



KOSOVO SPECIALIST CHAMBERS

# Registry Instruction

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## Registry Instruction on Requesting Translation, Interpretation and Verification Services

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| <b>Approved by:</b>    | <b>The Registrar, Kosovo Specialist Chambers</b> |
| <b>Approval date:</b>  | <b>14 May 2019</b>                               |
| <b>Effective date:</b> | <b>14 May 2019</b>                               |
| <b>Supersedes:</b>     | <b>N/A</b>                                       |
| <b>Reference:</b>      | <b>KSC-BD-14</b>                                 |

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**CHAPTER I General provisions****Section 1 Scope**

This Registry Instruction ('Instruction') sets out the procedure for requesting translation, interpretation, and verification of the services provided. The Instruction implements the Registry Policy on Translation and Interpretation and the Registry Practice Direction on Files and Filings before the Kosovo Specialist Chambers ('Practice Direction').

**Section 2 Roles and responsibility**

1. The President's Office, the Panels, Heads of Units and Offices of the Specialist Chambers, Appointed or Assigned Counsel and the Ombudsperson ('requester') shall assign focal points authorised to submit translation, interpretation or verification requests. The focal point shall coordinate with the Language Services Unit ('LSU') and the Court Management Unit ('CMU'), as appropriate, on changes to, or cancellation of, such requests, including modification of deadlines. The Office of the Specialist Prosecutor shall only assign as requester a focal point to submit verification requests and coordinate on changes to, or cancellation of, such requests.
2. A Registry staff member tasked with Translation Requests Management ('TRM') is responsible for receiving, assessing and processing translation and verification requests, in accordance with the procedure set out below. TRM shall identify any issue due to potentially competing deadlines and raise them with the Head of Judicial Division, as appropriate.
3. The LSU is responsible for receiving and processing translation and interpretation requests as well as requests for verification of the accuracy of translation or interpretation.

4. TRM and LSU shall provide guidance to the focal points on the implementation of these instructions and on the use of the specific language request tools.
5. The Court Management Unit ('CMU') shall request translations of court filings on behalf of the filing parties, request interpretation for judicial proceedings and facilitate the conduct of verification requests.

### **Section 3 Language services request tools**

1. The focal points shall request services directly related to judicial proceedings (e.g. translation of exhibits, verification of interpretation or translation) through Legal Workflow.
2. The focal points shall request other services (e.g. translation of a press release) via FLOW.

## **CHAPTER II Translation requests**

### **Section 4 Translation request requirements**

1. A separate request shall be made for each document and for each language combination.
2. Whenever possible, the document submitted for translation shall be in Word (.docx) format.
3. Where relevant, the requester shall include and clearly mark reference material in the request.

### **Section 5 Eligibility and deadline**

1. Prior to submitting a request for translation, the requesters shall ensure that:
  - a. There are no available (including publicly available) translations of the document;
  - b. The document is eligible for translation pursuant to the Registry Policy on Translation and Interpretation.
2. In suggesting the desired delivery date, requesters shall:
  - a. Take into consideration that deadlines for translation shall be mainly driven by the court schedule;
  - b. Review the document against the categories of priority as defined in the Registry Policy on Translation and Interpretation;
  - c. Allow reasonable time for LSU to complete its work at the requested translation level, factoring in additional time for any requests which include revision of the translated text.
3. If the translation is required urgently or if the request for translation concerns material in excess of 100 pages, the requester shall alert TRM as soon as possible in advance of the request.
4. TRM and LSU shall be available for advice on the desired delivery dates.

### **Section 6 Translation Requests Management processing**

1. Upon receipt of the translation request, TRM shall review it for:
  - a. Completeness and accuracy of the information contained in the request;
  - b. Compliance with the relevant policies and guidelines;
  - c. Existence of any duplicate translations.
2. If the request contains inaccurate or incomplete data or does not comply with the relevant policies or guidelines, TRM shall request correction.
3. TRM shall forward any translation request that complies with the requirements above to LSU.

## Section 7 Existence of duplicate or publicly available translation

1. If TRM finds a duplicate translation of the document submitted for translation, it shall provide the requester with the reference number of the previous translation request.
2. If TRM finds a publicly available translation, TRM shall return the request to the requester with an indication of where to locate it.

## Section 8 Language Services Unit processing

1. Upon receipt of a translation request, LSU shall verify that the desired delivery date is in line with its existing priorities and resources.
2. If the requested deadline cannot be met, LSU shall propose a new deadline to the focal point. Once an agreement is reached, LSU shall change the deadline.
3. If the requester and LSU cannot reach an agreement on the delivery date, the request shall be referred to TRM. Any conflicting priorities shall be settled through consultations in accordance with the Registry Policy on Translation and Interpretation under section 6.2.
4. LSU shall deliver the completed translation to the requester directly.

## CHAPTER III Interpretation requests

### Section 9 Submitting and cancelling interpretation request

1. Requests for interpretation for judicial proceedings shall be made by CMU.
2. Simultaneous interpretation into Albanian, Serbian and English ('KSC languages') shall be automatically provided for all courtroom proceedings listed in the courtroom calendar. A Panel or a party who identified the need for interpretation in a non-KSC language for a speaker in the courtroom shall inform CMU as soon as practicable, but no later than fifteen (15) working days before the hearing.
3. A Panel or a party who identifies a need for interpretation for judicial proceedings conducted outside of the courtroom shall inform CMU as soon as practicable, but no later than fifteen (15) working days before the judicial activity.
4. Requests for interpretation for meetings and events may be made by the President's Office, Chambers, Registry and the Ombudsperson.
5. Requests for interpretation for meetings and events shall be submitted as soon as possible, and in any event either:
  - a) No later than ten (10) working days prior to the meeting or event if interpretation is requested for a KSC language; or
  - b) No later than fifteen (15) working days prior to the meeting or event if interpretation is requested for a non-KSC language.
6. In cases of cancellation of an interpretation request, the requester shall notify LSU as soon as possible in order to minimize any resulting financial impact.

## CHAPTER IV Verification requests

### Section 10 Verification requests

1. Requests may be submitted to verify the following:
  - a. Accuracy of translation: verification of official translations produced by LSU;
  - b. Accuracy of interpretation: post-session verification of accuracy of interpretation of hearings;
  - c. Accuracy of transcription: post-session verification of accuracy of transcripts of hearings; or
  - d. Unrecorded interpretation (also known as missing interpretation) and request for re-recording: post-session verification of instances where interpretation was not recorded and request for re-recording of the interpretation and completion of the official transcript.
2. Verification under paragraph 1.a-1.c may be requested by any requester. Where such requests involve records of judicial proceedings, they shall be coordinated through the Court Officer, except for requests under paragraph 1.a. in relation to disclosed evidentiary material prior to the material being processed by the Court Officer.
3. Verification under paragraph 1.d may be requested by the Court Officer only, either on the Court Officer's own initiative or after being made aware of a possible instance of unrecorded interpretation.
4. The requester shall complete the request for each separate verification service providing a precise indication of the segment that should be verified.
5. Requests for verification of translation of material not directly related to judicial proceedings and in relation to disclosed evidentiary material prior to the material being processed by the Court Officer shall be processed as regular language service requests. LSU shall provide the findings on these requests directly to the requester for their further action.

### Section 11 Request processing by Court Officer

1. The Court Officer assigned to a File shall receive all requests for verification of any record pursuant to Section 10(2), to determine the action required. The Court Officer shall assess whether the indication in the request is correct and sufficiently specific, whether the requester has any standing in the case and whether the correct services have been requested.
2. Requests that do not meet the assessment criteria under Section 11(1) may be returned to the requester.
3. The Court Officer shall coordinate with the relevant Panel, the requester, LSU and court reporters as required.

### Section 12 Outcome of verification of records of judicial proceedings

1. After conducting the requested verification, LSU and court reporters shall provide their findings in writing to the Court Officer. CMU shall file the findings in the relevant File.
2. LSU and court reporters shall indicate whether correction of the record is required.
3. If correction of a translation or of a transcript is required, LSU or court reporters shall provide CMU with the corrected version of the translation or transcript, respectively. CMU shall replace the original with the corrected version.

4. If correction of an interpretation segment is required, LSU shall provide a corrected version of the interpretation to CMU. CMU shall coordinate the amendment of the relevant portion of the transcript and, when required, any amendment of the relevant portion of the audio-visual recording in accordance with the corrected interpretation.

The Hague, Netherlands

14 May 2019



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