Civil and commercial cases were resolved within <1 year in most Member States in 2020.

Figure 7: Estimated time needed to resolve litigious civil and commercial cases at first instance in 2012, 2018 – 2020 (*) (1st instance/in days) (source: CEPEJ study)

(*) Under the CEPEJ methodology, litigious civil/commercial cases concern disputes between parties, e.g. disputes about contracts. Non-litigious civil/commercial cases concern uncontested proceedings, e.g. uncontested payment orders. Methodology changes in EL and SK. Pending cases include all instances in CZ and, up to 2016, in SK. IT: the temporary slowdown of judicial activity due to strict restrictive measures to address the COVID-19 pandemic affected the disposition time. Data for NL include non-litigious cases.
Administrative cases before courts and consumer complaints before consumer protection authorities were resolved within <1 year in half of the Member States in 2020.

Figure 9 Estimated time needed to resolve administrative cases at first instance in 2012, 2018 – 2020 (*) (1st instance/in days) (source: CEPEJ study)

Figure 25 Consumer protection: average length of administrative decisions by consumer protection authorities in 2014, 2018 – 2020 (*) (1st instance/in days) (source: European Commission with the Consumer Protection Cooperation Network)

(*) Administrative law cases concern disputes between individuals and local, regional or national authorities, under the CEPEJ methodology. Methodology changes in EL and SI. Pending cases include courts of all instances in CZ and, until 2016, in SK, DK and IE do not record administrative cases separately. CY. In 2018, the number of resolved case increased because cases were tried together; 2,724 consolidated cases were withdrawn and an administrative court was set up in 2015.

(*) DE, LU, AT: scenario is not applicable as consumer authorities are not empowered to decide on infringements of relevant consumer rules. An estimate of average length was provided by DK, EL, FR, RO and FI for certain years.
**QUALITY AND CITIZEN-FRIENDLY JUSTICE SYSTEMS**

**100% Member States** have arrangements to support persons with disabilities in accessing justice but

- only **16** offer specific formats such as Braille, sign language or easy-to-read
- and **15** offer digital solutions accessible for persons with disabilities

![Specific arrangements for access to justice of persons with disabilities, 2021](source: European Commission (**)]

![Specific arrangements for child-friendly proceedings, 2021 (*)](Civil and criminal/juvenile justice and administrative proceedings), (source: European Commission (**))

**100% Member States** provide some measures for a child-friendly justice system (child-friendly websites, training for judges, etc.)

(*) Children: persons under 18 years of age. Data for MT on training for judges are for 2020.
Almost 100% Member States already use digital solutions such as online information, or use of digital technology by courts and prosecution services but

- only 13 enable citizens to calculate online if they can receive legal aid in their court case
- only 13 offer the possibility to initiate court proceedings or file a claim online in civil, commercial and administrative cases

**Figure 46 Digital solutions to initiate and follow proceedings in civil/commercial and administrative cases, 2021** *(source: European Commission (B1))*

For each Member State, the two columns represent the digital solutions to initiate and follow proceedings in the following types of cases (from left to right):
1. civil/commercial cases
2. administrative cases

- Possibility to initiate proceedings / file a claim online
- Possibility for clients to access the electronic file of their ongoing cases
- Official court documents can be served electronically on businesses (when procedure is not initiated by the business)
- Possibility to file an application for legal aid online

(*) Maximum possible: 9 points. For each criterion, one point was given if the possibility exists in all civil/commercial and administrative cases, respectively. 0.5 point was awarded when the possibility does not exist in all cases. For those Member States that do not distinguish civil/commercial and administrative cases, the same number of points has been given for both areas.

**INDEPENDENCE OF JUSTICE SYSTEMS**

Perception of judicial independence and effectiveness of investment protection

**General public:** Improved in 17 Member States since 2016
Decreased in 14 since 2020

**Figure 50 How the general public perceives the independence of courts and judges** *(source: Eurobarometer (B5) - light colours: 2016, 2020 and 2021, dark colours: 2022)*

(*) Member States are ordered first by the percentage of respondents who stated that the independence of courts and judges is very good or fairly good (total good), if some Member States have the same percentage of total good, then they are ordered by the percentage of respondents who stated that the independence of courts and judges is fairly bad or very bad (total bad); if some Member States have the same percentage of total good and total bad, then they are ordered by the percentage of respondents who stated that the independence of courts and judges is very good, if some Member States have the same percentage of total good, total bad and of very good, then they are ordered by the percentage of respondents who stated that the independence of courts and judges is very bad.

**Companies:** for the first time, the EU Justice Scoreboard presents a new indicator on how companies perceive the effectiveness of investment protection by the law and courts
The most popular reasons for perceived lack of independence of courts and judges are: interference or pressure from government and politicians and pressure from economic or other specific interests

**Structural independence**

100% Member States have general ethical norms if a judge or prosecutor returns to the judiciary from a politically-exposed position, but
- only in 7 there are specific rules in place, such as authorisation requirements or cooling-off period

*Figure 58: Safeguards relating to temporary employment of judges/prosecutors as politicians/ministers/government officials/cabinet members/in other political offices (*)*

For each Member State, the two columns represent the rules in place for:
1. Judges
2. Prosecutors

- Authorisation from a body needed for the judge/prosecutor to leave their position temporarily
- Cooling-off period required before the person can return to their position of a judge/prosecutor
- Notification/declaration of the new temporary employment to a specific body by the judge/prosecutor
- No specific rules in place, but the general ethical norms apply
- Other rules

(*) Magistrates can temporarily be appointed in these positions. For their re-appointment as judges/prosecutors/investigative magistrates, special procedural rules are in place requiring an application to be submitted to the relevant panel of the Supreme Judicial Council within 14 days from the date of their absence from the other (temporary) position with a view to their reinstatement. DE If a prosecutor is elected to the Federal Parliament/appointed as a member of the Federal Government, the rights and duties deriving from the