

**Schedule 1: Performance Targets Matrix, Office of the Judiciary Ombudsman Unit**

OFFICE OF THE JUDICIARY OMBUDSMAN INDICATORS	Unit Of Measure	Weight	Baseline		Target
A. CORE MANDATE - COMPLAINTS HANDLING			Actual	%	
1. Reported Missing court files actioned – percentage of reported missing court files addressed.	%	5		100	100
2. Reported cannibalized court files actioned – percentage of report cannibalized court files addressed.	%	4		100	100
3. Reported corruption cases actioned -Percentage of reported corruption cases actioned.	%	7		100	100
4. Reported Delayed Judgments actioned- Percentage of reported delayed judgments and rulings delivered/ referred to JSC for further action.	%	6		100	100
5. Report delayed cash bail refunds actioned -Percentage of reported delayed cash bails addressed.	%	5		100	100
6. Reported delayed orders actioned- Percentage of reported delayed orders addressed.	%	3		100	100
7. Reported complaints on slow service and poor service actioned- Percentage of reported complaints on slow services resolved.	%	5		100	100
8. Reported delay payments to suppliers- Percentage of reported delayed payments to suppliers addressed.	%	2		-	100
9. Reported Internal Judiciary Complaints actioned- Percentage of reported internal judiciary complaints resolved	%	4		100	100
10. Improve the success rate of solving complaints	%	6		0	90
11. Assessment of courts compliance in dealing with mal-administration of justice	No	3		67	75
12. Public Engagement and Sensitization	%	4		67	90
13. Timely communication of complaints resolutions / recommendations	%	3		100	100
SUBTOTAL		70			
B. FINANCE PERSPECTIVE					
1. Compliance with the budget	%	5		99	100
2. Utilization of allocated funds	%	5		-	100
3. Implement Audit Reports Recommendations	%	-	-	-	-
SUBTOTAL		10			
C. CUSTOMER PERSPECTIVE					
1. Compliance with Service Delivery Charter standards	%	5		67	100

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SUBTOTAL		5			
D. INNOVATION AND LEARNING PERSPECTIVE					
1. Service delivery Innovations	No.	5		0	1
2. Competency Development	No	5		9	9
SUBTOTAL		10			
E. INTERNAL PROCESSES					
1. Corruption Eradication	Report	2		1	1
2. Improve Employee wellness and	Report	2		1	1
3. Implementation of recommendations of employee& work environment	Report	1		-	1
SUBTOTAL	%	5			
GRAND TOTAL.		100			

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