

Frequently Asked Questions

Sl. No.	Query	Reply
1	What is Free Legal Aid?	Free Legal Aid is providing free and competent legal services in Civil and Criminal cases (including Matrimonial and consumer cases) before Judicial bodies at the District Level or Quasi–Judicial bodies.
2	Can I also avail free legal services?	Yes, you can avail free legal services if you fulfil the criteria mentioned under Section 12 of the Legal Services Authorities Act, 1987 r/w Rule 13 of Delhi Legal Services Authorities Rules, 1996 (as amended up to 2021) r/w Chapter VI, Regulation 12 of Delhi Legal Services Authority Regulations, 2002 (as amended up to 2021).
3	Who is eligible for free legal services from DSLSA?	<p>As per Section 12 of the Legal Services Authorities Act, 1987 read with Rule 13 of Delhi Legal Services Authorities Rules, 1996 (as amended up to 2021) and Chapter VI, Regulation 12 of Delhi Legal Services Authority Regulations, 2002 (as amended up to 2021), the following are the criteria for availing free legal services from DSLSA:</p> <p>Every person who has to file or defend a case shall be entitled to legal services if that person is:</p> <ul style="list-style-type: none"> ➤ A member of SC or ST. ➤ Victim of trafficking or begar. ➤ Woman or child. ➤ Person with disability.

		<ul style="list-style-type: none"> ➤ Victim of mass disaster, ethnic violence, caste atrocity, flood, drought, earthquake or industrial disaster. ➤ Industrial workman. ➤ In custody, including custody in a Protective Home or Juvenile Home or Psychiatric Hospital or Psychiatric Nursing Home. ➤ Persons with an annual income less than ₹3 lakh. ➤ Senior citizens with an annual income less than ₹4 lakh. ➤ Transgender individuals with an annual income less than ₹4 lakh. ➤ Victims of acid attack. ➤ Persons infected and affected with HIV (AIDS).
4	Are women of any income group eligible for free legal services from DSLSA?	Yes, women of any income group are eligible for free legal services from DSLSA.
5	Who can get the free legal services and from where?	Free legal services can be availed from Delhi High Court Legal Services Committee, Delhi

		<p>State Legal Services Authority, and from all District Legal Services Authorities situated at the premises of Delhi District Courts by all entitled persons.</p> <p>Note: For matters before the Hon'ble Supreme Court of India, free legal services are provided by the Supreme Court Legal Services Committee (SCLSC). Additionally, the National Legal Services Authority (NALSA) is the apex statutory body responsible for formulating policies and monitoring the implementation of legal aid programs across the country.</p>
6	Except these institutions from where can we get free legal services?	Except these institutions there are 200 Legal Services Clinics where free legal services provided. Details of which is available on our website i.e. https://dlsa.org/legal-aid-wing/legal-service-clinics-section/
7	Whether, the legal advice is available on telephone also?	Yes, legal advice is also available on our (24x7) toll free helpline no. 1516 and 15100 .
8	Whether, I have to pay fees to Legal Services Advocate appointed by DSLSA?	No fee is required to be paid to the Legal Services Advocate, if you are eligible for free legal services.
9	Who will pay the Court Fee, Process Fee and Typing Fee?	This Authority would pay the Court Fee, Process Fee and Typing Fee. All the expenses would be incurred by Government.
10	Can a complaint against a Legal Services Advocate be reported? If yes, where?	Yes, the complaint against the Legal Services Advocate can be reported to the concerned District Legal Services Authority.

11	What is the procedure to evaluate the application for providing free legal aid?	The application for legal services, for eligibility of the applicant and existence of a prima facie case to prosecute or defend, shall be scrutinised by the Member-Secretary or Secretary, as the case may be, or any officer deputed by him, as per Regulation No. 7 of NALSA (Free and Competent Legal Services) Regulations, 2010.
12	Whether appeal can be filed for denial of legal services? If so, where appeal can be filed?	Yes, Appeal can be made to the Chairman of the Authority/Committee on denial of grant of legal services (or) before the Hon'ble Executive Chairman of SLSA and the decision of Chairman shall be final.
13	When can legal services can be withdrawn?	<p>Legal Services can be withdrawn in the following cases:-</p> <ul style="list-style-type: none"> • When the aided person is possessed of sufficient means. • Where the aided person obtained legal services by misrepresentation or fraud. • Where the aided person does not cooperate with the Legal Services Authority/Committee or with the Legal Services Advocate. • Where the person engages a legal practitioner than the one assigned by Legal Services Authority/Committee. • In the event of death of the aided person except in the case of civil proceedings where the right or liability survives. • Where the application for legal services or the matter in question is found to be an abuse of process of law (or) of legal services.

14	At what levels one can get Free Legal Aid?	At any stage of pending case, legal aid can be granted. Eligible person is also entitled for free legal aid even at pre-litigation stage.
15	What is the procedure to apply for Legal Aid by a illiterate person?	If the applicant is illiterate or is not in a position to write, the Secretary or any officer of the Legal Services Authority/Committee shall record his verbal submission and obtain his thumb impression/signature on the record and such record will be treated as his application.
16	Are transgender individuals also entitled to free legal aid?	Yes, transgender individuals whose annual income is less than ₹ 4 Lakh are eligible for free legal aid.
17	Whether legal services by the Legal Services Advocates can also be obtained for cases before Tribunals?	Yes, the legal services by Legal Services Advocates can also be obtained for the following forums/tribunals: <ol style="list-style-type: none"> 1. Central Administrative Tribunal 2. Armed Forces Tribunal 3. National Consumer Disputes Redressal Commission 4. State Consumer Disputes Redressal Commission 5. Debt Recovery Tribunal 6. Delhi School Tribunal 7. National Green Tribunal 8. Company Law Board
18	From where can we get the information pertains to Delhi State Legal Services Authority?	The information pertains to Delhi State Legal Services Authority is available on our website i.e. https://dlslsa.org/
19	Who are Panel Lawyers?	“Panel Lawyer” means a lawyer selected under Regulation 8 of the National Legal

		Services Authority (Fee and Competent Legal Services) Regulations, 2010 to render free and competent legal services to the deserving the needy persons under the scheme.
20	From where we can obtain the information regarding vacancies of Panel Lawyers?	The information regarding the vacancies of Panel Lawyers is available on our website i.e. https://dlslsa.org/
21	What qualities or specializations are taken into consideration while appointing Legal Services Advocates at DSLSA?	<p>While appointing Legal Services Advocates, the following factors are taken into consideration: the advocate should be a legal professional who is capable, honest, and empathetic.</p> <p>No legal practitioner with less than 3 years of experience at the bar shall ordinarily be empanelled.</p> <p>Advocates are appointed by the Interview Board, which comprises of:</p> <ol style="list-style-type: none"> 1. Ld. District & Sessions Judge/Chairperson DLSA, as Chairman of the Committee; 2. Ld. Additional Sessions Judge as Member; 3. Ld. Additional District Judge as

		<p>Member;</p> <p>4. A Senior Advocate of the District Bar as Member to be nominated by the Ld. District & Sessions Judge in consultation with the Executive Committee of the concerned Bar Association;</p> <p>5. Ld. Secretary of the concerned DLSA as Member.</p>
22	What are the eligibility criteria for empanelment in DSLSA?	There are different eligibility criteria for different panels. The details of which are available in the notice for the appointment of that panel.
23	On what basis the Legal Services advocates are provided Fee?	The payment of Legal Services Advocate is made accordingly to the Fee Schedule-2017.
24	What fee is prescribed for a Legal Services Advocate who visits the Legal Services Clinics at Universities and Colleges?	The advocate who visits the Legal Services Clinic at Colleges and Universities is paid as per Sl. No. 3, Part-I-C (Legal Aid Wing), Fee Schedule-2017.
25	Whether, the Legal Aid is also provided to the inmate?	Yes, Legal Services Advocates, via the Legal Services Clinic at Jails provide Legal Aid to the inmates.
26	Whether the accused in custody, who appears before	Yes, the remand advocates appointed by this Authority in the court are provided to the

	the court for the first time, can also obtain legal services from Legal Services Advocates?	accused every day (including holidays) who appear before the court for the first time and have no counsel on their behalf.
27	Is there any panel specially for North-Eastern people?	Yes, there is a panel of North Eastern Advocates specially for the people belonging to North Eastern States.
28	Whether Legal Services Advocates are also appointed for Children and Juveniles?	Yes, Legal Services Advocates are also appointed for the Child Welfare Committee, Juvenile Justice Board, and All India Legal Aid Cell on Child Rights.
29	On what basis the victim of crime are provided compensation?	As per Delhi Victims Compensation Scheme, 2018, compensation is provided to the victims of crime.
30	What is the procedure to provide compensation to the victim of crime?	<p>The procedure to provide the compensation to the victim of crime is as follows:-</p> <ol style="list-style-type: none"> 1. On the recommendation of concerned S.H.O. 2. By the orders of concerned court. 3. By submitting the application at the office of concerned District Legal Services Authority. <p>Such recommendations/applications are disposed of by concerned Ld. Secretary, DLSA as per Delhi Victims Compensation Scheme, 2018 which is also available on our website i.e. https://dlslsa.org/legal-aid-wing/victim-compensation-section/</p>
31	Where is the application submitted to receive compensation?	The application for compensation is submitted at the District Legal Services Authority at the concerned District Court.

32	How much time it will take for disbursement of compensation after passing the order of compensation?	Every endeavor is made by DSLSA to disburse the amount of compensation to the victims as soon as possible, and within the stipulated time frame as per the Delhi Victims Compensation Scheme, 2018. However, since the process of quantification of victim compensation and the verification formalities require the joint efforts of different stakeholders including Delhi Police, in some cases, delay may be caused due to reasons beyond the control of Authority. However, steps are being taken by the Authority to remove such bottlenecks so as to bring even more efficiency in the disbursement of victim compensation.
33	Whether the victim of acid attack is also eligible for compensation?	Yes, the victim of acid is also eligible for compensation.
34	What is the time limit for providing compensation to the victim of acid attack?	The interim compensation is awarded to the victim of acid attack within a period of 02 months and final compensation after conclusion of the trial.
35	What is the schedule for organizing the Internship Programme by DSLSA?	The Internship Programme is organized by DSLSA twice a year: <ol style="list-style-type: none"> 1. In the month of June 2. In the month of January Information regarding upcoming dates of the Internship Programme are being made available on our website: https://dslsa.org
36	Who can participate in the Internship Programme?	Law students from all over India can participate in the Internship Programme.

37	What is the time period of the Internship Programme?	The Internship Programme is organized for a period of 21 days.
38	What are the activities covered during the Internship Training Programme?	During the Internship Programme, the interns gain an understanding of the functioning of Courts (Criminal & Civil), District Legal Services Authorities (DLSAs), Juvenile Justice Boards (JJBs), Child Welfare Committees (CWCs), Children's Homes, Observation Homes, Shelter Homes, Jails, the National Commission for Protection of Child Rights (NCPCR), the Institute of Human Behaviour and Allied Sciences (IHBAS), Police Stations, District Magistrate (DM) offices, One Stop Centres, and the Delhi Council for Child Welfare (DCCW), etc.
39	Is there any fee prescribed for participating in the Internship Programme?	No fee is required to participate in the Internship Programme.
40	What is the procedure for issuing certificates upon completion of the Internship Programme?	Yes, on successful completion of the Internship Programme with at least 75% attendance, the Authority will provide the interns with certificates. Certificates of excellence are also awarded to students who complete the internship with sincerity and dedication, and who contribute innovative ideas to enhance the objectives of DSLSA.
41	What are the functions of Legal Services Institutions in the country?	The main functions of legal services institutions include: <ol style="list-style-type: none"> 1. To provide free and competent legal services to eligible individuals.

		<ol style="list-style-type: none"> 2. To provide compensation to victims. 3. To organize Lok Adalats for the amicable settlement of disputes. 4. To organize legal awareness camps. 5. To implement the schemes and policies directed by NALSA.
42	Who can become a Para Legal Volunteer?	<p>A Para Legal Volunteer (PLV) should be a literate individual, preferably at least matriculate, with the ability to understand and comprehend legal and social issues.</p> <p>PLVs are preferably selected from those who are not primarily motivated by income from their services, but who possess a genuine desire to assist the needy in society. They should have compassion, empathy, and a strong concern for the upliftment of marginalized and weaker sections of society. A PLV must also demonstrate unwavering commitment to the cause, which should be reflected in the work they undertake.</p> <p>Currently, there are three categories of PLVs:</p> <ol style="list-style-type: none"> 1. PLVs (Law Students, until they enroll as lawyers). 2. Community PLVs. 3. PLVs (in Jails).
43	Who is suitable to serve as a Para Legal Volunteer?	<p>Para-Legal Volunteers (PLVs) can be selected from a wide range of individuals who are socially conscious and committed to public service, which include:</p> <ol style="list-style-type: none"> 1. Teachers (including retired teachers). 2. Retired government servants and

		<p>senior citizens.</p> <ol style="list-style-type: none"> 3. MSW students and teachers. 4. Anganwadi workers. 5. Doctors/physicians. 6. Students and law students (until they enroll as lawyers). 7. Members of non-political, service-oriented NGOs and clubs. 8. Members of women neighbourhood groups, Maithri Sanghams, and other self-help groups, including those from marginalized or vulnerable communities. 9. Educated prisoners with good behaviour, serving long-term sentences. 10. Any other person deemed fit by the District Legal Services Authority (DLSA) to serve as a PLV.
44	What are the duties of Para-Legal Volunteers?	<p>Duties of Trained Para-Legal Volunteers:</p> <p>PLV shall:-</p> <ol style="list-style-type: none"> 1. Para-Legal Volunteers shall educate people, especially from weaker sections, about their rights and duties under the law. 2. They shall inform people about the nature of their disputes and the availability of resolution through DLSA, HCLSC, SLSA, or SCLSC. 3. They shall monitor legal violations or

		<p>injustices and report them to the appropriate legal services authority.</p> <ol style="list-style-type: none">4. Upon learning of an arrest, they shall visit the police station and ensure legal assistance is provided, if necessary.5. They shall ensure that victims of crime receive proper care and attention.6. PLVs shall help victims of crime seek compensation under Section 357-A Cr.P.C.7. With proper authorization from DLSA, PLVs shall visit police stations, jails, lock-ups, psychiatric hospitals, and children's homes to assess legal service needs.8. They shall report violations of child rights, child labour, missing children, and trafficking cases to the appropriate legal or child welfare authority.9. PLVs shall assist DLSA in organizing legal awareness camps in their area.10. They shall inform locals about the activities and services of SLSA, DLSA, HCLSC, and SCLSC, and provide addresses for access.11. They shall promote awareness about resolving disputes through Lok
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45	Are Para-Legal Volunteers also appointed in jails?	Yes, well-behaved and literate prisoners /inmates serving long-term sentences may be trained as Para-Legal Volunteers.
46	Is the work of the Para-Legal Volunteers monitored regularly?	The Secretary of the DLSA shall monitor the work done by the PLVs on a regular basis.
47	How is legal literacy spread? Can NGOs participate in the activities of the Legal Services Authority to promote legal literacy and awareness?	<p>The Legal Services Authority promotes legal awareness through the following methods:</p> <ol style="list-style-type: none"> 1. Organizing Legal Awareness Camps to educate the public about their legal rights, duties, and available remedies. 2. Conducting Workshops and Seminars on various legal topics, government policies, and welfare schemes. 3. Providing free IEC (Information, Education, and Communication) materials in simple and regional languages to ensure accessibility and understanding. 4. Disseminating information through mass media, including radio, television, and social media platforms such as Facebook, Instagram,

		<p>YouTube, and Twitter.</p> <p>5. Collaborating with various stakeholders, including NGOs, to expand outreach and effectively achieve the goals and objectives of the Legal Services Authority.</p>
48	What is the objective of the National Legal Literacy Mission?	NALSA constituted the National Legal Literacy Mission with the main objective of empowering the poor and disadvantaged, particularly women and children, through legal literacy by making them aware of their rights to live with dignity and enjoy equality before the law.
49	Is sensitization of Judicial Officers regarding Legal Services Schemes and Programmes essential?	Yes, once all newly recruited trainee Judicial Officers are properly sensitized by the DSLSA during their training about the relevance and importance of legal aid schemes. Thereafter, the Judicial Academy conducts periodic training sessions for Judicial Officers on relevant issues.
50	What is Lok Adalat?	<p>The word Lok Adalat means people's court. It is a Forum to resolve the disputes by conciliation and participation in an amicable manner. Based on Gandhain principles, Lok Adalat is one of the most important components of ADR systems operating in India.</p> <p>Lok Adalat is an alternative mode of dispute resolution. A Lok Adalat Bench is constituted at Supreme Court level, High Court level and District court level for purpose of amicable settlement of dispute between two parties with their consent.</p>

51	What is the quorum of Lok Adalat?	The quorum of a Lok Adalat consists of two members: one is a sitting or retired Judicial Officer, and the other may be an Advocate, Social Worker, or a person from any other field as specified by the State Authority.
52	What types of disputes are settled in the Lok Adalat?	Any case at pending or pre-litigation stage except non-compoundable criminal cases can be settled in the Lok Adalat.
53	What are the criteria for referring a case to a Lok Adalat?	The consent of the parties is the sole criterion for settlement before a Lok Adalat. A case may be referred to a Lok Adalat if: (i) The parties agree, or (ii) One of the parties makes an application to the Court requesting referral of the case to the Lok Adalat for settlement, and the Court, being prima facie satisfied that there are chances for settlement, agrees; or (iii) The Court is satisfied that the matter is appropriate for consideration by the Lok Adalat. In such cases, the Court shall refer the case to the Lok Adalat for settlement.
54	What are the special features of a Lok Adalat?	<ol style="list-style-type: none"> 1. There is no court fee, and if a court fee has already been paid, it will be refunded if the dispute is settled in the Lok Adalat. 2. The parties to the dispute can directly interact with the judge, which is not possible in a regular court of law. 3. The basic feature of a Lok Adalat is informal and speedy justice. 4. The award passed by the Lok Adalat is binding on the parties and holds the status of a decree of a civil court; it is

		non-appealable.
55	What is permanent Lok Adalat?	Permanent Lok Adalat means a Permanent Lok Adalat established under sub-section (1) of Section 22-B of the Legal Services Authorities Act, 1987 to settle the dispute, before the dispute is brought before any court of law pertaining to Public Utility Services.
56	Is there any provision to provide protection to witnesses?	Yes, under the provisions of the 'Delhi Witness Protection Scheme, 2018,' the DSLSA provides protection to witnesses.
57	Who is the competent authority responsible for providing protection to witnesses?	Competent Authority means a Standing Committee in each District chaired by District and Sessions Judge with Deputy Commissioner of Police (DCP) in the District as Member and Head of the Prosecution in the District as its Member Secretary.
58	Who can apply for witness protection?	An application may be moved by the witness in the prescribed form before a Competent Authority through its Member Secretary for seeking a Witness Protection Order. It can be moved by the witness, his family member, his duly engaged counsel, or the IO/SHO/ACP–Sub Division/Jail Superintendent concerned.