

Accessing Tele-Law Services in India

Tele-Law is a service that connects people in need of legal advice, especially the marginalized and disadvantaged, with lawyers via video conferencing and telephone facilities available at Common Service Centres (CSCs) located at the Gram Panchayat level. Here's how you can avail these services:

Eligibility

Legal advice through Tele-Law is available to everyone. It is free of cost for those eligible for free legal aid under Section 12 of the Legal Services Authorities Act, 1987, such as:

- Women
- Children
- Persons belonging to Scheduled Caste and Scheduled Tribe
- Victims of trafficking
- Mentally ill and differently-abled people
- Victims of natural disaster/ethnic violence
- Workers in unorganized sector/industrial workers
- Undertrials
- People of low-income group

For all others, a nominal fee of Rs. 30 is charged for each consultation.

Accessing Services

You can avail Tele-Law services in the following ways:

1. **Visiting a CSC:** Approach the Village Level Entrepreneur (VLE) running the CSC in your area and inquire about the Tele-Law service. The VLE will help you register and get an appointment with a Panel Lawyer.
2. **Using the Tele-Law Mobile App:** Download the Tele-Law mobile app from the Google Play Store or App Store. Register yourself by providing your mobile number, password, name, gender, caste category, state, district, etc. You can then choose your preferred date and time for legal advice.
3. **Instant Video Conferencing:** The Tele-Law portal now offers an instant video conferencing facility to connect you with a Panel Lawyer immediately.

Types of Cases

You can seek legal advice on a wide range of matters through Tele-Law, including:

- Family disputes, dowry, divorce, domestic violence
- Sexual harassment, abuse, eve teasing at workplace
- Maintenance of women, children, senior citizens
- Property and land rights
- Equal wages
- Maternity benefits, prevention of foeticide
- Child marriage, sexual assault, child labor, RTE
- FIR registration process
- SC/ST atrocities and rehabilitation

Your personal and case details are kept confidential

Registration Process

1. **Visit a Common Service Centre (CSC):**

- Go to the nearest CSC, where you can seek assistance from a Village Level Entrepreneur (VLE) or a Paralegal Volunteer (PLV). They will guide you through the registration process and help you fill out the necessary forms.

2. **Mobile Application Registration:**

- You can also register through the Tele-Law mobile application, which is available for download on the Google Play Store and the App Store.
- To sign up on the app, you need to provide the following information:
 - Name
 - Mobile number
 - Password
 - Gender
 - Caste category
 - State
 - District
- Any relevant certificate documents (if applicable) .

3. **Generate OTP:**

- After entering your details, generate an OTP (One-Time Password) to authenticate your registration.

4. **Appointment Scheduling:**

- Once registered, you can choose a preferred date and time for your legal advice session. You will receive SMS notifications regarding your appointment status, including reminders .

5. **Consultation:**

- After registration, you can connect with a Panel Lawyer for legal advice, either via video conferencing or telephone, depending on availability. The initial consultation is typically scheduled for the next day after registration .

Eligibility for Free Legal Aid

- Legal advice is free for individuals eligible under Section 12 of the Legal Services Authorities Act, 1987, which includes women, children, and marginalized communities. For others, a nominal fee of Rs. 30 is charged for each consultation .

By following these steps, you can successfully register for Tele-Law services and access legal assistance conveniently.