

Gujarat State Legal Services Authority

Gujarat Online Lok Adalat Report

March 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

56
thousand+

Cases Settled

2
thousand+

Settlement Amount

1,60,15,971
crores

It was our first experience with Sama, every official of Sama is co-operative and even calls and enquires every two-three days for any difficulties or query.

Co-operation from Sama for organizing Online Lok Adalat is outstanding.

**H.V. Jotani,
District Secretary, Rajkot**

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 Online Lok Adalat was conducted by the 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 approach Sama mediators and attempt a settlement.

Many enterprises 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
50,000
cases were
filed
online.**



Learnings from Settled Cases

Upwards of 50 Thousand cases were filed online and there was a net settlement of over 1.6 crores INR.

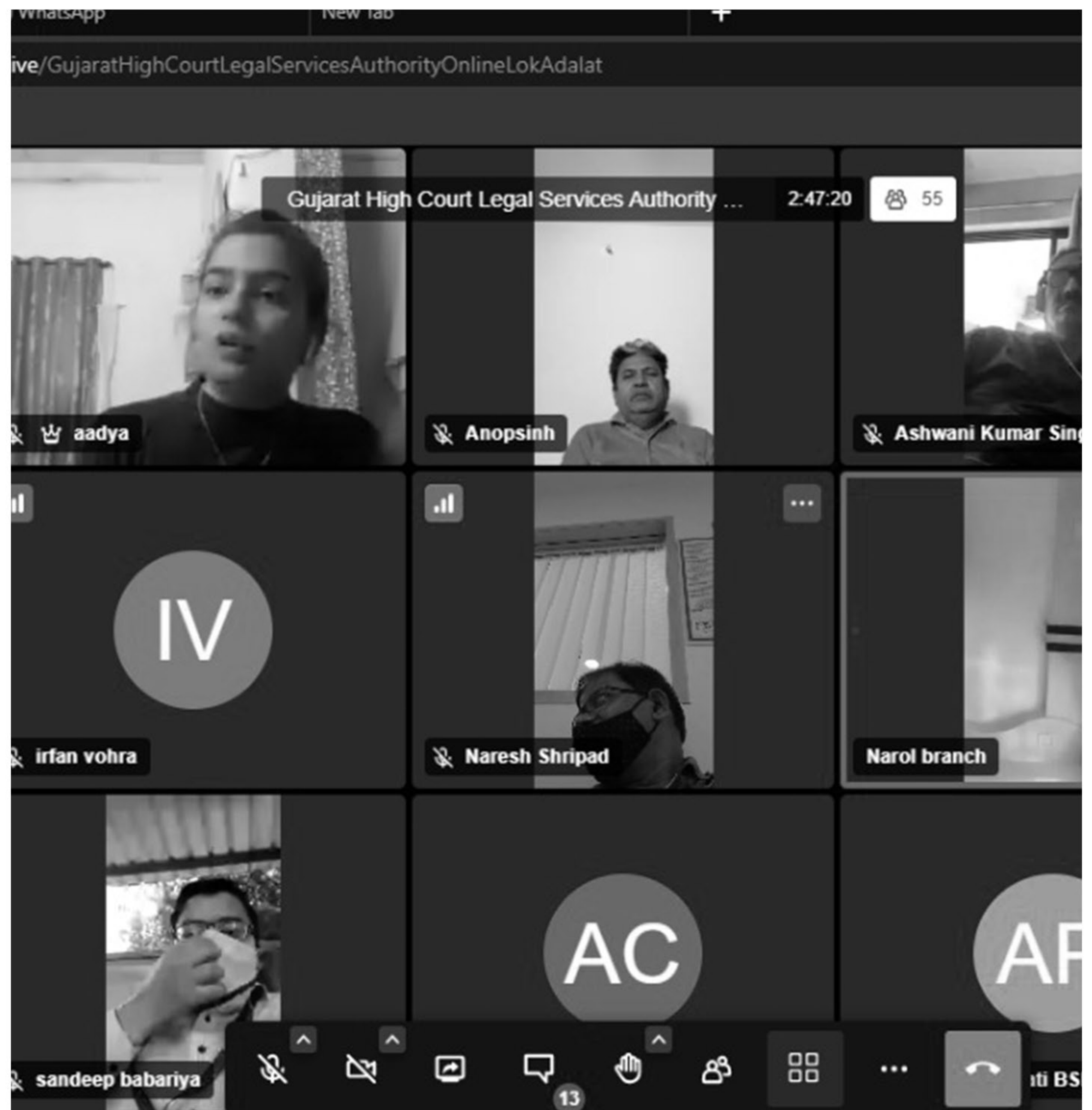
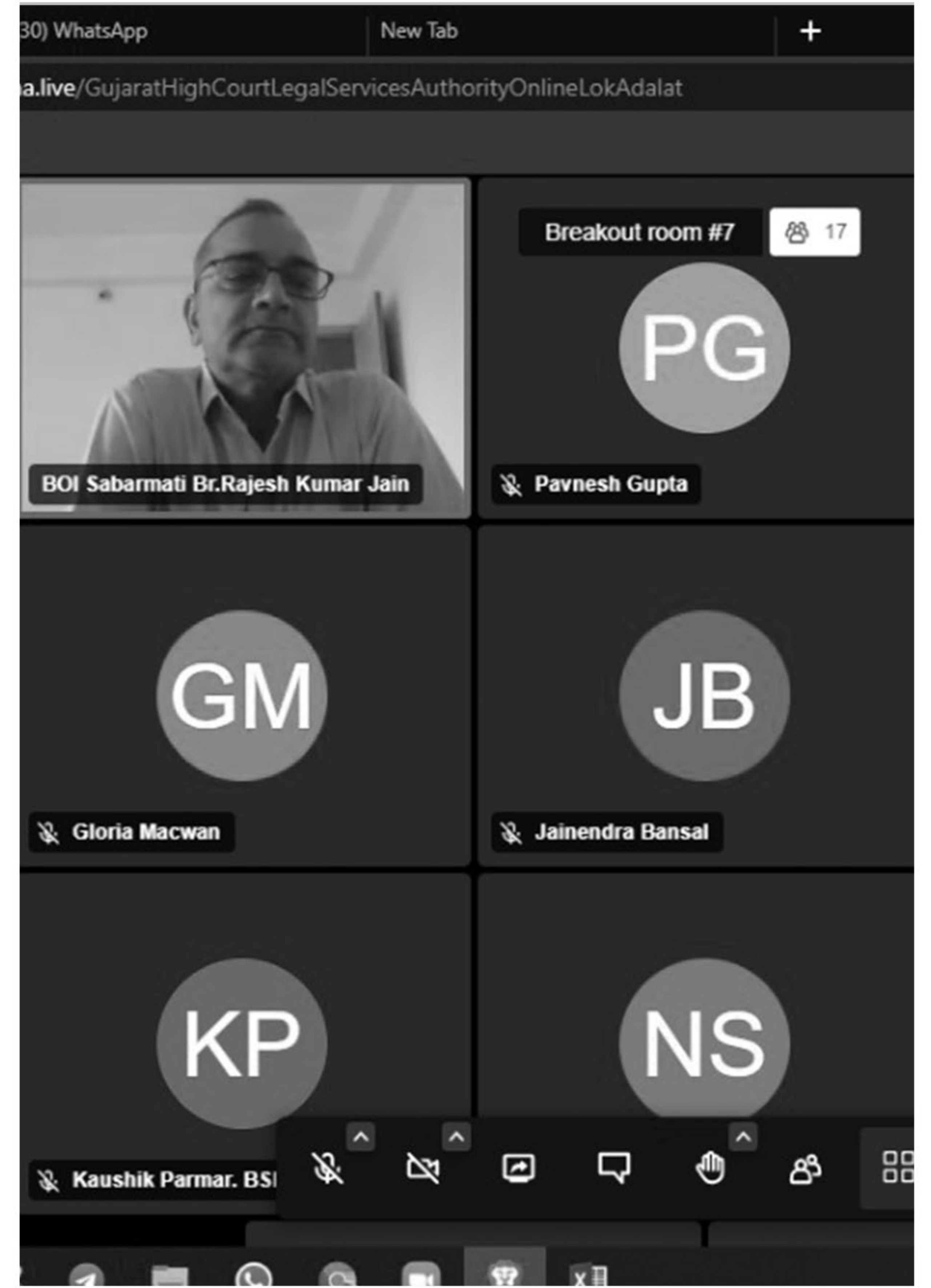
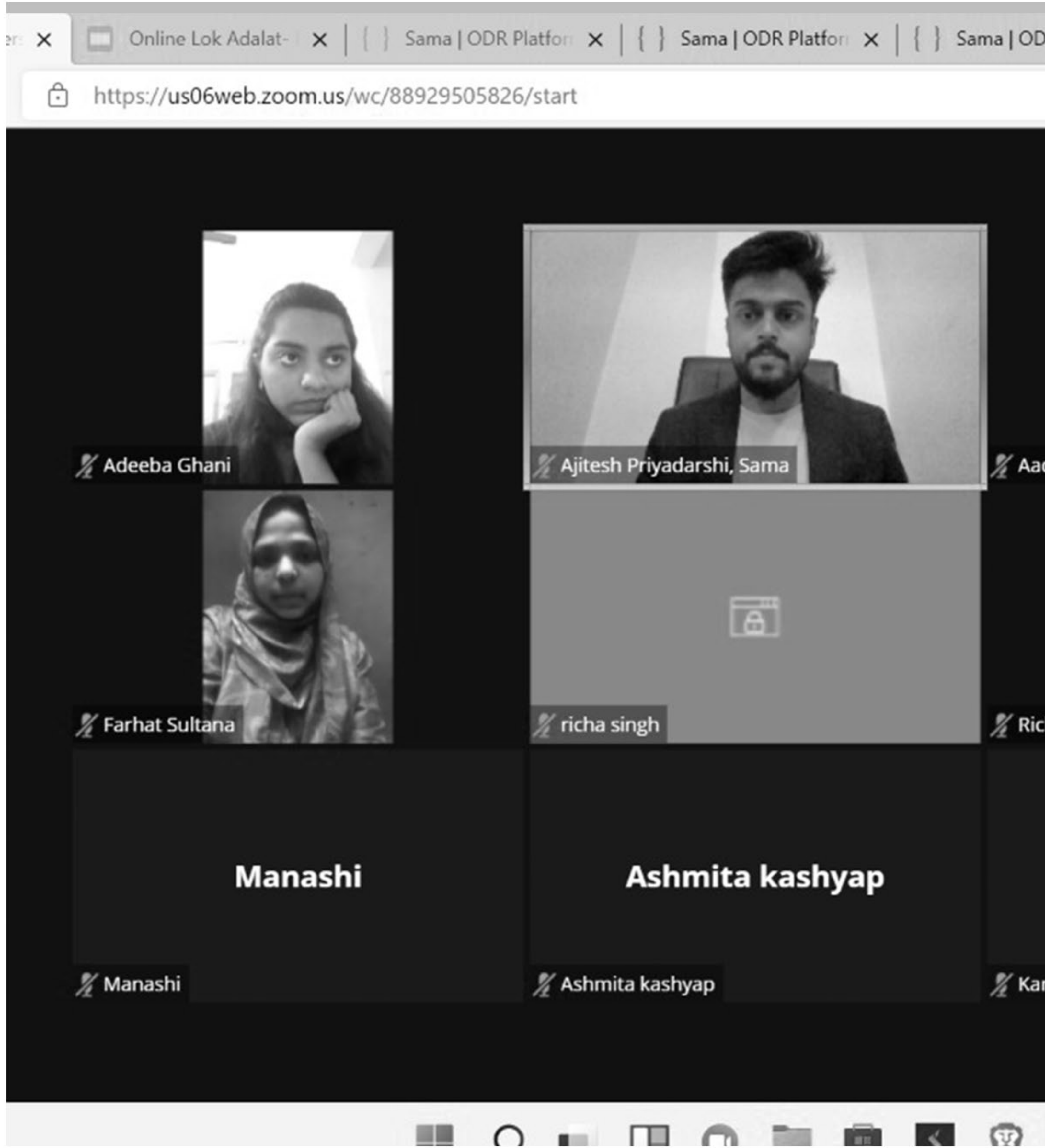
22 different enterprises participated in this Online Lok Adalat, ranging from large private sector Telecom companies to Banks. Matters of low complexity are disposed off quickly, easing the burden on the judiciary.

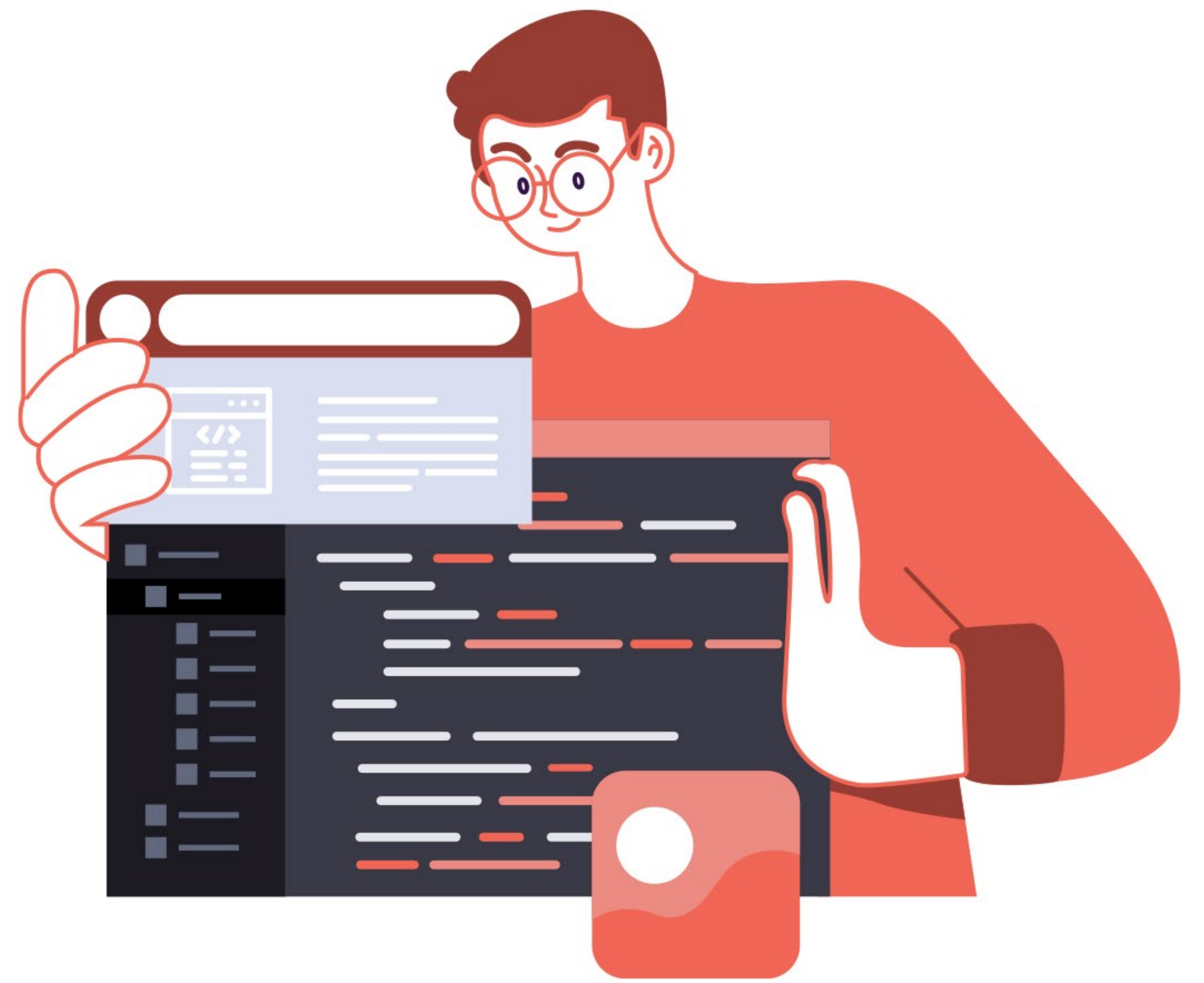
BSNL and Vodafone were among the highest in terms of filing while banks like SBI, Union Bank of India, Bank of India and Punjab National bank also filed cases in high numbers.

Given the quick turnaround time and novelty of ODR, these numbers are encouraging and indicate the readiness of enterprises in adopting Online Dispute Resolution.

**The total
settlement
amount
crossed
1 crore.**







**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.



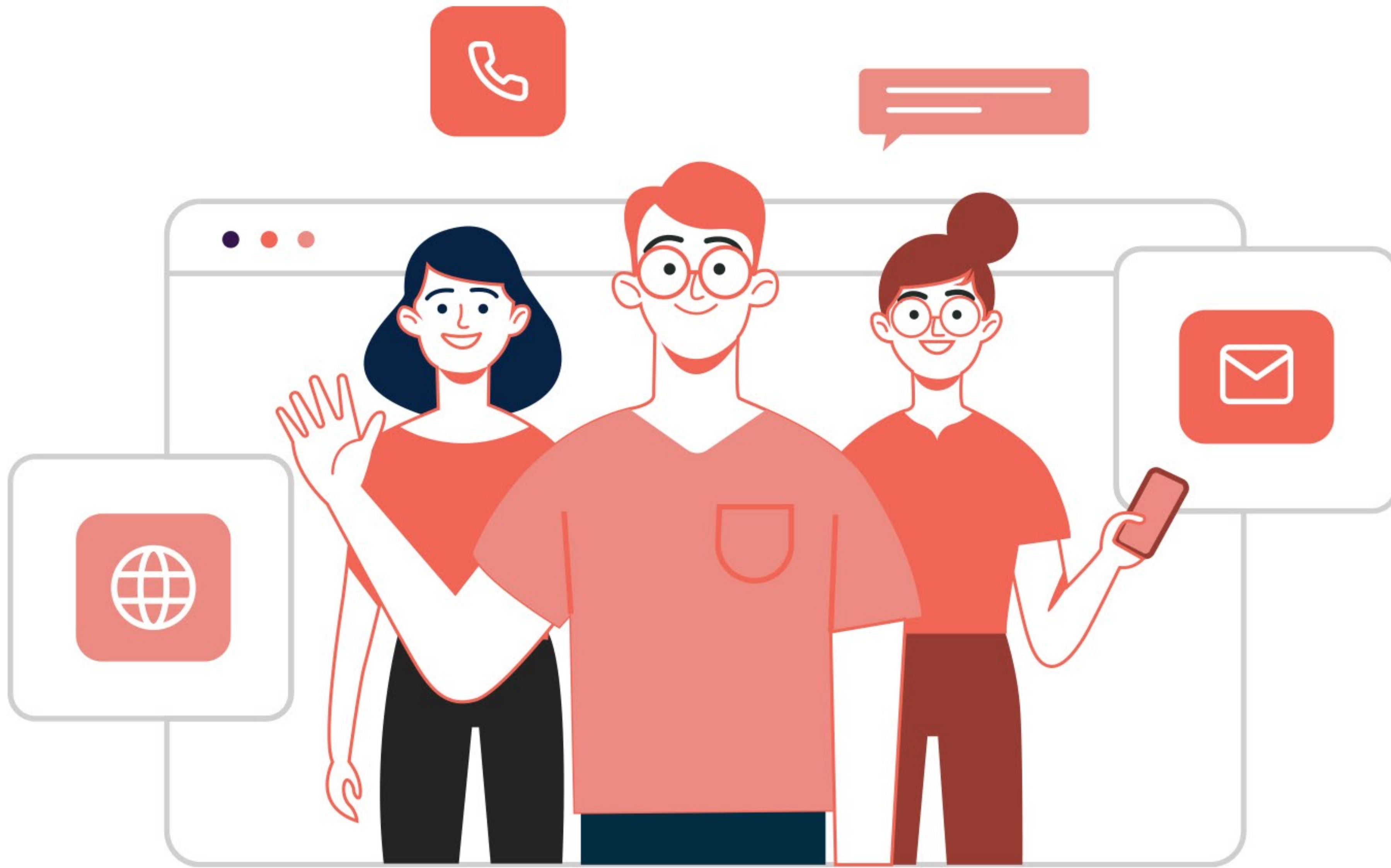
Interactive Voice Response (IVR)

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.



**But behind
all the tech
are 100's
of real
people.**



**Ajitesh Priyadarshi,
Core Manager**



**Ananya Singh,
Core Manager**



**Nandini Hirani,
Core Manager**



**Lakshya Jadam,
Case Manager**



**Mansi Ginoya,
Case Manager**



**Parina Shah,
Case Manager**

The Core Managers and top Case Managers from the Online Lok Adalat will be receiving cash prizes as well as recognition certificates from GSLSA, World Bank, & Sama.

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. The technology team at Sama comprising Pushpendu Ghosh, Sayak Mukherjee, Souvik Banerjee, and Vikram Kumar, were 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.

Jishnu Veetil spearheaded logistics, operations, and much more throughout the Lok Adalat, donning every hat available and leaving no stone unturned. Divyesh Rao is another key member of the Sama team whose co-ordination with Core Managers, Case Managers and Outreach work helped constitute a team of reliable Case Managers.

The Core Managers of this exercise are all incredibly talented young individuals who ably led their own teams in different districts and worked together in pulling off one of the largest Online Lok Adalats yet.

Lastly, the Case Managers who contributed to this project deserve wholehearted praise for their dedication to the cause and patience with which they approached the daunting but fruitful task at hand.

Acknowledgments

**State Co-ordinator:
Ajitesh Priyadarshi**

**Case Management Co-ordinators:
Ajitesh Priyadarshi, Jishnu Veetil, Divyesh Rao**

**Core Managers:
Ajitesh Priyadarshi, Ananya Singh, Nandini Hirani**

**Team Sama:
Pranjal Sinha, Vikram Kumar, Akshetha Ashok, Jishnu Veetil,
Pushpendu Ghosh, Sayak Mukherjee, Souvik Banerjee, Divyesh
Rao, Paul T Thottan**

**A special shout-out to all the stellar case managers who were
also part of this project.**

**The enterprises that participated in this Online Lok Adalat are
shown on the next page.**



Suljhao

Magar

Pyaar

Se