



RAJASTHAN STATE LEGAL SERVICES AUTHORITY

**LEGAL AID SERVICES
CURRENT STATUS
&**

**FUTURE
ROAD-MAP**

2022-23



TRANSFORMING RLSA FROM OFFLINE MODE TO DIGITAL PLATFORM

Road Map

With the evolution of technology, RLSA must transform itself from an Offline mode to a Digital Platform. RLSA has been thinking of making significant changes to deliver legal aid services through Digital Platforms, such as National Lok Adalat Portal, Mobile App and spreading awareness through Chatbot.

We are proposing to build a platform that will provide automated functions to organize successful and hassle-free National Lok Adalat from the identification of cases up to their disposal through National Lok Adalat. We are planning to gather all the Legal Services Institutions established in Rajasthan including Taluka level institutions under a single umbrella. This platform will serve the litigants by way of inserting some minimal pieces of information in a digital form and enabling them to access Lok Adalat from their own places. Similarly, RLSA, DLSAS, RHCLSCs and TLSCS can conduct the Lok Adalat by way of digitalization. In this platform, the complete journey could be performed in a digital way from identifying the cases in pending matters, registering the prelitigation cases, going through the Pre-counselling sessions and reaching out to the settlement up to the passing of the awards. We are also planning to introduce instant Video Conferencing on the same platform. By that, the person dwelling in remote places can also access and settle their disputes through Lok Adalats.

Secondly, we are also planning to launch a Mobile App 'न्याय से साथी' for RLSA. At present, our website is the only channel through which we can provide information in digital format. However, most people in India, and especially people from low-income categories use mobile phones only. Hence, the plan is to

develop a Mobile App for RSLSA which can also be used for various other purposes rather than just providing updates and information.

RSLSA Mobile App will always be on users' phones, once installed. The App can provide functionalities like getting Information on various schemes, applying for Legal Aid, Victim Compensation, Grievance Redressal and placing complaints regarding Child Marriages, Child Labour, Mrityu Bhoj, Cyber Crime, and many more.

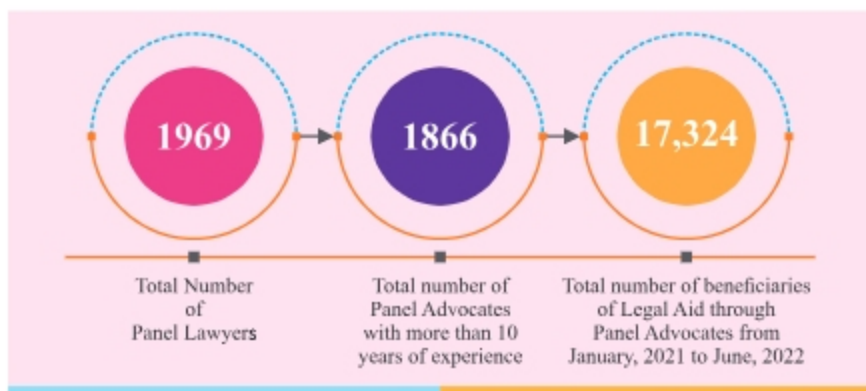
We are also planning to build a Chatbot, which will provide automated responses on various topics and also help users to apply for different applications within RSLSA. This will help us to make our legal awareness campaigns more effective. We can also use this Chatbot for virtual legal awareness campaigns through videos.

| Innovations | Features |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lok Adalat Platform | <ul style="list-style-type: none">• Digital Identification of Pending cases and Registration of Pre-litigation Cases• Data compilation of referred cases by various Courts• Preparation & Serving of pre-counseling notices to the litigants• Conducting counselling of parties through instant Video conferencing• Generate cause list, Creation of Lok Adalat Benches• Conducting the Lok Adalats, Preparing & Signing of Awards• Digital Reports generation, Statistical Analysis, etc. |
| Mobile App | <ul style="list-style-type: none">• Accessible from the Play Store• Ergonomic User Interface• Bilingual• Capture user details and location• Quick links to Legal Aid Services and Various Applications of NALSA• Digital Reports generation, Statistical Analysis, etc. |
| Chatbot | <ul style="list-style-type: none">• Ergonomic User Interface• The comprehensive information on Legal Services in one place• Legal Awareness to users according to their curiosities• FAQs |

PANEL ADVOCATES

Present Status

For providing competent and qualitative court-based legal aid to the eligible persons, RLSA has a Panel of duly selected Advocates for Rajasthan High Court Legal Services Committee, Jodhpur/ Jaipur and DLSAs/ TLSCs, all Rajasthan.



Road Map

- RLSA is actively working on providing competent and effective Legal Aid to all the victims of crime and persons in difficulty with requirement of legal assistance, if fulfilling the eligibility criteria as provided under Section 12 of the Legal Services Authorities Act, 1987. This is proposed to be provided since inception of a conflict/dispute and also at every stage of the legal proceedings/litigation, if conflict/dispute is not resolved before going beyond the inception stage, particularly to those form part of the vulnerable section of the society; like, SC/ST, differently abled, women, children, victim of Covid-19 disaster, etc. and also the economically weaker section of the society.



- RSLSA is actively working on ensuring that no inmate of Jails/Homes/other places of abode where the persons in difficulty are lodged is deprived of the basic amenities necessary for human inhabitation and as also the competent and effective free Legal Aid Services. RSLSA has already issued directions to the DLSA Chairman/Secretary to certify after his/her every visit to the Jails/Homes/other such Places of Abode that no inmate lodged therein is deprived of effective and competent free Legal Aid Services, if required.
- RSLSA has recently launched the month-long awareness and implementation campaign to make sure that no children above the age of 6 years is left out from being admitted/re-admitted in the nearest Government/private school for his/her studies in exercise of Right To Free Education, a fundamental right guaranteed under Article 21A of the Constitution of India.
- RSLSA has also set a target to be achieved during above referred month long campaign that no children above the age of 3 years is left out from being admitted in Government/private school in pre-school classes, if such classes are being run in the neighborhood school.
- RSLSA is actively working on creating the self-help groups at every Panchayat level in order to pay immediate attention to the grievances and at once redressal thereof by providing effective legal assistance to the persons belonging to the vulnerable section of the society; like, SC/ST, differently abled, women, children, etc. by making such groups equipped with one or more necessary apparatus required to be used as helpline number.
- RSLSA has been proactively working on taking the designated Senior Advocates on Panel of Legal Aid Advocates so as to provide expert legal assistance to the eligible and needy.

- RLSA is considering attachment of Law Students with the Retainer Advocates and Panel Advocates, at both High Court & District Court level, as part of their internship programme with the aim of expanding the scope of the law student's practical legal education. It would also prove to be an investment in the future generation of advocates who are willing to work as Pro-bono or Panel Advocates, apart from making use of their skills in the field of legal services during their attachment for the time being with the RLSA/DLSAs.
- RLSA is also currently working on empanelment of Panel Advocates as per district-wise requirement based on volume of legal aid work in the concerned district.

Programmes for Capacity Building and Modernized Training of Panel Advocates are also in pipeline to increase their efficacy and make effective legal representation available to the marginalized section of society.

PRO BONO LAWYERS

Present Status

- In order to increase participation of Advocates of standing in providing Legal Aid Services to the eligible persons and to enhance the scope of Legal Aid Services, a Panel of such Advocates who are willing to render their services without any charges, have been prepared at both the HCLSC Jodhpur/Jaipur, at every DLSA and at almost every TLSC. From such panels, the services of Pro Bono Advocates are provided to the eligible and marginalized section of the society, if the Advocate concerned is agreed. It is ensured that Pro Bono Lawyers have sufficient legal experience to represent the eligible person.

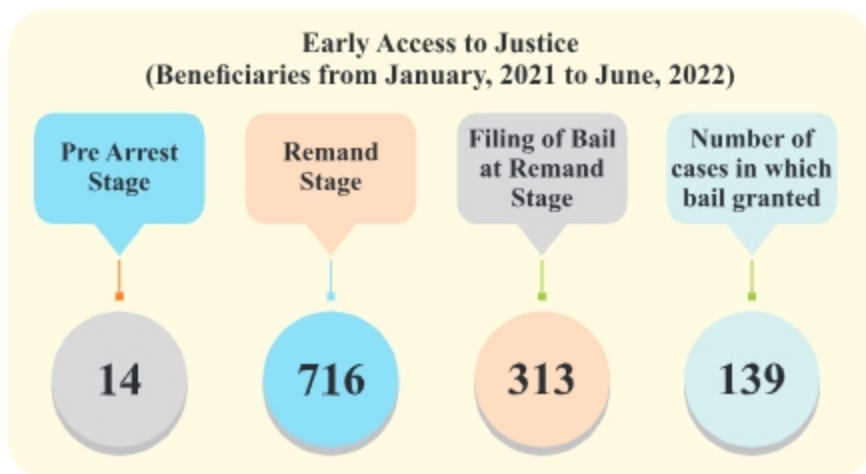


Road Map

- RLSA is actively considering to prepare a Panel of Pro Bono Advocates at each and every Taluka full of enthusiastic, energetic and willing Advocates of standing.
- Programmes for Capacity Building and Modernized Training of Pro Bono Advocates are also in pipeline to increase their efficacy and make effective legal representation available to the marginalized section of society.

LEGAL AID AT ARREST AND REMAND STAGE

Present Status



Road Map

- RLSA is considering to make available the services of Retainer Advocates available at Front Offices or Panel Advocates, as the case may be, to all eligible persons even at the pre-arrest stage and remand stage.

LEGAL AID DEFENSE COUNSEL SYSTEM

Present Status

- Legal Aid Defense Counsels System was introduced as a Pilot Project by NALSA in Bharatpur District of State of Rajasthan, which is functioningsuccessfully since its inception, i.e. March, 2020. The District Bharatpur was selected on the account of having proportionately higher institution of criminal matters and SC/ST population in comparision to other Districts. One Deputy Chief Legal Aid Defense Counsel and two Assistant Chief Legal Aid Defense Counsels are presently working under the scheme. These counsels appear and defend the case on the behalf of the accused in all stages of trial since institution of the case in the court and till the stage of appeals. All the expenses under Legal Aid Defense Counsel System are borne from the Budget of 4 C. Deputy Legal Aid Defense Counsel is being paid Rs. 45,000/- and Assistant Defense Counsel is being paid Rs. 35,000/- and 30,000/- per month. The success of the Legal Aid Defense Counsel System is self evident from the following statistical chart:

| Legal Aid Defense Counsel SystemDuring the year (January 2021 to June 22) | | | | |
|------------------------------------------------------------------------------|-------------------|---------------------------|-------------|----------|
| S.N. | Nature of Cases | Duration | Institution | Disposal |
| 1 | Sessions Cases | January 2021 to June 2022 | 126 | 64 |
| 2 | Magistrate Trials | January 2021 to June 2022 | 238 | 127 |
| 3 | Bail u/s 437 | January 2021 to June 2022 | 199 | 196 |
| 4 | Bail u/s 439 | January 2021 to June 2022 | 134 | 130 |



| Witness Recorded | | |
|-----------------------|---------------------------|-----|
| Session Cases | January 2021 to June 2022 | 221 |
| Magistrate Trial | January 2021 to June 2022 | 508 |
| Total | | 729 |
| Legal Advice Tendered | January 2021 to June 2022 | 757 |

Road Map

- RLSA is actively considering to establish this game changer legal Service in each and every district of Rajasthan with required infrastructure and paraphernalia as well as with adequate manpower. In order to strengthen this Court Based Legal Aid Service, it is under consideration to empanel such Legal Aid Defense Counsels who deal with exclusively the legal aid cases in criminal matters with the rider that they do not take any private matters so that they can effectively & efficiently represent the cases of persons entitled within the parameters of Legal Service Authority Act, 1987. RLSA is also considering to provide requisite infrastructure, furnished offices, sufficient latest Law-books and the library for the reference of such Legal Aid Defense Counsels.
- RLSA is also of the view that such Legal Aid Defence Counsel System is extended in the Civil matters also for the persons eligible under section 12 of the Legal Service Authority Act, 1987.

FRONT OFFICE

Present Status

- In order to make Legal Services Institutions easily accessible and more responsive, all Front Offices of RHCLSC Jodhpur/Jaipur and DLSAs are manned by trained Junior Assistants, PLVs and other necessary staff.

- At the same time, 24x7 helpline number has also been provided to the employee manning each such Front Office.
- Further, 01 Retainer Advocate is also available at the Front Office each at RHCLSC Jodhpur/Jaipur, who provide the legal services to the visitors, including legal advice and facility of drafting of applications, notices and pleadings, etc.



Road Map

- RLSA is currently working on making services of the Front Office available online and through a dedicated App, so that, each and every person can easily avail them.
- RLSA is actively considering to depute at least 01 Retainer Advocate at every Front Office in each DLSA.

LEGAL AID CLINICS

Present Status

| College/ Universities | Panchayat Samiti HQs | Court Premises at Taluk level | Jails | JJBs | Others (Hospital at District Baran) | Total |
|--------------------------|----------------------------|-------------------------------------|-------|------|-------------------------------------------|-------|
| 93 | 301 | 180 | 100 | 34 | 1 | 708 |



- Currently, Legal Aid Clinics are being run in Law Colleges and Universities, Panchayat Samities, Community Centers, Court Premises, Jails, JJBs, etc.

Road Map

- RLSA is planning to make such Legal Aid Clinics functional at each and every Police Station or for a group of Police Stations so that immediate assistance is made available to all eligible persons, either accused or a victim, particularly in the matters of missing children.
- RLSA is also working on expanding the Legal Services Clinics to each and every Panchayat HQ.
- RLSA is also working on expanding the Legal Services Clinics to each and every College and Higher Educational Institutions across the State of Rajasthan.
- RLSA is also working on making Specialized Legal Aid Clinic for Women functional at every Panchayat Headquarters, if there is no Front Office/Legal Aid Clinic/Legal Assistance Center is already functional.
- RLSA is also considering to provide at least 01 Retainer Advocate at each Legal Aid Clinic.

LEGAL ASSISTANCE CENTERS

Present Status

- Currently, 52 Legal Assistance Centers are functional at Talukas in 09 Districts for providing a range of legal services to people, especially senior citizens and persons suffering from disabilities, laborers and women.

Road Map

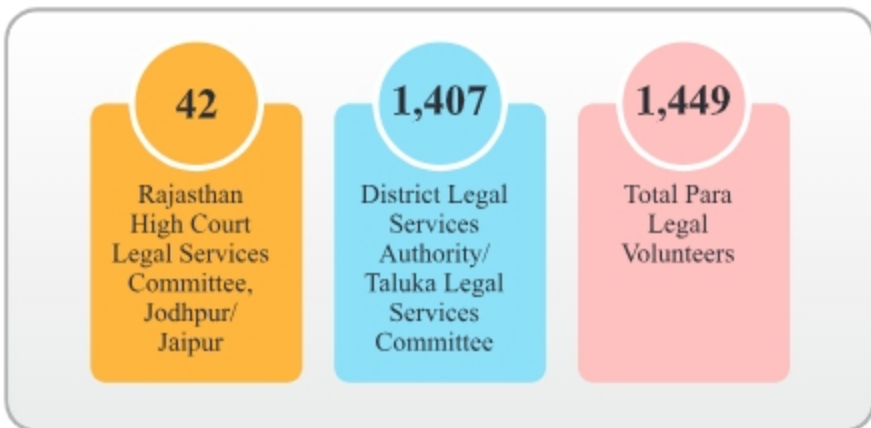
- RLSA is working on making such Legal Assistance Centers functional at such places where footfall of the persons from such categories is substantial and where Front Office or Legal Aid Clinic is not already functional.

PARA LEGAL VOLUNTEERS

Present Status

- To ensure proper implementation of various awareness programmes and beneficial schemes of Central/State Government and also that of NALSA, the PLVs are deputed by RLSA for such awareness programmes from the Panel of duly selected PLVs available at each and every DLSC/TLSC.

Present Statistics of PLVs



Road Map

- RLSA is actively considering to revamp the Panel of PLVs in order to make the Panel more vibrant and inclusive with a view to ensure proper representation of all the sections of the society and also that of the women folk.
- A proposal is under consideration before RLSA for Specialized Capacity Building Training Programme of PLVs in respect of various programmes and schemes of Government/NALSA, to provide information and necessary support to the beneficiaries of such schemes.



ACTION PLAN

Present Status

- Every year RLSA prepares and release an Action Plan for all DLSAs and TLSCs for effective implementation of all the schemes of Central and State Government and as also that of NALSA & RLSA and to spread legal awareness in a planned manner.
- RLSA has very recently organized a Legal Awareness Camp on International Women's Day on 08th March 2022 and ensured participation of women from all walks of life, to spread awareness about women rights and their overall empowerment.
- RLSA has also very recently undertaken a capacity building exercise and conducted interactive session with the students organized on World Water Day on 22th March 2022, by RLSA, in a Senior Secondary Government School, in order to make them aware about the importance of water in day-to-day life, need of its conservation and related provisions of law.

Road Map

- RLSA in its Action Plan of 2022-23 has assigned a theme slogan of every month of the Action Plan. For the month of April 2022 such slogan has been named as "Building Nation through Education" with focused attention on identifying each and every out-of-school children or drop-out children,



through surveys and bringing back the children to school and thereby ensuring the access of children from the age above 03 years, particularly to the children belonging to the group of 06 to 14 years to the Right To Free Education and their admission in the nearest school of the vicinity.

- It will cover various aspects, ensuring access to education for every child including the identification of children deprived of education and their re-admission to schools. This campaign is not confined to the month of April 2022 only, rather it is a campaign that encourages society's duty towards suffering humanity. Therefore, it is ensured that all the amenable stakeholders would run this campaign throughout the year. To effectively realize the theme "Building Nation through Education", RSLSA, in collaboration with "Mission Gyan", is going to launch a platform for free digital content for the education of these deprived students.
- Under this campaign, RSLSA is planning to provide free digital videos for children up to class 12 in Hindi and English Medium. Videos would also be made available for aspirants of NEET (Medical Entrance) and Kishori Swasthya (UDAN) scheme. The videos would be provided in Sign Languages as well. The digital learning material can be made available to the children deprived of education by publicising the links on RSLSA's website and disseminating through social media accounts like Facebook, Instagram, Twitter YouTube channel, etc. These would also be shared in WhatsApp Groups and through bulk messages, so that, these children could emerge from the inferiority complex of lack of educational material and join the mainstream. Through education, one will be able to make one's dreams come true.

- Month of May 2022 is being dedicated to labour and labour laws. The theme is “Building the Nation Brick by Brick”. Special focus is proposed to be given to eliminate the practice of child labour and forced/bondage labour. It is also the aim of RLSA to address the plights of the migrant labour.
- In May 2022, an awareness/restraint campaign is also being launched against Child Marriage, which is called as "Child Marriage Restraint Campaign".
- In June 2022, a month-long campaign has been launched for Environment Protection. The theme is “Environment Protection is not a charity to the community but it is an investment for our future generations.”
- In July 2022, a Plantation drive has been launched under the themes “Tree-plantation – Standalone Solution of All Forms of Pollution” and “Tree-plantation is an inevitable measure to Protect Right to Life in Broader Sense”.

Similarly, remaining months are dedicated to -

- Empowerment and Upliftment of Tribal Community, "Special focus on habilitating in TSP Area"
- Building A Cyber-Crime Free Nation
- Well-Being of Senior Citizens
- “Building A Social Evils Free Nation: Zero Tolerance on Child Marriage”
- “Building A Social Evils Free Nation: Say No to MrityuBhoj (मृत्यु भोज)”

- "Building Nation: Free from Gender Bias", "Human rights can never be fully upheld unless they are also enjoyed by all women and girls."
- Social Justice: Significant Among Other Constitutional Goals
- ****WOMEN EMPOWERMENT**** "Confidence Building: Through Celebrating Achievements". 'Celebration of Women Day'

LEGAL AWARENESS /LITERACY PROGRAMMES

Present Status

- RLSA is conducting Legal Awareness and Literacy Camps, including Cyber Awareness Programmes quite frequently for spreading awareness about availability of Legal Services, mode of availing such services and their entitlement.

Statistics of Legal Awareness and Literacy Camps organized recently

| Year | Legal Literacy Camps Organized | Beneficiaries |
|---------------------------|--------------------------------|---------------|
| 2021 | 73,611 | 55,87,789 |
| January 2022 to June 2022 | 47114 | 18,81,730 |
| Total | 1,20,725 | 74,69,519 |



Road Map

- RSLSA is planning to conduct a Cyber Awareness Programme at large scale across the State of Rajasthan for children and other associated stakeholders.
- RSLSA is planning to organize such legal awareness and legal literacy programmes via on-line mode to maximize its access by the public at large.
- Project for empowerment of the Communities residing in Tribal Sub-Plan Areas and also the Tribal Communities in other districts is also in pipeline with RSLSA. Such project aims to bring these Tribal Communities in the mainstream of the society.
- RSLSA is also planning to work on large scale for spreading awareness about various beneficial schemes of the Government for upliftment of the Tribal Communities.

COVID-19 PANDEMIC

Present Status

Taking cognizance of the Covid-19 Pandemic situation, RSLSA launched specific campaign to provide assistance to the patients admitted to the quarantine centers and migrant labour. It was also ensured that affected persons have easy and timely access to the health facilities. Special campaign for providing food and shelter was also launched and carried out. Efforts at large scale were made for decongestion of Jails and Special Homes and spread awareness about Covid-19 appropriate behavior and sensitization about hygiene among the inmates. Vaccination

Drive was also organized by RLSA and DLSAs/ TLSCs for Officers, Learned Advocates, staff members and other stakeholders.

RLSA in collaboration with UNICEF initiated Bal Vani Campaign “Bachchon ki Baat – BachchonkeSath”, with the purpose to make children aware of their legal rights and duties and to address various issues faced by them because of Covid-19, wherein children from Pan Rajasthan participated. Initially, programme was aired for an hour on Aakashwani for 07 days, which was later on continued for 30 days.

A High Powered Committee meeting was convened in May 2021, pursuant to whose recommendation, a total number of 223 Jail Inmates were released on parole. The High Powered Committee recommended Amendments in the Rajasthan Parole Rules. The Government of Rajasthan accepted such recommendations and carried out consequential amendments.

During Covid-19 times, Under Trial Review Committee has also recommended release of under trial prisoners on bail for the purpose of decongestion of Jails.

Statistics of Under Trial Prisoners released on Bail

| | |
|----------------------------------------------------------------------------------------------|-------------|
| Total number of UTRC meetings from January 2021 to June 2022 | 1416 |
| Total No. of UTPs released on the recommendation of the UTRCs from January 2021 to June 2022 | 1576 |
| Total number of bail filed on recommendation of UTRC (up to 15.07.2021) | 4307 |
| Total number of bail applications granted (up to 15.07.2021) | 1399 |



Road Map

RSLSA is taking all possible measures to ensure the compliance of directions given by the Hon'ble Supreme Court of India in the matter of Gaurav Kumar Bansal V/s Union of India vide order dated 19.01.2022, 04.02.2022 & 24.03.2022 to spread awareness about entitlement of Ex-gratia compensation to the family members of persons, who have succumbed to Covid-19 disease and make sure that even a single such victim should not be deprived of their entitlement.

RSLSA is also making every endeavor to ensure the safety of the properties of orphan children whose both parents have lost their lives during Covid-19 affected period.

FUNCTIONING OF SPECIAL INSTITUTIONS

Present Status

Regular inspections of Jails, Nari Niketans, Children & Observation Homes, One Stop Centers and Mental Homes are carried out by the DLSAs to ensure that such institutions provide all necessary facilities to its inmates and residents.

Statistics of Inspection from January, 2021 to June, 2022

| Name of Institute | Number of Inspections |
|-------------------------------|-----------------------|
| Jails | 2080 |
| One Stop Centre | 445 |
| Mental Home | 327 |
| Children and Observation Home | 1248 |
| Nari Niketan | 54 |

Road Map

- RSLSA is currently considering to make functional a Legal Services Clinics in all such institutions, so that immediate legal assistance is made available to all the inmates of such Special Institutions.
- Proposal for video-linking such Institutions directly with the concerned DLSAs is also under consideration. This proposal aims to ensure safety of the residents and protecting their rights by providing immediate Legal Assistance.

FUNCTIONING OF RAIN BASERA

(Temporary Shelter Homes for Homeless)

Present Status

(Beneficiaries in the month of December 2021)

| Total Number of Shelter Homes / <i>Rain Basera</i> | Total Number of Admitted Persons | | | | Number of PLVs deputed |
|----------------------------------------------------|----------------------------------|-------|----------|-------|------------------------|
| | Men | Women | Children | Total | |
| 459 | 3143 | 264 | 97 | 3504 | 199 |

Road Map

- RSLSA has recently in the month of December 2021, launched a campaign for spreading awareness about availability of Rain Baseras/Shelter Homes and entitlement of stay therein among the persons staying or sleeping under the open sky/in streets without any roof over their head. RSLSA has made it a permanent feature of its Action Plan and future programmes to undertake regular visit of such



Rain Baseras/Shelter Homes at regular interval in order to make sure that no person is staying or sleeping under open sky/in streets without any roof over their head.

VICTIM COMPENSATION SCHEME

Present Status

- Presently, victims are being provided compensation as per the Rajasthan State Victim Compensation Scheme, 2011. Compensation Scheme for Women Victims/ Survivors of Sexual Assault/ Other Crimes, 2018 has been launched by National Legal Services Authority, New Delhi and approved by the Hon'ble Supreme Court of India. Compensation to the women victims eligible under 2018 scheme of NALSA is also being granted.

Statistics of Beneficiaries from January 2021 to June 2022

| S. No. | Year | Compensation Awarded | Beneficiaries | | | | Total |
|--------|----------------------|----------------------|---------------|-------|----------|-------|-------|
| | | | Men | Women | Children | SC/ST | |
| 1 | 2021 | 22,54,30,000/- | 187 | 241 | 953 | 109 | 1490 |
| 2 | January - June, 2022 | 13,63,53,000/- | 95 | 131 | 424 | 26 | 676 |
| Total | | 36,17,83,000/- | 282 | 372 | 1377 | 135 | 2166 |

Road Map

RSLSA is actively planning to develop and launch a Mobile App and Dynamic Portal for online filing of application for Victim Compensation and award/disbursement of the compensation through online mode by direct cash transfer to his/her bank account.



SUPPORT2SURVIVORS

Present Status

- RLSA has launched Support2Survivors Scheme to enable the rape survivors to access to the Legal Services and benefits under various welfare and empowerment scheme of the Government for her proper rehabilitation.

Road Map

- RLSA is actively considering to enhance the scope of above scheme to cover even the victims of sexual assault/sexual harassment as well.

PERMANENT LOK ADALATS

Present Status

- In Rajasthan a total of 35 PLAs are functional at 35 Judgeship Hqs.
- Out of these 35 PLAs, 23 are being manned by Full-Time Chairpersons recruited and appointed from amongst the serving/ retired District Judge Cadre officers by the RLSA, whereas 12 PLAs are being manned by the Principal District & Sessions Judge of the concerned Judgeship by holding additional charge.

Road Map

- RLSA is pursuing the State Government to establish one and only remaining PLA at Jaipur Metro II Judgeship.
- RLSA is also pursuing the State Government to sanction remaining 13 posts of Full-Time Chairpersons of concerned PLAs.

MEDIATION

Present Status

- These efforts of RLSA have resulted in an unprecedented success ratio of 17.11 %.

Strength of Mediation Centers and Trained Mediators

| Status of cases referred for Mediation across the State of Rajasthan during April, 2021 to June, 2022 | | | | | | | |
|-------------------------------------------------------------------------------------------------------|----------------------------------------------|-------|----------------------|--------------------------------|------------------------|--------------------------|---------------------------|
| Pending as on 31.03.21 | Number of cases referred to mediation center | Total | Result of Mediation | | | | Pending as on 31.03.20 22 |
| | | | No. of Settled cases | No. of Settled Connected Cases | No. of Unsettled cases | No. of Non-starter cases | |
| 2793 | 8606 | 11399 | 609 | 5 | 2951 | 6420 | 1419 |

| | | |
|----------------------------------------------------------------|----------------------------|-----|
| Functional Mediation Centers at ADR Centers in Rajasthan (169) | Rajasthan High Court Level | 02 |
| | District Level | 36 |
| | Taluka Level | 131 |
| No. of Trained Mediators (1027) | Judicial Officers | 472 |
| | Lawyers | 550 |
| | Others | 05 |

Mediation activities were started in Rajasthan in the year 2011. To mobilize mediation activities, the Rajasthan State Legal Services Authority has issued directions in the year 2014 to increase referral of suitable cases for mediation. Simultaneously, it was enjoined upon the Presiding Officers by issuing SOP in the year 2020 to ensure physical presence of the parties and to motivate them for mediation.

Road Map

RLSA is contemplating to establish and make functional the well-equipped Mediation Centers at all Talukas with availability of ADR Centers.



PRE-LITIGATION COMPLAINTS

Present Status

- RSLSA receives large number of Pre-Litigation Complaints and Grievance Applications through various modes, including emails/portal. Such PLCs are immediately dealt with and every endeavor is made to resolve the dispute/controversy/grievance at Pre-litigation stage itself, before matter goes to any Judicial/Quasi-judicial Forum. In case the dispute/controversy/ grievance is not resolved, the applicant/aggrieved is suggested the efficacious remedies with appropriate legal advice.

Road Map

Proposal is under consideration of RSLSA for framing of some Rules/ Regulations incorporating provisions relating to necessary support by all the Government Departments.

INFORMATION & COMMUNICATION TECHNOLOGY

Present Status

- RSLSA's digital theme song "Mhari Yojna Mharo Adhikar" was also launched in October, 2021.
- RSLSA has prepared documentaries on "History of Legal Services" and "Annual Activities of RSLSA-2021".
- RSLSA has also prepared a documentary titled "Welfare and Development Plan for TSP Area" highlighting the plights of communities residing in TSP areas.

Latest updates on the activities of RSLSA are regularly released on the social networking sites, viz Facebook, Instagram, Twitter and YouTube, for the publicity of various legal aid activities undertaken by RSLSA.

Road Map

- RSLSA is actively considering to develop and launch a

comprehensive and dedicated Online Platform including Mobile App to provide necessary legal assistance to the persons in difficulty and Legal Aid Services to the eligible persons on ergonomically designed website and Mobile App in which details of the applicant may be fed in auto fill mode. This facility should function even by making a missed call on the dedicated helpline numbers of RLSA, DLSAs & TLSCs.

- RLSA is also working on data integration with the Interoperable Criminal Justice System (ICJS) as well as with NJDG, with a view to make sure that instantaneous information is transmitted to the concerned TLSC/DLSA/RLSA, whenever a person, either eligible or not for free Legal Aid Services, approaches the Police/Public Authority/Courts for redressal office grievance. It is with the objective to switch over the mode of approach/communication vice versa, i.e. from present mode of victim/aggrieved approaching the Legal Services Institutions, to the mode of Legal Services Institutions approaching the victim/aggrieved.
- RLSA is in a process of developing an App, wherein all the services provided by RLSA, will be made available to the masses such as-
 - Legal Aid
 - Victim Compensation
 - Lok Adalat reference
 - Child Marriage Restraint Complaint
 - Pre-Litigation Complaints
 - Complaints regarding Cyber Crimes
 - Other Legal Services
- RLSA is actively working on preparation and launch of 'Short Films & Documentaries' to spread awareness among masses including Tribals and to sensitize all the stakeholders of Justice Delivery System about various activities of RLSA.

Contact Details of District Legal Services Authorities & Secretaries

| S.N. | DISTRICT | STD Code | Office DLSA | Official Mobile | Help Line No. |
|------|------------------|----------|-------------|-----------------|---------------|
| 1 | AJMER | 0145 | 2943811 | 9358865706 | 8306002101 |
| 2 | ALWAR | 0144 | 2940098 | 9358865707 | 8306002102 |
| 3 | BALOTRA | 02988 | 220970 | 9358865708 | 8306002103 |
| 4 | BANSWARA | 02962 | 241547 | 9358865710 | 8306002104 |
| 5 | BARAN | 07453 | 237186 | 9358865711 | 8306002105 |
| 6 | BHARATPUR | 05644 | 228870 | 9358865712 | 8306002106 |
| 7 | BHILWARA | 01482 | 230199 | 9358865713 | 8306002107 |
| 8 | BIKANER | 0151 | 2970623 | 9358865714 | 8306002108 |
| 9 | BUNDI | 0747 | 2442533 | 9358865715 | 8306002109 |
| 10 | CHITTORGARH | 01472 | 294210 | 9358865716 | 8306002112 |
| 11 | CHURU | 01562 | 294594 | 9358865718 | 8306002110 |
| 12 | DAUSA | 01427 | 223029 | 9358865719 | 8306002114 |
| 13 | DHOLPUR | 05642 | 220162 | 9358865720 | 8306002115 |
| 14 | DUNGARPUR | 02964 | 233078 | 9358865721 | 8306002116 |
| 15 | GANGANAGAR | 0154 | 2944888 | 9358865722 | 8306002117 |
| 16 | HANUMANGARH | 01552 | 294199 | 9358865723 | 8306002118 |
| 17 | JAIPUR METRO-I | 0141 | 2200576 | 9358865724 | 8306002119 |
| 19 | JAIPUR METRO-II | 0141 | 2947155 | 9358510180 | 8306006150 |
| 18 | JAIPUR DISTRICT | 0141 | 2203090 | 9358865725 | 8306002120 |
| 19 | JAISALMER | 02992 | 294676 | 9358865726 | 8306002123 |
| 20 | JALORE | 02993 | 294337 | 9358865727 | 8306002126 |
| 21 | JHALAWAR | 07432 | 294065 | 9358865728 | 8306002127 |
| 22 | JHUNJHUNU | 01592 | 294040 | 9358865729 | 8306002128 |
| 23 | JODHPUR METRO | 0291 | 2540351 | 9358865730 | 8306002021 |
| 24 | JODHPUR DISTRICT | 0291 | 2943451 | 9358865731 | 8306002129 |
| 25 | KARALI | 07464 | 251108 | 9358865732 | 8306002130 |
| 26 | KOTA | 0744 | 2321096 | 9358865733 | 8306002131 |
| 27 | MERTA | 01590 | 220110 | 9358865734 | 8306002132 |
| 28 | PALI | 02932 | 294035 | 9358865735 | 8306002166 |
| 29 | PRATAPGARH | 01478 | 220302 | 9358865736 | 8306002134 |
| 30 | RAJSAMAND | 02952 | 221000 | 9358865738 | 8306002135 |
| 31 | SAWAI MADHOPUR | 07462 | 294301 | 9358865739 | 8306002136 |
| 32 | SIKAR | 01572 | 270048 | 9358865740 | 8306002137 |
| 33 | SIROHI | 02972 | 294048 | 9358865742 | 8306002138 |
| 34 | TONK | 01432 | 294603 | 9358865743 | 8306002139 |
| 35 | UDAIPUR | 0294 | 2940382 | 9358865744 | 8306002022 |
| 36 | RHCLSC, Jodhpur | 0291 | 2888047 | 9358865703 | 8306002140 |
| 37 | RHCLSC, Jaipur | 0141 | 2227481 | 9358865702 | 8306002122 |



RAJASTHAN STATE LEGAL SERVICES AUTHORITY

Rajasthan High Court Premises, Jaipur Bench, Jaipur

(Phone: 0141-2227481, 2227555 FAX)

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