

# ACCESS TO JUSTICE

The overall vision of the Access to Justice Programme is effective and sustainable national justice systems in which duty-bearers provide justice services for all, and rights-holders have the knowledge and ability to seek remedy for their grievances.

## WHY

In many states, the law or its institutions do not adequately provide people access to justice. Without access to justice, human rights cannot be realised. Our systemic approach is well suited for addressing relevant justice providers as well as needs of rights holders in improving access to justice.

## OUR OBJECTIVE

Our objective is to improve duty bearers' capacity to provide justice services and rights holders' ability to access justice. We do so by engaging with local partners – state and nonstate justice actors –and supporting them to fulfil their diverse roles within their justice context.

## HOW WE CREATE CHANGE

### Legal services

We work with state and non-state actors to develop legal aid systems and improve justice services for rights holders. This includes working with legal aid boards, lawyers, paralegals, informal justice actors and traditional leaders as well as the judiciary, prisons and police. In some cases, we create service models that ensure quality legal aid to people in custody – including providing detainees with legal information and advice, representation in court, as well as ensuring they have contact with their families.

## Community Justice

DIHR works with the full spectrum of justice actors and institutions – state, alternative (civil society sponsored dispute resolution forums) and nonstate.

This work includes developing the capacity of the judiciary, traditional justice mechanisms and community paralegals/ grassroots-level civil society organisations with community paralegals, informal justice actors and traditional leaders, as well as supporting effective cooperation with and between these local justice providers.

## Focus on rights holders

We work with partners including justice service providers, human rights institutions, and civil society to raise awareness and enable rights-holders to seek justice and remedies for grievances. For instance, we help develop university legal clinics that reach out to local communities and individuals to provide them with legal information on how to resolve their disputes and grievances.

## EXAMPLES OF OUR WORK

### NEW POLICY BENEFITS ALL ZAMBIANS

Two-thirds of the population in Zambia live in poverty and many of them reside in rural areas unable to access the services of lawyers, who are mostly urban-based. When wanting to take legal action many Zambians are faced with a judicial system they often do not understand. In 2018, the government of Zambia adopted a national legal aid policy, which ensures efficient delivery of free legal aid services to all Zambians. In 2021, a new legislation on legal aid was enacted by government, operationalising the policy. DIHR has played a key role in the development of the policy and legislation as providers of technical assistance and expertise to the Ministry of Justice since 2012.

### ENHANCED LEGAL AWARENESS AND ACCESS TO JUSTICE OF THE POPULATION IN KYRGYZSTAN

With the support of DIHR, the Ombudsman Institution in Kyrgyzstan launched the event "Caravan of Law" in 2021, covering 44 areas, more than 30 cities, about 70 institutions in areas of prisons/detention centres, psychiatric, health and education countrywide. The OI met over 5000 citizens, ensured the participation of heads of all authorities at the local level to promptly resolve issues and provide consultations. Results were presented to state bodies, the country's leadership and NGOs. This initiative has called for prompt response to over 500 complaints and violations identified during the first wave of "Caravan of Law" and enhanced legal awareness and access to justice particularly for vulnerable groups.

## THE PROGRAMME IN NUMBERS

**25** years of experience working on access to justice.

**5000** citizens in Kyrgyzstan, incl. the most vulnerable, were consulted by authorities in 2021 on their access to justice.

More than **16,000** marginalised people including 22 percent women and minors/juveniles received free legal aid in Zambia in 2021.

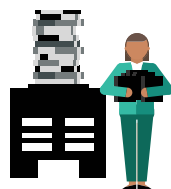
**3** Legal Information Centres established at universities in Myanmar.

Active in **4** regions; Southern and Eastern Africa and Southeast Asia and Central Asia.

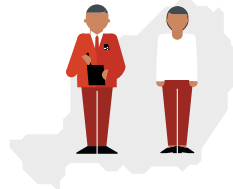
## WE CREATE SUSTAINABLE CHANGE BECAUSE OF OUR



LEGITIMACY



RESEARCH CAPACITY



LOCAL APPROACH



PROVEN TRACK RECORD



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