



# **Follow-up in Legal Services Camp**

## **Guidelines**

**NATIONAL LEGAL SERVICES AUTHORITY**

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# Legal Services Camp Follow-up Guidelines

## 1. Background and Rationale

Legal Services Camp Module, devised by NALSA, spells out delivery based Model of legal services camp with an objective to bring empowerment of weaker sections of society. The operational framework of legal service camp, as per the Module, consists of three parts i.e. Pre-Camp stage, Activities during Camp and Post-Camp Activities. All the three parts are inter-related and integral to success of legal services camp. The fruitful organization of legal services camp depends upon the successful completion of all the three parts. In the Legal Services Camp Module, under the head, 'After-Camp Activities' follow-up action is stipulated. Follow-up action is imperative to ensure that identified beneficiaries get what they are entitled to under welfare laws and various Central and State schemes. The objective of empowering the disadvantaged by using the tool of Legal Services Camp can be fulfilled only if effective follow-up action is undertaken systematically and expeditiously. In the absence of follow-up, the entire exercise of organizing camp may fail to deliver desired results.

## 2. Follow-up on what?

During Pre-Camp stage, teams formed by Legal Services Authorities visit the selected villages/areas for identifying beneficiaries in consonance with the selected theme. During the course of said visits, beneficiaries are identified, applications, forms etc. are filled up in order to connect identified beneficiaries with welfare schemes being implemented by various departments. Apart from this, some of the applications pertain to seeking of legal advice or pursuing of legal remedies in the courts of Law. Data is supposed to be maintained of the identified beneficiaries and their applications, forms etc. Some of the applications/forms are submitted during pre-camp activities itself with the various departments so that the departments may be able to process the said applications/forms and deliver the benefits on the day of the camp. Some forms/applications need more documentation which includes attaching copies of identity documents, etc., without which it cannot be submitted/processed during the pre-camp stage. The said applications/forms are submitted with the various departments either on the day of camp or after the camp. Apart from this, applications/forms are received on the day of the camp by the various participating government departments who put up stalls at the camps. Applications/forms are also received on the day of the camp at the stall of Legal Services Authority. PLVs and panel lawyers deputed at the stalls help visitors in drafting applications and filling up forms. Participating NGOs also receive applications etc. from people.

**2.1 Keeping in view the aforesaid, follow-up action is required on the following aspects:**

- a) Applications/Forms submitted of identified beneficiaries to the various departments at the pre-camp stage, but benefits were not delivered on the day of the camp to said beneficiaries.
- b) Beneficiaries identified at pre-camp stage but their applications/forms not submitted to the various departments at pre-camp stage.
- c) Applications/forms received of intended beneficiaries at the stalls of Legal Services Authority on the day of camp.
- d) Applications/forms received and registrations entered by various departments at their stalls on the day of camp.
- e) Applications received by participating NGOs but benefits not delivered on the day of camp.

**3. How to carry out follow up:**

For effective and proper follow-up, a team may be constituted which shall focus on follow-up points. The team may consists of members who were engaged during the pre-camp activities and who were deputed on the day of the camp. The said team may be headed by a responsible officer who may be a Secretary, District Legal Services Authority. The suggestive follow-up action is mentioned in the table below:

S.No.	Follow-up points	Follow-up action required
1.	Applications/Forms submitted of identified beneficiaries to the various departments at the pre-camp stage, but benefits were not delivered on the day of the camp to said beneficiaries.	<p>a) Matter be pursued with the relevant departments to know about the status of applications/forms.</p> <p>b) If further processing of the applications/forms requires some documents then the follow up team must get in touch with the beneficiaries so that copies of the relevant documents are submitted to the concerned departments.</p> <p>c) Feedback be given to the beneficiaries about the status of their applications/forms.</p> <p>d) Follow up shall continue till such time the benefit actually reaches the intended beneficiary.</p>
2.	Beneficiaries identified at pre-camp stage but their applications/forms not submitted to the various departments at pre-camp stage.	<p>a) Forms/applications be submitted to the concerned departments. If before submission, copies of documents are required from the beneficiaries then they be contacted and apprised of the same.</p> <p>b) After submitting forms/applications with various departments, feedback be given of the said step to the beneficiaries.</p>
3.	Applications/forms received at the stall of the Legal Services Authority on the day of the camp.	<p>a) If the applications/forms relate to the welfare schemes being implemented by the Government Departments, the said applications be submitted to the concerned departments.</p> <p>b) If before submission, copies of documents are required from the beneficiaries, then they may be</p>

		<p>contacted and apprised of the same.</p> <p>c) After submission of the forms/applications with various departments, feedback be given of the said step to the beneficiaries.</p> <p>d) If the applications pertain to the filing or defending any case in the court or seeking of some legal advice, the same without delay be dealt with by the office of DLSA, and action taken on the said application be intimated to the beneficiary.</p> <p>e) Follow up shall continue till such time the benefit actually reaches the intended beneficiary</p>
4.	Applications/forms received by various departments at their stalls on the day of the camp.	<p>a) Data be collected from the Government Departments, who had put up stall on the day of the camp, about applications/forms received and registrations entered by them.</p> <p>b) Regarding those applications/forms matter be pursued with the departments as to the action taken by those departments on the said applications/forms.</p> <p>c) Feedback be given to the beneficiaries about the status of their applications/forms.</p> <p>d) Follow up shall continue till such time the benefit actually reaches the intended beneficiary.</p>
5.	Application received by participating NGOs but benefits not delivered on the day of the camp.	<p>a) Matter be pursued with the NGOs and if required micro follow-up camp for delivering the benefits may be organized so that NGO delivers the benefits in the said</p>

		<p>follow-up micro camp. This is primarily necessitated in case of NGO providing prosthetic limbs.</p> <p>b) Applicants be accordingly informed of the said follow-up and organization of micro level follow-up camp.</p>
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#### 4. Methods of feedback

1. If the intended beneficiary has a phone then feedback may be given through a telephonic call.
2. If the intended beneficiary does not have a phone, as is particularly the scenario in remote areas, then the team members of the follow-up team may visit the villages and give face to face feedback.

#### 5. Format

Separate format sheets can be used for different Ministries/Departments. The suggestive format for maintaining data including follow-up action is as follows:

#### FORMAT

S.No.	Name of beneficiary	Address and phone number of beneficiary	Action taken on application/form	Follow-up action	Feedback to beneficiary (Yes/No)

**Submission of Report to NALSA:**



The report in the following format be submitted to NALSA after the conclusion of the camp which necessarily includes follow-up action:

1.	Name of SLSA	
2.	Venue of Legal Services Camp	
3.	Number of villages/ urban areas covered	
4.	Number of beneficiaries identified at the pre-camp stage	
5.	Number of beneficiaries whose applications were dealt/forwarded at pre camp stage to concerned departments.	
6.	Number of beneficiaries to whom benefit given on the day of the camp	
7.	Number of new beneficiaries who submitted applications/forms on the day of the camp to legal Services Authority or other participating departments	
8.	Number of beneficiaries whose applications were dealt with including forwarding of applications to various departments during and after the camp	
9.	Number of beneficiaries qua whom follow-up action was taken.	
10.	No. of applications who are yet to be delivered desired benefits.	