

INFORMATION PACKAGE FOR APPLICANTS

Despite nearly twenty years of efforts to improve the efficiency, transparency, and professionalism of Kosovo's judicial system, many citizens, lawyers, businesses, and civil society organizations (CSOs) participating in or monitoring court proceedings experience a judicial process that is frequently slow, uneven, and opaque. Information related to judicial processes is difficult to access and obtain. As a result, citizens are often unaware and uncertain of what to expect during the proceedings, what type of outcomes could they receive, and they often find it difficult to obtain information about their court case. Lack of readily available information about court proceedings, including case status, to whom was the case assigned, what actions have been taken by the court, and the anticipated next actions, causes citizens to experience uncertainty and distrust in the justice system. Moreover, most of the information available to the public comes from CSOs and news articles that portray the judiciary in a negative light, and ignore achievements and progress. Furthermore, judicial institutions themselves are in the early stages of developing and implementing communication strategies to inform the public of their work. Thus, information coming from the judiciary is often slow, incomplete, and inefficient. Finally, whether the user is a citizen trying to understand their case, court personnel trying to assess their overall performance, or civil society and academic researchers who would like to understand, analyze, and suggest reforms in the judicial system, the available judicial data is published in nonuser-friendly formats and is challenging to understand.

Although the judicial system has improved its efficiency, by reducing its backlog over 50% and increasing case resolution time, it still faces systemic challenges that prevent it from delivering timely and fair justice to all citizens. Citizens often feel trapped and desperate due to prolonged court proceedings in family, property and business cases--and sometimes potentially endangered as they await restraining orders or other actions from judicial institutions. Additionally, inconsistent rulings on legal issues in business, administrative, civil, and criminal cases increase legal uncertainty for plaintiffs, defendants, family members, judges, lawyers and businesses. Businesses, lawyers, and citizens often complain of inconsistent applications of the law creating an unpredictable legal environment. These deficiencies stall economic growth, prevent victims from accessing timely justice and obtaining protection, and allow impunity to continue unchecked. Kosovo's citizens, lawyers, judges, and other legal personnel need access to information on how the legal actions they are taking (or considering) are or may progress through the legal system, and how and when hearings, rulings, and other actions will occur so they can make informed choices about what and how many cases to take, what legal recourse to pursue,

whether they should look for alternatives, when and how to escalate miscarriages of justice and oversight, and how to use the existing data in the face of persistent underperformance and inequity, to advocate for reform.

In light of these conditions, the Millennium Foundation Kosovo calls on open data movers, shakers and opinion-makers, start-ups, civil society, the private sector, academia, journalists, designers, technology innovators, and creative problem solvers to submit proposals that use open data to support Kosovo's citizens and legal professionals in making empowered, informed choices about the status of their current or future cases in the legal system and to use data to advocate for increased efficiency, transparency, and equity in the judicial system.

MFK intends to make two to five awards to innovations that fall into one of three categories:

- **Innovation:** Innovations that propose new, creative, data-driven ways of empowering citizens and/or legal professionals to understand, access and utilize Kosovo's legal system, make appropriate choices, and get connected to appropriate service providers. Innovations may help judges, lawyers, academics and CSOs access and utilize judicial data and decisions to improve understanding around the nature of judicial proceedings (type of case or charges filed, case duration, decisions, and sentences), empowering citizens to make informed choices about their legal recourse, including whether continuing the case through the judicial system or exploring alternatives (such as mediation, arbitration or court settlement, accepting a plea agreement, or dropping the case) is a better decision for their clients, themselves and/or their families, seeking help in situations that are urgent, stressful, corrupt, or dangerous (such as domestic violence, bankruptcy, criminal conspiracies, or abuse), supporting judicial personnel in consistently applying the law, and/or inspire academic research.
- **Court Performance:** Data-driven analytical innovations that help citizens better understand the functioning of the judiciary, the effectiveness and efficiency of courts, and tools to analyze and support allocating resources to meet institutional needs. Innovations should improve users' knowledge, understanding and expectations resulting with respect to legal proceedings.
- **Advocacy:** Innovations that analyze court performance, budgets, and decisions and connect Kosovo's citizens involved in current, future, or past judicial proceedings to appropriate organizations and opportunities for advocacy to address data-driven needs and gaps in court performance, transparency, resourcing, impunity, public trust, civil rights, and public safety, especially for women and underrepresented groups.

Competitors may opt to enter multiple categories or tackle multiple topics, but it is better to focus and address one or two of themes well than to try to generally address all of the topics.

While MFK intends to make at least one award per category, it reserves the right to make multiple awards in one category depending on proposal quality.

Awards:

MFK will award up to four grants (total of 200,000 Euros available in funding) to implement a proposal that addresses the aforementioned objectives. In addition to the award, grantees will also receive:

- **Mentoring:** Winners will work with mentors from MFK, the judicial sector, and relevant institutions to help them adapt and grow their solution to more successfully meet citizen needs.
- **Networking and professional matchmaking:** Introductions to relevant experts and stakeholders.
- **Profile-raising activities:** MFK will promote your winning innovation and celebrate your results.

Eligibility Criteria

The Challenge is open to all and will accept entries that meet the following criteria:

- Entries must be submitted in English.
- Late entries will not be accepted.
- Entries must be complete and may not leave questions unanswered or neglect requested documentation.
- Entries must directly relate to challenge goals, funding requirements and utilize credible open data from KJC, KPC, and other credible, vetted open data from local, national, and international institutions.
- All competitors must use Challenge grant funds to implement a solution in Kosovo. International applications are eligible as long as applicants either already have a presence in Kosovo or must demonstrate they have a Kosovar partner (supporting partnership documentation is required).
- All solutions can propose coordination or implementation partnership with KJC, KPC or another judicial system entity. Applications proposing to coordinate or implement with another entity must include a written agreement as an attachment to their application.

The Challenge particularly encourages proposals from:

- Diverse groups that have clear, strategic, collaborative models to tackle the issue of clearly communicating data-driven information about both judicial system performance and proactive steps citizens can take to address the issue.
- Private sector actors, entrepreneurs, and organizations with market-based solutions and/or clear plans for sustainability beyond the point of award.

Dig Data Challenge will not fund:

1. Solutions with a strictly research focus. All research must include feasible recommendations for policy or programming actions.
2. Solutions in the idea phase with no demonstration of real-world application.
3. Solutions that center around the provision of free equipment or focus on building new infrastructure.
4. Solutions that do not use open data from the KJC, KPC and/or other credible, vetted open data from national and international institutions.
5. Solutions that are unwilling to establish partnerships with relevant stakeholders, particularly with judicial stakeholders and Kosovan government ministries, agencies, and municipalities.
6. Solutions originating from foreign countries that do not have a local, Kosovan partner.
7. Solutions that do not deliberately and equitably include women and underserved groups.
8. Solutions that are a continuation of an existing project without a new component.
9. Solutions that are affiliated with a political party or engaged in political activity.
10. Solutions that are focused solely on religious activities.

Judging Criteria

All eligible entries will be judged against the following criteria:

Criterion 1: Use of Open Data

The submission should present a new, adapted or aggregated data-informed solution, able to add value to how Kosovans obtain, understand, and take action on judicial issues.

We advise competitors to keep in mind:

- Whether the solution is a credible response to issues raised by data from the KJC, KPC, and other credible, vetted open data from local, national and international institutions.
- The extent to which there is a well-reasoned, substantiated analysis of the data in the application that justifies why the applicant is taking that approach.
- The extent to which accurate, open data is incorporated into the product/service/output.
- How effectively the solution translates data into accessible, actionable, constructive insights for Kosovo citizens or actors in the legal system. Data clarification or simplification efforts should include:
 - Crediting the data source (e.g., KJC, KPC, courts),
 - Clarifying what factors the data is measuring,
 - Explaining how the data is measured
 - Indicating what the data may signify for the judicial system performance— examples include but are not limited to, explaining the implications for:
 - Timeliness
 - Trends in rulings, including but not limited to bias and equitable rulings for women and underrepresented groups
 - Errors, malpractice, underperformance, under-resourcing.
- Whether the solution builds ongoing demand for more open government data and improved court performance.

Please Note: Data should not be used or submitted that does not protect personally identifiable information.

For more information, please see the Data Guide.

Criterion 2: Actionable Information

The submission should provide timely, context-appropriate, and actionable advice to users to enable them to understand both judicial data and also a series of constructive personal and civic recommendations they can take to address their concerns.

We advise competitors to keep in mind:

- Who the target user is. Detail how the solution will meet their needs.
- The effectiveness of the solution in communicating judicial sector information and interventions.
- The extent to which, upon receipt of this information, everyday citizens and/or judicial stakeholders should feel empowered and understand pathways they can take to address judicial concerns on both:

- An individual level (e.g. assessing whether to initiate a case, continue a case, or seek alternatives, seek legal aid or initiate complaints, etc.) and
- A civic level (advocacy for improved efficiency, transparency and equity, accountability and greater transparency, etc.).
- The extent to which any recommended interventions are productive, solution-oriented, and constructive versus antagonistic (promoting a collaborative relationship with the judicial system or policymakers).
- How effectively the solution presents timely, actionable, and context-appropriate insights for users, depending on the user's attributes (age, languages spoken, geographic location, etc.).
- Direct feedback from testing with users about whether they can utilize the insights from the solution to make timely, action-oriented decisions with respect to their experience in the judicial system.
- Solutions that demonstrate the vision and potential to continue to encourage productive public discussion about addressing judicial issues.
- Solutions that may demonstrate new or adaptive ways of collaborating with judicial system stakeholders, service providers and/or central and/or municipal governments, in order to better target programming or communications.
- Please note, context-appropriate advice should take into account issues including but not limited to:
 - The different degrees of literacy and digital access among population groups such as the elderly and less educated. Competitors should also consider Kosovo's linguistic diversity.
 - The availability of certain interventions in a given geography, and at a given time (e.g., a solution should not recommend options that are not available in Kosovo).

Criterion 3: Accessibility

The solutions should demonstrate that there is a clear understanding of citizen needs and meet those needs easily and affordably. Applications should take into consideration the accessibility of their solution with respect to gender, language and literacy, levels of education, digital literacy and connectivity, and cost.

Competitors should keep in mind:

- The need for a clear understanding of the target customer's specific needs (e.g., what type of product/approach is most suitable for the ways your customers access the information).
- How easy it is for your target customer to use the solution.

- How accessible the solution is likely to be to its target audience, and for underserved populations (people with disabilities, and other socially relevant groups such as low-income, marginalized ethnicities, and landless or land-poor households).
- Value for money to the users (including ongoing payment, maintenance, or replacement considerations).

Applicants should consider:

- Technology access, social roles, and access to information and networks.
- Obstacles that may inhibit acquisition and use.
- Tactics to mitigate any barriers.
- How much it will cost customers to buy and maintain the solution.
- Who has the skills and capacity to maintain the solution?

Criterion 4: Potential Impact

The applicant should demonstrate a real understanding of the situation that their solution is helping to address. Impact will be measured according to the degree to which the solutions can provide actionable information for Kosovan citizens to proactively and constructively address the judicial system for their personal and/or civic well-being.

Applicants should demonstrate:

- A clear articulation and understanding of the user's specific needs and how they are being addressed at an individual level.
- A credible argument for the likely impact that the solution will have on users, including gender and cultural dynamics, for instance, by providing a logical reason, or set of reasons for why it is likely to have an impact, and why that would be an improvement on the current situation.
- The extent to which a diverse range of customers (men, women, ethnic minorities, etc.) perceive the applicant's solution is likely to have a positive impact on supplying users with insights on judicial data and how to address it.

Criterion 5: Market Potential

Applicants are encouraged to describe their plans to financially sustain the solution after the grant concludes. Although innovations without a financial sustainability plan will not be disqualified, special consideration will be given to the commercial and growth potential of the solutions. Applicants should describe the income-generating opportunities and partnerships to maintain and update their innovations on a long term basis.

Applicants should keep in mind:

- How well does the proposed solution fit into the market? How is it better or does it relate to the existing solutions in the market? How well the solution has been developed in relation to a particular market and how well that market is understood? For instance, an understanding of how it fits with solutions that are already out there.
- Whether they can demonstrate how the solution sustains itself. They should demonstrate a sustainable business model that allows for ongoing product updates/service improvements and maintenance.
- What partners or customers would be willing to pay for this innovation and what plans are in place to connect with those partners and customers.

Criterion 6: Communications and Outreach Strategy

The applicant should demonstrate a clear understanding of the importance of communicating data to their target group and a strategy to do so. The communications and outreach strategy must demonstrate how the applicant intends to attract, retain and communicate judicial system information to an identified target audience.

Applicants should demonstrate:

- A clear and accessible value proposition to customers.
- A communications and outreach strategy to attract and deliver the final product/service to the target audience.
- The communications and outreach approach should use appropriate means of communication to deliver the solution to the target audience (this may include TV, social media, brochures, partnerships with frontline workers, attorneys or civil society, awareness raising campaigns, etc. but the methods chosen must reflect the logical and preferred ways the target audience obtains information).
- An approach that both attracts and retains the target audience while also having a means to tell the story of your solution and its impact to the general public.

Timeline and Milestones

Dig Data Judicial Challenge Launches	Judicial Dig Data Workshop	Application Deadline	Judging, Interviews, and Matching	Winners Announced	Implementation
27 September 2021	12 October 2021	4 November 2021	November 2021 – December 2021	December 2021	December 2021 - August 2022