

Gujarat State Legal Services Authority

Gujarat Online Lok Adalat Report

June 2022



{ sama }

A Special Thanks



Hon'ble Shri Justice Aravind Kumar,
Chief Justice, Gujarat High Court,
Patron in Chief, GSLSA



Hon'ble Shri Justice R.M. Chhaya,
Executive Chairman, GSLSA

We would like to extend our warm thanks to **Shri R.A. Trivedi,**
Member Secretary, GSLSA as well.

Cases Filed

30546

Cases Settled

9742

Foreword

The Online Lok Adalat for Gujarat is organized by the Gujarat State Legal Services Authority (GSLSA), with the technological assistance of Sama.

This project is possible due to the guidance of Hon'ble Shri Justice Aravind Kumar, Chief Justice of the Gujarat High Court and Patron-in-Chief, GSLSA; Hon'ble Shri Justice R.M. Chhaya, Executive Chairman, GSLSA; Shri R.A. Trivedi, Member Secretary, GSLSA.

We are grateful to them for their continued support in this endeavor and look forward to collaborating with GSLSA on future projects as well.

The future of Online Dispute Resolution is bright because of institutions like GSLSA who have taken an active step towards changing the status quo and enabling large scale access to justice.

What is a Lok Adalat?

Lok Adalats, or People's Courts, are an alternative dispute resolution mechanism where pending cases or pre-litigation cases are settled amicably. It was given statutory recognition under the Legal Services Authorities Act, 1987.

The decree passed by the Lok Adalat is deemed to be a decree of a civil court & is final and binding on all parties. No appeal can be made against such awards in any court of law. However, if a party is not satisfied with the award, they are free to initiate litigation.

What is Sama's role in bringing Lok Adalat's online?

In light of Covid-19 and the Supreme Court's direction to promote the use of technology in the Indian justice system, Sama provides technological support to State Legal Service Authorities across the country.

This was the 3rd Online Lok Adalat conducted by Gujarat State Legal Services Authority (GSLSA) with the aid of Sama.

Once cases are filed using the Bulk Filing feature on Sama's ODR platform, Sama automatically sends digital notices to all the parties via SMS and e-mail. The parties can then clear their traffic challan by following the steps outlined in the digital notice.

Many enterprises also participate in the Online Lok Adalat. Sama mediators help the enterprises and the respondent parties in reaching an amicable solution. This is enabled through Sama's in-house Video Conferencing platform, in-house E-signature, and the numerous Case Managers supporting all stakeholders.

**More than
30000
cases were
filed
online.**





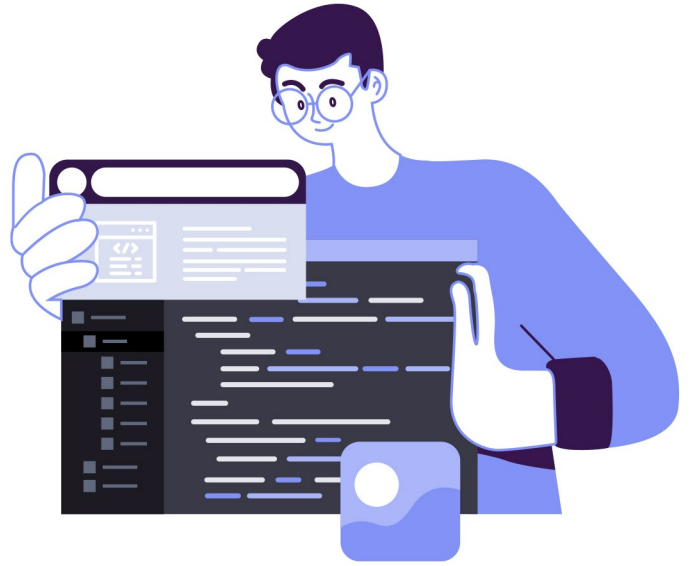
**9742
cases
were
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Learnings from Settled Cases

In this Lok Adalat, the Gujarat State Legal Services Authority used Sama only for quick and effective disposal of Traffic Challan Violations.

Out of a total 30 Thousand+ cases that were filed online, 9742 cases were settled during the Online Lok Adalat, showcasing a 32% settlement rate.

Given the novelty of ODR, these numbers are encouraging & indicate the readiness of parties to amicably settle their disputes even in an online model.



**8 different
technology
tools
helped us
scale.**



Bulk Case Filing & Bulk Awards

This feature allows for large volumes of cases to be filed quickly as well as seamless generation of awards with digital stamps.



Sama Video Call

Proprietary Video Call with low bandwidth capability ensures that nobody is left behind.



Chatbot

A new feature implemented for this Lok Adalat. Parties get immediate responses for common queries.



User Feedback

Daily user feedback using Hotjar allows us to make effective changes on the fly.



Bulk Digital Notices

When a case is filed, e-notices are automatically sent to all the parties.



WhatsApp Integration

Parties who wish to understand more have the option to quickly get clarity over chat.



Interactive Voice Response (IVR)

IVR is extensively opted for by parties due to its multi-lingual capabilities.



E-Signature

Proprietary E-Signature allows for flexible and secure verification of documents.

Key People behind Online Lok Adalats

The success of this Online Lok Adalat is due in large part to the tireless efforts of many individuals. Vikram Kumar was instrumental in developing a platform wherein justice can be accessed by all quickly and efficiently.

Ajitesh Priyadarshi was the State Co-ordinator for this project and spent many sleepless nights ensuring that a project of such large scale runs smoothly and successfully.

Acknowledgments

State Co-ordinator:
Ajitesh Priyadarshi

Team Sama:
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Meena, Divyesh Rao, Paul T Thottan

Suljhao

Magar

Pyaar

Se