

FINAL REPORT

EVALUATION OF THE PROJECT ACCESS TO JUSTICE (NORTH EASTERN STATES AND JAMMU & KASHMIR)



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EXECUTIVE SUMMARY

Background

The Department of Justice, Ministry of Law and Justice, Government of India, in the year 2012, had received the Standing Financial Committee (SFC) approval for the Plan Scheme “Access to Justice- NE and J&K” for XII Plan. The project seeks to address the needs of poor and vulnerable persons in these regions. It mainly focuses on supporting justice delivery systems by improving their capacities to serve the people and in empowering the ordinary people to access their rights and entitlements. The project is aimed at poor and vulnerable sections of the society and the interventions are taken up at the community level rather than targeting individuals.

The following activities were implemented under “Access to Justice- NE and J&K” during XII Plan:

- Training of Preraks of Saakshar Bharat Mission implemented by State Resource Centres, Assam (covered Sikkim & Tripura), Meghalaya (covered Nagaland & Manipur) and Arunachal Pradesh.
- Training of Village Level Entrepreneurs (VLEs) of Common Services Centers (CSCs) conducted in all states of North Eastern States.
- Printing of IEC material in local dialects under the SRC and CSC projects.
- Developing skits in local dialect under the project with University of Kashmir.
- Establishment of 46 Legal Aid Clinics in the remote villages of Nagaland through Nagaland SLSA.

In the year 2012-13, Rs.5 Crores was earmarked for implementation of the project in 8 North Eastern States and J&K. Total Budget Estimate was reported at Rs.33 Crores and the revised estimate reported at Rs.20.20 Crores and the actual expenditure incurred was reported at Rs.12.85 Crores during XII Plan. Total number of direct beneficiaries under the scheme has been estimated at **87,268** persons.

As the project completed its first phase on 31st March, 2017, Department of Justice proposes to conduct Evaluation of the scheme so that the best practices developed during the implementation of the scheme could be documented and carried forward.

During XII Plan period **17 programmes** have been implemented by DoJ with total approved cost of Rs.10.51 Crores of which Rs.7.33 Crores already disbursed to the implementing agencies based on the progress of the programs.

In view of the above, Department of Justice, M/o Law and Justice, Government of India, requested National Productivity Council (NPC), an experienced agency in conducting third party evaluation and monitoring studies, to undertake an evaluation of the scheme of Access to Justice - NE and J&K during the XII Plan.

Terms of Reference

- ❖ To evaluate the physical and financial progress/performance of the Scheme during the XII Plan.
- ❖ To assess the quality of training provided, relevance and acceptability of IEC materials developed and the efficacy of State Project Team established under “Access to Justice- NE and J&K” scheme and their impact on the local populace, if any.
- ❖ To assess the improvements visualized in the activities/ projects completed and suggest suitable corrective measures, if any, for better implementation of the scheme
- ❖ To recommend continuation of the scheme with necessary modifications, if any, so that the scheme could be made more effective and useful from the point of view of Access to Justice for the poor and vulnerable sections of the society in NE and J&K during the next three years (2017-18 to 2019-20).

Summary of Findings and Recommendations – Legal Literacy Initiatives (LLI)

State Resource Centre - Assam

- *The Information Education and Communication (IEC) material will help in empowering the illiterate and neo-literates to claim their Rights and Entitlements. The materials on 11 legal issues for Assamese, Bangla and Nepali language is very useful and story based. It has definitely fulfilled the need of such a material in local language, which can help the unreached people of remote areas. These are in simple language and inclusion of relevant illustrations with local attire can attract the reader. People will become aware of their Rights and certain Legal issues through these materials.*
- *Resource persons are given booklets/ posters/ pamphlets legal literature on Assam language. They are providing training to Preraks at the Adult Education Centres (AECs). Since each RP gets limited sets of legal literature material, therefore it is not sufficient to distribute to all the Preraks under each RPs.*
- *Since refresher training is meant to discuss the problems, it is suggested that there should be two refresher trainings so that most of issues can be discussed in detail.*
- *Emphasis should be more on practical aspects and not theory alone.*
- *One day for Field visit is important factors for the Trainees, where they can practically demonstrate their knowledge gathered from the Training by solving some disputes in the field.*
- *Use of audio visual aids will be more helpful in making lot of things understand easily.*
- *In some cases, selection of RPs are done from those who are already working e.g. in Gram Panchayat, therefore are not in position to devote sufficient time.*
- *The Preraks are only training the Sakshar Bharat Learners, however, there is a need to extent it to youth and adolescents and general public as well.*
- *Since law is a wide subject, most of the female neo-literate beneficiaries contacted were not well versed with different type of legal literature. Therefore, it is recommended that the intensity and the number of such trainings should be increased. Issues like domestic violence, human trafficking, food subsidy is of major interest to them. Projects on such issues needs to be developed.*
- *There is lack of awareness in rural areas among local/common people, as most of them are illiterate or neo-literates.*
- *Some of the areas are situated in hilly areas, riverside areas due to which it is difficult for them to assemble on stipulated time; therefore most of them are not aware of any such project.*
- *Because of social restrictions and fear, they don't approach police.*
- *Provision of Wall writing, Banners, Road shows, Hoarding will help in creating awareness.*
- *The awareness programmes are not very effective due to the lack of trained legal professional which needs to be addressed at the next phase of implementation.*

State Resource Centre – Shillong, Meghalaya

- *Translated material is yet to be distributed to the people in the case of SRC Meghalaya. Implementing organization reported that the material would be distributed by July end.*
- *Process of Translation of materials took longer time than initially proposed due to the difficulty in finding competent translators for translating the materials, directly from Hindi to local languages. The materials had to be translated to English first and then to local languages.*
- *After the review of materials, many rounds of corrections had to be undertaken. The process for the same took more time than expected. SRC Shillong had to send materials to Manipur for translation in Manipuri language.*

This process took a lot of time to receive the translated material despite regular follow up. This sort of delays adversely affects the timeline of the programme.

- *Another issue confronted during the implementation of the programme was unavailability of Resource Persons. During the Preraks training, a number of Resource Persons who had been trained to further train the Preraks were not free to participate in these trainings due to unavoidable circumstances.*
- *As against target of 30 training of RPs and 300 Preraks, it has been observed that 23 and 249 Preraks training has been conducted.*
- *As against target of 30 refresher training of RPs and 300 Preraks, it has been observed that 16 and 234 Preraks training has been undertaken.*
- *IEC Material should be developed in Khasi language of Meghalaya, Kuki language of Manipur and Kuzha, Tenipdia, Konyak and Sumi language of Nagaland.*
- *While developing the IEC material, there is a need to include more locally relevant legislations/ act/ laws.*
- *Projects should be sanctioned in time bound manner by the Department of Justice and monitoring needs to be done on a regular basis by State Legal Services Authority, Officials of National Legal Services Authority, Dept. of Justice and District and State Administration.*
- *There is a need to have timely release of funds from DoJ to Implementing Agency for more effective implementation.*

Summary of Findings and Recommendations – Legal Literacy Projects-through Common Service Centre

Assam

- *The training materials and documentary films were ready by February 2017 and there was a delay in the finalization of the contents.*
- *The content of the Documentary film and training booklet should be made in more and more regional languages. Most of the VLEs received telephonic information one day before the start of the Master training of VLEs by District Manager. Information regarding programmes needs to be shared with the VLEs in advance*
- *As per agreement, training should have been for the entire day for VLEs. However, it was only a meeting by CSC H.Q and State Project Team with the help of District Manger for 3-4 Hrs at district H.Q. During the meeting two people from CSC HQ along with DM of CSC had shown the documentary film. VLEs do not have any Legal background. During the training, CSC H.Q team provided 16 GB Pen-drive containing 30 minute documentary film, soft copy of the booklet, Hard copy of 40 training Booklet and One Banner to each CSC-VLE.*
- *For conducting training at village level, certain expenditures were to be borne which was not clearly spelt out by CSC HQ. VLEs had to bear expenditure (projector, venue arrangement, training fee for VLE, refreshments) roughly about Rs.3000-4500 per programme. This needs to be added in the budget.*

Nagaland

- *It was for the first time such project was implemented, the content was simple and the citizens were able to understand.*
- *In few places the citizens also referred the content in the handbook and contacted the local authority to resolve cases.*

- *At most places, the local authority such as Panchayat members, Lawyers, BDO were invited, which provided weightage to the program.*
- *Few local citizens also responded that the sessions were an eye opener for them.*
- *There should be more number of CSCs to cover maximum number of citizens and it can benefit more from it.*
- *There is a need to increase the number of sessions to be conducted in more no. of districts.*
- *The frequency of the session can be increased.*
- *Due to rain and power cut in certain places the VLEs were unable to upload the data on time.*
- *In few locations internet connectivity was an issue due to weak signals. Commuting from one place to another was difficult for the citizen because of geographical trance.*
- *Training content can be made more accessible to the respondents by producing them in regional languages*
- *Formal training in legal matters should be made available to VLEs to qualify them as certified paralegal professionals who can then contribute effectively in enhancing the legal knowledge of the community.*
- *Instead of holding one training session over a few hours, training can be spread over a week covering different issues on different days to maximize retaining and learning output. Further, training sessions should be followed by follow up sessions on a regular basis to ensure optimum success.*
- *Refresher training could also be conducted.*
- *Apart from 7 languages, other local tribal language should be included.*
- *If the project is expanded, at least one local resource person should be included who could address the local queries of the citizens.*
- *The time frame to roll out the project can be increased taking into consideration other factors.*
- *Present form of Legal Literacy Project implementation can be made more effective by involving legal professionals at different stages of implementation.*

Findings and Recommendations - Legal Aid Clinics Project in Tuensang and Mon Districts of Nagaland

- *Legal Aid Clinic (LACs) Project (Nagaland) was started as a pilot Project for Two years.*
- *So far about 9000 persons got benefitted from this project.*
- *As a result of the achievements and success stories of LACs, the community is requesting to set up LACs in more villages.*
- *Therefore, in the next leg of implementation of the project more LACs could be opened on similar pattern in other North Eastern States.*
- *The PLVs appointed under A2J projects were provided extensive training by the empanelled Lawyers from time to time and regular visit to LACs for conducting Legal Awareness Seminars in the LACs, whereas the DLSAs (District Legal Services Authority) cannot cover up all the LACs as being done by the A2J Team.*
- *PC & PA are looking into the overall affairs of the project with only two manpower.*
- *To carry out so many responsibilities with only the strength of two staff is not possible, so in order to systematize the working condition and to manage the accounts at least one Accountant to be appointed under the Project.*
- *Apart from the fixed salary per month, no additional benefits or allowance is allotted to the PC/PA. For carrying out the project/work, they have to do a lot of travelling to the remotest part of the State which is very risky and no DA/TA is provided. The salary is very unsatisfactory, for over 36 months PC/PA is working in the Project without any increase in the salary. Project Assistant is paid Rs 15000/- per month and Project Coordinator is paid Rs.30000/- per month. Salary increment on yearly basis needs to be implemented. In addition to the salary, extra incentives should also be provided like DA/TA, Medical benefits, Mobile/internet allowance,*

stationary etc, because most of the time PC/PA are on field and in constant touch with the beneficiaries and service providers who acts as an agent at the grass-root level between the Common man and the Department.

- *For rendering effective service and producing resourceful team leaders if DOJ can conduct yearly trainings for PC/PA and enhance the emoluments befitting to the services rendered by PC/PA.*
- *Ministry of Law and Justice needs to form a Project Monitoring and Implementation Committee under the Chairmanship of Joint Secretary of Department of Justice, including members including officials of National State Legal Services Authority, Project Management Team of Access to Justice(NEJK) project, Law Secretary of the state for better functioning and monitoring.*
- *Legal literacy training material needs to be developed in all major tribal languages of both districts.*

Based on the feedback received during the field surveys of a cross section of stakeholder categories such as State Legal Service Authorities, State Resource Centres, CSC-e Governance India Ltd, Judicial officers, Lawyers, Resource Persons, PLVs, Preraks etc., drawn from three selected states i.e. Assam, Meghalaya and Nagaland, there is sufficient evidence to prove that the during XIIth Plan , Programme on “Access to Justice – North East and Jammu & Kashmir” has contributed positively towards the access to justice of the people from far off regions. Since, the Project started only in 2016-17 and most of the IEC material developed under the Project is still in the process of distribution to the beneficiaries. The real impact of such IEC material could be measured afterwards. However, based on the feedback from the field, there is a need to continue the scheme with modifications and more coverage with improved monitoring mechanisms with the involvement of State Law Department, Rural Development and Panchayati Raj Institutions, Tribal Justice stakeholders and Tribal Affairs functionaries, Resource Centers, Organizations, Departments working on the issues of Legal awareness, women and child development, Lok Adalats, Mediation, Arbitration etc., for realizing and expanding the reach of justice delivery institutions to serve the poor and disadvantaged people to seek and demand their legal rights.

CHAPTER I

INTRODUCTION

1.1. Background

The Department of Justice, Ministry of Law and Justice, Government of India, in the year 2012, had received the Standing Financial Committee (SFC) approval for the Plan Scheme “**Access to Justice- NE and J&K**” for XIIth Five year Plan. The project seeks to address the needs of poor and vulnerable persons in these regions. It mainly focuses on supporting justice delivery systems by improving their capacities to serve the people and in empowering the ordinary people to access their rights and entitlements. The project is aimed at poor and vulnerable sections of the society and the interventions are taken up at the community level rather than targeting individuals.

Among others, the following activities were implemented under “Access to Justice- NE and J&K” during -XIIth Five year plan:

- Training of Preraks of Saakshar Bharat Mission implemented by State Resource Centres (SRC), Assam (covered Sikkim & Tripura), Meghalaya (covered Nagaland & Manipur) and Arunachal Pradesh.
- Training of Village Level Entrepreneurs (VLEs) implemented by CSC e-Governance Services India Ltd (CSC) in all states of North Eastern States.
- Printing of IEC material in local dialects under the SRC and CSC projects.
- Developing skits in local dialect under the project with University of Kashmir.
- Establishment of 46 Legal Aid Clinics in the remote villages of Nagaland through Nagaland SLISA.

In the year 2012-13, Rs.5 Crores was earmarked for implementation of the project in 8 North Eastern States and J&K. Total Budget Estimate was reported at Rs.33 Crores and the revised estimate reported at Rs.20.20 Crores and the actual expenditure incurred was reported at Rs.12.85 Crores during XIIth Five year plan.

| Year | Budget Estimates (Rs. Crores) | Revised Estimates (Rs. Crores) | Actual Expenditure (Rs. Crores) |
|--------------|----------------------------------|-----------------------------------|------------------------------------|
| 2012-13 | 5.00 | 0.50 | 0 |
| 2013-14 | 8.00 | 1.00 | 0.56 |
| 2014-15 | 8.00 | 4.70 | 3.18 |
| 2015-16 | 7.00 | 7.00 | 3.29 |
| 2016-17 | 7.00 | 7.00 | 5.82 |
| Total | 33.00 | 20.20 | 12.85 |

Total number of direct beneficiaries under the scheme has been estimated at **87268** persons.

As the project completed its first phase on 31st March, 2017, Department of Justice proposes to conduct Evaluation of the scheme so that the best practices developed during the implementation of the scheme could be documented and carried forward.

During XIIth Five Year Plan, 17 programmes have been undertaken by DoJ with total approved cost of Rs.10.51 Crores of which Rs.7.33 Crores has already been disbursed to the implementing agencies based on the progress of the programmes.

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1.2. Terms of Reference

- ❖ To evaluate the physical and financial progress/performance of the Scheme during the XIIth Five year plan.
- ❖ To assess the quality of training provided, relevance and acceptability of IEC materials developed and the efficacy of State Project Team established under “Access to Justice- NE and J&K” scheme and their impact on the local populace, if any.
- ❖ To assess the improvements visualized in the activities/ projects completed and suggest suitable corrective measures, if any, for better implementation of the scheme
- ❖ To recommend continuation of the scheme with necessary modifications, if any, so that the scheme could be made more effective and useful from the point of view of Access to Justice for the poor and vulnerable sections of the society in NE and J&K during the next three years (2017-18 to 2019-20).

1.3. Methodology

NPC has undertaken the study in **two broad phases**.

First phase of the evaluation study comprised of detailed desk research wherein the information/data pertaining to the implementation of the Scheme including physical and financial targets and achievements have been analyzed during XII Five Year Plan.

Second phase of the evaluation study focused on detailed field level surveys with structured questionnaires. Field surveys and interactions were carried out with Officials of State Legal Services Authorities (**Annexure 1.1**), Common Service Centres, State Resource Centres, Legal Aid Clinics, National Resource Persons, Preraks, Village Level Entrepreneurs, Lawyers etc., from the selected states of Assam and Nagaland. The evaluation also includes the quality of the IEC material printed in the regional languages for imparting the necessary legal literacy training for the Scheduled Tribes and Local folks. The activities which have got completed till 31st March 2017 have been taken up for the detailed evaluation study.

1.4. Chapter Scheme

The evaluation report has been prepared in Five Chapters. Chapter I provide the broad outline of the study, TOR and Methodology. Chapter II provides a brief review of the performance of the scheme “Access to Justice NE & J&K”. Chapter III analyses the secondary data and information compiled from various sources such as Department of Justice, State Resource Centres etc. Chapter IV discusses the Field Survey Findings of the implementation of the Scheme for Access to Justice in NE & J&K

based on the feedback received from various stakeholder categories from the states of Assam, Meghalaya and Nagaland. Chapter V provides Summary and Recommendations of the Evaluation Study.

1.5. Limitations of the Study

The evaluation study was undertaken within a very short period of 30 days and the field surveys had to be undertaken at remote areas of NE states such as Assam, Meghalaya and Nagaland under inhospitable climatic conditions. The study team had to heavily rely on secondary sources of data and material that were compiled from State Resource Centres, Common Service Centres and Legal Aid Clinics besides personal interactions with various beneficiary categories. Feedback received from State Resource Centres, Common Service Centres, Legal Aid Clinics, Preraks and beneficiaries, public have opened up a number of issues w.r.t Access To Justice that needs detailed study.

CHAPTER II

PERFORMANCE OF THE SCHEME DURING XII FIVE YEAR PLAN: A REVIEW

2.1. Background

Access to Justice in North Eastern States and Jammu & Kashmir Scheme was based on a proposal prepared by Department of Justice (DoJ) by contextualizing an approach paper of Planning Commission of India under 12th Five Year Plan namely “Faster, Sustainable and More Inclusive Growth, An Approach to the Twelfth Five Year Plan, (2012-17)”. In the year 2012, DoJ has got Standing Finance Committee (SFC) approval for the project proposal titled “**Access to Justice – NE and J&K**” under XII Five Year Plan.

In principle approval of the Planning Commission was taken to implement the Scheme in eight states of North East namely Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura and in Jammu & Kashmir. On **13th July 2012**, SFC meeting was held to consider Access to Justice-NE J&K scheme and approved it at a total cost of **Rs. 30 crores** during XII Five Year Plan 2012-2017.

Activity wise budget allocation of 30 Crores was made during XIIth Five year plan for carrying out following activities:

| Sl.No | Activities | Cost (Rs. Crores) |
|-------|---|-------------------|
| 1 | Needs Assessment Study in the North-Eastern States and J &K | 0.50 |
| 2 | Legal Empowerment of the People | 10.00 |
| 3 | Assisting Under trial prisoners in providing Justice and awareness building of rights to prisoners | 10.00 |
| 4 | Supporting law colleges in running competent legal aid clinics | 2.00 |
| 5 | Pilots on community policing | 5.00 |
| 6 | Implementing activities for ensuring access to justice for the poor and vulnerable sections of the society with State and Central Governments/Departments and Commissions | 2.05 |
| | Total | 30.00 |

It may be noted that out of the six activities outlined for implementation during XIIth Five year plan only three areas such as **Needs Assessment Study in the North-Eastern States and J &K**, **Legal Empowerment of the People** and **Implementing activities for ensuring access to justice for the poor and vulnerable sections of the society with State and Central Governments/Departments and Commissions** only could be taken up. In the case of three other allocated activities under the

project could not be taken up during XIIth Five year plan. As a result total **expenditure** of the activities during XIIth Five year plan was only at **Rs.10.51 Crores**.

1.6 Detailed Summary of the Activities undertaken during XIIth Five Year Plan

| S.N. | Project Name | Implementing Agency | Date of MoA signing /Work Order issued/Effective date | Completion date as per MoA/Work Order | Deliverables | Total Budget (Rs. Lakhs) | Payment Released (Rs. lakhs) | Status |
|------|---|--|---|---------------------------------------|---|--------------------------|------------------------------|---|
| 1 | Needs Assessment Study to Identify Gaps in the Legal Empowerment of People in North Eastern States | Impulse NGO Network | 16th May 2013 | 1st October 2013 | Editing and publishing of the approved final report. | 41.10 | 41.10 | Project completed. |
| 2 | Training of 400 Panel Lawyers in 8 North Eastern states | Legal Cell for Human Rights (LCHR) | 22nd December 2014 | 22nd August 2015 | 1. Completion of 1 Training Program of 3 days each in all eight states of North East. 2. Completion of Refresher Training of 2 days after 3 months of the first training in 8 states. 3. Submission of training manual and project completion report along with high resolution photograph. | 99.97 | 24.20 | Project completed. 150 Panel lawyers were trained in 3 states i.e. Nagaland, Manipur & Mizoram |
| 3 | Training of SISAs Para Legal Volunteers (PLVs) on Social Welfare Legislations in Eight North Eastern States | Committee for Legal Aid to Poor (CLAP) | 21st January 2014/ effective from 1st February 2014 | 31st July 2014 | 1. Completion of 3 day training program for 400 PLVs of 3 days each in all 8 States. 2. completion of Refresher Training of 2 days after 3 months of the first training in all 8 states. 3. Finalization and submission of the Training Manual and Project Completion Report. | 64.35 | 64.35 | Project completed. Total 400 PLVs were trained in all states of NE. |
| 4 | Training of PLVs in Jammu & Kashmir | Raman Development Consultant Pvt. | 23rd December 2014/ effective from 1st January 2015 | 30th September 2015 | 1. Completion of 2 training program for 225 PLVs of 2 days each in Srinagar & Jammu district of J&K. 2. completion of Refresher Training of 2 days after 3 months of the first training in Srinagar & Jammu district of J&K. 3. Finalization and submission of the Training Manual and Project Completion Report. | 66.63 | 60.78 | Project completed. Total 187 PLVs were trained in J&K. |
| 5 | Legal Literacy in SRC Meghalaya (Meghalaya, Nagaland, Manipur) | SRC/NLMA | 21st January 2015 | 1st July 2016 | (1) Submission of reports of 2 workshop on IEC material review on legal literacy (2) Submission of copy of printed material on | 77.28 | 44.81 | All the activities have been completed. 23 RPs & 249 Preraks were trained and IEC material - 11 booklets in 3 local languages |

| | | | | | | | | |
|---|--|-----------|--------------------|--------------------|---|-------|-------|---|
| | | | | | Legal literacy (3) Submission reports on training of 60 resource persons and 300 Preraks (5) Submission of reports on 6 training programs for total 300 Preraks (6) Submission of reports of refresher trainings of 60 Resource Persons and 300 Preraks (7) Submission of project completion report. | | | were printed and submitted. |
| 6 | Legal literacy in SRC Assam (Assam, Tripura and Sikkim) | SRC/NLMA | 21st January 2016 | 1st April 2016 | (1) Submission of reports of 2 workshop on IEC material review on legal literacy (2) Submission of copy of printed material on Legal literacy (3) Submission reports on training of 60 resource persons and 300 Preraks (5) Submission of reports on 6 training programs for total 300 Preraks (6) Submission of reports of refresher trainings of 60 Resource Persons and 300 Preraks (7) Submission of project completion report. | 51.10 | 50.43 | All the activities have been completed. Total 30 RPs & 300 Preraks have been trained. IEC material - 11 booklets in 3 local languages were printed and submitted. |
| 7 | Drafting a Policy Framework to Secure Rights of Orphan Children and Govern Orphanages in Jammu & Kashmir | KFORD | 1st March 2015 | 1st September 2015 | 1. Completion of mid-term data collection 2. Submission and approval of compiled draft report 3. Workshop & submission of completion report of the study. | 12.86 | 7.08 | Project is completed. All the deliverable has been completed. The final report on policy framework has been submitted. 1st, 2nd & 4th installments were paid. |
| 8 | Translation of IEC Material in Local Dialects (Assam, Sikkim, Tripura) | SRC Assam | 17th October 2016 | 1st December 2016 | Submission of 10 sets of print and soft copy of the booklets in Bodo, Karbi, Bhutia, Lepcha, Limbu and Kokborok language. Total 58690 people will get benefitted by legal literacy. | 15.29 | 15.29 | Project is completed. 10 sets of printed copies and soft copies of the booklets in 7 local dialects Bodo, Karbi, Bhutia, Lepcha, Limbu and Kokborok languages were completed & submitted. Total Beneficiaries 58690 . |
| 9 | Legal Literacy in SRC Arunachal Pradesh | SRC/NLMA | 29th February 2016 | June-July 2016 | (1) Submission of reports of 2 workshop on IEC material review on legal literacy (2) Submission of copy of printed material on Legal literacy (3) Submission reports on training of 60 resource persons and 300 Preraks (5) Submission of reports on 6 training programs for total 300 Preraks (6) Submission of reports of refresher trainings of 60 | 49.73 | 20.39 | Project could not be completed within the timeline. SRC, AP completed Review workshop for IEC material, training of 27 Resource Persons and 2 training programs of 155 Preraks at district level in Arunachal Pradesh. SRC has requested for extension of the timeline of the project, so that the remaining activities could be completed. 1st |

| | | | | | | | | |
|----|--|-------|---|-------------------|---|--------|--------|---|
| | | | | | Resource Persons and 300 Preraks (7) Submission of project completion report. (7) Development of a short film. | | | & 2nd installments were paid. |
| 10 | Access to Justice Project in Tuesang and Mon districts of Nagaland | NLSLA | MoA Signed - 27th October 2014 & date of performance of services from November 2014 | 31st October 2016 | 1. Orientation meeting report 2. Four Training modules 3. Completion report of one training program of select students of Kohima Law College & Panel Lawyers of SLSA 4. Completion of training program for Para Legal Volunteers & NGOs 5. Submission of first Quarterly report 6. Completion of all the activities in the first year as per the work plan and submission and approval of the Annual Report. 7. Submission of fifth & sixth Quarterly report at the completion of eighteen months. 8. Completion of all activities and submission of final report | 273.91 | 273.91 | All the activities of the project were completed. Total 4 installments have been paid. PCR has to be submitted by NLSLA, thereafter, remaining installments will be released. NLSLA trained 92 PLVs, 20 Panel Lawyers, 20 Law Student, 55 Gaon Buras/Dobashies. Organized 99 Legal Awareness Programs. 18590 community people were benefitted through legal Aid Clinics and Legal Awareness Program. 9292 criminal cases were reported through Legal Aid Clinics, 17 cases out of 92 have been disposed/fixed. |
| 11 | CSC- (5 NE States) Assam, Meghalaya, Tripura, Mizoram, Arunachal Pradesh | CSC | 3rd March 2016 | February 2017 | 1) Baseline Survey 2) Identification 467 CSCs 3) Development online monitoring Application 4) Development IEC Material 5) Master Training of VLEs 6) Community mobilization by VLEs 7) Legal Literacy Sessions for Community | 77.32 | 57.99 | Completed Baseline Survey, Identification 467 CSCs, Development online monitoring Application & Developed & submitted tele film in 5 local languages. Developed IEC material in 5 languages. Launching of the program along with the Master Training of VLEs have been completed in all 5 states. Community mobilization by VLEs. is going on. |
| 12 | CSC- (3 NE States) Manipur, Nagaland & Sikkim | CSC | 23rd March 2016 | February 2017 | 1) Baseline Survey 2) Identification 433 CSCs 3) Development online monitoring Application 4) Development IEC Material 5) Master Training of VLEs 6) Community mobilization by VLEs 7) Legal Literacy Sessions for Community | 48.67 | 32.33 | Completed Baseline Survey, Identification 433 CSCs, Development online monitoring Application, Developed & submitted tele film in 3 local languages. Developed IEC material in 3 languages. Launching of the program along with the Master Training of VLEs 6) has been completed in Sikkim & Nagaland. Community mobilization by VLEs. |

| | | | | | | | | |
|----|--|-----------------------|-------------------|-------------------|--|-------|-------|--|
| | | | | | | | | Legal Literacy Sessions for Community is going on. |
| 13 | CSC- Jammu & Kashmir | CSC | 23rd March 2016 | February 2017 | 1) Baseline Survey 2) Identification 500 CSCs 3) Development online monitoring Application 4) Development IEC Material 5) Master Training of VLEs 6) Community mobilization by VLEs 7) Legal Literacy Sessions for Community | 56.86 | 31.27 | Completed Baseline Survey. Other activities are under process. |
| 14 | Innovative Activities on Legal Aid through Legal Aid Clinic in Faculty of Law, University of Kashmir | University of Kashmir | 14th July 2014 | 13th March 2015 | 1. Need Assessment Study 2. Skits Preparation 3. Performance of Skits 4. Legal Literacy 5. Legal Aid camps 6. The Seminar on Legal Aid to marginalized 7. workshops 8. Translation of five local pro-poor legislations 9. Research Projects | 13.82 | 4.83 | The deliverables are completed and submitted this month. The remaining installment is to be released. 8 Edited skits DVDs, copy of 2 translated legislations & annual report have not been submitted by UoK. |
| 15 | Needs Assessment Study to Identify Gaps in the Legal Empowerment of People in Jammu & Kashmir | University of Kashmir | 14th July 2014 | 13th January 2015 | (1) Submission and approval of Pilot Study Report (pre testing and finalization of questionnaires). (2) Completion of data collection or survey. (3) Submission and approval of compiled draft report. (4) Editing and publishing of the approved Final Report and submission of final published report. | 13.53 | 4.73 | The draft report of Need Assessment Study has been submitted recently. The remaining installment is to be released.. |
| 16 | Legal Literacy in SRC, J&K | SRC, J&K/NLMA | 14th January 2016 | Jun-16 | (1) Submission of reports of 2 workshop on IEC material review on legal literacy (2) Submission of copy of printed material on Legal literacy (3) Submission reports on training of 60 resource persons and 300 Preraks (5) Submission of reports on 6 training programs for total 300 Preraks (6) Submission of reports of refresher trainings of 60 Resource Persons and 300 Preraks (7) Submission of project completion report. (7) Development of a short film. | 51.06 | 12.76 | SRC, J&K Completed Review workshop for IEC material so far. 1st installment is released, remaining installment. |

| | | | | | | | | |
|----|--|------|-----------|---|---|----------------|---------------|--|
| 17 | Preparation of Short Film on Rights of Under trial Prisoners in North Eastern States | NFDC | 19-Feb-15 | Mutually agreed period between DOJ & NFDC i.e. 6 months | 1. The entire bank of footage shot for the film on Hard Disk along with the mixed and unmixed version of the film. 2. 01 HD tape for each project containing the mixed and unmixed versions of the films. 3. 01 Digibeta tape and DVC Pro tape for each project containing the mixed and unmixed version of the film. 4. 05 DVDs. | 39.00 | 15.60 | The project was terminated. 1st installment was released which has to be refunded by NFDC. |
| | Total | | | | | 1051.42 | 733.51 | |

2.2. Year Wise Performance of the Scheme during XIIth Five year plan

In the year **2012-2013**, Rs. 5 Crore was earmarked for implementation of the project in 8 North Eastern States and J&K. Initially to implement the project five Consultants were to be engaged, Project Manager, Project Officer, Monitoring & Evaluation Officer, Contract Specialist and Office Assistant. To outsource 5 consultants **Educational Development Consultant India Ltd (EDCIL)** was hired and advertisement was published in national daily. As there was no recruitment in the first year, there was no expenditure for 2012-13 due to which the B.E. amounting to Rs. 5.0 Crore was reduced to Rs. 0.50 Crore at R.E stage. There was **no expenditure** in this budgetary year.

In the budgetary year **2013-14**, the B.E was raised to Rs. 8.0 Crore. In this financial year, **M/s.Impulse NGO Network, Shillong** was selected for doing **Need Assessment Study** to identify Gaps in the Legal Empowerment of People in North Eastern States. Simultaneously on 20th June 2013, an interactive meeting for in-depth understanding of the Plan Scheme “Access to Justice-NE&JK” was held with Law Secretaries of the North Eastern States and Member Secretaries of the State Legal Services Authorities of North Eastern States at Shillong. Also, in the year 2013, advertisement for the appointment of Project Coordinator (PC) and Project Assistant (PA) in each project States was restarted. In the year 2014, interviews were planned but for J&K no person was found suitable for the post. The posts were re-advertised and sort-listed but due to flood in J&K, the interviews were postponed and could not be conducted. PC/PA for the State of Sikkim, Assam, Nagaland, Arunachal Pradesh, Manipur and Tripura were selected and joined. In the same year, there were Request For Proposals (RFPs) advertised for conducting training of Para legal Volunteers (PLVs) in eight North Eastern States, training of 400 Para Legal Volunteers (PLVs) of State Legal Services Authorities on Social Welfare Legislations in Eight North Eastern States. During this year, the major issue faced by the project was vacant positions of Project Management Team (Project Manager, Monitoring and Evaluation Officer and Contract Specialist). As a result, R.E for the year 2013-2014 was lowered to Rs. 1.0 Crore and in later stage the project was able to **spend only Rs. 0.56 lacs**.

In **2014-2015**, the proposed B.E was Rs. 8.0 Crore. Among activities carried out by the project during this period, a RFP titled "Training of Paralegal Volunteers in Jammu & Kashmir" was floated on 17th January 2014. It was final report of the *Need Assessment Study to identify Gaps in the Legal Empowerment of People in North Eastern States* which was released in a stakeholders' consultation organised in Guwahati on 15.03.2015. It was observed in the study report that most of the people of North Eastern States are

unaware of their rights and entitlements as a citizen of India. Accordingly, some projects were taken up to ensure legal empowerment of people in North Eastern States. In this drive Memorandum of Association (MoA) was signed with CLAP (Committee for Legal Aid to Poor) on 21st January 2014 for conducting training of 400 Para Legal Volunteers (PLVs) of State Legal Services Authorities on Social Welfare Legislations in Eight North Eastern States. Second MoA was signed to establish 46 Legal Aid Clinics by Nagaland State Legal Services Authority with financial support of DOJ in two most remote districts of Nagaland (Mon and Tuensang) on 27th October 2014. Third MoA was signed with Legal Cell for Human Rights (LCHR) on 22nd December 2014, to conduct training of 400 Panel Lawyers in 8 NE State. Fourth MoA was signed between RDCPLD and DOJ on 23rd Dec 2014 for training of 225 Para Legal Volunteers of SLSA, J&K which was assigned to Raman Development Consultants Private limited(RDCPLD) through RFP process. Fifth MoA was signed between DOJ and an NGO i.e. Kashmir Foundation for Organization Research and Development (KFORD) on Drafting a Policy Framework to secure Rights of orphan children and govern Orphanages in Jammu & Kashmir on 1st March 2015. Sixth MoA was signed with DOJ and Department of Law, University of Kashmir on "Innovative activities on legal aid through the legal aid clinic of University of Kashmir to enhance Access to justice to the marginalized and to strengthen a sustainable model of legal aid centre in an academic Institution" on 14th July 2014. Also, "Need Assessment Study to identify Gaps in the Legal Empowerment of People in J&K" have been assigned to the Faculty of Law, University of Kashmir by Department of Justice, Ministry of Law & Justice through signing an MoA on 14.07.2014. Later on the R.E. was reduced to Rs. 4.7 Crore. The total amount spent by the project in this financial year was **Rs. 3.18 Crore.**

In **2015-2016**, the B.E. for the financial year was Rs. 7.0 Crore. In this time period, LCHR was able to finish the training programme of 150 Panel Lawyers, training of Para Legal Volunteer in Jammu & Kashmir were completed successfully. The National Film Development Corporation (NFDC), New Delhi, was awarded a work order on 19th February 2015 for production of a documentary on the subject "Rights of under-trial prisoners (UTPs)". Meanwhile, in October 2015, the post of Project Manager, Project Officer and Contract Specialist was filled. The new Project Management Team provided all essential hand holding to NFDC creative team. But the assigned documentary could not be completed by NFDC. The assignment has been terminated as no progress was made over the past one year.

Later on, as per the recommendations of the Need Assessment Study which suggested a big gap in legal literacy in North Eastern States, Department of Justice partnered with National Literacy Mission Authority (NLMA) and Common Service Centres (CSCs). The partnership intended to bridge the gap between available formal legal system and people in NEJ&K. Both implementing partners had deeper hold in NE & J&K region through various initiatives like Sakshar Bharat Abhiyan, Common Service Centres providing citizen services. The available mechanism of both agencies provided opportunity to converge legal literacy as a component in their programme models. The convergence led to sustainability of legal literacy programmes in such needy regions. DOJ signed MoU with NLMA on 2nd June 2015 to implement the idea of initiating legal literacy in North Eastern States and Jammu & Kashmir. Consequently, MoA was signed with State Resource Centres (SRC), J&K on 14th January 2016, SRC Arunachal Pradesh on 29th February 2016, SRC Meghalaya on 21st January 2016 and SRC, Assam on 21st January 2016 respectively.

DOJ also signed MoA with **CSC e-Governance Services India Ltd** for North Eastern States and Jammu & Kashmir to conduct legal literacy programmes and developing e-content on legal literacy

issues. Three MoA were signed on 3rd March 2016, 23rd March 2016 and 23rd March 2016. In the financial year 2015-2016, the total project **expenditure was Rs. 3.29 Crore.**

In the financial year **2016- 2017**, the approved B.E. was Rs. 7.0 Crore. Till now, SRC Assam, Arunachal Pradesh and Meghalaya have completed the Review Workshop to develop IEC (Information, Education and Communication) materials on Legal literacy. Rest of the activity like, training of Resource Persons and training of Preraks is being completed by SRCs except SRC Arunachal Pradesh. Some of the Refreshers Trainings are left. Also, CSC has completed baseline survey for North Eastern States. It also started developing IEC material (e-content-completed, handbook-completed, developing film on legal literacy (script has been finalized and shooting is in progress) etc). There were three State Conferences organized by A2JNEJK team. First one was held on 29th July 2016, organized on “Rights of Survivors of Trafficked persons in North Eastern States: Challenges in Accessing Justice Mechanism & Role of SLSA, Panel lawyers and Civil Society Organization”. Second conference was held in Shillong titled “Community Policing in North Eastern India: Benefits, Challenges and Action plan for better policing” on 31st July 2016. Third in the series was held in Imphal, titled “Rights of Marginalized sections including Scheduled Tribes in North Eastern States: Role of SLSAs and Commissions in securing legal rights of ST, Women and HIV” which was successfully organized on 29th September 2016. The recommendations of each these conference contributed towards establishing convergence among various agencies of Government to ensure access to justice.

2.3 Direct Beneficiaries of Access to Justice Project in North Eastern States & Jammu and Kashmir

The project targeted institutions as well as community at large. Overall, the programme outreach is estimated more than **1,37,9,554 people**. The total number of direct beneficiaries is estimated at **87,268**. The project successfully engaged law College students, Gaon Burahs, *Deobhasi*, Para Legal Volunteers (PLVs), Village Level Entrepreneurs (VLEs), Preraks (Preraks are trainers at grassroot level who ensure improved literacy among village masses), Resource Persons (Resource Persons are trainers of Sakshar Bharat Abhiyan (Programme of National Adult Literacy Mission), who do capacity building programmes for Preraks), Panel Lawyers (Panel Lawyers are practicing lawyers and who provides free legal services to eligible beneficiaries as per provisions of Legal Services Authority Act,1987), Judges, Academicians, Police officials, State Legal Services Authorities(SLSAs), Non-Governmental Organizations(NGOs) and concerned departments of North Eastern States etc. In its **Standing Finance Committee (SFC) Proposal under Section 3.2 it is mentioned that “ordinary people, particularly, that are poor and vulnerable” are the primary beneficiary of the project.** So, during these 5 years term, it reached directly to **87,268** people through various capacity building programmes, legal awareness camps, legal aid clinics, research projects etc.

Though **SFC** has proposed set of issues to be undertaken, but with **the Need Assessment Study on identifying Gaps in legal empowerment in North Eastern States**, it further opened up the issues (institutional as well as citizen specific) State wise. Overall, the study has identified common problems faced by people in north eastern States among which the topmost issues were-violence against women, land disputes, human trafficking. To address these issues Department of Justice has strategized its future course in a way that legal empowerment reaches masses, so to accomplish it the *convergence model* was adopted by Department of Justice. It selected Authorities/Agencies who have access to masses in the North Eastern States and Jammu & Kashmir. To solidify the strategy, Department of Justice signed MoU with National Literacy Missions Authority (NLMA) and MoA with CSC (Common Service Centre) e-Governance Services India Limited (CSC India Ltd.) in the year 2015.

National Literacy Mission Authority (NLMA) is running a nationwide programme i.e., Sakshar Bharat Abhiyan (SBA) on improving literacy among adults belonging to selected districts with lowest literacy rate. It especially focuses on **Women, Schedules Castes (SCs), Scheduled Tribes (STs) Minorities, other disadvantaged groups and adolescents in rural areas in low literacy States.** The SBA programme covers these vulnerable populations through State Resource Centres (SRCs), Resource Persons, Preraks, and Learners in North Eastern States and Jammu & Kashmir. The projects which have been undertaken by the State Resource Centres have been covering all marginalized population of North Eastern States and Jammu & Kashmir. The total indirect beneficiaries of all SRC A2J projects sum up to **6,63,494** people.

CSC e-Governance India Ltd., is a centralized collaborative framework for delivery of services to citizens. It functions through Common Service Centres (Common Service Centres are providing various govt. services to people like Certificates (Birth, Death, Domicile, caste, Income etc.) MNREGA payments, NIELIT's CCC courses and non-government service, Bank account opening, withdrawal/ deposit, loan document, online railways and airline ticket booking, DTH recharge, etc.) which are established all over the country. CSC has also introduced exhibition van which is giving hand on experience about various public services available through these Centres. While other interesting elements of the exhibition like nukkad natak, audio visual experience and VLE assistance is educating people about convenience and transparency of services available through CSCs. The outreach of these Centres covers the North Eastern States and Jammu & Kashmir. The projected beneficiary population for CSC projects is **181320** people excluding direct beneficiaries.

On the other hand, for supply side of Access to Justice (i.e. institutions and justice delivery system), training to the Panel Lawyers, Para legal Volunteers was successfully carried out which directly benefitted **615 PLVs** and **150 Panel lawyers**. In J&K, it was first time that **215 SLSA PLVs** were provided full-fledged training on legal literacy and their role, skills etc. Through seminars, it engaged Judges in J&K on Legal Aid Services and Police Officials from North Eastern States came together in the A2J NEJ&K State Conferences on anti-human trafficking issues and Community policing. It was interesting to see that police officials, Judges, Departments have shown more interest on being part of such projects. The Access to Justice (NEJK) Initiative has proved as a foundation in assessing gaps in legal empowerment in North Eastern States and benefitted **1,37,9,554 people** through its various programs.

Synergy between Traditional Justice System and Regular Justice System: To synergize the traditional justice system and regular justice system, Nagaland State Legal Services Authority completed its project by establishing 46 Legal Aid Clinics in Mon & Tuensang district through which it sensitized 18,323 people including Members of Traditional Justice System (for e.g. Gaon Burahs, Village Council members, Dwibhashi etc.)

2.4 Successful Legal Aid Interventions

Some of the successful Legal Aid Interventions are given below:

- **Woman in need got Maintenance:** Project Coordinator, Arunachal Pradesh has taken up one Domestic Violence case of an aggrieved woman from District Zero. Her husband who was a teacher had abandoned her with 5 children. She was a small farmer due to which she could not even maintain the children. PC took her to DSLSA, Ziro, lower Subansiri. The aggrieved woman

met the Member Secretary as a result legal counsel was appointed for filing a maintenance suit and follow up the criminal case already instituted with the Court. Later on, she has successfully received her right to maintenance from the husband.

The significant part of this intervention from PC, Arunachal Pradesh was that she was unhappy with the decision of informal justice system (Gaon Burahs), then she took her case to formal justice system and instituted case against her husband for mistreating her and in the meantime the PC took her case to DLSA, Ziro as a beneficiary of Legal Services Authority Act, 1987. With proper monitoring the woman was able to get her right to maintenance as per law, which improved her faith in formal justice system.

- **Unjust service termination order for Village Guards (VGs) stayed at Assam High Court:**
In Tuensang, 2 Village Guards were terminated from their services without any reasonable ground and some other persons were recruited to take the post of VG. But through A2J team in Nagaland, the case was referred to Assam State Legal Services Authority Retainer, as a result it was challenged in the Assam High Court and Court ordered stay on such termination.
- **The Vigilance of PLVs helped in reporting misappropriation of funds amounting Rs. 27,000 by Chairperson & Secretary, Village Education Committee:**
The PLVs of Noksen LAC (Tuensang District) Mr. Motisang and Mr. Longposang came to learnt about the misappropriation of fund (Honorarium) amounting to Rs. 27,000/- by the Chairman and Secretary of Village Education Committee meant for the cook(helper) of Mid Day Meal Scheme in Government Primary School 'A', Government Primary School 'B' and Government Middle School of Noksen Village. PLV's reported the matter to the Village Council Members and the matter was taken up at Village Council Court and VEC Chairman and Secretary were asked to repay back Rs. 27,000/- (Twenty Seven Thousand) on the same day and later it was handed over to the three school authorities.
- **The PLVs helped in ensuring right to education & Disability Benefits Schemes of 12 year old disabled child:** A 12 years old disabled boy who aspired to become a teacher one day, couldn't continue and left his studies in the year 2014. He became disabled with broken leg after falling from roof of his house. His parents could not afford to send him to school due to poverty after his fourth standard and besides who would have wanted to invest on the education of disabled boy when the poverty stricken parents toil hard even to provide their five children two square meal a day. It came to the notice of the PLV Chingmei, Mr. Imlong Chaba. Somewhere in the month of April 2015 PLV met the boy's family and told them of the Disability Benefits Schemes and it was learnt that the family were ignorant about the schemes and therefore the PLV took note of their problem and he approached the School Authority of GMS Chingmei and helped the boy enrolled in the school, he also met Chingmei Council and took recommendation letter. Thereafter, PLV personally took the boy to Tuensang and visited Medical Officer and procured disabled Medical Certificate and visited Social Welfare Department and helped the boy submit his Disability Benefits Scheme form. PLV kept the track of it from time to time whenever he visited Tuensang and finally this year on 13th Day of May 2016, the boy received his payment book from the Social Welfare Department and now he will be entitled to receive Disabled Benefits with the help and initiative of PLV. The boy is studying in class 5 at GMS Chingmei.

2.5. Some of the Best Practices adopted

- **Healthy Convergence established in Nagaland to ensure Access to Justice in Mon & Tuensang:** The Government officials and Departments under Mon & Tuensang District viz., the DC (Deputy Commissioner), ADC (Addl. Deputy Commissioner), Superintendent of Police, DRDA (District Rural Development Agency), CWC (Child Welfare Committee) Women & Child Department, Labour department, DBs/GBs/VC and Church members are actively involved in the Access to Justice project and for implementation of various welfare schemes for children, widow, disabled, destitute women and for BPL family. There is a complete convergence to ensure access to justice in Mon & Tuensang district of Nagaland.
- **Legal Aid Clinics helping in lodging FIR in Missing Children cases:** Issues of missing children are reported to the LACs. The PLVs informed the matter to Panel Lawyer and under their direction and guidance the PLV filed FIR at the concerned Police Station and the police could successfully track the missing children and hand them over to parents in certain cases.
- **Sensitization about Arms Act to tribal households who carry homemade Arms as a customary practice:** Specially, in Mon District every household has two to three homemade Arms (rifles/shotgun etc.) which is a part of their customary practices and tradition. They were briefed on Arms Act to procure Arms license which is mandatory and to avoid consequences of possessing unlicensed Arms.
 - **Use of Information Technology to share information regarding vulnerable group and identifying the person in need of legal protection and care in Remote districts of Nagaland:** Whats App has been used by PLVs, DLSA staff and Project Coordinator, Project Assistant to share information regarding vulnerable group and identifying the person in need of legal protection and care. One human trafficking case was taken up by SLSA Nagaland through this medium
- **Churches Announcing about legal awareness programmes organized by A2J NEJK Project to ensure maximum participation:** A2J NEJK Project team encourages people to attend legal awareness programmes by disseminating information about its legal awareness Programme/legal aid clinics through announcement in the churches.

CHAPTER III

FIELD SURVEY FINDINGS: ASSAM, MEGHALAYA AND NAGALAND

3.1. Introduction

NPC Study Team has undertaken field surveys in the North Eastern states of **Assam, Meghalaya and Nagaland** for getting the feedback from both implementing Agencies and beneficiary categories on various initiatives/programmes taken up under the Scheme "**Access to Justice for Marginalized People**" (A2J Project) in the North Eastern States and the State of Jammu and Kashmir during XIIth Five Year Plan. Field surveys have been undertaken with structured questionnaires (**Annexure 1.1 to 1.6**).

The field surveys have been undertaken for various activities/programmes implemented under three broad areas such as **(a) Legal Literacy Initiatives** (State Resource Centre, Assam & State Resource Centre, Meghalaya), **(b) Legal literacy Project** (implemented by CSC e-Governance Services India Ltd across 8 North Eastern States) **(c) Legal Aid Clinics** (Nagaland State Legal Service Authority, Kohima).

In the following sections we discuss the field survey findings of the evaluation of the scheme under these three broad areas separately. Section 1 discusses the implementation of Legal Literacy Initiatives, **Section II** discusses Legal Literacy Project and **Section III** discusses Legal Aid Clinics.

SECTION I

3.2 LEGAL LITERACY INITIATIVES

Legal Literacy Initiatives is one of the important activities under the "Access to Justice for Marginalized People" (A2J Project) implemented in the North Eastern States and the State of Jammu and Kashmir. For implementation of the project in the North Eastern States such as **Assam, Sikkim and Tripura**, Department of Justice (DoJ) signed two Memorandum of Agreements (MoAs) with the State Resource Centre (SRC), Guwahati, with separate mandates and timelines.

- The first MoA "*Access to justice for marginalized People (A2J Project) in the eight North Eastern States and the State of Jammu and Kashmir*" was made and came into effect on 21st January 2016 and expired on 31st October 2016.
- The second MoA "*Review and printing of IEC materials on Legal Literacy components in other local dialects of Assam, Sikkim and Tripura*" was made and came into effect on 17th October 2016 and expired on 31st March 2017.

The project focuses on improving institutional capacities of key justice delivery institutions to serve the poor and disadvantaged people to seek and demand rights and justice. SRC Guwahati is a state body mandated with policy, planning, development and promotional activities relates to adult literacy and education in the state; and its continuing programme focuses on creating an aware and responsible society by providing knowledge on issues such as legal literacy, including knowledge of rights, duties and entitlements, development of teaching-learning and training materials for literacy programmes.

DoJ and SRC Guwahati have agreed that SRC Guwahati will conduct legal literacy activities in Sikkim, Tripura and Assam in accordance to Memorandum of Understanding signed on **2nd day of June, 2015** between DoJ and National Literacy Mission Authority (NLMA) at a total cost of **Rs.51.10 lakhs**.

3.2.1. Responsibilities of the parties

a. Under this MoA, SRC, Guwahati will

1. Organize workshop to review Information Education and Communication (IEC) materials on legal literacy.
2. Print IEC materials on legal literacy.
3. Organize training program of resource persons on Legal Literacy.
4. Organize refresher training programs for **resource persons** on legal Literacy.
5. Organize training program for 300 Preraks on Legal literacy at Assam, Sikkim and Tripura.
6. Organize Refresher training program for 300 Preraks on Legal literacy at Assam, Sikkim and Tripura.
7. Submit reports within 10 days of completion of activity.
8. Appoint a person who will be responsible to regularly communicate with DoJ regarding project progress- In case, if such person is not available then such role should be assigned to any senior member of the team.

b. DOJ will

1. Make timely payments to SRC Guwahati once all bills, invoice and report are found to be in order.
2. Provide to SRC Guwahati formats/templates for reporting.
3. Oversee and monitor the Project activities by making periodic visits to the Project sites
4. Provide timely feedback and comments on materials shared by SRC Guwahati.
5. Ensure that all deliverable set out in the Project Proposal are being satisfactorily carried and in accordance with the timelines set forth.

Both SRC Guwahati and DoJ shall in consultation with each other make use of each other's knowledge products and information accessed in relation to this project, subject to acknowledgement and attribution of the same.

c. DoJ and SRC Guwahati will

1. Monitor the quality of all legal literacy trainings and make necessary improvements in the quality of subsequent training;
2. Ensure regular reporting at frequent intervals under this MoA;
3. Review this MoA on quarterly basis or a period as mutually decided by the DoJ and SRC Guwahati
4. Remain committed to this MoA till 31st October, 2016 unless otherwise specified or terminated earlier with one month's notice by either Partner;
5. Not create any obligations or liabilities legal, financial or otherwise, for each other through this MoA.

3.2.2 Field Survey Observations

National Productivity Council has conducted field surveys at three locations viz **Bongaigaon**, **Goalpara** and **Guwahati**. The field study was conducted based on the terms of reference and MoA signed between DoJ & SRC.

As in the case of National Literacy Mission, the IEC materials on legal literacy have been channelized through Resource persons, Preraks and village trainers. The target group, therefore, included Resource persons, Preraks, village trainers and Common People/Direct Beneficiaries/Neo-literates. SRC office was also interviewed to get an over view of the project and to find out the reaction of the industry.

The details of the field surveys conducted are as follows:

| Sr. no | Stakeholder/ Respondents | Respondents (No) |
|--------------|--|------------------|
| 1 | SRC Office | 1 |
| 2 | Resource Persons | 6 |
| 3 | Preraks | 19 |
| 4 | Village Trainers | 4 |
| 5 | Beneficiaries(Common People/Direct /Neo-literates) | 22 |
| Total | | 52 |

3.2.2.1. STATE RESOURCE CENTRE (SRC) OFFICE - GUWAHATI

SRC Guwahati has the mandate to undertake activities in legal literacy activities in three North Eastern States such as Sikkim, Tripura and Assam.

1. As per the **first MoA**, SRC has been given extension of completion date from 31st October 2016 to 31st March 2017 with no additional budget. By March 31st 2017, SRC has made 100% physical progress and almost 100% financial progress as against sanctioned amount of Rs 51.10 lakhs they had spent Rs 50.43 lakhs.
2. Since the project has been extended till March 31st 2017, therefore, timeline in MoA of various activities changed accordingly. SRC as per MoA has organised workshop to review of IEC materials on legal literacy and got the material vetted from Assam State Legal Services Authority.
3. They have printed IEC materials on legal literacy. On 11 legal issues, SRC has prepared 1000 sets of 11 booklets each of Assamese, Bangla and Nepali languages and distributed to various Adult Education Centres (AECs) at Assam, Tripura and Sikkim respectively.

4. Similarly SRC has prepared pamphlets on 11 legal issues, 1000 set of 11 pamphlets for Assamese language and 500 set of 11 pamphlets each for Bangla and Nepali languages and they have also been distributed to various Adult Education Centres (AECs) at Assam, Tripura and Sikkim respectively.
5. SRC has also prepared posters on 2 legal issues, 1000 set of 2 posters of Assamese language and 500 set of 2 posters of Bangla and Nepali languages and they have also been distributed to various Adult Education Centres (AECs) at Assam, Tripura and Sikkim respectively.
6. Tripura being 100% literate state, there have been some administrative problems in implementing the project. Similarly it was difficult in Sikkim also due to local festivals and varied weather conditions in different parts,
7. SRC had organised training program and refresher training programs of 30 Resource Persons on Legal Literacy.
8. SRC had organised training program and refresher training programs of 300 Preraks on Legal Literacy at Assam, Sikkim and Tripura. The IEC material were completed and submitted. The Project completion report is submitted.
9. SRC has been regularly communicating with DoJ regarding project progress although due to no provision of funds has not appointed person exclusively for this purpose.
10. DoJ has provided formats/templates for reporting to SRC Guwahati and according quarterly reporting was done by SRC.
11. DoJ has overseen and monitored the Project activities by making periodic visits to the Project sites.
12. DoJ has given timely feedback and comments on materials provided to SRC Guwahati.

Monitoring the Quality of Legal Trainings

SRC has used various means for monitoring the quality of legal training. Some of the tools used for monitoring are:

- i) **Pre test & Post test:** SRC has developed a Questionnaire comprising of 25 questions on various legal issues. Pre test of the participants were done before starting the programme whereas Post Test was conducted after the completion of the sessions of the Training. They have observed remarkable changes in the answers of the Trainees in Post Tests.
- ii) **Evaluation Questionnaire:** An Evaluation Format was distributed to the participants at the end of each training. This format helps in modifying any loopholes of the Training.
- iii) **Monitoring Proforma:** Monitoring proforma were prepared for the Preraks. District Resource Persons of SRC Assam distributed the proforma to the Preraks and physically verified their Post Training activities. The Resource Persons collected the filled in formats and informed SRC.
- iv) **Feedback Format:** This Format was developed for the Trainees. The Trainees highlighted about each of the Legal Issues discussed in the Training.
- v) **Panelist from the trainees:** During the Refresher Trainings, Trainees were selected as Panelists for conducting the Sessions.

Relevance and Acceptability of IEC materials developed

The Information Education and Communication (IEC) material will help in empowering the illiterate and neo-literates to claim their Rights and Entitlements. The materials on 11 legal issues for Assamese,

Bangla and Nepali language is very useful and story based . It definitely fulfilled the need of such a material in local language, which can help the unreached people of remote areas. These are in simple language and inclusion of relevant illustrations with local attire can attract the reader. People will become aware of their Rights and certain Legal issues through these materials.

Second MoA "Review and printing of IEC materials on Legal Literacy components in other local dialects of Assam, Sikkim and Tripura"

1. As far as second MoA is concerned, SRC has completed the soft version of IEC materials on legal literacy components in other local dialects of Bodo, Karbi, Rabha language for Assam state and Bhutia, Lepcha, Limbu language for Sikkim State and Kokborok language for Tripura State.
2. SRC has made 100% financial progress of **Rs 15,29,000** sanctioned amount and only soft copies of material by March 31st 2017 whereas hard copies has been made in the month first week of July 2017 therefore 100% physical progress is only in the month of July.
3. SRC as per MoA has organised one day consultation with writers and Assam State Legal Services Authority to review of IEC materials on legal literacy.
4. SRC have printed IEC materials on legal literacy. On 11 legal issues, SRC has prepared 500 set of 11 booklets each of Bodo and Karbi languages and printed 300 set of 11 booklets of Rabha languages for Assam state, they have sent to DoJ and National Literacy Mission Authority.
5. SRC have also prepared and printed 300 set of 11 booklets each of Bhutia, Lepcha, Limbu language for Sikkim State and 300 set of 11 booklets of Kokborok language for Tripura State, they have sent to DoJ and National Literacy Mission Authority.
6. SRC have also prepared and printed pamphlets on 11 legal issues, 500 set of 11 pamphlets each of Bodo and Karbi languages and printed 300 set of 11 pamphlets of Rabha languages for Assam state, they have sent to DoJ and National Literacy Mission Authority.
7. Similarly SRC have also prepared and printed 300 set of 11 pamphlets each of Bhutia, Lepcha, Limbu language for Sikkim State and 300 set of 11 pamphlets of Kokborok language for Tripura State, they have sent to DoJ and National Literacy Mission Authority.
8. They had submitted soft copy of the report by March end and hard copy of the report was submitted in June month.
9. DoJ has provided formats/templates for reporting to SRC Guwahati.
10. DoJ has from time to time visited and monitored the project including the visit during the writers meet
11. DoJ has given written as well as telephonic feedback on materials provided to SRC Guwahati.

3.2.2.2 Feedback received from Resource Persons/Preraks/Village Trainers/Common People/Direct Beneficiaries/ Neo-literates

In order to find out the impact of the implementation of the Scheme Access to Justice for marginalized People a number of Resource Persons/Preraks/Village Trainers/Common People/Direct Beneficiaries/ Neo-literates were contacted. **Since Bodo, Karbi and Rabha dialect material is yet to be distributed; therefore, field level interactions were limited to Assamese local language literature material only.**

Although the field survey was conducted only in **Bongaigaon** and **Goalpara** Districts yet the information has been collected from the respondents from other districts of Assam as well. Some of

the respondents gathered at **Bongaigaon, Goalpara and Guwahati** locations were contacted and collected their response in the structured questionnaire.

Location wise coverage of field survey is as follows:

| Sr. no | Respondents Location | SRC Office | Resource Persons | Preraks | Village Trainers | Common People/Direct Beneficiaries/Neo-literates | Total |
|--------------|----------------------|------------|------------------|-----------|------------------|--|-----------|
| 1 | Guwahati | 1 | - | | | | 1 |
| 2 | Darang | | | 2 | | | 2 |
| 3 | Sonitpur | | 2 | 1 | | | 3 |
| 4 | Bongaigaon | | 1 | 7 | | 18 | 26 |
| 5 | Goalpara | | 1 | 3 | 4 | 4 | 12 |
| 6 | Kokrajhar | | 1 | 2 | | | 3 |
| 7 | Karbi Anglong | | 1 | 2 | | | 3 |
| 8 | Morigaon | | | 2 | | | 2 |
| Total | | 1 | 6 | 19 | 4 | 22 | 52 |

3.2.2.3 Feedback received from Resource Persons (District Education Officer & Block Education Officer)

Against a target of 30 Resource persons (RPs), they have given training to 30 RPs on April 6-8, 2016 and refresher training to 31 RPs on Sept 14-15, 2016 covering Assam, Sikkim and Tripura. Most of districts have one Resource person but some of the districts have 2-3 Resource persons as well.

Resource persons are given booklets/ posters/pamphlets legal literature on Assam language. They are providing training to Preraks at the Adult Education Centres (AECs). Since each RP gets limited sets of legal literature material, therefore it is not sufficient to distribute to all the Preraks under each RPs.

- Since refresher training is meant to discuss the problems, it is suggested that there should be two refresher trainings so that most of issues can be discussed in detail.
- Emphasis should be more on practical aspects and not theory alone.
- One day for Field visit is important factors for the Trainees, where they can practical demonstrate their knowledge gathered from the Training by solving some disputes in the field.
- Use of audio visual ads will be more helpful in making lot of things understand easily.
- In some cases, selection of RPs are done from those who are already working e.g. in Gram Panchayat, objective behind doing this was to involve persons/officials who are working in the field or are having field knowledge, so that the practical/field level realities/problems could be addressed in the trainings. Though some of them found it difficult to devote sufficient time.

3.2.2.4 Feedback received from Preraks/Village Trainers

A total of 357 District/Block Coordinators including 300 Preraks have given 3 days training from Assam, Sikkim and Tripura during different time of the year. Whereas a total of 313 District/Block

Coordinators including only 224 Preraks have given 3 days refresher training from Assam, Sikkim and Tripura during different time of the year.

Preraks are given booklets/posters/pamphlets legal literature on Assamese language. There are only two Preraks in one Gram Panchayat; therefore creating awareness is very difficult. Although they are providing training to village trainers yet not able to cover whole of Gram Panchayat as there is shortage of material to distribute to village trainers.

- More sets of material require to be given to village trainers.
- It is suggested that there should be two refresher trainings with more emphasis on practical aspects with solution to the problems.
- More awareness can be created by Cable channels/ Street drama etc.
- Awareness can also be created through Gram Panchayat meeting/ Self Help Groups/ Mohalla Smitis or through State Livelihood Program.
- Awareness camps with the presence of person with legal background are required for which there should be provision of some funds.

3.2.2.5 Feedback received from Beneficiaries

Most of the neo-literates beneficiaries contacted were females, since law is very vast subject many of them were not well versed with different type of legal literature. Some of the beneficiaries said that they have heard either one or maximum two legal issues out of the printed booklet of 11 legal issues As the booklets are in the process of dissemination , it will create good impact once it reaches the centers and to the beneficiaries. Issues like domestic violence, Girl trafficking, food subsidy is of major interest to them.

- There is lack of spread/awareness in rural areas among local/common people as most of them are illiterate or neo-literates.
- Some of the areas are situated in hilly areas, riverside areas it is difficult for them to assemble on stipulated time; therefore most of them are not at aware of any such project.
- Because of social restrictions and afraid, they don't approach police.
- Provision of Wall writing, Banners, Road shows, Hoarding will help in creating awareness.

3.2.3 Assam State Legal Services Authority (ASLSA)

Assam State Legal Services Authority (ASLSA) is an important stakeholder of the "Access to Justice for Marginalized People" (A2J Project) in the North Eastern States. DoJ has appointed a team of one Project Coordinator and one Project Assistant especially for this Project in 2014.

During field survey, NPC study team interacted with the Office of Member Secretary, ASLSA to get their feedback on the implementation of the scheme and also to get their views on the areas of improvement in the scheme "Access to Justice (NEJK) Project" for making it more effective and useful in the next three years.

- The team has submitted a proposal on Witch Haunting which needs to be considered by DoJ.

- At present there is no staff under this project at ASLSA. It is difficult to get detailed information. DoJ has given a lumpsum amount of **Rs 2 lacs** for creating relevant infrastructure at Office. As per information received they have utilized about **Rs 1.95 lacs** in buying computer and other administrative expenses and about **Rs 5000 approx** is laying with them unutilized. However, as per DoJ, the amount allotted for infrastructure was only Rs.1.31 lakhs and not Rs.2 lakhs.
- There is requirement of appointing Project Coordinator and Project Assistant for enhancing the chances of making “Access to Justice (NEJK) Project” more effective and useful.
- Out of 3300 CSC in Assam, as per the sanctioned project IEC material was provided to 1500 active CSC to create more awareness.
- Involvement of already existing Para Legal Volunteers (PLVs) would be very helpful in spreading awareness on legal initiatives.
- Synergy between different departments is urgent need of the hour for improving institutional capacities.
- Awareness funds should be there to enhance the reach of the scheme.

Methodology (Involvement of Participants)

- As the first Training conducted for Preraks, the level of interaction and sincerity was observed. The role play performed by Preraks on the second day highlighted the role of Preraks, AEC activities and new learners and IEC materials. By the end of the training, they participated in interaction by raising many questions and issues relevant in their area and discussed the way and means to bring out solutions. The Preraks could easily follow the presentations and are well versed with the topics.

Usefulness of the Materials used during program

- The materials used during the training were provided by SRC, Assam, which were distributed to all Preraks participants. The videos, Presentation/Documentation on various welfare Schemes and Sexual Harassment was informative for the participants
- The Pre evaluation test and Post Assessment test provided before the training and after the completion of training is really appreciable because through this system SRC can ascertain the level of knowledge of the participants before and after the training. Most of them scored low and average marks in the Pre Assessment Test but their performance increased tremendously in the Post Evaluation Test, which shows that they were able to learn well through the training.

3.2.4. Conclusion and Recommendations

- a. The IEC material is prepared in simple language with the inclusion of relevant illustrations with local attire that can attract the reader and wider reach to common people.
- b. As different departments are working on legal initiatives in the state, synergy between different departments would be helpful in building institutional capacities and to sensitize the funds.

- c. In order to get awareness of their Legal Rights through these materials, provision of things like Wall writing, Banners, Road shows, Hoarding, Street drama and telecasting on local Cable channels etc., will be helpful.
- d. Gram Panchayat meeting/Self Help Groups/Mohilla Smitis or program like State Livelihood can also propagate the legal literature among masses.
- e. Use of audio visual ads eg., Documentary film etc., will be more helpful in providing legal literacy easily.
- f. More sets of IEC material should be made available so that at least one set can be distributed to each of the village trainer.
- g. More emphasis need to be given especially during refresher trainings for the practical aspects with solution to the problems with the help of persons with legal background.
- h. Some provision of funds should be added for organizing camps for creating awareness at remote places.
- i. ASLSA role should not be limited to vet the IEC materials but for the spread of scheme ASALA can play a significant role especially through CSC and PLVs.

3.3. STATE RESOURCE CENTRE (SRC), SHILLONG, MEGHALAYA

The State Resource Centre (SRC) located at Shillong, Meghalaya covers three North Eastern States such as Nagaland, Manipur and Meghalaya.

Budgetary allocations and financial and physical progress during the XIIth Five year plan is given below:

| | | |
|----|---|--|
| 1. | Budget sanctioned | Rs. 44,82,333/- |
| 2. | Budget spent | Rs. 44,82,333/- |
| 3. | Status of settlement of accounts | Auditing under process |
| 4. | Period of the Project as per (MoU) | 7 months (January - July 2016) |
| 5. | Actual time taken to complete the project | 17 months |
| 6. | No. of Training Programmes proposed and conducted | Proposed - 2 Conducted - 2 1. Training of Resource Persons of Meghalaya, Manipur and Nagaland 2. Training Programmes for 300 Preraks (Meghalaya, Manipur and Nagaland) |
| 7. | No. of Refreshers Training Programme proposed and conducted | Proposed - 2 Conducted - 2 1. Refresher Training of Resource Persons of Meghalaya, Manipur and Nagaland 2. Refresher Training Programmes for 300 Preraks (Meghalaya, Manipur and Nagaland) |

| | | |
|-----|---|---|
| 8. | No. of persons trained/oriented in different categories | <ol style="list-style-type: none"> 1. Training of RPs - 23 2. Refresher Training of RPs -16 3. Training of Preraks - 249 4. Refresher Training of Preraks – 234 |
| 9. | No. of workshops proposed and conducted | <p>Proposed -1 Conducted -1</p> <ol style="list-style-type: none"> 1. Workshop to Review IEC Materials on Legal Literacy for the States of Meghalaya, Manipur and Nagaland |
| 10. | No. of IEC materials proposed and printed | <p>Proposed</p> <ol style="list-style-type: none"> 1. 11 Booklets each in Garo, Manipuri and English languages 2. 11 Folders each in Garo, Manipuri and English languages 3. 3 Posters, one each in Garo, Manipuri and English languages <p>Printed</p> <ol style="list-style-type: none"> 1. 11 Booklets each in Garo, Manipuri and English languages 2. 3 Posters, one each in Garo Manipuri and English languages |

3.3.1. NPC Field Observation regarding the Implementation of the Activities

- National Resource Persons from National Literacy Mission Authority (NLMA) were not conversant with local legal issues.
- Training material covered 11 most relevant legislations of the State, however, important legislations including Consumer rights, POSCO, Motor vehicle Acts etc., could be added
- Translated material is yet to be distributed to the people. Implementing organization reported that the material would be distributed by July end.
- Process of Translation of materials took longer time than initially proposed due to the difficulty in finding competent translators for translating the materials directly from Hindi to local languages. The materials had to be translated to English first and then to local language.
- After the review of materials, many rounds of corrections had to be undertaken. The process for the same took more time than expected. Since The SRC is in Shillong, materials were sent to Manipur for translation to Manipuri, it took a long time to receive them back despite regular follow up. These delays adversely affected the timeline of the programme.
- Another issue that was faced during the implementation of the programme was availability of Resource Persons. During the Preraks training, a number of Resource Persons who had been trained to further train the Preraks were not free to participate in these trainings as trainers due to unavoidable circumstances.
- As against target of **30 training of RPs and 300 Preraks**, it has been observed that 23 and 249 Preraks training has been conducted.
- As against target of **30 refresher training of RPs and 300 Preraks**, it has been observed that 16 and 234 Preraks training has been undertaken. Details of the training and allocations are given in table below.

Usefulness of the Content of the Training Program

- The content of the Preraks Training covered various Welfare Schemes, Customary Law as prevalent amongst various tribes. The content included Village Council Act and laws relating to Women & Children including various constitutional provisions in its simplest form. As a Prerak, the information and content covered all relevant requirements for Adult Education Centre (AEC) and included all the IEC ingredients that a Preraks shall learn and inculcate in carrying out the activities with the new learners.

Knowledge level of Resource Persons

- The resource persons took pains in training the Preraks on the given topics. Being non-legal professional, the presentations and understanding of the legal concept was appreciative as they worked on the simplest form of communication and use of presentation in power-point and using of common language for all understanding. It can be Suggested that the State Legal Services Authority of the respective States could provide Resource Persons on the legal subjects for such trainings.

Methodology (Involvement of Participants)

- As the first Training conducted for Preraks, the level of interaction and sincerity was observed. The role play performed by Preraks on the second day highlighted the role of Preraks, AEC activities and new learners and IEC materials. By the end of the training, they participated in interaction by raising many questions and issues relevant in their area and discussed the way and means to bring out solutions. The Preraks could easily follow the presentations and are well versed with the topics.

Usefulness of the Materials used during program

- The materials used during the training were provided by SRC, Shillong, which were distributed to all Preraks participants. The videos, Presentation/Documentation on various welfare Schemes and Sexual Harassment was informative for the participants

Logistics- accommodation

- The participants were asked to make their own arrangement for accommodation which created some inconvenience for them. It has been suggested that if the organizers can make logistic arrangements for the convenience of the participants in the next training.
- The Pre evaluation test and Post Assessment test provided before the training and after the completion of training is really appreciable because through this system SRC can ascertain the level of knowledge of the participants before and after the training. Most of them scored low and average marks in the Pre Assessment Test but their performance increased tremendously in the Post Evaluation Test, which shows that they were able to learn well through the training.

3.3.2. Feedback received on Training of Resource Persons on Legal Literacy for Meghalaya, Manipur Nagaland at Shillong

- The State Resource Centre, NEHU has organized three day training programme from 19th to 21st April, 2016 on Legal Literacy in collaboration with National Literacy Mission Authority, Government of India and Department of Justice, Govt. of India. The venue of the programme was New Guest House, NEHU, Shillong, Meghalaya. The participants benefited the programme and learnt about the Legal Literacy and important education in human life. They were motivated by the resource person's presentations. The total number of participants was 23, except one female all are male participants from three different states.
- Regarding the curriculum, 86% participants have responded positively for their expectation of training. For the gained knowledge application 100% of the participants said that it can be

benefited for the states. The resource persons were knowledgeable and they met the training objectives and 86% said training was effective. All the participants (100%) were satisfied with the well organized programme; they expected regular conduct of such type of training programme in future. 100% of the participants said that they learnt about legal literacy which is able to change and improved the people's mentality. They liked the RTI presentation more than the other topics. Some of them mentioned about Free Legal Aid, RTE and Sexual Harassment of women at work place, which are very important Act for human life. They have suggested that printed copy of the subjects should be supplied before the presentations.

- 100% of the participants said that over all programme was very good but expected qualified resource persons in future. Need more time and district level training which will be more effective, because such type of training can develop both state as well as the country as a whole.

SECTION II

LEGAL LITERACY PROJECT IN NORTH EASTERN STATES AND J&K

This project focuses on improving instructional capacities of key justice delivery institutions to serve the poor and disadvantaged people to seek and demand rights and justice. **The CSC e-Governance Service India limited which is a Special Purpose Vehicle (CSC SPV) of Department of Electronics and Information Technology, Government of India, to monitor the implementation of the Common Services Centre Scheme.** It provides a centralized collaborative framework for delivery of services to citizens through CSC besides ensuring systemic viability and sustainability of the scheme. The CSC SPV is implementing three legal literacy projects through Common Service Centres.

Implementing Agency- M/s CSC e-Governance Services India Limited (Ministry of Communications & Information Technology, Electronics Niketan, 3rd Floor, DeitY, 6, CGO, Complex, Lodhi Road, New Delhi-110003).

Physical and Financial progress during XIIth Five year plan : Project No. 1 sanctioned for Assam, Arunachal Pradesh, Meghalaya, Mizoram and Tripura during 2015-16 & Project No. 2 sanctioned for Manipur, Nagaland and Sikkim during 2016-17

| Year | Total Project Cost (Rs. Lakhs) | Funds Received from Central Govt. (Rs. Lakhs) | Expenditure Incurred (Rs. Lakhs) | Utilization Certificate Submitted (Rs. Lakhs) | Second installment for which utilization certificate yet to be received | Financial Progress (%) | Physical Progress (%) |
|---------|-------------------------------------|---|----------------------------------|---|---|------------------------|-----------------------|
| 2015-16 | Project No.1 for 5 NE States: 77.32 | 57.99 | 19.33 | 19.33 | 38.66 | 33.33% | 60% |
| 2016-17 | Project No. 2 for 3 states: 48.67 | 32.33 | 8.00 | 8.00 | 24.33 | 24.74% | 50% |

Project No. 3: Sanctioned for Legal Literacy Project in Jammu & Kashmir

| Year | Total Project Cost (Rs. Lakhs) | Funds Received from Central Govt. (Rs. Lakhs) | Expenditure Incurred (Rs. Lakhs) | Utilization Certificate Submitted (Rs. Lakhs) | Second installment for which utilization certificate yet to be received | Financial Progress (%) | Physical Progress (%) |
|---------|--------------------------------|---|----------------------------------|---|---|------------------------|-----------------------|
| 2016-17 | Project J&K state : 56.86 | 31.27 | 14.21 | 14.21 | 17.05 | 45.45% | 50% |

NPC study team evaluated the implementation of **Project No.1** and **Project No.2** in the North Eastern States for finding out the efficacy of the training program on legal literacy conducted by CSC SPV through CSC/VLE during XIIth Five year plan.

Project No.1 : Legal Literacy through Common Service Centre sanctioned for Assam, Arunachal Pradesh, Meghalaya, Mizoram and Tripura during 2015-16**Responsibilities of the parties:****Under the MoA, CSC SPV will:**

1. Conduct Baseline survey with sample size of 2000 Beneficiaries.
2. Identify 467 CSCs out of 1667 CSCs in the state of Assam, Arunachal Pradesh, Meghalaya, Mizoram and Tripura after discussion with DoJ so that it reaches to masses and marginalized.
3. Make a documentary film of approx 30 minute and translation of the film will be in 6 languages including Assamese, Bangali, English, Garo, Khasi and Mizo.
4. Print IEC material including banner and social media compaign, handbook for 18680 beneficiaries in 6 languages including Assmaese, Bangali, English, Garo, Khasi and Mizo.
5. Make one time Development and hosting of Online Monitoring Application.
6. Launch of project in states of Assam, Arunachal Pradesh, Meghalaya, Mizoram and Tripura.
7. Organize Master trainers training of 467 VLEs.
8. Conduct Impact Assessment study with sample size of 2000 Beneficiaries.
9. Submit report within 21 days of completion activity.
10. Appointment/nominate a person who will be responsible to regularly communicate with DoJ regarding project progress. In case, if such person is not available then such role should be assigned to any senior member of the team.

DoJ will:

1. Make timely payments to CSC SPV, once all bills, invoices and reports are found to be in order as per deliverables.
2. Provide to CSC- e –Governance Services India Limited format/template for reporting.
3. Oversee and monitor the project activities by making periodic visits to the project sites.
4. Provide timely feedback and comment on material shared by SPV.
5. Ensure that all deliverables set out in the project proposals are being satisfactorily carried and in accordance with the timelines set forth.

The Project agreement was signed on 23 March 2016 and was expected to be completed by 15 March 2017. As the project could not be completed on time, the agency requested to DoJ for the extension of the project for 5 months. Accordingly, the time period was extended till 15 August 2017. At the time of

the NPC field survey during July 2017, physical progress was reported by the implementing agency only at 60%.

Coverage of Field Survey for Legal literacy project- ASSAM

| Sr. No | Respondents District | CSC/ VLE | Beneficiaries | PLV | District Manager | State Project Incharge | Total |
|--------------|----------------------|----------|---------------|----------|------------------|------------------------|-----------|
| 1. | Darang | 3 | 14 | 3 | 2 | 1 | 23 |
| 2. | Sonitpur | 3 | 11 | 1 | 1 | | 16 |
| Total | | 6 | 25 | 4 | 3 | 1 | 39 |

Project wise field survey findings are given below: 5 States - (Assam, Arunachal Pradesh, Meghalaya, Mizoram and Tripura)

| Sl. no. | Activity name | Dates | Present status |
|---------|---|---|----------------|
| 1 | Conduct Baseline survey with sample size of 2000 Beneficiaries | | Completed |
| 2 | Identify 467 CSCs out of 1667 CSCs in the state of Assam, Arunachal Pradesh, Meghalaya, Mizoram and Tripura | | Completed |
| 3 | Make a documentary film of approx 30 minute and translation of the film will be in 6 languages including Assamese, Bangali, English, Garo, Khasi and Mizo | | Completed |
| 4 | 1.Translation of content in 8 languages (English, Assamese, Bengali, Manipuri, Nepali, Khasi, Mizo and Garo) | | Completed |
| | 2.Vetting of content | | Completed |
| | 3.Handbook and Banner designing | | Completed |
| | 4.Handbook and Banner printing | | Completed |
| 5 | Development of Online Monitoring Application | | |
| 6 | Launching of project in (Assam, Arunachal Pradesh, Meghalaya, Mizoram and Tripura) | Assam - 1st march, , Arunachal Pradesh - 25th march, Meghalaya - 27th march, Mizoram - 28th march and Tripura - 25th march. | |
| 7 | 1.VLEs Master Training workshops in Assam | Dibrugarh - 1st march, Jorhat - 3rd march, Sonitpur - 4th march, Nagaon - 6th march & Darrang - 8th march | Completed |
| | 2.VLEs Master Training workshops in Arunachal Pradesh | Itanagar - 25th march | Completed |
| | 3.VLEs Master Training workshops in Meghalaya | West Jaintia Hill - 27th march & West Khasi Hills - 30th march | Completed |

| | | | |
|----|---|--|---|
| | 4.VLEs Master Training workshops in Mizoram | Aizwal - 28th march | Completed |
| | 5.VLEs Master Training workshops in Tripura | Agartala - 25th march | Completed |
| | 6. Legal Literacy sessions conducted by VLEs | Assam - 371 ; Arunachal Pradesh -20 ; Meghalaya -139 ; Mizoram - 29; and Tripura -48 | As on 10th July, 2017 (Assam, Meghalaya, Mizoram and Tripura) have achieved the target as per assigned CSCs to cover. |
| 8 | Conduct Impact Assessment study with sample size of 2000 Beneficiaries | | Under Process |
| 9 | Submit report within 21 days of completion activity. | | To be completed. |
| 10 | Appointment/nominate a person who will be responsible to regularly communicate with DoJ regarding project progress. | Senior Manager, CSC SPV | Appointed |

NPC Field Survey Observations - Assam

Based on the feedback received during the field survey with State CSC team, Districts Manager, Darang and Sonitpur Districts of Assam, CSC/VCE and Beneficiaries of LLP Project, the following observations are given:

1. As per the timelines of the agreement, training materials and documentary films should have been ready by July-Sept 2016. However, the material was ready only by February 2017 due to the delay in the finalization of the contents.
2. Documentary film and training booklet is not very much useful because content of the film needed as per local legal requirements. Training material is not originally prepared in Assamese language. Originally film was prepared in English and translated to Assamese language.
3. Formal communication/ letter and detailed programme schedule was not sent in advance to selected CSC/VLE. Most of the VLEs received telephonic information one day before the start of the Master training of VLEs by District Manager.
4. As per agreement CSC/VLE the training should have been for the entire day. However, it was only a meeting by CSC H.Q and state Project Team with the help of District Manager for 3-4 Hrs without much training. At district H.Q. during the meeting two people from CSC HQ along with DM of CSC had shown the documentary film. VLEs do not have any Legal background. During the training CSC H.Q team provided 16 GB Pen-drive containing 30 minute documentary film, soft copy of the booklet, Hard copy of 40 training Booklet and One Banner to each CSC/VLE.
5. For conducting training at village level certain expenditures are to be borne which is not clearly spelt out by CSC HQ. VLEs had to bear expenditure (projector, venue arrangement, training fee for VLE, refreshments) roughly about Rs.3000-4500 per programme. They were asked to sign blank invoice for reimbursing the amount which they got after three to Five months minus TDS. Therefore, it is suggested that clear provision needs to be added in the budget for such trainings. As law is very wide subject, it is difficult to grasp everything at one go. Therefore when discussed with the VLE, it was found that VLEs were not able to answer the queries on certain law. Therefore it is suggested to involve panel lawyers/Final Semester Law students/District Judicial officers and to increase the number of trainings of VLEs so that they can be made well versed in the basic legislations.
6. For clearing doubts/seeking legal assistance, there is no contact details provided in the booklet hence it is suggested to Add the contact details for assistance..

Project no. 2: Legal Literacy through Common Service Centre in Manipur, Nagaland and Sikkim**Responsibilities of the parties:****Under the MoA, CSC SPV will:**

1. Conduct Baseline survey with sample size of 500 Beneficiaries.
2. Make a documentary film of approx 30 minute and translation of the film will be in 2 languages including Manipuri and Nepali.
3. Print IEC material including banner and social media campaign for 433 CSCs and handbook for 17320 beneficiaries.
4. Launch project in states of Manipur, Nagaland and Sikkim.
5. Organize Master trainers training of 433 VLEs.
6. Conduct Impact Assessment study with sample size of 5000 Beneficiaries.
7. Submit reports within 21 days of completion activity.
8. Appointment/nominate a person who will be responsible to regularly communicate with DoJ regarding project progress. In case, if such person is not available then such role should be assigned to any senior member of the team.

DoJ will:

1. Make timely payments to CSC SPV, once all bills, invoices and reports are found to be in order as per deliverables.
2. Provide to CSC- e –Governance Services India Limited format/template for reporting.
3. Oversee and monitor the project activities by making periodic visits to the project sites.
4. Provide timely feedback and comment on material shared by SPV.
5. Ensure that all deliverables set out in the project proposals are being satisfactorily carried and in accordance with the timelines set forth.

Project cost is **Rs.48.67 lakhs** and the agreement was signed on **23 March 2016** and it expired on 15 March, 2017. Since the project could not be completed within the time period, the agency was given an extension of 7 months till October 2017 to complete the work.

Respondents covered across districts under legal literacy project- Nagaland

| Sr. No | Respondents District | CSC/ VLE | District Manager | State Project Manager | Total |
|--------------|----------------------|----------|------------------|-----------------------|----------|
| 1. | Peren | 1 | 1 | 1 | 3 |
| 2. | Dimapur | 1 | 1 | | 2 |
| 3. | Kohima | 1 | 1* | | 1 |
| Total | | 3 | 2 | 1 | 6 |

* District Manager of Nagaland was also the District Manager of Kohima .

Project wise field survey findings are given below: 3 States - (Manipur, Nagaland and Sikkim)

| Sl. no. | Activity name | Dates | Present status |
|---------|--|--|--|
| 1 | Conduct Baseline survey with sample size of 500 Beneficiaries | | Completed |
| 2 | Identify 433 CSCs in the state of Manipur, Nagaland and Sikkim | | Completed |
| 3 | Make a documentary film of approx 30 minute and translation of the film will be in 2 languages including Manipuri and Nepali | Duration of the film : 63 mins 09 sec | Completed |
| 4 | Print IEC material including banner and social media campaign for 433 CSCs and handbook for 17320 beneficiaries. | | Completed |
| 5 | Launching of project in Manipur, Nagaland and Sikkim | Nagaland - 21st march Gangtok - 29th march Imphal - 21st April | Completed |
| 6 | Organize Master Trainers Training of 433 VLEs in Nagaland, Manipur | Dimapur - 21st march & Tuensang - 24th march Imphal - 21st April; Chandel and Thoubal - 22nd April and Bishnupur - 24th April | Completed only in Manipur and Nagaland. Sikkim to be taken up |
| 7 | Legal Literacy sessions conducted by VLEs | Nagaland -109 ; Sikkim - 04 and Manipur - 129 | As on 10th July, 2017 (Nagaland & Manipur) have achieved the target as per assigned CSCs to cover. Sikkim is lagging behind. |
| 8 | Conduct Impact Assessment study with sample size of 500 Beneficiaries | | Not Complete |
| 9 | Submit report within 21 days of completion activity. | | Not Complete |
| 10 | Appointment/nominate a person who will be responsible to regularly communicate with DoJ regarding project progress. | Senior Manager, CSC SPV | Appointed |

Printing of IEC materials for Legal Literacy Activities

| Criteria | | Years (Numbers of IEC Material printed) | Languages |
|---|-----------------------|---|---|
| | | 2016-17 | |
| No. of Legal Literacy Activities | | | |
| Preparing Information, Education and Communication (IEC) material | ➤ Booklets(Numbers) | For 5 States : 18,680 For 3 States : 17,320 J & k : 20,000 | 5 states : Assamese, Bengali, English, Garo, Khasi & Mizo. 3 states : Manipuri & Nepali. J&K : Hindi & Urdu. |
| | ➤ Pen drives(Numbers) | For 5 States : 18,680 For 3 States : 17,320 | 5 states : Assamese, Bengali, English, Garo, Khasi & Mizo. 3 states : Manipuri & Nepali |
| | ➤ Banners(Numbers) | Banners: For 5 states : 467 For 3 states : 433 For J&K : 500 | English |
| | ➤ Social Media | Not Done | |

Feedback received from implementing agency e-Governance Services India Ltd., during the Legal Literacy Project:

- As the content was the most important part of the program, the perfection of the content was highly required therefore the finalization of the main content took little long time.
- During shooting it was difficult to re-identify artists. Due to festival season the identified actors did not turn up. The team had to conduct auditions again.
- After the shooting was completed multiple shots were reviewed to give it a final view.
- For handbook which was translated into 7 NE languages (Assamese, Bengali, Manipuri, Khasi, Mizo, Garo and Nepali). Vetting of content from State Legal Service Authority/Law School took approx 2-3 months. Unavailability of officials made the process lengthy. The officials also demanded letter from DoJ which was timely issued by DoJ.

Major Benefits of Legal Literacy Project

- (a) It was for the first time such project was implemented, the content was simple and the citizens were able to understand.
- (b) In few places the citizens also referred the content in the handbook and contacted the local authority to resolve cases.
- (c) At most places the local authority such as Panchayat members, Lawyers, BDO was invited which provided weightage to the program.
- (d) A few local citizens also responded that they the sessions were an eye opener for them.

Additional measures required to make Legal Literacy Project more effective

- (a) There should be more number of CSCs to cover so that maximum number of citizens could be benefited from it.
- (b) There should be increase in the no. of sessions to be conducted and the program should be spread in more no. of districts.
- (c) The frequency of the session can be increased.

Major issues/problems faced for the timely completion of the project

- (a) Due to rain and power cut in certain places the VLEs were unable to upload the data on time.
- (b) At Few locations internet connectivity was an issue. Because at places the network was quite week.
- (c) Commuting from one place to another was difficult for the citizen because of geographical trance.

Major Improvements/ modifications/reforms proposed in the studies/ projects

- Training content can be made more accessible to the respondents by producing them in regional languages
- Formal training in legal matters should be made available to VLEs to qualify them as certified paralegal professionals who can then contribute effectively in enhancing the legal knowledge of the community.
- Instead of holding one training session over a few hours, training can be spread over a week covering different issues on different days to maximize retaining and learning output. Further, training sessions should be followed by follow up sessions on a regular basis to ensure optimum success.
- Refresher training could also be conducted.

Suggestions for improvement in the scheme for “Access to Justice (NEJK) Project” during 2017-18 to 2019-20 by the implementing agency

- (a) Apart from 7 languages other language should be included.
- (b) If the project is expanded at least one legal resource should be included who could address the local queries of the citizens.
- (c) The time frame to roll out the project can be increased taking into consideration other factors.

Feedback from State Project Manager, LLP, Nagaland

1. Out the 188 VLE's, only 109 VLE's have completed the minimum quota of 40+ beneficiaries and thereby accumulated a total of 4360 beneficiaries. In the case of Peren District 15 Legal Literacy session should have been conducted by CSC/VLE but only 1 such session at Tesen Village was undertaken by CSC/VLE.
2. The LLP started off with a State Level Training Program at Dimapur DC Office Conference Hall on 21st of March, 2017, where all the DM's were trained including VLEs of Dimapur district. It was inaugurated by Mr.Imti Imsong, President of Nagaland Bar Association as Chief Guest. After the training, all the DM's went to their respective districts and provided the Training for the VLE's with the respective NALSA Lawyers in the districts. The VLE training was completed before the 31st of March, 2017.
3. The VLE's accompanied by some DM's then provided the LLP training to the beneficiaries in their respective locality/area and completed them by the end of May, 2017. With a combined effort the CSC Team Nagaland has proudly achieved the allotted target for LLP training with a very positive result.

Problems Faced

Some of the problems faced during LLP are:

1. **Connectivity:** This was a major problem, though the objective was to cover even the remotest of places the road and weather conditions did not allow satisfactory coverage.
2. **Mind Set:** The mindset of the rural communities depending on the Communal Courts has been a major factor in showing steadfast result of the Program.
3. **Time:** The Time constraints for completing the Program hindered coverage and quality of the program.

Suggestions from the state of Nagaland are:

1. Provide ample time for preparation and execution of any programs including LLP, which is a critical and necessary initiative for the region.
2. There should be a certain fund limit for the VLE's and DM's to conduct any kind of workshop and campaigns to avoid any hindrance.

LLP Status Report of Zunheboto District

The LLP training was provided to 2 VLE's and they provided the LLP training to 200+ beneficiaries.

Because of poor road connectivity one VLE has to take training at Kohima District and the other at Mokokchung District.

The VLE's then provided the LLP training and uploaded the data by the end of May, 2017.

Report of Tuensang District on Legal Literacy Project

It is a very educative and productive project. Beneficiaries reported that they had learnt a lot about their basic rights and also the right provided to each one of the public by the Government of India. Nine topics under this LLP project had to be covered but only 7 topics were taken up because 2 of the topics were found not applicable inside Nagaland state i.e,

1. SCs/Sts Prevention of atrocities Act 1989
2. The STs and other traditional forest dwellers Act 2006

One of the most interested topics was RTI and many questions were raised by the public. The response was good and had a good feedback after the training.

Some of the challenges faced by District Managers are given below:

1. District Managers trained CSC VLEs from their own expenditure because they don't get invoice/bill in the rural areas to claim the expenses.
2. No TA/DA for training in the blocks.
3. No Transport for getting into the blocks hence the District Managers had to arrange private transport from own resources which is very expensive in the rural areas.
4. Internet Connectivity problems. Sometimes when people ask us question about the laws which we are unaware and we have to look into the internet.
5. Very poor and dangerous road conditions and also high consumption of fuel due to use of 4x4 gear in the vehicle.
6. Very high fuel price coupled with poor availability (minimum of Rs. 80 to 90 per liter of petrol depending on the supply or higher in some interior places).
7. High cost for food and other emergency needs also an issue at the interiors.

Suggestions

1. To have written the rights/Acts on billboards (in local/tribal or English language) and to be displayed at main junctions.
2. To include Nagaland customary laws topic for Nagaland.
3. To provide transport and fuel facility to the District Managers and VLEs.
4. Advance payment must be provided for training expenditure.
5. Need to notify and provide training for DM and CSC/VLEs in advance before the start of the project.

Report on legal literacy programme (LLP) under Mon district

Legal Literacy awareness programme was held in different location under Mon dist with VLE along with participants. The materials provided by CSC Nagaland i.e. Pen-drive which contain 9 chapters of various Articles on legal awareness were of great help in pursuing and enabling legal aid for the rural citizens and most importantly, it would help rural citizens in providing legal aid on various issues/cases through PLV.

LLP training was held on the following location:-

| Sl. No | Location | Date | No. of participants |
|--------|-------------|------------|---------------------|
| 1 | Mon town | 28/03/2017 | 46 |
| 2 | Shangnyu | 30/03/2017 | 42 |
| 3 | Mon village | 08/04/2017 | 39 |
| 4 | Phomching | 11/04/2017 | 48 |

Report on LLP Peren District, Nagaland 2017

1. Status & Progress on LLP:-

- Received LLP training and Materials (Pen drives) for all DMs of Nagaland on 21st March 2017 at DC conference Hall Dimapur.
- Training provided with materials (Pen drives) as per the directives received on 21st March 2017 to my VLEs on 24th March 2017 at DC conference hall Peren.
- 1 awareness campaign on LLP provided to more than 100 beneficiaries by CSC Tesen, where they are legally literate now. VLE then uploaded data by end of May 2017.

2. Problems faced by District Manager:-

- Most of the projects are informed/trained at last moment without any advance notice, sometimes DMs, CSC/VLEs feel that they are treated step motherly by the Head Quarters.
- Some project materials received from Delhi after the training program is over eg. Handbooks for LLP.
- Had to bear project expenses from own pocket money and so far no reimbursement from CSC head office even after invoices were sent.
- The mindset of the rural communities depending on the Communal Courts has been a major factor in getting the required results of the programme.
- Connectivity/transportation issues (this was a major problem, though the objectives was to cover even the remotest of places the road and weather conditions are a major challenge).

3. Suggestions/Modifications:-

- For the successful implementation of the project there is need for timely information, availability of funds and program material on time.
- Alternate mode of reimbursement for the state of Nagaland since there are problems in getting proper invoices/cash memo from shops/hotels,
- There is a need for designating government/school/Panchayat premises for holding trainings/meetings for VLEs/citizens.

NPC Field Survey Observations - Nagaland

Based on the feedback received during the field survey with State Project Manager, Districts Manager, Deemapur, Peren, Kohima, Zunheboto, Mon and Tuensang Districts of Nagaland, CSC/VLE and Beneficiaries of LLP Project, the following observations are given:

- As per agreement CSC/VLE the training should have been for the entire day. However, it was only a meeting by CSC H.Q and state Project Team with the help of District Manger for 3-4 Hrs without much training. At district H.Q. during the meeting two people from CSC HQ along with DM of CSC had shown the documentary film. VLEs do not have any Legal background. During the training CSC H.Q team provided 16 GB Pen-drive containing 30 minute documentary film, soft copy of the booklet, Hard copy of 40 training Booklet and One Banner to each CSC/VLE. Many DM and VLE informed that they received lesser number than the proposed one.
- The training materials and documentary films were produced and completed by CSC by March 2017. .
- Formal communication/ letter and detailed programme schedule was not sent in advance to selected CSC/VLE. Most of the VLEs received telephonic information one day before the start of the Master training of VLEs by District Manager.
- For conducting training at village level certain expenditures are to be borne which is not clearly spelt out by CSC HQ. VLEs had to bear expenditure (projector, venue arrangement, training fee for VLE, refreshments) roughly about Rs.3000-4500 per programme. There is need to add provisions for such expenditures. As informed by the beneficiaries and VLEs, the training session could be made more useful by involving the law/legal Resource Persons in the training.
- For clearing doubts/seeking legal assistance, there is no contact details provided in the booklet hence the beneficiaries were not able to take advantage of the scheme.

SECTION III

LEGAL AID CLINIC PROJECT IN NAGALAND

The objective of the project include :

- To enhance access to justice to the marginalized community by setting up a total of **46 Legal Aid Clinic** in Nagaland in the Sub-Divisions and Cluster of Villages (**24 in Tuensang** and **22 in Mon** Districts respectively).
- To spread legal awareness amongst the marginalized community in the areas mentioned above and to provided them free legal aid; and
- To create a robust cadre of trained panel of lawyers and Para Legal Volunteers (PLVs) in the two districts to strengthen the Access to Justice Program.

Memorandum of Association was laid down the framework under which Nagaland State Legal Service Authority (SLSA) will establish 46 Legal Aid Clinics in the 2 Districts of the state of Nagaland, ie., Tuensang and Mon, over a period of 2 years, and provide training to panel of lawyers and para legal volunteers, civil society organizations, law students, *dobashish* and the village community in the two districts to strengthen the 'Access to Justice' program.

MoA was signed on 27 October 2014 for the period of 2 years with an expiry date of 31 Oct 2016 at a total Project Cost of Rs.273.91 lakhs.

Physical and Financial Progress during XIIth Five year plan

| Year | Total Project Cost (Rs. Lakhs) | Funds Received from Central Govt. (Rs. Lakhs) | Expenditure Incurred (Rs. Lakhs) | Utilization Certificate Submitted (Rs. Lakhs) | Physical Progress (%) |
|--------------|--------------------------------|---|----------------------------------|---|-----------------------|
| 2012-13 | -- | -- | -- | -- | -- |
| 2013-14 | 82.17 | 42.43 | 15.39 | 15.39 | 5.62 |
| 2014-15 | 82.17 | 156.41 | 163.30 | 163.30 | 59.61 |
| 2015-16 | 54.78 | 73.44 | 77.98 | 77.98 | 28.47 |
| 2016-17 | 54.78 | 3.60 | 15.25 | 15.25 | 5.56 |
| Total | 273.91 | 273.91 | 271.93 | 271.92 | 100 |

Summary Report on the activities of Tuensang & Mon project

The two project districts of Nagaland namely Tuensang & Mon is the most backward districts of Nagaland which have been cut off from the main stream and disadvantaged by its topographic features and isolated by internal conflicts amongst the tribes and insurgency. However, the both phases of the project could be successfully implemented. First phase Nov 2014 to Oct 2015 and 2nd phase starting from November 2015 to October, 2016 overcoming all the obstacles and challenges with the support of the PLVs, the NGOs based in the districts, Panel lawyers appointed under the project, the village councils, the law enforcements agencies and the district administration.

During the initiation of the **1st phase (1st November 2014 – Oct 2015)**, the people were ignorant about their legal rights and duties, they were completely blinded under the customary practices and the village councils exercised all the powers in deciding cases of civil and criminal nature which discriminated the women and children especially. Also, the village councils were ignorant about the powers, jurisdiction, and duties vested under the Nagaland Village and Area Council Act, 1978, thus, resulting of misuse of powers and infringing upon the fundamental rights of the people.

However, with the implementation of the project with the strength of **16 trained panel lawyers, 92 PLVs, students** of Law College, Kohima, **2 NGOs** and **GaonBuras** and **Dobashis** from both the districts, the access to justice project paved ways for victims of domestic violence, child labor, child marriage, Rape, trafficking, victims under POCSO, disabled persons, Lok Adalat, consumer rights senior citizens etc.

Each of the LACs are manned by **2 PLVs** in rotation every week with the panel lawyers along with the students of Kohima Law College visiting the LACs once a week and conduct legal awareness programmes besides taking up court based legal aid cases.

During the 1st phase of the project, the beneficiaries were reluctant to attend the legal awareness & literacy programmes as they believed that the customary law was the ultimate law of the land. Moreover, the village councils in both the district had misconception that with the implementation

of the project, their powers, trust and standing in the village will be diminished and infringed and did not discouraged the people to avail the legal aid services. Even the beneficiaries who come forward to attend such seminars expected money/conveyance for attending the seminar which was a great hurdle. Gradually, the purpose of the project was made to understand with the immense support of the Student Organizations, the Church, Women Leaders and the district administrations working with the panel lawyers, the court and the PLVs.

After all the effort, the village council will invite one or two of the women folk as representative from the village and not inform to the rest of them and the participation of the students from schools were minimal.

As such, the women leaders and PLVs and other stake holders through their door to door campaign and printing of legal literacy materials in various dialects started to create awareness and to understand their legal rights.

During the 2nd phase, the beneficiaries increased to ten folds and provided many court based free legal services. The beneficiaries appreciated on educating them with various central and State welfare schemes during the 2nd phase, which the people were deprived off from the govt. agencies. And not only that, the PLVs and panel lawyers are assisting to file RTIs and approach such departments for the villagers.

Besides the problem with connectivity and logistic issues, there exist communal issues in the district of Tuensang between the tribes which cause delay to implement the project. And the panel lawyer, PLVs of these particular tribes in conflict are apprehensive and life risking to visit such LACs in the village. However, the deliverables under the problem could be completed.

Some of the achievements under the initiatives of the A2J Project Nagaland in the districts of Mon & Tuensang through the implementation of innovative idea/schemes/project to meet stakeholders' requirement are as follows:

- i. Legal awareness stalls are put up in the venue during the important National events like Independence Day, Republic Day, Statehood day etc where the PLVs and Panel Lawyers distribute leaflets and flyers to the public and introduce about Access to justice project and free legal services to the delegates and officials attending the programme. Such things could be initiated in other states .
- ii. Also in collaboration with the Nagaland State Legal Services Authority and Law Department, panel lawyers including empanelled lawyers under the 'Access to justice Project' distributed legal materials and flyers during the State Hornbill Festival which is held from 1st Dec to 10th Dec very year and provided free legal advices to the visitors and also create awareness through street plays on child labor, Consumer Rights and short films on Juveniles etc. Similar activities could be organized in other states.
- iii. In collaboration with the Labor department in the districts, the schemes under the Building and Construction Workers Act 1996, the Child Labour (Prohibition and Regulation) Act 1986, the Workmen's Compensation Act 1923 awareness are initiated to the public through legal awareness programmes and assist such unskilled workers to file the forms of various schemes and benefits for the children scholarship and maternity benefits.

- iv. In collaboration with the Social Welfare department, various welfare schemes applicable in the State are made known during the legal awareness programmes and help the villagers to approach the govt. agencies to get the benefits through the PLVs and Panel lawyers.
- v. The Panel lawyers and PLVs work with the NGOs, District welfare officers, Protection Officer and women leaders who provide assistance to Rape victims and victim of sexual harassment.
- vi. The PLVs volunteers to assist the Disaster Management in the district to provide rehabilitation during natural calamities
- vii. Under the Access to justice Project various legal materials are translated in their local dialects for better understand of the legal services and to create awareness.

Expenditure incurred by SLSA in the Districts of Mon and Tuensang for the period November 2016 to June 2017

| SL. NO | Particulars | Amount |
|--------|--|----------------|
| 1 | Payments made to the lawyers including legal fee and expenses for allotted cases, honorarium for Jail visits, visits to legal services clinic, awareness programs, campaign etc. | 436289 |
| 2 | Payments made to PLVs for the activities in LAC | 317000 |
| 3 | Expenses incurred in training programmes for lawyers, PLVs other stakeholders including payments of honorarium to trainers | 361418 |
| 4 | Expenses for legal services clinics other than payments to lawyers and PLVs | 76602 |
| 5 | Expenses incurred in conducting awareness programme, legal literacy programs campaigns etc excluding payments to Panel Lawyers and PLV | 664726 |
| | Total | 1856045 |

Success Stories, Case reference through LACs

1. A 15 years old girl by the name Sangke went missing from her home at Manyakshu Village on 16th January, 2016. The parents of the child reported the matter to the PLV of Manyakshu LAC, the PLV informed the Panel Lawyers about the incident and under the guidance and directions given by the panel lawyers the PLV initiated and went to the nearest Police Station and lodge an FIR about the missing girl on 18th January 2016. Just two days after lodging the complaint the police were able to track the missing child where she was rescued from Tizit town from the house of her lover. The police brought back the girl and handed over to her parents. After interrogation and investigation by the police it was found out that the girl willingly eloped with her partner from her parental house.
2. A person by the name Phulao was serving as Information Assistant on fixed scale under Information Public Relation Department, on serving 12 years regularly on his 13th year of his service without any prior notice he was terminated from his service by falsely implicating him as non performance of his duty by the Department. The aggrieved person approached the Manyakshu LAC for legal advice on this matter, so the PLV referred this case to the Frontal Office Mon DLSA. And Mon DLSA rendered free legal aid to the aggrieved person and engaged him an Advocate. And on 7th January 2016 a petition regarding this case has been filed in the Gauhati High Court, Kohima Bench.
3. In Aboi town a drunkard Police Officer was causing great trouble to the general public for quite a long time, by harassing the innocent public with no reason. Sensing the danger of this corrupted and violent nature of the Police Officer in town the PLV of Aboi LAC collaborated with an NGO and filed a complaint against the corrupted Police Officer to the Higher Authority. The concern Department took necessary action against that Policeman and is under suspension period.

Impact of Legal Interventions under Legal Aid Clinic Project – Selected Cases

| S.N. | Male/ Female | Name of organization / person from where the case was identified/re ferred | Name of student/ lawyer | Legal interventions | Result of the intervention |
|------|-----------------|--|----------------------------|--|---|
| 1 | Male | PLVs of Tizit LAC | Adv. Mannon | Provided free legal aid in the course of the trial | Matter fixed for production of Accused |
| 2 | Male | PLVs of Tizit LAC | Adv. Mannon | Provided free legal aid in the course of the trial | Case disposed on 19/7/16 |
| 3 | Male | PLVs of Tizit LAC | Adv. Mannon | Provided free legal aid in the course of the trial | Case disposed on 14/7/16. The accused pleaded not guilty on the ground that the injury caused |

| | | | | | |
|----|--------|--|--|--|---|
| | | | | | to the deceased was on self defence. |
| 4 | Female | PLVs of Aboi LAC | Adv. Mannon | Provided free legal aid in the course of the trial | Case disposed on 14/7/16. Accused convicted under Section 318 IPC and sentence to pay fine of Rs.5000 & 2 years simple imprisonment. |
| 5 | Male | PLVs of Longwa LAC | Adv. Mannon | Filed a Zimma petition | Order granted for release of vehicle |
| 6 | Male | PLVs of Phomching LAC | Adv Mannon | Provided free legal aid in the course of the trial | Discharge |
| 7 | Male | Mr.Yemlong PLV of New Chingmei Village LAC | Adv. Antimangyang & Adv.Yimsusangla .Chang | Accused on bail | Under investigation |
| 8 | Male | PLV of Pathso Village LAC | Sr.Adv.Taka Masa | Provided free legal aid in the course of the trial | Order pronounced on14.09/16 |
| 9 | Male | Mon DLSA | Adv Mannon | Provided free legal aid in the course of the trial | Case disposed on 16/6/16. Accused convicted. Sentence him to undergo 7 years Rigorous imprisonment |
| 10 | Male | Mon DLSA | Adv Mannon | Provided free legal aid | Case withdrawn on compromised between the parties |
| 11 | Male | PLVs of Aboi LAC | Adv Mannon | Provided free legal aid | Order passed to released the Juvenile from the Juvenile home where the juvenile served under custody for two months |
| 12 | Male | Mon DLSA | Adv Mannon | Provided free legal aid in the course of the trial | Case disposed on 19/7/16. Accused convicted. Sentence him to undergo 5 years Rigorous imprisonment |
| 13 | Male | Mon DLSA | Adv Mannon | Provided free legal aid in the course of the trial | Case disposed on 19/7/16. Judgement pronounced Accused convicted under Section 302 IPC and Sentence him to undergo Rigorous imprisonment for life |

| | | | | | |
|----|------|-----------------------|------------------|--|---|
| 14 | Male | Mon DLSA | Adv Mannon | Provided free legal aid in the course of the trial | Case disposed on 24/5/16. Admission of guilt by the accused .Sentence him to undergo 6 months simple imprisonment |
| 15 | Male | Mon DLSA | Adv Mannon | Provided free legal aid in the course of the trial | Accused pleaded guilty. Accused sentenced to pay fine of 1000 and to undergo 15 days simple imprisonment |
| 16 | Male | PLVs of Phomching LAC | Adv Mannon | Provided free legal aid in the course of the trial | Discharge |
| 17 | Male | Mon DLSA | Adv Mannon | Provided free legal aid in the course of the trial | Convicted on 27/1/16 to Undergo S.I for 4 months & 6 days |
| 18 | Male | Mon Village LAC | Sr.Adv Taka Masa | Provided free legal aid in the course of the trial | Order Pronounced |

NPC Field Survey Observations

Feedbacks collected from Member Secretary, Nagaland State Legal Service Authority, Project Assistant, Panel Lawyer, Para Legal Volunteer (PLVs) and Beneficiaries are summarized below.

Legal Aid Clinic (LACs) Project (Nagaland) was started as a pilot Project for Two years. So far about 9000 persons got benefitted from this project. As a result of the achievements and success stories of LACs, the community is requesting to set up LACs in more village. Therefore, if the project gets extended in other States and Districts more people could get the benefit of the project.

The PLVs appointed under A2J projects were provided extensive training by the empanelled Lawyers from time to time and regular visit to LACs for conducting Legal Awareness Seminars in the LACs whereas the DLSAs (District Legal Services Authority) cannot cover up all the LACs as being done by the A2J Team. The DLSA of Mon and Tuensang can only cover the villages surrounding the front office which is situated at District Court. The entire LACs under A2J Project cannot be covered up with the strength of only the DLSAs in both the District (because there is only two and three stationed Panel Lawyers in Mon and Tuensang). So far the proactive PLVs from Nagaland State Legal Service Authority are identified from these two District of Mon and Tuensang and most of the activities and achievements of NSLSA are because of their success stories.

Apart from the fixed salary per month no additional benefits or allowance is allotted to the PC/PA. For carrying out the project/work, they have to do a lot of travelling to the remotest

part of the State which is very risky and hectic, of which no DA/TA is provided. The salary is very unsatisfactory, for over 36 months PC/PA is working in the Project with not a single hike in the salary with just Rs 15000 salary for Project Assistant and Rs.30000 for the Project Coordinator from the inception of the project till date. So if the Concern Department can enhance the salary, double the salary of the present salary since there is no hike in salary from the inception. Salary increment on yearly basis to be implemented. In addition to the salary extra incentives should also be provided like DA/TA, Medical benefits, Mobile/internet allowance, stationary etc because mostly PC/PA are on field trip and constant in touch with the beneficiaries and service providers who acts as an agent in the grass root level between the common man and the Department.

Since the responsibilities and duties of Project Assistant is almost equivalent to the work of Project Coordinator so there should not be a gap of 50% salary difference between the salary of PC and PA. Therefore, for preparing such kinds of activities which require the work of professionals, if funds could be allotted to hire the professionals to work on various specific subjects.

Panel Lawyer

While going for LACs visit, the villagers raised their concern due to transportation problem LACs benefit are availed by the villagers where the LACs are setup and the neighbouring villages finds it difficult to go to other village to avail Legal Aid so requested to open up more LACs.

A2J project is covering only two District, so appeal the Authority to kindly extend this project even to other Districts and other States also where the people are still ignorant about their legal rights and totally detached from the mainstream.

Challenges Faced By LAC Project Team

PC/PA faces logistic problem which causes delay since most of the activities require constant travelling to connect with the LACs and beneficiaries.

- After the burning of NSLSA Office on 2nd February 2017 along with 20 government offices, the PC/PA are facing difficulties as the infrastructures provided by DOJ including all the assets, equipment and records under the A2J Project is completely burnt up during the fire incident and we don't even have space for A2J in NSLSA office.

ISSUES :

- For Project Completion Report: Due to the burning of our office (NSLSA office along with more than twenty offices) on 2nd February 2017, the files and reports which we have collected from the LACs are all burnt up completely. Therefore, to go and collect reports again from the concerned LACs Member Secretary written letter to Director DoJ dated 4th March 2017 for fund and continuation of the Project

Coordinator and the reply is still awaited hence NSLSA is unable to collect data and submit the Project completion report to DoJ.

- The A2J project in Nagaland as per the work plan is already completed in November, 2016 and the Utilisation certificate already submitted by NSLSA.

Suggestions and Recommendations

Legal Aid Clinic Project need to be continued and extended in the north eastern states. There should be adequate infrastructure and one PLV in every LAC with 1 Project Coordinator for every district, for more due to the poor connectivity of one village to the other.

Department of Justice need to form a Project Monitoring and Implementation Committee with under the Chairmanship of Chief Secretary with members Principal Secretary, Member Secretary, Dy. Commissioner and District Sessions Judge and officials of DoJ for better functioning.

Honorarium of PLVs is very low at Rs.2000 per month without any TA and DA provision. Based on the feedback received from the PLV's, their honorarium should be at least 7500 per month.

Honorarium of Panel Lawyers also needs to be increased as per job responsibilities under Legal aid clinic.

At present salary of the Project Assistant is Rs.15000/- per month. As per work allocation there is a need to increase it to Rs.30000/- with travel allowance for day to day activities. Project is still running and Project Assistant is busy in compilation of Project Report. Legal training material needs to be developed in all major tribal languages of both districts as well as in all the States

CHAPTER IV

SUMMARY AND RECOMMENDATIONS

4.1. Summary

The Department of Justice, Ministry of Law and Justice, Government of India, in the year 2012, had received the Standing Financial Committee (SFC) approval for the Plan Scheme “**Access to Justice- NE and J&K**” for XIIth Five year plan. The project seeks to address the needs of poor and vulnerable persons in these regions. It mainly focuses on supporting justice delivery systems by improving their capacities to serve the people and in empowering the ordinary people to access their rights and entitlements. The project is aimed at poor and vulnerable sections of the society and the interventions are taken up at the community level rather than targeting individuals.

There is a Project Management Team at the centre consisting of Project Manager, Project Officer, Monitoring and Evaluation Officer, Contract Specialist and Office Assistant. The team is responsible for overall management of the project.

Difficulties faced by the team members are as following:-

- The responsibilities and duties are not specified and also the salary structure has disparities and requires restructuring.
- When the team members travel to project states they face difficulty in communicating with the local people there, it is recommended to provide language experts for better communication and better monitoring.
- Also there is no provision for issuing of I.D. card to the PMT and because of that they suffer inconvenience in travelling to the most backward places of the project states. The following activities were implemented under “Access to Justice- NE and J&K” during -XIIth Five year plan:
 - Training of Preraks of Saakshar Bharat Mission implemented by State Resource Centres, Assam (covered Sikkim & Tripura), Meghalaya (covered Nagaland & Manipur) and Arunachal Pradesh.
 - Training of Village Level Entrepreneurs (VLEs) of Common Services Centers (CSCs) conducted in all states of North Eastern States.
 - Printing of IEC material in local dialects under the SRC and CSC projects.
 - Developing skits in local dialect under the project with University of Kashmir.
 - Establishment of 46 Legal Aid Clinics in the remote villages of Nagaland through Nagaland SLA.

In the year 2012-13, Rs.5 Crores was earmarked for implementation of the project in 8 North Eastern States and J&K. Total Budget Estimate was reported at Rs.33 Crores and the revised estimate reported at Rs.20.20 crores and the actual expenditure incurred was reported at

Rs.12.85 Crores during XIIth Five year plan. Total number of direct beneficiaries under the scheme has been estimated at **87268** persons.

As the project completed its first phase on 31st March, 2017, Department of Justice proposes to conduct Evaluation of the scheme so that the best practices developed during the implementation of the scheme could be documented and carried forward.

During XIIth Five year plan **17 programmes** have been undertaken by DoJ with total approved cost of **Rs.10.51 crores** of which **Rs.7.33 crores** has already been disbursed to the implementing agencies based on the progress of the programmes.

4.2. Summary of Findings and Recommendations – Legal Literacy Initiatives (LLI)

4.2.1. State Resource Centre - Assam

- The Information Education and Communication (IEC) material will help in empowering the illiterate and neo-literates to claim their Rights and Entitlements. The materials on 11 legal issues for Assamese, Bangla and Nepali language is very useful and story based. It definitely fulfilled the need of such a material in local language, which can help the unreached people of remote areas. These are in simple language and inclusion of relevant illustrations with local attire can attract the reader. People will become aware of their Rights and certain Legal issues through these materials.
- Resource persons are given booklets/ posters/pamphlets legal literature on Assam language. They are providing training to Preraks at the Adult Education Centres (AECs). Since each RP gets limited sets of legal literature material, therefore it is not sufficient to distribute to all the Preraks under each RPs.
- Since refresher training is meant to discuss the problems, it is suggested that there should be two refresher trainings so that most of issues can be discussed in detail.
- Emphasis should be more on practical aspects and not theory alone.
- One day field visit is important factor for the Trainees, where they can practical demonstrate their knowledge, gathered from the Training by practically dealing the some disputes in the field.
- Use of audio visual ads will be more helpful in making lot of things understand easily.
- In some cases, selection of RPs are done from those who are already working e.g. in Gram Panchayat, therefore are not in position to devote sufficient time.
- The preraks are only training the Sakshar Bharat Learners, however, there is a need to extent it to youth and adolescents and general public as well.
- Since law is a wide subject Most of the female neo-literates beneficiaries contacted were not well versed with different type of legal literature. Therefore it is recommended that the intensity and the number of such trainings should be increased. Issues like domestic violence, Girl trafficking, food subsidy is of major interest to them. More Projects on such issues needs to be developed.

- There is lack of spread/awareness in rural areas among local/common people as most of them are illiterate or neo-literates.
- Some of the areas are situated in hilly areas, riverside areas it is difficult for them to assemble on stipulated time; therefore most of them are not at aware of any such project.
- **Because of social restrictions and fear, they don't approach police.**
- Provision of Wall writing, Banners, Road shows, Hoarding will help in creating awareness.
- The awareness programmes are not very effective due to the lack of trained legal professional in the implementation which needs to be addressed at the next phase of implementation.

4.2.3. State Resource Centre – Shillong, Meghalaya

- After the review of materials, many rounds of corrections had to be undertaken. The process for the same took more time than expected. SRC Shillong had to send materials to Manipur for translation in Manipuri language. This process took a lot of time to receive the translated material despite regular follow up. This sort of delay adversely affect the timeline of the programme.
- Another issue that was confronted during the implementation of the programme was availability of Resource Persons. During the Preraks training, a number of Resource Persons who had been trained to further train the Preraks were not free to participate in these trainings as trainers due to unavoidable circumstances.
- As against target of **30 training of RPs and 300 Preraks**, it has been observed that 23 and 249 Preraks training has been conducted.
- As against target of **30 refresher training of RPs and 300 Preraks**, it has been observed that 16 and 234 Preraks training has been undertaken.
- **IEC Material** should also be developed in Khasi language of Meghalaya, Kuki language of Manipur and Kuzha, Tenipdia, Konyak and Sumi language of Nagaland.
- While developing the IEC material, there is a need to include more locally relevant legislations/act/laws.
- Projects should be sanctioned time bound manner by Department of Justice and monitoring on a regular basis. State Legal Services Authority, Officials of National Legal Services Authority, Dept. of Justice and District and State Administration.
- Timely release of funds from DoJ to Implementing Agency for more effective implementation.

4.3. Summary of Findings and Recommendations – Legal Literacy Projects

4.3.1. Assam

- The training materials and documentary films were ready by February 2017 due to the delay in the finalization of the contents.

- The content of the Documentary film and training booklet should be made in more and more regional languages. Most of the VLEs received telephonic information one day before the start of the Master training of VLEs by District Manager. Prior information needs to be shared with the VLEs.
- As per agreement CSC/VLE the training should have been for the entire day. However, it was only a meeting by CSC H.Q and state Project Team with the help of District Manger for 3-4 Hrs At district H.Q. during the meeting two people from CSC HQ along with DM of CSC had shown the documentary film. VLEs do not have any Legal background. During the training CSC H.Q team provided 16 GB Pen-drive containing 30 minute documentary film, soft copy of the booklet, Hard copy of 40 training Booklet and One Banner to each CSC/VLE.
- For conducting training at village level certain expenditures are to be borne which is not clearly spelt out by CSC HQ. VLEs had to bear expenditure (projector, venue arrangement, training fee for VLE, refreshments) roughly about Rs.3000-4500 per programme. This needs to be added in the budget.

4.3.2. Nagaland

- It was for the first time such project was implemented, the content was simple and the citizens were able to understand.
- In few places the citizens also referred the content in the handbook and contacted the local authority to resolve cases.
- At most places the local authority such as Panchayat members, Lawyers, BDO was invited which provided weight age to the program.
- At few local citizens also responded that the sessions were an eye opener for them.
- There should be more number of CSCs to cover so that maximum number of citizens could be benefited from it.
- There should be the increase in number of sessions to be conduct in more no. of districts.
- The frequency of the session can be increased.
- Due to rain and power cut in certain places the VLEs were unable to upload the data on time.
- In few locations, internet connectivity was an issue. Commuting from one place to another was difficult for the citizen because of geographical trance.
- Training content can be made more accessible to the respondents by producing them in more regional languages
- Formal training in legal matters should be made available to VLEs to qualify them as certified paralegal professionals who can then contribute effectively in enhancing the legal knowledge of the community.
- Instead of holding one training session over a few hours, training can be spread over a week covering different issues on different days to maximize retaining and learning output. Further, training sessions should be followed by follow up sessions on a regular basis to ensure optimum success.
- Refresher training could also be conducted.

- Apart from 7 languages other local tribal language should be included.
- If the project is expanded at least one legal resource should be included who could address the local queries of the citizens.
- The time frame to roll out the project can be increased taking into consideration other factors.
- Present form of Legal Literacy Project implementation can be made more effective by involving legal professionals at different stages of implementation.

4.4. Findings and Recommendations - Legal Aid Clinics Project in Tuensang and Mon Districts of Nagaland

- Legal Aid Clinic (LACs) Project (Nagaland) was started as a pilot Project for Two years.
- So far about 9000 persons got benefitted from this project.
- As a result of the achievements and success stories of LACs, the community is requesting to set up LACs in more villages.
- Therefore, in the next leg of implementation of the project more LACs could be opened on similar pattern in other North Eastern States.
- The PLVs appointed under A2J projects were provided extensive training by the empanelled Lawyers from time to time and regular visit to LACs for conducting Legal Awareness Seminars in the LACs whereas the DLSAs (District Legal Services Authority) cannot cover up all the LACs as being done by the A2J Team.
- PC/PA are looking into the overall affairs of the project with only two manpower .
- To carry out so many responsibilities with only the strength of two staff is not possible, so in order to systematize the working system, along with the Project Coordinator and Project Assistant in order to maintain and manage the accounts at least one Accountant to be appointed under the Project.
- Apart from the fixed salary per month no additional benefits or allowance is allotted to the PC/PA. For carrying out the project/work, they have to do a lot of travelling to the remotest part of the State which is very risky and no DA/TA is provided. The salary is very unsatisfactory, for over 36 months PC/PA is working in the Project without any increase in the salary. Project Assistant is paid Rs 15000/- per month and Project Coordinator is paid Rs.30000/- per month. Salary increment on yearly basis need to be implemented. In addition to the salary extra incentives should also be provided like DA/TA, Medical benefits, Mobile/internet allowance, stationary etc because most PC/PA are on field and in constant touch with the beneficiaries and service providers who acts as an agent at the grass root level between the Common man and the Department.
- For rendering effective service and producing resourceful team leaders if DOJ can conduct yearly trainings for PC/PA and enhance the emoluments befitting to the services rendered by PC/PA.
- Ministry of Law and Justice need to form a Project Monitoring and Implementation Committee under the Chairmanship of Joint Secretary of Department of Justice, including members including officials of National State Legal Services Authority,

Project Management Team of Access to Justice(NEJK) project, Law Secretary of the state , for better functioning and monitoring.

- Legal training material needs to be developed in all major tribal languages of both districts.

Based on the feedback received during the field surveys of a cross section of stakeholder categories such as State Legal Service Authorities, State Resource Centres, CSC-eGovernance India Ltd, Judicial officers, Lawyers, Resource Persons, PLVs, Preraks etc., drawn from three selected states such as Assam, Meghalaya and Nagaland, there is sufficient evidence to prove that the Programme on “Access to Justice – North East and Jammu & Kashmir” during XIIth Five year plan contributed positively towards the access to justice of the people from far off regions. Since the Project started only in 2016-17 and most of the IEC material developed under the Project is still in the process of distribution to the beneficiaries, the real impact could be measured afterwards. However, based on the feedback from the field, there is a need to continue the scheme with modifications and more coverage with improved monitoring mechanisms with the involvement of State Law Department, Rural Development and Panchayati Raj Institutions, Tribal Justice and Tribal Affairs functionaries, Resource Centers, Organizations, Departments working on the issues of Legal awareness, women and child development, Lok Adalats, Mediation and Arbitration etc. for realizing and expanding the reach of justice delivery institutions to serve the poor and disadvantaged people to seek and demand their legal rights.

ANNEXURE 1.1

SURVEY QUESTIONNAIRE : STATE RESOURCE CENTRE (SRC)

National Productivity Council (NPC) under Ministry of Commerce & Industry, Government of India, has been engaged by Department of Justice, M/o Law and Justice, Government of India, to undertake “**Third Party Evaluation of Scheme of Access to Justice (NEJK) Project during XIIth Five year plan**”. The evaluation study would focus on the implementation of the Scheme in terms of physical and financial targets and achievements with a view to assess the quality of trainings provided, actual work completion status, coverage, methodology and timelines, reasons for delay and deliverables. Further, the study would also focus on the recommendations suggested for improving the institutional capacities of Key Justice Delivery Institutions to serve the poor and disadvantaged people to seek and demand Rights and Justice with respect to the recommendations of project and the monitoring mechanism developed for the implementation of the Scheme.

The information/data provided would be kept confidential and would be utilized exclusively for the study purposes only.

1.State code (1=Assam, 2=Nagaland, 3=Meghalaya)

2.Name & Address of the Centre: -----

Phone _____ Email _____

3.Contact Person and Designation-----

4.Please provide information on Amount of Assistance received and utilised

| Year | Total Project Cost (Rs. Lakhs) | Funds Received from Central Govt. (Rs. Lakhs) | Expenditure Incurred (Rs. Lakhs) | Utilization Certificate Submitted (Rs. Lakhs) | Financial Progress (%) | Physical Progress (%) |
|---------|--------------------------------|---|----------------------------------|---|------------------------|-----------------------|
| 2012-13 | | | | | | |
| 2013-14 | | | | | | |
| 2014-15 | | | | | | |
| 2015-16 | | | | | | |
| 2016-17 | | | | | | |

5.Release of Payment of the Access to justice in NE & J& K Project & Physical Progress

| Sl. No. | Name of the Project | Release of Payments (Rs. Lakhs & Date) | | | Physical Progress as on 31 March 2017 (%) | Financial Progress as on 31 March 2017 (%) | Remarks (Present Status and Problems issues, if any) |
|---------|---------------------|--|--------------------------|-------------------------|---|--|--|
| | | First Installment (20%) | Second Installment (40%) | Third Installment (40%) | | | |
| | | | | | | | |

| | | | | | | | |
|----|--|--|--|--|--|--|--|
| 1. | | | | | | | |
| 2. | | | | | | | |
| 3. | | | | | | | |

6. Please provide information on Legal Literacy Activities
(Please enclose one set of the IEC materials printed for the project)

| Criteria | | Years | | | | | Remarks |
|---|---------------------|---------|---------|---------|---------|---------|---------|
| | | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | |
| No. of Legal Literacy Activities | | | | | | | |
| Preparing Information, Education and Communication (IEC) material | ➤Booklets(Numbers) | | | | | | |
| | ➤Pamphlets(Numbers) | | | | | | |
| | ➤Posters(Numbers) | | | | | | |
| ➤Any other (pl specify) | | | | | | | |

7. Have you organized the review workshop before finalizing the IEC material ?
(1=Yes/2=No)
If yes, please Give details

8. Have you prepared materail in local language? (1=Yes/2=No)
If yes, please provide language wise information regarding distribution of the mate

9. Have you provided Training & Refresher Training to Resource Persons ?
(1=Yes/2=No)

9.1. If yes, please provide yearwise details regarding training

| Criteria | Years | | | | | | Remarks |
|----------------------------------|---------|--------------|----------|--------------|----------|--------------|---------|
| | 2014-15 | | 2015-16 | | 2016-17 | | |
| | No. | Duratio n | No. . | Duratio n | No. . | Duratio n | |
| No. of Training conducted | | | | | | | |
| No. of Resource | | | | | | | |

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| Persons trained | | | | | | | |
| No. of Refresher Training conducted | | | | | | | |
| No. of Resource Persons given Refresher Training | | | | | | | |

(Please enclose list of Resource person Trained and Resource person given Refresher Training with contact Details)

10. Have you provided Training & Refresher Training to Preraks ? (1=Yes/2=No)

10.1. If yes, please provide yearwise details regarding training

| Criteria | Years | | | | | | Remarks |
|---|---------|--------------|---------|--------------|---------|--------------|---------|
| | 2014-15 | | 2015-16 | | 2016-17 | | |
| | No. | Duratio n | No. | Duratio n | No. | Duratio n | |
| No. of Training conducted | | | | | | | |
| No. of Preraks Trained | | | | | | | |
| No. of Refresher Training conducted | | | | | | | |
| No. of Preraks given Refresher Training | | | | | | | |

(Please enclose list of Preraks Trained and Preraks given Refresher Training with contact Details)

11. Have you prepared any Course Materials regarding the Training & Refresher Training conducted for

Resource Persons? (1=Yes/2=No)

If yes, please provide details

12. Have you prepared any Course Materials regarding the Training & Refresher Training conducted for

Preraks? (1=Yes/2=No)

If yes, please provide details

13. Have you collected any feedback from the trainees regarding the training conducted ?

(1=Yes/2=No)

If yes, please provide details

14. In your opinion, what is the quality of trainings provided, relevance and acceptability of IEC materials developed?

15. Please provide information on training conducted during XII five year plan

| Criteria | | Years | | | | | Remarks |
|-------------------------------|--------|---------|---------|---------|---------|---------|---------|
| | | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | |
| No. of persons Trained | | | | | | | |
| General | Male | | | | | | |
| | Female | | | | | | |
| Scheduled Castes | Male | | | | | | |
| | Female | | | | | | |
| Scheduled Tribes | Male | | | | | | |
| | Female | | | | | | |
| Local folks | Male | | | | | | |
| | Female | | | | | | |
| Any other (pl. specify) | | | | | | | |

16. Have you provided training to National Literacy Mission Authority (NLMA)?
(1=Yes/2=No)

| Criteria | Years | | | | | Remarks |
|----------------------------------|---------|---------|---------|---------|---------|---------|
| | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | |
| No. of Training conducted | | | | | | |
| No. of persons trained | | | | | | |

If yes, please provide yearwise details regarding training

17. In your opinion, what changes are required in trainings provided to make it more productive?

| Changes Suggested | Purpose |
|-------------------|---------|
| | |
| | |

18. What are the major issues/problems faced in the timely completion, of the project?
Please give details
19. Please provide (project wise) major Improvements/ modifications/reforms proposed in the studies/ projects (in point wise manner).
20. Please give your suggestions for improvement in the scheme for “ Access to Justice (NEJK) project” more effective and useful from the point of view of improving institutional capacities of key justice deliver institutions to serve the poor and disadvantaged people to seek and demand rights justice during 2017-18 to 2019-20.

Details of Documents Required :

- a) Please provide the details of monitoring undertaken by Department of Justice Officials to the projects .
- b) Please provide a copy of the Completion Report as per agreement signed between Department of Justice and State Resource Centre.
- c) Please provide a copy of the Physical & Financial progress of the study during XIIth Five year plan
- d) Please provide a copy of the Agreement & Sanction letter of the study during XII Plan

Name of the Official/Investigator:

Signature: _____

Place of Survey: _____

Date: _____

Name and Signature of Head/ Representative of SRC
with Seal

Thank you

ANNEXURE 1.2

SURVEY QUESTIONNAIRE: COMMON SERVICE CENTRE (CSC)

National Productivity Council (NPC) under Ministry of Commerce & Industry, Government of India, has been engaged by Department of Justice, M/o Law and Justice, Government of India, to undertake “**Third Party Evaluation of Scheme of Access to Justice (NEJK) Project during XII Plan**”. The evaluation study would focus on the implementation of the Scheme in terms of physical and financial targets and achievements with a view to assess the quality of trainings provided, actual work completion status, coverage, methodology and timelines, reasons for delay and deliverables. Further, the study would also focus on the recommendations suggested for improving the institutional capacities of Key Justice Delivery Institutions to serve the poor and disadvantaged people to seek and demand Rights and Justice with respect to the recommendations of project and the monitoring mechanism developed for the implementation of the Scheme.

The information/data provided would be kept confidential and would be utilized exclusively for the study purposes only.

1.State code (1=Assam, 2=Nagaland, 3=Meghalaya)

2.Name of the Contact Person-----

----- Name of the Agency-----

Address of the Centre -----

Phone_____ Email _____

3.Contact Person and Designation-----

4.Please provide information on Amount of Assistance received and utilised

| Year | Total Project Cost (Rs. Lakhs) | Funds Received from Central Govt. (Rs. Lakhs) | Expenditure Incurred (Rs. Lakhs) | Utilization Certificate Submitted (Rs. Lakhs) | Financial Progress (%) | Physical Progress (%) |
|---------|--------------------------------|---|----------------------------------|---|------------------------|-----------------------|
| 2012-13 | | | | | | |
| 2013-14 | | | | | | |
| 2014-15 | | | | | | |
| 2015-16 | | | | | | |
| 2016-17 | | | | | | |

5. Release of Payment of the Access to justice in NE & J& K Project & Physical Progress

| Sl. No. | Name of the Project | Release of Payments (Rs. Lakhs & Date) | | | | Physical Progress as on 31 March 2017 (%) | Financial Progress as on 31 March 2017 (%) | Remarks (Present Status and Problems issues, if any) |
|---------|---------------------|--|--------------------------|-------------------------|--------------------------|---|--|--|
| | | First Installment (30%) | Second Installment (30%) | Third Installment (20%) | Fourth Installment (20%) | | | |
| 4. | | | | | | | | |
| 5. | | | | | | | | |
| 6. | | | | | | | | |

6. Have you undertaken baseline survey under the Project ? (1=Yes/2=No)

If yes, please Give details

7. Have you prepared any documentary Films under the Project ? (1=Yes/2=No)

If yes, please Give details of the following

- Duration of the film
- Films translated in which all languages .

(please also provide the video of the film in CD)

8. Please provide information on Printing of IEC materials for Legal Literacy Activities

| Criteria | Years (Numbers of IEC Material printed) | | | | | Languages | Remarks |
|---|--|---------|---------|---------|---------|-----------|---------|
| | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | | |
| No. of Legal Literacy Activities | | | | | | | |
| Preparation of Information, | ➤Booklets(Numbers) | | | | | | |
| | ➤Pamphlets(Numbers) | | | | | | |

| | | | | | | | | |
|--|-------------------|--|--|--|--|--|--|--|
| Education and Communication (IEC) material | ➤Posters(Numbers) | | | | | | | |
| | ➤Social Media | | | | | | | |
| ➤Any other (pl specify) | | | | | | | | |
| (Please enclose one set of printed IEC material for each language for the project) | | | | | | | | |

When did you launch the IEC material in the Concerned States

(Please enclose the Documentray evidence for Lauching the IEC Material)

9.Please provide the following details Master Trainers Training regarding Legal Literacy Project

| Number | 2015-16 | 2016-17 |
|-----------------------------------|---------|---------|
| State/ District Project Team | | |
| Resource Person | | |
| Village level Entrepreneur (VLEs) | | |
| Any Other | | |
| Beneficiaries of the project | | |

10.Have you undertaken Impact Assessmnet study for the Project ? (1=Yes/2=No)

If yes, please Give details(Please enclose soft copy of the report)

11.Have you developed and hosted any online monitoring application for the Project ?

(1=Yes/2=No)

If yes, please Give details(Please provide the link for the online application)

12.What are the major constraints you are facing in Legal Literacy Project?

13.In your Opinion, what are the major benefits of Legal Literacy Project?

14. What are the additional measures required to make Legal Literacy Project more effective?

15. What are the major issues/problems faced for the timely completion of the project?
Please give details

16. Please provide (project wise) major Improvements/ modifications/reforms proposed in the studies/ projects (in point wise manner).

17. Please give your suggestions for improvement in the scheme for “ Access to Justice (NEJK) Project” more effective and useful from the point of view of improving institutional capacities of key justice deliver institutions to serve the poor and disadvantaged people to seek and demand rights justice during 2017-18 to 2019-20.

Details of Documents Required :

- e) Please provide the details of monitoring undertaken by Department of Justice Officials to the projects .
- f) Please provide a copy of the Completion Report as per agreement signed between Department of Justice and CSC e-Governance Services India Limited.
- g) Please provide a copy of the Physical & Financial progress of the study as per milestone/timeline specified in the Agreement.
- h) Please provide a copy of the Agreement & Sanction letter of the study during XII Plan

Name of the Official/Investigator:

Signature: _____

Place of Survey: _____

Date: _____

Name and Signature of Head/ Representative of CSC -SPV
with Seal

Thank you

ANNEXURE 1.3

QUESTIONNAIRE FOR VILLAGE LEVEL ENTREPRENEUR (VLE)

1.Name & Address of the Village Level Entrepreneur: -----

Phone _____ Email _____

2.How you got involved in Legal Literacy Project?

3.Please provide details regarding Legal literacy Project?

| | |
|---------------------------------|--|
| Awareness | |
| Usefulness | |
| Reasons for low response; if so | |

4.What are the major constraints faced in Legal literacy Project?

5.In your Opinion, what are the major differences incurred after Legal literacy Project?

6.What are the major reasons for low participation in Legal literacy Project, if so

7.What are the additional measures need to be taken to make Legal literacy Project more Productive?

THANK YOU

ANNEXURE 1.4

SURVEY QUESTIONNAIRE : NAGALAND –
STATE LEGAL SERVICE AUTHORITY

National Productivity Council (NPC) under Ministry of Commerce & Industry, Government of India, has been engaged by Department of Justice, M/o Law and Justice, Government of India, to undertake “**Third Party Evaluation of Scheme of Access to Justice (NEJK) Project during XII Plan**”. The evaluation study would focus on the implementation of the Scheme in terms of physical and financial targets and achievements with a view to assess the quality of trainings provided, actual work completion status, coverage, methodology and timelines, reasons for delay and deliverables. Further, the study would also focus on the recommendations suggested for improving the institutional capacities of Key Justice Delivery Institutions to serve the poor and disadvantaged people to seek and demand Rights and Justice with respect to the recommendations of project and the monitoring mechanism developed for the implementation of the Scheme.

The information/data provided would be kept confidential and would be utilized exclusively for the study purposes only.

State code (1=Assam, 2=Nagaland, 3=Meghalaya)

Name of the Contact Person-----

----- Name of the Agency-----

Address of the Centre -----

Phone _____ Email _____

Contact Person and Designation-----

Please provide information on Amount of Assistance received and utilised

| Year | Total Project Cost (Rs. Lakhs) | Funds Received from Central Govt. (Rs. Lakhs) | Expenditure Incurred (Rs. Lakhs) | Utilization Certificate Submitted (Rs. Lakhs) | Financial Progress (%) | Physical Progress (%) |
|---------|--------------------------------|---|-----------------------------------|--|------------------------|-----------------------|
| 2012-13 | | | | | | |
| 2013-14 | | | | | | |
| 2014-15 | | | | | | |
| 2015-16 | | | | | | |
| 2016-17 | | | | | | |

Release of Payment of the Access to justice in NE & J& K Project & Physical Progress

| Sl. No. | Name of the Project | Release of Payments (Rs. Lakhs & Date) | | | | Physical Progress as on 31 March 2017 (%) | Financial Progress as on 31 March 2017 (%) | Remarks (Present Status and Problems issues, if any) |
|---------|---------------------|--|--------------------------|-------------------------|--------------------------|---|--|--|
| | | First Installment (30%) | Second Installment (30%) | Third Installment (20%) | Fourth Installment (20%) | | | |
| 7. | | | | | | | | |
| 8. | | | | | | | | |
| 9. | | | | | | | | |

Have you undertaken baseline survey under the Project ? (1=Yes/2=No)

If yes, please Give details

Have you prepared any documentary Films under the Project ? (1=Yes/2=No)

If yes, please Give details of the following

- Duration of the film
- Films translated in which all languages .

(please also provide the video of the film in CD)

Please provide information on Printing of IEC materials for Legal Aid Clinic Project

| Criteria | Years (Numbers of IEC Material printed) | | | | | Languages | Remarks |
|--|---|---------|---------|---------|---------|-----------|---------|
| | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | | |
| No. of Legal Literacy Activities | | | | | | | |
| Preparing Information, Education and Communication | ➤ Booklets(Numbers) | | | | | | |
| | ➤ Pamphlets(Numbers) | | | | | | |
| | ➤ Posters(Number) | | | | | | |

| | | | | | | | | |
|---|----------------|--|--|--|--|--|--|--|
| (IEC) material | s) | | | | | | | |
| | ➤ Social Media | | | | | | | |
| ➤ Any other (pl specify) | | | | | | | | |
| (Please enclose one set of printed IEC material for each language for the project) | | | | | | | | |

When did you launch the IEC material in the Concerned States
(Please enclose the Documentray evidence for Lauching the IEC Material)

Please provide the following details Legal Aid Clinic Project

| Number | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 |
|------------------------------|---------|---------|---------|---------|---------|
| State Project team | | | | | |
| Resource person | | | | | |
| Lawyer | | | | | |
| Para Legal Volunteer (PLV) | | | | | |
| Beneficiaries of the project | | | | | |

Have you undertaken Impact Assessmnet study for the Project ? (1=Yes/2=No)
If yes, please Give details(Please enclose soft copy of the report)

Have you developed and hosted any online monitoring application for the Project ?
(1=Yes/2=No)
If yes, please Give details(Please provide the link for the online application)

Have you prepared any Training Module under the Project ? (1=Yes/2=No)
If yes, please Give details of the following

What are the major constraints you are facing in Legal Aid Clinic Project?

In your Opinion, what are the major benefits of Legal Aid Clinic Project?

What are the additional measures required to make Legal Aid Clinic Project more effective?

What are the major issues/problems faced for the timely completion of the project?
Please give details

Please provide (project wise) major Improvements/ modifications/reforms proposed in the studies/ projects (in point wise manner).

Please give your suggestions for improvement in the scheme for “ Access to Justice (NEJK) Project” more effective and useful from the point of view of improving institutional capacities of key justice deliver institutions to serve the poor and disadvantaged people to seek and demand rights justice during 2017-18 to 2019-20.

Details of Documents Required:

- i) Please provide the details of monitoring undertaken by Department of Justice Officials to the projects.
- j) Please provide a copy of the Completion Report as per agreement signed between Department of Justice and Nagaland State Legal Service Authority, Kohima.
- k) Please provide a copy of the Physical & Financial progress of the study as per milestone/timeline specified in the Agreement.
- l) Please provide a copy of the Agreement & Sanction letter of the study during XII Plan

Name of the Official/Investigator:

Signature:

Place of Survey:

Date:

Name and Signature of Head/ Representative of Nagaland SLSA
with Seal

Thank you

ANNEXURE 1.5

QUESTIONNAIRE FOR BENEFICIARY
(Legal Literacy Project/Legal Literacy Initiatives/Legal Aid Clinics/
IEC Materials Printed)

GUIDELINES

- Please mention the codes at the appropriate box(s)
- Information has been sought for XII Five Year Plan
- Information would be treated strictly confidential and will be used only for study purposes

1.State code (1=Assam, 2=Nagaland, 3=Megalaya)

2. Beneficiary code (1= Legal Literacy Project, 2= Legal Literacy Initiatives, 3= Legal Aid Clinics, 4= IEC Materials Printed)

Name & Address of the Beneficiary: -----

Phone _____ Email _____

Are you aware of Legal Literacy Project? (1=Yes/2=No)

If yes, please provide following information regarding Legal literacy Project

| | |
|---|--|
| Awareness | |
| Usefulness | |
| Reasons for low response; if so | |
| Changes are required to make it more productive | |

Are you aware of Legal literacy Initiatives? (1=Yes/2=No)

If yes, please provide following information regarding Legal literacy Initiatives

| | |
|---|--|
| Awareness | |
| Usefulness | |
| Reasons for low response; if so | |
| Changes are required to make it more productive | |

Are you aware of Information, Education and Communication (IEC) Material (1=Yes/2=No)

If yes, please provide information regarding the material received

| Material | Year | | | | | Remarks |
|------------------------|---------|---------|---------|---------|---------|---------|
| | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | |
| ➤Booklets | | | | | | |
| ➤Pamphlets | | | | | | |
| ➤Posters | | | | | | |
| Any other (pl specify) | | | | | | |

Have you received material in local language? (1=Yes/2=No)

If yes, please provide language wise information regarding material received

In your opinion, what is the quality of trainings provided and IEC materials?

In your opinion, what changes are required in trainings provided to make it more productive?

| Changes Suggested | Purpose |
|-------------------|---------|
| | |
| | |
| | |
| | |

What are the main reasons for low response to the trainings; if so?

Are you aware of Legal Aid Clinics (1=Yes/2=No)

If yes, please provide information regarding number and type of services used in Legal Aid Clinics

| Material | Year | | | | | Remarks |
|------------------------|---------|---------|---------|---------|---------|---------|
| | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | |
| ➤Number | | | | | | |
| ➤Type | | | | | | |
| Any other (pl specify) | | | | | | |

What are the major constraints you are facing in Legal Aid Clinics?

In your Opinion, what are the major differences after Legal Aid Clinics?

What are the major reasons for low participation in Legal Aid Clinics, if so

What are the additional measures need to be taken to make Legal Aid Clinics more Productive?

**Name and Signature of Head/ Representative of CSC -SPV
 with Seal**

Thank you

ANNEXURE 1.6

QUESTIONNAIRE FOR PRERAKS

Name & Address of the Prerak: -----

Phone _____ Email _____

How you got involved in Legal Literacy Initiatives?

Please provide details regarding Legal literacy Initiatives?

| | |
|---------------------------------|--|
| Awareness | |
| Usefulness | |
| Reasons for low response; if so | |

What are the major constraints faced in Legal literacy Initiatives?

In your Opinion, what are the major differences incurred after Legal literacy Initiatives?

What are the major reasons for low participation in Legal literacy Initiatives, if so

What are the additional measures need to be taken to make Legal literacy Initiatives more Productive?

THANK YOU

