



**PRESS INFORMATION BUREAU**  
( Research Unit )  
Ministry of Information and Broadcasting  
Government of India



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**Frequently Asked Questions**

**TELE-LAW PROGRAMME**

(Ministry of Law and Justice)

June 27, 2022

**1. What is Tele- Law Service?**

Tele-law is a service that uses video conferencing facilities and telephone services to connect lawyers to litigants who need legal advice. This service aims to reach out to the needy, especially the marginalized and disadvantaged. The service is provided through Common Service Centres (CSCs) located at the Gram Panchayat (GP) level.

**2. What are the benefits of Tele-Law service?**

Tele Law service enables anyone to seek legal advice without wasting precious time and money. The service is free for those who are eligible for free legal Aid as mentioned under Section 12 of the Legal Services Authorities (LSA) Act, 1987. For all others, a nominal fee of Rs. 30 is charged.

**3. Who all can get advice through Tele-Law Service?**

Legal advice is made available to everyone under Tele-Law service. Advice is free of Cost to those who are eligible for free legal aid under Section 12 of LSA Act,1987

- Women
- Children
- Persons belonging to Scheduled Caste and Scheduled Tribe
- Victims of Trafficking
- Mentally ill and differently-abled people
- Victims of natural disaster/ethnic violence
- Workers in unorganized sector/industrial workers
- Undertrials
- People of low-income group

For all others, a nominal fee of Rs. 30/- is charged for each consultation. <http://www.tele-law.in/static/citizens-eligible.php>

#### **4. What is a CSC?**

Common Service Centres (CSCs) are shops/Kiosks that deliver various government services online like public utility services, social welfare schemes, healthcare, financial, educational, and agriculture services to citizens in rural and remote areas of the country.

CSC is one of the mission mode projects under the Digital India Programme run by the Ministry of Electronics and Information Technology (MeitY). CSCs are located in Gram Panchayats.

#### **5. For what kind of cases/matters can one avail Tele-Law Service?**

Legal matters in which advice can be taken through Tele-Law service include:

- Dowry, family dispute, divorce, protection from domestic violence
- Sexual harassment, sexual abuse, eve teasing at the workplace
- Maintenance of women children and senior citizens
- Rights regarding property and land
- Equal wages for males and females
- Maternity benefits and prevention of foeticide
- Prohibition of child marriage, protection of children from sexual assault, prevention of child labour, and implementation of the Right to Education.
- Arrest – (F.I.R)/ process of registering the First Information Report.
- Atrocities against scheduled castes/ scheduled tribes and their rehabilitation.

#### **6. Will the case and personal details be kept confidential?**

Yes, the personal and case details are kept confidential.

#### **7. What is the role of a Village Level Entrepreneur?**

Village Level Entrepreneur (VLE) runs the CSC and provides for the Tele Law Service through his center. The litigant can also approach the VLE directly by going to the CSC and enquire about the service.

#### **8. Who is a PLV? What is the role of a PLV in Tele Law?**

Para Legal Volunteer (PLV) is deployed by District Legal Services Authority (DLSA) or CSC e- Governance Services India Ltd for facilitating Tele-Law Service.

Under the Tele-law programme, a PLV is attached with the selected CSC in the village. A PLV is not a lawyer but has a basic understanding and knowledge of legal processes and laws.

#### **9. Who is a Panel Lawyer? What is the role of a Panel Lawyer in Tele-law?**

A Panel Lawyer is a practicing advocate selected by the Department of Justice and CSC-e-Governance Services or registered on the Panel of State /District Legal Services Authority.

A Panel Lawyer will:

- **SHOW** his availability on Tele-Law Portal for a period of Seven Days (weekly basis) of his availability to give advice
- **MAKE** himself /herself available on the appointed date and time

Any change in the date/ time of advice has to be intimated to VLE or can be changed by Panel Lawyer

It is mandatory to fill out a feedback form before closing the case.

#### **10. How can one get an appointment with a Panel Lawyer?**

- The PLV or the VLE will help the litigant get an appointment with the Panel Lawyer.
- The PLV or VLE will ask you to carry some important documents at the time of registration.
- Appointment with Panel Lawyer is fixed for the next day after you register your case at the Tele-Law Service with the CSC.

#### **11. Can one get legal advice on the same day?**

- Instant Video conference facility has been added to the Tele –Law portal.
- Under the Instant VC facility, you will be able to connect and take legal advice on the matter on the same day depending on the availability of the Panel lawyer.

#### **12. What is the Tele-Law mobile application?**

Tele-Law mobile application is an application developed to enable pre-registration of cases for legal advice and to provide a choice to the beneficiary to seek his/her preferred date and time for legal advice and consultation.

#### **13. Who will use this Tele-Law mobile application?**

PLVs who are specifically engaged under Tele-law programme will use this mobile application.

#### **14. How will this Tele-Law mobile application benefit the PLV, the beneficiary, and the VLE?**

The Tele-Law mobile application will benefit in the following ways:

##### **PLVs**

- She/he can pre-register cases of the beneficiary or legal aid seeker while conducting outreach and awareness activity.
- She/he can fill and save the pre-registration forms even when there is no net connectivity.
- She/he can upload the form when they are online.

##### **BENEFICIARY**

- She/he can seek preferred date and time for legal advice.
- She/he has the option to choose three different dates and times.

## VLE

- She/he will get notification of pre-registered cases on the Tele-Law dashboard
- She/he can block the appointment for the beneficiary from the preferred date and time submitted in the pre-registration form.

### 15. What is the number of cases registered as of June 2022?

As on [June 26, 2022](#), over **21.32 lakh cases have been registered** and more than **20.14 lakh beneficiaries have received advice**.

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Source: <https://www.tele-law.in/faq.html>

#### References:

- <https://www.tele-law.in/>
- <https://static.pib.gov.in/WriteReadData/specificdocs/documents/2022/jun/doc202262367301.pdf>

AG/HP/RC/SA/PS