

TELE-LAW PROGRAMME

One Lakh CSCs across 669 districts covered

Over 20 Lakh beneficiaries supported till date

(Ministry of Law and Justice)

June 23, 2022

“मुझे विश्वास है कि मेरे देश के वकील भी, मेरे देश के गरीबों की मदद करने के लिए टेक्नोलॉजी के माध्यम से आगे आएंगे...”

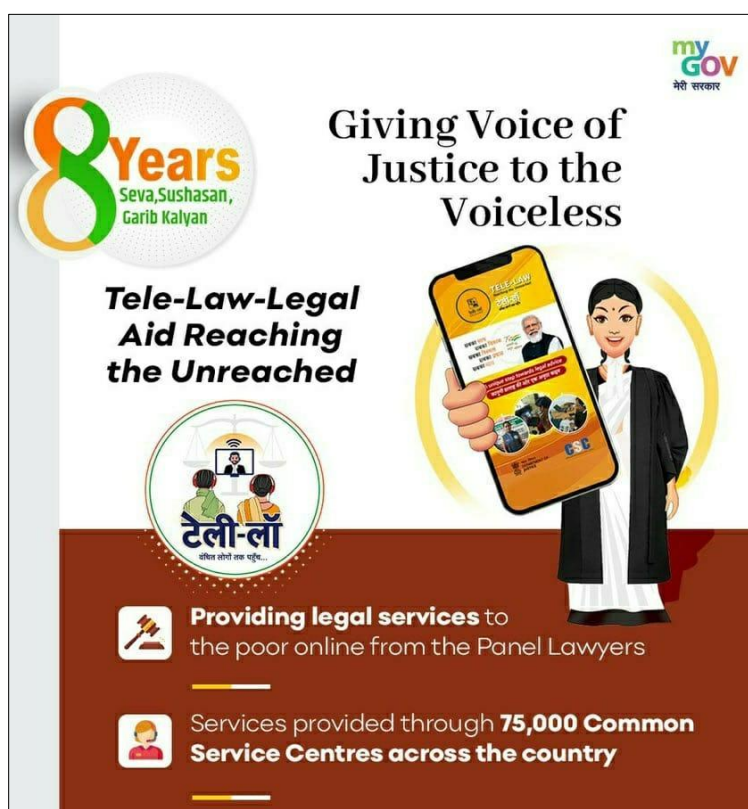
- [Prime Minister Narendra Modi](#)

Introduction:

Harnessing technology for ensuring Access to Justice, the Government of India launched the Tele-Law Programme on [April 20, 2017](#), which provided an effective and reliable e-interface platform connecting the needy and disadvantaged sections seeking legal advice and consultation with panel lawyers via video conferencing, telephone and chat facilities available at the Common Service Centres (CSCs) situated in Gram Panchayats.

Under this programme, smart technology of video conferencing, telephone /instant calling facilities available at the

vast network of Common Service Centres at the Panchayat level are used to connect the indigent, down-trodden, vulnerable, unreachable groups and communities with the Panel Lawyers for seeking timely and valuable legal advice.¹



8 Years
Seva, Sushasan,
Garib Kalyan

**Giving Voice of
Justice to the
Voiceless**

**Tele-Law-Legal
Aid Reaching
the Unreached**

**Providing legal services to
the poor online from the Panel Lawyers**

**Services provided through 75,000 Common
Service Centres across the country**

¹ <https://pib.gov.in/PressReleasePage.aspx?PRID=1669756>

Overview of Tele-Law Programme



Pillars of Tele-law Programme

Accessibility

- Tele-Law service is made accessible to citizens of India via video conferencing/ telephonic facilities available at CSCs, situated at the Panchayat level. The Citizens' Tele-Law Mobile App has also been launched, which allows beneficiaries to obtain advice from Panel Lawyers directly through their mobile phones.

Affordability

- Tele-Law is provided free of cost to those persons entitled to free legal aid under Section 12 of the Legal Services Authorities (LSA) Act, 1987, and at a nominal fee of Rs. 30/- per consultation for "others".

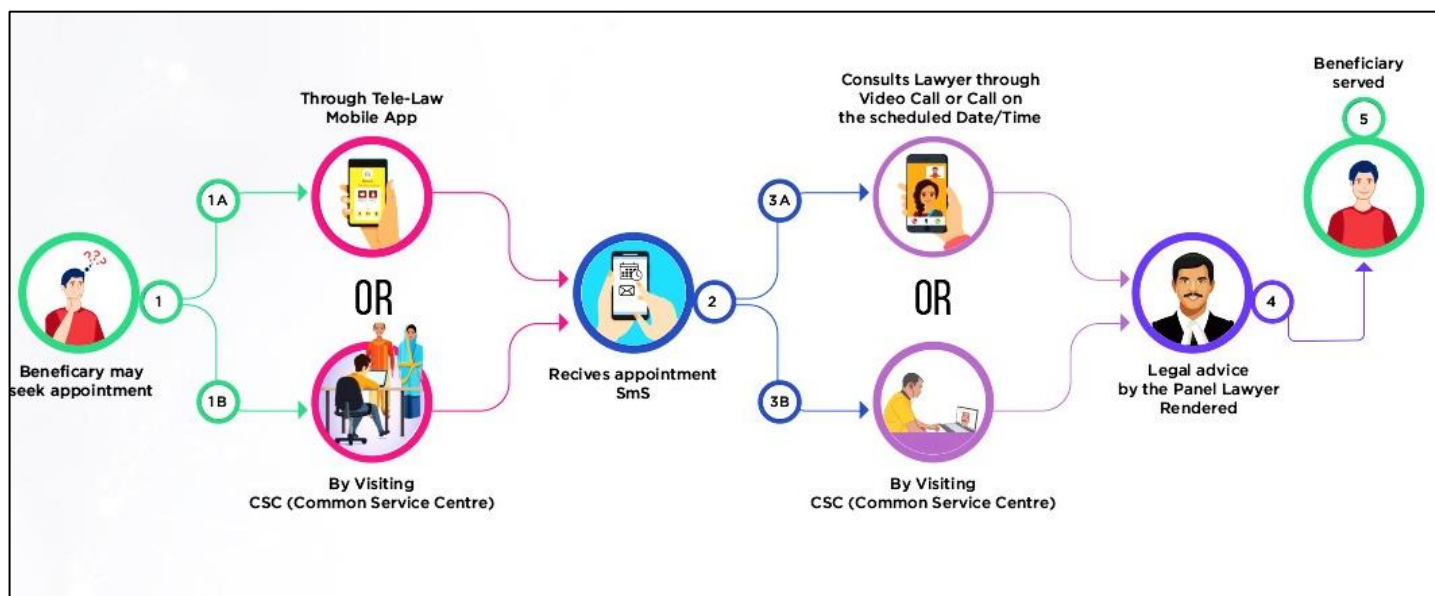
Frontline Functionaries

- Para Legal Volunteers (PLVs) have been stationed to act as intermediaries, bridging the gap between common people and the Tele-Law service, and also to create public awareness about Tele-Law.
- Village Level Entrepreneurs (VLEs) who run the CSCs facilitate online registration of beneficiaries with Panel Lawyers.
- Panel Lawyers have been positioned to provide legal advice and consultation to people.
- State Coordinators manage different stakeholders in effective implementation of Tele-Law programme in States/UTs.

Real-time Data

- A dedicated Tele-Law dashboard has been developed to capture real-time data on nature of cases registered & advice enabled. This data has also been hosted on the Prayas Dashboard.

Implementation Process:

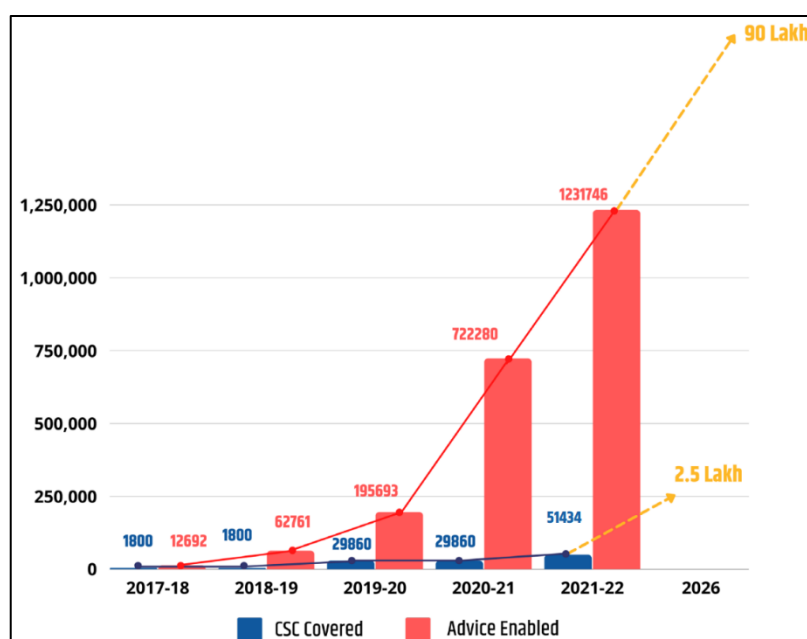


Leveraging Technology: Citizens' Tele-Law Mobile App²

- Direct access between beneficiaries & panel lawyers for pre-litigation legal advice & consultation.
- Available in languages which are Marathi, Punjabi, Tamil, Telegu, Hindi and English.
- Audio/Video consultation with a lawyer.
- Interactive chatbot & feedback facility to resolve user end queries

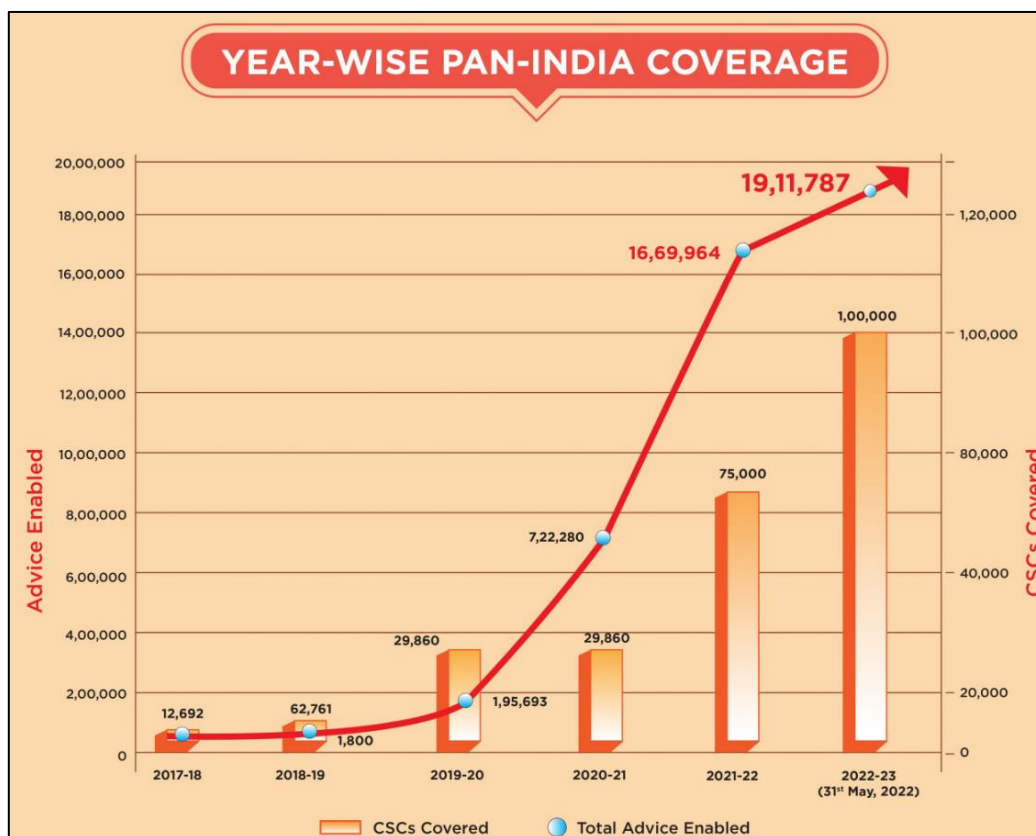
Achievements:

- Launched in 2017 as a pilot programme with 1800 CSCs in 11 States, the programme coverage has scaled up to [1,00,000 CSCs covering 669 districts \(including 115 Aspirational Districts\) across 36 States/UTs in the country](#) (as on May 31, 2022).
- The scheme will be extended to 2.5 lakh + Gram Panchayats (GPs) by the year 2026, [adding 50,000 GPs every year and to cover more than 90 lakh beneficiaries seeking pre-litigation legal advice.](#)



² <https://cdnbbsr.s3waas.gov.in/s35d6646aad9bcc0be55b2c82f69750387/uploads/2022/01/2022012144.pdf>

- As on [June 22, 2022](#), over 21.23 lakh cases have been registered and more than 20.06 lakh beneficiaries have received advices.



- Tele-Law initiative has made legal consultation both easily accessible and highly affordable for the common citizens.

Testimonials:



Fighting Injustice

Aggrieved to see my own son, giving my minor grand-daughter in marriage to 35 year- old man, I sought to register my case for legal consultation under Tele- Law. Being illiterate both the Panel Lawyer along with Village Level Entrepreneur(VLE) guided me to file an F.I.R. The Police officials arrested the man who was trying to marry my minor granddaughter and my son for torturing me and my grand -daughters. I feel extremely grateful to the Tele-Law support for facilitating me and my granddaughter to live a life of safety, security and dignity.

Ms Gurdeep Kaur, Moga District Punjab



Cyber Crime

Having applied for a job online, I was asked by the job agent to pay Rs 37500 towards registration and fees for getting the Job abroad. I felt completely devastated when the Job agent stopped responding my calls. My complaint was left unheard by the Police authorities. Nowhere to go, I sought to approach Tele-Law service to find some ray of Hope. I am grateful to the Tele-Law Panel Lawyer who not only listened to me but empowered me to act with patience and to file a complaint in the cyber cell as well as institute a suit in the court.

Md Mikael, Ramgarh District, Jharkhand



Empowering with Information

Within one month of my purchase of the brand new phone, I faced technical difficulty and was asked by the shopkeeper, an additional Rs 3000/- for the repair as such software errors as they are not covered under warranty period. Feeling Stressed and miserable I sought legal guidance under Tele-Law. Today I feel empowered and was guided by the Panel Lawyer in my online registration of the complaint on the consumer disputes redressal forum.

Ms Sungkai Konyak, Mon District, Nagaland

References:

1. <https://www.tele-law.in/>
2. <https://lawmin.gov.in/>
3. <https://pib.gov.in/PressReleasePage.aspx?PRID=1771423>
4. <https://pib.gov.in/PressReleasePage.aspx?PRID=1669756>
5. <https://www.tele-law.in/overview-of-tele-law.html>
6. <https://doj.gov.in/tele-law-scheme/>
7. <https://www.tele-law.in/tele-law-brochure.html?year=2021-2022>
8. <https://www.tele-law.in/implementing-process.html>

Further Readings:

1. <https://www.newindianexpress.com/nation/2017/jun/11/government-launches-tele-law-initiative-1615477.html>
2. https://www.business-standard.com/article/government-press-release/tele-law-through-cscs-to-mainstream-legal-aid-in-rural-india-117061100121_1.html
3. <https://timesofindia.indiatimes.com/india/rijiju-launches-tele-law-app-says-govt-has-decided-to-expand-service-to-75000-gram-panchayats-this-year/articleshow/87684697.cms>
4. <https://www.thestatesman.com/india/govt-begins-nyay-bandhu-tele-law-initiatives-ensure-quality-speedy-justice-rijiju-rs-1503045245.html>
5. <https://www.thehindu.com/news/national/india-launches-free-legal-aid-via-video-conferencing-to-villagers/article18970545.ece>

Video Links:

1. https://www.youtube.com/watch?v=DgiP2y_s2wY
2. <https://www.youtube.com/watch?v=RMlopV0hVtA>
3. <https://www.youtube.com/watch?v=JtssGsQmlVI&t=3s>

Tweets:

1. <https://twitter.com/PMOIndia/status/862560736043606016>
2. <https://twitter.com/rsprasad/status/1341648539370147842>
3. <https://twitter.com/kirenrijiju/status/1459748813032275968>

AG/HP/RC/SA/PS