

Cover page



Psychological first aid session in the Middle Area/Gaza Strip ©Sawasya

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**Title: Sawasya III: Reinforcing Equal Access to Justice for all Palestinians
2024 Annual Report
January – December 2024**

Sawasya III logo including the logos of the donors

The UNDP, UN Women and UNICEF Joint Programme '*Sawasya III: Reinforcing equal access to justice for all Palestinians*' is implemented in partnership with the Government of the Netherlands, Canada, Sweden – Swedish International Development Cooperation Agency (SIDA), Spain - Spanish Agency for International Development Cooperation (AECID) and the European Union (EU).

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LIST OF ACRONYMS

ADR	Alternative Dispute Resolution
A2D	Alternatives to Detention
AG	Attorney General
AGO	Attorney General's Office
CAT	Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
CBO	Community-Based Organization
CEDAW	Convention on the Elimination of All Forms of Discrimination Against Women
COGAT	Coordination of Government Activities in the Territories
COM	Council of Ministers
CRC	Convention on the Rights of the Child
CSO	Civil Society Organization
EJ	East Jerusalem
EUPOL COPPS	EU Police Coordinating Office for Palestinian Police Support
FJPD	Family and Juvenile Protection Department
FJPU	Family and Juvenile Protection Unit (PCP)
GBV	Gender-Based Violence
GLC	Gender Legislative Committee
GPC	General Personnel Council
GoI	Government of Israel
GoP	Government of Palestine
GRM	Gaza Reconstruction Mechanism
HJC	High Judicial Council
ICHR	Independent Commission for Human Rights
IG	Inspector General (PCP)
IS	Internal Security (PCP)
JAL	Judicial Authority Law
JSS	Justice Sector Strategy
LAB	Legislative Advisory Bureau
LoA	Letter of Agreement
LHC	Legal Harmonization Committee
M&E	Monitoring and Evaluation
MENA	Middle East and North Africa
MOH	Ministry of Health
MOI	Ministry of Interior
MOJ	Ministry of Justice
MOSD	Ministry of Social Development
MOWA	Ministry of Women's Affairs
OPT	Occupied Palestinian Territory
OSC	One Stop Centre
PA	Palestinian Authority
PBA	Palestinian Bar Association
PCBS	Palestinian Central Bureau of Statistics

PCP	Palestinian Civil Police
PG	Palestinian Government
PJI	Palestinian Judicial Institute
PMF	Palestinian Maintenance Fund
PMO	Prime Minister Office
PPMU	Planning and Project Management Unit
PSL	Personal Status Law
PwDs	People with disabilities
RAP	Results Action Plan
RRC	Rehabilitation and Reform Center
SJD	Supreme Judge Department
SOP	Standard Operating Procedures
SRF	Strategic Results Framework
TOR	Terms of Reference
ToT	Training of trainers
UN	United Nations
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
UNDP	United Nations Development Programme
VAW	Violence Against Women
VAW SPPs	Specialized Public Prosecutors on Violence against Women
WPC	Women's Protection Counsellors
WwDs	Women with disabilities

FOREWORD

In a year of immense hardship, the joint programme Sawasya III, implemented by UNDP, UN Women, and UNICEF, remained committed to its goals to reinforce access to justice for all Palestinians. The challenges of 2024—intensifying movement restrictions and economic struggles in the West Bank, alongside the war and humanitarian crisis in Gaza—made our mission more urgent than ever. As legal systems and institutions faced unprecedented pressure, our collective efforts remained focused on ensuring that justice remained accessible, particularly for those most marginalized groups including women, children and people with disabilities.

Despite the difficult circumstances, Sawasya III made tangible progress in strengthening justice institutions, expanding legal aid, integrating human rights and gender justice principles into judicial practices. Our work, in partnership with dedicated civil society organizations, academic institutions, and justice sector stakeholders, enabled thousands of Palestinians—particularly women and children—to access legal representation, protection, and psychosocial support. The establishment of specialized services for women victims and survivors of violence within key justice institutions, the enhancement of child justice frameworks, and the recognition of digital justice innovations on the global stage were milestones that reinforced our commitment to a more accessible legal system.

The following sections of the 2024 annual report offer a detailed examination of these accomplishments, demonstrating the programme's profound impact on the lives of Palestinians, particularly women and children, during a time of extraordinary hardship. It is a testament to the programme's adaptability, resilience, and unwavering commitment to ensuring equal access to justice for all Palestinians.

Finally, Sawasya's achievements would not have been possible without the invaluable support of our donors, the steadfast commitment of national stakeholders, and the dedication of civil society organizations, whose partnerships have been instrumental in our achievements. I would like to express my deepest gratitude to each of them for their unwavering support and collaboration in reinforcing access to justice for all Palestinians.

Simon Ridley
Joint Programme Manager

Infographic:

Overview of Sawasya III: Mapping Key Activities

Key interventions: Integrated Justice Provision, Digital Integration, Child and Gender Justice Reform and Enhancing Women's Access to Justice.

Ramallah

- One Stop Centre.
- Develop legal aid law and national legal aid system.
- Support the police electronic complaints processing system.
- Establish ADR Taskforce.
- Reactivate Serious Case Review mechanism.
- Rehabilitate Administrative Court premises.
- Rehabilitate Appeal and Anti-Corruption Court.
- Manage case conference phase.

Supreme Judge Department:

- Develop Code of Ethics and SoPs for arbitrators.
- Strengthen the capacity of the media department.
- Enhance the capacity of the Sharia Prosecution.
- Strengthen sharia councillors' ability to address children's needs.
- Review the SoP of the counselling unit to meet children's needs.
- Create a helpline for children and women in Sharia courts.

Attorney General's Office:

- Revision of the Family Prosecution SoPs.
- Enhance the capacity of the Gender Unit.
- Partner with Birzeit, Al-Quds, An-Najah, and Birzeit Universities Legal Clinic for law student capacity-building.
- Institutionalize mediation at Juvenile Prosecution for child detention alternatives.
- Capacity building for juvenile prosecutors on children at risk

Palestinian Judicial Institute:

- Fund training of court judges at the Palestinian Judicial Institute.

Ministry of Social Development:

- Provide capacity building for child protection counsellors.
- Institutionalize supervision to ensure quality assurance mechanisms.
- Scale up alternatives to detention across the WB.
- Strengthen the capacities of Women's Protection Counsellors.

High Judicial Council:

- Advocacy on the institutionalization of the referral of VAW cases in courts.
- The Revision of the VAW judiciary SoPs.
- The establishment of the Female Judges and Female Prosecutors Forum.
- Strengthening the capacities of the Gender Unit.

Ministry of Justice:

- Strengthening the capacities of the Gender Unit.
- Supporting the Ministry of Justice to develop a plan for the justice sector in Gaza.

Nablus

- One-stop Centre.
- Support the PCP-CSOs accountability taskforce activities.
- Support Universities to strengthen the professional capacities of legal aid clinics.
- Support a rapid assessment on community-based protection for children

Hebron

- One stop Centre
- Support the Judicial Police in improving their offices infrastructure.
- Support the functioning of the Hebron and Tarqoumia courts.

Jenin

- Rehabilitate Jenin Courts' security scanning room
- Rehabilitate the MOJ justice services centre.
- Support legal aid and MHPSS for children at risk amid emergency in Jenin.

East-Jerusalem

- Train key actors on informal and alternative justice mechanisms.
- Support CSOs in providing legal aid and awareness services.
- Provide legal aid and gender-responsive services for workers, women survivors of violence, and detained children.
- Improve the professional capacity of legal aid clinics.

Across West Bank

- Advocate for FPB and gender-responsive legislation.
- Provide psychosocial support and vocational training to female inmates.
- Provide legal aid and psychosocial support to women.
- Document femicide cases.
- Facilitate and strengthen coordination and cooperation between VAW service providers across the justice, security and social sectors.
- Strengthen the capacities of the Gender Units at the Justice and Security Sectors.
- Training of service providers providing services to women victims and survivors of violence.
- Advocate for women's effective representation in decision making positions.
- Training for public and key actors on informal/alternative justice mechanisms.
- Support the Palestinian Maintenance Fund (PMF).
- Improve Judicial Police capacity-building.
- Enhance e-justice.
- Support the helpline to ensure accessibility of services.
- Reactivate the Serious Case Review team.
- Provide holistic legal aid for children, including psychosocial support and case management.
- Support reintegration and rehabilitation programs for children.
- Scale up alternatives to detention for children.
- Assess disability inclusiveness for children at FJPU.

- Build the capacity of child protection and justice workers for child-friendly interventions.
- Conduct positive parenting sessions.
- Institutionalize supervision and stress-relief activities.
- Support the institutionalization of inspection on children's placements.
- Draft legal procedures for children at risk guidelines.
- Review the child safeguarding policy for childcare centers.

Gaza Strip

- Assessment on the impact of the war on women's access to justice.
- Study on the impact of the war on the justice sector.
- Provide community leaders/groups with gender awareness initiatives.
- Provide legal aid and psychosocial support to women.
- Advocate for the issuance of gender responsive decrees at Sharia courts in Gaza.
- Document human rights violations against women.
- Support birth registration process for children.
- Support the drafting of technical guidance on birth registration for children
- Legal awareness sessions for displaced people.
- Legal services and documentations for displaced women.

Infographic: Interventions by partner CSOs

1. Universities including legal clinics

- **Provide legal aid through consultation and advice:** West Bank: Nablus, Old Askar Camp, Balata Camp, Bethlehem, Hebron, Jericho, Al Ghawa, Ramallah, Al-Bireh, Jenin, Tulkarm, Al-Fara 'a Camp. East Jerusalem: Old City, Shu'fat refugee camp, Kufur Akab.
- **Represent beneficiaries in court:** East Jerusalem: Old City, Shu'fat refugee camp, Kufur Akab.
- **Enhance legal awareness:** West Bank: East Jerusalem, Ramallah, Nablus, Old Askar Camp, Balata Camp, Bethlehem, Hebron, Jericho, Al Ghawa, Al-Bireh, Jenin, Tulkarm, Al-Fara 'a Camp.
- **Develop and deliver legal clinic courses to students:** Birzeit, Nablus, Jerusalem.
- **Conduct (field) research:** Jerusalem, surrounding villages: Bethany, Abu Dis and East Sawahre. The outskirt of southeast of Jerusalem which include 18 Bedouin communities.
- **Advocate on legal issues such as human rights:** across the whole WB, including EJ.

2. Alternative Dispute Resolution

- **Awareness campaigns and promotion:** Across WB including Ramallah, Jericho, Hebron2, East Jerusalem, Salfit, Tubas, Jenin, Tulkarem, Hebron, Nablus, Qalqilyah and Area C.
- **Train practitioners:** Across WB including Ramallah, Jericho, Hebron2, East Jerusalem, Salfit, Tubas, Jenin, Tulkarem, Hebron, Nablus, Qalqilyah and Area C.
- **Advocacy for legislative reforms/development:** Across WB.
- **Provide direct ADR sessions between parties:** East-Jerusalem
- **Referral of cases:** Across WB including Ramallah, Jericho, Hebron2, East Jerusalem, Salfit, Tubas, Jenin, Tulkarem, Hebron, Nablus, Qalqilyah and Area C.

3. Legal aid and awareness

- **Provide beneficiaries with direct legal aid through consultation and advice:** Area C, Jenin, Tubas, Nablus, Ramallah, Jericho, Bethlehem, Hebron, Jerusalem (Atarot, Sur Baher, Al-Tour and Kufr Aqab, Silwan, Shu'fat Refugee Camp, Jabal Al-Mukaber, Issawiya) and Jerusalem J2.
- **Present beneficiaries in court:** East Jerusalem (Atarot), Area C, Tubas, Hebron, Bethlehem, Ramallah, Nablus.
- **Enhance legal awareness:** Jerusalem (Sur Baher, Al-Tour, Kufr Aqab, Atarot), Area C, Tubas, Hebron, Jenin, Qalqilia, Tubas, Tulkarem, Jerusalem J2, Nablus.
- **Psychosocial support:** Jerusalem (Sur Baher, Al-Tour and Kufr Aqab)
- **Referral of cases:** Jerusalem (Sur Baher, Al-Tour and Kufr Aqab)
- **Conduct (field) research:** EJ (Atarot) and Area C.

4. Access to Justice for Women

- **Provide beneficiaries with direct legal aid through consultation and advice:** Jerusalem, Ramallah, Hebron, Bethlehem and Area C.
- **Enhance legal awareness:** Jenin, Nablus, Tulkarm, Qalqilya, Ramallah, Hebron and Bethlehem, Jerusalem and Area C.

- **Provide mental health and psychosocial support:** Jerusalem, Ramallah, Bethlehem, Jericho, Nablus, Jenin, Hebron, Tulkarm, Qalqilya and Area C.
- **Referral of cases:** Jenin, Nablus, Tulkarm, Qalqilya, Ramallah, Hebron, Bethlehem and Area C.
- **Promote gender-responsive services and institutional capacity:** Ramallah, Jericho, Nablus, Jenin, Hebron, Jerusalem, Bethlehem and Area C.
- **Specific support for women in rural areas:** WB northern governorates especially in Jenin Refugee Camp, Tulkarm, and Tubas.
- **Specific support for female inmates:** Ramallah, Jericho, Nablus, Jenin, Hebron.
- **Sports and recreational activities:** Ramallah, Jericho, Nablus, Jenin, Hebron and Bethlehem.
- **Economic rehabilitation and vocational Support:** Ramallah, Jericho, Nablus, Jenin and Hebron.

5. Access to Justice for Children:

- **Provide beneficiaries with direct legal aid through consultation and advice:** Across West Bank (11 governorates), including area C, H2, H1, as well as all the refugee camps. Across the West Bank (11 governorates), including area C, H2, H1, as well as all the refugee camps. Not Jerusalem.
- **Represent beneficiaries in court:** Across West Bank (11 governorates), including area C, H2, H1, as well as all the refugee camps. Not Jerusalem.
- **Enhance legal awareness:** Across the West Bank (11 governorates), including area C, H2, H1, as well as all the refugee camps.
- **Advocate for child justice:** Across the West Bank (11 governorates), including area C, H2, H1, as well as all the refugee camps.
- **Provide mental health and psychosocial support:** Across WB (11 governorates), including area C, H2, H1, as well as all the refugee camps.
- **Referral of cases:** Ramallah, Bethlehem, Jerusalem, Tulkarem, Jenin, Nablus, Tubas, Salfit, Hebron, Jericho.
- **Conduct (field) research:** Ramallah, Bethlehem, Jerusalem, Tulkarem, Jenin, Nablus, Tubas, Salfit, Hebron, Jericho
- **Capacity building and empowerment of care givers:** Across the West Bank (11 governorates), including area C, H2, H1, as well as all the refugee camps.
- **Develop child protection diploma programmes:** Across the West Bank (11 governorates), including area C, H2, H1, as well as all the refugee camps.
- **Build the capacity of judges, lawyers, prosecutors, and law students to strengthen juvenile justice laws:** Ramallah, Bethlehem, Jerusalem, Tulkarem, Jenin, Nablus, Tubas, Salfit, Hebron, Jericho, Nablus and Bethlehem.
- **Implement reintegration programmes for children:** Across the West Bank (11 governorates), including area C, H2, H1, as well as all the refugee camps. With special focus on rural areas and refugee camps.
- **Accessibility adaptation for FJP:** Ramallah

EXECUTIVE SUMMARY

This report outlines the key achievements of the Joint UNDP, UN Women, UNICEF Programme, “Sawasya III: Reinforcing Equal Access to Justice for All Palestinians,” from 1 January to 31 December 2024. During this period, Palestine faced significant challenges, including severe movement restrictions in the West Bank and an escalating humanitarian crisis in Gaza. These conditions severely impacted access to justice and complicated efforts to strengthen the rule of law.

In the West Bank, intensified military operations, increasing settler violence, and restrictive movement severely disrupted daily life, limiting access to courts, legal assistance, and protective services, particularly for vulnerable populations, including women and children. Concurrently, the war on Gaza caused extensive destruction of judicial infrastructure, police stations, and detention centres, dramatically weakening access to essential legal protections. Women were disproportionately affected, experiencing increased violence, spouses and children disappearance or killing, and many losing vital legal and civil documentation, further restricting their access to rights and humanitarian assistance. Children face the highest price and face increased risks of violence, exploitation, abuse, separation, and psychological trauma due to damage to protection and justice services and educational facilities. Furthermore, the rule of law sector in Palestine continued to be significantly affected by the ongoing budgetary crisis facing the Palestinian Authority, which has resulted in delayed salary payments and reduced financial support to justice institutions, thereby undermining their operational capacity and long-term sustainability. These fiscal challenges are compounded by severe restrictions on movement and access, which limit coordination between justice actors and hinder the delivery of legal services. The ongoing war in Gaza, coupled with a prolonged strike by the Palestinian Bar Association, has further disrupted the justice system, contributing to a sharp increase in case backlogs and delayed access to justice for citizens.

Despite these challenges, Sawasya III achieved notable results in 2024. In total, 59 civil society organizations (CSOs) and universities operating across the West Bank, including East Jerusalem and Gaza, were placed on the Sawasya roster to expand services in legal representation, consultation, legal awareness, and psychosocial support. Of these, 30 CSOs were contracted directly by Sawasya III. Through these partnerships, targeted legal aid, legal awareness sessions and psychosocial services were delivered, benefiting women and children directly, including children in the West Bank who received essential legal counselling and representation.

In strengthening children’s justice, Sawasya III supported the development of comprehensive judicial inspection guidelines and a toolkit aligned with international human rights standards and national legislation. This toolkit provided judges with structured methodologies, practical inspection checklists, standardized reporting formats, and follow-up mechanisms, significantly enhancing accountability and consistency in evaluating the well-being of children in care or detention. The programme also provided specialized professional diplomas to frontline personnel from Ministry of Social Development (MoSD), Family and Juvenile Protection Unit (FJPU), High Judicial Council (HJC), and Supreme Judge Department (SJD), enhancing institutional capacity to safeguard children's rights. In the Gaza Strip, the programme

supported para-legal services for families to obtain birth certificates for children to ensure legal identity protection, and access to services.

Enhancing women's access to justice is a core focus of the programme in 2024, the main justice and security institutions were supported to review and amend the VAW Specialized services SoPs in line with the amended National Referral System, which included components related to women with disabilities. This support was vital to increase the gender - responsiveness of the services provided to women, and to ensure that those services are aligned with the rights of women with disabilities. In line with this, national partners under the leadership of the MoSD revised and amended the Case Conference Manual and included a component on the management of cases of women with disabilities. Moreover, a coordination platform between service providers was established to enhance coordination and cooperation between service providers providing services to battered women.

Acknowledging the fact that women are the main beneficiaries of the Sharia courts, the programme continued its support to the SJD at different levels. These included the development of the SoPs for the helpline; the initiation of the work on the code of ethics and SoPs for arbitrators to enhance women's access to justice, particularly in spousal discord cases; the support to Sharia court to run the courts at Hebron and Tarqumia to respond to the challenges that Sharia courts faced due to closure of the main court in Hebron and the restrictions on movements between cities and districts. Moreover, the year 2024 marked a milestone for women's access to justice, as after many years of advocacy, the programme succeeded in 2024 in influencing the Chief Justice decision in approving the institutionalization of VAW services to women in courts, which will ensure that women's cases in courts are managed only by VAW judges. The FJPU at the PCP were supported to conduct an assessment for the One Stop Centers with the aim of identifying the successes, the challenges, the gaps and the opportunities.

Different capacity building activities on gender justice and women's rights were dedicated for service providers within these institutions to improve their skills. Further to that, the Gender Units capacities at the MoJ, the AGO, the HJC, the MoI and the PCP were strengthened through the programme's support.

Empowering women and ensuring meaningful participation for women in decision-making positions in justice and security remains central to the programme. Over the past two years, during Sawasya II and Sawasya III, strong advocacy efforts under the programme have contributed to increased female representation: the proportion of female judges has risen by over 5%, prosecutors by more than 7%, and police officers from 4% in 2022 to 6.8% in 2024. Women in public prosecution increased from 20% to 27.2%, while female judges grew from 18% to 23.48%.

During the reporting period, the programme continued to provide critical support for cases of violence against women (VAW), contributing to strengthened access to justice for survivors. A total of 1,055 VAW cases were registered with the FJPU. Of these, 3,862 cases were referred by the FJPU to the public prosecution, leading to 1,700 cases being transferred to the courts. Notably, 456 of these cases resulted in convictions, reflecting tangible progress in holding perpetrators accountable and advancing justice for women survivors of violence. Moreover, the One Stop Centres provided support to 653 women, and 535 women benefitted from helpline services in 2024.

Sawasya III continued to support and reinforce core Palestinian justice and security institutions, including the Palestinian Civil Police (PCP), Attorney General's Office (AGO), HJC, SJD, Ministry of Justice (MoJ), and MoSD. Notable initiatives included establishing a Gender Unit within the SJD, enhancing gender-

responsive capacities across justice institutions, and specialized training for FJPU and establishing the Female Judges and Prosecutors Forum. Additionally, a Human Rights Unit was established within the HJD to train judges in integrating human rights principles into judicial practice.

Significant advancements were made in alternative dispute resolution (ADR). Through targeted capacity-building initiatives, Sawasya III provided capacity building activities to 127 arbitrators and mediators. Through Sawasya's implementing partner, five mediation cases were successfully resolved in East Jerusalem through ADR mechanisms, reinforcing public trust and confidence in these approaches.

In 2024, the Mizan court management system was notably advanced, digitizing case management and court procedures to effectively address movement restrictions impacting access to justice. The system enabled remote access to judicial processes, ensuring continuity of operations for judges and prosecutors despite mobility constraints. The transformative impact of Mizan was internationally recognized as it secured second place among more than 1,100 global submissions in the 2024 SDG Digital Game Changers Award in the "Peace" category, specifically commended for contributions towards SDG 16 (Peace, Justice, and Strong Institutions) and SDG 5 (Gender Equality). Its scalability, replicability, and focus on vulnerable populations, particularly women and children, were pivotal factors in this recognition.

Additionally, Sawasya III made significant strides in enhancing the quality of legal education across Palestine through strategic partnerships with three leading law schools—Al-Quds, An-Najah, and Birzeit Universities in the West Bank—to support legal and human rights clinics and specialized legal training. The INSAF Legal Incubator in Gaza entered its second phase, establishing a steering committee and launching a comprehensive capacity-building programme. Collectively, these efforts directly benefitted 380 students, graduates, and legal practitioners through clinical training and specialized training programmes, contributing meaningfully to the enhancement of legal standards and professional capacities.

Finally, several assessments were conducted in 2024 to better understand the needs and challenges faced by vulnerable groups, particularly women and children. Among these, Sawasya's implementing partner completed a Rapid Assessment examining the impact of the Gaza War on women's access to justice. Additionally, the programme initiated transformative transitional justice research to address gaps in recognizing gendered experiences within post-conflict recovery and justice processes. This research prioritizes the perspectives and voices of Palestinian women, aiming to inform and strengthen inclusive, gender-responsive transitional justice mechanisms.

Infographic:

Title: Key Achievements January – December 2024

Legal aid, awareness, and representation in Palestine

- A total of **13,517** Palestinians, including **11,182** women, **accessed legal aid** (consultation and representation) **and psychosocial services**.
- **21,054** individuals, of whom **16,433** were women, received **legal awareness sessions**.
- **Mediation** services were provided to **396 women**.

Children's access to justice & psychosocial support

- **1,164** juvenile cases benefitted from mediation services.
- **330** cases that reached to courts were closed by non-custodial sentences.
- **396** children received legal counselling and representation services.
- **853** children benefitted from legal empowerment sessions.
- **454** children received legal awareness sessions.
- **1,400** cases of children referred to national CP case management.
- **268** children received individual and structured psychosocial support.
- **204** children benefitted from reintegration and rehabilitation programmes.
- **907** children & 295 parents benefitted from positive parenting sessions.

Women's access to justice

- **1,700 Violence Against Women** cases were referred from the public prosecutor to the courts. Ultimately, **456 cases** resulted in a conviction.
- **653 women** benefitted from the services of **One Stop Centres** in Ramallah, Nablus and Hebron.
- **10,969** women survivors of violence referred to specialized services within the national referral system and other mechanisms.
- The Supreme Judge Department is advancing to establish its own Gender Unit, following the lead of other justice institutions.
- **2,196** women benefitted from services provided by MoSD.

Capacity development for justice and social justice providers

- **353** justice and social justice providers, including **215** women, benefitted from specialised capacity development activities.
- **330** justice and social justice providers, including **127** women, benefitted from capacity development activities through certified programmes.

Alternative Dispute Resolution Mechanism

- **127** arbitrators and mediators, including 46 women, benefitted from capacity building activities.

Legal Education

- **380** students, graduates and practitioners, including **229** women, benefitted from legal programmes, including clinical training.

Digital transformation

- Sawasya III started the development process of the **next version of Mizan**. The latest version incorporates advanced technology and artificial intelligence, setting a new benchmark for court management and significantly enhancing judicial efficiency and effectiveness.
- **164,661 individuals of the general public accessed Mizan services**. Among the users were also **272** judges, **169** public prosecutors, **7,877** lawyers, and **2,569** court staff members.
- Approximately **86,200 documents** related to case management were archived.

1. RESULTS

1.1 Narrative

Outcome 1: People, particularly those at-risk, have improved access to high-quality specialized services relating to their legal, psychosocial, protection, and security needs.



Legal awareness session in the Middle Area/ Gaza Strip ©Sawasya

Infographic

Legal consultation and representation
Legal awareness
Psychosocial support
Access to e-justice services

Output 1.1 Provision of legal and psychosocial services is strengthened.

Sawasya III prioritizes the enhancement of integrated legal aid, legal awareness, and psycho-social services. When individuals, especially women and children, are preparing to make a claim in the justice system or when they are arrested, they often require specific support to foster their self-esteem and confidence to help them articulate the psychosocial barriers they face. For example, they may feel disempowered when experiencing fear of retaliation for filing for divorce, asserting their right to not self-incriminate or because they have disabilities. The strengthening of integrated provision will particularly focus on the most vulnerable Palestinian communities in Area C, Hebron H2, East Jerusalem, and Gaza, while continuing to seek the operationalization of key institutionalization elements, particularly in front of family courts – both Ecclesiastical/Shari’a courts - or through appropriate and standardized legal aid for children.

Cooperation with Civil Society Organizations

During the reporting period, the Sawasya programme expanded its collaboration with CSOs in the West Bank, including East Jerusalem and Gaza, to enhance integrated service provision. At the start of Phase III, CSOs were invited to join its roster to strengthen cooperation in key areas such as the rule of law, human rights, alternative dispute resolution, gender equality, and justice for children. Additionally, a call for proposals was issued to support legal aid and psychosocial services for Palestinian women, particularly survivors of violence and those involved in legal disputes. In 2024, 59 CSOs were added to the Sawasya roster, and 49 were shortlisted for partnership agreements and 30 CSOs were contracted to provide services in areas such as alternative dispute resolution, capacity building, legal research, legal aid before Palestinian courts, legal education, legal aid before Israeli courts, and advocacy and awareness-raising.

Infographic:

- 10,973 Palestinians of which 9,395 women accessed legal aid (consultation and representation).
- 21,054 Palestinians of which 16,433 women received legal awareness.
- 396 women received mediation.
- 1,164 juvenile cases benefitted from mediation services.
- 2,063 Palestinians received psychosocial services of which 1,942 are women.
-

**Cumulative data from Gaza and WB.*

To meet the increasing demand for legal assistance amidst worsening political and economic conditions, Sawasya partnered with the Palestinian Maintenance Fund, annually providing legal consultation and representation to around 18,000 Palestinians. The partnership consists of two key components: coordination with execution departments and court visitations and the implementation of preliminary and final legal procedures to recover PMF funds from non-compliant convicts.

Furthermore, Sawasya actively participated in prison coordination meetings led by EUPOL COPPS, supporting the PCP in managing correctional and rehabilitation centres in the West Bank, with a focus on prioritizing the needs and rights of female inmates.

Infographic:**Support to women inmates in 2024**

- 82 % of women inmates received individual & group psychosocial support.
- 16% of inmate family members included in individual/group counselling psychosocial support programmes.
- 100 % of women inmates across four Correctional and Rehabilitation Centers (CRCs) in Ramallah, Nablus, Jericho, and Jenin received vocational training and materials.
- 92% of women inmates in the four CRCs participated in 14 physical training sessions.

Legal aid and psychosocial support in Gaza

Despite significant challenges, Gaza remained a key focus for Sawasya during the reporting period, with targeted interventions delivered through Sawasya's implementing partners. The programme facilitated multiple consultations with CSOs, including dedicated discussions with women-led organizations, to assess priorities and refine intervention strategies. A key area of focus was the role of informal justice mechanisms and their potential risks to women's rights and access to justice, helping to shape a more strategic and gender-sensitive response.

CSOs contracted through Sawasya provided a broad range of legal services, including assistance with widows' rights, custody disputes, divorce proceedings, and the issuance or replacement of essential documents such as deeds, identification cards, and birth certificates—critical for ensuring women's access to legal protections and basic services. In addition, CSOs delivered psychological first aid and both individual and group psychosocial support, helping women manage emotional distress, prevent further deterioration of mental health, and reduce the heightened risk of gender-based violence amid the ongoing crisis. To address urgent humanitarian needs, financial assistance and food support were also provided to women and their families in Gaza.

During the reporting period, the programme extended support to 1,340 Gazan women residing in the West Bank through CSOs, delivering a comprehensive range of services, including legal aid, psychosocial support, financial assistance, and emergency relief. Efforts also focused on economic empowerment through employment opportunities and capacity-building initiatives, alongside the distribution of essential supplies such as clothing, hygiene kits, food assistance, mobile SIM cards, and transportation support. Additionally, the women benefited from individual counselling, stress management sessions, group guidance activities, and specialised protection services for those at risk of exploitation. These interventions aimed to enhance resilience and promote social and economic integration.

Furthermore, Sawasya, along with its partners, provided legal support to Palestinian detainees from Gaza, particularly women and children, held under Israeli jurisdiction in Israel. The services offered included legal consultations, documentation of human rights violations, efforts to locate and visit detainees, and securing powers of attorney for several individuals. The implementing partners also visited prisons to document cases of medical negligence and initiated legal actions to address health issues and abuses. As a result of the efforts of Sawasya's implementing partners, 320 detainees were tracked, and the locations of 212 of them were identified. Additionally, Sawasya's partners continued to monitor and document violations in Gaza by gathering testimonies from victims and witnesses, which supported legal actions and public statements.

Infographic

- 9,710 Palestinians of which 8,847 women accessed legal aid (consultation and representation).
- 20,001 Palestinians, of which 15,795 women received legal awareness sessions.
- 350 women received mediation.
- 1,950 Palestinians received psychosocial support sessions of which 1,829 women.

**All data is from Gaza*

A Lifeline in Times of Hardship

In the narrow alleys of Al-Shate' Camp in Gaza City, a Palestinian mother* shared her experience of struggling to rebuild her life after the tragic loss of her husband on October 31, 2023. Overnight, she became the sole provider for her two young daughters, carrying the weight of responsibility on her shoulders. Food, shelter, and stability were constant worries, but one fear overshadowed them all—her legal right to keep her children.

She desperately sought assistance from various organizations, only to be turned away again and again. "I knocked on so many doors, looking for help," She recalled. "But every time, they told me I needed legal proof that my daughters were in my custody". Each rejection felt like a slap in the face, as though her struggle as a mother wasn't enough to be seen.

To make matters worse, her late husband's family repeatedly claimed that custody should belong to her father-in-law. "They told me I had no right to raise them, that their grandfather should take them instead," she said, her voice breaking. "But how could I let that happen? They are my daughters. I am all they have left."

At her lowest, when she felt utterly alone and helpless, the mother discovered a glimmer of hope. With the assistance of a local CSO and the support of the Sawasya III Joint Programme, she received the legal aid she desperately needed. For the first time in months, she sat down with a lawyer at the Sharia court. "Meeting the lawyer was the first time I felt a sense of relief," she said.

With this guidance, she learned about her legal rights and the steps she needed to take to secure her daughters' custody. The legal journey was overwhelming, but with each step, her confidence grew. Finally, she held the document in her hands—official papers proving that her daughters were legally under her care. "That piece of paper changed everything. It wasn't just ink on paper". She explained. "It was the future I promised my daughters. It was their safety and their right to stay with me."

This legal aid didn't just provide a document, giving her something far more precious: peace of mind. For the first time since her husband's death, she could breathe again. The legal recognition allowed her to access aid, easing the burdens that weighed so heavily on her. Most importantly, it ended the constant, terrifying fear that someone might take her children from her. "I no longer wake up afraid," she said, a quiet strength in her voice. "That fear used to consume me, but now, I have something solid to stand on."

To every woman facing a similar struggle, she has one message: “Do not be afraid to claim your rights. Seek legal aid—it is your shield, your strength, and your children’s future.”

Looking back, the mother now understands the power of legal aid. “It’s not just help—it’s a lifeline, giving women the strength to stand tall in the hardest times.”

Her story is one of many that reflect the deeper, transformative work of the Sawasya III Joint Programme. In 2024, Sawasya supported 9,710 Palestinians in Gaza— 8,847 women and 863 men, helping them turn fear into strength and bringing justice within reach for those who need it most.

** Name changed to protect the identity.*

The conflict in Gaza also severely impacted the safety, well-being, and development of approximately 1.1 million children. The resulting destruction of social structures has increased children's vulnerability to violence, child marriage, child labour, and family separation. To address these risks, Sawasya partnered with CSOs to provide paralegal services, focusing on securing legal identities for children through birth certificate acquisition, facilitating family reunification, and ensuring access to humanitarian aid.

In 2024, Sawasya facilitated the issuance of birth registration certificates for 105 children through its paralegal services. Community awareness sessions in refugee and displacement camps, reaching 400 families, increased understanding of the birth registration process. A comprehensive guidance note on birth registration procedures was developed, and 150,000 informational leaflets were distributed during polio vaccination campaigns, effectively integrating legal identity awareness with essential health services. Furthermore, 15 children participated in child-led community awareness training, advocating for the importance of birth registration in securing legal identity and access to essential services.

Justice for children in the West Bank

In 2024, approximately 2,500 children in the West Bank came into contact with the law, with a 50% increase in the involvement of girls compared to the previous year. Both boys and girls faced charges related to harm, underscoring the ongoing cycle of violence fuelled by unstable environments. Non-custodial case closures reached 64.5%, highlighting the programme’s strong focus on restorative justice.

In response to these challenges, the programme strategically expanded its child protection services, providing comprehensive legal aid, Mental Health and Psychosocial Support (MHPSS), case management, legal counselling, and empowerment. Over the course of the year, 396 children, of which 53 girls received legal counselling and representation, with nearly 90% of cases closed through non-custodial measures. Legal consultations were also extended to families, fostering their involvement in the legal process and addressing the needs of both children and their families.

The programme also focused on the rehabilitation and reintegration of children in conflict with the law by implementing initiatives tailored to their needs. These included therapeutic activities, life skills programs, and vocational training, such as ‘We are the Makers of the Future,’ ‘Therapy through Arts,’ and computer skills training benefitting 87 children. These initiatives not only helped children build self-confidence but also equipped them with practical skills for reintegration into society. Participants reported significant improvements in their skills and overall well-being.

As part of the legal empowerment and prevention initiative for children, the program has extended support to younger children aged 8 to 15, targeting 117 children in hotspot areas such as the Aida and the Dheisheh refugee camps. Additionally, 334 children and beneficiaries have benefited from dedicated PSEA awareness sessions.

Further, Sawasya's legal empowerment initiatives aimed to increase children's understanding of their rights, particularly in the face of an increasingly volatile environment. Through collaboration with implementing partners and the 'Protect Your Future' campaign, 15 workshops were conducted across Nablus, Hebron, Jericho, and Ramallah, reaching 402 children aged between 12 and 17. These workshops provided essential information on behaviours that could lead to legal conflicts.

Infographic:

- 268 children received individual and structured psychosocial support
- 396 children across the West Bank received legal counselling and representation
- 204 children accessed rehabilitation & reintegration programmes
- 853 children benefitted from legal empowerment sessions.
- 1,164 juvenile cases benefitted from mediation services.

A Father's Heartbreaking Journey: Reuniting with His Daughter Amid the Chaos of War

Ahmad*, from Beit Lahya in Northern Gaza, was a man like any other—married, with two daughters, Maha and Lama, and expecting a third child. Like many Palestinians, he never imagined his life would be shattered in an instant by the devastating war in 2023.

"The ground started shaking with bombings. Entire residential blocks were targeted, families torn apart," Ahmad recalled on October 13, 2023, his voice heavy with the memories.

As bombs fell near their home, Ahmad and his wife packed essentials, unsure of what was to come. By evening, their house was struck. Ahmad was trapped under the rubble, severely burned. "I was trapped, but all I could think about was my family. Where were they? Were they safe?" he said.

Rushed to the hospital, Ahmad found himself alone. "The pain I felt was nothing compared to not knowing where my family was. I didn't know if they were alive or dead," he shared.

Hours later, relatives arrived with the tragic news. His mother, brother, and sister-in-law had died. His wife was critically injured and moved to an unknown hospital. His daughters were missing. "I felt like I had lost everything," Ahmad said. The uncertainty was unbearable.

After ten days of uncertainty, Ahmad found his wife at Al-Quds Hospital. "I thought maybe there was hope," he said, his voice soft. But soon after, he was told she had passed away. "She died, and the baby we had been waiting for... was lost too."

Weakened by his injuries and grief, Ahmad's relatives decided to move him to the South of Gaza for safety. "They took me with them since I was injured," he added. But leaving the North meant another heartbreak—separation from his daughters.

Meanwhile, Ahmad's search for his daughters continued. "I didn't know if they had been pulled from the rubble or taken to a hospital," he said, his voice heavy with worry. Later, he learned that Lama had survived, emerging from the rubble with burns on her upper body, and was taken to Al-Shifa' Hospital in the North of Gaza, by a relative. But Maha was still missing. "Every day, I wondered if she was alive, if she was calling for me," he said.

Months passed with little hope of reuniting with his daughters. "I knocked on many doors, but there was no safe way to bring her South until I got help through one of the CSOs supported by the Sawasya III Joint Programme," he explained.

"They understood my pain and worked to remove every obstacle," he said gratefully. "They helped secure birth certificates for Lama and her underage aunts and arranged for them to be safely transported to Khan Yunis."

Finally, after a month of waiting, Ahmad was reunited with Lama. "When I saw her it was like I was seeing a part of my soul that had been lost," he said. "It wasn't the reunion I had imagined. She was no longer the little girl who ran to me."

Despite the trauma, Ahmad is grateful for the support he received. "They didn't just reunite me with my daughter; they gave me hope when I thought I had lost everything."

To this day, Ahmad still does not know the fate of his other daughter, Maha. "I wake up every day hoping for news" he said, his voice filled with quiet pain.

Despite the heartbreak, he remains devoted to caring for Lama and his surviving nieces and nephews.

Ahmad's experience is a powerful reminder that in times of crisis, birth registration is not just paperwork—it is a lifeline. Legal identity unlocks access to healthcare, education and legal protection, especially for children. In 2024, 387 individuals in Gaza Strip received support through the Sawasya III Joint Programme to obtain essential official documents such as birth certificates. By working with over 30 CSOs across the West Bank and Gaza, the Programme helps families like Ahmad safeguard his children's rights and dignity.

*All names have been changed to protect individuals' identities.

Output 1.2: Women are able to access improved specialized services that are responsive, survivor centred and prevent revictimization

Enhancing access to justice for women victims and survivors of violence is a core principle of the rule of law and an essential component of good governance. Family and VAW-specialized services play a key role in improving women's access to justice, increasing their trust in the justice system, and preventing the revictimization of survivors. The programme focuses on strengthening the capacities of the justice and

security sectors to provide specialized, gender-responsive services across the entire justice chain. Support includes building the capacities of key actors, such as the Family and Juvenile Protection Unit, One-Stop Centres, MoSD counsellors, the Family Protection Prosecution, and the judiciary—both the regular and Sharia courts. Expanding these services is crucial for building trust, preventing revictimization, and enhancing the overall litigation environment.

One stop centre and Violence Against Women cases

As part of the programme's commitment to enhancing access to justice for women survivors of violence, the One Stop Centers (OSCs) continued to provide critical support. In 2024, OSCs in Ramallah, Nablus, and Hebron assisted 653 cases, ensuring survivors received multisectoral essential services, including legal aid, psychosocial support, and protection.

Support for the OSCs through Sawasya is part of broader efforts to strengthen national protection mechanisms. This includes revising the Violence Against Women Standard Operating Procedures (SOPs) for the AGO, PCP, and HJC, and the revision and amendment of the VAW case conference manual to align with the updated National Referral System. These updates aimed to enhance coordination, improve service delivery, and ensure a gender-responsive justice system. To further strengthen the OSCs, a draft assessment report and capacity-building plan were developed to enhance their efficiency and responsiveness. The assessment examined key areas such as service coordination, quality, inclusivity, and monitoring mechanisms. Based on the findings, recommendations were proposed for discussion with senior police leadership to guide future improvements.

Infographic

Title: One Stop Center

- The OSC offers a holistic environment for survivors to seek **medical and legal support** within a safe and private environment.
- At the OSC specialized professionals from various sectors come together under one roof, ensuring survivors receive the **care and attention** they deserve.
- The OSC is equipped with state facilities including a **medical examination room, sleeping areas, kitchen, bathroom and interview rooms with video-recording capabilities**.
- Staff on location: police officers (male and female) working 24/7 on shifts with degrees in several disciplines including social service and security.
- Staff on call: Other service providers from other sectors are like the public prosecutors and social workers.
- All service providers are trained to deal with VAW and children\juvenile cases.
- The OSCs are in **Ramallah, Nablus and Hebron**.
- Number of women that benefited from the services of One Stop Centres.
Ramallah **262**
Hebron **204**
Nablus **187**

Justice sector study in Gaza

The Sawasya launched a study on the impact of the war on Gaza's justice sector, which is currently under review, examining the role of both formal and informal actors in addressing the population's legal needs, with a particular focus on vulnerable groups. Preliminary findings indicate extensive destruction, the widespread collapse of legal institutions, and a growing dependence on informal dispute resolution mechanisms due to the absence of functional justice systems. In response to these challenges, civil society organizations have emerged as the primary providers of legal aid, protection services, and support for affected communities. The study underscores the urgent need for comprehensive interventions, including the restoration of legal services, the unification of the judiciary, and enhanced collaboration between institutions and CSOs to reinforce the rule of law and ensure access to justice for all.

Strengthening of the Supreme Judge Department

The programme has successfully developed SoPs for the Sharia Court helpline, which have been officially approved by the SJD. These SoPs are designed to enhance accessibility and extend the reach of Sharia Court services, particularly for marginalized groups such as women, children, and people with disabilities. By establishing clear and structured guidelines, the helpline is now better positioned to provide efficient, inclusive, and effective legal support to those who need it most. Moreover, the SJD developed drafts of a code of ethics and SoPs for Sharia court arbitrators to improve service quality and ensure consistent, fair procedures. This initiative aims to address the discriminatory rulings women often face in spousal discord cases.

Helpline services at the One Stop Centres

During the reporting period, the programme hired two consultancies to assess and improve the quality, efficiency, and gender responsiveness of One-Stop Centres in Hebron, Ramallah, and Nablus, as well as the effectiveness of the helpline, with the goal of enhancing services for women and child survivors of violence. In 2024, 569 victims of VAW benefited from the helpline services. Additionally, the programme, in collaboration with EUPOL COPPS, organized a training for 28 police officers (13 female, 15 male) on call handling, managing various call types, and enhancing collaboration for helpline services.

National Referral System

The programme supported the revision and finalization of SOPs for three key institutions—the PCP, the PP, and the HJC—to effectively integrate gender-responsive and disability-inclusive principles into their management of violence against women (VAW) cases. The updated SOPs, aligned with the revised National Referral System (NRS), are now complete and ready for validation and endorsement by each institution. These enhancements will strengthen institutional capacity, improve service quality and efficiency, and ensure more inclusive support for women victims and survivors of violence, particularly those with disabilities.

Output 1.3: Specialized services for children that are responsive, friendly, and geared towards reintegration are reinforced

The programme prioritizes creating a more responsive justice environment for children by integrating holistic systems that offer effective, responsive, and child-friendly services. This includes improving reporting and referral channels, special provisions for children in conflict with the law, and operationalizing a child protection case management system. Aligning with UNICEF's Child Protection Strategy, the approach emphasizes prevention, early detection, alternative measures, and reintegration services. The aim is to establish specialized child protection services and social interventions, ensuring children are increasingly legally empowered, with a focus on friendly, disability-sensitive support for the most vulnerable.

Infographic

80 % of children in conflict with the law who benefitted from diversion and alternatives to detention.

Enhancement of the Family and Juvenile Police Units

During the reporting period, the programme supported the integration of disability inclusion within the FJPU through a comprehensive approach involving capacity building, awareness-raising materials, and the development of inclusive operational procedures, culminating in a gap analysis report that assessed the FJPU's ability to accommodate children and adults with disabilities. The assessment examined physical accessibility, officers' knowledge, and the inclusion of disability-related considerations in existing tools and manuals, identifying key gaps and providing actionable recommendations to enhance disability-inclusive practices.

In response to emerging needs, the programme, in partnership with its implementing partner, has led several capacity-building initiatives. In 2024, four training sessions were held for 53 police officers, focusing on disability inclusion in law enforcement, engaging children with disabilities, and self-care for officers. Due to high demand, additional specialized training in July and August 2024 targeted 42 officers, enhancing their understanding of mental, hearing, and speech disabilities, with particular focus on women and children, while addressing key communication challenges and providing protocols to bridge service gaps.

To institutionalize disability-inclusive practices, the programme supported consultative sessions between July and September 2024 with FJPU leadership and stakeholders, refining policies, manuals, and operational procedures. These sessions led to an action plan addressing service gaps and the development of accessible materials for public outreach, including a poster with accessible illustrations of police procedures, a simplified brochure on legal rights for children with disabilities, an infographic video, and a radio spot promoting the FJPU's services.

In parallel and in collaboration with the MoSD, the programme contributed to updating the child safeguarding policy for care centers. In 2024, three consultative workshops engaged 20 MoSD staff, including those from both governmental and non-governmental care homes, to develop an updated Child Safeguarding Policy.

In addition, a 15-page operational guide detailing procedures for safeguarding children at risk has been developed through coordination with HJC, FJPU, MOSD and FJPU. The guidelines will help in mainstreaming the legal and protection processes for children at risk of delinquency as provided by the child rights law.

Supporting a child-friendly environment for children in contact with the law

During the reporting period, the programme has been instrumental in enhancing judicial oversight in cases involving children by establishing a standardized inspection system. This ensures that judges adhere to legal requirements mandating the review of children's placements every three months.

Sawasya supported the development of a comprehensive inspection guideline and toolkit for judges. This framework aligns international human rights standards—including the UNCRC, Beijing Rules, Havana Rules, and Bangkok Rules—with national legislation, providing a structured methodology for assessing the well-being of children in care or detention. The toolkit features inspection checklists, standardized reporting formats, and follow-up mechanisms to promote accountability and consistency in judicial evaluations.

To further institutionalize best practices, Sawasya organized a ToT in Amman for three senior judges working on children’s cases, equipping them with specialized knowledge on inspecting custodial and non-custodial settings. These judges are expected to cascade the training to their peers, ensuring broader adoption of improved inspection practices.

Expanding on Sawasya II’s initiatives to enhance safe reporting and information channels, the programme facilitated the establishment of the first helpline within Sharia courts. This included procuring call center equipment and developing SOPs, improving access to legal assistance and protection for children and women. Through these efforts, Sawasya continues to strengthen judicial accountability, safeguard children’s rights, and enhance access to justice across Palestine.

Output 1.4: e-Justice services that are accessible, people centred, safe, and user friendly are further developed.

The programme recognizes the potential of digital transformation to improve the quality and specialization of justice services. It focuses on making the Mizan court management system more accessible remotely and providing better information. As the Mizan system moves into a new phase, the development of e-Services will speed up, focusing on linking with e-Government services, enabling online payments for fees and fines, filing complaints online, and tracking cases electronically throughout the justice process.

Infographic

Title: Users who accessed and utilized services provided by Mizan.

Disaggregation	2021	2022	2023	2024
Judges	218	220	217	272
Public Prosecutors	157	157	157	169
Lawyers	6,055	6,601	7,281	7,877
The public	<u>137,437</u> (male: 124,423, female: 11,845, others*: 1,169	<u>143,709</u> (male: 129,245, female: 13,155, others: 1,309	<u>148,770</u> (male: 133,335, female: 14,003, others: 1,432	<u>153,774</u> (male: <u>137,188</u> female: <u>14,787</u> others: <u>1,799</u>
Court staff	1,843	2,000	2,093	2,569

***Companies, universities and governmental institutions such as ministries.**

Infographic

86,200 documents were digitized.

Next version of Mizan

Sawasya III has initiated the development of the next version of Mizan, expanding its functionality to support family, military, administrative, and constitutional courts. The upgraded system integrates advanced technology and AI to enhance judicial processes. A pilot version was introduced at the Ramallah courthouse in 2024 to facilitate initial case registration and inquiries. As part of its efforts to strengthen technical expertise, the programme provided specialized training for justice sector IT staff to enhance their programming and IT skills. Training sessions aimed to equip staff with the necessary skills to effectively manage and maintain the new Mizan system.

Additionally, the first phase of the Maintenance Fund's case management system has been implemented to improve operational efficiency and facilitate women's access to their cases. Integrated with key institutions, including Mizan and the judicial police, the system strengthens enforcement and follow-up mechanisms.

South-South Cooperation

During the reporting period, the programme actively promoted South-South and Triangular Cooperation. The programme shared Palestine's experience developing the Mizan software with UNDP Malawi, offering insights into case and court management systems. Additionally, the programme collaborated with UNDP's Bureau for Latin America and the Caribbean, fostering knowledge exchange on digital justice solutions.

Mizan 2 was showcased at an international conference in Tangier, Morocco, highlighting digital transformation in justice. Responding to UNDP Morocco's request, a live demonstration was conducted for stakeholders from the Arab region and Africa.

The programme also participated in a regional workshop in Jordan organized by UNDP's Regional Bureau for Arab States (RBAS), presenting Mizan's digitalization experience alongside the HJC. Engaging with countries like Djibouti, Morocco, Iraq, and Somalia, the initiative strengthened regional cooperation and explored further opportunities for advancing digital justice.

Infographic:

Title: The Evolution of Mizan: From Initial version to a Global Model

Over two decades, Mizan has evolved from its initial development in 2001 as a file management system to a case management system, and finally to a comprehensive court management system, establishing itself as a global model.

Mizan I: Digitization – file management system

2001: The Palestinian High Judicial Council (HJC), with the assistance of USAID, begins to work on the Mizan case management system.

2006: Mizan I is developed as an electronic data base for case filing at the level of each court registry. It is an essential first step focused on digitization of case files and basic court's task but with limited connectivity.

Mizan II: Digitalization – case management system

2009: Mizan II is developed, with the assistance of Sawasya II. Mizan II is an integrated case management system for courts that facilitates case administration, court filing, and document preservation by connecting courts, relevant ministries, law enforcement, corrections, and financial institutions, as well as direct access for lawyers and the public.

MIZAN*: Digital Transformation – court management system

2023: The Sawasya III joint programme develops a new web-based version of the Mizan II system, designed to serve the entire justice sector. This system not only supports regular courts but also includes family, military, administrative, and constitutional courts. The latest version integrates advanced technology and artificial intelligence (AI), setting a new standard in court management while enhancing judicial efficiency and effectiveness.

Infographic

Title: Key elements of the Mizan methodology

1. National ownership and complementary approach: MIZAN, owned by HJC, software was developed in-house for ensuring sustainability and mitigating unpredictable costs.

2. Progressive Implementation: Gradual investments in IT capacity and institutional culture, leading to the establishment of the e-Justice committee, which played a crucial role in overseeing the system's deployment and integration.

3. Wide Stakeholder Participation: Encouraged incremental policy changes and increased reliance on Mizan applications, stimulating sector-driven demand.

4. Complementarity of Action: Expanded the Mizan model beyond Palestinian courts, positioning the country as a leader in case management.

Electronic integration among justice sector institutions

The programme organized a workshop at the Judicial Police Headquarters, bringing together representatives from the Judicial Police, HJC, SJD, AGO, and PMF. The workshop focused on improving electronic integration within justice sector institutions, specifically regarding the exchange of warrants. Discussions highlighted the need for regular analytical reports on electronic connectivity among these institutions. To address ongoing challenges and monitor progress, a permanent focus group was established, scheduled to meet bi-monthly to overcome technical, programming, and logistical barriers and enhance electronic connectivity, ultimately ensuring the timely delivery of justice.

Moreover, hardware, including servers, storage devices, computers, printers, scanners, tablets, and security equipment, has been provided to support the Digital Transformation Initiative in the justice sector, aiming to enhance efficiency, improve data management, and facilitate access to digital resources.

Mizan II System Secured the 2nd Place in The Runner Up to The SDG Digital "GameChangers" Award in September 2024

The Mizan II system has fundamentally transformed the judicial sector in Palestine, gaining global recognition in the SDG Digital "GameChangers" Award 2024. Developed under the HJC with the support of the Sawasya III Joint Programme, Mizan II has significantly enhanced the efficiency, transparency, and accessibility of Palestine's legal system.

In September 2024, Mizan II was selected from among 1,180 programmes submitted by 126 countries in the peace category, securing second place. The award was presented on World Technology Day during the UN Security Council meetings in New York, marking a crucial achievement in Palestine's digital legal transformation.

Before Mizan II, accessing legal information and court records was time-consuming. Judge Mai Abu Shanab, an inspector at the Judicial Inspection Department, recalls the challenges before Mizan II: "Previously, court records were handwritten, which made it difficult to read and to verify witness testimonies accurately. The process was often slow, and errors were common."

The introduction of Mizan II has revolutionized this system. It provides 24/7 access to case files, the ability to track updates, print legal documents, and monitor case progress without the need for physical visits. This digital shift has greatly improved judicial efficiency and transparency, making the legal system more accessible for Palestinians.

Riham Thafer, a Palestinian lawyer, highlights how Mizan II has simplified her work: "The ability to access case files at any time, without frequent visits to the registry office, and the systematic archiving of cases has made my work much more efficient. It also helps track court delays, changes in panels and allows my clients to stay informed about their cases, even if they don't attend hearings."

With 23+ years of operation, Mizan has successfully served around 179,000 17000 users, including judges, court staff, lawyers and citizens. It has processed over 4.5 million cases, 26.6 million documents and more than 1.8 million notary public records. As Murad Rumman, ICT Systems expert at Sawasya III Joint Programme, explains, "We are integrating artificial intelligence and expanding electronic notifications to make the system even more efficient and adaptable to future needs."

Mizan II has become essential in Palestine's judicial sector, reinforcing access to justice while evolving with new technologies. Its international recognition highlights its significant role in Palestine's digital transformation.

For more information: mizan@courts.gov.ps



Photo



Mizan II System Secured the 2nd Place in the Runner Up to the SDG Digital "GameChangers" Award 2024 ©UNDP image Bank

Outcome 2: People are served by responsive institutions that have strengthened capacity to operate in an effective, efficient, people-centered, and accountable manner.

Infographic

- Revision of legislative, legal, and policy frameworks.
- Strengthening judicial institutions.
- Capacity building of justice and protection actors.
- Digitalization.

Infographic

Title: Cases overturned on appeal

First Instance Court: 1,052 (decrease of 28% compared to last year)

Appeals Court: 312 (decrease of 8% compared to last year)

Cassation Court: 138 (decrease of 42% compared to last year)

Output 2.1: Legislative, legal, and policy frameworks are adopted and/or revised in line with international standards and best practices [to protect at-risk groups]

Sawasya III supports ongoing reforms in legislation, legal aid, and policy, focusing on the Family Protection Bill, Family Laws, the Penal Code, Police Law, and Labor Law. It prioritizes preventing torture, arbitrary detention, and addressing the needs of women and child victims. Key efforts include early legal representation, digitalizing legal processes, and improving accountability. The programme strengthens CSO-led coalitions and partnerships to push for responsive laws, using recommendations from the Committee Against Torture and the Committee on the Rights of the Child. It also supports costing assessments and the development of joint communication and advocacy strategies.

Legislative reforms

In 2024, a total of 15 legal instruments—12 in the West Bank and 3 in Gaza—were amended or introduced to align with gender justice and international human rights standards. These instruments included SoPs, codes of ethics, presidential decrees, circulations, and an official decision by the Chief of Justice to institutionalize judicial VAW services in courts. Enhancing women's access to justice by providing specialized services for VAW survivors across the security and justice sectors was a key focus. Notably, following robust advocacy by the programme, the Chief of Justice made a landmark decision to institutionalize the handling of VAW cases by authorizing the electronic referral of these cases in courts directly to VAW judges, marking a significant step forward in ensuring timely and specialized justice for women. Furthermore, Sawasya actively advocated for the adoption of the Mediation Law in Palestine, engaging with relevant stakeholders and supporting national efforts to strengthen alternative dispute resolution mechanisms through legislative reform.

During the reporting period, the President issued three decrees aimed at empowering women and enhancing their access to justice. These decrees introduced amendments to the civil procedures and enforcement laws, including the adoption of electronic notifications (e-justice) to streamline court proceedings and improve efficiency, particularly for marginalized groups, including women. The significant aspect of the amendments to both laws relates to their impact on judicial practice, particularly for judges adjudicating criminal cases. Additionally, the third decree amended the Supervision Bureau law to establish a Supervisory Department responsible for managing oversight requests and addressing complaints from the public and media. This provision strengthens the ability of women-led organizations and the media to advocate for women's rights and offers women a formal channel to report cases of abuse and exploitation, thereby promoting accountability and access to justice.

In addition, the Sharia courts in Gaza issued three circulations aimed at facilitating women's access to justice. The first circulation waives court fees for women, including those related to the issuance of legal

documents in North Gaza Strip. This measure significantly enhances women's ability to obtain essential legal documentation. The second circulation addresses the needs of abandoned women by simplifying their access to Sharia court services, MoSD services, and humanitarian assistance. With advocacy support from Sawasya's implementing partners, Sharia court judges in Gaza issued a document titled "Explanation Regarding Abandonment and Suspension," which serves as an alternative to traditional divorce certificates. This document addresses the unique challenges faced by these women amid ongoing conflict. Additionally, women whose husbands are missing due to conflict can obtain similar documentation based on an agreement with the Sharia courts. The third circulation focuses on the issuance of urgent alimony orders for widows and divorced women. An initial agreement for this measure has already been granted by the Sharia court judge, and Sawasya's implementing partner continues to advocate for its full implementation. These circulations collectively represent significant progress in improving access to justice for women in Gaza.

In May 2023, the Council of Ministers (COM) established a Ministerial Committee on Legal Aid, chaired by the MOJ and including key stakeholders such as the Palestinian Bar Association (PBA) and HJC. Later in 2024 a workshop organized by the Sawasya programme, the committee revised the national legal aid strategy and drafted a legal aid law. A smaller committee was formed to finalize the draft, which is now ready for review by the Ministerial Committee, aiming for COM approval in 2025.

The programme continued consultations with partners to address challenges facing the Family Protection Bill (FPB) and is developing a policy paper for advocacy efforts.

In partnership with EUPOL COPPS, the programme provided feedback on the draft law for correctional and rehabilitation centres to ensure alignment with international standards, while continued advocacy efforts for early legal representation and pre-trial detention reforms through position papers and proposed amendments to the criminal procedures law. Furthermore, the programme actively participated in regular meetings of the prison coordination group.

The programme conducted a training workshop on legal harmonization and human rights for legal officers from the Official Gazette, AGO, and HJC. The workshop aimed to enhance the capabilities of staff in legislative harmonization with human rights conventions. The first draft of the legal harmonization guides was reviewed, and comments were incorporated for finalization and publication by the Official Gazette team.

Output 2.2: Judicial systems and procedures are strengthened in a manner that is inclusive, people centred, delivery oriented, accountable, and [provides] protection.

Sawasya III supports inclusive, people-centred judicial reforms by enhancing gender-responsive inspection mechanisms, improving justice predictability, and fostering digital integration. The programme focuses on building jurisprudential consistency, expanding court monitoring to family and administrative courts, and strengthening accountability mechanisms. It also prioritizes child-friendly, gender-responsive complaint systems, prison monitoring, and the protection of human rights defenders, while promoting service integration across the justice sector, particularly for child protection services.

Infographic

Title: Enforced Judgements

Family Courts: 12.2 %
Conciliation Courts: 58.1 %
First Instance Courts: 56.0 %

*The data is from the West Bank only.

Infographic**Title: Cases that conform to optimum standards.**

49.1%

Felonies	19.1 %
Misdemeanours	96.2 %
Civil	31.9 %

Judicial inspection

In May 2024, Sawasya, in cooperation with the Judicial Institute, organized a workshop, bringing together participants from the regular courts, the Public Prosecution, the Sharia courts, the Administrative Court, and the Military Courts in Palestine. The workshop focused on presenting the legal framework governing judicial inspection, defining the terms of reference for the inspection department to standardize work procedures, and addressing practical challenges and criteria for evaluating the performance of judges and Public Prosecution members. Additionally, the workshop reviewed inspection visits and procedures, emphasized the need to automate judicial inspection, and highlighted the importance of networking with relevant institutions.

In July 2024, the Sawasya programme facilitated a dialogue workshop between the PCP and CSOs, focusing on police accountability. Discussions centered on the effectiveness of the police complaints system, using data from a survey on Rule of Law and Access to Justice conducted in 2018, 2021, and 2023. Participants emphasized the importance of providing feedback to complainants and publicizing investigation outcomes, along with the role of civil society in building trust between citizens and the police. A follow-up workshop, stemming from recommendations of the July workshop and subsequent meetings, addressed the protection of juveniles during arrest and evidence collection which reflects a broader effort to enhance safeguards and prevent violations against juveniles in police custody.

E-inspection system

In 2024, Sawasya developed and launched the E-inspection system, currently utilized by inspection departments at the HJC, AGO, and Sharia Court. Based on inspectors' feedback, system enhancements are underway alongside Mizan's next version. Sawasya also supported the recruitment of data entry staff for the AGO inspection department and the SJD.

Court and prison monitoring

Sawasya continues to support the Coalition for Judicial Protection and Independence (ISTIQLAL) in automating court monitoring initiatives. The electronic court monitoring system has been developed and activated and is currently being piloted.

The prison monitoring system is being upgraded, with Sawasya facilitating recruitment of an IT developer to collaborate with MOJ and AGO teams. Training was completed for 25 AGO and 15 MOJ staff. Additionally, a three-day capacity-building workshop was held for the MOJ Human Rights Unit, focusing on prison monitoring, documentation of inmate rights violations, and application of the Minnesota and Istanbul Protocols, a manual was developed to guide future efforts.

Complaints system

The upgrade of the electronic complaints system in the SJD and HJC is currently in progress. The system is being utilized by trained staff members who are being monitored by the Sawasya team. A total of eight staff members from both institutions have received training, including four women.

Technical support

Regarding Sawasya's support to the AGO technical office, Sawasya provided a data entry specialist to assist with scanning files and documentation, supporting the implementation of the next version of Mizan, and ensuring that the technical office can perform its tasks effectively. In addition, three candidates have been recruited to support the administration department of the public prosecution facility in Ramallah, Nablus, and Bethlehem. Furthermore, Sawasya provided technical support to the Sharia court's technical office to produce the first draft of a manual on Sharia procedures, covering inheritance, marriage, divorce, affidavits, and birth and death certificates. The final version of the manual, which will be used by the staff of the Palestinian consulates, is expected to be ready in 2025.

Launching the Legal Club for Sharia Lawyers in East Jerusalem: A Path to Empowerment and Justice

In the complex legal landscape of East Jerusalem, the establishment of the Legal Club for Sharia Lawyers marks a crucial step toward addressing the challenges Palestinian women face. Supported by the Sawasya Joint Programme and one of the local CSOs, the club provides a vital platform for young lawyers to enhance their skills and advocate for women's rights and gender equality. Given the existence of three overlapping legal Jurisdiction— Palestinian, Israeli and Jordanian—the need for such a space is more crucial than ever.

Najma Hamdan, a Family Court "Sharia" lawyer and member of the club, shared her perspective: "The Legal Club has truly opened my eyes. It's a space where we exchange ideas and highlight the struggles Palestinian women face—especially in matters of marriage, divorce, inheritance, education, and work."

The club's mission goes beyond raising awareness—it seeks to empower women by helping them understand their legal rights in a complex and often intimidating landscape. As Najma explains, "It's crucial to raise awareness about the legal and social struggles women face here. We want to empower women to understand their rights, regardless of the complicated legal landscape." Many women, she realized, were unaware of their basic legal rights, such as those related to marriage and divorce, because they didn't have access to crucial legal information.

For Luay Abu Eid, a Family Court "Sharia" lawyer from East Jerusalem and also a member of the club, expressed that the trainings were transformative in helping him navigate the complexities of the

different Sharia courts. “We learned about the different roles of the Israeli, Jordanian, and Palestinian courts. The training clarified which court to approach depending on the situation—whether dealing with a Palestinian or Israeli identity”

Luay also highlighted the important role social workers play in supporting women through legal processes. “It was eye-opening to learn about the role of social workers and how they assist women in understanding their rights. The training provided me with practical tools and knowledge that I now use daily, especially when representing women in divorce and child custody cases.”

He also shared an insightful observation: “I was the only male lawyer in the course. It was surprising to see how few men are involved in women’s rights advocacy. I encourage more men to get involved, as it can change the narrative and create a more supportive environment for women.”

Luay reflected on how the training had shaped his career: “In the end, I opened my own office and now work in the Sharia field. Before, I had no knowledge of this area. But the training helped me understand how to handle cases and engage with clients effectively, ensuring that women’s rights are defended.”

For both Najma and Luay, the experience has been life-changing. They now have the tools and knowledge to better serve the community and advocate for women’s rights in Jerusalem. The Legal Club for Sharia Lawyers has not only equipped them to tackle legal challenges but has also empowered them to make a meaningful impact on the lives of women in their community.

Output 2.3: Justice sector and protection actors’ capacities are further developed and professionalized

Sawasya III focuses on developing and professionalizing an independent justice sector through a three-ponged approach. This includes enhancing the PJI’s role in judge recruitment and advancement, supporting policymaking, and developing training programmes, including a comprehensive e-learning system. It also emphasizes multidisciplinary training on children’s rights, case management, and gender-responsive services. Additionally, the programme fosters cross-cutting communities of practice, prioritizing human rights, legal harmonization, and gender-focused initiatives.

Infographic

330 justice and social justice providers benefitted from capacity development activities through certified programmes.

127 women

203 men

Note: Data is only from the West Bank.

Capacity building in child justice and protection

Building on the progress made during the Sawasya II phase, a specialized counselling diploma training offered to 22 Sharia counsellors, including 18 females. This diploma is designed to enhance skills of participants in providing effective counselling services, focusing on the best interests of children. The programme covers essential competencies such as child psychology, trauma-informed care, and effective communication with children and families. By equipping Sharia counsellors with these critical skills, the

diploma aims to improve the quality of support and protection offered to children at risk. The graduation ceremony counselling diploma was held in September.

A national workshop was conducted to train 25 Family and Juvenile Protection Police officers in safeguarding at-risk children, addressing the needs of children in street situations, and enhancing coordination with child protection partners. In addition, 36 juvenile court judges and prosecutors participated in a two-day training programme focused on the protection of at-risk children and those susceptible to delinquency. This initiative resulted in the establishment of standardized action plans for child protection protocols.

Moreover, further capacity-building initiatives included the training of 80 child protection counsellors and care home staff, who were equipped with essential skills in intervention strategies, coordination with juvenile justice actors, and the implementation of protective orders. This training concluded with the development of a comprehensive 15-page operational guide detailing the procedures necessary for safeguarding vulnerable children.

In an effort to enhance professional supervision and promote well-being, 30 supervision sessions were conducted for 20 frontline child protection workers, supplemented by tailored on-the-job coaching sessions. Furthermore, the programme facilitated the development of a supervision diploma that emphasized essential competencies. This diploma was successfully obtained by seven police officers and eight child protection counsellors, culminating in a formal graduation ceremony.

Additionally, the Sawasya programme is supporting the first-of-its-kind child protection diploma in the West Bank, offered by a leading university in the West Bank. A total of 24 professionals, including child judges, child protection councillors, lawyers, and police officers, are enrolled in this programme. The graduation is expected to take place in April 2025.

During the reporting period, 14 police officers were trained in child-friendly interview skills. The training sessions, conducted over five extensive sessions, focused on enhancing their proficiency in conducting sensitive and effective interviews with children and creating a safe and supportive environment during the collection of testimonies.

A national workshop convened 24 key stakeholders, including representatives from the police, the Ministry of Interior, the SJD, the Public Prosecution, and other relevant institutions, to discuss findings from monitoring child detention facilities and to address concerns regarding the declining quality of services and gaps in protection measures.

Further efforts involved the comprehensive review and finalization of the procedural manual for Sharia counselling units. A dedicated session was conducted with five Sharia Court judges and representatives from the Counselling Department to discuss necessary amendments to the manual. To enhance awareness and streamline services, the programme created and disseminated a brochure that introduces the Counselling Department, thereby providing clarity on its functions and services for children.



Counselling Diploma Graduation, Ramallah © Sawasya

353 justice and social justice providers benefitted from specialised capacity development programmes

215 Women

138 Men

Note: Data is only from the West Bank.

Human Rights Unit

Sawasya continued supporting the HJC in establishing and operationalizing a Human Rights Unit (HRU) to train judges on integrating human rights provisions into their work. A female judge was recently appointed as the focal point for collaboration with Sawasya. Initial discussions on the unit's role and mandate have taken place, and work is ongoing. Additionally, Sawasya has finalised draft SOPs for the HRU at the Sharia family court, and it is endorsed by the Supreme Judge.

In 2024, the Programme continued to provide support for the human rights unit within the AGO by assigning a legal analyst to facilitate data analysis and reporting. This initiative was designed to monitor the progress of investigations related to complaints concerning torture and other forms of cruel, inhuman, or degrading treatment or punishment.

The program facilitated the organization of four workshops designed to strengthen the functions of the technical office and the verification office within the AGO. 80 prosecutors participated in these workshops, which aimed to enhance the quality of case review files. The primary objective was to ensure that the investigation processes and procedures employed by the public prosecution adhere to both human rights standards and the provisions of local law.

During the reporting period, the programme commenced the refurbishment of court buildings and public prosecution offices in the northern West Bank, particularly focusing on facilities located in Jenin, Nablus, Tubas, and the MoJ. Through these refurbishments the programme aims to modernize essential infrastructure, enhance security protocols, improve functionality and user comfort, and ensure adequate privacy standards in sensitive areas.

Breaking the Silence: How the Palestinian Legal Sign Dictionary Transformed Lives

For years, persons with hearing disabilities in Palestine faced significant challenges in accessing justice. The lack of standardized legal sign language meant that interpreters struggled to accurately convey legal terminology, and persons with disabilities often found themselves lost in courtrooms, unable to fully understand or express their rights.

"I often felt powerless in legal settings," shared Mohammad Nazzal, President of the Palestinian Union for the Deaf. "Variation in sign language and limited understanding from judges and lawyers deepened our fear and mistrust in the system".

The struggle to claim rights and comprehend legal processes has been a long-standing issue. Walid Nazzal, Coordinator of the Palestinian Union for Deaf, and a sign language interpreter, recalls a troubling case: "An elderly deaf woman was brought to a notary office by her brothers to sign a legal document. When I asked her privately if she understood why she was there, she had no idea she was about to sign away her inheritance. This is just one of many cases where the lack of knowledge of sign language nearly resulted in injustice."

Recognizing the need for inclusive justice, the Palestinian Union for the Deaf, in partnership with the High Judicial Council (HJC) and with support from the Sawasya III Joint Programme, launched the Palestinian Legal Sign Dictionary—Palestine's first standardized legal reference in sign language. It was officially released on 3 December 2024, marking the International Day of Persons with Disabilities.

"For years, I have faced countless challenges due to the lack of standardized legal sign language terms," said Dunia Jarradat, a deaf teacher at Al-Amal School for the Deaf in Hebron. "Having a unified

legal reference in our own language is crucial, simplifies legal processes, ensures our rights are protected, and prevents misunderstandings."

The initiative goes beyond individual impact—it is transforming the justice system," said Walid Nazzal. "Judges, lawyers, and legal personnel are now learning sign language, making the legal system more inclusive than ever before."

For persons with hearing and speech impairments in Palestine, this dictionary has been a game-changer. "Now, when I step into a courtroom, I know my rights will be understood and respected," Mohammad Nazzal affirmed.

"This dictionary strengthens our trust in the judicial system," added Dunia. "I know that I can now understand legal proceedings and claim my rights without confusion gives me a deep sense of justice and reassurance."

Firas Salman, President of the Palestinian Benevolent Association for Deaf Care in Nablus emphasized, "This initiative has made a tremendous impact, strengthening the confidence of many and helping them discover new legal terms that are essential in their daily lives. I am deaf, but that doesn't make me any different from you."

With support from the Sawasya III Joint Programme and the HJC, the Palestinian Union for the Deaf has made a lasting impact—strengthening access to justice for the deaf community and setting a model for broader inclusion.

This initiative reflects Sawasya's broader commitment to advancing the rights of persons with disabilities across Palestine, working with CSOs to provide psychosocial support, raise legal awareness and ensure full participation in public life. "This is just the beginning," said Walid Nazzal. "We will continue to break barriers and build a more inclusive society."



Output 2.4 Digitalization and digitization are further strengthened to create greater efficiencies in the justice sector and foster digital transformation

Sawasya III focuses on harnessing Palestine’s digital transformation potential to foster judicial integration. This will include the broad digitization of justice records and will accompany the digitalization of justice proceedings that will help build additional linkages between social and protection actors, including for cases involving children and women victims/survivors of violence.

In 2024, a new court monitoring system has been introduced to replace manual data entry, enhancing the accuracy, validation, and visualization of court complaints while ensuring alignment with fair trial standards. Efforts to digitize Palestinian family and regular court records are ongoing, with additional data entry staff deployed across the West Bank courts. The digitization process includes archiving marriage and divorce documents, inheritance records, Sharia court files, and other family and regular court documents across all case types, ensuring long-term accessibility and preservation.

Output 2.5. Quality of legal education in the State of Palestine is enhanced

Sawasya III supports the diversification and the mainstreaming of whole-of justice approaches into law school curricula. This will include further institutionalization of the child protection diploma and the development of human rights courses. The prioritization of support will also focus on the development and expansion of the legal incubator model in Gaza and the West Bank, and on building synergies with the broader lawyering community to further operationalize institutionalized legal aid.

Infographic

380 Students, graduates and practitioners enrolled in the legal programmes and clinical training.

229 Women

151 Men

During the reporting period, Sawasya signed agreements with Al-Quds, An-Najah, and Birzeit universities to strengthen legal education through their respective Legal Clinics. At Al-Quds University, student enrolment in the Human Rights Clinic increased and updated MoUs were established with partner NGOs, enriching course content and evaluation processes. Students received specialized training in human rights documentation and conducted practical fieldwork, offering legal consultations and filing appeals concerning human rights violations.

Similarly, at An-Najah University, the Legal Clinic provided targeted training to build students’ skills in legal representation, consultation methodologies, and advocacy, complemented by awareness-raising initiatives on cybercrime and early marriage. Specialized sessions on Family Law equipped students with critical knowledge, while practical placements at the Nablus Court enabled them to gain hands-on legal experience and bridge theoretical knowledge with real-world practice.

Birzeit University's Legal Clinic further contributed by offering comprehensive training covering juvenile justice, youth development, human rights principles, and responses to Israeli violations, in partnership with local and international NGOs. Additionally, the Clinic significantly enhanced its operational efficiency

by launching a new electronic management system, streamlining documentation, student progress tracking, and initiative dissemination.

To complement these efforts, educational sessions on children's rights, juvenile justice standards, and alternatives to detention were delivered by a partner CSO, benefiting law students from both Birzeit and An-Najah universities and reinforcing the overall impact of the program's legal education initiatives.

Furthermore, during the reporting period, Sawasya collaborated with academic institutions to support the establishment of legal incubators aimed at empowering recent law graduates and young lawyers as they transition into professional practice. These incubators are designed to provide practical training and mentorship, with a focus on civil disputes, human rights, and public interest cases. By supporting early career development and promoting engagement in public interest law, the initiative helps strengthen the rule of law and access to justice in Palestine.

The INSAF Legal Incubator in Gaza launched its second phase, establishing a steering committee and conducting targeted training sessions for senior and junior lawyers. Trainings emphasized post-war legal priorities, including Housing, Land, and Property (HLP) issues, Alternative Dispute Resolution (ADR), and community facilitation skills. The initiative particularly focused on empowering women lawyers as agents of change and social justice advocates. With support from Sawasya, participating lawyers strengthened their expertise to better serve displaced communities in Gaza. Additionally, the program established groundwork for collaborative advocacy and awareness campaigns, highlighting gender equality, children's rights, and social justice as essential components in addressing Gaza's post-war challenges.

Outcome 3: Societal and institutional behaviors and norms that uphold human rights, gender equality, and equity principles are embraced.

Infographic

- Strengthen positive knowledge and attitudes in communities.
- Reinforce knowledge and attitudes of the justice sector.
- Strengthen knowledge and good-practice exchanges.
- Develop formal justice mechanisms.

Output 3.1: Knowledge and attitudes in society and communities that promote people centred, gender responsive, and protective child friendly behaviours are strengthened

Sawasya III supports evidence-based knowledge that highlights regional differences and tailored approaches, focusing on male attitudes toward women's rights and gender justice. The programme promotes societal change through revising educational materials and nationwide campaigns against violence. Locally, it encourages positive discipline for children, the use of specialized services, peer-group work on positive masculinities, and community action for women's rights. It also works to combat harmful practices and patriarchy through collaboration with the education sector.

Research on gender discrimination

The research on the root causes of discriminatory social norms against women in Palestine has been finalized and submitted for peer review. This research identifies prevalent discriminatory norms, analyzes their impact on women's rights, explores the link between gender norms and national narratives, and proposes recommendations for addressing these root causes and the roles of CSOs, the UN, international community and the Palestinian Authority. Key findings reveal deeply ingrained beliefs about women's roles as caregivers, the prioritization of reproduction, and the perception of marriage as protection.

Furthermore, the research on the impact of violence against women human rights activists on women's access to justice in the West Bank has been finalized. The research focuses on the dynamics between violence against women activists, particularly during unrest, and their access to justice. Key recommendations include comprehensively integrating competing social norms into policy and programming, bridging the gap between cybercrime expertise and VAW expertise to better address technology-facilitated violence, and supporting the development of virtual trials.

Positive parenting sessions

In 2024, Sawasya conducted 70 positive parenting sessions that benefited 295 parents by focusing on child-friendly practices, personal and safety boundaries, and healthy family dynamics. Additionally, 398 sessions were provided to 907 children, aimed at developing life skills, engaging in empowering activities, and fostering positive family dynamics.



Positive parenting session with children in Al-Aroub Camp © Sawasya

Output 3.2: Knowledge and attitudes of justice sector actors that foster respect and protection for human rights and gender equality are reinforced

Sawasya III supports evidence-based knowledge with a focus on perceptions of vulnerable groups by justice providers. Based on this, Sawasya III will support the development of gender-positive masculinity and child-friendly approaches in service provision. It will specifically focus on violence against children (VAC) and VAW prevention strategies, but also on further empowering female justice providers and agents of change across service provision, including through the strengthening of and expansion of existing platforms. Programmatic support will also emphasize the need for child and gender sensitive attitudes among justice sector actors and awareness raising on rehabilitative responses of justice that mainstream gender and human rights, particularly for women in conflict with the law and children affected by violence.



Awareness workshop on women's rights and gender equality for justice personnel at MoJ © Sawasya

Infographic
22 Gender Champions
18 Women
4 Men

In 2024, a gender expert was seconded to enhance the capacities of Gender Units in four key justice sector institutions: HJC, MoJ, the AGO, and the SJD. Notably, the SJD advanced significantly by developing and approving a comprehensive concept paper for establishing a Gender Unit, outlining its principles, vision, mission, and roles. Internal coordination among the Gender Units at MoJ, HJC, and AGO was strengthened, and external collaboration was actively promoted. The MoJ and HJC conducted gender performance assessments that identified critical gaps, including cultural biases, insufficient gender-responsive policies, limited representation of women in leadership, and the lack of gender-disaggregated data. Recommendations included integrating gender perspectives into institutional policies and empowering women in decision-making roles.

The MoJ's performance assessment report was approved by the Minister, subsequently the Minister instructed the development of an action plan to address its recommendations. A detailed gender mainstreaming plan for the MoJ's Financial Department was approved. Meanwhile, the HJC's report is

under review by the Secretary-General. Additionally, efforts to support the PCP Gender Unit continued in coordination with EUPOL COPPS, focusing on reviving the policewomen network, delayed due to the crisis in Gaza and movement restrictions in the West Bank.

In November 2024, a visit to the Police Academy highlighted the need for gender-sensitive training materials, with the Academy's leadership committing to increasing female representation. A separate meeting with the Security Police Force (SPF) engaged 11 newly appointed policewomen, resulting in commitments to flexible work arrangements, transport, uniforms, and equipped accommodations for 20 women officers. These efforts underscore a significant step in institutionalizing gender equality within the justice and security sectors.

In 2024, the programme supported the Gender Unit at the MoI by assisting in the development of its annual work plan and coordinating international partners through various meetings. This support and advocacy led to the MoI Minister's formal endorsement of the strategic frameworks for gender mainstreaming in the security sector, developed in 2023, marking a key step forward in institutionalizing gender-responsive policies and promoting gender equality within the sector.

During the reporting period, a total of 22 gender champions (4 males and 18 females) were identified in the West Bank and Gaza for their leadership and commitment to advancing gender equality within the justice and security sectors. These individuals demonstrated a strong capacity for advocacy and played instrumental roles in promoting women's rights, enhancing gender-sensitive policies, and mainstreaming gender justice principles across their respective institutions. Their efforts were crucial in improving services for women survivors of violence, supporting gender-responsive legal and psychosocial assistance, and ensuring that gender equality remained a priority despite significant challenges, including the ongoing crisis in Gaza. Their contributions have been vital in fostering institutional change and strengthening gender mainstreaming efforts in these sectors.

Output 3.3: Knowledge and good practice exchanges are strengthened

Sawasya III supports exchanges particularly focused on e-Justice and court management systems. An emphasis will also be placed on knowledge transfer and peer-exchange opportunities with countries of similar cultural background that have the potential to advance women's rights and child justice.

In 2024, through collaboration with the Council of Europe, the programme facilitated technical support for judges and prosecutors to participate in an inspection conference organized by the Arab Network for Inspection in Morocco. The conference focused on regulating social media use among judicial personnel, disciplinary measures, and evaluation practices, aiming to enhance capacity by exposing participants to regional best practices and standards.

Additionally, the SOPs for the Human Rights Unit at the family court were finalized and endorsed by the Supreme Judges. A legal harmonization guide manual was also developed and officially approved by the National Gazette.

Furthermore, a draft Prison Monitoring Manual for the Ministry of Justice's Human Rights Unit was prepared and is currently under review, furthering efforts to strengthen human rights compliance within detention facilities.

Output 3.4: Formal justice mechanisms are further developed

Sawasya III focuses on informal justice success stories with high replication potential into alternative dispute resolution solutions across the civil and criminal fields. It will also focus on alternatives to detention and underpin the establishment of a dedicated taskforce and a strengthened partnership with civil society for awareness-raising and training of public and key actors.

Infographic

127 arbitrators and mediators benefited from capacity development activities.

46 Women

81 Men

During the reporting period, Sawasya and its partners significantly advanced ADR initiatives through targeted trainings and workshops. Key achievements included foundational arbitration training that exceeded initial targets, equipping newly certified arbitrators with essential skills. Additionally, the program effectively revised the Code of Conduct for Arbitrators in coordination with the MoJ, marking substantial progress toward standardizing arbitration practices in Palestine.

Sawasya's partner CSO conducted a comprehensive survey assessing public attitudes toward mediation and arbitration in East Jerusalem. Results highlighted significant regional and demographic disparities, especially among youth, women, and underserved communities. The survey also identified a critical data gap regarding violence in Jerusalem, underscoring the need for targeted interventions. Overall, respondents expressed a greater preference for formal justice mechanisms, with men and younger individuals indicating a higher inclination toward formal systems compared to women and older groups, who favoured a balanced approach. Urban residents generally preferred formal justice mechanisms, whereas rural communities showed mixed preferences. These findings stress the importance of demographic factors in shaping trust and decision-making around justice mechanisms.

Institutional support remained strong for ADR, with active participation from the MoJ, underscoring commitment to ADR development. Despite regional challenges, virtual and in-person training sessions on ADR, social transformation, diversity, administrative report writing, and human rights principles strengthened capacities of diverse stakeholders. These collective efforts reinforced Sawasya's commitment to promoting professionalized and accessible justice pathways in Palestine.

Sawasya advanced its support for women entrepreneurs in Gaza through targeted capacity-building initiatives, specialized legal trainings, and research. Legal experts and female lawyers received training on entrepreneurship law, ADR, and contract management, while an updated database of conflict-affected women entrepreneurs was established to inform interventions. Additionally, Sawasya's implementing partner completed research on conflict impacts affecting Gaza's justice system.

The programme also launched an electronic platform to recruit and mobilize mediators, arbitrators, and legal experts, enabling peaceful dispute resolution amid Gaza's disrupted judicial system. The initiative was reinforced by specialized human rights training, strengthening professionals' capacity to address disputes systematically during the ongoing conflict.

ADR Infographic

Alternative Dispute Resolution (ADR)

Definition: ADR refers to methods of resolving disputes outside the formal court system.

Common methods: Arbitration, Mediation, Conciliation, Negotiation

Application:

- Used in both Palestinian and Israeli legal systems
- Most common: Arbitration and Mediation
- Israel: ADR is well-established and sometimes mandatory
- Palestine: Mediation is growing, but faces legal and institutional challenges

ADR in Palestinian Law

Arbitration

- Governed by Arbitration Law No. (3) of 2000
- Applies to: Commercial, investment, contractual, and civil disputes
- Arbitrators can be selected from the Ministry of Justice list or by agreement between parties
- Courts may appoint arbitrators (with party consent) and approve or reject arbitration awards

Excluded cases:

- Public order matters
- Non-reconcilable issues (e.g. criminal penalties, nationality)
- Personal status cases (e.g. divorce, inheritance)

Mediation

- To be Governed by Decree Law on Mediation^[1].
- Mediation is voluntary and confidential
- Mediator facilitates discussion but does not impose decisions
- Courts may refer cases to mediation and enforce international mediation agreements

Excluded cases:

- Public order matters
- Non-reconcilable legal issues
- Personal status cases (unless permitted)
- Disputes involving the state

Special Applications:

- Civil disputes: Judges may refer parties to mediation
- Juvenile justice: Used for minor offenses to avoid formal trials

ADR in Israeli Law (Applicable in East Jerusalem)

Arbitration

- Governed by the Arbitration Law (2024)
- Common in civil, commercial, investment, and contractual disputes

Excluded cases:

- Real estate ownership
- Some labour disputes

Mediation

- Governed by the Mediation Law (5769) of 2009
- Mandatory in specific courts, including Family Affairs and Sharia Courts
- Applies to civil, commercial, labour, and some criminal cases
- Courts may initiate mediation before proceeding to litigation

Excluded cases:

- Identity card revocation
- Family reunification
- Building demolitions
- State sovereignty matters

Why Propose a New Arbitration Law in Palestine?

Palestine’s current arbitration law has significant gaps and is not aligned with international best practices. This limits its effectiveness and credibility, underscoring the urgent need for a modernized legal framework.

Key Objectives of the Proposed Draft Law:

- **Strengthen Oversight**
Empower the Ministry of Justice—especially the General Administration of Professional Affairs—to lead and regulate arbitration activities.
- **Enhance Efficiency**
Shorten court timelines for arbitration-related appeals and enforcement, ensuring faster and more reliable resolution.
- **Build Strong Institutions**
Establish a clear legal framework for arbitration centers with defined standards for arbitrators and institutions.

Infographic

Advantages of Using ADR

- **Time-Efficient:** ADR processes are typically faster than traditional court litigation.
- **Cost-Effective:** Reduces legal and court expenses for all parties involved.
- **Confidential:** Proceedings are private, protecting sensitive information.
- **Flexible & Informal:** Procedures are more adaptable to the needs of the parties.

How does ADR Mechanism Work?

Mediation

1. **Consent to Mediate** – Parties voluntarily agree to resolve their dispute through mediation.
2. **Mediator Appointment** – A neutral mediator is selected by the parties or assigned by a relevant body.
3. **Mediation Sessions** – The mediator facilitates dialogue to help parties reach a mutual agreement.
4. **Settlement Agreement** – If successful, a written agreement is signed and can be submitted to court for enforcement.

Arbitration

1. **Agreement to Arbitrate** – Parties agree in writing to resolve their dispute through arbitration.
2. **Appointment of Arbitrator(s)** – One or more arbitrators are selected by the parties or appointed by the court if needed.

- | |
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| <p>3. Arbitration Hearings – Each party presents evidence and arguments; the process is less formal than court.</p> <p>4. Final Award Issued – The arbitrator delivers a binding decision, enforceable through the courts.</p> |
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Outcome 4: Women’s access to gender responsive and inclusive justice, security and protection services is strengthened.

Infographic

- Improve the capacity of governmental and non-governmental service providers to deliver gender-responsive services.
- Increase female representation within decision-making positions.
- Collect gender-sensitive data.

Infographic

Title: Violence Against Women Cases

VAW cases filed with the FJPU

- 1,055

VAW cases that were transferred by the FJPU to the public prosecution

- 3,862

VAW cases that were transferred by the public prosecution to courts

- 1,700

VAW cases that resulted in a conviction

- 456

Output 4.1: Governmental and non-governmental service providers have improved capacity to deliver gender responsive and accessible services to women victims and survivors of violence

Sawasya III supports governmental and non-governmental service providers in enhancing coordination and cooperation, strengthening referral mechanisms and making facilities safer, particularly for women victims and survivors of violence. In line with this, the programme plays a key role in facilitating bilateral, multilateral and national consultations around gender-responsive referral between the justice, security, and social actors, and provides support for establishing remote and mobile services for women victims and survivors of violence.

The Referral Pathway Protocol

The Referral Pathway Protocol was developed under the National Referral System (NRS) led by Ministry of Women’s Affairs (MoWA), with support from Sawasya, to protect women's rights to safety, dignity, and justice during emergencies, including pandemics, armed conflicts, or climate-related disasters. The protocol establishes structured response mechanisms at national, governorate, and local levels, defining clear roles for first responders, particularly for cases involving sexual and gender-based violence (SGBV). It emphasizes active stakeholder collaboration and was reviewed by the High National Committee to

Combat Violence Against Women. The MoWA will conduct further consultations before submitting the protocol to the Cabinet for approval, solidifying it as a crucial tool for safeguarding women's rights during crises.

To enhance coordination among national partners supporting women survivors of violence, Sawasya organized a sector dialogue session titled "Towards Effective and Efficient Services for Women Victims of Violations" in December. The session brought together key stakeholders, including national institutions and service providers, to exchange insights and identify opportunities for improved service delivery. Stakeholders proposed strengthening coordination through internal reviews, enhanced collaboration, and adopting standardized policies. This dialogue aimed to address policy and service gaps, ultimately improving response mechanisms and support for women survivors of violence.

During the reporting period, MoSD in the West Bank provided critical support to 2,196 women, including 866 women who received protection and sheltering services and 1,330 Gazan women who relocated to the West Bank following the conflict in Gaza. Among the support provided, women were accommodated in protection centers, reintegrated with their families and communities, and received legal assistance. Additionally, many benefited from psychological counselling, social support and guidance, as well as participation in mental health and conflict preparedness activities. Financial assistance was extended to survivors of violence, and self-care activities were also offered to support their recovery and well-being.

Serious Case Review Committee

The programme continued to support the revitalization of the Serious Case Review Committee (SCR) to enhance effectiveness and responsiveness in services for women survivors of violence. This committee reviews critical cases involving violence against women, particularly murder cases, to identify best practices, lessons learned, and areas needing improvement. A national expert is being recruited to lead the committee's revitalization and develop two SCR reports, in consultation with MoWA personnel. These efforts aim to strengthen response mechanisms and address gaps in protecting women survivors effectively.

Output 4.2: Female duty bearer representation within front line and decision-making positions in the justice and security is increased

Based on a preliminary assessment of the level of representation of women as frontliners and decision-makers, Sawasya III supports the adoption of a sectoral gender strategy and the development of an association or network for women judges and female police officers. This initiative focuses on mentoring, lobbying, and advocacy, while also strengthening leadership capacity to mainstream women's experiences in justice work.

Empowering women and ensuring meaningful participation for women in decision making positions in justice and security sector remains central to the Sawasya. While progress has been made, sustained support is crucial to achieving full gender parity. Over the past two years, during Sawasya II and Sawasya III, strong advocacy efforts under the programme have contributed to increased female representation: the proportion of female judges has risen by over 5%, prosecutors by more than 7%, and police officers from 4% in 2022 to 6.8% in 2024. Women in public prosecution increased from 20% to 27.2%, while female judges grew from 18% to 23.48%.

The MoSD serves as a model of gender inclusivity, with women making up 60% of its 735 employees. Notably, 41% of them hold leadership positions, demonstrating the ministry's commitment to female

empowerment. Ensuring continued investment and policy reforms remains essential to accelerating gender equality and fostering women’s leadership in justice, security, and governance.

Female judges and public prosecutors forum

The programme, in collaboration with key judicial institutions, has supported the establishment of the Female Judges and Public Prosecutors Forum in Palestine. Officially approved in November 2024, the initiative formed a founding committee representing the HJC, Family Court, and Public Prosecution. The forum provides a platform for female judges and prosecutors to engage in advocacy, leadership development, and policy influence and aims to strengthen their roles, promote gender justice, and advance women’s access to justice through survivor-centered approaches. Additionally, the forum seeks to integrate into regional and international networks, fostering broader engagement and collaboration. By enhancing representation and leadership, the forum will play a crucial role in promoting gender equality and a more inclusive justice system in Palestine.

In her words, H.E. Judge Iman Nasereddin, Deputy Chief Justice and Head of the Female Judges and Public Prosecutors Forum, captured the spirit and vision behind the forum’s mission:

“We feel a deep sense of responsibility toward our role and our pursuit of justice for women and society in the female judges and public prosecutors forum. As mothers and daughters of this society, we see the forum not merely as a professional gathering but as a platform that reflects women’s determination to be active participants in building a society that respects rights and upholds justice. From within the courtrooms and through our noble mission of upholding the law, we prove every day that women are not just partners in achieving justice—they are fundamental pillars of it.”



H.E. Judge Iman Nasereddin speaks at the open meeting held by Sawasya III and the HJC to promote women’s role in the judiciary.© HJC

Output 4.3: Women’s awareness of their rights and means to access justice is increased

Sawasya III supports targeted awareness initiatives informed by women’s experiences and their knowledge of available services, the challenges they face in accessing these services, and the coping strategies they have developed. Based on this, the programme focuses on helping stakeholders improving procedures and enhancing women’s capacity to advocate for their rights through peer-to-peer interventions where women survivors of violence can collaborate, as well as tailored nation-wide campaigns.

Infographic

16,433 Women in Palestine participated in awareness raising interventions

Advocating for the endorsement of a gender-responsive Family Protection Bill (FPB) remained a key priority for Sawasya in 2024. The programme continued to support civil society efforts through a partner organization comprising women-led and human rights groups dedicated to eliminating violence against women. Advocacy and awareness-raising initiatives engaged decision-makers from ministries, municipalities, and other entities, alongside women from various governorates who actively participated in lobbying efforts and public demonstrations, including the 16 Days of Activism against GBV, to demand the adoption of the FPB.

Collaboration with local radio stations played a crucial role in broadening outreach, ensuring that advocacy messages on the NRS and women's rights reached a wide audience. Women and girls, particularly from marginalized communities, participated in awareness workshops designed to strengthen their understanding of gender-based violence (GBV), legal rights, and available protection services. To further amplify advocacy efforts, radio and television spots were produced and aired, reinforcing the call for legislative reform. These community-based workshops and media campaigns emphasized the urgency of enacting a gender-responsive FPB while reinforcing the ongoing push for its adoption.

The programme also facilitated targeted dialogue among governmental and non-governmental stakeholders, highlighting the critical need for the FPB and resulting in practical recommendations to enhance protection services, such as increasing counsellors and establishing emergency assistance funds.

In Gaza, Sawasya's partner established a CSO platform to improve coordination among organizations supporting women survivors of violence. Meetings held within this platform strengthened service delivery collaboration, addressed advocacy challenges, and emphasized integrating gender-sensitive approaches into humanitarian responses.

Capacity-building efforts remained central, with numerous CSOs enhancing their leadership roles in advancing gender equality. Specialized training empowered women leaders and improved local CSOs' capacities to deliver gender-responsive services, ensuring more effective protection and justice responses, even in crisis situations.

Breaking Free: A Young Woman's Fight for Workers' Rights

Rula*, a young woman from East Jerusalem, worked tirelessly in a job that offered little security and no legal protections. She had hoped that her first job would be the beginning of a promising career. Instead, she found herself trapped in a cycle of uncertainty, with no legal documentation to protect her future.

"I was told that the company was still in the process of sorting out legal matters," Rula recalled. "I believed them. I wanted to trust that they had my best interests in mind." For two years, she worked without official payslips or employment benefits. When the company finally transitioned into a registered business, she was issued legal payment documents—but something still wasn't right. When she requested that her salary be transferred to her bank account, she then discovered that her employer had not been paying into her pension fund or contributing to her social security.

"I felt betrayed," Rula said. "I had given so much to this job, yet they had not fulfilled their obligations to me."

Determined to find a way out, she applied for a training program and was accepted. In August 2023, she handed in her resignation, hoping to move forward. But her employer had other plans.

He refused to provide her with the necessary documents to claim unemployment benefits unless she signed a waiver forfeiting her legal rights to unpaid dues.

It was then that she realized she needed help. She turned to a CSO supported by the Sawasya III Joint Programme, where a Legal Coordinator guided her through the complexities of the legal system. "For the first time, I had a team behind me," she said. "They helped me understand my rights and gave me the confidence to stand up for myself."

Despite her employer's resistance and denial of many claims, she stood firm. "I had no proof of my working hours. I didn't know much about labor laws. But with their support, I learned how to advocate for myself." Eventually, her employer attempted to negotiate a small payout in exchange for dropping the case. But now, she knew better. "I refused. I wasn't just fighting for myself—I was fighting for the principle that workers deserve fair treatment."

Today, Rula tracks her hours, understands her legal entitlements, and encourages others to do the same. "Don't assume your employer is protecting you," she said. "Know your rights, document everything, and don't stay silent."

Rula's story reflects the broader challenges faced by many workers in the informal economy—especially women. Through its support to legal aid providers and civil society partners, the Sawasya III Joint Programme works to ensure that vulnerable workers have access to justice, legal awareness, and the tools to protect their rights.

*Name changed to protect the identity.

Output 4.4: Stakeholders' capacity to document, collect and produce comprehensive, accessible and gender sensitive data is developed

Collecting, analysing and producing gender disaggregated data is paramount to inform evidence- based analysis, and sound policy reform. In line with this, Sawasya III supports partner institutions in, collecting, analysing and producing gender- sensitive and disaggregated data through different tools, including the programme's support to the Palestinian Central Bureau of Statistics; the support to Mizan system- which includes gender sensitive classified data; the support to the Gender Units and planning departments amongst others.

During the reporting period, Sawasya, in partnership with the Gender Units and Planning Departments of the HJC, MoJ, and AGO, conducted three training sessions on gender mainstreaming and gender-responsive planning. These sessions strengthened the capacities of Gender and Support Teams, covering key topics such as international frameworks, SDGs, national policies, and the impact of gender-blind planning on women's rights. The training combined theory and practice, enabling participants to analyze challenges to gender-sensitive planning and women's participation in decision-making. Positive feedback and actionable recommendations highlighted the importance of continued capacity-building efforts in advancing gender-responsive institutional approaches.

Rapid justice assessment on women's access to justice

In cooperation with CSO partners, the programme completed a rapid justice assessment aimed at exploring and documenting the impact of the war on Gaza on women's access to justice; with focus on justice needs, and concerns. The aim of the assessment was to document the experience of women; identify the obstacles they face as relates to their access to justice, understand their urgent needs, and propose potential solutions to enhance their access to justice during and after the ongoing war in Gaza.

Infographic

Title: Rapid Justice Assessment on Women's Access to Justice in Gaza (October 2023 – June 2024)

Infographic

Title: Recommendations

- Provide legal support services and facilitate access to justice institutions.
- Streamline procedures for obtaining identification documents and death certificates.
- Reactivate formal justice systems where possible, including courts and alternative temporary courts.
- Enact laws and policies that protect women's rights and ensure gender-sensitive access to justice.
- Provide shelters for female victims of violence and those at high risk.
- Activate informal protection mechanisms through family, community leaders, and civil society.
- Offer psychosocial, relief, and economic support services for women.
- Implement awareness workshops on women's rights for both women and men.

There is a critical need to meaningfully engage conflict-affected women and youth in all stages of conflict resolution and peacebuilding. The programme has been meeting with women-led and women's rights organizations to identify obstacles they face on the ground and determine how the programme can provide more support. Key needs include support for staff safety, empowering women, and youth as leaders, providing funding and protection for women's organizations, and adopting a community-based approach to leverage local contexts.

Transitional transformative justice research

The programme has contracted a group of researchers to conduct a study on transitional transformative justice in the oPt, with a focus on Gaza. The primary aim of this research is to address the existing gap in recognizing gendered experiences within post-war recovery and justice mechanisms. Despite the significant roles that women play as early responders and promoters of community resilience, their contributions remain largely underutilized. The research seeks to highlight these overlooked perspectives and ensure that gender considerations are systematically integrated into justice and recovery processes.

The research is being designed to be directly informed by the perspectives and priorities of Palestinian women, making their voices central to the development of inclusive justice mechanisms and the anticipated findings are intended to contribute significantly to more gender-responsive approaches to transitional justice.

1.2 Challenges and lessons learned

Infographic	
Challenges	Lessons learned
The ongoing armed conflict in Gaza poses an extreme safety and security threat to both programme staff and beneficiaries. Furthermore, the volatile security environment has caused frequent and sudden evacuations of both staff and beneficiaries. This effects the ability to deliver on planned objectives and affects the overall efficiency of interventions.	The importance of having flexible strategies to maintain operations is evident, with a continual focus on assessing needs on the ground and adjusting the action plan accordingly. Addressing these challenges is a key area for the programme, which remains a priority moving forward.
In Gaza, the ongoing war and destruction of infrastructure, alongside increased military operations in the West Bank, significantly hinder CSO activities.	Conflict and instability severely disrupt CSO activities, highlighting the need for contingency plans, flexible operational strategies, and support mechanisms that enable CSOs to continue providing essential services in challenging environments.
Resistance from justice sector institutions has made it difficult to include gender considerations and address women's rights in their policies and operations. This affects efforts to create an inclusive and equitable justice system.	Targeting heads of departments at justice institutions and strengthening coordination between Planning Departments and Gender Units is essential. Equally crucial is developing a deep understanding of the perceptions and positions of justice personnel concerning gender equality and women's rights.
A significant challenge has been the impact of movement restrictions on people's ability to	The Mizan court management system has proven to be an effective tool by digitizing case

access justice and legal services, as well as on the ability of judges and prosecutors to get to their workplaces.	management and court procedures, enabling remote access to case information, and reducing dependency on physical presence. This has improved efficiency, minimized delays, and enhanced access to justice, highlighting the importance of continued development to ensure it remains responsive to emerging challenges.
At the outset of the programme, a significant challenge was the 5-month delay in its start, which resulted from the need to revise the Annual Work Plan due to the outbreak of the war in Gaza in October 2023.	By working closely with partners, the annual work plan was successfully redesigned to focus on urgent priorities. The involvement of the Chief Justice in the technical committee revising the work plan, demonstrating his dedication and commitment, was crucial in maintaining high-level support for the programme. Additionally, his involvement paved the way for his co-chairmanship in the steering committee, which was met with significant support.

1.3 Moving forward

In 2025, the programme will continue partnering with CSOs and universities to expand legal representation, consultation, and awareness services, focusing on Israeli jurisdiction and Family Courts.

Efforts to promote ADR mechanisms will accelerate, addressing bottlenecks in mediation and arbitration. The programme will support the MoJ in securing approval for the Mediation Law and the Arbitrators' Code of Conduct, offering litigants alternatives to the formal judicial system to reduce case backlogs and expedite trials.

Key initiatives will include contracting consultants for targeted interventions, publishing findings on the war's impact on women's access to justice in Gaza and developing an action plan. The programme will also draft a policy paper on the FPB and advance research on transitional and transformative justice.

Depending on the conflict dynamics in Gaza, the programme will expand its activities in accordance with the annual plan to facilitate access to justice, particularly for women and children. This expansion will focus on addressing emerging barriers to justice, enhancing legal support mechanisms, and strengthening protection mechanisms for vulnerable groups.

Child justice efforts will expand, providing free legal support, awareness, and rehabilitation services, along with improved access to birth registration in Gaza.

To remain responsive, the programme will conduct regular assessments and integrate updated scenario-based planning into the Annual Work Plan to navigate the evolving legal and humanitarian landscape in Palestine.

2. Other Assessments or Evaluations

2.1. Monitoring & Evaluation

The Sawasya III Programme has developed a robust Monitoring and Evaluation (M&E) modality to ensure effective implementation and continuous learning across all project activities. This M&E framework draws from best practices of earlier phases, ensuring alignment with programme goals, measuring progress, and adapting interventions based on changing needs and contexts in Palestine. The M&E model focuses on both accountability and continuous improvement, encompassing a mix of qualitative and quantitative approaches to achieve a comprehensive assessment.

Sawasya's M&E approach begins at the proposal stage with a comprehensive assessment to ensure that partner organizations align with programme goals and can deliver impactful results. Each proposed activity is evaluated for its relevance, feasibility, and ability to achieve measurable outcomes, alongside an initial risk analysis to prepare for potential challenges.

During implementation, the M&E team closely monitored partner CSOs engaged in activities such as legal aid, legal awareness, mediation, and capacity development. Data is collected on participants and services, and beneficiary feedback is gathered through surveys and focus groups to assess impact and effectiveness. Specific indicators, as outlined in the Results and Resources Framework, are utilized to measure success against the four planned outcomes, ensuring that progress is tracked effectively.

To verify on-ground implementation, Sawasya conducts regular HACT (Harmonized Approach to Cash Transfers) visits and reviews progress reports to ensure alignment with objectives and efficient use of funds. Standardized data collection and evaluation processes, including pre- and post-training assessments and beneficiary surveys, provide valuable insights into service quality and outcomes.

Learning and adaptation are integral to Sawasya's M&E framework, with continuous feedback loops informing strategic adjustments. This structured approach not only ensures accountability to donors and stakeholders but also enables data-driven decisions that enhance programme efficiency and reinforce equal access to justice for all Palestinians. Additionally, the programme plans to conduct a comprehensive mid-term evaluation after two and a half years of implementation to assess progress and inform necessary adjustments for the remaining duration of the programme.

Overall, the M&E framework is designed to support the programme's goals while fostering collaboration and coherence among various stakeholders, ensuring that the Sawasya III Programme remains responsive to the evolving context in Palestine.

2.2 Research & Communication Products

During the reporting period, Sawasya III has embraced a more structured approach to its communications, beginning with a comprehensive new strategy aiming to boost visibility and impact through a focus on human rights, gender equality, children's rights and effective partnerships. By amplifying the voices of marginalized communities, the programme plans to enhance visibility through increased social media engagement, strengthened collaborations with local partners and media, and the creation of engaging materials like success stories, videos, and factsheets.

In line with the programme's people-centred approach, there is a key focus on storytelling, using real-life narratives to effectively illustrate the programme's impact on individuals and communities. Tools such as infographics, human-centered videos, and compelling imagery make these stories more accessible and

engaging while also highlighting Sawasya's vital support and showcasing resilience and transformative change.

Communications and Visibility Guidelines are in place to ensure a consistent and effective representation of the programme, including key material such as press releases, publications, knowledge products, and audiovisual content, all of which should feature the Sawasya logo and acknowledge support in alignment with the development partners' requirements as well as the UN agencies.

Annex I

Results and Resources Framework

SAWASYA III OVERALL GOAL: People in the State of Palestine, especially women and children, have access to justice in a protective, inclusive and responsive system that promotes, respects, and fulfils human rights and gender equality.

	Achieved Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of data and means of Verification
Outcome 1: People, particularly those at-risk, have improved access to high-quality specialized services relating to their legal, psychosocial, protection, and security needs			
Indicator 1.1: Number of individuals who accessed legal aid and psychosocial services supported by the Programme. Disaggregated by sex, age, geographical area, type of jurisdiction (Palestinian/Israeli) and service. Baseline (2023): 11,893 Target: Increase of 1 percentage point (yearly)	Total: 13517 (1440 men, 11182 women, 344 boys, and 551 girls)		Source of data: • Narrative reports. • Database of beneficiaries. Means of Verification: • Service records. • Beneficiary surveys. • Online follow up of field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions of field workers.
Indicator 1.2: Percentage of beneficiaries who reported that their problem was resolved through the services received. Disaggregated by sex, age, geographical area, and type of service and Palestinian/Israeli jurisdictions. Baseline (2023): 74% Target: Increase of 3 percentage point (yearly)	Data not available yet.		Source of data: • Online survey. Means of Verification: • Beneficiary surveys. • Service records. • Online follow up of field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions of field workers.
Indicator 1.3: Percentage of public who trust that they will obtain sufficient and effective protection from the police. Disaggregated by sex, age and geographical area. Baseline (2023): 52.9% Target: Increase of 2 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: • PCBS. Means of Verification: • Public perception surveys. • Online follow up of field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions of field workers.
Output 1.1 Provision of legal and psychosocial services is strengthened			
Indicator 1.1.1: Number of justice and social justice providers that have benefitted from specialized capacity development activities outside of certified programmes. Disaggregated by sex, region, subject, and type of justice/social service providers.	353 justice providers (138 men and 215 women)		Source of data: • Narrative reports. • Database of beneficiaries. Means of Verification:

Baseline (2023): 477 (Men:54, Women: 423) Target: Increase of 2 percentage point (yearly)			Attendance sheet of participants.
Indicator 1.1.2: Percentage of public aware of the existence of legal aid services. Disaggregated by sex, age, geographical area, and Palestinian/Israeli jurisdictions. Baseline (2023): Prosecutors and courts that provide legal representation services in criminal cases or juvenile cases: 23.1% The Prisoners Affairs Committee: 46.5% Colonization and Wall Resistance Committee: 17.6% The Ministry of Jerusalem Affairs subsequent courts and judicial bodies: 15.6% Prisoner Club: 45.2% Civil society institutions: 27.5% Target: Increase of 2 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: - PCBS. Means of Verification: - Public perception surveys. - Online follow up of field work. - Bilateral meetings. - Statistical tests of raw data. - Attending training sessions of field workers.
Output 1.2: Women are able to access improved specialized services that are responsive, survivor centered and prevent revictimization			
Indicator 1.2.1: Number of women that benefited from the services of One Stop Centers. Disaggregated by age and geographical area. Baseline (2023): 771 (Ramallah: 306, Hebron: 179, Nablus: 286) Target: Increase of 1 percentage point (yearly)	653 Ramallah 262 Hebron 204 Nablus 187		Source of data: - Narrative reports. Means of Verification: - Field visits.
Output 1.3: Specialized services for children that are responsive, friendly, and geared towards reintegration are reinforced			
Indicator 1.3.1: Number of child protection cases referred through the Child Protection National Referral System for which child protection services were provided. Disaggregated by sex and geographical area. Baseline (2023): 0 Target: Increase of 1 percentage point (yearly)	1400 case		Source of data: - Narrative reports. Means of Verification: - Sample of intake sheets
Indicator 1.3.2: Percentage of children in conflict with the law who benefitted from diversion and alternatives to detention. Disaggregated by sex, geographical area and type of measure. Baseline (2023): 85.0% Target: Increase of 2 percentage point (yearly)	80.0%		Source of data: - Mizan II Means of Verification: - Statistical tests of the consistency of data
Output 1.4 e-Justice services that are accessible, people-centered, safe, and user friendly are further developed			
Indicator 1.4.1: Percentage of judges/public prosecutors/lawyers/public/court staff who are satisfied with the performance of the Mizan system. Disaggregated by sex, geographical area, and type of user. Baseline (2023): 80.1% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: - PCBS. Means of Verification: - Public perception surveys. - Online follow up of field work. - Bilateral meetings. - Statistical tests of raw data. - Attending training sessions of field workers.

Indicator 1.4.2: Number of users (judges/public prosecutors/lawyers/public/court staff) who accessed and utilized services provided by Mizan, including services provided to justice institutions. Disaggregated by sex, region, and type of user. Baseline (2023): 159,033 Target: Increase of 1 percentage point (yearly)	164,661 Breakdown by user type: Judges: 272 Public Prosecutors: 169 Lawyers: 7,877 Public: 153,774 Court Staff: 2,569		Source of data: • Mizan II Means of Verification: • Statistical tests of the consistency of data.
Outcome 2: People are served by responsive institutions that have strengthened capacity to operate in an effective, efficient, people-centred, and accountable manner			
Indicator 2.1: Number of cases overturned on appeal. Disaggregated by type of jurisdiction, level of jurisdiction, and geographical area. Baseline (2023): First Instance: 1,469 Appeal: 338 Cassation: 237 Target: Decrease of 1 percentage point (yearly)	First Instance: 1052 Appeal: 312 Cassation: 138		Source of data: • Mizan II Means of Verification: • Statistical tests of the consistency of data.
Indicator 2.2: Number of complaints raised against human rights violations, including those that led to disciplinary measures. Baseline (2023): 1,183 (Grievance and human rights: 162, Internal security unit: 1,021) Target: Increase of 3 percentage point (yearly)	Data is available in May/June 2025		Source of data: • PCP Means of Verification: • Statistical test of the consistency of data. • Bilateral meetings with PCP officials.
Output 2.1: Legislative, legal, and policy frameworks are adopted and/or revised in line with international standards and best practices [to protect at-risk groups]			
Indicator 2.1.1: Number of legal instruments amended or adopted that operationalize international human rights standards. Baseline (2023): 6 Target: Increase of 1 (yearly)	15 instruments (12 in the West Bank and 3 in the Gaza Strip.		Source of data: • Justice institutions. • Narrative reports. Means of Verification: • Annual reports of justice institutions. • Bilateral meetings with planning units.
Output 2.2: Judicial systems and procedures are strengthened in a manner that is inclusive, people centered, delivery oriented, accountable, and [provides] protection			
Indicator 2.2.1: Percentage of judgements enforced. Disaggregated by criminal, civil and family courts. Baseline (2023): For Family Courts: N.A For Conciliation Courts: 127.6% For First Instance Courts: 121.2% Target: Increase of 2 percentage point (yearly)	For Family Courts: 12.2% For Conciliation Courts: 58.1% For First Instance Courts: 56.0%		Source of data: • Mizan II Means of Verification: • Statistical tests of the consistency of data.
Indicator 2.2.2: Percentage of cases that conform to optimum standards. Disaggregated by criminal and civil, including family courts. Baseline (2023): 50.7% Target: Increase of 1 percentage point (yearly)	49.1%		Source of data: • Mizan II Means of Verification: • Statistical tests of the consistency of data.

Output 2.3: Justice sector and protection actors' capacities are further developed and professionalized			
Indicator 2.3.1: Number of justice and social justice providers that have benefitted from capacity development activities through certified programmes. Disaggregated by sex, geographical area, subject, and type of provider. Baseline (2023): 455 (Men: 230, Women: 225) Target: Increase of 3 percentage point (yearly)	330 (203 men and 127 women)		Source of data: • Narrative reports. • Database of beneficiaries. Means of Verification: • Attendance sheets of participants.
Output 2.4 Digitalization and digitization are further strengthened to create greater efficiencies in the justice sector			
Indicator 2.4.1: Number of documents digitized. Baseline (2023): 121,534 Target: 50,000 (yearly)	86,200 documents		Source of data: • Mizan II Means of Verification: • Statistical tests of the consistency of data.
Indicator 2.4.2: Number of services provided through Mizan and linked to the integrated database. Disaggregated by type of service and end-user category. Baseline (2023): 0 Target: 1 additional service/year	1		Source of data: • Mizan II Means of Verification: • Statistical tests of the consistency of data.
Indicator 2.4.3: Number of laws, policies, strategies, plans developed/adopted to link the e-Learning management system with HR processes. Baseline (2023): 0 Target: 1 yearly.	1 (Policy that link basic training with the e-learning courses for the new judges)		Source of data: • Justice institutions. • Narrative reports. Means of Verification: • Laws, policies, strategies, plans of justice institutions.
Output 2.5: Quality of legal education in the State of Palestine is enhanced			
Indicator 2.5.1: Number of students, graduates, and practitioners who benefited from legal programmes, including clinical training. Disaggregated by sex and geographical area. Baseline (2023): 0 Target: Increase of 2 percentage point (yearly)	380 (229 women, 151 men)		Source of data: • Narrative reports. • Database of beneficiaries. Means of Verification: • Field visits. • HACT visits. • Attendance sheets.
Indicator 2.5.2: Number of e-Learning courses developed. Baseline (2023): 18 Target: 1 yearly.	Zero		Source of data: • Justice institutions. • Narrative reports. Means of Verification: • PJI learning platform.
Outcome 3: Societal and institutional behaviours and norms that uphold human rights, gender equality, and equity principles are embraced			
Indicator 3.1: Percentage of the Palestinian public who support the criminalization of violence against women. Disaggregated by sex, age, and geographical area. Baseline (2023): 90.3% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: • PCBS. Means of Verification: • Public perception surveys. • Online follow up of field work. • Bilateral meetings. • Statistical tests of raw data.

			• Attending training sessions of field workers.
Indicator 3.2: Percentage of the Palestinian public who oppose corporal punishment as a form of discipline. Disaggregated by sex, age, geographical area, and home/school. Baseline (2023): At home: 76.9% At school: 81.2% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: • PCBS. Means of Verification: • Public perception surveys. • Online follow up of field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions of field workers.
Indicator 3.3: Percentage of the Palestinian public who favours the use of formal justice over informal justice. Disaggregated by sex, age, geographical area. Baseline (2023): 56% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: • PCBS. Means of Verification: • Public perception surveys. • Online follow up of field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions of field workers.
Output 3.1: Knowledge and attitudes in society and communities that promote people centered, gender responsive, and protective child friendly behaviors are strengthened			
Indicator 3.1.1: Percentage of respondents who think that they have the necessary skills to combat gender discrimination, violence against women, and violence against children in their community. Disaggregated by sex, age, geographical area, and type of actors. Baseline (2024): 88.5% Target: Increase of 1 percentage point (yearly)	Data of 2024 has been used as a baseline as no data of 2023 available		Source of data: • Online survey.
Output 3.2: Knowledge and attitudes of justice sector actors that foster respect and protection for human rights and gender equality are reinforced			
Indicator 3.2.1: Number of public officials who advocated to increase the use of human rights principles within justice, social welfare, and security institutions. Disaggregated by sex, age, geographical area, type of actors, and type of rights. Baseline (2023): 0 Target: Increase of 2 percentage point (yearly)	Zero		Source of data: • Justice institutions. • Narrative reports.
Indicator 3.2.2: Number of gender champions from the justice, social welfare and security institutions who have contributed to at least one institutional change. Disaggregated by sex, age, geographical area, and type of actors. Baseline (2023): 27 Target: 2 yearly.	22 champions (4 Males and 18 Females).		Source of data: • Justice institutions. • Narrative reports.
Output 3.3: Knowledge and good-practice exchanges are strengthened			

Indicator 3.3.1: Number of partnerships established to transfer experiences and learnings. Disaggregated by context and type of partnership. Baseline (2023): 1 Target: 1 partnership (yearly).	Zero		Source of data: - Justice institutions. - Narrative reports. Means of Verification: - Press releases. - MoUs.																					
Output 3.4: Formal justice mechanisms are further developed																								
Indicator 3.4.1: Percentage of the Palestinian public who are aware of formal alternative dispute resolution mechanisms. Disaggregated by age, sex, and geographical area. Baseline (2023): 20.3% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: - PCBS. Means of Verification: - Public perception surveys. - Online follow up of field work. - Bilateral meetings. - Statistical tests of raw data. - Attending training sessions of field workers.																					
Indicator 3.4.2: Percentage of arbitration awards annulled in front of regular courts. Disaggregated by geographical area. Baseline (2023): 11.8% Target: Increase of 1 percentage point (yearly)	14.3%		Source of data: - Mizan II Means of Verification: - Statistical tests of the consistency of data.																					
Indicator 3.4.3: Number of arbitrators and mediators who benefited from capacity development activities. Disaggregated by sex and geographical area. Baseline (2023): 169 (89 arbitrators and 80 mediators) Target: Increase of 2 percentage point (yearly)	127 (81 men and 46 women)		Source of data: - Justice institutions. - Narrative reports. Means of Verification: - Attendance sheets.																					
Outcome 4. Women’s access to gender responsive and inclusive justice, security and protection services is strengthened																								
Indicator 4.1: Number of cases on violence against women filed with the FJPU. Disaggregated by age, geographical area, and type of case. Baseline (2023): 1,162 Target: Increase of 1 percentage point (yearly)	1,055		Source of data: - PCP Means of Verification: - Statistical test of the consistency of data. - Bilateral meetings with PCP officials.																					
Indicator 4.2: Number of VAW cases that were transferred by the FJPU to the public prosecution. Disaggregated by age, geographical area, and type of case. Baseline (2023): 788 Target: Increase of 1 percentage point (yearly)	3862 cases <table><tr><th>Age Groups</th><th>Type of Crime</th><th>Number</th></tr><tr><td>18 and less</td><td>Felony</td><td>5.0</td></tr><tr><td>18 and less</td><td>Misdemeanors</td><td>94.0</td></tr><tr><td>18 and less</td><td>Others</td><td>0.0</td></tr><tr><td>18 and less</td><td>Violations</td><td>0.0</td></tr><tr><td>19-29</td><td>Felony</td><td>22.0</td></tr><tr><td>19-29</td><td>Misdemeanors</td><td>932.0</td></tr></table>	Age Groups	Type of Crime	Number	18 and less	Felony	5.0	18 and less	Misdemeanors	94.0	18 and less	Others	0.0	18 and less	Violations	0.0	19-29	Felony	22.0	19-29	Misdemeanors	932.0		Source of data: - Mizan II Means of Verification: - Statistical test of the consistency of data.
Age Groups	Type of Crime	Number																						
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	<table><tr><td>19-29</td><td>Others</td><td>0.0</td></tr><tr><td>19-29</td><td>Violations</td><td>1.0</td></tr><tr><td>30-44</td><td>Felony</td><td>17.0</td></tr><tr><td>30-44</td><td>Misdemeanors</td><td>1,582.0</td></tr><tr><td>30-44</td><td>Others</td><td>1.0</td></tr><tr><td>30-44</td><td>Violations</td><td>2.0</td></tr><tr><td>45 and above</td><td>Felony</td><td>19.0</td></tr><tr><td>45 and above</td><td>Misdemeanors</td><td>1,184.0</td></tr><tr><td>45 and above</td><td>Others</td><td>0.0</td></tr><tr><td>45 and above</td><td>Violations</td><td>3.0</td></tr><tr><td>Total</td><td></td><td>3,862.0</td></tr></table>	19-29	Others	0.0	19-29	Violations	1.0	30-44	Felony	17.0	30-44	Misdemeanors	1,582.0	30-44	Others	1.0	30-44	Violations	2.0	45 and above	Felony	19.0	45 and above	Misdemeanors	1,184.0	45 and above	Others	0.0	45 and above	Violations	3.0	Total		3,862.0		
19-29	Others	0.0																																		
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Total		3,862.0																																		
Indicator 4.3: Number of VAW cases that were transferred by the public prosecution to courts. Disaggregated by age, geographical area, and type of case. Baseline (2023): 1,637 Target: Increase of 1 percentage point (yearly)	1,700 cases <table><tr><th>Age Groups</th><th>Type of Crime</th><th>Number</th></tr><tr><td>18 and less</td><td>Felonies</td><td>6</td></tr><tr><td>18 and less</td><td>Misdemeanors</td><td>27</td></tr><tr><td>19-29</td><td>Felonies</td><td>5</td></tr><tr><td>19-29</td><td>Misdemeanors</td><td>402</td></tr><tr><td>30-44</td><td>Felonies</td><td>13</td></tr><tr><td>30-44</td><td>Misdemeanors</td><td>686</td></tr><tr><td>45 and above</td><td>Felonies</td><td>14</td></tr><tr><td>45 and above</td><td>Misdemeanors</td><td>547</td></tr><tr><td>Total</td><td></td><td>1,700</td></tr></table>	Age Groups	Type of Crime	Number	18 and less	Felonies	6	18 and less	Misdemeanors	27	19-29	Felonies	5	19-29	Misdemeanors	402	30-44	Felonies	13	30-44	Misdemeanors	686	45 and above	Felonies	14	45 and above	Misdemeanors	547	Total		1,700		Source of data: • Mizan II Means of Verification: • Statistical test of the consistency of data.			
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Total		1,700																																		
Indicator 4.4: Number of VAW cases that resulted in a conviction. Disaggregated by age, geographical area, and type of case. Baseline (2023): 684 Target: Increase of 1 percentage point (yearly)	456 cases <table><tr><th>Age Groups</th><th>Type of Crime</th><th>Number</th></tr><tr><td>18 and less</td><td>Felonies</td><td>2</td></tr><tr><td>18 and less</td><td>Misdemeanors</td><td>9</td></tr><tr><td>19-29</td><td>Misdemeanors</td><td>116</td></tr><tr><td>30-44</td><td>Felonies</td><td>1</td></tr><tr><td>30-44</td><td>Misdemeanors</td><td>190</td></tr><tr><td>45 and above</td><td>Misdemeanors</td><td>138</td></tr><tr><td>Total</td><td></td><td>456</td></tr></table>	Age Groups	Type of Crime	Number	18 and less	Felonies	2	18 and less	Misdemeanors	9	19-29	Misdemeanors	116	30-44	Felonies	1	30-44	Misdemeanors	190	45 and above	Misdemeanors	138	Total		456		Source of data: • Court records. Means of Verification: • Statistical tests of raw data. • Bilateral meetings. • Field visits.									
Age Groups	Type of Crime	Number																																		
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18 and less	Misdemeanors	9																																		
19-29	Misdemeanors	116																																		
30-44	Felonies	1																																		
30-44	Misdemeanors	190																																		
45 and above	Misdemeanors	138																																		
Total		456																																		
Indicator 4.5: Number of female beneficiaries from established mobile and online services. Disaggregated by age and geographical area. Baseline (2024): 1749 (Male: 215, Female:	Data of 2024 has been used as a baseline data as no data for this indicator in 2023		Source of data: • Narrative reports, • Database of beneficiaries. Means of Verification: • Intake forms of services																																	

1534) Target: Increase of 1 percentage point (yearly)			providers. • Contact details of beneficiaries.
Output 4.1: Governmental and non-governmental service providers have improved capacity to deliver gender responsive and accessible services to women victims and survivors of violence			
Indicator 4.1.1: Number of women survivors of violence referred to specialized services from service providers supported by the programme, within the national referral system and other mechanisms. Disaggregated by age and geographical area. Baseline (2023): 9,183 Target: TBD.	10,969		Source of data: • Narrative reports. • Database of beneficiaries. Means of Verification: • Intake forms of services providers. • Contact details of beneficiaries.
Output 4.2: Female duty bearer representation within front line and decision-making positions in the justice and security institutions is increased			
Indicator 4.2.1: Percentage of women employed within justice and security institutions. Disaggregated by age, geographical, and position. Baseline (2023): Overall:50% Higher senior: 31.8% First grade: 39.2% Second grade: 59% Third grade: 47.4% Fourth grade: 14.3% Fifth grade: 35.4% Target: Increase of 1 percentage point (yearly)	Overall:50.1% Higher senior: 29% First grade: 39.4% Second grade: 59.2% Third grade: 46.6% Fourth grade: 12.7% Fifth grade: 35.9%		Source of data: • General Personnel Council.
Output 4.3: Women's awareness of their rights and means to access justice is increased			
Indicator 4.3.1: Number of women who participated in awareness raising interventions on their rights and justice and protection services. Disaggregated by age and geographical area. Baseline (2023): 18,461 (women 14,301, girls: 4,160) Target: Increase of 2 percentage point (yearly)	16,433 women participated in awareness raising interventions.		Source of data: • Narrative reports. Means of Verification: • Attendance sheets
Output 4.4: Stakeholders' capacity to document, collect and produce comprehensive, accessible and gender sensitive data is developed			
Indicator 4.4.1: Number of stakeholders targeted with capacity development on documenting and producing gender-sensitive evidence-based reporting. Disaggregated by sex and geographical area. Baseline (2023): 0 Target: 20 yearly.	68 (30 men and 38 women)		Source of data: • Narrative reports. • Database of beneficiaries. Means of Verification: • Attendance sheets
Indicator 4.4.2: Number of gender-sensitive knowledge products developed and disseminated. Baseline (2023): 4 Target: 2 yearly.	3 Studies/researches		Source of data: • Narrative reports. Means of Verification: • Knowledge products.