



Microjustice

**Microjustice Legal
Protection Program
2021 – 2030**



Universal Access to Legal Aid

July 2021 www.microjustice.org

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1) Executive Summary

Worldwide 4.5 billion people are legally unprotected. Within their country, especially in countries in development and humanitarian crisis, they lack the possibility to defend themselves, their property, business undertakings, family and are not able to enforce agreements when the other party does not comply. To make things worse they cannot access the entitlements they have in the country they live, related to social security, pension, public services, education, and health care. Due to this legal insecurity, people feel left out, lack confidence that things will work out, and easily enter into conflict that they cannot solve. They feel victimized and fail to come out of the poverty cycle, no matter how hard they work. Although many countries have developed a free legal aid system, in reality this system itself excludes the largest part of the people in need of legal aid.

Legal protection results not just in the opposite of ‘not being legally protected’; its impact is much more important: when legally protected, people feel confident in society, opportunities open up, they feel supported in their endeavours, actively participate and enjoy their entitlements and rights. Thus, as concluded by the Commission on the Legal Empowerment of the Poor, established under the auspices of the United Nations Development Program, legal protection is essential for poverty alleviation and sustainable development. When people are legally protected, they can live peacefully in society, trusting on the law as the good order of things.

Microjustice has developed the Legal Protection Program to **promote Universal Access to Legal Protection**. In its 25 years of work in the field, supporting refugees and poor people in general, getting legally protected, the challenge has always been to upscale legal service provision in a financially sustainable way to provide affordable legal aid to all, especially the vulnerable groups. The **Legal Protection Program (the Program)** provides the answer with two complimentary products:

- 1) The **Legal Protection Barometer (Barometer)** shows for each country from the perspective of the people (the users) how easy or difficult it is to arrange one’s legal needs. It is not a top-down analysis of the effectiveness of the judicial system, but the question that interests us is what a person can effectively do to be legally protected in all his/her needs, and whether there is any effective remedy available to enforce. This research looks into three sets of legal protection indicators within a country: 1) people’s capacity 2) effective state organisation 3) accessibility & affordability of legal aid. Based on the barometer research conclusions, the goals are: a) to develop a digital Legal Protection Platform , and b) to communicate our findings to the various relevant policy makers on: 1) how to set up the most effective free or affordable quality legal aid platform; 2) how to set up legal procedures and institutional practices so that people can easily arrange their legal needs, and 3) how to develop concrete indicators for the civil justice and legal protection aspect of SDG 16, such as whether the legal profession is liberalized or not.
- 2) The **Legal Protection Platform (LPP)**, which is a digital platform, providing basic legal information to the people in their legal needs and connecting them to affordable quality legal aid. The LPP works with the existing infrastructure of legal professionals in the country. Also, the distribution & outreach to the vulnerable groups takes place with the existing infrastructure of the country of institutions and people working with the people in need. We tend to work with the bar association and ministry of justice in this, as well as with centres for social work, UN organisations, microfinance banks.

The projects’ aim until 2030 is to act on the implementation of the SDG 16 Civil Justice aspect, resulting in a reputable Global Legal Protection Barometer and Legal Protection Platforms in most countries of

the world. Although this ambition sounds huge, the work involved is achievable as the work is limited to:

- The global barometer concretizes the justice gap on a country level
- The LPP is just a digital bridge between the people and the legal profession on a country level

The Legal Protection Platforms in the countries will provide information for a continuous update of the Barometer. In this way exchange between countries of best practices will be facilitated.

We are running the Program in Serbia, Bolivia, Kenya, and planning start in Jordan and Ukraine in 2021. We plan further scale up to regions and countries that have the interest of our partners and funders as of 2022.

Our method is developed in such a way that it can be easily implemented in any country without hardly any restriction.

2) Implementing organisation: Microjustice

The Hague-based Dutch **Foundation** Microjustice4All (Microjustice) was set up in 1996 to work on the Legal Protection of marginalized people and victims of disaster. Now on the basis of 25 years field work providing legal aid, we have developed the Global Legal Protection Barometer and the country-based digital Legal Protection Platform.

At the start (**1996-2006**), **Microjustice** worked in the post-war legal rehabilitation of the refugees in the Former Yugoslavia and helped many hundred thousand of them to claim their pre-war rights. Microjustice focused on solving refugees' legal problems in all aspects of life, by arranging their identity-related documents across borders (81,088 documents in Serbia and Croatia), restoring property, solving banking issues, and ensuring pensions -to name a few of the numerous problems. A small branch of the program is still running today, arranging around 1000 documents across borders for (ex)refugees annually.

Taking inspiration from its large-scale legal rehabilitation program in the former Yugoslavia, Microjustice has done legal inclusion mappings in post-conflict legal rehabilitation in Georgia, Iraq, Sudan and Colombia. These assessments showed that settling the legal issues of displaced populations (largely related to legal paperwork) is crucial for successful post-disaster rehabilitation anywhere, and is also essential for sustainable development (legal empowerment of the poor). As a result, the concept of Microjustice was born in **2006** to provide standardized legal services in basic legal needs of vulnerable people in sustainable manner anywhere in the world.

Since 2007 the concept of Microjustice has been tested and first developed in reality in Bolivia. Microjustice took the model of Microfinance as a basis to develop a financially sustainable way of legal services provision to the poor by standardizing legal services, cooperating with microfinance banks and state institutions for the distribution, and with universities for case solution and legal assistance. The experience in Bolivia was then used to establish Microjustice Country Organizations in Peru (2008), Argentina (2010), Uganda (2010), Kenya (2011), Rwanda (2012), while operations in the former Yugoslavia used the model for continued cross-border legal aid to (ex)refugees.

Microjustice legal protection program is focused on the practicalities of everyday life. The aim is to ensure that basic legal needs are satisfied to help provide individuals with legal protection and access to rights and entitlements such as public services, benefits and amenities. In particular, Microjustice focuses on non-litigious private and administrative legal matters that are fundamental for legal protection such as civil documents, and documents relating to: property and housing, income-generating activities, family law, and inheritance. The **Microjustice Method** consists of **(a)** the provision of standardized legal services to **(b)** marginalized target groups, **(c)** with as objective to provide legal protection and their inclusion in society, **(d)** while undertaking bottom-up institutional reform and capacity-building to increase access to justice, and building bridges between the people and their government/administration, **(e)** financed in a cost-efficient and sustainable way, which can be scaled-up.

In order to promote Universal Access to Legal Protection the Legal Protection Barometer has been developed since **2018**. To roll out globally and upscale sustainable Microjustice programs the digital Legal Protection Platform within countries was developed since 2019. These tools to implement Microjustice worldwide form together the Legal Protection Program.

3) Universal Access to Legal Protection & SDG 16: filling the Justice Gap

Universal Access to Legal Protection should be a cornerstone of society next to education and medical health care to enable people to live full and productive lives. Universal access refers to affordability for all, based on the income of an individual. Whereas education and medical care are widely recognized as most basic universal rights, Legal Protection's universal access is far from being developed. There is an immense amount of administrative and civil procedures that individuals have to observe and there are only a few free legal aid programs in rich countries for the poorest in a limited number of cases, and with focus on criminal defence to deal. This lack of affordable legal services in **basic legal needs** results in the inability of the majority of law-obeying people to comply with the law and to become **legally protected**. This can be seen as a **Justice Gap**.

An important dimension of the Global Justice Gap is the exclusion from the opportunities the law provides to **4.5 billion people**. This is a major finding of the Justice for All report (April 2019) of the **Task Force on Justice**, a multi-stakeholder partnership that brings together UN member states, international organisations, civil society and the private sector to accelerate delivery of the SDG 16 targets for peace, justice and inclusion. The Task Force calls on all partners to come together in a global and sustained effort to deliver justice for all by 2030¹. The Dutch Foundation **Microjustice** as a Partner in the **Task Force on Justice** contributes with its Legal Protection Program to this challenge of filling the justice gap.

The Microjustice Legal Protection Program including the **Legal Protection Barometer** and the **Legal Protection Platform**, is ready to be rolled out globally to achieve this goal.

Transversal development goal 16, supporting the development and justice policy frameworks

The Program promotes and enables Access to Justice for All (SDG16.2) and effective and transparent Government institutions (SDG 16.3), resulting in inclusive societies (SDG 16.1).

SDG 16 is at the end of the list of development goals, because as transversal goal it is supporting the realisation of the other SDGs (SDG 1-15), preconditional for their successful realisation. Legal protection should be a supporting element in all development policies in these SDGs such as:

- employment projects for youth in Africa to halt the migration and prevent extremism: if people continue to live in the informality, legally unprotected, the youth will remain victim and without real chances even if these projects provide them with jobs and sources of income.
- Women empowerment: only if women are legally protected due to having all civil paperwork well organized related to marital status and children, land ownership, inheritance, business, will they be empowered and able to get out of the victim position
- Humanitarian crisis: refugees and IDPs can only restore their pre-crisis life when they organize their legal protection

The Commission for the Legal Empowerment of the Poor (CLEP) was the first global initiative which examined this link between exclusion, poverty and the law. The findings of the Commission's report in 2008² illustrate the importance of providing legal protection to the poor, in particular, legal services relating to (1) identity papers, (2) land and house registration, (3) income generation and registration

¹ Page 12 and 19 Task Force on Justice for All – The report of the Task Force on Justice: conference version NY Centre on International Cooperation 2019), available at <https://www.justice.sdg16.plus/>

² Commission on the Legal Empowerment of the Poor and the United Nations Development Programme, 'Making the Law Work for Everyone', Volume II, Working Group Reports, 2008, http://www.undp.org/content/dam/aplaws/publication/en/publications/democratic-governance/legal-empowerment/reports-of-the-commission-on-legal-empowerment-of-the-poor/making-the-law-work-for-everyone---vol-ii---english-only/making_the_law_work_II.pdf [accessed 03/10/2016].

of legal personality, including business registration and (4) worker's rights. The CLEP already in 2008 described in its report how legal protection is the fundament of sustainable development. The CLEP report has provided the input to include SDG 16 as a transversal goal to reach sustainable development.

4) Vision, mission, impact and value added

What's new about this model? Where is its value-added?

General Purpose (vision): Universal Access to Legal Protection; including the vulnerable groups

Aim: Facilitate the good order of things in society /peaceful societies in which people feel secure and supported to realize their potential and fully develop themselves in society, and with universal access to free or affordable legal aid.

The **impact** of Legal Protection/Security:

- 1) Prevent conflict between people
- 2) Provide confidence in society and one-another
- 3) Promote entrepreneurial activities
- 4) Discourage breaching of the law
- 5) Reducing court cases

It is important to point out that the Legal Protection Platform (LPP) uses the already existing country's infrastructure of legal professionals, and that we adapt our model to the local requirements. No additional investment other than the development and the maintenance of the digital Platform and networking between the key-players is needed to keep the LPP going:

- 1) Standardization/ digitalization and upscaling throughout the country in collaboration with the existing legal services' infrastructure of the country (law society with its member-lawyers and ministry of justice) and other local legal players.
- 2) Microjustice is complementary to existing free legal aid programs that usually mainly focus on criminal justice, but not on private and administrative legal issues to be legally protected, preventing court procedures.
- 3) Microjustice's digital Platform may serve Governments to run their free legal aid program through the operating model of Microjustice as an advantage.
- 4) Scalability and Financial sustainability: the costs of setting up and maintaining the platform are low and as a tool to build a free (or at least affordable) legal system it may be funded by Government as legal protection is a basic government responsibility. Even governments from underdeveloped countries can though the low costs have a financially sustainable 'free legal aid' system.
- 5) Upscaling globally the legal protection programs through the Legal Protection Barometer allows for comparative development of civil justice institutional frameworks of countries.

As points 2 and 3 show: Legal Protection Platforms may be developed on the request of the Government of countries together with intergovernmental and donor agencies. Also, services for a special target groups, such as victims of a humanitarian disaster, may be developed on the request of a donor agency, that wishes to pay the costs of the services.

See in **Annex 1** Problem & solution tree, with problem statement and assumptions on which basis the action is defined.

5) Global Legal Protection Barometer

Per country, the Barometer research identifies groups that are at risk of remaining legally unprotected. For these groups a Legal Protection Platform is developed, providing needed legal information and linking them to affordable legal services to solve their problems and to be legally protected.

Barometer research

We look into the capacity of ‘people’ to arrange legal protection, which depends on their financial capacity (income) and capacity to access information (education level and effective internet access), while we also assess the various legal needs of specific vulnerable groups, such as populations displaced by humanitarian disaster. Subsequently, the barometer provides an overview from the perspective of these people of the affordability, accessibility and effectiveness of:

- The ‘state organisation’: the procedures and institutions needed to achieve legal protection, such as: civil registry, property registry, business registry, divorce procedure, inheritance procedure. Accessibility, costs, duration, complexity of these procedures in a country are assessed.. Supplementary, we identify the availability of effective enforcement procedures.
- The availability and affordability of the quality legal assistance services by legal professionals in the country along with the specific restrictions on the legal profession in a country, to see whether there is a liberalized legal profession or not.

The Barometer shows a scan of the system through the eyes of the population. With other words: ***“how easily can I be legally protected, and enforce my belongings, claims and rights?”***

With these three groups of indicators related to: 1) capacity of People 2) effectiveness of procedures of the State 3) affordability of legal assistance, we can identify which groups are legally unprotected and what is needed to protect them.

Legally unprotected groups identified

Through our 25 years field-experience in legal service provision in many countries globally, we have recognized a similar pattern in any country: there is an organized system of free legal aid (which usually does not work well or does not work at all), limited only to small groups of the most vulnerable people and a narrow number of specific cases, from which a large number of citizens is left out. Those citizens are not only vulnerable people such as refugees, but in most development countries make up the majority of people who ‘makes end meet’ and has barely enough income for the average monthly consumer basket. Due to lack of resources these people cannot afford a lawyer and fail to arrange their legal protection. Thus, we do not only talk about vulnerable groups as displaced populations and refugees who remain legally unprotected, but also in many countries, a large percentage of the population, that has just enough income to make it until the end of the month.

Microjustice has developed the barometer research methodology, with a database with standard questions related to the 3 indicator groups, generating an objective technical outcome. The database is filled out with the input of legal experts in the country and is subsequently analysed by international Microjustice experts.

The ultimate goal is to create a Global comparative Barometer based on research in most countries of the world, which would allow easy comparative presentation of all systems, comparison of collected data and creating a global picture of Universal access to legal protection.

Agenda for action – Outputs

The output of the barometer is multiple in order to achieve Universal Access to Legal Protection:

- Global comparative Barometer –
 - Recommendations of best practices - through an extensive database in which the best practices and solutions from each researched legal system would be recorded, a comparative legal solution could be created that could be applied and implemented in other countries;
 - Recommendations to ameliorate the system; - one of the outputs will be also standard recommendations to improve the legal system of the country
 Comparative progress; Identifying best practices and recommendations for ameliorating the procedures and institutions will allow for international standard setting and exchange within the SDG 16 context, providing 'legal protection' level as civil justice indicator for SDG 16.3.
- Liberalization of the legal profession through proposing the level of liberation of the lawyers' market as a civil justice indicator in SDG 16.3 to measure 'equal access to justice for all' to ensure the affordability and quality of the legal services. Through lowering the prices and linking people to a lawyer, the market of clients for lawyers is broadened. The new segment of people with a lower income and vulnerable groups will now find their way to a lawyer.
- Legal Protection Platform defined and adapted for specific Country: involving all stakeholders and possibly will be developed as basis for the Legal Aid Program(s) of the Government.

6) Digital Legal Protection Platform: bridge between people and a legal professional

The Legal Protection Platform (LPP) is a digital platform, providing legal information to the people in their legal needs and connects them to affordable quality legal aid. The LPP works with the existing infrastructure of advocates, adapted to the organisational requirements of the legal profession in a country. Also, the distribution & outreach of the platform for the vulnerable groups takes place with the existing infrastructure with institutions and people working with the people in need. We tend to work with the bar association and ministry of justice in this, as well as with centres for social work, UN organisations, microfinance banks and humanitarian organisations.

Access to scalable affordable quality legal aid

The aim of the LPP is that people are informed about their rights and obligations & can enforce them. The LPP consists of:

- a) informing the citizen on their rights and how to realize them, and connecting them to a lawyer
 - basic legal information on their basic legal needs identified in the barometer research;
 - connects people to an affordable legal service by a lawyer
- b) providing lawyers with know-how and templates, to guide them and allow for tailormade solutions, a CMS, and link them to clients:
 - **Legal know-how, manuals and template models for legal procedures**, with the steps, templates, and all practical information to guide the solution of the case. Each case is different but it is very helpful to have templates and knowhow on the steps as a guide, even for a lawyer, allowing her/him to focus on the specific contents of the case. It is much easier to run a procedure if all practical information is provided, allowing to develop the specifics within a given form.

- **Case Management System (CMS)** to support the advocates in their administration and allow them to easily communicate with clients on the state of the legal procedure. The CMS allows for transparency and monitoring quality and progress.
- **A growing client-base:** By making legal services more accessible, Microjustice opens up a new local “market” of clients that currently cannot afford a lawyer.

The LPP thus helps lawyers to obtain clients and to run a case. This is especially helpful for young lawyers to start their practice and to be provided by knowhow and clients.

Distribution and awareness raising

The LPP will be tailor-made for its distribution and promotion, involving social institutions to help people access the digital network. In the barometer research the ways are identified in which in a country the LLP can be promoted and distributed.

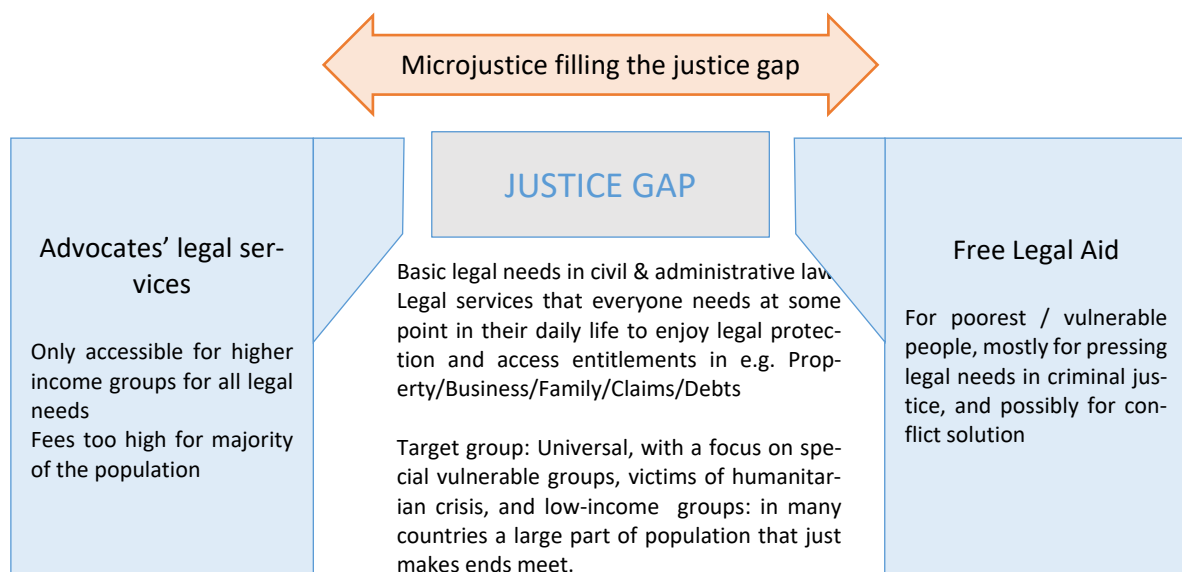
Financially sustainable scalable model

The Platform links the client to the advocates. For the legal services the clients are in direct relation with the legal professionals, whom they pay an agreed affordable fee. Thus, unless a donor pays for the legal services of a special group, we do not pay for the costs of the lawyers’ services or administrative taxes. Microjustice provides the advocates who join the Platform standardized templates and information on legal procedures and clients. However, Microjustice is not involved in the relation between the client and the advocate.

Free legal aid will be possible if governments and donors decide to pay for the legal aid to special vulnerable groups. Thus, Microjustice helps also to develop a financially sustainable platform to foresee in free legal aid for low-income groups and specific vulnerable groups.

The structure and principles behind the Platform are applicable in every country or on every specific target group. The content and relationship between the advocate and clients (including the fee) will vary depending on local circumstances and the requirements of the organisation of the legal profession in a country. The setup of a Legal Protection Platform follows a clear step-by-step approach using knowledge of local actors and Microjustice’s international know-how.

Legal aid in administrative and private law related needs of low-income & vulnerable groups



The group of concern is DEFINED BY THIS JUSTICE GAP and within this we our focus is civil and administrative law that is not covered by the free legal aid.

Our concern is the universal access to legal protection upon the same line as universal access to education and medical care. That is the scope of the Barometer to promote that everyone in the world is legally protected. The fee of legal services should depend on the income of people. A free legal aid policy should be directed to people who have nothing, but large parts of the population that 'makes ends meet' should pay an affordable price, fitting their budget. And all legal services in legal issues that are not covered by the free legal aid should be affordable to the poor and the 'making ends meet' group. These are the target groups of the LPP: the people who fall under the justice gap. For this group the Legal Protection Platform has been developed:

- Poorest: to access their basic documents to get out of their situation of vulnerability and to be legally protected (pull-strategy out of the poverty cycle).
- Lower medium-income classes/ people who make ends meet: People in need of legal services to address the daily legal issues they face in their undertakings (business, land transactions) and in their emerging economic, private and social undertakings (push-strategy).
- Victims of humanitarian disasters for the restitution of their rights, displaced populations to address their legal needs in their country of origin, where they are now and in country of destiny.
- Other vulnerable groups

7) Road Map Breakdown 2018-2030

As the objective of the Program is the promotion of Universal Access to Legal Protection to enhance the realisation of the SDG 16, the duration is until 2030. The Program is implemented in 3 phases:

- Phase I Development of the Method 2018-June 2021.
- Phase II July 2021 – 2025 implementing and roll-out (this policy plan)
- Phase III Global Upscaling (2026-2030)

Phase I: 2018- June 2021

Development and testing of the Microjustice Legal Protection Barometer and Platform Method

The Legal Protection Barometer and Platform have been developed, tested and further refined, and retested in Bolivia, Kenya, and Serbia.

Phase II: July 2021-2025 Barometer and LPP implemented and rollout – concerns this proposal

July 2021/December 22

- A) New Microjustice Legal Protection Method further developed, implemented, and rolled out globally:
 - Global Legal Protection Barometer in 7 countries: Serbia, Bolivia, Kenya, Jordan, Ukraine and in 2022 at least two additional countries (Bosnia, Montenegro, Syria,). In each country a coordinator.
 - Digital Legal Protection Platform in 5 countries: piloted in Serbia, Bolivia, Kenya, Jordan and Ukraine
- B) Promotion of the Universal Access to Legal Protection and the Microjustice Legal Protection Method within the context SDG 16:
 - Stakeholder involvement and development of global network of legal aid providers to be involved in the Legal Protection Program global rollout (international bar association, Pathfinders for SDG 16, World Justice Project,)

- Preparation for global upscaling barometer research & promotion of the Universal Access to Legal Aid: ministries of Justice

2023

Barometer rolled out to 15 additional countries, and on the basis of the results of the barometer in 5 countries a LPP will be developed. This upscaling will be done in 3 regions where for average 5 countries the barometer will be implemented by an appointed regional Microjustice representative, trained in the method.

Thus, in total at the end of 2023 the barometer will be implemented in 15 new + 7 old countries= 22, and the LPP in 5 new countries and 5 old = 10.

2024-2025

In two years, barometer upscaled globally to 48 additional countries (2 years x 24), and on the LPP developed in 16 additional countries (2 x 8).

Upscaling will be done in 10 regions (2 x5) with in each at average 5 countries where the barometer will be implemented with in each region a regional Microjustice representative, trained in the method.

In **total** by the end of 2025:

- **Barometer in 70 countries** (22 existing + 24 new in 2024 and 24 new in 2025)
- **Legal Protection Platforms developed in 26 countries** (10 existing + 8 in 2024 + 8 in 2025)

Phase III 2026-30 Global upscaling

We will ensure the global implementation of the Barometer (to 150 countries), setting international standards for legal protection in civil justice related procedures and practices, and developing LPPs in minimum 1/3 of the countries where barometer research has been done.

SDG 16 Indicator: liberalisation of the legal profession globally and universal access to legal protection on the international agenda and national policy framework (for at least affordable quality legal aid)

8) Risks and mitigation

- With the innovative approach of Microjustice in the development and humanitarian work as well as in the Justice sector does not fit the usual predefined usual budget lines and global programs. The more so, the non-institutional donors are usual looking to fund more material objects, issues that work the compassion (poor children).
- This makes fundraising a challenging affair. Until now Microjustice has always done its work on the background. Now we start an important public communication campaign in the spirit of the 21st century. The Barometer tool has actually been developed to make the importance of this justice work visible for its promotion.
- The barometer can be done everywhere except for countries like North Korea, when it is impossible to make contacts with the legal experts in the country.
- For the quality of the output of the barometer it is essential to have a trustworthy legal network in the country. The risk is that we do not have a good basic 'entrance' in all in countries. We are constantly developing are network and our communication program, to tackle this challenge.
- Restricted legal profession, with obligatory minimum prices, prohibition of publicity and systematic referral of clients to lawyers. For this reason in a number of countries the referral part of the digital platform cannot be implemented. Even if the referral is not possible, we provide the people with all needed information, steps and templates to represent themselves. The platform may then be used by organisations and people working with vulnerable groups on their legal issues.

- People lack confidence in legal professionals and might now be willing to create a case online and ask for legal assistance. Microjustice has built a quality control system with a) the obliged use of the case management system which allows Microjustice to monitor the steps, time-framework and payments made in the created case and b) we partner with the local law society that is the quality control mechanism in the country and for complaints and disciplinary proceedings.

9) Marketing & Communication Plan

The **awareness-raising marketing plan** will be done through several lines.

The Microjustice Legal Protection Program, within its two key components, should be distributed in various ways allowing for broad outreach. So far main distribution channels have been defined, as follows:

- Official Microjustice website as a global distributive tool; Microjustice ICT experts do the weekly monitoring of the visits on the website, basis on which statistic we aim to further upgrade it.
- Official social network channels (LinkedIn, Facebook...), basis on which we do worldwide networking.
- Digital marketing for partners and final users and promotion through national and community radio stations and TV
- Webinars and Seminars, in order to do quality distribution between the justice network (lawyers, legal professionals in the country, key stake-holders interested in achieving our goal)
- Partnership with Universities
- Partnership with the local key stake-holders, such as governments, BAR associations and Embassies

Bearing in mind that Legal Protection Platform serves as a bridge between advocates and clients (end users), the distribution plan is planned through two prisms:

1. Raising awareness through lawyers, BAR associations and institutions of the judicial system of each country
2. Raising awareness through clients, spreading a good word "by word of mouth" which is the fundamental basis of advocacy for acquiring clients and provides a guarantee of quality

In addition to setting up a Program, Microjustice aims to influence the existing framework and practices with the goal to bring about administrative-legal and institutional reform. This will be achieved by cooperation, lobbying and advising institutions and policy-makers based on work-experiences and the whole marketing/distribution plan.

Annex 1: Problem & solution tree, with problem statement and assumptions on which basis the Microjustice work is defined

General Purpose (vision): Universal Access to Legal Protection, including the vulnerable groups

Aim: Facilitate the good order of things in society /peaceful societies in which people feel secure and supported to realize their potential and fully develop themselves, and with universal access to free or affordable legal aid as precondition for sustainable development.

The **impact** of Legal Protection/Security:

- 1) Exist in society, and have access to the services and benefits e.g.: education, health care, banking,
- 2) Promote entrepreneurial activities
- 3) Promote political, cultural and all other types of engagement in local communities, accessing the competences, subsidies and programs provided by the law and policies
- 4) Protection as person, including one's belongings
- 5) Prevent conflict between people
- 6) Provide confidence in society and one-another
- 7) Discourage breaching of the law
- 8) Reducing court cases

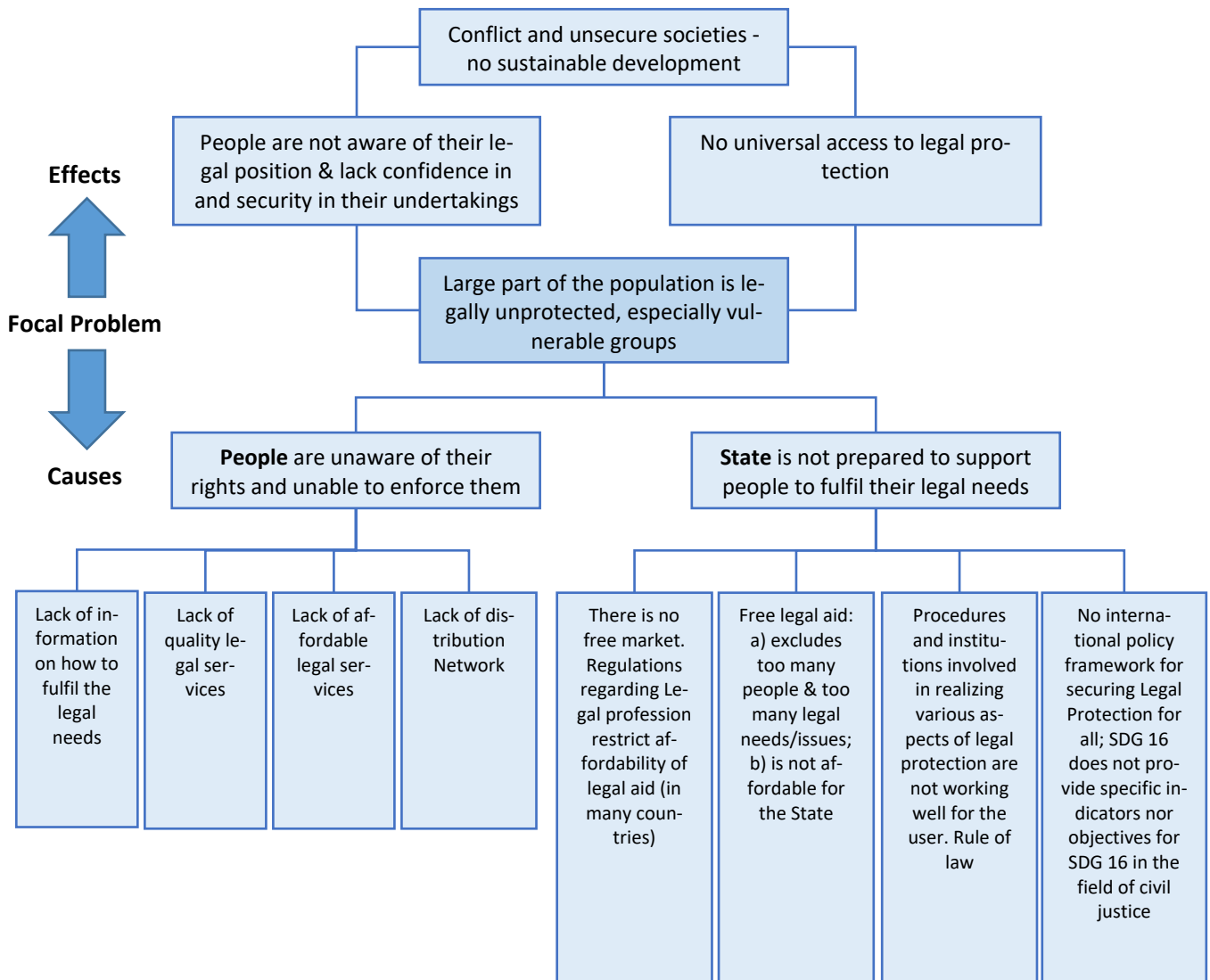
Assumptions (related to SDG 16)

- 1) Universal Access to Legal Protection is pillar on the same level as health care and education to allow people to live and create their life on earth
- 2) All people need legal protection in different points of their life.
- 3) All people should know and have awareness of their rights and obligations, also being aware that contracts will be enforced and that there is no impunity when the law is trespassed.
- 4) Everyone needs legal information and legal services
- 5) The costs of being legally unprotected are huge
- 6) Access to justice for all meant that:
 - The costs of legal assistance should be affordable according to income level, implying the necessity for legal aid programs that ensure that the lawyers' fees are affordable for lower income classes, and free for the lowest income group(s)
 - The quality of legal services should be guaranteed for all and provided by registered lawyers
- 7) Legal protection is a state responsibility, and the programs implementing this responsibility should be financially sustainable for the state
- 8) Administrative and legal procedures & state institutions should support people to enjoy legal protection, and therefore should be transparent, effective, and inclusive
- 9) Internationally, the responsibility to support people to enjoy legal protection should be organized as follows:
 - States should guarantee the legal protection of the population within their state borders
 - In case in a State some groups remain legally unprotected, that international cooperation should support and help organize an infrastructure for the legal protection of all and support the vulnerable groups to enjoy legal protection

This is the point of departure of the doctrine of the 'Responsibility to Protect' and SDG 16 and the policy framework of the Microjustice Legal Protection Program
- 10) Specific vulnerable groups need special attention to enjoy legal security
- 11) A global barometer has to be developed to identify the situation of legal protection in countries, providing recommendations to the state to better support its population to realize legal

protection and to set up digital legal protection platforms accordingly, to connect people to legal information and affordable quality legal aid.

Problem Statement = Problem Tree



Central Problem: Large Part of the population, especially vulnerable groups, are legally unprotected

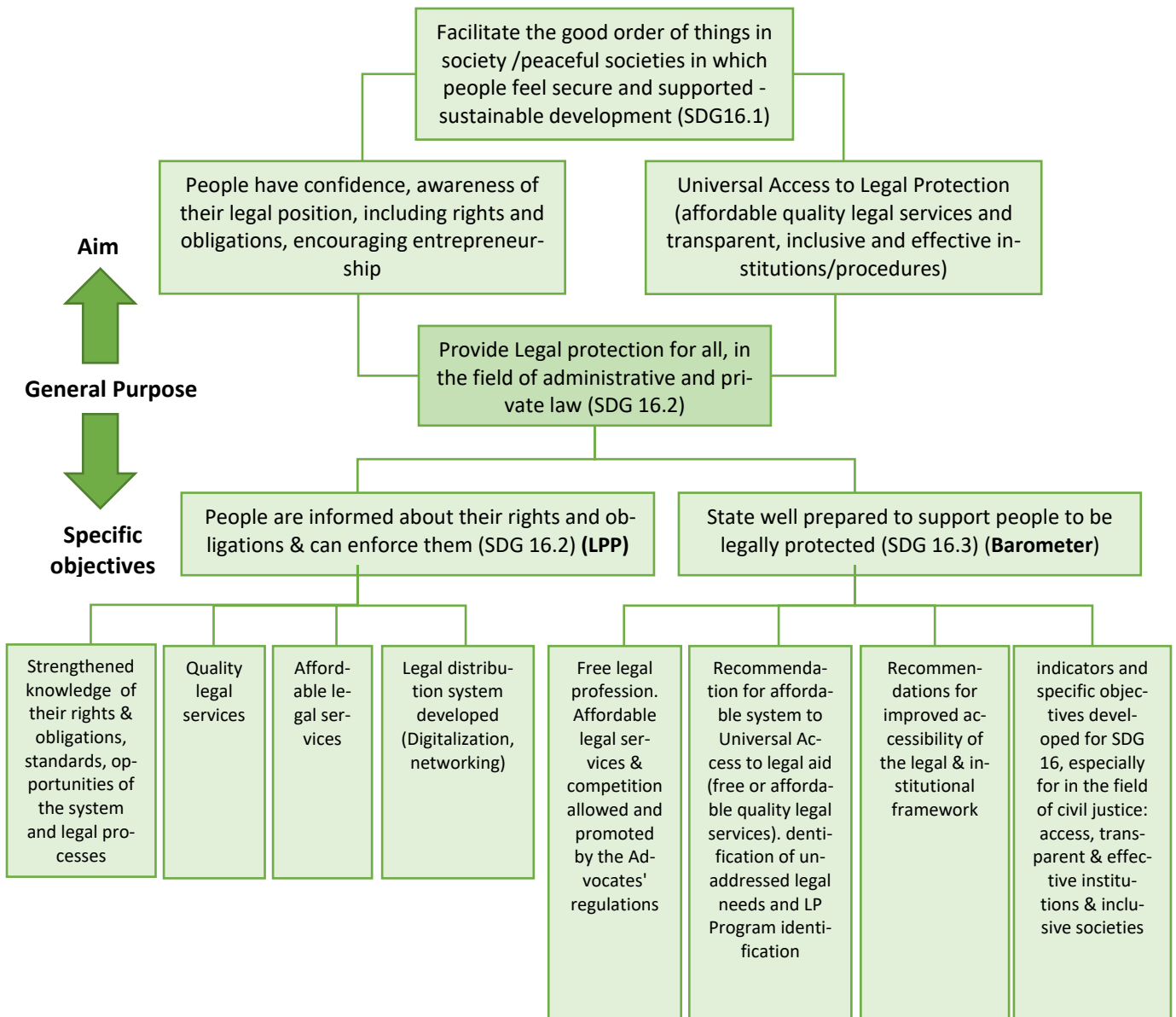
Causes of lack of legal protection

- 1) People are unaware of their rights and how to enforce them:
 - a) People do not have access to precise information on their rights and obligations
 - b) People cannot afford legal services
 - c) Legal services often lack quality
 - d) Current distribution network of legal services not sufficient to reach the people

- 2) The State is not prepared to support people to fulfil their legal needs
 - a) There is no free market and laws regarding Legal profession restrict affordability of legal aid (in many countries)

- b) **Free legal aid:**
 - **Excludes** too many people & too many legal needs/issues
 - Is **not financially affordable** for the State
- c) The **procedures and institutions** involved in the various aspects of realizing legal protection are not working well for the user, e.g.:
 - **Non-effective**, slow, non-accountable, non-transparent and not client-friendly institutions
 - Complex processes and procedures without clear information
- d) **SDG 16 framework for action lacks in the area of Legal Protection**
 There is not policy framework and set of priorities to guide States to prepare themselves better to support people to fulfil their legal needs and be legally protected. SDG 16 provides general objectives of access to justice for all and effective, transparent state institutions accessible for all, but for Civil Justice or Legal Protection there are no specific indicators nor objectives.

Solution Tree = The solution: Microjustice Legal Protection Program



General Purpose:

Universal Access to Legal Protection in the field of administrative and private law (= Access to Justice for all of SDG16.2)

Overall Aim:

Facilitate the good order things in society /peaceful societies in which people feel secure and supported (SDG 16.1)

Specific Objectives (Means to achieve general purpose):

- 1) All People are informed about their legal position (rights and obligations) & can enforce their rights; in general, and specific vulnerable groups as refugees, indigenous people, women
The means to realize Objective 1 is: Digital Legal Protection Platform connecting people to Output: 1) specific information on their rights and b) affordable legal services offered to all by exiting infrastructure of advocates in a country.
- 2) State is well prepared to support people to be legally protected, which means that there are effective, transparent and inclusive state institutions (SDG 16.3)
The Means to realize Objective 2 is the: Legal Protection Barometer with outputs:
 - a) Universal Access to legal aid (free or affordable quality legal services)
 - b) recommendation for Universal Access to legal aid (free or affordable quality legal services)
 - c) Recommendations for improved accessibility of the legal & institutional framework
 - d) indicators and specific objectives developed for SDG 16, especially for in the field of civil justice: access, transparent & effective institutions & inclusive societies