

CITIZEN'S CHARTER
MEGHALAYA STATE LEGAL SERVICES AUTHORITY
SHILLONG

1. Our Vision and Mission: To provide free and competent legal services to the weaker sections of the society, to ensure that opportunities for securing justice are not denied to any citizen by reason of economic or other disabilities.

2. Enumeration of Services: We deliver the following services –

- (1) Free Legal Aid
- (2) Lok Adalat
- (3) Legal Literacy Camps
- (4) Legal awareness programmes
- (5) Legal Aid Clinics
- (6) Legal Services to Disaster Victims
- (7) To enroll para-legal volunteers and to train them.

Sl. No.	Nature of Service	Service Delivery/ Time limit(days/ hours)	Standards	Fees	Formalities	Remarks
1	Free Legal Aid	15 days	Free & Competent legal services to the weaker sections	No fees is required to be paid by the applicant	Applicant should apply in Form 'A' of The Meghalaya State Legal Services Authority Act, 1998.	
2	Lok Adalat	Organize frequently at such intervals and places as decided by the Authority. Held in every	For quick disposal of cases at pre-litigation stages and even during pendency of	No fee is required to be paid. If the pending cases are settled in	Any party may request the State Legal Services Authority or High Court	

		district of the State	the case	the Lok Adalat, the Court fees paid will be refunded	Legal Services Authority or District Legal Services Authority to place the dispute before the Lok Adalat Benches	
3	Legal Literacy Campaign & Awareness Programme	Organize frequently at such places as decided by the District Legal Services Authority	Legal Literacy Programmes are organized in all the Districts by the District Legal Services Authority for dissemination of legal information	No fee is required		
4	Legal Aid Clinics	Legal Aid Clinic has its sittings on the days, time mentioned by the Legal Aid Clinic itself	There are community based Legal Aid Clinics and Law College based Legal Services Clinics to provide free legal services/ legal advice to settle local disputes before maturing into litigation.	No fee is required to be paid by the applicant. The Para Legal Volunteer attending the Legal Aid Clinics shall be provided a sitting fee of Rs.250/- per day.		Planning to set up Legal Aid Clinic in every village or for a cluster villages including Jails

			The Clinics are manned by the Para Legal Volunteers			
5	Legal Services to disaster Victims	In any event of natural disaster or manmade disaster.	Coordinating the integrated, strategic and sustainable development measures taken by the Government and Disaster Management Authorities for reducing the period of crisis and for building a platform for early recovery and development			
6	To enroll Para-legal volunteers	.	The Para Legal Volunteers are selected in each District and the Meghalaya Legal Services Authority trains them in legal service matters. The Legal Aid Clinic is manned by	No fees are to be paid by the clients to the Para Legal Volunteers for availing their services. Fees will be paid to the Para Legal Volunteer by the MSLSA as sitting fee.		

		the Para Legal Volunteer within their community for empowering the community poor and to bridge the gap between the common man and the legal services institutions		
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3. Availability of information: Information of the services given by the Authority can be obtained from our Officers listed below –

Name and Designation of the Officer	Address/Location of Office	Telephone/Fax/Email
1. Shri A. M. Ripnar, Member Secretary.	O/o the Meghalaya Legal Services Authority MATI Building, Room No.212 Additional Secretariat, Shillong.	0364- 2501051
2. Secretary of the High Court Legal Services.	High Court of Meghalaya, Shillong.	
3. All Member Secretaries of the District Legal Services Authorities.	O/o of District Legal Services Authority in the District Headquarters.	

4. Availability of Prescribed Forms: -

Title of the Form	Fee to be paid	Whom to contact
Application for free legal aid in Form 'A' of the Meghalaya State Legal Services Rules, 1998.	Nil	<ol style="list-style-type: none">1. Shri A. M. Ripnar, Member Secretary.2. Secretary of the High Court Legal Services.3. All Member Secretaries of the District Legal Services Authorities.

Forms are also available in the web at <http://www.mslsa.gov.in> and can be downloaded.

5. Complaint Redressal System: -

Name and designation of the Officer	Address for correspondence	Telephone/Fax/Email
The Member Secretary, MSLSA.	O/o of the Meghalaya State Legal Services Authority, MATI Building, Additional Secretariat, Shillong.	0364- 2501051

Complaints can be registered at www.mslsa.gov.in and you are welcome to use this facility.

A centralized Customer Care Centre/Grievance Redressal Centre is also available at every legal services institution where you can lodge your complaint.

All complaints will be acknowledged by us within **20** days.

6. Consultation with our customers/stakeholders:

- We welcome suggestions and feedback from our clients.
- We are committed to constantly revise and improve the services being offered under the Charter.

Let us join in making this Charter a success!
