न्याय मित्र – न्याय आपके द्वार

“Nyay Mitra Justice at Your Doorstep”

"Bringing Legal Services Closer to Every Citizen.”

A Mobile Legal Services Initiative



HARYANA STATE LEGAL SERVICES AUTHORITY, PANCHKULA

न्याय मित्र – न्याय आपके द्वार

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1. Background

The National Legal Services Authority, through the *Standard Operating Procedure (SOP) for Deployment and Utilisation of Multi-Utility Vehicles (MUVs)*, has envisaged the use of vehicles as **Mobile Legal Services Delivery Units** to ensure regular, structured and accessible legal services, particularly in remote, rural and vulnerable areas. The SOP emphasizes a **Justice Circuit** approach through planned routes, periodic visits, legal awareness, legal aid facilitation and coordinated outreach through State Legal Services Authorities and District Legal Services Authorities.

In furtherance of this initiative, the Haryana State Legal Services Authority (HALSA) has procured four Bolero vehicles, with a vision to deploy these MUVs across the State under the flagship initiative "NyayMitra" to increase the presence and visibility of Legal Services Institution in the far corners of the State. Conceived as a mobile extension of the Legal Services Institutions, *NyayMitra* will take legal services to the doorsteps of the people by functioning as a Mobile Legal Services Clinic. Through planned Justice Circuits, this initiative will provide wider legal awareness, facilitate on the spot legal aid and assistance, promote pre-litigation resolution, assist beneficiaries under various welfare and victim compensation schemes, and strengthen last-mile access to justice. By bringing legal services closer to citizens, particularly those belonging to vulnerable and marginalized communities, *NyayMitra* aims to reinforce HALSA's commitment towards achieving the goal that justice is accessible, visible, and inclusive for every resident of Haryana.

2. Vision

Nyay Mitra envisions a Haryana where legal services are accessible to the remotest corners of the State. The initiative seeks to transform mobile outreach into a regular institutional mechanism that strengthens wider legal awareness, legal aid, promotes dispute resolution, and bridges the gap between citizens and the justice delivery system.

3. Objectives

The deployment of the Mobile Legal Services Vehicles aims to:

- Strengthen the access to justice for rural, marginalized and vulnerable communities by bringing Legal Services Institutions to their doorsteps.
- Institutionalize outreach in accordance with the NALSA SOP.
- Enhance legal awareness and legal literacy at the grassroots level.
- Facilitate on the spot resolution, filing of legal aid applications, victim compensation claims, ADR services, Tele-Law consultations and linkage with welfare schemes.

4. Zonal Deployment Plan

To ensure optimum utilisation and balanced coverage, the four vehicles shall be deployed zone-wise as follows:

Vehicle	Zone	Districts Covered
Vehicle-1	North Zone	Ambala, Kurukshetra, Panchkula, Yamuna Nagar and Karnal
Vehicle-2	Central Zone	Panipat, Sonepat, Jhajjar, Rohtak, Charkhi Dadri
Vehicle-3	West Zone	Kaithal, Jind Bhiwani, Sirsa,

		Hisar and Fatehabad
Vehicle-4	South Zone	Rewari, Narnual, Nuh, Faridabad, Palwal and Gurugram

Each NyayMitra vehicle shall function as a Mobile Legal Services Clinic, undertaking activities such as legal awareness camps, legal aid facilitation, pre-litigation counselling, victim compensation assistance, outreach to women, children, senior citizens, industrial workers and other vulnerable groups, in coordination with DLSAs.

5. Justice Circuit and Route

A **Justice Circuit** is a structured, pre-planned and periodically recurring route identified by the District Legal Services Authority for the deployment of NyayMitra. Instead of ad hoc or event-based visits, each Justice Circuit ensures regular and continuous outreach, particularly to remote, underserved and vulnerable communities. Through these planned circuits, NyayMitra functions as a Mobile Legal Services Delivery Unit by providing legal awareness, legal aid, pre-litigation assistance, access to welfare schemes and other legal services at the doorstep of the people.

Justice Route Planning

- Each DLSA shall prepare Monthly Justice Circuit Plans for the deployment of NyayMitra.
- The route plans shall ensure systematic coverage of remote villages, aspirational blocks, industrial clusters, educational institutions, urban slums and other areas requiring legal services.
- Routes shall be identified based on local needs, legal aid trends and feedback received from Para Legal Volunteers (PLVs) and other stakeholders.
- Each Justice Circuit shall endeavour to cover all the villages having difficult approach to Court and Administration buildings as may be determined by DLSA while finalising the route plan.
- Priority shall be given to villages not previously covered, aspirational blocks, industrial clusters, educational institutions and areas identified through field feedback.
- Routes should be drawn out in such a manner that all areas of the district are covered within one particular circuit.

Priority for Identification of Justice Routes

Justice Route Plans shall prioritise remote and difficult-to-access villages, followed by other rural areas, peri-urban areas and finally Municipal Council and Municipal Corporation areas.

PRIORITY FOR IDENTIFICATION OF JUSTICE ROUTES
DLSA IDENTIFIES ROUTE

Priority I
Remote & Difficult-to-Access Villages
(Aspirational Blocks, Border Areas, Forest/Interior Villages)

Priority II
Other Rural Villages(having limited access to legal services)
(Aspirational Blocks, Border Areas, Forest/Interior Villages)

Priority III
Semi-Urban / Outer City Areas
(Industrial Clusters, Urban Villages, Outskirts)

Priority IV
Municipal Areas / Urban Centres
(Municipal Corporation / Municipal Council Areas)

Schedule for deployment of vehicles

Each Nyay Mitra vehicle shall ordinarily remain deployed in one district for a period of two months before being stationed to the next district in accordance with the zonal deployment plan approved by HALSA as below:

Zone/	Jan-Feb	Mar-Apr	May-June	July-Aug	Sep-Oct	Nov-Dec
Vehicle-1	Ambala	Kkr	Panchkula	Y Nagar	Karnal	-
Vehicle-2	Panipat	Sonepat	Jhajjar	Rohtak	C.Dadri	-
Vehicle-3	Kaithal	Jind	Bhiwani	Sirsa	Hisar	Fetehabad
Vehicle-4	Rewari	Narnaul	Nuh	Faridabad	Palwal	Gurugram

The Member Secretary, HALSA, whenever required, may modify the deployment schedule, reallocate any NyayMitra vehicle for any special programme, emergent legal services activity, State-level campaign or administrative requirement, as per needs.Any deviation from the approved deployment schedule shall be subject to approval of the Member Secretary, HALSA.

1. Operational Strategy

Each Nyay Mitra shall adopt a **multi-dimensional legal services delivery approach** to ensure comprehensive and citizen-centric access to justice. During every outreach visit, the concerned District Legal Services Authority (DLSA) shall facilitate:

(i) Scheme-based Assistance

- Identification and facilitation of beneficiaries under various NALSA/HALSA Schemes.
- Assistance in accessing Central and State Government welfare schemes.
- Implementation of special campaigns, thematic drives and outreach programmes launched by NALSA or HALSA from time to time.

(Ii) On-the-Spot Legal Assistance

- Registration and processing of applications for free legal aid.
- Assistance in filing applications under victim compensation and other statutory schemes.
- Pre-litigation counselling and dispute identification.
- Legal guidance, referrals and immediate assistance to eligible beneficiaries.

(iii) Community Mobilisation and Follow-up: Community mobilisation shall form an integral part of every Justice Circuit.

- Prior to each visit, the DLSA, with the assistance of PLVs, shall coordinate with Gram Panchayats, educational institutions, Anganwadi Centres, Self-Help Groups, Labour Associations, Common Service Centres

and other local stakeholders to publicise the visit and mobilise beneficiaries.

- Following each outreach programme, PLVs shall facilitate follow-up of legal aid applications, referrals and beneficiary assistance to ensure continuity of legal services.

2. Infrastructure and Technology

Each Nyay Mitra vehicle shall, as far as practicable, be equipped with:

- Laptop with internet connectivity.
- Public Address System.
- Printer/Scanner (where feasible).
- IEC (Information, Education and Communication) material relating to legal services and welfare schemes.
- Application forms under various schemes.
- Registers prescribed under the NALSA SOP.
- Digital beneficiary registration mechanism.
- Audio-visual awareness material.
- GPS-enabled tracking system.

The use of technology shall be encouraged for digital legal awareness, beneficiary registration and reporting.

3. Personnel Accompanying the Vehicle

Every Nyay Mitra visit shall ordinarily be made by team constituted by Secretary, DLSA comprising:

- Panel Advocate(s).
- Para Legal Volunteers (PLVs).
- Driver.
- Any other expert or departmental representative as considered necessary by the DLSA.

The composition of the team may vary depending upon the nature of the outreach programme.

4. Approval and publicity of monthly route plans

The Monthly Justice Route Plan shall be placed before the **Chairman, District Legal Services Authority** for approval prior to its implementation.

Upon approval, the route plan shall be widely publicised to ensure maximum community participation and accessibility. The schedule shall be disseminated through the offices of the DLSA and TLSCs, Gram Panchayats, Municipal Bodies, educational institutions, Anganwadi Centres, Common Service Centres (CSCs), Para Legal Volunteers (PLVs), social media platforms, the HALSA/DLSA websites, local print and electronic media and any other appropriate means so that citizens are aware of the dates, locations and services to be provided under NyayMitra.

5. Compliance with NALSA SOP

The provisions contained in this Concept Note shall be read harmoniously with the **Standard Operating Procedure for Deployment**

and Utilisation of Multi-Utility Vehicles issued by NALSA. All directions, guidelines, formats, records, operational protocols and instructions issued by NALSA shall be strictly adhered to by all District Legal Services Institutions.

6. Reporting Mechanism

To ensure effective monitoring and accountability, every DLSA shall maintain comprehensive records of NyayMitra activities in accordance with the NALSA SOP.

The reporting mechanism shall include:

- Daily vehicle logbook.
- Beneficiary register.
- Scheme-wise assistance register.
- Legal aid applications received.
- Victim compensation applications facilitated.
- Legal awareness programmes organised.
- Photographs with geo-tagging, wherever feasible.
- GPS movement records, wherever feasible.
- Success stories and impact assessment.

Each DLSA shall also submit a **NyayMitra Progress Report after every circuit**(2 months) to HALSA containing:

- Number of villages/locations covered.
- Number of outreach programmes conducted.
- Number of beneficiaries assisted.
- Scheme-wise performance.
- Legal aid applications facilitated.
- Cases referred to Panel Lawyers and/or to any other institutional mechanisms.
- Follow-up actions taken.
- Challenges encountered and suggestions.

HALSA shall periodically review the reports, monitor implementation, and issue appropriate directions to improve outreach and service delivery.