

**A REPORT**

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# ONLINE LOK ADALAT FOR MAHARASHTRA



{ sama }

**ORGANISED BY**  
MAHARASHTRA STATE LEGAL  
SERVICES AUTHORITY

**TECHNICAL SUPPORT BY**  
SAMA

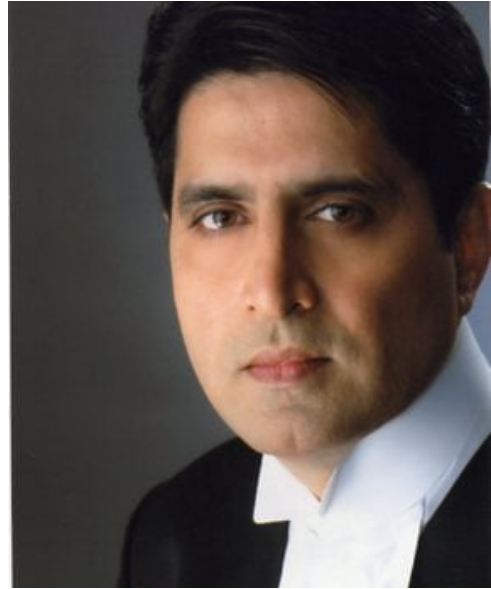
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**SEPTEMBER 2021**

# A SPECIAL THANKS



**Hon'ble Shri Justice Dipankar Datta**  
The Hon'ble the Chief Justice, Bombay  
High Court  
and Patron-in-Chief, MSLSA, Mumbai



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



**Shri Dinesh P. Surana**  
The Member Secretary,  
MSLSA, Mumbai



**Shri Milind Todkar,**  
The Deputy Secretary, MSLSA

# LOK ADALAT IN THE DIGITAL AGE

On September 25th, 2021, the State of Maharashtra conducted an Online Lok Adalat under the aegis of the Maharashtra State Legal Services Authority (MSLSA). Technical support in facilitating online settlement discussions for pre-litigation and post-litigation cases was provided by Sama.

Online Lok Adalats are a unique and innovative approach to promote access-to-justice in the country.

The success of the Online Lok Adalat is evidence that an online solution can be a viable alternative to traditional judicial functioning.

The Online Lok Adalat helps parties settle their cases from the comfort of their homes and in the past, parties from USA & UK have also been able to settle their cases.

Maharashtra had been facing mounting traffic violations and non-payment of challans was a challenge for the State Government. Sama helped the district of Pune in settling disputes worth 7 crore within just 5 days.

This Online Lok Adalat was made possible by Sama, an Online Dispute Resolution platform recognized by the Ministry of Law & Justice.



*A screenshot from one of our pre-litigation sessions.*

## MEDIA COVERAGE

*The success was widely covered by media houses.  
Click on the following links to read the full story.*



**Maharashtra: Lok Adalat settles 8.48 lakh disputes in a day, transgenders made panelists for first time**

*Times of India*



**1 million Pune-kars served notices for not paying traffic fines**

*Hindustan Times*



**ई-चलनाचे दावे लोकअदालतीत निघणार निकाली**

*Maharashtra Times*

# FEEDBACK FROM PARTICIPANTS

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**HERE ARE SOME OF THE REVIEWS FROM THOSE WHO PARTICIPATED IN THE ONLINE LOK ADALAT:**

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**29 YEAR OLD MALE, PUNE**

This platform is really helpful in the pandemic. I am happy resolving cases in the Online Lok Adalat.

**46 YEAR OLD FEMALE, PUNE**

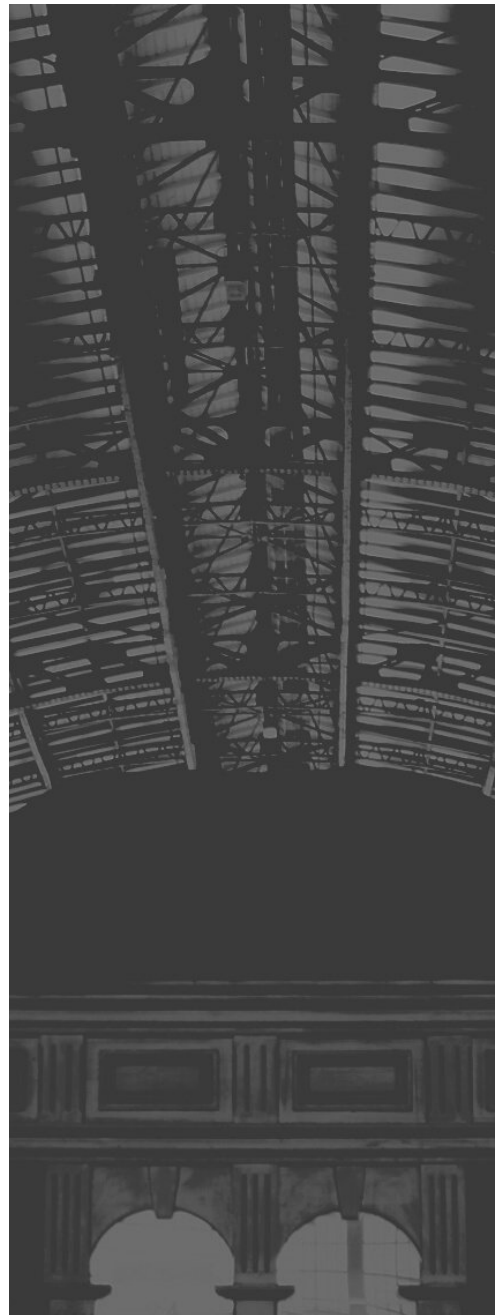
The legal team communication was really good. My Case Manager followed up on every step and that was very reassuring.

**40 YEAR OLD FEMALE, MUMBAI**

This initiative of Lok Adalat is a very good one. The government and the officials involved with it are doing a great job.

**MALE, PUNE**

The work of Maharashtra government in conducting the Online Lok Adalat and calling the parties is appreciated.





# E-CHALLAN CASES



The Online Lok Adalat is an innovative solution that uses technology to help the judiciary resolve cases. Maharashtra had been facing challenges with non-payment of challans. However, in this online Lok Adalat, traffic e-challans worth Rs. 7 crore were settled within just 5 days.

Maharashtra has an excellent online system for payment of challans arising from traffic violations, and with the Online Lok Adalat model, the state was able to offer an end-to-end online solution for the public.

Pune district filed over 18 Lakh e-challan cases on Sama's platform and the successful implementation of this Online Lok Adalat is a very promising sign that should inspire other states to follow Maharashtra.

Sama's platform is able to handle large volumes of cases and can help all parties involved in settling cases quickly and effectively.

Photo by Atharva Tulse on Unsplash

# SAMA MEDIATORS

## SAMA'S MEDIATORS ALSO PARTICIPATED IN THIS ONLINE LOK ADALAT



The Online Lok Adalat followed a hybrid model where some of Sama's empaneled mediators received an opportunity to settle cases that came to the Lok Adalat.

Nishant Sasidharan, Rajeshwari Balajiwale, Sanjay Jain, Kirtikumar Shroff, Pooja Joshi, Sana Khan, Shyamsunder Dhanuka, Sangeeta Mehrotra, Savina Crasto, Shama Taneja, Rubiya Taneja and Prakhar Dixit were the mediators that facilitated speedy resolution of disputes from participating enterprises. With mediators sitting in different parts of the country, the virtual medium helped these mediators hear cases of parties from the comfort of their homes and offices. The successful settlements in such a short span of time are a testament to their professionalism.

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### **Top 3 Mediators**

Nishant Sasidharan  
Shyamsunder Dhanuka  
Sangeeta Mehrotra

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### **Top 3 Case Managers**

Cheshta Singh  
Mitali Upadhyay  
Shayanul Haque

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Photo by Hans-Peter Gauster on Unsplash

# STATISTICS

## A SUMMARY OF THE SESSIONS HELD ONLINE

- **6,39,574 cases were taken up.**
- **1,55,586 of these cases were settled.**
- **Total settlement amount = Rs. 7,91,00,541/- (Rupees seven Crore and Ninety-one Lakhs Five Hundred and Forty One Only).**

## A SPECIAL THANKS

### **State Coordinator**

Ajitesh Priyadarshi

### **Case Management Co-ordinators**

Divyesh Rao, Jishnu Veetil

### **Sama Core Members**

Arya Kekare, Divyesh Rao, Rohit Kulkarni, Vividha Kapase

### **Sama Empaneled Mediators**

Sangeeta Mehrotra, Prakhar Dixit, Savina R. Castro, Shama Taneja, Rubia Taneja, Rajeshwari Balajiwale, Sanjay Jain, Nishant Sasidharan, Shyamsundar Dhanuka, Pooja Joshi, Sana Khan, Kirtikumar Shroff

### **Sama Case Managers**

A special mention goes out to our 300+ case managers comprising law students and lawyers without whom this Lok Adalat would not have been possible.

### **Sama Team**

Pranjal Sinha, Co-founder  
Akshetha M. Ashok, Co-founder  
Vikram Kumar, Co-founder  
Paul Thomas Thottan  
Pushpendu Ghosh