



Legal Assistance Centre

Towards an inclusive legal system

National Legal Services Authority

12/11, Jamnagar House, New Delhi

Website: www.nalsa.gov.in, e-mail: nalsa-dla@nic.in

1. Introduction

All must have Access to Justice. The United Nations Sustainable Development Goals 2030 lay out targets to guide global and national development policies, including target 16.3's promise to “ensure equal access to justice for all.” There are many challenges and barriers to Access to Justice. The global scenario is indicated by the World Justice Report. It indicates that 4.5 billion people are excluded from the opportunities the law provides. It also mentions that 253 million people across the globe live in extreme conditions of injustice. India with its geographical and population diversity is no exception. The Constitutional Vision of Access to Justice is being translated into reality by Legal Services Authorities constituted under Legal Services Authorities Act. The Legal Services Institutions devise and implement Legal Services programs from time to time as per local circumstances and conditions to appropriately respond to the legal needs of people and to promote an inclusive legal system.

Due to the pandemic, strategies at work are undergoing change, and leveraging of technology marks the essential component of such change. Since, technology gap exists so it is essential to ensure that people living in far-flung areas and also in areas which are not so developed on the scale of economics and other social-legal factors have access to it. Bridging the Justice gap requires reaching out to people

and meeting their legal problems. Outreach strategies are necessarily required in India which has around seven lakh villages and a population of 1.3 billion. The challenges are many. These challenges are primarily because of geographical, demographic, and social and cultural characteristics. Moreover, lack of infrastructure advancements in terms of technology etc. in such areas also act as a constraint in promotion of inclusiveness. People have to bear expenses for travelling to the legal services institutions. Certain categories of people such as senior citizens, persons suffering from disabilities, laborers and women find it difficult to travel and consult lawyers and to approach the legal services institutions for their legal problems. In such a scenario, it becomes important to create a unit in the form of a Centre equipped with technological equipments which can be leveraged to bridge the justice gap, and provide comprehensive legal services in the simplest manner at the local level. Legal problems solved at the earliest, benefits not only the disputants but also the society and the Nation as a whole. Unresolved legal problems often trigger other legal and non -legal problems leading to complex scenarios.

In the above context, a Legal Assistance Centre for providing a range of legal services may be opened in States having maximum tribal, rural and remote areas with an overarching objective to translate the legal protections into reality for the marginalized sections of the society.

2. Objectives:

Legal Assistance Centre shall be providing a range of legal services through various tools and strategies with the following objectives:

- to enhance legal services to communities living in a rural and remote areas.
- to take technology based Access to Justice initiatives to people living in tribal, rural and remote areas
- to promote an inclusive legal aid system by legally empowering people
- to facilitate participation of people living in rural areas in online ADR mechanisms particularly Lok Adalat.

3. Positioning the Centre

A Legal Assistance Centre shall be located at Block or Taluka level at a place where it can cater to a cluster of 30 to 50 villages, primarily consisting of tribal, rural and remote areas.

4. Coordination with District administration

Sections 5, 8 and 11 of the Legal Services Authorities Act 1987 provide for coordination with the Govt. Departments and other entities. Accordingly, the District administration shall be requested to provide a room at the Block level for such Legal Assistance Centre. In case a room is not provided by the

District administration, Legal Assistance Centre may be opened in Taluka judicial premises.

5. Human Resources

Legal Assistance Centre shall primarily be manned by a well-trained para legal volunteer having technical acumen or by a person having technical expertise and having capability to do and manage multitasking. Human Resources for a Legal Assistance Centre shall consist of the following:-

- A para legal volunteer having a graduation degree and having knowledge about digital platforms etc. or
- In case PLV having technical acumen is not available then a person having graduation degree and technical expertise in handling digital platforms may be hired.

6. Infrastructural requirement

A legal Assistance Centre shall be opened in a well painted room having approximate size of 10'x10' or more. If open shared space is provided by the District Administration then appropriate steps may be taken to make fabricated cabin of the above mentioned minimum size. It shall have at least one table, one chair for PLV/ person engaged for centre. It shall have at least two visitor chairs. Apart from the same, it shall have

- Video conferencing equipment with Computer (Desktop with webcam/ all-in-one)
- Printer with scanner
- Landline broadband

Suggestions box and complaint box shall be kept in the Legal Assistance Centre, as same would also function as Legal Aid Clinic as per NALSA (Legal Services Clinics) Regulations, 2011.

For establishing Legal Assistance Centre, the existing available resources such as Desktop, Furniture etc. as far as possible, may be utilized. Webcam and speakers may be purchased, if not available.

7. Functions

The functions of a Legal Assistance Centre (Legal Services Centre) shall include the following:

- a) Facilitating interaction between legal aid lawyers and legal aid seekers.
- b) Connecting legal aid seekers to High Court Legal Services Committees & Supreme court legal Services Committee.
- c) Facilitating legal advice through video and tele conferencing.
- d) General Awareness about legal aid programmes.
- e) Facilitating litigants to participate in online Lok Adalat and Mediation and other court processes through video conferencing.
- f) Updating villagers about the status of their legal aided cases.
- g) Providing legal aid as per Regulations.

8. Implementation Strategy

- Legal Assistance Centre will be opened in the States having maximum tribal and rural population. The factor of tribal, remote and rural areas shall be kept in view while selecting the districts by the State Legal Services Authorities. The suggestive list is enclosed as **Annexure-A**.
- State Legal Services Authorities can modify the suggestive list keeping in view of aforesaid factors.
- Awareness amongst the masses shall be spread through electronic, print and social media about the services rendered in Legal Assistance Centre.
- Before deputing a Para-legal Volunteer or any other person having technical expertise, training shall be imparted to him/her primarily relating to organizational practices and methodologies.

9. Working Days & hours

A Legal Assistance Centre shall remain open on six days in a week except on National Holidays on account of Independence Day, Republic Day and Gandhi Jayanti. It shall operate for 7 hours in a day. The opening and

closing timing shall be decided by DLSA in accordance with the local conditions and circumstances.

10. Monitoring and documentation

- Documentation of the Legal Services work shall be done on a digital platform
- Monitoring of the Legal Services shall be done on a digital platform which shall also be generating reports on weekly basis.

11. Computer & Internet usage at work

It shall be ensured that a person deputed at the Legal Services Centre uses the Computer and Internet in a way that is appropriate and in keeping with the objectives and work at the Centre. In this regard, a list spelling out acceptable and unacceptable use of computer and internet be given and clearly explained to the deputed person. The suggestive list is as follows:

(a) Acceptable use of computer and internet

- A person deputed at the Centre is expected to use the Internet responsibly and productively.
- Internet access is limited to assigned job-related activities only and personal use is not permitted

- Job-related activities include visiting websites of Legal Services Authorities or any other government department for discharging duties effectively
- E-mails sent via Centre's computer must relate to the official work only, and should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images.

(b) Unacceptable use of computer and internet

Unacceptable use of the internet by a deputed person includes, but is not limited to:

- Access to sites that contain obscene, hateful, unlawful, violent or otherwise illegal material
- Sending or posting discriminatory, harassing, or threatening messages or images on the Internet
- Using computers to perpetrate any form of fraud, and/or software, film or music piracy
- Stealing, using, or disclosing someone else's password without authorization
- Downloading, copying or pirating software and electronic files that are copyrighted or without
- Sharing confidential material outside of the organization
- Hacking into unauthorized websites
- Sending or posting information that is defamatory to the Legal Services Authorities and its services

- Passing off personal views as representing those of the legal Services Authorities.
- Allowing unauthorized person to use computer and internet at the Centre.

If a deputed person is unsure about what constitutes acceptable Internet usage, then he/she should seek further guidance and clarification from DLSA. Unacceptable use of internet could result in legal action. Moreover, the deputed person may also be held personally liable for damages caused by any unacceptable use of computer and internet.

State Legal Services Authority may install anti-virus, firewall, monitoring apps or software on computers provided at Legal Services Centre. Person deputed at the Centre shall not deactivate or configure settings and firewalls without approval from the office of District Legal Services Authority (DLSA).

12. Financial Outlay (Maximum Cost per Unit)

1. Infrastructure Cost (One time cost)

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| a. Computer with webcam | : Rs. 50,000/- |
| b. Printer and Scanner | : Rs. 15,000/- |
| c. Landline broadband/others | : Rs. 5,000/- |
| d. Fabrication of cabin, if required | : Rs. 35,000/- |
| e. Table & Chairs, if required | : Rs. 15,000/- |

2. Recurring Expenditure:

- a. Honorarium to PLV/technical person: Up to Rs.10,000/- per month
- b. Miscellaneous expenses : Rs. 1,500/- per month

13.Future Reviews

To remain relevant and useful, the Legal Assistance Centre guidelines will be reviewed and regularly updated, taking particularly into account the recommendations coming from the Legal Services Authorities and insights provided by periodical reports.
