

Judicial Service Commission Launches Complaints Management System to Improve Handling of Complaints

In a big step forward for judicial accountability, the JSC has adopted an automated complaints management system, leading to greater efficiency and transparency in the handling of complaints.

“What I find exciting about the electronic system, it can help you generate different forms of information: How many cases are filed from specific parts of the country, the types of complaints - land matters? How many men are filing complaints, compared to how many women? That’s exciting.”

*-Mrs. Nora Matovu Winyi,
Chair of Disciplinary
Committee, JSC*

On July 25, 2019, Mrs. Nora Matovu Winyi, the Chairperson of the Disciplinary Committee of the JSC, officially launched its new digital Complaints Management System. This system was developed with the support of SUGAR TAF.

Mrs. Winyi said that the decision to shift to the system was motivated by the desire to fast-track the handling of complaints received against judicial officers. JSC typically receives between 40 to 50 complaints each month. Managing these with a paper based system was unwieldy and led to backlogs. Shifting to a computerized system also allows for better transparency and tracking of complaints.

JSC requested SUGAR TAF’s help to design and develop the system, which took about three months to design and implement. Having this system in place is anticipated to increase the speed and effectiveness of the JSC’s ability to take disciplinary action. Uptake hasn’t been instant. As Mr. Julius Mwebembezi, Acting Registrar, explains, “Change isn’t easy - going from the old ways to the new ways. At the beginning, staff were reluctant to work on the system - but attitudes change and now they use it.”

Part of the reason for the shift has been the leadership shown by both Mrs. Winyi and Mr. Mwebembezi. They have both been able to see the immense potential in it and have been active champions for its uptake. He explains, “At each stage, we ensure the files are captured on the system. This helps us in many ways. For example, if you discover the file is old, you must quickly work on it. And it is easy on the system to see that - you can say, oh, the file got stuck at this stage. The IT expert from SUGAR TAF is constantly with us, modifying as we come up with issues, or new ideas...so we don’t lose any information.”

“[The] automated public complaint system is now fully operational. I can now tell from the system who is working on the file, where is the file in the process: the system has helped us a lot, files can’t get lost now.”

- Mr. Julius
Mwebembezi, Acting
Registrar, JSC

Photo idea: Photo of the launch – from JSC?