

‘SADGAMAYA’

(Awareness and Grievance Redressal Mechanisms which fall under all NALSA schemes)

1) MISSION

General mission of the project is to conduct legal awareness programmes/legal literacy classes in various subjects/areas of law with the help of special units and also to initiate public participation to redress public grievances of those participants/public who have identified their legal issues after attending the classes and otherwise.

2) CORE-OBJECTIVE OF THE PROJECT

- a) Enlightening the masses on relevant laws.
- b) Involve direct public participation in grievance redressal mechanism

3) TARGET BENEFICIARIES

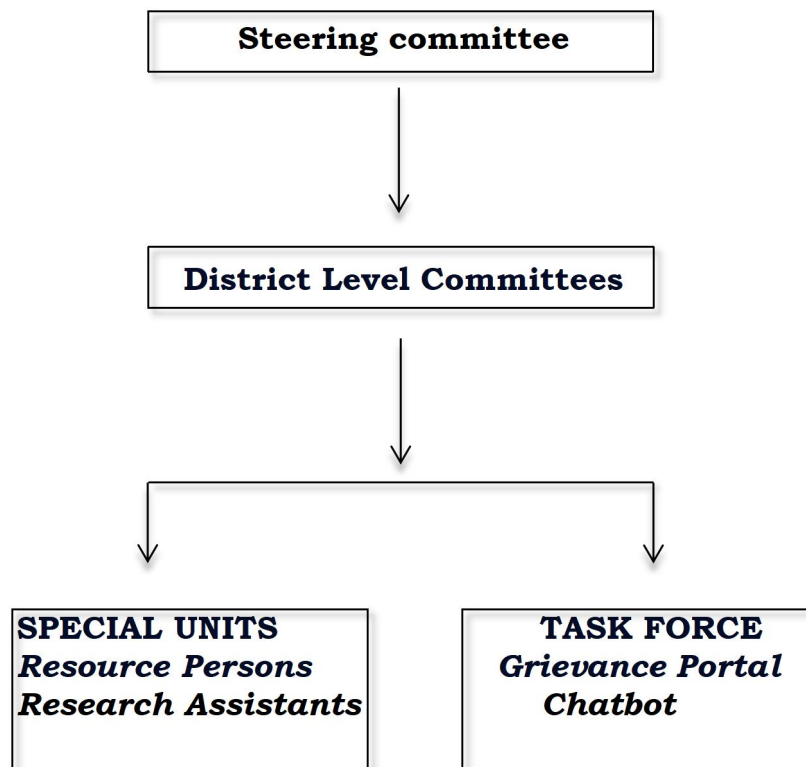
Depending on the NALSA Scheme being implemented.

4) ACTION PLAN

Project will be implemented by the KeLSA through DLSAs through

- A) Special Units
- B) Resource Persons/Research Assistants
- C) Grievance Portal
- D) Chat Bot
- E) Task Force

5) STRUCTURE



6) **STEERING COMMITTEE**

A Steering Committee headed by a Honourable Judge, High Court of Kerala and consisting a Judicial Officer and a practising lawyer will provide guidance and strategic assistance to KeLSA for the proper implementation of the project. The Honourable Judge, High Court of Kerala, judicial officer and the practicing lawyer mentioned above will be nominated by the Executive Chairman, KeLSA. The Member Secretary KeLSA shall convene the meetings of the Steering committee as and when directed by the Chairman, Steering committee.

6.1)ROLE OF THE STEERING COMMITTEE

The Steering Committee shall supervise, monitor, control and shall be in charge of the holistic management of the Project. The Steering Committee shall supervise the formulation and updation of the syllabus and module, approved by the Committee for training of Special Units, the functioning of the Task Force, updation of the database for the Chatbot and the overall functioning of the Grievance portal.

7) DISTRICT LEVEL COMMITTEES

The District Level Committees in each District will consist of one of the senior most District Judges of the District, Secretary, DLSA concerned and a Panel lawyer nominated by the Chairman, District Legal Services Authority concerned.

7.1) ROLE OF THE DISTRICT LEVEL COMMITTEES

- a) To specifically supervise/monitor the project in each district concerned.
- b) To identify the target beneficiaries for each scheme sought to be implemented under the respective jurisdiction in Panchayaths and wards through Special Units.
- c) To identify para-legal volunteers, Law and Management students from respective Law and Management schools in their respective jurisdiction as Resource persons for imparting legal awareness to the target beneficiaries.
- d) To identify and approve NGOs in the district concerned committed to imparting legal awareness.
- e) To impart training to the Resource persons/Research Assistants under each Special Unit

- f) To identify lawyers as Master Trainers for the Special Units of the project.
- g) To take steps to implement the project directly in urban areas including Municipal Corporations and Municipalities which are not covered by the Panchayaths.
- h) To provide necessary legal aid to the aggrieved person at the District level if found necessary.
- i) To supervise and monitor the functioning of the Special units in each district.
- j) To organise local level adalaths as and when necessary.

8) SPECIAL UNITS

Special Units will consist of :

- i. Panchayath President/Municipal Chairperson/Deputy Mayor
- ii. Ward counsellors
- iii. ASHA workers
- iv. Tribal promoters
- v. Panel lawyers nominated by the Chairman, DLSA
- vi. Law and Management students from respective Law and Management schools in the district.
- vii. Para-legal volunteers and socially committed competent persons identified by DLSA to impart awareness at grass root level.

8.1) RESOURCE PERSONS

Members of the Special Units falling under **serial no: iii to vii** will function as Resource Persons for legal awareness programs and classes.

8.2) RESEARCH ASSISTANTS

Members of the Special Units falling under **serial no: v and vi** will function as Research assistants who will provide valuable inputs including relevant legal provisions and precedents for legal awareness sessions, help build data base for the Chatbot of the Project as well as help the Special Units and Task Force to effectively address the grievances and queries raised by the public.

8.3) ROLE OF SPECIAL UNITS

- a) Special Units shall help District Level Committees/Legal Service Authority concerned to identify areas and target beneficiaries for each NALSA scheme sought to be implemented in Panchayaths and wards.
- b) Special Units shall take steps to conduct awareness programs every fortnight and as and when necessary on the topic covered by the NALSA scheme concerned in the identified areas among target beneficiaries under the guidance of District Level Committees/Legal Service Authority concerned and shall ensure maximum public participation.
- c) The Awareness sessions/classes will be based on a syllabus and module prepared and approved by the KeLSA covering all the relevant laws and plans under the Government regarding the NALSA scheme concerned.
- d) Special Units shall report to the Secretary, DLSA concerned about the legal literacy classes/programs convened by them and the kind of participation in such programs every fortnight.
- e) Special Units shall inform the participants of the program that they can use the Chat Bot facility through Grievance portal accessible on KeLSA's online portal (website or App) to get answers for their grievances/concerns with the help of Special Units. Special Units shall also inform the participants of the

program that if effective replies are not received through the Chat Bot facility, their genuine grievances/concerns will be effectively addressed by the 'Task Force' through Grievance portal accessible on KeLSA's online portal (website or App) which can be accessed only through the reference of Special Units.

- f) The Special Units shall identify a place of contact with the help of Legal Service Institutions concerned for collection of grievances within one week of conduct of the awareness session.
- g) The Special Units shall take steps to conduct adalaths by the Legal Services Institutions concerned within a period of two weeks from the collection of grievances.
- h) In addition to the Grievance portal, the Special Units shall apprise the public registered under the project about the toll free number (15100) which will serve as a 24x7 helpline for the public to contact the Special Units for redressal of their grievances /concerns.
- i) There shall be a dedicated mail ID exclusively for the project in KeLSA and as well as in all the Legal Services Institutions in the State which will be shared by the Resource persons imparting legal awareness sessions in the areas assigned to them. The public attending the sessions can make queries in the dedicated mail ID within three days of the session and reply will be provided by the Legal Service Institution concerned with the help of Panel lawyers/Law students within three days of receipt of the same.
- j) Special units have to attend the grievances of those who are not satisfied with the replies received by them from the Chatbot. The special units may address them in the best way possible and if found necessary refer them to the Task Force concerned.

9) TASK FORCE

Members of the Task Force are :

- i. Chairman, District Legal Services Authority or an officer authorised by him.
- ii. District Collector or an officer authorised by him.
- iii. District Police Chief or an officer authorised by him.
- iv. Panel lawyer nominated by Chairman, DLSA.
- v. Representative from Government Departments (District level) depending on the scheme involved.

9.1) ROLE OF TASK FORCE

Task Force shall redress the grievances referred by the Special Units. Task Force may co-opt officials from Government Departments depending on the subject of each grievance/concern and reply to the aggrieved person with solutions for their grievances/concerns within a reasonable time. If the grievances/concerns are not redressed ***within 5 days of receipt of the grievance***, the same will be escalated and brought to the notice of the Member Secretary, KeLSA who shall address the same with or without the help of Panel lawyers (as the case may be) ***within 7 days of receipt of the same***. The Task Force shall redress those grievances/concerns placed before it in the best manner possible by avoiding litigations. In cases where litigation is imminent and inevitable, Task Force may relegate the complaints for legal aid to the Legal Service Authority concerned as the case may be.

9.2) GRIEVANCE PORTAL AND CHATBOT FACILITY

Grievance Portal is accessible to the public on KeLSA's online portal (website or App). There is Chatbot facility which can be accessed by the public to make queries regarding their concerns. Public can avail the Chatbot facility with the help of the members of the Special Units. Those

queries and grievances which are not redressed through Chatbot facility and Special Units, can be addressed to the Task Force through the Grievance Portal with the help of Special Units. There shall be a dedicated mail ID exclusively for the project in KeLSA and as well as in all the Legal Services Institutions in the State which will be shared by the Resource persons imparting legal awareness sessions in the areas assigned to them. The public attending the sessions can make queries in the dedicated mail ID and reply will be provided by the Legal Service Institution concerned with the help of Panel lawyers/Law students. The queries and replies thus received in the dedicated mail ID as well as the replies given by the Task force to the grievances/concerns raised by the public shall be stored for building the Chat Bot database. The Research Assistants shall monitor and verify the replies given by the Task force before the same is being transferred to Chatbot.

10.IMPLEMENTATION PATTERN

1. The District Level Committees shall take steps to hold legal awareness programs and sessions in areas identified by Special Units and shall conduct such sessions with the help of the Special units.
2. Members of the Special Units shall share the dedicated mail ID of the project manned by Legal Service Authority concerned under whose jurisdiction the area in which the session is conducted falls and apprise the audience to raise their queries in the said mail ID within three days of the session. The said queries will be replied within three days of receipt of the same by the Legal Service Authority concerned with the help of Panel lawyers and Law Students.
3. Members of the Special Units shall redress the grievances raised by the public in the best way possible by avoiding litigations. In cases where litigations are imminent, the Special units may direct them to the Legal Service Authority concerned after apprising them their right to receive legal aid from the Authority concerned through panel lawyers.

4. The Special Units shall identify a place of contact with the help of Legal Service Institutions concerned for collection of grievances within one week of conduct of the awareness session.

5. The Special Units shall take steps to conduct adalaths by the Legal Services Institutions concerned within a period of two weeks from the collection of grievances.

6. Members of the Special Units shall also apprise the public of their facility to dial toll free number (15100) which will serve as a 24x7 helpline to contact the Special Units for redressal of their grievances /concerns.

7. Members of the Special Units shall also apprise the public of Chatbot facility on the Grievance portal of KeLSA which may be accessed with the help of Special Units. Those whose grievances are not redressed by the intervention of the Special Units may place their grievance before the Task Force with the help and reference of the Special Units.

8. Task Force shall redress the grievances referred by the Special Units. Task Force may co-opt officials from Government Departments depending on the subject of each grievance/concern and reply to the aggrieved person with solutions for their grievances/concerns **within 5 days of receipt of the grievance**. If the Task Force fails to do so, the same will be escalated and brought to the notice of the Member Secretary, KeLSA who shall address the same with or without the help of Panel lawyers (as the case may be) **within 7 days of receipt of the same**.

9. Chatbot and grievance portal are available to be accessed in the regional language.

8. The Task Force which otherwise would be functioning through KeLSA's online portal will have to emergently meet physically co-opting relevant officials and address urgent issues in case of natural calamities/pandemic/other unforeseen calamities invoking provisions of the Disaster Management Act.

