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Microjustice4All

Microjustice4All Legal Empowerment Methodology Handbook

How to set up a Legal Empowerment Program

2017

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Microjustice4All Legal Empowerment Methodology Handbook: How to set up a Microjustice4All Program

First Edition

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GLOSSARY

- **Case**: This is a practical, legal solution, provided by a Microjustice4All Program, e.g. drafting a document or initiating a procedure. The cost of resolving a case is usually paid for by the client or by a donor who is willing to pay for the costs of individual case resolution. (The latter is often the case in humanitarian crises).

- **Case Management System**: This is a database in which all consultations and cases are recorded and tracked.

- **Consultation**: This is advice provided by the Microjustice4All Program. A follow-up consultation is a consultation which relates to a case.

- **Microjustice (MJ)**: This refers to justice on a micro level, taking the person and their vulnerability as the point of departure. Through legal empowerment, Microjustice transforms an excluded subject into a citizen

- **Microjustice4All**: This can refer both to the MJ4All legal empowerment methodology that we have developed to implement MJ as well as to the organization MJ4All, depending on the context. The MJ4All Legal Empowerment Methodology helps to ensure basic legal needs are satisfied, in order to provide legal protection, inclusion and access to entitlements, such as services, benefits and amenities.

- **Microjustice4All Country Organizations**: These are organizations that implement the Microjustice4All Methodology in a given country.

- **Microjustice4All Legal Empowerment Handbook**: This is the manual which explains the Microjustice4All Legal Empowerment Methodology.

- **Microjustice4All International Network**: This is a network of organizations which are implementing Microjustice4All Programs, under the guidance of Microjustice4All.

- **Microjustice4All Products**: These are standardized legal services which cater for basic legal needs.

- **Microjustice4All** Legal Empowerment **Programs**: This is a program which works according to the Microjustice4All Legal Empowerment Methodology.

- **Microjustice4All Services**: These are legal services which Microjustice4All Legal Empowerment Programs provide, by means of Microjustice4All Products.

- **Microjustice4All** Legal Empowerment **Toolkit**: This contains the practical, hands-on tools, which are necessary for running a Microjustice4All Legal Empowerment Program.

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Preface by Olav Kjørven

In my capacity, as Assistant Secretary General for Development Policy at the United Nations Development Program (UNDP) from 2007 to 2013, I established the Commission for the Legal Empowerment of the Poor (CLEP). The Commission issued its groundbreaking report, Making the Law Work for Everyone, in 2008. One of the exciting initiatives inspired by the Commission was Microjustice4All. I had the honor of writing the Preface to the first Microjustice Handbook, combining the experiences in the field with developing a sustainable methodology for the Legal Empowerment of the Poor. I am thrilled to see that Microjustice4All has never ceased its practical work in the field of Legal Empowerment. As a result of this work, Microjustice4All has developed a fully-fledged methodology laid down in this Handbook and accompanying toolkits, offering a basis for worldwide replication.

The Report of the Legal Empowerment of the Poor Commission has provided an important impetus for the inclusion of legal empowerment aspects in Agenda 2030 and the Sustainable Development Goals (SDGs). SDG 16 is particularly central with its focus on functioning and inclusive institutions and peace. Key elements such as access to legal identity, women's rights to land, and labor rights are covered in other goals. However, in practice, MJ4All remains one of very few initiatives that have developed a structured and systematic methodology while implementing legal empowerment programs in development contexts and humanitarian crises.

Despite the fact that legal empowerment is so fundamental and a precondition for sustainable development and peace, it has been challenging to get legal empowerment programs funded at the scale they deserve. Further action is definitely needed, and the SDGs provide a powerful entry-point.

Global Legal Inclusion Program

MJ4All is now working on a Global Legal Inclusion Program (GLIP) to promote the Legal Empowerment agenda. The GLIP is built on two pillars: The Global Legal Inclusion Mapping (GLIM) and the Legal Empowerment Program (LEP). The GLIM identifies globally where legal empowerment interventions are needed, for which groups and in relation to which rights. The GLIM analyzes and maps Legal Inclusion: who is legally excluded, why, and what is required to change this. The GLIM thus serves the following two intermediate objectives:

1. It facilitates the formulation and funding of Legal Empowerment Programs by making legal inclusion tangible, measurable and actionable;
2. It provides the basis for priority setting, in relation to improving the legal and administrative system of a country. Thereby, it promotes the legal inclusion of all the country's inhabitants.

The achievement of these two intermediate objectives paves the way for the implementation of country-tailored Legal Empowerment Programs, which will enhance legal inclusion. For this purpose, MJ4All has developed the handbook and toolkits, aimed at Training-the-Trainers.

Re-Prioritizing Legal Empowerment: Now is the time

In short, now is the time for renewed commitment to legal empowerment on the international agenda. Two positive developments must be leveraged:

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1. Agenda 2030 and the SDGs: We need to support countries in developing implementation programs for SDG16 and other relevant goals, and
2. The Global Legal Inclusion Mapping, currently being developed by MJ4All, that will make it easier to identify the concrete and specific needs and action pathways for legal empowerment.

The Law still does not work for everyone. It is my sincere hope that this important handbook will make a significant difference in the lives of millions by helping spur multiple successful Global Legal Inclusion Programs.

Olav Kjørven, former Assistant Secretary General for Development Policy at UNDP, who established the Commission for the Legal Empowerment of the Poor (CLEP)

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Introduction by Patricia van Nispen tot Sevenaer

The Microjustice4All (MJ4All) Legal Empowerment Methodology has been developed over the last twenty years. At the end of 1996, we started our work with a post-war legal rehabilitation program in the Former Yugoslavia, where hundreds of thousands of refugees and internally displaced persons (IDPs) had to arrange a great number of legal and administrative issues. Most of these issues had to be arranged in their former home towns, from which they were now separated by newly created borders. MJ4All has played an important role in developing practical cross-border legal solutions for these refugees. Since 2007, MJ4All has developed its legal empowerment programs in the development context as a sustainable initiative for service provision at the Bottom of the social Pyramid (BoP) inspired by the Inclusive Finance movement. MJ4All Country Organizations have been set up in Bolivia, Peru, Argentina, Uganda, Kenya and Rwanda.

The legal services provided by MJ4All are a blind spot in the humanitarian response and development sector. The MJ4All legal services aim to legally empower, integrate and rehabilitate people at the BoP and victims of conflict and disaster. We deal mostly with administrative and private law issues, which enable our clients to access the system and protect their rights. For example, we assist clients with obtaining correct civil documentation, property papers, registration of legal personality (including business registration), contracts, inheritance and recognition of children.

MJ4All has developed the MJ4All Legal Empowerment Methodology in the field and implemented MJ4All Legal Empowerment Programs in eight countries across three continents. We have seen the importance of this practical context-driven approach for connecting people to the system and giving them back their dignity. Legal Empowerment is essential in humanitarian disasters, since it is a pre-condition for the rehabilitation of victims. It is equally important in the development context, but a long-term endeavor as legal empowerment of the poor is the crux of the solution to poverty.

Now that the method has been established in the MJ4All Legal Empowerment Handbook and Toolkit, MJ4All focuses on helping other organizations to set up Legal Empowerment Programs, supported by the MJ4All International Network. MJ4All provides organizations with a license agreement, adapted to the specific situation; this provides the organization with access to the MJ4All Legal Empowerment Toolkit and tailor-made support from MJ4All. Furthermore, the organization becomes part of the MJ4All International Network.

We are happy to present the latest version of the MJ4All Methodology Handbook.[1] With the current crises in the world, MJ4All is more relevant than ever. The importance of legal empowerment has been recognized in Global Goal for Sustainable Development 16. We believe that our legal empowerment methodology can help to change Global Goal 16 from an aspiration into a reality.

Chapter 1 explains the concept of Microjustice and the Microjustice4All legal empowerment methodology, including the policy context and the market context. Chapter 2 explains how the MJ4All International Network works, the role of MJ4All as the coordinating organization that has developed the MJ4All legal empowerment methodology, and how you can become a new member of the MJ4All International Network. Chapter 3 explains the Microjustice4All Legal Empowerment Methodology,

[1] The first version of the Microjustice4All Methodology Handbook was produced in 2009.

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including an overview of the steps to set up a MJ4All Legal Empowerment Program. Chapter 4 provides further detail on how to set up a MJ4All Legal Empowerment Program. Finally, Chapter 5 provides information about our experiences with Microjustice4All Legal Empowerment Programs and the lessons we have learned.

This handbook is accompanied by a Microjustice4All Legal Empowerment Toolkit, which contains all the tools necessary to set up and run a Microjustice4All Legal Empowerment Program. Once you have signed the license agreement, you will be given access to the Microjustice4All Legal Empowerment Toolkit and you will then be ready to start your Microjustice4All Legal Empowerment Program.

Patricia van Nispen tot Sevenaer, Founding Director MJ4All

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Chapter 1

Microjustice and Microjustice4All – background and concept

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1. Microjustice and Microjustice4All – background and concept

We define Microjustice (MJ) as justice on a micro-level, taking the person and their vulnerability as the points of departure. Microjustice entails providing a person with legal protection and access to the entitlements (services/benefits/utilities) of the society in which they live. Through legal empowerment, Microjustice transforms a vulnerable person into a citizen, enabling them to exercise their rights. Microjustice4All is the methodology developed by the Dutch organization MJ4All to implement MJ.

Microjustice4All aims to meet basic legal needs, by providing accessible and affordable standardized legal services. People's basic legal needs are often not met because they cannot access the system due to a lack of affordable and reliable legal services. The purpose of Microjustice4All is to develop a sustainable system of standardized legal assistance to enable these people to enjoy the same rights as the rest of the population. In this chapter, we will explain the concept of Microjustice4All and the international developments that underpin our concept.

1.1. What is Microjustice4All?

In order to achieve Microjustice, MJ4All focuses on non-litigious private and administrative legal matters.[2] MJ4All offers practical, legal solutions which often takes the form of a legal document, such as correction of birth certificates, death certificates, contracts, ID, business registration, registration of social organizations, property transfer and land registration. In this way, people can protect themselves, their business and their belongings. In addition, it enables people and groups to access the benefits and entitlements in the system of their country (including access to education, healthcare, pension schemes and enfranchisement). These issues are even more important in the aftermath of a humanitarian crisis, because all the victims need to access aid schemes and need to protect their person and belongings which have been lost or damaged. MJ4All's work is comparable to the work of solicitors in the English legal system, except that the MJ4All Methodology focuses on the basic rights of those at the bottom of the pyramid and victims of humanitarian crises.

Microjustice4All provides legal services which:

1. fulfil the basic legal needs of marginalized people (e.g. internally displaced persons);
2. can be standardized;
3. can be offered in a sustainable way.

In particular, MJ4All focuses on:

1. Civil documents: birth certificates and other documents relating to personal identity; this enables access to education, health services, social benefits, microfinance and voting;
2. Documents relating to property and housing: property registration, documents relating to property transfer and rental issues; this provides legal protection and access to loans;

[2] In general, we focus on non-litigious matters, but exceptionally we assist with litigation if it addresses the basic legal needs of a large group of people and the service can be standardized (see the definition of MJ4All).

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3. Documents and issues relating to income-generating activities: setting up businesses, co-operatives and other legal entities, employment contracts and other basic labor issues;
4. Documents and issues relating to family law and inheritance matters;
5. Documents and issues relating to the specific geographic context, e.g. post-war/natural disasters, refugee crises and environmental issues. MJ4All services are fundamental for post-war or natural disaster rehabilitation.

1.1.1. The Definition of MJ4All

The definition of Microjustice4All is as follows:

Microjustice4All	(a) the provision of standardized legal services to (b) marginalized target groups (c) with a view to their social, economic and political inclusion in society in the country where they live,
	(d) while undertaking bottom-up institutional reform and capacity-building to increase acccess 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.

'Marginalized target groups' refer to:

1. Victims of conflict and disaster
   Victims of conflict and (natural or man-made) disaster are helped to access the rights, entitlements and benefits of the system and humanitarian aid. They are also helped to restore their pre-disaster legal situation (e.g. restoration of property and arranging civil paperwork).
2. People at the bottom of the social/income pyramid, who do not enjoy the entitlements, opportunities and rights of the system in their country and who lack legal protection. Within this group there are two subgroups:
   (i) The very poorest, who possess nothing. The focus is on civil documentation that gives them an existence in the system and access to entitlements.
   (ii) People who are trying to escape the poverty cycle by engaging in economic activities, starting to possess a piece of land and tools etc. It is difficult to escape from poverty if one does not arrange legal protection of one's possessions and business.

Microjustice4All has a mixed funding model, working both in the public domain and in the context of the private market, as explained below in the section on The Market Context of Microjustice4All.

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1.2. The Policy Context of Microjustice4All

As mentioned, MJ is justice on a micro-level, taking the person and their vulnerability as the point of departure. MJ entails providing vulnerable people with legal protection and access to the entitlements of the country in which they live.

Since the mid-18th century, the philosophy of justice has developed with a focus on creating an enlightened citizen in the *post-ancien regime* democracy. The concept of a republic, in which power lies with the citizens, was developed afresh. Since Justice lies at the heart of the philosophy of law, one of the central assumptions was that the individuals were 'ideal and empowered' citizens. It was hard to conceive that these citizens were vulnerable victims.

Thus, this philosophy overlooked the vulnerability of the person, who needs to be legally empowered in order to become a citizen. Furthermore, this philosophy of justice is theoretical, top-down, and dependent on the culture of the country. It has largely worked in the West, but has often been dysfunctional in other cultures.

Since the millennium, a more practical philosophy of justice has been developed. This philosophy takes into account the vulnerability of the person, and their need for protection and empowerment. MJ facilitates this transition from the vulnerable person to the legally empowered and protected citizen. Microjustice is a universal form of justice on a micro level in practice. It is not about judging the state but about arranging the technicalities so that people can be protected and connected to the society in which they live.

In 2012, the International Intelligence Council has identified the empowerment of the individual as a new trend[3]. This is also reflected in Global Goal 16 that links peaceful, inclusive societies to access to justice and transparent institutions on all levels. Peaceful and inclusive societies, that provide access to justice have to include and protect all persons. The importance of legal empowerment of the poor has been recognized since 2005 when the Commission for the Legal Empowerment of the Poor was established. The doctrine of the Responsibility to Protect of 2001 emphasizes protection of non-included (marginalized) groups and vulnerable persons in order to prevent violent conflict and to rebuild war-torn societies. Protection of the vulnerable person is the point of departure.

1.2.1. Global Goal 16 for Sustainable Development

In September 2015, the UN launched a universal and transformative post-2015 millennium goals agenda for sustainable development, underpinned by rights, with people and the planet at the center. The outcome of the project was the seventeen Global Goals for Sustainable Development (GGs), arranged according to the following six themes:

1. Dignity: to end poverty and to fight inequalities;
2. People: to ensure healthy lives, knowledge and the inclusion of women and children;

[3] www.post2015hlp.org The National Intelligence Council Global Trends 2030 identifies as megatrend 1: Individual Empowerment: Individual empowerment will accelerate substantially during the next 15-20 years

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3. Prosperity: to grow a strong, inclusive and transformative economy;
4. Planet: to protect our ecosystems for all societies and our children;
5. Justice: to promote safe and peaceful societies and strong institutions;
6. Partnership: to catalyze global solidarity for sustainable development.

GG 16 for Sustainable Development is:
To promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

This is similar to the objective of Microjustice4All. Implementation of the Microjustice4All Methodology across the world will help change GG 16 from an aspiration into a reality. In light of this, Microjustice4All is preparing a Legal Inclusion Index within the context of GG 16.

GG16 logically links to GG 17:

To strengthen the means of implementation and revitalize the global partnership for sustainable development, for which multi-stakeholders partnerships are promoted to be set up around each of the GGs.

MJ4All offers a method for a rights-based approach, enabling sustainable development as described in the GGs. Peaceful and inclusive societies can only be achieved if excluded populations are identified and provided with the legal documentation necessary to make them part of society and give them legal protection. MJ4All also helps to make institutions more inclusive through evidence-based lobbying and assisting in legal capacity building.

MJ4All focuses on GG 16 but is relevant to any of the GGs since GG 16 is itself a cross-cutting theme. Inclusion of people into peaceful societies, access to justice and transparent, accessible institutions are vital for any form of development.

1.2.2. Legal Empowerment of the Poor

Microjustice4All aims to fulfil the basic legal needs of people who do not have access to the legal system in their country. The international community has recognized the importance of legal aid for the poorest people as a precondition for sustainable development. In 2005, the Commission on the Legal Empowerment of the Poor was established under the auspices of the United Nations Development Program. It was the first global initiative which examined the link between exclusion, poverty and the law. The findings of the Commission's report in 2008[4] illustrate the importance of providing legal services to the poor, in particular, legal services relating to (1) identity papers, (2) land and house registration, (3) income generation and registration of legal personality, including business registration and (4) worker's rights. Through its structural and sustainable method, Microjustice4All ensures people can obtain these legal documents. It combines this with evidence-based lobbying at an institutional level.

[4] 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].

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The High-Level Panel of Eminent Persons on the Post-2015 Development Agenda[5] has identified inclusive development, 'leaving no one behind' and legal empowerment of the poor as key agenda points. This requires a rights-based approach where all can participate and have the same legal rights and opportunities. "Societies without a predictable legal framework are societies where people do not invest in their future, or the future of their country." (Ban Ki-Moon, UN Secretary-General, New York, 19 September 2013)

Despite the global support for Legal Empowerment of the Poor on paper, Microjustice4All is the one of the only initiatives to date that addresses the Legal Empowerment of the Poor structurally at the grassroots level. Legal development aid is often limited to 'top-down' capacity-building through judicial institutions. In contrast, Microjustice4All uses a 'bottom-up' approach to lobby for changes making the system more accessible. Free legal aid programs tend to focus mainly on mediation and court representation and do not have a sustainability model. Microjustice4All however aims to offer services in administrative and private-law issues that impact large numbers of people. Microjustice4All is also critical for victims of conflict and disaster, especially for displaced populations, legal rehabilitation and restoration of livelihoods.

1.2.3. The Responsibility to Protect

The MJ4All Methodology provides a structural way to implement the doctrine of the Responsibility to Protect (R2P). The doctrine of R2P states that if a government is unwilling or unable to protect its population, the international community has a moral obligation to protect the marginalized groups.[6] The doctrine of R2P divides into three phases: (1) prevention of conflict, (2) intervention during a conflict and (3) rebuilding after a conflict. Despite abuse of R2P to justify military interventions, the founders of the doctrine of R2P emphasize in their report that military intervention should only take place in exceptional circumstances, and the main focus should be on the prevention and the rebuilding phase (the transition from post-war to normalization). MJ4All works on legal empowerment and inclusion of marginalized groups in the countries of operation, which is fundamental in the prevention and rehabilitation phases.

The Microjustice4All legal issues are an essential part of preventing violent conflict. Conflicts mostly occur where a part of the population is not integrated into society, do not have access to education, healthcare, public services and their land is unprotected. People can only be protected from harm if they are included within society and inclusion in society is dependent on having the necessary legal documentation in order. By evaluating the legal needs of the population, Microjustice4All provides a structural method for identifying which groups are excluded from society, so that these groups can be brought within society and protected. The Legal Inclusion Index, that MJ4All is developing, will be instrumental for this. Systematic identification of excluded groups enables systematic development co-operation. The acceptance of the doctrine of Responsibility to Protect means that it is not optional for the international community to intervene when there are excluded groups but that there is a **moral obligation.** Microjustice4All offers a structural tool for fulfilling this obligation.

[5] www.post2015hlp.org

[6] The Responsibility to Protect, December 2001, Report of the International Commission on Intervention and State Sovereignty.

As well as preventing conflict, Microjustice4All legal services play an important role in post-crisis rehabilitation and the transition from post-war to normalization. After a violent conflict, many refugees and internally displaced persons face difficulties with obtaining civil documentation, the restoration of property and land, restoration of contractual relations, access to pension rights and problems with their bank. A prominent example was the situation after the war in the Former Yugoslavia.[7]

Unless war victims and displaced populations are legally rehabilitated, legal insecurity can lead to renewed conflict. This vicious circle can be broken by structural implementation of the Microjustice4All Methodology.

1.3. The Market Context of Microjustice4All: Justice for those at the Bottom of the Pyramid (BoP)

In the last decades, there has been a movement which recognizes that there is a big market at the bottom of the social pyramid.[8] This has led to movements for service provision to the poor, including Inclusive Finance[9] and Microjustice. Inclusive finance entails providing financial services to the poor, while Microjustice entails providing legal services for the poor, in a sustainable, donor-independent way. The bottom line of this movement is that products for the poor are not donor-dependent but become sustainable through income from the client group.

In the market context, the Microjustice4All Legal Unit can be seen as a product development and implementation unit, the Microjustice4All Social Unit can be seen as a marketing and distribution unit and legal education and awareness-raising can be seen as a form of marketing. In addition, the MJ4All Methodology is based on the following market-inspired concepts, such as economies of scale, cost-efficiency and clients (rather than beneficiaries).

1.3.1. MJ4All as a BoP Product

The Bottom of the Pyramid (BoP)[10] refers to the people in the lowest economic sector of society. According to Paul Collier, approximately one billion people across the globe are at the BoP. Most businesses have traditionally ignored people at the BoP, as they were perceived to be too poor to be viable consumers. However, in order to survive, they still need certain basic products. This opens up a market with one billion customers, albeit a market for very low-priced products. Penetrating the BoP market requires an innovative, and yet simple, approach, based on the following concepts:

- Be ready to collaborate with non-traditional partners
- Include local partners that can actively contribute to identify the needs of the potential consumers.
- Must enable local partners to build the business based on their own capacities.

[7] See the Preface for details of our work in the Former Yugoslavia.
[8] This movement was started by C K Prahalad, Professor of Corporate Strategy at the University of Michigan, USA, and S L Hart, Professor of Management at Cornell University, USA.
[9] This is also known as Microfinance.
[10] 'The Bottom Billion' as defined and described by Paul Collier in his book of 2007.

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The philosophy behind the BoP theory is that innovative businesses can be created to reduce poverty and support society and the environment. While this can be achieved by creating employment opportunities for the poor, they can also be considered as partners and as a valuable resource for innovative technology. It must be recognized, however, that these are long processes which do not offer immediate results.[11]

Microjustice4All aims to reach those at the BoP and the MJ4All Methodology follows the reasoning of the BoP theory to bring justice to people with limited resources. This enables marginalized people to fully enjoy their rights.

Access to rights can only become a BoP product if the target group has an interest in accessing their rights. Traditionally, these people have been excluded from the system and, therefore, there is no culture of accessing rights. Those at the BoP perceive access to their rights as impossible or unnecessary. In order to change the culture of exclusion, the rights need to be connected to a specific benefit through an effective awareness-raising campaign.

The principles of the BoP theory are reflected throughout the MJ4All Methodology. For example:

- **Affordable prices**: since those at the BoP have very limited resources, Microjustice4All products and services must be affordable.
- **Joint development of Microjustice4All Products**: one of the principles of the BoP theory is that the services and products must be created and developed within the specific community as they are in the best position to identify their needs. Microjustice4All must aim to establish an open dialogue with members of the community to find adequate solutions to their needs and leave behind any pre-conceived ideas as to what people's basic needs are.
- **Innovation**: Microjustice4All can reach the BoP, offering innovative products and services, tailored to the needs of people. This requires a deep understanding of the needs of the target group.
- **Investment in education**: providing products and services for the BoP market requires investment in educating people about the benefits of these. Most people at the BoP have no legal education and are unaware of the benefits of legal protection.

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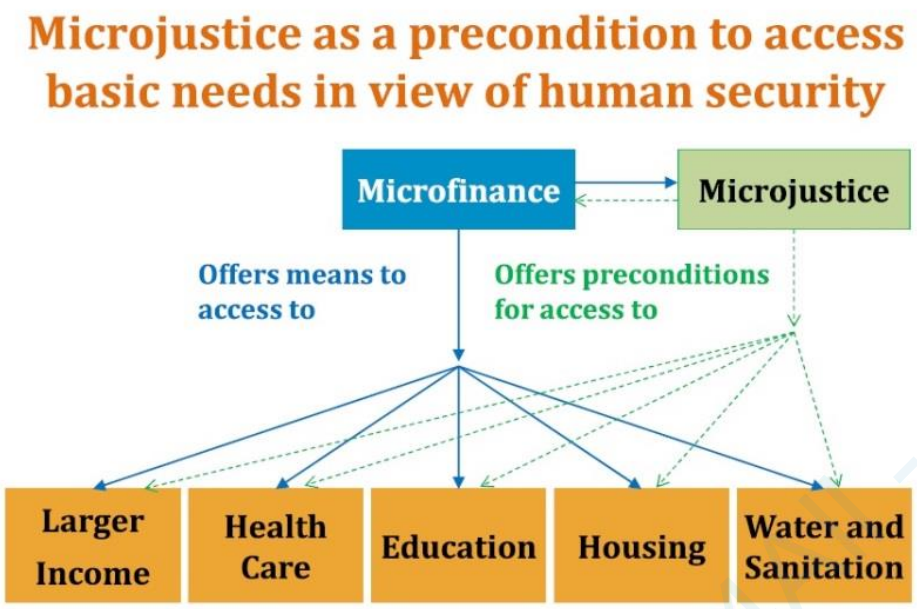
[11] C K Prahalad, *The Fortune at the Bottom of the Pyramid,* (Pearson Education India, 2009); S L Hart, *Capitalism at the Crossroads*, (Financial Times/Prentice Hall, 3rd edition, 2010).



Whereas Microfinance offers people the means to getting access to a number of development issues, Microjustice is the precondition for obtaining such access.

1.4. Microjustice4All: A Cross-Cutting Approach

GG 16 is a cross-cutting goal in the sense that it is a precondition for the achievement of the other GGs. Similarly, the MJ4All Methodology is a cross-cutting approach to implementing Microjustice and GG 16 and MJ4All legal services are a precondition for further development and have great impact on a wide range issues:

- Without social, economic and political inclusion in society and without legal protection, it is not possible to achieve peaceful and democratic societies.
- Without correct property registration, business registration, recognition of legal personality of associations and written contracts, it is not possible to have a stable economy.[12]
- Without legal protection and rehabilitation, it is not possible to prevent conflict nor to achieve sustainable development.

MJ4All Legal Services are just a very small part of any development or peacebuilding activities, but if that small part is not taken care of, the core activity will never succeed in obtaining its objectives in the long term. The costs of MJ4All Legal Services are small in relation to their impact and the increased sustainability of the development and peacebuilding activities. That is why MJ4All is helping bigger humanitarian and development organizations and social enterprises to integrate MJ4All Programs within their activities.

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[12] See Hernando de Soto, *The Mystery of Capital: Why Capitalism Triumphs in the West and Fails Everywhere Else,* (Basic Books, 2003).

End of the preview of Microjustice4All Legal Empowerment Methodology Handbook.

If you are interested in the method and/or the toolkit, please send an email to info@microjustice4all.org to obtain the complete document.

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Annex 1: Toolkit Contents

1. **Toolkit Run your MJ4All Program**
   - Checklist for the limbs of a MJ4All Program

2. **Feasibility Mapping**
   - MJ4All Feasibility Study Tool
   - 2.1. Feasibility Mapping Bolivia
   - 2.2. Feasibility Mapping Peru
   - 2.3. Feasibility Mapping Rwanda

3. **Legal Needs Assessment and Program Design Tool**
   - MJ4All Legal Needs Assessment and Program Design Tool
   - 3.1. Needs and Context Mapping Bolivia
     - 3.1.1. La Paz
   - 3.2. Needs and Context Mapping Peru
     - 3.2.1. Iquitos
     - 3.2.2. Manual NAT
     - 3.2.3. Pisco
     - 3.2.4. Puno
   - 3.3. Needs and Context Mapping Rwanda
   - 3.4. Samples from MJ4All Programs
   - 3.5. Survey _ baseline research
     - 3.5.1. NAT

4. **Product Development**
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   - 4.1. examples
     - 4.1.1. Examples
     - 4.1.2. Examples and templates we already had
   - 4.2. Microjustice4All Pricing Tool
     - 4.2.1. Pricing_marketing tools 2010,11
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       - a. Training modules
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       - a. Legal manuals
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      - Tabla de costos estandarizados por tipo de caso
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- MJ4All Legal Service Provision Tool

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7. Social Unit

- MJ4All Legal Service Provision Tool

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- Toolbook Awareness raising.docx

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7.1.2. Sample templates

7.2. Distribution of service network
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7.2.1. Examples
7.2.2. Samples Bolivia

7.3. Facilitators Program
- MJ4All Training Manual for Faciliators and Case Managers PVN

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7.4.1. Literature
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7.5. Social Unit Bolivia
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8. ICT Tools

- Case Management System Handbook
- CMS documents module
- CRS Handbook
- NAT Handbook

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