

Maharashtra State Legal Services Authority

Maharashtra Online Lok Adalat Report

March 2022



{ sama }

A Special Thanks



Hon'ble Shri Justice Dipankar Datta,
Chief Justice, Bombay High Court,
Patron in Chief, MSLSA



Hon'ble Shri Justice A.A. Sayed,
Executive Chairman, MSLSA



Shri Dinesh .P Surana,
Member Secretary, MSLSA



Shri Milind Todkar,
Deputy Secretary, MSLSA

Cases Filed

80

lakh+

Cases Settled

14

lakh+

Settlement Amount

94,76,51,614

crores

It was a very nice experience in Lok Adalat conducted through Sama platform.

We are hopeful that this platform will be a game changer in online dispute resolution.

**Deepak Shukla,
Law Officer, Bank of Maharashtra**

Co-operation from Sama for resolving cases of parties is outstanding & highly commendable.

**Dinesh Ramdas,
Respondent**

The future of this country and its people is safe with such strong hands around to protect it.

**K.G. Gopalakrishnan,
Mediator**

Foreword

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

This project is possible due to the guidance of Hon'ble Shri Justice Dipankar Datta, Chief Justice of the Bombay High Court and Patron-in-Chief, MSLSA; Hon'ble Shri Justice A.A. Sayed, Executive Chairman, MSLSA; Shri Dinesh P. Surana, Member Secretary, MSLSA; & Shri Milind Todkar, Deputy Secretary, MSLSA.

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

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

To quote Shri Dinesh Surana, "Talent achieves goal and Technology enables the more effective, faster and somewhat easier methods for gaining the task. The online mode of alternate dispute resolution has played a pivotal role in the last Lok Adalat and brought great success. This is an excellent example that, if technology and teamwork move forward together, then success takes care of itself."

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 Maharashtra State Legal Services Authority (MSLSA) with the aid of Sama. It is also one of the largest Online Lok Adalats yet, wherein all 34 districts of the state filed their cases online.

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 or clear their traffic challan by following the steps outlined in the digital notice.

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
80 lakh
cases were
filed
online.**



A total of **98,49,778** cases were filed in this Lok Adalat. Cases were filed in physical mode as well as online on Sama's platform.



82% of all cases filed were filed online on Sama

80,94,117 cases were filed on Sama's platform, the largest number of cases yet.

For comparison, such large volumes are greater than the size of small nations like Norway and New Zealand whose population is only around 50 lakh!



**8 different
types of
cases were
handled.**



8068075

Cases were Traffic Challan cases, these are well suited for ODR due to their low complexity.



20475
Other Civil Cases



2624
Bank Recovery Cases



1633
Electricity Bills



751
S.138 N.I. Act Cases



312
Petty Cases

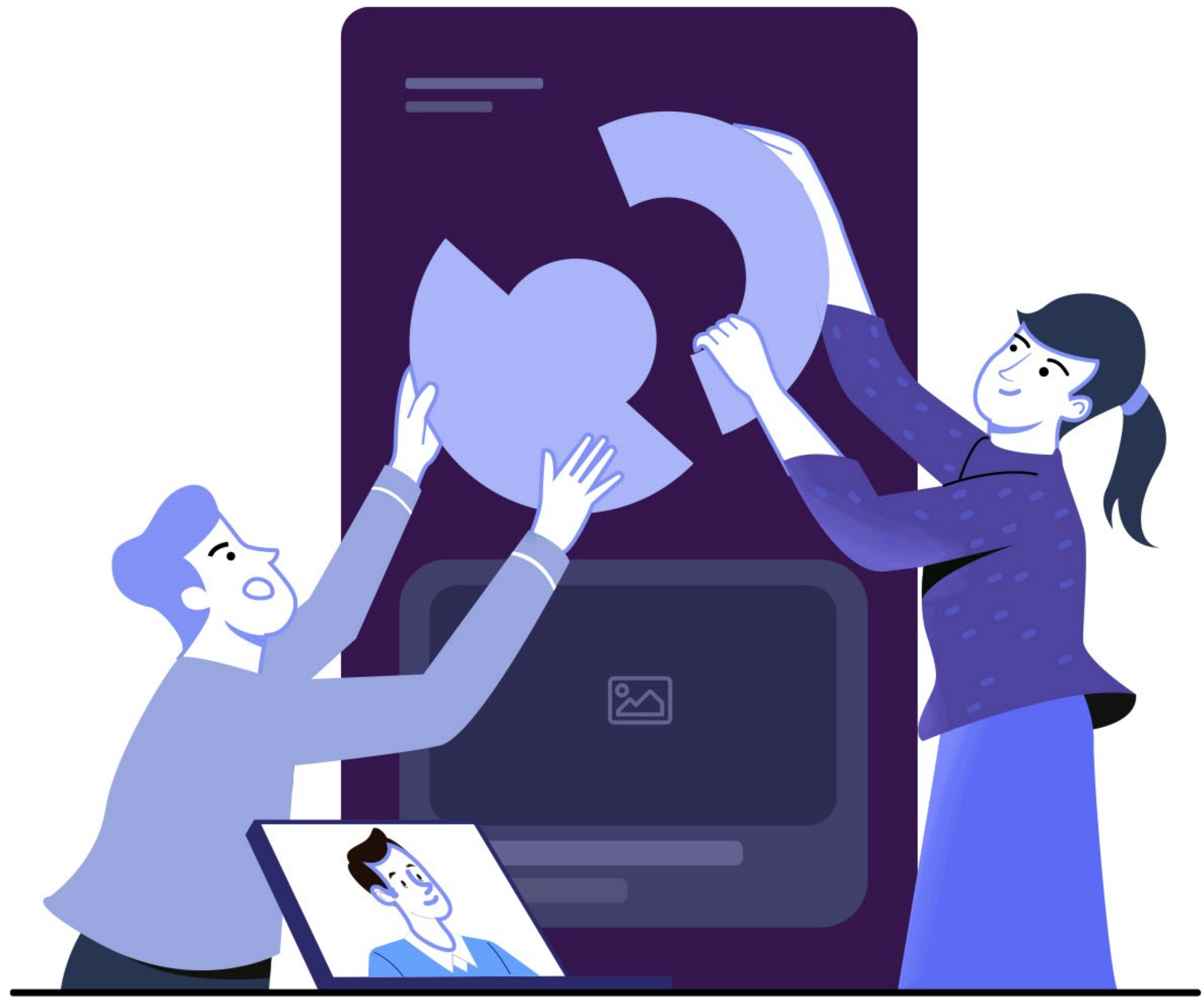


121
MACT Cases



117
Matrimonial Disputes

Although Traffic Challan cases were the largest subset of cases, it is worth noting that 23 crores worth of settlements came from just 976 cases belonging to other case types.



14 lakh+
cases
were
settled.

● Percentage of Cases Settled

Bank Recovery

47 Settled

2624 Filed

59,51,874 INR



Traffic Challans

1429491 Settled

8068075 Filed

70,19,87,251 INR



Land Acquisition Cases

1 Settled

2 Filed

10,31,713 INR



MACT Cases

104 Settled

121 Filed

7,37,68,000 INR



Matrimonial Disputes

32 Settled

117 Filed



S.138 N.I. Act Cases

229 Settled

751 Filed

15,41,40,645 INR



Other Civil Cases

339 Settled

20475 Filed

88,62,400 INR



Petty Cases

122 Settled

312 Filed

2,31,460 INR



Learnings from Settled Cases

While upwards of 14 Lakh cases were cleared in traffic challan cases, a settlement rate of 18%, other promising signs were also seen.

976 cases outside of traffic challans were also cleared during the Online Lok Adalat, totaling an amount of 23.7 crores. It is a very promising sign for the future of ODR adoption among the general public.

Through the previous Online Lok Adalats, we have seen the impact on Traffic Challan cases. Matters of low complexity are disposed off quickly, easing the burden on the judiciary.

However, a few other case types also showed very promising settlement rates. MACT cases saw an 86% settlement rate, while matrimonial disputes saw 27% and S.138, N.I. Act cases saw a 31% settlement rate. Petty cases were also ranking high with a 39% settlement rate.

Given the quick turnaround time and novelty of ODR, these numbers are encouraging and indicate the readiness of the general public to adopt Online Dispute Resolution.

**The total
settlement
amount
crossed
94 crores.**



Understanding Settlement Amounts

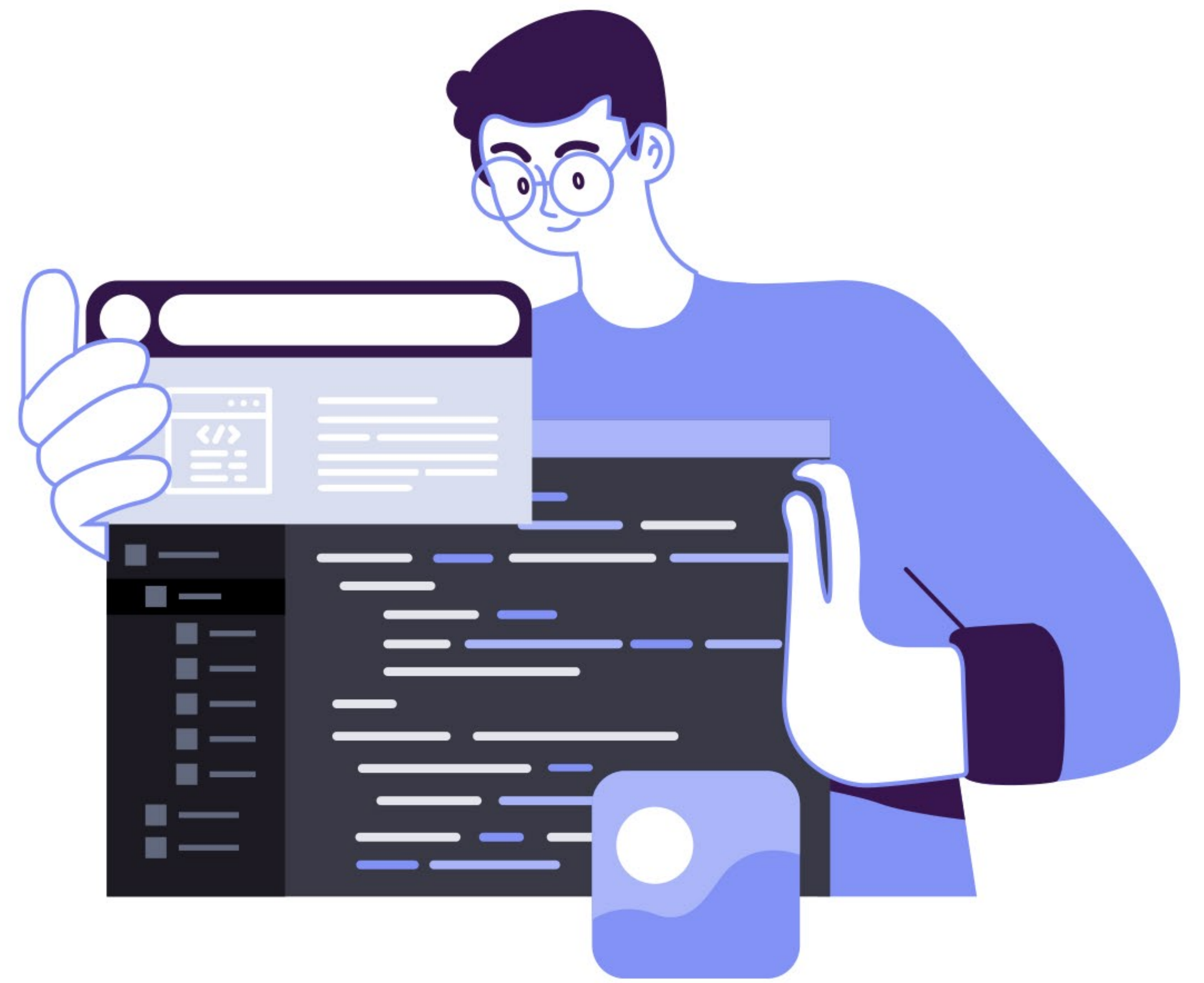
A total of 94.7 crores was settled during this Online Lok Adalat. It is interesting to note that even though Traffic Challans accounted for 99.6% of the volume, they accounted for only 75% of the net settlement amount.

The remaining 0.4% of cases, which are 976 in number, raked in 25% of the net settlement amount, amounting to 23.7 crores. Given that the cases filed in these subsets were lower in number yet feature such high settlement amounts is incredible and goes to show the success in incorporating ODR for various use cases.

229 Cheque bounce matters (S.138, N.I. Act) were settled leading to a settlement amount of 15 crores! 104 settled MACT cases were settled leading to a settlement amount of 7 crores.

5 Land Acquisition and Labour Dispute cases were also collectively settled for 27 lakhs.

It can be argued that more cases of such nature may be settled online rather than physically and perhaps in future Online Lok Adalats we can witness the same.



**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.



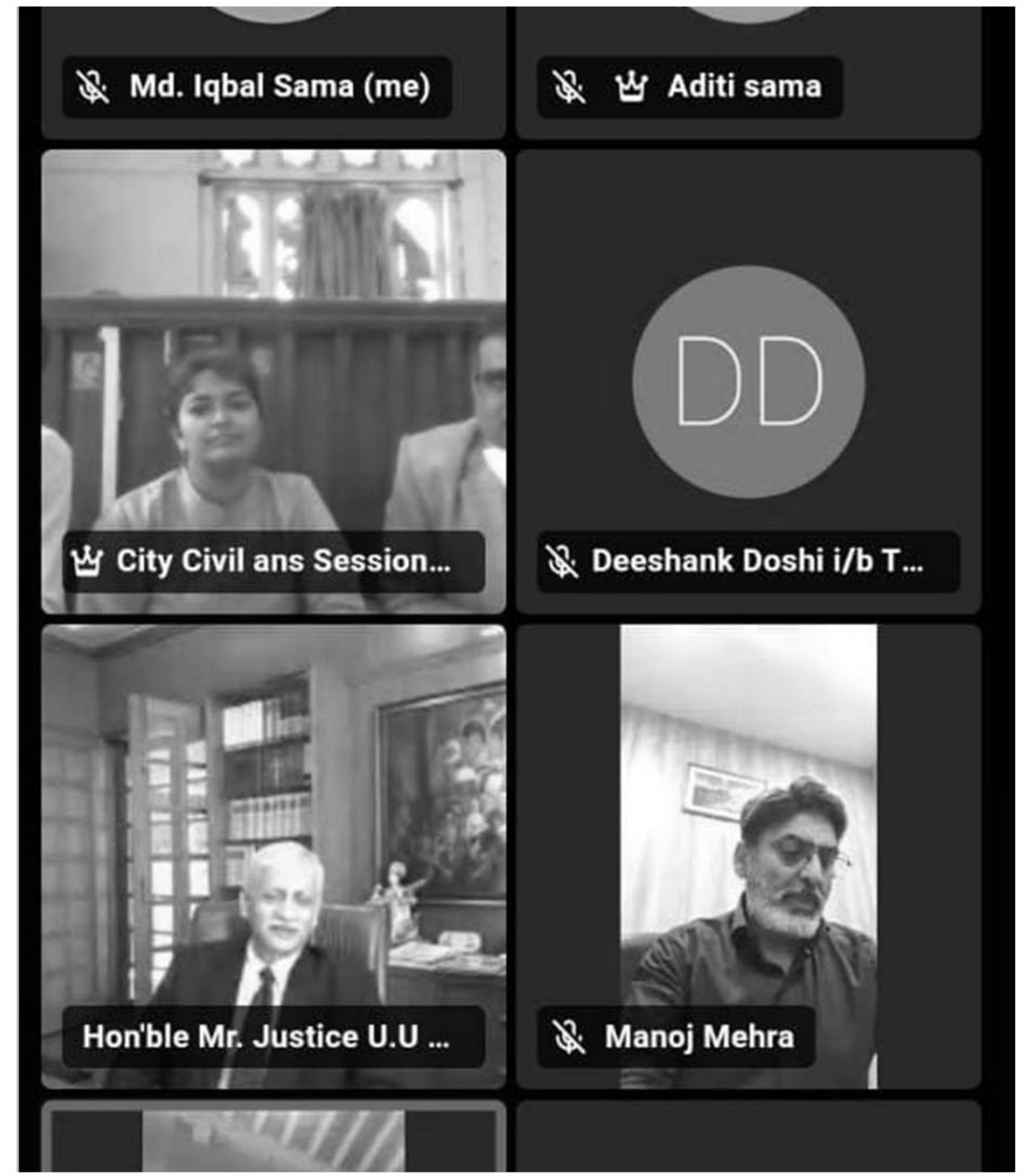
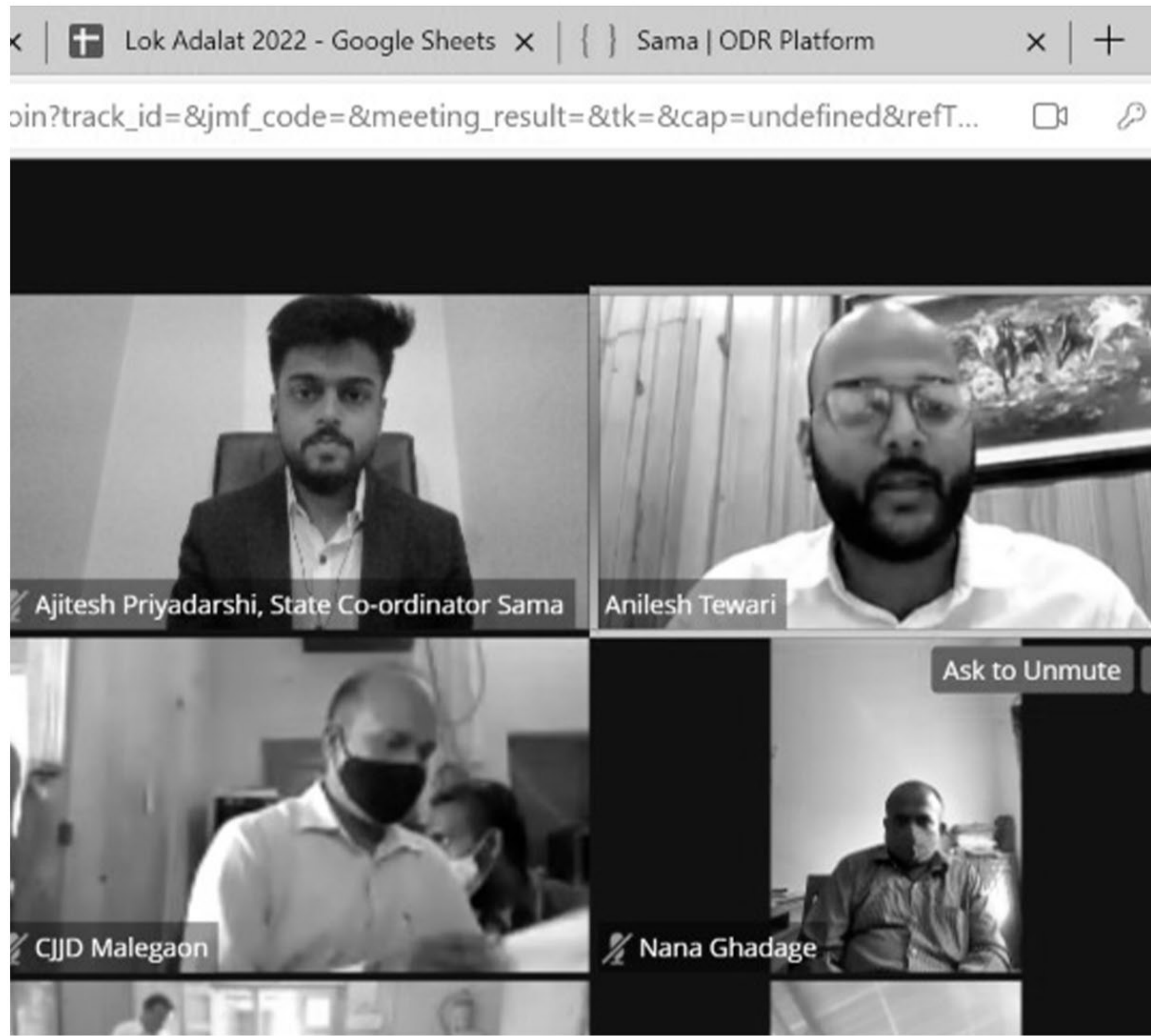
Interactive Voice Response (IVR)

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



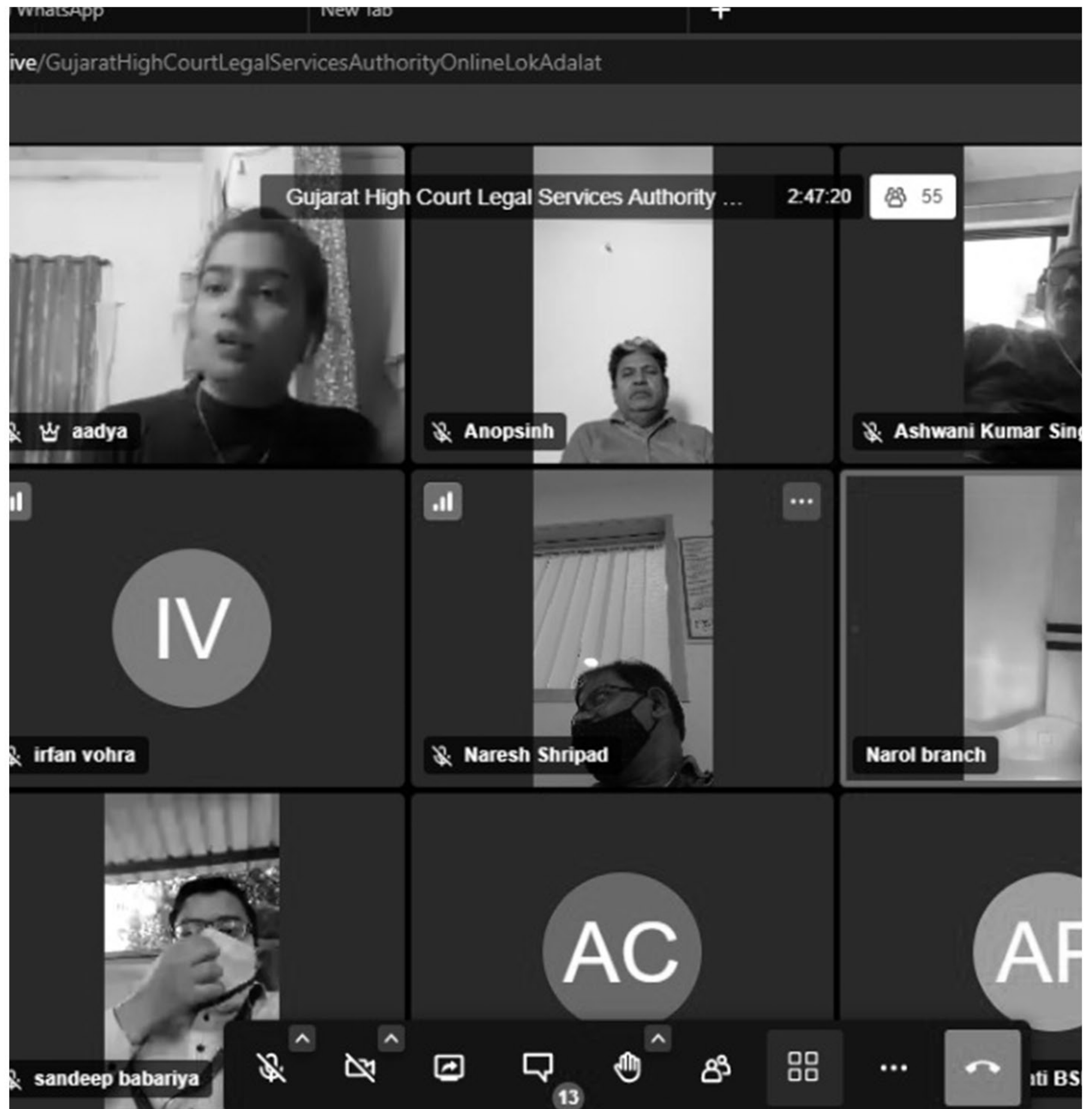
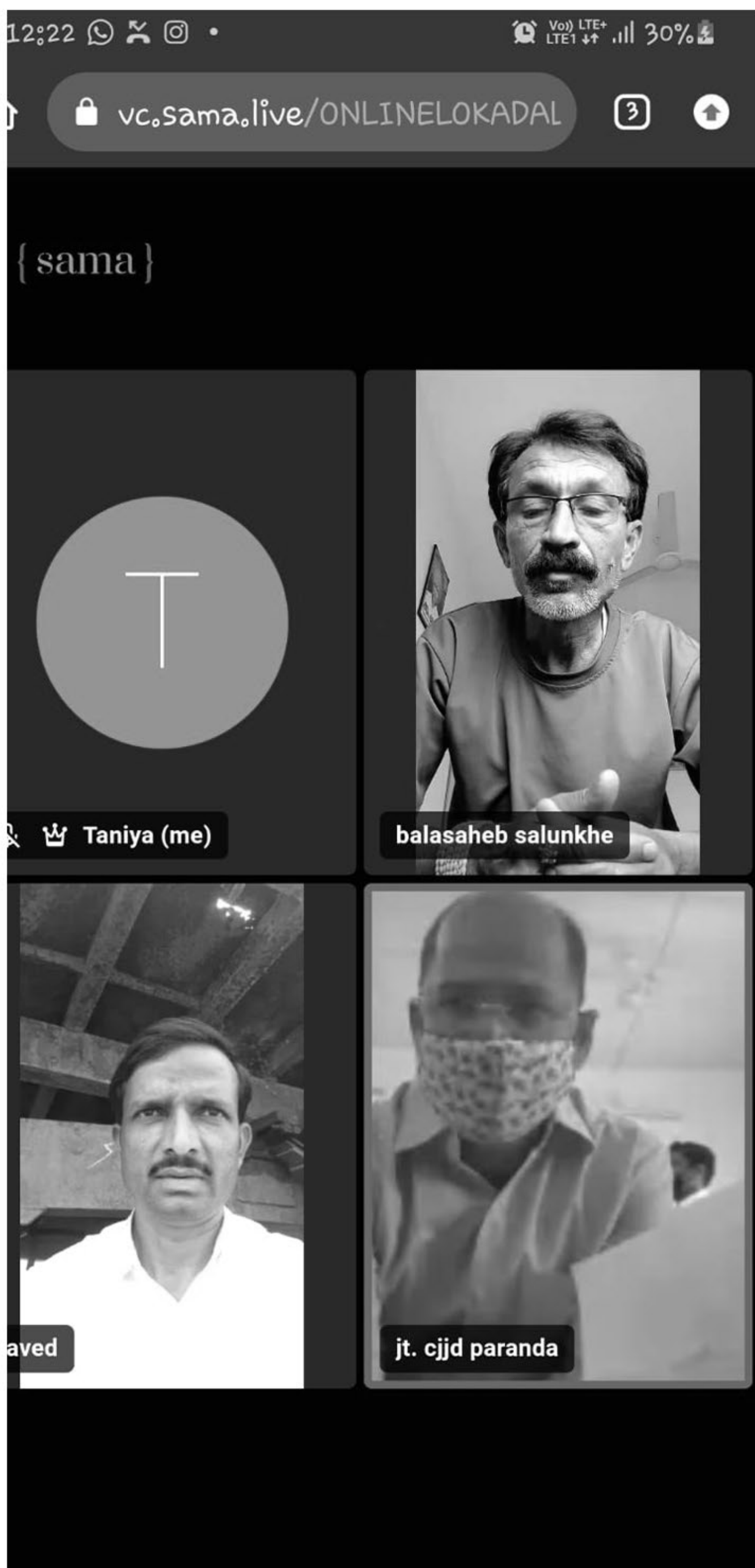
E-Signature

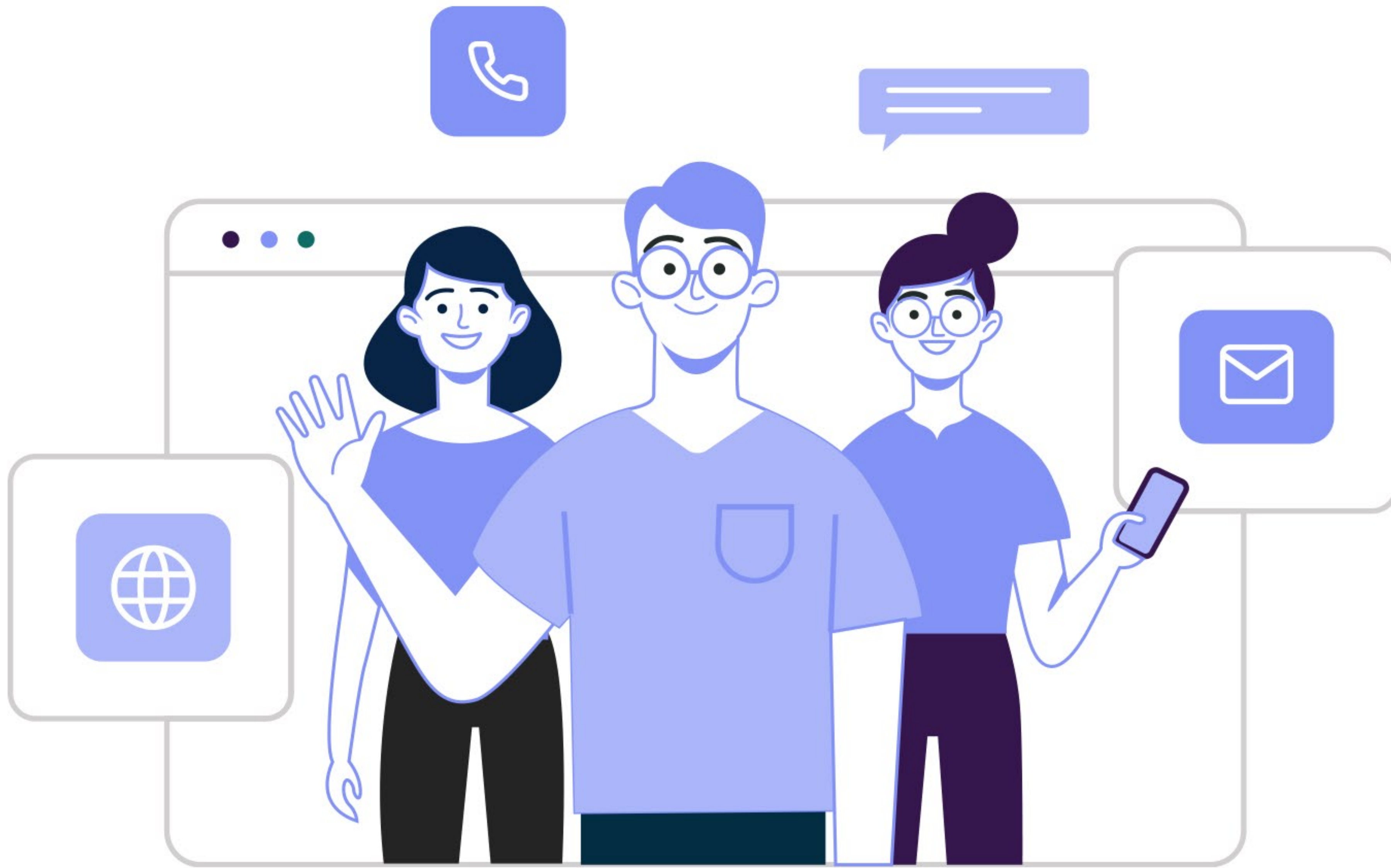
Proprietary E-Signature allows for flexible and secure verification of documents.



(above) Ajitesh Priyadarshi & Anilesh Tewari, State Co-ordinator & Mediators In-Charge of this Online Lok Adalat

(above) Hon'ble Justice U.U. Lalit, Supreme Court Judge & Chariman of NALSA attending proceedings





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



**Tanishq Panwar,
Mediator**



**Seema Parthasarathy,
Mediator**



**K.G. Gopalakrishnan,
Mediator**



**Adeeba Ghani,
Case Manager**



**Vaishnavi Sharma,
Case Manager**



**Yangtsapila Sangtam,
Case Manager**

The top 3 Mediators and Case managers from the Online Lok Adalat will be receiving cash prizes as well as a formal felicitation during the closing ceremony.

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 100+ Case Managers and Mediators.

Anilesh Tewari was the Mediators In-Charge, helping keep a team of 100+ Mediators together and guiding them as they helped settle large volumes of cases.

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 Mediators and 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**

**Mediators In-Charge:
Anilesh Tewari**

**Core Managers:
Abhishek Kushwaha, Akshat Jain Kochhal, Deesha Pathak,
Divyanshu Jain, Manya Khanna, Pavil Singh, Pritesh Kumar,
Rohit Kulkarni, Sayani Gupta, Shayanul Haque, Shreyanta
Nag, Shweta Rawat, Sushmita Sen, Taniya Saha, Tejal
Kishanlal Deora**

**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 mediators and case
managers who were also part of this project.**

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



Suljhao

Magar

Pyaar

Se