



OPEN JUSTICE POLICY OF THE JUDICIARY

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Introduction

The administration of justice by the Judiciary is one of the fundamental pillars of democracy. Citizens' trust in institutions and the effective force of the Rule of Law depend largely on its independence, integrity, and capacity to respond to people's needs.

In the Dominican Republic, the Judiciary has undertaken, in recent years, a sustained process of institutional transformation aimed at strengthening judicial independence, modernizing the management of the courts, and improving the quality of the public justice service. The implementation of institutional reforms aligned with the most recent international standards, advances in the digitalization of processes, the strengthening of transparency, and the development of new management mechanisms have made it possible to consolidate a more professional, more efficient judicial system that is increasingly oriented toward the needs of the people who use it. Recently, the Dominican Republic stood out in the World Justice Project's global Rule of Law Index for the year 2025, where it was highlighted as one of the eight countries that improved on the variable of adherence to the Rule of Law (2.1%)¹.

The process of institutional transformation reflects a deep conviction: justice must be not only independent and effective, but also understandable, accessible, and close to citizens. In a global context where democracies face new demands for openness, transparency, and accountability, justice systems are called upon to strengthen their bond with society, generating greater public

1. In 2025, 24 of the 32 countries in Latin America and the Caribbean showed a decline in adherence to the Rule of Law. Of those 24, 19 had also regressed the previous year. 2025-Dominican Republic.pdf.

trust and expanding opportunities for participation and dialogue with the communities they serve.

Open Justice emerges precisely as a response to this challenge. It is an approach to judicial governance that promotes a more transparent, participatory, and collaborative administration of justice—one capable of explaining its decisions, sharing relevant information, listening to the experiences of the people it serves, and working jointly with different actors of the justice ecosystem to improve its services.

This approach transcends institutional and governance matters to focus on concrete, people-centered results: it seeks to ensure that individuals resolve their legal problems, prevent disputes, and access fair and timely solutions.

The Open Justice Policy of the Judiciary of the Dominican Republic constitutes a strategic step in this process of transformation. More than an isolated initiative, this policy seeks to consolidate, bring coherence to, and enhance the efforts the country has been developing in the areas of judicial transparency, access to information, institutional modernization, and strengthening of the public justice service.

This Policy has been designed with the support of the International Open Justice Network and the Open Government Partnership, together with a high-level advisory group made up of the world's most prestigious institutions in the field of the rule of law—such as the World Justice Project, Pathfinders, The Hague Institute for Innovation of Law (HiIL), the Rule of Law Ideas Co-Lab, and UNODC—and it included the participation of civil society organizations, academia, the media, and the private sector of the Dominican Republic.

The adoption of this policy positions the Judiciary of the Dominican Republic within an international movement that promotes more open, accessible, and trustworthy justice systems, in line with contemporary democratic standards and with the commitments assumed by the country in matters of sustainable and inclusive

development as well as transparency, public integrity, and institutional strengthening. It also expresses a willingness to be open to accountability and to the monitoring and evaluation of its performance through objective indicators aligned with international good practices and standards.

Advancing toward open justice means, ultimately, building a judicial system that is closer to citizens, capable of generating public value, strengthening social trust, and actively contributing to the democratic consolidation of the country. In practical terms, this means measuring the success of the system not only by its conditions of openness and transparency, but by the results it produces in people's lives: its real capacity to resolve conflicts, prevent disputes, and guarantee fair and timely solutions for those who turn to it in search of justice.

Institutional transformations of the Dominican justice system

Over the past decades, the Dominican Republic has driven a sustained process of institutional strengthening of the justice system, aimed at consolidating an independent, modern Judiciary that is increasingly close to the needs of citizens.

A central milestone of this process was the constitutional reform of the year 2010, which reinforced the independence of the Judiciary and established a new model of institutional governance through the creation of the Council of the Judiciary. This body assumed responsibility for the administration and management of the judicial system, consolidating a more professionalized structure oriented toward strategic planning, transparency, and the continuous improvement of judicial services.

Building on these institutional transformations, the Judiciary began a stage of modernization aimed at strengthening the quality of the justice service and improving its accessibility for users. This process has been expressed in the adoption of new management tools, the strengthening of judicial information systems, the expansion of

institutional transparency mechanisms, and the progressive incorporation of digital technologies in the administration of justice.

In parallel, the country has developed a normative and institutional framework that promotes transparency and access to public information. The General Law on Free Access to Public Information (Law No. 200-04)² established a fundamental principle of openness in public management, enshrining the importance of publishing information of a public nature by State institutions and enabling mechanisms of accountability and social oversight of the actions of State institutions. Added to this normative framework is the National Open Data Policy, approved through Decree No. 103-22, dated March 1, 2022, which establishes the guidelines for publishing public information in open, interoperable, and reusable formats. Within this framework, the Judiciary continues to advance progressively in the publication of institutional information and in opening data about its operations³.

In recent years, the process of judicial modernization has deepened through the development of initiatives aimed at strengthening institutional management and innovation in justice services. The Strategic Plan of the Judiciary "Vision Justice 20/24"⁴ established a roadmap to consolidate a more efficient, accessible justice system oriented toward users. Within this

framework, digital transformation initiatives were initially promoted that made it possible to expand the channels of access to judicial services and improve the availability of information about the functioning of the system. Tools were also developed that allow citizens to learn about and monitor different aspects of the justice service⁵.

2. Transparency, Judiciary.

3. According to 2022 data, the Judiciary has significantly improved its score on the transparency portal index measured by the General Directorate of Government Ethics and Integrity. This is the result of work that has prioritized transparency, allowing it to rise from an annual average of 41.1 in 2019 to 97.23 in 2022. Institutional Report 2022, p. 52. Available online.

4. [planjusticiadelfuturo2034.pdf](#)

These advances reflect a sustained institutional commitment to the modernization of the judicial system, the improvement of the quality of the public justice service, and the strengthening of institutional transparency. These advances are also framed within the international commitments assumed by the country, among them the Inter-American Convention against Corruption and the United Nations Convention against Corruption, which promote standards of integrity, accountability, and access to information in public management. Added to these references is the Istanbul Declaration on Transparency in the Judicial Process, approved in November 2013, whose principles on openness, accountability, and judicial integrity are fully consistent with the objectives of this Policy. Likewise, these commitments are articulated with the country's aspiration to join the OECD, an organization that has been reinforcing its emphasis on people-centered justice as an essential dimension of modern justice systems, highlighting the capacity of individuals to resolve their legal problems, prevent disputes, and access fair and timely solutions as key indicators of judicial performance.

In this same direction, the Dominican Republic has assumed specific commitments that mark a turning point in its orientation toward people-centered justice. Within the framework of the 2023 Summit for Democracy, the country exercised co-leadership of the Cohort on the Rule of Law, from which it endorsed The Hague Declaration on Equal Access to Justice and joined the Justice Action Coalition. These commitments reinforce the transition from a reform centered on institutions toward a model where the success of the system is measured by concrete results in people's lives, fully in line with the principles that guide this Open Justice Policy.

5. The website of the Judiciary of the Dominican Republic has a section on judicial service indicators where one can access a dashboard that visualizes data on the different channels of access and auxiliary work of the Judicial Service. This includes requests received, immediate-response services such as user guidance or consultations, appointments scheduled to attend judicial offices, and website visits. The information displayed is updated in real time and is a cumulative series since 6/1/2020. <https://poderjudicial.gob.do/estadisticas/>

In addition, it is worth noting that in 2024 the Judiciary of the Dominican Republic joined the VI Action Plan of the Dominican Republic before the Open Government Partnership (2024–2028), the country's current plan, in a process that the independent OGP review highlights as a milestone for incorporating commitments implemented by public branches other than the Executive. Its participation takes shape in three commitments: (i) the interconnection of data in the justice and security system, aimed at standardizing and exchanging information to improve access to and oversight of judicial processes; (ii) the digital platform for complaints against judges and judicial officials, intended to receive and transparently follow up on complaints regarding irregularities and ethical breaches; and (iii) the open data initiative for transparent justice, aimed at co-creating an open data policy and a portal that facilitates access, reuse, and citizen monitoring of judicial information.

The Open Justice Policy of the Judiciary of the Dominican Republic is part of this trajectory of institutional transformation, consolidating recent advances and driving actions that were pending—such as enabling new practices of transparency and accountability and fostering innovative spaces and channels for citizen participation. Its purpose is to bring together, consolidate, and project these advances toward a more open, participatory, and collaborative model of judicial management that strengthens the bond between the justice system and society and contributes to improving access to justice and public trust in institutions. In this way, it aspires to raise the level of the principles and practices of open justice in the Latin America and Caribbean region and beyond, becoming a model to follow.

Finally, this Policy was drafted following the **I International Conference on Open Justice**, held in August 2025 in Santo Domingo, organized by the Judiciary of the Dominican Republic together with the International Open Justice Network (RIJA) and the Open Government Partnership. This constituted a global milestone that made it possible to consolidate an extensive and active ecosystem of judicial institutions, civil society organizations,

academia, and international bodies that promote open government reforms in justice systems. There, the Santo Domingo Declaration on Open Justice was proclaimed, which became a shared roadmap among the signatories to promote reforms that strengthen the independence of the judiciaries and improve transparency, accountability, and citizen participation in justice systems.

1. Objective

1.1 General

The objective of the Open Justice Policy is to consolidate and institutionalize an open, participatory, transparent, and collaborative model of judicial management, grounded in the principles of transparency, accountability, citizen participation, and collaboration, which strengthens the relationship between the Judiciary and society, contributes to access to justice, and establishes the conditions for the continuous improvement of judicial management. To this end, the policy does not limit itself to formalizing existing practices and incorporating new initiatives that strengthen the principles and practices of open justice in the Dominican Republic; rather, it seeks to articulate them under a common strategic framework, generate synergies among them, establish priorities, guide their implementation, and facilitate their monitoring, evaluation, and continuous improvement.

1.2 Specific

Strengthen the transparency of the justice system through the opening of data, access to public information, the active and proactive publication of institutional information, and clear and accessible communication about decisions, services, work plans, and results.

Improve accountability and institutional integrity, consolidating mechanisms for justifying its actions and its policies, its jurisdictional decisions, and fostering public oversight, the monitoring of improper conduct, and the tracking of the

performance of the judicial system, seeking to translate findings and feedback into corrections, improvements, and proportionate adjustments.

Increase the participation of users and of society in the justice system, generating institutional channels to gather their experiences, needs, and feedback in the design, implementation, and evaluation of judicial policies and services.

Deepen collaboration between the Judiciary and other actors of the justice ecosystem, including public institutions, academia, civil society, and social organizations, in order to co-create solutions that improve the functioning of the system.

Guarantee effective access to justice and orientation toward people, promoting judicial services that are more understandable, accessible, and centered on the needs of those who use the justice system.

Measure the performance of the judicial system from the perspective of users, incorporating indicators oriented toward concrete results that complement the metrics of institutional legitimacy.

2. Scope

This policy applies to the entire scope of the Judiciary of the Dominican Republic, including jurisdictional bodies and administrative and technical areas. In this sense, it includes the Supreme Court of Justice, courts of appeal, higher courts, courts of first instance, investigation and equivalent courts, and justice-of-the-peace courts, and also the administrative support areas such as finance, planning, statistics, information technology, transparency, communication, training, and human talent.

A. Target population

The target population of the open justice policy includes, on the one hand, society in general; direct and potential users of the justice system; and persons and groups in situations of vulnerability. On the other hand, it includes actors who work within the judiciary: the judiciary and judicial staff; the legal community and other operators of the justice system; and organized civil society; academia, universities, students, and research centers; the media; and strategic allies for co-creation and implementation, including the private sector, international organizations, cooperation agencies, donors, and other related public entities that seek greater understanding of and interaction with justice institutions. The Open Justice Policy positively affects both types of users.

3. Frame of Reference

At the national level:

- 3.1** **Constitution of the Dominican Republic**, proclaimed on October 27, 2024 (Official Gazette No. 11170, of October 31, 2024).
- 3.2** **Law No. 25-91**, Organic Law of the Supreme Court of Justice, of October 15, 1991, and its amendments.
- 3.3** **Law No. 821**, on Judicial Organization, of November 21, 1927, and its amendments.
- 3.4** **Law No. 327-98**, on the Judicial Career, of August 11, 1998, and its Implementing Regulations.
- 3.5** **Law No. 200-04**, General Law on Free Access to Public Information, of July 28, 2004, and its Implementing Regulations (Decree No. 130-05, dated February 23, 2005).
- 3.6** **Law No. 41-08**, on Public Function, of January 16, 2008.
- 3.7** **Law No. 28-11**, Organic Law of the Council of the Judiciary, of January 20, 2011.
- 3.8** **Law No. 1-12**, Organic Law of the National Development Strategy 2030, dated January 25, 2012 (Official Gazette No. 10656).
- 3.9** **Law No. 247-12**, Organic Law of Public Administration, dated August 9, 2012.
- 3.10** **Law No. 5-13**, General Law on Disability in the Dominican Republic, dated January 15, 2013.

- 3.11 Law No. 107-13**, on the Rights of Persons in their Relations with Public Administration and on Administrative Procedure, dated August 6, 2013.
- 3.12 Law No. 172-13**, on the Comprehensive Protection of Personal Data held in files, public records, databases, or other technical means of data processing, dated December 13, 2013.
- 3.13 Law No. 311-14**, which institutes the National Authorized and Uniform System of Sworn Declarations of Assets of Public Officials and Servants, dated August 11, 2014.
- 3.14 Law No. 192-19**, on the Protection of the Image, Honor, and Family Privacy Related to Deceased and Accident Victims, dated June 21, 2019.
- 3.15 Law No. 339-22**, which enables and regulates the use of digital means for judicial processes and administrative procedures of the Judiciary, dated July 21, 2022.
- 3.16 Decree No. 103-22**, which approves the National Open Data Policy and creates the National Open Data Commission, dated March 1, 2022.
- 3.17 Resolution No. 09-2019**, which approves the Regulation of Internal Administrative Control of the Council of the Judiciary, dated July 23, 2019.
- 3.18 Resolution No. 45-2025**, of the Plenary of the Supreme Court of Justice, dated July 17, 2025.
- 3.19 Data Protection Instructions of the Judiciary.**
- 3.20 Open Data Policy of the Judiciary**, dated November 18, 2025.
- 3.21 Code of Ethical Conduct of the Judiciary**, approved by the Plenary of the Supreme Court of Justice as a guiding instrument for the conduct of judges and judicial servants, dated October 7, 2021.

At the international level:

- 3.22 Universal Declaration of Human Rights**, approved and proclaimed by the General Assembly of the United Nations (UN) in its Resolution 217 A (III), dated December 10, 1948.
- 3.23 International Covenant on Civil and Political Rights** (New York, adopted on December 16, 1966, entering into force on March 23, 1976, in accordance with Article 49 – List of States that have ratified the covenant).
- 3.24 American Convention on Human Rights** (Pact of San José, Costa Rica), dated November 22, 1969.
- 3.25 Inter-American Convention against Corruption**, adopted by the Organization of American States (OAS), dated March 29, 1996.
- 3.26 United Nations Convention against Corruption**, adopted by the General Assembly of the United Nations through Resolution 58/4, dated October 31, 2003.
- 3.27 Open Government Declaration**, adopted within the framework of the Open Government Partnership (OGP), dated September 20, 2011.
- 3.28 Recommendations on transparency, accountability, and integrity of Ibero-American justice systems**, document of the XVI Ibero-American Judicial Summit. Buenos Aires, 2012.
- 3.29 The 2030 Agenda of the United Nations (UN) for Sustainable Development**, adopted on September 25, 2015.
- 3.30 Recommendation of the Council of the Organisation for Economic Co-operation and Development (OECD) on Open Government**, dated December 14, 2017.

- 3.31 The Ibero-American Charter of Open Government (CIGA),** approved by the Latin American Center for Development Administration, 2016.
- 3.32 Recommendations on transparency, accountability, and integrity of Ibero-American justice systems,** document of the XVI Ibero-American Judicial Summit. Buenos Aires, 2012.
- 3.33 Ibero-American Judicial Declaration on Citizen and Participatory Justice.** XIX Ibero-American Judicial Summit. Quito, 2018.
- 3.34 Principles and Recommendations for the Promotion of Open Justice in Ibero-American Judicial Branches, Bodies, and Organizations.** XIX Ibero-American Judicial Summit. Quito, 2018.
- 3.35 Ibero-American Code of Judicial Ethics,** approved at the VI Ibero-American Summit of Presidents of Supreme Courts and Supreme Tribunals of Justice, 2006.
- 3.36 The Brasilia Regulations on access to justice for persons in vulnerable conditions,** adopted by the XIV Ibero-American Judicial Summit in March 2008.
- 3.37 Manual of Good Practices in Open Justice** of the countries that make up the Central American and Caribbean Judicial Council.
- 3.38 The Ibero-American Charter of Principles and Rights in Digital Environments,** approved during the XXVIII Ibero-American Summit of Heads of State and Government, dated March 25, 2023.
- 3.39 Istanbul Declaration on Transparency in the Judicial Process.**
- 3.40 The Hague Declaration on Equal Access to Justice,** endorsed within the framework of the Summit for Democracy, 2023.

- 3.41 Santo Domingo Declaration on Open Justice**, proclaimed at the I International Conference on Open Justice, Santo Domingo, August 2025.

4. Policy

4.1 Strategic Pillars

Below are the strategic pillars and a non-exhaustive enumeration of possible lines of action within each of them.

a) Transparency

- Access to public information
- Publication of judicial data
- Publication of administrative, budgetary, and procurement and contracting data
- Publication of jurisdictional information (rulings, judgments, etc.)
- Publication of the results of ethics, audit, and disciplinary processes.
- Proactive publication of institutional, administrative, and jurisdictional information
- Anonymization of judgments and rulings to protect sensitive personal data.
- Judicial communication policy
- Use of plain language
- Judicial information and open data portals with criteria for periodic updating
- Publication of information related to internal governance processes and decisions, including appointments, promotions, and removals.

- Publication of people-centered indicators such as: satisfaction rate, duration of case resolution, perception of justice, type and number of barriers removed, etc.

b) Participation

- Mechanisms for citizen participation or consultation in institutional planning
- Feedback mechanisms
- Mechanisms for participation in internal governance, strategic management, and institutional affairs, such as program design and the appointment of officials.
- Platforms, digital channels, or tools for citizen advocacy in improvements to the judicial service
- Tools that promote and facilitate citizen monitoring
- Spaces for dialogue and exchange with other branches of the State, the private sector, media, and academia, among others.
- Traveling citizen-participation initiatives in remote or border areas.
- Citizen observatories of open justice.

c) Accountability

- Justification practices such as periodic performance and results reports, hearings, or other public accountability spaces.
- Code of ethics
- Ethics Program
- Integrity Program
- Mapping of corruption risks

- Training for the prevention of improper practices
- Audit programs
- Disciplinary processes
- Complaint channels and whistleblower protection mechanisms
- Accountability meetings
- Reparation mechanisms for harm caused by corruption or conduct contrary to ethics.

d) Collaboration

- Institutionalized agreements and alliances
- Co-design and co-implementation of projects with non-governmental actors
- Judicial innovation laboratories
- Working networks with other branches of the State
- Cooperation with academia, civil society, and the private sector
- Processes of co-creation and participatory construction with users of the justice system and with the general public.

4.2 Management of Cultural Change

The implementation of the Open Justice policy requires accompanying the normative and operational reforms with a process that promotes consequent cultural changes in the institutional capacities of the Judiciary. In this sense, actions must be driven to raise awareness among staff, strengthen capacities, and consolidate an organizational culture based on transparency, participation, innovation, and continuous improvement.

Beyond the management of organizational change, this Policy explicitly incorporates an approach of behavioral change, aimed at ensuring that open justice practices become integrated into the daily work and ways of thinking of each person who is part of the Judiciary. This implies incorporating behavioral approaches into the design of processes, work routines, and institutional environments, so that openness, transparency, and orientation toward citizens are not perceived as external obligations, but as a natural part of the identity and professional practice of magistrates, officials, and administrative staff.

To this end, the Judiciary must coordinate with institutions specialized in judicial training, such as the National School of the Judiciary, the incorporation of content related to open justice, access to information, and judicial transparency into the training programs aimed at judges, officials, and administrative staff. Likewise, internal workshops and dissemination activities must be promoted that allow the sharing of experiences and the dissemination of good practices in participation, collaboration, and accountability, seeking to coordinate with Law Faculties, the Bar Association of the Dominican Republic, and other similar institutions.

Finally, mechanisms of recognition and institutional incentives must be promoted that value the initiatives of the different areas of the Judiciary aimed at strengthening institutional openness and bringing justice closer to citizens, recognizing that lasting change depends both on the conditions created by the institution and on the decisions and attitudes of each of the people who make it up.

4.3 Conceptual Foundations

4.3.1 Concept of Open Justice

Open Justice is a paradigm of judicial governance that redefines the connection between the Judiciary and society by transforming the way in which justice institutions design, implement,

communicate, and evaluate their policies, processes, and services, with the aims of guaranteeing the Rule of Law, promoting social peace, **strengthening public trust in institutions**, and strengthening democracy.

Oriented toward transparency, accountability, and citizen participation, Open Justice does not operate in isolation, but as a complementary approach that mutually reinforces people-centered justice: while Open Justice transforms judicial governance, people-centered justice orients that transformation toward concrete results in the lives of individuals—their real capacity to resolve legal problems, prevent disputes, and access fair and timely solutions. Both approaches, together, constitute the horizon toward which this Policy is oriented.

4.4 Guiding Principles

4.4.1 Transparency

Transparency consists of guaranteeing the availability, accessibility, and comprehensibility of information and data about the functioning of the Judiciary, so that citizens can learn how justice is administered, how decisions are made, how public resources are used, and what the results of judicial management are. It comprises both the proactive publication of information and timely access to public information, through open, accessible formats and plain language.

4.4.2 Public Participation

Public participation consists of promoting the informed, inclusive, and effective involvement of citizens and of the actors of the justice ecosystem in the institutional life of the Judiciary, through mechanisms of consultation, dialogue, and co-creation that make it possible to contribute to the design, implementation, monitoring, and evaluation of judicial policies, services, and reforms. This principle recognizes that the democratic legitimacy of the

Judiciary is strengthened when society has effective spaces to express its needs, formulate contributions, and contribute to the continuous improvement of the administration of justice.

4.4.3 Collaboration

Collaboration consists of fostering joint work among the Judiciary, public institutions, civil society, academia, the private sector, and other actors of the justice system in order to exchange knowledge, coordinate efforts, co-create solutions, and strengthen access to justice and the quality of the judicial service.

4.4.4 Accountability

Accountability consists of the obligation of the Judiciary to inform, explain, and justify its decisions, actions, results, and use of public resources in a transparent manner, facilitating citizen scrutiny and promoting continuous improvement, institutional integrity, and the responsibility of those who exercise judicial and administrative functions.

4.5 Cross-cutting Approaches

Cross-cutting approaches are incorporated that make it possible to identify and reduce barriers affecting different groups of the population and that align with the paradigm of people-centered justice. These approaches are incorporated during people-centered design (and their particular needs), co-creation, the use of disaggregated data, and monitoring through indicators.

Among these approaches, the following stand out:

a. Gender approach

The gender approach serves to identify and reduce the specific barriers faced by women and other people affected by gender inequalities in access to justice. This includes promoting disaggregated judicial data, improving information and services related to gender rights and gender-based violence, and fostering

the participation of specialized organizations in the design and monitoring of judicial policies.

b. Access to justice under conditions of equality and non-discrimination

Priority is given to the elimination of barriers that hinder access to and the journey through justice for groups in situations of vulnerability, including people living in poverty, migrants, persons deprived of liberty, girls, boys and adolescents, and older adults. To this end, understandable judicial services, accessible information, guidance mechanisms for users, and spaces for participation are promoted that make it possible to incorporate their needs into the improvement of the system (information, prevention, conflict resolution, and compliance with the law).

c. Plain language and quality of service

The use of clear, simple, and understandable language is promoted in institutional communication, in information about judicial services, and in content aimed at citizens. This approach seeks to improve the quality of the judicial service by making it easier for people to understand their rights, the procedures, and the decisions of the justice system. To this end, the Judiciary adopts methodologies of people-centered design and legal design, which place the needs, capacities, and experiences of users at the center of the development and improvement of judicial services. This includes the review and simplification of forms, rulings, and judicial decisions, as well as of the system's digital interfaces, through testing processes with real users that make it possible to verify their comprehensibility, usability, and effectiveness before their definitive implementation.

d. Intercultural approach

The cultural diversity present in Dominican society is recognized, and it is promoted that the justice system incorporate practices that make it possible to interact appropriately with people from different social, cultural, and migratory contexts. This approach implies advancing toward culturally relevant judicial information

and services, taking into particular consideration the barriers that migrant communities and other groups with differentiated experiences may face in their relationship with public institutions.

e. Universal accessibility

It is promoted that the information, services, and spaces of the justice system be accessible to all people, including those with disabilities. To this end, the progressive adoption of accessibility standards is driven in digital platforms, institutional communication, and public service, with the aim of guaranteeing equal access to justice and to interaction with institutions.

4.6 Implementation

4.6.1 Action plan and implementation roadmap

In order to guarantee the effective implementation of this policy, a multi-year action plan must be drawn up that operationalizes its objectives, priorities, and lines of work. This instrument functions as a roadmap to guide institutional actions, facilitate their monitoring, and ensure the sustainability of the policy over time.

It must be drawn up through a co-creation process that involves different areas of the Judiciary and relevant external actors, including civil society organizations, academia, and other actors of the justice ecosystem, and taking as inputs and guidance those diagnoses and reports produced by national and international organizations. It must be reviewed every three years and contemplate, as a minimum, the following elements:

- Clear and measurable annual goals, aligned with the strategic objectives of the policy.
- Expected products and results that make it possible to verify the progress of the planned actions.

- Institutional officials responsible for the implementation and coordination of each line of work.
- Priority levels to guide the sequence of implementation of the initiatives.
- Budget sources and mechanisms for the allocation of resources that guarantee their execution.

4.6.2 Budget and financial sustainability

The implementation of this policy requires the allocation of human, technical, and financial resources that make it possible to carry out the actions foreseen in the multi-year action plan. The budget allocation and its accrual must be published, in accordance with the standards promoted by this policy.

To this end, the Judiciary must estimate the costs associated with its implementation and foresee the sources of financing necessary to guarantee its sustainability over time. In particular, it seeks to ensure the availability of budget allocations within the institutional budget of the Judiciary, intended to finance the initiatives, activities, and tools necessary for the implementation of the plan and roadmap of the policy.

In order to strengthen its sustainability, the planned actions must be progressively integrated into the regular processes of planning and budget programming of the Judiciary, so that the policy forms part of institutional management and of the strategic priorities of the justice system. In its capacity as Technical Secretariat of the Open Justice Commission, the Directorate of Analysis and Public Policy will be the unit responsible for coordinating the management of the resources necessary for the implementation of the policy and for promoting, in articulation with the competent units, the incorporation of its requirements into the processes of institutional planning and budget formulation, in order to guarantee its financial sustainability.

Likewise, complementary mechanisms of technical and financial cooperation may be explored, including alliances with international organizations, academic institutions, and civil society organizations, that contribute to strengthening institutional capacities and expanding the scope of the planned actions.

4.7 Governance

4.7.1 Governing body / Open Justice Commission

In order to guarantee the adequate implementation of this Open Justice Policy, the Judiciary has an **Open Justice Commission**, as a governing, coordinating, and multi-actor participation body, responsible for conducting the co-creation processes, coordinating implementation, following up on and monitoring the execution of its multi-year plan, promoting the institutional articulation necessary for the fulfillment of its objectives, and periodically reporting to the competent authorities of the Judiciary on the progress, challenges, and results achieved.

The Open Justice Commission must be formally constituted and begin its functions within ninety (90) calendar days following the approval of this Policy. During that period, the Judiciary must make the designations of its representatives, carry out the process of selecting the external representatives, and hold the constitutive session of the Commission. In its first session, the Commission must approve its internal operating regulations and the annual calendar of meetings, which serve as the basis for the start of the implementation of this Policy.

The Commission constitutes the permanent space for dialogue, co-creation, and coordination between the Judiciary and the different sectors of society, seeking plural, inclusive, and representative participation during the implementation, monitoring, and evaluation of the Policy.

The Commission must be made up of representatives of the Judiciary and of external actors linked to the strengthening of open justice, as follows:

a) Representatives of the Judiciary

- One (1) Justice of the Supreme Court of Justice designated by the President of the Supreme Court of Justice, who will chair it.
- One (1) Member of the Council of the Judiciary designated by that body.
- The Director of Analysis and Public Policy, who serves as the Technical Secretariat of the Commission.
- The Director of Information and Communication Technologies.
- The official responsible for Access to Public Information.

b) External representatives

The Commission also includes representatives of:

- One (1) representative of civil society organizations linked to justice, transparency, human rights, access to information, citizen participation, or open government;
- One (1) Dean or Director of a Law School of a university;
- One (1) representative of the business sector;
- One (1) representative of the media;

The external representatives must be invited by the Council of the Judiciary to join the forum, taking into account their trajectory, technical experience, and recognition in matters related to open government and justice. The invitation must be made in accordance with public and previously established criteria that guarantee plurality, territorial diversity, and balance among the

different sectors. The Council publishes the list of invitees and the reasons for their selection, and establishes a periodic mechanism for incorporating new actors through transparent procedures.

The Technical Secretariat is responsible for convening the meetings, preparing the agendas, drafting the minutes, following up on the agreements, and the operational coordination of the implementation of the Policy. Likewise, it is the responsibility of the Technical Secretariat to draft and present to the Commission the draft work plan, as well as its subsequent updates and the proposed modifications that prove necessary during its execution, for its knowledge, discussion, formulation of observations, and approval by the Commission. Similarly, the Technical Secretariat must coordinate the processes of participation and co-creation developed by the Commission, must follow up on compliance with the agreements adopted and, in articulation with the competent units, must manage the financial programming required for the implementation of the Open Justice Policy, promoting the timely incorporation of the necessary resources into the institutional processes of planning and budget programming to ensure its execution and sustainability.

The Commission must meet ordinarily at least twice (2) a year and extraordinarily when the Presidency or a third of its members so request. It must seek to adopt its decisions by consensus and, when this is not possible, by simple majority of the members present, leaving a record of dissenting opinions.

Likewise, it may set up technical roundtables or specialized working subgroups for the development of specific initiatives related to transparency, open data, judicial innovation, digital transformation, access to justice, gender perspective, plain language, citizen participation, or other matters related to open justice.

4.7.2 Network of Key Actors for Open Justice

The Commission must draw up, keep updated, and use a national map of actors as a mandatory instrument of planning, articulation, and monitoring. This map must comprise, at a minimum, the

competent public institutions, civil society organizations, academia, professional associations, unions, media, territorial organizations, and users of the justice system, and must include, for each actor, the identification of their profile, interests, expectations, level of influence, capacity for advocacy, sphere of action, and the topics in which their participation is relevant. For its preparation, its scope and objectives must be defined, actors must be identified and categorized, the relevant information must be gathered and systematized, their level of interest and influence must be analyzed, prioritization criteria must be established, and mechanisms for validation, review, and periodic updating must be arranged, in order to ensure a coordinated, participatory, inclusive, and sustainable implementation of the policy.

4.8 Monitoring, Evaluation and Accountability

4.8.1 Monitoring and evaluation system

The monitoring system of the Open Justice Policy is based on the periodic tracking of institutional evidence associated with the dimensions of transparency, accountability, participation, and collaboration. To this end, an evaluation matrix and a methodology must be drawn up to evaluate performance in the four dimensions of this Policy (transparency, public participation, accountability, and collaboration), which will be considered annexes to this Policy and constitutive components of it. This matrix must define components and variables together with their corresponding indicators, and must identify the sources of information, the frequency of measurement, and the responsible institutional areas.

As part of the monitoring system, the Open Justice Policy promotes the periodic measurement of the experience and satisfaction of the users of the justice system and the construction of indicators referring to the resolution of problems, the comprehension of judicial procedures, the timeliness and speed of case resolution, the affordability of access to justice, and the perception of justice and fair treatment.

This monitoring makes it possible to know how people perceive satisfaction with services, the ease of initiating processes, the clarity of information, response times, and the treatment received. To this end, instruments such as satisfaction surveys, feedback mechanisms, and other channels for consulting users are considered, whose results help guide adjustments in the provision of services and strengthen a people-centered justice approach.

4.8.2 Public indicators dashboard

From the previously mentioned indicators, a selection must be made to be shown on a public dashboard that visualizes, in a clear and accessible manner, the progress in the fulfillment of the objectives.

The Open Justice Commission is responsible for promoting the development, updating, and dissemination of this dashboard, in coordination with the institutional areas in charge of the generation and management of information.

4.8.3 Independent external evaluation

The policy is the subject of independent external evaluations, which must be carried out during the last year of validity of each multi-year action plan and, in any case, with a minimum of eight (8) months' notice before its conclusion, with the purpose that their results and recommendations serve as an input for the formulation of the next plan. The evaluation must be carried out by academic institutions, research centers, or specialized organizations, selected under criteria of independence, technical capacity, and experience in the evaluation of public policies, governance, open justice, or related matters. This evaluation must analyze, at a minimum, the degree of fulfillment of the objectives, goals, and indicators of the plan, the effectiveness of the actions implemented, the results achieved, the challenges identified, and the opportunities for improvement to strengthen the process of implementation of the policy.

4.8.4 Accountability

The Policy has an accountability mechanism to report on its progress and state of implementation. Among other tools:

- a. **Periodic public reports and annual report.** The implementation of the policy is the subject of semi-annual public follow-up reports, based on verifiable evidence, that report on progress, challenges, fulfillment of commitments, and relevant indicators. In addition, an annual report must be published with the main achievements and challenges of the year. These reports must be published in plain language and accessible formats.
- b. **Regional accountability roundtables.** Regional accountability roundtables must be held periodically in different regions of the country, with the purpose of presenting the progress in the implementation of the Policy, explaining the main achievements and challenges, gathering observations and proposals, and promoting direct dialogue with users of the justice system, civil society organizations, academia, professional associations, local authorities, and other actors of the justice ecosystem. These roundtables must guarantee criteria of inclusion, territorial representativeness, accessibility, and effective participation, and their results will be documented, systematized, and published to ensure transparency, feedback, and the continuous improvement of the actions implemented.
- c. **Public feedback tools, institutional response, and continuous improvement.** The policy has permanent mechanisms of public feedback. The contributions received must be systematized and translated, where appropriate, into institutional responses, adjustments, improvements, and the follow-up of commitments, publicly reporting what was incorporated, what was discarded, and the grounds for this.

4.9 Public Communication Strategy

The implementation of the Open Justice Policy is accompanied by a communication strategy aimed at making visible the process of institutional transformation driven by the Judiciary. Communication is conceived as a strategic tool to explain the changes being promoted, strengthen public trust, and bring the justice system closer to citizens.

The dissemination of information in accessible formats and plain language is promoted, facilitating the comprehension of judicial decisions, processes, and services. This contributes to reducing barriers to access to information and to strengthening the relationship between the Judiciary and citizens.

Actions or campaigns of education for the population may be included, in order to generate greater awareness about the importance of open justice for the strengthening of the institutional quality of the Judiciary, but also for people-centered justice.

The communication of the policy is also supported by the periodic publication of data and indicators that make it possible to follow up on its implementation. Through the public monitoring dashboard, citizens can learn about the progress of the policy. Finally, the communication strategy accompanies the processes of cultural change within the Judiciary, making visible good practices, recognizing institutional innovations, and promoting an organizational identity based on the values of openness, integrity, public service, and closeness to citizens.

5. Roles and Responsibilities

- 5.1 The Council of the Judiciary** is responsible for the approval of this policy.
- 5.2 The Open Justice Commission**, as a governing, coordinating, and multi-actor participation body, is responsible for conducting the co-creation processes, coordinating the implementation of this policy, following up on and monitoring the execution of the multi-year action plan, promoting the development, updating, and dissemination of the public indicators dashboard, promoting the institutional articulation necessary for the fulfillment of the objectives, and periodically reporting to the competent authorities of the Judiciary on the progress, challenges, and results achieved.

5.3 The Directorate of Analysis and Public Policy, in its capacity as Technical Secretariat of the Commission, is responsible for convening the meetings, preparing the agendas, drafting the minutes, following up on the agreements, and the operational coordination of the implementation of this policy; for drafting and presenting to the Commission the draft work plan, its updates, and the proposed modifications that prove necessary; for coordinating the processes of participation and co-creation developed by the Commission; for managing, in articulation with the competent units, the financial programming and the actions necessary for the identification and incorporation of the resources required for the implementation of the policy into the institutional processes of planning and budget programming, in order to contribute to its financial sustainability; and for drawing up, keeping updated, and using the national map of actors that makes up the Network of Key Actors for Open Justice.

6. Key Concepts

- 6.1 Collaboration:** the capacity to build and sustain networks of work, cooperation, co-creation, and mutual learning among the institutions of the justice system, citizens, and other public and private actors, with the purpose of generating public value, overcoming institutional fragmentation, and developing joint solutions that expand access to justice.
- 6.2 Open Justice:** a paradigm of judicial governance that redefines the connection between the judiciary and society by transforming the way in which justice institutions design, implement, communicate, and evaluate their policies, processes, and services, oriented toward transparency, accountability, and citizen participation, with the aims of guaranteeing the Rule of Law, promoting social peace, strengthening public trust in institutions, and strengthening democracy.
- 6.3 People-centered justice:** an approach that orients the transformation of the justice system toward concrete results in the lives of individuals: their real capacity to resolve legal problems, prevent disputes, and access fair and timely solutions.
- 6.4 Public participation:** a set of institutional arrangements—in-person, digital, and hybrid—through which people and the actors of the justice ecosystem can intervene in an informed, inclusive, secure, traceable manner, and with reasonable influence, in the identification of problems, the definition of priorities, the design, implementation, monitoring, and evaluation of judicial policies and services.

6.5 Accountability: the institutional obligation to explain, demonstrate, and answer for the exercise of the judiciary—including its decisions, data, processes, and technologies—through verifiable evidence, balanced evaluation processes, and exercises of public scrutiny, as well as the obligation to account for the decisions, actions, and conduct of the operators of the justice system.

6.6 Transparency: a continuous process of institutional openness that promotes the availability of judicial information to citizens in an active, systematic, and understandable manner, in accessible, interoperable, and reusable formats, including passive transparency for handling requests for access to public information.