



*"Making legal services accessible, affordable
and reliable"*

THE MICROJUSTICE4ALL HANDBOOK FOR HUMANITARIAN CRISES

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The Microjustice4All Handbook for Humanitarian Crises

First Edition

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1. Introduction to the Microjustice4All Methodology and Organization

The legal aspects of emergency prevention, response, disaster relief and rehabilitation are essential and need to be structurally integrated into the humanitarian response. Victims of humanitarian disasters often lose their basic legal and administrative documents, which are necessary to prove their identity and ownership of property, or never had these documents in the first place. This leads to difficulty in obtaining refugee/internally displaced person (IDP) status, accessing aid programs and rebuilding their livelihoods. These problems are compounded by the fact that the institutional infrastructures are often damaged, making the bureaucratic processes slower. Microjustice4All (MJ4All) seeks to provide a solution to this complex web of problems.

Microjustice4All aims to meet basic legal needs, by providing accessible and affordable standardized legal services. People's basic legal needs are often not met because they cannot access the system due to a lack of affordable and reliable legal services. The purpose of Microjustice4All is to develop a sustainable system of standardized legal assistance to enable these people to enjoy the same rights as the rest of the population. In this chapter we will explain the concept of Microjustice4All and the international developments that underpin our concept.

Now that the method has been established in the MJ4All Handbook and Toolkit, MJ4All focuses on helping humanitarian organizations to set up MJ4All Programs, supported by the MJ4All International Network. MJ4All provides organizations with a license agreement, adapted to the specific situation; this provides the organization with access to the MJ4All Toolkit and tailor-made support from MJ4All. Furthermore, the organization becomes part of the MJ4All International Network.

We are happy to present the latest version of the MJ4All Handbook for Humanitarian Crises. Chapter 1 explains the MJ4All Methodology in general. Chapter 2 explains why it is crucial to integrate a MJ4All Program within humanitarian aid projects and provides an overview of the MJ4All Product Portfolio for Humanitarian Crisis, Tools and Systems / ICT. Chapter 3 provides guidance on how to set up a MJ4All program in the various phases of the disaster management. Chapter 4 shares some of MJ4All's experiences with working in the context of humanitarian crises.



1.1. What is Microjustice4All?

Microjustice (MJ) is justice on a micro-level, taking the person and their vulnerability as the points of departure. Microjustice entails providing a person with legal protection and access to the entitlements (services/benefits/utilities) of the society in which they live. Through legal empowerment, Microjustice transforms a vulnerable person into a citizen, enabling them to exercise their rights. Microjustice4All is the methodology developed by the Dutch organization MJ4All to implement MJ.

MJ4All focuses on non-litigious private and administrative legal matters.¹ MJ4All offers practical, legal solutions which often takes the form of a legal document, such as correction of birth certificates, death certificates, contracts, ID, business registration, registration of social organizations, property transfer and land registration. In this way, people can protect themselves, their business and their belongings. In addition, it enables people and groups to access the benefits and entitlements in the system of their country (including access to education, healthcare, pension schemes and enfranchisement). These issues are even more important in the aftermath of a humanitarian crisis, because all the victims need to access aid schemes and need to protect their person and belongings which have been lost or damaged. MJ4All's work is comparable to the work of solicitors in the English legal system, except that the MJ4All Methodology focuses on the basic rights of those at the bottom of the pyramid and victims of humanitarian crises.

Microjustice4All provides legal services which:

1. fulfil the basic legal needs of marginalized people (e.g. internally displaced persons);
2. can be standardized;
3. can be offered in a sustainable way.

In particular, MJ4All focuses on:

1. Civil documents: birth certificates and other documents relating to personal identity; this enables access to education, health services, social benefits, microfinance and voting;
2. Documents relating to property and housing: property registration, documents relating to property transfer and rental issues; this provides legal protection and access to loans;
3. Documents and issues relating to income-generating activities: setting up businesses, co-operatives and other legal entities, employment contracts and other basic labour issues;
4. Documents and issues relating to family law and inheritance matters;
5. Documents and issues relating to the specific geographic context, e.g. post-war/natural disasters, refugee crises and environmental issues. MJ4All services are fundamental for post-war or natural disaster rehabilitation.

The definition of Microjustice4All is as follows:

¹ In general, we focus on non-litigious matters, but exceptionally we assist with litigation if it addresses the basic legal needs of a large group of people and the service can be standardized (see the definition of MJ4All).



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| Microjustice4All | <p>(a) the provision of standardized legal services to (b) marginalized target groups (c) with a view to their social, economic and political inclusion in society in the country where they live,</p> <p>(d) while undertaking bottom-up institutional reform and capacity-building to increase access to justice, and building bridges between the people and their government/administration,</p> <p>(e) financed in a cost-efficient and sustainable way, which can be scaled-up.</p> |
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‘Marginalized target groups’ refer to:

1. Victims of conflict and disaster
Victims of conflict and (natural or man-made) disaster are helped to access the rights, entitlements and benefits of the system and humanitarian aid. They are also helped to restore their pre-disaster legal situation (e.g. restoration of property and arranging civil paperwork).
2. People at the bottom of the social/income pyramid, who do not enjoy the entitlements, opportunities and rights of the system in their country and who lack legal protection. Within this group there are two sub-groups:
 - (i) The very poorest, who possess nothing. The focus is on civil documentation that gives them an existence in the system and access to entitlements.
 - (ii) People who are trying to escape the poverty cycle by engaging in economic activities, starting to possess a piece of land and tools etc. It is difficult to escape from poverty if one does not arrange legal protection of one’s possessions and business.



1.2. The Mission and Vision of Microjustice4All

The vision of Microjustice4All is a peaceful world where everyone lives in dignity, enjoying basic rights and being protected by a system of justice. More concretely, MJ4All envisages that people at the BoP and victims of conflict and disaster will be legally empowered worldwide by legal service provision according to the MJ4All Methodology. This vision will be achieved by developing Microjustice4All Programs in countries where there is a need to integrate marginalized groups into society, in co-operation with local stakeholders and partners.

Microjustice4All works on this vision by supporting the establishment and development of Microjustice4All Programs in humanitarian crises and development contexts, further developing the Microjustice4All Toolkit, facilitating exchange of experiences within the MJ4All International Network, designing a Legal Inclusion Index,² and promoting the Microjustice4All Methodology internationally.

The mission of Microjustice4All is to legally empower people at the bottom of the socio-economic pyramid and victims of conflict and disaster by providing legal services in accordance with the MJ4All Methodology. Microjustice4All believes that the legal protection provided by having one's paperwork in order is a prerequisite for peace and democracy and further development. Without civil documentation a person simply does not exist, and is extremely vulnerable. Without housing or land registration, there is no protection of investment (including the ones provided by development projects). Without the recognition of legal entities, a person or a group of people cannot maintain or defend their resources.

The vision and mission will be put into practice through new MJ4All Programs and MJ4All Country or Regional Organizations, that have entered into a MJ4All License Agreement.

1.3. History of MJ4All

MJ4All was established in 1996 under the name of International Alliances, and began its work in the Former Yugoslavia. Its mission then was the legal rehabilitation of victims of conflict. The remit of MJ4All has since grown but this continues to be a key part of its mission. The name was changed to International Legal Alliances in 2004 and then to Microjustice4All in 2012.

Between 1997 and 2005, MJ4All conducted large scale legal rehabilitation programs in the former Yugoslavia. Smaller legal rehabilitation programs in the former Yugoslavia are still ongoing. During this period, MJ4All also undertook assessment missions for legal rehabilitation in Sudan, Colombia, Iraq, Georgia and South Sudan. These assessments showed that settling the legal issues of displaced populations (in large part related to legal paperwork) is crucial for successful post-disaster rehabilitation. Local groups and government institutions showed great interest in working on these legal issues.

In order to promote legal rehabilitation on the international development agenda, MJ4All organized a round-table meeting in Madrid in 2006 in co-operation with MPDL (Movimiento por la Paz), the Spanish Government (AECID) and the Dutch Embassy. Following up from this meeting,

² The Legal Inclusion Index is currently in the inception phase.



two publications were produced. As a result, the concept of Microjustice was born, based on the model of Microfinance and tying into the international concepts of 'legal empowerment of the poor' and 'the responsibility to protect'.

The concept of Microjustice was tested and developed in [Bolivia](#) in 2007. The aim was to develop and refine MJ4All methods by learning from the experience in Bolivia. This would then provide a basis from which MJ4All could expand across the world. The successful pilot resulted in an innovative methodology and instruments for rights-based inclusive development. The successes in Bolivia were used to establish MJ4All Country Organizations across the globe. Together, these MJ4All Country Organizations form the MJ4All International Network that is co-ordinated by MJ4All in The Hague, The Netherlands.

Experiences of MJ4All Country Organizations have been used to produce the MJ4All Handbook and the MJ4All Toolkit, which provide guidance, tools and instruments for replication of the MJ4All Methodology worldwide.

For more information, See the Experiences conflict related in other countries in the Annex.

Review it

For more information, See the Experiences Kenya refugees in the Annex.

Review it

For more information, See the Experiences Peru natural disaster related in the Annex.

Review it

For more information, See the Experiences Post War legal Rehabilitation Western Balkans in the Annex.

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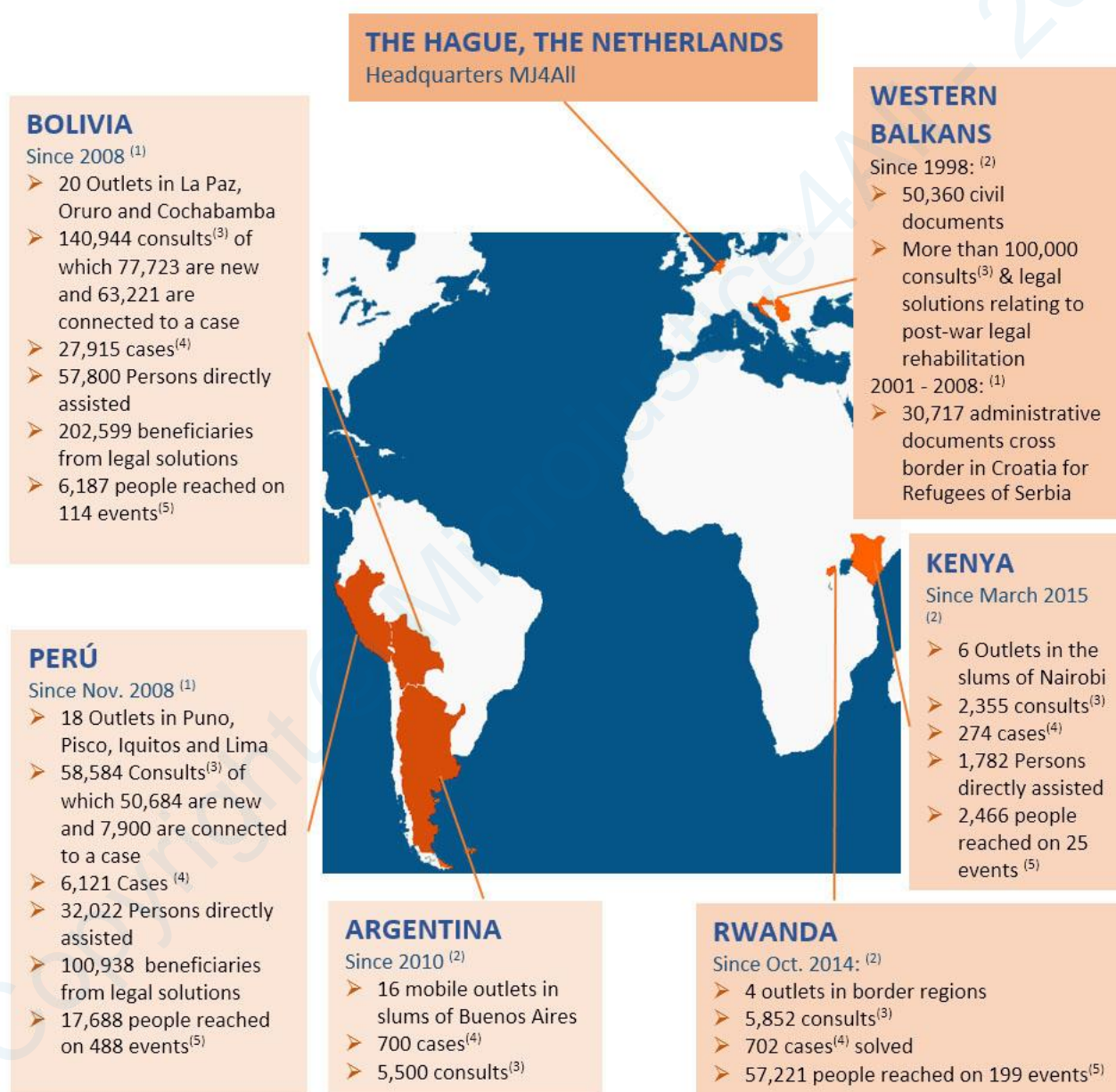
1.4. Our Locations and Key Performance Indicators

Since 1996 Microjustice4All Country Organizations have handled many cases. The Key Performance Indicators of Microjustice4All and the Microjustice4All country organizations are illustrated in the chart below.

KEY PERFORMANCE INDICATORS

Microjustice4All Country Programs

Per August 31, 2016



(1) The Case Management System of MJ4All (CMS) is the source of information of these numbers

(1) The numbers are based on the reports of the MJ4All Country organizations. The CMS is not the information source

(3) Consult = provided personal legal advice (which is free)

(4) Case = Legal solution developed by the lawyers of a MJ4All Country Organization (for a fee on a cost basis)

(5) Events = Legal training, awareness raising in legal rights, community workings, etc.

2. Addressing legal issues in the humanitarian intervention: MJ4All humanitarian toolkit

This handbook provides an overview of how to meet basic legal needs following a disaster, by providing accessible, affordable and standardized legal services. Further details can be found in the Microjustice4All Legal Rehabilitation Post-Emergency Product Portfolio, the Microjustice4All Methodology Handbook and the Microjustice4All General Toolkit.

Legal rehabilitation is essential in the aftermath of a disaster. Imagine that your home has been flooded and you have lost all your legal documents. Without your identity documents, you cannot access healthcare or a state pension. Without title deeds, you cannot get a mortgage to raise capital to start a business. Without having your legal documents in order, there can be no secure long-term recovery from the effects of a disaster. That is why Microjustice is a crucial part of the programme of any humanitarian organization. But MJ4All does not only work on the legal rehabilitation, there are also a number of legal issues to be addressed in the humanitarian response phase, and in the period before a disaster to mitigate the damage for when the disaster happens:

1. Mitigation - Preventive and preparation phases: in disaster prone areas such as Peru, where earth quacks can happen any moment in the coastal areas and flooding are annually recurring in the Amazon region, one has to be prepared. In the first place, prepare the population of the importance of having a copy (preferably in the 'cloud') of all their formal paperwork. And if one does not have its civil documentation and property registration in order, to arrange this. To assess the system including humanitarian aid, one needs to prove one's identity. To proof that one was the owner of the house and to access humanitarian aid and reconstruction aid, one needs paperwork regarding the title of the house.

The preventive phase is also important to get one's response mechanism ready as soon as a humanitarian disaster occurs: a) embedding MJ4All legal services in the humanitarian response in cooperation with the relevant agencies b) preparing already the products.

2. Emergency response: most relevant in this phase is helping people registering for the aid programs, and explaining them the procedures. Furthermore, in this phase it is essential that there is a complaint procedure if the victims feel that they cannot access the system in the way they should be able, and if they see that the distribution is not according to the rules. Helping people with civil documentation is also important in this phase, and possibly with ownership papers to prove that the destroyed property was theirs.
3. Recovery or Rehabilitation: this is to get back to normal, one has to access reconstruction, aid, reclaim property, or get new housing registered and connected to public services. Also this is the stage to recovery livelihoods, registering a business or accessing employment. All kind of paperwork is needed for this: civil documentation, property papers, legal personality (regarding communities and/or neighbourhoods) and all other legal issues related to one's pre-disaster rights. Often, especially if the humanitarian disaster is caused by violent conflict, and the victims are refugees, cross-



border legal aid is needed to help people access their rights in the places where they are from.

Chapter 3 will give more details on how to set up a MJ4All program during these 3 phases.

This chapter will provide an overview of the (2.1) MJ4All Humanitarian Product Portfolio, (2.2) the MJ4All Humanitarian Toolkit, and (2.3) MJ4All Systems and ICT applications.

2.1. MJ4All Humanitarian Product Portfolio

MJ4All has developed the following product portfolio for humanitarian crises that is relevant during the various phases of the disaster.

For more information, See the product portfolio used in Peru in 2015/16 natural disasters (earthquake in Pisco and inundations in Amazon) in the humanitarian toolkit used in Peru during humanitarian crisis in the Annex.

Review it

1. Filling out forms and requests, such as forms to get access to humanitarian aid access reconstruction loans

During the pilot projects in the post-earthquake context in Pisco, Ica; and post flooding context in Maynas, we didn't help beneficiaries to fill out forms because it was not a requirement for accessing relief assistance. However, according to the baseline reports after larger disasters, as the 2007 earthquake in Pisco and the 2012 floods in Loreto, filling out forms are requested to access relief assistance. About 40% of disaster victims said it was a barrier to access humanitarian assistance. This was an important product in the legal rehabilitation of the refugees in the former Yugoslavia (1998-2006).

2. Arranging correct Civil Documentation

The provision of Civil Documentation (birth certificate, ID, etc.) allows victims to protect and exercise their rights, access benefits and aid schemes, and is also necessary in their rehabilitation to access loans and recover their rights lost during the disaster:

- Without having civil documentation before the disaster, victims simply don't exist for the government and are even more vulnerable without the protection that these offer.
- Without having civil documentation before the disaster or without having a copy of it, the recovery of these documents after the disaster could be much more complicated. This could be an unnecessary obstacle to access relief assistance and could considerably delay/obstacle the recovery of victims (e.g. access to health, education, job, vote, etc.)

To address this need, MJ4All has developed and tested the following products:

- *Civil Documentation Manual*: the Legal Facilitators need this manual for providing legal orientation and the Case Managers for solving the cases. This

legal manual contains the legal framework, procedures, requirements and templates.

- *Civil Documentation Training Guide for Beneficiaries:* Based on the Civil Documentation Manual described above, a training manual guide has been developed for disaster victims. The objective of this guide is raise awareness and builds local capacity among disaster victims to access civil documentation. It includes clear information about what is the right to identity, what are the civil documents in the locality, why is important having civil documents, including the protection of receiving humanitarian assistance after emergencies; and how to access relevant civil documents.

In the former Yugoslavia, MJ4All has obtained over 30.000 civil documents for the refugees on a cross-border basis, which was the precondition for their further rehabilitation. Microjusticia Peru (MJP), has been providing over 100 civil documents per month to floods victims in peri-urban areas in the Amazon region of Peru (Maynas, Loreto).

For more information, See the Civil Documentation Products from Product Portfolio humanitarian crisis used in Peru the Annex.

Review it

3. Real property and housing related issues and fit-for-purpose ownership registrations

During an emergency, many people lose paperwork proving ownership of land or property. Other people never had this paperwork in the first place. This complicates the rehabilitation process, as it is unclear who owns the land and who is entitled to government restoration subsidies. People try to take advantage of the situation by claiming more land or property than belongs to them, or to claim government restoration subsidies for land or property which does not belong to them. Consequently, official land and property registration procedures often take a very long time.

Based on pilots conducted by the Kadaster International, Microjustice4All has developed the Microjustice4All Fit-For-Purpose Land Registration Tool, whereby communities register themselves land, defining the borders among neighbours. Within a community it is well known who owns which piece of land, so the division made by the community is often just as accurate as that of an official land registration institution, and serves the purpose of proving that one is the owner, to protect one's rights, to avoid conflict, and to be able to claim humanitarian aid and/or reconstruction help after a disaster.

The provision of property documentation allows victims to protect their lands and rebuild their houses after emergencies, especially earthquakes:

- Without property (legal or alternative) documents that prove tenancy, victims are in danger of losing their properties. The lack of clear boundaries could generate social conflicts.
- Without property documents victims won't be able to access housing programs or credit for the recovery of their livelihoods.

To address this need, MJ4All has developed and tested in the earthquake affected region of Pisco/Ica/Peru the following products:

- *Property Rights Manual*: a Lawyer expert on property regularization in Latin America was in charge of developing the product manual. It includes the legal framework, procedures and requirements to regularize urban and rural lands in Peru.
- *Legal Roadmaps for beneficiaries*: These are flyers that contain the needed information to know what steps follow up to and what required documents prepare to solve notarial and administrative property cases. This is the final product after conducting a legal diagnostic to know the exact “legal route” they need to follow. In total we produced 9 “legal roadmaps”. The “legal roadmaps” were designed for disaster victims whom lack the needed requirements or time to solve in the instance the legal problem but they need orientation on how to get prepare.
- *MJ4All fit-for-purpose Land Administration Manual*: this product explains how to assist people with their property rights in the aftermath of a natural disaster. This methodology is a mixture of the MJ4All method; the Fit-For-Purpose Land Administration methodology developed by the World Bank and UN Habitat and identified successful experiences of massive titling in Latin America. MJ4All and MJP developed this method looking for innovative, cost-effective approaches to regularize massively property after emergencies, especially earthquakes. This method aims to protect property tenure and prove tenancy after disasters. The manual contains the needed steps for the provision of land titles and alternative non-legal documents to prove tenure with the use of new technologies and low cost tools. It includes preparatory conditions as forming the team and mapping the areas with satellite and pre-existing legal and geographical data. It also explains how approach the target populations and relevant actors, how to do the legal diagnostic and solving cases.
- *The Manual on using GPS to measure land*: This manual explains how to use GPS to map settlements. This is part of the MJ4All fit-for-purpose Land Administration method. This manual is needed for explaining team members how to size lots and boundaries during the communal mapping process. This tool was tested in Pisco.

For more information, See the Property Registration Fit for Purpose methods from Product Portfolio humanitarian crisis used in Peru the Annex.

Review it

4. Legal personalities of neighbourhoods, communities, associations and micro & small businesses

The formalization of legal personalities allows neighbourhoods and communities to access relief assistance and recovery development programs; and allows associations and micro & small businesses to recover their livelihoods.

- Without having the legal personality, before the disaster, of an association, community or neighbourhood, the access to relief assistance could be blocked by political decisions.
- The Legal Personalities of associations, communities, neighbourhoods and micro-small enterprises offer opportunities to human groups to recovery, as access to housing, basic services, credit, technical trainings and supplies.

To address this need, MJ4All has developed and tested (among others in Peru in earthquake affected Pisco and flooded Maynas) the following products:

- Legal Personalities Manual for the project Team: This legal manual contains the legal framework, procedures, requirements and templates.

For more information, See the Legal Personality Products from Product Portfolio humanitarian crisis used in Peru the Annex.

Review it

5. Related Services

For case solution, it is important to develop other manuals on related legal services to Civil Documentation, Legal Personalities and Property. For this project the Legal Unit has improved the Inheritance manual which is related with the property case solution. As well we have developed a manual on governmental Social Programs in Peru. This is important for the Social Unit to raise awareness with the population about the benefits of having basic legal documents. For example, with an ID, low-income people could access pension programs for elders and population with disabilities, health insurance and conditional cash transfer programs, etc. With a property title, low-income families could access governmental housing programs. With a Legal Personality a communal/neighbour/social organization could present proposals in the municipal participatory budget, etc.

For more information, See the Related Services from Product Portfolio humanitarian crisis used in Peru the Annex.

Review it

2.2. MJ4All Tools

In order to quickly set up a MJ4All program responding to the humanitarian needs in a disaster, various tools and systems have been developed.

For more information, See the product portfolio used in Peru in 2015/16 natural disasters (earthquake in Pisco and inundations in Amazon) in the humanitarian toolkit used in Peru during humanitarian crisis in the Annex.

Review it

1. Legal Needs Quick Scan

An emergency context urges fast responses. The provision of lost basic legal documents, mainly civil documentation and property papers, is crucial for the protection of disaster victims' rights, the access to relief assistance and recovery. To



respond to this phase of the emergency, MJP, in coordination with MJ4All, developed a Legal “Quick Scan” which enables the MJ4All team quickly to identify which legal needs the victims have.

The legal needs quick scan has been tested after a large fire in Pisco that destroyed over 75 houses in the human settlements “Juan Vergara Matta and Beatita de Humay”. To identify their legal needs, a questionnaire was developed with 12 questions. It was divided in four parts:

- i. Demographics of household
- ii. Identification of all basic legal documents of the family members destroyed during the incident. We use a table with the options of name, age, and a list of basic legal documents related with disasters: birth certificate, ID, property title, property certificate, legal personality, other.
- iii. Access to basic legal documents before the fire, to identify if all the family members had the above mentioned basic legal documents before the incident.
- iv. Access to legal aid: We asked them if they wanted help from MJP to obtain or recovery the basic legal documents. Also we asked them if they needed/wanted MJP help to do other processes as filling out forms, etc.

The use of the Legal “Quick Scan” was successful and allowed MJP identified 155 fire victims and help them recovery over 200 basic legal documents, mainly civil documents.

For more information, see the Legal Quick Scan Tool of Tools Humanitarian crisis used in Peru in the Annex.

Review it

2. The Accountability and Transparency Tool: Complaints Registration Systems (CRS)

The complaint procedure is essential in the aftermath of a humanitarian disaster. Following a humanitarian disaster, there is a lot of material aid available and at the same time, there is often chaos due to the malfunctioning of the ordinary administrative and legal procedures. Therefore, it is important to have a mechanism in place so there is someone that people can complain to; the complaints need to be followed-up with evidence-based lobbying activities.

In the MJ4All daily work, the Legal Unit identifies legal obstacles for the solution of basic legal documents and the Social Unit identifies irregularities in the provision of humanitarian aid and other relevant topics. These irregularities should be registered in the MJ4All Complaints Registry System (CRS). The CRS is a software system that enables irregularities and corrupt practices to be registered. This information is used for lobbying. The registry of the obstacles and irregularities permits MJ4All present reports of recommendations to relevant institutions.

For more details about the CRS see below in 2.3 MJ4All systems and ICT application. For more details on how MJ4All conducts evidence-based lobbying, see the Microjustice4All Accountability and Lobbying Tool.



*For more information, see the Transparency & Accountability Tool of Tools
Humanitarian crisis used in Peru in the Annex.*

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2.3. MJ4All Systems and ICT applications

1. Tools for the service provision

In the daily work, the MJ4All teams work with useful tools needed for the provision of legal services:

Pricing tool: we calculated the costs using the MJ4All pricing tool. This tool enables MJ4All organizations calculate internal and external costs for case solution. Internal costs include basic legal documents fees, communication, transportation and supplies costs; and external costs include the time of each team member for solving each individual case and the functioning of the legal clinic.

Case Management Systems related Work sheets:

- *Legal consultations sheet:* when beneficiaries ask for legal advice, the legal facilitator fills out a sheet with information about the consultation and the user's contact details. This information is saved in the MJ4All Case Management System (CMS) – see below for details about the CMS.
- *Opening case sheet:* when we undertake a legal case, we ask the client to sign an opening case sheet that includes the client's contact information, a description of the case, a list of the legal papers, the agreed subsidy and user contribution fee and the client's signature and the terms and conditions.
- *Closing case sheet:* when the case has been finished, we asked the clients to sign a sheet that contains a list of the returned documents. The original sheet is saved in the client's case file as proof of our work and a copy is given to the client.

The opening and closing case sheets could be printed out from the CMS.

- *Satisfaction case sheet:* after the case has been closed, the client is interviewed by a staff member who was not involved with the case. The questionnaire explores the efficiency and quality of the service. This information is saved on the CMS and in hard copy.
- *Legal campaign sheets:* we improved the checklist of materials for the campaign. We created a special consultation sheet for public events, which is simpler and faster to fill out than the regular consultation sheet.

2. MJ4All ICT Applications: Case Management System, Need Assessment Tool and Complaints Registration System

To increase efficiency, MJ4All has developed three software systems: the Case Management System (CMS), the Needs Assessment Tool (NAT), and the Complaints Registration System (CRS):

- *Case Management System (CMS):* the CMS software was developed by MJ4All in 2014 and was adapted to emergency contexts in 2015. The Case Management System (CMS) enables organizations to administer their cases, consults, outreach events, financial administration and workflows. This is an important source of information for a number of purposes:
 - Assessing the products and the corresponding manuals;
 - Assessing the legal needs of clients;



- Tracking how many cases and consultations are processed each month;
- Setting targets for how many should be processed in the coming months;
- Refining the pricing of products.

The CMS automatically generates a number of different reports, such as:

- Lists of recent/or old cases and consults ;
- Lists of completed cases and consults;
- Comparisons between different types of cases;
- Summary of different types of beneficiaries;
- Lists of attendees at events;
- Lists of Key Performance Indicators (KPI)

The CMS is a monitoring tool that is vital for monitoring and improving the organization's performance.

For the pilot projects we created a CMS for each project location (Pisco, Maynas) in Peru. For the project we made minor adaptations, including more demographic details, project reports and specifications of the local context (specific legal services, prices, etc.). Furthermore, we created a new option in the CMS to save copies of legal documents provided during the project as prevention for future disasters.

- *The Needs Assessment Tool (NAT):* It is a software tool designed to measure the needs of a target population by creating personalized questionnaires and then analyzed. This tool seeks to be flexible and easy to understand and use for field staff. In the next stage, more tools will be added to the system.

For the baseline study conducted in the Pisco pilot project in Peru, we used Kobo Toolbox. It is a free and open source software tool for field data collection for use in humanitarian crises; however we had some issues obtaining automatized reports for each area. So it took longer for our research team to organize the data manually. Based on this experience, MJP and MJ4All created NAT. One of the main challenges we faced using Kobo Toolbox and NAT was that we could not use this software on smartphones due to the insecurity of the areas. Consequently, the local teams had to fill out the responses first on paper and later in NAT. Despite this difficulty, NAT saved time in terms of organizing and analysing data. We used NAT for the Maynas baseline study, the Pisco Legal "Quick Scan", the "fit-for-purpose" land administration field mapping, and the pilot projects evaluation.

- *The Complaints Registration System (CRS):* This is the software that supports the Accountability and Transparency Tool. It is an online computer tool designed to measure in order to record incidents occurring in the public and private administration in various areas regarding the attention to the population. This tool seeks to be flexible and easy to understand and use for staff working in the field. This software complements the Accountability & Transparency Tool developed by MJ4All. It enables irregularities and corrupt practices to be registered. This information is used for lobbying.



In Peru, during the pilot projects, the majority of complaints were about corruption of municipalities and local leaders in the provision of relief assistance and problems with accessing governmental social programs after emergencies. The local teams said the CRS system was simple and easy to use. The CRS took a while to develop so it was only ready to use towards the end of the pilot.

For more information, see the ITC of Tools Humanitarian crisis used in Peru in the Annex.

Review it

3. How to set up a MJ4All program

3.1. Phase 1: The Preparation Phase

3.1.1. Establish Partnerships

- It is important to co-operate with other organizations in the pre-emergency phase so that the emergency response is co-ordinated and effective.
- Co-ordinate the information provided to the public about which precautions to take. It is important that the population gets a complete and unified message, and not diffuse and unclear messages from different partners at different times.
- Establish partnerships with:
 - other humanitarian organizations,
 - government institutions (including the police, ombudsman and land registration agencies),
 - the media (TV, radio, newspapers),
 - lawyers and the judiciary (that can assist with legal procedures on a pro bono basis), and
 - companies (that can provide practical solutions).
- For further details, see the [Microjustice4All Partnership Tool](#) in the [Microjustice4All General Toolkit](#).

3.1.2. Identify the legal needs, Establish Products, Procedures and Systems

- Identify the legal needs: when there is a disaster, what will the legal needs be? See the [Microjustice4All Legal Needs Assessment and Program Design Tool](#) in the [MJ4All General Toolkit](#).
- Products: legal rehabilitation product manuals must be prepared. For details, see the [Microjustice4All Product Development Tool](#) in the [Microjustice4All General Toolkit](#).
- Procedures:
 - Post-emergency contexts tend to be chaotic and there is little time to think things through.
 - Therefore it is important to consider possible scenarios and responses beforehand.
- Systems: to ensure reliable service provision and data collection, the Case Management System and the Complaints Registration System need to be in place before the emergency.
 - Case Management System allows you to register all clients, consultations and cases. are registered. In that way, clients are assured that their case cannot get lost, and the Microjustice4All staff can do data-analysis on the basis of the data in the Case Management System, to identify obstacles and main legal needs of the target group. For details, see the [Microjustice4All Case Management System Tool](#).
 - Complaints Registration System: obstacles to justice can be registered by the staff of Microjustice4All, but also by the partners. the overview of problems reported during and after the emergency will be provided by one system, which provides data for advocacy and lobbying.
- Co-ordinate with partners,



- Make sure structures and responsibilities are clear and can easy to communicate to the target group after the emergency.
- Train staff;
- Test systems;
- Raise awareness about the importance of legal documents and which precautions to take before a disaster;
- Secure funding.

3.1.3. Funding

Following a disaster, funding tends to be prioritized for food, shelter and medical aid. However, in order to secure permanent rehabilitation, it is essential to allocate sufficient funding to legal rehabilitation. Therefore, it is advisable to secure funding together with your partners, so that funding for all aspects of the rehabilitation process are secured.

3.2. Phase 2: The Initial Emergency Response after the Emergency

3.2.1. Co-ordination with Partners

It is important to co-ordinate with all partners and stakeholders (aid organizations, government institutions, lawyers, media, building and communication companies) from the beginning, particularly in relation to the following matters:

- Identifying needs and prioritizing aid,
- Identifying and prioritizing target groups,
- Effective use of human resources,
- Logistical planning,
- Funds,
- Identifying obstacles to rehabilitation,
- Communicating with the affected population and raising awareness.

3.2.2. Mapping the Emergency Area

It is important to map the problems which the victims face. All partners should be involved in this process, so that all kinds of problems are taken into account. The Microjustice4All Program will map the legal needs using the Legal Needs Assessment Tool.

3.2.3. Identifying Target Groups and Community Leaders

The trust of the community leaders is very important for several reasons:

- Awareness-raising in the community;
- If the community leader does not trust the organization, the people of that community are unlikely to use the service;
- Community leaders can provide detailed information about the needs of the people and the obstacles they face;
- The community leader will play a big role in settling property issues;
- The community leader has a large social network that can be useful for the Microjustice4All Program.

Microjustice4All will arrange a meeting with the community leaders and explain the work of Microjustice4All and their partners. If one of the partners already knows the



community leader, this partner will introduce Microjustice4All to the leader. Through contact with the community leader and information from the partners, the main target groups for Microjustice4All services will be identified.

3.2.4. Needs Assessment

The next step is to conduct a legal needs assessment. Following an emergency, the main legal needs tend to be: identity papers, property and land registration and getting access to government support schemes.

3.2.5. Initial Service Provision

Once the legal needs have been identified, the Microjustice4All Program can set up its first legal aid clinics (see the Microjustice4All Methodology in the Microjustice4All Handbook for details). Sometimes, these clinics will be mobile if the target population have difficulties with travelling. Microjustice4All will conduct an awareness-raising campaigns together with the partners to make sure the affected population knows which issues they may face, and where they can get help. See the Awareness Raising Tool for details.

3.3. Phase 3: Rehabilitation after the Emergency

In Phase 3, the affected population starts to rebuild their lives. In this phase, legal issues become more and more important, as legal papers are a precondition for rehabilitation.

3.3.1. Close communication with target groups and community leaders

- The main challenge is to address people's real needs, not the perceived or predicted needs. Therefore, Microjustice4All has designed a tool for continuous assessment of the legal needs (see Needs Assessment Tool). This works most effectively if there is a close communication between Microjustice4All and the target groups and community leaders.
- Close communication is also important for building trust among the people. The affected communities often experience that people, organizations or institutions take advantage of them for their own benefit, so communities will often distrust newcomers, even if they come with the best intentions. The Microjustice4All Core Team will therefore always include at least one local, and will always seek a close relationship with the community and its leaders.
- Furthermore, close communication with target groups and community leaders is important for raising awareness about legal rights.

3.3.2. Full Service Provision

During the rehabilitation phase, Microjustice4All will open a full local office, in which clients can:

- get legal advice,
- start the legal procedure to obtain civil documentation and resolve family law issues, property registration issues, insurance issues, business recovery issues,
- report obstacles to justice,
- get referrals to other aid partners who can help with their problem.



The mobile legal aid clinics can stay operational if necessary, as transport may be still an issue for clients.

Microjustice4All will continue to conduct awareness-raising campaigns, which will focus on explaining to communities which legal issues they may face and how they can resolve them.

3.3.3. Capacity Building

In pilots it has shown that capacity building is an important tool in rehabilitation. Once communities learn how to deal with land and property registration issues themselves, they can sort out new cases by themselves, and also teach other communities how to do it. Microjustice4All therefore also focuses on capacity building within the communities themselves, so that communities are not depended on aid organizations (and their funding that may be limited) to solve their legal and other issues. The Microjustice4All staff will go into the communities and not only raise awareness, but also build capacity within the community. For this capacity building, the legal manuals written by the Microjustice4All staff will be used.

3.4. The Microjustice4All Organization: The Social, Legal and Support Unit

The activities of a Microjustice4All Program divide into three departments: the Legal Unit, the Social Unit and the Support Unit.

3.4.1. The Legal Unit

The Legal Unit consists of lawyers (mostly law students in their last year), known as Case Managers. They are based at the main office and work under the supervision of the Legal Case Co-ordinator (an experienced lawyer). The Legal Unit deals with (1) developing standardized legal services, (2) case resolution and (3) lobbying for institutional reform. These activities reinforce each other. For example, on the basis of the experience which the Case Managers gain while resolving cases, they develop the products further. While the Case Managers are resolving cases, they come across legal obstacles, which they register in the Complaints Registration System, and on the basis of this information, they conduct evidence-based lobbying.

The Legal Head is in charge of product development, drafting reports on legal obstacles, training and supervising the team and building partnerships with the relevant institutions, legal professionals and law faculties.

3.4.2. The Social Unit

The Social Unit consists of Facilitators.³ Some of the Facilitators are lawyers but they can also be social workers, anthropologists or from any other background which is relevant for addressing the legal needs of the target groups. The Social Unit mainly deals with (1) the distribution of products and (2) marketing and awareness-raising activities. The Facilitators give clients advice, take in cases at the outlets (where the follow-up communication on the cases also takes place), conduct awareness-raising and marketing activities and collaborate with the partners.

³ Sometimes, the Facilitators are referred to as Field Officers.



The Social Head is in charge of building partnerships for further business development, training and supervising the facilitators, and co-ordinating the CMS with the Legal unit to ensure swift communication about resolving cases.

3.4.3. The Support Unit

The Support Unit mainly deals with (1) financial administration, (2) human resources, 3) logistical support, (4) ICT, (5) fundraising, 6) research and development, and 7) partnership building. Tasks 5 – 7 involve all the units.



4. MJ4All's Experience with Working in Humanitarian Crises

4.1. Experience with post-war rehabilitation of the refugees in the former Yugoslavia

When Yugoslavia fell apart and ultimately broke up into six new republics, this resulted in massive numbers of displaced people. Many people were left with legal documentation that was not valid under any of the new governance regimes. Thus, an important aspect of the peace process in the former Yugoslavia was resolving the many legal and administrative challenges that refugees and IDPs faced.

MJ4All began working with the Humanitarian Center for Integration and Tolerance (HCIT), a local organization based in Novi Sad, Serbia that provided legal assistance to the refugees from Croatia and Bosnia-Herzegovina living in Northern Serbia. The legal needs of these populations during the period 1997-2004 were concentrated in the following areas:

- Property and housing issues, particularly reclamations of private property, resolving issues of pre-war occupancy and tenancy rights, compensation for property damaged as a result of terrorist acts, and access to reconstruction aid and loans;
- Administrative and/or declaratory proceedings to access basic rights (including inheritance proceedings or extra-judicial proceedings);
- War-related claims, such as issues related to force majeure, abuse of circumstance, duress, annulment of contracts, debt payment litigations, and employment relations litigations;
- War crime prosecution and implementation of the Amnesty Law.

Above all, MJ4All discovered that there was an immense need for a cross-border legal mechanism that provided legal and administrative aid to refugees. The reason for this was that most refugees did not have valid civil documents, and thus had no travel documents either and had no way to cross the border to obtain legal documentation in the municipalities where they came from and where the relevant administrative offices were located. Getting their civil documentation over the border was thus necessary to begin to address the many challenges described above. But this was a Catch 22!

In response to these needs, MJ4All established a network of lawyers, paralegals, and volunteers on both sides of the Croatia/Serbia border. The mechanism for solving cases was as follows: the network of lawyers and paralegals in Serbia obtained certified powers of attorney for the refugee. Then, the MJ4All office at Vukovar (at the border between Serbia and Croatia) collected the documents and sent them to paralegals in Croatia for their resolution. Through this network, MJ4All was able to help refugees and IDPs access important legal documents such as birth certificates, citizenship certificates, and proof of property ownership. These documents were essential for people wishing to return to their home country and rebuild their lives there, and also for those wishing to resettle in new areas. In instances of more complex legal challenges, MJ4All advocated for clients in court. Additionally, MJ4All relied on its practical experience resolving legal cases to develop lobbying materials and pressure governments to eliminate key legal obstacles.



By 2008, MJ4All had successfully supplied over 30,000 refugees with legal documentation in the countries that now make up the former Yugoslavia. Below is a table detailing the different types of administrative documents that were issued with the assistance of MJ4All.

| Administrative documents obtained across the border in Croatia for refugees in Serbia - Period 2001 to 2008 | |
|---|---------------|
| Citizenship certificates (Domovnica) | 7668 |
| Birth certificates | 10365 |
| Death certificates | 178 |
| Marriage certificates | 1267 |
| Ownership certificates | 873 |
| Working booklets | 848 |
| School diplomas | 483 |
| Various attestations | 6428 |
| Other certificates | 2607 |
| TOTAL | 30.717 |

The impact of these results reaches far beyond the 30,000 clients, however, because each refugee who had access to documentation could then travel across the border to help friends and family to obtain their documents. With basic legal documents, people were no longer so dependent on humanitarian aid and were able to recover and rebuild more independently. Basic civil documentation enabled people to enter (or re-enter) school or university, apply for jobs, or access pension, and restore the rights they had before the war related to property, contracts, work and so on. Property documentation allowed people to reoccupy property they had previously deserted and access reconstruction loans for destroyed or damaged properties.

In some instances in which it was not possible to help a client exercise their rights by going through legal or administrative procedures, MJ4All represented clients in court. MJ4All did not have the resources to be able to provide representation to all clients in need, so they selected clients based on a set of criteria, including the nature of the case, the consequences for the client, and the costs and time involved. In total, MJ4All prepared approximately 300 court cases.

2001- 2004 - court cases in Croatia

| Group of cases | Total Number prepared cases | Number of closed cases | | No. of cases filed European Court for Human Rights |
|-------------------------------|-----------------------------|------------------------|----------|--|
| | | Positive | Negative | |
| 1. Damage compensation | 32 | 20% | | 2 |
| 2. Occupancy / Tenancy rights | 37 | 14,3% | 14,2% | 2 |
| 3. Property cases | 87 | 61,5% | | 1 |
| 4. Criminal proceedings | 18 | 26.6 % | 6,7% | - |
| 5. Debt payments | 21 | | | - |
| 6. Inheritance procedures | 62 | 48,5% | | - |

| | | | | |
|-------------------------------|-------------|--------------|-------------|---|
| 7. Extra judiciary procedures | 16 | 77,8% | | - |
| 8. Employment litigations | 10 | 100% | | - |
| 9. Contract annulments | 19 | | | - |
| TOTAL | 302* | 40,6% | 2,3% | |

4.2. Experiences with post-earthquake response and rehabilitation of the victims, mainly IDPs in Pisco, Peru

On 15th August 2007, an earthquake measuring 7.9 on the Richter scale hit just off the coast of Peru, with several aftershocks occurring the following day. The earthquake caused severe damage and loss of life in the entire Department of Ica, especially in the cities of Pisco, Chincha, and Ica. Approximately 500 people lost their lives, 1,000 people were injured, and over 85,000 families were affected. The period after the earthquake was marked by confusion and chaos. Many people did not have titles for their land or properties and could not prove their ownership.

In Pisco, the regional disaster response system struggled to deal with such a large-scale emergency. In response to these failures, the central government bypassed local structures and created a parallel response, which led to poor coordination and duplication of efforts. Most of all, there was a lack of coherent information due to poor needs assessments. Initial relief efforts were heavily concentrated in Pisco, despite the fact that there was severe damage and destruction in Chincha and more remote regions.

The biggest problem in the rehabilitation phase was that people in general did not have property titles, and for this reason could not access reconstruction loans and reconstruction programs, like Techo Propio ('Own Roof'). Legal processes for the formalization of property can take time, and as such many people are still facing challenges with reconstruction due to legal barriers.

In Pisco there were also a large number of people who had been relocated to new human settlements after the earthquake as their houses in the coastal area (mainly the district of San Andrés) had been declared 'uninhabitable'. They in general still lack titles and as consequence they live in precarious houses and lack basic services (water, sewer system). Thus Land titles are also necessary for the relocated people in the new settlements. In order to obtain titles, a human settlement first needs to obtain legal personality through the National Public Registry Supervision (SUNARP), with which it can request property titles and access to public services (such as water, sanitation, electricity, and street lights). To start a titling process, one first has to obtain a possession document (*constancia de posesión*) which is provided by the municipality. Microjusticia Peru conducted legal diagnostics and developed a legal guide for them as they many of those settlements can only register ownership titles through adverse possession (*usucapio*) after ten years possession, which is in wait until 2017-2018. MJP has trained these communities on the basis of the guide with the steps for registration.

Referred by the Ministry of Housing, MJP also helped people to correct errors in their property in order to solve the impediment to access housing programs.



To test the emergency response in an earthquake, a simulation was done in a big fire in February 2016 in the human settlements Juan Vergara Matta and Beatita de Humay in Pisco. MJP successfully tested the Legal “Quick Scan”, identifying that 75 families had been and that they urgently needed a duplicate of their civil documentation. MJP in coordination with the Pisco municipality and the National Registry of Identification and Civil Status (RENIEC) helped 155 fire victims recovery their civil documentation, providing 250 birth certificates and IDs. during this disaster because the effects of a fire is similar than an earthquake.

In Chinchipe, the earthquake had caused considerable disruption, but the inhabitants had received little assistance from the government and the international community because they were further away from the epicentre of the earthquake. Microjustice4All assisted many of the inhabitants of the district of Tambo de Mora in Chinchipe with registering their property through its collaboration with the municipality of Tambo de Mora and RED CROSS. MJP provided legal counseling to the municipality and conducted trainings to RED CROSS beneficiaries.

Another major problem was corruption. For example, in Bella Vista, the local leaders had told the inhabitants that they were in the process of organising land and property registration for them. Microjustice4All contacted the land and property registration office and discovered that no such process had been started. Rather, the local leaders had been keeping the inhabitants’ money for themselves. Microjustice4All informed the inhabitants about this and explained to them the procedure for registering land and property. MJP registered this and other irregularities in the Complaints Registry System. With this reports, MJP will present advocacy reports to relevant institutions.

4.3. Flooding: preparation, response and rehabilitation in the Amazon in Peru (Iquitos-Manyas)

Heavy rains from October 2014 to April 2015 caused widespread flooding in the region of Loreto. By April 2015, more than 13000 people had lost everything and about 163000 were unable to work as their livelihoods were severely affected by the floods. One of the key challenges in the response efforts was the high number of individuals who lacked civil documentation, in particular identity documentation. This made it difficult for the individuals to access aid and healthcare services. For example, the Seguro Integral de Salud (a form of health insurance, which entitles the individual and their family to free healthcare) can only be accessed if one has identity documentation. Furthermore, identity documentation is important for protecting one’s rights, recovery of one’s livelihood, rehabilitation and resilience. Government agencies made special provisions to enable people to regain identity documentation but these provisions were only in place for a relatively short period, which was insufficient to deal with the widespread problem.

Legal rehabilitation was *particularly* challenging for three groups of people: those living remotely, those who had never had identity documentation and those who had been relocated due to the flooding. Some of the affected communities were located more than eight hours away from RENIEC. Microjustice4All assisted these communities by providing a link between the victims and the government. For example, MJP set up outlets at local markets, collected application forms in bulk and then took these applications to RENIEC on behalf of the community.



In relation to victims who had never had identity documentation, the procedure was longer and more complicated because they were not on the government register. These individuals had to prove that they were not already registered with a city hall and that they did not already have identity documentation. The process of obtaining identity documentation was particularly difficult when the individual also had an error in their birth certificate. Microjustice4All assisted these individuals with resolving their legal difficulties.

Furthermore, some victims had identity documentation but had moved to a new address due to the flooding. In order to access the healthcare system, they had to return to the locality of the address recorded on their identity document. RENIEC does not subsidize change of address on identity documents for adults. Thus, many people found themselves unable to access the healthcare system. MJP assisted these people with getting the address on their identity document updated.

Many humanitarian organizations focus on food, shelter and medical assistance and do not assist with legal rehabilitation. Thus, MJP is filling a crucial gap in the disaster response efforts. MJP has developed a number of products to resolve the legal issues arising from humanitarian crises. The following explains two of these products, which were particularly successful in Iquitos.

First, Microjusticia Peru developed an Identity Rights Manual. Despite the Identity Rights movement in Iquitos and the efforts of RENIEC, there is a distinct lack of knowledge about identity rights among the general population. The Identity Rights Manual explains the importance of identity documentation, the material benefits which can be obtained using identity documentation and the different types of procedures for obtaining identity documentation (judicial, administrative, notarial).

Secondly, MJP developed a Legal Education Training Guide and conducted a number of legal orientation campaigns and home visits. MJP also worked together with civil society groups and the local media to spread awareness about the importance of legal rehabilitation. One of the main challenges was building trust with government institutions like RENIEC, who were reluctant to co-operate with MJP. In order to overcome this challenge, a member of the MJP Team arranged a meeting with RENIEC and presented our work. RENIEC were impressed by the number of identity documents which we had arranged and agreed to collaborate with MJP on a joint legal education campaign.

4.4. Addressing the legal issues of the refugees in Kenya, with focus on the Somali refugees in Nairobi/Eastleigh

Microjustice Kenya initially intended to work with victims of flooding in Kenya. However, the Kenyan social security system is very weak and there is extensive corruption, so having one's legal documents in order does not necessarily translate into tangible benefits. Therefore, the Microjustice Program would have little practical impact. Instead, Microjustice Kenya has focused on the legal issues of the Somalian refugees.



Due to the ongoing civil war in Somalia, many Somalis have fled to Kenya. According to an article of the Life and Peace Institute⁴ there are about 200,000 Somalis in Nairobi's Eastleigh estate. These include Somali-Kenyans, refugees and Somalis from Somalia- both legal as well as illegal immigrants – almost all of whom are involved in business. The refugees are living in informality and in order to access the system in Kenya, they need to get identity documentation, property registration and business registration. From August 2015 to September 2016 MJ4All in Kenya conducted a feasibility study, examining the legal issues of refugees, and testing the legal service provision through an outlet in Eastleigh that opened in August 2015. A formal legal needs assessment was conducted in October 2015 and again in May 2016.

The legal needs assessment highlighted the following issues: 1) Police Harassment of Somalis; 2) Youth unemployment; 3) Refugee documentation; 4) Civil documentation; 5) Resettlement; 6) Provision of non-food items (NFIs); 7) Education; 8) Medical assistance; 9) Exemption letters; and 10) Security concerns.

MJ4All in Kenya collaborated with a small organization, run by a Somali woman, called Mama Lula. Mama Lula helps refugees with health care issues, permits to travel from the camp to the hospital, food shortages and lack of housing. MJ4All in Kenya assisted Mama Lula's clients with their legal issues. On average, MJ4All Kenya dealt with five cases each week. The Legal Field Officers also spoke to refugees on the streets of the Eastleigh community and gave them legal advice. In August 2016, MJ4All in Kenya opened a new outlet, with a focus on registering businesses.

Challenges

MJ4All in Kenya has faced three principle challenges. The first challenge is that it has been difficult to gain the trust of the refugees. Many refugees have negative experiences with organizations promising to help them but only taking their money. It takes a long time to gain the trust of the refugee community. MJ4All in Kenya has also encountered language barriers, since some legal field officers are unable to speak the Somali language.

The second challenge is that it is very difficult to provide effective assistance to people who are subjected to such high levels of discrimination and harassment. For example, if a Somali person wants to register a new-born and get a birth certificate, he/she must go the registry for the "vetting process" (getting their finger prints). They also have to show the birth certificates of their grandparents which is not easy in many cases. For other nationalities, this is not the case. So MJ4All Kenya concluded that the only service it could provide was accompanying groups of Somali people to the Registry.

The third and greatest challenge the announcement of the Ministry of the Interior and Co-ordination of National Government on 6th May 2016 that it would no longer host Somali refugees. It described the refugee camps as an economic burden and a "breeding ground" for terrorism and closed the Department for Refugee affairs (DRA).⁵ It became impossible for MJ4All in Kenya to help refugees with documentation, since the offices that issue the documents closed, and it became illegal to help refugees. Then the government announced that all Somalis should leave Kenya as soon as possible.

⁴ <http://life-peace.org/hab/eastleigh-little-mogadishu-and-its-traditional-integration-into-the-east-african-economy-the-secret-challenges-and-opportunities/>

⁵ <http://www.ibtimes.co.uk/kenya-refugees-face-police-persecution-death-after-disbanding-department-refugee-affairs-1560474>



The Future of MJ4All in Kenya

When a government discriminates a group of people in a systematic manner, it is quite a challenge to support this group with their basic legal issues, as it is the government who issues those documents. In order to overcome this obstacle, MJ4All Kenya seeks to collaborate with big established organizations such as the Kenya Red Cross, the Danish Refugee Council and the Refugee Consortium Kenya. In this way, MJ4All legal services will be integrated within the work of other humanitarian organizations.

5. Conclusion

We hope you feel inspired to set up a Microjustice4All Program. If you have any questions or need further support, please let us know and we will see how we can help you. We will make special arrangements on the basis of your needs and the possibilities and we will facilitate exchange between the different Microjustice4All Programs.

5.1. Contact Details

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5.2. Acknowledgements

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Annex 1: Toolkit Contents

- **Addressing Legal Issues of victims in Disaster Contexts: A Desk Study of Existing Best Practices**

This paper has been written as the first component of this program of MJ4All, in order to provide an overview of existing best practices in legal rehabilitation in humanitarian aid settings and provide an analysis of several case studies.

Review it

- **Brief Introduction Microjustice4All Legal Service Provision in Humanitarian Crises**

The legal aspects of emergency response, disaster relief and rehabilitation are essential and need to be structurally integrated into the humanitarian response.

Review it

- **Experiences conflict related in other countries**
 - [Colombia](#)
 - [Georgia](#)
 - [Iraq](#)
 - [Sudan](#)
- **Experiences Kenya refugees**
 - [Feasibility Study Report MJ4All for refugees in Nairobi Kenya](#)
- **Experiences Peru natural disaster related**
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