

II. Improving Access to Justice: Pro Se Services



Administration of Justice Website

- Fairly informal
- Services mostly free
- Refers people to court clerks for more information
- Description of services, available forms, and where to go for more information



[http://www.gov.bw/en/Ministries--
Authorities/Ministries/Administration-of-Justice-AOJ/](http://www.gov.bw/en/Ministries--Authorities/Ministries/Administration-of-Justice-AOJ/)

Improving
Access:
Botswana



SERVICE DESCRIPTION

Child maintenance claimed by person with guardianship or custody of minor child. Person does not have to be parent but must show that the person legally responsible is not performing duty.

Administration of Justice (AOJ)

Administration of Justice (AOJ)

Services & Forms

CHILD MAINTENANCE (FAMILY RELATED CASES)

SMALL CLAIMS COURT-

HOW DO I OBTAIN THE SERVICE

Obtain complaint form from Clerk of Court and file it at local Magistrate Court. Forms also available at District Commissioners' offices.

COURT FEES/FINES AND DEPOSITS-
MAGISTRATE'S COURT

in areas where there is no magistrate's Court.

HOW DO I APPLY FOR SERVICE

After completing form, have it commissioned by the Commissioner of Oaths. Attach copy of national identity card and submit form to Clerk of Court for registration.

ADMINISTRATION OF GUARDIAN FUND-
MASTER'S OFFICE

Any Magistrates Court.

Improving
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Improving Access - Pro Se: At the Courthouse

- Court forms with instructions
- Instructional pamphlets, brochures, and videos
- Self-service centers & kiosks for automated document assembly and video instruction
- Self-service centers with assistance by family court staff
- Legal clinics for pro se litigants operated by the private bar and by legal services providers
- Court and legal service assisted pro se programs with panels of attorneys

Improving Access - Pro Se: Online/Electronic Resources

- Court forms with instructions posted online
- Legal self-help software programs
- Web-based, email legal advice services
- Online form preparation
- Online subscription newsletters
- Online intake screening tools for law firms
- Legal advice hotlines (non-profit & fee-per-call)
- Online mediation and other forms of alternative dispute resolution



Improving Access - Pro Se: At the Courthouse

Which of these can work now in Kenya?

Forms with
instructions

Pro se
programs

Pamphlets,
brochures,
& videos

Self-service
centers &
kiosks

Legal clinics

Collaboration: Law Schools

Chicago-Kent College of Law Center for Access to Justice & Technology

- Staffed by law students
- Provides computer workstations in court
- Step-by-step guides
- Info on 20+ areas of law

The screenshot shows the website for the Center for Access to Justice & Technology at IIT Chicago-Kent College of Law. The page features a navigation bar with links for 'ACADEMICS & SKILLS TRAINING', 'CAREER PREPARATION', 'FACULTY', 'INSTITUTES & CENTERS', 'LIBRARY', and 'THE C-K EXPERIENCE'. The main content area is titled 'Center for Access to Justice & Technology' and includes a brief description of the center's mission and a list of services. A sidebar on the left lists other institutes and centers, and a sidebar on the right features 'CENTER NEWS', 'LEVERAGING LAW STUDENTS AND TECHNOLOGY', 'SUPPORTING RESEARCH', and 'CERTIFICATE IN PUBLIC INTEREST LAW'.

IIT Chicago-Kent College of Law
ILLINOIS INSTITUTE OF TECHNOLOGY

INFORMATION FOR:
+ Prospective Students + Current Students + Alumni
+ International Students + Faculty & Staff + Employees

ACADEMICS & SKILLS TRAINING CAREER PREPARATION FACULTY INSTITUTES & CENTERS LIBRARY THE C-K EXPERIENCE

INSTITUTES & CENTERS

- Center for Access to Justice & Technology
 - + AJJ Author®
 - + Self-Help Web Center
 - + Self-Intervue®
 - + CAJT Team
- Center for Information, Society and Policy
- Center for Open Government
- IT Center for Diabetes Research and Policy
- Institute for Law and the Humanities
- Institute for Law and the Workplace
- Institute for Science, Law and Technology
- Institute on the Supreme Court of the United States
- Jury Center

Contact Information

Center for Access to Justice & Technology
IIT Chicago-Kent College of Law
565 W. Adams St., Suite 775
Chicago, IL 60661
(312) 506-6331

Center for Access to Justice & Technology

IIT Chicago-Kent College of Law established the Center for Access to Justice & Technology (CAJT) to make justice more accessible to the public by promoting the use of the Internet in the teaching, practice of, and public access to the law. The Center conducts research, builds software tools, teaches classes and supports faculty, staff and student projects on access to justice and technology. Currently, CAJT manages and promotes the Access to Justice (AJJ) Author®, leads the AJJ Student Editorial Board (AJJ-SEB), and directs the Self-Help Web Center (SHWC). In addition to these activities and initiatives, CAJT also administers the Certificate in Public Interest Law.

One focus of CAJT is to assist pro se litigants obtain greater access to justice. Many self-represented litigants, even in simple cases, struggle to navigate through an unfamiliar and procedurally complex court system. From 1998-2001, Chicago-Kent studied self-represented litigants in five courts across the country. Based on the results of that study, "Access to Justice: Meeting the Needs of Self-Represented Litigants," CAJT partnered with the Center for Computer Assisted Legal Instruction (CALI) to create a unique software tool titled AJJ Author®. This tool allows the technically savvy lawyer or law student to build AJJ Guided Interviews®. AJJ Guided Interviews® are online, graphical interfaces that are able to collect data from self-represented litigants. AJJ Guided Interviews® increase access to justice by completing document assembly processes, feeding e-filing systems and populating client databases using the collected information.

Student involvement is important to the continued success of CAJT. There are many ways in which students can get involved with CAJT. For example, the

CENTER NEWS

- + Apps for Justice Proposal Recognized at Future Ed 3
- + CAJT Launches AJJ Author 4.0
- + CAJT Receives ABA's 2008 Louis M. Brown Award for Legal Access
- + LSC and SJI honor Professor Ronald W. Staudt for projects that improve access to justice

LEVERAGING LAW STUDENTS AND TECHNOLOGY

- + Leadership Workshop 2006
- + White Paper: "Leveraging Law Students and Technology"

SUPPORTING RESEARCH

- + "Access to Justice: Meeting the Needs of Self-Represented Litigants"

CERTIFICATE IN PUBLIC INTEREST LAW

<http://www.kentlaw.iit.edu/institutes-centers/center-for-access-to-justice-and-technology>

Collaboration: Legal Aid Centers

FIDA

Volunteer lawyers provide counseling, settlement, mediation, and court representation

- Interpret and translate legislation
- Mobile legal outreach
- Advocates gender-sensitive legislation
- Research on socio-legal issues affecting women and children

