

*NYAYIKA Gujarat*  
*Annual Report 2016 - 17*

**IDEAL Foundation for Social and  
Economic Development**

## **A. Highlights of the last financial year**

The last year was an eventful one for IDEAL Foundation overall and for its Nyayika unit. Overall, the centres dealt with a total of **858** cases.

Outreach activities continued through village visits including campaigns in 4 districts of Gujarat. A total of **720 village visits** were conducted by the Nyayika teams from April, 2016 to March, 2017. These village visits and campaigns have helped spread awareness about the rights and entitlements. Generating awareness through use of printed material in vernacular, screening of documentaries, door to door visits, village level meetings and other activities have been instrumental in making people aware about their rights and entitlements. Such outreach activities turn out to be seeds of empowerment and important mechanisms for altering the perception of people about the formal justice dispensation system. These activities are instrumental in promoting rule of law and fostering access to justice.

Nyayika participated in a National Contest on Social Innovation held by the Ministry of External Affairs (Economic Diplomacy Division) along with NITI Aayog (Atal Innovation Mission) and has been adjudged as one of the top 20 social innovators. The recognition is a testimony to the work of Nyayika and importance of such organisations.

15 students from various law colleges also participated in the village visits and awareness camps organised by Nyayika.

A new sub centre of Nyayika was started at Vatva, Ahmedabad in partnership with a local organization – Himmat. Efforts are being made to strengthen the centre operations.

The partnership with Haqdarshak Empowerment Solutions Private Ltd. (HESPL) was proceeded with wherein, Nyayika and HESPL are co-developing digital database of various schemes and programmes that would be accessible to grassroots workers.

Sustainability efforts have continued in the last year. This includes village visits, campaigns, awareness generation, and training of teams. The Nyayika teams also attended a National Lawyer's Meet organized by CSJ.

## **B. Key Activities and Achievements+**

**Legal aid and advice:** Nyayika law centers in the last financial year dealt with a total of **858** cases of legal aid and advice. This includes cases of litigation, conciliation, claims for socio-economic entitlements and other forms of legal aid such as applications to forums, legal notices, etc. These include cases of women's rights, consumer disputes, monetary disputes, miscellaneous criminal cases, cases of socio-economic entitlements such as pension, ration card, BPL card, etc. Demographically, most of the cases were of people from socially backward communities. In the last year 20% of the people served belonged to the SC community, 30% belonged to the ST community, 27.5% belonged to OBC, 9% belonged to the minorities and 13% to the General category, while the caste of 0.5% was not known.

<b>Caste and gender wise details of cases</b>			
<b>Caste of applicant</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
<b>SC</b>	107	65	171
<b>ST</b>	142	114	256
<b>OBC</b>	117	120	237
<b>Minority</b>	32	46	78
<b>General</b>	49	60	109
<b>Not Mentioned</b>	2	4	6
<b>Total</b>	<b>449</b>	<b>409</b>	<b>858</b>

Detailed figures are annexed as **Table 1**.

### **C. Organizational updates**

**Staff changes/ additions** - Mr. Satyajeet Majumdar the CEO of Nyayika was replaced by Mr. Sumyesh Srivastava, and later by Mr. Siddharth Lodha. Three of our team members from Baroda moved out citing personal reasons and to pursue higher studies. Collaborations were done with interested members to fill in the positions. The transitions were traversed smoothly with active support and handholding by senior members of Nyayika.

Three advocates joined the teams in Bharuch and Amreli and are engaged on need basis. The new joiners have been engaged to deal with civil and criminal matters and compliment team activities like awareness generation and stakeholder Liaoning.

Additionally, Nyayika has expanded its team of Senior Lawyers by welcoming another lawyer Mr. HIRAK GANGULY on board to handle the state forum cases.

**Partnerships** - Himmat, an organisation working on women empowerment in Ahmedabad, approached Nyayika and a collaboration was worked out to operate the sub-centre in partnership with Himmat to augment our presence in the city and expand our services. The team there constitutes of 2 lawyers, 1 paralegal and 3 volunteers. The centre has so far dealt with 20 cases.

We have moved ahead in our partnership with Haqdarshak Empowerment Solutions Private Ltd. (HESPL), Nyayika and HESPL are co-developing digital database of various schemes and programmes which will be accessible to our teams on their digital devices and will be used by them to find out entitlements and assist the citizens to avail benefits of the schemes and programmes that one may be eligible for and interested in. A training of paralegals was organized by the Haqdarshak team wherein the paralegals were educated on how to use the database. A total of 8 paralegals from various Nyayika Centres enthusiastically participated in this training on 10th of January, 2017.

**Collaboration with community groups in Ahmedabad:** Taking forward our plan to engage with people belonging to marginalized communities in Ahmedabad, a meeting was held with

team leaders of one such community based organization operational in the Bombay Hotel area of Ahmedabad. The organization presently works in helping people avail benefits of Government socio-welfare schemes and charges a small fee against the same. Nyayika plans to conduct a legal awareness campaign in the area to start with and then fix days of the week on which a lawyer / paralegal will be present at the office of the organization to provide legal aid and advice to people. We plan to replicate this model in other areas of Ahmedabad in the next financial year.

#### **D. Progress on major objectives**

##### **Sustainability**

1. Our drive towards self-sustainability of the individual centres continues and is aided by maintaining (repeat visits) and increasing village level visits (new village visits) and campaigns, team building and capacity building exercises. These visits also translate, with time, into increased number of cases and claims for the centres, as people get aware of their rights and entitlements and avail of Nyayika's services.

Nyayika is growing with new members joining the team, association with other organisations, regular visits to villages and awareness drives. Nyayika is spreading its roots and strengthening its branches, which augur its drive for sustenance and service. The Nyayika teams conducted --- village visits to reach out to the communities through door to door visits, awareness camps and legal shibirs on a variety of issues and govt. schemes and programmes including women, land, forest, property and labour rights. The visits are instrumental in expanding our service base.

Collaborations with other organisations and training and capacity building of the team members have been certain measures to ensure sustainability.

##### **a. Collaborations and associations –**

Drives are on to increase our collaboration and association with various other organisations and individuals working on social issues and interested in fostering access to justice. All the centres have renewed focus on collaborations and we are in active stage of consultation with various organisations operating in the districts.

Nyayika units are collaborating with various organisations at local level to take the work forward. The collaborations help Nyayika in identifying volunteers and issues. They also serve as a platform to raise awareness on Nyayika and its work. References from these organisations introduce Nyayika to a larger clientele and thus expand the reach of its services.

To be specific a collaboration with an electronics showroom resulted into referral of 8 cases of cheque bounce in the last quarter.

##### **b. Trainings and capacity building –**

Nyayika team members participated in a three day long 'Training of Trainers' organised by the Centre for Social Justice (CSJ) wherein the participants were trained on summarising and

presenting laws to the masses and on creating competency grids etc. The participants were engaged in a variety of activities and oriented towards community of practice.

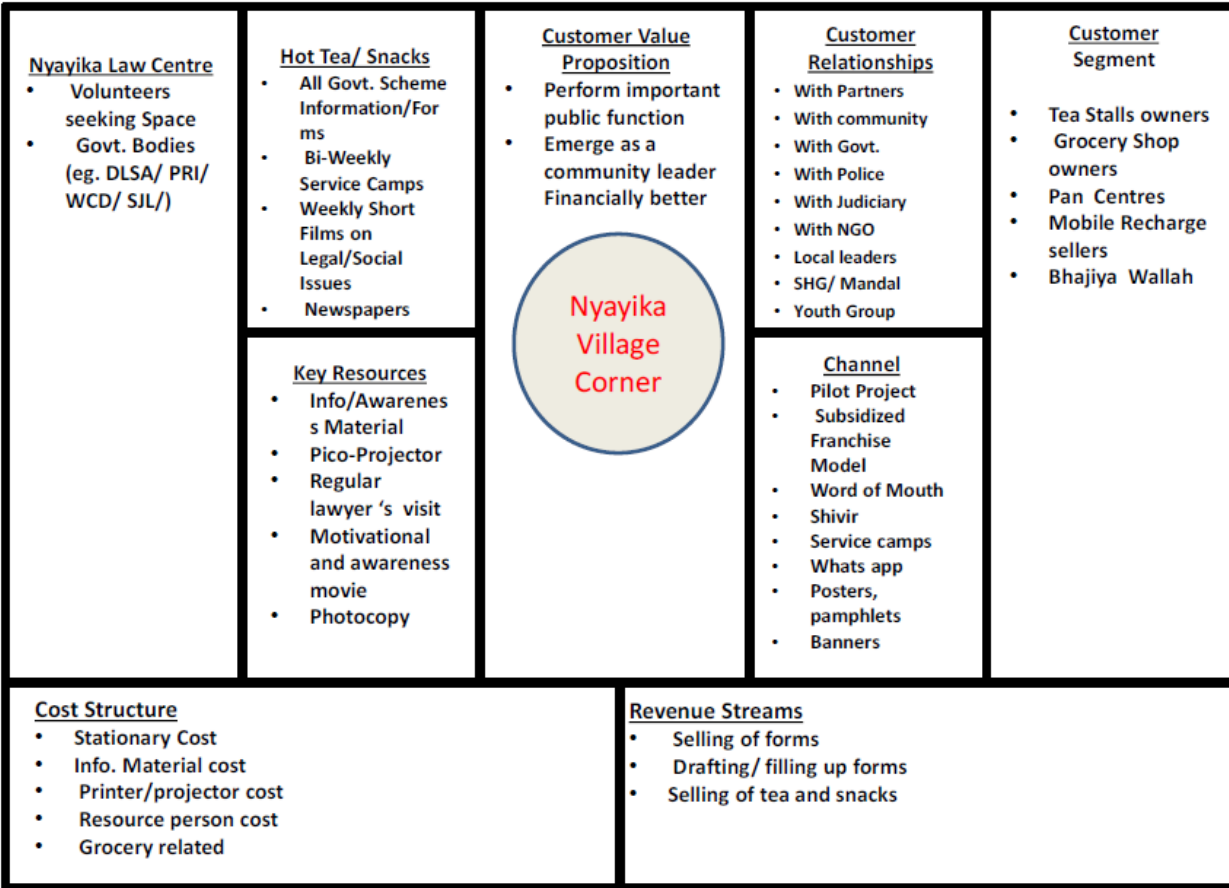
Nyayika team members also participated in the three day National Lawyers Meet organised by CSJ, where legal luminaries and social activists delivered lectures on issues concerning social justice lawyering like - advocacy for disability rights, legal imagination and human rights litigation, land and environment, Indian democracy and religious minorities, legal intervention in communal violence, the controversy surrounding triple talaq and Uniform Civil Code and the experience regarding triple talaq & Uniform Civil Code etc.

IT refresher training sessions were held for Bharuch and Mandvi team members of Nyayika.

Some of the Nyayika team members and volunteers also attended 'Law Appreciation Programme' organised by CSJ, in partnership with Institute of Law - Nirma University. The 3 day programme covered a variety of topics including fundamental rights, human rights, women rights and dalit rights, powers and structure of Indian judiciary and free legal aid.

**Nyayika Mitra training at Ahmedabad** – A training of Nyayika mitras was organized at Ahmedabad on the 23rd and 24th of March, 2017. A total of 13 Nyayika Mitras from 3 centres – Amreli, Mandvi and Ahmedabad enthusiastically participated in this training. The training covered a series of topics like Working women and their challenges, empowerment of women and Government Initiatives, Access to justice: Procedural guidelines, Access to justice: Role of Legal Services Authority, Constitutional and Legal Rights of Women, Role of working women: Issues and challenges, Human Rights, Fundamental Right, CEDAW, Women Laws at the Work Place – Sexual Harassment at the Workplace (Prevention, prohibition and Redressal Act and Rules, 2013), Protection of women: Domestic Violence Act, 2005, Sexual Offences against Women and Laws, Maternity Bill, 2017. The facilitators included bureaucrats, veteran lawyers, academicians and subject matter experts. Additionally, a dedicated session on marketing & promotion of Nyayika was held to orient the volunteers on promotion of Nyayika and its services.

**Designing Nyayika A workplan** – A Annual General Meeting of CSJ was held at Goa between 25<sup>th</sup> and 28<sup>th</sup> February, 2017, wherein Nyayika A also participated and utilized this platform to sketch a future plan for Nyayika based on the Design Thinking Concept. The meeting focused on learning and sharing wherein the participants were divided into two groups – the leaders' group and the implementers' group. The leaders' group was made to attend a Design thinking workshop wherein the objective was to orient them for adaption to the changing environment and customization of services and programmes of the organization accordingly instead of focusing on organization's own agenda. The idea was to help them address and focus on the demand side. A session was held by Branding Expert –Mr. Arvind Lodaya based on which the new workplan was chalked out for various projects. On the other hand, the implementers' group was educated through various inputs sessions on topics like – Forest rights, media and law, women and law and para legalism. On the third and last day of the meeting both the leader and implementer groups were merged and the skeleton of the new workplan of the Nyayika A was chalked out as follows:



**Learnings:**

- **Appropriate usage of Technology** – Over a period of time we have realized that encouraging use of technology could help us in more effective and efficient follow up of cases and to keep in touch with clients and other stakeholders more frequently.
- **Digital Media** – Using digital media for promotion of Nyayika Centres and their services is another learning that has emerged in the last year. A facebook page will help reach out to more interns and law students to help publicize the concept of Nyayika amongst them, while whatsapp groups are being used to reach out to clients for promotion of Nyayika and its services and sharing updates with them.
- **Moving towards sustainability through a more professional approach** – IDEAL Foundation is taking a more professional approach to move towards sustainability and has realized that incentivizing the team members can help increase the number of cases. Thus, we have recently come up with an incentive model in addition to the basic salaries drawn by the teams in order to

increase their productivity and increase profitability of the centres that will ultimately lead us towards sustainability.

### **Challenges & plans to overcome these challenges**

- **Low strategic outreach** – In spite of regular outreach activities, the Nyayika centres are not receiving the expected number of cases and to overcome this a more strategic approach is being taken to reach out to the right customers / beneficiaries. This includes targeting gatherings in the villages like – Gram Sabhas, Mamta Divas, approaching healthcare facilities for cases of domestic violence.
- **Lack of potential and dedicated team members** – Some of the centre, like Bharuch have been facing a major challenge with regards to potential and dedicated team members including lawyers, paralegals and volunteers. To overcome this challenge, it has been decided to keep the hunt on and look for more mature individuals who would volunteer with us.
- **Agents and private lawyers** – Existence and gradual increase of agents and private lawyers in the market has been another challenge upon which Nyayika does not have much control, however, we try our best to make sure our vulnerable target groups do not become prey of these agents who charge a bomb for the same services that we provide at a very nominal amount.
- **Nyayika Mitras and lawyers who might start looking for vested interest** – A major concern has been observed with regards to some Nyayika Mitras and lawyers associated with Nyayika working for their vested interests and taking away cases from the centres to deal individually with them. Strict monitoring measures are being taken to avoid such situation and expel the lawyers if need be. More frequent and close follow ups with clients is another strategy that is being practised to overcome this situation.

### **Activity plan for upcoming period**

1. **Working as per revised plans:** Each centre has prepared a plan for the next financial year based on the learning's and feedback received in the review meeting. Activities will be carried out at each centre according to the plan.
2. **Follow up on the Amreli PIL:** The PIL filed at Amreli to ensure adequate compensation from the Government is still pending. Follow up will be done to ensure the compensations are processed.
3. **Engagement with community organizations requiring legal services:** We will engage with more community based organizations which require legal services in order to create collaborations and partnerships which can help us achieve sustainability in the long run.
4. **Training:** Trainings, at different levels, for lawyers, paralegals and volunteers are planned at regular intervals, under the aegis of CSJ, as per the emerging needs.

5. **Strengthening of new centres** – Efforts will be made to strengthen the Vatva centre. The team will be expanded and new collaborations will be made to ensure promotion of the centre.
6. **Starting a new Centre** – Plans are to start one more Nyayika Centre at Ahmedabad to ensure our services reach to the masses. Collaborations are being worked out to start another centre in partnership with other organizations.



## Annexure 1 – Data Table

### Cases

Act name	Sex		Total
	Male	Female	
Cr PC	30	32	62
DVA	7	72	79
Marriage Registration	5		5
IPC	12	31	43
Hindu Marriage Act	7	8	15
Consumer Protection Act	9		9
Land Acquisition Act	26	9	35
Prohibition Act	2	1	3
Birth Death registration Act	7	1	8
Labour Rights	7	1	8
Rape Case	4	4	8
RTI	10	5	15
Panchayat Act	6		6
Adoption Act	3	2	5
Accident Claim	5	3	8
Atrocity Act	4	1	5
Property Rights	2	6	8
Kidnapping, POSCO	3	1	4
Negotiation Act	6		6
Civil Procedure Code	4	5	9
Forest land	1		1
Not Mentioned	35	22	57
Not Applicable	192	103	295
<b>Grand Total</b>	<b>387</b>	<b>307</b>	<b>694</b>

### Claims

Name of the Schemes	Caste	Sex		Total
		Female	Male	
<b>Annapurna Yojana</b>	Dalit		1	1
<b>Bank Account</b>	ST	1	2	3
<b>Govt. Resolution</b>	ST		1	1
<b>Mamlatdar Act</b>	OBC	1		1
<b>Not Applicable</b>	Dalit	8	13	21
	General	2	1	3
	Minority	9	13	22
	NA	0	1	1
	OBC	19	29	48
	ST	12	35	47
<b>Old age Pension</b>	ST	1	1	2
<b>Opening Bank Account</b>	ST		1	1
<b>Pan card</b>	Minority	1	0	1
	OBC	0	2	2
<b>Pan card and Widow Pension</b>	Dalit	1		1
<b>Pradhan Mantri Awas Yojana</b>	OBC		1	1
<b>Socio Economic Rights</b>	NA	0		1
	ST	3		3
<b>Ujjavala Yojana</b>	OBC	1		1
<b>Widow Pension</b>	Minority	1		1
	OBC	1		1
		62	102	164

## Annexure 2 – Case Studies

### **Case 1**

*In this case – Ramilaben – a Nyayika Mitra of Nyayika Bharuch received a call regarding the abduction of her cousin brother's daughter. The girl was a minor and in spite of filing an application earlier, the police has not taken any action. Though the girl was found later, the officers at Karjan Police Station were not ready to file an FIR. To follow up on the case the Nyayika Mitra met Mr. Parmar, the DSP of Vadodara on 28/9/2016 along with the victim and her family. Mr. Parmar heard the case very patiently and called the Karjan Police Station and instructed them to file a FIR after seeking details from the victim. Post this the Nyayika Mitra along with the victim and her family visited the Karjan Police Station and met the PI there. After seeking all the details of the case a FIR was filed and later the accused and his family appeared at the Police Station for compromise. The victim's family denied the same and the accused was arrested on the spot. It was decided to get the medical check-up of the victim done on the very next day. The medical report was sought from the Police Station on the 2/10/2016 and accordingly the rape assistance form has been filled.*

## **Case 2**

### *Rape Case*

*A 16 year-old minor from a dalit family of Vadli village of Rajula Taluka was raped by a fellow villager of Darbar Community. The victim's family filed a FIR in the local Police Station and was provided police protection too. However, as the opposite party threatened the victim and her family even in police presence to take the case back, the victim's father filed another case of atrocity against the culprit. The victim and her family were even forced to leave the village due to which they shifted to a community hall owned by their community at Amreli. As the victim and her family were constantly threatened by the accused, they continued staying at the hall. Upon seeing this, 20 dalit families from the Vadli village sat on a dharna at the Collector's office demanding an appropriate place for the affected family to stay at. The Collector sanctioned a plot to the affected family in another taluka named Babra. The affected family immediately shifted to Babra.*

*Nyayika Amreli team came across the case through a local newspaper and was involved in fact finding for the case. As the affected family was not comfortable travelling to Rajula Court where the rape case was filed considering the threats from the accused and the long distance between the two talukas, an appeal was filed in the High Court to transfer the case to Amreli Sessions Court which was sanctioned.*

*Upon being approached, the Amreli Sessions Court denied accepting the case and thus the team will again approach the High Court for further actions.*

*On the other hand the atrocity case is in process and has come on the board.*

*Handling of the entire incident saw an excellent coordination amongst the "**Macchimaar Hitrakshak Kendra**, Rajula and Nyayika Amreli.*