

Checklist — District Legal Services Authority (DLSA)

Pre-Visit Section

2A Institution-specific particulars [PRE]

- DLSA listing reference (nalsa.gov.in or state SLSA portal) — text
- Office unit visited (from public listing): DLSA front office / Taluka Legal Services Committee / Legal Aid Defence Counsel (LADC) office / Lok Adalat hall / Help desk inside court complex
- LADC scheme operational at this DLSA (from public listing)? — Y/N
- DLSA located within District Courts Complex (from public listing)? — Y/N
- Composite or stand-alone (from public listing): Stand-alone DLSA office / Combined with TLSC / Co-located with LADC

2B Public displays expected at this institution [PRE — informational]

- DLSA signage at entrance with NALSA logo
- Eligibility criteria for free legal aid (Section 12 LSA Act categories)
- List of empanelled panel lawyers with contact details
- Lok Adalat schedule (next dates, types of cases)
- Para-Legal Volunteer (PLV) roster with block-wise contact
- Retainer-lawyer-at-police-station scheme notice
- Victim Compensation Scheme information (BNSS Section 396, formerly CrPC §357A)
- NALSA schemes for women / children / SC-ST / persons with disabilities / trafficking victims
- Domestic Violence Act 2005, POCSO 2012, child marriage and labour rights awareness material
- 24x7 DLSA / SLSA helpline number
- e-LSA portal (NALSA online application) reference
- Grievance route — Member Secretary SLSA + CPGRAMS
- Citizens' Charter for legal services

2C Pre-loaded scheme list [PRE — informational, no Kobo field]

- Legal Services Authorities Act 1987
- LADC — Legal Aid Defence Counsel scheme (NALSA Central Sector Scheme)
- Lok Adalat (regular) and National Lok Adalat
- Permanent Lok Adalat (Section 22B, public utility services)
- NALSA schemes (women / children / SC-ST / PwD / trafficking victims)
- Victim Compensation Scheme (BNSS Section 396)
- Domestic Violence Act 2005, POCSO 2012
- e-LSA portal — NALSA online application
- Para-Legal Volunteer programme

Section 1 — On-arrival logging

Standard.

Section 2 — Observation: Infrastructure

2.2 Institution-specific facilities [OBS]

- Visible public help desk / front office at the DLSA entrance? — Y/N [photo]
 - Separate dedicated LADC office room within DLSA premises? — Y/N/NA [photo]
 - Lok Adalat hall identified inside court complex? — Y/N [photo of signage]
 - Seating / waiting area for applicants? — Y/N [photo]
 - Application form rack / forms freely available at front desk? — Y/N [photo]
 - Drinking water and toilet for visitors? — Y/N
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Section 3 — Observation: Documents displayed

3.2 Institution-specific displays [DOC]

- DLSA signage at entrance with NALSA logo present? — Y/N [photo]
- Eligibility criteria for free legal aid (Section 12 LSA Act categories) displayed? — Y/N [photo]
- List of empanelled panel lawyers with contact details displayed? — Y/N [photo]
- Lok Adalat schedule (next dates, types of cases) displayed? — Y/N [photo]
- Para-Legal Volunteer (PLV) roster with block-wise contact displayed? — Y/N [photo]
- Retainer-lawyer-at-police-station scheme notice displayed? — Y/N [photo]
- Victim Compensation Scheme information (BNSS Section 396) displayed? — Y/N [photo]
- NALSA schemes for women / children / SC-ST / persons with disabilities / trafficking victims displayed? — Y/N [photo]
- Domestic Violence Act 2005, POCSO 2012, child marriage and labour rights awareness material displayed? — Y/N [photo]
- 24x7 DLSA / SLSA helpline number displayed? — Y/N [photo]
- e-LSA portal reference displayed? — Y/N [photo]
- Grievance route — Member Secretary SLSA + CPGRAMS — displayed? — Y/N [photo]
- Citizens' Charter for legal services displayed? — Y/N [photo]
- Front office staffed during court working hours? — Y/N
- Application register / acknowledgement counter visible? — Y/N
- Lok Adalat calendar with case-disposal summary displayed? — Y/N [photo]
- Jail-visit schedule displayed (norm: at least monthly)? — Y/N [photo]
- Awareness-camp calendar for the current quarter displayed? — Y/N [photo]
- Sample legal-aid application form available in local language? — Y/N [photo]
- Retainer-lawyer-at-police-station list (station-wise) displayed? — Y/N [photo]
- Permanent Lok Adalat (Section 22B) information displayed? — Y/N [photo]

Section 4 — Interview: Admin

4.1 Identification — institution-specific dropdowns

- Designation of person met (dropdown): Secretary DLSA / Front Office Clerk / Panel Lawyer on duty / LADC counsel / Para-Legal Volunteer / Other
- Reporting line: State Legal Services Authority (SLSA) / NALSA

4.5 Institution-specific quantitative items [ADMIN]

- Was a panel lawyer assigned at the front desk on the day of visit? — Y/N
 - LADC scheme functional at this DLSA? — Y/N
 - Para-Legal Volunteer roster active for the blocks of this district? — Y/N
 - Date of next scheduled Lok Adalat — date [not_known_allowed]
 - Date of last National Lok Adalat held — date [not_known_allowed]
 - Legal aid clinic in any nearby law college operational? — Y/N
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Section 5 — Interview: Beneficiary

5.1 Beneficiary type — institution-specific dropdown

- Beneficiary type: Front-office applicant / Lok Adalat-day visitor / PLV-network contact
- **Target:** interview 3 where present.

5.5 Institution-specific beneficiary items [USER]

- Reason for approaching DLSA (dropdown): Domestic violence / Maintenance or custody / Land or property dispute / Wage or labour issue / Consumer grievance / Bail or arrest / Victim compensation / Lok Adalat case / Other
 - How did you come to know about DLSA (multi-select): PLV / Police / Court staff / Friend or family / Awareness camp / Notice board / 181 / Other
 - Was your application acknowledged on the same day? — Y/N
 - Were you told the eligibility criteria clearly? — Y/N
 - Have you been assigned a panel lawyer or LADC counsel? — Y/N + short text on time taken
 - Days from application to first meeting with the assigned lawyer (dropdown): Same day / 1–3 days / 4–7 days / >7 days / Still waiting
 - Did you attend a Lok Adalat? — Y/N
 - Lok Adalat outcome (short text)
 - Helpfulness of front office staff — Poor / Average / Good
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Section 6 — Closing

Standard.