**Priority Indicator 1: Proportion of those who have experienced a dispute in the past 12 months who have accessed a formal, informal, alternative or traditional dispute resolution mechanism and who feel it was just**

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| **Recommendations:** | The United Nations Technical Support Team  Sub-Group for Goal 16 and a Virtual Network on Indicators for Goal 16 (an online platform with more than 200 members from governments, NSOs, civil society, academia and other multilateral agencies) both recommend this indicator.  This is potentially a very informative objective indicator that directly captures the target’s intended outcome, which is people’s access to an effective dispute resolution mechanism – the heart of justice. Importantly, its focus goes beyond the formal justice sector. This indicator has been tested in several contexts and can be easily added to household surveys or national polling. |
| **Rationale and interpretation:** | This indicator is a sound measure for trust and confidence in the rule of law and access to justice systems. It captures experience in both civil and criminal law, and with state and non-state dispute resolution mechanisms. It seeks to drive an approach to the rule of law and access to justice which focuses not only on institutions, but on individuals’ experience of the justice system and on just outcomes.  The indicator measures the experience of those who had a dispute in accessing the justice system and whether that experience was considered fair. It also measures the process in terms of accessibility and quality of services, rather than the outcome. Whether a mechanism is "fair" is measured as reported by persons experiencing dispute, with a focus on the process of dispute resolution and not the outcome. Experience has shown respondents are able to separate outcome from the fairness of the process itself. The indicator covers the full spectrum of mechanisms for dispute resolution.  Governments will need to collect disaggregated data on performance to ensure that they are not discriminating in delivery of public services, governance, justice and rule of law. |
| **Examples of available data sources and methods of collection:** | **Origin of Data**: Household surveys  **Scope**: Data is available for 107 countries  **Source**:   * Government * Data from existing household surveys can be expanded and collected by the World Bank at the global level. |
| **References:** | Extensive data is collected by the World Justice Project, available at: <http://worldjusticeproject.org/sites/default/files/files/wjp_rule_of_law_index_2014_report.pdf> |
| **Disaggregation:** | Beyond existing binding commitments will need to be disaggregated along other dimensions including social group, income levels, location, for policymakers to properly assess progress on peace, justice for all and effective institutions  for all in society including the lowest quintile  All countries have ratified at least one human rights treaty obliging themselves to guarantee rights and freedoms without discrimination based on grounds including race, ethnicity, color, sex, age, language, religion, disability, migratory status, political or other opinion, national or social origin, property, birth or other status. |
| **Interlinkages with other goals and targets:** | 16.6, 16b |