



**NATIONAL LEGAL SERVICES AUTHORITY**

**राष्ट्रीय विधिक सेवा प्राधिकरण**

**Commendation Ceremony  
of**

**Best PLVs, Panel Lawyers, DLSAs & SLSAs  
9th November, 2019**

**at Additional Building Complex,  
Supreme Court of India, New Delhi**

**COMPILATION  
BEST DISTRICT LEGAL SERVICES  
AUTHORITIES  
2019**

## INDEX

<b>S.No.</b>	<b>Content</b>	<b>Page Nos.</b>
1.	<b>Preface</b>	<b>1</b>
2.	<b>East Zone</b>	2-17
	1.1 Jharkhand	2
	1.2 Odisha	6
	1.3 West Bengal	9
	1.4 Chhattisgarh	13
	1.5 Uttar Pradesh	16
	1.6 Bihar	17
3.	<b>North-East Zone</b>	19-44
	2.1 Arunachal Pradesh	19
	2.2 Assam	22
	2.3 Manipur	26
	2.4 Meghalaya	28
	2.5 Mizoram	29
	2.6 Nagaland	34
	2.7 Sikkim	38
	2.8 Tripura	42
4.	<b>North Zone</b>	45-78
	3.1 Haryana	45
	3.2 Himachal Pradesh	56
	3.3 Jammu & Kashmir	58
	3.4 Punjab	66
	3.5 Uttarakhand	75
5.	<b>South Zone</b>	79-108
	4.1 Andhra Pradesh	79
	4.2 Karnataka	83
	4.3 Kerala	86
	4.4 Tamil Nadu	96
	4.5 Telangana	104

6.	<b>Small States/UTs</b>	109-129
	5.1 Andaman & Nicobar Islands	109
	5.2 UT of Chandigarh	110
	5.3 UT of Dadra & Nagar Haveli	115
	5.4 Daman & Diu	116
	5.5 Delhi	117
	5.6 Goa	124
	5.7 Lakshadweep	128
	5.87 Puducherry	129
7.	<b>West Zone</b>	130-148
	6.1 Gujarat	130
	6.2 Madhya Pradesh	133
	6.3 Maharashtra	136
	6.4 Rajasthan	139

## PREFACE

Across the nation, the legal service authorities have been working tirelessly to reach out to the poor and ensure equal access to justice for all. The organizational structure of the Legal Service Authorities across the nation enables a decentralized management of every program and scheme. This has enabled a seamless flow of initiatives at every administrative level. In the legal service domain, the District Legal Service Authorities are the highways to ground zero. The District Legal Services Authorities are the nodal units at the district level and apart from devising legal services programmes appropriate to local needs, then bring about a synchrony between all the initiatives flowing from the top. It would be apt to say that the District Legal Services Authorities are the funnel through which the welfare programs and legal aid campaigns reach the common man with regional and immediate needs addressed.

The District Legal Services Authorities are the face of legal service authority structure for the common man and ensure that there are adequate points of contact, further down the levels. Legal Aid, Legal awareness programs, and settlement of disputes through ADR mechanisms are some of the regular though crucial roles DLSA plays. Legal empowerment is translated into a reality with a proactive and responsive DLSA.

According due recognition to the commendable performance by the DLSA's highlights how a district level authority can bring about a transformative impact and how it is one of the most important factors in the entire chain of command. Following are the parameters taken into account while selecting the best performing DLSA.

- **Assessment of legal needs and socio-legal issues at the local level, and accordingly targeting it with innovative and customised legal services programmes.**
- **Impact of outreach legal services programmes at the grassroots in consonance with the objectives of the Legal Services Authorities Act.**
- **Monitoring and improving legal aid in court based matters.**
- **Making front offices functional as per NALSA Guidelines.**
- **Organisational Practices related to processing and clearance of bills and timely payments to panel lawyers and PLVs.**
- **Human Resources Management including capacity building approaches for Panel lawyers and PLVs**
- **Management and Evaluation of Legal Services Clinics including Clinics in jails.**
- **Organisational practices related to dealing with legal aid applications, and updating legal aid seekers.**
- **Use of NALSA online Application Portal.**
- **Management and promotion of ADR mechanism i.e. Lok Adalat and Mediation.**

This compilation contains a gist of the work done, innovative approaches and organisational practices by District Legal Services Authorities selected as the best for the year, 2019 by their respective State Legal Services Authorities.

**Member Secretary  
National Legal Services Authority**

## **1. EAST ZONE BEST DLSA**

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

### **1.1 JHARKHAND STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA GUMLA**

##### **Activities/Work Done:**

- The DLSA Gumla carried out the following campaigns to meet the local legal services needs:
  - A campaign for legal services and empowerment of homeless persons was launched by the DLSA wherein homeless tribal persons residing in the district were identified and facilitated in receiving benefit of homes under Govt Schemes such as the Pradhan Mantri Awas Yojna Gramin and Baba Saheb B.R.Ambedkar Awas Yojna. As many as 9,361 persons were benefitted through this campaign.
  - A campaign for women empowerment was launched by the DLSA wherein tribal women were encouraged to form small Self-help Groups which enabled them to receive credit from banks under various schemes such as KCC, rupee loan, loan provided to Sakhi Mandal, small and cottage industries. The campaign benefitted around 1,544 persons.
  - DLSA Gumla in association with the District Agriculture Department carried out a campaign under which it facilitated poor farmers in receiving benefits such as seeds, soil health card, pump set, sprayer, cono weeder, sewing machine, etc. Around 38,128 persons were benefitted under the said campaign.
  - The DLSA carried out a campaign for unorganised workers to create awareness of their rights and facilitated them in receiving benefits such as registration, safety kit, cycle, tool kit, scholarship, etc. in

coordination with other departments. The campaign benefitted 34,989 people.

- DLSA Gumla launched a campaign to create awareness about the Ayushman Bharat Yojna for persons suffering from ailments and also facilitated the issuance of 10,285 golden cards under the Pradhanmantri Jan Arogya Yojna.
- DLSA Gumla in association with the District Social Security Department launched a campaign in which it facilitated eligible persons in receiving benefit under pension schemes. 4,290 persons were benefitted under the campaign.
- DLSA Gumla carried out a campaign for forest dwellers' rights in which it facilitated 72 persons in getting benefit of 'Vanadhikar Patta' to assist them in exercising their rights and privileges under the Forest Dwellers Act.
- DLSA Gumla carried out a campaign 'Vidyalaya Chale Chalaye Abhiyan' under which school drop outs were identified and made aware about various schemes of Scholarship for SC/ST persons. The DLSA facilitated 52,990 people in receiving benefits of scholarships, cycles, school kits, etc.
- DLSA Gumla launched a three month intensive campaign for tribal empowerment wherein eligible persons were identified and facilitated in getting benefits under various welfare schemes in coordination with Government Departments at the Block and Panchayat level. 93,308 tribal persons received benefits on a single day on 27-3-2018 at Town Hall Gumla.
- A door to door campaign by 'Padyatra' and 'Cycle Yatra' was carried out by DLSA Gumla to create awareness about forest rights health, education and beneficial schemes and to collect legal aid request applications. In total 288 villages were covered, wherein awareness was created amongst 38,500

persons and 6,370 number of persons were identified who were in need of legal aid.

- DLSA Gumla facilitated the rehabilitation of 387 persons affected by Naxal menace and witchcraft atrocities in coordination with the concerned Government Departments.
- DLSA Gumla carried out 'Jan Jagran Abhiyan' to empower and encourage Women, Children, Sr. Citizen and persons belonging to SC and ST Community to claim benefits under various Govt. welfare schemes. Around 67,136 persons were benefitted.
- DLSA Gumla under the campaign 'Legal Assistance to family members of the Prisoners' reached out to the family members of the prisoners and facilitated them in receiving benefits under various welfare schemes of the Govt.
- During the relevant period, 4 National Lok Adalats were held wherein 2,289 pre-litigation and 340 post litigation cases were disposed of. Besides, the DLSA launched a campaign to popularize pre-litigation mediation in commercial matters and took assistance of the community elders to settle disputes at the pre-litigation stage itself.
- DLSA Gumla organised training programmes and orientation programmes for both Panel Lawyers and PLVs.
- The Front Office of DLSA Gumla established as per the NALSA guidelines. It maintained a digital record of each and every legal aided case and made available legal aid information card which was promptly updated by the panel lawyers. The District Monitoring Committee regularly monitored the progress of the legal aided cases. During the relevant period, 137 persons were provided with legal aid at the Front Office.
- DLSA, Gumla had launched a Legal Cadet Corps programme in association with the Kasturba Gandhi Residential Girls Schools of Gumla where outdoor activities were held on a monthly basis for the Legal Cadets.

- DLSA Gumla had 28 legal aid clinics functioning, out of which 12 were located in extreme interiors accessible only by foot, attended by the Panel Lawyers and PLVs.
- Legal Literacy Clubs were established in all the Kasturba Gandhi Balika Awasiya Vidyalayas of Gumla District where Judicial officers, Executive Officers, Police Officers, Doctors, Panel Lawyers and Professors conducted activities on various important topics on quarterly basis as resource persons.
- DLSA, Gumla launched a dedicated campaign for providing legal services to mentally ill persons who assisted the authorities in escorting them to concerned institutions RINAPAS or CIP, Ranchi for their treatment and rehabilitation.

## 1.2. ODISHA STATE LEGAL SERVICES AUTHORITY

### BEST DLSA: DLSA KEONJHAR

#### Activities/Work Done:

- The DLSA Keonjhar ascertained the needs of the people at the local level and took targeted steps to fulfil them. Following are few success stories of the steps taken to target the needs of the people:
  - Facilitated the treatment of seven senior citizens suffering from mental disorders by coordinating with the Chief District Medical and Public Health officer (CDMPHO) and Psychiatric Department
  - The DLSA assisted a tribal woman, facing social exclusion due to her arrest in a murder case in which she was later acquitted, get shelter at an Old Age Home and also assisted her in reconciling with her husband.
  - The DLSA intervened to rescue and rehabilitate an aged couple neglected by their two sons, and also counselled them to maintain their parents.
  - With the intervention of DLSA Keonjhar, the concerned Departments supplied water through pipe line to villagers who were facing acute drinking water problem.
  - With the intervention of DLSA Keonjhar, the concerned authorities sped up the execution and completion of an irrigation project JALANIDHI YOZANA-2 which was started in 2017-18 which provided the villagers with an opportunity to cultivate their land under the new irrigation facilities.
  - The DLSA facilitated a physically challenged and homeless tribal woman in getting benefits under welfare schemes and also counselled her family to provide for her maintenance.

- DLSA Keonjhar facilitated in the rescue and rehabilitation of orphan children in coordination with the Child Welfare Committee.
- DLSA solved a property dispute between a transgender and his family members through conciliation.
- DLSA Keonjhar organised a number of awareness programmes to observe important days and topics such as Senior Citizen Day, World Mental Health Day, Children's Day, World Environment Day, Juvenile Justice Act, Rights of Transgender, etc. wherein awareness was created regarding rights and benefits under various welfare schemes of the Government. Legal Services and Health Camp were also organised by the DLSA in coordination with Lien Departments to facilitate the provision of benefits to eligible persons.
- During the relevant period, 68 legal aid applications were received and disposed of and legal aided cases were handled by the panel lawyers under the guidance of the Secretary, DLSA, Keonjhar.
- The Front Offices of DLSA Keonjhar were made functional as per the NALSA guidelines.
- The DLSA, Keonjhar cleared all the bills of the Panel Lawyers and PLVs as early as possible.
- The Panel Lawyers and PLVs of DLSA were sensitized by the Secretary and requested to help the DLSA office to update and upload information of the legal services activities undertaken by the DLSAs.
- The Village Legal Aid Clinics and Jail Legal Aid Clinic of DLSA Keonjhar were manned by the PLVs and Panel Lawyers on rotation basis who received and maintained applications from the beneficiaries, solved minor issues at their level, provided legal aid to children of convicts of Sub Jail, Champua, and skill development training to prisoners with the help of NGO 'Tadasha'.
- The DLSA Keonjhar on receiving legal aid application brought the matter immediately to the notice of the Secretary, DLSA and in court based matters, immediately a Panel Lawyer was engaged to conduct the case of the victims

and if the victims were in need of other services, then the said application was forwarded to the concerned department for necessary action.

- DLSA Keonjhar made use of the NALSA Portal to manage online applications and upload data as per the guidelines in the Portal.
- DLSA Keonjhar created awareness amongst the local people regarding the role and function of the Permanent Lok Adalat (PLA) and encouraged them to resolve their disputes through the said forum. 07 Nos. of Dist. Level Lok Adalat were held wherein 189 pending cases. 34 pre-litigation cases were disposed of. The DLSA also held 05 Nos. of National Lok Adalat through which 779 pending cases and 457 pre-litigation cases were disposed of.
- The DLSA held 69 awareness camps which were attended by 8,606 persons. The DLSA received 441 legal aid applications. 60 victim compensation applications were disposed of in which Rs. 1, 27, 90,000 compensation was awarded. 112 cases were referred for mediation in which 10 were settled, 54 were not settled and 48 were pending during the relevant period. 20 cases were received through Permanent and Continuous Lok Adalat in which 15 cases were settled.

### **1.3. WEST BENGAL STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA NORTH 24 PARGANAS**

##### **Activities/Work Done:**

- DLSA, North 24 Parganas had a total strength of 128 PLVs who were deployed at the Front Office, Legal Services Clinics, Police Stations, JJB, CWC and Correctional Home for whom Orientation and Advanced Training Programmes were organised.
- The DLSA had a total of 292 panel advocates and 270 remand advocates. The legal aided cases were monitored by the Monitoring Committees which convened 2 meetings during the relevant period.
- During the relevant period the DLSA received. 41 applications for victim compensation out of which 27 were disposed of.
- The DLSA established Legal literacy clubs in the District during the relevant period.
- During the relevant period, DLSA Keonjhar held 12 Permanent Lok Adalats in which 353 cases were placed out of which 307 were disposed of. 11 Lok Adalats were held in which 8,811 cases were placed out of which 4,702 cases were disposed of. 4 National Lok Adalats were also held in which 19,445 cases were placed out of which 4,702 cases were disposed of.
- During the relevant period, DLSA Keonjhar had 74 Legal Services Clinics functioning and 49 more new clinics were opened.
- During the relevant period around 2,783 people approached under the Legal Services Authorities Act, 1987 were provided with legal aid.
- Activities undertaken in the implementation of NALSA Schemes:
  - DLSA, North 24 Parganas during super cyclone “FANI” in coordination with the District Administration facilitated in the rescue of as many as 50 families, assisted the administration in moving them

to a safe shelter and also facilitated in providing them food and first aid

- DLSA, North 24 Parganas launched a project “Aalo” (Light of Hope) to assist voluntary sex workers. During the project, a database of sex workers, their children and their needs was created, awareness created regarding their rights and suggestions were also provided in exercising the said rights. Around 62 persons were benefitted under the project.
- The DLSA held an awareness programme for school children on child labour in which Child Line Activist taught the students the use of 1098 number to report exploitation of children. Issues related to child labour were also discussed during the said programme.
- DLSA North 24 Parganas launched an initiative ‘Udaan’ for non-school going children, and facilitated in connecting them with the traditional educational system in coordination with the concerned departments. A list of 222 children was prepared for inclusion in mainstream education.
- DLSA North 24 Parganas launched a project “Disha” to provide legal services to the mentally ill and mentally disabled persons, who were rendered homeless and destitute and benefitted 169 persons. The DLSA facilitated in admitting the persons in need for treatment in hospitals and also provided legal aid where necessary.
- DLSA North 24 Parganas facilitated the tribal community in getting benefits under the Poverty Alleviation Scheme and Protection & Enforcement of Tribal Rights Scheme, by creating a database of tribal persons lacking certificates and assisting them in obtaining the same. They were also made aware about their rights and entitlements under various welfare schemes.
- Working under the NALSA (Legal Services to Senior Citizens) Scheme, 2016 a team from DLSA North 24 Parganas visited an

ashram, interacted with the senior citizens and educated them about their rights. DLSA also facilitated them in receiving some orthopaedic items like hot water bag, knee cap, etc. In total 60 senior citizens were benefitted.

➤ The DLSA created a database of all acid attack victims of the district, provided lawyers for representing them in the Court of Law and also assisted in filing application for compensation before the appropriate authority. 11 out of 16 cases for compensation were decided and a total of Rs. 53, 00,000 was awarded as compensation by the Criminal Injuries Compensation Board.

- 328 number of cases were referred for mediation by the Ld. Referral Court out of which 30 were disposed of and 180 cases were pending.
- The Secretary, DLSA, North 24 Parganas carried out regular inspection of Observation Homes/ Special Homes/ Child Care Institutions. Monthly reports were collected from 3 Govt. run Homes of the district namely – Kishalaya Home, Sukanya Home and Dhrubashram.
- During the relevant period, legal services was provided to 715 women, 38 children and 7 transgender.
- DLSA North 24 Parganas observed a number of important days such as Legal Services Day, Children’s Day, International Labour Day, Menstrual Hygiene Day and International Day of Action for Women’s Health, World No Tobacco Day, World Environment Day, World Day against Child Labour, Day against Drug Abuse and Illicit Trafficking, World Day for International Justice, World Day against Trafficking in Persons, etc. wherein awareness was created on all these pertinent topics.
- Success Stories:
  - DLSA, North 24 Parganas had constituted a team “Sankalp” who worked relentlessly to prevent child marriage in the district. One of the PLV as part of Sankalp disguised himself as a hawker and

successfully prevented a child marriage in coordination with the concerned authorities which was being carried out in secrecy.

- The DLSA under project 'Disha' rescued a mentally ill person who was wandering homeless and destitute. The DLSA facilitated in providing the said person with food and first aid and with the help of police, rescued that person from the footpath and after following Court's order facilitated his admission into the Pavlov mental hospital.
- DLSA, North 24 Parganas, through the prompt action of their PLVs assisted a poor victim of acid attack get medical and monetary relief from the concerned authorities within a very short span of time.
- A PLV of DLSA North 24 Parganas counselled a drug addict in getting psychiatric treatment and facilitated him in getting assistance which brought him into the mainstream of life.
- DLSA North 24 Parganas provided legal assistance to a boy aged 14 years who was detained as a foreigner while trying to illegally enter Bangladesh. A PLV of the said DLSA collected evidence on behalf of the boy and with the legal assistance of the panel lawyers he was represented before the CWC, which resulted in his release.

## **1.4. CHHATTISGARH STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA JANJIR-CHAMPA**

#### **Activities/Work Done:**

- The DLSA Janjir-Champa held 316 legal literacy camps in which 25,587 people were benefitted with legal awareness and information regarding various legal aid schemes.
- The DLSA had 23 legal aid clinics functioning during the relevant period wherein free legal aid and advice were provided to the public.
- During the relevant period, the DLSA provided legal assistance to 260 prisoners under custody.
- PLVs were deputed at police stations as 'Bal-Mitr' who collected information in respect of crime against children and other information related to children. Information was collected from all 21 police stations in the district.
- The DLSA in coordination with 05 schools of the district operated legal literacy clubs who organised activities such as spot paintings, essay competitions, etc to spread legal literacy amongst school children.
- The DLSA set up stalls to create awareness amongst labourers of the unorganised sector regarding their rights. About 1500 people were made aware about their legal rights through a 14 day Legal Awareness Stall put up in the Railway Station Compound.
- The DLSA on the occasion of local fairs operated a stall to provide legal aid and advice which remained in operation for a period of 20 days. Panel Lawyers and PLVs were deputed at the said stalls to address the queries of the visitors and create legal awareness amongst them. The said programme benefitted about 5000 people.
- The DLSA in coordination with the District Administration, organised a programme for protection of environment and maintenance of cleanliness in the

district. The programme saw the participation of about 250 officials of various government departments.

- The DLSA carried out the following activities as per the local requirements:
  - Three days “Legal Aid & Advice” stall was set up by the DLSA for the duration of one day at the Taluka Committees which benefitted more than 500 people.
  - The DLSA in coordination with the Police Officials facilitated the admission of 03 mentally ill persons into the Mental Hospital of Sendri, Dist. Bilaspur.
  - The DLSA organised a camp for senior citizens wherein 250 senior citizens were apprised about their rights.
  - A legal aid clinic was established at the District Hospital wherein PLVs have been deputed to provide assistance to acid attack victims.
  - DLSA organised a workshop on Nalsa scheme 2015 (Legal Services to the Victims of Drug Abuse and Eradication of Drug Menace).
- During the relevant period, more than 40 complaint cases on misc. matters were resolved.
- The DLSA observed special days such as International Labour Day, Constitution Day, International Women’s Day, Legal Services Day, etc. and carried out activities to spread awareness and facilitate the people in getting benefits through camps and legal awareness.
- DLSA also organised workshops on mediation, Protection of Women from Domestic Violence Act, Drugs and Drugs Eradication, etc wherein people were made aware about their rights.
- DLSA assisted a young man who was a victim of an acid attack and mentally ill rape victim get compensation under the Victim Compensation Scheme.
- The DLSA also carried out plantation drives, facilitated free health check-up, etc. among its other activities.

- Success stories: The DLSA assisted poor workers get their wages by taking up the matter with their employer. The DLSA in coordination with the Child Protection Officer and SHO restrained child marriages from taking place in two cases.
- The District Monitoring Committee of the DLSA held 04 meetings wherein progress of the legal aid cases was discussed during the relevant period.
- The Front Offices were made functional as per NALSA guidelines.
- Payments were made timely to the panel lawyers and PLVs during the relevant period.
- The DLSA had two legal aid clinics in jail where free legal aid and advice were provided through the panel lawyers to 636 prisoners during the relevant period. 11 Jails visits were conducted by the UTRC.
- The DLSA carried out “Campaign of Legal Assistance to the family members of the Prisoner” through which 27 prisoners requested for assistance.
- The DLSA made use of NALSA Online application portal through which 10 applications were received during the relevant period.
- 04 National Lok Adalats were held during the relevant period wherein 1,583 matters were resolved. 261 Permanent and Continuous Lok Adalats were held wherein 7,362 matters were taken up and 7,142 matters were resolved.
- During the relevant period, 49 matters were referred for mediation, out of which 6 matters were successfully resolved.

## **1.5. UTTAR PRADESH STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA Gorakhpur**

Uttar Pradesh State Legal Services Authority nominated DLSA Gorakhpur as best DLSA after considering disposal of cases in Lok Adalats, organisation of camps, matters settled through mediation, etc. Legal aid and advice was provided by the DLSA to the general public.

## **1.6. BIHAR STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA PURNEA**

#### **Activities/Work Done:**

- DLSA, Purnea had a functional Front Office as per the NALSA guidelines. The Front Office was manned by Panel Lawyers who provided various assistance to the legal aid seekers including drafting of applications and notices on their behalf. Legal aid applications received were disposed of in a timely manner.
- The DLSA made legal services available at the grassroots level to the socially and economically backward classes in every region of the district. Legal advice/service was provided to 1,469 persons in need and to 1,133 prisoners. Under the Victim Compensation Scheme, Rs.61, 50,000 was given as compensation to the victims.
- The DLSA organised door to door legal services programme, tree plantation drives, health check-up camps for prisoners, etc. During health check-up camps, the DLSA facilitated the visitors getting benefits in coordination with other departments. The DLSA further observed important days such as Anti-Tobacco day, Drug abuse Day, etc. The DLSA also made use of NALSA's online application portal as per requirement.
- The DLSA successfully met the legal and socio-legal needs of the people by providing legal services to needy persons with the assistance of PLVs and Panel Lawyers based on applications, and information received through electronic and print media. The DLSA further established 11 Legal Services Clinic at various places such as Block, Sub-Division, Old age Home, JJB, CWC, Jail, Hospitals, and Law College and conducted 247 Legal Awareness Programmes which benefitted around 5950 Persons.
- The DLSA provided panel advocates to 63 prisoners and 5 persons belonging to other categories to represent their case/matter. Feedback was taken from the presiding officers of the concerned court with a view to monitor the

quality of legal aid in court matters. The DLSA provided legal advice/services to prisoners in 1,133 cases. Bills of panel lawyers and PLVs were paid on time.

- The DLSA conducted Training of Jail PLVs/ Panel Lawyers/ Retainer Lawyers/Jail Visiting Lawyers and Remand Advocate at BSLSA, Patna. For capacity building and Human Resources Management, training programmes were also conducted for the Panel Lawyers and PLVs who were engaged in legal awareness programmes.
- DLSA regularly collected reports from the Legal Services Clinics based on which directions were provided to PLVs deputed in the said clinics. The Secretary, DLSA, besides visiting the LSCs at Jails, also assessed the legal services provided therein and conducted training of Jail PLVs.
- D.L.S.A., Purnea conducted both Permanent Lok Adalat and National Lok Adalat successfully. During the said period, 04 National Lok Adalats were held in which 4,546 Pre-litigation cases and 1307 Post-litigation cases were disposed of. The DLSA in order to promote ADR mechanisms conducted legal awareness programmes through print and electronic media, distributed pamphlets and handbills, installed hoardings and carried out special mediation awareness programmes. Six trained Mediators-Cum-Advocates were made available at the Mediation Centre, DLSA, Purnea wherein 62 cases were referred for Mediation.

## **NORTH-EAST ZONE**

### **BEST DLSA**

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

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#### **2.1. ARUNACHAL PRADESH STATE LEGAL SERVICES AUTHORITY**

##### **BEST DLSA: DLSA UPPER SIANG**

###### **Activities/Work Done:**

- The DLSA, Upper Siang carried out their work with the help of an Upper Division Clerk, 13 Panel Lawyers and PLVs as various categories of posts of the said DLSA were yet to be created by the State Govt.
- The DLSA through Door-to-Door campaigns and legal awareness camps assessed and identified the legal and socio-legal issues of the people by providing appropriate remedy through counselling, legal advice and aid with assistance of the Panel Lawyers and PLVs. Through its intervention and mediation, the DLSA resolved legal issues and disputes which arose between the parties at the local level itself.
- The DLSA, Upper Siang provided all necessary infrastructure and basic amenities for litigants. An LED monitor was installed at the Front Office wherein the NALSA theme song and other related videos were played for wide publicity and to spread legal awareness amongst visitors and legal aid seekers. However, due to lack of proper telecommunication connectivity in the district; dedicated internet facility was not available in the Front Office. The said matter was taken up with the concerned authorities so as to work out a solution.
- The Upper Siang DLSA had organised 24 legal awareness programmes in the town and various villages including far flung areas to create awareness and sensitization amongst people in regard to the existence of free and competent legal services institutions, various welfare schemes of the

Government and other important legal topics. DLSA opened two Legal Literacy Clubs which spread legal knowledge amongst people living in the remote villages.

- DLSA provided free legal services in court based legal cases. Legal advice was also provided over telephone or multimedia in urgent matters. A WhatsApp group was in operation which functioned round the clock for prompt dissemination of information and quick action. A revised format was devised through which cases taken up, pendency, disposal etc. on daily basis was monitored and assessed.
- DLSA, Upper Siang, followed strict norms to collect the professional bills from PLVs and Panel Lawyers on the last working day of the month or 1st working day of the succeeding month and promptly cleared the bills within a day or two after proper verification with due process and hence, there were no pending bills.
- The DLSA, maintained up to date records of all expenditure, process bills, disbursement reports of all activities and administrative expenditures, etc.
- The Retainer Lawyer and panel lawyers regularly attended orientation & refresher trainings and other capacity building trainings on various legal and socio-legal topics and themes.
- The DLSA during this period established two Legal Aid Clinics at JMFC Court Complex and Sub-Jail, Yingkiong, thereby facilitating the legal needs of the masses and providing legal counselling and aid to 149 legal aid seekers. Regular visits were conducted by the team of DLSA to Courts and Legal Aid Clinics in jail wherein advice, counsel, awareness was created about various schemes of NALSA amongst the prisoners and identified the UTPs who were in need of legal aid and provided them with the same in court based matters. The said Legal Aid Clinics were also used as an alternative consultation room for interaction of defence lawyers with the alleged accused/under-trials in the jail.

- Legal aid seekers were assisted by the DLSA in filling up a application/proforma for appointment of legal aid counsel as per the veracity of the case in half an hour. As a result legal aid applications were disposed of in a prompt manner.
- Due to erratic functioning of telecommunication services in Upper Siang district DLSA, Upper Siang was unable to use the NALSA Portal. Finding no solution to redress the existing connectivity problems, the reporting/ dealing staff had to walk upto a distance of 1 to 2 km in the highway to access network to disseminate reports of legal awareness programmes, statistical data, Lok Adalat and any urgent correspondence, in a timely manner.
- DLSA, Upper Siang conducted 3 National Lok Adalats and 2 Lok Adalats even by taking up a single available case during the relevant period. DLSA, Upper Siang disposed of 1 pending and 3 pre-litigation cases.

## **2.2. ASSAM STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA NAGAON**

#### **Activities/Work Done:**

- DLSA Nagaon organised more than 45 Legal awareness camps during the relevant period on various important legal provisions of PCPNDT Act, Child Marriage Restrained Act, Juvenile Justice (Care and Protection) Act, Anti-ragging laws, Right to Education, Right to Information, Motor Vehicle Act, Victim compensation Act, Mental Health Care Act, POCSO Act, etc. and beneficial schemes of the government, Schemes of NALSA, and Assam Victim Compensation Scheme, 2012 which benefitted around 11,020 persons.
- DLSA, Nagaon presented two Radio Broadcast programmes to create legal awareness amongst the listeners of remote areas without access to television or newspaper about free legal assistance.
- DLSA Nagaon organised training programmes for panel lawyers and PLVs and also for concerned stakeholders of the Juvenile Justice Delivery system.
- DLSA, Nagaon established Legal Literacy Clubs in 50 schools and 6 colleges in which classes and debates were conducted on legal and socio-legal topics and awareness about the existence of the Legal Services Authorities which enabled people to avail free legal aid, victim compensation and all other legal assistance provided by DLSA, Nagaon.
- During the relevant period, 47 applications for Victim Compensation were instituted with the help of DLSA Nagaon. Compensation was provided to 6 victims.
- DLSA, Nagaon organised huge legal exhibitions at various Schools wherein people were enlightened about various important laws. Dramas were held on legal issues which created awareness amongst 400 students about important legislations.

- DLSA, Nagaon adopted two villages namely Fakirabasti and Dhanuharbasti, wherein numerous awareness camps were conducted for the residents. The DLSA organised a legal services cum screening camp in coordination with various Govt. Departments, wherein it facilitated people in getting benefits such as financial assistance for higher education under SUHRID Scheme of Govt. of Assam, 90 beneficiaries received old age pensions and 115 applications of specially abled applicant were forwarded to the concerned departments to receive benefits under specific schemes.
- DLSA, Nagaon conducted an Internship programme for law students to impart legal knowledge and motivate them to render free and competent legal services to the weaker sections of the society.
- DLSA, Nagaon conducted four flood relief camps in which it facilitated the distribution of relief materials to more than 3000 people and seasonal seeds to around 1000 poor villagers in coordination with Govt. Departments. Free health camps were also organised in the flood affected areas.
- DLSA, Nagaon religiously observed important days like World day of Social Justice, World Health day, International Labour Day, World No Tobacco Day, World day against No Child Labour, etc. Mass awareness camps were also organised on these days in which the DLSA facilitated people in getting benefits under various welfare schemes.
- The DLSA, Nagaon encouraged the project “Beti Bachao Beti Padhao” through various activities such as promoting girl child education, imparting Legal Literacy classes in 24 nos. of Girls’ Schools. motivating the girls to be strong and self-dependant, etc. Moreover, the DLSA also facilitated in the installation of free sanitary pad vending machine so as to promote menstruation hygiene in coordination with the concerned departments.
- DLSA, Nagaon provided legal aid to 393 people to defend their cases in the courts.

- DLSA, Nagaon launched 04 Outreach Legal Services Projects, namely, ‘Anubhuti’ for the mentally ill persons, ‘Snehbandhan’ for senior citizens, ‘Rangin Xapun’ for children and ‘Puhar’ for acid attack victims.
  - Under the ANUBHUTI project, DLSA, Nagaon in coordination with the concerned departments facilitated in the rescue of 24 homeless and mentally ill persons and also assisted them in getting medical treatment and shelter in a home after being released from the mental hospital. By following a news article, Team DLSA, Nagaon facilitated in the rescue of one mentally ill woman named Leena Bania from the road who was provided with clothes and food immediately and sent to the mental hospital where she was constantly monitored and later recovered. The DLSA also facilitated in the rescue of a mentally ill eight months pregnant woman, who was taken immediately for medical treatment after which she was placed under a protection home where she later delivered a healthy girl child.
  - Under the project ‘Snehbandhan’ DLSA, Nagaon in coordination with the concerned departments assisted in the rescue of 22 senior citizens who were tortured and abandoned by their own family members, children etc. and provided them with shelter in old age homes.
  - Under the project ‘Rangin Xapun’ DLSA, Nagaon in coordination with concerned departments assisted in getting adequate medical treatment and proper education of 15 poor children. In one instance, a poor girl namely Miss Surabhi Dekaraja, aged about 12 years, was found to be carrying a tumour which weighed about 18 Kgs, on her stomach since the age of four years due to which she was in extreme discomfort which prevented her from attending school. DLSA, Nagaon facilitated her medical treatment, as a result of which the tumour was removed. Miss Suraiya Begum, a 14 year old girl whose gang rape by five boys was recorded and circulated amongst people

of her locality was counselled by the DLSA as she had attempted suicide and also provided her with assistance in filing application for victim compensation.

- Under the project 'Puhar' DLSA, Nagaon facilitated in getting medical assistance and awarded victim compensation to 2 acid attack victims. The DLSA also carried out a survey with the help of PLVs to find out whether any acid attack victim were deprived of compensation and thereafter took necessary measures to ensure all acid attack victims received adequate compensation.
- DLSA, Nagaon during this period had also carried out various other activities with great success including organising 4 Medical Health Camp, Free Eye Check-Up Camp, Blood Donation Camp, etc. The DLSA in coordination with the concerned departments awarded people in getting benefits such as 75 number of free lenses to senior citizens, 150 persons getting aid under PM Kisan Scheme, relief items to flood victims, 37 nos. of poor students in getting financial aid under SUHRID Scheme, 20 nos. of people in getting loan of Rs. 98,000/- under RIDS Scheme of Fishery Deptt, 152 nos. of farmer in getting loan of Rs. 6,000/- under PM Kishan Scheme of Agriculture Deptt., 27 nos. of families in getting benefits under PM Ujwala Scheme, 32 nos. of families in getting benefits under Anna Suraksha Scheme of Food, Civil Supply & Consumer Affairs Deptt, 56 nos. of persons in getting PAN Card, 29 nos. of families in getting new electricity connection, etc. Besides, the DLSA conducted plantation drives, awareness programmes for public in the District Level Seminar / Kisan Mela on Horticulture, assisted in the inauguration of Old Age Home, arranged Vocational Training Programme on Tailoring to 62 nos. of women and girls, etc.

## **2.3. MANIPUR STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: IMPHAL EAST DLSA**

#### **Activities/Work Done: -**

- The DLSA carried out various activities to strengthen its legal services for which it conducted 03 training programmes for the Para Legal Volunteers (PLVs), established 02 Legal Aid Clinics, held regular meetings of UTRC, inspected Legal Aid Clinics, etc.
- During the relevant period legal assistance was provided to 37 applicants and 11 UTPs.
- 57 Legal Awareness Programmes were conducted on various topics including the NALSA Schemes.
- National Lok Adalats were also conducted by DLSA in which Pre-Litigation cases ranging from Bank Loans, Telephone Bills etc. were also taken up.
- The DLSA carried out the ‘Campaign for assistance to family members of prisoners’ wherein it interacted with all the UTPs. 15 UTPs expressed the need for providing assistance to their family members. The PLVs visited these family members and provided assistance in availing benefits under the Central and State Schemes. The DLSA also identified and facilitated in the enrolment of 04 children for a 03 months course of Office Assistance under Deen Dayal Upadhyaya Grameen Kaushalya Yojana.
- An Agriculture Action Plan Programme for persons belonging to the Scheduled Caste was organised by the DLSA where in coordination with the concerned departments it assisted the farmers in getting the provisions of 20 piglets, 2000 ducklings, 2000 chickens, 1600 fishes, 4 cows, a tractor, a thresher machine and a power tiller.
- The DLSA provided assistance to 112 women in their applications for “Weaver Cards” through which yarns could be bought at discounted rates and which was also necessary in obtaining ‘Mudra Loan’ (Rs. 50,000/- to

10,00,000/-) which could be used as capital investment in weaving related task.

- The DLSA facilitated 15 students in coordination with the concerned Government Departments in receiving scholarship of Rs. 500/- per month under the Deen Dayal Sapsarsh Yojana. Assistance was also provided to 45 applicants in obtaining an “Artisan Card”.
- The DLSA carried out a pilot project introduced by the Manipur SLSA entitled “Effective Utilization of Para Legal Volunteers” wherein various awareness programmes and free medical check-up camps were held. The DLSA in coordination with the concerned departments facilitated 905 beneficiaries including widow, disabled persons and people belonging to the economically weaker sections, to enrol for benefits under Ayushman Bharat-Pradhan Mantri Jan Arogya Yojna (PMJAY) Scheme and Chief Ministergi Hakselgi Tengbang Scheme (CMHT). The DLSA also facilitated the medical check-up of 400 beneficiaries for Leprosy, Tuberculosis, Diabetes and Hypertension in coordination with the concerned departments. Awareness was also created amongst 2,500 people regarding various welfare schemes.
- The DLSA in coordination with the State Health Department and Hospital Authorities also facilitated the poor, vulnerable and marginalized beneficiaries to receive medical assistance. One of the beneficiaries, Mr. Konthoujam Deben was suffering from severe headaches and had symptoms of paralysis, who needed immediate neuro surgery. PLV of Nungabrang Legal Aid Clinic, assisted the said beneficiary in the entire process of getting benefit under the Chief Ministergi Hakshelgi Tengbang Scheme, of Rs 40,000 for medical treatment.
- The DLSA in coordination with the Child Welfare Committee, facilitated in providing shelter to 02 minor children of a poor woman who was unable to maintain them due to lack of finances.

## **2.4. MEGHALAYA STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA WEST JAINTIA HILLS**

#### **Activities/Work Done:**

- The DLSA, West Jaintia Hills carried out legal services activities as per the State Action Plan, NALSA schemes, etc.
- The DLSA West Jaintia Hills organized various awareness programmes on special days to raise awareness amongst people on themes like World Mental Health Day, Legal Services Day, World Aids Day, World Disability International Labour Day, Anti-Tobacco Day; World Day against Child Labour and International Day against Drug Abuse and Illicit Trafficking as well as Independence Day. The DLSA created awareness about various welfare schemes and also facilitated the people in receiving benefits under welfare schemes in coordination with various Government Departments.
- The DLSA West Jaintia Hills organized Door to Door campaign, in which 3,856 households were covered and awareness was created regarding free legal services.
- During the relevant period, DLSA West Jaintia Hills organized 3 training programme for PLV's and Panel Lawyers, to impart knowledge on the role of Para Legal Volunteers and Legal Aid Counsels, Basic structure of the Constitution of India, Police – Public relationship, Basics of Criminal Law, Basics of Civil laws and Customary Laws , Introduction to the Legal Services Authority Act and Article 39 (A) of the Constitution of India, India Penal Code and Evidence Act, Juvenile Justice Act, POCSO Act and Domestic Violence Act.
- DLSA West Jaintia Hills District organized 7 awareness programme through a Legal Awareness booth on various topics like Juvenile Justice (Care and Protection of Children) Act 2015, NALSA (Effective Implementation of

Poverty Alleviation Schemes) Scheme, 2015 for 1,344 beneficiaries; Crime Against Women and NALSA (Victim of Trafficking and Commercial Sexual Exploitation) Scheme, 2015 for 120 participants; Nalsa(Legal Services to Victims of Natural Disaster Through Legal Services) Scheme, 2015, Protection of Children of Sexual Offences Act 2012,

- DLSA in order to foster friendship between the local community and the men in uniform organised a football cum Legal Awareness Programme in which the role of Para Legal Volunteers and schemes of NALSA were also discussed.
- DLSA to raise awareness on Protection of Women from Domestic Violence Act, 2000, Lok Adalat, Mediation, Meghalaya Victim Compensation Scheme, etc. distributed pamphlets and also organized a bike rally to raise awareness on Motor Vehicle Act
- The DLSA of West Jaintia Hills organised 3 cleaning and plantation drives to educate and sensitize the local populace on the need to have a clean environment and its benefits. During the drive, 400 saplings were planted and the surrounding areas were made plastic free.
- During this period DLSA of West Jaintia Hills organized 1 Mega Lok Adalat and 4 National Lok Adalats in which out of 106 cases 45 were disposed of.
- DLSA West Jaintia Hills assisted victims in applying for interim compensation under the Meghalaya Victim Compensation Scheme wherein twelve application of victims were granted. Besides, two application were recommended for compensation. Ten applications received were disposed of by the Committee for Victim Compensation in its second meeting.
- The DLSA also organised 05 Jail Vists cum Inspection, 05 UTRC meetings, a campaign to provide legal assistance to family members of the prisoners and 04 legal literacy classes. Through these activities, the DLSA assisted the inmates in their various legal needs, imparted training to inmates on gardening, stitching, handicrafts, etc. and also spread awareness amongst

inmates and students on various legal topics and their rights. 385 students participated in the Legal Literacy Classes.

- During the relevant period, District Level Scrutinising Committee, West Jaintia Hills District successfully provided legal aid counsels to 409 applicants.

## **2.5. MIZORAM STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA AIZAWL**

#### **Activitie/Work Done:**

- The DLSA Aizawl made Retainer Lawyers available at their office full time to provide consultation and legal advice to legal aid seekers. Immediate legal advice was also provided with the help of landline telephone and internet connections.
- The DLSA provided legal assistance to eligible applicants with the help of 76 legal aid counsels empanelled, 03 Retainer Lawyers and 04 Remand Advocates. PLVs of District and Central Jail also assisted the applicants in applying for legal aid, and assistance was provided in 717 civil and criminal cases.
- The DLSA Aizawl had 66 legal aid clinics functioning during the relevant period including clinics in both District and Central Jail. The DLSA spread awareness about the legal aid clinics through pamphlets which contained information regarding the functions and activities of DLSA and names of PLVs and their contact numbers. The pamphlets were distributed to each household in the villages and outskirts of the capital. The PLVs at the jail provided assistance to the inmates in applying for legal counsel, drafting applications for bail, etc.
- DLSA for capacity building organised trainings for PLVs.
- The DLSA through its panel lawyers and Secretary, DLSA provided legal advice and answered queries through a WhatsApp group to save time which made it convenient for legal services to be delivered efficiently.
- DLSA Aizawl, organised various legal awareness campaigns on the topics of POCSO, Domestic Violence, Civil and Criminal law, Cyber Crime, Human Trafficking etc. through which 162 people were benefitted.

- DLSA conducted seminars on Laws relating to Women in which 400 women participated and lectures were delivered on the subject of Crime against Women and Customary Laws, and the functions and activities of Legal Services Authorities.
- DLSA conducted Door to Door Campaign in which pamphlets were distributed to create awareness regarding the functions and activities of DLSA, free legal aid, importance of Lok Adalats, etc. The team from DLSA also heard people grievances and assisted them in receiving benefits. They also encouraged the local people to organise awareness programmes in remote areas
- The Secretary, DLSA Aizawl participated in the 'Talk Show' on the subject of Women's Rights which was broadcasted on Doordarshan, wherein he enlightened viewers about women rights and free legal assistance provided by DLSA to empower women and weaker sections of the society.
- Several programmes were organised by the DLSA that received positive outcome instantly like awareness programmes on Anti-Tobacco Day for students in which more than 300 students took a pledge to never get themselves involved in the use and abuse of tobacco substances during their life time. World Day against Child Labour was observed in which Nodal department from the Government concerning Child Labour and stakeholders were invited at the programme to create awareness. An awareness programme for protection of Wildlife and its conservation was also carried out as a result of which 17 people made a commitment to give up their illegal practice of hunting animals and killing birds as well as poisoning of freshwater rivers. World Environment Day was also observed, in which 700 Pamphlets were distributed in various villages to create awareness.
- DLSA prepared a book "Khawnvar" in which 12 law related articles written by Judicial Officers and Advocates were published to impart legal literacy to the people.

- Central Jail and District Jail, Aizawl were visited by members of DLSA, Aizawl wherein interaction with inmates was carried out and reports on activities and issues faced were obtained from the PLVs
- DLSA, during the relevant period visited Investigative Unit for Crime against Woman at Aizawl Police Station and Central Women's Jail, Aizawl and interacted with women Police and inmates.
- 25 victims were awarded compensation under the Victim Compensation Scheme in which compensation distributed amounted to Rs. 88, 75,000.
- DLSA, Aizawl to fulfil the objectives of NALSA Child Friendly Legal Services to Children and their Protection Scheme procured Single Visibility Mirror for Special Court POCSO in accordance with Section 36 of POCSO Act, 2012. The DLSA assisted minor victims in getting financial assistance of Rs.34, 915.
- The DLSA visited a Legal Aid Clinic in school wherein interaction was held with teachers who were provided with suggestions on imparting knowledge of law to the students to make the Clinic more fruitful. Request was also made for opening a Legal Literacy Club in the School.
- DLSA interacted and identified prisoners who were in need of legal assistance, and visits were also made to 61 families of the prisoners. Out of the 61 families, 27 were found to be in need of legal aid/assistance.
- DLSA also promoted the use of NALSA Online Application Portal to provide legal assistance.
- During the relevant period, 07 Lok Adalat sittings were held wherein 249 cases were referred, out of which 82 were disposed of and amount of Rs. 43, 77,207 was settled.

## **2.6. NAGALAND STATE LEGAL SERVICES AUTHORITY**

**BEST DLSA: DLSA WOKHA**

### **Activities/Work Done:**

- DLSA Wokha is situated in West of Zunheboto District, and the whole area is mountainous and covered with dense forest.
- DLSA Wokha established 09 legal literacy clubs to create awareness on various legal and social issues.
- DLSA conducted weeklong door to door campaigns with a team of panel lawyers, PLVs and legal literacy club members to create awareness on Lok Adalat, consumer rights, women and child rights, cybercrimes, human trafficking, Victim Compensation Act, Domestic Violence, etc.
- DLSA Wokha partnered with the District Administration to carry out the ‘Beti Bachao Beti Padhao’ (BBBP) Programme across the District wherein legal literacy classes were conducted in various institutions.
- DLSA Wokha in collaboration with eco club under National Green Corps, Wokha Forest Division conducted cleanliness and plantation drive in the respective schools of the locality.
- WDLA conducted 4 National Lok Adalat, wherein 50 bank recovery cases were taken up, 27 cases were disposed of.
- The WDLA organized various training programmes and workshops on Senior Citizen day for 153 Senior Citizens, World Mental Health day for 38 beneficiaries, World Disability day, International Human Rights Day on the theme “Protection of Under Trial Prisoners”, World Day Against Child Labour, etc. Besides, the DLSA organised awareness programmes on “Population Growth and Poverty Alleviation” emphasizing on reproductive health and growth and ways to alleviate poverty, "Maternal Health and Family Planning” for long term positive impact on the physical and

economic life in the society, "No To Drugs" for its prevention and eradication, "One Day Sensitization Programme for PLVs", etc.

- WDLSA organised 3 Mega Legal Services Camps in collaboration with the District Administration, various Government Departments, stakeholders and NGO's. Around 1500 beneficiaries attended the mega camps. Pamphlets were distributed on various legal topics both in English and local dialects to spread information of legal aid. The DLSA also assisted by providing free legal advice, counselling, drafting of applications, etc. to 1,374 beneficiaries through stalls set up at the camp.
- DLSA Wokha in Collaboration with the Medical Department organised an awareness programme and medical camp wherein the DLSA facilitated 419 persons in getting benefits.
- DLSA Wokha visited an orphanage home wherein it facilitated the distribution of clothes and food items to the inmates in collaboration with concerned departments.
- WDLSA organised a programme for mock drill on "Clean Election and Rights of Voters" at Legal Literacy Clubs in schools. 13 awareness programs were also held on issues like Village Council Act, Victim Compensation Act, Money Laundering Act, Domestic Violence Act, Road Safety, etc.
- Wokha DLSA organised a Mini Camp for the workers in the Unorganised Sector, and created awareness regarding various welfare schemes related to them. Around 60 village functionary members attended the programme, and the DLSA facilitated 25 genuine workers including women beneficiaries in registering for benefits under the Nagaland Building and Construction Welfare Scheme.
- DLSA Wokha conducted UTRC meetings where after deliberation some convicts were recommended for release. The DLSA further counselled 10 convicts and facilitated in provision of table fans as well as TV for jail inmates in collaboration with NGOs.

- DLSA Wokha conducted a workshop to uplift women street vendor/ entrepreneurs/associates by facilitating the distribution of raincoats to 144 beneficiaries, in collaboration with concerned departments.
- DLSA Wokha conducted one day vocational training for District Jail Inmates to provide skill development and empower them to contribute to the society.
- DLSA Workha carried out the campaign for legal assistance to the family members of prisoners at district jail, 28 jail inmates were interacted with, out of which 12 were identified for legal assistance and proforma sheets were filled up for the same.
- DLSA Wokha conducted a conclave for rural women on the topic “Legal Rights & Privileges and Welfare Schemes” wherein various Welfare Schemes of the State and Central Government, schemes available to women, legal rights and privileges in particular that could be availed under the Protection from Domestic Violence Act, 2005 were highlighted.
- The DLSA further conducted a vocational training for 90 Beneficiaries under the aegis of the Poverty Alleviation Scheme of NALSA. Training was provided on making paper bags, gift bags, etc. The DLSA set up a legal aid desk to sensitize the women on their rights, distribute pamphlets on legal issues printed in the local dialect and also facilitated in the distribution of sample paper bags in coordination with the concerned departments.
- DLSA Wokha further conducted an awareness campaign ‘Plastic free zone’ of the State Government and carried out awareness programme on rights of women And child, Sakhi One Stop Centre and Women Centric Schemes at Wokha Sub Division Wozhuro, Consumer Rights, etc.

- DLSA Wokha organised a 2 day camp wherein 1000 PWDs including mental ill beneficiaries' were facilitated in availing free medical check-ups/treatment, 200 beneficiaries were issued certificates of disability for availing various schemes and privileges in coordination with the concerned departments.
- The Panel Lawyers and PLVs of the DLSA donated two days Honorarium amounting to Rs. 20,000/- to assist disaster victims at Wokha
- The DLSA also facilitated senior citizens in receiving first aid, groceries, assistance in their chores, etc. and heard their grievances on Senior Citizens Day. PLVs of DLSA Wokha further sensitized rural women/village functionaries on various NALSA Schemes and held vocational trainings in the District.
- As a means to connect with the local people, DLSA Wokha brought out a uniform waistcoat for the district officials and panel lawyers, bearing NALSAs Motto "Access to justice for all" with Naga traditional motifs, featuring a lotha chumpho or morung embossed with the NALSA logo. DLSA also got customized t-shirts with NALSA Logo for the PLVs as a facilitator in bridging the gap between the most vulnerable sections of the society and the Legal Services Authorities.

## **2.7. SIKKIM STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA WEST GYALSHING**

#### **Activities/Work Done:-**

- The DLSA West Gyalshing organised legal awareness all over the district, including remote areas. Micro legal awareness programmes were also held every month in these areas. Awareness regarding various legal and socio-legal issues such as offences against children, women, suicide, domestic violence, children rights, property, issues related to Senior citizens, mental illness, unemployment, etc. was created. Public was further informed regarding free legal aid services, alternate dispute resolution modes and various acts like POCSO Act, 2012, the Protection of Women from Domestic Violence Act, 2005, Anti-Drugs Act, 2006, Consumer Rights Act, 2015, etc.
- DLSA, West Gyalshing provided legal assistance to the public such as in making affidavits, filling up forms and providing assistance in all kind of legal problems faced by them.
- The DLSA set up Legal aid clinics in the Block Administrative Centres, Court, Colleges and in monthly legal aid camps wherein legal assistance was provided to eligible persons. DLSA organised health camps in-coordination with District Hospital, wherein regular health check-up of the people was facilitated.

- The Monitoring and Mentoring Committee of DLSA West Gyalshing and the TLSC, West Gyalshing was constituted who monitored the progress of the legal aided cases of the Courts in the district and also discussed its progress with the assigned legal aid counsels. The DLSA regularly updated the clients about the progress of their cases and also maintained registers regarding the details of the legal aided cases and day to day proceedings.
- The DLSA made its Front Office functional as per the NALSA Guidelines in the District Court Complex, West Gyalshing. The Front Office provided legal assistance with the help of the Panel Lawyers and PLVs, updated daily cause lists, drafted and forwarded applications seeking legal aid to the DLSA/SLSA.
- Fees of the Panel lawyers and PLVs, and bills of the programmes conducted by DLSA and were paid on time.
- Training Programmes for the Panel Lawyers and PLVs of the DLSA were conducted regularly to equip them with the required skills to provide efficient legal services to the people.
- DLSA promoted awareness on alternative dispute resolutions for amicable settlement of disputes.
- DLSA through PLVs and Panel advocates regularly visited the Children's Home to check its condition and provide assistance as and when required.
- The DLSA facilitated several people who were rendered homeless due to multiple landslides which occurred in the Yuksam, West Sikkim area in

receiving shelter in coordination with the concerned departments. The DLSA at the relief camps created awareness amongst people the right to free legal aid/services under NALSA's Scheme for Legal Services to Disaster Victims through Legal Services Authorities. Panel Advocates were also deputed to provide legal assistance to the victims. The victims/affected people were also facilitated by the DLSA in coordination with the Government Department in arranging a place for the victims where they can stay and study.

- A legal services camp was organized by District Legal Services Authority, West District where 13 the affected people were facilitated by the DLSA in receiving reliefs from the District Collector. Similarly, at Kabirthang, Yangtey, Sakyong and Peythang, the DLSA assisted people seeking interim reliefs from the District Administration. The Officials of Forest Department and Roads & Bridges Department were requested to have the roads cleared by the debris caused by the landslides. The Power Department was requested to ensure that the power lines were restored in those affected areas.
- DLSA counselled a POCSO victim and facilitated her medical treatment in coordination with the District Child Protection Officer. The DLSA also gifted her a guitar in order to help her learn to play the guitar in which she had a deep interest.
- "A Campaign for Legal Assistance to the Family members of the Prisoners", was organised by the DLSA, West Gyashing wherein the team from DLSA interacted with the UTPs & their family members to find out whether they

or their family members were in need of legal assistance. The DLSA facilitated the UTPs in receiving medical treatment in coordination with the concerned departments.

- The DLSA assisted child victims of sexually abuse in preparation of their documents for opening bank accounts to receive victim compensation amount under POCSO Act, 2012. Similarly, the DLSA also helped a differently abled victim in opening a bank account, in which she later received Rs. 50,000/- (Rupees Fifty Thousand) as victim compensation.
- The DLSA visited Kengmari Children's Home, Hee Goan, West District, where they found the living conditions of the children to be poor as they lacked basic amenities. The DLSA facilitated the Children's home in getting basic amenities in coordination with the concerned departments.

## **2.8. TRIPURA STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA GOMATI**

#### **Activities/Work Done:-**

- DLSA, Gomati Tripura organized Mega Legal Services camp wherein different stalls were set up to sensitize and also assist the local people to avail benefits under Govt. welfare schemes and facilities from the concerned departments. Around 1,565 people participated in the said Camp in which DLSA facilitated the beneficiaries in receiving caste certificates in coordination with the concerned departments.
- DLSA conducted 15 legal awareness programmes at various places such as Gram Panchayats & ADC Villages, schools, Udaipur District Jail lying under Udaipur Sub-Division Gomati Tripura. Other topics such as Victims of Trafficking and Commercial Sexual Exploitation Scheme, Legal Services to the Workers in the Unorganised Sector Scheme, Legal Services to the Mentally ill and Mentally Disabled Persons Scheme 2015, Effective Implementation of Poverty Alleviation Schemes 2015, Protection and Enforcement of Tribal Rights Scheme, 2015 and Legal Services to the Victims of Drug Abuse, Eradication of Drug Menace Scheme, 2015, Protection of Women from Domestic Violence Act 2005 and Protection of Children from Sexual Offences Act 2012, the Prohibition of Child Marriage Act, 2006, Child Labour Act, 1986 and the Rights of Persons with Disabilities Act, 2016, etc. were also covered in awareness programme.
- The DLSA conducted street dramas in villages and streets on topics including ill effects of child marriage and child labour, anti-tobacco, etc.
- During the relevant period, the DLSA established 04 new Village Legal Care & Support Centres, wherein the local people were sensitised regarding the activities of DLSA, free legal aid services, Lok Adalat and benefits under various Govt. Welfare as well as NALSA schemes.

- The DLSA constituted new Legal Literacy Clubs, renewed the Committee members comprising of students and teachers in different schools, organised programmes to sensitize the students on socio-legal topics like effects of child marriage, child labour and ill effects of drug addiction, etc.
- National Lok Adalat was organized by DLSA, Gomati during the relevant period wherein a total of 839 pre-litigation cases and 139 post litigation cases were taken up while in the 13 Benches of Lok Adalat a total of 187 pre-litigation cases & 06 post litigation cases were settled and disposed of.
- The DLSA further held 03 Special Lok Adalats. 883 cases including MV Act cases and Bank Recovery cases were taken up and 797 cases were settled.
- The DLSA also settled land disputes amongst neighbours through Permanent Lok Adalats and disposed of 06 out of 21 cases through mediation.
- DLSA, Gomati Tripura provided free legal aid in 106 cases, counselling in 574 cases thereby benefitting 3,229 number of people in settling their disputes which were of matrimonial nature, land disputes, criminal compoundable offences, money lending cases, etc.
- DLSA assisted rape and other victims of sexual assault for availing compensation under the Victim Compensation scheme wherein 03 cases were disposed of and Rs.11, 00000/-was given to the said victims.
- DLSA conducted door to door visits to assist the local poor families in their application for ration card, job cards, aadhaar cards, caste certificate, birth certificates and various other essential documents. The DLSA thus assisted about 1500 people in getting applications along with relevant documents.
- DLSA conducted a campaign to provide legal assistance to prisoners and their family members wherein DLSA assisted them to get ration card, aadhaar card, caste certificate, etc. It also facilitated medical treatment for

kids of inmates in coordination with the concerned department. Around 20 families benefitted.

- DLSA Gomati Tripura carried out a number of programmes to mark important days such as National Women Day, Anti-Tobacco Day, etc.
- The DLSA during the relevant period conducted 10 Legal Awareness programmes and activities under various NALSA schemes including Disaster Victim Schemes, Schemes for Sexually Exploited victims, workers, children, disabled persons and for tribal people etc. which were attended by 1144 beneficiaries.
- District Legal Services Authority, West Tripura District, Agartala during the relevant period successfully provided legal aid to 107 persons and legal advice to 3,188 persons.
- The DLSA with the help of the local administration and police was able to stop 07 child marriages and rescue 07 child labourers working in local shops, establishments and bricks industries. About 150 workers were provided assistance in obtaining benefits.
- The DLSA facilitated the rescue and rehabilitation of mentally ill persons with the help of concerned departments.
- DLSA also facilitated eligible persons receive handicapped allowances, allowances for senior citizens and various benefits under the widow and deserted women scheme in coordination with the Social and Welfare Department.
- DLSA assisted legal aid seekers in filing FIR, complaint, petitions, applications, etc. and facilitated them in availing benefits, facilities. The DLSA further coordinated with the District Child Line and District Child Welfare Committee in cooperation with the police to trace and recover missing juveniles/persons. The DLSA also visited Orphanage Home, Juvenile Observation Home, to ensure that the inmates rights were not violated and basic amenities were being provided to inmates.

## **NORTH ZONE BEST DLSA**

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

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### **3.1. HARYANA STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA KURUKSHETRA**

##### **Activities/Work Done:-**

- The DLSA Kurukshetra carried out the following outreach programmes:
  - DLSA Kurukshetra launched a project “My Dignity My Right”, a campaign against Sexual Harassment at the Workplace to ensure that Internal Complaints Committees were constituted as mandated under the Act of 2013. Under the project, 9 camps were organised, 423 persons were made aware, 23 people were benefitted and 32 Internal Complaint Committees were constituted by concerned entities.
  - DLSA Kurukshetra launched a campaign called “Humanity is Not for Sale – A Human Trafficking Awareness Campaign” with the aim to provide benefits to the victims of Commercial Sexual Exploitation and Missing Children under various welfare schemes along with medical help. During the campaign, door to door campaign was carried out to identify the FSWs, Special legal literacy camps were organised to make students aware about trafficking and commercial sexual exploitation. Camps were also organised to provide legal services to the Victims of Trafficking and Sexual Exploitation. The DLSA also carried out special rescue operations. In total, 58 camps were organised, 4,505 no. of people were made aware and 59 no. of people were benefitted.
  - DLSA, Kurukshetra launched a campaign namely “Sanklap: Bal Shram Nished Jagrukta Abhiyan” to prohibit the menace of Child Labour, and spread awareness against child labour and about various Govt. Acts and

Rules prohibiting Child Labour. Awareness Camps were organized at various schools to sensitize the students and staff members regarding various Government Acts and Rules against Child Labour. A rescue operation was also carried out in District Kurukshetra with the help of local police, Labour Inspector and an NGO “Bachpan Bachao Aandolan” in which 4 children were rescued and an FIR was lodged against the culprits. 4 awareness camps were also organised which were attended by 4,532.

- A campaign named “Be Hygienic- Be Safe” was launched by the DLSA to create awareness amongst children regarding personal hygiene. Camps were organised in collaboration with NGOs and Old age homes to distribute nail cutters, toothbrushes, tooth paste and sanitary pads amongst the rural students and people living in remote villages. A total of 20 camps were held in which 2,800 students/children were made aware and 1,571 no. of sanitary items were distributed.
- “One life” A Road Safety Campaign was launched by DLSA Kurukshetra to raise public awareness about road safety, road signs, Provision of Motor Vehicle Act, safety tips to children, pedestrians and cyclists, safe driving, need to save life by rushing the victims of road accident for medical care and to make the public aware about legal protection provided to the person who provides assistance in case of a road accident. During the campaign, retro effective tapes on public transport in coordination with Regional Transport Authority and Traffic Police were affixed, awareness camps were held in schools, etc. In total, 40 camps were organised, 4,678 people were made aware and 3,840 persons were benefitted.
- DLSA Kurukshetra organized a project called “The Forgotten Victims – A Campaign for the Families of Jail Inmates” stationed at the District Jail Kurukshetra. During the campaign, the inmates and their families

were interacted with, their grievances were heard and assistance provided to them. 13 camps were held in jails and 32 camps were held in various blocks. 5 family members were provided legal aid and 77 were provided other services/assistance.

- The DLSA launched a campaign named “Jeena Hai Samman Se” to provide benefits to the workers in the unorganised sector. During the campaign labourers who were not registered were registered on the days of the Camp, free legal advice was provided to labourers who had not received old/pending remunerations, a special camp was organised on World Labour Day to connect labourers to the beneficial schemes of the Government. In total, 20 camps were organised, 1,575 labourers were made aware, 1,446 labourers were registered and 1,446 labourers were benefitted.
- DLSA Kurukshetra launched a campaign “Andolan: A Fight against Drugs” to create awareness amongst the general masses against excessive use of alcohol and smoking. Along with this, it also attempted to make people of the district aware of the various legal provisions, policies, programmes and schemes regarding narcotic drugs and psychotropic substance abuse. Special drives were carried out wherein with the assistance of the special trained police, the general public at public places found smoking and eating tobacco products were identified and challaned or left after warning and the shops in close vicinity of residential areas and schools found selling the tobacco products were counseled to comply with the Act of 2003 by way of putting the warnings etc in conspicuous places of shops, not selling the tobacco products to children below the age of 18 years, not selling the tobacco products without pictorial warnings and removing the banners showing the sale of tobacco and cigarettes. In total 25 camps were held which benefitted 2,262 persons.

- DLSA, Kurukshetra launched a 20 days long campaign for protection for animals namely “Animals Do Have Rights” which created legal awareness on departmental schemes and importance of vaccination especially FMD (Foot Mouth diseases) of Animals and also Medical check-up of Animals was got done and medicines of deworming and FMD were provided. 144 camps were organised in which 25,824 people including students were made aware and 173 no. of animals were vaccinated.
- DLSA Kurukshetra carried out a project initiated by Haryana State Legal Services Authority namely, “Save Environment Save Life” during which different villages were identified that needed attention wherein dustbins were installed to ensure cleanliness. Plants saplings to schools and villages through plantation drives were provided, World Environment Day was observed by planting 2000 saplings in different villages. Plastic free drives at public places were organised. 35 awareness camps were organised in schools wherein 1,158 students were made aware and 3,620 no. of saplings were distributed. 5 plastic free drives were organised wherein 101 no. of shops/hotels were visited and 1,200 no. of people were made aware.
- A campaign on Disaster Management was launched by DLSA Kurukshetra to help the people in reducing risk and assisting them to adopt disaster mitigation policies and strategies and strengthening their capacities for managing human made and natural disasters at all levels. In collaboration with the Department of Disaster Management and Education and Child Welfare Committee awareness programmes in schools were carried out. Camps organised at identified places. 14 camps were held in which 1,426 persons were made aware.
- DLSA, Kurukshetra launched a ten days campaign namely “Ghrelu Hinsa- Nahi Sahenge” on domestic violence to identify the victims of

domestic violence and provide them proper counseling. 3 public places were identified to carry on the project having maximum concentration of women i.e. Anganwari Centres and Panchayat Ghar so that females might access the camps easily. Six Camps were organized in different Institutes/Organizations/Schools/Colleges/Blocks, etc. In such public camps they were made aware of domestic violence. Cases were also registered by the Protection Officer. Representatives from the Department of Psychology, Sociology and MSW counselled and encouraged females suffering from domestic violence. In total, 6 camps were held where 133 females were made aware.

- DLSA Kurukshetra launched a campaign called “Reaching the Masses” to ensure that people were made aware of their legal rights, beneficial schemes and to connect them to such schemes, by facilitating fulfilment of procedural formalities. Brochures containing information on such rights and schemes were displayed outside courtrooms and distributed in camps.
- A project namely “Future is in Your Hands a Voting Right Awareness Campaign” was launched by the DLSA to create awareness among the general public regarding their voting rights, highlight all aspects of election processes and reach out to the people living in remote and rural areas and sensitize them about the importance of voting. Door to door campaigns and camps were held wherein 1,614 people were made aware.
- DLSA, Kurukshetra launched a Campaign namely “Equality Amongst Equals” to educate children on the issue of Untouchability. 50 camps were organised wherein 4,325 students were sensitized about the issue.
- In order to create a database of Senior Citizens and to connect them with the beneficial schemes of Government, the Campaign namely “You Are Not Alone” was launched by the DLSA in the months of July and August, 2019. Camps were held wherein awareness was created

regarding pension of senior citizens and their rights and entitlements under the Senior Citizens Act 2007 and in different Government transports, hospitals etc. Data was collected of all Senior Citizens clearly mentioning if he/she is a destitute, indigent or living alone; whether belonging to BPL family; whether wishes to have pension for elderly; whether wants to open Senior Citizens saving schemes etc. Data bank was also shared with Police Officers for their registration for ensuring their safety. 80 awareness camps were held wherein 3,694 senior citizens were made aware about their rights and 2,506 were benefitted.

- A campaign namely “Andhere Se Ujale Ki Aur” was launched by DLSA, Kurukshetra to facilitate education of the deprived Children. Camps were organised in the identified areas by the DLSA teams. In coordination with the Education Department admission of children not going to school was facilitated. 26 camps were held, 66 children were identified and 39 were admitted to schools.
- District Legal Services Authority, Kurukshetra launched a Campaign namely “Kisan Pragati Ke Path Par” for farmers to identify their core issues and connect them with beneficial schemes. Farmers in need of training on scientific ways of farming were identified. 80 camps were held wherein 4,336 farmers were made aware about their entitlements. 2,161 farmers successfully submitted forms under beneficial schemes.
- District Legal Services Authority, Kurukshetra launched the project “Touch Me Not: - A Campaign on Good Touch and Bad Touch” to sensitize the children under the age of 14 years on bad and good touch. 50 camps were organised and 9,119 students were sensitized.
- DLSA Kurukshetra launched a campaign called “Jal Ki Raksha Kal Ki Suraksha” to raise awareness about water conservation and educate the public on how to conserve water. To create awareness 30 camps were

held wherein 2,926 no. of persons were made aware. 30 schools were covered under the campaign.

- DLSA Kurukshetra launched a campaign called “Bachpan Ki Rah – Band Ho Bal Vivah” to sensitize people on child marriage. Camps were organised at identified places to create awareness on the harmful impact of child marriage. In total, 80 camps were held wherein 19,766 people were made aware about the negative impacts of child marriage. A total no. of 14,056 signatures were obtained in the drive against child marriage.
- DLSA Kurukshetra initiated a project called “Ignorance to Legal Empowerment”, for convicts lodged in District Jail, Kurukshetra to create awareness amongst the convicts regarding their legal rights, connecting them to various government schemes, facilitating bail and other jurisprudence related services. In total 7 camps were held wherein 295 people were made aware and 9 convict were benefitted who moved applications.
- To provide medical, financial, legal and other welfare aids, DLSA Kurukshetra devised a campaign “The Real Architects of Society” for widows in Kurukshetra district. Camps were organised to create awareness about beneficial schemes. 650 widows visited the camp and 459 were benefitted.
- DLSA, Kurukshetra organized a Project “Living in the Shadows” for Acid Attack Victims in District Kurukshetra wherein three awareness camps were organised at various places and 69 persons were made aware.
- DLSA, Kurukshetra in order to educate children in the age group of 10-17 years on the issue of Dowry launched a campaign namely “Dahej-Pramptra Ya Abhishap”. Under the campaign 50 camps were organised wherein 4,402 child were sensitized on the issue of dowry.

- District Legal Services Authority, Kurukshetra in collaboration with Health Department organized a health check-up camp for inmates in Distirct Jail, Kurukshetra on 31.08.2019 wherein 270 inmates were benefitted.
- Awareness camps through Legal Services vehicle were carried out in the district wherein legal aid advocates educated rural people on various legal issues and also answered their queries. 54 camps were held which benefitted 1,912 persons.
- On the occasion of “Gita Jayanti Mahotsav” Legal Literacy Stall/Booth was set up from 07.12.2018 to 23.12.2018 at Braham Sarovar, DLSA Kurukshetra, in which panel advocates and Para Legal Volunteers facilitated the people by giving legal advice and knowledge about their different rights and duties. The printed booklets of various NALSA Schemes, Fundamental Rights and Duties were also distributed for creating legal knowledge which was visited by approx. 6,100 persons.
- Two Special Legal Awareness camps were organized at Mata Bhadarkali Mandir, Kurukshetra on the occasion of “Navratar Mela” on 13.04.2019 and 14.04.2019 to spread legal awareness amongst maximum people and provide legal advice. It benefitted 126 people.
- Periodical Awareness Campaigns:
  - Campaign by law students: Training was provided to the law students on various legal topics, rosters were prepared and teams were sent to different villages to educate people about their rights. In total, 3 camps were held covering 3 villages wherein 567 people were made aware about their rights.
  - Mediation Awareness Programmes were organised to spread awareness about the mediation process and to encourage and increase mediation. 14 such awareness programmes were held in which awareness was spread amongst 292 persons. 34 persons benefitted.

- DLSA, Kurukshetra in collaboration with the Health Department, Kurukshetra organized awareness camps on providing Nutrition to children under the Head “Sawasth Bachpan-Jeevan Ki Aadharshila” in which a Diet Plan for school going children with the assistance of Dietitian from LNJP Hospital, Kuruksetra was prepared, and distributed.
- Steps to strengthen legal services:
  - Front Office has been located at a visible place, digitized and adequate infrastructure has been provided, suggestion and complaint boxes placed, LED monitors installed, daily roster prepared, registers digitized, etc. Legal services such as legal advice, drafting of applications, assistance through legal helplines, uploading legal aid applications on web portal, etc. were provided. During the relevant period 373 applications were received and processed immediately.
  - National Lok Adalats were held wherein 21,567 cases were taken up and 7,763 cases were settled. 13,144 cases were taken up in the daily Lok Adalats wherein 3,954 cases were settled. In Permanent Lok Adalats 2,665 cases were taken up in which 119 no.of cases were settled.
  - 433 pending cases were referred to the Mediation and Conciliation Centre wherein 48 cases were settled. 332 pre-litigation cases were referred and 52 cases were settled.
  - The Monitoring and Mentoring Committee closely monitors the legal aided court matters and work of the panel lawyers. In total, 75 cases have been closely monitored. In 75 cases mentoring was also provided by the Mentoring and Monitoring Committee
  - The meetings of Under Trial Review Committee took place, as many as 8 meetings were convened to discuss the status of the under trials. Appropriate steps were taken as and when required.

- Model Prosecution Scheme was successfully implemented in the District of Kurukshetra where female advocates assisted the women and child victims from the moment they entered the police station till the time their cases were decided by the courts.
- Besides, the DLSA carried out visits to Child Care Institutions, organised special legal literacy camp for officials at the grassroots level, established legal literacy clubs as many as 124 were functional, established legal aid clinics which were visited by 9,577 persons.
- The DLSA also celebrated important days such World Environment Day, Children's Day, Constitution Day, Women's Day, World Anti-Drugs Day, AIDS Day, Disabled Day, Independence Day, Labour Day, Child Labour Day, No Tobacco Day, Earth Day, International Yoga Day, etc.
- The DLSA received 24 applications for victim compensation wherein a total of Rs. 86, 85,000 were awarded.
- 231 people were provided legal help through the helpline number.
- Capacity building programmes were conducted for panel lawyers wherein 11 workshops and 27 training sessions were held on various legal topics such as plea bargaining, Protection of women from Domestic Violence Act, 2005, Appreciation of Evidence, etc. 10 workshops and training programmes were held for Para Legal Volunteers.
- DLSA, Kurukshetra took an initiative to digitize the office of DLSA. All the advocates and PLVs on panel of DLSA have been trained in computers and their emails have been opened.
- A Mobile App has been devised by District Legal Services Authority, Kurukshetra to access the case information of legal aid cases. It was developed in collaboration with University Institute of Engineering

and Technology,, Kurukshetra University, Kurukshetra under the name “DLSA KRK CIS”.

### **3.2. HIMACHAL PRADESH STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA KULLU**

##### **Activities/Work Done: -**

- During the period September, 2018 to August, 2019, DLSA, Kullu organised 129 Lok Adalats in which 9,469 cases were taken up and 4,783 cases were settled amicably.
- During the relevant period, 377 jail inmates were benefitted from legal services rendered through jail legal services clinics.
- DLSA, Kullu had set up a mechanism of Pre-mediation sittings. During the period from September, 2018 to August, 2019, 237 cases were referred, 56 cases were settled.
- The DLSA Kullu during September, 2018 to August, 2019 organised 229 Legal Awareness Camps in which 25,244 people participated. 198 persons were benefitted which included women, persons with disabilities, persons whose annual income did not exceed the prescribed limit and persons in other category.
- Legal Services Help-Desk/Stall was installed in International Dusshera Festival from 19.10.2018 to 25.10.2018. 4,503 persons visited the stall during the aforesaid period. The general masses were sensitized about their legal rights, objectives of the Legal Services Authorities Act especially provisions of free legal aid, various schemes of NALSA, H.P. State Legal Services Authority and the welfare schemes of the government.
- A stall was set up by the DLSA during state level fair” pipal jatar” w.e.f. 28.04.2019 to 30.04.2019 wherein masses were made aware about legal aid and welfare schemes. Free legal aid and advice was also provided to the people who visited the fair.

- A plantation drive was carried out by the DLSA Kullu wherein 400 Devdar saplings were planted at Patlikuhhal District Kullu on 10.08.2019 in collaboration with the forest department.
- The DLSA Kullu organised a Legal Awareness Programme on Rising Materialism & Declining Moral Values, Drug Abuse, Children's Issues and Environment Protection on 01.06.2019 at Atal Sadan Dhalpur, Kullu. The Programme was attended by 954 persons. Participants included Judicial Officers, District Administration, Elected Women Representatives, Mediators, NGOs, Advocates, members of Bar Council of H.P., Professors, Doctors, PLVs, Teachers, Anganwari Workers, Students, Members of School Management Committees and General Public.
- A one day conference on ADR Mechanism and Mediation Skills & Techniques was successfully organized on 2nd June, 2019 at AtalSadan, Dhalpur, Kullu for the Judicial Officers and Mediators of Districts Kullu, Mandi, Kangra, Chanba, Bilaspur, Hamirpur and Una. It was attended by 641 Judicial Officers and Mediators.
- DLSA Kullu also organised 47 Legal Literacy Camps, 28 camps on Lesson-in-Law & 23 camps on NALSA & Government Schemes.

### **3.3. JAMMU & KASHMIR STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA SAMBA**

##### **Activities and Work Done:**

- DLSA Samba in order to provide free and competent legal services, focussed on strengthening its various components of the legal services institutions such as the Front Office at District Court Complex, 08 Legal Services Clinics across the District, Legal Literacy Clubs (05 Model Legal Literacy Clubs) in Schools & Colleges, 07 Permanent Help Desks & Temporary Help-Desks at key centres. The legal services at these places were rendered through a dedicated and trained team of 11 PLVs and 07 Retainer Lawyers.
  - Front Office: The Front Office of DLSA Samba provided efficient and effective legal services to the legal aid seekers. The main functions carried out by DLSA Samba were providing legal advice and assistance, drafting applications, receiving legal aid applications and maintaining record, maintaining up-to-date data of Court based matters and constantly updating status of the cases, updating legal aid seekers about the assigned Retainer lawyer and the status and date of his/her case, receiving applications pertaining to social welfare schemes and following up, constantly updating the applicant and carrying out any other activity related to providing of legal aid and social justice.
  - Legal Services Clinics: DLSA Samba has a total of 8 legal services clinics functioning across the district providing legal services in the form of advice, counselling, drafting of applications, collecting application forms relating to various welfare schemes and carrying out follow up action in all matters. During the period from 01.09.2019 to 31.08.2019, 2,281 persons visited the clinic and 56 persons were provided legal assistance. 1,822 persons benefitted under various welfare schemes.

- **Legal Literacy Clubs:** DLSA, Samba established a total of 22 Legal Literacy Clubs out of which 05 school-clubs were designated as Model Legal Literacy Clubs. With the assistance of DLSA Samba, and under the guidance of a Teachers-In-Charge and supervision of the Headmasters/ Principals of the respective schools, the member-students of the clubs undertook various constructive activities including Legal Awareness discourses, debates, poetry, painting, poster-making, slogan writing competitions, rallies and drives on topics ranging from child abuse, drug abuse, women rights, issues concerning senior citizens, Road Safety, Anti-Ragging, Anti-Tobacco, Constitutional topics, Environment Laws, Water Conservation etc. 183 programmes were conducted by various clubs. The participants and winners of the activities were felicitated by DLSA Samba for encouraging participation.
- **Help Desks:** DLSA, Samba established both Permanent and Temporary Help Desks to provide assistance required to people in distress or need. There were 7 permanent Help Desks being manned by PLVs and Retainer Advocates, whose names and telephone numbers were displayed at conspicuous places to ensure 24 hour accessibility. Temporary Help Desks were established by the DLSA on a short term basis during Mega Legal Services & Awareness Camps, major campaigns, during Lok Adalats, in times of distress such as for Victims of Cross Border Disturbances, for assisting people such as pilgrims of Amarnath Yatra & Baba Chamliyal Mela, etc. with the primary objective of lending a helping hand to persons in need. They were manned by PLV's with the occasional & need-based services of Panel Lawyers for providing services, information, guidance, counselling, follow-up actions and other allied and alike functions. In total 947 persons visited the Help Desks and 910 persons benefitted under the Welfare Schemes.
- **Capacity Building:** The DLSA held trainings/workshops/refresher courses for overall capacity building and sharpening the skills of PLVs, Retainer

Lawyers and Staff including lectures on various topics such as legal aid schemes of NALSA, social security schemes, social welfare schemes, solid waste management, environment related topics, issues concerning senior citizens, child abuse and child rights, legal services for victims of acid attacks, women rights, rights of disabled persons, etc. About 18 training/refresher courses were conducted apart from 11 workshops for the staff.

- DLSA, Samba ensured availability and accessibility of free legal services through its various institutions. Applications were received through various sources such as through PLVs, at the Legal Services Clinics, Help Desks, personal approach by Legal Aid Seeker, etc. After receipt of applications at the DLSA office, they were scrutinized, and in eligible cases legal aid counsel were assigned. Daily cause list was also prepared by the DLSA, and copies of the same were displayed at all notice Boards of the Courts and ADR Centre. Legal aid seekers were constantly updated regarding the progress and next date of the case by personal interaction as well as telephonically. The no. of cases in which Court based Legal Aid was given were 81, while legal advice was provided in 2190 cases. 1822 no. of applications were received for benefits under welfare schemes during the period 01-09-2018 to 31-08-2019.
- DLSA Samba constituted a Monitoring and Mentoring Committee at the District and Tehsil Level for close monitoring and guiding the panel lawyers in court based legal services.
- DLSA Samba held a Mega Legal Services and Awareness Camp at Birpur, Samba on 30.12.2018 where people were connected with various schemes and programmes being undertaken by Central Government, State Government, NALSA Schemes, etc. On the spot, benefits were given to the beneficiaries as per their entitlement and people were also made aware through stalls installed by various Govt. Departments and organizations about various schemes. In total, 28 Depts. and organizations participated in the Camp which include Excise and

Taxation, Revenue, Agriculture, Horticulture, Fisheries, Handloom, Health, Education, Social Welfare, Industry, Women Helpline-181, Red Cross, ICDS, ICPS, AADHAR Registration Counter, Motor Vehicle Dept., PDD, DLSA, J&K Bank, SBI, PNB and J&K Grameen Banks, etc. Awareness was also spread through skits and “nukkad natak”. Benefits were also distributed under the Widow Pension Scheme, State Marriage Assistance, LADLI Beti Scheme, Beti Bachao Beti Pado. Golden Cards were distributed by Health and Family Welfare Department. Red Cross Society distributed blankets, bed-sheets and Kitchen Utensils to needy people. A total of 1305 persons benefitted under various schemes on the spot.

- DLSA Samba also organised around 190 legal awareness programmes on various topics such as child abuse, child labour, drug awareness, women rights, water conservation, solid waste management, rights of tribal persons, rights of senior citizens etc. which were attended by 19,621 persons during the relevant period.
- 04 National Lok Adalats and 14 Lok Adalats(other than National Lok Adalats) were organized periodically by DLSA Samba under the directions of NALSA & J&K SLSA which included matters relating to NI Act, Bank Recovery Cases, Labour Dispute cases, Service Matters, Cr. Compoundable Cases, MACT,etc. In the Lok Adalats other than National Lok Adalats 571 cases were settled out of which 557 were pending cases and 14 were pre-litigation cases. In the National Lok Adalats, 1001 cases were settled, out of which 715 were pending cases and 286 were pre-litigation cases. The DLSA also provided mediation in pending matters/Court annexed cases, pre-Institution matters and all other matters as deemed proper for settlement through mediation. The total no. of cases referred for mediation were 46.
- DLSA Samba updated records of disposal & settlement of cases of every National Lok Adalat through authority login, fed details including contact numbers of PLV's & Retainer Lawyer on monthly basis through authority login, initiated the process of uploading monthly statements of DLSA on Portal and also fed details

of every Legal Aid Clinic, Legal Literacy Club, Model Legal Literacy Clubs of DLSA, Samba.

- A few sustained campaigns carried out by DLSA Samba were as follows:
  - DLSA Samba conducted programmes on “Child Abuse & Sexual Violence –On Interpersonal & Digital Interface” in 59 Schools in District Samba with 5622 student in attendance and made sustained efforts to ensure & generate maximum awareness on the topics through audio-visual techniques in association with Child Welfare Committee, Samba & Education Department (Govt of J&K).
  - DLSA Samba conducted 61 programmes targeting 5702 persons on Water Conservation in educational and at the community level. Besides educating the children about the need & importance of conserving water, the PLVs of DLSA Samba also pursued the cause by encouraging agriculturists to carry out Rain-Water harvesting.
  - DLSA Samba carried out 26 awareness programmes on solid waste management which covered both organic and inorganic waste and targeted around 1645 persons. As part of the awareness programmes, awareness was generated at the village level on management of agricultural and domestic waste and emphasis was put on the use of waste decomposer. Through its efforts, the Urban Local Bodies notified and adopted Solid Waste Management Bye Laws, the industrial sector took up producer responsibility and collected back the waste generated by them, IEC activities undertaken in association with respective Municipal Committees, and awareness raised at schools and colleges. As a special initiative DLSA, Samba also prepared tissue bags and cloth bags with the message of “Say no to Polythene & Single Use Plastic. In its follow up-DLSA Samba also intends to manage the waste generated from its Office, Court Complex and Advocates Chamber including the Canteens.

- DLSA Samba carried out a campaign called “Say No to Single Use Plastic Items & Polythene” at different educational institutions and community level. Besides generating awareness amongst the masses on the topic, cleanliness drives were also held and alternative paper tissue bags bearing the message of free Legal Aid, No Use of Polythene & Plastic and Water conservation were provided to the people.
- The DLSA Samba also connected entitled people with the administration for gaining benefits under various Social Security and Welfare Schemes such as Old Age Pension Scheme (IGNOAPS), Widow Pension Scheme (IGNWPS), Disability Pension Scheme (IGNDPS), Suraksha Beema Yojna, Jeevan Jyoti Yojna, Himayat Schemes, Indira Awaas Yojna, Ujjwala Yojna, State Marriage Assistance Scheme, Public Guarantee Act, Integrated Social Security Scheme, Swacchh Bharat Mission etc. Around 25 awareness camps were held which were attended by 3,355 persons and 2,446 persons were benefitted.
- DLSA Samba raised awareness on the topic of environment protection and carried out plantation drives, distributed more than 2000 Seed Balls amongst the school students in inaccessible areas where plantation cannot be carried out in conventional ways, raised awareness amongst the school children for cultivation of seeds of the fruits.
- DLSA Samba also carried out Anti-Drug Campaign where awareness was raised through rallies, poster making competition in schools, awareness programmes, etc.
- DLSA Samba also carried out a door to door campaign where the PLVs made the community aware about the availability of free legal services, the social welfare and security schemes of the administration, etc.
- DLSA Samba also carried out a campaign for under trials on the directions of J&K SLSA to address the issues of the under trials viz-a-viz free legal aid, lack of information regarding legal process and to provide first hand

assistance to the family members of under-trials. Monthly UTRCS were also conducted to assess the status of the cases pertaining to under-trials.

- DLSA Samba under certain new initiatives reached out to the maximum sections of the society and addressed their respective issues. They were as follows:

- Bol-Sakhi: The DLSA Samba carried out an initiative, “Bol-Sakhi” to raise awareness about issues related to women. Its inaugural programme was held at Distt. Court Complex, Samba where the topic chosen for discussion was “Challenges and Way Forward – Breaking Stereotypes” in which the audience were apprised about barriers to women’s development such as gender biases, prejudice and stereotypes prevalent in the society. Audio visual techniques and a short story was used to deliver the message which was attended by representatives of Women-Helpline-181, female members of CWC, Advocates, Staff, and Litigants amongst others.
- The DLSA Samba to generate awareness amongst the public about free legal aid, printed pamphlets which were distributed to the courts in Samba for being annexed with court notices. The DLSA also prepared tissue paper bags displaying the message of free legal services to eliminate the menace of polythene and single use plastic items which were displayed during the anti-polythene drives, awareness camps and similar other activities.
- The DLSA Samba also established Child Care Facility at District Court Complex, Samba to ensure a safe and comfortable space for children accompanying the litigants.
- Ageing with dignity campaign: The DLSA Samba carried out a week long campaign for awareness regarding senior citizens called “Ageing with Dignity” to celebrate “World Elder Abuse Awareness Day” falling on 15th of July 2019. During the campaign a “Multi Services Camp” was held at Distt. Administration Complex, Samba where awareness was

raised amongst the concerned stakeholders about issues concerning senior citizens for which a help desk was also set-up. The camp provided free Health Check Up which included free blood tests, Eye care, Dental & Orthopaedic check-up & Consultation. Other services included free distribution of medicines and spectacles, Aadhaar Card Camps, distribution of hearing aids, walking aids, etc. A total of 258 senior citizens benefitted under the Old Age Pension Scheme. A sensitization programme for Police Personnel was also held during the campaign.

- Success Stories of DLSA Samba: DLSA Samba conducted Programmes on “Child Abuse & Sexual Violence –Interpersonal & Digital Interface” and on “Water Conservation” in 54 Schools in District Samba with 5492 student attendance which successfully disseminated the message of protecting children from child sexual abuse & about water conservation. Another success story of the DLSA is that it helped a woman having a six month old child reconcile with her husband. The woman who was allegedly being harassed by her in-laws, was provided assistance by DLSA who facilitated her stay at Sakhi- One Stop Centre, Jammu. Thereafter, reconciliatory efforts between the parties were undertaken by the DLSA which bore positive results.

### **3.4. PUNJAB STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA GURDASPUR**

##### **Activities/Work Done:**

- The DLSA Gurdaspur assessed the legal and socio-legal needs of the people at the local level, and accordingly devised programmes to reach out to the weaker and the marginalised sections of the society in the following manner:
  - Access to justice to villages across Ravi River on Indo-Pak Border: The DLSA Gurdaspur provided assistance to the people living in the villages of Rajpur Chib, Toor, Bharial, Koker, Mami Chak Ranga in Gurdaspur District which is one of the remotest Districts of the State of Punjab. The DLSA identified the issues of the villagers such as lack of transport facility, road connectivity, dismantling of the ‘Pantoon Bridge’ through which the local areas were connected from November to May, lack of basic amenities, medical facilities, lack of teaching staff at the local primary school, etc. With the intervention of the DLSA, the local administration constructed the ‘Pantoon Bridge’ connecting the villages, the District Education Officer ensured that teachers regularly attended the primary school and the Chief Medical Officer improved the medical facilities in these remote areas. Besides, the DLSA through door to door campaign spread awareness amongst the people regarding various NALSA Schemes and Government Welfare Schemes. Applications were also drafted for Aadhaar Cards, Birth Certificates, Driving License, etc. and the same were forwarded to the concerned authorities which benefitted around 825 people.
  - The DLSA Gurdaspur took suo-motu notice of a news item published in a newspaper, that of an Indian woman who was sold to a Pakistani Man in Kuwait. The DLSA immediately deputed a Panel Advocate and a PLV who got in touch with the victim’s family. Thereafter, the Secretary,

DLSA, Gurdaspur got in touch with the Indian Embassy and also contacted an NGO namely Shaheed Bhagat Youth Club and Randhawa Helpline working in Kuwait. With the assistance of the DLSA, the trafficked victim was brought back to India and rehabilitated.

- The DLSA interacted with the Gujjar Community residing in the district and identified their problems. The DLSA provided assistance in filling up the application forms and forwarding the same to the concerned authorities for insurance of birth cards, adhaar card etc. Awareness was also created amongst the community regarding NALSA schemes as well as other Welfare Schemes of the State Government.
- Empowering the widows through a programme “Chitte Di Chitte Naal Jang”: The DLSA, Gurdaspur through a programme “Chitte Di Chitte Naal Jang” empowered widows, who had lost their husbands to drugs and were finding it difficult to make both the ends meet. During the programme, the PLVs identified 250 widows who were assisted by DLSA to get sewing machines in association with an NGO. The widows were imparted basic training of tailoring/stitching under the National Skilled Development Programme. The widows were also educated regarding their entitlements under the Widow Pension Scheme and were further assisted in applying for the same to the concerned authorities.
- Encouraging Community Mediation: DLSA Gurdaspur had also carried out a project called “Community Mediation” in 12 villages of the district namely Jakria, Nawan Jaura Singh, Singhpura, Wadala, Granthian, Bholoke, Vithwan, Majithi, Dhianpur, Chahia, Waraich and Alwalpur, in which Panchayats were formed unanimously who were imparted basic training qua mediation with the help of Mediators. The Community Mediation helped in resolving disputes and was appreciated by the villagers.

- Making the Students of Schools of Remotest Area aware about the Alternative Dispute Resolution Mechanism: The project aimed at making students aware about the Alternative Dispute Resolution, for which 2,125 students from 35 schools were selected to visit the ADR Centre at the District Court Complex, Gurdaspur and observe the proceedings therein. They were made aware of the Toll Free No. 1968 and the Child Helpline No. 1098. They were encouraged to make more people aware about the benefits and modes of Alternative Dispute Resolution Mechanism.
- Adopting Village Lakhanpal for development works: The DLSA Gurdaspur under the “JAAGO Scheme” adopted the village Lakhanpal, and in coordination with the various departments started upgrading the school, building an Aganwadi Centre, installation of a transformer, repair of water tank and installation of new Water Supply Connection, facilitating health cards, tree plantation, etc.
- The DLSA Gurdaspur in coordination with the Jail Authorities and an NGO inaugurated the Sanitary Pad- Vendigo Machine for the welfare and hygiene of the female inmates.
- The DLSA Gurdaspur has initiated the following outreach legal services programmes and activities at the grassroot level:
  - Effective Implementation of NALSA Schemes through Mobile Van: During the period from 21.08.2019 to 05.09.2019 and from 15.09.2019 to 30.09.2019, the DLSA Gurdaspur conducted a special drive through Mobile Vans in 103 villages which benefitted 8,525 persons. The drive created awareness amongst people regarding various NALSA Schemes, Toll Free No. 1968 and the category of people who were entitled to free legal aid.
  - “Chetna” Mega Camp at Village Bhikariwal: A State Level Mega Camp “Chetna” was organised by the DLSA in which 17 Help Desks were set up by various Government Department to create awareness about the different

welfare schemes. Approximately 7,630 people visited the Camp and 2,406 beneficiaries got benefited with tri-cycles, wheelchairs, ear plugs, disability certificates, pension cards, labour cards, etc. People were also benefitted under various welfare schemes such as MGNREGA, Unorganized workers scheme, Old age/Widow/Orphan/handicapped pension schemes, Bus pass schemes of Road Ways, Employment Registration, Various schemes of Saanjh Kendra, etc.

- “Sakhi One Stop Centre” Legal Aid Clinic at Civil Hospital, Gurdaspur: The DLSA has successfully run a legal aid clinic at the Civil Hospital, Gurdaspur in which two PLVs were deputed. The PLVs carried out the following work such as providing assistance to patients, referring drug addicts to de-addiction centre, helping mentally ill patients and informing their families about the NALSA Schemes, etc. During the period 01.09.2018 to 31.08.2019, 1900 patients visited the Legal Aid Clinic at Civil Hospital, Gurdaspur and applications received from them were forwarded to the Mediation Centre as pre-litigative cases.
- The DLSA also established a Legal Aid Clinic at Civil Hospital, Batala. The PLVs worked towards making people aware about free legal aid and facilitated them in getting disability certificates.
- DLSA Gurdaspur also set up a pre-marital counselling centre at SSM College Gurdaspur whose first seminar was attended by 750 persons including students and staff of Govt. College.
- DLSA Gurdaspur started a month long “Legal Literacy Mission” in Central Jail, Gurdaspur wherein 30 educated inmates were identified who were trained to spread Legal Literacy among the other inmates by the Retainer Lawyers deputed in the front office, Gurdaspur.
- DLSA, Gurdaspur also organized a Campaign for Legal Assistance to families of the inmates during June-July 2019 wherein Panel Lawyers and PLVs interacted with the family members of the inmates and made them

aware about their legal rights and facilitated them in getting benefits under various welfare schemes.

- DLSA, Gurdaspur had also organized “Skill development programme” in the month of November 2018 in the Central Jail, Gurdaspur for female inmates wherein PLVs who had skill in tailoring/stitching, embroidery etc. imparted training to around 60 inmates.
- DLSA Gurdaspur put special focus on the Children’s Home for boys at Gurdaspur where problems faced by the children were identified and it was ensured that they were getting nutritious and hygienic food, education, celebrated festivals i.e. Holi, Diwali, Rakhi and Lohri etc.
- DLSA, Gurdaspur had also set up a Legal Aid Clinic at Old Age Home, Gurdaspur under NALSA (Legal Services to Senior Citizens) Scheme, 2016. In this Legal Aid Clinic, one PLV and one Panel Advocate were deputed to provide legal services to the Senior Citizens.
- DLSA Gurdaspur under NALSA (Legal Services to the Workers in the Unorganized Sector) Scheme, 2015 visited different sites to educate the workers in the unorganized sector as to their rights and to the provisions of the schemes, which they are entitled to.
- DLSA Gurdaspur organised a week long campaign starting from 12.03.2019 to 19.03.2019 in the Villages to empower women and create awareness about various NALSA Schemes, their legal rights and welfare schemes of the Govt wherein 2,630 women were benefitted.
- The authorities and PLVs of DLSA Gurdaspur made regular visits to the slum areas and identified children who had dropped out of school and counselled their parents to send their children back to school. PLVs also spread awareness about the NALSA Schemes as well as other welfare schemes and assisted them in applying for Aadhaar Cards.
- DLSA Gurdaspur carried out a special drive publicizing the rights of Samaritan where the general public was encouraged to come out fearlessly

to rescue the injured at the time of the accident. Seminars were also organised sensitizing doctors and police personnel. Display Boards reflecting the Rights of the Samaritan were displayed in the Hospital as well as in the Police Stations.

- DLSA Gurdaspur held various seminars to create awareness about the NALSA Scheme for Children, POCSO Act, child marriage, etc. in schools and colleges. The DLSA assisted a person belonging to a poor and scheduled caste family register an FIR whose son was beaten mercilessly by another person. DLSA also made children studying in tuition centres aware about their rights, to report untoward incidents and also made them aware about the Child Helpline No. 1089 and Free Legal Aid Helpline No. 1968.
- DLSA Gurdaspur had also monitored rape cases and rehabilitated and counselled victims of child rape.
- DLSA Gurdaspur also held various seminars to create awareness about the NALSA (Legal Services to the Mentally Ill and Mentally Disabled Persons) Schemes, 2015 which also resulted in the rescue of a mentally challenged girl who was taken to the hospital and reunited with her family.
- DLSA Gurdaspur in coordination with the Police Department, District Administration and Chemist Association of Gurdaspur and Executive agencies launched a campaign “Say No to Drugs” wherein seminars were organised to encourage and educate people about the adverse effects of drugs which were attended by nearly 4,900 people.
- DLSA, Gurdaspur organized regular meetings with Sarpanches, Panches, Panchayat Secretaries, Block Development and Panchayat Officers of villages of Gurdaspur District to make the masses aware at the grass root level about their legal rights, NALSA Schemes as well as Government Welfare Schemes.

- The DLSA Gurdaspur in coordination with the District Administration held a Service Delivery Camp in which people were made aware about free legal aid, victim compensation scheme, mediation, Permanent Lok Adalat, Front Office and Schemes of NALSA and Toll Free No. 1968 which benefitted about 1,420 people.
- The DLSA Gurdaspur during the relevant period organised 2,002 seminar/ awareness programmes wherein 2, 86,100 people were benefitted.
- DLSA Gurdaspur had established a Monitoring and Mentoring Committee which monitored the performance of the advocates closely by examining the pleadings/replies drafted by the Free Legal Aid Counsel and cross-examination conducted by the Free Legal Aid Counsels in civil as well as criminal cases. Feedback was also taken from the litigants as well as the judicial officers. The DLSA appointed a substitute panel lawyer when the litigant was not satisfied and it also provided guidance to the panel lawyers in order to improve their performance.
- The DLSA Gurdaspur had two functional Front Offices, one at Gurdaspur and another at Batala. The Front Offices had prominent display boards with office timings and requisite infrastructure with suggestions and complaint box, LED monitors displaying information related to legal aid. The Front Offices maintained a duty roster and list of panel advocates and PLVs along with their telephone numbers. Proper record in the shape of registers was also maintained. It was also ensured that PLVs reported daily case proceedings under supervision and guidance of Retainer Lawyers, updated legal aid beneficiaries about the status of their case/application, handled queries on the Legal Aid Helpline Numbers, displayed the telephone numbers of the Panel Advocates and PLVs deputed in the Legal Services Clinics. There was regular monitoring, digital record maintaining, training cum sensitization programmes for PLVs and Panel Lawyers, etc.

- DLSA Gurdaspur after receiving bills from the legal aid counsel, sent the same for verification, which were first verified by the staff followed by the Secretary, and thereafter, payment was made to the legal aid counsels. The budget proposals were submitted to the higher authorities at least three months prior to the starting of the Financial Year, to ensure the availability of the funds for payments.
- DLSA Gurdaspur held a total of 32 training cum sensitization programmes for Panel Lawyers as well as PLVs during the period 01.09.2018 to 31.08.2019 in accordance with the Training Modules.
- DLSA, Gurdaspur had 45 Legal Aid Clinics functional in the district wherein teams of Retainer Lawyers and PLVs were deputed. They were trained to provide meaningful legal services to the legal aid seekers. Each legal aid clinic was attached to the nearest Front Office where data was maintained and applications for court based legal aid forwarded.
- In regard to organizational practices related to the dealing with Legal Aid Applications as and when legal aid applications were received by the Front Office, the same were put up before the Retainer Lawyer present. Except in court based legal aid, the appropriate legal services were provided on the spot to the legal aid seekers in the Front Offices only. In the court based legal aid cases, the legal aid applications were forwarded to the Secretary, District Legal Services Authority for entrusting legal aid counsels in the cases. Efforts were made to make an earliest redressal of the Legal Aid Applications. The legal aid clinics also provided legal assistance except in court based matters which were forwarded to the Front Offices. The applications relating to the matters of Pre-Litigative nature were directly referred to the Mediators for their earliest disposal.
- DLSA Gurdaspur received and disposed of 534 applications through the NALSA Portal. For effective utilization of the NALSA Online Portal, two Retainer Lawyers and PLVs were provided training along with the Front Office

Executive who checked the portal daily for new online applications and presented the same before the Secretary.

- The DLSA Gurdaspur had organised a total of 5 Lok Adalats during the period 01.09.2018 to 31.08.2019 through which 1,014 cases were disposed of. During the same period, 547 Cases (pending in the courts) were received in the Mediation Centre out of which 118 cases were settled. Total 191 Pre-Litigative cases were received out of which 43 cases were settled. The DLSA held 60 Legal Literacy Camps to make the masses aware about the concept of Mediation and its benefits. The DLSA had also organised a total of 45 Legal Literacy Seminars to encourage the concept of Lok Adalats and make people aware about its benefits.

### **3.5. UTTARAKHAND STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA DEHRADUN**

##### **Activities/Work Done:**

- Legal Awareness Camps and working of D.L.S.A: The DLSA Dehradun conducted 1,083 Legal Awareness Campaigns during the period from September, 2018 to August, 2019 covering far-flung areas of the district like Chakrata, Vikas Nagar, Doiwala, Rishikesh etc. Around 40,263 people were benefitted through these campaigns. The campaigns covered various schemes of NALSA and provided benefits to persons in need in coordination with various Government Departments such as the Health Department, Education Department, Social Welfare Department, Police Department, Administrative wing, Labour Department etc. The DLSA conducted a survey under the direction of UKSLSA for the ‘Sankalp Nasha Mukti Devbhoomi Yojana’. PLVs were trained who provided assistance to a number of people throughout the district. The DLSA had further helped in the rehabilitation of many POCSO Victims and assisted many senior citizens by providing medical aid, pensions, Aadhaar cards, etc. The DLSA also provided training to many victims, women and children in coordination with various NGOs. DLSA also made visits to Nari Niketan, Special Homes, etc. and provided legal aid and assistance to the persons in need. Besides, the DLSA also provided free legal advice to prisoners through the mode of video conferencing and held Jail Lok Adalats which helped in the disposal of petty offences.
- DLSA Dehradun constituted a Monitoring Committee under the direction of UKSLSA for monitoring the work of the Panel Lawyers. In court matters, panel lawyers were appointed immediately as and when the need arose and in case the litigant found it difficult to deal with the appointed panel lawyer, then without delay there was a change in the same. The DLSA Dehradun acted on the basis of the feedback provided.

- The DLSA Dehradun had established a duly functional Front Office wherein three PLVs and one Retainer Lawyer were deployed. The DLSA further duly maintained a register and also had a computer system available to expedite its work.
- The D.L.S.A. Dehradun had cleared all the bills of PLVs and Panel Lawyers on priority basis within time after proper verification of their work. All the payments were made through cheques only.
- The D.L.S.A. Dehradun held meetings with PLVs and Panel Lawyers from time to time to update them with recent developments. Apart from the monthly meetings, the DLSA organised many meetings to train the PLVs or Panel Lawyers on particular topics. Meetings with Panel Lawyers were also held with regard to ADR Mechanism, Mediation, and free Legal Aid etc.
- 54 Legal Aid Clinics functional at various Police Stations, Panchayat Ghar, Labour Department, Tehsils, Hospitals, Jail etc. throughout the district. The authorities of the DLSA visited the legal aid clinics every month, and trained the PLVs regarding its proper functioning.
- The DLSA Dehradun upon receiving any legal aid application provided immediate advice/legal assistance to the legal aid applicant with the help of the Retainer Lawyers. The DLSA also called for report from Panel Lawyers regarding the status of the legal aid applications. PLVs also helped the legal aid seekers in reaching the concerned court or office/department. A total of 605 Legal Aid Applications were received which were duly disposed of.
- The D.L.S.A. uploaded monthly statistical report on the NALSA Online Application Portal. The parties also uploaded their grievances on the Portal, and the D.L.S.A. resolved the same. The D.L.S.A. also connected with other states of India through NALSA Online Application Portal.
- The D.L.S.A. Dehradun promoted the ADR Mechanism i.e. Lok Adalat and Mediation by organising legal awareness campaigns. The D.L.S.A conducted

18 Lok Adalats in all the Courts of Dehradun wherein 19,829 cases were disposed of.

- The DLSA Dehradun conducted a massive survey/research throughout the district with the help of a team consisting of PLVs, Panel Lawyers, NGO members and Social Workers, who identified drug peddlers/transporters/sellers, age groups consuming drugs,, former drug addicts, etc. who shared their experiences in awareness camps and were also provided treatment.
- An amount of Rs. 4.25 lac was granted as compensation to the victims of offences punishable under POCSO Act. Apart from this, DLSA also assisted and encouraged the victims to join school. In one of the cases, victim after joining the school, due to intervention of DLSA, not only topped in studies but also won medals in sports. In one of the cases, FIR was lodged against Occultist for Sexually Assaulting minor boy aged 15 years.
- A lady even after recovering from mental illness was at State Mental Health Institute as her family members were not willing to take her home. The Secretary, DLSA, did counselling of the family members. Due to intervention of DLSA, family members took her back.
- Around 400 senior citizens were benefitted by outreach programme carried out by DLSA, Dehradun. They were assisted in getting Adhaar Card, Ration Card facilities, pension etc. Due to the cooperation of the doctors, free medical check-ups were also arranged. Legal advice wherever necessary was provided.
- A lady suffering from Cancer was assisted by DLSA Dehradun in getting admission in the Hospital at Dehradun. It saved her life. She was treated.
- Assistance was provided to two students of marginalised sections of society to get admission in school.
- A victim of domestic violence was assisted by DLSA. Legal assistance was provided to her. She is now getting monthly alimony. She has also got custody of her son. Her husband, an alcoholic addict, has been assisted to take treatment

at Nasha Mukti Kendra. Similarly, another women was also provided legal assistance in a matter of domestic violence. Her son, who knew about DLSA because of awareness campaign, reported the matter of domestic violence to the office of DLSA.

- Two children, who had lost, were brought by someone in the Police Station, Defence Colony, Dehradun. The PLV deputed at the Legal Aid Clinic to the Police Station recognised the children as she had seen her in the office of Child Welfare Committee. The Children was sent to the Children Home.
- A special Drive to stop the drug menace was carried out by DLSA Dehradun in a systematic manner. Meetings were conducted with stakeholders including NGO to work out the strategies. Due to the said intervention by DLSA, many victims were admitted for treatment in Nasha Mukti Kendra.
- The labourers were helped in getting their entitlements under welfare schemes from the Labour Department. It came to the notice of DLSA Dehradun that Labour Department was paying less amount to the labourers then due to them. Due to the intervention, the due amount was paid to the labourers.

## **SOUTH ZONE BEST DLSA**

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

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### **4.1. ANDHRA PRADESH STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA KADAPA**

##### **Activities/Work Done:**

- DLSA, Kadapa met the local legal and socio-legal needs of the people in the following manner:
  - DLSA Kadapa facilitated in the issuance of driving license to Transgenders by coordinating with the Andhra Pradesh Transport Department and requesting it to insert a specific column for transgender in the application form for driving license. The DLSA further assisted in submission of 32 applications for driving license and 2 bank loans of transgenders in order to purchase 3 wheeler autos to earn their livelihood.
  - The DLSA facilitated the rescue of senior citizens and mentally ill persons residing in a home run by M/s. Good Heart Foundation, Kadapa which committed certain irregularities against its inmates.
  - The DLSA, coordinated with the Deputy Director, Social Welfare Department, Kadapa who ensured that all necessary amenities were provided in the Social Welfare Hostel for Boys.
  - The DLSA assisted a physically handicapped woman, who was driven out of the house belonging to her deceased father by her sister-in-law in filing a case. The matter was settled, and an award accordingly was passed in the said case.
  - The DLSA coordinated with the Child Welfare Committee (CWC) to arrange for temporary shelter of a mentally ill boy, aged 10 years. The

boy was handed over to the Child Welfare Committee for temporary shelter. Later, DLSA, Kadapa, got a news item published in a Telugu newspaper. On seeing the said news item, the parents of the boy approached the CWC, Kadapa for his custody, who was then handed over to them.

- The DLSA, Kadapa also facilitated the medical expenses of an outsourced employee working in the DLSA who had met with an accident by coordinating with the Judicial Employees Association, who contributed a sum of Rs.65, 000 for her treatment. Similarly assistance was also provided in another case.
- The DLSA, Kadappa also provided assistance to an Ex-Army soldier who was not being issued patta in respect of a land which was allotted to him by the Government under the Military quota. The DLSA, Kadapa registered PLC No.1844/2017 and persuaded the Revenue authorities who then issued a patta in favour of the said Ex-Army soldier.
- The DLSA, Kadapa carried out a 10 day door-to-door campaign during the relevant period with the help of Police Officials, Revenue Officers, Advocates, NGOs and PLVs covering schools, prisons, shelter homes, Navodaya Vidyalayam Valley, etc. In 230 villages, 9496 houses were visited and leaflets on legal services were distributed to 36,601 persons who were made aware about the activities of the DLSA.
- The DLSA held a legal services camp for a cluster of 07 villages in coordination with 43 different departments and 300 Government Officials wherein 4,132 applications were received during the pre-camp survey and 1,982 applications were received on the date of the camp. The DLSA facilitated 13,004 eligible beneficiaries receive benefits such as economic support, two wheelers, cheques, payment through bank linkages etc. through the 43 stalls installed at the camp.

- The DLSA, Kadapa conducted visits to old age homes, self-employment training institutions, childrens home, Social Welfare Residential Schools, DVC Centers, homes for mentally challenged children, Swadhaar Homes, Tribal Welfare Government Residential Schools, psychiatric ward in Government Hospital, Bible Mission Church, Central Prison, Woman Prison, Anganwadi Center for kids, Government Children Home, rural areas, areas where scheduled tribes reside, etc. to provide assistance. 02 books in the Telegu language containing relevant legal provisions particularly relating to women were released by the DLSA.
- DLSA, Kadapa appointed legal aid counsels for court based matters in huge number of cases who worked under its supervision. The DLSA also moved bail applications on behalf of the Under Trial Prisoners. During the relevant period, 226 persons were provided with Legal Aid.
- The Front Offices of DLSA Kadapa functioned as per the NALSA guidelines which were attended on all working days by both Panel Lawyers and Retainer Lawyers along with the PLVs. A TV was installed in the Front Office of the DLSA, wherein legal aid short films and the theme song of NALSA were played. Legal Awareness programmes relating to the Front Offices and their functions were also conducted by the DLSA.
- DLSA, Kadapa cleared bills and made timely payments to Panel Lawyers and Para Legal Volunteers.
- DLSA, Kadapa conducted capacity building programmes for Panel Lawyers and PLVs. The DLSA carried workshops, training programmes, vocational training, etc. on topics such as sensitization of police, issues of child marriage, child trafficking, etc. A training programme for TOT was conducted in which 54 panel lawyers participated, and for 02 tribal PLVs on tribal laws, beside the awareness programme on the Permanent Lok Adalat for Public Utility Services.

- DLSA, Kadapa carried out evaluation of the Legal Services Clinics including clinics in jails. Panel lawyers of the said DLSA regularly visited the Jail clinics. PLVs collected complaints and applications from prisoners and forwarded them to the DLSA.
- The DLSA Kadapa dealt and monitored all legal aid applications which were received and also updated the legal aid beneficiaries regarding the status of their cases.
- The DLSA, Kadapa carried out 430 Legal Literacy Camps in the district during the relevant period.
- The DLSA, Kadapa managed and promoted ADR mechanisms, i.e. Lok Adalat and Mediation. 04 National Lok Adalat were held in which 4,246 pending cases and 38 pre-litigation cases were settled. 454 other Lok Adalat were held in which 456 pending cases and 43 pre-litigation cases were settled. One Pre-Litigation Desk/Clinic was established at Mediation Centre, Kadapa. 170 cases were referred to mediation by several courts out of which 76 were settled.

## 4.2 KARNATAKA STATE LEGAL SERVICES AUTHORITY

### BEST DLSA: DLSA DHARWAD

#### Activities/Work Done: -

- The DLSA, met the legal and socio-legal needs at the local level through customized programmes in the following manner:
  - The DLSA provided assistance to persons injured as a result of the collapse of an under construction building on 19.03.2019. The DLSA facilitated the rescue and transport of injured persons to the hospital in coordination with concerned departments. The DLSA also facilitated the heirs of deceased persons in receiving compensation.
  - The DLSA assisted the victims in filing compensation under the Workmen Compensation Act and also deputed panel advocates at the ART Centre in Dharwad who provided legal advice to the injured persons.
  - The DLSA during severe flood in the district, in coordination with the District Administration provided assistance in relief and rehabilitation activities. The DLSA also provided legal aid and advice to the disaster victims. The authorities of the DLSA further carried out visits to the flood affected areas and relief centres wherein assistance was provided in distribution and proper utilization of the relief material in coordination with the concerned departments.
- The DLSA, Dharwad conducted a number of legal literacy programmes, camps and workshops for outreach at the grassroots in consonance with the objectives of the Legal Services Authorities Act. In total 196 programmes were conducted from September, 2018 to August, 2019 which includes 150 LLP programmes and 05 Legal Literacy Camps. The total number of beneficiaries were 28,210.

#### *Success Stories of outreach:*

- A PLV of DLSA, Dharwad on coming to know of a child marriage taking place, visited the relatives of the child along with Child Protection

Officers with the intend to stop it. However, the relatives and villagers refused to stop the said child marriage from taking place on which the PLV contacted the Member Secretary of DLSA, Dharwad who informed of the said incident to the DYSP, Dharwad Rural and with the help of the Police the child marriage was stopped.

- The panel lawyers and PLVs deputed at the Legal Aid Centre at ART Centre, District Govt Hospital, Dharwad facilitated an HIV patient and his three HIV infected daughters receive treatment and also shelter for his minor daughter in coordination with the concerned authorities.
- DLSA, Dharwad provided legal assistance to a woman in annulling her marriage which was performed when she was a minor of 17 years of age. The petition for the same was allowed by the family court which held the marriage to be null and void. The petitioner wife was also granted maintenance of Rs. 1000/- per month from her husband.
- The DLSA, Dharwad provided free and competent legal services by monitoring and improving legal aid in court based matters, provided in 150 cases pending before the court. A Monitoring Committee meeting was held in the last working day of every month. Member Secretary, Dharwad regularly conducted meetings and discussions with the panel advocates.
- A Front office was established in the DLSA, building, wherein two Retainer Advocates were appointed; who provided legal aid and assistance to legal aid seekers.
- The DLSA, Dharwad cleared all bills and made timely payments to Panel Lawyers and Para Legal Volunteers.
- The DLSA carried out capacity building programmes for panel lawyers and PLVs by conducting time to time training with the help of Senior Advocates and the Monitoring Committee.
- DLSA, Dharwad had 27 Clinics functioning during the relevant period, comprising a total of 142 Panel Advocates and 13 Remand Hour Advocates.

- DLSA, Dharwad dealt promptly with legal aid applications, on the date of receiving the applications, which were then forwarded to the Member Secretary. According to the need of the parties, legal aid was provided then and there itself.
- DLSA, Dharwad effectively used the NALSA web portal in Lok Adalat.
- DLSA, Dharwad held 04 National Lok Adalats in which 3,942 pending cases and 597 pre-litigation cases were settled. Mediation Centre was set up in the ADR building in which 628 cases were referred and 82 cases were settled.

### **4.3. KERALA STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA, ERNAKULAM**

##### **Activities/Work Done:**

- The DLSA, Ernakulam to address the legal and socio-legal issues at the local level carried out the following legal services programmes:
  - The DLSA at the time of flood which occurred during the relevant period assisted in relief and rehabilitation by setting up a help desk, offered free legal services, conducted programmes for disaster victims and coordinated the activities of the administration.
  - DLSA, Ernakulam in association with Childline Kochi, DCPU & DLO observed World Day against Child Labour on 12th of June, wherein awareness programmes were conducted at the Aluva Railway Station which consisted of drawing by students with themes related to child labour, flash dance by the students and live caricature, followed by a street play.
  - Authorities of DLSA, Ernakulam visited old age homes and Relief Settlement home, wherein they interacted with the inmates, identified their issues and took necessary action. There were around 150 senior citizens including totally bed ridden patients. Male and female who were either homeless or abandoned being taken care of by the congregation of deivadhan sisters. The DLSA facilitated in providing assistance, medical treatment and rehabilitation in coordination with the concerned authorities. An inmate named Sri. Omerghayam from Bihar who was absconding for the last 2 years from his native place and lived in Palluruthy Settlement Home was assisted in going back to live with his relatives by the DLSA.
  - The DLSA, Ernakulam in coordination with the Residential Associations, Kerala Suchitwa Mission and NSS launched a campaign ‘Clean City Green City’ to create legal awareness and sensitize students and residents on laws

such as E-Waste Management Act, 2016, Plastic Waste Management Act, 2016, etc. With the intervention of the DLSA, and in coordination with the concerned authorities, waste was removed from public spaces such as the market, railway station, etc. E-waste was also collected from electronics wings of court, Government Offices and from the general public with the help of family units and residential associations.

- The DLSA in association with Motor Vehicles Department, IMA, Police, the District Administration and the Education Department organised a road safety awareness program for all communities in which videos were played for students, road rules violators were booked by the police and motor vehicle departments. The DLSA provided a suggestion to other concerned departments that a notice of direction be served to traffic rule violators as and when they were booked on the road and they had to mandatorily attend a session of awareness class on traffic rule regulations by an expert panel.
- The DLSA launched an anti-ragging campaign in many colleges in Ernakulam District to enlighten students about the negative impact of ragging and to eliminate the menace of ragging from campuses. The sessions were led by Judicial Officers, Police Officials and Panel Lawyers.
- On 31.12.2018 and 1.1.2019, the Secretary DLSA spent a day in the Mamalakkandam, Emblassery Adivasi Colony to hear and resolve the problems faced by the people of the Colony. A mobile adalat van visited the colony to identify the problems which chiefly related to problems with respect to drinking water, loss of land and loss of house by the attack of wild animals. The DLSA provided free legal services to the people and it also coordinated with the concerned departments to help them resolve their problems.

- The DLSA conducted legal awareness classes for the sweepers, Class IV employees and persons employed in the food stalls in the North Railways station in co-ordination with Railway authorities.
- Kanayannur, TLSC in association with SPACE Mulamthuruthy conducted a legal awareness class and facilitated free eye checkup, distribution of new spectacles for 209 and free surgery for 54 senior citizens in coordination with the concerned departments.
- The DLSA in association with Sree Sathya Sayi Madhuruka Gramam, addressed the following issues such as cleaning the polluted river, problems regarding Pattayam, Niramaya insurance registration, project for school children, a scheme for the protection of widows, bedridden, disabled, pregnant women, etc.
- The DLSA created awareness and provided training relating to the concept of plea bargaining amongst law students of Ernakulam.
- The DLSA conducted a legal awareness programme for inmates of Kakkanad Jail wherein they were informed about their rights and also encouraged to explore their talents. All artefacts and paintings made by inmates during the programme were sold to the public by the jail authorities in coordination with the DLSA.
- The DLSA Ernakulam carried out the following activities at the grassroots level:
  - The DLSA Ernakulam after the flood disaster of 2018, assisted in the rescue and relief operations in coordination with the District Administration and NGOs. A help desk named “Neethidhara” was set up by the DLSA at its office and all TLSCs to address the grievances of the disaster victims. The DLSA also facilitated the disaster victims in receiving certain benefits in coordination with concerned Govt. Departments. The DLSA through Lok Adalats also processed the claim for compensation by the victims.
  - Similarly in 2019 the DLSA, Ernakulam working with the District Administration provided assistance to the flood victims. The authorities from

DLSA visited the flood relief camps and facilitated the victims in receiving necessary items in coordination with the concerned departments. The DLSA also supported other worst flood hit districts like Wayanad by handing over flood relief materials in association with Kerala State Legal Services Authority.

- The DLSA, Ernakulam and the TLSCs in district organised various legal awareness programmes and camps on International Labour Day. The legal services authorities of the Ernakulam district visited labour camps where migrant labours were housed and disseminated legal awareness amongst them. Legal assistance was provided to more than 6000 beneficiaries.
- The DLSA along with the State Government counterparts conducted camps to register migrant workers and facilitated the issuance of Aawaz cards which is a State Government initiative to provide health insurance to migrant workers in the unorganised sector. Through these camps, so far, more than 2500 cards have been issued.
- Besides, a camp was organised on 31 August, 2019 for welfare of workers in the unorganised sector by Kunnathunadu TLSC, which facilitated their access to the services of general medicine, dental, gynecology, oncology, and dermatology and also issued medicine as per prescription in coordination with the concerned departments. Besides, Awaz Insurance Card were also issued by the labour department in the said camp. About 1600 migrant workers took part in the camp.
- DLSA also took the initiative to inspect plywood and other industries wherein migrants were employed and held awareness sessions regarding their rights and welfare. Employers were warned against employment of child labour in such industries. The DLSA facilitated the distribution of protective gear including gumboots and gloves to scavengers working within the city of Ernakulam with the assistance of the concerned departments.
- The DLSA Ernakulam in coordination with the Juvenile Justice Committee conducted awareness programmes for Principals, Head Masters, Counsellors

and other Stake Holders to ensure their commitment into operationalizing School Protection Groups in all Schools, which the objective of collecting information with regard to supply of drugs and narcotic substances, pornographic material, sale of tobacco products, pan masala, alcoholic beverages, etc.

- The DLSA also launched an initiative called ‘ Child friendly School Campus’ to spread awareness about child rights in which awareness programmes in government schools, street plays and flash mobs were conducted. Child Rights Awareness Boards were also displayed in the schools.
- The DLSA in coordination with Child line, District Administration, Police and Change organisation launched a campaign called “My Childhood” targeting many schools to build a child friendly society and equip children with knowledge about their rights and privileges.
- The DLSA along with TLSC Kothamangalam facilitated the organization of Cochlear Implant Camp and Audiology test for children below five years of age free of cost in association with Lourdes Hospital wherein 45 children were benefitted, who were provided free cochlear implantation surgery at Lourdes hospital.
- On October 2018, the DLSA launched an initiative, “To Wipe Out Tears of Common Man, Needy And Especially Abled Persons” wherein it facilitated the distribution of 25 kg rice, groceries, clothing, etc. each to 275 differently abled persons in the district in coordination with the concerned departments.
- The DLSA, Ernakulam also facilitated the distribution of 3,200 Niramaya Health Cards for people with disabilities like cerebral palsy, autism, mental retardation, etc. in coordination with the concerned govt. departments. Further, applications were collected from the eligible differently abled persons (autism, mental retardation, cerebral palsy, multiple disability etc) for Niramaya Insurance policy coverage which were then sent to the Nodal agency at Kollam.

- DLSA, Ernakulam conducted legal awareness programmes all over the District on the occasion of International Women's Day wherein it facilitated the distribution of wheelchairs for 15 paralysed women hailing from poor families in coordination with the concerned department. A "Disabled Women's Adalat" was also organised at the Legal Aid Clinic in Kakkanad.
- The DLSA also facilitated the distribution of 20 wheelchairs to paralysed patients at DLSA office Kaloor, in coordination with the concerned departments.
- The authorities from the DLSA visited various tribal hamlets such as the Thalackal Chandu Tribal Hamlet at Neriyaamangalam, Elemblassery, Kuttampuzha, Kothamangalam Taluk of Ernakulam district, Metnappara, Anchukudy, Kottakkuthu and Njandukulam tribal hamlets wherein the issues faced by the community were identified and coordinated with various authorities to facilitate the provision of drinking facilities, electrification of houses, setting up excise aid post to stop illicit arrack distilling and sale, ration shops, providing documents to the tribal people with respect to their properties, improving the facilities of the girls hostel, etc. Besides, spreading legal awareness at such places regarding NALSA (Protection and Enforcement of Tribal Rights) Scheme, 2015, it also conducted Aadhar drives, held medical and dental camps, youngers taught driving, sports club for young people with all types of sports kit and coaches, legal aid clinic, Lok Adalat, bicycles for girls, sports training and fighting drugs through sports initiative, etc. in coordination with other Government departments.
- The DLSA identified 40 houses in Alway Pushpangar colony whose roofs were leaking. It facilitated their maintenance by sponsors who believed in the cause.
- The DLSA with the assistance of Excise Department and the Health Department conducted a massive awareness programme on drug abuse in all educational institutions. Further, the Secretary, DLSA and Judges along with

NHM doctors visited all jails in the district as well as borstal school and identified prisoners who were addicted to drugs. They were imparted counselling and awareness. The DLSA in partnership with the District Administration, NHM, MVD, Excise, IMA and colleges in CNN launched a community participation project called 'Nirvana' against substance abuse espousing causes such as no drinking and driving, no drug use, etc. The aim was to create a network of willing participants at the end of the partnership period who would act as ambassadors of the concept and would also identify other institutions who would continue the project.

- The DLSA handled a total of 21 cases under NALSA's Compensation Scheme for Women Victims/Survivors of Sexual Assault/other Crimes – 2018 wherein 11 cases related to POCSO Act, 2012 were successfully handled with total payment of ₹65.5 Lakhs. Further, the DLSA facilitated the monitoring, counselling, education and other welfare measures for the victims in coordination with CWC and Superintendent of Girls Homes.
- The DLSA handled the case of victim of acid attack under the NALSA Scheme for Victims of Acid Attack – 2016. Through Kerala Victim Compensation Scheme, ₹1 Lakh was awarded, allotment of which is awaited.
- The DLSA, Ernakulam conducted various activities for senior citizens such as establishing a legal aid clinic. The DLSA in coordination with the concerned departments further facilitated the provision of legal, medical and social assistance, conducted legal awareness classes with respect to the rights and schemes for senior citizens, organized a programme called 'Udbod Awaken' designed for care and protection of the elderly and for an Alzheimer's friendly community, and visited the Old Age Home at Palluruthy, Kochi to inquire about the welfare of inmates and provide required assistance for proper maintenance of the old age home.
- The DLSA, Ernakulam coordinated with Anti Human Trafficking Clubs (AHTC) to strengthen the action against human trafficking in Kochi by

facilitating the provision of proper and quick support in exploitation/AHT Cases, support to police in their very busy schedule, etc. The DLSA also conducted various awareness programmes relating to this subject in 235 schools and 35 colleges.

- The DLSA conducted, “the Campaign for legal assistance to the family members of the Prisoners” wherein 11 family members of prisoners were provided legal aid and other services/assistance.
- Success Stories of outreach: Legal aid was provided to a woman named Suma of Nanthiyattukunnam who contacted the Legal Services Authorities complaining that her father’s property was forcefully taken over and handled by her brother. With the DLSA’s assistance, she was able to re-possess the land. In another case, the DLSA facilitated a mother and two children living in a shed without any basic amenities in construction of a house and education of the children in coordination with the concerned govt. departments. The DLSA also facilitated the treatment of a mentally challenged person in coordination with a social worker who supports such persons. The DLSA also facilitated in obtaining a ration card and arranging treatment for Sunitha, a resident of Najrakkal panchayath, who is a kidney patient in coordination with the concerned Govt. departments. The DLSA, further helped the concerned authorities rescue three boys who were allegedly held captive in squalid living conditions by their parents at N.Parvur.
- Monitoring and Mentoring Committee of the DLSA held periodical meetings for effective management of the systems implemented. It also effectively monitored the activities of the Panel Lawyers especially those engaged in court based legal services and obtained feedback on their performance from the concerned Judicial Officers. Meeting of the panel lawyers were convened periodically by the M&M Committee and steps were taken to arrange training programmes for the panel lawyers.

- The DLSA Ernakulam had functional front offices at TLSC Kanayannur, Kunnathunadu, Kothamangalam and N.Paravur functioned as One Stop Centres for Legal Services Activities in the whole district. Retainer advocates and PLVs were in the Front Offices, assisted the legal aid seekers in drafting applications and petitions, attended legal aid helpline No., received and maintained records with regard to legal aid applications, sorted and redirected the petitions to the concerned departments and coordinated the activities of the free legal aid clinics functioning at the Panchayat offices, Vayomithram, Police stations and Jails, etc.
- DLSA instructed the Panel Lawyers to submit their bills in a timely manner for improvement in organisational practices and efficient mechanism in clearing bills.
- DLSA conducted training programmes for the panel lawyers based on Module I and II. Module III training is scheduled to be held on 24/01/2020 to 26/01/2020. DLSA Ernakulam further conducted awareness programme for panel lawyers regarding application of Probation of Offenders Act, Plea bargaining and disposal of compoundable cases as per KeLSA directions and were directed to be vigilant about the welfare of under trial prisoners in the Ernakulam district. Capacity building were conducted for PLVs on 17/09/2019.
- The DLSA had 5 legal services clinics in Colleges/Universities, 14 in villages, 12 in community centres, 6 in jails and 1 in JJBs who provided basic legal services like legal advice and assistance in drafting of notices, replies, applications, petitions, etc. The Legal Services Clinics in Jail conducted workshops for women prisoners, constituted help desk for prisoners, interacted with inmates, took social security measures to support the cause of innocent dependents, enlightened them about government schemes for rehabilitation of convicts, facilitated education of their dependents, food security or ration cards, special security or pension for elderly women, housing schemes etc., supported the training of making plant pots, LED Lamps, cooking and painting in coordination with concerned Govt. departments. The DLSA also visited prisons frequently to identify prisoners with

mental crises and facilitate adequate medical aid and help for them in coordination with the concerned departments.

- The DLSA received 3,867 legal aid applications and appointed 3,856 panel lawyers for providing legal aid.
- The DLSA received 200 applications through the NALSA Online Application Portal provided legal advice on the same. The list of Panel Lawyers, PLVs and monthly statements including Adalats were also updated.
- The DLSA constituted more than 170 benches, in which about 5,000 petitions were taken up. During the month of December 2018, 10 mobile Adalat benches were constituted and three Pre-Litigations were taken up. 35 benches were constituted in January 2019 in which ten PLPs were taken up. 51 benches were constituted in National Lok Adalats in which 19, 068 cases were taken up and 6,490 were disposed of. The DLSA on an average resolved 16% of disputes taken up by the ADR centre of DLSA.
- The DLSA conducted 527 legal awareness programmes and about 60,000 persons attended the said programmes. The DLSA also carried out community mediation in which social and service organizations made commendable contributions to resolving disputes before it reached courts. As a pilot initiative, 40 traditional mediators were identified from various communities and organisations who were given three days training on effective and scientific mediation techniques and who further graduated as Community Mediation Volunteers.

#### **4.4 TAMIL NADU STATE LEGAL SERVICES AUTHORITY**

##### **BEST DLSA: DLSA, TIRUVALLUR**

###### **Activities/Work Done:-**

- DLSA, Tiruvallur launched four new initiatives assessing the local legal and socio-legal needs. They were as follows:
  - Pattam Project : The DLSA along with the Prison Department and a NGO named Prism launched a project “Pattam” wherein, first time petty offenders of the age group of 18 to 35 of Tiruvallur District were segregated from other offenders and facilitated the provision of psychological intervention for personality and attitude transformation by therapeutic assistance and management through psychological support and counselling (individual and family), library reading, physical activities, development of basic skills such as painting, paper art etc. apart from providing legal aid and assistance. Through this project the inmates and Judicial Officers of the District were also sensitized about plea bargaining. 361 inmates were rehabilitated and benefited under the project.
  - A few success stories of the project were that of one Kumar (name changed) who was from Bihar remanded to Puzhal II Prison for mobile theft case and Karthick (23) and Selvam (25) (names changed) who were brought to the prison under this corrective scheme as they had committed robbery to meet their needs developed out of wrong habits such as smoking, drinking alcohol, usage of weed and other drugs were counselled and rehabilitated under the project. One Stop Crisis Team- Trafficking: DLSA, Tiruvallur formed a One Stop Crisis Team headed by Secretary, DLSA with the District Social Welfare Officer, Officials from Revenue & Labour, Panel Lawyer, Law College Para Legal Volunteer, Social Worker and Representatives / Nodal Officer from Anti Human Trafficking unit on 1st of August, 2019. The objective of the Team was to converge all

departments and identify, rescue, rehabilitate and initiate prosecution.

- The DLSA conducted awareness programmes for transgender people and a legal services clinic was opened exclusively for Transgender people (Third Gender) at “Vidivelli Transgender Association” Periyakuppam, Tiruvallur where every month a panel lawyer was nominated to visit the clinic for providing assistance and legal advice to them. Further the DLSA organised nearly 20 Micro Camps and assisted more than 500 Transgender persons to get themselves involved in Community Based Organisation and facilitated the registration of nearly 100 Transgender in coordination with the District Employment Office.
- The DLSA also organised micro camp for unorganized labour, wherein facilitated 75 people in getting Labour Welfare Cards with the assistance of the concerned govt. departments. The team also conducted seminars and awareness programmes sensitizing the stake holders on this issue. The DLSA in coordination with the concerned govt. departments facilitated the rescue and rehabilitation of labourers from the bonded labour system, and assisted in benefitting with Aadhaar Cards, Ration Card and Labour Welfare Identity Cards for accessing benefits under Labour Welfare Schemes.
- The Secretary, DLSA, Tiravallur was one of the members of the District Task Force along with Representatives from Departments of Health & Family Welfare; Appropriate Authority (PCPNDT); Education; Panchayati Raj / Rural Development, Police and Social Welfare which was constituted for effective implementation, monitoring and supervision of the ‘Beti Bachao Beti Padhao’ programme.
- Chairman, DLSA of Tiravallur as the Co-Chairperson of the District Level Child Protection Committee, actively participated in the Review Meetings along with the District Administration chaired by the District Collector which took the initiative to conduct periodical and surprise

inspections at Scan Centers to monitor whether they were indulging in the determination of sex of the fetus and abortion of fetuses. DLSA, Tiravallur in coordination with District Social Welfare Department also conducted awareness programmes programme at various places in the District as a result of which the birth rate of girl child increased during the relevant period.

- DLSA, Tiravallur in coordination with the District Social Welfare Officer intervened and restrained nearly 11 child marriages during the relevant period by obtaining injunction orders from the Jurisdiction Magistrates with the help of duty Panel Lawyers.
- A District Task Force (DTF) was constituted for effective implementation, monitoring and supervision of the activities of 'One Stop Center for Women' with the Secretary of DLSA as one of the members along with representatives from other Departments of Health and Education. The One Stop Centre provided specialized services to aggrieved women facing any violence due to attempted sexual harassment, sexual assault, domestic violence, trafficking, honour related crimes, acid attacks or witch-hunting.
- DLSA, Tiravallur conducted a number of outreach programmes covering different categories of persons such as children, women, tribes, senior citizens, transgenders, unorganised labourers etc.
  - Micro camps were organised by the DLSA for the benefit of the Scheduled Tribes on the 19th and 22nd of February wherein petitions were received with request for Anganwadi building, water supply, housing scheme, patta, birth certificates etc. The DLSA facilitated the people in registering for Aadhaar card on the spot. With the intervention of the DLSA, the concerned authorities provided water supply to the localities. 108 number of people were benefitted through the camp.
  - The DLSA set up a legal services stall and exhibition on the day of "Aadi Krithigai" which was an auspicious day, with the assistance of 02 panel

lawyers, para legal volunteers, a staff nurse (for emergency health requirement) and police which was visited by nearly 2000 people.

- DLSA, Tiruvallur further conducted a gender sensitization awareness programme for female staff at Tiruvallur District Court Complex along with Gender Sensitization Internal Complaints Committee, Tiruvallur in observation of International Women's Day. Such sensitization programmes were also conducted at other factories and industries and the management at such places were sensitized to start an Internal Inspection Committee. The sessions covered topics such as historical background of GSICC, gender equality, approach of co-workers, need for awareness regarding GSICC and sexual harassment at work place.
- DLSA, Tiruvallur also carried out NALSA's Campaign of Legal Assistance to Family Members of Prisoner wherein 262 Convict and 94 Under-trial Prison inmates of Central Prison I, II and Special Prisons for Women Puzhal were interacted in which 353 inmates expressed the need of legal assistance. Interaction with family members was still in process during the relevant period.
- DLSA, Tiruvallur shared information regarding the sale of illegal drugs in Tiruvallur town with the Superintendent of Police who deputed a special team for raid and seized the said drugs which contributed towards eradication of drug menace.
- A programme called "Suyamvaram" was organised for differently abled persons by the DLSA, Tiruvallur with the co-operation of IRCDS NGO at Tiruvallur in which more than 100 persons participated and 25 found their perfect match. Awareness regarding Government Schemes for Differently Abled Persons were also created at the said event.
- A camp for the Scheduled Tribes was organised at Ambattur Combined Court Campus by TLSC Ambattur wherein over 150 Scheduled Tribe people participated and requested for basic amenities and school education

for their children. Nearly 10 children from the Scheduled Tribe were admitted in Government Higher Secondary School, Ambattur.

- DLSA, Tiravallur also assisted in identifying and rescuing kids who were HIV affected. An HIV affected pregnant woman who was found on the street was rescued and admitted with the assistance of Dr. Gowrishankar of ART Centre, in a Government Hospital at Egmore where she delivered a healthy baby.
- DLSA, Tiravallur opened 5 Legal Literacy Clubs in Government Schools. During Summer Vacation (May'2019), children aged between 13 and 17 of Poondi Block covering nearly 25 Village Panchayats were formed into 55 groups and their parents were sensitized about Child Protection and Child Protection Mechanism as part of promoting child friendly services in collaboration with IRCDS NGO, District Child Protection Unit, District Social Welfare Department, Block Development Officials, Integrated Child Development Scheme Officials and Education Department. The Programme was conducted for 10 days in a phased manner.
- Success Stories of Outreach Programmes: The DLSA, Tiravallur guided a group of rural women in obtaining their money back which they had lost to Ponzi scheme operators. Their grievance was registered and investigated through police officials after which their claims for compensation were facilitated. The DLSA also intervened in a matter where a woman was refused registration under the Maternity Benefit Scheme as there was a delay in her registration. However, the reason of her delay being genuine, with the assistance of the DLSA she was enrolled under the scheme. The DLSA also intervened in a matter where an auto driver was being levied high penal interest due to a delay in paying his loan. The DLSA settled the dispute between the auto driver and the Bank Authorities amicably and got the loan discharged. A mentally challenged woman who was sexually abused by her neighbour was assisted by a panel lawyer of the DLSA in registering an FIR

against the neighbour, who was then remanded to judicial custody. The DLSA Tiruvallur and TLSC Tiruttani with the assistance of the Department of Differently Abled Persons facilitated the arrangement of a wheel chair for a disabled person. The DLSA also facilitated a 15 year old orphan who had been sexually abused by a distant relative in obtaining a community certificate and also helped her in joining a Nursing Course near her place of Stay.

- DLSA, Tiruvallur received petitions from various centres like Legal Services Clinics, Front Office, Legal Services Clinics in Prisons, Grama Sabha Assembly, Grievance Day at District Collectorate Office, during Micro Camps etc., The Applications were then immediately put to scrutiny and on the basis of their eligibility, panel lawyers were nominated on the same day and necessary action was taken. Legal aid was provided in 269 cases during the relevant period. DLSA also nominated Panel Lawyers as Remand Duty Lawyers in all Sessions and Magistrate Courts where they provided legal representation to the arrestees at the Remand Stage itself.
- DLSA, Tiruvallur monitored the work of the panel lawyers through the Monitoring Committee which interacted with the panel lawyers and also received feedback. If any grievance was raised against any panel lawyers, immediate replacement was nominated and redressed there and then. Through court based legal aid, 10 victims received compensation under the Victim Compensation Scheme and orders for compensation were received for nearly 15 to 20 POCSO victims. Victim Compensation was awarded for the current year up to the tune of Rs.22, 25,000.
- DLSA, Tiruvallur provided regular and effective counselling to the public through its Front Office Services. The Retainer Lawyers and the Counselling lawyers sorted out grievances relating mostly to marital, commercial, consumer disputes, etc. by calling both the parties. Non-legal issues were resolved through the Deputy Thashildhar from X Section of the District Collector Office who

acted as a liaison officer and attended the DLSA Front Office - District Counselling Centre on every Tuesdays. Nearly 552 Applications seeking Patta, Old Age Pension, Death benefits and other Government Schemes were facilitated through the Liaison Officer and nearly 156 applications out of 248 were resolved at the Counselling Center.

- DLSA, Tiravallur made payments to the Panel Lawyers in a timely manner once the request for honorarium was received from the panel lawyer with the court order and necessary back papers. With regards to Para Legal Volunteers honorarium was paid promptly every end of the month. During the relevant period 20.00 Lakh rupees was as honorarium to Panel Lawyers and 9.00 Lakh rupees was paid as honorarium to Para Legal Volunteers.
- DLSA, Tiravallur organised a number of training programmes/ workshops for Panel Lawyers & Para Legal Volunteers such as Workshop on Bonded Labour, Seminar on Human Trafficking, Skill Development Training Session for Child Protection Committee Members, Two Days Training Programme on Child Welfare and Refresher Training Programme which saw a total of 455 participants.
- The DLSA Tiruvallur established Legal Services Clinics in all the Prisons/Jails of Tiruvallur District, to assist the prison inmates. Apart from 7 Legal Services Clinics in Jails/Prisons, there were 15 such Clinics in Village Panchayats, 6 in Community Centres such as Old Age, Transgender and Disabled Homes, 1 in Law College, 1 in Juvenile Justice Board, 1 in Child Welfare Committee and 1 in One Stop Center for Women. The Clinics were manned by Panel Lawyers with the assistance of Para Legal Volunteers. Most of the applications for Legal Grievance/Aid were received through the Legal Services Clinics functioning in various places of the District. During the relevant period, there were 05 Convict PLVs (04 Men and 01 Woman) who assisted the jail visiting lawyers. Nearly 583 applications legal and non-legal were received through Jail Clinics, wherein assistance was provided through the concerned authorities. Collection of

judgments, filing jail appeals, filing for parole, collection of remission particulars etc., were other assistance provided through Jail Clinics.

- DLSA, Tiravallur regularly conducted UTRC Meeting through which 8 prison inmates were interviewed and 4 were recommended for Parole (Premature Release).
- Regular and Special Prison Adalats were conducted weekly and once in three months respectively, and inmates who pleaded guilty to their crimes where offences were compoundable were released.
- NALSA Legal Services Management System was put into 100% utilization by the DLSA including all the Taluk Legal Services Committees from 01.01.2018. All types of Applications received by the DLSA and TLSCs were lodged and registered in the Online Portal. During the relevant period, the DLSA registered 2927 applications, forwarded 310 applications and disposed of 329 Applications.
- Daily & Weekly Regular Lok Adalat, National Lok Adalat, Pre-litigation & Pending Lok Adalat, and Jail Adalat were conducted through DLSA and Taluk Committees. In the National Lok Adalat, 19,820 cases were taken up, 3,594 number of pending cases were settled. 1,369 Numbers of Pre-Litigation matters were settled. In Regular Lok Adalat 5,200 cases were taken up, 752 cases were disposed of.
- 30 cases out of 462 were settled in the Mediation Centre. Altogether 8,600 persons were benefitted.
- DLSA Tiravallur with the assistance of District Health department periodically organised Special Medical Camps for Motor Accident Victims. Nearly 7 medical camps were conducted in the District wherein more than 400 people were assisted to get disability certificates which enabled them to settle more number of MCOP cases before the Lok Adalat and Claims Tribunal.

## 4.5. TELANGANA STATE LEGAL SERVICES AUTHORITY

### BEST DLSA: DLSA, ADILABAD

#### Activities/Work Done:-

- The DLSA, Adilabad assessed the legal and socio-legal needs at the local level and targeted it in the following manner:
  - Timely intervention and initiation of DLSA Adilabad made the TSRTC officials to run city buses: On receiving a petition from the members of Civil Society, Adilabad, about the inconvenience to the public due to lack of public transport facilities in Adilabad town and surrounding villages, the DLSA intervened and issued notices to the TSRTC authorities, in view of which the TSRTC officials started plying city buses in Adilabad town and surrounding villages for the benefit of the general public.
  - 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 deputed sufficient staff members to the ICU and Blood Bank at Utnoor wherein medical services were made available to the poor tribal people of more than 200 villages around Utnoor.
  - In response to the news item published in Telugu daily local newspaper on 22.02.2019 about lack of power supply to tribal village of Dharmajipet Utnoor mandal, Adilabad District for 15 days, the DLSA Adilabad contacted the Electricity Officials who provided power supply to the above village within 24 hours.
  - Based on a complaint received from the residents of Ganesh Nagar, Adilabad about erection of a Cell Tower in the residential area, the DLSA

called the persons representing Jio Cell Tower and also taken up the matter with Municipal Commissioner. On noticing that the erection of Cell Tower was in violation of the Government orders, the Authorities decided not to erect the Cell tower.

- The DLSA Adilabad suo-moto registered PLC No.1382/2019 based on the news item on 07.07.2019 about the sexual harassment by the Asst. Professor against the girl students in IIIT, Basara of Adilabad District. In view of the action taken by the DLSA by taking up the matter with the officials of Police and IIIT, the Asst. Professor was suspended and police also registered a case under relevant sections against the offenders and further a woman police officer was deputed at IIIT Basara to safeguard the interest of the girl students.
- As a part of plantation and on the eve of 'World Environment Day', the DLSA Adilabad and MLSCs prepared Seed balls on a large scale with the help of school children by using material like soil, organic manure and six varieties of seeds and sprinkled about 10,000 Seed Balls in barren, waste and deforested areas, for growth of trees in order to save the area from deforestation.
- DLSA, Adilabad took up a matter regarding insufficient toilets and lack of security at the Integrated Social Welfare Hostel for Girls at Adilabad wherein took up the matter with the officials and the police which prompted the District Administration to construct sufficient toilets in the Hostel and arrange for security in the Hostel.
- As part of conducting Legal Awareness programmes in Urban Residential School Adilabad, Government Ashram School for Tribal Girls, Bhuktapur, Adilabad, Kolam (Tribal) Ashram School for Boys, Adilabad and Tribal Welfare School at Heerapur Village of Indrevelly Mandal, the DLSA Adilabad inspected the School premises and pointed out lack of proper facilities for the children. Upon the intervention of the DLSA, the

authorities provided necessary facilities, constructed sufficient toilets, appointed medical staff in the hostel and maintained hygienic atmosphere in all the above schools.

- The DLSA Adilabad inspected the Balasadan, Adilabad which is a Rehabilitation Center for Orphans and Victims of Sexual Offences wherein it noticed the lack of facilities like lighting, security, vocational training, etc, which was brought to the notice of the concerned officials who provided the required facilities to the orphans and victims in Balasadan and also provided sewing machines, instructors to train the girls as beauticians.
- During the course of conducting legal awareness programmes under NALSA Camp Module at Jhari village, the DLSA noticed lack of proper roads to tribal villages, lack of electricity transformers, drinking water scarcity, etc. In view of the intervention and initiation taken by the DLSA the officials concerned considered the request of the DLSA and sanctioned the roads linking the tribal villages to the Mandal Headquarters, electricity officials installed transformers, the District Administration sanctioned Pakka houses to 25 tribal villages, provided Water Treatment Plant for safe drinking water to the villages and also provided Tri-Cycles to the disabled persons, spectacles to the old-aged persons and sprinklers to the Farmers.
- DLSA, Adilabad carried out the following outreach legal services programmes at the grassroot level:
  - The DLSA Adilabad conducted a Special Legal Awareness Camp at Nagoba Jathara for four days by installing two Stalls and creating awareness amongst the tribal people with regard to Tribal Rights, Government Schemes and also the NALSA Schemes wherein pamphlets were distributed amongst three lakh tribal people who attended the camp. The DLSA also carried out awareness programmes

for tribal communities such as Gonds, Kolams, Pradhans, Naikapodas, etc, residing in the forest area of Adilabad District where awareness was created about Government Schemes and it facilitated in getting benefits by coordinating with Government Officials. The DLSA also created awareness amongst people residing in Burki village inhabited by tribal people on drinking clean water. The District Collector with the DLSA's intervention also arranged for surgery of a boy who was suffering from kidney disease due to consumption of well water and awareness was created amongst the tribal communities to use tap water provided by the Government to each house under the Mission Bageeratha Scheme.

- The DLSA Adilabad observed Special Days like World Mental Health Day, "Legal Services Day", Anti-Dowry Day, Children's Day, Law Day, HIV/AIDS Day, Disability Day, Human Rights Day, Dr. B.R. Ambedkar Jayanthi, World Environment Day, 2019, International Women's Day, "World Health Day", "May Day" "World Day against Child Labour" "International Day against Drug Abuse and Illicit Trafficking" and "World Senior Citizens Day" wherein the DLSA conducted various awareness programmes by involving stakeholders on relevant laws, rights of the people and Government Schemes.
- The DLSA Adilabad monitored and reviewed the legal aid cases by conducting Monitoring Committee Meetings every month and provided Legal Aid in 67 Court based Matters.
- DLSA Adilabad made Front Offices functional as per NALSA guidelines. Para Legal Volunteers at Front Offices assisted the litigants in drafting their applications for filing Pre-Litigation cases and for providing legal aid. The PLVs also maintained registers.
- DLSA Adilabad has been strictly following organisational practices relating to processing and clearance of bills of payments of Panel Lawyers and Para

Legal Volunteers and timely payments have been made to them for the services rendered by them.

- DLSA Adilabad conducted 04 training programmes for Panel Lawyers, PLVs from time to time with regard to the Schemes and for Special Juvenile Police units, JJBs, CWCs and Panel Lawyers on “Juvenile Justice Act”.
- Legal Aid Clinics were established in all the Jails in the District and the Advocates who were nominated for Jail Visiting, visited the Jails four times in a week and monitored the work of the clinics. The Secretary, DLSA also visited the Jail Clinics frequently and monitored the working conditions of the Clinics. The legal aid petitions received through Legal Aid Clinics at Jails were forwarded to District Legal Services Authority and after they were processed, legal aid was provided by engaging Panel Lawyers / Retainers. Special campaigns were also carried out in jails such as Campaign for “Accessing Justice to convicts in prison through Legal Services” and “Campaign for Legal Assistance to the Family Members of the Prisoners”.
- The DLSA conducted meetings of Monitoring Committees every month and legal aid was granted to the needy persons.
- The applications received through NALSA online Application Portal were dealt by the DLSA and Mandal Legal Services Committees and the necessary follow up action was initiated.
- DLSA, Adilabad during the relevant period organised 326 Lok Adalats where 7,224 pending cases and 319 no. of pre-litigation cases were settled. In the 04 National Lok Adalats conducted 6,869 pending cases and 280 pre-litigation cases were settled. 107 cases were referred for mediation out of which 50 were settled.

## **SMALL STATES/UTs ZONE BEST DLSA**

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

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### **5.1. ANDAMAN & NICOBAR ISLANDS LEGAL SERVICES**

#### **AUTHORITY**

The Andaman & Nicobar Islands Legal Services Authority has not recommended a Best DLSA.

## **5.2. UT OF CHANDIGARH LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA CHANDIGARH**

#### **Activities/Work Done:-**

- The DLSA Chandigarh held 04 National Lok Adalats in which 10,146 cases including 674 pre-litigation cases were disposed of during the relevant period.
- Following Legal Awareness Programmes were organized by DLSA Chandigarh :-
  - Legal Services Awareness programmes on various NALSA Schemes.
  - ‘Khushhaal Bachpan’ programme based on the issue of Human Trafficking which was attended by 450 Students.
  - Sensitization programme for children of Govt. schools.
  - Sensitization programme for workers of Trade Union.
  - Awareness programme for Acid Attack Victims.
  - 3 Voter Awareness Programme.
  - Secretary, DLSA sensitized the attendees of above programmes about NALSA Schemes, availability of free legal services, functioning of legal services institutions and on various other social issues. Pamphlets and brochures on the various topics were also distributed during the programme.
- Effectively organized various camps, campaigns, awareness programmes, legal literacy classes, painting and other competitions etc. on important days like the Human Rights Day, International Labour Day, Yoga Day, International day against Drug Abuse and illicit trafficking, World Population Day, etc.
- 11 Workshops in association with various government departments and NGOs were successfully organized by DLSA Chandigarh to generate

awareness about issues related to child labour, roles and functions of DLSA, POCSO Act, ADR Mechanism and Pre-Litigation Mediation.

- 9 Orientation /Training Programmes were organized by DLSA Chandigarh for capacity building of all the stake holders such as Panel Lawyers, PLVs, Counsellors, Police Officers, School Principals and Teachers, Social workers, etc.
- DLSA Chandigarh in coordination with other government departments organized following three Legal Services Camps during the relevant period:
  - Legal Services Camp at Raipur Khurd on 09.2.2019:- 2800 people visited the said camp in which 1,250 people benefitted as they were connected to various welfare schemes. On the spot, benefit was given to 480 people. A free health camp was organized with the help of specialist doctors from GMSH Hospital.
  - Legal Services Camp at Government Model Senior Secondary School, Palsora on 29th June, 2019: 1,340 people visited the said camp in which 890 people were connected to various welfare schemes. On the spot benefits were given to 195 people. More than 425 people were benefitted from the free health camp.
  - Legal Services Camp on 28th September, 2019: 2,250 people visited the camp in which 952 people were connected to various welfare schemes. 150 people were benefitted on the spot. The DLSA further facilitated persons with disability in receiving benefits. 860 people were benefitted from the said Health Camp. 200 person were also tested for HIV.
- During the relevant period, Secretary DLSA attended /participated in following meetings/ panel discussion/seminars.
  - Panel discussion on the LGBTQIA held at Panjab University.
  - Panel Discussion on human rights of acid attack victim.
  - Seminar on child friendly cities:- special focus on rights of children

- Panel discussion on “Role and Functions of Legal Aid Clinic”
- Meeting with Chandigarh Beopar Mandal on “ Ban on Sale of Acid’.
- Seminar on the rights of victims under the Legal Services Authority Act.
- Meeting with Assistant Labour Commissioner towards ensuring the rights of labourers, registration of Labourers with the department of Labour and in Child Labour drives
- Two meetings with widows as part of widow cell activities.
- Seminar on stress management on the occasion of world mental health day
- Two Drawing Competitions were organized at Government Schools on the themes of ‘POCSO’, “Women Empowerment’ ‘Emerging Trends of Violence by Common Public on Public Servant’ ‘Say no to Plastic’.
- As part of the worldwide 150th anniversary celebration of Mahatma Gandhi, DLSA Chandigarh in association with other departments organized first Children’s Peace Fest-CPF2019. Special national level Inter-School Poster making Contest on the theme of ‘Chandigarh Says Goodbye Poly Bags’, fortifying further Gandhiji’s message of ‘Cleanliness is next to Godliness’ and ‘Swatch Bharat Abhiyan, was organized.
- In order to make people aware about their rights and services available under the Legal Services Authority Act and NALSA Schemes, a stall was put up at the Rose Festival. Panel Lawyers, Para Legal Volunteers and staff were deployed at the said stall to inform people about the schemes and also to distribute pamphlets, written material, etc.
- On 12th March, 2019, a sensitisation programme for Media Personnel was organised by the District Sessions Division in association with DLSA Chandigarh. Media was made aware about the legal provisions, which are violated by disclosing the identity of rape victims and an appeal was made

to the media not to disclose/share sensitive information that violates the law of the land or any other information without due verification.

- Safety Awareness Program cum Health Camp for children in Balmiki Mandir, Sector 52, Chandigarh was organized. A total of 70 children attended the said camp. The children were made aware about the issues of safety and the dangers of trafficking. They were also given information about Emergency Helpline services available in Chandigarh and how they can be contacted in case of emergency.
- The State Legal Services Authority in association with District Legal Services Authority and Senior citizen Helpline rescued an 85-year-old man from his house in Mani Majra.
- A radio programme was held to discuss the NALSA Child Friendly Scheme for Children.
- Conducted induction program for internship students.
- Awareness talk and poster making competition on 'Say no to Plastic' was organized at Government school, Sector 8. Faculty Members, Students, Support Staff, etc. were sensitized about the hazardous effects of Plastic.
- In order to spread the concept of environmental protection Government Model Senior Secondary School, Sec 15, Chandigarh organized a paper bag making competition.
- An art competition was held for the students of class 9 – 10 of Government Model Senior Secondary School, Sec 15, Chandigarh to commemorate the occasion of the 150th year of birth anniversary of Mahatma Gandhi.
- An Awareness Programmes for School Children on Juvenile Justice (Care & Protection of Children) Act 2015 and Protection of Child from Sexual Offences (POCSO) Act 2012 was conducted in GMSSS, Sector 15, Chandigarh. The objective of the programme was to create awareness on various topics including services, statutory body, institutional care and non-institutional care, etc. under the JJ Act and POCSO Act.

- With the objective of Training and sensitization of Panel Lawyers of State Legal Services Authority and District Legal Services Authority a programme was conducted on the topic “Cyber Security and Electronic evidence for lawyers” at Chandigarh Judicial Academy, Sector 43, Chandigarh. The workshop was attended by more than 100 Panel Lawyers who deal with such cases on a daily basis. The said programme saw Guest Speakers and Cyber Law experts Ms. Reema Bhandari and Sh. Manish Manocha from Alliance Law Office, New Delhi.
- Successfully carried out ‘Campaign for Legal Assistance to Family members of the Prisoners’.

### **5.3. UT OF DADRA & NAGAR HAVELI LEGAL SERVICES AUTHORITY**

The UT of Dadra & Nagar Haveli Legal Services Authority has not recommended any DLSA.

#### **5.4. DAMAN & DIU LEGAL SERVICES AUTHORITY**

The Daman & Diu Legal Services Authority has not recommended any DLSA.

## **5.5. DELHI LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA CENTRAL DELHI**

#### **Activities/Work Done:**

- DLSA Central Delhi provided free and effective legal aid like drafting applications, petitions, replies, receiving and maintaining record with regard to legal aid applications. It maintained up to date data of court based matters in prescribed formats, updated legal aid beneficiaries about particulars of panel lawyer marked for their matters and also updated them about the status of their case through Front Offices and Legal Aid Clinics. For convenience digital records were maintained of all the applications received, notices, replies and representations drafted. They were regularly uploaded at the NALSA portal. Panel Advocate on daily basis and Para Legal Volunteer (as per the requirement) were deputed by the authority to assist legal aid beneficiaries who approached the office for resolution of their issues. Sign boards were placed in front as well as throughout the court premises to ensure that proper information was available to the legal aid beneficiaries. Suggestion and complaint box was also kept in the Front offices. LED monitors were placed and installed at conspicuous places (i.e. outside the CDLSA office and the entry gate of court premises) which depicted the functions, awareness programmes and success stories of CDLSA.
- During this period, 3,015 legal aid beneficiaries approached the CDLSA out of which 548 number legal aid beneficiaries were given legal advice and 2,467 number of legal aid beneficiaries were provided legal aid.
- Central DLSA organized regular Lok Adalats every month during the relevant period for pending cases of all types as well as special Lok Adalats for special categories of cases. Central DLSA spread legal awareness amongst the public, targeting particularly the beneficiaries of social legislations and the public at large on various issues of legal importance.

- Special endeavours were made by Central DLSA for rendering free legal aid to under trial prisoners whose cases were pending in Courts and also organised legal literacy classes in colleges, jails and legal awareness programmes for women and children in need of care and protection.
- Central DLSA organised legal literacy programmes for various sections of the society and also for various stakeholders of the Indian Justice System so that they could discharge their duties in an efficient manner. The Legal Literacy programmes included 313 Legal Literacy Classes in schools on different topics like water conservation, child abuse, sexual abuse, environment protection, domestic violence, POCSO Act, Good Touch Bad Touch, disadvantages of social media and various NALSA and Govt. Schemes so that they may be made aware about welfare legislations and schemes and the message of awareness could reach every corner of the society which benefitted 17,679 children. These Legal Literacy Classes were addressed by various Resource Persons including Judicial Officers, Advocates, Experts, Social Workers, etc.
- In order to make Children aware about various laws and schemes and facilitating in availing the benefits of these schemes, Central DLSA from time to time organized 3 Legal Literacy Programme for the North Eastern Community in which 550 participants were benefitted.
- In order to make students aware about the legal system of India and provisions of important legislations, Central DLSA organized 3 Add-on Courses and lectures for college students with the coordination of college authorities on topics like PC PNDT Act, Free Legal Services, Anti-Ragging and Protection of Women from Sexual Harassment at Workplace Act, Defacement of Public Property Act, etc. through which 536 students were benefitted.
- Central DLSA organized various legal awareness programmes during this period. Such Legal Awareness Programmes included Court Visit for School

Students so that they could interact with judicial officers and seek answers to their queries and get inspired to be responsible citizens of the country. 7 Pension Camps/Aadhar Card Camps, also ensuring access of general public to all welfare schemes of government in which 2,523 beneficiaries were benefitted, 4 Health Camps/ Blood Donation Camps to bring awareness amongst the deprived section of the community who have no access to the basic healthcare services and knowledge about the diseases and to provide free medical advice, medicine to the unfortunate people and refer for the specialized treatment or surgery was held.

- Central DLSA during this period organized 9 Street plays/ Nukkad Nataks for the weaker and marginalized sections of the society on various themes like Free Legal Services, Beti Bachao Beti Pado and women's rights, door to door campaigns to inform the people about their rights and duties, 16 recreational activities and awareness programmes for the prisoners to inform them about their rights as a prisoner and their right to free legal aid and services on various themes like Drug & Substance Abuse, Rights of Prisoners under 436A, Cr PC, Plea Bargaining, Rights of an Accused Person, Cultural Program, yoga and soft skill training etc.
- Central DLSA visited 190 shelter homes to ensure that people there were provided with good facilities. Legal awareness Programmes were also organized in these shelter homes to make them aware about their rights and duties, menace of drug abuse and other necessary issues through which 7,127 people were benefitted, 4 Health checks up and pension camps for senior citizens homes were held in which 198 beneficiaries were benefitted.
- Central DLSA during this period also visited children homes in order to assess the condition of children residing in these homes to enlighten them about their rights and various mandatory provisions under POCSO Act, Child Labour Act, Child Helpline and free legal services available to them free of cost to save them from any kind of exploitation.

- Central DLSA in coordination with many radio stations and TV channels organized 5 awareness programmes on different topics like prison reforms and free legal services to spread legal awareness to the masses.
- CDLSA had 11 legal aid clinics for common people as well as at the jails and lockups to ensure the availability of prompt help to the needy in matters like legal advice and assistance, preparing and filling up application forms for various government schemes, liaison with the government officers and public authorities and for helping the common people in which 5,768 people were benefitted.
- Central DLSA organized various training programmes for Advocates from time to time, to inform them about the provisions and processes and also ways to respond to the queries raised by them in order to give reasoned clarification to their doubts. During this period 11 such training programmes were organized on themes like Delhi Rent Control Act, plea bargaining, laws and issues relating to Road Accident, Medical Terminology used for bodily injuries, provisions of bail and issues faced by legal aid counsels, drafting, pleading and conveyancing, Solid Waste Management Rules and related laws etc. which benefitted 472 advocates. Further 06 training programmes were organized for the PLVs on socio-legal issues like rescue of child victims of trafficking, rescue drive including laws related to child labour, Lok Adalats and solid waste management which benefitted 102 PLVs.
- Central DLSA organised training and sensitization programmes from time to time for Police Officers to make them aware about their roles and responsibilities, the purpose of these awareness programmes was to inform the Police officers about new amendments in law and guidelines laid down by the Courts. During this period 09 such programmes were organized on POCSO, Juvenile Justice Act, Missing Children and Section 357 of Cr.P.C, which benefitted 298 Police officers.

- Central DLSA organised Lok Adalat for settlement of all types of pending and pre-litigation civil and criminal compoundable cases regularly, people were also made aware of the option of mediation available in the eligible cases. During this period 04 Lok Adalats were successfully organized in which 12,393 matters came up out of which 5,581 matters were settled.
- Central DLSA provided victim compensation under Delhi Victim Compensation Scheme, 2015, in 339 cases wherein total compensation of Rs. 10, 59, 32,000/-(Ten Crore Fifty Nine Lakh Thirty Two Thousand Rupees only) were paid to the victims.
- Under the aegis of NALSA (Victims of Trafficking and Sexual Exploitation) Scheme, 2015, Central DLSA, started a campaign titled “Udaan” to save children. Several rescue drives were conducted during this duration, through which about 140 children were rescued, about 40 Children were restored to their families and about 100 Children were sent to shelter homes. The efforts to find their homes and parents were made with the help of relevant authorities. The families of the rescued children were thankful and emotional on getting their children back.
- Central DLSA organized an admission drive to facilitate the admissions of ‘EWS Category Children’ and ‘Children with Disability’ category in Private Unaided Recognized Schools. The children were assisted in filling admission forms through computerized online admission system at the entry level classes i.e. Pre-School/ Pre-Nursery, Pre-Primary / KG and Class-1. About 65 Forms were filled and about 200 parents were asked to collect requisite documents.
- In one case a minor girl who was robbed of her innocence, approached CDLSA, where she told the legal aid counsel that she was kidnapped and raped at the age of 15 years and was later on trafficked where she was forced into marriage. She was provided a legal counsel by CDLSA, who helped her

file an FIR and apply for compensation under Delhi Victim Compensation Scheme, 2015.

- Central District Legal Services Authority during a visit at a night shelter for women met various homeless women ranging from 18 to 65 years of age, living in miserable circumstances, they were suffering the worst kinds of violence, insecurity, sexual abuse, exploitation & trafficking. CDLSA provided them Panel Advocates who provided all the required assistance to the homeless women. 6 women of the night shelter homes were successfully enrolled in various courses like, yoga trainer, beautician, and computer trainer, etc.
- Three of the children were lodged in Place of Safety and the other three were from a shelter home for orphan children.
- In one case a woman aged about 21 years came into contact with CDLSA through one of the awareness program. The victim informed that she was married at the age of 14 years and that she wanted to admit her 5 years old daughter, who was an HIV patient, in a hostel. She further informed that after the death of her husband, her in-laws had expelled her along with her daughter from her matrimonial house and her son was also taken with them. She had been repeatedly raped by her step-father. After prompt and foremost effort by CDLSA, the daughter of the women was admitted in Kilkari Home for Girls where she can live up to the age of 18 years.
- Central DLSA in coordination with Municipal Corporation had started a campaign titled as Parivartan Ek Zarurat: From Waste to Wealth to ensure the Right to Clean Environment by organizing awareness programme for the general public to enlighten them about how to segregate biodegradable and non-biodegradable products from one another and to put them in different colour dustbins. Blue and green dustbins were also placed at conspicuous places in the concerned areas. Pamphlets containing information about solid waste management were also distributed in the area

in order to generate awareness. One official and one Para Legal Volunteer was deputed to check the implementation status of the project. 10 areas within Delhi were covered and the project is still in progress in coordination with Social workers, NGOs, Government authorities, Panel Advocates and Para Legal Volunteers.

- Central DLSA in coordination with Juvenile Justice Board established Jawed Habib's Hair Saloon Training Centre and Mobile Repairing Training Centre to provide professional training to the juveniles who had completed their term in protection homes. The necessary infrastructure was set up in these training centers and necessary equipments and training devices were installed. The purpose was to provide juveniles professional training to equip them to earn their livelihood and to provide them with a respectable life with financial independence.

## **5.6. GOA STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: NORTH GOA DLSA, PANAJI**

#### **Activities/Work Done**

- North Goa DLSA, Panaji provided assistance to the persons in need as per the nature of their problem/grievances especially the illiterate people for drafting petition representations, filing application/forms before the appropriate authority for their benefits, resolving their family disputes or property disputes, etc.
- DLSA organised 13 Legal Awareness camps in remote areas and acted as a resource person in the camps creating awareness amongst people on topics including Senior Citizen Scheme, Cyber Crime and Distribution of Computer, Table, Cupboard etc., NALSA (Protection and Enforcement of Tribunal Rights Scheme, 2015), NALSA (Legal Services to Workers in the Unorganized Section Scheme, Waste Management and Opening of Village Legal Care and Support Centre at Village Panchayat, Mercas, Occasion of International Labour Day, Mediation, Disaster Management, NALSA (Legal Services to Senior Citizens Scheme, 2016) and Eye Check-up Camp in association with Mukta Dristhi Foundation, Dhargal and NALSA (Victims of Trafficking and Commercial Sexual Exploitation) Scheme, 2015 and Victim Compensation Scheme, in which more than 500 beneficiaries were benefitted.
- North Goa DLSA, Panaji conducted regular training programme for the Para Legal Volunteers.
- North Goa DLSA, Panaji conducted a training programme for 6 jail inmates at the Central Jail also.
- Taluka Legal Services Committees under the guidance of DLSA conducted Legal Awareness Programmes on different topics apart from NALSA Schemes which included 13 Legal Awareness programmes on various issues

like Juvenile Justice Act., Prevention on Mosquitoes Breeding, various Health Schemes Child Friendly Schemes and Substance Abuse, road safety, Senior Citizens day, international Womens Day, etc. Bardez Taluka Legal Services Committee, Mapusa organised 12 legal awareness programmes on issues like Domestic Violence, mediation, child protection, women empowerment and eradication of drug menace schemes etc. Apart from this Ponda Bicholim Taluka organised 08 legal awareness programmes while Saatati conducted 11 and Pernem conducted 07 such programmes.

- The DLSA in coordination with the concerned authorities also conducted Medical Camps which included Eye Check-up/ Camp for male inmates and blood donation camps in which more than 120 beneficiaries were benefitted. The free eye check-up camp was organised for the Senior Citizens of Old Age Homes. The DLSA further facilitated the distribution of free spectacles for the inmates on the occasion of International Day for Older Persons.
- Monitoring Committee Meetings were regularly held to monitor legal aid in court based matters.
- North Goa DLSA, Panaji also conducted door to door campaign on various Govt. and NALSA schemes, including camps for senior citizens for the distribution of Senior Citizens Cards in which 130 beneficiaries were benefitted.
- Legal aid applications of legal aid seekers were promptly disposed by the DLSA regularly.
- Lok Adalat statistics were made available on NALSA Online Application Portal and other information was also updated on a regular basis.
- The North Goa District Legal Services Authority opened a Legal Aid Clinic at Goa Medical College & Hospital, Bambolim, Goa, where visitors at hospital were assisted to fill forms, give legal advice and assistance in court related procedures.

- The North Goa District Legal Services Authority, Panaji, organized Blood Donation Camp Goa Medical College & Hospital, Bambolim in coordination with the concerned authorities wherein Judges, Advocates, court employees, para legal volunteers and others took part in the camp. 30 units of blood were collected at the said camp.
- The North Goa District Legal Services Authority, Panaji, opened a Village Legal Care & Support Centre, where the Para legal volunteer assisted the people in filling up the forms, advised and guided them. The DLSA sent its team of Para Legal Volunteer around the entire village once a week to identify the garbage black spots, clicks photographs of the same and lodge complaints to the Secretary, Village Panchayat of Merces informing about the said garbage black spots and requesting for the removal of garbage.
- The North Goa District Legal Services Authority, Panaji, had organised Tree Plantation Drive at Central Jail Campus, Colvale. The saplings selected for tree plantation drive were of fruit-bearing trees such as Mango, Pomegranate, Awala, Noni, Palpanas, Tamarind, Lime, Papaya, Guava, etc. The aim of the tree plantation drive was two-fold – to keep the environment green, clean, safe and healthy and to grow fruits for the consumption of prisoners.
- The North Goa District Legal Services Authority, Panaji opened Legal Services Clinic at Panaji, Goa. wherein the problems of the inmates were heard, resolved as well as entertainment facilities like singing etc. were provided to the inmates. Old Aged homes were visited by the DLSA, any shortcomings at the home were reported to the Legal Services Authority who in turn took measures to mend the shortcomings.
- The North Goa District Legal Services Authority, Panaji opened Legal Aid Clinic, for the public to have free legal assistance and for Senior Citizens to avail benefits, and to apply for the Senior Citizens Card from the Directorate of Social Welfare.

- The North Goa District Legal Services Authority organised Quiz Competition on the theme “Constitution of India” for students, to motivate them to acquire knowledge about Fundamental Rights, Fundamental Duties, Directive Principles of State Policy, Preamble, Relations between the Union and the States and General Information on Constitution at the early stage of their education. 28 schools participated and winners were presented trophies and certificates of merit.
- North Goa District Legal Services Authority during this period organised 07 National Lok Adalats in the North Goa Courts, through which 506 Pre-litigation cases and 423 pending cases were disposed of, and 929 total cases were settled. DLSA also organised 07 Lok Adalats other than National Lok Adalats in which 371 Pre-litigation cases and 50 pending cases were disposed of.

## **5.7. LAKSHADWEEP LEGAL SERVICES AUTHORITY**

### **Activities/Work Done**

The Lakshadweep Legal Services Authority has not recommended a Best DLSA.

## **5.7. PUDUCHERRY LEGAL SERVICES AUTHORITY**

### **Activities/Work done**

The Puducherry Legal Services Authority have not recommended a Best DLSA.

## **WEST ZONE BEST DLSA**

(Gujarat, Madhya Pradesh, Maharashtra, Rajasthan)

### **6.1. GUJARAT STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA VADODARA**

##### **Activities/Work Done:**

(In all 8 Talukas, Legal Service Committees are functioning under DLSA).

- During the period September 2018-August 2019, DLSA Vadodara conducted various legal literacy camps (LLC) in rural and urban areas with the help of various NGOs for the protection and upliftment of women, children, patients suffering from HIV AIDS, rehabilitation of female sex workers, rehabilitation of the drug addicted individuals, missing children, orphans, etc.
- DLSA Vadodara in coordination with various Educational Institutions and Universities organized legal literacy camps, seminars and interactions with the students, teachers and professors on various subjects of Law like POCSO, Right to Education, role of Parents in Child Education, protection of environment, etc.
- At the Gram Panchayat level and in rural remote areas also Legal Literacy Camps were organized in order to spread awareness amongst the masses about the law relating to senior citizens.
- DLSA, in co-ordination with various Government Departments organized various Legal Awareness programmes to make people aware about the availability of free legal services, legal rights and benefits available to them under various government schemes.
- During the year, total 309 LLCs were conducted and 332205 people attended the said camps.

- Got organized legal awareness camps at fairs and religious gatherings/festival days and distributed copies of publicity/informative material among the people so that maximum number of people could benefitted.
- DLSA in co-ordination with NGOs and other government departments organized door to door campaign in slum areas. Health camps were also organized to make basic health facilities and free treatment available to poor and needy people of the society. Around 2,345 MAA / MAA Amrutam card (a government Scheme) were issued to the poor and needy people of the slum area with the assistance provided to poor people by DLSA.
- DLSA helped in rehabilitation of 50 child labourers in the rural and urban areas. It also provided help in actualisation of their educational rights.
- Two female sex workers were rehabilitated.
- DLSA with the help of its workforce which includes PLVs and Panel Lawyers, rehabilitated 99 child beggars.
- Further, around 286 missing children were located and sent back to their parents with the help of CWC, DCPU and Police Department. In 598 cases, legal aid provided to the poor and marginalized people. DLSA continuously monitored the progress of all the cases allotted to Panel Layers and took necessary actions, wherever required.
- Front offices were made functional as per NALSA guidelines. 8 Front Offices are functioning in Vadodara District. More than 346 poor, downtrodden and needy people were given advice/aid through the Front offices.
- All bills presented by panel lawyers and para legal volunteers were processed and cleared at the earliest in order to ensure timely payment to them
- Various training programmes for Panel lawyers, PLVs and Probation Officers were organized by DLSA, Vadodara.

- Mediation training for the Referral Judges was also organized in the month of July-2019.
- During the period, 13 legal services clinics and 05 legal services clubs were established by DLSAs in various schools, universities and villages. Every month, functioning of clinics and clubs was evaluated by the Secretary.
- In Central Jail, Vadodara, two legal aid clinics are functioning. Legal aid and assistance was provided to 264 prisoners.
- Every application for legal aid was considered and dealt promptly. Legal aid beneficiaries were updated about the status of their cases.
- Online application portal was utilized. The applications and updates were regularly checked.
- In National Lok Adalat held on 13/07/2019, 27,943 cases, which was almost 20 % of the total pendency of Vadodara District at that time, were disposed of.
- 16,591 cases were disposed of in the National Lok Adalat held on 14/09/2019.
- 340 cases were referred for mediation.

## 6.2. MADHYA PRADESH STATE LEGAL SERVICES AUTHORITY

### **BEST DLSA: JABALPUR DLSA**

#### **Activities/Work Done:**

- During the period September-2018 to August-2019, DLSA Jabalpur provided legal aid to 1578 legal aid seekers. Legal assistance was provided to around 2011 people.
- Around 1738 applications were received at the Legal Aid Clinic.
- 145 Mega Legal Literacy Camps and 4 micro Legal Literacy Camps were organized at Jails, Villages, Old Age Homes, District Courts, Panchayats etc.
- DLSA organized mediation awareness camps and programs to spread awareness about mediation. During the year, a total of 5194 cases were referred for mediation out of which 1074 were settled.
- DLSA, Jabalpur through advertisements in newspapers, hoardings, banners, pamphlets and awareness camps spread awareness amongst people about the Lok Adalats. 71 cases were disposed of in PLA (PUS). 5752 cases were disposed of in 4 National Lok Adalats.
- A total of 72 PLVs were appointed during the period out of which 15 PLVs worked in Sihora, 16 PLVs worked in Patan and 7 PLVs worked in Bargi they spread awareness amongst the people about the availability of free legal services, NALSA Schemes and various government beneficial schemes.
- 54 applications were disposed of under Victim Compensation Scheme.
- Around 77 Legal Awareness camps were organized under NALSA Schemes.
- Assessing the legal needs and socio legal issues at local level, it was found that there were a lot of people who were wandering for medical needs, especially those who were disabled. It was also noticed that a large number of old persons were without means of sustenance. Many Children were also not getting education. Keeping this in view, 11 legal aid clinics were established. In these legal aid clinics services were rendered keeping in view the local needs of people. These clinics covered rural areas

- District Legal Services Authority Jabalpur in coordination with Department of Labour organized a legal literacy camp on International Labour Day at Baba Tola Community Building Jabalpur. Awareness was spread about entitlements under Central Government's Shramyogi Maandhan Scheme and State Government's Social Security Scheme related to the laborers.
- A legal literacy camp and inspection of the fit facility was done under NALSA (Child Friendly Legal Services to Children and their Protection) Scheme, 2015, by the DLSA Jabalpur in coordination with CWC.
- Tribal Laborers of District Mandla were transported by two contractors namely Kasim and Shehzadi. The laborers worked there for two months without getting wages. After that the laborers were brought to Jabalpur by the contractors. After reaching Jabalpur, the contractors got vanished with all the important IDs like Adhaar Card and money (wages) of the laborers. Poor laborers were not having the money to return. They approached DLSA Jabalpur for justice. Secretary, District Legal Services Authority, Mr. Sharad Bhamkar, prepared the complaint of these tribal labourers and forwarded the same to the concerned authorities for registration of case against Contractors. DLSA Secretary pursued the matter with the labor department and police department. Due to the tireless efforts of the Secretary DLSA, Assistant Labor Commissioner arranged to send those labourers to their homes.
- On 13th August, 2019, one 92 years old lady approached DLSA, and made a complaint against her son. She stated that she owned 1.2 hectare land in Atariya Village on which she cultivated crops with the help of labourers. The land was her only source of livelihood. Her son used to threaten her with his licensed gun to transfer the property in his name. Legal assistance was provided to her and application was filed in the tribunal.
- For securing the health rights, a Mega Health Checkup Camp was organized by the District Legal Services Authority on 18.02.2019 at Subhash Chandra

Bose Central Jail Jabalpur for the jail inmates. 447 detainees including 52 women prisoners underwent a health checkup out 07 children of the woman prisoners were also examined.

- To fulfill the objective of “From Disability to Mobility”, a mega “free of cost artificial limbs camp” was organized from 26th March 2019 to 30th March 2019. A permanent center for the same was established at Netaji Subhash Chandra Bose Medical College successfully under the joint aegis of Madhya Pradesh State Legal Services Authority, Jabalpur, Bhagwan Mahaveer Vikalaang sahayata samiti Jaipur (Jaipur Foot), Netaji Subhash Chand Bose Medical College Jabalpur and District Legal Services Authority Jabalpur. To make the camp a success, a wide publicity campaign was done by the DLSA. Para legal volunteers were put on duty to spread the awareness in various areas through pamphlets and other means. Paralegal volunteers were also deployed at the helpdesks to spread awareness about the camp. In the said camp 345. Prosthetic legs, 109 Prosthetic hands, 147 Calpers, 352 Tricycles, 282 Wheel Chairs, 241 Crutches, 558 hearing aids and 23 sticks were provided to the Persons with Disabilities. In total 2,057 PwDs got benefitted through this camp.
- For regular monitoring of court related legal aid cases, the registers were maintained in the Front office established in the office of District Legal Services Authority, in which the progress details of the cases were updated by the panel advocates. UTRCs inspected the Central Jail every month and identified the eligible inmates for their release. Jail visiting advocates visited the jail regularly and interacted with the inmates.
- DLSA Jabalpur used the NALSA online Web Portal. The data regarding ADR including National Lok Adalat, Permanent Lok Adalat, Mediation, and Para Legal Volunteers, Legal Service Clinics, Victim Compensation Scheme, Various Training Programs, & other NALSA Schemes was regularly updated on NALSA Online Portal.

### **6.3. MAHARASHTRA STATE LEGAL SERVICES AUTHORITY**

#### **BEST DLSA: DLSA MUMBAI**

##### **Activities/ Work Done:**

- 77 Legal Awareness programmes were organized by Mumbai DLSA in order to promote NALSA Schemes as well as the welfare schemes of Centre and State. Around 17,812 people benefitted. DLSA Mumbai held awareness programmes at Schools, College, University, Prisons, Observation Home, Disabled Homes, Juvenile Justice Board, Labour colonies to spread awareness about the availability of free legal services, their rights under various government beneficial schemes etc.
- 78 victims were awarded compensation under Victim Compensation Scheme.
- More than 5000 people attended awareness programmes organized by DLSA Mumbai under NALSA Scheme for Eradication of Drug Menace.
- Around 2000 workers were made aware about their entitlements under the welfare schemes introduced by the government.
- During the period, 207 children were provided free legal assistance through Panel Lawyers in JJB Courts and CWCs. 8 programmes were organized in which around 3000 children and their parents were made aware about the NALSA's Child Friendly Legal Services to the Children and their Protection Scheme.
- DLSA Mumbai deputed 132 Panel Lawyers for court based legal services, 5 panel lawyers for JJB, 6 Panel Lawyers to visit jails, 3 Panel Lawyers as Retainer Lawyers, 47 Panel Lawyers at Remand Lawyer and 12 PLVs to provide legal assistance to the needy.
- Training Programmes for the legal aid lawyers and PLVs were organized by DLSA. Training was imparted to about 258 PLVs.
- Every Month Secretary, DLSA, Mumbai and Metropolitan Magistrate visited Mentally Deficient Children Homes situated at Mankhurd, Mumbai.

Inmates of Mumbai Central Prison and Byculla were sensitized on mental illness. Special drive was conducted to identify disabled inmates.

- Legal services through legal aid clinics were provided in Prison, Juvenile Justice Board, Maharashtra National Law University, Government Law College, K.C. Law College, Savitribai Phule Social Research Centre, Navjeevan Mahila Vastigruha, Navjeevan Centre, Sneha Sangh, Mahila Arthik Vilas Mahamandal Chembur and Dharavi.
- 14 Legal Aid Clinics, 4 Front Offices, 5 Legal Literacy Clubs were opened in Schools across the Mumbai by Mumbai DLSA. During the relevant period, around 4732 persons were benefitted from the legal aid clinics and Front Offices.
- During the period, legal assistance was provided to 3,466 persons including 719 women, 253 children, 76 SC, 18 ST, 172 General, 1,505 male prisoners, 459 female prisoners, 256 economically weaker sections and 8 disabled persons.
- DLSA Mumbai in coordination with the NGOs organized 7 conference/ seminar/ workshop on the topics Protection of Women from Domestic Violence Act, Women empowerment and Mental rehabilitation of female victim, Victim of Trafficking and Commercial Sexual Exploitation Scheme, Anti - Human Trafficking Law, Sensitization on rights of Transgender, The Maintenance and Welfare of Senior Citizens and Parents at 2007 Scheme, POCSO Law etc.
- The Mumbai District Legal Services Authority took initiative to sensitize people about alternate dispute resolution mechanism. 04 National Lok Adalats were held in which 9306 pre-litigation cases and 20055 pending cases were disposed of.
- The Mumbai District Legal Services Authority in coordination with Tata Institute of Social Science set up counselling center in co-ordination with from 20 June, 2019 for post litigation matrimonial and domestic disputes

pending in Magistrate Court. Three counsellor sit on every Friday. Till 31 August, 2019, 44 cases were referred to the center 10 cases were settled.

- DLSA also set up the mediation centre for Pre-Institution mediation in Commercial Dispute at Gr. Bombay and Dindoshi. 34 mediators were empanelled by DLSA for the work. In 40 cases, the parties consented for mediation. 12 cases were settled successfully.
- DLSA Mumbai organized the Legal Awareness Programme on Mediation involving the Mediators, Law Students, and Litigants.

## **6.4. RAJASTHAN STATE LEGAL SERVICES AUTHORITY**

### **BEST DLSA: DLSA UDAIPUR**

#### **Activities/Work Done:**

- During the relevant period DLSA, Udaipur, carried out various activities i.e. conducted public awareness programs, provided free and competent legal services to the weaker sections of the society, organized Lok Adalats for amicable settlement of disputes etc.
- During the relevant period, DLSA Udaipur addressed the issues of Natha Pratha, Mautana, silicosis, lake conservation, deforestation, water conservation, environment protection, child marriage, open borewell, cleanliness, child education, mentally ill persons, orphaned children, adoption of children, developing the skills of children at observation home, condition of shelter homes, social media, immediate relief to child victim, aiding poor people, road safety, monetary relief to POCSO victims, women empowerment, health, etc.
- To address the issues mentioned above certain objectives were determined and floated in the form of campaigns, projects, initiatives, efforts, dialogues and many other activities.
- The DLSA Udaipur launched a campaign 'Hear 4 You' throughout the District with an objective to facilitate the rehabilitation of mentally ill persons, spread family psycho-education, provide treatment, and create public awareness about mental illness. During the campaign, the DLSA facilitated the rescue of 13 mentally ill persons and their admission in mental homes/hospitals in coordination with the concerned departments. The families of the mentally ill persons were traced out and counselling and care was provided to them.
- DLSA Udaipur to address the needs of children specifically those who were abused, abandoned, neglected and orphaned; initiated a programme

namely, “A Ray of Hope for Orphan and Abandoned Children Programme”. The initiative further aimed to help children living in children homes, observation homes or abandoned for various reasons and facilitate them in getting nutrition, education, a safe and loving environment with the assistance of the concerned departments. Outcomes of the programmes were as under:-

- Child Care Institutions were regularly monitored and inspected due to which nutritious food, education, extracurricular activities, clothing, physical and mental health care, etc. of the children were taken care of.
- 12 abandoned & orphaned children of Kishore Grah, Udaipur were admitted to Private English medium schools.
- Facilitated adoption of 30 children of Govt. Children Home.
- Wall of Happiness a project to collect contribution was constructed at Rajkiya Kishore Grah Udaipur which motivated the public at large for donating goods or articles for children living in Homes.
- Children were motivated to advance their innate talents and pursue hobbies, as well as to play sports and experience the wonders of creativity through various forms of art, music, dance, architecture classes, language, self-defence or writing workshops were organised in the Homes.
- With consistence efforts made by DLSA a juvenile in conflict with law at the Observation Home, Udaipur was encouraged in his painting skills by providing him with needed tools, canvas and colours. His work was exhibited at the stalls of DLSA.
- A campaign against the custom of ‘Nata Pratha’ & ‘Mautana’ (demand of compensation on death) was carried out by DLSA Udaipur to sensitize the public as it has negative impact on the lives of women who are physically

and psychologically abused, abandoned and their children neglected by the father.

- Similarly, campaign was carried out to sensitize people against rituals like ‘Mautana’ and ‘Chadhotri’. ‘Maut’ means death and ‘ana’ means money and the word together means money against death which still prevail in the tribal communities like Bheel and Garasiya, situated in hilly terrains of Udaipur. DLSA Udaipur organized various awareness programmes on above two ill practices.
- DLSA in coordination with Tribal Area Development Department initiated “Like a Girl” Campaign to train and empower the girls of Tribal Area and also to make them aware about the schemes of NALSA and the government.
- ‘Green-Clean-Safe-School’ a yearlong programme was carried out with an objective to encourage and support schools to adopt green clean and safe practices. During the programme, awareness programmes in schools and sensitization of school administration were undertaken.
- Child Friendly Legal Services Programme:- Various activities were undertaken during this programme like:-
  - DLSA deployed support person for pre-trial counselling and familiarizing child with court environment.
  - 96 children were compensated and rehabilitated under the scheme.
  - 162 Legal Literacy Clubs were opened in Udaipur.
  - Advocates were appointed on regular basis in Legal Aid Clinic situated at JJB.
  - A Legal Awareness team comprising of two panel lawyers and two PLVs were constituted to provide legal awareness to Child in Conflict with Law.
- “Chalo Aab Shuruat Karay Bal Vivah Samapt Karay” a special campaign against child marriage was carried out by DLSA Udaipur for three and a half

month with an aim to restrain child marriages. Some of the highlights of the campaign were:-

- DLSA made efforts for constitution of administrative committees having ten to twelve members including Sarpanch, Beet Constable, Patwari, Tehsildar, Aanganbari Worker, ANM, etc for reporting and stopping events of child marriages.
- On the initiative of DLSA Udaipur, a control room was established in the district which was operated 24 hours for receiving information on events of child marriage happening in the district.
- Mobile Van was also sent among public at large in the remote identified areas to make people aware of the ill consequences of child marriages and related legal provisions.

**Outcome of the campaign:-**

- 11 Child Marriages were stopped.
  - 1,676 camps were organized in villages and rural areas of Udaipur, including 1,074 camps in schools and villages.
  - 42,230 persons were sensitized through Mobile Van in child marriage campaign.
- Access to Health Care Facility: Under this programme, DLSA Udaipur took an initiative to facilitate providing of better health services to the public at large. Some achievements of the programme are as follows:-
    - At the initiative of DLSA Udaipur, private hospital, Kanak Hospital, Udaipur waived off medical bill of Rs 60,000 of a patient who was financially weak.
    - Three Medical termination of pregnancy (MTP) of POCSO victims was successfully carried out at Udaipur due to the intervention of DLSA.

- A Lady carrying an 8 month old dead girl child was rescued from the lane of Government Hospital Udaipur. After DLSA's intervention the post mortem was conducted with the help of the PLV.
- Medical Investigation of 273 Aaganwadi students of tribal area (Gogunda) and treatment thereof were conducted.
- Blood Donation Camp organized in association with Bar Association Udaipur.
- Nature Protection and Preservation Campaign: DLSA Udaipur initiated a yearlong programme to protect nature by organizing various activities such as awareness drive to protect the lakes of Udaipur, sensitization of people through media, tree plantation in Court Campus, tree plantation in 100 of Schools etc. were carried out.
- Besides the above, voters awareness campaign, a dedicated YouTube Channel, special awareness camps publicizing legal aid services available at the National level organized at Local Fairs, programme for combating issue of Silicosis, etc. were some other activities carried out by DLSA Udaipur.
- During the reporting period, legal aid was provided to 217 people. In order to improve legal aid in court based matters, DLSA Udaipur took the following measures:-
  - Selection of Senior Advocates - 61 advocates were selected in the panel wherein 54 advocates had more than 10 year of standing at the Bar.
  - Panel for various categories - constituted Panel of advocates keeping in view their expertise and experience in a particular field i.e. panel for civil, criminal, revenue, MACT, etc.
  - Allocation of Cases as per their expertise - All the legal aided cases were allotted to an advocate who had and expertise in that particular field.

- Panel Lawyers for JJBs - Dedicated Advocate were deputed to represent children.
- Pro Bono Legal Services: 6 lawyers and legal professionals were empanelled to provide pro bono legal services for litigants.
- Bal Sakshi Kaksh: Dedicated place/room called 'Bal Sakshi Kaksh' in DLSA was constituted to provide legal consultation to victims/witnesses of POCSO Act where they could sit along with their guardian/ advocate for the said legal consultation.
- Bal Mitra Scheme - To make children aware about the legal proceedings appearing before courts, JJB, CWC, Bal Mitra Scheme was made functional in the District.
- Constitution of Monitoring & Mentoring Committee: 11 Monitoring & Mentoring Committee were constituted. These Committees advised the panel of advocates in contesting the case before the Court.
- As per NALSA Guidelines, 11 Front Offices in the Udaipur District were made functional.
- To ensure timely payment to panel lawyer and PLVs, DLSA Udaipur undertook initiatives like (i) Keeping record of Legal Aided Cases (ii) Verification from Court (iii) Scrutiny of Application before making payment of all the bills and (iv) timely payment to all Panel Lawyers and Para Legal Volunteers after approval from Committee of DLSA, were taken.
- 4 capacity building programmes were conducted by DLSA Udaipur during the reported period. 187 PLVs were imparted training in the said programmes.
- 2 Training programmes were conducted for Panel Lawyers wherein 73 Panel Lawyers trained.
- 17 Legal Services Clinics with full infrastructure and other facilities were established.

- Legal Aid Clinics in all 09 central jails, 01 high security Jail, 3 reformatories, 24 district jails and 60 sub jails were established.
- 2 PLVs were deputed in each jail, who on alternate basis provided legal aid services between 9am to 4 pm every day.
- 216 Legal Aid Clinics were established by DLSA, Udaipur at every Gram Panchayat, Colleges, Police Stations etc. where Para Legal Volunteers and Panel Lawyers, when needed rendered their services.
- 628 Legal Aid Clinics were functioning in the district which includes Legal Aid Clinics established in Jails, Police Stations, Nagar Nigam, Jila Parishad, Hospitals, Railway Stations, JJB, Women Legal Aid Clinic, and Revenue Board.
- DLSA Udaipur maintained the data of legal aided cases on daily basis and updated the litigants. DLSA informed legal aid beneficiaries through phone, mail or letters about the status of their case. Daily cause list of legal aided cases were maintained. Legal aid helpline was handled professionally.
- 6765 cases were disposed of in the 04 National Lok Adalat including 1811 Pre-litigation cases.
- In Permanent Lok Adalat (PUS) 243 cases were settled,
- In the monthly Lok Adalats, 309 cases were settled.
- 142 cases were settled through Mediation.
- Two “20 Hours” Refresher Courses were organised.
- Outreach Programmes:-
  - Campaign Accessing Justice to Convicts through Legal Services: -- This campaign was initiated as per the directions of NALSA. During the campaign around 250 convicts were made aware about their appellate rights. Appeals of 2 convicts were filed before Sessions Court, free legal aid was provided to 4 convict for filing appeal before High Court and to 2 convicts for filing SLP before the Supreme Court.

- Consultation programme on Juvenile Justice & Child Friendly Schemes of NALSA: - A special consultation programme was organized with special and particular reference to “children”. Around sixty three participants participated in the programme.
- A campaign for legal assistance to the family members of the prisoners: - As per direction of NALSA, a campaign was carried out to address the issues of family/ dependents of the inmates of jails. 944 UTPs/Convicts were interacted with out of which 78 UTPs/Convicts expressed need of legal assistance for themselves or their family members. Accordingly, legal aid/assistance to them as well as to their family members were provided.
- Legal Services Camp: Two Legal Services Camp to spread awareness about welfare legislations and schemes were organized during the relevant period. Around 10,500 number of people attended the aforesaid camps and 8,475 people were benefitted on the spot.
- Besides the above, around 176 legal awareness/services camps based on the 10 NALSA Schemes were organized benefitting 12,133 people. Public were made aware about their rights and entitlements available under NALSA schemes as well as under various government schemes. They were also made aware about the working of the Legal Services Authority and the way to approach these authorities.
- Legal Literacy Clubs: DLSA Udaipur opened 162 Legal Literacy Clubs in Schools
- Legal Services Week: Legal Services programmes/camps on NALSA and RSLSA Schemes, Rallies etc. were organized during the whole week.
- Door to Door Campaign: 20 PLVs in the district were deputed to visit identified areas/households to carry out door to door campaign. PLVs visited thousands of houses and people living there were made aware about Legal Services Institutions, availability of free legal services, their rights and

entitlements. During the campaign, 55 camps and 1 workshop was organized. Around 7,335 person were benefitted through these camps.

- Legal Awareness Camps: Apart from Legal Literacy Camps, DLSA organised 659 Awareness Camps under the Schemes of NALSA and RLSA to spread legal awareness on various burning issues and problems prevailing in the District. 65,014 persons were benefitted through the said camps.
- RLSA# Run4Van-A Step to Save Trees: More than 2000 people participated in this programme organized by DLSA Udaipur on 7th July, 2019. 1000 plants were provided by the Forest Department to the participants who completed the run.
- Legal Services to Jail inmates & Children in Conflict with law: 50 camps were organized inside the jail and JJBs. The prisoners and children in conflict with law were made aware about their rights. Number of beneficiaries in these camps were 4,330.
- 1,559 school dropouts were identified during Bring Dropout Back to School Campaign.
- Some of the initiatives undertaken by DLSA Udaipur for Jail reforms were as follows:
  - Conducted inspection on third Saturday of every month through Legal Awareness Team.
  - Provision were made to depute 2 PLVs in each jail, who on alternate basis provided legal services between 9am to 4 pm every day.
  - Weekly Inspection of Jail were conducted by the Team of Visitors consisting of Secretaries DLSA, a Women Panel Advocate and another Advocate.
  - Details of every prisoner was maintained on Prisoner Inmates Information Management System (PIIMS) by Jail department. The detail of each individual prisoner was collected from the portal.

- In 101 cases of victim compensation, Rs 16,33,0000/- was granted as compensation under the Victim Compensation Scheme.
- Observation of Special Days in the District: DLSA Udaipur organized following awareness camps on Important days across the district:

Important Days	Number of Camp organized	Beneficiaries
Girl Child Day	3 Camp 1 Rally	430
Earth Day	15	876
Bio Diversity Day	4	290
Labour Day	6	630
World Environment Day	6	800
Anti-Tobacco Day	10	690
World Population Day	41	2700
Mental Health Day	06	355
Senior Citizens Day	16	1862
Human Rights Day	12	660
Legal Services Day	6	355
Children's Day	16	1862
World Aids Day	6	405
National Youth Day	1	55
National Voters Day	1	55
World Day of Social Justice	1	60
International Women's Day	23	2890
World Day of Water	1	100
Child Labour Day	4	232
Yoga Day	5	180
Drug Abuse Day	1	80
Gandhi Jayanti	12	1142
National Education Day	4	210
National Consumer Rights Day	3	145

- Two songs "Beti Bachao" and "Bal Vivah" were composed by inmates of Central Jail especially for DLSA, Udaipur.
- 9 Internship Programmes for 06 law colleges were conducted in which 47 students participated.



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