



PERMANENT LOK ADALAT (PUBLIC UTILITY SERVICES)



HARYANA STATE LEGAL SERVICES AUTHORITY (HALSA)

हरियाणा राज्य विधिक सेवा प्राधिकरण [हालसा]

HARYANA STATE LEGAL SERVICES AUTHORITY



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Published by :

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PERMANENT LOK ADALAT (PUBLIC UTILITY SERVICES)

IS MEANT FOR PRE-LITIGATION CONCILIATION AND SETTLEMENT OF DISPUTES, BEFORE DISPUTE IS TAKEN TO ANY COURT.

In order to get over the major drawback in the existing scheme of organization of Lok Adalats under Chapter VI of the Legal Services Authorities Act, 1987, in which if the parties do not arrive at any compromise or settlement, the unsettled case is either returned to the Court of law or the parties are advised to seek remedy in a court of law, which causes unnecessary delay in dispensation of justice, Chapter VI A was introduced in the Legal Services Authorities Act, 1987, by Act No.37/2002 with effect from 11-06-2002 providing for a Permanent Lok Adalat to deal with pre-litigation, conciliation and settlement of disputes relating to Public Utility Services, as defined u/sec.22 A of the Legal Services Authorities Act, 1987, at pre-litigation stage itself, which would result in reducing the work load of the regular courts to a great extent.

(Dispute should be up to the value of Rs. 25 Lacs)

Use of the word 'Establishment' in Section 22B of LSAA, 1987 gives permance to nature of PLA (PUS) to be established under Chapter VI-A; whereas Section 19 in Chapter VI provides for 'Organisation' of the Lok Adalats, which is, thus, not a continuous process.

PERMANENT LOK ADALAT FOR PUBLIC UTILITY SERVICES

1. Why is a Permanent Lok Adalat for Public Utility Services?

In order to get over the major drawback in the existing scheme of organization of Lok Adalats under Chapter VI of the Legal Services Authorities Act, 1987, in which if the parties do not arrive at any compromise or settlement, the unsettled case is either returned back to the Court of law or the parties are advised to seek remedy in a court of law, which causes unnecessary delay in dispensation of justice, Chapter VI A was introduced in the Legal Services Authorities Act, 1987, by Act No.37/2002 with effect from 11-06-2002 providing for a Permanent Lok Adalat to deal with pre-litigation, conciliation and settlement of disputes relating to Public Utility Services, as defined u/sec.22 A of the Legal Services Authorities Act, 1987, at pre-litigation stage itself, which would result in reducing the work load of the regular courts to a great extent.

2. What is a 'Public Utility Service'?

A 'Public Utility Service', as defined by Sec.22A (b) of the Legal Services Authorities Act, 1987, means any-

- (i) transport service for the carriage of passengers or goods by air, road or water; or
- (ii) postal, telegraph or telephone service; or
- (iii) supply of power, light or water to the public by any establishment; or

- (iv) system of public conservancy or sanitation; or
- (v) service in hospital or dispensary; or
- (vi) insurance service
- (vii) housing and estates.
- (viii) banking and finance;

and includes any service which the State Government, as the case may be, in the public interest, by notification, declare to be Public Utility Services for the purpose of this Act.

3. When and at what places Permanent Lok Adalats for Public Utility Services are established?

Haryana State Legal Services Authority has so far established five Permanent Lok Adalats for Public Utility Services, u/sec.22B of the Legal Services Authorities Act, 1987, at Ambala (covering Kaithal), Faridabad (covering Palwal), Gurgaon (covering Nuh-Mewat), Rohtak (covering Jhajjar) and Panchkula (covering Yamuna Nagar). One more Permanent Lok Adalats for Public Utility Services at Hissar shall start functioning soon.

4. What are future plans of HALSA for Establishment of Permanent Lok Adalats for Public Utility Services in other districts of Haryana?

Five more Permanent Lok Adalats for Public Utility Services will be established soon at Bhiwani, Karnal, Sonapat, Sirsa & Rewari, thus taking total number of such Adalats at 11, which will cover all 21 districts in Haryana.

5. What is the Territorial Jurisdiction of Permanent Lok Adalats for Public Utility Services?

The territorial jurisdiction of the Permanent Lok Adalat for Public Utility Services, after establishment of 5 more Adalats will be as under:

Sr N:	Place of PLA (PUS)	Districts covered (By holding camp court)
1	Ambala	Ambala & Kaithal
2	Panchkula	Panchkula & Yamuna Nagar
3	Rohtak	Rohtak & Jhajjar
4	Gurgaon	Gurgaon & Mewat at Nuh
5	Faridabad	Faridabad & Palwal
6	Hissar	Hissar
7	Karnal	Karnal & Kurukshetra
8	Rewari	Rewari & Narnaul
9	Sonepat	Sonepat & Panipat
10	Sirsa	Sirsa & Fatehabad
11	Bhiwani	Bhiwani & Jind

6. What is the Pecuniary Jurisdiction of Permanent Lok Adalats for Public Utility Services?

The pecuniary jurisdiction of Permanent Lok Adalats for Public Utility Services is over matters, where the value of the property does not exceed 25 (twenty five) lakh rupees.

7. Whether Permanent Lok Adalats for Public Utility Services can dispose of criminal cases?

Yes, Permanent Lok Adalats for Public Utility Services have jurisdiction in respect of matters relating to an offence compoundable under any law.

8. Where are Permanent Lok Adalats for Public Utility Services located?

Presently, the Permanent Lok Adalat for Public Utility Services, are functioning in the Judicial Court Complexes but, soon they will find location in Alternative Dispute Resolution (ADR) Centers, which shall be set up in all the judicial districts of Haryana.

9. What are working days & hours of Permanent Lok Adalats for Public Utility Services?

The working days and office hours of the Permanent Lok Adalats for Public Utility Services shall be the same as that of the State Government, which means they will function on all working days except Sundays and Public Holidays.

10. What type of cases Permanent Lok Adalats for Public Utility Services can decide?

Permanent Lok Adalats for Public Utility Services can decide disputes relating to deficiency of service, claims

for compensation, recovery of money, etc., pertaining to all utility services as mentioned in Sec22A(b) of the Legal Services Authorities Act, 1987, namely, transport service for passengers or goods by air, road or water; postal, telegraph, telephone; supply of power, light, water to the public by any establishment; system of public conservancy, sanitation; service in hospital or dispensary; Insurance service, Housing & Estate and Banking & Finance.

11. What is the composition of Permanent Lok Adalats for Public Utility Services?

Every Permanent Lok Adalat consists of a Chairman, who is or has been a District Judge or Additional District Judge; or has held judicial office higher in rank than that of a district judge, and two other members, having adequate experience in the Public Utility Services, as nominated by the State Government on the recommendations of the Haryana State Legal Services Authority.

12. Whether any party in a pending case before a Civil Court or a Statutory Forum may approach Permanent Lok Adalats for Public Utility Services?

No. A party to a dispute can make an application to the Permanent Lok Adalats for Public Utility Services for settlement, only before the dispute is brought before in any Court or Statutory forum, which is a pre-requisite to approach the Permanent Lok Adalats for Public Utility Services.

13. How to file an application before the Permanent Lok Adalats for Public Utility Services?

Applications can be filed before the Permanent Lok Adalats for Public Utility Services on a simple prescribed

performa, (Annexure-“A”) in person or by a recognized agent or by an advocate during working hours on any working day but each application should be accompanied by supporting documents and copies to be furnished to the Opposite Parties.

14. Whether it is compulsory for the parties to appear in person?

Yes. Appearance of the parties in person is indispensable at the time of conducting conciliation proceedings between the parties but they may not be required to appear in person at the time of filing of Applications. However, if the parties fail to reach an agreement u/sec.22 C (7) of the L.S.A. Act, they will be permitted to engage a Counsel/Advocate to assist them at the time of arguments to decide the dispute on merit u/sec.22 C (8) of the LSA Act.

15. Whether any Court Fee is required to be paid?

No, there is no requirement to pay any Court Fee. The PLA for PUS is an inexpensive forum for amicable resolution of a dispute between an aggrieved person and a Public Utility Service and the petitioner/complainant need not have to pay any Court fee while filing an application nor has to bear expenses for service of notice on the opposite party/ies.

16. Can a party invoke jurisdiction of any other Court in the same dispute?

No, after an application is made to the Permanent Lok Adalat, no party to that application shall invoke jurisdiction of any other Court in the same dispute.

17. Whether the PLA-PUS is bound by the Code of Civil Procedure, 1908 and the Indian Evidence Act, 1872?

No, the PLA-PUS is not bound by the Code of Civil Procedure, 1908 and the Indian Evidence Act, 1872, but while conducting conciliation proceedings or deciding a dispute on merit, it shall be guided by the principles of natural justice, objectivity, fair-play, equity and other principles of justice as per Sec.22 D of the Legal Services Authorities Act.

18. Is there any time limit for disposal of an application by the PLA-PUS?

Yes. Every application shall be adjudicated as expeditiously as possible and every endeavour should be made to decide a dispute within a period of 60 days from date of posting of the matter for appearance of the respondent/s and for filing statements by both parties.

19. Whether the Award passed by the PLA-PUS is final or appealable?

Every Award made by the Permanent Lok Adalat under the LSA Act, 1987 made either on merit or in terms of a settlement agreement, shall be final and binding on all the parties thereto and on persons claiming under them as per Sec.22 E (1) of the LSA Act, 1987 and shall not be called in question in any original suit, application or execution proceeding as per Sec.22 E (4) of the Legal Services Authorities Act.

20. How is an Award made by the PLA-PUS executed?

Every Award made by the PLA-PUS will be transmitted to a Civil Court having local jurisdiction and such Civil Court shall execute the order as if it were a decree made by that Court as per Sec.22 E (5) of the LSA Act.

21. What is the difference between a regular Lok Adalat and a Permanent Lok Adalat for Public Utility Services?

The main difference between these two Lok Adalats is when one of the parties to a dispute, pending before any Court and referred to the regular Lok Adalat or a pre-litigation case, does not agree, the other party will be advised to pursue his remedies by approaching a Civil Court; but in the Permanent Lok Adalat for Public Utility Services, even if one of the parties fail to reach an agreement during conciliation proceedings, it may decide the dispute on merits u/sec.22C (8) of the LSA Act, 1987 and such a decision shall be final and binding on all the parties thereto and on persons claiming under them u/sec.22 E (1) of the LSA Act, 1987 and shall not be called in question in any original suit, application or execution proceeding as per Sec.22 E (4) of the Legal Services Authorities, Act.

22. What is the difference between a District Consumer Forum and a Permanent Lok Adalat for Public Utility Services?

1. While a District Consumer Forum decides disputes mainly relating to 'deficiency of service', the PLA-PUS decides disputes not only relating to deficiency of service by the Utility Services as mentioned in Sec.22 A of the LSA Act but also decides claims for compensation, recovery of money and compoundable offences, concerning the Public Utility Services.
2. Orders rendered by the District Consumer Forum are appealable to the Haryana State Consumer Disputes Redressal Commission, Panchkula, with a further appeal

to the National Consumer Disputes Redressal Commission, New Delhi, but every Award made by the Permanent Lok Adalat under the LSA Act, 1987 made either on merit or in terms of a settlement agreement, is not appealable to any Court and it shall be final and binding on all the parties thereto and on persons claiming under them as per Sec.22E(1) of the LSA Act, 1987 and shall not be called in question in any original suit, application or execution proceeding as per Sec.22 E (4) of the Legal Services Authorities Act, 1987.

3. On failure to comply with the order/s rendered by the District Forum/State Commission/National Commission, such a person shall be liable for punishment with imprisonment for a term, which shall not be less than one month but which may extend to three years, or with fine, which shall not be less than two thousand rupees but which may extend to ten thousand rupees or with both. On the other hand, on failure to comply with the awards rendered by the Permanent Lok Adalat for Public Utility Services, the Permanent Lok Adalat may transmit any award made by it to a Civil Court having local jurisdiction and such Civil Court shall execute the award as if it was decree made by the Court.

[For more details: see the comparison table given below]

23. Whether there is any limitation to file applications before the PLA-PUS?

Yes, there is a statutory limitation to file applications before the PLA-PUS as per the provisions of the Limitation Act, 1963

24. Whether Lawyers can appear before the PLA-PUS?

Yes, Lawyers may appear before the Permanent Lok Adalat on behalf of the parties at the discretion of the Chairman.

They can assist the parties in filing applications, drafting a written statement or additional statement or reply thereto but they will be permitted to participate in the proceedings only when one of the parties to the dispute fail to reach an agreement on the settlement of the dispute as provided by Sec.22 C (7) of the LSA Act, 1987 and before passing of an award on merit u/sec. 22 C (8) of the LSA Act, 1987.

DISTINCTION BETWEEN PERMANENT LOK ADALAT (PUBLIC UTILITY SERVICES) AND DISTRICT CONSUMER FORM		
Sr. No	PLA (PUS)	Consumer Forum
1	<p>*PLA (PUS) is meant for PRE-LITIGATION CONCILIATION AND SETTLEMENT OF DISPUTES</p> <p>*Lok Adalat of any kind is one of the ADR processes, for which TFC has specifically provided funds.</p> <p>*PLA (PUS) is to be housed in ADR Center for which also, TFC provided funds to all the State Legal Services Authorities</p>	<p>*No funding by TFC (13th Finance Commission)</p>
2	<p>Public Utility Service means:</p> <p>i) transport Service, for the carriage of passengers or goods, by air, road or</p>	<p>“service” means: service of any description which is made available to potential (users and includes, but not limited</p>

	<p>water.</p> <p>ii) postal, telegraph or telephone service.</p> <p>iii) supply of power, light or water to the public by any establishment.</p> <p>iv) system of public conservancy or sanitation.</p> <p>v) service in hospital or dispensary.</p> <p>vi) insurance service.</p> <p>[vii) housing and estates.</p> <p>viii) banking and finance]; and includes any service which the State Government, as the case may be, in the public interest, by notification, declare to be Public Utility Services for the purpose of this Act.</p>	<p>to, the provision of)</p> <ol style="list-style-type: none"> 1. facilities in connection with banking, 2. financing 3. insurance, 4. transport, 5. processing, 6. supply of electrical or other energy, 7. board or lodging or both, 8. (housing construction,) 9. entertainment, 10. amusement or 11. the purveying of news or other information, <p>but does not include the rendering of any</p>
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	[Note:- vii) & viii) added by way Notification N: 20/1/2009-4JJ (I) dated 19 th May, 2009 issued by Administration of Justice Department of Haryana Government.]	service free of charge or under a contract of personal service;
	<ul style="list-style-type: none"> ➤ Thus, disputes relating to public conservancy or sanitation, water supply, postal service, service in hospital or dispensary cannot go to Consumer Forum, unless these are paid services by some private contractor; whereas, PLA (PUS) can entertain dispute relating to above services even by any public utility provider. ➤ Disputes relating to telephone & telegraph can not be entertained in Consumer Forum, as per a latest court ruling. ➤ Any dispute, even if it arises out of contract of personal service or service free of charge can be brought before PLA (PUS). Consumer Forum can not entertain any such dispute. 	
3	Consumer Forum decides disputes mainly relating to 'deficiency of service'.	The PLA-PUS decides disputes not only relating to deficiency of service by the Utility Services as mentioned in Sec.22 A of the

		LSA Act but also decides claims for compensation, recovery of money and criminal compoundable offences, concerning the Public Utility Services
4	Any party to a dispute may, before the dispute is brought before any court, make an application to the Permanent Lok Adalat for the settlement of dispute.	<p>(1) a complaint in relation to any goods sold or delivered or agreed to be sold or delivered or any service provided or agreed to be provided may be filed with a District Forum by -</p> <p>(a) the consumer</p> <p>(b) any recognized consumer association</p> <p>(c) one or more consumers, where there are numerous consumers having the same interest, or</p> <p>(d) the Central or the State Government, as the case may be, either in its individual capacity or as a representative of interests</p>

		<p>of the consumers in general.</p> <p>["consumer" means any person who-</p> <p>(i) buys any goods for a consideration ---but does not include a person who obtains such goods for resale or for any commercial purpose; or</p> <p>(ii) [hires or avails of] any services for a consideration]</p>
<ul style="list-style-type: none"> ➤ Thus, to bring dispute before the Consumer forum, applicant has to satisfy that he is a consumer. e.g. Wholesaler, Dealer, retailer are not consumers as they don't sell the products for their own consumption and so, they can not approach consumer forum. ➤ On the other hand, to invoke jurisdiction of PLA (PUS), applicant can be anybody. He may be user or consumer without consideration or provider of any of the public utility services. Thus, Wholesaler, Dealer, retailer can approach PLA (PUS). 		

5	Simple application is enough to entertain the matter, without payment of any fee.	As per CP Regulations, 3 sets of the matter are to be presented along with prescribed fee.
6	PLA (PUS) can entertain any kind of dispute including criminal dispute falling within public utilities, before it is taken to court, except non-compoundable offences. E.g. compoundable offences under municipal laws relating to sanitation, water supply, public conservancy; Electricity Act; Cheque bouncing cases u/s 138 of N. I. Act, if the cheque is for any transaction arising out of any prescribed utility i.e. finance, housing, insurance etc.	Consumer forum can not entertain any criminal matter.
7	-After receiving application, reply etc. and documents, it is mandatory for	No such procedure.

	<p>PLA (PUS) to conduct conciliation proceedings.</p> <p>-In case, there exist element of settlement acceptable to parties, PLA to formulate terms of possible settlement & seek observation of parties. Parties to sign the settlement & then award are passed in terms thereof by PLA.</p> <p>-If parties fail to reach agreement; and dispute does not relate to offence, then PLA can adjudicate the dispute on merits.</p> <p>Thus, before adjudicating the dispute, failure of conciliation is mandatory.</p>	
8	Every award made by the	Order passed by the Consumer Forum is

	<p>Permanent Lok Adalat shall be final and shall not be called in question in any original suit, application or execution proceeding</p>	<p>not final and is appealable:</p> <ul style="list-style-type: none"> -to State Commission -then to National Commission; and -then to Supreme Court <p>(Thus, 4 tiers)</p>
9	<p>Every award of the Permanent Lok Adalat made either on merit or in terms of a settlement agreement shall be final and binding on all the parties.</p>	<p>No binding nature of the order of consumer forum and litigation has the scope of lingering on by way of appeal etc.</p>
10	<p>Award of PLA (PUS) is executable by civil court having local jurisdiction, as if it is decree of that court.</p>	<p>Failure to comply with order of consumer forum amounts to criminal offence, punishable up to 3 years imprisonment by consumer forum, which converts into the court of JMIC. Such order is appealable to</p>

		State commission, then National commission and then Apex Court.
11	No interim order as finality is attached.	Non compliance of Interim order – *property can be attached *Recovery certificate to collector to recover the amount.
<p>➤ Thus, complicated procedure is there for compliance of the order of consumer forum.</p>		
<p>Other Benefits of Resolution of Disputes by Permanent Lok Adalat (Public Utility Services):</p> <ul style="list-style-type: none"> ➤ Increases participation by the disputing parties. ➤ Cutting down court backlog of cases. ➤ Costs savings to courts and litigants. 		

- Informal atmosphere.
- Full involvement of parties, mostly without lawyers.
- Capacity for compromise – give and take.
- Provision for apology.
- Cases are dealt with quicker than via court proceedings.
- Outcome is mostly “owned” by the parties.
- Less likely to cause resentment than if imposed by the Consumer Forum.
- Non adversarial and non threatening.
- More suitable to traditional culture.
- A compromise where none loses or wins, but everyone walks out as winner.

Legal Services Authority Act, 1987

(CHAPTER VI-A)¹

Pre-Litigation Conciliation and Settlement

22A. In this Chapter and for the purpose of sections 22 and 23, unless the context otherwise requires;-

- (a) “Permanent Lok Adalat” means a Permanent Lok Adalat established under sub-section (1) of section 22B;
- (b) “public utility service” means any-
 - (i) transport service for the carriage of passengers or goods by air, road or water; or
 - (ii) postal, telegraph or telephone service; or
 - (iii) supply of power, light or water to the public by any establishment; or
 - (iv) system of public conservancy or sanitation; or
 - (v) service in hospital or dispensary; or
 - (vi) Insurance service.
 - (vii) Housing and Estates²
 - (viii) Banking and Financial³

¹ Ins. By Act 37 of 2002, sec. 4 (w.e.f. 11.6.2002).

² Notified by Haryana Government vide Notification No.20/1/2009-4JJ(1) dated 19.5.2009

³ Notified by Haryana Government vide Notification No.20/1/2009-4JJ(1) dated 19.5.2009.

and includes any service which the Central Government or the State Government, as the case may be, may, in the public interest, by notification, declare to be a public utility service for the purposes of this chapter.

22B. (1) Notwithstanding anything contained in section 19, the Central Authority or, as the case may be, every State Authority shall, by notification, establish Permanent Lok Adalats at such places and for exercising such jurisdiction in respect of one or more public utility services and for such areas as may be specified in the notification.

(2) Every Permanent Lok Adalat established for an area notified under sub-section (1) shall consist of --

- (a) a person who is, or has been, a district judge or additional district judge or has held judicial office higher in rank than that of a district judge, shall be the Chairman of the Permanent Lok Adalat; and
- (b) two other persons having adequate experience in public utility service to be nominated by the Central Government or, as the case may be, the State Government on the recommendation of the Central Authority or, as the case may be, the State Authority,

appointed by the Central Authority or, as the case may be, the State Authority, establishing such Permanent Lok Adalat and the other terms and conditions of the appointment of the Chairman and other persons referred to in clause (b) shall be such as may be prescribed by the Central Government.

22C. (1) Any party to a dispute may, before the dispute is brought before any court, make an application to the Permanent Lok Adalat for the settlement of dispute:

Provided that the Permanent Lok Adalat shall not have jurisdiction in respect of any matter relating to an offence not compoundable under any law:

Provided further that the Permanent Lok Adalat shall not have jurisdiction in the matter where the value of the property in dispute exceeds twenty five lakh rupees⁴.

Provided also that the Central Government, may, by notification, increase the limit of "twenty five lakh rupees" specified in the second proviso in consultation with the Central Authority.

(2) After an application is made under sub-section (1) to the Permanent Lok Adalat, no party to that application shall invoke jurisdiction of any court in the same dispute.

(3) Where an application is made to a Permanent Lok Adalat under sub-section (1), it--

- (a) shall direct each party to the application to file before it a written statement, stating therein the facts and nature of dispute under the application, points or issues in such dispute and grounds relied in support of, or in opposition to, such points or issues, as the case may be, and such party may supplement such statement with any document and other evidence which such party deems appropriate in proof of such facts and grounds and shall send a copy of such statement together with a copy of

⁴ Substituted vide notification No.S.O. 2083 (E) dated 15.9.2011 by Ministry of Law and Justice Government of India.

such document and other evidence, if any, to each of the parties to the application;

- (b) may require any party to the application to file additional statement before it at any stage of the conciliation proceedings;
- (c) shall communicate any document or statement received by it from any party to the application to the other party, to enable such other party to present reply thereto.

(4) When statement, additional statement and reply, if any, have been filed under sub-section (3), to the satisfaction of the Permanent Lok Adalat, it shall conduct conciliation proceedings between the parties to the application in such manner as it thinks appropriate taking into account the circumstances of the dispute.

(5) The Permanent Lok Adalat shall, during conduct of conciliation proceedings under sub-section (4), assist the parties in their attempt to reach an amicable settlement of the dispute in an independent and impartial manner.

(6) It shall be the duty of every party to the application to cooperate in good faith with the Permanent Lok Adalat in conciliation of the dispute relating to the application and to comply with the direction of the Permanent Lok Adalat to produce evidence and other related documents before it.

(7) When a Permanent Lok Adalat, in the aforesaid conciliation proceedings, is of opinion that there exist elements of settlement in such proceedings which may be acceptable to the parties, it may formulate the terms of a possible settlement of the dispute and give to the parties concerned for their observations and in case the parties reach at an agreement on

the settlement of the dispute, they shall sign the settlement agreement and the Permanent Lok Adalat shall pass an award in terms thereof and furnish a copy of the same to each of the parties concerned.

(8) Where the parties fail to reach at an agreement under sub-section (7), the Permanent Lok Adalat shall, if the dispute does not relate to any offence, decide the dispute.

22D. The Permanent Lok Adalat shall, while conducting conciliation proceedings or deciding a dispute on merit under this Act, be guided by the principles of natural justice, objectivity, fair play, equity and other principles of justice, and shall not be bound by the Code of Civil Procedure, 1908(1 of 1872) and the Indian Evidence Act, 1872(5 of 1908).

22E. (1) Every award of the Permanent Lok Adalat under this Act made either on merit or in terms of a settlement agreement shall be final and binding on all the parties thereto and on persons claiming under them.

(2) Every award of the Permanent Lok Adalat under this Act shall be deemed to be a decree of a civil court.

(3) The award made by the Permanent Lok Adalat under this Act shall be by a majority of the persons constituting the Permanent Lok Adalat.

(4) Every award made by the Permanent Lok Adalat under this Act shall be final and shall not be called in question in any original suit, application or execution proceeding.

(5) The Permanent Lok Adalat may transmit any award made by it to a civil court having local jurisdiction and such civil court shall execute the order as if it were a decree made by that court”.

(MODEL FORM OF APPLICATION)
BEFORE THE PERMANENT LOK ADALAT FOR PUBLIC
UTILITY SERVICES, _____ (HARYANA)

In re:-

Sh.....

.....

.....

(Applicant/Petitioner)

VERSUS

1.

2.

(Respondents)

Application under section 22 C of the Legal Services Authorities Act, 1987 for settlement of the dispute detailed below, and in the event of the parties' failure to effect conciliation, for making an award on merits.

Sir,

Applicant (name) respectfully showeth as under:-

1)

2)

- 3)
- 4)
- 5) That as to the abovementioned dispute, no case has so far been filed by the applicant in any Court/Forum nor has any case, to his knowledge, been filed against him by the respondents as to the matter in dispute, and the matter is thus at a pre-litigative stage.
- 6) That in view of the matter in dispute, this Adalat has the pecuniary jurisdiction to effect conciliation between the parties, and in the event of their failure to settle the dispute amicably, to make an award on merits.
- 7) That in view of the abovementioned facts, this Adalat has the territorial jurisdiction to settle the dispute, and in the event of the parties' failure to effect conciliation, to make an award on merits.

In view of the above, the applicant prays that the respondent(s) may kindly be summoned and the parties persuaded to settle the dispute amicably. It is also prayed that in the event of the parties' failure to settle the dispute amicably, an award directing the respondent(s)....., may kindly be made in favour of the applicant. Besides, the respondents may kindly be directed to The applicant also prays for grant of such other relief as may be deemed appropriate by this Adalat.

The applicant shall ever pray.

Dated:..... ..

Place:.....

Sh..... [Applicant Sh..... S/o
No..... R/o House

.....
VERIFICATION

The applicant hereby verifies that the contents of this application are correct to the best of his knowledge and nothing material has been concealed therein.

Dated:..... Deponent/Applicant

Place:.....

HALSA TOLL FREE HELPLINE NUMBER

1800-180-2057

(Timing 9.00 AM to 12.00 Mid Night on any working day)

Helpline Numbers of District Legal Services Authorities

(Timing 10.00 AM to 1.00 PM and

2:00 PM and 5:00 PM on any working day)

Sr. No.	District	Telephone Number	Sr. No.	District	Telephone Number
1.	Ambala	0171-2532142	11.	Kaithal	01746-235759
2.	Bhiwani	01664-245933	12.	Mewat at Nuh	01267-271072
3.	Faridabad	0129-2261898	13.	Narnaul	01282-250322
4.	Fatehabad	01667-231174	14.	Panchkula	0172-2585566
5.	Gurgaon	0124-2221501	15.	Panipat	0180-2640125
6.	Hissar	01662-270078	16.	Palwal	01275-259304
7.	Jind	01681-245048	17.	Rohtak	01262-257304
8.	Jhajjar	01251-252013	18.	Rewari	01274-220062
9.	Kurukshetra	01744-220216	19.	Sirsa	01666-247002
10.	Karnal	0184-2266138	20.	Sonepat	0130-2220057
			21.	Yamuna Nagar	01732-220840



HARYANA STATE LEGAL SERVICES AUTHORITY, CHANDIGARH

THIS AUTHORITY PROVIDES FREE LEGAL SERVICES TO THE POOR AND WEAKER SECTIONS OF SOCIETY.

"WHO ARE ELIGIBLE TO GET FREE LEGAL SERVICES"

Any citizen of India whose annual income from all sources does not exceed Rs.1,00,000/- or such higher amount as may be notified by the State Government from time to time, shall be entitled to legal services under clause (h) of Section 12 of the Act. The State Legal Services Authority, High Court Legal Services Committee, District Legal Services Authority and the Sub-Divisional Legal Services Committee, as the case may be, may grant legal services to any other person irrespective of his income:-

- To a member of Scheduled Caste or Scheduled Tribe or Backward Classes;
- To a victim of trafficking in human beings or beggar as referred in Article 23 of the Constitution;
- To a woman;
- To a child, i.e. person who has not attained the age of 18 years or if he is under the guardianship under the Guardians and Wards Act, 1890 the age of 21 years;
- To a person with disability as defined in clause (i) of Section 2 of the Persons with Disabilities (Equal Opportunities Protection of Rights and Full Participation) Act, 1995 (1 of 1996);
- To a person, under circumstances of undeserved want such as being victim of a mass disaster, ethnic violence, caste atrocity, flood, drought, earthquake or industrial disaster; or
- To an industrial workman; or
- To a person in custody, including custody in a protective home within the meaning of clause (g) of Section 2 of the Immoral Traffic (Prevention) Act, 1956 (104 of 1956), or "Children's Home, Observation Home, Shelter Home and Special Home within the meaning of clause (e), (o), (u) and (v) respectively of section 2 of Juvenile Justice (Care and Protection of Children) Act, 2000 (56 of 2000)."
- To a person in a psychiatric hospital or psychiatric nursing home within the meaning of clause (q) of Section 2 of the Mental Health Act, 1987; or
- In a test case, the decision of which is likely to affect cases of numerous other persons belonging to the poor and weaker sections of the society; or
- To a person, in a special case, which for reasons to be recorded in writing is considered otherwise deserving of legal service where the means test is not satisfied; or
- To a person in the case where the High Court or the Supreme Court provides legal service under any order in that case legal service would be deemed to have been provided by the Authority/Committee in relaxation of all the conditions laid down in this rule; or
- To a person in case of public interest litigation.
- To an ex-serviceman, and the families of such persons who have died in action; or
- To riot victims, and the families of such persons as well as terrorist victims and families of such persons; or
- To freedom fighters; or
- Transgender people; or
- Senior Citizen that is person who is citizen of India and has attained the age of 60 years or above.

"WHOM TO CONTACT TO GET FREE LEGAL SERVICES"

- At High Court Level** : **Member Secretary**, Haryana State Legal Services Authority, SCO No. 142-143, Sector 34-A, 1st Floor, Chandigarh-160022.
- At District Level** : **Chairman/Secretary**, District Legal Services Authority or any Legal Aid Clinic or Front Office of District Legal Services Authority.
- At Sub-Divisional Level** : **Chairman**, Sub-Divisional Legal Services Committee or any Legal Aid Clinic or Front Office of Sub-Divisional Legal Services Committee.