

DESIGN FOR JUSTICE

CONFERENCE REPORT 2022-23



ABOUT



Konrad-Adenauer-Stiftung

The Konrad-Adenauer-Stiftung (KAS) is a political foundation. Established in 1955 as “Society for Christian-Democratic Civic Education”, in 1964 the Foundation proudly took on the name of Konrad Adenauer, the first Chancellor of the Federal Republic of Germany. With 16 regional offices in Germany and over 120 offices abroad, the Konrad Adenauer Foundation is committed to achieving and maintaining peace, freedom and justice through political education. We promote and preserve free democracy, social market economy, and the development and consolidation of the value consensus. We focus on consolidating democracy, the unification of Europe and the strengthening of transatlantic relations, as well as on development cooperation.

The leitmotif of the Konrad Adenauer Foundation “Germany. The next chapter” is supported by a thematic focus. With the three main topics Innovation, Security and Representation and Participation, it is quite clear which topics the Konrad Adenauer Foundation will focus on in the coming years.

KAS cooperates with governmental institutions, political parties and civil society organizations, building strong partnerships along the way. In particular, it seeks to intensify political cooperation in the area of development cooperation on the foundations of their objectives and values. Together with their partners, they make a significant contribution to the creation of a global order that empowers every country to determine its own developmental priorities and destiny in an internationally responsible manner.



The Konrad-Adenauer-Stiftung has organized its program priorities in India into five working areas:

1. Foreign and Security Policy
2. Economic, Climate and Energy Policy
3. Rule of Law
4. Political Dialogue focussed on Social and Political Change
5. Media and Youth

The India Office of the Konrad Adenauer Foundation takes great pride in its cooperation with Indian partner institutions who implement jointly curated projects and programmes.

Justice Adda

Justice Adda is a social enterprise bringing together a community of innovators, legal and development practitioners, technologists, designers, activists, academics and students who seek to produce solutions to make conversations about justice more accessible to citizens. Justice Adda's central focus as an organisation is improving access to justice through the employment of design thinking. Our work is directed primarily at those who are unable to participate in legal systems due to a lack of awareness and/or inability to navigate the existing systems. Justice Adda is committed to facilitating greater participation among different sections of society in advancing innovations and ideas for access to justice. Previously we have done this through projects like the [Graphic Law Library](#) and the [Climate Justice Lexicon](#).

Justice Adda was a part of the Cambridge Social Ventures programme in the Centre for Social Innovation at Cambridge Judge Business School for 2016-17, joining a select group of enterprises that have potential to make a positive social impact.



Kokum Trust

Kokum Trust was founded with the aim to enable, inspire and connect design in the public domain, using methods and tools for social impact through engagement with real life contexts. The focus is on socio-environmental design interventions while providing a platform to connect the government, designers and active citizens for a better India.

Kokum has established significant traction amongst a community of designers, concerned citizens, experts and influential individuals through activities like The Goa Urban Lab, Citizen's Map Portal, a Social Design Festival, and a Social Design Library.

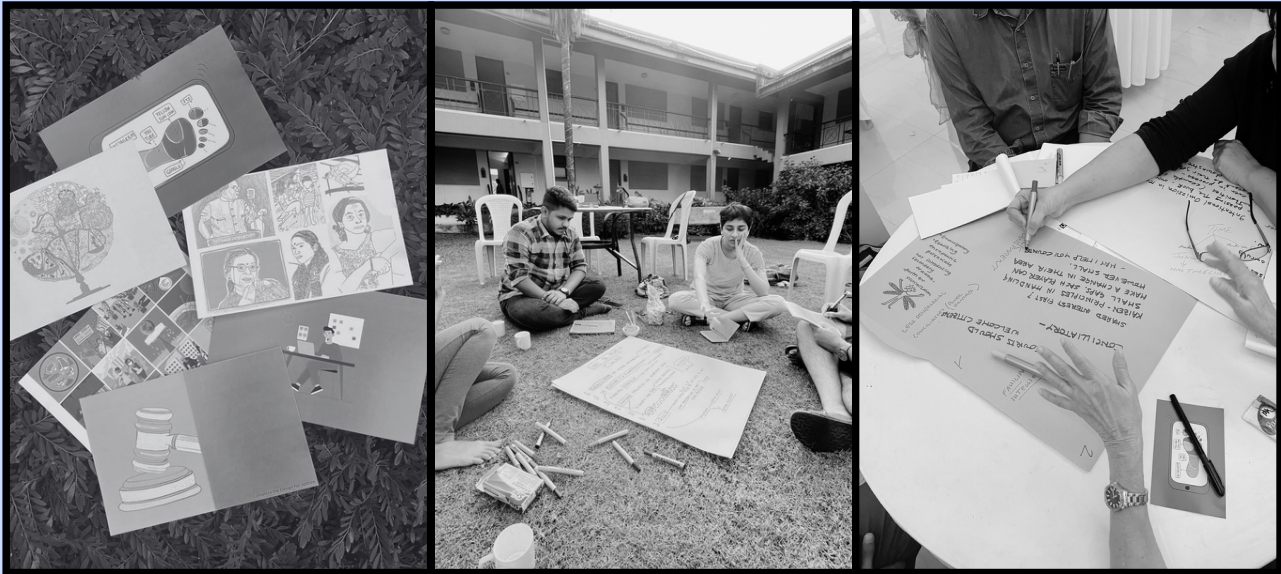
The Goa Urban Lab works to promote sustainable tourism in Goa, by developing a new vision to respond to the pressing issue of impact of tourism on water resilience and the urban commons in Goa. Kokum developed the Citizen Map Portal, a quick, visual reckoner of permitted land use in the state. Events like the Social Design Festival in 2020 connecting the government, designers and citizens incubate several socio-environmental design interventions for the state. The Social Design library is an online platform for cross sharing of information on socio-ecological design projects, processes and products. It is a powerful tool highlighting the power of design in handling socio-ecological complexities, which can help demystify design and bring it to the forefront for inclusion into policy and action.



PLANNING



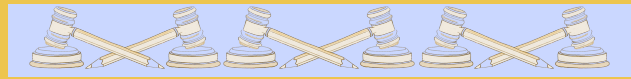
Preparatory Meeting



On 6th January the team members of Justice Adda and Kokum Trust met with the representatives of KAS. The purpose of the meeting was to brief everyone on the conference program and to brainstorm ways in which the outputs from the conference could be used after the conference. Based on insights from the meeting, a task list for the duration of the conference was created to ensure a detailed record of the conference and its smooth functioning. There was also a discussion on how to facilitate the participation of the Design for Justice fellows in the design sprint session and how to take forward the learnings from the fellowship.



DAY ONE

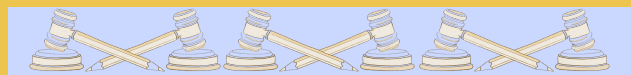


Introduction and Welcome

Siddharth de Souza, founder of Justice Adda, welcomed the participants to the conference. He stated that the project aimed to bring together various stakeholders in Goa for discussions on access to justice, distributive justice, and the creation of justice spaces in communities. He explained that the project involved engaging with students as fellows trained in law, technology, and architecture to create lived experiences in law.

The conference would act as a forum for the fellows and participants to share their perspectives on the challenges they face in their spaces, including but not limited to inclusivity, infrastructure, legal procedures, and physical accessibility. The conference would seek to answer the question of why there needs to be a change and what needs to change.

The program was organized by Justice Adda in collaboration with Konrad Adenauer Stiftung (KAS) and Kokum. Simran Dhingra from Konrad Adenauer Stiftung (KAS) spoke about the organization's dedication to the advancement of an efficient global legal system through its Rule of Law program. She emphasized the significance of the conference, which was aimed at promoting the development and advancement of an efficient legal system that ensures democratic principles. Simran gave a brief history of their organisation. She went on to highlight the importance of the rule of law in democratic societies and explained how KAS works towards promoting it through various initiatives.

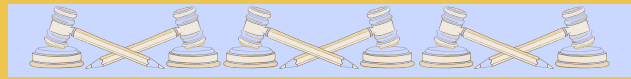




Introduction and Welcome Scribe



PANEL -1



JUSTICE MAKING

This panel of experts sought to understand the various ways in which justice is constructed, looking at the various factors and systems that shape its form and determine its limits. From the papers, it emerged that very often, conflicts with existing legislation, policy, regulations as well as failure of implementation deform justice. However, it was observed that there are also ways that external factors such as the construction of spaces and intervention of all stakeholders in policy discussions can help reimagine the forms that justice takes. Some of the key takeaways from this session were:

- The need for decentralised decision making
- Greater involvement of stakeholders at different levels of justice spaces
- Creation of safe spaces that are empathetic and allow for dialogue



Planning Law in Goa: Complexities, Contradiction and Confusion

By Tahir Noronha

The presentation focused on the topics of urban and regional planning and the creation of just spaces. The speaker shared their architectural experience and examined how design instruments shape legal reforms. The history of planning in Goa was discussed, along with the difficulties, obstacles, and uncertainties faced by those participating in the process using design planning.

The speaker addressed the concept of comprehensive and holistic planning by taking a look at the history of planning in India, specifically in Goa and Delhi. It was noted that while most states had comprehensive planning processes, there were no policies in place to regulate development.

The speaker then discussed public health-related building bylaws, which primarily regulate light regulation, sanitation, and structural stability. It was noted that compared to the bylaws, Development Control Regulations (DCR) place a greater emphasis on the growth of a city and deciding a suitable DCR usually does not require much technical competence whereas bylaws are usually engineering and health-heavy.

The topic of planning and building licences was addressed, and the speaker pointed out that politicians in Goa often consider planning and building laws as transaction costs and use these instruments to further their private businesses. A recent attempt to reform and alter the regulations was mentioned, but it resulted in the administrators changing planning concerns, which are participatory issues affecting many people, into bylaws, which are technical subjects. These changes were made outside of the participatory framework. The speaker also spoke about what happens when a plan is amended and the process

of notifying people about the changes, which entails overruling existing plans deliberated upon by the participatory planners.

Designing for public good: Re-Thinking approaches to automation in Courts

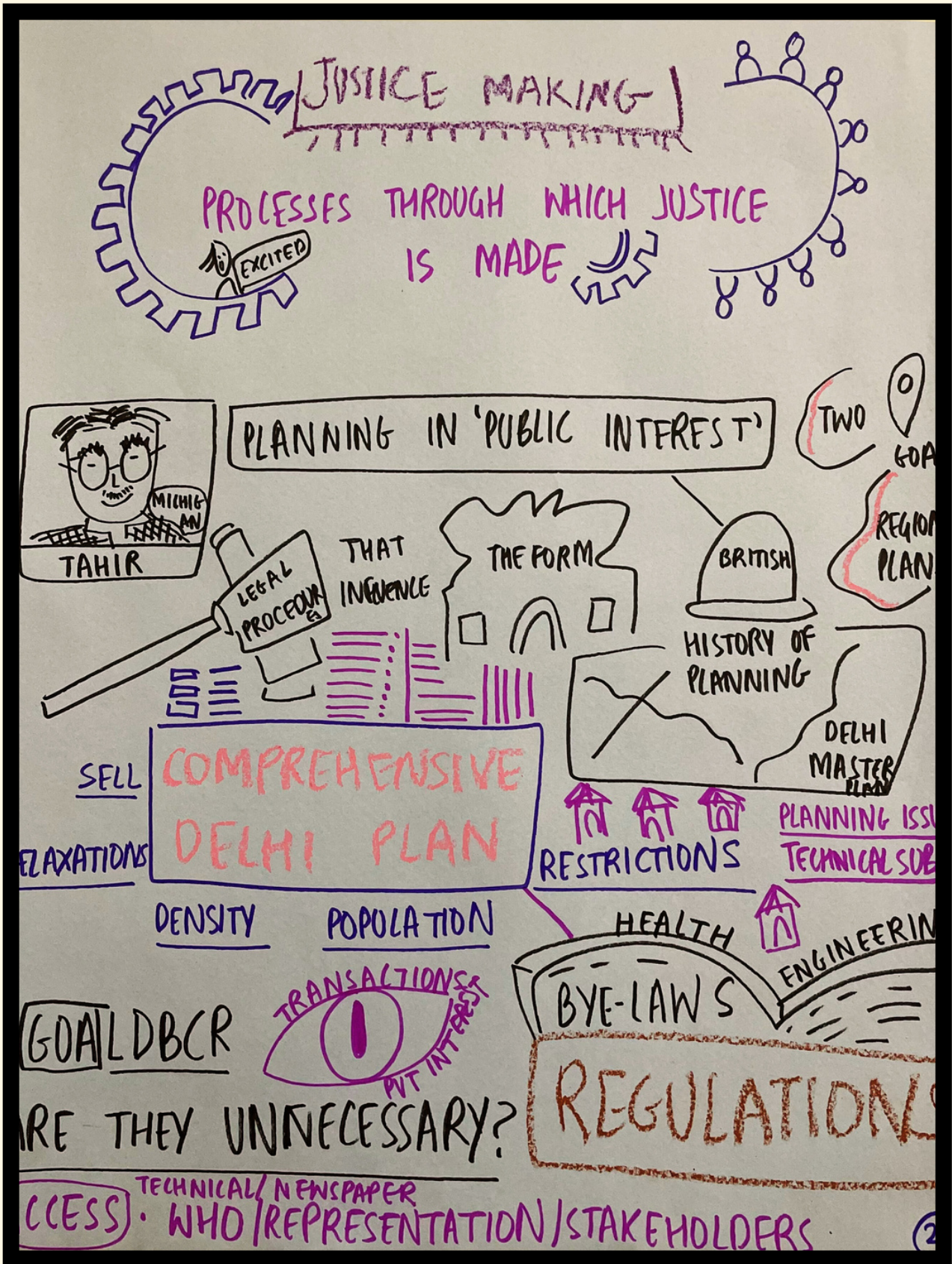
By Dona Mathew & Urvashi Aneja

The speaker discussed the development of artificial intelligence in Indian courts and its implications. The speaker began by stating that the use of artificial intelligence in legal systems was still in its early stages and only served to support human decision-making by automating repetitive tasks.

The speaker recounted previously documented cases of harm caused by the use of AI in the courts, such as the Integrated Case Management System error in 2017, and then went on to discuss the existing AI applications in India, such as translation tools, research assistance tools, AI-enabled Lok Adalats in Rajasthan and Maharashtra, and so on, which aimed to save time, reduce delays and improve efficiency.

The speaker then discussed how individuals decide which problems AI can solve and which tasks should be automated. In the Indian context, an instance of such deliberation could be seen in, the Indian Supreme Court's Executive Committee which in partnership with policy research organisations and inter-governmental organisations (such as World Bank) oversees problem formulation and thereafter collaborates with legal-tech startups, tech companies, and academic institutions to oversee solution designing.

Taking into account the varied backgrounds of the actors, the speaker examined potential problems and risks associated with them, as well as the system's encroachment on individual private rights. The speaker elaborated on the consequences of the proliferation of AI in the justice sector, especially in the



Panel 1 Scribe



absence of data protection laws, such as misuse of technology for background checks, lack of accountability, and procurement mechanisms that increased the risk of harm to individuals and committees. This could be considered a case of organised irresponsibility, in which many actors are involved in the decision-making process, making it difficult to determine liability.

The speaker concluded by stating that, as the justice system is a public institution with far-reaching impact, the approach to incorporating AI must prioritize the needs and welfare of people, and that there must be community-led design, capacity building, and purposeful data openness. The speaker acknowledged that the use of AI in the court system is in its early stages, but it has the potential to become more widespread in the future and emphasized the need to prioritize care in its adoption.

Exploring the public nature of justice-making in Azad Maidan

By Siddharth de Souza & Sharada Kerkar

The first speaker (Sharada) described Azad Maidan, located in Central Panjim, and its history after the liberation. The speaker explained that it is a significant institution that pays tribute to the struggle of freedom fighters who participated in the Goa's Liberation movement and that it is currently used for protests and rallies by residents of Panjim.

The speaker talked about the importance of public spaces in protests and their role in protest design. The speaker pointed out that, in terms of spatial choreography, many protests are shaped by the human body and the urban built infrastructure, where some areas are designed to accommodate and host protests while others are not. The speaker focused on how Azad Maidan influenced the choreography of public rallies and

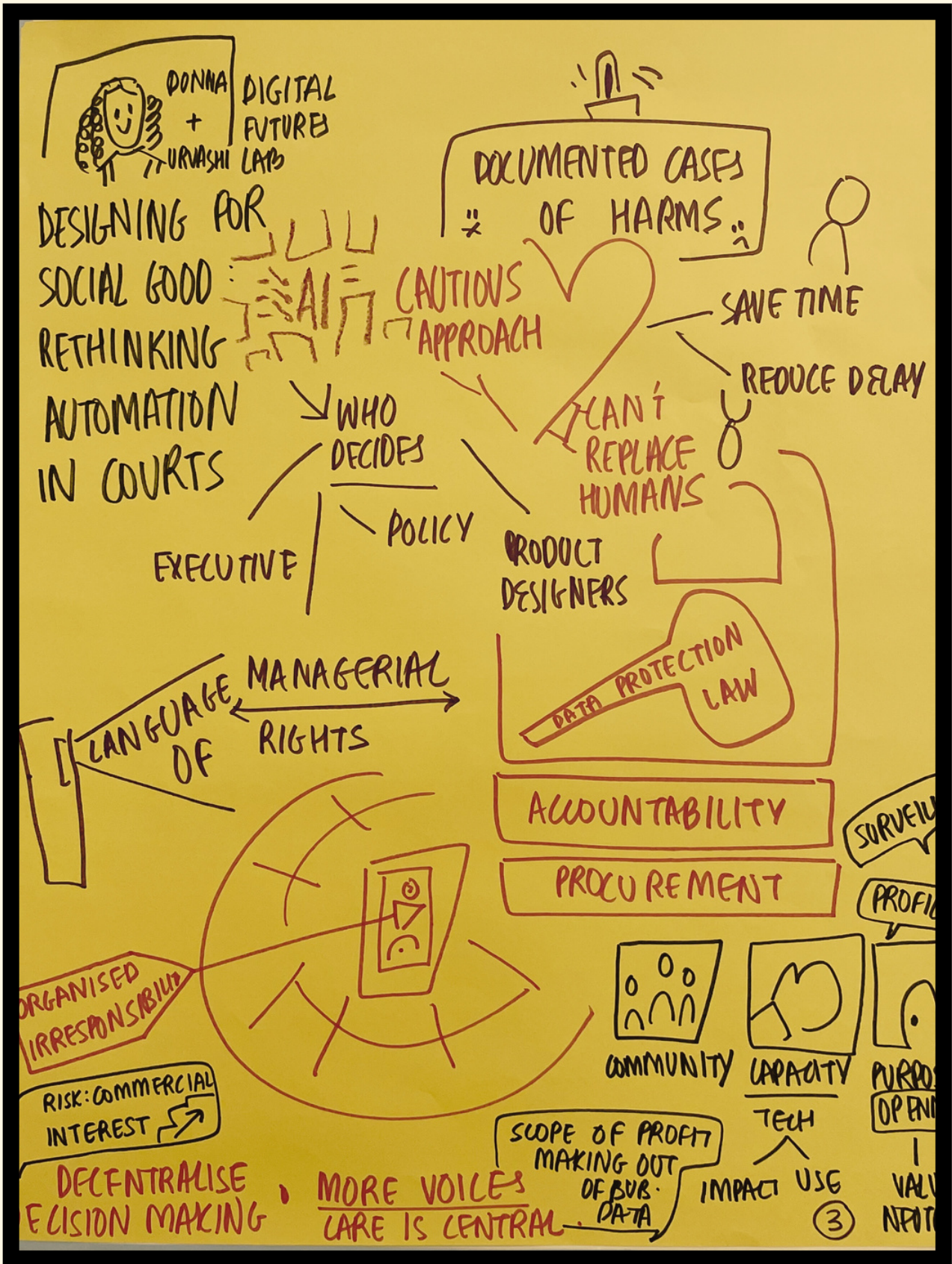
demonstrations citing recent examples of anti-CAA and anti-NRC protests in which thousands of people participated, transforming Azad Maidan into a venue for active justice-making.

The second speaker (Siddharth) emphasised how their work examined the modern character of justice-making as a public process, concentrating on three crucial values: access, visibility, and inclusiveness.

- Access speaks to the question of physicality i.e of proximity, convenience and familiarity where people have a sense of ownership and awareness about the space and people can reach without barriers in place.
- Visibility speaks to the place in terms of how open or welcoming it is, as well as the influence of the space. So, in a circumstance where space exists and is intended to bring people together, the nature of its location is equally crucial.
- The next aspect is inclusion, in which the speaker discussed how to ensure that the place is safe and representative of its inhabitants, ensuring diversity in those who can enter the space.

The speaker tried looking at justice-making in intersection with what role spaces play. The speaker discussed the following:

- Can a place create a community of justice i.e can it instigate or inspire people to come out and have discussions?
- Can the space reflect the aspirations of the community itself?
- Can it drive communities to something different?



Panel 1 Scribe



The speaker then delved into how, in terms of reimagining infrastructure, Azad Maidan as a space might have been utilised to incorporate grassroots memorials, that is, how movements themselves could have a more permanent position within a location. The speaker also mentioned the need for discussion about the temporality of design and the surveillance of spaces. What the speakers had established in the paper was the role Azad Maidan played in the ownership of community-centred justice, whether there was a notion of intergenerational solidarity that could be merged, memories emerging from space, and what occurred by having spaces that introduced people to a new set of vocabulary and forms to think about the justice process in the Goan minds.

Designed for Conflict: The Non-Implementation of Forest Rights in Goa

By Vasudha Sawaikar & Shricharan Desai

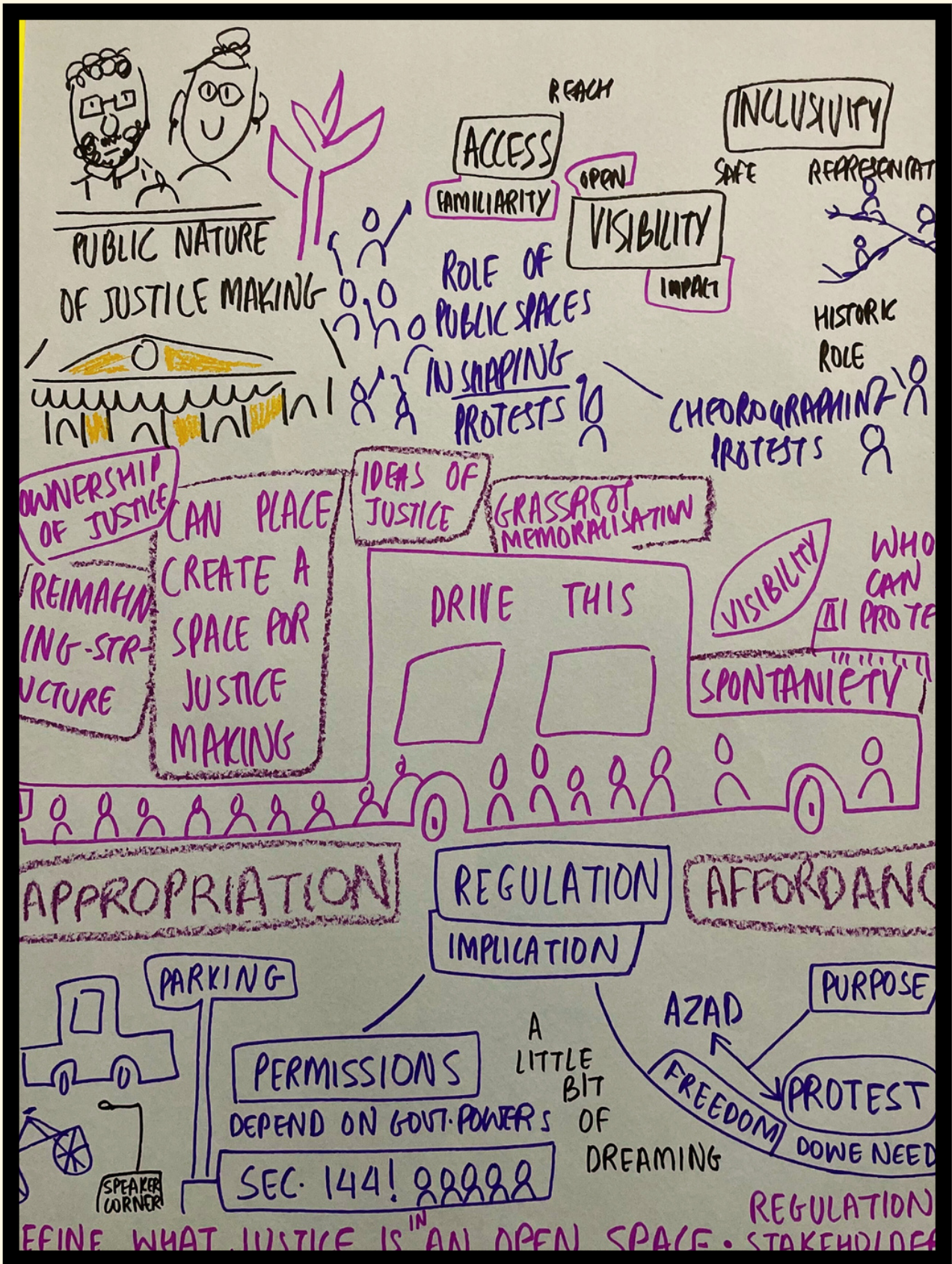
The speaker discussed the issues surrounding the Wildlife Protection Act and its impact on the relationships between people, forest officials, and wildlife. The speaker delved into the various types of protected spaces, such as wildlife sanctuaries, national parks, and tiger reserves, and brought attention to the Madei Sanctuary in Goa, which had recently seen loss of habitat caused by development projects.

The speaker recounted an example of tiger poisoning and hunting that took place in the past, leading to the arrest of members of the local Dhangar community. In response, the National Tiger Conservation Authority (NTCA) issued a report with recommendations that the Goa Foundation had asked to be put into action. The speaker mentioned that this was not an isolated incident, but a global problem, and cited reports by the United Nations that emphasized the importance of coexistence. The topic was also discussed in the Indian parliament, where the focus was solely on human losses due to human-wildlife

conflict. The speaker noted that the indigenous community, which has constant interaction with wildlife, bears the responsibility of coexisting with them. They gave examples of how wildlife, such as elephants, could completely destroy farmers' staple crops, leading to food insecurity.

The speaker explained why these conflicts were taking place, citing the law's disregard for the everyday struggles of forest-dwelling tribes, particularly the attacks and difficulties leading to wildlife loss. The procedure for seeking compensation for such loss was made impractical and tedious by forest officials, requiring the provision of carcasses as evidence. This bureaucratic process was unfamiliar to these communities, leading many to give up their right to compensation.

Many communities were pressured to relocate through the offering of relocation packages, which led to regulations on their daily lives since they were forced to relocate without taking into consideration their willingness to do so. The enforcement of sections of the Forest Rights Act was also not implemented by many forest officials, negating the injustices of the Wildlife Act. The speaker discussed the de-territorialization of indigenous communities and their lack of a home, pointing out that conflict in wildlife sanctuaries was inevitable. There is a need to find economically sustainable ways for these communities to live within protected spaces. The speaker also looked at the challenges of a transformative justice framework. The speaker highlighted that although many villages had been granted forest rights, Goa's track record was weak, and many claims had not been fully implemented. They concluded by stating that recognizing community forest rights would greatly aid in settling conflicts beforehand and protect the communities and their land.



Panel 1 Scribe



Developmental projects and neglected space of justice in Goa

By Prof. Alaknanada Shringare

The speaker discussed how to locate land acquisition in relation to development initiatives and how it posed a contradiction when discussing redistributive justice. The speaker elaborated on how individuals were being displaced from their central lives, which raised many problems regarding their livelihood. The speaker used Mopa airport as an example of the unfairness of the compensation system because it was insufficient in relation to the livelihood generated by agricultural land. Furthermore, the compensation was solely granted to the landowner, rather than accounting for everyone who relied on that specific land.

The speaker then discussed the confusion about who was in charge of the project, i.e. whether it was a central or state effort, which ultimately generated confusion in people's minds as to who would be the relevant authority to take their grievances to. The concern was how justice spaces were being located for these individuals and whether or not they had any say in the matter. The speaker then gave an example of a protest related to Mopa airport and how the government promised jobs to ensure the livelihood of these people, but ultimately some of these people were not trained for technical jobs and would end up doing non-technical jobs, which would not be fair to them.

The speaker questioned the kind of development that was being discussed when they talked about justice, and who the stakeholders were in this. Justice as fairness was not visible in general.

Critical reflexivity in socio-legal research

By Asawari Nayak

The speaker discussed the application of law to women and sought to investigate social representations of sexual violence and how the victim, perpetrator, or crime appeared, as well as their impact on the everyday socio-legal experiences of survivors.

The speaker introduced the concept of public secrecy, where everyone was aware of what was going on but no one spoke up. The speaker highlighted the public secrecy around particular topics, which indicated transgressions of social rules and boundaries. Discussing methodological exploration, the speaker noted that in the case of judgments, even if the decision was in one's favour, the procedure was still traumatic, which was often overlooked.

The speaker then spoke about autoethnography, which is the process of integrating personal experiences with political, social, or cultural events on a larger scale. Returning to the perception of trial outcomes, the speaker added that it may have been observed that violence, rather than being in a category, was normative or existed indefinitely.

The speaker discussed positionality as researchers and their experiences impacting research, as well as how, no matter how hard researchers tried, there was no escaping underlying subjectivity and how emotions expressed power relations throughout interactions. The speaker looked at how performances, such as how they labelled themselves, and transmitted information about the power structures or structural dynamics, affect research settings. The speaker ended by stating that whenever there was research on things that were shrouded in secrets, introspection provides vital data.





Panel 1 Scribe



PANEL -2



JUSTICE SPACES

This panel was a mix of practitioners and fellows from the Design for Justice Fellowships. Taking forward one of the themes raised in the previous panel, it sought to explore how 'space' in particular, could transform the ways in which justice is accessed and what were the ways one could reimagine justice spaces that are citizen friendly. The panel began with a short message from Justice Valmiki stressing the need for redesigning of courts to ensure justice. The panellists discussed the factors that often obstruct the creation of spaces that are truly just particularly, the lack of funds. Design thinking, with its focus on the user, was posited as a possible way of envisioning what justice friendly spaces would look like. The fellows discussed in detail what their own experiences had been exploring these spaces as part of the fellowship. Their interventions further complicated the idea of space, going beyond the understanding of it being a purely physical structure. Some of the key takeaways from this panel were:

- A more nuanced understanding of what it is that constructs spaces is needed before conceiving what a just space would look like
- Accessibility can only be understood in relation to the community and justice spaces ought to account for the different kinds of communities that interact with justice spaces
- Language plays a significant role in the way communities perceive justice spaces

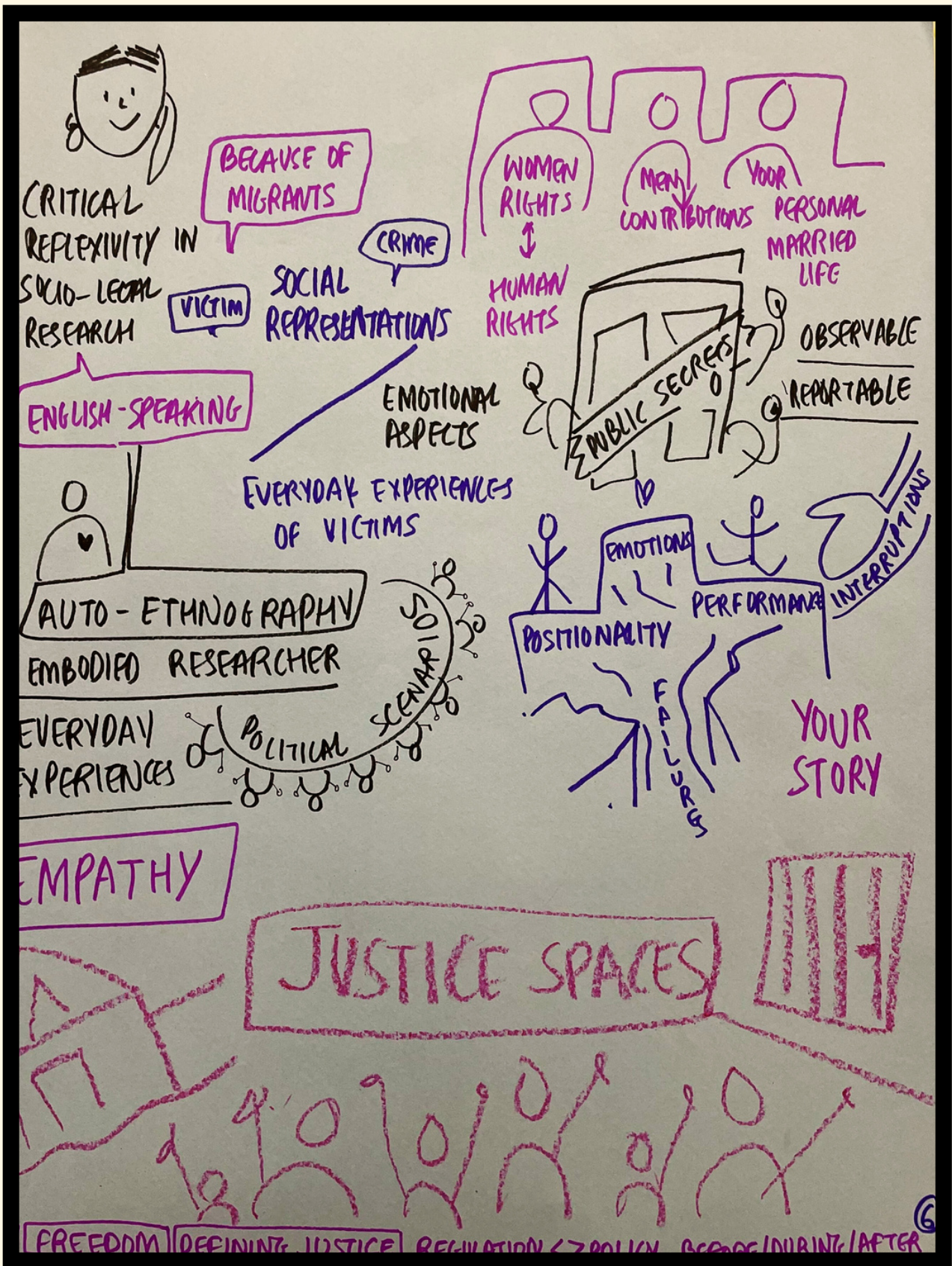
Envisioning Child-Friendly Justice Sector: A Collaborative Action through the lens of a Child

By Sushma Pawar

The speaker began by emphasising the significance of children in the judicial system and how they deserve special attention since they are the youngest members of society who engage with the justice system. The speaker discussed how children are susceptible to abuse, exploitation, and harassment and therefore need extra care. The speaker also stated that children need to be empowered so they can assert their legal rights.

The speaker then spoke about rehabilitation concerns and the challenges faced by the Child Welfare Committees (CWC) and Juvenile Justice Board (JJB) set up for each district located in North Goa. This arrangement causes difficulties in coordination and monitoring. Another challenge mentioned was the lack of full-time mental health services for children, making rehabilitation and reintegration more complicated. The speaker also pointed out that the Special Juvenile Police Officers face additional challenges as they are frequently transferred and they sometimes lack awareness of laws and procedures. Additionally, these officers struggle to transition from being a "tough police officer" to a "child-friendly officer," which requires consistent sensitization and training programs. The location of these institutions in North Goa also poses a problem for Child Care Institutions in South Goa.

The speaker then examined the effects of the specified age of sexual consent in the Protection of Children from Sexual Offences Act (POCSO). Adolescents were disproportionately impacted as the law designed to protect their rights was being used to punish them. The speaker discussed how young people's lack of legal awareness leads to stigma and harassment and how consensual relationships between children must also be recognized by the law.



Panel 2 Scribe



The speaker mentioned strategies to make the justice sector more child-friendly, such as the application of the principle of 'Best Interest of Children', decentralisation of institutions with necessary infrastructure and support systems considering the beneficiaries, and capacity building within and outside the justice sector.

Look all right?: Court Design and Funding in India

By Varsha Aithala

The speaker spoke about the importance of addressing the infrastructure and funding of courts, which is crucial for ensuring access to justice. The speaker pointed out that court access goes beyond just the physical aspect and includes design, language, process, and ritual. There was a need for discussion on this topic as courts are important public resources that serve both symbolic and practical functions. The speaker stressed the importance of making courts comprehensible, navigable, and efficient.

The speaker discussed how courts can be intimidating for everyone and how better-designed courts were needed. The current court design, with strict segregation and space and infrastructure restrictions, was criticised. The speaker states that the need for re-design is rooted in the belief in the rule of law and a commitment to justice.

The speaker then focused on how we can access different funding options and financial changes, not just relying on public funds which have proven to be insufficient. The speaker explained how a small portion of court funding came from court fees, while the rest came from a central grant under a plan. However, the speaker noted the lack of transparency in court funding and the fact that it was not easily accessible in the public domain. In addition, the utilisation of funds and capacity

building was also lacking.

The speaker concluded by emphasising the need for a sustainable revenue source to run the courts and how current requirements could be augmented. As an example, the speaker mentioned how in the United States, tax revenue funds were used to establish a trust fund at the individual state level, and suggested that in India, CSR funds could similarly be used to set up trust funds for legal reform projects of this nature.

Applying a User-Experience (UX) Framework to Justice

By Arvind Lodaya

The speaker stressed the importance of community involvement in public services, which are transitioning to a public-centric approach. He stated that numerous case studies around the world showed how a focus on user experience in industry practices could make government public services more user-friendly. In India, the Supreme Court attempted to take similar steps, though the initiatives were often more technological and managerial rather than citizen-centric.

He discussed the methodology of journey mapping, which is crucial in the citizen-centric process transformation. It takes into account various user experiences and tracks journey outcomes, starting from before the initial formal interaction and lasting long after the interaction with the system had ended.

The speaker then shared their personal experience with a similar project in which they helped a healthcare company map the patient experience from first diagnosis to post-operation. This journey map was to determine the necessary interventions along the way.



Panel 2 Scribe



Speaking of the Legal Design Lab at Stanford Law School, which is actively engaged in this field, the speaker constructed problem statements based on the issues that the existing system caused for users and ran college-level programs to simplify journeys for users. The Lab's work included simplifying language or contract terms to make them easier to understand.

The speaker mentioned AI advancements and the potential they offered, such as reducing the backlog of judgements to save time. While the justice system could not be completely online, the speaker believed that physical touchpoints required as much attention as digital ones.

Transference

By Tammanna Aurora

The presentation discussed the way ideas flow through people and locations, taking on new forms as they are shared and absorbed by each individual. The speaker reflected on her travels and the interactions she had with local changemakers and justice makers, who shared their experiences and the issues they were working to resolve in their communities.

The speaker explained that these ideas take on new forms and morph into something unique to each individual who experiences them. It is a process that is constantly happening and allows for new perspectives to be formed. The speaker went on to say that these experiences, whether they are from conversations with friends or from observing the world around us, are what shape our beliefs and inform our understanding of justice.

The speaker also mentioned the concept of channel solidification, which refers to how ideas come together and take on a more solid form. In some cases, this happens naturally, but in others, it is through the experiences of others. In the context

of the speaker's hometown Goa, this solidification occurs through the shared experiences of the community.

Finally, the speaker touched on the idea of reconfiguring belonging to a place, specifically in the case of belonging to their hometown. She explained how court decisions and language play a role in shaping our sense of belonging and what spaces define it. The speaker argued that, just as court decisions are informed by precedents, our perception of justice is informed by our experiences and conversations with others. In this way, the sense of belonging and justice have a similar feeling.

Community-Police Relationships: An Interview-based Study on Sancoale Region, Goa

Birla Institute Of Technology And Science, Goa

The fellows discussed the themes that emerged from their study on the interaction, relationship, and communication among police institutions. They highlighted the importance of being aware of the surrounding environment, as the area of their study, Zuari Nagar, had become a diverse melting pot of culture, experiences, and people due to the frequent migration of workers in the industrial sector.

They studied the existing police building to gain a better understanding of its purpose and how the community perceives the police and their role in the community. The study aimed to provide a community-based interaction approach to the work of the police, bypassing the interference of the state. The fellows went on to elaborate on the themes that became apparent after conducting the study.

- The first is perceived prejudice in terms of language barriers; communication may be either a key or a hurdle when it comes to accessing any institutions, especially given

the migrant nature of the existing population. During their research, they noticed that many people did not communicate in the native language, Konkani and that they felt their views and concerns were not often heard.

- The second theme was dealing with gender-sensitive issues within the region where the women felt fairly safe but in some cases, there was apathy toward their concerns. More importantly, there was a lack of women officers in that police institution.
- Another theme was where respondents resorted to alternative forms of justice and conflict resolution which often resulted in confrontation and violence.
- There was concern over the power dynamics amongst the natives, migrants and police in the region. Migrants felt their access to justice was curtailed.
- There was also an apparent disparity in access to justice where people from economically and socially weaker backgrounds faced problems in getting justice.
- However as for the aspect of management of the justice institutions was concerned, the fellows felt that even with limited resources, it was being performed very efficiently.
- There was a lack of social awareness in the community.

The fellows made the following recommendations:-

- Better infrastructure and human resources for benefit of both the police and the community
- Creation of a network within the community for easy access and better community interactions with justice institutions.

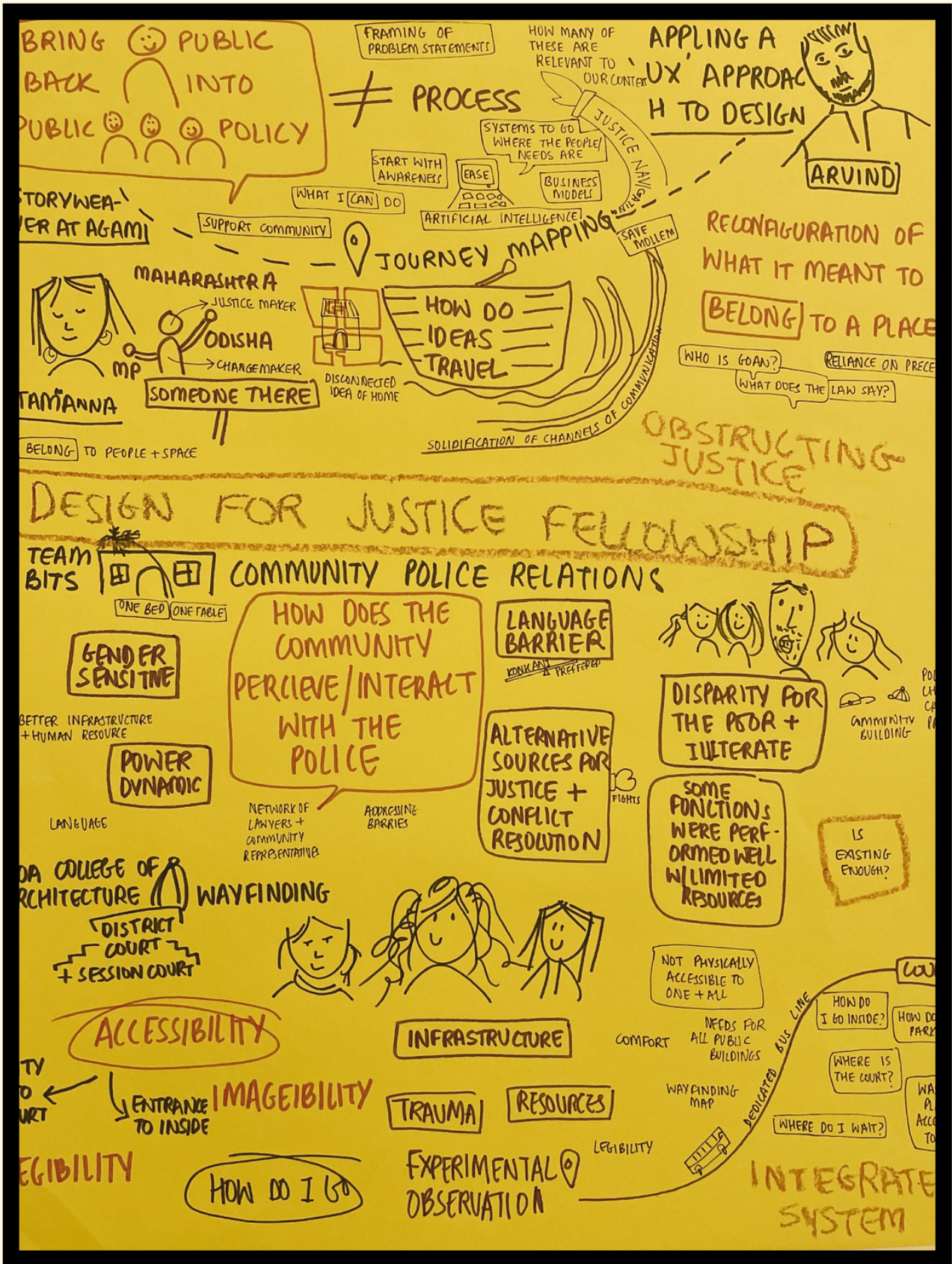
- Gender sensitivity training for officers and actors in various justice spaces
- Addressing the structural and social barriers faced by the community since most people who formed part of their study were migrants
- Sensitisation of students by studies and programmes to inculcate awareness among them
- Addressing the language barrier

Wayfinding at District and Session courts at Panjim

Goa College of Architecture

The fellows visited a North Goa District and Sessions Court, dealing with both civil and criminal matters, to study the accessibility and justice issues faced by the community. The court was selected due to its diverse age demographic and multiple instances of re-location of the court building in the Panjim area. During their visit, the fellows identified various problems related to accessibility, legibility, and imageability, as well as a lack of institutional infrastructure and resources.

The fellows found that the lack of institutional resources and systemic and management challenges contributed to the difficulty in accessing justice. Their research focused on accessibility and justice, with a special emphasis on how the court can be made accessible to all, as well as wayfinding from the city to the court and from the entrance to the inside. The fellows found that the location of the court posed a significant challenge for those trying to access it, particularly for those with mobility issues. The court is located on top of a hill, far above the city, making it difficult for people to reach it. The lack



Panel 2 Scribe



of proper road infrastructure and public transportation also added to the difficulty of reaching the court. As a solution they proposed to create a dedicated bus line for various government institutions.

Once they arrived at the courthouse, the fellows encountered several challenges, such as finding the correct court building due to similar-looking buildings and parking challenges, and in entering the building as the ramp was not accessible to everyone. They also noticed a shortage of dedicated waiting rooms and navigational aids such as maps and unreadable signage. These issues further added to the difficulties faced by people in accessing justice at the court.

Recommendations:-

- Absence of thorough planning resulted in intangible tensions. It was therefore necessary to have a proper building layout plan for each justice institution.
- There was a need for an integrated system or mechanism to guarantee proper planning before setting up the court or other justice institution.
- The use of technology at a personal level could also be considered to access various institutions.
- As the court dealt with the general public, accessibility was required regardless of functionality, so general infrastructure development was necessary.
- A software application could be used to provide information and to easily locate the courtrooms.

Consequence of inadequate infrastructure at the Collectorate Building in Panjim

V.M. Salgaocar College of Law

The fellows focused on existing court systems and public infrastructure at the Collectorate building in Panjim, Goa and conducted separate interviews with officers such as collectors and additional collectors, as well as lawyers, using Google forms.

They remarked that a delay in the court system could result in a delay in justice. Their research focused on three main issues, and they found that there was a shortage of space, resources, and guidance. The fellows stressed that when building court institutions, it is crucial to consider both functionality and accessibility so that justice could be served to the people it is intended for.

In terms of the shortage of space, the fellows noted that court institutions must have enough space to accommodate the number of visitors they receive. They discovered that the Collectorate building, which housed multiple courts, was over-congested. Adequate space is important as visiting a court can be intimidating for both clients and lawyers, and an unsettling environment can impede the delivery of justice.

Regarding the shortage of guidance, there were no directions to the offices, and no one was available to ask for help. Additionally, there was a lack of clear signage to assist in navigating the court. Even if lawyers were familiar with the court, anyone else would have trouble finding their way.

In terms of resources, the fellows stated that these public court institutions, located in Panjim, handle a large number of cases and require relevant resources within the department to perform efficiently. They also noted that the availability of

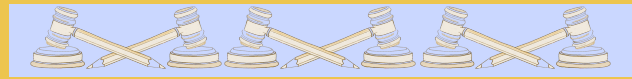
resources does not equate to accessibility, and a shortage of resources can cause a significant amount of inconvenience.

Recommendations:-

- The justice system must evolve in line with the rest of the world. With the increasing development in digitalization, legal systems should provide E-services as well. These services could help everyone save time.
- Although the court system is based on paperwork, technology must be used to store and manage legal paperwork, which eventually takes up a lot of physical space that could be used for something else.



PANEL -3



JUSTICE USERS

This panel took forward one of the major takeaways that had emerged in the previous two panels- the importance of the 'person' in the justice system. The papers drew on lived experiences to demonstrate the ways in which users have been regarded or disregarded when justice has been meted out.

People and their concerns often get lost in the larger demands of economy and 'development'. Marginal communities, such as women, in particular often get sidelined and their voices are misrepresented and misinterpreted. Greater participation with room for every voice to be heard and each individual truth acknowledged would have a transformative impact on justice systems. Some of the key takeaways from this panel were:

- Stakeholders need to come together as a community to make their voices heard
- Justice systems need to account for the validity of multiple narratives
- There needs to be an expansion in the definition of justice to ensure that it is equitable and inclusive



Where Fact Meets Context: Need For Affirmative Action In Social Fact Judging

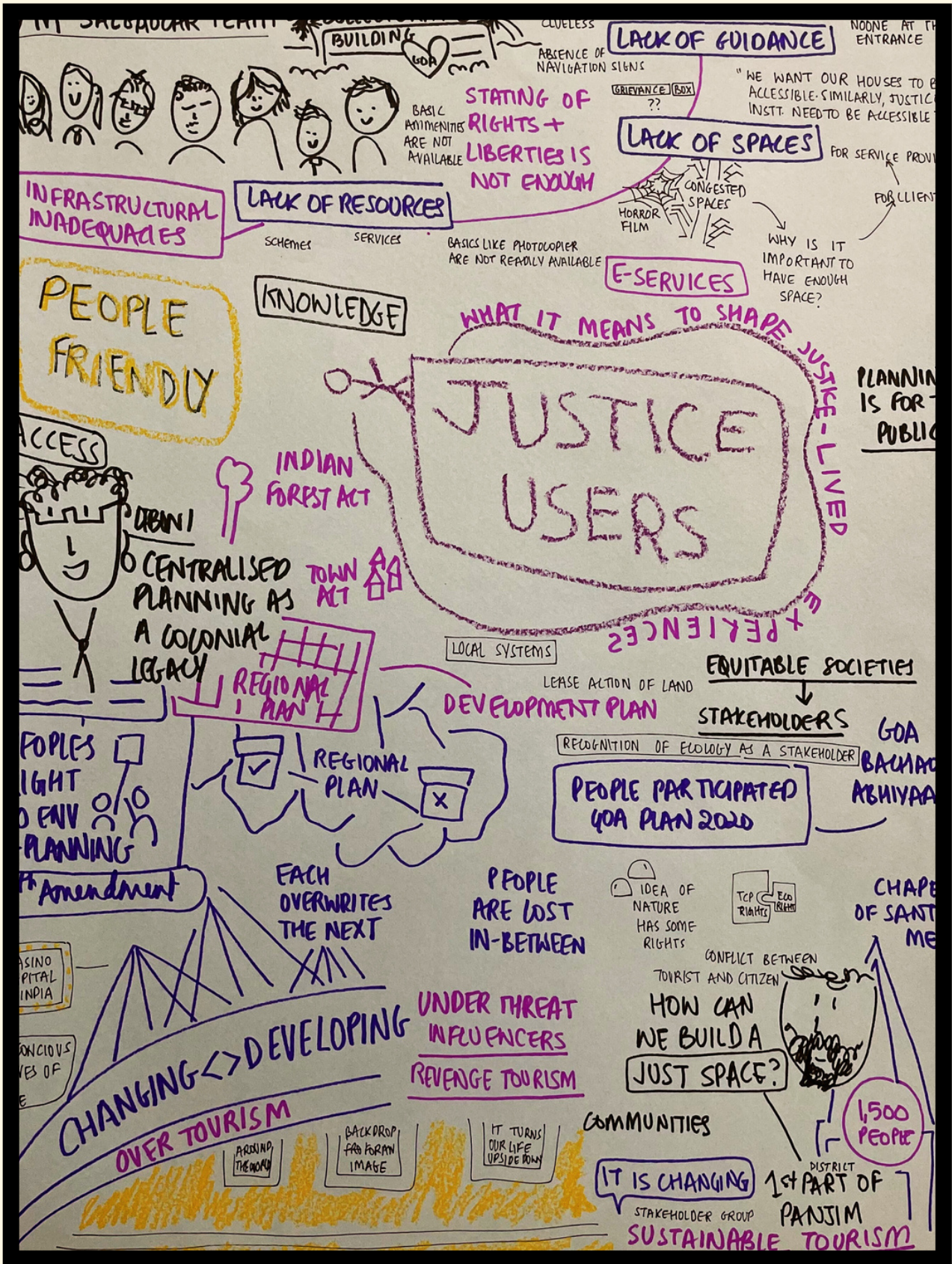
By Albertina Almeida

The speaker began by explaining the court process for child custody disputes and how the outcome, outlook, and stereotypes of judges influenced their decisions, using contextual examples from her cases.

She emphasised the role of stereotypes and social reference points in social fact judgement and questioned the concept of the "reasonable person" under the law. She pointed out that in many cases, an upper-caste Hindu or Catholic male is considered the 'reasonable person,' which raises questions about how deviating from this standard affects the judgement of judges and the final decision.

The speaker then shared her experiences in the legal journeys of women and the difficulties they faced. She described how stiff-necked judges and aggressive opposing lawyers could intimidate and demoralise women in the courtroom. She also gave an example of a male judge who may identify more with the father than the mother in a custody issue, ignoring differences in people's experiences. The speaker highlighted situations where the judge would allow an accusatory remark from one party but dismiss the other perspective of the relationship given by the opposite party as 'irrelevant.'

Social fact judging involves incorporating social facts, or the actual experiences of the world, into legal decision-making and reasoning. The speaker argued that social facts, which are based on world views, are often influenced by racial, gendered, and class-based assumptions. She emphasised that the interpretation and application of legal principles are heavily influenced by the court's perception of reality.



Panel 3 Scribe



The speaker suggested that the court's judgement must take into account diverse realities, and stories should be included in the curriculum of the judicial academy to build capacity not only for judges but also for lawyers.

On St. Tome

By Aurobindo Gomespereira

The speaker started by explaining how he selected St. Tome as a justice space. He stated that St. Tome was a pluralistic society that was ethnically diverse but was now facing the threat of developmental gentrification. The influence of social media influencers was transforming the neighbourhood, and the speaker highlighted its rich history and relevance in the context of the development of Goa.

The speaker then talked about how the entire area was changing and developing rapidly. What used to be a quaint neighbourhood was now being commercialised and the colourful streets of St. Tome had become a nuisance to the residents, as tourists invaded their private spaces and properties. The speaker pointed out how the city was just being used as a backdrop for social media influence, disregarding the place and its culture, with the primary focus being to get clicked. This problem was not limited to St. Tome, but was widespread around the world and was leading to over-tourism instead of sustainable tourism, and Goa was on the verge of this shift. The speaker emphasised the need for people to be aware of the impact of their behaviour on the city. There had been instances of vandalism of public property to send a message to tourists.

He then talked about the conflict between the citizens of the place and tourists and the need for local stakeholder working groups to identify sustainable tourism. These groups would look at the area from their perspective and gather data on

visitor aspirations and interactions to construct what was called sustainable tourism. The speaker concluded by giving examples of de-tourism in Venice and Bhutan.

Justice in Planning: Inclusion and Equitable Distribution

By Dean D'Cruz & Reboni Saha

One of the authors, Reboni, led the paper presentation. The speaker talked about how centralised planning is a legacy of colonialism and how it was used for exploiting natural resources. She mentioned that in an equitable society, citizens are considered stakeholders and their opinions are taken into account during the planning process. However, in the case of fraudulent planning, the system is manipulated through biased interpretations and amendments added to acts for personal gains.

As an example, the speaker talked about how the Goa TCP department was taking individual applications and making changes to plans without proper notification. The speaker highlighted that the new regional plan in Goa had incorporated people's participation by including Gram Sabhas and ward committees and detailing village maps on a readable scale. However, she also mentioned that this plan too faced the problem of vested interests.

The speaker then spoke about how the Indian government, after the 1990s, had been working on environmental planning by involving citizens through the Constitution's 73rd and 74th amendments. She explained that although the 74th amendment had been adopted by the city of Panjim, the same was not the case for the rest of Goa. The 74th amendment was followed by Panchayati Raj Act, its structure however is not being followed in its entirety. After this speaker mentioned how there were a series of incomplete legislations overriding each other.

The speaker emphasised the need to focus on local systems and recognized the importance of considering ecology as a stakeholder along with anthropocentric models. She said that existing systems were moving in the right direction as they acknowledged the idea of nature having rights and emphasised the need to protect the environment for a better quality of life.

The speaker concluded by stating that it was necessary to take the regional plan out of the TCP act and make it into its own act, overriding everything else. Additionally, the speaker emphasised the importance of ensuring basic tenets as laid out in the constitution, process, and systems with people's participation, and new laws that take nature into account.

Exploring the concept of ecojustice: in the classroom and among citizens

By Nandini Velho

The speaker discussed the concept of eco-justice in her presentation. She stated that when it comes to social and environmental justice, non-human nature is frequently not included in the ethical framework and the term "justice for nature" is purposely avoided in academic discussions. This could be because environmental justice is often viewed as a contradiction between being pro-animal and anti-human. The speaker's work, however, focused on eco-justice as an inter-human and inter-species concept and a way to include the non-human world in terms of justice-driven conservation.

The main themes of her presentation included three basic premises for using one's body and sensory experiences to better understand the context and metaphors for enhancing the meaning of life and practice. The speaker engaged the audience in an activity at the start of the session to demonstrate the nature of transformation and environmental adaptation that makes use of all the senses and movements.



Panel 3 Scribe



The speaker then led the audience in a cross-and-circle activity, explaining that the purpose of the activity was to open up the body and understand the sensitivities related to difficulties. The activity showed how different people have different skills and can open up new realities that others may not perceive. The speaker mentioned that these varying realities could be understood if political discussions in the classroom are given importance, since they are often avoided, to establish a pedagogy of justice and to understand intersectional notions related to opening up the body. She concluded that eco-justice does not have to be adversarial and that there are fun ways to explore the concept.

Using Systems Intelligence to design Justice for All

By Joanna Pyres and Tamer Salameh

The presentation was led by one of the speakers, Joanna. The speaker emphasised the importance of employing system intelligence to rethink the justice system during her presentation. She explained that in any system, different people have different perspectives and experiences, resulting in a variety of conflicting truths. These diverse perspectives can be used to form a larger and more nuanced understanding of society.

The speaker then described how to tap into this intelligence by using participatory approaches and shared experiences to bring together different stakeholders and make their insights visible. She emphasised the importance of asking the right questions and staying in control, as everyone involved in the process has emotions.

The speaker provided examples of restorative justice circles as a way of gathering everyone involved in a system and bringing them together for a better understanding. As an example, she

discussed the Telangana prison system and how the circle method led to learning coexistence and minimization of violence through sharing.

Hive Mind Analysis

Facilitated by Circlewallas

The aim of this session was to take the learnings from the day and reflect on the following questions:

- What makes the justice system stuck?
- What does it need to be?
- What do we need to do to get from the status quo to the vision?

The idea behind the initiative was to create a shared experience among everyone by initiating a discussion over personal experiences. Sharing and noting down reflections would result in a collection of insights and individual experiences that can be relevant to everyone around them.

Below are some of the responses to the questions.

What makes the justice system stuck?

- Lack of transparency
- Gatekeeping
- Intimidating atmosphere
- Less reliance on people and the government,
- Lack of accessibility of justice to underprivileged people
- Bureaucratic hierarchy
- Laxity of the justice system
- The complexity of the procedure.

What does it need to be?

- Decentralised and participatory
- Inclusive
- Effective in speedy disposal
- Simpler system
- Independent
- Welcoming
- Familiar
- Emancipatory
- Transparent
- Responsive
- Fluid
- Empathetic
- Affordable
- Devoid of political influence
- Uniform or community-driven
- User-friendly
- Not traumatic
- Independent
- Faster and simplified
- Favourable to society
- Procedural recognition
- Consensus on the idea of justice

What do we need to do?

- Capacity building
- Stakeholder mapping
- Larger reflections on our individual capacities
- Clear communication
- Training in empathy
- Analysis for pre-emptive measures
- Making a holistic system
- Establishing mandatory legal aid cells in villages
- Accountability of enforcing agencies and committees
- Rewards and incentives for good justice administration
- Demolition of the 73rd and 74th amendments
- Equal representation across various strata
- Implementation of reservation and participatory approach
- Modernisation of buildings with clear signage
- Drawing help from civil society
- Hierarchy for appraisal systems and courts (not specifically judges)
- One-year mandatory village service for empathy building

What do we need to do?

- Streaming of court procedures
- Reduction of time delays in addressing administrative burdens of judges
- Grouping matters together
- Signage or head desks to know what is happening
- Lawyers or judges becoming gatekeepers of the justice system
- Promoting inclusiveness of all members of society
- A legal system free from perceptions
- Mandatory legal aid after the law school course

The session concluded with a speech by Norma Alvarez which has been transcribed here.

Ladies and Gentlemen, today we are gathered here to rethink and reimagine our justice system. The justice system is a wonderful idea to rethink. We as lawyers have noticed that the system can often be intimidating and exclude the voices of the citizens who are directly affected by the decisions made. People who come to the courts are treated like children and are expected to do as they are told. The justice that is decided for you is beyond your control, as lawyers and judges often discuss the process without considering the person's perspective. Most lawyers don't even bother to explain what is happening in the court, leaving the person unaware of the proceedings. This is particularly concerning when it comes to sensitive areas of law like child rights or rape cases. While lawyers are often more familiar with the legal system, they need to be willing to explain things clearly and make the process less intimidating. To achieve this, it is important for citizens to educate themselves on the law and understand the court's perspective. This way, they can make informed decisions and steer their case through the court system, rather than just blindly handing it over.

It is important for citizens to take a more active role in the courts and understand the law so that they can be more aware of what is happening in their cases. The language used in the courts, with its use of Latin, can be confusing and makes the judicial system unfamiliar. It is important for citizens to learn how to argue their case effectively, and to take control of their matters in court, rather than simply handing it over to a lawyer. The infrastructure of the courts is also intimidating, with the layout and dress code being alienating. The use of confusing serial numbers, like 901 PIL and 201 Final, add to the feeling of being at a disadvantage. The lack of consultation with lawyers can also lead to clients feeling like they are just a business transaction.

Fortunately, citizens are allowed to argue in the courts, but they need to learn how to do so effectively. They need to be able to articulate their case clearly and properly and keep control over what is happening in the court. Legal advice is also important to ensure that the process is understood. We need to break the monopoly of lawyers and get citizens back into the courts to argue their cases. When filing a case, it is possible to start with a Public Interest Litigation (PIL). Access to justice needs to be made more people-friendly, as many people do not understand the language and outcomes of the court process.

In conclusion, the justice system should be transparent, fair, and responsive to the needs of the citizens. We need to strive towards creating a justice system that is inclusive, affordable, and devoid of political influence.

To conclude the session on the 7th, Elias Marini Schaefer of KAS thanked all the participants. He encouraged them to think of the ways the ideas proposed could be taken forward and hoped to see more such initiatives take place.





DAY TWO



LEARNINGS AND WAY FORWARD

The second day of the conference was divided into three sessions that discussed ways in which the learnings from the conference could be taken forward.

The first session was led by Siddharth and Reboni. An attempt was made to determine categories that could box all the justice-related issues that came from the participants on Day 1 during the Hive Analysis Workshop. The idea behind this was to provide a structure to the kind of initiatives that were proposed. The following 8 categories were created:

- Governance and Management
- Infrastructure
- Training
- Culture
- Protocol
- Outreach
- Monitoring
- Evaluation and Accountability

The second session was led by Sharada, Siddharth, and Varsha where participants were made to come up with headline newspaper recommendations for all the justice-related issues. The session was conducted in groups and 2-3 of the seven categories were chosen by each group to narrow their recommendations to only the selected categories. The group also focused on recommendations pertaining to courts, police stations and the District Collectorate as the case studies conducted by the student groups of the Design for Justice Project were focused on these three justice institutions.

The following newspaper headlines as recommendations were submitted by the groups:

Governance and Management

- “May I help you”, in courts
- “Fair Floors”, levelling of court floors

Infrastructure

- “Digital (over) watch”, accessing digital systems with assistance in collectorate
- “Meet N Greet (N is the Netflix logo)”, counter set up at justice institutions

Training

- “Learning never ends”
- “Prevention is better than cure”, “Sensitise the System”
- “Train and Transform”
- Refresher courses for lawyers
- “Be prACTical, train and again”

Culture

- “Smash bias, chose professionalism”
- “Change your attitude, engage with community”
- “Be inclusive. Leave no one behind”
- “Don’t discourage, encourage”
- “Storytime for judges”
- “JUStice starts with US”
- “Trained civilised goons: local goons to be held responsible”
- “Discriminatory acts by officials will now be punishable”

Protocol

- “Don’t complicate, delegate”
- “Justice delayed is justice denied, the time is Now”
- “Don’t mystify, simplify”

Outreach

- “Let's work together to build a better future”
- “Public consultation now mandatory”
- “Goenkaranno zayat zage, wake up, speak up!”

Monitoring, Evaluation, Accountability

- “Citizen committees kickoff social audits of justice institutions”
- “Pilot (navigators) system introduced in collectorate office to spear people through red tape”
- “Law program humanised to introduce human vocabulary”
- “Now you can appraise your legal experience through the L seva app”
- “ $\frac{3}{4}$ ths of law students to gain empathy through village/rural residency”

The third session focused on feedback on the initiative overall. The participants came up with the following suggestions.

- Longer fellowship cycle
- Share research output with stakeholder of new court being built in Goa
- Make headlines into reels
- Newspapers in local languages: Use visual and graphic presentations
- Translate Justice Adda’s posters into local languages
- Campaign to invite more solutions or suggestions

- Reflect as a team to understand who we haven't reached out to
- Bring stakeholders in conversation with existing participants and organisers
- Publish a column in the local newspaper
- Use the three questions posed to all conference participants which set out the conference theme in social media to get more responses

As a takeaway, participants were encouraged to visualise their own design for justice on postcards that had been specially created by the JA team for this event. Below are some of the postcards created by the participants.



"We should drive Justice!"



"We need an empathetic justice system."



"Justice should be made accessible to all."



"Justice not just for the people, but also the planet."



"Inclusive justice, Justice for all."

DISCLAIMER

The opinions and arguments documented in the report are exclusively those of the speakers, moderators and artists and not of any other individual or institutions, including Justice Adda and KAS. This report has been prepared in good faith on the basis of information shared during the conference, and with the intention of making it available to a wider audience.