

# NATIONAL LEGAL SERVICES AUTHORITY

SPECIAL AWARENESS PROGRAMME FOR CREATING LEGAL  
AWARENESS AMONGST THE COMMON CITIZENS

ON

17<sup>TH</sup> SEPTEMBER, 2021

A REPORT

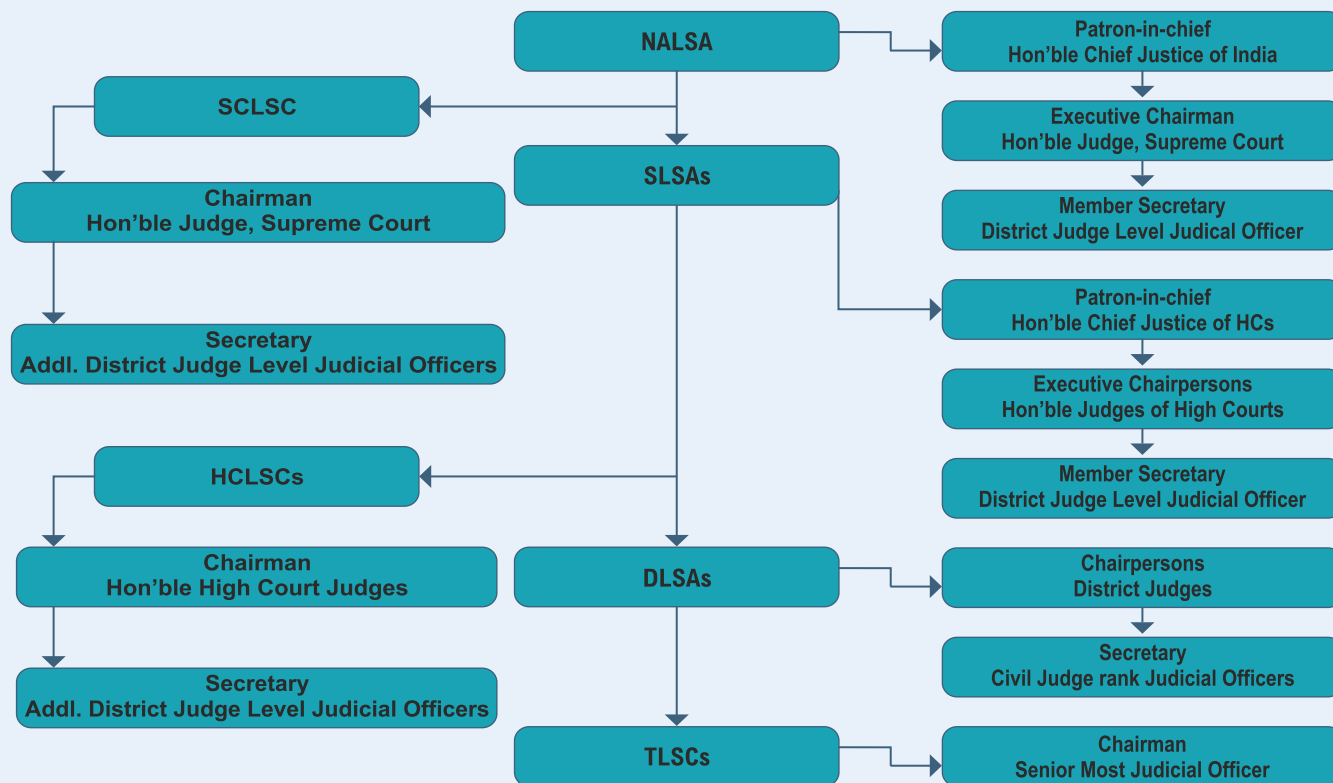


**National Legal Services Authority (NALSA),**

12/11, Jam Nagar House, Shahjahan Road, New Delhi 110 011

Website: [www.nalsa.gov.in](http://www.nalsa.gov.in), Email: [nalsa-dla@nic.in](mailto:nalsa-dla@nic.in)

## ORGANOGRAM OF LEGAL SERVICES AUTHORITIES/COMMITTEES



## Legislative Framework

### Legal Services Authorities Act



Act enacted in 1987



Came into force on 09.11.1995



Establishes Legal Services Institutions at National, State, District and Taluk level



Mentions eligible categories for free legal services

## Key Programmes



### Legal aid and assistance

To eligible categories before Courts/Tribunals, and assistance through Front Offices and Legal Services Clinics.



### Outreach Programmes

To make people aware about their rights and entitlements and assist them in actualization of the same under welfare laws and schemes of the Central and State government.



### Lok Adalat and Mediation

To promote Alternative Dispute Resolution mechanisms to resolve pending and pre-litigation cases.

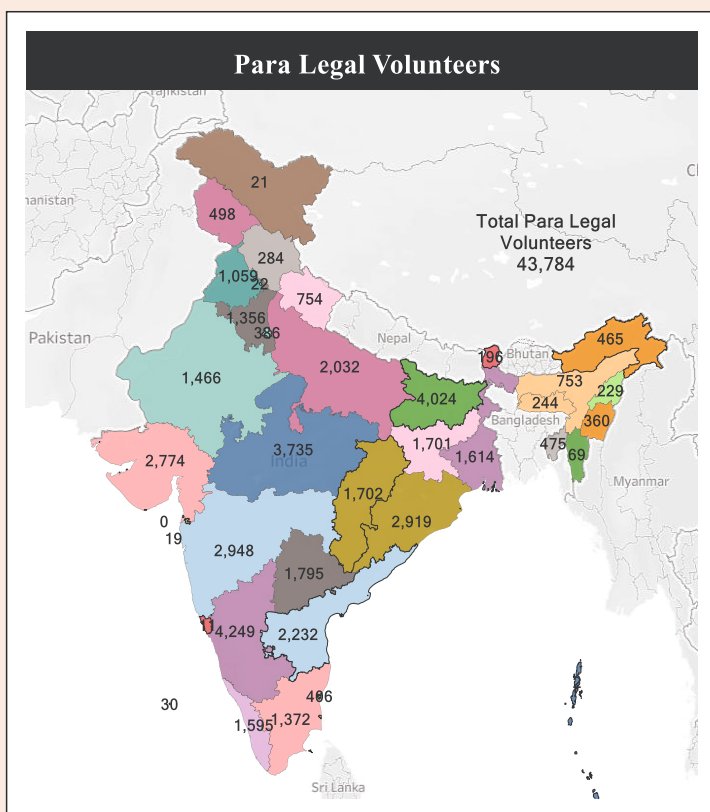
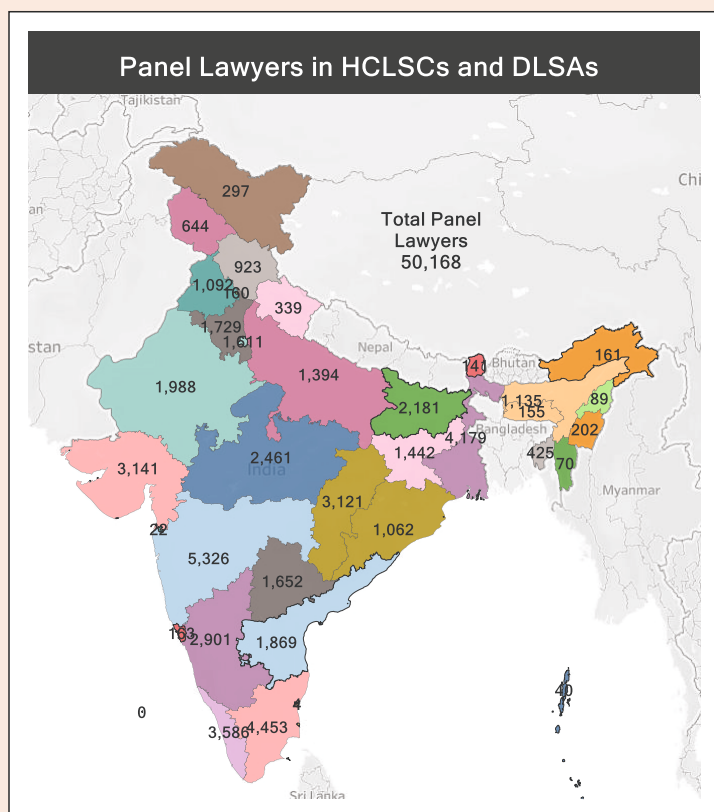


### Victim Compensation Schemes

To facilitate rehabilitation of Victims of Crime by determination and disbursement of compensation under Victim Compensation Schemes

## **OUR PRESENCE** **ACROSS THE COUNTRY**

State Legal Services Authorities	Supreme Court Legal Services Committee	High Court Legal Services Committees	District Legal Services Authorities	Taluk Legal Services Committees
<b>37</b>	<b>1</b>	<b>39</b>	<b>673</b>	<b>2,281</b>



## ***SPECIAL AWARENESS PROGRAMME FOR CREATING LEGAL AWARENESS AMONGST THE COMMON CITIZENS***

When it comes to access to legal remedies, one recurring issue that arises, is the prevalence of lack of legal literacy amongst the majority of the population. The issue pertaining to the lack of legal literacy directly emerges from the socio-political inequities existing in our society, especially, amongst the poor and marginalised sections. Reaching out to these vulnerable and marginalised groups of society, to inform them of their legal rights and entitlements under welfare legislations and schemes, is one of the functions envisioned for Legal Services Institutions (LSIs) under the Legal Services Authorities Act 1987.

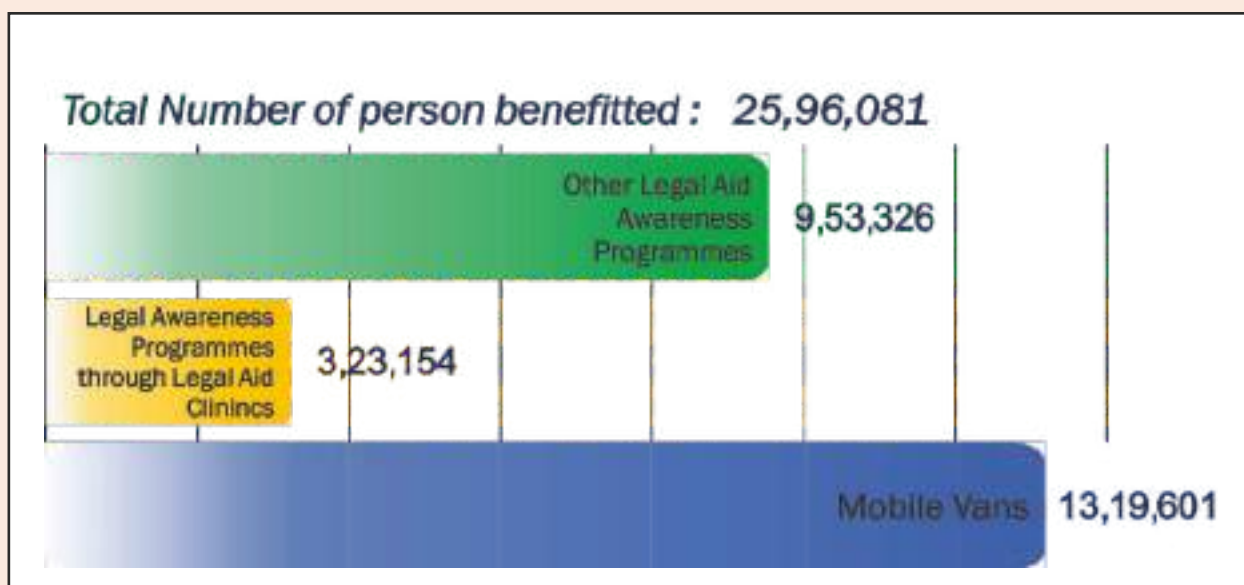
Apart from providing court-based services in terms of assigning a counsel, rendering legal advice, drafting bail applications and other miscellaneous applications, the Legal Services Institutions are mandated to perform several other outreach activities which include organisation of Legal Empowerment Camps and spreading of awareness through Legal Awareness programmes etc. to reach out to the unreached in order to understand their legal needs and requirements as well as to provide a timely and effective solution.

On September 17, 2021, the Legal Services Institutions across the country organised a pan-India **“Special Awareness Campaign for Creating Legal Awareness among Common Citizens”** under ‘Azadi Ka Amrit Mahotsav’ to take up outreach and legal awareness through mobile vans, legal aid clinics, and organising legal assistance programmes for common citizens. On September 15, 2021, National Legal Services Authority (NALSA) convened a preparatory

meeting with the Member Secretaries of all the State Legal Services Authorities (SLSAs) to chalk out the strategies for the present Special pan-India Legal Awareness Campaign. Hon'ble Mr. Justice U.U. Lalit, Executive Chairman of NALSA, presided over the meeting and encouraged the Member Secretaries of SLSAs to make the campaign a huge success.

The Member Secretaries of SLSAs were instructed by the Hon'ble Executive Chairman, NALSA to galvanise the District Legal Services Authorities (DLSAs) into action and (i) to deploy the Mobile Vans and spread audio video legal awareness among the masses by showing documentaries and films, vernacular documentaries, access to justice programmes, NALSA Theme Song, and other available resources; (ii) to organise Legal Aid Camps, clinics where pre-litigation legal advices can be given to the citizens with the help of Panel Lawyers and PLVs; and (iii) to Pick 5-10 villages that were inaccessible from each taluk and to spread legal awareness, either physically or virtually in such villages.

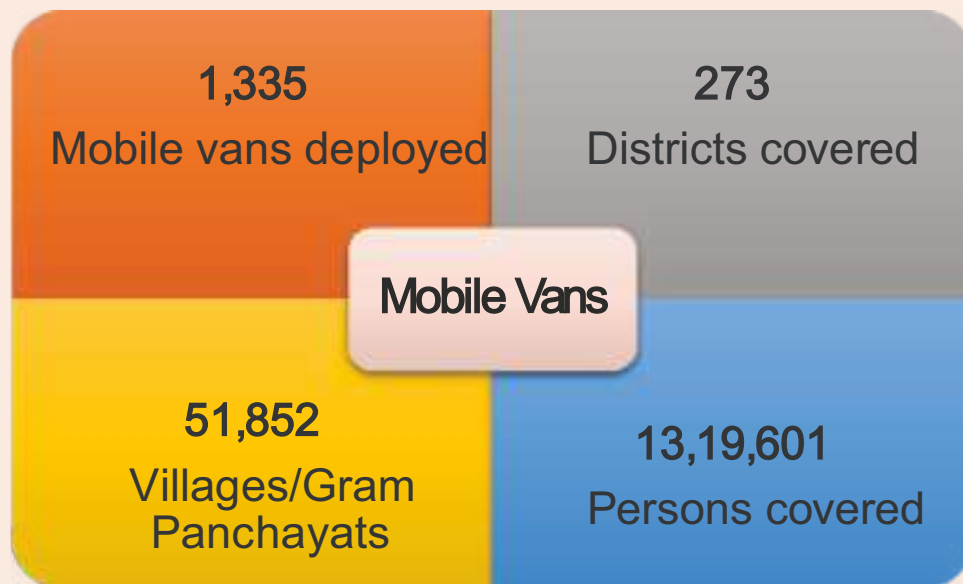
The Legal Services Institutions acted promptly to comply with the Hon'ble Executive Chairman, NALSA's instructions. In order to make the special pan-India awareness drive a great success in their respective states, the Legal Services Institutions devised their action plans and guided their legal services functionaries, including Panel Lawyers and PLVs to implement the action plans at the grassroot level. The intensity of the efforts of the workforce of LSIs in doing human services and discharging legal services swiftly, can be well measured by the fact that in a single day i.e., September 17, 2021, they were successful in reaching out to approximately 25,96,081 people.



This report provides an overview of the activities carried out by Legal Services Institutions across the country.

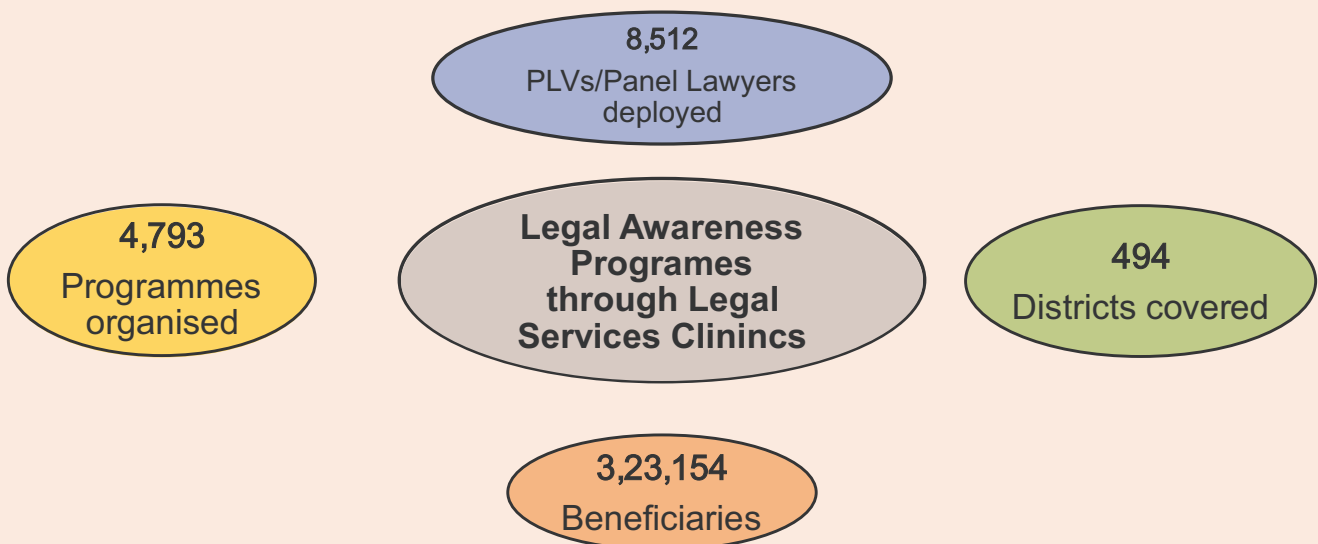
### ***1. Deployment of Mobile Vans for spreading legal awareness***

The Legal Services Institution across the country deployed the Legal Services Mobile Vans to reach out to the people living in remotest area of their respective state. These mobile vans displayed audio-visual legal awareness documentaries and films, access to justice programmes, NALSA Theme Song, etc. for disseminating the legal awareness amongst the masses. The following pictorial graph depicts an overview of the operational framework of deployment of mobile vans.



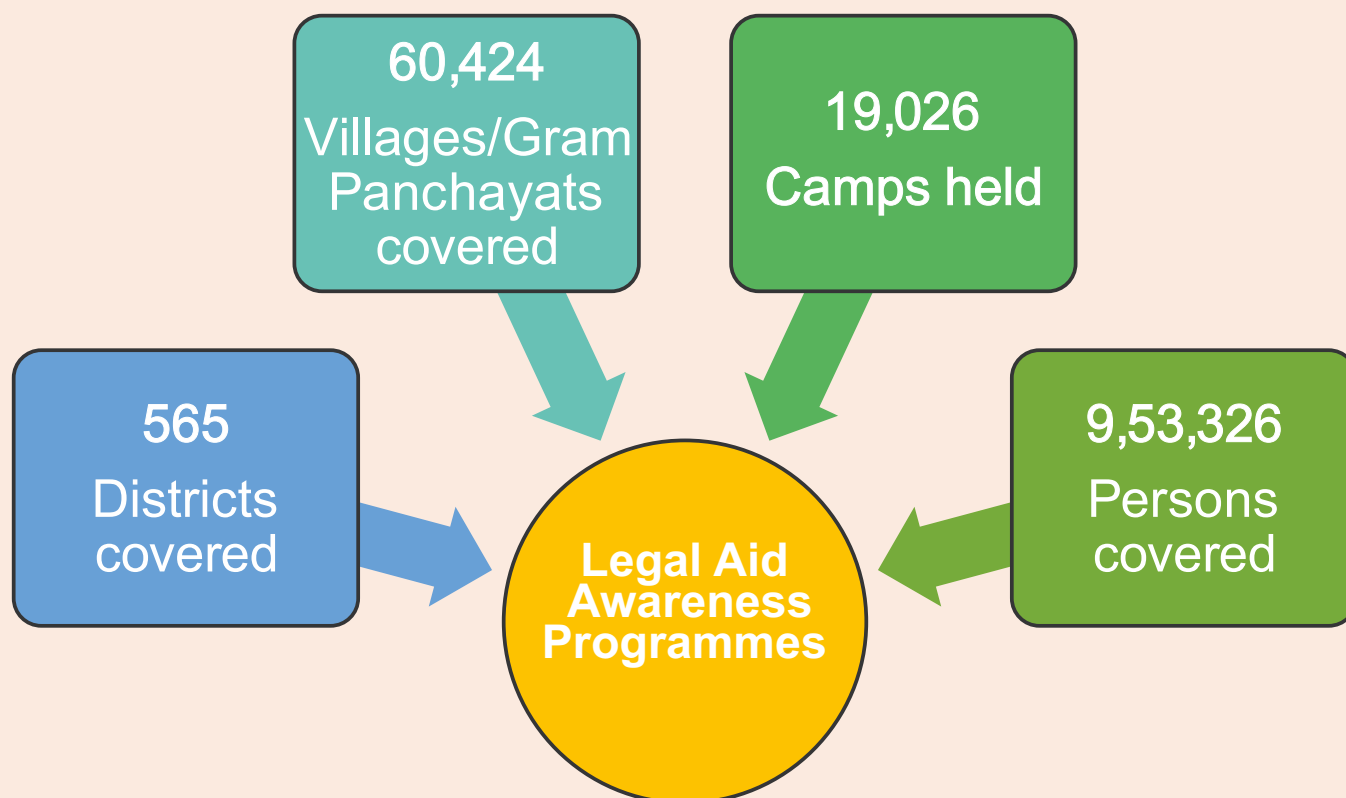
## 2. *Awareness through Legal Services Clinics*

The Legal Services Institutions upto the level of DLSAs and Taluk Legal Services Committees galvanised the ideas of spreading legal awareness into action. Panel Lawyers and PLVs in Legal Services Clinics were deployed specially to spread legal awareness amongst the citizens who were also provided pre-litigation legal advice, if sought. The following pictorial graph depicts an overview of the legal awareness programmes conducted through Legal Services Clinics.



### 3. *Reaching out to the unreached through legal awareness programmes*

As stated above, the LSIs across the country were able to disseminate legal information to around 25,96,081 people in a single day. In order to achieve such a massive figure, the LSIs organized numerous activities and awareness programmes to spread legal awareness. The following pictorial graph depicts the overview of the programmes through which the public at large was made aware of the functioning of legal services authorities, the availability of free legal services, the rights and entitlements of citizens under various laws and welfare schemes, etc.



# ANDHRA PRADESH

1,558  
Camps held

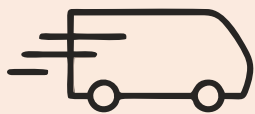
13  
Districts  
covered

1,557  
Villages/  
Gram  
Panchayats

37,084  
Persons  
benefitted

## Legal Aid Awareness Programmes





**120**  
Legal Aid Clinics Setup

**586**  
PLVs/Panel Lawyers deployed

**13**  
Districts covered

**8,387**  
Beneficiaries

**Legal Awareness Programmes through Legal Aid Clinics**

# ARUNACHAL PRADESH

14  
Camps held

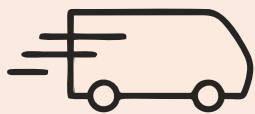
14  
Districts  
covered

9  
Villages/  
Gram  
Panchayats

1,269  
Persons  
benefitted

## Legal Aid Awareness Programmes





Mobile  
Vans

4  
Mobile Vans Deployed

4  
Districts covered

9  
Villages/Gram Panchayats

698  
Persons Benefitted



5  
Legal Aid  
Clinics Setup

22  
PLVs/Panel  
Lawyers  
deployed

Legal  
Awareness  
Programs  
through Legal  
Aid Clinics

5  
Districts  
covered

224  
Beneficiaries

# ASSAM

109  
Camps held

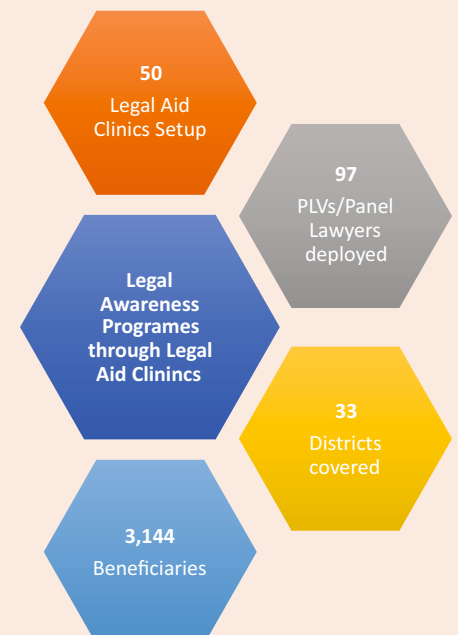
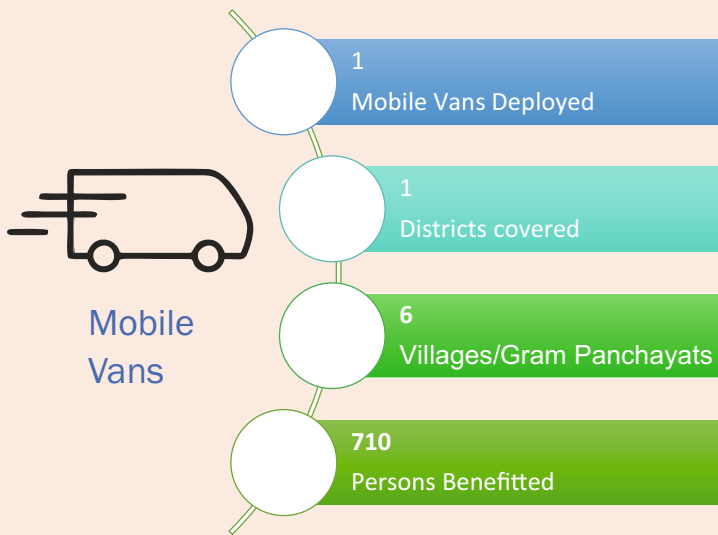
33  
Districts  
covered

191  
Villages/  
Gram  
Panchayats

8,753  
Persons  
benefitted

## Legal Aid Awareness Programmes





# BIHAR

**109**  
Camps held

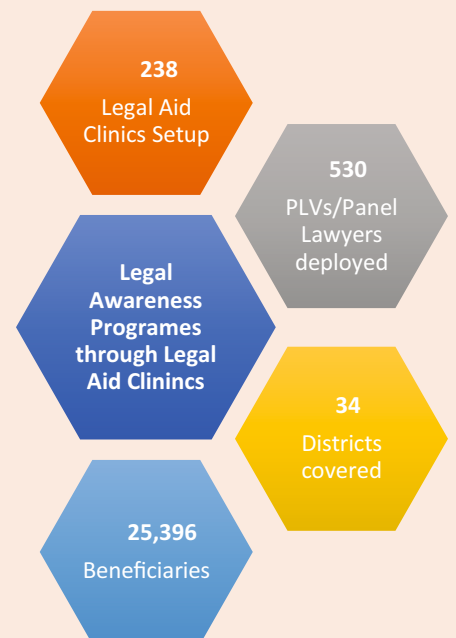
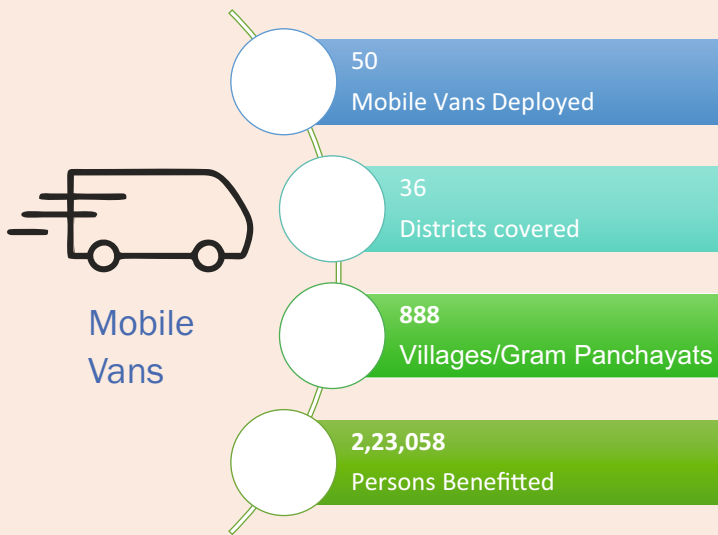
**37**  
Districts  
covered

**613**  
Villages/  
Gram  
Panchayats

**40,644**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# CHHATTISGARH

**2,337**  
Camps held

**23**  
Districts covered

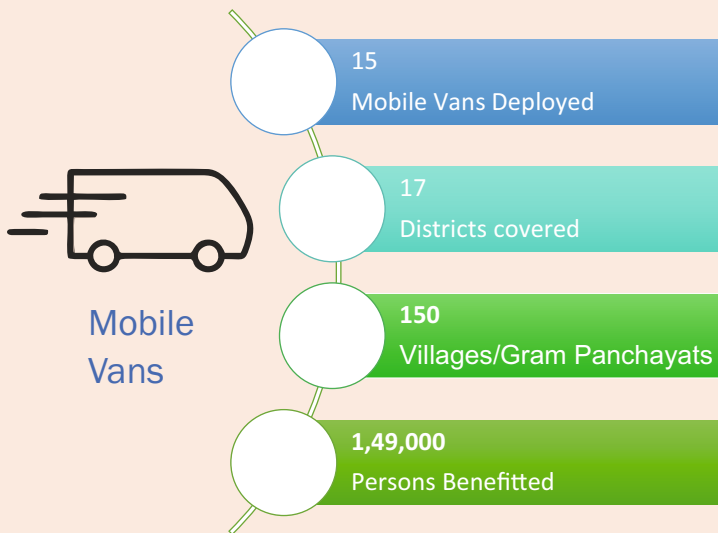
**993**  
Villages/  
Gram Panchayats

**1,49,153**  
Persons benefitted

## Legal Aid Awareness Programmes







# DELHI

**108**  
Camps  
held

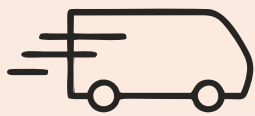
**11**  
Districts  
covered

**77**  
Villages/  
Gram  
Panchayats

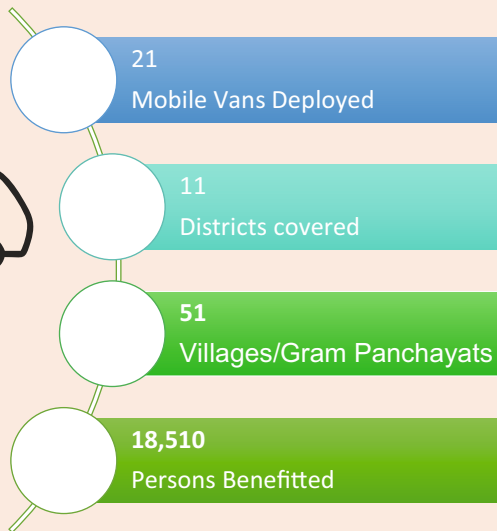
**11,599**  
Persons  
benefitted

## Legal Aid Awareness Programmes





Mobile  
Vans



# GOA

3

Camps held

2

Districts  
covered

3

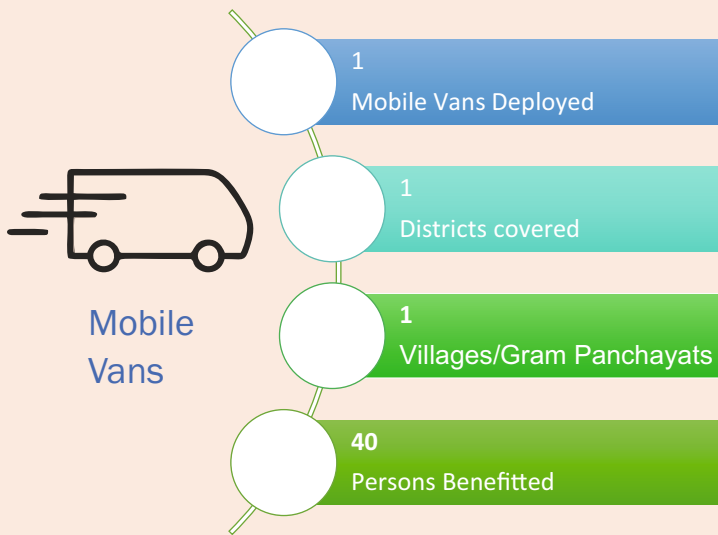
Villages/  
Gram  
Panchayats

75

Persons  
benefitted

## Legal Aid Awareness Programmes





# GUJARAT

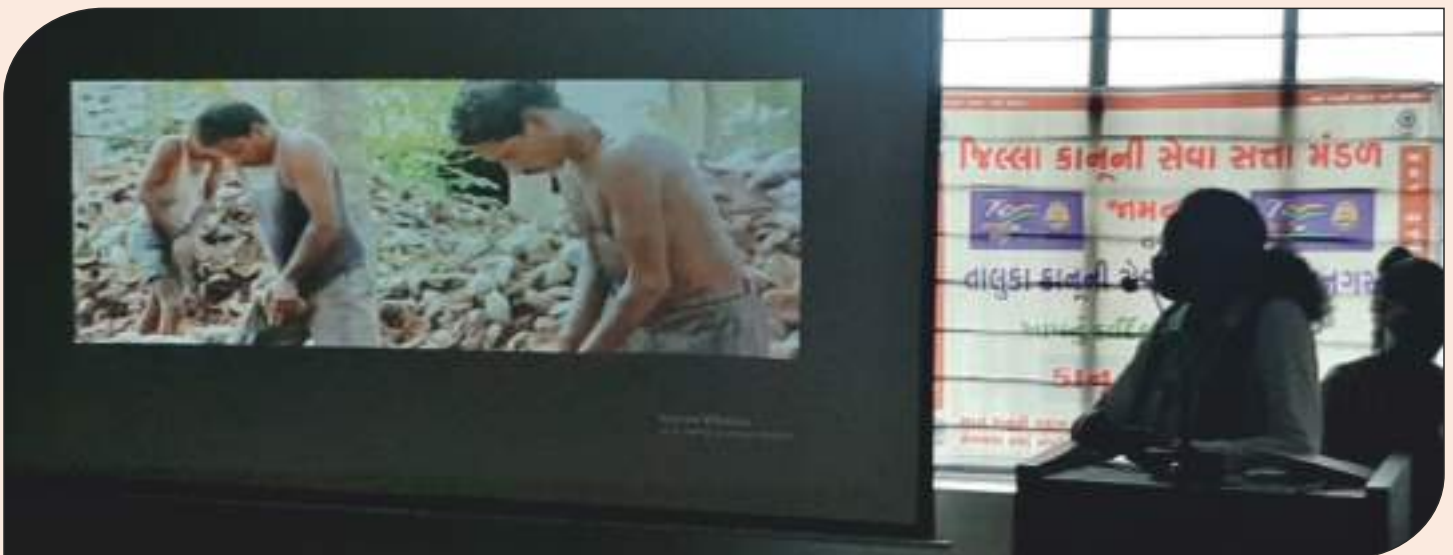
**853**  
Camps held

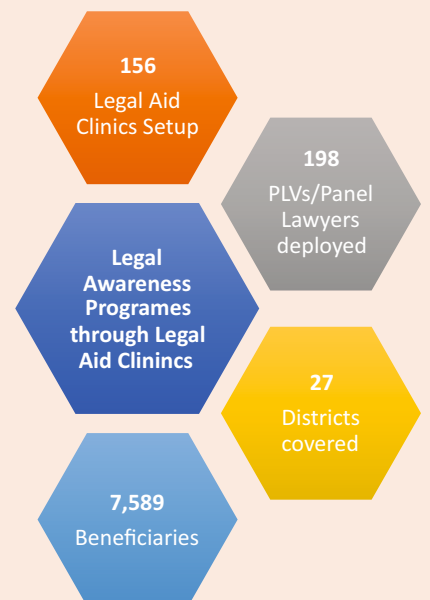
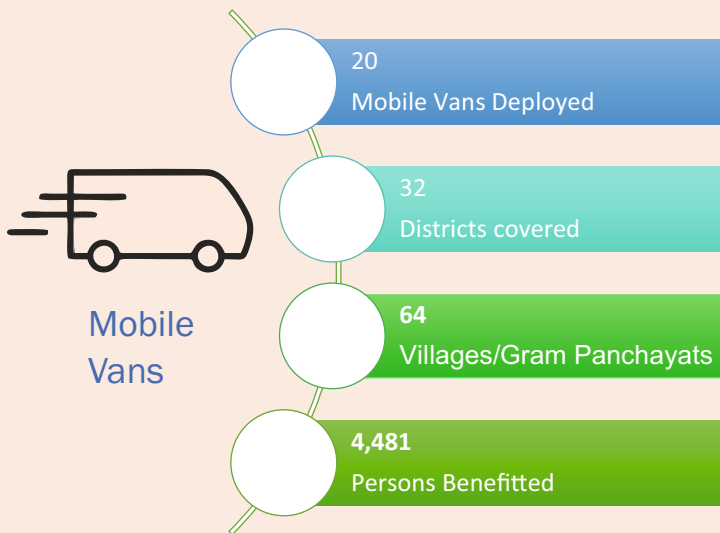
**32**  
Districts  
covered

**829**  
Villages/  
Gram  
Panchayats

**28,749**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# HARYANA

**357**  
Camps held

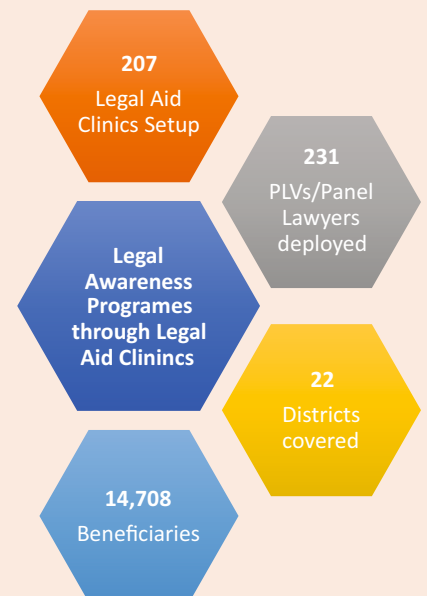
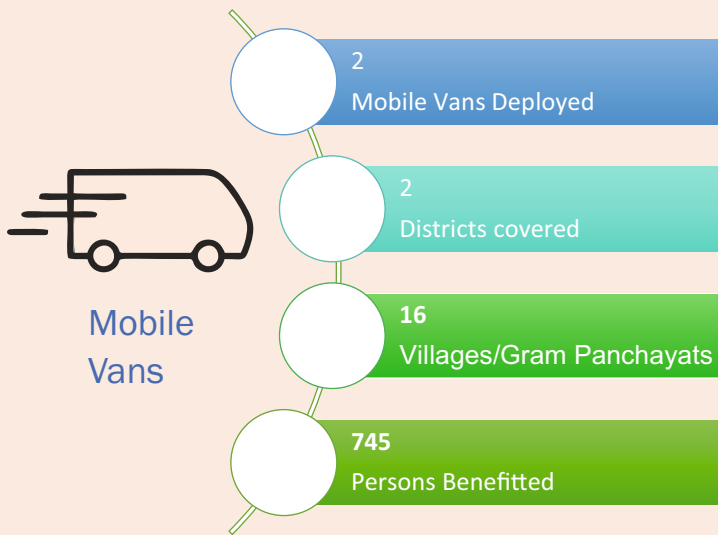
**22**  
Districts  
covered

**248**  
Villages/  
Gram  
Panchayats

**40.466**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# HIMACHAL PRADESH

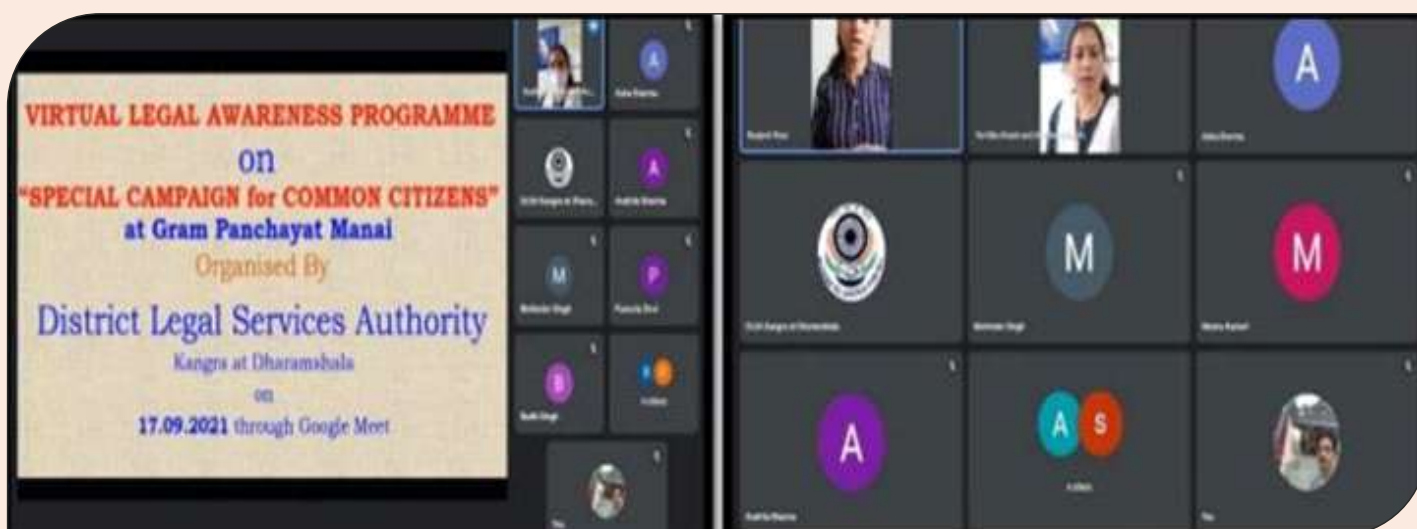
**337**  
Camps held

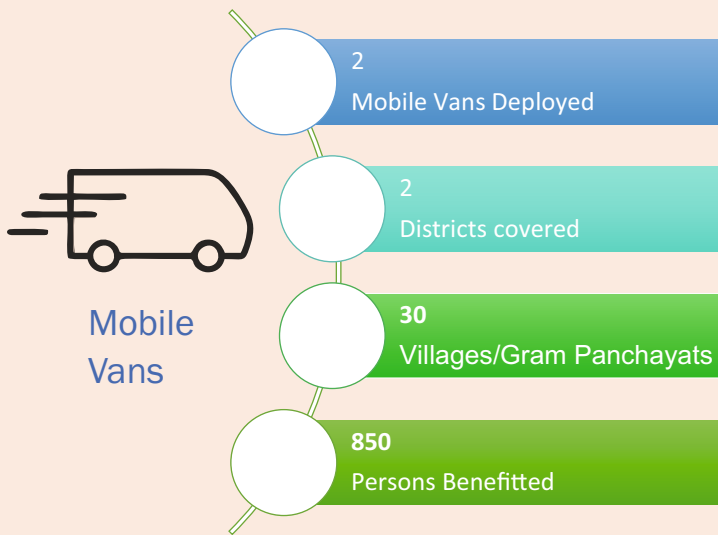
**11**  
Districts covered

**330**  
Villages/  
Gram Panchayats

**38,341**  
Persons benefitted

## Legal Aid Awareness Programmes





# JAMMU & KASHMIR

**226**  
Camps held

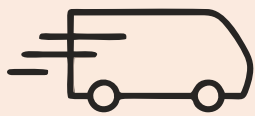
**20**  
Districts covered

**597**  
Villages/  
Gram  
Panchayats

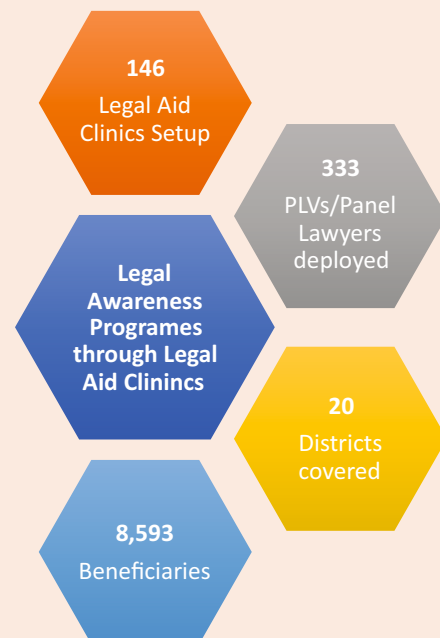
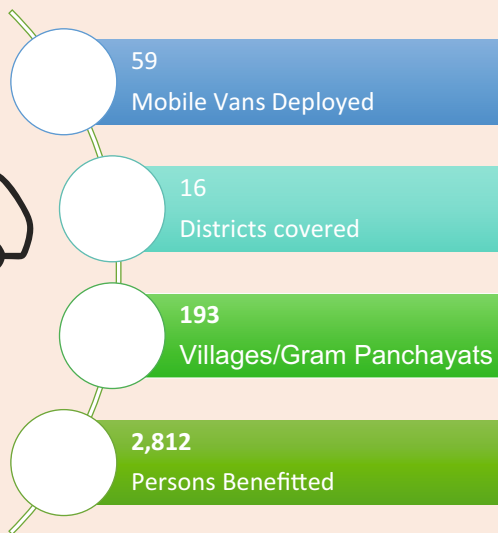
**14,230**  
Persons  
benefitted

## Legal Aid Awareness Programmes





Mobile  
Vans



# JHARKHAND

**359**  
Camps held

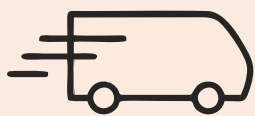
**24**  
Districts  
covered

**544**  
Villages/  
Gram  
Panchayats

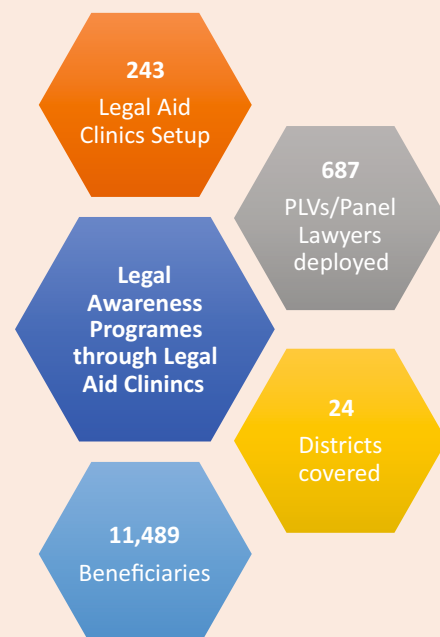
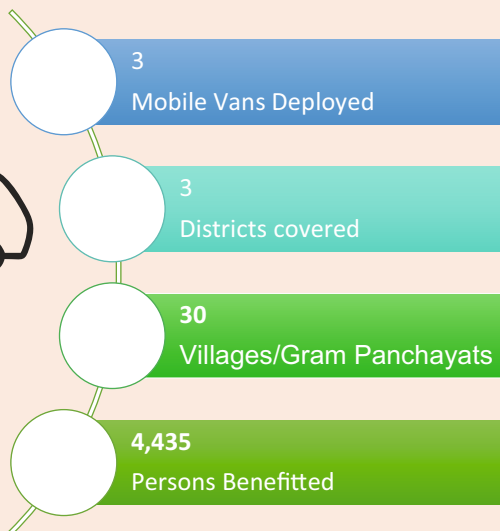
**20,615**  
Persons  
benefitted

## Legal Aid Awareness Programmes





Mobile  
Vans



# KARNATAKA

**4486**  
Camps held

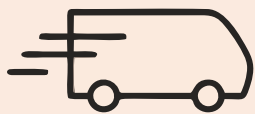
**30**  
Districts covered

**4645**  
Villages/  
Gram Panchayats

**3,08,368**  
Persons benefitted

## Legal Aid Awareness Programmes





Mobile  
Vans

1045  
Mobile Vans Deployed

30  
Districts covered

3,644  
Villages/Gram Panchayats

7,19,244  
Persons Benefitted



447  
Legal Aid  
Clinics Setup

1,409  
PLVs/Panel  
Lawyers  
deployed

Legal  
Awareness  
Programs  
through Legal  
Aid Clinics

30  
Districts  
covered

1,09,071  
Beneficiaries



# KERELA

**3,191**  
Camps held

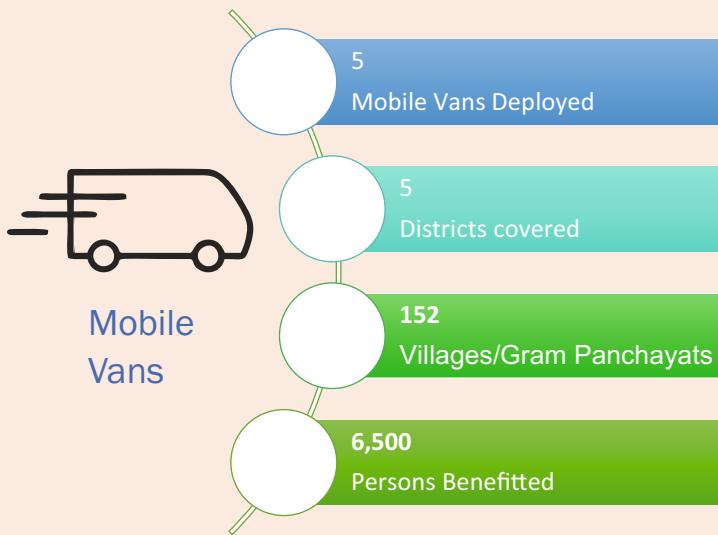
**14**  
Districts  
covered

**582**  
Villages/  
Gram  
Panchayats

**41,090**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# MADHYA PRADESH

426  
Camps held

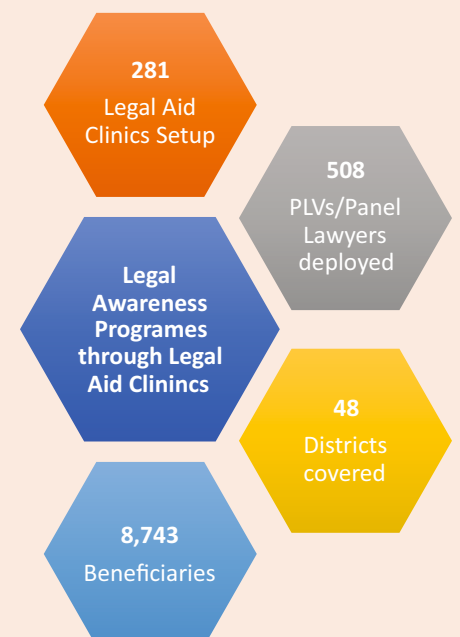
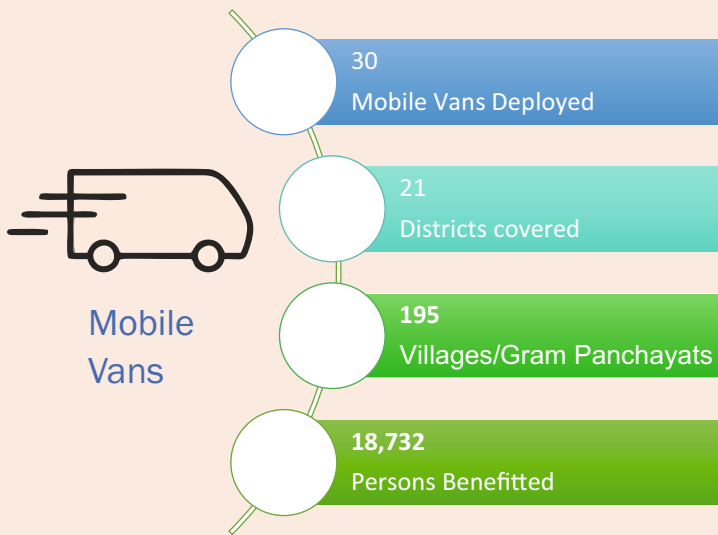
50  
Districts  
covered

431  
Villages/Gra  
m  
Panchayats

20,228  
Persons  
benefitted

## Legal Aid Awareness Programmes





# MAHARASHTRA

1,135

Camps  
held

34

Districts  
covered

1,056

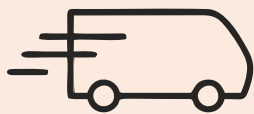
Villages/  
Gram  
Panchayats

52,536

Persons  
benefitted

## Legal Aid Awareness Programmes





Mobile  
Vans

2  
Mobile Vans Deployed

2  
Districts covered

73  
Villages/Gram Panchayats

89,281  
Persons Benefitted



Additional district and sessions judge M Mohiuddin M.A speaks at a free legal aid camp held at Khanda in Vajrapur taluk on Friday.

## Judge Mohiuddin: Solve disputes in villages rather than in court

LOHASAI NEWS NETWORK  
KANDLA, SEPT 17

Additional district and sessions judge M Mohiuddin M.A. addressed the people to solve their disputes in the village, rather than in the court of law to reduce the burden on the judicial system. He was speaking at a free legal aid camp organised jointly by the local bar association and Vajrapur bar association.

and Gram Panchayat Khanda at village Khanda in the taluk on Friday. Judges P. H. Dandekar, Justice Tanwar and president of the bar association, Adv. Madhukar Marathe were the chief guests on the occasion. Adv. Prasad Jagtap, Adv. Prasad Manohar, Adv. Rajendra A.H. Adv. Yogesh Dhanraj, Adv. Mihir Barde, Adv. Pradip Patil, Adv. D. T. Dogale and Adv. Sandip

Dhanraj shared their views about the existing laws.

Judge Dandekar informed women about the laws for their protection and requested to them to utilize the law, in case their face any violation. Adv. Jagtap Power conducted the proceedings. Mrs. Paragya presented a vote of thanks.

The camp was also organised at Kolia, Telhi and Shivan villages.

231  
Legal Aid  
Clinics Setup

34  
Districts covered

Legal  
Awareness  
Programs  
through Legal  
Aid Clinics

541  
PLVs/Panel  
Lawyers  
deployed

14,850  
Beneficiaries

# MANIPUR

**31**  
Camps  
held

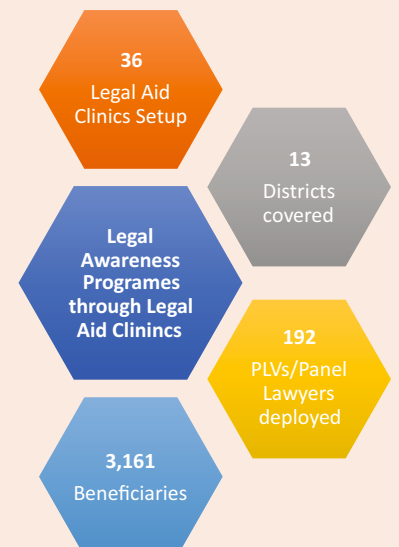
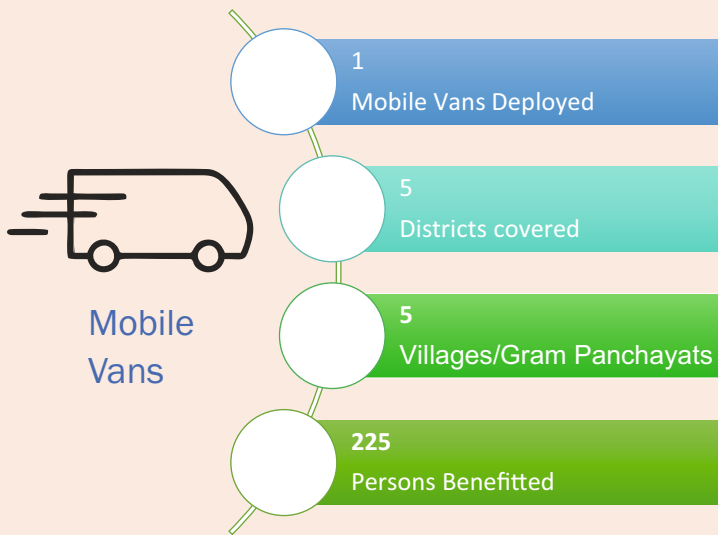
**13**  
Districts  
covered

**72**  
Villages/  
Gram  
Panchayats

**1,098**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# MEGHALAYA

**10**  
Camps  
held

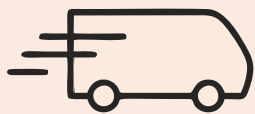
**11**  
Districts  
covered

**17**  
Villages/  
Gram  
Panchayats

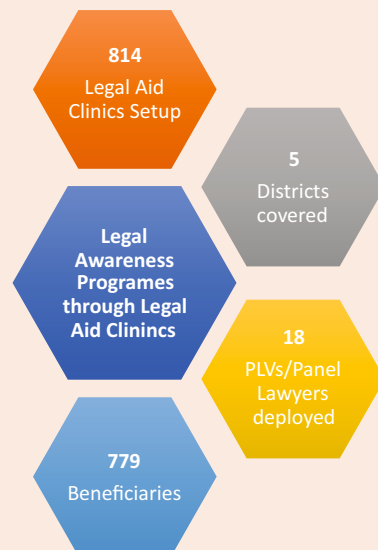
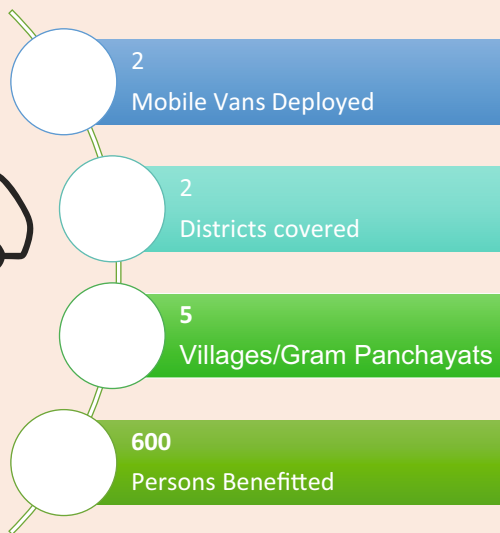
**985**  
Persons  
benefitted

## Legal Aid Awareness Programmes





Mobile  
Vans



# MIZORAM

3  
Camps  
held

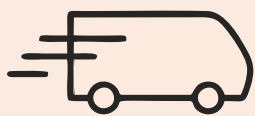
2  
Districts  
covered

3  
Villages/  
Gram  
Panchayats

225  
Persons  
benefitted

## Legal Aid Awareness Programmes





Mobile  
Vans

8

Mobile Vans Deployed

8

Districts covered

43

Villages/Gram Panchayats

3,852

Persons Benefitted



37

Legal Aid  
Clinics Setup

8

Districts  
covered

Legal  
Awareness  
Programs  
through Legal  
Aid Clinics

41

PLVs/Panel  
Lawyers  
deployed

1,173

Beneficiaries

# NAGALAND

**29**  
Camps  
held

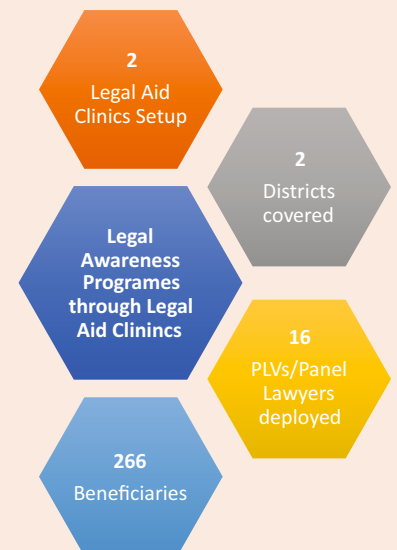
**10**  
Districts  
covered

**25**  
Villages/  
Gram  
Panchayats

**1,683**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# ODISHA

**101**  
Camps  
held

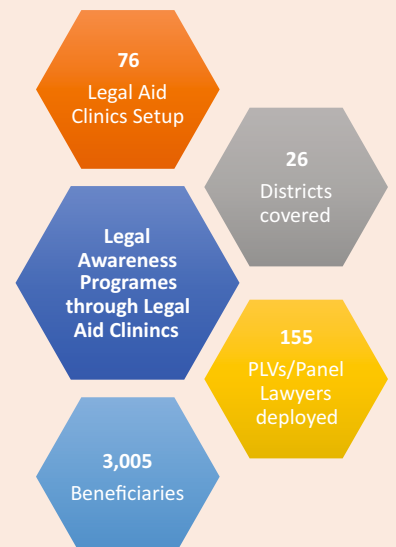
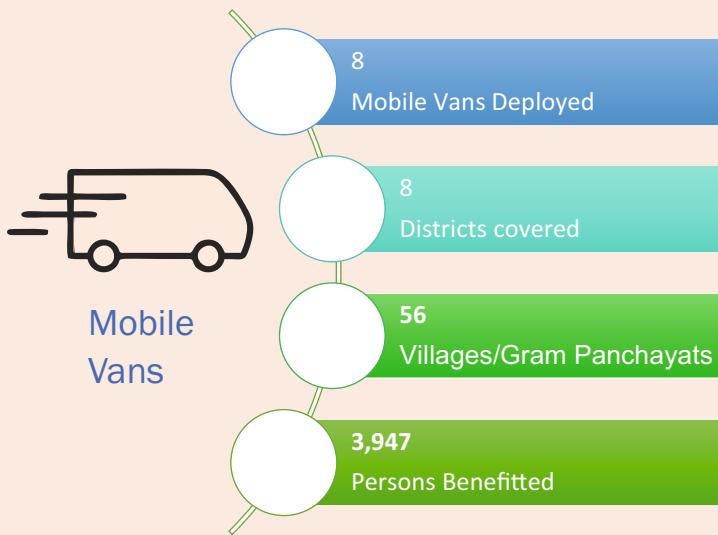
**30**  
Districts  
covered

**142**  
Villages/  
Gram  
Panchayats

**5,347**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# PUNJAB

**307**  
Camps  
held

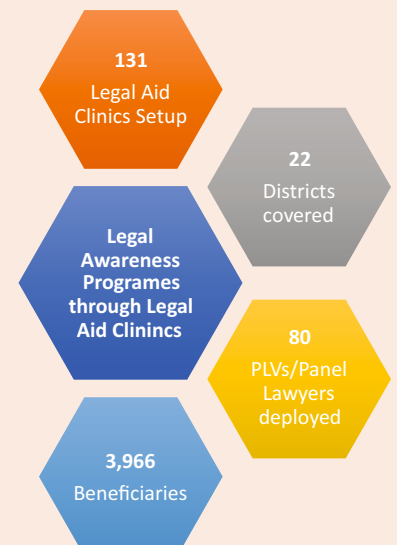
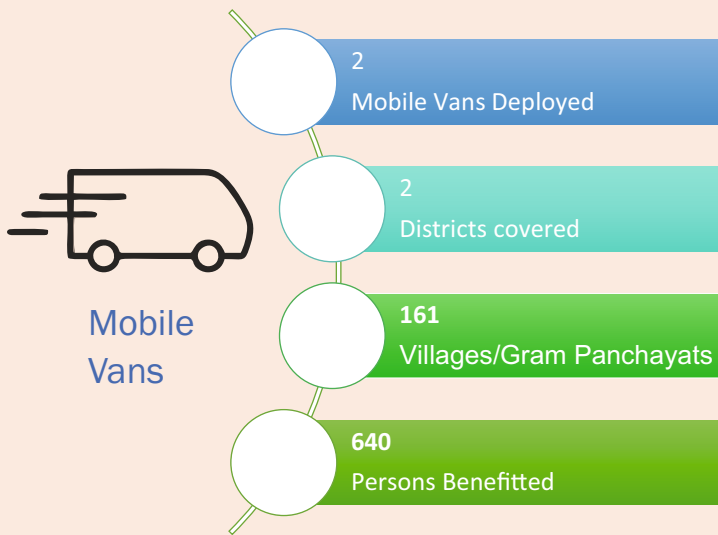
**22**  
Districts  
covered

**390**  
Villages/  
Gram  
Panchayats

**10,323**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# RAJASTHAN

**1,183**

Camps  
held

**36**

Districts  
covered

**897**

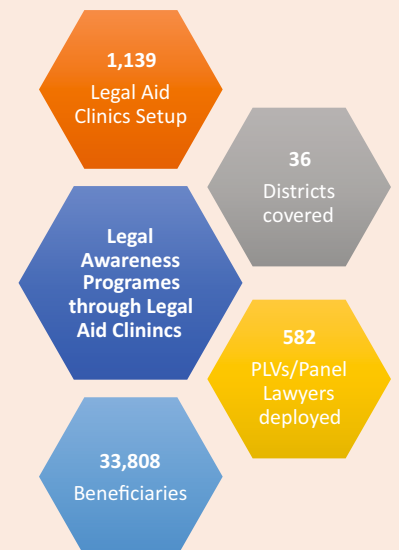
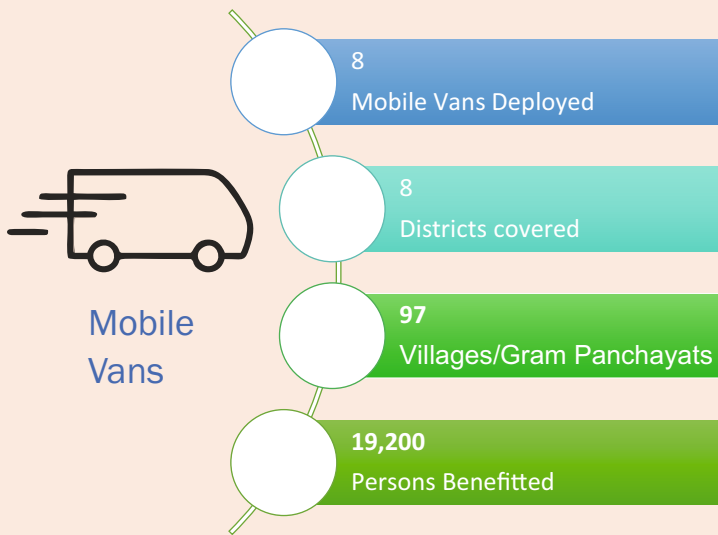
Villages/  
Gram  
Panchayats

**37,494**

Persons  
benefitted

## Legal Aid Awareness Programmes





# SIKKIM

**11**  
Camps  
held

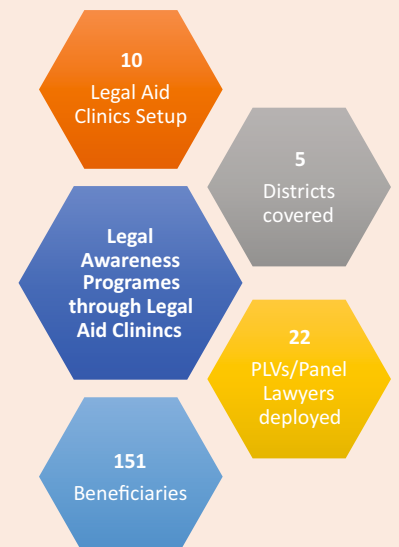
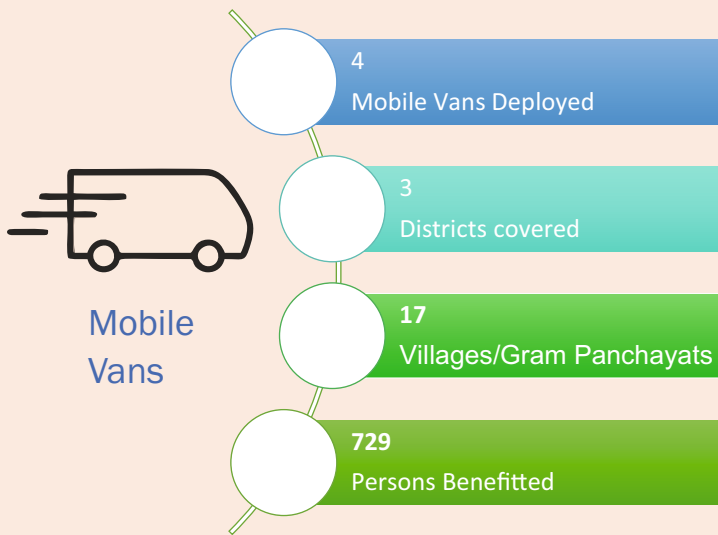
**6**  
Districts  
covered

**11**  
Villages/  
Gram  
Panchayats

**203**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# TELANGANA

**305**  
Camps  
held

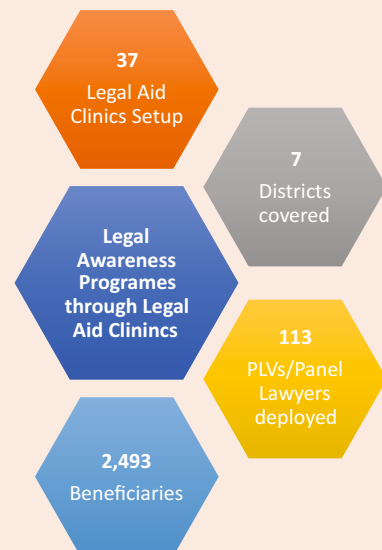
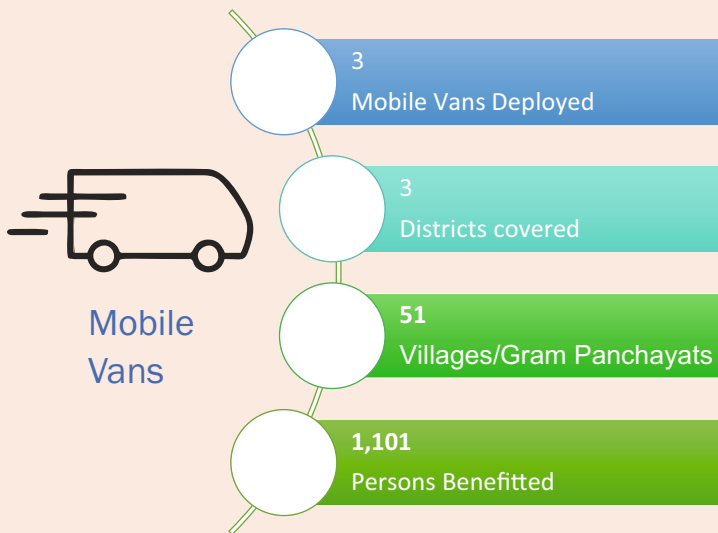
**11**  
Districts  
covered

**388**  
Villages/  
Gram  
Panchayats

**23,810**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# TAMIL NADU

**138**  
Camps  
held

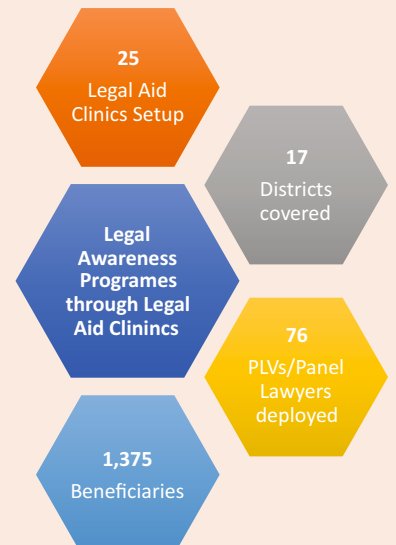
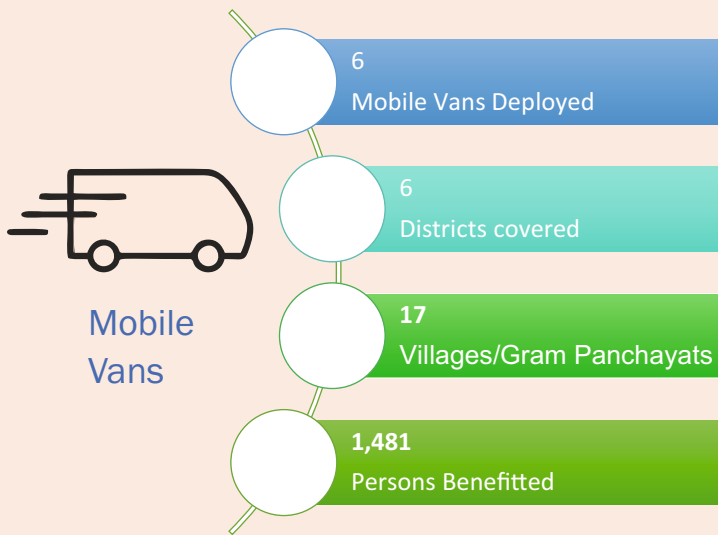
**32**  
Districts  
covered

**148**  
Villages/  
Gram  
Panchayats

**7,730**  
Persons  
benefitted

## Legal Aid Awareness Programmes





# TRIPURA

22  
Camps  
held

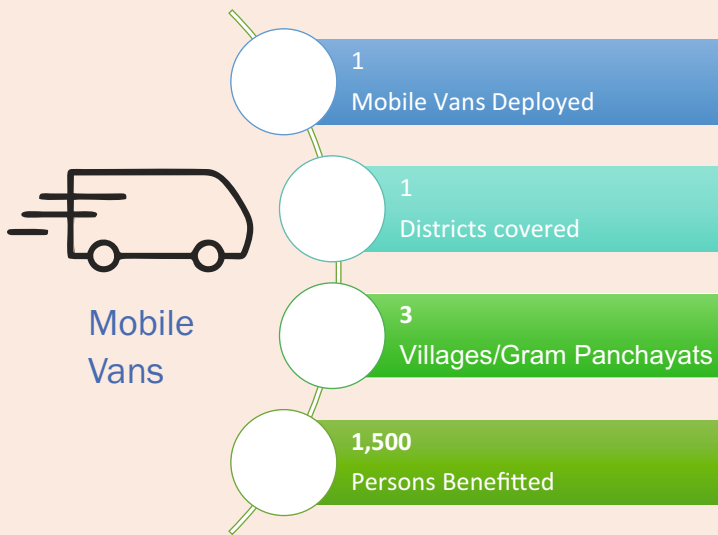
8  
Districts  
covered

29  
Villages/  
Gram  
Panchayats

2,640  
Persons  
benefitted

## Legal Aid Awareness Programmes





# UTTAR PRADESH

**356**  
Camps  
held

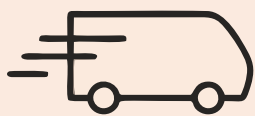
**61**  
Districts  
covered

**44,649**  
Villages/  
Gram  
Panchayats

**16,742**  
Persons  
benefitted

## Legal Aid Awareness Programmes





Mobile  
Vans

8

Mobile Vans Deployed

17

Districts covered

44,385

Villages/Gram Panchayats

4,312

Persons Benefitted



183

Legal Aid  
Clinics Setup

43

Districts  
covered

Legal  
Awareness  
Programes  
through Legal  
Aid Clinincs

363

PLVs/Panel  
Lawyers  
deployed

6,577

Beneficiaries

# UTTARAKHAND

192  
Camps  
held

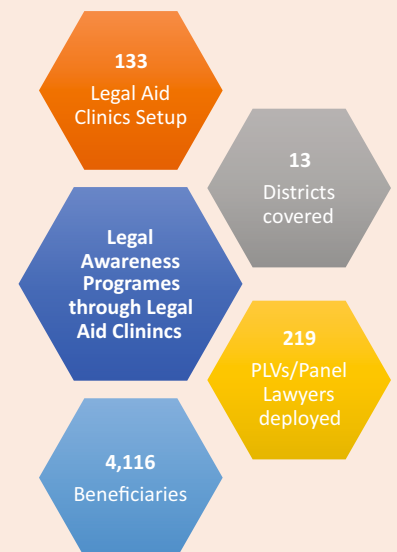
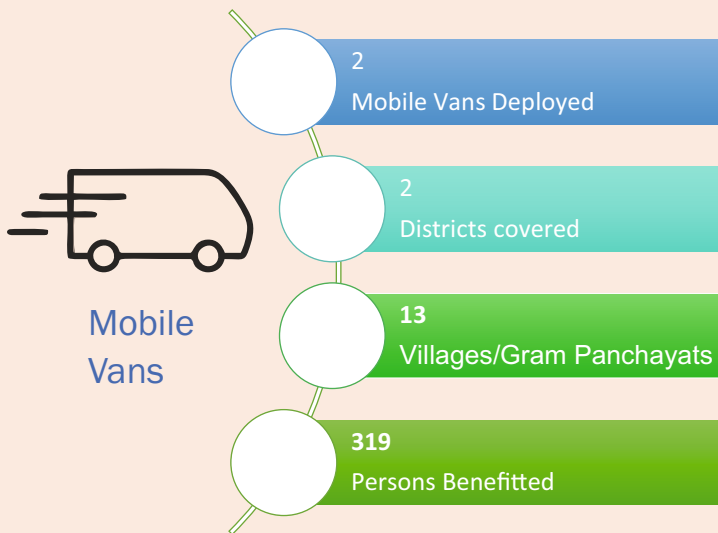
13  
Districts  
covered

191  
Villages/  
Gram  
Panchayats

5,234  
Persons  
benefitted

## Legal Aid Awareness Programmes





# WEST BENGAL

8

Camps  
held

1

Districts  
covered

8

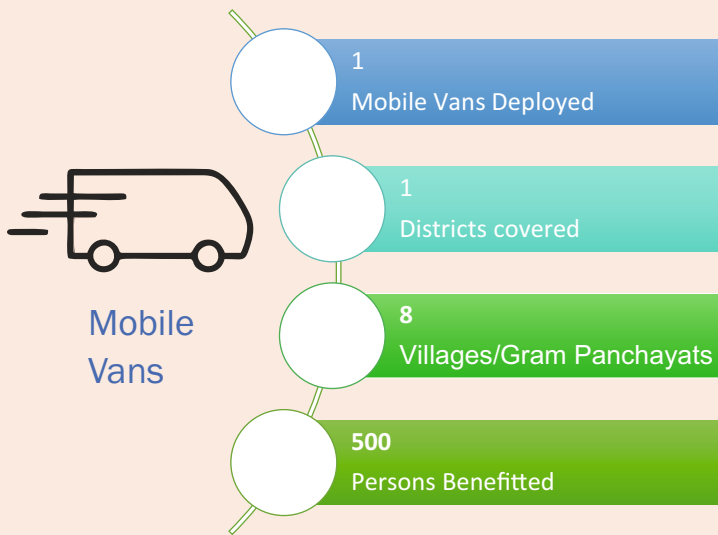
Villages/  
Gram  
Panchayats

570

Persons  
benefitted

## Legal Aid Awareness Programmes





# CHANDIGARH

8

Camps  
held

1

Districts  
covered

8

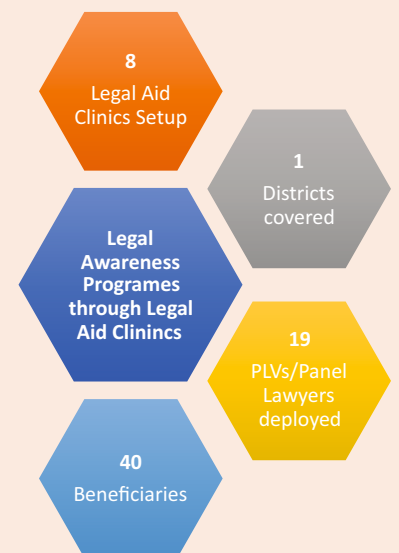
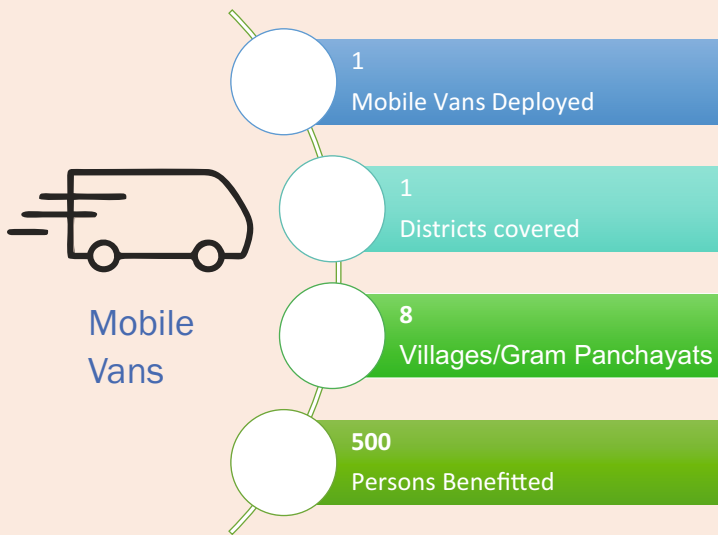
Villages/  
Gram  
Panchayats

570

Persons  
benefitted

## Legal Aid Awareness Programmes





# DADRA & NAGAR HAVELI

8

Camps  
held

1

Districts  
covered

8

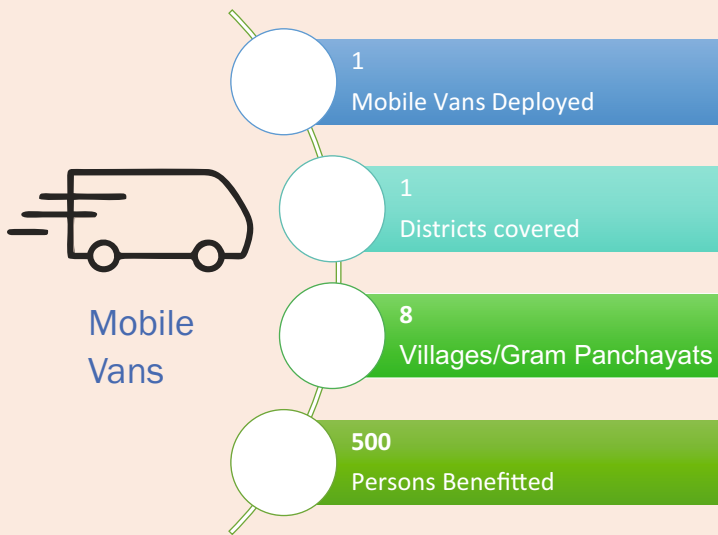
Villages/  
Gram  
Panchayats

570

Persons  
benefitted

## Legal Aid Awareness Programmes





# LADAKH

6

Camps held

10

Districts covered

25

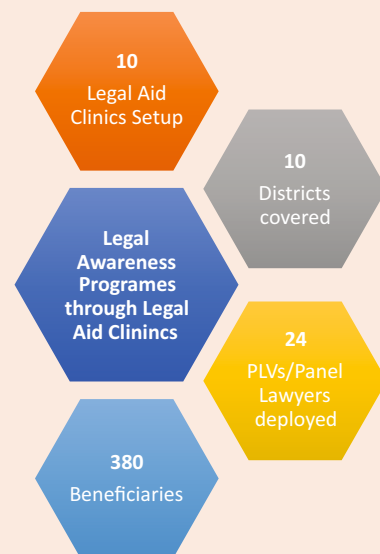
Villages/  
Gram Panchayats

418

Persons benefitted

## Legal Aid Awareness Programmes





# PUDUCHERRY

43

Camps held

2

Districts covered

40

Villages/  
Gram Panchayats

950

Persons benefitted

## Legal Aid Awareness Programmes

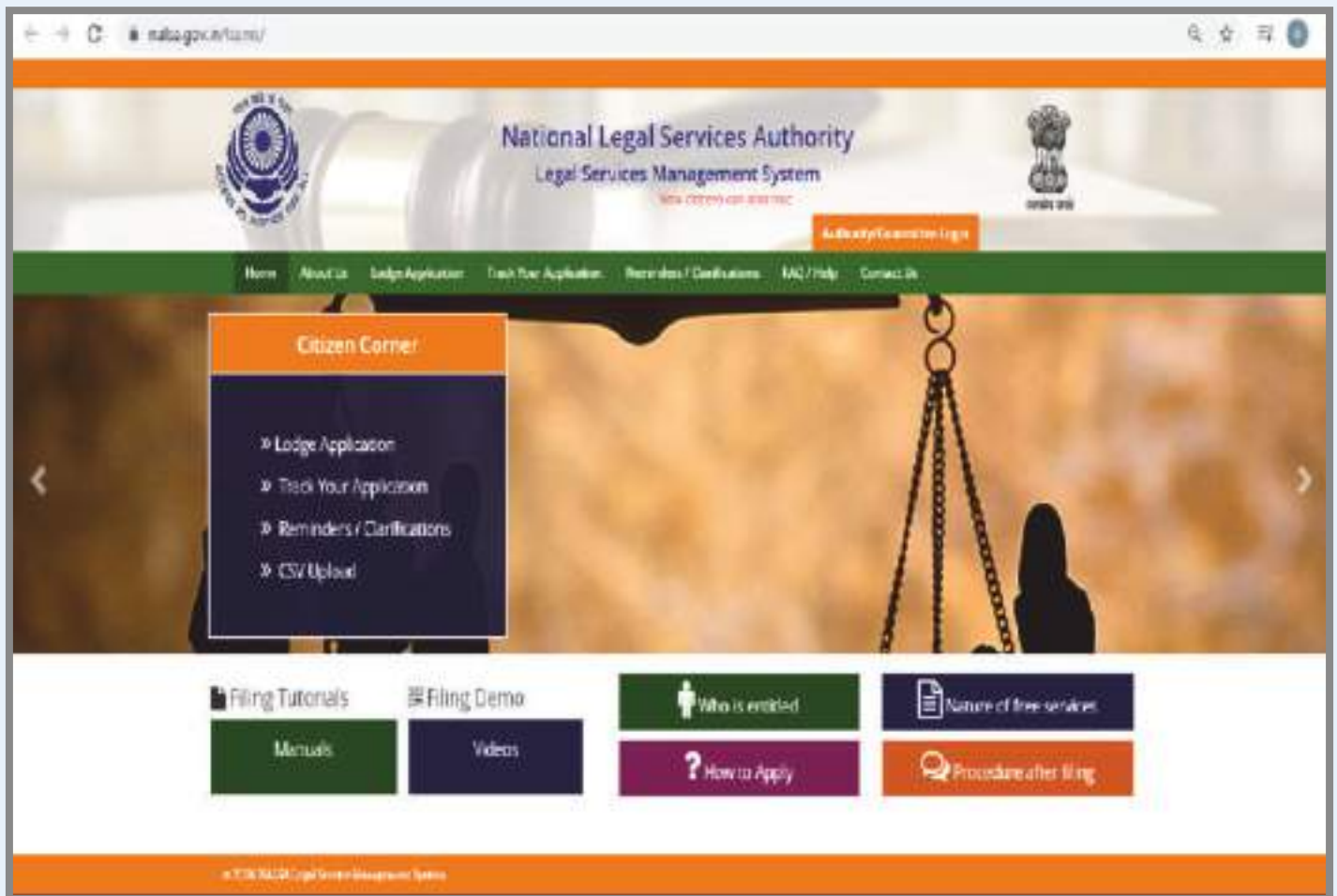




<b>1. Deployment of Mobile Vans</b>				
<b>SLSA</b>	<b>Number of Mobile Vans</b>	<b>Number of Districts Covered</b>	<b>Number of Villages/Gram Panchayats covered</b>	<b>Number of persons covered</b>
<b>A &amp; N Islands</b>	0	0	0	0
<b>Andhra Pradesh</b>	22	13	1156	16040
<b>Arunachal Pradesh</b>	4	4	9	698
<b>Assam</b>	1	1	6	710
<b>Bihar</b>	50	36	888	223058
<b>Chhattisgarh</b>	15	17	150	149000
<b>Dadra &amp; Nagar Haveli</b>	1	1	8	145
<b>Daman &amp; Diu</b>	1	1	1	2
<b>Delhi</b>	21	11	51	18510
<b>Goa</b>	1	1	1	40
<b>Gujarat</b>	20	32	64	4481
<b>Haryana</b>	2	2	16	745
<b>Himachal Pradesh</b>	2	2	30	850
<b>Jammu &amp; Kashmir</b>	59	16	193	2812
<b>Jharkhand</b>	3	3	30	4435
<b>Karnataka</b>	1045	30	3644	719244
<b>Kerala</b>	5	5	152	6500
<b>Lakshadweep</b>	0	0	0	0
<b>Madhya Pradesh</b>	30	21	195	18732
<b>Maharashtra</b>	2	2	73	89281
<b>Manipur</b>	1	5	5	225
<b>Meghalaya</b>	2	2	5	600
<b>Mizoram</b>	8	8	43	3852
<b>Nagaland</b>	0	0	0	0
<b>Odisha</b>	8	8	56	3947
<b>Puducherry</b>	0	0	0	0
<b>Punjab</b>	2	2	161	640
<b>Rajasthan</b>	8	8	97	19200
<b>Sikkim</b>	4	3	17	729
<b>Tamil Nadu</b>	6	6	17	1,481
<b>Telangana</b>	3	3	51	1101
<b>Tripura</b>	1	1	3	1500
<b>U. T. Chandigarh</b>	1	1	8	5000
<b>Uttar Pradesh</b>	8	17	44385	4312
<b>Uttarakhand</b>	2	2	13	319
<b>West Bengal</b>	31	26	324	21412
<b>Ladakh</b>	0	0	0	0
<b>TOTAL</b>	<b>1335</b>	<b>273</b>	<b>51852</b>	<b>1319601</b>

2. Legal Aid Clinics and Camps for beneficiaries					
S.NO	SLSA	Number of Districts covered	Number of Legal Aid Clinics organised	Number of PLVs/Panel Lawyers deployed	Number of beneficiaries covered
1	Andaman & Nicobar	0	0	0	0
2	Andhra Pradesh	13	120	586	8387
3	Arunachal Pradesh	5	5	22	224
4	Assam	33	50	97	3144
5	Bihar	34	238	530	25396
6	Chhattisgarh	23	43	277	1030
7	Dadra & Nagar Haveli	0	0	0	0
8	Daman & Diu	1	1	10	35
9	Delhi	11	82	109	8943
10	Goa	-	-	-	-
11	Gujarat	27	156	198	7589
12	Haryana	22	207	231	14708
13	Himachal Pradesh	11	92	150	16218
14	Jammu & Kashmir	20	146	333	8593
15	Jharkhand	24	243	687	11489
16	Karnataka	30	447	1409	109071
17	Kerala	14	401	625	7100
18	Lakshadweep	0	0	0	0
19	Madhya Pradesh	48	281	508	8743
20	Maharashtra	34	231	541	14850
21	Manipur	13	36	192	3161
22	Meghalaya	5	14	18	779
23	Mizoram	8	37	41	1173
24	Nagaland	2	2	16	266
25	Odisha	26	76	155	3005
26	Puducherry	2	40	38	880
27	Punjab	22	131	80	3966
28	Rajasthan	36	1139	582	33808
29	Sikkim	5	10	22	151
30	Tamil Nadu	17	25	76	1,375
31	Telangana	7	37	113	2493
32	Tripura	0	0	0	0
33	U. T. Chandigarh	1	8	19	40
34	Uttar Pradesh	43	183	363	6577
35	Uttarakhand	13	133	219	4116
36	West Bengal	20	179	263	15464
37	Ladakh	10	10	24	380
	<b>TOTAL</b>	<b>494</b>	<b>4793</b>	<b>8512</b>	<b>323154</b>

<b>3. Legal Aid Awareness Programmes</b>					
<b>S.NO</b>	<b>SLSA</b>	<b>Number of Districts covered</b>	<b>Number of Villages/Gram Panchayats covered</b>	<b>Number of Camps held</b>	<b>Number of persons covered</b>
1	Andaman & Nicobar	0	0	0	0
2	Andhra Pradesh	13	1557	1558	37084
3	Arunachal Pradesh	14	9	14	1269
4	Assam	33	191	109	8753
5	Bihar	37	613	407	40644
6	Chhattisgarh	23	993	2337	149153
7	Dadra & Nagar Haveli	1	5	8	145
8	Daman & Diu	1	1	1	22
9	Delhi	11	77	108	11599
10	Goa	2	3	3	75
11	Gujarat	32	829	853	28749
12	Haryana	22	248	357	40466
13	Himachal Pradesh	11	330	337	38341
14	Jammu & Kashmir	20	597	226	14230
15	Jharkhand	24	544	359	20615
16	Karnataka	30	4645	4486	308368
17	Kerala	14	582	3191	41090
18	Lakshadweep	0	0	0	0
19	Madhya Pradesh	50	431	426	20228
20	Maharashtra	34	1056	1135	52536
21	Manipur	13	72	31	1098
22	Meghalaya	11	17	10	985
23	Mizoram	2	3	3	225
24	Nagaland	10	25	29	1683
25	Odisha	30	142	101	5347
26	Puducherry	2	40	43	950
27	Punjab	22	390	307	10323
28	Rajasthan	36	897	1183	37494
29	Sikkim	6	11	11	203
30	Tamil Nadu	32	148	138	7,730
31	Telangana	11	388	305	23810
32	Tripura	8	29	22	2640
33	U. T. Chandigarh	1	8	8	570
34	Uttar Pradesh	61	44649	356	16742
35	Uttarakhand	13	191	192	5234
36	West Bengal	21	678	366	24507
37	Ladakh	10	25	6	418
	<b>Total</b>	<b>565</b>	<b>60424</b>	<b>19026</b>	<b>953326</b>



The NALSA Portal <https://nalsa.gov.in/lams/> has been designed for filing online applications and lodging grievances and complaints by legal aid seekers, victims and people. They can lodge grievances and complaints here indicating issues or problems related to their legal rights and entitlements instead of sending emails to the Helpdesk of Legal Services Institutions. It has been designed in a manner that the user can also upload documents, for quick redressal of grievances.

The portal has the following advantages:

- Enable the user to file an application or lodge his complaint
- Diary number generated after a complaint is lodged.
- Track the status of grievance himself.
- To provide a faster resolution.
- Check the resolution comments in case the complaint is closed.
- Portal provides relevant FAQ/ User manual to help the user resolve the problem faced by him.

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**National Legal Services Authority**

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**Helpline No.: 15100**