

NATIONAL JUDICIAL ACADEMY



ANNUAL NATIONAL SEMINAR ON FUNCTIONS OF REGISTRAR (MISCELLANEOUS) IN DIFFERENT HIGH COURT

8TH – 9TH April, 2017

Programme Report

Programme Coordinator

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Objective of the Programme:

The National Judicial Academy organized a two day Annual National Seminar on functions of Registrar (Miscellaneous) of different High Courts from 8-9th April, 2017.

The seminar was attended by Registrars (Rules, Services, Computerization, Research, Recruitment, Legal and other activities) who are involved in various managerial and administrative work of the registry. As the subject was technical, based on the practices followed in different jurisdictions the programme schedule was structured to include themes relating to interdisciplinary subjects imparting soft skills to the participant Registrars. The aim was to impart various managerial practices which could be applied by them to improve court administration and management by increasing their efficiency and a changed outlook to their work. Also the seminar provided a common forum to participants share their knowledge and experiences on good practices followed in their respective High Courts which could be implemented by other High Courts.

The seminar was divided into 7 sessions. There were 4 sessions on the first day and three sessions on the 2nd day:

SESSION 1

Theme: **Court Administration and Resource Utilization, Planning and controlling, Use of ICT for effective Court Functioning.**

Speakers: **Justice S.J. Mukhopadhaya** and **Justice Ravi Tripathi**

Mr. Sampath Iyengar who was the speaker for Session 4 also participated and shared his experiences. The speakers pointed out that the session should be interactive so that the good practices followed in one High Court could be of benefit for the other.

Discussions on following broad points took place:

- Justice Tripathi pointed out that the registry is chosen by the Chief Justice and there is a chosen player for a particular job.
- That the Chief Justice alone does not form the High Court but, the other staff of the registry as well are important to form the High Court.
- Highlighted the importance of the registry by specifying the work of various court staffs and how each one plays an important role for smooth functioning of the court administration.
- The speakers further stated that Rank has nothing to do with the efficiency of the work. Whether one is on the subordinate level or on the supervisory level it should not affect the efficiency.
- There is need for institutionalizing the good practices followed in each High Court.

Justice S.J. Mukhopadhaya asked each participants nature of work they perform in their Respective High Courts and asked them to suggest ways for improvement in their particular work.

Listing of matters was one of the area which was discussed and how it could be improved through use of Computerization. Further pointed out that there is a need for practical solutions instead of policies and framework.

Mr. Sampath Iyengar gave his inputs with regard to how administration is carried efficiently in the corporates and how the corporate approach could be incorporated in the administration of the High Courts. He gave an example of preparing an Inventory of Resources, and with the use of this inventory proper planning and allocation of resources could be carried out.

Other areas of discussions included:

- Space management: Lack of infrastructure emerging as one of the issues in many High Courts the speakers pointed out that it is important to have a proper space management mechanism, plan of court rooms must be available so that it could be used efficiently.
- Challenges relating to recruitment and postings – important posts are vacant compromising the quality of work
- Use of Technology in matters relating to vacancy and recruitment

The session was concluded on the point that, to use the technology one has to be smart himself, smart phones cannot be smart if you are not smart.

SESSION 2

Theme: **Human Resource Management**

Speaker: **Mr. Amitabh Deo Kodwani**

The speaker broadly talked about how managing of manpower could be done efficiently in an organization covering some of the issues relating to Human Resource Management. The discussions were based on the management perspective and Mr. Kodwani tried to give out ways by which Human Resource Management could be implemented in court administration.

Four stages of Human Resource Planning was highlighted:

- Acquiring Manpower
- Training manpower
- Appraising, Compensation
- Lastly Man Management

The discussions also included how relations with subordinates could be handled efficiently to increase work performance. It was also pointed out that there is a need for development of persons through understanding oneself.

Following activities under Human Resource Management were discussions, which included:

- Manpower planning: Upward voice mechanism

- Integration of technology with Human Resource Management
- Grooming of employees as per their nature of jobs

One of the issues which was put forth by the participant was that, how to assess the quality of person in different field, so that a workable Human Resource Management can be done. The speaker pointed out the following tests:

- 360 degree test (peers, seniors, individuals and third party's evaluation)

Tests to assess the Knowledge, skills & Techniques were also discussed, that included -

- Psychometric tests
- Thematic appreciation Test (TAT) (picture test)
- Word Association Test
- Paper & Pencil Test

Further Justice S.J. Mukhopadhaya stated that the approach of a boss is very important: frequency of one person should match with that of the other

Lastly summing up the session the speaker gave one of the test that could be applied by registrars at their workplace in the court structure – Observation Test. Through observation one can efficiently carry out Human Resource Management in their respective courts.

SESSION 3:

Theme: **Analysis of Judicial Statistics**

- **Big Data Analysis**
- **Predictive Analysis**

Speakers: **Justice S.J. Mukhopadhaya** and **Justice Ravi Tripathi**

The idea behind the session was to use the unprecedented amount of information to innovate and bring changes in the existing system in a positive way. Data is an important asset of court operations and still this asset is undervalued, under used or misused.

Big Data Analysis is a term used in recent for data explosion, large amount of data which traditional data management techniques cannot evaluate

The discussions focused on how trends of the past could be analyzed and used for future predictions. The discussions included data analysis in following areas:

- Filing and disposal of cases
- Pendency
- National Judicial Data Grid

The question emerged through the discussions was that how the available data could be utilized to come out with practical solutions in the above matters?

Justice Ravi Tripathi pointed out that statistics is for the purpose of having a clear picture. The purpose is to analyze the available data and then after analysis use it to find out workable solutions.

Prof. D.P. Verma also pointed out the steps involved while dealing with data:

- Documentation
- Analyzation and
- Classification

The speakers highlighted that there is a need to formulate a uniform policy to analyze data as evaluation of data can serve a very broad set of governance and strategic functions.

Importance of Physical Verification of data at the time of collection and documentation was also discussed as a means to avoid errors in data analysis.

Lastly participants stated that there is a need to impart Practical with regard to data analysis.

SESSION 4:

Theme: **Capacity & Team Building**

Speaker: **Mr. Sampath Iyengar**

The session was commenced by the speaker giving examples of team work activities from among the nature. He also pointed out that the best team work example is Human Body where each part / organ has to work as a team in coordination with each other. During the discussions it was highlighted that the fundamental killer of Team Work is ‘Ego’

Meaning of Team as stated: “Together, Everyone, achieves, more”.

The speaker gave a group activity to the participants. He made a group of 5 people as it was on team work and they were given a ball. The task was to pass the ball touching each one’s hand and the ball should float in the air in the minimum time. The team was asked to set a target.

The aim behind the group activity was to practically highlight among the participants the following points:

- That improvisation is the Key to Innovation
- Always have a target in Mind – it should be “Difficulty but Doable”
- Innovation need not be big always

The speaker also showed some videos which highlighted the importance of team work. One of the video was about ants and how they work in team to achieve their target and overcome the difficult situations.

Lastly, on capacity Building the speaker stated that there are no limitations, the only limitations we have are the ones in our brain.

SESSION 5:

Theme: **Conflict & Relationship Management**

Speaker: **Dr. Parul Rishi**

Following points were discussed upon by the speaker:

- What comes in your mind when you face conflict?
- How do you feel about conflicts?
- What you expect from your opponents?

Two models of conflict also said as the two views on Conflicts

1. American Model – Traditional - Conflict is bad Negative
2. Contemporary View – Inevitable between humans

The speaker discussed on following areas:

- How Conflict could be beneficial? In conflict there is not always a winner or a loser there are compromise situations as well.
- Reasons behind interpersonal Conflict? Prejudice, stubbornness, conflict relating to resources, differences, hidden frustrations etc.
- Why is there a conflict? Individual Interest and Organizational Interest
- What can you do in conflict situations? Change Attitude, behavior etc., “Forgive & Forget” to resolve stress situations.

She further stated that the only way one can change the situation is by changing oneself and not expecting the other to change. One must try to adopt the responding method & not the Reactionary method to handle such conflict situations.

She also deliberated upon how to manage conflicts and improve relations in an organization by developing and practicing Communication skills

Lastly, a questionnaire consisting of 15 questions was distributed to the participants as a self-assessment test to assess individual characters and behavior in conflict situation and how one manages relationship in an organization among colleagues. The task involved correlating each individual on the basis of analysis of test to a specific traits of an animal. Examples: competition was associated to Shark, compromising nature associated to Fox as it is tolerant by nature and cooperation & wisdom were characters associated to Owl.

SESSION 6:

Theme: **Understanding the Causes and Consequences of Occupational Stress**

Speaker: **Dr. Aruna Broota**

Dr. Broota started the session by highlighting the importance of sleep. She asked the participants their routine i.e. at what time each individual sleeps and gets up in the morning. The routine after getting up. She also pointed out that one should do meditation or take at least 30 minutes' walk in the morning as the mind is fresh so it would help to destress oneself.

The speaker discussed the concept of 'Nocturnal sleep' i.e. one should sleep by 12:00 am, then only one can have quality sleep, she further pointed that it does not matter the time one gets up but sleeping by 12:00 am and not past 12:00 am is very important. Quality sleep is necessary

Followings broad points were discussed upon:

- How do you define stress? What is stress? – Any situation which threatens your well being
- Types of stress: 1. Physical stress, 2. Mental stress
- Expression to stress is anger
- Occupational stress cannot be read alone without understanding domestic stress

Many participants raised an issue as to how can stress be handled during work. Dr. Broota stated that 'if you do your work with pleasure than it is not stress, it becomes an attitude'.

Sources of stress:

- Work load/ work overload – do not take work overload then only one can do quality work
- Irritability, anger outburst
- Poor communication skill

She further gave out the importance of Time management stating that it is the key to reduce stress. Further it was discussed that individual personality character also plays an important role in dealing with stress. Every individual has a different ability to absorb stress and handle pressure situation.

Consequences of stress:

- Hyperactivity
- Slowness in physical actions
- Lack of sleep
- Too much sleep etc.

Dr. Broota also highlighted the concept of "Body mind relationship". With regard to the concept of body mind relation she stated that, "If your eyes can't weep, then your intestines bleed". It is necessary that one vents out his anger through some way or else the signs of stress would be evident on the person's health.

Impact of Chronic Occupational Stress – Many physical / health related issues starts to develop, which are bodily signs

Impact of stress on Mental Health - Anger outburst, withdrawal, depression etc.

SESSION 7:

Theme: **Stress Management: Dealing with occupational stress – Intervention techniques**

Speaker: **Dr. Aruna Broota**

The session was in continuation of the previous sessions whereby the speaker discussed how to overcome stress through various lifestyle intervention techniques.

It was highlighted that stress could be managed at different levels by adopting following techniques:

- Managing Diet
- Cognitive Therapy – Rational Emotive therapy (Nothing wrong in being emotional but be emotional for right reasons)

Tips for work in daily Life to avoid stress are:

- Dr. Aruna Broota suggested the participants that by the end one must try to write down or think about, what work you did with pride.
- Work Output management
- Thought Management
- Yoga, Relaxation and Meditation

The session was concluded by a note from the speaker that it is the human tendency to always want more even after having a good job, good home etc. and this is the main cause of all the stress. One must always do their work with efficiency and pride and not according to the designation or the rank. Managing time is an important aspect to deal with work load and work related pressures.

The seminar provided a common platform to the participating registrars to discuss the challenges faced by them in their respective jurisdictions with regard to nature of work performed by them and suggestions for improvement were given by other participants to overcome and improve upon. Overall the seminar tried to impart managerial skills to the registrars to improve upon court management in the High Courts.