



STANDARD OPERATING PROCEDURE (SOP)
FOR DEPLOYMENT AND UTILISATION OF MULTI-UTILITY
VEHICLES (MUVs) BY LEGAL SERVICES INSTITUTIONS

NATIONAL LEGAL SERVICES AUTHORITY

Standard Operating Procedure (SOP)

For Deployment and Utilisation of Multi-Utility Vehicles (MUVs) by Legal Services Institutions

1. INTRODUCTION

The Legal Services Authorities established under the Legal Services Authorities Act, 1987 are mandated to ensure that access to justice is not denied to any citizen by reason of economic or other disabilities, in furtherance of the constitutional vision embodied inter alia under Article 39A of the Constitution of India.

Over the years, the role of Legal Services Institutions has progressively expanded from adjudicatory support to proactive outreach, legal awareness, and facilitation of entitlements, particularly for marginalised and underserved communities. In this context, Multi-Utility Vehicles (MUVs) have been deployed across States and Districts as an important logistical resource to extend the reach of legal services to remote and difficult-to-access areas.

However, the deployment and utilisation of such vehicles across jurisdictions have largely remained non-uniform, with variations in usage patterns, administrative control, and service delivery outcomes. In several instances, the absence of a standardised framework has resulted in sub-optimal utilisation, lack of prioritisation of legal aid activities, and limited continuity in outreach efforts.

Accordingly, the National Legal Services Authority (NALSA) considers it necessary to establish a comprehensive and uniform Standard Operating Procedure (SOP) to govern the deployment, utilisation, management, and monitoring of Multi-Utility Vehicles across all Legal Services Institutions.

This SOP seeks to reorient the use of MUVs from being viewed merely as transport assets to functioning as **Mobile Legal Services Delivery Units**, forming an integral component of the outreach architecture of Legal Services Institutions. The SOP also integrates a structured, circuit-based deployment model to ensure predictability, continuity, and enhanced public trust in the legal aid delivery system.

2. OBJECTIVES OF THE SOP

The objectives of this SOP are as follows:

- a) To establish a **uniform and standardised framework** for the deployment and utilisation of Multi-Utility Vehicles across all State Legal Services Authorities (SLSAs), District Legal Services Authorities (DLSAs), and other Legal Services Institutions;

- b) To ensure **transparency, accountability, and clarity of roles** in the management and operation of such vehicles, including clearly defined lines of administrative control and responsibility;
- c) To prioritise and institutionalise the use of MUVs for **legal aid, legal awareness, and outreach activities**, particularly targeting remote, vulnerable, and underserved communities;
- d) To introduce a **structured and scheduled deployment mechanism**, including circuit-based operations, in order to ensure continuity of services and improved public accessibility;
- e) To ensure **efficient and optimal utilisation of public funds**, in alignment with the financial norms, guidelines, and instructions of the Government of India and those issued by NALSA from time to time;
- f) To prevent misuse, diversion, or underutilisation of vehicles by prescribing **clear permissible and prohibited uses**, supported by appropriate documentation and monitoring mechanisms;
- g) To enhance the **visibility and credibility of Legal Services Institutions** by ensuring that MUVs function as identifiable and reliable points of access to justice at the grassroots level.

3. **SCOPE**

3.1. This SOP shall apply to:

- a) All State Legal Services Authorities (SLSAs);
- b) All District Legal Services Authorities (DLSAs);
- c) All Multi-Utility Vehicles (MUVs) / Multi-Purpose Vehicles (MPVs) placed under the administrative control of Legal Services Institutions.

3.2. Multi-Utility Vehicles (MUVs) under the jurisdiction of the High Court Legal Services Committees (HCLSCs) and the Supreme Court Legal Services Committee (SCLSC) are excluded from the scope of this SOP.

3.3. This SOP shall govern all aspects relating to the **deployment, utilisation, administration, financial management, monitoring and accountability** of such vehicles.

3.4. The provisions of this SOP shall be read in conjunction with the guidelines, instructions, and financial norms issued by NALSA from time to time. In the event of any inconsistency, the directions issued by NALSA shall prevail.

4. **DEFINITIONS**

For the purposes of this SOP, unless the context otherwise requires:

- a) **“Multi-Utility Vehicle (MUV) / Multi-Purpose Vehicle (MPV)”** means any vehicle procured or deployed by a Legal Services Institution for the purpose of facilitating legal aid delivery, outreach activities, administrative functions, or any other approved use under this SOP;
- b) **“Legal Services Institutions”** means the Supreme Court Legal Services Committee, a State Legal Services Authority, the High Court Legal Services Committee, District Legal Services Authority or the Taluk Legal Services Committee, as the case may be;
- c) **“Administrative Use”** refers to the use of MUVs for official functions of Legal Services Institutions not directly linked to outreach or legal aid delivery, including official meetings, inspections, coordination visits, and other institutional requirements;
- d) **“Circuit-Based Deployment”** refers to the structured and pre-planned deployment of MUVs along identified routes and locations on a periodic basis, with predetermined schedules for outreach and service delivery;
- e) **“Justice Circuit”** means a defined route or cluster of locations identified by the concerned DLSA/SLSA for periodic outreach through MUVs, prioritising remote, underserved, and vulnerable areas;
- f) **“Controlling Officer”** means the officer designated under this SOP to exercise administrative control, supervision, and oversight over the deployment and utilisation of an MUV;
- g) **“Custodian”** means the authority responsible for the physical custody, upkeep, and maintenance of the MUV, subject to the directions of the competent authority;
- h) **“Para-Legal Volunteer (PLV)”** means a para-legal volunteer trained under the ‘National Legal Services Authority Scheme for Para Legal Volunteers’ and empanelled by a Legal Services Institution;
- i) **“Outreach Activities”** include all field-level activities undertaken through MUVs aimed at enhancing access to legal services, including camps, awareness drives, community visits, and facilitation services.

5. **INSTITUTIONAL FRAMEWORK**

5.1. **Ownership, Custody, and Administrative Control**

- a) All Multi-Utility Vehicles shall remain the property of the respective Legal Services Institution under whose funds or authority they have been procured.
- b) In respect of vehicles placed at the **District level, the Secretary, District Legal Services Authority (DLSA)** shall be the **Custodian** of the vehicle, subject to the overall supervision and directions of the Chairperson, DLSA.
- c) In respect of vehicles placed at the **State level, the Member Secretary, State Legal Services Authority (SLSA)** shall be the **Custodian** of the vehicle, subject to the directions of the Hon'ble Executive Chairman, SLSA.
- d) The Custodian shall be responsible for ensuring proper upkeep, maintenance, safe custody, and utilisation of the vehicle in accordance with this SOP.

5.2. **Controlling Authority and Chain of Command**

- a) Every MUV shall be placed under the administrative control of a designated Controlling Officer, who shall be responsible for:
 - i. Approval of deployment and movement of the vehicle;
 - ii. Ensuring compliance with the provisions of this SOP;
 - iii. Supervising usage, documentation and reporting
- b) At the District level the Secretary, DLSA shall ordinarily function as the Controlling Officer.
- c) At the State level the Member Secretary, SLSA shall function as the Controlling Officer, unless otherwise specifically designated.
- d) No movement or utilisation of the MUV shall take place without the approval of the Controlling Officer, except in cases of duly recorded emergencies.
- e) The chain of command and responsibility shall be clearly defined and strictly adhered to, so as to avoid ambiguity, unauthorised use, or administrative overlap.

5.3. **Functional Reorientation of MUVs**

- a) All MUVs shall be treated as Mobile Legal Services Delivery Units, and their deployment shall be primarily aligned with the objective of extending access to justice.
- b) The use of MUVs shall be activity-driven, with priority accorded to legal aid, outreach, and service delivery functions over purely administrative usage.
- c) Legal Services Institutions shall ensure that vehicles are not kept idle or used in a manner inconsistent with the objectives of this SOP.

- d) The deployment of MUVs shall be integrated with the broader outreach strategies of the institution, including legal services clinics, PLV networks, and awareness programmes.

5.4. Role of State and District Legal Services Authorities

- a) The State Legal Services Authority (SLSA) shall:
 - i. Provide overall supervision and policy guidance;
 - ii. Ensure uniform implementation of this SOP across districts;
 - iii. Review periodic reports and utilisation patterns;
 - iv. Issue necessary directions for improving outreach and efficiency.

- b) The District Legal Services Authority (DLSA) shall:
 - i. Plan and implement deployment schedules, including Justice Circuits;
 - ii. Ensure effective utilisation of MUVs for outreach and service delivery;
 - iii. Maintain all prescribed records and documentation;
 - iv. Coordinate with PLVs and local institutions for mobilisation and follow-up.

5.5. Role of Para-Legal Volunteers (PLVs)

- a) Para-Legal Volunteers shall play a supportive and facilitative role in the deployment of MUVs, including:
 - i. Pre-visit mobilisation of communities;
 - ii. Assisting beneficiaries during outreach activities;
 - iii. Facilitating registration of applications and documentation;
 - iv. Ensuring post-visit follow-up and continuity of assistance.

- b) The involvement of PLVs shall be integrated into the planning and execution of Justice Circuits to enhance effectiveness and community engagement.

5.6. Accountability

- a) The Custodian and Controlling Officer shall be jointly responsible for ensuring that the MUV is utilised strictly in accordance with this SOP.

- b) Any deviation, misuse, or negligence shall be subject to appropriate administrative action in accordance with applicable rules and directions issued by NALSA.

6. DEPLOYMENT MODEL: CIRCUIT-BASED LEGAL SERVICES DELIVERY

6.1. Concept of Circuit-Based Deployment

- a) The deployment of Multi-Utility Vehicles shall be organised on a structured, circuit-based model, hereinafter referred to as “**Justice Circuits**”, with the objective of ensuring regular, predictable, and sustained outreach.

- b) Each MUV shall operate along pre-defined routes and locations, identified on the basis of need, vulnerability, and accessibility, rather than on an ad hoc or event-based basis.
- c) The circuit-based model shall seek to transform MUVs into regularly accessible service points, thereby enhancing public trust and continuity in legal aid delivery.

6.2. Identification of Justice Circuits

- a) The District Legal Services Authority shall identify and notify Justice Circuits within its jurisdiction, taking into account:
 - i. Remote and geographically inaccessible areas;
 - ii. Tribal and forest-dwelling communities;
 - iii. Areas with high concentration of vulnerable populations;
 - iv. Locations with limited access to legal services institutions;
 - v. Regions exhibiting recurring legal issues (e.g., labour, land, domestic violence, etc.).
- b) The identification process shall be data-informed, based on:
 - i. Past outreach records;
 - ii. Legal aid application trends;
 - iii. Inputs from PLVs, panel lawyers, and local institutions;
 - iv. District-specific socio-economic indicators.

6.3. Scheduling and Route Planning

- a) Each DLSA shall prepare a Monthly Justice Route Plan, specifying:
 - i. Date and time of visit;
 - ii. Locations to be covered;
 - iii. Nature of activities proposed;
 - iv. Personnel deployed.
- b) The schedule shall ensure:
 - i. Minimum prescribed outreach days per month (to be allocated by SLA every year);
 - ii. Balanced coverage across identified areas;
 - iii. Avoidance of prolonged gaps between successive visits to the same location.
- c) The Monthly Justice Route Plan for every DLSA shall be approved by the Chairman, DLSA prior to implementation.

6.4. Public Notification and Accessibility

- a) The approved route plans shall be widely disseminated in advance, through:
 - i. Notice boards of DLSA/TLSCs;
 - ii. Local government institutions (Panchayats, Municipal bodies);
 - iii. PLV networks;

- iv. Digital platforms, where feasible.
 - v. Any other suitable/feasible methods.
- b) The objective of such dissemination shall be to ensure that beneficiaries are aware of the schedule and can access services without uncertainty.

6.5. Nature of Activities During Deployment

Each visit under the Justice Circuit shall function as a Mobile Legal Services Delivery Point, and may include:

- a) Legal awareness and literacy programmes;
- b) Registration of legal aid applications;
- c) Pre-litigation counselling and dispute identification;
- d) Assistance in victim compensation and welfare schemes;
- e) Facilitation of tele-law or digital legal consultations (where feasible);
- f) Any other activity consistent with the mandate of Legal Services Institutions.

6.6. Integration with Institutional Framework

- a) The deployment of MUVs shall be integrated with:
 - i. Legal Services Clinics;
 - ii. PLV networks;
 - iii. Ongoing legal awareness and outreach programmes.

- b) The DLSA shall ensure coordination between field activities and office-based follow-up, so that services initiated during outreach are carried through to completion.

6.7. Review and Adaptation

- a) Justice Circuits shall be periodically reviewed and revised based on:
 - i. Effectiveness of outreach;
 - ii. Number of beneficiaries served;
 - iii. Emerging needs and gaps.

- b) Chairman, DLSA shall monitor the implementation of circuit-based deployment and issue necessary directions for improvement.

7. PERMISSIBLE USE OF MULTI-UTILITY VEHICLES

7.1. Guiding Principle

The utilisation of MUVs shall be governed by the principle that such vehicles are **primarily intended for advancing access to justice** and their use shall be aligned accordingly.

7.2. Priority Framework for Usage

The deployment of MUVs shall follow the following order of priority:

a) Priority I: Legal Aid and Outreach Activities

- i. As Mobile Legal services clinics;
- ii. Legal awareness programmes;
- iii. Outreach to remote, tribal, and vulnerable communities;
- iv. Facilitation of legal aid applications and services.

b) Priority II: Legal Assistance and Support Functions

- i. Transportation of beneficiaries in connection with legal aid;
- ii. Facilitation of victim support services;
- iii. Assistance in time-sensitive legal processes;
- iv. Field visits related to ongoing legal aid matters.

c) Priority III: Alternative Dispute Resolution (ADR) Activities

- i. Lok Adalat-related activities;
- ii. Mediation and conciliation outreach;
- iii. Pre-litigation settlement initiatives.

Administrative use shall be permitted **only when it does not interfere with Priority I–III activities.**

7.3. Conditions Governing Use

- a) All usage of MUVs shall be:
 - i. Pre-approved by the Controlling Officer;
 - ii. Recorded in the prescribed logbook;
 - iii. Clearly linked to an identifiable official purpose.
- b) The use of vehicles shall be **need-based and justified**, avoiding unnecessary or redundant movement.
- c) Pooling of usage shall be encouraged, where feasible, to maximise efficiency.

7.4. Prohibited Use

The use of MUVs shall be strictly prohibited for:

- a) Personal or private purposes of any individual;
- b) Non-official travel unrelated to the functions of Legal Services Institutions;
- c) Use by unauthorised persons;
- d) Participation in political, religious, or private social events;
- e) Any activity inconsistent with the objectives of this SOP.

7.5. Misuse and Consequences

- a) Any use of MUVs in violation of this SOP shall be treated as misuse of public resources.
- b) Responsibility for such misuse shall be fixed on the concerned officials, and appropriate administrative action shall be taken in accordance with applicable rules and directions issued by NALSA.

8. OPERATIONAL PROTOCOL

8.1. Requisition and Approval Mechanism

- a) The utilisation of an MUV shall ordinarily be based on a prior requisition, to be submitted in the prescribed format.
- b) The requisition shall clearly specify:
 - i. Purpose of travel;
 - ii. Proposed route and locations;
 - iii. Date and duration;
 - iv. Personnel to be deployed.
- c) Except in cases of duly recorded emergencies, requisitions shall be submitted in advance, within such reasonable time as may be specified by the concerned SLSA/DLSA.
- d) All requisitions shall require approval of the Controlling Officer prior to deployment.
- e) Emergency usage, where prior approval is not feasible, shall be:
 - i. Recorded with reasons in writing; and
 - ii. Placed before the Controlling Officer for **post facto approval**.

8.2. Movement Control and Scheduling

- a) Movement of MUVs shall be strictly in accordance with:
 - i. Approved Justice Circuits; and/or
 - ii. Approved requisitions.
- b) Unauthorised or unscheduled movement shall not be permitted.
- c) The Controlling Officer shall ensure that:
 - i. Scheduling conflicts are avoided;
 - ii. Priority activities are not compromised due to administrative use;
 - iii. Vehicles are utilised optimally without idle periods.

8.3. Logbook and Record Maintenance

- a) Every MUV shall maintain a mandatory logbook, which shall serve as the primary record of utilisation.
- b) The logbook shall include, inter alia:
 - i. Date of use;
 - ii. Starting and closing odometer readings;
 - iii. Distance travelled;
 - iv. Locations visited;
 - v. Purpose of travel;
 - vi. Details of activities conducted;
 - vii. Number of beneficiaries served (where applicable);
 - viii. Name and designation of personnel using the vehicle.

- c) Entries in the logbook shall be:
 - i. Made contemporaneously;
 - ii. Verified and signed by the authorised officer;
 - iii. Subject to periodic inspection by the Controlling Officer.

8.4. Fuel and Maintenance Records

- a) A separate **Fuel and Maintenance Register** shall be maintained for each MUV, recording:
 - i. Fuel consumption;
 - ii. Refuelling details (date, quantity, cost);
 - iii. Repairs and servicing;
 - iv. Replacement of parts and associated costs.
- b) Fuel consumption shall be periodically reviewed to identify:
 - i. Abnormal usage patterns;
 - ii. Possible inefficiencies or misuse.
- c) All expenditure shall be supported by **proper vouchers and receipts**, in accordance with applicable financial norms.

8.5. Documentation and Reporting Integration

- a) All records **relating** to MUV usage, including logbooks and financial registers, shall be:
 - i. Properly maintained;
 - ii. Readily available for inspection;
 - iii. Integrated with periodic reporting requirements.
- b) The data recorded shall form the basis for:
 - i. Monthly reporting;
 - ii. Performance evaluation;
 - iii. Financial audit and review.

8.6. GPS-based Tracking and Monitoring

- a) All MUVs shall be equipped with GPS-based tracking systems to enable real-time monitoring of vehicle movement.
- b) The GPS system shall be utilised to:
 - i. Ensure adherence to approved routes and schedules;
 - ii. Monitor utilisation patterns and movement efficiency;
 - iii. Enhance accountability and prevent unauthorised use.

9. MAINTENANCE AND BRANDING

9.1. Maintenance and Roadworthiness

- a) All MUVs shall be maintained in proper working condition at all times.
- b) Preventive and periodic servicing shall be undertaken as per requirement.
- c) The Custodian shall ensure:
 - i. Timely servicing and repairs;
 - ii. Replacement of worn-out parts;
 - iii. Compliance with statutory requirements such as insurance, fitness certification, and pollution norms.
- d) Vehicles found to be unsafe or unfit shall not be deployed until necessary repairs are completed.
- e) The State Legal Services Authority (SLSA) shall authorise the concerned District Legal Services Authority (DLSA) to put in place an Annual Maintenance Contract (AMC) or equivalent arrangement for the regular servicing and upkeep of MUVs.
- f) The objective of such arrangements shall be to ensure continuity in vehicle availability, minimise breakdowns, and maintain optimal operational efficiency.

9.2. Cleanliness and Upkeep

- a) MUVs shall be kept clean, hygienic, and presentable, reflecting the institutional character of Legal Services Authorities.
- b) Regular cleaning schedules shall be followed, particularly in view of their use for public outreach.

9.3. Uniform Branding and Visibility

- a) All MUVs shall carry **uniform and clearly visible branding**, including:
 - i. Name and logo of NALSA;
 - ii. Name and logo of the concerned SLSA/DLSA;
 - iii. Permanent number of DLSA Office/Secretary, DLSA;
 - iv. Appropriate identification such as “Legal Aid Mobile Clinic” or equivalent
 - v. NALSA Helpline Toll-Free Number “**15100**”, in a clear and legible manner. The helpline number shall be displayed on both sides and, where feasible, on the rear of the vehicle, in a font size and colour scheme ensuring visibility from a reasonable distance.
- b) Branding shall be designed to ensure:
 - i. Easy identification by the public;
 - ii. Visibility during field deployment;
 - iii. Reinforcement of institutional presence.
- c) No unauthorised or inconsistent signage shall be displayed on the vehicle.

10. ROLES AND RESPONSIBILITIES OF STAKEHOLDERS

10.1. District Legal Services Authority (DLSA)

The DLSA shall be the primary unit responsible for execution and shall:

- a) Identify and operationalise Justice Circuits within its jurisdiction;
- b) Prepare and implement Monthly Justice Route Plans;
- c) Ensure effective deployment of MUVs for outreach and legal aid activities;
- d) Maintain all prescribed records, including logbooks, registers, and reports;
- e) Coordinate with Para-Legal Volunteers, panel lawyers, and local institutions for mobilisation and service delivery;
- f) Ensure follow-up of cases and applications initiated during outreach activities;
- g) Monitor utilisation patterns and ensure compliance with this SOP.

10.2. State Legal Services Authority (SLSA)

The SLSA shall exercise supervisory and coordinating functions and shall:

- a) Provide overall guidance and ensure uniform implementation of this SOP across districts;
- b) Review and consolidate reports received from DLSAs;
- c) Monitor utilisation, outreach coverage, and performance indicators;
- d) Issue directions, advisories, or corrective measures where necessary;
- e) Facilitate capacity-building, training, and resource support for effective implementation;
- f) Ensure alignment of MUV deployment with broader State-level legal services strategies.

10.3. Controlling Officer

The Controlling Officer shall:

- a) Approve deployment, requisitions, and route plans;
- b) Ensure that usage aligns with the priority framework prescribed under this SOP;
- c) Supervise record maintenance and documentation;
- d) Conduct periodic inspections of logbooks and registers;
- e) Prevent unauthorised use and ensure accountability;
- f) Report any irregularities or misuse to the competent authority.

10.4. Custodian

The Custodian shall:

- a) Ensure safe custody, upkeep, and maintenance of the vehicle;
- b) Ensure that the vehicle remains in roadworthy condition at all times;
- c) Oversee fuel management, servicing, and repairs;
- d) Maintain all physical and financial records relating to the vehicle;

- e) Report any damage, breakdown, or irregularity promptly to the Controlling Officer.

10.5. Para-Legal Volunteers (PLVs)

Para-Legal Volunteers shall act as field-level facilitators and shall:

- a) Assist in community mobilisation prior to MUV visits;
- b) Support conduct of outreach activities and beneficiary interaction;
- c) Facilitate documentation, application filing, and preliminary guidance;
- d) Assist in identification of cases requiring legal aid or intervention;
- e) Ensure post-visit follow-up, including tracking of cases and beneficiary support;
- f) Act as a bridge between Legal Services Institutions and the community.

10.6. Driver

The driver engaged for the MUV shall:

- a) Operate the vehicle in accordance with lawful instructions and approved schedules;
- b) Maintain discipline, punctuality, and proper conduct;
- c) Ensure basic upkeep and cleanliness of the vehicle;
- d) Maintain or assist in maintaining logbook entries, as required;
- e) Report any mechanical issues or irregularities promptly;
- f) Adhere to all safety norms and traffic regulations.

11. DRIVER ENGAGEMENT AND HUMAN RESOURCE NORMS

11.1. Mode and Terms of Engagement

- a) The engagement of drivers for Multi-Utility Vehicles shall be determined by the concerned State Legal Services Authority (SLSA), in accordance with applicable rules, policies, and financial norms.
- b) District Legal Services Authorities shall undertake engagement, where required, in accordance with directions issued by the SLSA.

11.2. Conditions of Engagement

- a) The conditions governing engagement, including duties, remuneration, working hours, and tenure, shall be specified by the concerned SLSA.
- b) The SLSA may issue suitable instructions to ensure Operational efficiency; Financial prudence; and Accountability in utilisation.

11.3. Duties and Conduct

- a) The driver shall:
 - i. Operate the vehicle in accordance with approved schedules and lawful instructions;
 - ii. Adhere to road safety norms and traffic regulations;
 - iii. Maintain basic cleanliness and upkeep of the vehicle;

- iv. Report any mechanical defects or irregularities promptly.
- b) The driver shall not undertake any unauthorised use or deviation from approved deployment.

11.4. Accountability

Any act of negligence, misconduct, or unauthorised use shall be dealt with in accordance with the terms of engagement and applicable instructions issued by the SLSA.

12. FINANCIAL NORMS

12.1. General Framework

- g) Financial management relating to Multi-Utility Vehicles shall be governed by the existing financial norms, guidelines, and instructions and as issued by NALSA.
- h) The detailed modalities relating to expenditure, budgeting, and financial control shall be determined and implemented by the concerned SLSA, in accordance with the applicable guidelines, as amended from time to time.

12.2. Expenditure and Utilisation

- a) Expenditure on MUVs shall be limited to authorised purposes, including operation, maintenance, and activities connected with legal services delivery.
- b) Legal Services Institutions shall ensure that:
 - i. Expenditure is reasonable and necessary;
 - ii. Funds are utilised for intended purposes only;
 - iii. No diversion or misuse of funds takes place.

12.3. Oversight

- a) The SLSA shall exercise financial oversight over expenditure incurred by DLSAs.
- b) Periodic review may be undertaken to ensure:
 - i. Efficient utilisation of resources;
 - ii. Alignment with outreach objectives.

12.4. Documentation and Audit

- a) All financial transactions shall be supported by proper vouchers, bills and receipts and authorisation records.
- b) Expenditure relating to MUVs shall be subject to audit and inspection in accordance with applicable rules and guidelines.

13. Monitoring and Reporting

13.1. Performance Review

- a) SLSAs shall periodically review:
 - i. Effectiveness of Justice Circuits;
 - ii. Outreach impact;
 - iii. Utilisation efficiency of vehicles.

- b) Appropriate corrective measures may be taken to improve performance and address deficiencies.

14. Miscellaneous

- a) This SOP shall come into effect from the date of its issuance by NALSA.

 - b) NALSA may from, time to time, issue guidelines supplementary to this SOP.

 - c) SLSAs may issue supplementary instructions, not inconsistent with this SOP, for effective implementation within their respective jurisdictions.

 - d) Any clarification regarding interpretation or implementation of this SOP shall be sought from NALSA, whose decision shall be final.
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**Standard Operating Procedure (SOP)
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Services Institutions**

ANNEXURE I**MUV Logbook Format**

Date	Vehicle No.	Driver Name	Start KM	End KM	Distance (KM)	Route / Locations	Purpose of Visit	Activity Conducted	No. of Beneficiaries served	Signature (User)
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ANNEXURE II**Monthly Justice Route Plan**

District:

Month & Year:

Date	Area / Village / Location	Route Details	Type of Activity	Personnel Deployed	Linked Scheme / Service	Remarks
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ANNEXURE III**Fuel and Maintenance Register****A. Fuel Register**

Date	Vehicle No.	Odometer Reading	Fuel Quantity (Litres)	Cost	Fuel Station	Bill No.	Signature
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B. Maintenance & Repairs Register

Date	Nature of Work	Service / Repair Details	Cost	Service Provider	Bill No.	Next Due Date	Signature
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Multi-Utility Vehicle Requisition Form
(TO BE SUBMITTED TO THE CONTROLLING OFFICER FOR APPROVAL)

1. **Legal Services Institution (DLSA/SLSA/TLSC):**
2. **Details of Vehicle:**
3. **Purpose of Requisition (tick / specify):**
 - Legal Awareness Programme
 - Mobile Legal Services Clinic
 - Legal Aid Facilitation
 - ADR / Lok Adalat Activity
 - Administrative Work
 - Others (specify): _____
4. **Details of Proposed Use:**
 - Date(s) of use:
 - Time (From-To):
 - Location(s) to be covered:
 - Proposed route (if applicable):
5. **Personnel to be deployed:**
 - PLVs:
 - Panel Lawyers / Officers:
 - Others:
6. **Expected Beneficiaries / Nature of Outreach:**
7. **Whether part of approved Justice Circuit:**
 - Yes No
8. **Any special requirements (if any):**

Declaration (by official of DLSA filing form):

Certified that the requisition is for official purposes in accordance with the SOP.

Signature: _____

Name: _____

Date: _____

Approval by Controlling Officer:

Approved Rejected

Remarks: _____

Signature: _____

Name & Designation: _____

Date: _____