

# ORGANIZATIONAL PROMPTNESS & CHANGEMANAGEMENT

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JUSTICE MUHAMED MUSTAQUE

NJA 17/4/2021

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- Organizational promptness alludes to quality and structure of justice dispensation
  - Changing conditions exist in the society and response of judiciary
  - Public perception of justice and justice as fairness
  - Aspiration of state to become economic super power
  - Concept of justice in political economy

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- Rawls idea of justice in political economy
  - Political economy must include an interpretation of the public good
  - Institutions are to foster the virtue of justice and to discourage desires and aspirations incompatible with it.
  - Organizational promptness to promote state's vision on economy

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- Impact of technology on organisation's capabilities
  - Humans and machines are living in a ever closer relationship
  - Machines function based on what human tell them
  - Using technology like facial recognition software to search for suspected criminals and miscarriage of justice
  - Privacy issues
  - Technology and judicial independence ..linking achievement

# CHANGE MANAGEMENT

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- Prof Jhon kotter' s eight steps
- Phase I
- Establishing sense of urgency
- Forming a powerful guiding coalition
- Creating vision
- Phase II
- Communicating vision
- Empowering others to act on the vision
- Planning for short term gain
- Phase III
- Consolidating improvements and producing still more change
- Institutionalising new approaches

# BUSINESS PROCESS ENHANCEMENT

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- Laying vision for future – leadership
- Structuring management
- Registrar and court managers
- Selection of strategic managers

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- Integrating information technology in process reengineering
  - Adaption of technology
  - Requirement of training
  - JOEL in kerala for judicial officers
  - Training for administrative staff

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- Preparing a vision document
  - Study now being undertaken in kerala with help of Digi University
  - Study AS IS work flow
  - Replicating AS IS will be counter productive
  - Study TO BE citizen centric
  - Access to justice and inclusive justice



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- Simplifying the procedure
  - Online certified copy application in kerala
  - Changing rules of procedure
  - Identify all barriers to implementation
  - Problems related to resources,
  - Orgnaizational causes ...present structure of registry
  - Internal and external resistance

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- Bringing stakeholders into the fold
  - Lawyers and clerks scheme for laptops
  - Advocate General office integration of network
  - Free flow of datas

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- Vision document for phase I I I
  - Envisioning digital courts
  - Enabling justice delivery institutions such as courts , investigation agencies and prosecutions to connect
  - Eliminating duplication of efforts of different entities
  - Process re- engineering to ensure repetitive work is avoided- refer to the case number of the main matter
  - Audio – video recording of evidence