

TELE-LAW SCHEME THROUGH COMMON SERVICES CENTRES

Monthly Progress Report, July:2020

Submitted to



**Department of Justice,
Ministry of Law and Justice,
Government of India**

Prepared by



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Abbreviations

CSC	Common Services Centres
DoJ	Department of Justice
GPs	Gram Panchayats
J&K	Jammu and Kashmir
LSA	Legal Services Authorities
NALSA	National Legal Services Authorities
SALSA	State Legal Services Authorities
VC	Video conferencing
PLVs	Para Legal Volunteers

1. The Tele-Law Scheme

Tele-Law scheme is an effort to make legal aid accessible to the marginalized communities and citizens residing in rural areas. The scheme envisages the use of communications and information technology for the delivery of legal information and advice. This is a medium of e-interaction between lawyers and citizens through video-conferencing or telephone/phone mode. The service seeks to provide legal assistance to citizens at their doorsteps through the infrastructure of Common Services Centres (CSC) present at rural locations.

The concept of Tele-Law is to facilitate the delivery of legal advice through a panel of lawyers stationed across India at CSC SPV office and at State Legal Services Authorities (SLSA).

To fulfil this CSC SPV collaborated with the Department of Justice (DoJ) to implement Tele-Law service through CSCs across India under different projects:

- For North-Eastern states, Jammu & Kashmir under Access to Justice (NEJK project) in partnership with CSC SPV and DoJ, GoI.
- For Bihar and Uttar Pradesh are rolled out in partnership with CSC SPV, National Legal Services Authority (NALSA), and DoJ, GoI.
- The program is extended to 115 aspirational districts from 28 states. The project is rolled out through the partnership with CSC SPV and the DoJ, GoI.

2. Service

To avail the service under Tele-law the rural citizens have to pay ₹. 30/-. However, if the citizen is from a marginalized category (falling under Section 12 of LSA Act, 1987) free legal consultancy is provided. Details of the marginalized category are:

Sl.No	Categories of Marginalized persons (Section 12 of the Legal Services Authorities Act 1987)	Fees for Tele Law Service	Documents to be brought to CSC for Registration
1	Women	Nil	Nil
2	Children(Below 18 years of age)	Nil	Nil
3	SC / ST	Nil	Caste Certificate
4	Victims of Trafficking	Nil	Self- Declaration /Copy of Police FIR /Affidavit
5	Mentally Ill and Differently abled	Nil	Disability Certificate
6	Victims of Natural Disaster/Ethnic Violence	Nil	District
7	Workers in the unorganized sector	Nil	Job Card / MGNREGA Card
8	People with low-income groups (Income as specified by State)	Nil	BPL Card /Income Certificate
9	Under trials /In custody	Nil	Any relevant Case document
10	Persons other than those mentioned above	₹.30/-	Aadhar Card / Any ID proof

Table 1 Categories Covered

3. Process

The service enables rural citizens to seek legal advice and counseling from lawyers available through video conferencing (VC) or telephone/phone facilities.

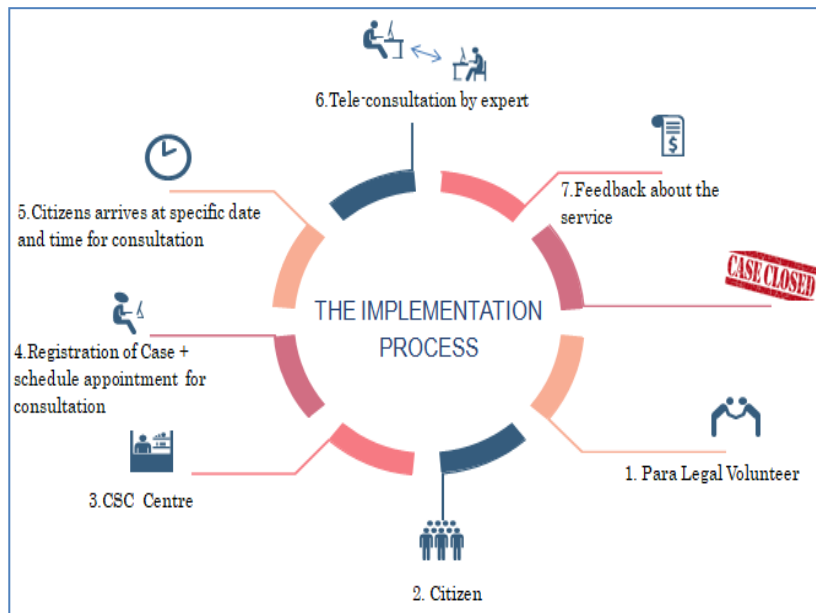


Figure 1.Implementation process

- For North-Eastern states, Jammu & Kashmir States, and Aspirational Districts the panel lawyers are provided through CSC.
- While for the state of Bihar and Uttar Pradesh the panel lawyers are made available via NALSA at the state capitals.

4. Scheme Coverage

The project envisages connecting rural citizens with lawyers at CSCs through video conferencing facilities stationed at identified Gram Panchayat (GP) across India.

Para Legal Volunteers (PLVs)

PLV is the first point of contact for any citizens/applicant who requires legal advice/consultancy. They are associated with CSCs of the locality. The PLVs associated are identified by CSCs/VLEs of the locality.

The eligibility criteria of PLVs are below:

1. Candidates must be 10th passed.
2. Candidates must be from the same panchayat.
3. They should know the local language and have good communication skills.
4. They should not be directly related to VLE.
5. Preference is given to women.
6. Preference to be given to students who have undergone training under CSC projects.
7. Preference to be given to those who have worked in groups like SHGs/SMC etc.

Roles and responsibility

1. Identify different platforms at the village to disseminate information about the scheme e.g. Anganwadi meetings, market, etc.
2. Tell citizens about the benefits of consultation through video conferencing, phone calls, and instant phone call provision.
3. Identification of citizens /cases for legal advice.
4. Listen carefully to the problems/grievances of citizens.
5. Convince citizens about the confidentiality of their grievances.
6. Should fill the requisite database of the legal advice seeker referred for advice to the Panel Lawyer (through the mobile application, optional)
7. Facilitate tele-consultation with the lawyer through video conferencing/phone call at CSC.
8. Should be active and keep track of progress and updates of the applicant's case/grievance and maintain its record.
9. Should maintain confidentiality and not disclose any data/ information without permission.

a. For North-Eastern states, Union Territory of Jammu & Kashmir and Ladakh under Access to Justice (NEJK project).

For the states of North East (NE) and Union Territory (UT) of Jammu & Kashmir and Ladakh, the project was started as a pilot on 31st July 2017 with further extension.

Under this project, a total of 800 CSCs are covered. The PLVs and the Panel Lawyers are appointed by CSC SPV in collaboration with DoJ.

Details of States and UT identified under the NEJK Project are in **Annexure 1**.

b. Uttar Pradesh and Bihar project

The project was launched in Lucknow, Uttar Pradesh on 10th July 2019. The project covers a total of 1000 CSCs from Bihar (i.e. 500) and Uttar Pradesh (i.e. 500). Under the project, the panel lawyers and PLVs are made available via NALSA.

Details of CSC covered in Bihar and Uttar Pradesh is in **Annexure 2**.

c. Aspirational district project

Keeping in view the learning from pilot, the project is now extended to cover all the 115 aspirational districts from 27 states and 1 UT through 28060 CSCs.

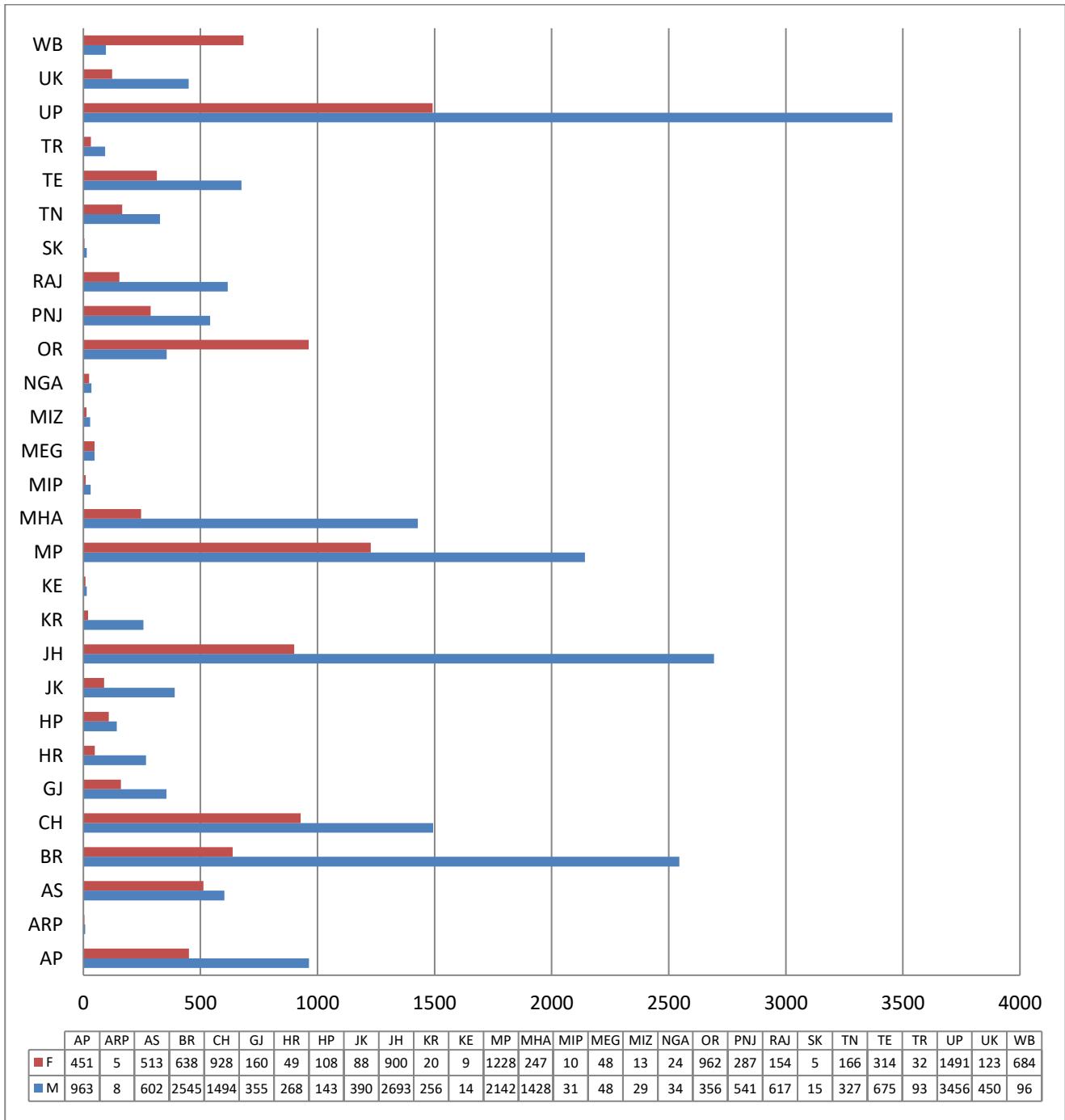
Under the project, PLVs and the Panel Lawyers are to be appointed by CSC SPV in collaboration with DoJ.

The aspirational district scheme was approved on 1st September 2019. Details of States, UT, district, and CSC covered are mentioned in **Annexure 3**.

5. Diagrammatic representation of PLVs and Panel Lawyers

Para Legal Volunteers

Gender composition



AP: Andhra Pradesh; ARP: Arunachal Pradesh; AS Assam; BR: Bihar; CH: Chhattisgarh; GJ: Gujarat; HR: Haryana; HP: Himachal Pradesh; JK: Jammu & Kashmir; JH: Jharkhand; KR: Kerala; KE: Karnataka; MP: Madhya Pradesh; MHA: Maharashtra; MIP: Manipur; MEG: Meghalaya; MIZ: Mizoram; NGA: Nagaland; OR: Orissa; PN: Punjab; RJ: Rajasthan; SI: Sikkim; TN: Tamil Nadu; TE: Telangana; TR: Tripura; UP: Uttar Pradesh; UK: Uttarakhand; WB: West Bengal

Figure 2. Gender composition of PLVs from NEJK and Bihar & Uttar Pradesh project

Overall 29860 CSCs are allocated to work under Tele-Law project. For 28,960 CSCs the PLVs are directly allocated by CSC SPV. While for the states of Bihar (i.e. 500 CSCs) and Uttar Pradesh (i.e. 500 CSCs), PLVs are allocated by SLSA in each CSCs. In Bihar 459 PLVs are mapped with CSCs and in Uttar Pradesh, 407 PLVs are mapped with CSCs (data as shared by SLSA).

Composition of Panel Lawyers on-boarded

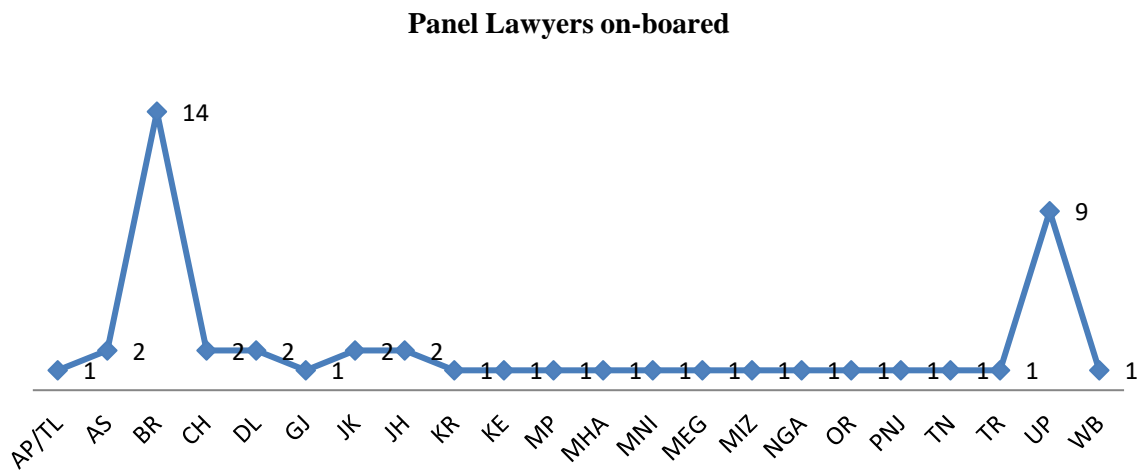


Figure 3.Total no. of Panel Lawyers on-boarded in Tele-Law Portal

(AP/TL: Andhra Pradesh/ Telengana; AS Assam; BR: Bihar; CH: Chhattisgarh; DL: Delhi; GJ: Gujarat; JH: Jharkhand; KE: Kerala ; KR: Karnataka; ME: Meghalaya; MH: Maharashtra; MN: Manipur; NL: Nagaland; OR: Orissa; PN: Punjab; TN: Tamil Nadu; TR: Tripura; UP: Uttar Pradesh; WB: West Bengal; MP: Madhya Pradesh)

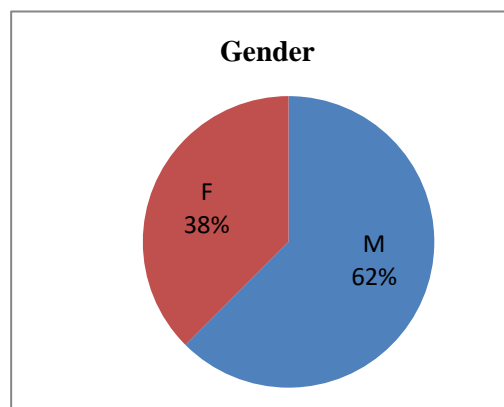


Figure 5. Gender description of panel lawyers

Description

1. A total of 48-panel Lawyers are on-boarded.
2. A total of 26 Panel Lawyers are identified and allocated by CSC SPV in partnership with DoJ stationed at respective states and Union Territory.

3. 22 Panel Lawyers are allocated and identified by NALSA for Bihar and Uttar Pradesh and are stationed at SLSA offices.
4. The highest number of Panel Lawyers are present in Bihar i.e. 14 followed by Uttar Pradesh i.e. 8.
5. Out of the total 48-panel lawyers, 38 percent i.e. 18-panel lawyers are female and 62 percent i.e. 30 male.

For July, 2020, although 22-panel lawyers were made available for Bihar and Uttar Pradesh only 2 lawyers per state were made available every day.

6. Project progress: July 2020

Presently, a total of cases are **2,75,510** registered, out of which **2,71,211** cases have received legal advice since the project started in 2017. Details of cases registered, advice enabled, case category and marginalized category only for the month of July,2020 are in **Annexure 4**. Consolidated report across states and UT is below:

Case registered

Sl.no	State/UT	CSCs covered	District covered	Cases registered (Gender-wise)			Cases registered (Social category)				
				Female	Male	Total	Gen	OBC	SC	ST	Total
1	Andhra Pradesh	1385	3	123	293	416	114	221	75	6	416
2	Arunachal Pradesh	42	10	850	707	1557	431	49	69	1008	1557
3	Assam	1115	22	21401	26242	47643	36587	7528	1720	1808	47643
4	Bihar	3224	27	5998	8551	14549	3674	8005	2401	469	14549
5	Chhattisgarh	2422	10	3844	11091	14935	1715	5980	2914	4326	14935
6	Gujarat	515	2	659	2948	3607	100	130	145	3232	3607
7	Haryana	317	1	105	2528	2633	86	2326	189	32	2633
8	Himachal Pradesh	251	1	76	302	378	173	8	86	111	378
9	Jammu & Kashmir	478	19	10784	27918	38702	30015	2722	3918	2047	38702
10	Jharkhand	3593	19	9145	20309	29454	1992	15949	5780	5733	29454
11	Karnataka	276	2	75	444	519	65	259	147	48	519
12	Kerala	23	1	98	151	249	107	104	12	26	249
13	Ladakh	14	2	0	3	3	0	3	0	0	3
14	Madhya Pradesh	3370	8	2422	6292	8714	1449	3521	2272	1472	8714
15	Maharashtra	1675	4	929	4568	5497	1589	1025	1929	954	5497

16	Manipur	41	4	37	47	84	20	42	16	6	84
17	Meghalaya	96	7	4714	6516	11230	1038	39	246	9907	11230
18	Mizoram	42	5	49	86	135	2	0	0	133	135
19	Nagaland	58	7	2295	2974	5269	394	80	53	4742	5269
20	Odisha	1318	8	7096	9053	16149	1509	3763	6002	4875	16149
21	Punjab	828	2	1053	2029	3082	627	467	1977	11	3082
22	Rajasthan	771	5	1436	1929	3365	749	927	918	771	3365
23	Sikkim	20	4	12	12	24	12	1	2	9	24
24	Tamil Nadu	493	2	895	1879	2774	757	1271	647	99	2774
25	Telangana	989	3	34	107	141	21	77	30	13	141
26	Tripura	125	8	2498	2659	5157	1732	1226	1216	983	5157
27	Uttar Pradesh	5040	69	6946	22830	29776	7086	15429	6486	775	29776
28	Uttarakhand	573	2	219	806	1025	262	226	479	58	1025
29	West Bengal	780	5	11227	17216	28443	16722	5846	4931	944	28443
	Total	29860	260	95020	180490	275510	109028	77224	44660	44598	275510

* Gen: General; OBC: Other Backward class; SC: Scheduled Tribe; ST: Scheduled Tribe

Advice enabled

Sl. no	State/UT	CSCs covered	District	Advice enabled (Gender-wise)			Advice enabled (Social category)				
				Female	Male	Total	Gen	OBC	SC	ST	Total
1	Andhra Pradesh	1385	3	90	249	339	93	182	62	2	339
2	Arunachal Pradesh	42	10	850	707	1557	431	49	69	1008	1557

3	Assam	1115	22	21313	25931	47244	36313	7454	1684	1793	47244
4	Bihar	3224	27	6025	8484	14509	3625	8029	2393	462	14509
5	Chhattisgarh	2422	10	3815	11039	14854	1713	5939	2902	4300	14854
6	Gujarat	515	2	659	2948	3607	100	129	145	3233	3607
7	Haryana	317	1	103	2498	2601	85	2299	185	32	2601
8	Himachal Pradesh	251	1	72	277	349	164	8	76	101	349
9	Jammu & Kashmir	478	19	10771	27893	38664	29980	2720	3917	2047	38664
10	Jharkhand	3593	19	8816	19879	28695	1960	15596	5646	5493	28695
11	Karnataka	276	2	75	444	519	65	259	147	48	519
12	Kerala	23	1	98	151	249	107	104	12	26	249
13	Ladakh	14	2	0	1	1	0	1	0	1	1
14	Madhya Pradesh	3370	8	2418	6256	8674	1197	3665	2303	1509	8674
15	Maharashtra	1675	4	926	4540	5466	1585	1011	1924	946	5466
16	Manipur	41	4	39	53	92	20	50	16	6	92
17	Meghalaya	96	7	4643	6239	10882	732	36	144	9970	10882
18	Mizoram	42	5	41	77	118	2	0	0	116	118
19	Nagaland	58	7	2344	2821	5165	294	80	53	4738	5165
20	Odisha	1318	8	6718	8214	14932	1446	3670	5443	4373	14932
21	Punjab	828	2	1052	2026	3078	625	467	1975	11	3078
22	Rajasthan	771	5	1435	1919	3354	744	923	916	771	3354
23	Sikkim	20	4	12	12	24	12	1	2	9	24
24	Tamil Nadu	493	2	895	1878	2773	756	1271	647	99	2773
25	Telangana	989	3	34	100	134	20	74	29	11	134
26	Tripura	125	8	2539	2611	5150	1636	1275	1245	994	5150
27	Uttar Pradesh	5040	69	6823	22215	29038	6976	15062	6243	757	29038

28	Uttarakhand	573	2	209	781	990	243	221	470	56	990
29	West Bengal	780	5	11157	16997	28154	16566	5788	4867	933	28154
	Total	29860	260	93972	177239	271211	107490	76362	43515	43844	271211

* Gen: General; OBC: Other Backward class; SC: Scheduled Tribe; ST: Scheduled Tribe

Table 2. Details of Case registered and advice enabled

Case Category resolved

Case Category	No. of Cases	Gender		Social category			
		Female	Male	Gen	OBC	SC	ST
Accidental compensation Case	365	64	301	240	58	56	11
Child Labour/ Bonded Labour, Right to Education.	1892	628	1264	342	381	287	882
Civil Suit	3927	595	3332	2572	894	302	159
Consumer dispute	1611	371	1240	1130	295	126	60
Corporate matter	56	10	46	37	14	3	2
Criminal Matters- Arrest, F.I.R, Bail.	17701	5915	11786	6550	5397	2621	3133
Delay or rejection in providing basic services matters	1382	664	718	700	458	164	60
Dowry, Family dispute, Talak, Protection of Women Against Domestic Violence.	11346	6238	5108	4037	2674	2460	2175
Equal Pay for Equal Work, Minimum wages.	1395	359	1036	484	235	212	464
Family, matrimonial, succession matters	3189	1953	1236	1960	686	319	224
Land Disputes, Tenancy and Lease, Property, and Inheritance rights.	26813	5716	21097	8999	7428	5055	5331
Maternity Benefits, Medical termination of Pregnancy, Prevention of misuse of Pre- and Post Natal.	188	112	76	23	32	14	119

Negligence matters	329	134	195	150	93	40	46
Others(Scholarship, Aadhar card, bank loan, Incorrect Name, D-voters, Cheque Bounce, Electricity matter, PAN card, Labour matter)	189993	67033	122960	75609	56022	30788	27574
Prevention of Atrocities Against Scheduled Caste and Scheduled Tribes.	270	71	199	70	36	90	74
Prohibition of Child Marriage.	611	264	347	89	59	43	420
Property dispute	2715	682	2033	1831	496	254	134
Protection of Children from Sexual Offences.	192	95	97	23	30	25	114
RTI	3375	1138	2237	1297	152	42	1884
Service matter	647	141	506	417	141	40	49
Sexual Harassment of Women at Workplace (Prevention & Prohibition).	373	266	107	85	61	64	163
Tenancy and lease related matter	581	193	388	423	65	73	20
Women, Children and Senior Citizens Maintenance.	1692	1081	611	336	488	275	593
Words, acts, gestures intended to insult the modesty of women, indecent representation of women.	568	249	319	86	167	162	153
Total	271211	93972	177239	107490	76362	43515	43844

*Others: Scholarship, Aadhar card, bank loan, Incorrect Name, D-voters, Cheque Bounce, Electricity matter, PAN card, Labor matter. There is no sub-category under this. Any case which does not fall in the above 23 categories are categorized in others category.

Table 3.Details of case category

Marginalized Category of cases

Sl. no	Categories	Total
1	Children(Below 18 years of age)	2553
2	Mentally Ill and Differently abled	1460
3	Other*	81228

4	People with low-income groups (Income as specified by State)	17862
5	SC / ST	56500
6	Under trials /In custody	638
7	Victims of Natural Disaster/Ethnic Violence	1124
8	Victims of Trafficking	1822
9	Women	94126
10	Workers in the unorganized sector	13898
	Total	271211

**Categories which do not fall in 9 marginalized categories are assigned under others.*

Table 4.Details of marginalized Category

7. State update: July 2020

To keep the momentum going during the lockdown the state coordinators kept in touch with their respective VLEs. Video conferencing (VC) was carried out. During the VC coordinators encouraged VLEs to enrol cases of the citizens discussed to them about.

Below is the consolidated report:

Sl.No.	States/UTs	Districts	Date	No of VLEs/PLVs participated
1	Andhra Pradesh	Adilabad	29th July 2020	22
2	Bihar	Gaya	26th July 2020	46
3	Chhattisgarh	Bastar, Bijapur, Dantewada, Kanker, Kondagaon, Korba, Mahasmand, Narayanpur, Rajnandgaon, Sukma	08th July 2020	23
4	Gujarat	Dahod	31st July 2020	41
5	Himachal Pradesh	Chamba	24th July 2020	15
		Chamba	30th July 2020	12
6	Ladakh	Kargil and Leh	25th July 2020	10
7	Karnataka	Raichur	12th July 2020	32
8	Madhya Pradesh	Guna, Vidisha, Barwani	26th July 2020	70
10	Assam	Baksa, Barpeta, Darrang, Dhubri, Goalpara, Hailakandi, Udalguri	21st July 2020	63+
	Assam	Kachar	26th July 2020	22
	Assam	Kamrup	28th July 2020	22
	Manipur	Chandel, East Manipur, West Manipur, Ukhrul, Senapati, Vishnupur	21st July 2020	40
9	Punjab	Ferozpur	25th July 2020	49
		Moga	25th July 2020	50
10	Telangana	Khammam	22nd July 2020	18
		Warangal	28th July 2020	20

Table 5. Details of VCs organized

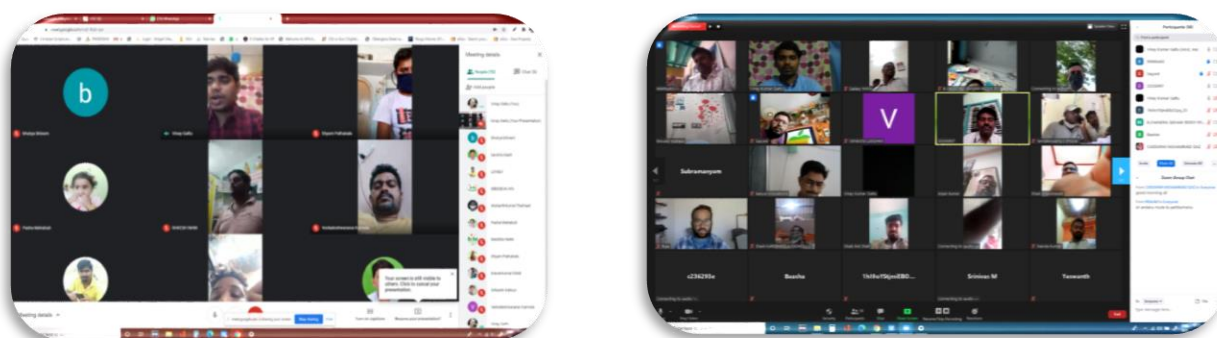


Figure 6. VC with VLEs and CSC visits Khammam, District Telangana (left); YSR (Kadapa) District, Andhra Pradesh (right)

Initiative taken

“Login day” was celebrated in different states to create awareness in the locality and to outreach more citizens who required legal assistance. The main objective of this day was to create awareness about the service and reach unreachable. The focus of this day was to only offer a specific service i.e. Tele-Law service the whole day.

The initiative enabled the CSCs to reach out to more citizens and register a maximum number of cases and provide advice to the needy.

Sl. no.	States	Login Day dates
1	Andhra Pradesh	05th July
2	Telangana	05th July
3	Gujarat	10th July
4	Haryana	27th July
5	Jharkhand	18th July
6	Karnataka	25th July
7	Kerala	16th July
8	Maharashtra	26th July
9	Rajasthan	24th July
10	Tamil Nadu	12th July

Table 6. Dates from Login day



Figure 7. Applicant talking to panel lawyer from District-Kandhamal, (top, left); Balangir (top, right) Odisha; Assam and applicant at CSC to register cases (Mizoram)

Others

A meeting with respect to SLISA was called for Sikkim state. The main purpose of the meeting was to understand the process of Tele-Law structure and the progress made so far in the service. The team also discussed about the challenges being faced in the field.

Annexure 1:

Details of States and UTs identified under NEJK Project

Sr. No.	State/Ut	District	No. of CSC covered
1	Arunachal Pradesh	Changlang	8
2	Arunachal Pradesh	East Kameng	2
3	Arunachal Pradesh	East Siang	2
4	Arunachal Pradesh	Longding	1
5	Arunachal Pradesh	Lower Subansiri	3
6	Arunachal Pradesh	Papum Pare	3
7	Arunachal Pradesh	Tirap	5
8	Arunachal Pradesh	Upper Subansiri	4
9	Arunachal Pradesh	West Kameng	1
10	Assam	Morigaon	25
11	Assam	Bongaigaon	29
12	Assam	Charaideo	6
13	Assam	Chirang	27
14	Assam	Dhemaji	17
15	Assam	Dhubri	72
16	Assam	Dibrugarh	13
17	Assam	Goalpara	29
18	Assam	Golaghat	6
19	Assam	Hojai	11
20	Assam	Jorhat	19
21	Assam	Kamrup	27
22	Assam	Udalguri	26
23	Assam	Lakhimpur	21
24	Assam	Sonitpur	31
25	Assam	Nagaon	17
26	Assam	Nalbari	13
27	Assam	Sivasaga	19
28	Assam	Darrang	42
29	Ladakh	Leh	6
30	Ladakh	Kargil	8
31	Jammu & Kashmir	Anantnag	10
32	Jammu & Kashmir	Bandipora	6
33	Jammu & Kashmir	Budgam	23
34	Jammu & Kashmir	Doda	14
35	Jammu & Kashmir	Ganderbal	13
36	Jammu & Kashmir	Jammu	4
37	Jammu & Kashmir	Kathua	6
38	Jammu & Kashmir	Kishtwar	5
39	Jammu & Kashmir	Kulgam	16
40	Jammu & Kashmir	Poonch	6

41	Jammu & Kashmir	Pulwama	9
42	Jammu & Kashmir	Rajouri	5
43	Jammu & Kashmir	Reasi	4
44	Jammu & Kashmir	Samba	3
45	Jammu & Kashmir	Shopian	5
46	Jammu & Kashmir	Srinagar	4
47	Jammu & Kashmir	Udhampur	3
48	Manipur	Bishnupur	9
49	Manipur	Tamenglong	4
50	Manipur	Thoubal	6
51	Meghalaya	East Jaintia Hills	4
52	Meghalaya	East Khasi Hills	11
53	Meghalaya	Ri Bhoi	6
54	Meghalaya	South West Garo Hills,	7
55	Meghalaya	West Garo Hills	6
56	Meghalaya	West Jaintia Hills And	5
57	Meghalaya	West Khasi Hills	3
58	Mizoram	Aizawl	4
59	Mizoram	Champhai	3
60	Mizoram	Kolasib	4
61	Mizoram	Lunglei	1
62	Nagaland	Mon	4
63	Nagaland	Dimapur	17
64	Nagaland	Kohima,	7
65	Nagaland	Mokokchung	8
66	Nagaland	Tuensang And	9
67	Nagaland	Wokha	3
68	Sikkim	East District	5
69	Sikkim	North District	2
70	Sikkim	South District And	2
71	Sikkim	West District	1
72	Tripura	Dhalai	4
73	Tripura	Gomati	3
74	Tripura	Khowai	4
75	Tripura	North Tripura	5
76	Tripura	Sepahijala	6
77	Tripura	South Tripura	5
78	Tripura	Unakoti	7
79	Tripura	West Tripura	6

Annexure 2:

CSC covered in Bihar and Uttar Pradesh:

Sr. No.	State	District	No. Of csc covered
1	Bihar	KATIHAR	39
2	Bihar	ARARIA	32
3	Bihar	SITAMARHI	21
4	Bihar	MADHUBANI	29
5	Bihar	SAMASTIPUR	22
6	Bihar	PURNIA	27
7	Bihar	BUXAR	29
8	Bihar	SIWAN	23
9	Bihar	BEGUSARAI	21
10	Bihar	KAIMUR (BHABUA)	25
11	Bihar	NALANDA	29
12	Bihar	SAHARSA	21
13	Bihar	BANKA	19
14	Bihar	SARAN	17
15	Bihar	AURANGABAD	18
16	Bihar	BHAGALPUR	24
17	Bihar	PATNA	14
18	Bihar	BHOJPUR	21
19	Bihar	DARBHANGA	23
20	Bihar	JAMUI	21
21	Bihar	KISHANGANJ	11
22	Bihar	ARWAL	14
23	Uttar Pradesh	AGRA	4
24	Uttar Pradesh	ALIGARH	7
25	Uttar Pradesh	ALLAHABAD	2
26	Uttar Pradesh	AMBEDKAR NAGAR	6
27	Uttar Pradesh	AZAMGARH	16
28	Uttar Pradesh	BAGHPAT	23
29	Uttar Pradesh	BAHRAICH	6
30	Uttar Pradesh	BALRAMPUR	12
31	Uttar Pradesh	BANDA	3
32	Uttar Pradesh	BARABANKI	8
33	Uttar Pradesh	BAREILLY	4
34	Uttar Pradesh	BASTI	7
35	Uttar Pradesh	BHIMNAGAR (SAMBHAL)	3
36	Uttar Pradesh	BIJNOR	6
37	Uttar Pradesh	BUDAUN	7
38	Uttar Pradesh	BULANDSHAHR	3
39	Uttar Pradesh	CHANDAULI	4
40	Uttar Pradesh	CHITRAKOOT	3

41	Uttar Pradesh	DEORIA	5
42	Uttar Pradesh	ETAH	5
43	Uttar Pradesh	ETAWAH	6
44	Uttar Pradesh	FAIZABAD	8
45	Uttar Pradesh	FARRUKHABAD	5
46	Uttar Pradesh	FATEHPUR	4
47	Uttar Pradesh	FIROZABAD	7
48	Uttar Pradesh	GAUTAM BUDDHA NAGAR	6
49	Uttar Pradesh	GHAZIABAD	8
50	Uttar Pradesh	GHAZIPUR	23
51	Uttar Pradesh	GONDA	7
52	Uttar Pradesh	GORAKHPUR	6
53	Uttar Pradesh	HAPUR	4
54	Uttar Pradesh	HAMIRPUR	5
55	Uttar Pradesh	HARDOI	3
56	Uttar Pradesh	HATHRAS	7
57	Uttar Pradesh	JALAUN	5
58	Uttar Pradesh	JAUNPUR	4
59	Uttar Pradesh	JHANSI	7
60	Uttar Pradesh	JYOTIBA PHOOLE NAGAR (AMROHA)	5
61	Uttar Pradesh	KANNAUJ	4
62	Uttar Pradesh	KANPUR DEHAT	16
63	Uttar Pradesh	KANPUR NAGAR	4
64	Uttar Pradesh	KASHIRAMNAGAR (KASGANJ)	5
65	Uttar Pradesh	KAUSHAMBI	3
66	Uttar Pradesh	KUSHI NAGAR	5
67	Uttar Pradesh	LAKHIMPUR KHERI	3
68	Uttar Pradesh	LUCKNOW	11
69	Uttar Pradesh	MAHARAJGANJ	8
70	Uttar Pradesh	MAHOBA	4
71	Uttar Pradesh	MAINPURI	16
72	Uttar Pradesh	MATHURA	4
73	Uttar Pradesh	MAU	3
74	Uttar Pradesh	MEERUT	4
75	Uttar Pradesh	MIRZAPUR	9
76	Uttar Pradesh	MORADABAD	24
77	Uttar Pradesh	MUZAFFARNAGAR	6
78	Uttar Pradesh	PILIBHIT	9
79	Uttar Pradesh	PRATAPGARH	4
80	Uttar Pradesh	RAE BARELI	5
81	Uttar Pradesh	RAMPUR	4
82	Uttar Pradesh	SAHARANPUR	4
83	Uttar Pradesh	SANT KABEER NAGAR	9
84	Uttar Pradesh	SHAHJAHANPUR	14

85	Uttar Pradesh	SHRAVASTI	6
86	Uttar Pradesh	SIDDHARTH NAGAR	6
87	Uttar Pradesh	SITAPUR	7
88	Uttar Pradesh	SONBHADRA	7
89	Uttar Pradesh	SULTANPUR	4
90	Uttar Pradesh	UNNAO	7
91	Uttar Pradesh	VARANASI	31

Annexure 3:

Details of State, districts, and CSCs covered under Aspirational district the project :

State/UT	District	No of CSCs
Andhra Pradesh	Visakhapatnam	675
Andhra Pradesh	Vizianagaram	294
Andhra Pradesh	Y.S.R.	416
Arunachal Pradesh	Namsai	13
Assam	Baksa	110
Assam	Barpeta	129
Assam	Darrang	64
Assam	Dhubri	111
Assam	Goalpara	81
Assam	Hailakandi	62
Assam	Udalguri	108
Bihar	Araria	218
Bihar	Aurangabad	205
Bihar	Banka	185
Bihar	Begusarai	220
Bihar	Gaya	332
Bihar	Jamui	153
Bihar	Katihar	237
Bihar	Khagaria	129
Bihar	Muzaffarpur	290
Bihar	Nawada	184
Bihar	Purnia	244
Bihar	Sheikhpura	54
Bihar	Sitamarhi	273
Chhattisgarh	Bastar	185
Chhattisgarh	Bijapur	16
Chhattisgarh	Dantewada	78
Chhattisgarh	Kanker	302
Chhattisgarh	Kondagaon	71
Chhattisgarh	Korba	390
Chhattisgarh	Mahasamund	536
Chhattisgarh	Narayanpur	44
Chhattisgarh	Rajnandgaon	797
Chhattisgarh	Sukma	3
Gujarat	Dohad	401
Gujarat	Narmada	114
Haryana	Mewat	317
Himachal Pradesh	Chamba	251
Kashmir	Baramulla	183

Kashmir	Kupwara	145
Jharkhand	Bokaro	249
Jharkhand	Chatra	154
Jharkhand	Dumka	206
Jharkhand	Garhwa	189
Jharkhand	Giridih	361
Jharkhand	Godda	201
Jharkhand	Gumla	159
Jharkhand	Hazaribagh	258
Jharkhand	Khunti	86
Jharkhand	Latehar	115
Jharkhand	Lohardaga	66
Jharkhand	Pakur	128
Jharkhand	Palamu	283
Jharkhand	Paschim Singhbhum	217
Jharkhand	Purbi Singhbhum	231
Jharkhand	Ramgarh	125
Jharkhand	Ranchi	305
Jharkhand	Sahebganj	166
Jharkhand	Simdega	94
Karnataka	Raichur	180
Karnataka	Yadgir	96
Kerala	Wayanad	23
Madhya Pradesh	Barwani	241
Madhya Pradesh	Chhatarpur	558
Madhya Pradesh	Damoh	460
Madhya Pradesh	Guna	370
Madhya Pradesh	Khandwa	389
Madhya Pradesh	Rajgarh	547
Madhya Pradesh	Singrauli	316
Madhya Pradesh	Vidisha	489
Maharashtra	Gadchiroli	364
Maharashtra	Osmanabad	426
Maharashtra	Washim	491
Maharashtra	Nandurbar	394
Manipur	Chandel	22
Meghalaya	Ri-bhoi	54
Mizoram	Mamit	30
Nagaland	Kiphire	10
Odisha	Rayagada	142
Odisha	Kalahandi	240
Odisha	Kandhamal	97
Odisha	Gajapati	153

Odisha	Dhenkanal	190
Odisha	Balangir	288
Odisha	Koraput	175
Odisha	Malkangiri	33
Punjab	Ferozepur	501
Punjab	Moga	327
Rajasthan	Baran	221
Rajasthan	Dholpur	171
Rajasthan	Jaisalmer	119
Rajasthan	Karauli	186
Rajasthan	Sirohi	74
Sikkim	West Sikkim	10
Tamil Nadu	Ramanathapuram	227
Tamil Nadu	Virudhunagar	266
Telangana	Adilabad	243
Telangana	Khammam	372
Telangana	Warangal	374
Tripura	Dhalai	85
Uttar Pradesh	Bahraich	726
Uttar Pradesh	Balrampur	602
Uttar Pradesh	Chandauli	445
Uttar Pradesh	Chitrakoot	335
Uttar Pradesh	Fatehpur	434
Uttar Pradesh	Shravasti	388
Uttar Pradesh	Siddharth nagar	1030
Uttar Pradesh	Sonbhadra	580
Uttrakhand	Haridwar	308
Uttrakhand	UdhamSingh Nagar	265
West Bengal	Murshidabad	250
West Bengal	Maldah	133
West Bengal	Birbhum	167
West Bengal	Nadia	165
West Bengal	Dakshin Dinajpur	65
	Total	28060

Annexure 4**Cases registered**

Sl.no	State/UT	CSCs covered	District covered	Cases registered (Gender-wise)			Cases registered (Social category)				
				Female	Male	Total	Gen	OBC	SC	ST	Total
1	Andhra Pradesh	1385	3	43	40	83	6	47	26	4	83
2	Arunachal Pradesh	42	10	0	0	0	0	0	0	0	0
3	Assam	1115	22	353	556	909	564	233	58	54	909
4	Bihar	3224	27	0	88	88	0	83	0	5	88
5	Chhattisgarh	2422	10	749	1295	2044	71	742	426	805	2044
6	Gujarat	515	2	7	104	111	5	1	10	95	111
7	Haryana	317	1	15	132	147	3	136	8	0	147
8	Himachal Pradesh	251	1	20	63	83	9	3	38	33	83
9	Jammu & Kashmir	478	19	324	753	1077	899	67	101	10	1077
10	Jharkhand	3593	19	826	3183	4009	1386	1490	371	762	4009
11	Karnataka	276	2	5	18	23	3	7	12	1	23
12	Kerala	23	1	22	50	72	25	39	4	4	72
13	Ladakh	14	2	0	3	3	0	3	0	0	3
14	Madhya Pradesh	3370	8	21	14	35	7	17	5	6	35
15	Maharashtra	1675	4	69	392	461	147	108	160	46	461
16	Manipur	41	4	1	2	3	0	1	0	2	3
17	Meghalaya	96	7	10	0	10	2	3	2	3	10
18	Mizoram	42	5	28	34	62	0	0	0	62	62
19	Nagaland	58	7	0	0	0	0	0	0	0	0
20	Odisha	1318	8	1207	2434	3641	497	490	1442	1212	3641
21	Punjab	828	2	261	948	1209	213	63	932	1	1209
22	Rajasthan	771	5	2	21	23	9	10	3	1	23

23	Sikkim	20	4	0	0	0	0	0	0	0	0
24	Tamil Nadu	493	2	305	544	849	267	251	257	74	849
25	Telangana	989	3	7	15	22	0	13	7	2	22
26	Tripura	125	8	12	0	12	2	2	4	4	12
27	Uttar Pradesh	5040	69	816	3852	4668	732	2307	1394	235	4668
28	Uttarakhand	573	2	110	188	298	79	32	182	5	298
29	West Bengal	780	5	111	331	442	197	128	96	21	442
	Total	29860	260	5324	15057	20381	5123	6273	5538	3447	20381

* Gen: General; OBC: Other Backward class; SC: Scheduled Tribe; ST: Scheduled Tribe

Advice enabled

Sl.no	State/UT	CSCs covered	District covered	Advice enabled (Gender-wise)			Advice enabled (Social category)				
				Female	Male	Total	Gen	OBC	SC	ST	Total
1	Andhra Pradesh	1385	3	14	21	35	4	15	16	0	35
2	Arunachal Pradesh	42	10	0	0	0	0	0	0	0	0
3	Assam	1115	22	829	1326	2155	1853	203	35	64	2155
4	Bihar	3224	27	40	111	151	0	148	0	3	151
5	Chhattisgarh	2422	10	1189	3099	4288	665	1656	728	1239	4288
6	Gujrat	515	2	51	346	397	31	32	36	298	397
7	Haryana	317	1	41	658	699	17	630	50	2	699
8	Himachal Pradesh	251	1	27	81	108	42	3	32	31	108
9	Jammu & Kashmir	478	19	550	1238	1788	1515	84	160	29	1788
10	Jharkhand	3593	19	3691	6028	9719	1354	3726	1810	2829	9719
11	Karnataka	276	2	13	94	107	14	69	18	6	107
12	Kerala	23	1	27	54	81	31	42	4	4	81
13	Ladakh	14	2	0	1	1	0	1	0	0	1
14	Madhya Pradesh	3370	8	177	592	769	78	423	154	114	769
15	Maharashtra	1675	4	408	2423	2831	867	725	798	441	2831

16	Manipur	41	4	3	8	11	0	9	0	2	11
17	Meghalaya	96	7	85	84	169	13	0	0	156	169
18	Mizoram	42	5	26	32	58	0	0	0	58	58
19	Nagaland	58	7	49	45	94	0	0	0	94	94
20	Odisha	1318	8	1328	1937	3265	434	533	1263	1035	3265
21	Punjab	828	2	290	983	1273	238	72	962	1	1273
22	Rajasthan	771	5	91	472	563	112	230	153	68	563
23	Sikkim	20	4	0	0	0	0	0	0	0	0
24	Tamil Nadu	493	2	361	631	992	278	314	326	74	992
25	Telangana	989	3	9	21	30	4	18	8	0	30
26	Tripura	125	8	89	176	265	41	100	90	34	265
27	Uttar Pradesh	5040	69	1006	4414	5420	907	2804	1449	260	5420
28	Uttarakhand	573	2	117	252	369	78	56	229	6	369
29	West Bengal	780	5	145	370	515	208	160	123	24	515
	Total	29860	260	10656	25496	36152	8784	12052	8444	6872	36152

* Gen: General; OBC: Other Backward class; SC: Scheduled Tribe; ST: Scheduled Tribe

Case Category resolved

Sl. No	Case category	No. Of cases
1	Accidental compensation Case	0
2	Child Labour/ Bonded Labour, Right to Education.	205
3	Civil Suit	0
4	Consumer dispute	0
5	Corporate matter	0
6	Criminal Matters- Arrest, F.I.R, Bail.	1009
7	Delay or rejection in providing basic services matters	0
8	Dowry, Family dispute, Talak, Protection of Women Against Domestic Violence.	1543

9	Equal Pay for Equal Work, Minimum wages.	248
10	Family, matrimonial, succession matters	0
11	Land acquisition issues, Land Disputes, Tenancy and Lease, Property and Inheritance rights.	3478
12	Maternity Benefits, Medical termination of Pregnancy, Prevention of misuse of Pre- and Post Natal.	11
13	Negligence matters	0
14	*Others(Scholarship, Aadhar card, bank loan, Incorrect Name, D-voters, Cheque Bounce, Electricity matter, PAN card, Labour matter)	29236
15	Prevention of Atrocities Against Scheduled Caste and Scheduled Tribes.	22
16	Prohibition of Child Marriage.	26
17	Property dispute	0
18	Protection of Children from Sexual Offences.	8
19	RTI	0
20	Service matter	0
21	Sexual Harassment of Women at Workplace (Prevention & Prohibition).	35
22	Tenancy and lease related matter	0
23	Women, Children and Senior Citizens Maintenance.	172
24	Words, acts, gestures intended to insult the modesty of women, indecent representation of women.	159
	Total	36152

*Others: Scholarship, Aadhar card, bank loan, Incorrect Name, D-voters, Cheque Bounce, Electricity matter, PAN card, Labor matter. There is no sub-category under this. Any case which does not fall in the above 23 categories are categorized in others category.

Marginalized Category of cases

Sl.no	Categories	Total
1	Children (Below 18 years of age)	495
2	Mentally ill and Differently abled	438

3	Others*	6664
4	People with low income groups(Income as specified by State)	3688
5	SC/ST	10599
6	Under trials/In custody	87
7	Victims of Natural Disaster/Ethnic Violence	318
8	Victims of Trafficking	831
9	Women	9970
10	Workers in Unorganised Sector	3062
	Total	36152

**Categories which do not fall in 9 marginalized categories are assigned under others.*