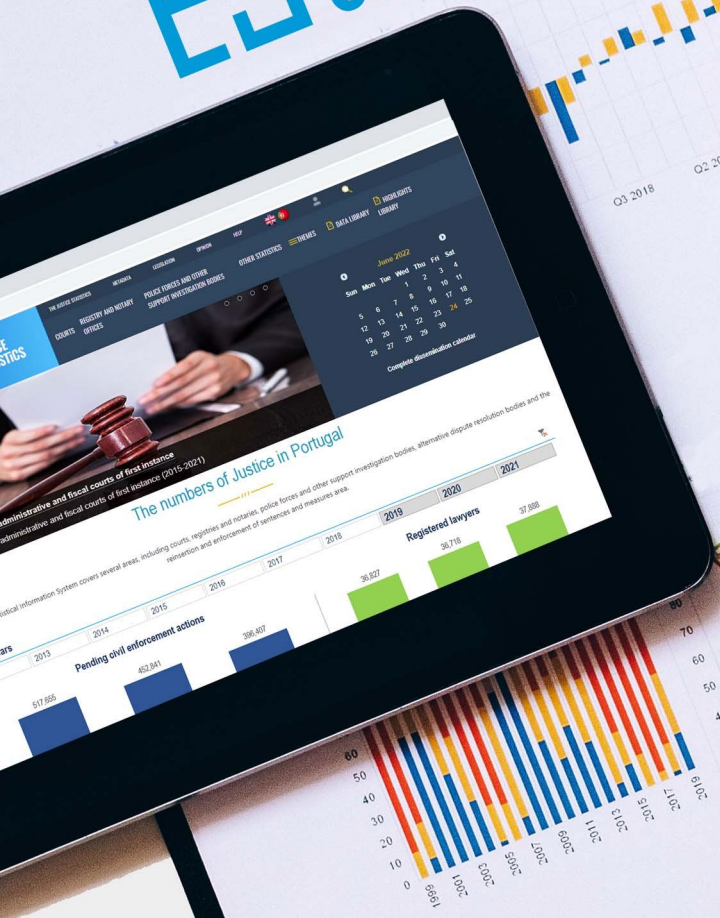


JUSTICE STATISTICS



Second Edition



DGP DIREÇÃO-GERAL DA POLÍTICA DE JUSTIÇA
DIRECÇÃO GÉNÉRAL FOR JUSTICE POLICY
MINISTRY OF JUSTICE - PORTUGAL

 **REPÚBLICA PORTUGUESA**
JUSTIÇA



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Quality Charter 2022

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Introduction

The mission of the Directorate General for Justice Policy (DGPJ) is to provide technical support, follow up and monitor policies, organize and encourage the use of arbitral courts, of the judges of peace and other extrajudicial dispute resolution means, ensuring the strategic planning and coordination of external relations and the cooperation, being also responsible for the statistical data in the justice sector.

Through the Justice Statistics and Computer Service Department (DSEJI), DGPJ, within the framework of the National Statistical System and of the European Statistical System, independently determines the mode of production and dissemination of the statistical data in the justice area, having decision-making power on the statistical standards and procedures as well as on the contents and timing of dissemination.

The present quality charter, which closely follows the quality charter of the Statistics Portugal, formalizes the DGPJ's public commitment to the quality of the official statistics it produces and disseminates, as well as to the quality of the services it provides in this area, in the relationship with the information providers, with the users

of statistical information and with all citizens., closely following the quality charter of the National Statistical Institute.

Hence, DGPJ and all the collaborators who work in the Justice statistical area or in close coordination with this area are committed to respect the principles and rules enumerated in this charter and to inspire each behavior or attitude in the values imposed by the legal and ethical framework on which a quality public service is based.

This edition of the quality charter incorporates the changes and innovations contained in the second revision of the European Statistics Code of Practice, adopted by the European Statistical System Committee on 16 November 2017.

The commitments hereby assumed will guide the activity of DGPJ and, at the same time, will certainly guarantee the quality of the service provided in the area of production and dissemination of the Justice official statistics.

May 2022.





The Directorate-General for Justice Policy

Legal and ethical framework
Mission, vision and values



DGPJ is a public authority under the direct administration of the State, endowed with administrative autonomy, whose mission and powers are set out in the Organic Law of the Ministry of Justice (Decree-Law 123/2011, of 29 December) and in its organic regime (Decree-Law 163/2012, of 31 July).

Within the national statistical system governed by Law 22/2008 of 13 May 2009, it is an entity with delegated powers from the National Statistical Institute.

National legal framework

In the national legal framework, the DGPJ activity, as concerns the production and dissemination of statistics in the justice area, is governed by the following diplomas:

- Law 22/2008, of 13 May – Law on the National Statistical System;
- Decree-Law 123/2011, of 29 December – Organic Law of the Ministry of Justice;
- Decree-Law 163/2012, of 31 July – DGPJ Organic Law.

The Law of the National Statistical System – Fundamental principles

Statistical authority

Obligation and gratuitous supply of information to statistical authorities for the production of official statistics.

The information provided to the statistical authorities can only be used for statistical purposes.

Statistical authorities shall endeavour not to overload respondents in the conduction of their surveys, resorting as much as possible to the use of administrative data for statistical purposes.

Technical independence

Official statistics are produced with technical independence, subject to compliance with the rules of the National Statistical System (SEN) and of the European Statistical System (ESS).

Statistical confidentiality

Statistical confidentiality purports to safeguard the privacy of the citizens, of the companies or any other legal persons and to ensure confidence in the SEN.

All the individual data are confidential, constituting professional secrecy for all those who become aware of them.

The breach of statistical confidentiality is considered a very serious administrative offence, punishable by Law.

Quality

The official statistics must comply with the national and international standards of statistical quality.

Statistical accessibility

The statistical authorities shall make available and disseminate the results of their activity, without prejudice to the respect due to statistical confidentiality.

Official statistics are a public good, therefore their access should be tendentiously free.

The availability of official statistics should be made in an integrated, objective, timely and punctual manner, and be accompanied by the respective metadata.

Cooperation between statistical authorities

The statistical authorities shall develop forms of cooperation for the full performance of their tasks within the ESS.



European legal framework

In the European legal framework, the DGPJ activity, as concerns the production and dissemination of justice statistics, is governed by the following instruments:

- Regulation (EC) 223/2009 of the European Parliament and of the Council of 11 March 2009 on European statistics, establishing the legal framework of the European Statistical System and regulating the development, production and dissemination of European statistics, according to which statistical authorities shall also govern their activity.
- European Statistics Code of Practice (ESCP), 2017 (second version of the Code of Conduct), adopted by the Committee on the European Statistical System, a self-regulatory instrument, with the following main objectives: (i) improving confidence in the European statistical authorities, enhancing their independence, integrity and accountability; and ii) to strengthen the quality of the statistics they produce.

The European Statistics Code of Practice - Fundamental principles

Institutional Environment

1. Professional independence
 - 1 – A. Coordination and cooperation
2. Mandate for data collection
3. Adequacy of resources
4. Commitment to quality
5. Statistical confidentiality
6. Impartiality and objectivity

Statistical Processes

7. Sound methodology
8. Appropriate statistical procedures
9. Non-excessive burden on respondents
10. Cost effectiveness

Statistical Output

11. Relevance
12. Accuracy and reliability
13. Timeliness and punctuality
14. Coherence and comparability
15. Accessibility and clarity

The Directorate-General for Justice Policy

Mission

The Directorate-General for Justice Policy is responsible for the statistical data in the justice sector, producing and disseminating effectively, efficiently and in an impartial manner official quality statistical data, thus contributing to the literacy of statistical information.

To achieve this mission requires a constant updating of the Justice Statistical Data System, of the data collection and processing methods used and of the topics covered.

It is crucial to monitor legislative changes and meet the information needs, in particular to study the justice system, the evolution of the economic and social development, and to adopt measures deemed necessary for public intervention in this area. It is also essential to closely monitor the technological and operational developments, in particular as regards the development of systems containing data likely to be used for statistical purposes, enriching the information produced and reducing the administrative burden on data providers.



The Directorate-General for Justice Policy

Vision

The vision is what the organization wants to be in the future, setting up the way forward in order to achieve it.

DGPJ aims, over a period of five years, to continue to be recognized as a public service of excellence, both at national and international level, and to contribute to a more prompt, equal, swift and close justice system for the citizens and businesses. As regard the production and dissemination of official statistical data in the justice area, it aims to turn it into an effective planning, management and evaluation tool, inspiring and informing the public decision in this sector.



Values

The DGPJ collaborators who work in the Justice statistical area or in close coordination with this area, in compliance with its mission and in order to achieve its vision adopt and share the values inspired by the principles enshrined in the Law of the National Statistical System and in the European Statistics Code of Practice:

- Professionalism, ethics and respect for confidentiality;
- Technical independence, objectivity and impartiality;
- Commitment to quality;
- Orientation towards current needs and ability to anticipate the users' future needs;
- Effectiveness and efficiency in action;
- Respect for primary data providers;
- Creativity and innovation in terms of processes, products and services;
- High motivation and commitment towards the acquisition of new skills.





Our commitments

Relationship with the data
providers / respondents

Relationship with the users

Review of disseminated statistical data

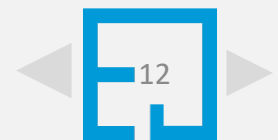
Dissemination of statistical data

Availability of publications

Reply to statistical information requests

Customer service

Management of suggestions/complaints and
assessment of the level of satisfaction



Relationship with the data providers / respondents

The vast majority of the operations in the justice statistical area rely on the use of administrative acts and originate from the automatic transfer of files generated during the performance of the normal activity of the responding entities by means of the information systems, minimizing the effort required from the data providers.

The confidentiality of the information that the DGPJ collects is a fundamental principle in the conduct of its business, reflected in the commitment of all those who carry out their professional activity in the official statistical area, and in INE Confidentiality Charter, whose rules are fully accepted and followed.

DGPJ is committed to:

- Collect data only where it is indispensable for the production of official statistics;
- Use the data it collects only for statistical purposes;
- Building on administrative acts for statistical purposes;
- Ensure that the overall burden on the data providers is contained, in particular through an integrated analysis of all the operations, complaints and suggestions made;
- Ensure the confidentiality of individual data, collected directly or from administrative sources, preventing them from non-statistical use or unauthorised disclosure;
- Support data providers through telephone or e-mail contacts;
- Make data providers aware of the indispensability of their response in the production of national official statistics;
- Promote a culture of rigor among data providers in the response to their surveys, in particular by means of face-to-face sessions;
- Raise awareness among administrative data holders about their importance for the production of official statistics, by reducing costs and burden on the data providers;





Our commitments

- Seek from the managing bodies of the information systems, the implementation of automated interfaces, making it possible to reduce the costs and the burden on respondents in the production of official statistics;
- Ensure that DGPJ collaborators dealing with data providers have specific training for this purpose;
- Extend the return of statistical information to the data providers, so that they better understand the results and their collaboration with DGPJ;
- Whenever possible, automate the collection process with data providers (automatic interfaces and web forms);
- Develop mechanisms to ensure data quality; and
- Participate and support the construction/alteration of the IT systems of the Ministry of Justice's services in order to minimize their effort in the provision and correction or confirmation of data.



Relationship with the users

To meet the needs of the users is one of the values of DGPJ.

DGPJ promotes actions to identify those needs and to integrate them into the Action Plans.

DGPJ is committed to:

- Produce statistical information based on reliable data and based on sound, nationally and internationally recognized methodologies;
- Improve the functionalities of access to statistical information through the Justice Statistical Data System and continuously extend the statistical information available on it, in particular at the level of territorial breakdown;
- Introduce, in the statistical information disseminated, a higher level of territorial treatment;
- Ensure the timeliness of the statistical information disseminated, by reducing to the minimum technically possible the time gap between the reference time of the data collected and the time of dissemination of the respective statistics;
- Increase the frequency of the statistical disclosures, by extending the topics which are the subject of infra-annual disclosures;
- Disseminate official statistical information, consistent and comparable in spatial and temporal terms, based on common concepts and nomenclatures;
- Promote statistical literacy, in particular by holding sessions to introduce the SIEJ or statistical topics to educational establishments;
- Ensure, in liaison with Statistics Portugal, access to official statistical information in the form of anonymised micro data, to duly accredited entities (researchers, organisations, institutions or scientific research departments), in the framework of specific scientific projects.



Review of disseminated statistical data

The quality of statistical information includes various dimensions, including accuracy and timeliness. Both are fundamental for the statistical information to be relevant to users. The need for revisions often reflects the commitment, not always easy, between, on the one hand, disseminating statistical information as up-to-date as possible and, on the other, ensuring high standards of accuracy. The introduction of methodological improvements, the introduction of more up-to-date or additional background information, the detection of random errors associated with inaccuracies in the use of information sources or in the data processing, may lead to a review of the results that have already been made public.

Revisions are thus a natural procedure inherent to the very process of producing and disseminating statistics. Therefore, INE has established a Review Policy, which sets out the guidelines and principles that should underpin the review of the results already disclosed.

DGPJ follows the INE Data Review Policy. Thus, whenever information is subject to change, regardless of the source of that change, the data shall be revised and published on the website, where the subject matter of change, corrected values and those previously published are mentioned.

DGPJ is committed to:

- Minimize errors in the information provided;
- Publish the revised data as soon as possible with explanatory information on the reasons for the revisions made;
- Internalize the revisions made in the statistical compilation processes;
- Listen to users about the practice of reviews as an integral part of the quality assessment of statistics

Dissemination of statistical data

In today's societies, statistical information is an indispensable tool to support decision-making processes, both in the public and private spheres, as well as for analysis and research studies. Statistical information is therefore of interest to public and private entities, to political actors, to economic agents, to analysts and to the academic community. It also makes the entire population more aware of their citizenship.

The dissemination of information is a fundamental phase of the statistical activity. Such reveals that the mission of the statistical authorities is successfully completed. In addition, at this stage, DGPJ observes the fundamental principles of the National Statistical System and of the European Statistics Code of Practice.

The dissemination of the justice statistics is carried out entirely on the SIEJ website, which offers its users a set of functionalities that allow a transverse, functional and temporal data analysis and the consultation of information tailored to the needs of each user.

DGPJ also establishes collaboration protocols with the academic community for the dissemination of the SIEJ, promoting the use of statistical information and the knowledge of bibliographic references and statistical analysis in the justice area.

DGPJ is committed to:

- Provide free of charge all the information contained in SIEJ;
- To make objective, timely and punctual official statistical data available, accompanied by statistical metadata and, where appropriate, other information to facilitate interpretation;
- Provide official statistical data in a pre-announced timetable established on the basis of purely technical and regulatory criteria and taking into account the quality/timeliness commitment;
- Publicise, as far in advance as possible, the changes to the dissemination timetable and its justification, keeping the initial timetable accessible;
- Publicise, justify and explain revisions of previously disclosed information and disclose the revised values in the SIEJ;
- Provide ways of accessing official statistical information to the extent possible, according to convenience and the users' needs ;
- Make available free of charge other information not disclosed in SIEJ.



Our commitments

Availability of publications

The widespread use of information and communication technologies and rationalisation of costs underpins the discontinuation of paper publishing.

In this regard, DGPJ makes available online all the statistical information produced, disseminating it through a database that can be consulted interactively - [the Justice Statistical Data System](#).

DGPJ is committed to :

- Disseminate on-line, free of charge, "statistical highlights" on a number of topics, with background notes and analysis that enable the information to be framed and easy to read;
- Publish on-line, free of charge, dashboards, as interactive as possible, on themes of special interest in the area of Justice.



Our commitments

The image shows a screenshot of the DGPJ website's 'Pedidos de Informação Estatística' page. The page header includes the DGPJ logo and navigation links such as 'SOBRE A DGPJ', 'INSTRUMENTOS DE GESTÃO', 'PLANEAMENTO E POLÍTICA LEGISLATIVA', 'RELAÇÕES INTERNACIONAIS', 'RESOLUÇÃO DE LITÍGIOS', and 'ENQUADRAMENTO'. The main heading is 'Pedidos de Informação Estatística'. Below the heading, there is a navigation menu with 'HOME', 'CONTACTOS', and 'SISTEMA DE CONSULTA ON-LINE DAS ESTATÍSTICAS DA JUSTIÇA'. The main content area contains a paragraph explaining the purpose of the form: 'Para obter informação estatística da área da Justiça, aceda ao sistema de consulta on-line das Estatísticas da Justiça, onde pode pesquisar dados estatísticos sobre diversos serviços e temas, como os tribunais, os meios de resolução alternativa de litígios, as prisões e a reinserção social, os registos e o notariado e a criminalidade registada pelas autoridades policiais. Caso não encontre aí a informação estatística pretendida, pode também preencher o formulário disponível nesta página, o qual será encaminhado à Direção de Serviços de Estatísticas da Justiça e Informática, que preparará os dados disponíveis, dando resposta com a brevidade possível.' Below this text is a form titled 'Formulário | Pedido de Informação Estatística'. The form fields include: 'Nome' (with a small 'Pesquisa em tempo real' icon), 'Email', 'Município', 'País', 'Telefone', and 'Se "Outro", qual?'. There are three radio button options for 'Finalidade': 'Publicação em órgão de comunicação social', 'Trabalho Académico', and 'Outro'. A 'Descrição do pedido' text area is at the bottom, followed by a green 'Enviar' button. The footer of the page features a blue banner with the text 'Linha da DGPJ 217 924 000' and 'Linha Resolução de Litígios 808 262 000'. At the very bottom, there are links for 'Mapa do Site' and 'Avisos Legais'.

Reply to statistical information requests

A form for requests for statistical information is made available by DGPJ on its website and on the online consultation system for justice statistics. These requests can also be submitted by e-mail, fax or any other written means.

The response time depends on the complexity and extent of the requests, but on average they are answered within 2,2 working days.

DGPJ is committed to :

- Reply to requests for information, free of charge, and as a rule, within a period not exceeding 3.5 working days after receipt;
- In cases of greater complexity, where it is not possible to reply within the time limit, inform the applicant of the estimated number of days required for the reply.



Our commitments

Customer service

As a public service, DGPJ offers a professional, efficient, exempt and personalized service to all who contact it, be they data providers or users of the justice statistics.

DGPJ is committed to :

- Provide information on the hours of service on the internet, as well as the organization chart with the Organizational Units and their respective management;
- Maintain adequate areas for the reception, accommodation and attendance of visitors;
- Welcome and meet with professionalism, all entities and persons who contact it personally;
- Quickly direct the contacts received by telephone to the appropriate Organic Unit in order to meet their satisfaction;
- Maintain a telephone and in-person user support service by scheduling individual or group clarification sessions.



Management of suggestions/complaints and assessment of the level of satisfaction

The search for a continuous improvement of the services provided is a commitment assumed by DGPJ. To this end, it is crucial to know the level of satisfaction of the users of the Justice Statistics.

In SIEJ, DGPJ has a user satisfaction questionnaire, which is of a confidential nature, where the user can, in addition to responding to a set of pre-defined questions, comment on the contents submitted, on the functionalities available, and make suggestions to improve the system and the service.

The DGPJ also has a satisfaction questionnaire specifically addressed to users who make requests for statistical information where, in addition to answering a set of pre-defined questions, they may record their comments or suggestions on the service provided or the statistics made available.

DGPJ is committed to :

- Provide a Complaints Book, in particular where requested at the Documentation and Information Centre.
- Respond, as a rule, up to 5 working days after receipt, to any suggestions or complaints addressed to it, regardless of the way in which they are formalized, provided that the author is adequately identified;
- Study and adopt appropriate measures to follow up the suggestions and complaints considered relevant;
- Make user satisfaction surveys available on the services provided;
- Conduct surveys of participants in the actions related to the promotion of statistical literacy;
- Carry out other actions to assess user satisfaction where appropriate;
- Adopt appropriate management measures to the results of the assessment of satisfaction.



Directorate-General for Justice Policy

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Justice Statistical Data System

<https://estatisticas.justica.gov.pt>

Support to users and data providers

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Opening hours

Working days from 9h00 to 12h30 and from 14h30 to 17h00

