

Concept Note

Executive Summary				
Activity:	02-Day	Capacity	Building	Training for Staff of the Consumer Court
Duration:	02 days			
Participants:	Staff of the Consumer Court, Peshawar			
Number of participants:	20			
Methodology:	Lecture-cum-Participatory			
Designed by:	Mr. Muhammad Asif Khan, D&SJ/ Judge Consumer Court, Peshawar.			

Introduction:

The Consumer Courts have been established by the Provincial Government in the year 2016, under Section 11A of the Khyber Pakhtunkhwa Consumer Protection Act, 1997. Presently, nineteen (19) Courts are functional in the Province.

Capacity building of the Court staff is as important as that of the judicial officers. Though job description of the staff of Consumer Courts is somewhat different from that of the staff of the district judiciary, but the skills needed for ensuring and accomplishing professionalism are indeed the same.

Efficient, equitable and accessible justice system is the blood nerve of the Rule of Law. Court staff is an integral part of the justice system. There can be no Court without staff. In short, Court staff plays a significant part in the administration of justice.

Raison d'etre:

The support/ministerial staff was freshly hired for the newly established courts. Therefore, it was imperative to sensitize them about their role & responsibilities/ job description, mode & manner of Court and administrative affairs, etc.

Objectives:

The prime objective of the training program is the capacity building of the trainees, sharpening of their existing skills, imparting of new skills and transformation of attitude. This briefly may be detailed as below:

- To enhance their moral and ethical responsibilities;
- To make them understand their job description;
- To enhance their administrative skills;
- To impart them efficient, practical & effective management, and communication skills;
- To impart them basic skills necessary for efficient and effective performance of their ministerial duties;
- Above all, to develop in them the concepts of “Fear of Allah (SWT)”, Character building, and urge of earning ‘Rizq-e-Halal’.

Outcomes:

Upon completion of this activity, the trainees are likely to:

- understand their job description;
- develop good communication and writing skills;
- acquire enough administrative skills to manage court affairs more effectively;
- equip themselves with knowledge, skills, and attitude to effectively discharge ministerial duties and perform such functions; and
- learn high moral standards, ethical values, and professional ethics;

Modules

S#	Module	Topics
1	Maintenance of Record	● Job description of Registrar, Reader, Moharrir & Stenographer/KPO; ● Scrutiny of Cases at the time of institution; ● Entry of cases in Registers; ● Forms/ Formats of various Registers; ● Maintenance/ Compilation of Court cases and Registers; ● Consignment of files to Record room; ● Issuance of certified copies; ● Weeding out of unnecessary Record.
2	Office Management	● Administrative responsibilities of Registrar; ● Conduct & discipline; ● Provincial Govt. Instructions regarding correspondence; ● Basic elements of correspondence; ● Art of letter writing; ● Noting and drafting; ● Maintenance of non-judicial record.
3	Financial Management:	● Nature of Accounts managed by CPCs; ● Job description of Accountant; ● Budget preparation/ demands; ● Mode of utilization of funds; ● Procurement of Goods, Works & Services; ● Billings; ● Reconciliation;

		• File management; • Assets/ Stock management. • Role of Administrative Department & D.D.O.
4	Court Process(s)	• Various forms of Court processes; • Summons [issuance, execution and report writing]; • Warrants [Issuance, execution and report writing]; • Duties/ Responsibilities of Bailiffs/ Process Servers in the light of HCR&O

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