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ACCESS TO JUSTICE FOR ALL

UTTARAKHAND STATE LEGAL SERVICES AUTHORITY

Nainital

Access to Justice for All

STANDARD OPERATING PROCEDURE (SOP)

FOR

MULTI UTILITY VEHICLE (MUV)



UTTARAKHAND STATE LEGAL SERVICES AUTHORITY

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S.No.	Abbreviation	Full form
1.	NALSA	National Legal Services Authority
2.	UKSLSA	Uttarakhand State Legal Services Authority
3.	HCLSC	High Court Legal Services Committee
4.	DLSA	District Legal Services Authority
5.	TLSC	Tehsil Legal Services Committee
6.	MUV	Multi-Utility Vehicle
7.	ADR	Alternative Dispute Resolution
8.	SOP	Standard Operating Procedure

STANDARD OPERATING PROCEDURE (SOP) FOR MULTI UTILITY VEHICLE (MUV)

1. Introduction:-

The National Legal Services Authority (NALSA), New Delhi, vide Office Memorandum dated 17/19 July, 2025, issued guidelines on the *"Effective Management and Utilisation of Legal Aid Fund"* by State Legal Services Authorities (SLSAs), High Court Legal Services Committees (HCLSCs) and District Legal Services Authorities (DLSAs). Clause (xvi) thereof permits Member Secretaries of SLSAs to purchase a Multi-Utility Vehicle (MUV) in lieu of an old condemned MUV, purchased from NALSA funds or otherwise, subject to availability of funds, approval of the Hon'ble Executive Chairman and Hon'ble Patron-in-Chief, observance of financial prudence, and intimation to NALSA.

In pursuance of the said guidelines and with the requisite approvals, UKSLSA has purchased 13 Mahindra Bolero Neo Plus Multi-Utility Vehicles (MUVs) for the DLSAs in Uttarakhand, to facilitate the effective conduct of legal-services activities within their respective jurisdictions. NALSA also maintains an SOP for deployment and utilisation of such vehicles by legal-services institutions.

2. Short Title, Extent and Commencement

2.1 This Procedure shall be called the *"Standard Operating Procedure (SOP) for Multi-Utility Vehicle (MUV)"*(hereinafter referred to as "the SOP").

2.2 This SOP shall apply to Multi-Utility Vehicles (MUVs) and District Legal Services Authorities (DLSAs) in the State of Uttarakhand.

2.3 This SOP shall come into force from the date of its approval by the Hon'ble Executive Chairman, Uttarakhand State Legal Services Authority (UKSLSA).*

3. Objective of this SOP:-

The objective of this SOP is to establish a uniform, transparent and accountable system for the authorised deployment, utilisation, custody,

*Approved by the Hon'ble Executive Chairman, UKSLSA on 09.10.2026

maintenance, financial management, record-keeping and monitoring of the MUVs provided to the 13 DLSAs of Uttarakhand. The vehicles shall be used primarily as ***Mobile Legal Services Delivery Units*** for strengthening legal-aid delivery, legal-awareness and outreach activities, particularly for persons belonging to vulnerable and marginalised sections of society. This SOP is intended to prevent unauthorised use, ensure economy and transparency in expenditure, prescribe clear institutional responsibility, maintain proper operational and financial records and secure regular inspection, reporting, audit and compliance in accordance with the directions of NALSA, UKSLSA and applicable rules.

4. Scope:-

This SOP shall regulate their authorised deployment, utilisation, custody, operation, maintenance, repair, fuel management, statutory compliance, financial management, record-keeping, inspection, monitoring, reporting and accountability. The vehicles shall be used exclusively for approved activities of the Legal Services Institutions and in accordance with the Legal Services Authorities Act, 1987, applicable rules, directions and SOPs issued by NALSA and UKSLSA and applicable financial and government regulations.

5. Deployment and Utilisation of Multi-Utility Vehicle (MUV)

5.1 Deployment for Mobile Legal Services:- The MUV shall be deployed as a Mobile Legal Services Unit to facilitate access to justice, particularly for persons and communities facing geographical, social, economic or other barriers, for the following purposes: -

(a) Conducting legal services camps, legal aid clinics and legal awareness programmes in rural, remote, hilly, geographically inaccessible and underserved areas.

(b) Disseminating information regarding free legal aid, legal advice, legal assistance, legal rights and schemes administered by Legal Services Institutions.

(c) Reaching vulnerable and marginalised persons and communities, including women, children, senior citizens,

persons with disabilities, persons in custody and persons belonging to economically or socially disadvantaged groups.

(d) Facilitating access to legal services by identifying eligible persons requiring legal assistance and connecting them with the appropriate Legal Services Institution or competent authority.

(e) Undertaking village visits, community outreach, field-level awareness campaigns and other approved legal services activities in accordance with identified needs and the deployment plan approved by the competent authority.

5.2 Deployment for Alternative Dispute Resolution (ADR):-The MUV may also be deployed, with due authorisation, for ADR-related activities, including mediation, conciliation, pre-litigation settlement, Lok Adalats and Permanent Lok Adalats, for the purpose of:-

(a) Creating awareness and promoting amicable dispute resolution.

(b) Facilitating pre-litigation legal assistance and referral to appropriate ADR forums.

(c) Conducting outreach and mobilisation for Lok Adalats, mediation and other authorised settlement programmes.

(d) Transporting authorised personnel and essential materials for official ADR activities.

(e) Undertaking follow-up visits and community outreach relating to approved ADR initiatives.

5.3 Conditions Governing Deployment:-All deployments under Clauses 5.1 and 5.2 shall be need-based, undertaken for a clearly identifiable official purpose, duly authorised and recorded in the vehicle logbook and shall conform to the applicable NALSA SOP, directions of UKSLSA and instructions of the competent authority. The MUV shall not be used for personal, private, political or any other unauthorised purpose. Its deployment shall be guided by the

principles of transparency, accountability, economy and effective access to justice.

6. Conditions for Use of Multi-Utility Vehicle (MUV):-

6.1 The MUVs provided to the DLSAs in the State shall not be used beyond the territorial jurisdiction of the concerned Judicial District without the prior approval of the Chairperson of the concerned DLSA, under intimation to the UKSLSA, Nainital.

6.2 The aforesaid MUVs shall not be taken or used outside the territorial jurisdiction of the State of Uttarakhand without the prior approval of the Hon'ble Executive Chairperson, UKSLSA, Nainital.

6.3 The UKSLSA shall have the right to requisition any or all of the aforesaid vehicles from any DLSA, as and when required, for conferences, seminars, meetings, official programmes or any other official purpose.

6.4 Under no circumstances shall any MUV be used for carrying passengers in excess of its permissible seating capacity, as prescribed under the applicable rules and regulations.

Note- The MUVs shall not be used for any personal or private purpose, unauthorised travel, journeys unrelated to the official functions and objectives of the Legal Services Authority or for political, religious, private social or other non-official activities. The vehicle shall not be placed at the disposal of any unauthorised person or used for any purpose inconsistent with the applicable NALSA SOP and directions.

7. Administrative Control, Custody and Maintenance of the Multi-Utility Vehicle (MUV):-

7.1 Each MUV shall remain under the administrative control of the Secretary, DLSA, who shall be its designated custodian and Controlling Officer.

7.2 The Secretary, DLSA, shall be responsible for ensuring the authorised use, safe custody, proper care, regular servicing, timely

repair and overall maintenance of the vehicle in accordance with this SOP and the directions of the UKSLSA.

7.3 The Secretary, DLSA, shall ensure proper maintenance of the prescribed records, including the vehicle logbook, fuel records and any other records or reports required by NALSA, UKSLSA or the competent authority, duly recording all relevant particulars and supporting documents.

7.4 The vehicle shall be cleaned and washed daily or as otherwise required, by the designated driver or by any person authorised by the Secretary, DLSA.

8. Authorisation to Drive Multi-Utility Vehicle (MUV) and Safety:-

The vehicle shall be driven only by a duly authorised person holding a valid driving licence and satisfying applicable requirements. The driver shall comply with traffic laws, ensure the use of seat belts, observe passenger-capacity limits, avoid mobile-phone use while driving and immediately report accidents, damage, mechanical defects or other safety concerns.

9. Recurring Expenses:-

All recurring and operational expenditure relating to the MUV, including fuel, maintenance, repairs, insurance, PUC, taxes, FASTag and other statutory/incidental charges, shall be borne by the concerned DLSA and met exclusively from the funds allocated/released from the State Budget by the UKSLSA for this purpose, subject to availability of funds and applicable financial rules. Proper records and supporting documents shall be maintained and no unauthorised or personal expenditure shall be charged to such funds.

10. Honorarium / Remuneration of Driver: -

10.1 The Driver for the MUV shall be engaged on a contractual basis in accordance with the prevailing rules, instructions and procedures of the Government of Uttarakhand and directions of UKSLSA. The concerned Secretary, DLSA shall strictly adhere to approved and recognized procedure for hiring Driver on contractual basis as per Letter No. 690/SLSA/2026 dated 18/03/2026 of UKSLSA.

10.2 The honorarium/remuneration or service charges of the Driver shall be borne by the concerned DLSA from the funds released/allocated by NALSA through UKSLSA for the purpose, subject to approved rates, budgetary provision and applicable financial rules. Payments shall be made only against duly verified bills, attendance/duty records and other prescribed documents.

11. Economizing Expenditure on Running Cost of Multi-Utility Vehicle (MUV)

11.1 The MUV shall be used judiciously and strictly for authorised official purposes, with due emphasis on economy in the consumption of fuel, lubricants and other running expenses.

11.2 The fuel consumption for MUV shall ordinarily not exceed 100 (one hundred) litres per calendar month. The Secretary, DLSA, may, in justified circumstances such as special camps, extensive field visits or other emergent official requirements, authorise an additional 20 (twenty) litres per month, subject to reasons being recorded. Such enhancement shall be month-specific and shall not create any precedent or entitlement for subsequent months. The monthly fuel quota shall be non-accumulative and non-transferable and any unutilised quantity shall lapse at the end of the relevant calendar month without being carried forward or clubbed with the quota of any succeeding month, ensuring strict budgetary control, uniformity, transparency, prevention of irregularities in fuel accounting and financial propriety in the use of public funds.

11.3 The vehicle shall ordinarily be parked preferably in the premises of office of DLSA or another place approved by the Secretary, DLSA after completion of duty. The keys and relevant documents shall remain in authorised custody and overnight parking at any other location shall require prior permission, except in duly recorded emergencies.

12. Maintenance of Logbooks: -

12.1 Entries in Logbooks should be made mandatorily along with the following particulars:

(a) The distance at the start and at the completion of their journey.

(b) Particulars to indicate the nature of journey.

(c) Other required details in log book

12.2 All the entries in the Logbooks should be filled in invariably, immediately after each journey is performed, neatly and legibly.

12.3 The exact purpose of the journey, the places visited and the nature of duties performed should be clearly mentioned in adequate details, so that these entries in the Logbooks are susceptible of independent check.

12.4 The Secretary, DLSA should scrutinize the Logbook once a month to ensure that there is no misuse.

12.5 The Logbook in respect of MUV should be closed at the end of the month and a summary prepared in the Logbook showing details of duty performed during the month (Annexure-II).

12.6 The Logbooks may be preserved as per the period stipulated in rules.

13. Accident, Breakdown and Insurance

Any accident, theft, breakdown or damage shall be reported immediately to the UKSLSA and necessary police, insurance and repair formalities shall be completed within the prescribed timelines. No repair or replacement expenditure shall be incurred except in accordance with applicable financial rules and delegated powers.

14. Financial Propriety and Procurement

14.1 The DLSA shall ensure timely servicing, inspection, repair and maintenance of the MUV through an authorised service centre or approved agency, in accordance with applicable financial and procurement rules. Records of servicing, repairs, replacement of parts and expenditure shall be maintained in the prescribed format at Annexure-I, supported by relevant documents.

14.2 All expenditure on fuel, servicing, repairs, spare parts and incidental expenses shall be supported by valid bills, vouchers and requisite approvals. All repairs, servicing and procurement shall comply with

applicable financial and procurement rules. Duplicate claims and unauthorised expenditure shall not be permitted.

15. Accountability and Corrective Action

Any unauthorised use, false entry, concealment of vehicle movement, misuse of fuel or public funds or failure to maintain prescribed records shall be reported to the UKSLSA for examination and appropriate action in accordance with applicable rules and NALSA/UKSLSA directions.

16. Miscellaneous: -

16.1 This SOP shall supersede all previous instructions, guidelines or SOPs issued by UKSLSA relating to the use, operation, custody, maintenance and administration of the said vehicles, to the extent inconsistent with this SOP.

16.2 This SOP shall be subject to the directions, guidelines and SOPs issued by NALSA from time to time. In case of any inconsistency, the directions of NALSA shall prevail.

16.3 UKSLSA may, by order of the Hon'ble Executive Chairman, UKSLSA, amend, modify, supplement, suspend or withdraw any provision of this SOP, as and when considered necessary. Such changes shall take effect from the date specified in the relevant order.

16.4 Matters not specifically covered by this SOP shall be governed by the Legal Services Authorities Act, 1987, applicable rules, directions of NALSA/UKSLSA and other applicable Government financial, procurement and transport rules.

Annexure-I

PRO FORMA FOR MAINTENANCE OF RECORD OF REPAIRS OF MULTI-UTILITY VEHICLE (MUV) MAHINDRA BOLERO NEO PLUS

1. Name of DLSA:

2. Model of the Car/Chassis No.:

3. Engine No.:

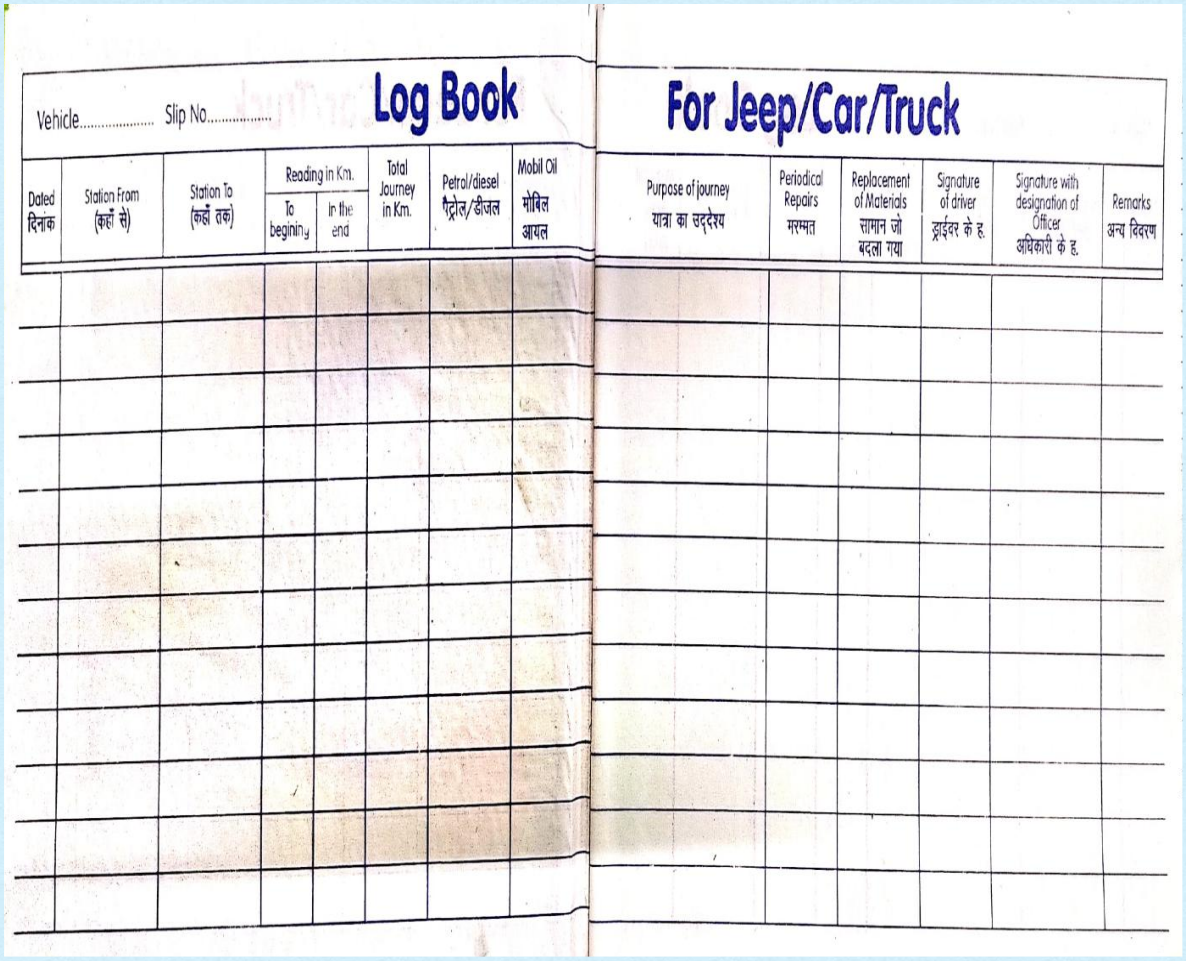
4. Date of purchase:

5.Registration No:

Sr. No.	Date of Repair	Name of Dealer	Nature of repaired carried out	Bill No. and Date	Expenditure incurred	Remarks, if any	Signature of the Judicial officer

Annexure-II

PROFORMA OF LOGBOOK AS PER THE STATE GOVERNMENT



Vehicle..... Slip No.....

Log Book

For Jeep/Car/Truck

Dated दिनांक	Station From (कहाँ से)	Station To (कहाँ तक)	Reading in Km. To beginning	Reading in Km. In the end	Total Journey in Km.	Petrol/diesel पैट्रोल/डीजल	Mobil Oil मोबिल आयल	Purpose of journey यात्रा का उद्देश्य	Periodical Repairs मरम्मत	Replacement of Materials सामान जो बदला गया	Signature of driver ड्राईवर के ह.	Signature with designation of Officer अधिकारी के ह.	Remarks अन्य विवरण