

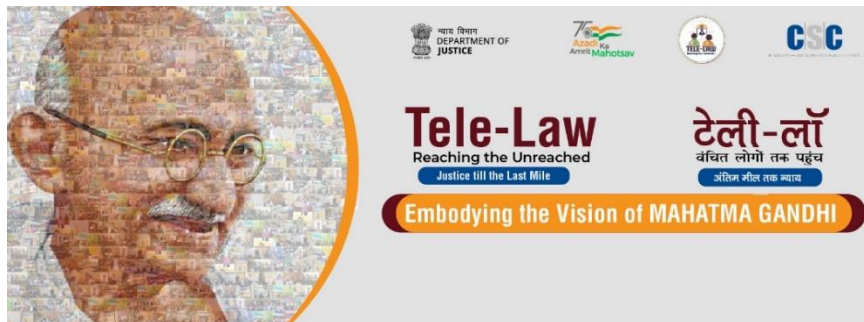
Tele-Law Programme

Over 50.33 lakh beneficiaries have received advice; Legal aid services expanded to 2.50 lakh CSCs

(Ministry of Law and Justice)

September 01, 2023

Tele-Law programme, an e-interface platform, was launched on April 20, 2017, to strengthen the pre-litigation mechanism in the country. The objective of the initiative is to connect the beneficiary



with the Panel Lawyer to seek legal advice and consultation for an early redressal of their grievance through video conferencing/ telephone. The vast network of Common Service Centres (CSC) at the Panchayat level is used to

connect the disadvantaged, marginalized, vulnerable, and unreached groups and communities with Panel Lawyers for seeking timely and valuable legal advice.

In 2017, three key legal aid and empowerment programmes were launched namely **Tele-Law**, **Nyaya Bandhu promoting pro bono legal service** and **Nyaya Mitra** facilitating reduction of pendency of 10 year +old cases.

The **Tele-Law 2.0 initiative** was launched on **August 25, 2023**, marking an important chapter in the evolution of the Tele-Law program. This ground-breaking program, operating under the **DISHA (Designing Innovative Solutions for Holistic Access to Justice in India) Scheme**, has achieved a significant milestone by delivering **50 lakh legal consultations**, reinforcing its unwavering dedication to ensuring justice reaches every corner of the nation. **This version entails the fusion of Tele-Law Services with Nyaya Bandhu pro bono legal services**, a merger to further enhance citizen accessibility to legal aid.

Citizens' Tele-Law Mobile App

- **Citizens' Tele-Law mobile app** was launched on **November 13, 2021**, which allows beneficiaries to directly connect with Panel Lawyers, through their mobile phones, free of cost. A separate Mobile App exists for Panel Lawyers.
- **The App is available in English and all 22 scheduled languages.**
- Citizens' Tele-Law mobile app intends to widen access to increased legal information and empower the masses to identify their problems.



Features 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 allows beneficiaries to obtain advice from Panel Lawyers directly through their mobile phones.

Affordability

Tele-Law is provided **free of cost to every citizen** in the country.

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 TeleLaw.
- **Village Level Entrepreneurs (VLEs)** who run the CSCs facilitate the 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 the effective implementation of the Tele-Law programme in States/UTs.

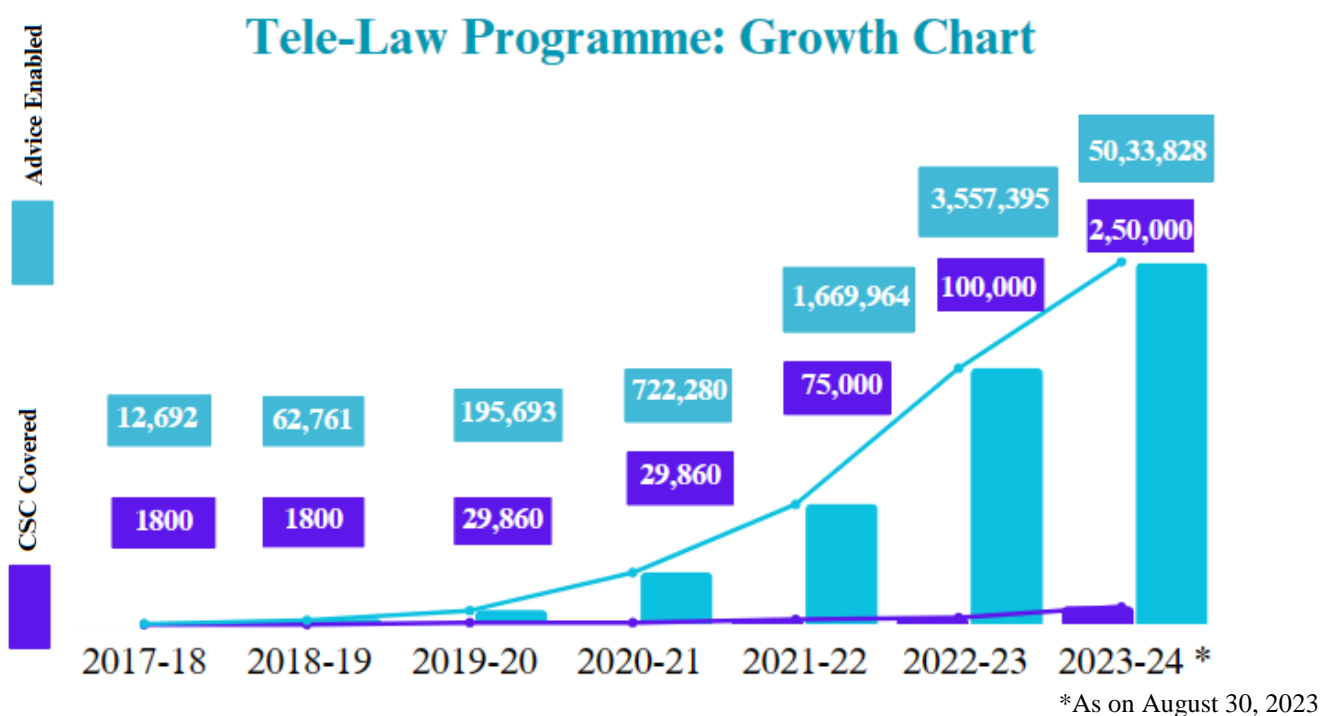
Real-time Data

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

Highlights of Tele-Law Programme

Reaching the Unreached

- Initially, in 2017, Tele-Law was available in 1800 CSCs in 170 districts in 11 States. **Now its services have been expanded to 2,50,000 CSCs across 28 states and 8 UTs of India.**
- **Over 50.33 lakh beneficiaries have received advice under the programme** and the target is to provide legal aid to 1 crore beneficiaries by 2026.



- Preferably women para legal volunteers are identified and empowered. They are engaged in CSCs for enabling access to legal aid for rural citizens.

References

- [Home | Tele-law](#)
- [Press Information Bureau \(pib.gov.in\)](#)
- [Press Information Bureau \(pib.gov.in\)](#)
- [FAQs](#)
- [Department of Justice | Government of India | India \(doj.gov.in\)](#)
- [Press Information Bureau \(pib.gov.in\)](#)

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