

NKRA 16. Justice Services and Institutions Strengthened

Lead Agency: Royal Court of Justice

Collaborating Agencies: Anti-Corruption Commission, Office of Attorney General, Royal Bhutan Police, Bhutan National Legal Institute, National Commission for Women and Children, Bhutan Narcotics Control Agency, National Council, National Assembly, Alternative Dispute Resolution Centre, Gross National Happiness Commission

AKRAs	Key Performance Indicators	Description	Units	Baseline (Year)	Baseline	Target	Data Collection Methodology	Data Source	Data Collection Frequency	Responsible Agency
1. Citizen's confidence in justice services	Citizens' confidence in judicial services	The indicator measures the confidence of public in judiciary and its services	Percentage	2018	TBD	TBD	BLSS 2017	Survey Report	Mid-Term and Terminal	RCoJ
	Citizens' confidence in OAG services	The indicator measures the confidence of public in OAG and its services	Percentage	2018	TBD	TBD	BLSS 2017	Survey Report	Mid-Term and Terminal	OAG
	Citizens' confidence in police services	The indicator measures the confidence of public in RBP and its services	Percentage	2018	TBD	TBD	BLSS 2017	Survey Report	Mid-Term and Terminal	RBP
	Citizens' confidence in ACC services	The indicator measures the confidence of public in ACC and its services	Percentage	2018	TBD	TBD	BLSS 2017	Survey Report	Mid-Term and Terminal	ACC
2. Legal awareness among citizens enhanced	Legal Literacy	The indicator measures the proportion of population who are aware of their basic legal rights and duties in accessing equal justice under the Rule of Law	Percentage	2018	TBD	TBD	Survey	Survey	Mid-Term and Terminal	RCoJ
3. ADR promoted and strengthened	Civil disputes settled through Mediation	The indicator measures the proportion of the population that was party to a non-criminal dispute, and had that dispute resolved by traditional dispute resolution mechanism	Percentage	2015	42.25	70	Administrative Record	Mediation Training Impact Report	Annual	BNLI
	Civil disputes settled through Arbitration	This indicator measures the number of civil disputes resolved through arbitration	Number	2017	10	50	Administrative Record	Administrative Data	Annual	CDB
4. Reformative programs for people in conflict with laws	Proportion of people in conflict with law undergoing reformative programme	The indicator measures the percentage of convicts who has been diverted for the reformative programmes	Percentage	2016	100	100	Administrative Record	Administrative Data	Annual	RBP
5. National Laws harmonized	Conflicting and inconsistent existing laws reviewed, harmonized and amended	The indicator measures the number of conflicting or inconsistent laws reviewed, proposed for harmonization and amended or repealed by the Parliament.	Number	2017	11	21	Administrative Record	Administrative Data	Annual	NA
	TAT for investigation	The indicator measures the average number of working days taken to complete an investigation from the date of arrest (RBP)/case assignment (ACC) till the date of referral for prosecution.	Days	2017	NA	<90	Administrative Record	Administrative Data	Annual	RBP, ACC
	TAT for prosecution	The indicator measures the average number of working days taken to complete prosecution	Days	2017	49 (RBP) 270 (ACC)	7 (RBP) 180 (ACC)	Administrative Record	Administrative Data	Annual	OAG

6. Timely Justice Services delivered	Proportion of cases investigated from the total complaints qualified for investigation	The indicator measures the percentage of cases investigated from the total complaints qualified for investigation. Cases investigated are those that have been closed after due course of investigation and shared with OAG for prosecution. The complaints qualified for investigation are those complaints that have been decided to be investigated in accordance with Complaints Management Policy & Procedure Manual and decided by two tier decision making process. Based on the information received, complaints are categorized for further action as to "investigate", "discreet inquiry", "share with agencies" and "drop/database".	Percentage	2016	30	45	Administrative Record	Annual Report	Annual	ACC
	Proportion of total registered cases decided	The indicator measures the proportion of cases decided against the total cases registered.	Percentage	2017	83	95	Administrative Record	Administrative Data	Annual	RCoJ
