



NATIONAL LEGAL SERVICES AUTHORITY

राष्ट्रीय विधिक सेवा प्राधिकरण

**Commendation Ceremony
of**

**Best PLVs, Panel Lawyers, DLSAs & SLSAs
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**at Additional Building Complex,
Supreme Court of India, New Delhi**

**COMPILATION
BEST STATE LEGAL SERVICES AUTHORITY
2019**

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PREFACE

A sound policy direction and clarity of vision and goal orientation are the cardinal principles of any organizational success and successful achievement of objectives. The State Legal Service Authorities are pivotal to how the entire pan India legal services network works. Realizing the policy direction of the Central Authority and inspiring the entire chain of command down till the district level and individual functionaries, is at the heart of a SLSA's mission.

The SLSAs form the backbone of the system as they not only carry forward the policy directives from the NALSA but also provide the vision to innovate and improvise. They aid in identifying specific regional challenges and issues and launch state wide campaigns and initiatives to tackle them. Their mandate to promote alternate dispute resolution methods has been immensely successful in imparting speedy justice and reaching out to litigants beyond the four walls of court rooms.

A proactive and visionary SLSA is instrumental in increasing the efficacy of the programs and also ensure an accountable legal aid structure in the state. The SLSAs are the architect of the legal empowerment landscape and provide that indispensable direction and leadership at the state level. Following are the indicators for selecting best SLSAs.

- **Practices relating to management, performance assessment evaluation and strengthening of basic units like Front offices and Legal Services Clinics.**
- **Enhancing organisational capacities for ensuring professional services in court based legal services including timely filing of appeals.**
- **Approach towards development and management of human resources including redressal of human resource shortage at all levels.**
- **Developing organisational culture for devising and implementing outreach Legal Services Programmes as appropriate to legal needs and socio-legal issues of local area.**
- **Promoting use of NALSA Portal for feeding data and management of legal services.**

- **Promoting coordination of DLSA with HCLSC and SCLSC for smooth flow of information including copies of documents between them.**
- **Strategies and framework for effective capturing of data with proper documentation of legal services activities at micro level, and its projection.**
- **Effecting budgeting, and utilisation of funds (NALSA, State as well as costs).**

This compilation reflects innovative approaches and frameworks adopted with sustainable organisational practices by State Legal Services Authorities.

Member Secretary
National Legal Services Authority

1. EAST ZONE BEST SLSA

(Jharkhand, Odisha, West Bengal, Chhattisgarh, Uttar Pradesh, Bihar.

1.1 JHARKHAND STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- JHALSA organized 5 State Level Programmes on 'Cyber Crime' to create awareness amongst all the stake holders including government officials, common people etc.
- 11 projects for different vulnerable sections based on Legal Services needs of the State were launched by JHALSA such as Project Aapda Me Apke Saath, Bachpan, Shramik Jayate, Vidyalaya Chale Chalaye Abhiyan, Hum Honge Kamyab, Sarvanjan Sukhay, Always With You, Nasha Ka Nash Karo, Akele Nahi Hai Aap, Save our Forests, etc, under which 1,301 programmes were held. These programmes were attended by 3,40,819 people out of which 2,76,642 persons were benefitted.
- JHALSA has prepared and published 4 types of awareness pamphlets in Braille which contained information about the rights and the facilities available to the visually impaired persons. These pamphlets were also prepared in Regional Tribal Languages of Jharkhand namely : Ho, Mundari, Nagpuri etc.
- Initiatives undertaken by JHALSA in coordination with other stake holders for the welfare of the children included the following:
 - Development of successful model of Skill training to Children in Conflict with Law followed by employment
 - JHALSA launched Legal Cadet Corps in Kasturba Gandhi Residential Girls Schools of Jharkhand
 - Identification of children for benefit of the State's Foster Care and Sponsorship Scheme by involving Panel Lawyers and PLVs
- Legal Literacy Clubs were opened in Kasturba Gandhi Balika Vidhyalyas, Eklavya Schools etc. Each club was provided with 250 sets containing 36

- books each. This event was declared a National Record by the Limca Book of Records.
- JHALSA provided 25 child friendly magazines to each of the children-home, observation-home of Jharkhand per month .
 - JHALSA ensured certification of more than 153 Police Stations as Child Friendly police Station.
 - JHALSA prepared training modules, SOPs and constituted Two teams in each of the 24 DLSAs of Jharkhand for implementation of Foster care and Sponsorship Scheme.
 - JHALSA has prepared Training Module for the Team members and Standard Operating Procedure for organizing Awareness and reaching out Actual benefit Camps.
 - Executive Chairman, JHALSA celebrated all major Festivals with the Children of the Observation and Children Homes of Ranchi, Jharkhand. The system of celebrating festivals with the children has now been institutionalized.
 - JHALSA prepared the Jharkhand Legal Cadet Corps Scheme 2019 & launched the same in Kasturba Gandhi Balika Vidyalayas of Gumla, Giridih, Godda & Sahebganj.
 - JHALSA took an initiative to train more than two lacs members of 28000 Village Level Child Protection Committees of Jharkhand. Training Modules were prepared. Each VLCPC has at least 9 members.
 - To motivate the Chairpersons and Secretaries of the DLSAs of Jharkhand, JHALSA has prepared Charters for Chairpersons and Secretaries which is a Code of Conduct for them to achieve excellence in their objectives. The 10 points charter included – Be a multitasker, Remain always accessible to everyone, Be humble as much as you can, Develop art of communication in yourself (remember mere speaking and hearing is not communication) , Develop art of listening(it is different from hearing), Have empathy not

sympathy, Don't follow time table. As secretary you have to work all the time, you are brand Ambassador of NALSA at District level, Participate yourself in all the outreach activities, know your human resource persons by their name. This makes difference.

- JHALSA provided 4G Phablets to 550 PLVs to effectively implement Tele-Law. With the help of the phablets, the PLVs were able to connect the Legal Services Secretaries with the villagers on video call and mail legal aid request application and received replies.
- 3 Special Lok were organized for the service matters of teaching & non-teaching staffs of the Universities of Jharkhand. More than 5578 matters were disposed of benefitting 220 person.
- An innovative step was taken by JHALSA by annexing pamphlets alongwith summons/warrant/notice from Jharkhand Courts to inform the recipients about the availability of Legal Services to them.
- Jhalsa prepared short films and documentary spreading awareness about the benefits of Mediation, availability of Legal Services to Disaster Victims. These short films and documentaries were displayed on LED Screen of front offices as well as mobile legal awareness vans. Two Geets (Audio and Visual both) were composed for awareness amongst the tribals and marginalized sections of population.
- 132859 cases were disposed including 77008 pre-litigation cases in Lok Adalat and Permanent Lok Adalat. 11244 cases were settled through Mediation.
- 34 Legal Empowerment Camps were held across the state which benefitted 25, 18,098 people.
- 13414 Legal Awareness Camps/programmes were organized which were attended by 9, 56,140 peoples.
- 2088 persons were provided Legal Aid in Court based legal services.

- Four State level Victim Compensation Drive were held in the State of Jharkhand wherein compensation was given to the victims for their rehabilitation.
- JHALSA prepared training module and SOP for implementation of 10 schemes of NALSA. One team for each of the scheme were constituted in each DLSA with a judicial officer as its head. The other members were executive officer, police officer, members of civil society and NGO persons. Orientation training were given to each of the teams constituted in Jharkhand. 2490 Legal Awareness programmes under NALSA schemes were organized by the said teams which were attended by 2, 06,122 people. More than 167 Legal Services Camps were organized in which 12.95 lac people benefitted. 2788 media programmes based on NALSA Schemes were held.
- In order to combat female foeticide, child marriage and teenage pregnancy issues, JHALSA in collaboration with Health Department launched a campaign to save the girl child. Necessary trainings were imparted to the PLVs. JHALSA prepared Scheme to combat female foeticide in the State of Jharkhand.
- JHALSA organized training programme for all its legal services workforce as per its annual calendar of training programmes. Training to panel lawyers were given quarterly under NALSA Training Module part 1, 2 and 3 respectively. PLVs were imparted Training in batch of 25-50 every month at DLSA Level.
- JHALSA undertook Legal awareness Cycle Yatra and Padyatra to reach out the last person living in the remotest of village by involving the PLVs. Nukkad Natak and road shows to create awareness about female foeticide, right to education, beneficial schemes, witchcraft issues etc. 2855 villages were covered in which 1.96 lac people were informed about the availability of free legal services.

- JHALSA gets its CAG audit done every year positively.
- Jhalsa utilized cost fund to ameliorate the suffering of severely affected victims of Natural and Man made disasters. In every case of witchcraft atrocity resulting in death/ severe hurt to the women, JHALSA used the cost fund to ameliorate the sufferings of woman.
- Jhalsa prepared more than 100 Legal Awareness Pamphlets, Booklets, frequently Asked Questions for benefit of Common people and legal fraternity. These materials have been put on the website of JHALSA www.jhalsa.org.
- JHALSA transformed its website into Legal Services Research Library. It contained data as to the activities of LSIs, books, reading materials, legal services materials etc.
- JHALSA has made elaborate planning for the year 2020 well in advance. The priority area includes Foster Care and Sponsorship, Children, Women, Widows, Senior Citizens, SC/ST, Victim Compensation, Forest Conservation, Wild Life Conservation, Water Conservation, Legal Cadet Corps, Nalsa Schemes, Nalsa Priorities, Legal Services to road traffic accident victims.
- Jhalsa provided legal services to 2,580 persons in sub-ordinate courts and 644 persons in Jharkhand High Court
- JHALSA has initiated an innovative mechanism in order to ensure timely filing of appeals/SLPs before HCLSC/SCLSC. In this mechanism directions were issued to the IG Prison to instruct all the Jail authorities to send the legal aid request of the jail inmates for filing appeals/SLPs to DLSA so that appropriate steps for completing all formalities including obtaining necessary documents for filing the same could be done at the earliest.
- Other important works of JHALSA:
 - Prepared of Legal aided Case Information Card for monitoring legal aided case progress.
 - Regularly monitored of effectiveness of Legal services Clinics.

- Rationalized the number of Retainer and Remand Advocates.
- Uploaded the photographs of the activities of the DLSAs on District Court website.
- Mandatory Pre-conciliation sittings before every Lok Adalat and National Lok Adalat were held.
- Circulars were issued to the LSIs under JHALSA for timely payment of honorarium to Mediators, Remand Advocates, Retainers and PLVs.
- Successfully experimented to make Retired all India Services Officers, Retd Doctors, Retd Engineers, Retd Sr Executives, Businessmen, C.As, Civil Society members a Mediator by imparting 40 Hours Intensive Training.
- JHALSA actively assisted Jharkhand High Court Middle Income Group Legal Aid Society and Jharkhand High Court Middle Income Group Legal Aid Scheme for the benefit of middle income group persons. It has prepared Pamphlets as well. In kanoon ki Baat on TV and radio as well as in awareness programmes, JHALSA has been making people aware of the Scheme and its benefits.
- Prepared paid Legal Services Scheme for the Persons of Specified Category.
- JHALSA trained Tribal persons including PVTG persons as PLV and deputed in the tribal areas
- Constructed Model Double Storey Legal Services Clinic in remote village of Ranchi.
- JHALSA conducted a number of special drives in Jharkhand Courts as well as magisterial to settle family disputed through mediation. From out of total 9000+ pendency, these special drives have settled 3000+ matters amicably.

1.2. ODISHA STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- Odisha State Legal Services Authority established Front Offices in all DLSAs and 88 TLSCs. Retainer Lawyer and PLVs were deputed in the Front Offices to provide free legal assistance and consultancy to the Legal Aid Seekers approaching the Front Offices. 118 Front Offices are functional across the State where 1877 applications were received out of which 1335 applications were disposed off by providing proper legal aid and advice.
- 186 Legal Aid Clinics are functional in rural areas. During the reported period, 10,398 people visited these clinics out of which legal services were provided to 7574 people.
- 86 number of Jail Legal Services Clinics were established in which one panel lawyer each for 4 days and one PLV for 2 days were deputed on rotational basis.
- 3,568 person visited the Jail Legal Aid Clinics, out of which 2454 people were benefitted.
- In order to ensure the monitoring of the progress of cases entrusted to Legal Services Panel lawyers, the Secretaries of DLSAs and Chairpersons of TLSCs were instructed to maintain two separate Registers, one for Civil Cases and the other for Criminal cases. Proper co-ordination in between DLSA, HCLSC and SCLSC with regard to filing of Jail Appeals and providing legal services to the jail inmates, was ensured.
- Odisha SLSA organized periodic trainings for the Secretaries DLSA, Panel Lawyers, PLVs and human resources of other stake holders for the development and management of Human Resources.
- Due to the efforts made by SLSA for filling up the posts of staff of different categories , 32 posts were sanctioned by the State Government. Recruitment on the above sanctioned post were made.

- Odisha prepared Common Minimum Programmes for the year 2019 in shape of a Table Calendar for organisation of different Legal Services Activities, training programmes for Panel Lawyers, Para-legal Volunteers etc. and organisation of different outreach programmes. 20 no. of special programmes as per the new Module of Legal Services Camps devised by NALSA were organised on the different NALSA Schemes and socio-legal issues of local area.
- Instructions were issued to the LSIs by Odisha SLSA to use NALSA Web Portal regularly and update it on daily basis. The Secretaries of the DLSAs were instructed to monitor such updation work and maintain a daily cause list.
- Proper co-ordination in-between SCLSC, HCLSC and DLSAs was ensured for smooth flow of information. Copies of documents etc. were timely sent to the appropriate Authorities for being placed before the appropriate Court of law for redressal of grievance of the litigants.
- The field units were instructed to furnish weekly, fortnight, monthly and bi-monthly report and statistical information on different legal services activities undertaken by them. Further they were instructed to upload and update the information on Legal Services Management System(LSMS)
- NALSA fund was utilised in carrying out different legal services activities throughout the State including payment of honorarium to Front Office Retainers, Remand Advocates, Panel Lawyers deployed in different Legal Aid Clinics, PLVs etc.
- 4126 legal aid applications were received during the reported period out of which 3434 legal aid applications were disposed of.
- 1423 Legal Literacy Awareness programmes were organized on different subjects such as Cyber Law, POCSO Act, Plea Bargaining, JJ Act etc. Awareness camps/programmes were also organized on important days such as International Women's Day, International Labours Day etc.

- 1302 cases in Mediation were dealt with, out of which 79 cases were disposed of.
- 9 Mega Legal Services Camps were organized which saw the presence of 42537 people out of which 26469 people were provided with instant benefits.
- 174 no. of Lok Adalats were organised in the State of Odisha in which 61,254 no. of cases were disposed of.
- 19 PLA(PUS) were functional in which 1508 number of cases were settled out of 1595 cases.
- 109 Legal Awareness programmes for unorganized worker under the NALSA Scheme were held in which 10639 workers were identified by the DLSA for providing benefits out of which 8173 workers were registered under welfare schemes.
- During the reported period, compensation to 862 victims were provided under Victim Compensation Scheme.
- Successfully organized NALSA's Campaign for providing legal assistance to the family members of the prisoners. During the campaign 2820 no. of prisoners were interacted and 1818 no. of family members were provided with legal aid and other services/assistance like medical assistance, pucca house, bank passbook, voter id/ Aadhar card, gas connection etc.
- During the period 667 no. of persons approached/ contacted the Legal Assistance Establishment (NYAYA SANJOG) functioning at the Office of OLSA who were provided with required legal aid/assistance/consolation.
- State Authority circulated a set of guidelines/ instructions to the field units to ensure legal services to CCLs. A sub-panel of dedicated Lawyers were drawn by each DLSA for the Juvenile Justice Board to be engaged for the CCLs who remain unrepresented before JJB A Legal Aid Clinic manned by a PLV were set up by each DLSA in the JJB in every district.

- Due to huge loss of trees in the State in the recent devastating cyclone “Fani”, plantation drives were conducted by the OSLSA, Cuttack and its field units involving the PLVs, Panel Lawyers, Student Legal Literacy Club Members throughout the State and in total 18,59,055 no. of saplings were planted.

1.3. WEST BENGAL STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- During the period, 20 DLSAs were functioning under the WBSLSA. Steps were also taken by the SLSA for the formation of 1 more DLSA as well as, for the creation of the posts of full-time secretaries.
- Appropriate steps were taken during the period to fill up the vacant posts of the DLSAs and TLSCs in order to ensure that the work does not suffer due to lack of sufficient manpower.
- The SLSA in collaboration with other stakeholders conducted many seminars for ensuring proper implementation of the laws such as the Mental Healthcare Act, Maintenance and Welfare of Parents and Senior Citizens Act, 2007, Juvenile Justice Act, etc. Awareness programmes were also conducted on various other topics such as organ donation, role of legal services authorities, etc.
- The WBSLSA introduced a One Stop Centre in the name of 'Bhorsha' which provided legal aid, psychological counselling, pre-litigation mediation and rehabilitation related advice for the victims of crime. During the period, facilities for such psychological counselling started in all the DLSAs.
- The SLSA also ensured that necessary and proper trainings were imparted to the Panel Lawyers to discharge their functions effectively.
- The SLSA in connection with the District Administration started a project by which all non-school going children in the state will be connected to schools.
- Through the DLSAs, the SLSA introduced different therapies including music and dance therapies in the child care institutions for improving the mental condition of the child inmates.

- During the period, the SLSA took an initiative to appoint Transgenders as PLVs so as to reach out to the vulnerable including red light area and rescue the needy.
- The SLSA provided training to around 60 panel lawyers during the period on the various aspects of the law.
- The SLSA organized different panel discussions in association different stakeholders such as the students and faculties of Jadavpur University, Women's Conclave on various topics such as acid attacks – problems and perspective, Access to Justice for Women and Children, .
- The WBSLSA, in collaboration with the International Justice Mission (IJM), Kolkata, organized a 2-day Judicial Colloquium which saw the participation of over 70 judicial officers, including the secretaries of the DLSAs and the students of different colleges all over the state.
- During the year the WBSLSA provided legal aid to 34,683 beneficiaries.
- The WBSLSA provided panel advocates to 9,891 people who rendered advice / counselling and other services to 24,792 people.
- During the period, 1975 PLVs were given training by the WBSLSA.
- Through Lok Adalats including National Lok Adalats, 154587 cases were disposed of including 99884 pre-litigation matters. SLSA arranged for settlement of disputes through reconciliation by summoning both the parties to appear for the purpose and after conciliation, most of the cases were found settled at pre-litigation stage.
- 4742 matters were settled through Mediation.
- 4329 Legal Literacy Programmes including 23 programmes in Radio and 22 programmes on TV were held across the State which benefitted 297874 people.
- 3 Legal Services Camps were held.
- 176 victims of crime were awarded compensation under the Victim Compensation Scheme.

- The WBSLSA ensured that the appellate rights of the convicts were secured to a great extent and the appeals before the High Court were filed smoothly by the legal services panel advocates.
- The front office guidelines were followed by every DLSA and LED monitors were installed therein.
- The training programmes for the Panel Lawyers were held according to the NALSA module as per calendar prepared in this regard.
- The door to door campaign in the State was successful inasmuch as the same was carried in the remotest parts of the districts. All the District Legal Services Authorities worked on each of the Schemes of NALSA and there were substantial numbers of success stories.
- Necessary instructions were issued to the concerned District Legal Services authority for appointing panel advocates for each of those survivors who did not receive the compensation, for facilitating the same. The State Legal Services Authority, West Bengal undertook an unique measure for rehabilitation of acid attack victims by giving them preference in filling up staff vacancies in the offices of District Legal Services Authority and Sub-Divisional Legal Services Committee.
- In order to address the problem of mis-utilization of Victim Compensation amount and to ensure long term basic survival of victim the SLSA ensured that 75% of the compensation amount would be deposited with any nationalised bank in a monthly income scheme so that the victims' future may be taken care of and the compensation amount may not be misappropriated owing to ignorance.
- SLSA is preparing a data base of rescued victims of immoral trafficking in order to formulate plans and policies for their reintegration and rehabilitation so that they can be brought back to the mainstream of the society.
- Steps were initiated by the SLSA for installation of Sanitary Napkin Vending machine in order to ensure basic hygiene and health concerns for the women

and girls in all custodial Homes, namely, Observation Homes, Special Homes, CNCP Homes, Homes for Mentally ill Persons etc.

- The Toll Free Helpline Number of the State Legal Services Authority, West Bengal, was made operative 24 x 7 and is attended by Trained Para-Legal Volunteers rotationally. Register of calls received was maintained and the advices rendered to the callers were monitored on regular basis. The trained PLVs attending the helpline number were subjected to orientation course periodically in order to assess their performance and address the difficulties faced by them.
- The Mobile Multipurpose Court Van of the SLSA were used on regular basis to spread legal awareness and legal literacy amongst the general public at prominent locations. Real life documentaries as well as legal literacy films are shown on the screen using the projector of the multi-purpose court van.
- SLSA organized specialized training programmes covering all aspects of legal services for the Judicial Officers. The Member secretary, SLSA in order to ensure better coordination, dialogue and monitoring, held periodic video conferencing with the Secretary, DLSAs.
- The SLSA prepared its own theme song in Bengali for raising awareness amongst the masses.
- The SLSA facilitated free psychological counselling at every ADR Centre of the State and services of clinical psychologists were made available.
- The SLSA through its DLSA formed a team 'Sankalp' which comprised of PLVs and Students of LLCs to restrain the child marriages in the district. One of the PLVs was able to stop a child marriage.
- In one instance, one PLV of DLSA Darjeeling came across a mentally retarded woman. She contacted various authorities but nobody was willing to take the custody of that woman. Finding no other alternative, the PLV took the woman to her house and with the help of local police traced her family and safely handed over the woman to her family.

1.4. CHHATTISGARH STATE LEGAL SERVICES AUTHORITY

Activities/Word Done

- 77 Front Offices were functional at various levels. One Retainer Lawyer and 2 PLVs were deputed on rotational basis in the said Front Offices in order to provide legal assistance to the needy in the form of drafting applications, reply etc.. Proper infrastructure including Space and furniture were provided at each level. LED Monitors were installed at 23 DLSAs through which information relating to availability of free legal services, activities of LSIs, Nalsa Sankalp song and short films were shown. Free legal aid lawyers, wherever required, were provided in Court based matters. Legal aid and assistance is also provided through telephone available at front offices. Registers related to providing legal aid and advice in the formats prescribed by Nalsa were maintained at all the front offices.
- 498 Legal aid Clinics are functional across the State at all levels. The Jail Legal Services Clinics operate for 4 days a week while other Legal Services clinics operate for 2 days. One panel lawyer and 2 para legal volunteers were deputed at the legal aid clinics to provide free legal counselling, assistance to the needy person. These Legal Services Clinics organized legal literacy/legal awareness programmes within their local boundaries. SLSA through DLSA monitored the performance of these LSCs regularly.
- The SLSA took following steps to ensure quality legal assistance in court based matters and timely submission of appeals of the convicts.
 - In order to make the general public aware about the availability of competent and free legal aid and to make them familiar with the public utility Laws, vide publicity is given by providing comprehensive information at various levels through legal literacy camps, legal aid clinics, AIR and Door Darshan broadcasting media.
 - Legal Literacy camps were organized inside the jails every month on regular basis.
 - Jail visiting panel lawyers were appointed for the all prisons.

- A special drive was conducted during the month of October –November 2018 in all the prisons of state to ensure the timely submission/filing of appeals by the detained convicts. Through this drive applications of 29 convicts for submission of SLP and applications of 100 convicts for filing appeal were forwarded to HCLSC and SCLSC.
 - Instructions were issued to the secretaries of all the DLSAs to visit every jail quarterly to ensure timely submission of appeals.
- Necessary steps were taken for recruitment of human resources against the vacant posts.
 - All the DLSAs were directed to organize the outreach program in coordination with the other stake holders keeping in view the socio-legal issues of the local area concerned. 22 Legal Services Camps were organized during the period on various NALSA Schemes and on Important Days. Help of print and electronic media were taken to publicize the activities.
 - Proper coordination between the LSIs, HCLSC and SCLSC was ensured by the SLSA through telephone, email and what's app.
 - The budget received under Nalsa Head and State Head were further allocated to the DLSAs as per their demands. The funds so allocated were properly utilized for Legal service programmes, publicity and advertisement etc. Utilisation Certificate were also submitted timely.
 - The SLSA in coordination with the Mediation & Counselling Project committee (MCPC), New Delhi, and Chhattisgarh High Court, Bilaspur, organized a 40 hours mediation training programme in which training was imparted to 16 Judicial Officers and 26 advocates.
 - National Lok Adalats, Grand Lok Adalats were organized by the SLSA.
 - Through Doordarshan and Akashwani, information about the availability of free legal services was disseminated.
 - Local Toll free number and 15100 alongwith legal aid helpline number were functional through which legal advice was provided.

- SLSA established 'Nyay Sangwari' at its office. One Panel Lawyer and two PLVs were deputed to man the said Naya Sanwari for providing legal assistance and advice to the needy. Proper infrastructure including facility of video conferencing was also made available through which proper legal advice was provided to the jail inmates.
- The SLSA through 4 Mobile Vans is spreading awareness and reaching out to the remotest areas of the State.
- Legal awareness is also been made through the SLSA's Website and quarterly Newsletter.
- NALSA Web Portal was effectively utilized by the SLSA and all types of statistical information were uploaded.

1.5. UTTAR PRADESH STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

➤ UPSLSA had undertaken several activities in the reported period so that access to justice and access to legal services is made available to all, such as:

- Legal Aid Services Camp for Senior Citizens at Jawahar Bhawan, Lucknow: To make senior citizens aware of benefits under various welfare schemes meant for them and about the mechanism for accessing benefits there under, UPSLSA organized a Camp which started on 12th November, 2018 and ended on 6th December, 2018. During this period services of 7 panel lawyers of the UPSLSA and 06 PLVs of DLSAs were deputed to provide legal aid and assistance to the needy. 4852 people were given legal aid to avail pension benefits.
- State level workshops for Para Legal Volunteers on PCPNDT Act. Two State Level Workshop on PCPNDT Act were held in which 93 PLVs from district Lucknow, Sitapur, Barabanki, Unnao, Ayodhya, Sultanpur and Raebareli were trained as Mukhbir to pass on information as to the centres indulging in female foeticide.
- A week long Special Training programme for Civil Judge (Jr. Div.) on Legal Services Authorities Act, 1987, Rules and Schemes framed there under and the working of legal services institutions.

A weeklong Special Training on various aspect of legal enactments, Rules and Schemes of NALSA and the working of legal services institutions was imparted to the newly inducted judicial officers at the JTRI.

- Legal Literacy Camps for the Judicial Officers undergoing training at JTRI, Lucknow. A camp on the issue of 'Protection of Child Rights' with the theme of 'Beti Bachao, Beti Padhao' was organized for providing real time

experience of legal services activities to the judicial officers undergoing training. 97 trainee Judicial Officers, hundreds of students from various law colleges across Lucknow participated in the camp

➤ Organization of Mega Camp at Gorakhpur:

A Mega Camp in accordance with the NALSA new module was held. More than 3000 people attended the said mega camp. Several government departments and banks participated in the aforesaid camp and rendered their services to the beneficiaries.

➤ Organization of Legal Literacy Camps at District Prison Barabanki.

UPSLSA in collaboration with DLSA, Barabanki organized 2 legal services / skill development camps for the jail inmates in the District Jail, Barabanki in order to enhance the vocational skills of the inmates, making them self-reliant after release and to enhance their income even before release.

➤ UPSLA organised Voter Awareness programme in order to spread awareness amongst the public about Right to Vote.

➤ UPSLSA organized one international and one national seminar on various issues including crime against women, criminal justice system etc.

➤ 11,41,740 cases were disposed off including 6,71,581 pre-litigative cases. 2194 cases were disposed off in PLA (PUS).

➤ 1,498 Legal Literacy Camps were organised which benefitted 2,28,977 people.

➤ More than 10,000 cases were disposed off through mediation.

➤ Compensation was awarded in around 26 cases under the Victim Compensation Scheme.

➤ 5 Mega Camps were organised during the year.

➤ Legal Aid and advice were given to around 42,000 cases.

➤ Appropriate steps were taken by the SLSA to ensure proper functioning of the Front Offices and Legal Services Clinics. 1 Panel Lawyer and 2 PLVs were instructed to be deputed to man the said offices regularly.

- Sufficient financial support was given to the legal services clinics of different universities and colleges across the State in order to strengthen them.
- UPSLSA established 2 LAEs to provide legal aid and advice to the under trials / convicts, poor and marginalised sections of the society. 2 Advocates and 2 retired District Judges were deputed at the LAEs for providing such services. 32 advocates were empanelled for providing legal aid and advice at LAE at Allahabad High Court.
- The Authority also empanelled a senior advocate for offering pro-bono legal assistance at the High Court and the Tribunals.
- UPSLSA regularly used the NALSA web portal for feeding data and management of legal services. 128 legal services applications were disposed off through NALSA web portal.
- UPSLSA has properly utilised the NALSA and State funds.

1.6. BIHAR STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- Panel Lawyers and the PLVs were deputed in the Front Offices as per Front Office Guidelines of NALSA. Full Time Secretaries of respective DLSAs are monitoring the Front Office.
- 688 Legal Aid Clinics/ Services (at JJB, CWC, Jail, DLSA, SDLSC and schools) were established through which legal assistance were provided to the needy. Performance of these Legal Aid Clinics were constantly monitored on monthly and quarterly basis by the Secretary, DLSA.
- Appropriate steps were taken by BSLSA to enhance the organizational capacities for ensuring professional services in court based legal services including timely filing of appeals.
- Regular training programmes for Panel Lawyers and PLVs were conducted.
- State Authority prepared Legal Awareness Calendar which included legal topics concerning the Socio-legal issues and all the schemes of NALSA and circulated it to all the DLSAs for conducting Legal Awareness Programme.
- The State Authority empanelled 4046 PLVs during the reported period.
- 45 Front Offices and 422 Legal Literacy Clubs in Schools, were established by BSLSA.
- Legal Services Camps and Connecting to Serve Programmes were organised in different DLSAs.
- NALSA portal was effectively used and the application received through LSMS were forwarded to concerned DLSAs/TLSCs.
- Legal Awareness Programmes were organized throughout the year. During such awareness programmes, Panel Lawyers and Para Legal Volunteers were deputed to collect data and submit it to the concerned DLSAs for taking steps to provide legal services to the needy persons under the different schemes of NALSA and other Government Schemes.

- BSLSA has utilised the NALSA funds, State funds as well as, the Cost funds properly.

2. NORTH-EAST ZONE BEST SLSA

(Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura)

2.1. ARUNACHAL PRADESH STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:-

- Arunachal Pradesh State Legal Services Authority (APSLSA), despite a shortage of staff efficiently carried out the objective i.e. ‘access to justice for all’. APSLSA succeeded in spreading legal awareness to every nooks and corners of the state including the remotest international bordering villages.
- APSLSA provided free legal aid services to the masses, especially women, children and marginalized sections of the society. APSLSA assisted victims in receiving compensation under victim compensation scheme, settled cases in Lok Adalat and imparted numerous trainings for all stakeholders.
- APSLSA opened 5 Legal Aid Clinics in 2 District Jails, 3 in Sub-Jails for jail inmates as per NALSA’s Guidelines, to render free legal services especially to the tribal people & marginalized sections of society. APSLSA successfully established One Stop Centre at 2 Front Offices.
- Clinics in Juvenile Home, Shelter Home and colleges were also established by APSLSA for the public to provide all kind of assistance to the needy and less privileged sections of the society.
- Legal Assistance Establishment developed at APSLSA office, to provide legal aid. Mobile user friendly website for 24*7 legal aid was also launched by APSLSA.
- The Legal Services Clinics manned by the Retainer Lawyers and PLVs were established by APSLSA, to cater to the needs of common people and to spread awareness about existence of free legal aid services, through these clinics.
- APSLSA imparted training to the 252 advocates and organized legal workshops/seminars for them to enhance their efficiency in legal profession.

- The Jail Clinics were also established by APSLSA with a view to ensure all legal assistance to the inmates and free legal services to their family. The APSLSA had established 5 (five) such clinics in jails. The APSLSA have also engaged a panel lawyers and a PLV in the clinic at the lone Juvenile Home to provide free legal aid to the Child in conflict with law.
- Legal Aid lawyers from APSLSA were deputed in jail for collecting data of convicts requiring appeal in higher courts and submit monthly report with data for appeal in the higher court. 20 appeal cases were identified. SLSA provided free legal aid to 3 accused persons which were disposed of. APSLSA extended all assistance to the respondent (s) in 3 (three) SLP (civil) out of which two got disposed of and one is still pending disposal.
- APSLSA progressively disposed through Lok Adalat, 953 Pre-litigation and pending cases, with the assistance of 79 benches and awarded a total of Rs.29,96,67,912/-. SLSA procured multi-utility van to promote and enhance the capacities and efficiencies of the legal services authority where court were not established.
- APSLSA in coordination with various state authorities organised, legal awareness camps, workshops/Seminars all over the state on the subject of local importance requiring urgent attention like Polygamy, Child Marriage, Force Marriage, Paying of Bridal Price, Bonded Labours, Domestic Violence, Gender Bias, Succession and an Inheritance problems and “workshop cum Awareness on Land Laws of Arunachal Pradesh and Tribal Rights” under NALSA (Protection and Enforcement of Tribal Rights) Scheme, 2015, JJ Act, 2015, POCSO Act, 2012; Training Of Village Councils-Gaon Burah & Gaon Burih on ‘Synergy Between Customary Law & Formal Laws’ and with a view to educate and aware about the modern general laws along with the customary laws; “Synergy Between Customary Laws & Formal Laws” workshops. Further APSLSA organized a Seminar on “Constitutional Rights of Tribes and Indigenous People of North East” and conducted numerous programme on different social and legal importance topics especially on women

oriented laws like women's right, Gender bias, polygamy, child marriage, maintenance, protection of women from sexual offence at work place, POCSO Act etc., in different districts of Arunachal Pradesh. Posters/pamphlets pertaining to specific social and legal issues were distributed free of cost.

- SLSA established Legal Aid Clinics in 10 district headquarters of the state where no judicial officers or courts existed, with an aim to reach out to the poor and needy people and to them provide free and competent legal services.
- APSLSA organized training programme for state and district level judges, advocates, Executive Magistrates/administrative officers, Police and PLVs, for implementation of various schemes and utilization of funds etc.
- APSLSA covered around 40 Governmental departments, educational institution etc. and provided Marriage Registration Certificate to a total number of about 486 couples. This special drive of legal awareness and free legal services was spreaded in the districts.
- APSLSA organized 2 voluntary blood donations cum legal awareness camps for the legal fraternity & advocates on the occasion of the World Blood Donor Day.
- APSLSA organized various awareness and door to door campaigns in coordination with Arunachal Pradesh Delinquent Welfare Association (APDWA) wherein the delinquents were trained as PLVs to control crime amongst the children.
- APSLSA spread awareness through Door-Darshan, AIR, Radio Big FM, participated in interviews conducted by local TV channels, published advertisements in local Newspapers and display information at public places through LEDs.
- APSLSA successfully imparted PLV training to 1065 people including Ex-servicemen, law students, long term jail inmates, teachers, Anganwadi workers, members of Parent association for the Disable persons in Arunachal Pradesh and other NGO members.

- Along with creating awareness about the basic rights and entitlements the SLSA is rigorously organized 47 Legal Awareness Camps on various legal and social importance which benefitted around 20865 beneficiaries.
- APSLSA successfully organized 97 legal services camp in coordination with other authorities, where all the Stakeholders and Departments participated. Beneficiaries were facilitated with free distribution of LPG, Adhaar card, ration card, medical treatment etc. under various central and state government schemes.
- SLSA established 24 Legal Literacy Clubs in various Districts of the state out of which 2 (two) Legal Literacy Club were opened as Legal Literacy Club cum Library with a collection of more than 500 books in each.
- State Legal Services Authority actively spread awareness regarding Arunachal Pradesh Victim Compensation Scheme, 2011, to provide compensation to the victim of crime and / or to the family of the victim. SLSA further recommended as many as 41 cases to the State Govt. for award of compensation as per the scheme.
- The SLSA took steps for organizing camps in Arunachal Pradesh for providing artificial limbs and assistive devices to the people.
- APSLSA launched a website www.apslsa.org to facilitate 24x7 legal aid and advice through online, e-application, track the status of application and to send reminders/clarifications etc.
- The Legal Assistance Establishment at APSLSA was established to provide facilities like toll-free & Helpline numbers for those seeking legal aid. The APSLSA during this period had received 3 (three) applications and updated (6) six applications and out of which 5 (five) cases were disposed of.

2.2 ASSAM STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- Assam State Legal Services Authority under the NALSA (Legal Services to Disaster Victims through Legal Services Authorities) Scheme, 2010 constituted a Core Group in each of the 29 flood affected district to conduct medical camps, veterinary camps, supply sufficient drinking water and food, fodder for cattle, to provide relief camps with security etc. As per the strategy of the scheme, DLSAs conducted informal legal aid clinics to help the victims re-issue the documents lost in the floods.
- A large number of legal awareness programme covering children, victims of trafficking, families of jail inmates, victims of disaster as the targeted groups were conducted across the state by ASLSA.
- ASLSA conducted training and workshop programmes for capacity building of the Para Legal Volunteers and Legal Aid Counsels. The Gender Sensitisation training was organised by ASLSA in coordination with UN Women for the empanelled Legal Aid Counsels of ASLSA and DLSAs of Udalguri and Darrang Districts. The training focused on women specific laws particularly Protection of Women from Domestic Violence Act 2005 and Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013.
- Capacity building and training cum sensitization programmes were organized by ASLSA for panel lawyers and Public Prosecutors in coordination with High Court Legal Services Committee and NGOs regarding Human Trafficking.
- In the process of implementing NALSA (Protection and Enforcement of Tribal Rights) Scheme, 2015, more than 72 Legal Aid Counsels from 17 tribal communities of the respective districts of Assam under the direction of ASLSA, were appointed for inclusive representation of all the tribal communities in the panel of advocates.
- Awareness Programmes for conservation of wildlife and on environmental issues, was organized by ASLSA in coordinated with leading wildlife conservation

NGO Aaranyak, wherein a workshop on the ‘Present Scenario Relating to Wildlife Crime and Trade’ was carried out. The event benefitted 60 participants.

- 87 number of Advocates were empaneled by ASLSA. Timely legal aid and assistance were given to the litigants.
- The ASLSA, organized 3 Legal Services Camps in several districts. Booklet, leaflets to the public were distributed to make them aware about various schemes, many departments also extended valuable services to the beneficiaries on the spot, which included health checkups, issuing of registration cards to construction labourers, certificate to disabled, vaccination of animals etc. Free health checkup stalls and help desks were set up, for guiding the general public in filling up forms, writing applications and public grievances etc. Almost 3500 people attended the legal services camp out of which 1500 no’s were duly registered.
- ASLSA organized, legal exhibition at colleges where models depicting various social issues like mob lynching, witch hunting, etc. were displayed. 200 people of the nearby locality attended the exhibition.
- ASLSA appointed seven project staff including 1 Project Consultant, 2 Project Coordinators and 4 Project Assistants, to strengthen the competent legal aid services to the weaker sections of the society.
- In order to provide legal assistance to people on NRC related issues, and for awareness of the public about the services available with legal services authorities in this regard, ASLSA advertised about the legal aid assistance from ASLSA and DLSA in the newspapers. ASLSA formulated a plan, to spread awareness drive in the rural remote areas through various means of media and publicity.
- ASLSA established 234 Legal Services Clinic at various places including 154 in villages, 13 in communities, 16 at colleges, 26 at front offices, 24 in jails and 1 at family court etc. The Legal Services Clinics were visited twice a week by the Legal Aid Counsels and Para Legal Volunteers.

- Special drive at Dhemaji for the after care of a convict after release was organized by ASLSA through PLVs. In some districts, steps were taken for vocational training of released convicts.
- ASLSA established health checkup camp for treatment and care of mentally ill person found homeless as per the Mental Health Care Act, 2017. Accordingly, 30 mentally ill homeless person were taken care of.
- ASLSA took an initiative to encourage and strengthening the ADR mechanism through mediation in the state during this period by submitting a proposal which was later accepted, by Supreme Court of India with regard to hold 40 hours MTP, so as to appoint abundant number of Mediators. Later ASLSA organized mediation in the state of Assam through 22 nos. of District Mediation Centres/ADR Centres, District Legal Services Authorities and through the High Court Mediation Centre. 11 nos. of cases were successfully settled under Mediation Rules 2015.
- ASLSA organized Awareness Programme on Mediation for Lawyers, Judicial Officers, Law Students and Social Workers with a view to spread the awareness among different strata of the community toward mediation. 14 numbers of such Awareness Programme on Mediation in 14 districts were successfully carried out. ASLSA also encouraged 18 nos. of Mediators by offering them the Accreditation Certificate issued by the MCPC and Supreme Court of India.

2.3. MANIPUR STATE LEGAL SERVICES AUTHORITY

Activities/Work done:-

- Manipur State Legal Services Authority established Front Office as per the direction of NALSA, upgraded and made functional in all the districts as per the guidelines. Retainer Lawyer/PLVs for manning the Front Offices has been appointed for all the Front Offices. Presently, DLSA Front Offices are manned by one Retainer Lawyer and two PLVs who attend the Front office daily. 5(five) posts of full time Secretary, had been created. Accordingly, Manipur SLSA had identified 5(five) DLSAs for which full time Secretary were appointed.
- Manipur State Legal Services Authority, instructed for opening of bank account for all the Panel Lawyers/ Retainer Lawyers/PLVs to transfer honorarium directly to their bank accounts instead of cash payment, and to avoid delay in payment of bills. Manipur SLSA achieved 100% e-payment of all the transactions for payment of bills for PLVs and Panel Lawyers.
- Remand Lawyers were appointed by Manipur SLSA for all the Courts/JJBs in the state to ensure representation of any unrepresented accused person/CCL produced before the Courts/JJBs.
- Manipur SLSA appointed Panel Lawyers who visited Legal Aid Clinics (LAC) in the district and jails, to provide legal aid to the people in need and prisoners. LACs functioned as a quasi-judicial body, to decide disputes on their own, so as to reduce court burden.
- SLSA appointed 982 PLVs in the state of Manipur for 134 Legal Services Clinics in the state.
- Manipur SLSA opened 18 new Legal Aid Clinics with a total number of 982 PLVs. Project for establishment of 25 other Legal Aid Clinics was also initiated to provide free legal advice/ counselling. 172 applicants consisting of UTPs, Women, CCLs, ST, Disabled persons, persons with lower income etc. were benefitted.

- Manipur SLSA conducted 10 days Door to Door campaign in which 36711 persons were informed about the availability of free legal services and 1231 persons were identified for free legal services.
- Manipur SLSA organized 3 Legal Services Camp under various themes like “Implementation of National Social Assistance Programme” and for mass enrolment of beneficiaries under different welfare schemes. 1102 beneficiaries were facilitated with Certificate of disabled persons, enrolment under Chief Minister Health Scheme, Ayushman Bharat-PM Jan Arogya Yojana, NFSA Card, Pradhan Mantri Matru Vandana Yojana, etc.
- MASLSA in coordination with State Health Agency facilitated 2000 beneficiaries with benefits out of Pradhan Mantri Jan Arogya Yojna (PMJAY) Scheme and Chief Ministergi Hakselgi Tengbang Scheme (CMHT). “Mass Awareness cum Enrolment Programme” was also organised for on spot registration and issuance of health card. 905 vulnerable and marginalized beneficiaries such as widow, disabled persons and persons belonging very poor households were facilitated free enrollment for PMJAY Scheme and CMHT Scheme.
- MASLSA in coordination with State Health Agency organized programme to facilitate public with Free Medical Camps and free distribution of medicine etc. The MASLSA facilitated more than 1000 persons in getting benefits of free medical check-up for Leprosy, Tuberculosis, Diabetes and Hypertension etc
- Manipur SLSA organized jail campaign providing legal aid and assistance to the family members of the prisoners. 30 children in conflict with law (CCLS) and more than 1500+ children in need of Care and Protection (cncp) were identified and provided with adequate support, rehabilitation and social integration measures through capacity building training programmes, counselling and interactions
- Campaigns were organized by Manipur SLSA for Prisons to make them aware about the availability of free legal services for filing Appeals/SLP etc. and also the status of their Appeal etc. 10 convicts who required legal aid for filing Appeal were identified . Assistance was also provided to the children victims of heinous crimes

(POCSO cases), and inter-related issues of school drop outs, early marriage/ elopement and POCSO cases amongst the juveniles and young adults were addressed.

- Manipur SLSA organized a “Campaign for legal assistance to the family members of prisoners” to provide free legal aid & other assistance to the family members and dependents of the prisoners. During the campaign 470 prisoners and their families were given legal & other assistance as well as they were facilitated with health card, AAY Card, Ration Card, Widow Pension Scheme, Old Aged Pension etc.
- Manipur State Legal Services organised a total of 338 Legal Literacy/ Legal Awareness Programmes, 81 Programmes for important observances days, 1 State Level Conference on safety of children in Child Care Institutions in Manipur, Consultative Meet on Human Trafficking & Drug Menace in the State of Manipur”, One Day Workshop on “Joint Endeavour of Bar & Bench to minimize long pending cases in the Subordinate Courts in Manipur”, district level Sensitization meeting on “Reducing Violence and Promoting Access to Justice for LGBTIQ communities” at different parts of the State for spreading awareness to the public about various laws & legislations, NALSA Schemes, Welfare Schemes of the Government, rights and privileges under the law, constitutional protections etc. Around 400 villages were covered and more than 20,000 persons participated in the Legal Awareness Programmes. Target population mainly consists of women, children (students), ST, SC, unorganised workers etc.
- MASLSA took initiative for inclusion of the ‘transgender’ and ‘senior citizens’ under the category of section 12 of Legal Services Authorities Act, 1987 for entitlement of free legal aid.
- Manipur SLSA initiated steps for establishment of ADR Centre at 5(five) districts of the state , Altogether 35 pending cases referred from the courts were settled through mediation at ADR Centre.

- Manipur State Legal Services Authority organized 4 National Lok Adalats in which a total number of 2243 cases were settled with Rs. 11, 69,26,737/- (Rupees eleven crores sixty-nine lakhs twenty-six thousand seven hundred and thirty-seven).
- Manipur State Legal Services Authority organized 20(Twenty) Training Programmes for the PLVs and 3(three) Training Programmes for the Panel Lawyers and Remand Lawyers, 40-hours Mediation Training Programme” for Advocates where Advocates were imparted mediation Training.

2.4. MEGHALAYA STATE LEGAL SERVICES AUTHORITY

Activities/work done:

- Meghalaya State Legal Services Authority started its active functioning from April, 1999, by providing free legal aid, free legal services, conducting Lok Adalats and implementing various NALSA Schemes and regulations.
- Meghalaya State Legal Services Authority organized and conducted various legal activities on socio-legal issues including 251 Legal awareness Programmes.
- Meghalaya SLSA organized 6 Lok Adalats during the relevant period and settled around 1254 cases which benefitted 3,112 people.
- Meghalaya State Legal Services Authority (MSLSA) in collaboration with the Labour Department and Government of Meghalaya, organized One Day Legal awareness Programme on the Rights and Benefits of workers in the unorganised sector, wherein lack of collective bargaining power, excessive exploitation, poor working conditions and lower wages/ remuneration issues were addressed.
- Meghalaya State Legal Services Authority in coordination with Government and non-governmental organizations, formed a core committee including Panel Lawyers, NALSA project team and Para legal volunteers to assist in providing support to the victims of mass disaster or flood, including medical and legal aid to the victims.
- MSLSA assisted victims of disaster in receiving ex-gratia payment and funds from State Disaster Response Fund (SDRF) and the National Disaster Response Fund (NDRF) for reconstruction of damaged houses. In one ex-gratia payment was received by the beneficiary through RTGS/NEFT.
- The MSLSA provided educational assistance to a 6 years old orphan boy under the provision of the Juvenile Justice (care and Protection) Act.

- Meghalaya State Legal Services Authority regularly organized awareness programme namely “To Tip Ia ki Ain” (know the law) through Door Darshan and All India Radio for mass awareness.
- The Meghalaya State Legal Services Authority conducted awareness programmes through Mobile Legal Services cum Lok Adalat Van and the Multi Utility Van throughout the State. Training programmes workshops and Legal Literacy Classes in schools, colleges and public places were organized under various NALSA schemes.

2.5. MIZORAM STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- Mizoram State Legal Services Authority provided legal assistance to people who were unable to afford legal representation and access to the court system by fulfilling its objective of 'access to justice to all'. Mizoram State Legal Services Authority had been engaged with 145 panel lawyers for different cases in both civil and criminal matters.
- The Mizoram SLSA conducted one-day workshop for Central YMA leaders, which was very fruitful since the NGO is the largest in Mizoram. The topic was on ND&PS Act and MLP Act, to deal with eradication of drug menace and to ensure professional services in court based Legal Services including timely filing of appeals.
- Workshop on Medico Legal Services was held with the participants of Medical Doctors, Police Officers, Judicial officers and Government Advocates to enhance organizational capacities for ensuring professional services in court based legal services by Mizoram SLSAA.
- The Mizoram State Legal Services Authority also engaged lawyers and experts in conducting Seminars, workshops, trainings etc. for development of efforts to improve individual effectiveness in the society, to stimulate and develop the capability to achieve social and organizational goals, including through improvement of knowledge, skills, systems and adaptation to the weaker/marginalized section of the society and to create more community skills in dealing with the weaker section and others in need.
- 11 Legal Awareness Programmes were organized by Mizoram State Legal Services Authority on various topics like POCSO Act, Domestic Violence, Cyber Crime, Human Trafficking and Criminal Case, Child friendly legal services, victims of Trafficking & Commercial Sexual Exploitation and Senior Citizens etc. which benefitted 2,165 people; 5 Seminars and workshops were organized on various themes like Medico Legal Services

, on ND&PS Act and Relationship between Executive & Judiciary in the State wherein 682 people participated.

- The State Legal Services Authority carried out programs on Mobile Lok Adalat for 11 times at different villages through which 53 Pre- Litigation cases were disposed of amount Rs. 15,94,725.
- The Mizoram State Legal Services Authority organized, 19 Lok Adalats in which 247 cases were disposed of and total amount of Rs. 2,92,51,010 was settled and 3 National Lok Adalat was conducted successfully, in which 278 cases were disposed of out of 2058 and Rs. 6,40,68,863 was settled.
- The Mizoram State Legal Services Authority during this period organized an Aadhar card camp which benefitted 139 beneficiaries, 4 Jail visits, released 4 books on socio-legal topics and observed International Women Day in which 150 participants participated.
- The Mizoram State Legal Services Authority distributed Rs. 62,50,000/- under Victim compensation scheme for the benefit of the victims.

2.6. NAGALAND STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- The Nagaland State Legal Services Authority consists of 11 District Legal Services Authorities constituted and functioning under the Nagaland State Legal Services Authority (Amendment) Act, 1994, for promoting Free Legal Services within the State. A major reshuffle and restructuring in the organizational setup was introduced in all the Front Office.
- Nagaland State Legal Services Authority organized various programmes like Radio Talks on various topics of Legal Services, Rights/Privileges & Liabilities of the Media/Journalist”. “Judicial Proceedings – Salient features “. On “Law of Defamation/Right to privacy”, Production of Documentary Videos, Theme Songs and broadcasted over AIR; Mass awareness campaign on primary topics such as Lok Adalat, Domestic Violence, Human trafficking, Violence against women, POCSO Act, availability of Free legal Aid, various Government Welfare Schemes and entitlements; Workshop/Training with the members/teacher in-charge of Legal Literacy Clubs, Police, JJA stakeholders, Village Functionaries& interpreters and arbitrators of the Customary law & Courts; National Events by organising walkathon/bike rally, poster campaigns, street Awareness in collaboration with stakeholders and NGOs; Quiz, Essay competition, painting competition, declamation activities at various Schools for the Legal Literacy Clubs (LLCs) on the topic of Legal Rights & fundamental Duties; mobile awareness Campaign on Motor Vehicle Act and Road safety measures; Visitation to special homes/jails/legal aid clinics/old age homes/orphanage/mental hospital; Legal Literacy Programme in coordination with NGO’s on Consumer Rights/MACT Cases/Village Council Act and Mega Legal Services Camp in all the district as well as mini Legal Services camps in the sub divisions covering cluster of villages.

- Nagaland State Legal Services Authority organized a programme called ‘Advocacy Skills Training’ which included “learning by doing” practical sessions by each participant, for not only panel lawyers but also the young private lawyers, Assistant public prosecutors and Government Pleaders and another Training programme for Referral Judges of Nagaland State.
- Nagaland State Legal Services Authority conducted training & awareness programme for Panel Lawyers on “Cyber Crimes, Cyber Laws in India & Electronic Evidence” to train and acquaint lawyers in cyber laws and analysis of cyber security and evidences including skill development in preparing credible and defensible reports, incident response and other legal investigation.
- Nagaland SLSA recruited skilled workforce like Project Coordinator, Project Assistant, Public Relation Assistant and Junior Accountant on contract basis so as to maintain daily office administrative work, accounting, and clerical, record maintenance work. They were provided induction training and orientation to help them acclimate to the new working environment and culture of the Legal Services endeavor, further they are provided with the tools and learning sessions on how to operate electronic machines, computers, software illustrators & application.
- Nagaland SLSA had strategically organized the outreach programmes in remote areas for spreading awareness and bring justice to the door step of the unreached, making people aware about their entitlements under various laws and welfare schemes and even adopt preventive measures and intervention policies and programmes for strengthening their access to various service providers.
- Nagaland SLSA directed Panel Lawyers to provide court based legal services as well as entrusted them with the task of identifying on the benefits and entitlements of the Central/States Government schemes and also follow-up with the concern Departments ensuring the benefits under each Scheme actually reaches the beneficiaries.

- Nagaland SLSA deployed the Para-Legal Volunteers (PLVs) across the State under the supervisions of respective District Legal Services Authority and constituted Core Group - Emergency Response Team (ERT) and through the ERT, legal assistance was displaced to the villagers affected by cyclone, Landslides, hailstorm, floods and heavy rain by visiting and taking assessment, as well as immediately providing relief to the victims by way of cash and other benefits.
- Nagaland SLSA through its strategic Intervention policies and programmes organized Legal Workshop/ Consultative/ orientation Programmes at State & District Level to impart knowledge in various subjects such as dispensation of Natural justice, rules on civil procedures, Administration of Justice and Police Act and Legal Services Scheme Schemes.
- One State level Legal Workshop & orientation Programmes was organised by Nagaland SLSA and 14 District Level Legal Workshop & orientation Programmes with the functionaries of the Customary Court.
- Nagaland SLSA conducted Workshop for the Teacher in-charge and induction Training for Students of Legal Literacy Club across the State to spread awareness. 110 LLCs were opened by SLSA with 1628 Students enrolled under LLC programme and 110 Teacher in-charge for LLC. 110 induction training for Students was organised and 17 workshop programme for Teacher in-charge were also carried out.
- The summer internship programme under Nagaland State Legal Services Authority was organised for Law students wherein they visited central/district jail; observation home/juvenile justice board; mental health institute/drug rehabilitation centre; child welfare committee; old age home/special homes; district court/ Gauhati High Court; attend legal awareness programme and legal literacy club in a school/legal services clinic.
- Nagaland SLSA utilized, within this period Rs. 5 Crore out of NALSA Fund and 1 Crore out of State Fund.

- Nagaland SLSA organized Lok Adalat in which 1624 cases were taken up , 392 were disposed of and Rs. 4,33,63,423/- amount was settled, Rs. 2,39,84,423/- was settled in Pre-Litigation cases while 61 pending cases were disposed of.
- Nagaland SLSA during this period disbursed total compensation of Rs. 12, 20,000/- under the Victim Compensation Scheme,2012. Nagaland SLSA during this year assisted and benefited 2895 people through legal Services & provided free Legal Service including provision of Legal Aid Counsels belonging to various group viz, women, children, ST/SC, under trial prisoners, convicts, and victims of disaster.
- Nagaland SLSA benefitted 8569 No. of beneficiaries out of Legal literacy & awareness programme. 45 No. of Visits were organized by SLSA to Various Homes & Centers viz. Observation Homes, orphanage homes, rehabilitation centers, juvenile Homes, etc. 66 No. of Legal awareness programme were aired and broadcasted through the All India radio and Doordarshan Kendra Services on legal and socio-legal issues, 389 Legal Awareness/Literacy/Stall Programme were organized, 25 no. of Programmes/seminars were held with CWC/JJ/DCPU/NGOs/Village Councils/Customary Courts, 7 Beneficiaries under the Nagaland victim compensation Scheme, 2012 were benefitted; 8 No. of Legal Services Camp (both Mega & Mini Camp) were held during this period, 8800 no. of Beneficiaries were benefitted at the Legal Services Camp, 3 State Level Training/Workshop/Orientation were held and 28 District Level Training/Workshop/Orientation held during this whole session.

2.7. SIKKIM STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:-

- Sikkim State Legal Services Authority developed Front Offices in the 04 ADR Centres and District Court premises, functional as per NALSA's guidelines, manned by Panel Advocates and Para-Legal Volunteers on roster basis. They assisted applicants and updated Legal Aid beneficiaries for speedy information in order to avoid delay in filing of appeals/cases.
- Sikkim SLSA uploaded legal details and Statistical data of all the activities i.e. Lok Adalat, National Lok Adalat, Mediation, Legal Services Beneficiaries, Legal Literacy/Legal Awareness Camps/Programmes information In respect of PLVs, Legal Services Clinics, information in respect of R/O victim compensation scheme u/s 357-A Cr.P.C., training programmes conducted by SLSA and other Authorities on NALSA's website portal.
- Sikkim SLSA setup 32 Legal Services Clinics and temporary Clinics for the benefit of the people. 12 were setup at village, 04 in court premises, 02 at Jail, 03 at colleges and 04 at JJB where legal awareness programmes are conducted to sensitize people on various issues such as legal aid, Lok Adalat, Schemes of NALSA, Mediation, role of PLVs and other Schemes of the Government.
- 26 Legal Awareness Programmes were organized at State Central Prison regarding availability of free legal aid, right of appeal and plea bargaining. Further SLSA had been providing central/State Schemes like Old Age Pension to old aged people, legal counseling and support to the children
- Sikkim SLSA installed the helpline number 205377 to provide immediate legal aid over telephone.
- 106 number of active PLVs were empaneled by Sikkim SLSA to provide legal assistance. The Para Legal Volunteers were provided training as per the Old Para-Legal Volunteers Scheme of NALSA wherein **30** number of training programmes for PLVs and 16 for Panel Advocates were conducted.

- Sikkim SLSA ensured timely filing of appeals through free legal aid. During this period 28 number of Supreme Court appeals were processed by SLSA in coordination with the High Court Legal Services Committee.
- Sikkim SLSA took initiative to work towards establishment of E-COURTS PROJECT and initiated the use of video conference facility to be installed at District Courts enabling them to have video conference interactions with the UTPs lodged in the jails.
- Sikkim SLSA installed furniture, desktop computer with NIC enabled internet, printer and adequate stationery in the two jails of Sikkim wherein 1 Computer, 1 Printer, 01 UPS, Furniture and Almirah (to each Jail) was provided.
- Sikkim SLSA organized a counselling programme for UTPs arrested under SADA, 2006 and NDPS Act, 1985 as well as for their parents at jail. 18 UTPs were identified and released under Section 436 and 436A of Cr.P.C during this period.
- Sikkim SLSA appointed 23 Remand Advocates for the purpose of opposing remand application, securing orders for bail and moving miscellaneous applications.
- Sikkim SLSA conducted 215 nos. of Legal Awareness Camps under Micro Legal Literacy Scheme from 2005 and MGNREGA from 2009, assisted by Panel Advocates and PLVs. 12062 people were benefitted from such Camps during this period.
- Awareness programmes and medical camps of Sikkim SLSA proved a boon for the marginalized section of the society in the hinter lands who were unable to approach hospitals to avail treatments due to poverty, age and long distance of the Government hospitals.
- Sikkim SLSA through All India Radio and Doordarshan, Gramin Kariakram [All India Radio] (held every Saturday) and Kanuni Kura [Doordarshan] created awareness on various Schemes of NALSA, entitlement of free legal aid, various forms of ADR, Consumer Protection Act, Sexual Harassment at Workplace,

Domestic Violence Act, Juvenile Justice (Care and Protection) Act, 2019, Role and Duties of PLVs, MACT, Hindu and Christian Marriage Act, Rights of Arrested person, POCSO Act, Role of Child Welfare Committees under POCSO ACT, SC and ST Atrocities Act, 1981, etc. 308 hoardings containing messages on entitlement to free legal services were installed at various places like Police Stations, District and Block Administrative Centres, Hospitals, Gram Panchayat Units, etc. across the State.

- Sikkim SLSA organized Lok Adalats and Mediation Training so as to dispose of the pending cases, Total Rs. 3,047,449.00 fund was utilized within this period in conducting National Lok adalats and Mediation Trainings.
- 12 Legal awareness programmes were conducted by SLSA on issues of Drug abuse, POCSO Act, 2012, Tuberculosis, Sexual Harassment Act, Maintenance and Welfare of Parents and Senior Citizens Act, 2007, environment, etc, and to sensitize people about the various NALSA Schemes like NALSA (Child Friendly Legal Services to Children and their Protection) Scheme, 2015, “Juvenile Justice (Care & Protection of Children) Act, 2015 and Protection of Children from Sexual Offences Act, 2012”, NALSA (Legal Services to Victims of Trafficking and Commercial Sexual Exploitation) Scheme, 2015, NALSA (Legal Services to the Victims of Drug Abuse and Eradication of Drug Menace) Scheme, 2015, NALSA (Legal Services to the Workers in the Unorganized Sector) Scheme, 2015, NALSA (Legal Services to the Mentally ill and Mentally Disable person) Scheme, 2015 in which 1,301 students were screened; “Training Programme on Managing Substance Use Disorders: An Overview” for the Counsellors of the eight Rehabilitation and De-Addiction Centres of Sikkim; “Campaign for Banning Plastic Materials in Sikkim”; NALSA (Effective Implementation of Poverty Alleviation Schemes) Scheme, 2015; NALSA (Victims of Acid Attack) Scheme, 2016 and NALSA (Legal Services to Senior Citizens) Scheme, 2016) to sensitize people on POCSO Act, 2012, the protection of Women from Domestic Violence Act, 2005, Maintenance and Welfare of

Parents and Senior Citizens Act, 2007, JJ Act, 2015 and adoption in terms of JJ Act, 2015, in remote area.

- Sikkim SLSA initiated wall painting competition at children homes to motivate children and also developed a separate dedicated cell for examination of the victims of POCSO or rape, in all the three District Hospitals of Sikkim with attachment of female Doctors.
- The Sikkim SLSA earmarked 2 rooms at the STNM Hospital, Gangtok for use as “Day Care Centre” for recovering substance abusers for rehabilitated drug abusers and victims of POCSO.
- Sikkim SLSA interacted with the victims of cloud burst at Yuksam, in the relief camp and informed them about the right to free legal aid/services which were available for the victims of natural disaster under a NALSA’s Scheme for Legal Services to Disaster Victims through Legal Services Authorities. Children at the relief camps were also assisted by SLSA, and safely placed at children home.

2.8. TRIPURA STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- The Tripura State Legal Services Authority since July, 1998, with 8 (eight) District Legal Services Authorities in 8 Judicial districts, 14 Sub Divisions with Sub Divisional Legal Services Committees has been providing legal aid in court cases, conducting traditional and National Lok Adalats and creating legal awareness and legal literacy among all groups of people, running legal aid clinics or Village legal Care and Support Centers in order to protect the rights of the people.
- The Tripura State Legal Services Authority empanelled 506 PLVs and 511 Panel advocates, 75 Remand advocates for providing legal advice and assistance and free legal aid to the legal aid seekers through Front offices, Clinics.
- National Legal Services Authority, established 379 numbers of Legal Literacy Clubs in different Schools of the State for imparting Legal Education and Awareness of the students and also for ensuring moral, legal and ethical character building of students who are the future of the Nation.
- The Tripura State Legal Services Authority developed 13 Legal aid Clinics in Jail, 3 in law colleges and Universities, 363 Village Legal Care and Support Centre and 114 nos. of other Legal Aid Clinics.
- Tripura State Legal Services Authority conducted 10 Traditional Lok Adalat in which 23,806 were taken up out of which 16,472 cases of amount Rs. 1,110,260 .00 were disposed of and settled; 20 Special Lok Adalat was conducted in which 53,984 cases were taken up out of which 54,920 were disposed of, and settled of amount Rs. 5,001,726.50; 4 National Lok Adalat in which 20,794 cases were taken up out of which 3,499 cases were disposed of and amount of Rs 75,615,348 was settled.
- Tripura State Legal Services Authority organized 661 Legal awareness programmes which benefitted 73,013 beneficiaries on various scheme like

Legal Services to Disaster Victims, NALSA (Victims of Trafficking and Commercial Sexual Exploitation) Scheme, 2015, NALSA (Legal Services to the Workers in the Unorganised Sector) Scheme, 2015, NALSA (Child Friendly Legal Services to Children and their Protection) Scheme, 2015, NALSA (Legal Services to the Mentally Ill and Disabled Persons) Scheme, 2015, NALSA (Effective Implementation of Poverty Alleviation) Scheme, 2015, NALSA (Protection and Enforcement of Tribal Rights) Scheme, 2015, NALSA (Legal Services to the Victims of Drug Abuse and Eradication of Drug Menace) Scheme, 2015, NALSA (Legal Services to Senior Citizens) Scheme, 2016 and NALSA (Legal Services to Victims of Acid Attacks) Scheme, 2016.

- Tripura State Legal Services Authority organized 71 awareness programmes for senior citizens, 27 regarding JJ Act, 13 regarding PC & PNDT Act while 66 other programmes on various other issues.
- Tripura State Legal Services Authority established 6 Mediation Centres with 61 Trained Mediators appointed who conducted 40 Hrs. Refresher Mediation Training Programme of the judicial officers of Tripura.
- TSLSA conducted Legal awareness programmes on Juvenile Justice Act, throughout the State; released pamphlet on Juvenile Justice Act in Vernacular Language; conducted many Workshops and Awareness programmes in the Observation Homes and made coordination with the JJBs and CWCs of the State, time to time for early disposal of the cases. 46 Nos. of Panel Lawyers were designated as Legal Services Officers for the purpose of Senior Citizen scheme and Total 50 Nos. of PLVs were deputed for implementation of the Scheme throughout the State by TSLSA.
- TSLSA conducted Talk Show on different Schemes of NALSA and other topics of law. Further TSLSA took initiatives for spreading information about Legal Services activities and Lok Adalats, through Doordarshan, Local TV News Channels and advertisement in local News Papers etc.

- TSLSA to implement the NALSA (Legal Services to the Mentally ill & Mentally Disabled) Person Scheme, 2015, had set up 01 Legal aid Clinic manned by Panel lawyers and PLVs for restoration and rehabilitation of the Mentally ill persons who have had recovered from illness after treatment.
- Nation-wide outreach Door to Door campaign were organized by TSLSA keeping in mind the weaker and marginalised people of the society of countryside by TSLSA in which 34,733 numbers of persons were informed about the availability of free legal services, 10,952 numbers of persons provided free legal services and 295 numbers of villages / urban areas were covered.
- TSLSA during the relevant period was able to successfully organize 427 No. of awareness Camps in which 8,521 No. of persons participated. 146 No. of awareness Camps were organized on 9 schemes of NALSA. TSLSA established 48 No. of Village Legal Care and Support centers; 6 No. of Legal Literacy; provided 2079 No. of Legal aid Cases to Panel Advocates; provided legal services through counselling in 1,847 cases and also organized 13 No. of awareness Camps in the Jail through legal aid Clinics.
- The TSLSA organized two programmes on 'Man has failed the Constitution' to promote forestation for green environment and clean environment in which tree plantation was carried out.

3. NORTH ZONE Best PANEL LAWYERS

(Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab, Uttarakhand)

3.1. HARYANA STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:-

- Haryana SLSA had functional Front Offices as per NALSA guidelines manned by Front Office Coordinators, PLVs and Panel lawyers.
- Haryana SLSA through the legal aid helpline number provided legal assistance to the persons in need of legal aid.
- Haryana State Legal Services Authority during the relevant period had Legal Services Clinics in functioning in 19 Jails of Haryana which were equipped with Computers, Printers and necessary furniture items.
- Haryana SLSA implemented e-DLSA project to increase transparency, effectiveness, efficiency, collation of real time day to day data and multi- level monitoring of all the activities of DLSA/SDLSC.
- Haryana SLSA launched a pilot project for digitalisation. Gurugram and Hisar DLSAs fully digitized the data of their districts.
- Haryana SLSA sanctioned Rs. One lac for each district for purchase of infrastructure for mediation centres and 3 new ADR centres were also approved.
- Haryana SLSA purchased Video Conferencing unit for each DLSA to strengthen court based legal services.
- Haryana SLSA organised orientation programmes for newly appointed Secretaries of DLSAs. 593 training programmes for 2594 PLVs and Panel Advocates were conducted.
- Jail Lok Adalat for disposal of immediate cases was organised by SLSA in the jails. “Kaidion ke Adhikar”, a special publication in hindi highlighting the rights of Prisoners was also distributed among the prisoners. Further, Undertrial

Information Cards were issued by HASLSA to Undertrials/Convicts to enable them to avail legal aid and to know the status of their cases. UTRC recommended the release of 17 undertrials and 94 applications were identified for appeal

- HASLSA to reform prisons, conducted a study and took correctional steps in coordination with the NGO CHRI and Prison Department of Haryana.
- HASLSA appointed 564 Panel Advocates and 04 Retainer Lawyer to strengthen legal aid services, as well as created WhatsApp group for PLVs/ Panel Lawyers/Secretaries/ Chairmen, DLSA , which resulted in better reporting of day to day activities along with photographs.
- Haryana SLSA organised sensitization programmes for all the Judicial Offices to ensure that no person in custody remains without legal representation. A total of 7263 persons were given legal representation.
- Orientation programmes for newly appointed Secretaries of DLSA and 04 Workshops were conducted during the relevant period by Haryana SLSA. Total of 16196 persons were provided legal aid.
- 306 regular Training Sessions of Panel Advocates were conducted by Haryana SLSA in which 1077 Panel Advocates were trained and 306 training programmes. 283 Training Programmes were conducted for PLVs in which 1517 PLVs were trained.
- SLSA organised 9 outreach legal services programmes in which 5 projects were specifically launched for the benefit of marginalised section of the society like acid attack victims, mentally and disabled children etc.
- Haryana SLSA established 7101 Legal Literacy Clubs at various government and Private schools wherein 350,000 participated.
- Haryana SLSA initiated projects like Telemedicine for prisoners and Vending Machines of sanitary pads for girls.
- SLSA set up their stalls of legal services in 17 melas such as Mango Mela, Suraj Kund Mela, Navratra Mela, Brahm Sarovar Mela and many more for 114 days wherein 6,69,237 people visited the said stalls.

- A total of 16820 awareness camps were organised by Haryana SLSA at various places such as schools/ colleges, villages, jails and other places on various topics, benefitting around 19,88,336 persons, on various topics like women law, child labour laws, fundamental rights and Constitution of India etc.
- Haryana SLSA successfully and regularly updated information regarding legal aid applications and related activities on NALSA Portal.
- During the relevant period, 04 National Lok Adalats were organised by SLSA Haryana in which 93,233 cases were settled out of 225,466 cases.
- Haryana SLSA organised 3,618 Permanent Lok Adalat in which 39,526 cases out of 2,00,401 were settled.
- During the relevant period, 2541 cases were settled through mediation conducted by Haryana SLSA. In one case, due to the efforts of the mediator, the parties were able to settle an 11 year old dispute. 03 Mediation Training Programmes were conducted in which 64 advocates were trained as Mediators.
- Haryana SLSA, benefitted 2,00,905 persons at 519 Legal Care and Support Centres set up at various places.
- Haryana SLSA organised internship programme to give law students an insight into the legal aid and services mechanism besides various legal literacy programmes and schemes. 85 law students participated in the said internship programmes.
- Haryana SLSA benefitted 18,94,904 no. of persons in 15,151 awareness programmes organised under various NALSA schemes.
- Haryana SLSA carried out projects on the various issues related to disabled children such as their education, employment, to reduce malnutrition, encourage sports and games, etc. Initiatives like enrolment of disabled children in schools and vocational institutions, issuance of disability certificates in schools, special campaigns for Anganwadi workers, competitions for disabled children in schools, 453 awareness camps and 497 competitions were organised in which 4,761 students participated. The Haryana SLSA facilitated issuance of 2408 Disability Certificates out of which 15 were issued on spot.

- Haryana SLSA conducted 335 Awareness Camps for acid attack victims benefitting around 30334 persons. 02 Acid attack victims were provided compensation under Victim Compensation Scheme
- Haryana SLSA launched 'Kadam Milakar Chalna Hoga' project for mentally ill and mentally disabled persons. 381 awareness camps were organised under the project in which 23449 persons were benefitted. 2343 persons were identified and provided benefits under the scheme.
- Haryana SLSA organised a project called 'Future is in Your Hands' to create awareness amongst the public about their voting rights during, under which 1,450 awareness camps were conducted and 130848 persons were benefitted. 136 EVM sessions were held.
- Haryana SLSA also conducted various legal awareness programmes and campaigns on socio-legal topics like Human Trafficking, 'Cyber law and Security, Child Labour, Environmental issues, World No Tobacco Day, Mediation Awareness Programme, NALSA (Child friendly Legal Services to Children and their Protection) Scheme, 2015, 'Abhinandan-A Campaign for Veer Naris', and 33 Legal Literacy Camps, where in 181 persons were provided assistance in the form of medical, Government Schemes etc.
- Haryana SLSA conducted 6527 visits to Children Home/Observation Homes and Shelter Homes in which 92259 were benefitted.
- Haryana SLSA was able to successfully rehabilitate a physically and mentally disabled lady found on the road. She was placed at a shelter Home and provided with medical assistance, further Haryana SLSA also formulated a Scheme titled HALSA (Legal Services to Widows) Scheme, 2019, designed for the security and betterment of widows especially in the State of Haryana.
- Haryana SLSA during this period successfully decided 465 cases and awarded Rs. 10.01 Cr to the victims under the Victim Compensation scheme.

3.2. HIMACHAL PRADESH STATE LEGAL SERVICES AUTHORITY

Activities/Work Done: -

- The Himachal Pradesh State Legal Services Authority carried out the following practices relating to Front Office, Legal Aid Clinics, etc.:
 - Front Offices of the Himachal Pradesh SLSA were manned by the Retainer Lawyers and Para Legal Volunteers who identified legal aid beneficiaries, provided assistance to the eligible legal aid beneficiaries and coordinated the activities of the Front Offices and the Village Legal Care and Support Centres. Certain cases were also identified wherein litigants were encouraged to settle their disputes through the National Lok Adalat. NALSA Guidelines were followed by the Front Offices who affixed sign board, notice board, installed suggestion/complaint boxes and LED Monitor. It also maintained a list of Panel Lawyers, Para Legal Volunteers and Legal Services Clinics, visitor register, legal aid monitoring register and feedback forms.
 - Legal Aid Clinics were run by Para Legal Volunteers and Retainer Lawyers deputed in the Legal Services Clinics in Jails, Juvenile Justice Boards and Village Legal Care and Support Centres. Visits were conducted by the PLVs to the Panchayat's meetings, Mahila Mandal meetings, Yuva Mandal meetings, Tehsil Welfare Office, B.D.O., hospitals, etc. to hear grievances and assist the persons in need of legal aid. The LSCs installed help desks in international/local fairs, festivals and in Govt, sponsored programmes to sensitize the general public about their rights, duties, free legal aid and various welfare schemes of the State Government. Free legal aid and advice and assistance in filling up application forms under various welfare schemes were also provided. Mobile Lok Adalats were organized with active involvement of the PLVs. Monthly reports from the LSCs were submitted to

the Secretary, DLSA who also carried out a monthly surprise visit to the said LSCs. During the relevant period, the Legal Aid Clinics assisted 4,063 persons in jail, 854 persons in Juvenile Justice Boards and 15,622 persons in Village Legal Care and Support Centres.

➤ The Himachal Pradesh SLSA, enhanced organisational capacities to ensure professional services in court based legal services in the following manner:

- The HP SLSA, optimised the size of panel lawyers, selected competent lawyers based on their experience, number of cases handled and expertise in the particular field.
- Legal aided cases were assigned on the basis of competency of lawyers and experience depending upon the nature of the case.
- Senior Advocates were engaged in complicated cases.
- Duties and responsibilities of the Legal Aid Counsels and Jail Visiting Lawyers were framed and circulated to ensure professional services.
- The HP SLSA issued guidelines to the functionaries of legal services to provide assist under trial prisoners, convicts in custody and legal aid beneficiaries for securing legal representation /legal aid promptly after the decision of the case to enable them to file appeal.
- The above mentioned guidelines were displayed at conspicuous places and on the website of HPSLSA.
- Readers of all the concerned courts were also directed to inform the parties to immediately approach the Legal Services Institution(s)/ Front Office situated in the premises of the court to obtain legal aid or advice to enable them to file appeal(s) promptly.
- On being contacted by the parties, seeking legal aid or advice, the functionaries of the Legal Services Institution(s) immediately provided legal assistance as per the provisions of the Legal Services Authorities Act, Rules, Regulations and Schemes.

- The Himachal Pradesh SLSA conducted training programmes and conferences to develop the capabilities of the human resources at the Legal Services Institutions. During the relevant period, training programmes were conducted for all the Secretaries, DLSAs to sensitize them about the various Schemes of NALSA as well as the SLSA. A one day conference was organized on topics such as ADR mechanism, referral and mediation, techniques for capacity building of Referral Judges, etc. and 04 training programmes were held for panel lawyers by the Masters Trainers.
- The Himachal Pradesh SLSA appointed 07 Stenographer cum Typist and 07 Class-IV employees to redress the shortage of human resources.
- The Himachal Pradesh SLSA devised and implemented outreach legal services programmes in the following manner:
 - Programmes were held on relevant issues of the areas/localities.
 - Feedback was taken from Judicial Officers, District Administration, NGOs, Self Help Groups, Women Organizations, Local Bodies, Panchayats, and also from the public who visited the camps to identify core issues and problems of the areas.
 - Coordinated with local bodies like Panchayats and other institutions to create awareness.
 - Schedule of legal literacy camps were prepared in such a manner so that every sub-division of the State and maximum number of Panchayats were covered.
 - Camps were planned with the involvement of Stakeholders, NGOs, Panchayats and PLVs.
 - HPSLSA adopted a module to spread legal literacy and awareness through afforestation campaign during the monsoon season, in order to sensitize school children, public representatives, Mahila Mandals, Self Help Groups the about importance of environment and ensure commitment to protect and improve the natural environment. Under this campaign, plantation drive was carried out in coordination with the concerned Government authorities.

- Legal literacy camps were organized with the dual purpose of educating the weaker sections of the society about their rights and encouraging the public to settle their disputes through Lok Adalats.
- The Himachal Pradesh SLSA made use of the NALSA online application portal. Information regarding all legal aided cases were uploaded on the portal. During the relevant period, the HPSLSA disposed of 681 cases.
- All DLSAs coordinated their activities with the High Court Legal Services Committee as per the directions of HPSLSA, which ensured that SLP/Appeals were filed without any delay. The DLSAs also ensured that requisite documents were complete in all cases where request for legal aid was sent to the Hon'ble Supreme Court.
- The HPSLSA received data from the DLSAs as per the format issued by NALSA and the same was uploaded on the website of H.P. State Legal Services Authority.
- H.P. State Legal Services Authority prepared a budget estimate in the beginning of the year for which expenditure statements were called from the DLSAs activity wise, and consolidated expenditure was taken as the base for projecting the budget requirement for the next financial year. During the relevant period, the cost money received was Rs. 34, 96, 51 out of which expenditure incurred was Rs.2, 74,020.
- Three Legal Aid Clinics have been set up at Indira Gandhi Medical College (IGMC), Shimla, DeenDayalUpadhaya Hospital (Ripon) and Kamla Nehru Hospital, Shimla. 9912 persons were benefited. 12 Para Legal Volunteers manned the Legal Aid Clinic in Hospitals.
- This Authority has taken-up an initiative to clean the Natural Water Resources of the State. A team of PLVs and Volunteers cleaned-up the Natural Water Resources like Natural Water Sources, Ponds and Hand-pumps etc during the campaign.
- During the relevant year, the HPSLSA had 45 Front Offices and 893 Village Legal Care and Support Centers through which 7,851 persons were benefitted with legal aid. 3,456 cases were referred out of which 734 were settled. 3,449 Special Lok Adalats were held in which 2,56,029 cases were taken up and 1,26,535 cases were

settled. During the year 2018-19, 07 National Lok Adalats were held wherein 72,217 cases were taken up and 26,655 cases were settled. 55 Permanent Lok Adalats were held in which 212 cases were taken up and 141 cases were settled. 12 Mobile Lok Adalats were held in which 358 cases were taken up and 343 were settled. 7,005 persons were benefitted through the legal aid clinics in jails. 3,621 legal literacy camps were organized through which 3,89,074 persons were benefitted. 10 legal services camps were organized under the New Module, in which 12,736 people participated and 5,863 were benefitted. 82 awareness camps were organized in the Juvenile Homes in which 2,274 people participated. 153 legal awareness camps were organized in jails in which 24,758 persons were benefitted. 2,450 camps were held based on the NALSA schemes through which 1,61,060 people were benefitted.

- The HPSLSA broadcasted a programme “Kanoon Ki Baat” from All India Radio and F.M. Radio, Shimla.
- A team of legal aid advocates sensitized the public about their legal rights in 20 mega awareness camps held during the relevant period.
- The DLSAs set up stalls during important fairs to sensitize the general public about their rights, duties, free legal aid and various welfare schemes of the Government.
- The HPSLSA held awareness programmes on themes like destruction of illicit cultivation of cannabis and HIV, ‘Rising Materialism & Declining Moral Values’, drug abuse, children’s issues, environment protection

3.3. JAMMU & KASHMIR STATE LEGAL SERVICES AUTHORITY

Activities and Work Done:

- The J&K State Legal Services Authority adopted the following practices to strengthen basic units like Front Offices and Legal Services Clinics:
 - Monthly reports were sent by all Legal Services Institutions in the State to the J&K SLSA.
 - Front Offices were equipped with adequate furniture, notice boards, computers, suggestion and complaint boxes, seating arrangement for visitors, drinking water facility, LED monitor, helpline for benefit of the public, etc.
 - Panel lawyers were assigned the duty of attending the Front Offices on rotation basis for which all DLSAs framed rosters.
 - Chairman, DLSAs regularly visited the Legal Services Clinics to monitor and ensure its smooth functioning.
 - During the relevant period 271 Legal Services Clinics were functioning in the State with the assistance of 630 PLVs. 331 Legal Literacy Clubs were functioning in different schools of J&K which disseminated legal knowledge among the students.
- The J&K SLSA carried out the following strategy to ensure legal services especially court based legal services were rendered in a professional manner:
 - Monitoring and Mentoring Committees supervised the work of the Retainer and Panel lawyers to ensure that court based legal services were rendered in a professional manner and improve their efficiency.
 - Training cum Orientation programmes were held for PLVs/Retainer lawyers/Panel lawyers at District as well as State Level by J&K State Legal Services Authority, in accordance with the Training Modules of NALSA.
 - The J&K SLSA ensured the timely filing of appeals of the legal aid applicants.

- 3,336 persons were benefited by way of Court based Legal Services which include 865 women, 86 children and 96 persons in custody.
 - 03 National Lok Adalats, 93 Regular Lok Adalats were conducted through DLSAs in which 43,074 cases were settled.
- J&K SLSA took the following approach towards development and management of Human Resources:
- 22 posts of full time Secretaries for 22 DLSAs and 22 posts of Steno-typist were created by the Government of J&K to make the system more efficient and result oriented. The Secretaries of DLSA were exclusively engaged in the implementation of Legal Services Schemes and activities in the State of J&K.
 - The J&K SLSA organised Orientation/Training programme for DLSA Secretaries who were also deputed to the Delhi Legal Services Authority to attend a specialized practical training and witness the functioning of the DLSAs at Delhi by themselves.
- The J&K SLSA devised and implemented outreach legal services programmes appropriate to legal and socio-legal issues of local areas in the following manner:
- Legal literacy material was distributed amongst participants. The camps for legal awareness were organised as per the aspirations of the local community, and programmes were held with the involvement of NGOs on social, legal and climatic issues.
 - Mega Legal Services and Awareness Camps were held throughout the State, during the relevant period, in which the masses were made aware about the welfare schemes of the Central and State Governments as well as the Schemes of NALSA and SLSA. The SLSA in coordination with the concerned Government Departments facilitated the weaker and marginalised sections of the society in getting benefits such as support system for the disabled, marriage assistance to girls, loans by the banks, pensions , Aadhar registration, medical check-up, etc.

- 21 programmes on POCSO Act and 8 programmes on illegal trafficking of human beings and other related issues were held by the J&K SLSA. The SLSA also held 28 different programmes on Environmental Issues. A “Skill Development” programme was also held by the SLSA for the young populace in the age group of 17 to 25 years with aim of providing skills in certain work to enable them to earn a dignified livelihood. 65 persons were benefitted under the said campaign.
 - Programmes were held on important days such as National Voters Day, International Women’s Day, International Labour Day, Anti-Tobacco Day, World Environment Day, International Day against Drug Abuse, etc. wherein awareness programmes and activities were carried out to enlighten the masses on various legal and socio-legal issues.
- The J&K SLSA facilitated the setting up of three day care and recreation centres for senior citizens at Srinagar, Jammu and Leh called “Ahata e Waqar” in coordination with the concerned authorities. The centres provided facilities such as geriatric health, reading room, indoor games, group discussion, etc.
 - The J&K SLSA worked in close coordination with HCLSC and SCLSC through on line modes of communication such as e-mail which facilitated the convicts in filing their appeal through legal aid. 41 appeals of convicts were facilitated by HCLSC during the relevant period, out of which 33 appeals were filed in Jammu Wing of the Hon’ble High Court and 8 in the Srinagar Wing of J&K High Court.
 - All DLSAs captured the data of their activities in the form of photographs and video recordings which were further sent to the SLSA. All special occasions so celebrated/organized through were widely publicized through print and electronic media. All activities of J&K SLSA were compiled in their Newsletter and flagship programmes undertaken by SLSA under ‘Access to Justice’ were published in the form of booklet and pamphlets.
 - J&K SLSA uploaded its official data including that of Lok Adalats, legal services beneficiaries, under trial prisoners, etc. on NALSA’s web portal regularly. J&K

SLSA also processed and forwarded if required the applications submitted by the people directly on the web portal of NALSA. 97 applications were received by the SLSA and DLSAs during the relevant period through the NALSA portal which were uploaded and disposed of till July 2019.

3.4. PUNJAB STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- The Punjab State Legal Services Authority strengthened its basic units such as Front Offices, Legal Services Clinics and Legal Literacy Clubs in the following manner:
- Front Offices: All the Front Offices functioned strictly as per the guidelines issued by NALSA from time to time. Punjab SLSA selected the best and experienced Panel lawyers/Retainer lawyers and PLVs to man the Front Offices. 30 training cum sensitization programmes were conducted for the Retainer Lawyers and 31 training cum sensitization programmes for the Para Legal Volunteers to build their efficiency. Duty rosters of Retainer Lawyers and PLVs were fixed. Besides, the Front Offices were equipped with LED Monitors, computers, printers, internet connectivity, landline telephones, etc. The Front Offices also maintained digital records by effective use of NALSA Web Portal. Toll free number 1968 was functional round the clock to provide free and competent legal aid. Legal aid beneficiaries were also updated regularly regarding court based matters through SMS and Emails. The Front Offices also made available feedback forms, and complaint and suggestion boxes to monitor the legal aid services. Monitoring and Mentoring Committees also regularly assessed the work of the legal aid lawyers, and provided suggestions and guidance in the cases. Surprise visits by the concerned authorities were also conducted at the Front Offices to monitor their work. Front Offices disposed of 15,667 applications out of 16,402 applications during the relevant period.
 - Legal Services Clinics: LSCs established by the Punjab SLSA provided basic legal services like legal aid and advice and coordinated with the government departments to facilitate benefits under various schemes. LSCs

were manned by Panel Lawyers and PLVs. The LSCs recorded their activities for effective monitoring. All legal service institutions submitted monthly reports of the LSCs under their control to the Punjab SLSA for review. Village Legal Care and Support Centres were manned by panel lawyers and PLVs who ensured on the spot redressal of legal issues raised by the villagers. 'E-Prison Portal Access' was provided to all the LSCs functioning in the jails of Punjab wherein convicts in need of legal aid and prisoners whose bail/release was due were identified.

- Legal Literacy Clubs: Legal Literacy Clubs/Legal Aid Clubs were functional in 3,303 schools and colleges in the State of Punjab. The Punjab SLSA coordinated with the State Government to incorporate chapters on legal aid, legal rights of women and penal provisions contained in NDPS Act in the school curriculum. The SLSA rendered effective assistance in devising action plan in regard to activities to be carried out by the students under the Legal Literacy Clubs. Punjab SLSA upgraded 110 legal literacy club by providing basic infrastructure, computers, printers, booklets, etc.
- The Punjab State Legal Services Authority took various steps to ensure professional services in Court based legal Services including timely filing of appeals.
 - During the relevant period, under the guidance of Punjab State Legal Services Authority, the District Legal Services Authorities organized 212 Capacity Building Programmes sensitizing 4,863 number of Panel Lawyers.
 - The SLSA also organized a State Level Training Programme for imparting training to the Secretaries of the DLSAs, their Staff, Retainer Lawyers and Para Legal Volunteers to access e-Prison portal.
 - Training of Judicial Officers and other stakeholders to act as mediators was conducted by the SLSA to strengthen the concept of Mediation

and Conciliation in the State. 102 Judicial Officers and Advocates successfully completed the Mediation Training Programme.

- 199 Training Programmes for the Lawyers visiting the Jails were conducted in the State which was attended by 938 lawyers.
 - The SLSA further ensured a robust feedback and monitoring mechanism was in place, and performance of the legal aid lawyers was also closely monitored.
 - The SLSA also strengthened the legal aid system for undertrials and convicts, by ensuring a legal aid case card information system was in place to disseminate information to the UTPs.
 - Apart from this, 233 Camp Courts were conducted in the Jails in which 295 under trial prisoners were released.
 - 92 sensitization programmes were conducted for police officers.
- Punjab SLSA developed and managed human resources in the following manner:
- Training programmes were held for the Secretaries of the DLSAs, Para Legal Volunteers, Panel Lawyers, Chairpersons and Members of Permanent Lok Adalat to enhance their knowledge on the relevant areas. During the relevant period 212 training programmes were held for Panel Lawyers and 292 for PLVs.
 - Punjab State Legal Services Authority regularly interacted with Secretaries, District Legal Services Authorities through Video Conferencing to understand the issues or challenges faced by them and provide remedial solutions to the same.
 - Punjab State Legal Services Authority also made use of 'Vidyo App' to interact with Secretaries of DLSA.
 - The Punjab State Legal Services Authority appointed a Project Consultant and two Project coordinators during the relevant period to frame State Level projects based on NALSA Schemes and to

coordinate with the districts for their proper and effective implementation.

- 23 Data Entry Operators were engaged to strengthen human resources.
- The Punjab SLSA devised and implemented outreach legal services programmes in the following manner:
 - Carried out empirical study to devise outreach programs at the grassroot level.
 - Relevant and meaningful awareness programmes and campaigns appropriate to the targeted population were formulated.
 - All the District Legal Services Authorities of Punjab organised Legal Awareness Camps covering all important days/events such as Republic Day, Independence Day, World Environment Day, National Legal Services Day, Constitution Day, World Disability Day, Human Rights Day, World Day against Child Labour, Senior Citizens Day, etc.
 - 2,3,654 awareness camps were held in which 14,09,160 were benefitted.
 - Punjab State Legal Services Authority conducted Internship Programmes for law students of various law colleges by attaching them with the different District Legal Services Authorities. 157 students were enrolled under the Internship Programme.
 - 257 Help Desks were set up in State of Punjab manned by trained Para Legal Volunteers to cater to the legal aid needs of the targeted population at the grassroots level.
 - The Punjab SLSA reached out to the masses through the distribution of publicity material, usage of Community Radio/All India Radio, usage of TV channels, display of flex banner and stickers on the different conspicuous places.

- Punjab State Legal Services Authority also framed need based projects to cater to the emergencies/disasters.
- The NALSA Portal was effectively used for which training of legal services management system was provided to the Front Office Staff and relevant stakeholders, in-house training imparted to the 23 data entry operators, upgraded the infrastructure including computers and internet facility. During the relevant period, 16,402 applications were received, out of which 13,370 were uploaded and 13,370 were disposed of.
- Punjab State Legal Services Authority worked in close coordination with the District Legal Services Authorities, High Court Legal Services Committee and Supreme Court Legal Services Committee for prompt supply of relevant documents required to file appeals/revisions in the High Court/Supreme Court. Coordination was carried out with the help of Front Offices, through video conferencing, ensuring coordination between jail authorities and HCLSC lawyers, translation of important documents, maintenance of data by legal services departments to be provided to HCLSC and SCLSC whenever required.
- The Punjab SLSA effectively captured data in the following manner:
 - Quantitative and qualitative data was captured to get meaningful insights.
 - Framed a policy for fool proof and timely reporting.
 - Half yearly and Annual performance reports sent by District Legal Services Authorities.
 - Closely monitored data to maintain transparency.
 - Set up Proper Database Management and Information Systems to process data into information as per the performance indicators identified with respect to various specific areas of the working of Legal Services Organization.

- Data captured was meaningfully projected through website, newsletter, media coverage, effective use of social media, etc.
- Punjab SLSA has made optimum utilisation of funds.

3.5. UTTARAKHAND STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- A total number of 313 Legal Services Clinics/Village Legal Care and Support Centres were set up at Colleges, Universities, Villages, Community Centres, Courts, Jails, JJBs, Nari Niketans, Police Stations, Hospitals, Tehsils, etc. The Front Offices established in the DLSAs of the State provided their services in an efficient manner. A Toll Free Help Line No. 1800 180 4000 was made functional in the office of Uttarakhand SLSA through which necessary legal aid and advice was provided.
- All the Legal Services Institutions established in the State of Uttarakhand cooperated with each other with good coordination and understanding in each and every activity. Apart from this, Jails and Sub-Jails in the State are also well connected with the legal services institutions, so that appeals may be filed timely.
- SLSA worked towards the fulfilment of Panel Lawyers, PLVs and other staff for the purpose of effective functioning of Legal Services Institutions. SLSA tried its to cover each and every village of the State under the representation of PLVs.
 - 901 Para Legal Volunteers (PLVs) were engaged throughout the State for legal aid activities after imparting necessary training to them. During the relevant period, 03 Orientation and Induction Training Programme were conducted for the PLVs. A regular monthly meeting with PLVs (including Panel Lawyers) was convened by the DLSAs to evaluate their work and to get feedback from them. 156 monthly meetings were convened during the period September, 2018 to August, 2019.
 - Uttarakhand SLSA, in all the 13 District Legal Services Authorities, appointed full time Secretaries from the Cadre of Civil Judge (Sr. Div.).
 - With the efforts of UKSLSA, sufficient posts were sanctioned by the Government and accordingly competent staff was deployed.

- 22 Sensitization and Refresher Training Programmes were conducted for SJPU, JJBs, CWCs, Judicial Officers, Police Officers of the State during the relevant period.
- The UKSLSA devised and implemented outreach legal services programmes as appropriate to legal needs and socio-legal issues of local area in the following manner:
- UKSLSA worked in coordination and cooperation of the various departments of State Government for the purpose of providing Legal Aid and Assistance to the needy persons.
 - For rehabilitation of Drug Abuse Victims the counselling Committees and Special Drug Units were constituted with the cooperation of different Govt. Departments and Non-Governmental Organizations. Registration of Labourers working in the Unorganized Sectors was conducted in coordination with the Labour Department. Assistance was taken of the Police Department with the effective implementation of 'Campaign against Drug Abuse'.
 - Department of Social Welfare also cooperated very well in implementation of the scheme and campaign for 'Legal Aid to the Senior Citizens'.
 - A monthly plan of Action/Calendar of Activities was prepared by the Uttarakhand SLSA, implementing one of the schemes of NALSA in a unified manner each month in the entire State in coordination with the Social Welfare Department, Health Department, Police Department, Forest Department, Agriculture Department, etc.
 - A survey/research work was conducted by a team of PLVs, Panel Lawyer, Members of NGOs, and Social Workers etc. after which a campaign, 'Sankalp: Nasha Mukta Devbhoomi' was launched to eradicate the menace of drugs.
 - The SLSA published an informative literature, "Saral Kannuni Gyan Mala" on 47 different legal subjects in Hindi language, which were distributed free

of cost. The content of which was also uploaded on the website of Uttarakhand SLISA.

- Documentary films covering legal topics of Child and Women Rights, Mediation, Lok Adalat, Consumer Rights, etc. were also prepared, in order to spread awareness amongst people.
- Five radio jingles on 'Free Legal Aid', 'Lok Adalat', 'SC/ST Rights', 'Women Rights', 'Child Rights' were also prepared and these documentary films and jingles were displayed to the public at large during the legal literacy camps, lok adalats, etc.

- NALSA Portal for feeding data and management of legal services was used by UKSLISA and all the 13 DLSAs in an effective manner. Applications received were uploaded on the portal by Data Entry Operators, and after the disposal of the application by the competent authority, status of disposal was also uploaded.
- The SLISA directed all the DLSAs to work in coordination with HCLSC and SCLSC for a smooth flow of information. All the Secretaries of DLSAs were connected with the Secretary High Court Legal Services Committee through different information sharing tools like telephone, e-mail, WhatsApp, etc.
- Legal Services Activities were conducted at the micro level through legal awareness camps and legal assistance was provided to the needy persons, including those in far-flung areas. Proper registration and documentation was done in the registers maintained by the concerned District Legal Services Authorities. Entry in these registers were done by PLVs, which were verified by the retainer lawyer and then approved by the Secretaries of DLSAs. Regular inspections as well as surprise inspections of legal services clinics and other institutions where PLVs were deputed, was carried out by the Secretaries.
- Funds provided by NALSA was effectively and properly utilized by Uttarakhand SLISA in legal aid services and other related activities.
- 07 Permanent Lok Adalats were sanctioned by the State Government out of which 04 Permanent Lok Adalats were functional. 04 ADR Centres were function and 20

Mediation Centres wherein 1,536 cases were received and out of which 509 cases were settled successfully. 31 Jail Lok Adalats were in the District/Sub-Jails of the State of Uttarakhand 144 cases were settled.

- The SLSA under the Victim Compensation Schemes, received 78 applications directly or through Court for payment of compensation, out of which 60 applications were decided wherein a total sum of ` 1, 37, 55,300 as settlement amount was given to the concerned applicants.

4. SOUTH ZONE BEST PANEL LAWYERS

(Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana)

4.1. ANDHRA PRADESH STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- The APSLSA monitored and ensured evaluation assessment of the performances of all the 13 DLSAs.
- Under the Scheme to Protect the Rights of Convicted Prisoners, APSLSA ensured that professional services were rendered in court based legal services and appeals were filed timely. In this regard, all the DLSAs were instructed to co-ordinate with the SCLSC and HCLSC and to ensure smooth flow of information and timely submission of documents.
- Appropriate steps including recruitment of staff were undertaken by the APSLSA to ensure that the working of the LSIs did not suffer due to lack of sufficient human resources.
- The APSLSA through one of the Mandal Legal Services Committee in Krishna District, got prepared a number of CDs in Telugu language containing information about the NALSA schemes, the Legal Services Activities, etc. and sent it to all the Legal Services Institutions situated in the State of Andhra Pradesh. The CDs were played at various places and events such as Legal Literacy Camps, National Lok Adalats, APSRTC bus stands, Doordarshan, Railway stations and at other public places.
- During the reported period, APSLSA ensured proper documentation of data by the legal services institutions. Co-ordination with print and electronic media was ensured for proper documentation of the legal services activities.
- Budget proposals were submitted by the SLSA to the Government before the commencement of the financial year.

- Utilization of the funds received at all levels was regularly and properly monitored by the SLSA.

4.2. KARNATAKA STATE LEGAL SERVICES AUTHORITY

Activities/Work Done: -

- All 30 DLSAs in the state of Karnataka have their full time Secretaries.
- KSLSA prepared its plan of action by keeping in mind the availability of human and other resources as well as, the change in the need for Legal Literacy, Legal Aid and Speedy Disposal of disputes amicably.
- Regular discussions with the stake holders including DLSAs were undertaken in order to chalk out the effective implementation of the legal services activities for the year.
- The activities undertaken by the DLSAs and TLSCs were monitored by the SLSA and necessary instructions were provided to them in case of any deviations in implementations.
- The SLSA regularly monitored the functioning of its workforce.
- The SLSA in collaboration with CHRI, New Delhi undertook a study to overview the conditions of the prisoners in Karnataka.
- The SLSA ensured the regular visits to the Boys and Girls Hostel by the DLSA to overview the conditions prevailing therein.
- Free Legal Aid was provided in 6,168 cases pending before the various courts.
- 7,456 Legal Literacy Programmes were conducted across the state. Legal Literacy Chariot and Mobile buses were used for spreading information benefitting 14,03,682 people.
- During the reported period, PLA (PUS) were working in 6 Districts. In 1,601 sittings, 4,897 cases were disposed off in Permanent Lok Adalats in the State. 2,240 cases were settled through Mediation Centre.
- 930 Legal Services Clinics were functional across the State in which free legal advice was provided to 1,25,322 people.
- During the reported period, more than 3.04 lac cases including 36,411 Pre-litigation cases were disposed of in the various Lok Adalats.

- 473 victims were provided compensation under Victim Compensation Scheme.
- 14 Front Offices were established as per the NALSA Front Office Guidelines and 6 Retainer Lawyers were deputed in the Front Offices.
- As per the directions of NALSA, the size of the Panel Advocates and PLVs were reassessed and revamped at State and District level.
- The SLSA organized 21 training programmes for the panel advocate as per the Training Module-3.
- 65 well behaved prisoners who have served long term sentences in the Central and District Prison were identified as PLVs and appropriate trainings were provided to them.
- The fee payable to the Panel Advocates attending Legal Aid Clinics & other Legal Services activities was enhanced from Rs.500/- to Rs.750/- & for Para Legal Volunteers from Rs.250/- to Rs.500/- w.e.f. 1st March 2019.
- In one instance, it came into the notice of Member Secretary that goods vehicles were transporting people from one destination to another in violation of the law. The SLSA filed a PIL to prohibit carrying of passengers in goods vehicle wherein directions were given by the High Court to prepare an Action Plan. The SLSA in coordination with other stake holders carried out 181 awareness programmes across the State and awareness was created among 41,061 Labourers and workers to stop the use of Goods Vehicles for transportation of labours, school children and Workers. Appropriate steps were taken by the police in order to curb such gross violation of the law and in this regard they registered 2,874 cases, seized 286 vehicles, suspended the registration certificates of 126 vehicles and permit of 230 goods vehicle violating the law. As a result of PIL filed by KSLSA, carrying of passengers in goods vehicle is reduced drastically and a long term action plan is being prepared by the State.

- A writ petition was filed by the Anti Corruption Council of India in which High Court of Karnataka issued certain directions to the LSIs to visit all the schools in the state of Karnataka and file a report about the conditions prevailing therein. Accordingly, 1,500 Panel Advocates, 800 PLVs, 200 Law Students, Process Servers, and Administrative Assistants were engaged to collect the information from about 70,000 schools across the State. Data was collected regarding the infrastructural and other facilities in schools. On the basis of the said data, a report was prepared and submitted by KSLSA pointing out the deficiencies and lack of infrastructural facilities in schools across the State.
- Instructions were given by the SLISA to the workforce of all the LSIs working under it to maintain and update the data of the legal aid beneficiaries.
- Proper use of NALSA Web Portal and updating and taking suitable action on the applications received in the web portal were also undertaken.
- The KSLSA took appropriate steps with the concerned authorities informing them about the working condition of pregnant women conductors and requested them to do the needful.
- In order to prevent maternity deaths, KSLSA filed PIL before the High Court of Karnataka for effective implementation of Health Schemes in the State.
- KSLSA in co-ordination with the DLSAs have organized 3 Legal Awareness Programmes on Child Rights and Environmental issues.
- KSLSA through its DLSA rescued 9 minor children from forced labour and victim of sexual assault and 3 old beggars and took appropriate steps for their rehabilitation.
- In one incident, the wall of a toilet collapsed and fell over one girl student. She sustained severe multiple injuries. She was hospitalized for more than one month and underwent multiple operations. The family belonged to

BPL category and in order to pay the hospital bills, the family took high debts. The matter came to the notice of the Member Secretary, KSLSA. Legal aid was provided to family. Due to the intervention of KSLSA and DLSA the school authorities were agreed to pay a sum of Rs 9,80,000/- towards medical expenditure and agreed to bear all the educational expenses of the girl till 10th standard.

- The Karnataka State Legal Services Authority and DLSA, Chikkaballapur in association with District Administration have adopted 14 of Peddur Gram Panchayat, Chinthamani Taluk for overall development of villages and ensuring protection of fundamental rights of the citizens in the villages.
- In the state of Karnataka, one Auto Raja is running a Home in the name of Hope Mission and housing many homeless and destitute people including children. Certain problem relating to water supply, medical needs, transportation of children to school were brought to the notice of the Member Secretary, KSLSA. In order to redress the aforesaid grievances, the Member Secretary, KSLSA coordinated with the appropriate authorities who agreed to do the needful to redress the aforesaid issues.
- The KSLSA ensured smooth flow of information from its DLSAs to HCLSC and SCLSC.
- All the activities undertaken by the KSLSA were documented in various forms such as Newsletters, Calender of Activities etc. which were timely submitted to the concerned authorities.
- KSLSA utilized NALSA Grant, State Grant and Cost Fund appropriately.

4.3. KERALA STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- During the reported period, Front Offices were upgraded as One Stop Centre for the legal services activities in all the districts. Short films, KeLSA Legal Activities programmes etc. were displayed in the LED monitors installed in the Front Offices. Retainer Lawyer and PLVs were deputed who provided legal assistance to the public and helped them in getting connected with the various welfare schemes. KeLSA followed the guidelines as laid down by NALSA relating to upgradation of Front Offices.
- 1058 Legal Services Clinics are functional in the districts at State, District and Taluk level which are working 4 to 6 days in a week and also organizing legal awareness camps. Panel Lawyers and PLVs have been deputed in these clinics who are providing legal advice and assistance to the people. Around 145893 people were benefitted through these clinics. Periodical evaluation of these clinics and its activities were undertaken by the DLSAs. Requisite registers were maintained to document the day to day activities.
- Steps were taken by KeLSA to implement Legal Aid Defence Counsel system on pilot basis at Ernakulum district.
- KeLSA has imparted legal services in court based legal services with the help of 3434 experienced panel lawyers.
- In order to assess the quality of the services provided by the Panel Lawyer, feedback forms were provided to the legal aid beneficiaries by KeLSA. Reports from Judicial officer with regard to the performance of Panel Lawyer were also called.
- 57 legal services training and orientation programmes were organized for the panel lawyers. Training under NALSAs Training Module – I and II were completed and Module III training is being imparted.
- KeLSA adopted a three tire method to devise and implement the outreach

legal services programmes wherein at first the problems of the local people were identified for which around 2461 para legal volunteers were deputed in the sensitive areas like Village/ Panchayat rural level to ascertain the needs of the people of the locality . Thereafter, around 5,511 Legal Awareness Camps /programmes/Campaigns etc. on the identified issues were organized and lastly issues were tried to be resolved through ADR mechanism. 1,48,255 persons attended these programmes.

➤ SLISA through the DLSAs/TLSCs initiated following projects/activities/ legal awareness programmes and camps under all the NALSA Schemes with an aim to address the socio-legal issues of local people and with an objective to sensitize them on their legal rights:-

- Under the Disaster Victim Scheme projects such as Flood and Neethidhara, Oppam, V Salute U-Saviors of Flood were initiated. Under these projects relief operations were carried out in the flood affected areas. Several people were rescued and rehabilitated during these projects.
- Under the NALSA's Victim of Trafficking and Commercial Sexual Exploitation Scheme, programmes such as Puhuvazhi, Anti Human Trafficking clubs were initiated.
- Under the scheme for unorganized workers, awareness programmes were conducted on International Labour Day. Project like Azar for migrant workers, Adhithiseva 2019, Awaz Insurance Card and Mila were organized. More than 25000 Awaz Insurance Cards were distributed. Protective gear including gumboots and gloves to scavengers were also distributed.
- Under the NALSA's Child Friendly Scheme, various projects and programmes such as School Protection Groups, POCSO Alert Phase II, LAMP (Legally and Mentally Empowering), Child Friendly School, My Childhood, Cochlear Implant Camp ,

Ashankakkullilathabhalyam, SPICE(Space of Parents in Child Education), Special Attention to “ Ekadhyapakavidhalaya” ,Velicham –Teenage Club, Leading the Future to the Classroom, Dropout free Wayanad, CHANGATHIKOOTTAM, PUSTHAKACHANGATHI, Kaval Project were organized.

- Under the NALSA’s Scheme for Mentally Ill and Mentally Disabled person various programmes such as KARUNYASPARSHAM, Aadhar Enrollment camp at Mental Health Centre , To wipe out the Tears of Common Man, ABHAYAM, GOTHRADDEPTHI etc. were organized. KeLSA facilitated the distribution of 36 wheelchairs to especially abled women and other person. KeLSA through its workforce came to the rescue of many especially able people and helped them in various ways to lead a better life.
- Under NALSA’s Poverty Alleviation Scheme, two projects namely ‘Feeling Proud’ and ‘ Samirthi’ were initiated. Through the Samirthi project DLSA took steps to make the district widow friendly.
- Under NALSA’s Tribal Rights Scheme, various awareness and other programmes were initiated. To name a few, Safe Shelter programme, Tribal Settlement Visits and Needs assessment, Adhar for the Tribes, Lok Adalat at Tribal Hamlet, Bicycles for Girls, Fighting Drugs through sports etc. Under these programmes and projects, POCSO Victim was rescued and rehabilitated, medical assistance to several tribal and children were provided, child marriages were stopped, a bridge was constructed etc. KeLSA in collaboration with DLSA and 21 other departments organized a Model Camp for Malambandaram Tribal nomadic peoples.
- Under NALSA’s Drug Menace Scheme projects such as Nirvana,

Nallapaadam, were organized. Awareness program on World Day against Drug Abuse and illicit trafficking was organized wherein around 4000 people were sensitized. Under Nallapaadam project, around 135 Schools having strength of 8000 students, were covered for sensitization.

- Under NALSA's Scheme for Senior Citizen projects like Pratheeksha, Vayosuraksha etc were organized wherein many Senior Citizens were connected with welfare schemes, they were reunited with their families etc.
 - During the reported period, 51 victims of crime were provide compensation under Victim Compensation Scheme.
- Under the campaign for legal assistance to the family members of prisoners, 118 family members of the prisoners were provided legal assistance.
 - KeLSA successfully organized campaign Mathilukalkappuram, Awareness programmes and NALSA's pan India Campaign for securing appellate rights of the accused for jail inmates wherein several jail inmates were provided legal aid and assistance in filing their appeals in HCLSA and SCLSC.
 - Through ADR Mechanism, 1.51 lac cases including 36,728 Pre-litigation cases were disposed of in all types of Lok Adalat. 13,613 cases were settled through Mediation.
 - NALSA's Web Portal was used effectively wherein applications were uploaded and necessary actions on the applications were taken.
 - KeLSA ensure smooth flow of information between DLSAs with HCLSC and SCLSC. In this regard, all the formalities of documentation before filing the appeal and SLPs were undertaken at the State/ District level before forwarding the same to HCLSC/SCLSC. Translation of the cases, if needed, were also done before filing.
 - The activities of KeLSA were properly documented in the form of

Calendar of Activities, CDs etc

- Some of the unique initiatives of KeLSA during the reported period were:
 - Community Mediation: To enhance the traditional system and discuss possibilities of training traditional community mediators, as a pilot initiative, 40 traditional mediators were identified from various communities and organisations and were given three days training on effective and scientific mediation techniques.
 - Niyamajyothi: Chokli Panchayat is on the verge of being declared as the first panchayat to attain total legal literacy.
- Outreach legal services implemented across the State produced an impact where lives of weaker and marginalized sections of society were changed and there are many success stories of the various such programmes which include following:-
 - In an incident, one 'R' who was native of Uttar Pradesh met with an accident while working with a company and sustained multiple fractures in his left hand. The owner of the company compelled 'R' to settle the matter for a sum of Rs 1 lakh. With the intervention of the DLSA 'R' was paid a sum of Rs 22,50,000/- by the company.
 - The SLSA through its DLSA came to the rescue of one woman on whom acid was splashed and who was also forced to drink it. The DLSA stood with her all through her treatment procedures and approached school of her children to convince them to make their education free of cost. As her family had run out of savings, DLSA informed the public about her plight through social media and newspapers and now with many helping hands extended towards her, she is slowly stumbling back to life. Towards interim relief, an amount of Rs.1,00,000/- under Victim Compensation Scheme was also released.

4.4. TAMIL NADU STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:-

- During the reported period, Tamilnadu SLSA focused its activities primarily on Court Based Services and NALSA Schemes.
- The SLSA in coordination with other stake holders organised 7623 Legal Awareness Programmes/Camps and spread awareness amongst 22 lac peoples about availability of free legal services, schemes of NALSA and TNSLSA. Around 71,000 people were benefitted through these programmes and camps.
- It also mooted One New Project in Court Based services and Two New Projects for Outreach activities.
- 160 Front offices were established at all levels across the state which provided free legal services to the targeted groups. Around 40,466 applications were received in these Front Offices and appropriate steps for redressing the application were undertaken. These Front Offices are manned by one Retainer Lawyer and one PLV. Various programmes of the activities of the TNSLSA, success stories prepared by NALSA etc. were telecasted on the LED monitors installed at the Front offices of DLSAs.
- Out of 15042 legal aid cases, 1993 matters were disposed off. Appropriate steps were undertaken to redress the remaining petitions.
- 182 Monitoring and Mentoring Committees were constituted in all DLSAs and TLSCs to monitor all legal aided cases. The Cause list of the each Districts were made available at each DLSAs through which parties concerned were updated about the status of their cases.
- TNSLSA undertook steps for engagement of senior advocates in court based services and in this regard formed Two Senior Counsels Committee 'Neethi Karangal' which are guided by the Rules framed by the Senior Advocates Forum.

- TNSLSA initiated steps to improve the Human Resources of Legal Services Institutions and started the recruitment process for filling up the vacancies and accordingly, 131 staff members were recruited.
- TNSLSA conducted several capacity building programmes in the State of Tamil Nadu, for the Panel Lawyers, Para Legal Volunteers and other Stake holders.
- 14 TOT programmes under Module II and 53 regular training programmes for the Panel Lawyers were conducted by the TNSLSA in which 1,040 panel lawyers and PLVs participated. In the said programmes, 22 Interactive Sessions were conducted by the Member Secretary.
- Besides above, an in-services training programme for the Staff members of the TNSLSA, DLSAs, TLSCs and HCLSCs was also conducted by the TNSLSA to motivate and train them.
- TNSLSA also organized an Orientation-cum-Training Programme for full time Secretaries/Secretary-in-Charge of 32 DLSAs and gave appropriate training and orientation to them with respect to the matters covered under the NALSA (Free and Competent Legal Services) Regulations, 2010. After three months the performance of the Secretaries were reviewed by the Member Secretary.
- A 2 days State Level Conference on “Legal Services -Alternative Dispute Resolutions, Past Performance and Effective Implementation in Future” was organized.
- 834 Legal Aid Clinics were established and are functioning in the concerned local body Offices, Jails and Community centres. One Panel Advocate and one PLV was appointed for each clinic who has been visiting these clinics twice or thrice a week according to the needs. Around 49,906 person visited these clinics and legal assistance was provided to 4,508 persons.
- 128 Jail Legal Services Clinics were functional during the period in which legal aid was provided to 823 jail inmates.

- 40 Jails were digitized and data of the inmates were uploaded in the system.
- During the NALSAs pan INDIA CAMPAIGN FOR FILING APPEALS of the convicts, 260 Legal Awareness Camps were organized during the campaign which was attended by more than 14,000 prisoners. Around 1,505 prisoners were benefitted through the camps. 43 applications were received for filing appeals in High Court, 140 applications were received from the convicts for filing SLPs and the same were forwarded to the HCLSC/SCLSC. Steps were taken to collect documents for 25 applications, while for other applications Advocates were nominated by the HCLSC.
- The TNSLSA successfully conducted campaign ‘Accessing justice to convicts in prisons through Legal Services’. During the campaign around 45 appeals were filed in High Court by providing legal aid. 114 convicts filed their applications without Paper Books to HCLSCs. Panel Advocates were provided to those convicts obtaining the necessary documents.
- Successfully conducted the Campaign “Legal Assistance to the Prisoners Family Members”. During the campaign, grievances of 188 family of the prisoners were redressed.
- During the reported period, 20,010 applications were received which were duly uploaded on Web Portal out of which 9,497 applications were disposed of, 35 were closed and rest were forwarded to concerned authorities. The pending applications are also being monitored by the TNSLSA and DLSAs.
- Grant-in-Aid was utilized properly. NALSA grant received till 31.3.2018 was fully utilized and the utilization certificate for the fund received during the financial year 2017-18 was furnished to NALSA.
- TNSLSA formed an Environment Fund from the costs received and allotted to various authorities for improving the environment of court premises/ Legal Services Institutions and other public premises.

1,948 number of saplings were planted as a special drive by utilising the environment fund from the costs fund. Cost fund was also utilized for conducting Conferences and Capacity Building Programmes.

➤ Other initiatives/projects:

- The TNSLSA in coordination with Prison Authorities and NGO, initiated a project name Pattam under which Rehabilitation of First Time Offenders of the age group of 18-24 years were undertaken. The project was 100% successful in completely eradicating the repetition of offences by the offenders.
- The SLSA also initiated another project in the name of One Stop Crisis Team-Human Trafficking which involve all the stake holder of the society. 138 people were rescued under this project and were rehabilitated. One minor girl who was trafficked from Bangladesh was rescued and reunited with her family by the efforts of TNSLSA, DLSA and Bangladesh Consulate.
- 24 Beggars/Orphans were rescued from various places and were admitted to shelter homes.
- 192 Special Awareness camps exclusively for Transgenders/ Bisexual and LGBT were organized where their legal issues were redressed. 7012 Transgenders were benefitted through the camps.
- The SLSA through two DLSAs admitted 280 students in the schools across the state. 86 awareness camps under NALSA's Scheme for Tribal Rights were organized which benefited 401 person.
- Under The NALSA's Scheme for Mentally ill and Mentally Disable persons, 128 camps were conducted which was

attended by 2178 person. Many people were admitted in mental health institutions.

- For the workers of unorganized sector 1,468 Legal Awareness Camps were conducted which saw the participation of 1,49,964 people and 7688 workers were given benefits under the different govt welfare schemes.
 - Under Beti Bachao Beti Padoo programme, Tiruvallur District sensitized the people to prevent female foeticide. As a result the birth rate of 928 girls born with regard to 1000 boys is now increased to 968 : 1000.
 - 883 Legal Literacy Camps under various schemes were organized by the LSIs at Schools, colleges, homes etc. where 98,500 people participated and 7,688 people including 1459 child benefitted.
 - 276 camps were organized under NALSA's Scheme for Senior Citizens which benefitted 3209 person.
 - 586 camps under NALSA's poverty alleviation scheme were organized where 1,773 people were benefitted.
 - 86 camps for Differently abled and HIV patients were held which benefitted 221 persons.
 - Road safety awareness camp was organized in which 20000 people participated.
 - Under the Disaster Victim Scheme of NALSA, 13329 people were provided benefits like shelter, food , clothing etc. 66 flood relief camps were organized by the DLSAs across the state.
- 7 Medical Camps were conducted where Disability certificates were issued to 400 peoples. This Authority is effectively implementing the

MAMC (Motor Accident Mediation Cell) with Well Trained Mediators to settle the pending Motor Accident Cases.

- 105 stalls were put in the Government Exhibitions, Colleges and occasions across the State to spread Legal Awareness among the public and distributed Pamphlets. These stalls were visited by 7,86,587.
- 4 Special legal aid clinics-cum- photo exhibition were organized which were attended by around 98,175 people including tourists.
- Important days such as World Mental Health Day, Senior Citizens Day, World Disability Day, World HIV Aids Day,
- TNSLSA through DLSA helped one women prisoner who was facing trial on the allegation of murdering her husband to get bail. TNSLSA was also instrumental in arranging the stay and education of her son.
- In one instance three generation consisting of 7 person were engaged in bonded labour were rescued.
- TNSLSA through DLSA organized a night visit rescue operation for securing child beggars wherein a girl child was rescued.
- One Srilankan fisherman who was lost in a shipwreck and landed in India was repatriated by the TNSLSA with the help of other government agencies.
- TNSLSA received a complaint from the DCPO about child abuse of the students residing in Child Care Institution. With the help of LSIs nearly 48 children were shifted from the said institution to another CCI through CWC. The perpetrators were arrested and remanded to JC.
- 4,12,765 cases including 67,222 pre-litigation cases were disposed off in various types of Lok Adalat. 48 pension related cases were disposed off in 11 Pension Lok Adalats.

4.5. TELANGANA STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:-

- Legal Aid Clinics as per NALSA Regulations were established in the entire state. During the reported period, 427 Legal Services Clinics were functioning in the State of Telangana at Colleges/Universities, Villages, Community Centres, Jails, JJBs etc. which were engaged in spreading awareness amongst the people about the availability of free legal services and various aspects of law. Panel Lawyers visited these clinics 4 times a week and regular monthly reports were sent to the SLSA on time.
- Legal Services Clinics were established in the 36 Jails for rendering legal assistance to the prisoners. Telangana SLSA took appropriate steps for digitization of these jail clinics. Furniture, desktop computers and printers were provided to 10 jail clinics in this regard.
- As per NALSA Front Office Guidelines, 86 Front Offices were established at State, District and Taluka levels. Retainer Lawyers, PLVs and Panel Lawyers were deputed in these offices to provide necessary legal aid and advice to the needy people.
- Prompt steps were taken by the Legal Services Institutions to file Appeals/SLPs etc. before the High Court/ Supreme Court. The SLSA ensured the timely filing of appeals/SLPs before the concerned courts. During the reported period, necessary appeals were filed for all the cases on time.
- The SLSA in coordination with the DLSAs, NGOs and District Administration organized various programmes like Seminars, Legal Services Camp Module, Camps, etc. The said programmes were organized with a view to disseminate information about the various

socio-legal issues of the local area and the ways to redress them. Proper legal aid and advice were also provided to the needy.

- The NALSA Portal was successfully and effectively used by the LSIs. 97.36 % of the applications were reportedly disposed off during the period.
- The SLSA successfully organized the Campaign ‘Accessing Justice to Convicts in Prison through Legal Services’. During the campaign 1795 convicts were made aware about the availability of free legal services. Applications of 23 convicts along with the documents were sent to the HCLSCs for filing appeals. Applications of 35 convicts along with the documents were sent to the apex court for filing of appeals/SLPs .
- On receiving a petition from the members of Civil Society, Adilabad, about the inconvenience of the public, due to lack of public transport facilities in Adilabad town and surrounding villages, the District Legal Services Authority issued notices to the TSRTC authorities and discussed the issue with them. In view of the intervention and initiation taken by the DLSA Adilabad, the TSRTC officials started plying city buses in Adilabad town and surrounding villages and thereby the general public was benefited by the use of the said public transport system.
- On noticing a news item published in Telugu daily paper of Adilabad District edition dated 21.01.2019 under the caption of “Atakekkina Atyavasara Vidya Sevalu” (Abandoned emergency Medical Services) at ICU and Blood Bank of Government Hospital, Utnoor, Adilabad District, the DLSA Adilabad issued notices to the District Collector and other officials. In response to the said notices, the District Collector, Adilabad had deputed sufficient staff members to the ICU and Blood Bank at Utnoor. Due to the initiation taken by the DLSA,

the Medical Services were made available to the poor tribal people of more than 200 villages around Utnoor.

- Based on a complaint received from the residents of Ganesh Nagar, about erection of a Cell Tower in the residential area, the DLSA issued notices to the persons representing the said Jio Cell Tower and also to the Municipal Commissioner. On noticing that the erection of the Cell Tower is in violation of the Government orders, the DLSA directed the Authorities not to erect the Cell tower and accordingly the erection of the said tower was stopped.
- During the period, the funds received from NALSA , the State and also the cost fund were effectively utilized.
- During the reported period, legal aid lawyers were assigned in 1004 cases.
- Legal assistance/counselling was provided to 14674 people.

5. SMALL STATES/UTs ZONE BEST SLSA

(Andaman & Nicobar Islands, UT of Chandigarh, UT of Dadra & Nagar Haveli, Daman & Diu, Delhi, Goa, Lakshadweep, Puducherry)

5.1. ANDAMAN & NICOBAR ISLANDS LEGAL SERVICES AUTHORITY

The Andaman & Nicobar Islands Legal Services Authority have not submitted a report of its activities.

5.2. UT OF CHANDIGARH LEGAL SERVICES AUTHORITY

Activities/Work Done:

- The UT of Chandigarh Legal Services Authority in coordination with various government departments and NGOs carried out activities to create awareness on various legal topics and socio-legal issues. Some of the activities carried out during the relevant period are as follows:
 - A walkathon “Run For Child Friendly Chandigarh” was organized on in association with Chandigarh Commission for Protection for Child Rights on the theme “Child Friendly Chandigarh”.
 - On the occasion of ‘International Day of Persons with Disability’, a workshop for caregivers was organized in association with Chandigarh Administration and Chandigarh Commission for Protection of Child Rights.
 - Celebrated “Girl Child Day” in collaboration with Chandigarh Commission for Protection of Child Rights (CCPCR).
 - Organized a programme on challenges and solutions in rescue and rehabilitation, role and responsibilities on the occasion of “World Day against Child Labour” in association with Chandigarh Commission for Protection of Child Rights (CCPCR).
 - Besides, the SLSA held various programmes and activities on themes such as “Children’s Parliament Chandigarh”, “Working towards Child Friendly Procedures under POCSO Act”, human trafficking, ‘Youth for Peace’, ‘Kitaban Da Langar (Books Donation Drive)’, World Suicide Prevention Day, etc.
- The UT of Chandigarh Legal Services Authority organized Legal Services Camp at various places in Chandigarh as per the new NALSA module. The legal services authorities through the camps created awareness about the various Government Schemes and benefits being provided by different Departments/NGOs working

for welfare of the general public, including procedural aspects the Schemes especially relating to socio economic weaker sections, child rights, labour rights etc. The different Department of Chandigarh Administration put up the stalls to provide the basic facilities all under the one roof. The SLSA in coordination with various Government Departments facilitated people in getting benefits such as Aadhaar cards, Voter I.D Cards, free health checkup, etc. The SLSA put up stalls during fairs, festival, fetes and carnival wherein adequate assistance and awareness about various legal aid programmes to the visitors coming to the stall was provided. Sensitization and awareness programmes were also conducted through mobile vans, and Community FM Radio Stations and TV Programmes.

- The SLSA created awareness and sensitization amongst the public by organizing various programmes to celebrate special days like National Legal Services Day, Children Day, Law Day, AIDS Day, Disabled Day, Human Rights Day, National Girl Child Day, National Voters Day, World Day of Social Justice, International Women Day, World Down Syndrome Day, Earth Day, International Labour Day, International Day of Family, World Elder Abuse Awareness Day, International Day of Tolerance, International day of Innocent Children Victim of Aggression, World Environment Day, International Day of Yoga, International Day Against Drug Abuse and Illicit Trafficking, etc.
- The SLSA reviewed the progress of the court based legal services and also monitored the work of the DLSA on the basis of reports received from the concerned DLSAs.
- 26 Legal Aid clinics (including one for North East Students in Panjab University, Chandigarh) was set up by the SLSA during the relevant period. The PLVs were deputed to provide assistance in the said legal aid clinic, mentored by the Panel lawyers. The details of all legal activities including applications received and disposed of, for legal aid were maintained in the register. The concerned Authority called for the monthly 'Work Done Report' from the PLVs and on the basis of that report evaluation was carried out.

- The SLSA carried out visits to protection home, old age home, Nari Niketan, Snehalaya, , etc. wherein problems faced by the inmates were identified and provided assistance.
- The SLSA established 120 Legal Literacy Clubs in various Schools and Colleges of Chandigarh, during the relevant period wherein legal awareness programmes/ interactions/ seminars at Schools, Colleges and Universities on various Socio Legal issues were organized.
- The UT of Chandigarh Legal Services Authority strengthened its basic units such as Front Office, Legal Aid Clinics through the following practices:
 - Appointed a Project Coordinator and a Project Assistant who provide inputs in new initiatives, monitored the work of the Front Office and acted as a bridge between the Front Office and the Legal Services Clinics.
 - Evaluated the work on the basis of the monthly work done report prepared by the PLVs.
 - Maintained proper register of the work which aided in monitoring the work of the PLVs.
- The SLSA ensured professional services in court based legal services including timely filing of appeals in the following manner:
 - The SLSA constituted a separate panel for quasi-judicial authorities like Debt Recovery Tribunal, Central Administrative Tribunal, Labour Courts, etc. to ensure timely filling of all type of cases and to ensure professional services in court based legal services.
 - Secretary, DLSA and Project Coordinator, DLSA ensured Legal Aid Counsel was provided to the applicant immediately on their request and thereafter proceeded with the case expeditiously.
 - The Monitoring and Mentoring Committee was setup for District Legal Services Authority as per prescribed Regulation which also monitored the quality of work of the Panel Lawyers.

- Monthly orientation programme on important legal topic was also held for enhancing the knowledge and skills of Panel Lawyers, and sensitized to seek application from the losing party immediately and get certified copies of the documents needed for filling an appeal without delay.
- The SLSA developed and managed human resources and the redressed the shortage of human resources in the following manner:
 - Shortage in the staff was filled up by engaging persons on contractual and outsource basis so that the work of the Authority doesn't suffer in any manner.
- The UT of Chandigarh Legal Services Authority carried out special initiatives and programmes in coordination with various government department and NGOs on topics such as Child Friendly Chandigarh, Eradicating the problem of Child Labour, Sneh Milap 2.0, Special Drives relating to drug issue in Chandigarh, Special Drive for providing Job Cards to Construction Workers, etc. to awareness regarding issues related to child, senior citizens, labourers, etc.
- The NALSA portal was used for entering data and management of legal services by the Authority. The new applications received through the portal were dealt with in an expeditious manner. The Portal was updated properly and monthly reports and data relating to Permanent Lok Adalat, Public Utility Services, Mediation Center, and National Lok Adalat were regularly uploaded on the NALSA portal. The details of the empanelled lawyers of SLSA and DLSA were also entered on the NALSA portal. 2610 applications were received out of which 2571 were uploaded and disposed of.
- The SLSA promoted the coordination of the DLSA with High Court Legal Services Committee (HCLSC) and Supreme Court Legal Services Committee (SCLSC). Any application forwarded to the SLSA for further transmission to Hon'ble Supreme Court or Hon'ble High Court was immediately sent without any delay along with all the relevant documents. The Authority was in constant touch with the High Court Legal Services Committee telephonically and continuously

followed up with the cases. Any query with regard to the cases of the jail inmates was taken up with the HCLSC and necessary inputs were provided to the jail inmates with regard to their case detail.

- The Legal Aid Clinics maintained record of all the person who approached them for legal aid and thereafter record was also maintained for follow up action taken. The reports/registers format as prescribed by NALSA, were maintained by the Para Legal Volunteers, which were regularly checked by Secretary, District Legal Services Authority, U.T., Chandigarh.
- The funds provided were utilized properly and at the same time there was an effort to conduct maximum number of awareness programmes. The State Legal Services Authority also made a blue print of the annual calendar of activities including Legal Services Camps and other workshops and seminars to be conducted, requirement for Legal Assistance Establishment and other miscellaneous expenditure.

5.3. UT OF DADRA & NAGAR HAVELI LEGAL SERVICES AUTHORITY

The UT of Dadra & Nagar Haveli Legal Services Authority have not submitted a report of its activities.

5.4. DAMAN & DIU LEGAL SERVICES AUTHORITY

The Daman & Diu Legal Services Authority have not submitted a report of its activities.

5.5. DELHI LEGAL SERVICES AUTHORITY

Activities/Work Done:

- The Delhi Legal Services Authority strengthened basic units of the Legal Services Institutions in the following manner:
- DSLSA had functional Front Offices which facilitated the potential beneficiaries with competent, efficient and expert legal advice/counselling. 28,566 persons were facilitated with legal assistance at the Front Office. The Front Office was also equipped with facilities such as internet connectivity and video conferencing.
 - Nyaya Sanyog was established by DSLSA, a centre where legal assistance was provided to any litigant either in person, or through email, facebook or the 24x7 toll free Helpline Number 1516. In addition a mobile number through for assistance was also 9870101337.
 - DSLSA during this period had setup 71 Legal Services Clinics, at Jails, CPRO Building, Juvenile Justice Boards, Child Welfare Committees, Observation Homes, All India Legal Aid Cell on Child Rights, Educational Institutions, National Commission for Minorities, Chief Minister's Res-cum-Office, IHBAS, District Consumer Forums, Swabhiman Parisar, Maintenance Tribunals at DM/SDM offices, Recreation Centre, Community Centre, District Labour Offices and Old Delhi Railway Station etc. DSLSA inaugurated Legal Services Clinic at Railway Station and universities.
 - DSLSA conducted Mental Wellness Clinic in Jail in which open Sessions, individual counselling and training of inmates was successfully carried to reform them and positively channelize their energy. During the relevant period, 17 Workshops were conducted wherein about 1087 (including repeat participants) were covered wherein around 50 inmates were provided individual counselling.

- DSLSA established Help Desks at various places, like in close proximity to the Family Courts for litigants to avail legal aid, manned by lawyers and Pare Legal Volunteers, to provide information, job opportunities and skill development facilities available under PMKVY. During the relevant period, 3328 persons had availed the benefit of the same; at labour courts, courts dealing in traffic matters to save the litigants from the clutches of touts, which benefitted 14,863 litigants.
- DSLSA to ensure effective legal representation of persons in custody starting from the time of arrest, during investigation, trial and appellate stage appointed lawyers at Police Stations, over telephone, Remand Advocates in all Magisterial Courts and Sessions Courts to ensure effective legal representation to persons in custody during the investigation stage. Legal Aid Help desks were setup in judicial lockups at all courts wherein 6153 inmates availed the benefit of the same. The Jail visiting Advocates and Advocates visiting Legal Service Clinics in Jail, drafted appeals for convicts, to ensure that appeals of such inmates were pursued properly. During this period, around 6750 visited (Secretaries and Advocates) jails, and 79602 interactions were carried out with jail inmates.
- DSLSA conducted 109 awareness programmes in all the jails to spread awareness amongst the prisoners about their rights and about the availability of legal services.
- Undertrial Review Committees were established by DSLSA for effective evaluation and monitoring of all UTPs. 303 UTPs were released as per the recommendations of the UTRC
- DSLSA empaneled 1306 dedicated lawyers for all jurisdiction, while separate panel lawyers were appointed for NDPS cases, Family Courts, Industrial Disputes, Labour Courts, CGIT, Consumer Courts and Revenue Courts.
- DSLSA benefitted 3197 children by appointing Legal Services Advocates in JJBs while 6264 were benefitted in CWCs. Further DSLSA constituted panel of 17 Senior Advocates for Sessions Courts; 11 for Civil Courts and 15 Senior Advocates on pro-bono basis.

- DSLSA conducted 81 training programmes for panel lawyers on various topics such as admission and denial of documents u/s 294 Cr. PC , Probation of Offenders Act, 1958, Medico legal interpretation of MLC, Specific Relief Act, Delhi Rent Control Act, Delhi Victim Compensation Schemes, POCSO Act, Power and Procedure of JJB, introduction and overview of the JJ Act, Powers and Procedures of CWC, Child Psychology, drafting, pleading and conveying, Delhi Victims Compensation Scheme and Juvenile Justice (Care & Protection of Children) Act, 2015 etc.
- DSLSA provided induction as well as refresher training to PLVs, During the relevant period, 1141 PLVs were provided training.
- DSLSA organized various outreach programmes on topics like Children’s Day Celebration; International Women’s Day; International Labour Day; legal awareness program wherein free Tuberculosis Screening Camp was setup; “Health Check-up Camp” for labour department wherein 832 Construction Workers got themselves registered. Legal Awareness cum Medical Camps; Workshop for creating awareness among senior citizens about Maintenance and Welfare of Senior Citizens; Awareness Programme on “Acid Attack Survivors and their Rehabilitation” were organized in order to spread awareness about the laws on acid attack and rehabilitation schemes, and to ensure legal assistance to maximum number of people .
- DSLSA conducted legal awareness through nukkad nataks and rallies on the topics “Domestic Violence and Gender sensitization”, “Environmental Hazards and Importance of Environment”, “How To Save Our Natural Resources”, Various Legal Provisions related to Environment, Water Conservation etc. They successfully carried out the project “Green Earth – Clean Earth”, wherein Tree Plantation Programme was organized. Further Cycle Rally and Mass Legal Services & Awareness Camp with overwhelming participation of around 10 Hon’ble High Court Judges, 150 Judicial Officers of Delhi Districts Courts and Legal Services Advocates to promote mass legal awareness in the society was

conducted. In this Legal Services Camp DSLSA in coordination with various govt departments setup kiosks and facilitated public in receiving facilities like Aadhar, Voter ID, Delhi Police, Free Legal Aid, Senior Citizen, Govt. Schemes & Certificate, Health Camp, Disaster Management, Institute of Human Behaviour and Allied Sciences etc. More than 1000 persons got benefitted from this camp.

- DSLSA conducted 09 add on courses for students of various colleges; organized under NALSA Internship Programmes. 3 internships for around 200 students, were conducted wherein they visited jails, Child Care Homes, Courts, Mediation Centers and Observation Homes etc. to create awareness amongst them on various topics.
- DSLSA in coordination with South-East DLSA, Shahdara DLSA and BSES assisted in setting up 02 Computer Training Centres at Nirmal Chhaya Complex, New Delhi for girls on the eve of National Girl Child Day and also conducted Self Defense Training programmes for girls at various Children Homes in Delhi. 1246 total missing children were traced, 1179 victims of sexual assault were counselled and 4680 No. of FIRs were received from the Delhi Police under the project “Sampark”.
- DSLSA conducted 04 campaigns namely 'Sangini' to address the issues of menstrual health and hygiene and school dropouts; 'Shashakt' on topics such as “Sexual Harassment at Workplace”, Domestic Violence Act, Activities and Schemes of DSLSA etc. ; “Udaan” & “Sashakti” for drug affected areas. Further 93 legal services/empowerment camps were also organized on socio-legal topics like POCSO Act, Domestic Violence, medical camps, Blood donation camps etc. Around 21,000 persons were benefitted.
- During this period, 6891 legal applications of public grievances were effectively disposed of by DSLSA through NALSA Online Portal.
- DSLSA filed appeals through effective coordination of High Court Legal Services Committees (HCLSC) and Supreme Court Legal Services Committee (SCLSC).
- DSLSA developed an Online Portal for the Legal Services Advocates associated with Juvenile Justice Boards in Delhi to ensure that legal aid was provided to the

Juveniles in Conflict with Law effectively, and in a timely manner. Efforts were made to develop the above portal for all Legal Services Advocates empanelled on various panels.

- Delhi State Legal Services Authority utilized Rs. 56,275,000 fund for payment of compensation to the victims under various schemes including Compensation Scheme for Women Victims/Survivors of Sexual Assault/Other Crimes etc. 320 persons were awarded compensation during the relevant period.
- Central District Legal Services Authority, in coordination with the concerned authorities, helped six children get admitted at the Place of Safety and shelter homes for orphan children.
- DSLSA in coordination with the concerned authorities assisted a 15 years old minor girl, who was robbed, kidnapped and raped and later on trafficked. The DSLSA provided her with a legal aid counsel who helped her in filing a complaint to the concerned police station. With the efforts of the counsel, she was able to move an application for compensation under Delhi Victim Compensation Scheme, 2015.

5.6. GOA STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- The Goa State Legal Services Authority provided legal aid and advice through PLVs, Panel and Retainer Lawyers. 115 beneficiaries were given legal aid while 68 beneficiaries were guided on various other socio-legal issues.
- The Goa State Legal Services Authority conducted Anti-Child Labour Rally coinciding with World Day against Child Labour in association with Directorate of Women and Child Development, Goa State Commission for Protection of Child Rights and Labour and Employment Department.
- The Goa State Legal Services Authority updated information on the NALSA Web portal regularly, regarding the number of National Lok Adalats conducted, matters were placed, disposed of and compensation awarded. Further, information regarding Mediation such as number of matter received for the month, settled, returned back and closing balance were also updated.
- The Goa State Legal Services Authority provided legal assistance to the litigants in filling the Supreme Court Legal Aid Form and in sending the applications of prisoners and other litigants to the Supreme Court. Regular meetings for providing legal awareness programmes for the inmates were also conducted.
- Goa SLSA organized awareness programmes on various NALSA Schemes like NALSA (Legal Services to the Mentally Ill and Mentally Disabled Persons) Scheme, 2015, and “International Day for the older persons etc. Funds provided by NALSA were also utilized by SLSA for the purpose and objective i.e. ‘Access to Justice for all’.

5.7. LAKSHADWEEP LEGAL SERVICES AUTHORITY

The Lakshadweep Legal Services Authority have not submitted a report of its activities.

5.8. PUDUCHERRY LEGAL SERVICES AUTHORITY

Activities/Work done

- 4 Legal Services Clinics were established by the SLSA in Educational Institutes.
- About 55 Village Legal Care and Support Centres are functioning at various villages in the entire U.T.of Puducherry.
- 74 Visits were conducted at Jail Legal Services Clinics. 692 prisoners visited the Jail Legal Services Clinics out of which legal aid and assistance was provided to 677 inmates.
- 87 complaints were received in the Complaint Box installed in the Jail Legal Services Clinics. All the complaints received were duly resolved.
- 6 UTRC meetings were conducted.
- 65 Legal Literacy programmes/camps were organized which benefitted 3790 persons.
- 1 Mega Legal Services Camp was held in which 721 persons were benefitted.
- Free legal aid and advice were provided at the JJBs also.
- One camp was organized on Environment Protection and Water Conservation. In the said programme saplings were distributed to the students.
- 2736 cases were settled in all types of Lok including 541 Pre-Litigation cases.
- Awareness programmes on the occasion of International Day against Drug Abuse , World Earth Day, World Elder Abuse Awareness Day, International Yoga day etc. were organised.
- UTPLSA in association with Legal Services clinic for the Students of North eastern region Pondicherry University conducted an “Work shop on Protection And enforcement of Tribal Rights” NALSA(Protection and Enforcement of Tribal Rights).
- SLSA assisted 62 years old women in getting maintenance from her son after the matter was placed before the conciliation cell and 7 continuous settings.

6. WEST ZONE BEST SLSA

(Gujarat, Madhya Pradesh, Maharashtra, Rajasthan)

6.1. GUJARAT STATE LEGAL SERVICES AUTHORITY

Activities/Work Done:

- Gujarat State Legal Services Authority had Front Offices and Legal Services Clinics functioning to analyze/assess and evaluate the performance of PLVs / Panel Lawyers /Retainer Advocates.
- Gujarat State Legal Services Authority evaluated practice of performance evaluation of the Panel Advocates by providing performance evaluation forms and feedback forms to all DLSAs on quarterly basis for providing better quality of legal services to the litigants.
- Gujarat State Legal Services Authority organized 52 Training Programmes for Panel Lawyers wherein 585 advocates were imparted legal training.
- GSLSA setup 252 Monitoring and Mentoring Committees across the State as per the NALSA (Free and Competent Legal Services) Regulations, 2010.
- GSLSA ensured filing of appeals timely as well as to formulated modalities for filing of appeal in time under NALSA schemes.
- GSLSA during the relevant period organized various Legal Awareness Camps on themes including medical and legal issues. Around 5000 families were facilitated with "Maa Card" (a State Government Scheme pertaining to health, hospitalization, etc.) through the above camps.
- GSLSA in collaboration with United world School of Law, Karnavati University, Gandhinagar, organized two days State level workshop for Para Legal Volunteers and two days National Seminar for Para Legal Volunteers, on 'Online Child Safety' for a UNICEF funded project on 'Strengthening Child Protection systems and Services'.

- GSLSA established Permanent Legal Aid clinic working (24 x 7), and providing with legal aid. **223** Law Students were imparted Internship Training during at the clinic.
- 4911 Legal Literacy Camps organized by GSLSA to bring awareness amongst the people on various subjects i.e. legal services, legal rights, benefits available to them through various beneficiary schemes of the Government, rights of HIV Aids patients, Plea Bargaining, Women Rights, Child's Right, Registration of Death and Birth Act, Availability of Free & Competent Legal Services, Advantages of Mediation and Lok Adalat, etc.
- GSLSA developed "Prisoner Information Module (PIM)" to extend legal services to the prisoners and their families. The above software fetched the details of UTP, convicted prisoners and that of their family members so as to provide them information regarding the status of their cases and copy of order/judgment of the case automatically on registered Email/Mobile Number.
- GSLSA received 424 application through NALSA Web Portal out of which 2059 application were successfully disposed of.

6.2. MADHYA PRADESH STATE LEGAL SERVICES AUTHORITY

Activities/Work done:

- Madhya Pradesh State Legal Services Authority (MPSLSA) had 150 Front Offices and 1,337 No. of Legal Services Clinics, providing legal assistance.
- MPSLSA empaneled PLVs and Panel Advocates/ Retainer Advocate for management of Front Offices on rotation basis. Front Offices/ legal service clinics were established at public places like Collectorate, Labour Office, Nagar Nigam Offices, Hospitals and Railway Stations.
- MPSLSA setup one Help Desk at Jabalpur & Bhopal Railway Stations, working in coordination with the Child line and NGO-Jaagrati.
- MPSLSA established Jail Legal Services Clinics to provide legal assistance to prisoners. Updates regarding the case status were informed by the PLVs and Panel Lawyers to the under-trial prisoners on regular basis.
- MPSLSA opened 73 legal services level clinics at colleges/Universities and at Taluka level particularly for giving legal assistance. Register was maintained at each Office/ Clinic so as to keep records of cases pending and disposed.
- MPSLSA successfully informed the convicts about his/her right to file an appeal and right to legal aid. Panel Lawyer was immediately provided. Translators were also engaged by MPSLSA as per the requirement.
- MPSLSA formulated a selection committee to provide legal Aid to the eligible and needy litigants.
- MPSLSA organized training programmes on routine basis for PLVs and advocates.
- Nodal Officers in each district were appointed by SLSA with a mission to formulate Nyay Apke Dwar & Sarkar Aapke Dwar schemes.
- MPSLSA in coordination with the concerned authorities, organized effective outreach programmes to resolve local and social legal issues. Help desk was constituted to address the problems. Complex matters were pursued rigorously and properly redressed thereby ensuring effective follow up.

- Legal Services Clinics, Artificial Limb Transplantation Centre and incubation centers for the benefit of inhabitants of the tribal areas were established by MP SLSA.
- MP SLSA made special efforts to reach out to Tribal areas of Madhya Pradesh and made efforts to aware and save people from witch crafting without hurting their religious sentiments. MP SLSA in coordination with District Collector launched 'Sanjeevani Campaign' to free locals from the curse of Dagna-pratha by generating their faith in Medical Care.
- MP SLSA during this relevant period registered 602 children in 763 Anganbadi centers of the districts.
- MP SLSA in coordination with the concerned government department, installed a bore-well with pump & tank to provide high capacity water tanks as well to store the water.
- MP SLSA adopted 12 villages to render free legal aid services, agricultural services namely honey, kodu, kutki (small millets) plantation and their sale at competitive price, basic education and medical assistance to the local people.
- The NALSA Portal was used by MP SLSA for feeding data and management of legal services regularly.
- MP SLSA conducted door to door campaigns in remote villages of each District, and provided legal aid as well as benefits of Government Schemes to the needy.
- MP SLSA had 15100 helpline number working, 24*7 to provide legal aid and advice to the needy.
- MP SLSA deployed Mobile Vans at railway stations for spreading awareness among people.
- MP SLSA utilized Rs. 4, 15,67,370 out of Rs.3,00,00,000 from NALSA Fund and Rs. 31549672 out of Rs. 32874840 from the State Fund for conducting legal awareness activities.

6.3. MAHARASHTRA STATE LEGAL SERVICES AUTHORITY

Activities/ Work Done:

- Maharashtra State Legal Services Authority had 308 Front offices functioning to provide free legal assistance and to fulfill the objective of “Access to Justice for all”.
- Maharashtra SLSA established 787 number of Legal Services Clinics at various places like colleges, universities, jails, courts and other public places.
- Maharashtra SLSA revised the fees payable to the Panel Advocates, Advocates visiting Jail and retainer Lawyers for Legal Aid. The honorarium payable to PLVs was also revised as per the directions of NALSA.
- Maharashtra SLSA in coordination with TISS (Tata Institute of Social Science) launched a project called ‘PRAYAS’ to provide legal and psycho-socio guidance to the undertrials across 6 state prisons. Total 1031 under trials were benefited during 3 months.
- Maharashtra State Legal Services Authority, prepared a project “From the Cell to home” to reduce the number of undertrial prisoners across the State of Maharashtra. Workshops on Plea Bargaining for under trials was also organized.
- Maharashtra State legal Services Authority established ‘Pre-litigation Counselling Centers for matrimonial matters’ to resolve disputes arising at both, the pre and post litigation stage. During the relevant period out of 757 referred cases, 136 cases were settled through Pre-litigation Counselling. 10 matrimonial cases were settled through Pre-litigation counselling.
- Maharashtra SLSA in coordination with Bombay High Court Committee launched a Mediation Training Programme, for Referral Judges, Judge

Mediators and Advocate Mediators to optimize skills of conflict resolution through ADR.

- Maharashtra State legal Services Authority filed various writs and PILs for proper and effective implementation of Integrated Child Protection Scheme, regarding illegal constructions carried out on the agricultural lands, for establishing electronic link between the Jails and Legal Services Authorities, re-plantation, transplantation of the trees and establishment of Human Right Courts etc.
- Maharashtra State legal Services Authority regularly updated statistical information and grievance information regarding legal aid on the Online Web Portal developed by NALSA. Total 2,225 legal aid applications were disposed of out of 2681 during the relevant period.
- Conference, seminars and interactive programmes were organized on various NALSA schemes and socio-legal topics with all the stakeholders from time to time by Maharashtra SLSA.
- Total 37 Legal Camps were organized by Maharashtra SLSA in the State as per NALSA's guidelines. 43 Camps at 43 places were organized while 3,50,562 number of people attended the camp out of which 1,00,756 were benefitted.
- Maharashtra SLSA facilitated 45,824 people under various NALSA Schemes during the relevant period.
- Maharashtra SLSA in coordination with various government departments organized 7 legal awareness camps for 121,502 people wherein information regarding government welfare schemes and other legal guidance was provided.
- Maharashtra SLSA installed vending machine for sanitary napkins for women in the Bombay High Court premises.

- MSLSA in coordination with Bombay High Court organized one day State Level Conference on the subject “Criminal Justice Delivery System : Co-ordination and Co-operation” to promote and discuss the speedy disposal of cases.
- MSLSA received Rs. 9,00,00,000/-from NALSA Fund out of which Rs. 6,47,06,811.69/- was utilized while Rs. 290,472,172 out of Rs. 143,517,000 was utilized out of State Fund.
- Maharashtra State Legal Services Authority organized various Lok Adalats at regular intervals. 5,59,484 cases were disposed of through Lok Adalat. Total no. of **5,56,923** cases were settled/compromised through National Lok Adalat during the relevant period.
- Maharashtra State Legal Services Authority launched a scheme “Mobile Legal Services-cum-Lok Adalats” through which 3 Mobile Vans were deployed with inbuilt infrastructure for holding Lok Adalats as well as Legal Awareness Camps. Total 492 Lok Adalats, 652 legal camps were conducted and 4,694 cases were settled.

6.4. RAJASTHAN STATE LEGAL SERVICES AUTHORITY

Activities/Work Done

- RLSA developed and strengthened the skills, instincts, abilities, processes and resources that organizations and legal aid beneficiaries need in the following ways:
- The Rajasthan SLSA provided legal aid to 11,222 persons after examining the eligibility criteria of the applicants and existence of a prima facie case their favour.
 - Due to the efforts of RLSA the maximum income ceiling limit under section 12(h) of Legal Services Authority Act, 1987 was increased from 1.5 Lac to 3 Lac by the State Government.
 - Panel of Advocates in each District of Rajasthan as well as at the High Court level was revamped and resized taking into account the pending legal aided cases and needs of each area of Rajasthan. Most importantly Senior Advocates were also empanelled in each District to provide qualitative and efficient legal services in each legal aided cases. During the relevant period, RLSA had 1688 Panel Advocates in DLSAs / RHCLSCs having more than 10 years of standing at the respective Bar.
 - RLSA prepared separate panels for dealing with different types of cases i.e. Civil, Criminal, Matrimonial etc. wherein cases were allotted as per their expertise.
 - 611 Senior Advocate were engaged in the Panel of Pro Bono Services.
 - RLSA launched the “Bal Mitra Scheme” to make children appearing before courts, JJb, CWC aware about the legal proceedings. Under the scheme, 02 Para Legal Volunteer were identified and imparted training to work only in JJBs, CWC, and Children Courts.

- 193 Panel Lawyers were deployed as Retainer Advocate to represent children coming before JJBs, CWCs, and POCSO Court as a CICL, CNCP, Child Witness or Victim.
 - PILs were filed for the benefit of public at large, such as PIL on "The Protection of Children from Sexual Offences (POCSO) Act, 2012", for beggars and indigent persons, on Parole, Effective Implementation on JJ Act etc.
 - RLSA had 216 Monitoring and Mentoring Committees right from Taluka Level to State level.
 - 211 Front Offices worked throughout Rajasthan to cater to the needs of the common man. The Front Offices were equipped with Information Desk, Consultation Cabins, Video Conferencing Facility, Awareness Materials and Dedicated Trained Staff to provide assistance to the legal aid seekers. The Front Offices maintained the data of legal aided cases on a daily basis and updated the litigants regarding the status of their case. A helpline number 15,100 was operational and in addition to this a GSM mobile No. 9928900900 was also launched to take prompt action on every complaint.
- Legal Aid Clinics:
- At all 295 Panchayat Samiti HQs, a Legal Services Clinic within parameters of NALSA's scheme of Legal Aid Clinic was set up in a room (provided by Panchayat-Samiti to DLSA), these clinics served as a Legal Service Clinic for the entire Panchayat Samiti.
 - RLSA had 8615 legal aid clinics functioning in the State which provided basic legal aid/assistance to the people who did not have access to legal services institutions due to various reasons.
- Considering that people with visual impairment also browse RLSA's website, the website of RLSA was made accessible to users having visual impairment by using assistive technologies including screen readers and the

website also provided links of five different websites from where free speech screen readers tools could be downloaded.

- The RSLSA assisted 3522 persons in receiving victim compensation under the Victim Compensation Scheme.
- The RSLSA held 04 National Lok Adalats in which 8, 02,372 cases were referred and 1, 78,137 cases were disposed of. Monthly Lok Adalat was organized on the last Monday of every month during the relevant period, wherein 1,35,160 cases were taken up out of which total 7472 cases were disposed of. 35 Permanent Lok Adalats were held in which 5407 cases were decided. 09 New Permanent Lok Adalats were created during the relevant period. 2710 cases were decided through mediation.
- ‘One day Mediation Awareness Programme’ for Advocates of Hon’ble Rajasthan High Court was organised by the RSLSA.
- A three days 20 Hours Refresher Course was organised by RSLSA for the mediators of Rajasthan High Court, Jaipur Bench, Jaipur.
- 125 applications were received for Pre Institution Mediation in Commercial Matters.
- To build legal awareness amongst the masses as well as stakeholders, RSLSA along with its DLSAs and TLSCs organised various innovative activities such as ‘Bring Dropout Back to School’ in which 42,452 children were identified as dropouts after visit of 2, 15,158 houses by approximately 1850 PLVs of the State who re-admission in schools were facilitated in coordination with the concerned departments. “Child Marriage Restraint Campaign” was launched through which ill effects of child marriage and deterrent provisions of Prohibition of Child Marriage Act, 2006 were disseminated. A campaign was launched for establishing legal literacy clubs in schools wherein 19000 schools were identified and 6261 LLCs were established. The other campaigns include ‘Plastic na-baba-na’, ‘RSLSA#Help2 earn’, anti-ragging campaign, ‘Operation Gudia’, etc.

- RLSA held 63 legal services camp wherein 67,226 people were benefitted.
- During the relevant period, 268 students participated in the internship programme held by RLSA.
- 1816 applications were received wherein 1361 applications were disposed of and 213 applications were forwarded to the concerned authorities for necessary action. 95.52 % applications were decided by the RLSA through the NALSA Public Grievance Portal.
- To reach out to the general public and make people aware regarding social issues RLSA produced and broadcasted audio/video material on various social media platform.
- The RLSA utilized a total amount of 18.32 Crore during 2018-19 u/s 4-C, for making payment against all kind of dues of work-done or carried out up to 25th February 2019. NALSA had allocated Rs. 18 Crore u/s 4-C whereas Rs.28 lacs were carried forward from the previous balance. Even Rs. 36 lakhs were temporarily withdrawn as loan from cost account but on 31st March 2019 the same was reimbursed.



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