



**JUSTICE CENTER
FOR LEGAL AID**

ANNUAL REPORT 2022

Introduction

For the last 14 years, the Justice Center for Legal Aid has dedicated itself to realizing its core vision of creating a society characterized by justice, where laws take precedence over all else. Rooted in the belief in its mission, the center strives to serve individuals whose circumstances have let them down, steadfastly committed to ensuring fairness and justice.

During 2022, JCLA provided 5,327 legal services to 3,360 female and 1,967 male beneficiaries in all jurisdictions of law. In terms of legal awareness, the center provided information on more than 14 prominent legal topics through its dedicated team, reaching out to various communities. The center conducted over 200 awareness sessions, responding to the needs of over 5,526 beneficiaries.

In regards to advocacy and capacity-building, the center diligently centered its activities on fulfilling its primary objective of constructing a comprehensive national legal aid system. This entailed conducting numerous proposals, meetings, collaborations, workshops with civil society institutions, law students, lawyers, and stakeholders.

1. Legal Services:

During 2022, JCLA had provided 5,327 legal services all over the country, as follows:

Type of Service	Male	Female	Total
Consultations	965	1,626	2,591
Case Management	573	730	1,303
Guided Self-Representations	209	698	907
Protection Hotline	43	133	176
DL Phone Advice	100	12	112
Lawyer Representations	25	74	99
Mediations	20	55	75
DL Visits	17	14	31
Accompaniments	7	13	20
External referrals	8	5	13
Total	1,967	3,360	5,327

1.1 Consultations:

This service is about providing beneficiaries with customized legal advice through sessions conducted by a well-trained lawyer. It includes a full review of the case, a review of the law, and a case merit review to form a legal opinion. The legal consultation provides every beneficiary with information about all available legal options; ensuring informed consent and enlightened choice of vulnerable women and girls on specific subject matters.

Legal consultations were provided in clinics in various locations outlined in the table below:

Location	Jordanian	Other nationalities	Palestinian	Syrian
Amman	72.9%	12%	3.8%	10.8%
Zarqa	81.2%	2%	5.8%	10.7%
Irbid	56.6%	4%	0.6%	38.6%
Mafraq	30.3%	3%		66.9%
Karak	43.5%	35%		21.8%
Jerash	47.3%	1%	35%	16.4%
Balqa	83.3%	4%	2.1%	10.4%
Tafileh	80%	3%		17.5%
Ma'an	36.1%	33%		30.5%
Aqaba	83.3%	0%	11.1%	5.6%
Madaba	77.8%	6%		16.6%
Ajloun	50%	25%		25%

The following table provides a detailed breakdown of jurisdiction of the 2591 consultations:

Jurisdiction	Total
Sharia	44.8%
Criminal	26.7%
Civil	24%
Administrative	4%
Christian Family Law	0.2%

1.2 Problem analysis & lawyer referral & basic information provision

Problem analysis involves a facilitator reviewing a person's legal matter and providing advice on how to proceed, and to help beneficiaries to understand their legal issues. Moreover, the information provision service includes providing the beneficiaries with basic legal information about simple administrative procedures such as issuing an ID, documentation, etc. Additionally, the lawyer referral service involves finding the right JCLA lawyer to meet the specific needs of the beneficiary.

JCLA provided 1,303 service in seven governorates for the following beneficiaries, as follows:

Location	Jordanian	Other nationalities	Palestinian	Syrian
Amman	71%	11.8%	2.7%	14.5%
Irbid	50.5%	2.5%	1%	46%
Zarqa	80.8%	1.6%	4.6%	13%
Karak	50%	18.4%		31.6%
Mafraq	28.4%	1.4%		70.2%
Jerash	58.5%		22.6%	18.9%
Tafileh	92%	4%		4%

56% of the beneficiaries were females, were 44% of them were males.

1.3 Guided Self-Representations

Guided self-representation entails a legal procedure where individuals, often without legal representation, receive a high level of assistance or guidance while navigating court proceedings. JCLA lawyers assist beneficiaries in maneuvering through legal processes, including drafting memoranda and written pleadings. Consequently, after each court hearing, beneficiaries maintain communication with JCLA to share updates and seek answers to their inquiries.

JCLA provided 907 guided self-representation services, as follows:

Gender	Egyptian	Jordanian	Other nationalities	Palestinian	Syrian	Total
Male	6	137	11	7	48	209
Female	1	534	17	36	110	698
Total	7	671	28	43	158	907

1.4 Protection Hotline and Duty Lawyer Phone Advice

This service is provided based on the Hotline Officer request. If identified as necessary by the Hotline Officer, a lawyer will accompany and support the beneficiary to the relevant government entities as the complex nature of the processes are daunting. Furthermore, and after working hours, a duty lawyer is available to provide legal consultations for the beneficiaries or accompany them to the JFPD to file a complaint.

JCLA provided those services for 288 beneficiaries in the following locations:

Location	Jordanian	Other nationalities	Palestinian	Syrian
Amman	60.3%	28 %	1%	10.8%
Irbid	66.7%	10%		23.3%
Zarqa	85%	10%		5%
Tafileh	36%			64%
Balqa	100%			
Ma'an	90%			10%
Jerash	100%			
Mafraq	25%	50%		25%
Karak	33%	67%		
Ajloun	100%			
Madaba				100%
Aqaba	100%			

1.5 Lawyer Representations:

This service generally refers to the legal representation provided by JCLA's lawyers or during court proceedings. Legal representation involves lawyers acting on behalf of the beneficiaries in court, presenting arguments.

During 2022, JCLA provided 1,006 representations (both lawyers led and guided self-representations) as follows:

Type of Service	Male	Female
Guided Self-Representations	23%	77%
Lawyer Representations	25%	75%

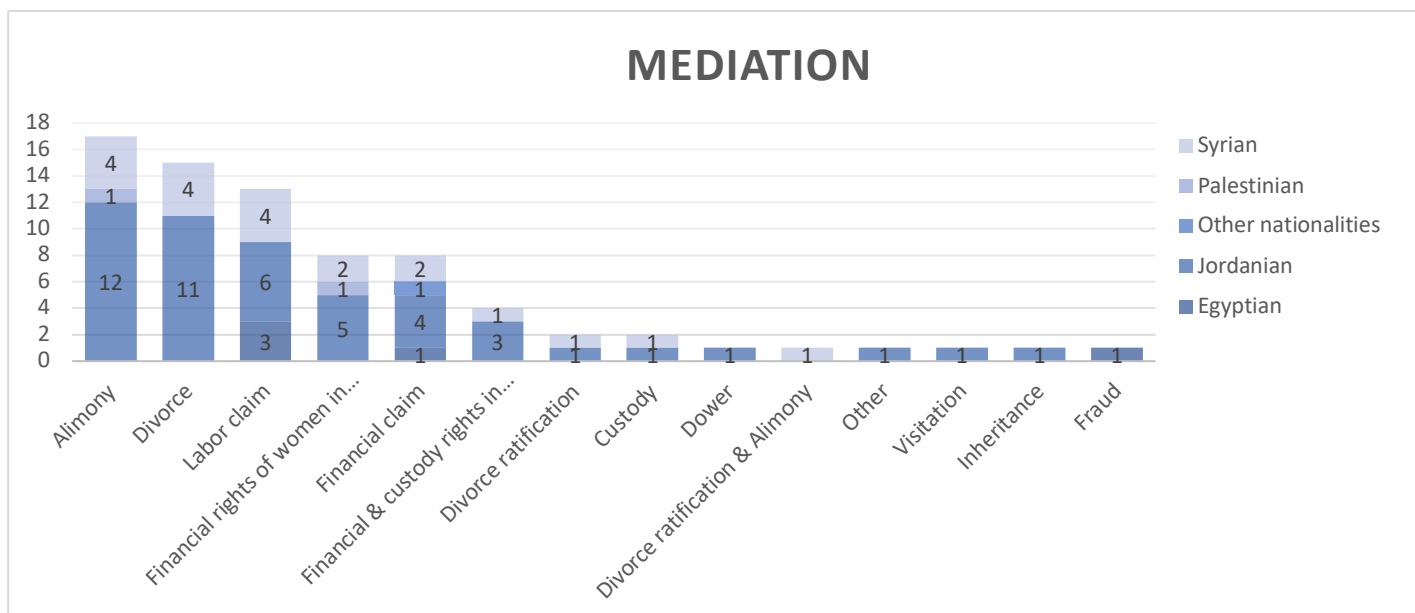
Representations were provided in 9 governorates as detailed in the table:

Location	Jordanian	Other nationalities	Palestinian	Syrian
Amman	80.2%	7%	4.1%	10.1%
Zarqa	84.7%	0.6%	4.3%	10.4%
Irbid	53.7%	3%		43.4%
Mafraq	28.3%			71.7%
Jerash	48%		42%	10%
Karak	60.9%	30%		8.8%
Tafileh	78.5%			21.4%
Balqa		100%		
Aqaba	100%			

1.6 Mediation:

This service is provided by JCLA lawyers to end disputes without going to court. This is particularly important in cases on behalf of victims of abuse. JCLA adopts a "Do No Harm" policy and makes sure that the mediation does not construe additional pressure on the victim / survivor to remain within the abusive relationship. However, in many cases, mediation will enable the beneficiaries to finalize legal cases without undue delay. For example, mediation services could end in signing settlement on alimony, or a divorce with favourable conditions where the victim does not sue but is granted her rights such as dowry. Such services save the beneficiary's time and help overcome their fear reluctance of litigation.

JCLA provided 75 mediation service led by a lawyer in the following topic, as follows:



1.7 Duty Lawyer Visit

This service is provided by JCLA lawyers; during and after working hours, a duty lawyer is available to provide legal consultations for the beneficiaries or accompany them to the JFPD to file a complaint and/or visit them at police stations to provide assistance or represent who are detained at police stations.

JCLA had provided 31 services in 4 governorates, as follows:

Location	Egyptian	Jordanian	Other nationalities	Syrian	Total
Amman	1	19	1	2	23
Irbid		4		1	5
Zarqa		2			2
Ma'an			1		1
Total	1	25	2	3	31

1.8 Accompaniment

The provision of legal support, and guidance to beneficiaries involved in a legal process. It involves a JCLA community facilitator assisting and advising throughout various legal procedures, such as administrative processes, filing case, and issuing ID cards.

JCLA provided this service for 13 females and 7 males in the following governorates, as follows:

Location	Jordanian	Other nationalities	Syrian	Total
Irbid	2		6	8
Karak	1	5		6

Mafraq			4	4
Jerash			2	2
Total	3	5	12	20

1.9 External Referrals:

When facilitators determine that a beneficiary requires a service not offered by JCLA, such as medical services, JCLA community facilitators will direct them to one of our partner organizations that can provide the necessary service.

External referrals were provided in 5 governorates as detailed in the table:

Location	Jordanian	Other nationalities	Syrian
Karak	40%	40%	20%
Tafileh	50%	50%	
Mafraq			100%
Irbid			100%
Amman		100%	

2. Awareness Services:

During 2022, JCLA implemented 219 awareness sessions and activities on various topics through contracted trainers and coordinators.

In terms of awareness topics, JCLA conducts its educational activities by aligning with criteria related to assessing societal needs. This includes conducting special evaluation sessions or focusing on commonly encountered legal issues in consultations within a specific geographic area. The topics for awareness sessions are determined based on both the societal needs and the fixed subjects such as introducing legal assistance and rights access.

JCLA had conducted awareness sessions regarding the following topics:

Topics	Sessions	Beneficiaries	Male	Female
Worker's rights and duties	150	3,391	1,360	2,031
Employer's rights and duties	28	429	189	240
Cybercrimes	8	702	231	471
Domestic violence protection	8	159	4	155
Cyber safety	6	240	63	177
Children in conflict with the law	4	56	11	45
Early marriage	3	72	0	72
Debt issues	3	72	0	72
Labor Law	3	188	120	68
Bullying	2	83	48	35
Marriage rights	2	39	0	39
Legal day	1	68	26	42
Divorce	1	27	0	27
Total	219	5,526	2,052	3,474

The below table shows the nationality of beneficiaries as per every topic, as follows:

Topics	Sessions	Beneficiaries	Jordanian	Syrian	Palestinian	Other
Worker's rights and duties	150	3,391	52%	23%	1%	24%
Employer's rights and duties	28	429	89.7%	9.3%	0	1%
Cybercrimes	8	702	69.5%	9.4%	1.7%	19%
Domestic violence protection	8	159	52.8%	41.6%	0	6%
Cyber safety	6	240	92%	0	5.4%	3%
Children in conflict with the law	4	56	89.3%	3.6%	5.3%	2%
Early marriage	3	72	76.4%	16.6%	4.2%	3%
Debt issues	3	72	87.4%	4.2%	5.6%	3%
Labor Law	3	188	86.7%	1.6%	0	12%
Bullying	2	83	97.6%	1.2%	0	1%
Marriage rights	2	39	97.4%	2.6%	0	0%
Legal day	1	68	9%	70.5%	0	21%
Divorce	1	27	100%	0	0	0%

As for the social media campaigns, JCLA had conducted five social media campaigns, reaching around 482,514 beneficiaries, as follows:

Topics of the Social Media Campaigns	Number reached of Beneficiaries
Cyber safety, cybercrimes, bullying, and home-based businesses	150,000
The rights of the elderly	141,665
Signature liability	33,000
Protection against violence	140,600

Fair trial standards	17,249
Total	482,514

3. Advocacy:

Through coordination and collaboration with partners and relevant entities, the advocacy department focuses on the fundamental mission of JCLA in establishing a national, comprehensive, and sustainable legal aid system in Jordan. The department implements various activities aimed at creating the national system, including conducting studies, proposing legislative amendments, supporting institutional capacities, and building, activating, and developing strategic partnerships with various relevant entities involved in the national legal aid system.

The following table demonstrate the achieved activities during 2022:

Type of Activity	Date	Topic
Training Workshop	1/5/2022	Best practices governing detention and arrest procedures
	2/2/2022	interventions of the family protection department (JFPD) in cases of domestic violence
	Feb 2022	Pre-trial rights in state security cases
	2/8/2022	Harmony of the criminal justice system with the protection system
	2/13/2022	Pre-trial rights in state security cases
	2/20/2022	Access to justice and guarantees of fair trial
	2/20/2022	
	3/8/2022	Protection
	3/8/2022	Best practices governing detention and arrest procedures
	3/30/2022	Livelihoods and tenancy law
	5/1/2022	Criminal defense lawyers training: legal aid and right to attorney
	5/2/2022	Criminal defense lawyers training: legal aid and right to attorney
	5/11/2022	Legal aid procedures
	5/22/2022	Legal aid procedures
	6/2/2022	Pre-trial rights
	6/24/2022	Penal law amendments
	8/2/2022	Pre-trial rights
8/21/2022	Legal trainings with law graduates' apprentices and JCLA legal consultants	

	8/29/2022	Legal trainings with law graduates' apprentices and JCLA legal consultants
	9/12/2022	Legal trainings with law graduates' apprentices and JCLA legal consultants
	11/2/2022	Pre-trial rights
	14/2/2022	Pre-trial rights
	15/2/2022	Pre-trial rights
	17/2/2022	Pre-trial rights
	5-16/6/2022	Juvenile justice system
Roundtable Discussion	25/2/2022	Legal guarantees for individuals during state security court proceedings
	6/8/2022	Amendments to the legal aid by-law system
	7/8/2022	Amendments to the legal aid by-law system
	19/9/2022	Ensuring accessibility to the justice system
	7/11/2022	The role of media in enhancing protection for the elderly.
	12/11/2022	The elderly rights: a forgotten right
	29/11/2022	Legal challenges and issues that the worker and employer in the agricultural sector face
	18/12/2022	Key challenges and problems faced by agricultural workers
	21/12/2022	Challenges of civil society organizations in the protection system
	22/12/2022	Judicial applications of the agricultural workers system for the year 2021.
	25/12/2022	Women's challenges to access the protection system
Procedural guidelines manual and Policy Papers	22/6/2022	Documenting juvenile detention procedures
	24/6/2022	National protection system in regard to administrative detention in Jordan
	1/10/2022	General policies for the development of the legal aid system in Jordan
	18/11/2022	Enhancing equality for the elderly
	1/12/2022	Beyond the numbers: rule of law in Jordan
	5/12/2022	Unveiling barriers: refugees' barriers for their rights in Jordan
National Conference	24/10/2022	Legal Aid Conference

Main Advocacy Highlights:

1- The Legal Aid National Conference:

Under the auspices of Wafaa Bani Mustafa, the Minister of State for Legal Affairs, JCLA hosted a national legal aid conference on August 24, 2022. The primary objective of the conference was to facilitate a comprehensive national dialogue aimed at organizing and enhancing the legal aid system and mechanisms in Jordan. Additionally, the event sought to chart a roadmap for establishing a national legal aid system that encompasses all relevant stakeholders and expands its reach to ensure accessibility for all. The conference drew significant attendance, with over 200 participants, including representatives from government bodies such as the Ministry of Justice, the Ministry of Interior, the Ministry of Social Development, the Judicial Council, public security departments, and the military judiciary. Noteworthy participants also included lawyers, experts, academics, deans of law faculties, and representatives from civil society organizations.



The conference concluded with several key recommendations. Foremost among them was the call for the adoption of a comprehensive strategic plan aimed at establishing an independent body to regulate legal aid and create a national legal aid fund. Pending the realization of this objective, there was a recognized need to amend the existing legal aid system to encompass special courts, including State Security, and to actively work towards expanding these services. Participants underscored the role of the Bar Association as a key and effective partner in organizing legal aid, emphasizing the necessity of strengthening awareness and advocacy campaigns to highlight the importance of enabling vulnerable groups and ensuring their access to legal aid.



2- The role of the Juvenile Justice system in fighting organized crime and crimes against state security – Dialogue Session:

JCLA conducted a dialogue session in cooperation with the Directorate of Military Justice focused on strengthening legal guarantees for juveniles, particularly during preliminary investigations and trial proceedings. It emphasizes the importance of equal legal opportunities in juvenile cases, emphasizing the

right to effective defense, legal aid, and child-friendly justice procedures. The workshop delved into activating the Juvenile Law at the State Security Court, reviewing strategic themes and programs, and discussing national efforts to combat juvenile crimes. Additionally, it addressed the holistic approach to counter child recruitment and exploitation by extremist groups, proposing a national strategy and advocating for coordinated efforts. The workshop aimed to guide future actions in juvenile justice and counterterrorism initiatives.

3- Juvenile's Pre-trial Rights in State Security Cases – Training workshops:

In partnership with the Military Judiciary Directorate and the Narcotics Control National Committee, JCLA organized two workshops in Amman focused on "Juvenile's Pre-trial Rights in State Security Cases.". The workshops targeted the specific training needs of 15 judges from the Military Judiciary Directorate, addressing aspects of pre-trial rights in state security cases. Comprising nine sessions, the workshops covered diverse topics ranging from the constitutional and legal foundations of the State Security Court to international standards and guidelines for juvenile justice. By integrating theoretical knowledge with practical insights, the workshops effectively equipped participating judges with the necessary tools to navigate complexities in juvenile cases within the realm of state security. This initiative aligns with the overarching goal of advancing fair trial guarantees and ensuring adherence to international standards.

4- Juvenile Justice System – Training workshop:

JCLA, in collaboration with the Juvenile and Family Protection department, conducted a comprehensive ten-day training workshop on the "Juvenile Justice System" for Anti-Narcotics Department officers. Aligned with recommendations from dialog sessions with government entities, the workshop aimed to enhance participants' understanding of child-friendly justice, restorative justice, and case management methodologies. The training covered diverse topics such as professional ethics, child-friendly justice standards, principles of an effective events justice system, and modern investigative techniques. It also delved into police procedures promoting alternative solutions, restorative justice programs, and non-custodial alternatives. The workshop concluded with sessions on conflict resolution, reconciliation, mediation, and psychological aspects of settlement procedures. This initiative contributes to national priorities in combating terrorism and drug crimes.

5- Elderly rights are not Invisible – Dialogue Session:

On December 12, 2022, JCLA organized a roundtable dialogue session, "Elderly rights are not Invisible". The main objectives included presenting a policy paper on the rights of older persons by JCLA's executive director, Ms. Hadeel Abdel Aziz, and a presentation by HelpAge International in Jordan. The outcomes and recommendations emphasized advocating for anti-discrimination legislation, improving daycare centers' effectiveness, creating age-appropriate programs, accommodating older persons' needs in institutions, raising awareness through media, providing essential care and alternative accommodation, establishing a state pension, fostering wellbeing, minimizing restrictive practices, and protecting human rights through data collaboration between civil society organizations and the Department of Statistics. This initiative highlights the commitment to address the rights and welfare of older individuals.

6- Ensuring Accessibility to the Justice System – Dialogue Session:

In a roundtable discussion held on September 19, 2022, the focus was on the significance of legal aid and lawyers' responsibility to ensure justice system accessibility. The three sessions covered the importance of

legal aid, JCLA's role in bridging gaps for vulnerable individuals, and the responsibility of lawyers in providing access to this fundamental right. The objective was to enlighten the younger generation of lawyers about national protection realities, fostering a culture of volunteering and pro bono work.

7- Legal Aid Procedures – Training workshops:

JCLA, in collaboration with the Jordanian Ministry of Justice, conducted two training workshops on "Legal Aid Procedures" for court liaison officers. The first, held in Amman, and the second, was held in Irbid. Both workshops covered sessions on legal aid requests, eligibility studies, lawyer appointments, follow-up procedures, and fee disbursement. The events collectively involved 30 participants, fostering positive attitudes toward enhancing the provision of legal aid services in courts.

4. Challenges:

Since its establishment in 2008, JCLA has been steadfast in its commitment to advancing access to justice through the provision of legal aid services, legal literacy programs, and advocacy initiatives, with a specific focus on safeguarding the rights of vulnerable individuals.

The organization's resilience has been put to the test in recent years, beginning with the onset of the COVID-19 pandemic in 2020. This global crisis resulted in a reduction in funding for JCLA, notably impacting its legal services unit. The situation was further complicated by a shift in donors' priorities triggered by the Russia-Ukraine War and a general donor fatigue stemming from the prolonged refugee crisis.

In response to the diminished resources, JCLA initiated an initial resizing of its operations and structure. This strategic adaptation involved a heightened reliance on paralegals, the introduction of self-litigation support schemes, and the training of lawyers in mediation. Despite the challenges, JCLA persisted in operating a hotline for detention, recognizing its pivotal role in the protection of human rights.

Complicating matters were delays in foreign funding approvals by the government and a broader economic crisis. The depreciation of the Euro and other European currencies significantly impacted JCLA, resulting in a 20 to 25% loss in the value of multiple projects undertaken by the organization.

The culmination of these challenges reached a critical point with the international economic crisis and a decrease in exchange rates. Consequently, JCLA experienced additional financial strain, leading to outstanding payments to the tax department and the social security corporation, accompanied by fines and penalties.

Despite these formidable challenges, JCLA maintains its status as a trusted Civil Society Organization partner, with its impact, efficiency, and effectiveness garnering the respect and confidence of various donors. However, the organization has grappled with a funding gap of 185k JDs and cash flow issues due to delays in project start dates and government approvals. The prolonged nature of these challenges has resulted in some team members resigning, posing a risk to the core team.

In response to these challenges, JCLA has sought assistance from donors through emergency grants to bridge its financial gap, settle its tax and social security dues, and ensure its ability to receive grants currently in the pipeline. This support is vital for JCLA to continue providing legal aid services to vulnerable individuals, advocating for their protection and access to justice, and considering revisions to its structure and strategic direction.

5. Awards:

In a notable recognition of our steadfast commitment to human rights and the rule of law, the Executive Director of JCLA, Hadeel Abdel Aziz, has been bestowed with the Franco-German Prize for Human Rights and the Rule of Law. This award, conferred by the Ministers of Foreign Affairs of Germany and France, serves as a commendation for individuals who strive, often amid challenging and perilous circumstances, to fortify and protect human rights globally. The recognition of Ms. Abdel Aziz is significant, given her instrumental role in leading the Justice Center for Legal Aid and providing essential access to justice for Jordan's most vulnerable citizens.

The commendation from the German Ambassador to Jordan, Bernhard Kampmann, underscores Ms. Abdel Aziz's dedication to the rule of law and her pivotal contribution to transforming JCLA from a modest organization into a sustainable national model of justice. This accolade not only highlights the impact of JCLA within the Jordanian legal system but also reaffirms JCLA's commitment to championing and safeguarding human rights, especially for women and girls.