

A REPORT

PRE-LITIGATION ONLINE LOK ADALAT FOR GUJARAT

ASSISTED BY

{ sama }

SEPTEMBER 2020

LOK ADALAT IN THE DIGITAL AGE

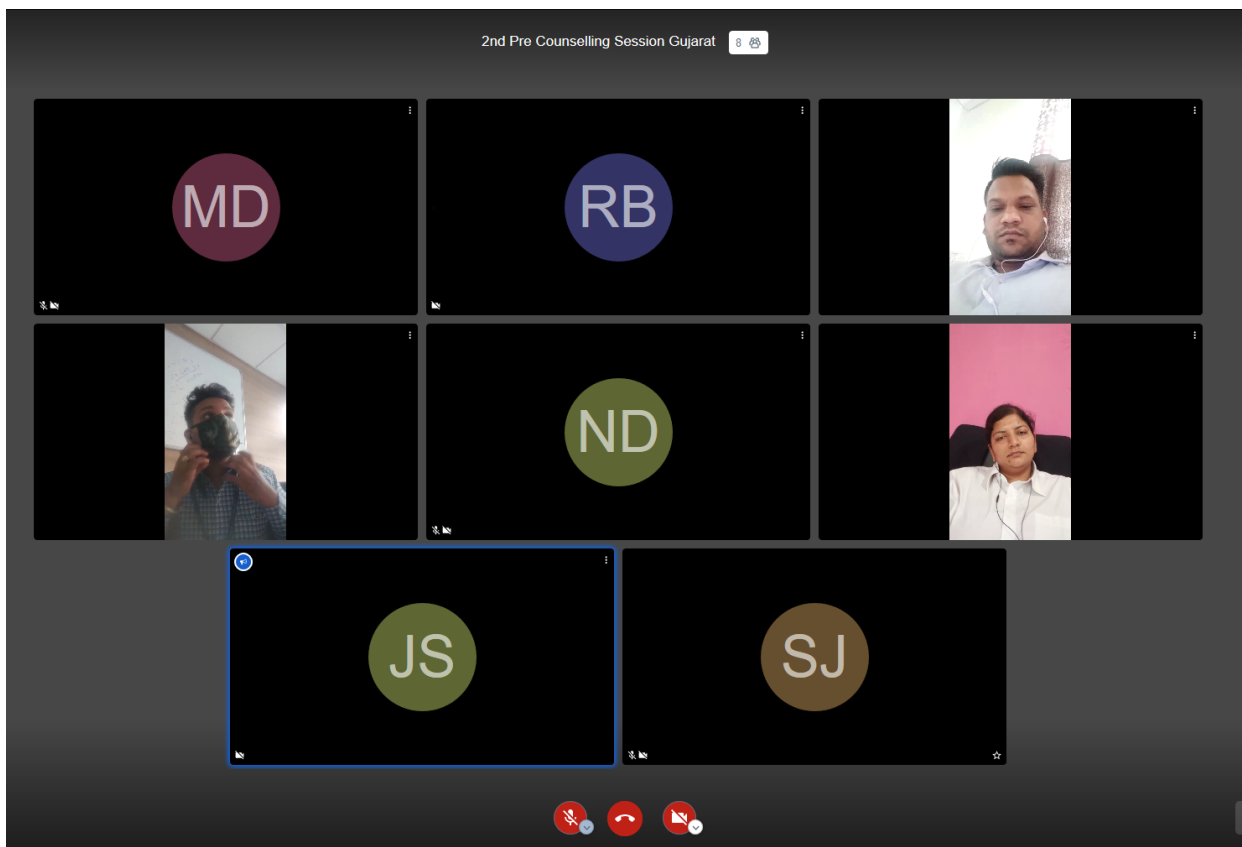
On 26th September, 2020, the first ever E-Lok Adalat was conducted in Gujarat under the aegis of Gujarat State Legal Services Authority. The technical support in facilitating settlement discussions for pre-litigation cases was provided by Sama.

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

However, the fully 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 Gujarat is the latest.



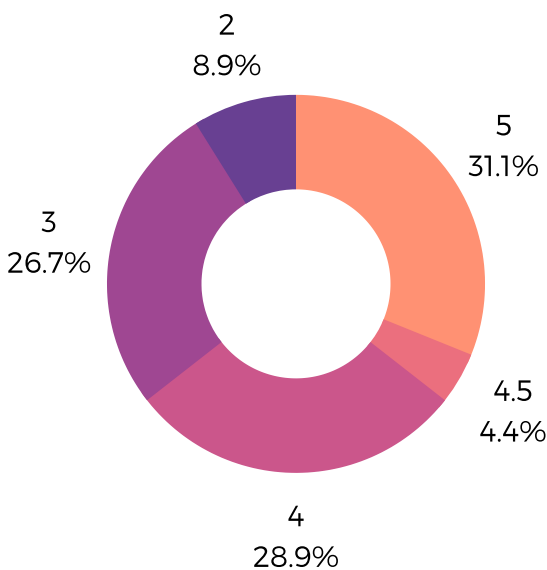
A screenshot from one of our pre-litigation sessions.

FEEDBACK FROM PARTICIPANTS

We asked some of our participants a few questions about their first experience with the Online Lok Adalat. 45 of them responded.

- 30 respondents had a satisfactory overall experience
- An overwhelming 43 out of the 45 felt they saved time and money
- **82% prefer online dispute resolution over physical court dispute resolution**

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



"No technical glitches. It was very well coordinated, handled and appreciably managed by Team Sama."

- Zarana Jani, Conciliator

"I would like to appreciate everything Sama has done. From the platform to everyone's effort, as well as the final result of all the work."

- Jogender Singh Bhadouria, Chief Manager (Legal), ICICI Bank

"Everyone at Sama did a great job of connecting with the parties, and getting them on. If this continues in the future, it will be very good for our collections."

- Kashyap Kantilal Diwan, Debt Manager, ICICI Bank

STATISTICS

A SUMMARY OF THE SESSIONS

- 4,191 cases were taken up
- 253 people consented to attending the Lok Adalat
- **62 of these cases were settled; A resolution rate of ~24.5%**
- **Total settlement amount = Rs. 23,62,410.31**

A SPECIAL THANKS

Mr Hanif Mulia, Member Secretary, Gujarat State Legal Services Authority

Conciliators

Mr Prashant Mankad, Ms Zarana Jani, & Ms Ruchita Jain

ICICI Bank Representatives

Jogender Singh Bhadouria, Chief Manager (Legal)
Viren Passwala, Regional Debt Manager (Collection)
Kashyap Kantilal Diwan, Debt Manager
& many others

Sama Founders

Akshetha M. Ashok, CLO
Vikram Kumar, CTO
Pranjal Sinha, CEO

Sama Members

Core: Srishti Joshi, Ajitesh Priyadarshi
Outreach: Rohit Sharma, Divyesh Rao

Sama Case Managers

Nandini Hirani(Moderator), Roma Bhojani(Moderator), Richa Jha, Subhajit Lodh Chowdhury, Sushmita Sen, Roshin Iqbal, Dewansh Khandelwal, Megha Garg, Yash Gupta, Agneya Mankad, Krina Majithiya, Masumi Dave, Namrata Dalal, Priyal Shah, Nikita Meena, Yashi Raka, Yash Kapadia, Chetna Panwar, Nisha Nahata, Nandini Menon, Dhruvi Anajwala, Amrita Sony, Hiranshi Shah, Henika Vanjani