

A REPORT

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# ONLINE LOK ADALAT FOR BIHAR

ASSISTED BY

{ sama }

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SEPTEMBER 2020

# LOK ADALAT IN THE DIGITAL AGE

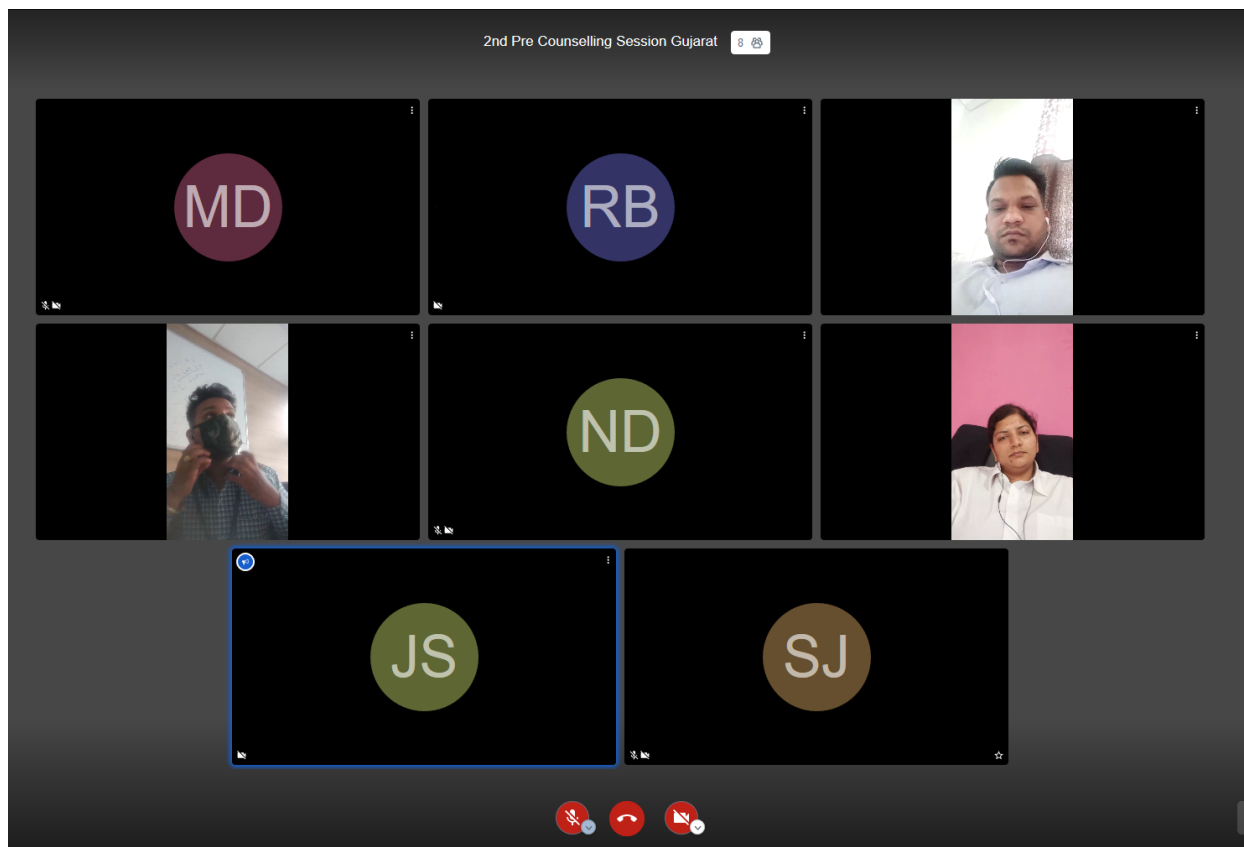
On 12th December, 2020, the first ever E-Lok Adalat was conducted in Bihar under the aegis of Bihar State Legal Services Authority. The technical support in facilitating settlement discussions for pre-litigation and post-litigation cases was provided by Sama.

This unique and innovative Lok Adalat was held due to limited judicial functioning amidst the Covid-19 outbreak.

However, the digital proceedings proved to be a great success, making it a viable alternative to more traditional judicial functionings.

This Online Lok Adalat was made possible by Sama and its state-of-the-art Online Dispute Resolution(ODR) Platform and the ever-expanding team of experienced legal professionals and technical experts.

Sama is an ODR platform recognised by the Ministry of Law & Justice, that has taken great strides in dispute resolution across numerous states in the country, of which Bihar is the latest.



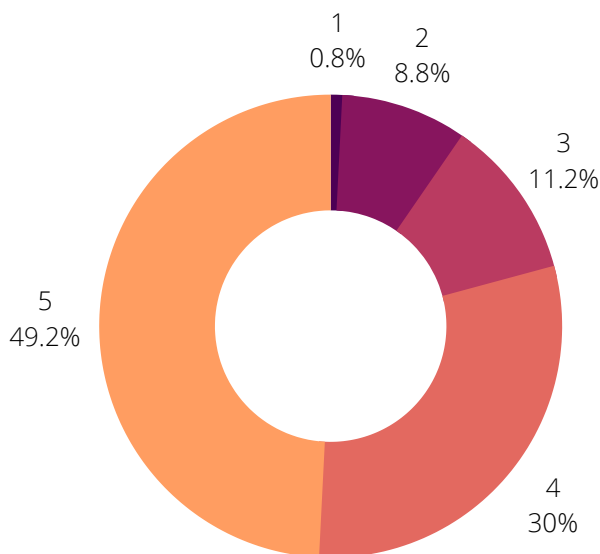
*A screenshot from one of our pre-litigation sessions.*

# FEEDBACK FROM PARTICIPANTS

We asked some of our participants a few questions about their first experience with the Online Lok Adalat. 253 of them responded.

- An overwhelming 81% participants liked the Online Lok Adalat experience over physical Lok Adalat
- 92% participants were satisfied with the help provided by Sama case managers
- A whopping 82% would recommend replicating the Online Lok Adalat model in other States
- **90% prefer online dispute resolution over physical court dispute resolution**

The participants rated our ODR Platform for its ease of use on a scale of 1-5



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*"Overall experience was very good. Sama staff is helpful and cooperative. They have so much patience while connecting the parties in Counselling session. It was not possible to conduct virtual Lok Adlath in the remote area of Bihar, Sheohar without the technical help of Sama. I recommended that govt. take help from Sama in future too."*  
- Nishith Dayal, District Secretary, DLSA, Sheohar

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*"I had a conflict with four people. When I attended the session I did not expect that my case will be resolved in no time on the Sama platform with such ease and comfort and without going anywhere, for which I am obliged and I will tell people about SAMA in future."*  
- Vinod Paswan, Litigant

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*"I am really satisfied with the option of sitting at home and being able to speak to the court in the pandemic situation"*  
- Samim Akhtar, Litigant

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*"This case was going on for about 8 years and I was having a lot of trouble because of it. When I talked on phone and my case ended very easily, I never thought that it has been going on for so many years that it will end so easily. I am very thankful to the SAMA platform. If anyone needs further, I will definitely tell about SAMA."*  
- Samim Akhtar, Litigant

# STATISTICS

## A SUMMARY OF THE SESSIONS

- 65,630 cases were taken up.
- **19,728 of these cases were settled; A resolution rate of ~30%.**
- **Total settlement amount = Rs. 118,08,09,570/- (Rupees One Hundred and Eighteen Crores Eight Lakhs Nine Thousand Five Hundred and Seventy Only).**

## A SPECIAL THANKS

**Mr Justice Hemant Kumar Srivastava, Hon'ble Executive Chairman, Bihar State Legal Service Authority**

**Mr Krishna Murari Saran, Member Secretary, Bihar State Legal Services Authority.**

**Mr Ravi Ranjan, Joint Secretary, Bihar State Legal Services Authority.**

**Mr Krishna Gopal, Registrar, Bihar State Legal Services Authority.**

### **Sama Founders**

Akshetha M. Ashok, CLO

Vikram Kumar, CTO

Pranjal Sinha, CEO

### **Sama Members**

**State Co-ordinators:** Srishti Joshi, Anilesh Tiwari.

**Case Management Co-ordinators:** Anshuman Panigrahi, Divyesh Rao, Jishnu Veetil and Rohit Sharma

### **Sama Core Members**

Abhay Rathore, Aditi Bhat, Ajitesh Priyadarshi, Ashutosh Gautam, Gaurav Sharma, Girjesh Kumar, Harshvardhan Singh, Hiranishi Shah, Khyati Sheth, Kashvi Ail, Kaushal Jaisalmeria, Kushager Relhan, Nandini Hirani, Pritesh Kumar, Siddharth Singh, Saman Rizwan, Sushmita Sen, Syed M. Tayyab, Vividha Gupta, Yashika Kapoor.

### **Sama Case Managers**

A special mention goes out to our 400+ case managers comprising law students and lawyers without whom this Lok Adalat would not have been possible.