

**No. 62/58/2024-6HR-I**  
**HARYANA GOVERNMENT**  
**HUMAN RESOURCES DEPARTMENT**

Dated: Chandigarh, the 10<sup>th</sup> December, 2024

To

1. All the Administrative Secretaries to Government Haryana.
2. All the Heads of Departments, Haryana.
3. All the Divisional Commissioners in Haryana.
4. All the Deputy Commissioners of the State of Haryana.
5. All the Managing Directors/Chief Administrators of all the Boards/Corporations in Haryana State.
6. The Registrars of all Universities in the State of Haryana.

**Subject: Regarding Strengthening Access to Legal Services through wide publicity of information of NALSA's National Legal Aid Helpline Number and NALSA Portal at prominent places in all districts.**

---

Sir/Madam

I am directed to refer to the subject cited above and to enclose herewith a copy of D.O. letter No. L/04/2024/NALSA, dated 16.09.2024 received from Sh. Santosh Snehi Mann, Member Secretary, National Legal Services Authority on the subject cited above. It is requested to widely publicize the NALSA's Toll Free Legal Aid Helpline Number-15100 and the NALSA Portal through various modes as mentioned in the letter.

 10.12.2024

Superintendent, Human Resources-I,  
for Chief Secretary to Government Haryana



राष्ट्रीय विधिक सेवा प्राधिकरण  
**NATIONAL LEGAL SERVICES AUTHORITY**  
(Constituted under the Legal Services Authorities Act, 1987)



संतोष स्नेही मान  
**SANTOSH SNEHI MANN**  
(Delhi Higher Judicial Service)  
सदस्य सचिव  
**MEMBER SECRETARY**

B-Block, Ground Floor,  
Additional Building Complex,  
Supreme Court of India, New Delhi-110001

Ground Floor, Double Storey,  
Jaisalmer House, 26, Mansingh Road,  
New Delhi-110011

F.No.L/04/2024/NALSA  
Dated: 16<sup>th</sup> September, 2024

To

The Member Secretaries of  
All the State Legal Services Authorities

**Sub: Strengthening Access to Legal Services through wide publicity of information on NALSA's National Legal Aid Helpline Number and NALSA Portal at prominent places in all districts.**

Sir/Madam,

One of the persistent challenges faced by legal services institutions has been to undertake measures to raise awareness among the beneficiaries about access to legal services. The critical need to educate general public about the legal aid avenues to get justice was also highlighted in the 143<sup>rd</sup> Report of the Department Related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice on the subject of 'Review of the Working of Legal Aid under the Legal Services Authorities Act, 1987.

2. The NALSA Legal Services Management System Portal (LSMS) as well as the NALSA's Toll-free Legal Aid Helpline Number - 15100 are endeavours undertaken by this Authority to enhance access to legal services for the marginalised and vulnerable populations. However, data available on usage of the LSMS Portal and the NALSA Helpline indicate that they are not adequately used by the beneficiaries.


Contd...P/2



3. In the above backdrop, with the approval of Hon'ble Executive Chairman, NALSA, in order to reach out to the public at large, you are required to take necessary steps for widely publicizing the NALSA's Toll-free Legal Aid Helpline Number - 15100 and the NALSA Portal through various modes, including a Display Board.
4. In this regard, a template for the display board is enclosed in English and Hindi (Annexure-A & B), which may be translated into local languages of the State/Union Territory and put at public places such as Railways Stations and Coaches; Bus Stands and buses; Metro Stations and Coaches; Taxi Stands; Labour Chowk; Office of the District Magistrate, Block Development Office, Tehsil office, Panchayat Office etc.; Post Offices; Schools, colleges, and other Educational Institutions including at their legal services clinics; Hospitals including primary health care centres including in OPDs and wards etc.; Local Weekly Markets; Legal Services Clinics in villages; the Juvenile Justice Boards and Child Care Institutions; Police stations, entrance and inside the lock-up; In prisons, correctional homes, detention centres etc. including in the areas for mulaqaat/family visits; Court complexes including court rooms and court lock-ups; Front offices in LSIs etc.
5. Kindly send the compliance report by 18<sup>th</sup> October 2024, specifying the steps taken, including the number and locations, where the display boards have been put to publicise the NALSA's Toll-free Legal Aid Helpline Number - 15100 and the NALSA Portal.

With regards,

Yours sincerely,

  
(Santosh Snehi Mann)

Encl: As above.





## राष्ट्रीय विधिक सेवा प्राधिकरण न्याय तक आपकी पहुँच

मुफ्त कानूनी सहायता के लिए :

**कॉल : 15100**

टोल फ्री हेल्पलाइन नंबर

ऑनलाइन आवेदन :

<https://www.nalsa.gov.in/lams/>



## National Legal Services Authority

Ensuring Access to Justice for All

For Free Legal Aid and Assistance

**Call: 15100**

Toll-Free Helpline Number

Apply Online

<https://www.nalsa.gov.in/lams/>

Please find enclosed attachment on the captioned subject.

Thanks and Regards

Haryana State Legal Services Authority  
Plot No.09, Sector 14, Panchkula  
0172-2562309

### 5 attachments



10117.pdf  
183K



Letter dated 16.09.2024 (1).pdf  
844K