens believe in fairness and impartiality of courts
  - About half of the lawyers share these concerns
  - 68% of businesses do not expect fair court proceedings
  - 3 in 4 businesses believe corruption has remained the same or increased over recent years, and 1 in 4 businesses know someone who paid bribes
  - 72% of judges feel unsafe
  - Judges and prosecutors see efficiency and integrity at risk due to current organization, management, procedures, outdated ICT systems and poor premises

- Real implementation and changes on the ground are now needed, not more plans or strategies
Put Users At the Center!

- Feedback from the court users – general population, businesses, employees and professional users – points to clear action priorities and highlights what matters most to users:
  - The most relevant information on justice matters comes to citizens from sources they most use (e.g. TV) and on topics that matter most to them (e.g. complaint filing and legal aid)
  - Information needs to be tailored to specific user groups and take into account different levels of education (e.g. calculation of court fees)
  - Improved enforcement of judicial decisions is now urgent, so that locked-up capital is freed up and businesses do not have to use private debt collectors (72% of businesses using private debt collectors are not happy with their performance)
  - Fair procedures are important regardless of litigants’ income and background
Judicial Reorganization Is A Real Opportunity For Change: It Now Needs To Be Done ‘Smartly’

- To bring justice closer to citizens and businesses
- To increase efficiency and transparency and fight increasing distrust
- To ease the workload burden on judges, prosecutors and staff

Instead of “business as usual” in fewer locations, the World Bank report suggests opportunities for ‘smart’ reorganization which can improve access and also cut costs
Justice Sector IT Systems Require Significant Modernization For The 21st Century

- ‘Classic’ model of organizing courts’ jurisdictions, where courts handle all case categories within their territorial jurisdiction, is on its way out globally; Moldova’s court consolidation – as currently implemented – is not aligned with international good practice

- Technological advances and specialization – already applied by neighboring countries – will result in faster case processing, a more efficient configuration of courts and fewer judges: generating cost reductions and improvements in efficiency and integrity

- This resonates with demands from users: nearly 100% of businesses want to use e-services and have high expectations about the positive impact of e-services in the justice sector
Well-Sequenced Implementation Is Now Key To Successful Change

- The scope and impact of the ongoing court consolidation require careful rethinking, focused on user needs, technical excellence and improved in public trust, efficiency and integrity.

- Implementation on the basis of well-sequenced, realistically costed and well-resourced action plans – with periodically published targets and achievements – is now important, since successive strategies have not yielded expected results or real change on the ground.
THANK YOU

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and
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Key Findings