

Maharashtra State Legal Services Authority

# Maharashtra Online Lok Adalat Report

May 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

**40**  
lakh+

Cases Settled

**8**  
lakh+

Settlement Amount

**97,89,21,082**  
crores

## **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 4th 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  
40 lakh  
cases were  
filed  
online.**



A total of **54,06,160** cases were filed in this Lok Adalat. Cases were filed in physical mode as well as online on Sama's platform.



**40,04,768** cases were filed on Sama's platform.

**8 lakh** cases were settled and the settlement amount reached **97 crores** while **22%** of challan matters were recovered!



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





# 4000653

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



**1498**  
Consumer Dispute  
Cases



**1030**  
Electricity Bills



**1010**  
Bank Recovery Cases



**443**  
S.138 N.I. Act Cases



**67**  
Other Civil Cases



**47**  
MACT Cases



**14**  
Matrimonial Disputes

Although Traffic Challan cases were the largest subset of cases, it is worth noting that 54 crores worth of settlements came from just 542 cases belonging to other case types.



**8 lakh+**  
**cases**  
**were**  
**settled.**

## **Learnings from Settled Cases**

While upwards of 8 Lakh cases were cleared in traffic challan cases, a settlement rate of 22%, other promising signs were also seen.

542 cases outside of traffic challans were also cleared during the Online Lok Adalat, totaling an amount of 54 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 numbers. The settlement amount in N.I. Act cases was 47 crores, while in MACT cases it was 3 crores and in Bank recovery cases it was 2 crores.

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  
97 crores.**



## **Understanding Settlement Amounts**

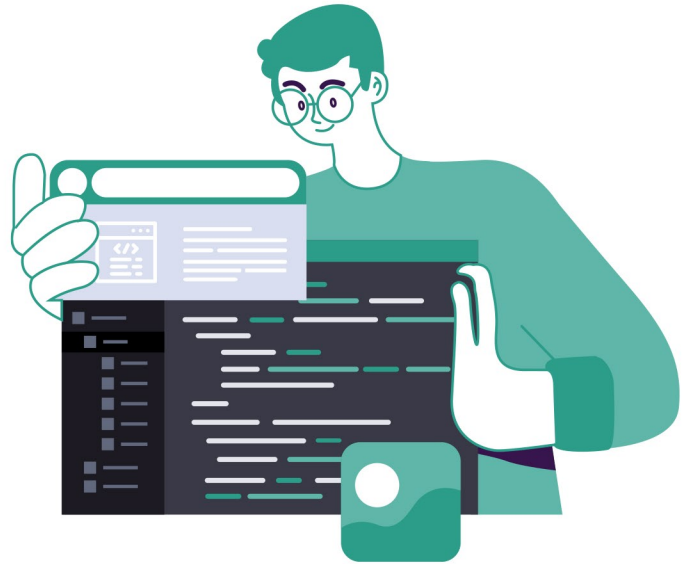
A total of 97 crore was settled during this Online Lok Adalat. It is interesting to note that even though Traffic Challans accounted for most of the volume solved via Sama, they accounted for only 45% of the net settlement amount.

The remaining cases, which are 542 in number, raked in 55% of the net settlement amount, amounting to 54 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.

128 Cheque bounce matters (S.138, N.I. Act) were settled leading to a settlement amount of 47.5 crore! 48 MACT cases were settled leading to a settlement amount of 3 crores.

Bank recovery cases, Land Acquisition Cases & Labour Dispute matters accounted for another 3 crores.

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.



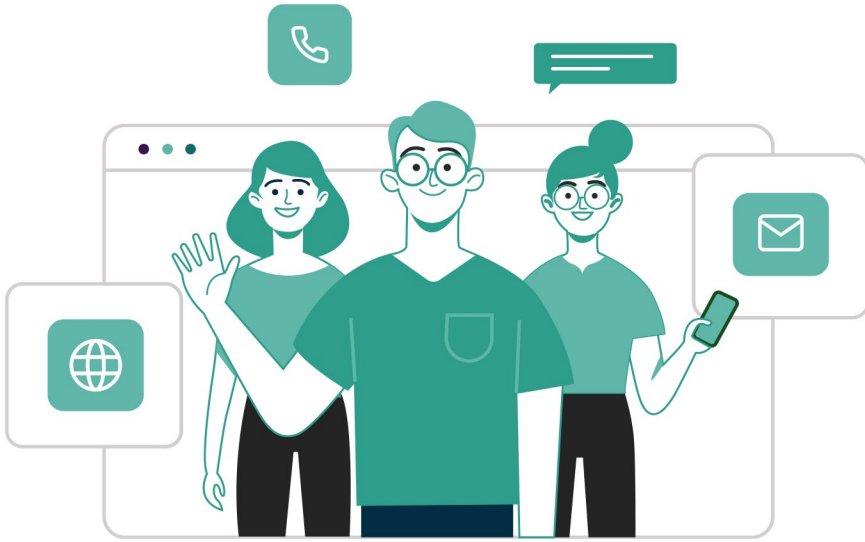
### **Interactive Voice Response (IVR)**

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.



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





**Tanishq Panwar,  
Mediator**



**Vaishali Jadhav,  
Mediator**



**Hitesh Dave,  
Mediator**



**Aniket Sojitra,  
Case Manager**



**Yashi Agarwal,  
Case Manager**



**Shikha Bodhi,  
Case Manager**

The top 3 Mediators and Case managers from the Online Lok Adalat received cash prizes.

## **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 & Pritesh Kumar were 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 & Pritesh Kumar**

**Core Managers:**  
**Aboli Patil, Deepanjana Bhattacharjee, Manya Khanna, Payal Sharad Mehta, Pritesh Kumar, Prashant Thakkar, Sayani Gupta, Shayanul Haque, Shreyanta Nag, Sushmita Sen, Vedika Jadhav**

**Team Sama:**  
**Pranjal Sinha, Vikram Kumar, Akshetha Ashok, Jishnu Veetil, Sayak Mukherjee, Souvik Banerjee, Arpit Srivastava, Gaurav Meena, Divyesh Rao, Paul T Thottan**

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

**Suljhao  
Magar  
Pyaar  
Se**