



# Legal Awareness and Access to Justice for the Marginalised Sections

## Impact Assessment of the Legal Literacy Programme (LLP) in Rajasthan

### Evaluation Report March 2017

*Project Director*  
**Poornima M**

*Advisor*  
**K B Saxena**

*Research Team*  
**Ramandeep Kaur**  
**Gitesh Sinha**  
**Taarika Singh**



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S.C. Barmma  
Joint Secretary  
Telefax: 011-23381496  
Email ID: js.ecourts-doj@gov.in

भारत सरकार  
विधि और न्याय मंत्रालय  
न्याय विभाग  
जैसलमेर हाउस, 26, मानसिंह रोड, नई दिल्ली-110011  
GOVERNMENT OF INDIA  
MINISTRY OF LAW AND JUSTICE  
DEPARTMENT OF JUSTICE  
Jaisalmer House, 26, Mansingh Road, New Delhi-110011

## Foreword

Dated: 12-05-2017

I am delighted to share with you the “Impact Assessment of the Legal Literacy Programme (LLP) in Rajasthan” - an evaluation of legal literacy initiatives, undertaken by Council for Social Development (CSD) on behalf of CSC e-Governance Services India Ltd. and Department of Justice. The project focused on improving legal literacy among socially disadvantaged groups across Rajasthan, using the vast network of nearly 500 Common Service Centres (CSCs) in the state.

The first step in being able to claim one’s legal right through the justice mechanisms is having legal awareness and understanding of one’s entitlements. This is of paramount importance. Sound legal literacy and empowerment lies at the very heart of leading a meaningful life with quality access to justice delivery. Moreover, making people aware of their legal rights and duties assumes greater significance where marginalized and vulnerable sections are concerned.

Through the legal literacy programme, an attempt was made to empower communities on varied issues including fundamental rights, legal aid, right to information laws, women rights and child protection laws. Knowledge and understanding of each issue covered is significant, given the realities of today’s world. Over the course of its duration, the project was successful in reaching out to nearly 28,000 individuals including Village Level Entrepreneurs (VLEs) and members of marginalised communities.

The next logical step, equally important from a sustainability and impact point of view was an objective evaluation of our work by the CSD on this project. I congratulate the CSD for the detailed and resourceful work undertaken by them.

The assessment is crucial in more ways than one. Firstly, it has methodically assessed the project considering the target audience for the project, key components of the literacy programs and its achieved impact both in terms of raising legal awareness among stakeholders and knowledge of institutions mandated with delivering legal aid. Secondly, the impact assessment report has successfully documented gaps in design and implementation of the program, making recommendations, essential for scaling these efforts and ensuring enhanced reach and impact.

The report’s suggestion to enhance focus on women’s rights issues, both for raising awareness and increasing participation in legal processes is extremely relevant and truly reflective of the needs of society we live in.

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तीव्र एवं गुणवत्ता से परिपूर्ण न्याय प्रदान करने वाली कुशल विधिक एवं न्यायिक प्रणाली  
कानून के शासन में लोगों का विश्वास सुदृढ़ करती है।  
An efficient legal and judicial system that delivers quick and quality justice  
reinforces the confidence of the people in the rule of law.

I would also like to underscore the fact that the ambitious objective of ensuring that legal literacy and knowledge reaches the entire geographical expanse of this country would not be possible without the CSCs networks. CSCs are truly a strategic cornerstone not only for creating a digital India but also an inclusive India which is committed to ensuring meaningful access to legal services and justice delivery for all its citizens. CSCs are change agents, enablers of community participation and collective action for engendering social change through a bottom-up approach with key focus on the rural citizen.

Lastly, I convey my gratitude to all stakeholders especially the on-ground communities who have participated in this assessment including the village level entrepreneurs, contributors from the CSD and officials of CSC e-Governance Services India Ltd.

I am confident our collective efforts, through this project and this impact assessment report, will go a long way in achieving our objective of creating a legally conscious and informed citizenry, with quality access to legal entitlements and justice delivery.



(S.C. Barmma)

# Acknowledgements



The Council for Social Development is pleased to submit this report on the “Impact Assessment of the Legal Literacy Programme (LLP) in Rajasthan”, dealing with legal awareness and access to justice for the marginalised social groups of Rajasthan. We hope that the findings of the report on the impact of legal literacy programmes provided by the Common Service Centres (CSCs) in Rajasthan highlight key insights with regard to the overall outcome of the training programme and enhance future phases of similar training. This study has been made possible by the sincere efforts and cooperation of various people.

First of all, I take this opportunity to thank Shri. S.C. Barmma, Joint Secretary of the Department of Justice, Ministry of Law and Justice, for his generous support, valuable remarks on the findings of the study and also for writing the foreword for this report. We would like to extend our sincere thanks to CSC e-Governance Service India Ltd. for assigning the study to CSD. We are particularly grateful to Mr. Rishikesh Patankar and Ms. Lay Smriti of CSC e-Governance India Ltd. for providing valuable inputs and suggestions throughout the study. We are also grateful to CRUX Management Solutions, Hyderabad, for helping us in completing the telephonic survey, an integral part of the study. In particular, CSD acknowledges the efforts of Ms. Hema Jain, CEO, and Ms. Siroja Mehta, Manager at CRUX Management Solutions.

The report is in part based on the findings of field surveys conducted in three districts of Rajasthan. The support and guidance offered by Mr. Pradeep Singh of CSC e-Governance Services India Limited and the Village Level Entrepreneurs (VLEs) of Alwar, Dausa and Jaipur districts allowed for the effective conduction of field work. The study also benefited from the co-operation extended by the beneficiaries of the LLP and other community members.

I would like to personally thank Professor Muchkund Dubey, President, CSD, for his moral support, and to extend deep gratitude to Professor Ashok Pankaj, Director, CSD, for his valuable support and guidance at different stages of the study.

Thanks are also due to Ms. Anupma Mehta for editing the report with utmost care. I also thank Macro Graphics Pvt. Ltd. for the design and layout of the report.

Finally, I thank both the academic and administrative staff of CSD for their contribution in the completion of this project. I am grateful to Ms. Sheela Sabu, Administrative Officer at CSD, Mr. Ashok Jha, CSD for the translation of questionnaires and the researchers Ms. Ramandeep Kaur, Research Officer, CSD, Ms. Taarika Singh, Research Associate, CSD, and Mr. Gitesh Sinha, Research Officer, CSD, for their dedication and commitment, without which the study would not have been possible. The usual disclaimers apply.

Dr. Poornima M  
Assistant Professor, CSD  
New Delhi.







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# Acronyms

A2J	Access to Justice
Agri	Agriculture
CSC	Common Service Centre
CSD	Council for Social Development
DEITY	Department of Electronics and Information Technology
FGD	Focused Group Discussion
FIR	First Information Report
IAY	Indira Awas Yojana
ICT	Information and Communication Technology
IEC	Information, Education and Communication
IGNOU	Indira Gandhi National Open University
LLP	Legal Literacy Programme
MEITY	Ministry of Electronics and Information Technology
MGNREGA	Mahatma Gandhi National Rural Employment Guarantee Act
MHRD	Ministry of Human Resource Development
NGO	Non-Governmental Organisation
No.	Number
OBC	Other Backward Caste
OMA	Online Monitoring Application
RTE	Right to Education
RTI	Right to Information
SC	Scheduled Caste
SLSA	State Legal Services Authorities
S. No.	Serial Number
SPV	Special Purpose Vehicle
ST	Scheduled Tribe
TLM	Teaching Learning Material
VLEs	Village Level Entrepreneurs
Yrs	Years

# Executive Summary



## Background

'Access to Justice for Marginalised People' is an initiative taken by the Ministry of Law and Justice, Government of India, in collaboration with UNDP, in the eight states of Bihar, Chhattisgarh, Jharkhand, Madhya Pradesh, Maharashtra, Odisha, Rajasthan and Uttar Pradesh in 2009. The primary aim of the project was to improve legal literacy levels among the socially disadvantaged groups such as women, Scheduled Castes (SCs), and Scheduled Tribes (STs) by making them conscious of their legal and fundamental rights, thereby increasing their access to social justice and equality. To this effect, CSC e-Governance Services India Ltd. took up the task of providing legal literacy training in Rajasthan through the Common Service Centres (CSCs). Using the network of 500 Common Service Centres (CSCs) spread across the state, the objective of LLP was to conduct legal literacy trainings for Village Level Entrepreneurs (VLEs), who in turn, would organise legal literacy sessions and facilitate access to justice for the local people.

With the completion of the legal literacy training, the Council for Social Development (CSD) was assigned the task of evaluating the impact of the training programme and offering recommendations and suggestions for the same. In this context, this impact assessment study was undertaken for fulfilling the following objectives: to examine the coverage of the targeted beneficiaries of LLP; to understand the perception of the trainees on the mode of delivery of the programme; to recognise and analyse the impact of the legal awareness

training amongst the trained beneficiaries; and to reveal the overall outcome of the Legal Literacy Training Programme in different districts of Rajasthan where it was implemented while assessing its impact in terms of promotion of access to justice. A sample comprising 4789 trainees across 22 districts of Rajasthan was interviewed for the evaluation study. Among the surveyed respondents, 72 percent reported attending the legal literacy training, while 28 percent were only partial attendees. Thus, the impact assessment study is based on the response of 3439 beneficiaries, who attended the training fully. The key findings of the impact evaluation in consonance with the objectives of the training programme are delineated below.

## i. LLP Target Groups

The LLP targeted a number of beneficiaries of different age groups, belonging to varied castes, and religious, educational and economic backgrounds, as detailed below:

- **Gender:** Women constituted a significant proportion (39 percent) of the total number of trainees under the LLP, even though the male trainees were the major beneficiaries (61 percent). However, the participation of women in the LLP was limited in comparison to men as dominant patriarchal norms prevented women from entering the public sphere.
- **Age Composition:** Students and middle-aged people, who expressed a great deal of interest in the LLP,

constituted the largest percentage of beneficiaries who enrolled for the training. Trainees in the age group of 21-35 years constituted 45 percent of the total number of beneficiaries. While 31 percent of the trainees were under the age of 21, those in the age group of 36-45 years constituted 12 percent of the total number of beneficiaries. Trainees between the ages of 46 and 60 years made up 8 percent of the total number, with beneficiaries above the age of 60 years comprising the remaining 4 percent of the total.

- **Social Group:** The LLP was able to mobilise a significantly large participation amongst the Other Backward Classes (OBCs) though fewer SCs and STs participated in the training. According to the survey findings, the proportions of OBC, SC and ST participants in the LLP were 48 percent, 18 percent, and 8 percent, respectively. Members belonging to the General category constituted the balance 26 percent of the trainees.
- **Religion:** As regards the religious affiliation of the trainees, an overwhelming majority of them were Hindus (98.5 percent). Only the remaining tiny proportion (1.5 percent) of the trainees was followers of other faiths such as Muslims, Sikhs and Jains.
- **Education:** With regard to the educational qualification of the trainees, the survey findings reveal that 45 percent of the total number of trainees had completed secondary education (till class 10) while 40 percent of them had completed higher secondary education (till class 12). Further, 13 percent of the trainees were graduates while 2 percent of them were post-graduate degree holders.
- **Occupation:** Of the total number of trainees, 23 percent were farmers.

8 percent were daily wage earners, 6 percent were agricultural labourers and 11 percent were self-employed. It was also observed that 17 percent of the total number of trainees was unemployed while only 2 percent of them were government employees. In addition, a large number of the beneficiaries of the legal literacy training were students, who constituted 35 percent of the total number of trainees.

## ii. Components of the LLP Training

The assessment of the legal literacy training was made on the basis of the following components:

- Outreach mechanisms adopted for LLP;
- Modes of delivery of LLP;
- Duration of training;
- Resource persons of LLP;
- Topics of training; and
- Trainee's perception on the topics covered and mode of delivery.

### (a) Outreach Mechanisms Adopted for the LLP

Various outreach mechanisms were adopted to spread awareness about the legal literacy training in the state. The survey findings reveal that the main sources of information pertaining to the training for a majority of the respondents (80 percent) were friends, family, and neighbours, among others, who played an important role in sending family members for the training. It was found that 8 percent of the trainees enrolled for the training on the day of the registration itself. The other modes of spreading awareness for the training included banners, newspapers, and door-to-door mobilisation by VLEs. Field inferences reveal that support for and participation in the LLP was greater in the districts where the VLEs were more active.

## **(b) Modes of Delivery of LLP**

Various modes of training were adopted by the CSCs across the state to impart legal literacy training to the participants. These modes included audio-visuals such as public screening of films on legal issues, distribution of booklets on legal issues amongst residents and conduction of open discussions with community members, to increase literacy levels amongst respondents. The CSC-SPV developed the Information Education and Communication (IEC) materials in the form of short films, handbooks, and banners, among other things. While audio-visuals constituted a popular medium of training, the screenings of the same were often too long and technical for the trainees, making it difficult for them to understand and retain the relevant information. Field inferences reveal that while 53 percent of the respondents watched the full video, the remaining watched only the sessions that were of particular interest to them. Among the total respondents receiving audio-visual training, 4 percent participated in open discussions after the screening of the film, while 47 percent reported receiving legal literacy booklets and handbooks dealing with legal problems.

## **(c) Duration of Training**

The duration of training imparted under the LLP was approximately 2-3 hours, mostly entailing the screening of audio-visuals. In some cases, wherein innovative methods were adopted by the VLEs, such as role playing and street plays, the training session got extended up to 4 hours. The Focus Group Discussions (FGDs), along with the inputs from VLEs and community members indicated that the training was quite helpful but could have proved to be more beneficial if it had been organised over a number of days, covering a larger range of issues across different sessions.

## **(d) Resource Persons of LLP**

The chief trainers for the LLP were the VLEs, and the assessment shows that they played a positive

role in imparting legal training, as gleaned from the positive feedback of 92 percent of the respondents. Some trainees in the districts of Bikaner, Karauli and Dungarpur, however, felt that the VLEs were not interactive enough and were unable to address the queries of trainees on legal issues. The VLEs defended themselves against this charge by stating that their lack of specialised training prevented them from rendering specialised advice on legal matters to the residents.

## **(e) Topics of Training**

The training imparted as a part of the LLP dealt primarily with six major areas of interest: Fundamental Rights, Legal Service/Legal Aid, Right to Information, Women's Rights, Child Protection Laws and Criminal Procedures. Emphasis was laid on these themes as the aim of the training was to make the rural poor aware of the forms of legal aid available at the primary levels and to make them conscious of their rights as citizens of the state.

## **(f) Trainee's Perceptions of the Topics Covered**

The survey findings showed that 40 to 50 percent of the women seemed satisfied with the general themes chosen under the training programme and the concomitant training imparted to the participants, with the exception of the theme of women's rights. More than 50 percent of the male respondents seemed satisfied with the content of the training programme comprising the major themes of Fundamental Rights, Legal Service/Legal Aid, Child Protection Laws and Criminal Procedures. However, only 27 percent of the male respondents were happy with the inclusion of the theme of women's rights in the agenda and the training imparted on the issue. This could perhaps be attributed to the prevalence of rigid and orthodox patriarchal norms that often lead to the perception that the legal sphere is the exclusive domain of men with no space for women's participation.

### iii. Outcome/Impact of the LLP

#### (a) Awareness on Legal and Social Issues

In terms of the legal awareness pertaining to particular social practices, almost all the respondents had similar degrees of knowledge as an equal proportion of the trainees reported 'knowing' and 'not knowing' about the legal aspects of social issues, with the exception of the issues of domestic violence and child labour, about which there was awareness among a majority of the respondents. More than 90 percent of the respondents were aware that domestic violence is punishable under the law and that child labour is illegal. On the other hand, 54 percent of the respondents were aware that the practice of collecting dowry is illegal; 50 percent had heard about the Right to Information (RTI) Act; and 55 percent knew of various legal services available to the public in their local areas, such as Lok Adalats, courts and police stations, as also about criminal procedures such as the filing of FIRs.

#### (b) Knowledge of Concerned Authorities to be Approached for Legal Aid

When questioned on their knowledge of the concerned authorities to be approached for legal assistance and for seeking justice on various legal and social issues, a majority of the respondents remained silent. Among the rest, those who reported approaching justice mechanisms sought assistance from police stations, panchayats, VLEs, Lok Adalats, and courts.

According to the survey findings, 19 percent of the respondents were aware of the concerned authorities that they needed to approach for tackling issues relating to fundamental rights and discrimination, while 37 percent of them were unaware and 44 percent of them preferred to remain silent on the issue. As regards the question on the authorities to be approached for dealing with criminal offences, local disputes and legal services (such as filing of FIRs),

21 percent of the respondents were aware of which authorities to approach while 37 percent were unaware and 42 percent preferred not to express their opinion regarding the matter.

There was a significantly high degree of awareness on the authorities to be approached for resolving women-related issues such as sexual harassment and marital discord, with 60 percent of the trainees being aware of the concerned authorities to approach for assistance. However, in the case of social practices such as dowry, 45 percent of the respondents remained silent whereas 35 percent were unaware of the authorities that should be approached for seeking legal assistance. Similarly, more than 45 percent of the respondents chose not to answer questions on laws pertaining to child labour while only 18 percent knew which authorities to approach in such matters.

#### (c) Trainees Who Availed of Justice after the Training

The percentage of trainees who were able to avail of justice post the LLP training was notably small, at only one percent of the female trainees (14 out of a total of 1322 trainees), and 4 percent of the male trainees (83 out of a total of 1990 trainees).

### Recommendations and Suggestions

The following recommendations are made on the basis of the findings of the survey to assess awareness about legal issues among the trainees at the LLP:

- Women-friendly measures should be promoted to increase the participation of women in the legal process. In addition to spreading awareness about legal issues pertaining to women, gender sensitisation should also be promoted as part of the training to create a gender-neutral environment. The theme of women's rights chosen as part of the LLP should also be customised to



particularly resolve the demands and insecurities of rural women.


- The content of the training material should be published in regional languages rather than Hindi and English to make it more accessible to everyone and to maximise its utility.
- VLEs should be given formal training as part of the LLP to enable them to become qualified paralegal professionals who can assist community members in availing of justice.
- The training sessions should be conducted over a longer time interval spread over a few weeks. Each training session should cover separate topics dealing with different legal problems and should be followed with regular discussions on the key issues during subsequent sessions.

## General Remarks to Enhance Legal Literacy Training

It is further recommended that the following key measures may be adopted for enhancing legal literacy amidst the marginalised sections and taking it to the next level:

- The legal problems faced by people differ from area to area, class to class, and caste to caste. Hence, the pertinent laws should be taught to the concerned groups by accurately identifying the target group, say for instance, juveniles, prisoners, working women, Muslim women, and different caste groups, among others, at different places and points of time.
- Legal literacy programmes should, in general, be customised on the basis of the needs and requirements of the local population. The training curriculum can thus be designed on the basis of the findings of a need assessment survey.

- Apart from providing training on legal provisions and themes, training on legal and judicial processes can also be imparted to the marginalised sections.
- The law is a significant mode of seeking redress, but not the only mode for the poor, more particularly for women. Hence, trainees should also be taught on alternative redressal mechanism for seeking legal aid, such as approaching the panchayats or pro bono lawyers for dealing with various legal and social issues.
- To maximise legal literacy and promote legal awareness amongst the rural poor, it is imperative to encourage the participation of civil society organisations, NGOs, and other social groups and networks. Thus, during the course of designing legal literacy programmes, there is need for wide-ranging discussions with organisations working at the grassroots level on various issues such as child protection, women's rights, food security, and the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA).
- The training should also integrate episodes on the collectivisation of community, and the target group should be educated on how collectivisation as a group would help in bonding and aid in resolving issues.
- VLEs should be provided intensive professional training in law for 5-6 months, after which they should be engaged in providing legal literacy to others as certified para-legal professionals. For this purpose, tie-up options with the concerned state legal services authorities can be explored.
- The CSC-SPV can also explore avenues of collaborating with legal clinics and law interns for providing free legal aid to the marginalised sections.

- 
- The e-Legal Forum, established by CSC, is a great initiative in the direction of providing training and offering solutions to people's legal problems. Efforts must thus be made to ensure its sustainability and efficient functioning. The online portal can also provide information on

different legal issues, laws, pro bono lawyers, and volunteers who offer free legal aid. Further, in order to make the portal and its content interesting for the lay audience, success stories of citizens can also be uploaded in the form of short films on the website.

# 1

## Introduction



### Background

India is a pluralistic multi-cultural democracy, with a commitment to the constitutional mandate of strengthening democracy, particularly at the grassroots level. In pursuance of its larger goal of institutionalising the fundamental rights of its citizens, the state has passed the 73<sup>rd</sup> and 74<sup>th</sup> Constitutional Amendment Acts on rural and urban local governments, and simultaneously introduced a series of other legal instruments such as the Right to Information Act (RTI) and other women and child protection laws. However, despite the implementation of such measures, a majority of the population, particularly those residing in rural areas, remain socially and legally handicapped due to lack of awareness about their legal and human rights, and about ways of approaching the justice delivery mechanism and utilising it to secure justice. Hence, in order to empower citizens, especially rural residents, and assure them of their rights, it is imperative to enhance their legal literacy levels. Increased levels of social and legal awareness amongst the marginalised sections of the society will ensure equal access to justice for all social groups and consequently the holistic development of the country.

It is in this context that the Ministry of Law and Justice, Government of India, launched the initiative of 'Access to Justice for Marginalised People' in collaboration with United Nations Development Programme (UNDP), in the eight states of Bihar, Chhattisgarh, Jharkhand, Madhya Pradesh, Maharashtra, Odisha, Rajasthan and

Uttar Pradesh. The objective of this programme is to empower the underprivileged and marginalised social groups by making them conscious of their legal and fundamental rights, while at the same time supporting the national and local justice delivery institutions to provide justice to the poor.

To this effect, the Programme on Legal Literacy through Common Service Centres (CSCs) in Rajasthan was implemented by CSC e-Governance Services India Limited. The aim of the Legal Literacy Programme (LLP) was to impart legal literacy to the rural population to enable them to understand the primary levels of law and access justice. This report, which is based on empirical data, analyses the interventions taken by CSC e-Governance Services India Ltd. in fulfilling the objectives of the LLP, and subsequently suggests policy measures.

### Objectives of the Impact Assessment Study

The objectives of this impact assessment study, which was launched to evaluate the outcome of the legal literacy programme initiated in Rajasthan by the CSCs, are to:

- Examine the coverage of the targeted beneficiaries of LLP;
- Understand the perception of the trainees on the mode of delivery of the programme and consequently offer their feedback for the same;

- Analyse the level of legal awareness amongst the trained beneficiaries, post LLP; and
- Reveal the overall outcome of the Legal Literacy Training that was implemented across Rajasthan in different districts, in terms of access to justice for the beneficiaries.

## Methodology

The study involved the application of a broad array of quantitative and qualitative data collection methods, and deployment of a combination of tools for carrying out the impact assessment study, as discussed below.

## Phases of the Study

The study was completed in four stages. During the first phase, the preparatory work was initiated in October 2016. Field work and telephonic interviews were conducted during Phase II and Phase III of the study which were implemented in October and November 2016. The data analysis and report writing were undertaken during the final stage, which was completed by the end of November 2016. Following are the details of the work performed during the different phases.

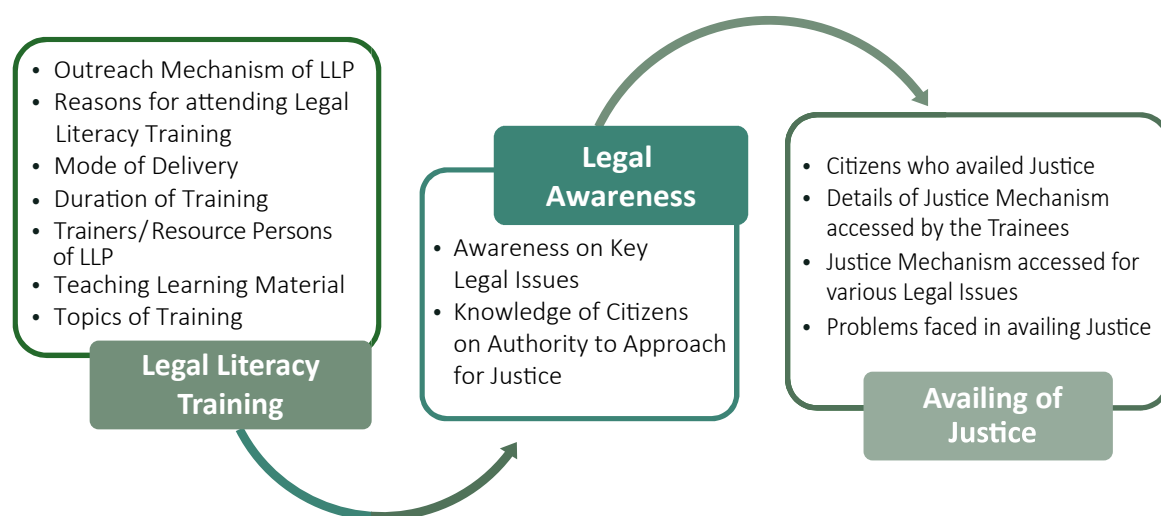
## Phase I – Preparatory Work

**Designing of Impact Assessment Framework:** In order to facilitate an effective impact analysis, an Impact Assessment Framework was developed on the basis of a review of the existing documents dealing with the implementation of the LLP. The relevant parameters and indicators encompassing the Impact Assessment Framework are depicted in Figure 1.1.

**Preparation of Survey Instruments:** The survey instruments, incorporating significant information on various aspects of the legal literacy training and relevant information of the respondents, were designed on the basis of the impact assessment framework.

**Pilot Study:** In order to test the suitability and adequacy of the questionnaire, a pilot survey was undertaken telephonically both with the beneficiaries and the VLEs, who were instrumental in implementing LLP at the field level. The pilot test included a telephonic survey conducted in 10 districts of Rajasthan, with 30 and 20 test calls being made to the beneficiaries and VLEs, respectively, to determine if the questions asked in the questionnaire were adequate and valid for obtaining the desired responses. Based on the feedback of the pilot test, necessary changes were made to the

**Figure 1.1: Impact Assessment Framework**



Source: Prepared by the authors.

questionnaire and the survey instruments were simplified to address the concerns of the respondents.

**Scrutiny of Data:** CSC-SPV provided the database of trainees who attended the legal literacy programme across various districts of Rajasthan to the CSD team. The data set contained the basic details of the people trained under the LLP, including the name of the trainee, and the father's name, Aadhaar number and district of residence. The data also provided personal details of the trainees such as the date of birth, gender, occupation, religion, community affiliation and educational qualifications. Before the initiation of the telephonic survey, the data set was scrutinised thoroughly to ensure that only the legitimate information of the respondents was retrieved, such as valid phone numbers, through which it was possible to conduct the survey.

## **Phase II – Telephonic Survey**

The telephonic survey with the identified beneficiaries was carried out during the second phase in November 2016. The task of undertaking the telephonic surveys for the study was assigned to a third party, specialising in carrying out similar assignments for Government of India projects. Both the finalised questionnaire for the telephonic survey and the Excel coding format for filling in the data were issued to the survey agency by CSD. The test calls made by the survey agency were further reviewed and suggestions were made to improve the method of eliciting information from the trainees.

## **Phase III – Field Visit**

One of the main objectives of the study was to collect qualitative information on the LLP training, to prepare case studies and identify the good practices adopted by the VLEs at the grassroot level in spreading legal literacy. For this purpose, field work was undertaken in three districts of Rajasthan, viz. Alwar, Dausa and Jaipur.

These districts were selected for the field survey because of the large number of beneficiaries in these districts. The field study was carried out in Alwar in the month of October 2016, whereas in Jaipur and Dausa, the field work was undertaken in November 2016.

## **Phase IV – Data Analysis and Report Writing**

The finalisation process was undertaken in November 2016 during which the data collected from both the telephonic and field surveys was collated, scrutinised and cleaned. The results of the survey were tabulated, analysed and reported in the current form with the help of data analysts, researchers and experts.

## **Survey Method**

Both the telephonic and field survey methods were adopted to garner first-hand information on the LLP and to assess the impact of the programme on the beneficiaries. The telephonic survey method was adopted to obtain the perceptions of the trainees on the LLP, and to gather information on a large scale to facilitate quantification of the findings. Further, the telephonic interview was also considered an apt method for obtaining information in view of time constraints and the need for maintaining high quality of the survey response. It was also decided to simultaneously conduct field visits in the three districts of Rajasthan to facilitate the collection of high-quality information on the LLP, and also to procure data for case studies and success stories.

## **Sample**

**Sample Size:** For any study, the sample needs to be of a sufficiently large size to ensure reasonable precision in arriving at the impact estimates but not so large as to make data collection an unnecessarily costly exercise. While determining the optimal sample size for a study,

**Table 1.1: Sample Selection for Telephonic Survey**

S. No.	Districts	Sample Received from CSC	Invalid*	Valid§	Repetitive Numbers	Data Considered for Survey	Sample surveyed	Eligible Sample for Analysis
1.	Ajmer	149	7	142	22	120	63	39
2.	Alwar	733	0	733	140	593	268	268
3.	Banswara	346	3	343	55	288	166	90
4.	Bharatpur	50	0	50	15	35	18	10
5.	Bikaner	50	0	50	2	48	19	12
6.	Bundi	50	0	50	8	42	24	18
7.	Dausa	259	0	259	44	215	129	83
8.	Dholpur	50	0	50	5	45	19	3
9.	Dungarpur	50	0	50	5	45	10	9
10.	Hanumangarh	49	0	49	8	41	30	14
11.	Jaipur	12,780	146	12,634	1806	10,828	3348	2450
12.	Jhalawar	105	0	105	7	98	72	44
13.	Jhunjhunu	50	0	50	2	48	36	31
14.	Karauli	149	0	149	22	127	36	27
15.	Kota	158	0	158	12	146	101	46
16.	Nagaur	222	0	222	22	200	135	85
17.	Pali	100	0	100	17	83	50	38
18.	Pratapgarh	300	0	300	65	235	44	27
19.	Rajsamand	149	4	145	19	126	81	46
20.	Sawai Madhopur	50	0	50	12	38	20	15
21.	Sikar	190	2	188	15	173	102	79
22.	Sri Ganganagar	51	0	51	5	46	18	5
<b>Rajasthan</b>		<b>16,090</b>	<b>162</b>	<b>15,928</b>	<b>2308</b>	<b>13,620</b>	<b>4789</b>	<b>3439</b>

Source: Calculated by the authors.

Note: \* Telephone numbers that had more or less than 10 digits were considered invalid and were removed.

§ Telephone numbers of trainees were considered valid for survey, where the 10 digit numbers were provided.

the research Division of the National Education Association<sup>1</sup> published a formula stating that a sample size of 384 is adequate for a population of 10 lakh. Another study claims that a sample of 500 to 1000 clients may be adequate for assessing the impact of a state-wide project.<sup>2</sup> Various studies also point out that the sample size should be large enough to detect programme effects of a plausible size so that the results can be confidently extrapolated to

the entire population. Further, it is also stated that the size of the sample should permit an accurate assessment of the programme impacts on the key sub-groups of the target population.

Taking all these factors into account, this study surveyed quite a much large sample of 4789, of which a total of 3439 respondents were seen as constituting an eligible sample, comprising 12 percent of the total population trained.

**Sample for Telephonic Survey:** For the telephonic survey, as stated above, a sample of 4789 beneficiaries was surveyed in 22 districts of Rajasthan wherein the LLP has been implemented. The sample selected in each

1 Krejcie, R. and Morgan, D. (1970). *Determining sample size for research activities*. 1st ed. [Emmitsburg, MD]: [National Emergency Training Center], pp. 607-10.

2 Impact Assessment Study of E-Government Projects in India. (2007). [online] Available at: <http://www.iimahd.ernet.in/egov/documents/impact-assessment-study-dit.pdf> [Accessed 20 Feb. 2017].

**Table 1.2: Sample Surveyed during a Field Visit in Rajasthan**

Districts	Blocks/Villages Visited	VLEs Interviewed	FGDs Held
Alwar	Bansur	5	3
	Barh Purohit	1	-
	Guwara	1	1
	Khera Shampur	1	1
	Kotputli	-	1
	Mothooka	1	1
	Rampur	1	1
	Rasnali	1	-
Dausa	Lalsot	2	-
	Sikari	3	-
Jaipur	Bilonchi	1	-
	Chithwari	1	1
	Vijaysingh Pura	1	1
	Kushalपुरa	1	1
	Ramgarh	1	-
	Sitapura, Jaipur	1	-
	Sanganer	4	2
	Manji Phagi	1	1
	Chomp	1	1
	Isharwala	1	1
	Mohabbatpura	1	1
Rajasthan	21 villages	30	17

Source: Survey.

district was in proportion to the total number of beneficiaries trained. The telephonic survey of the sample beneficiaries was based on stratified random sampling to ensure coverage of the proposed share of the population from various sub-categories in the sample. In addition, some adjustments were made in the number of beneficiaries selected in order to make the sample representative.

Table 1.1 contains details of the status of the sample supplied, the final sample considered for the telephonic survey, and the status of the survey response for various districts. As may be observed, out of the total sample of 4789 respondents surveyed, 3439 respondents were considered as comprising an eligible sample for analysis, as they had reported attending the legal literacy training.

Sample for Field Survey: The districts of Alwar, Dausa and Jaipur were selected for the field survey as they accounted for the highest proportion of trainees. The fieldwork in these districts made it possible to capture variations in the strategies adopted by the VLEs and also to explore the impact of such training programmes by capturing success stories first-hand. The sample surveyed during a field visit is depicted in Table 1.2.

## Survey Instruments

Three survey instruments and coding formats for filling the data were designed for the telephonic survey, interviews with VLEs, and Focus Group Discussions (FGDs). Further, the interview schedule was also prepared to

**Table 1.3: Survey Instruments Administered**

S. No.	Survey Instruments	Purpose
1	Structured Interview Schedule	Telephonic Survey with Beneficiaries of LLP
2	Semi-structured Schedule	Interview with VLEs of CSCs
3	Semi-structured Schedule	FGDs with Beneficiaries
4	Structured Interview Schedule	Key Informant Interview with CSC-SPV

Source: Survey.

collect information from the CSC-SPV. Table 1.3 contains details of the survey instruments used to collect information from various sources.

As depicted in Table 1.3, FGDs were held with marginalised social groups such as women, members of the *Banjara* and *Luhar* communities, and representatives of the SC and ST community with minimum representation of male trainees.

## Data Analysis

Data analysis was done by using advanced Excel, access and SPSS techniques. Statistical tools such as frequencies, and percentages were used to describe, summarise and interpret the findings of the study.

## Scope of the Study

The main focus of this study is to assess the impact of the LLP initiated by CSCs in Rajasthan and to analyse the role of VLEs in generating legal awareness among different social groups in Rajasthan. Thus, based on the assessment made, the purpose is to highlight key findings and suggest policy measures to enhance the future phases of training, if any. The study was completed in four phases starting October 2016 to December 2016 during which telephonic surveys, field surveys, data analysis and report writing were undertaken. Field visits helped in the collection of qualitative information on the LLP and in capturing success stories while telephonic surveys became the most effective method of obtaining relevant information from

a large number of respondents in a limited time frame. In addition to statistical tools such as frequencies and percentages, advanced Excel, Access and SPSS techniques were used to analyse, interpret and summarise the findings of the study. The findings of this study are expected to assist in addressing the gaps identified in the course of the study so that they do not recur in forthcoming phases of similar interventions.

## Limitations of the Study

This study faced several limitations. During the inception phase of the study, it was deemed that the questionnaire was technically very advanced for the respondents. Subsequently, the requisite changes were made to the questionnaire to address the respondents' concerns. In addition to time constraints, lack of funds also prevented the team from undertaking the field survey in all the 22 districts in Rajasthan where the LLP was implemented. However, in the given time frame, the team was able to conduct the field survey in three districts of Rajasthan which, according to the database provided, recorded the largest proportion of beneficiaries of the programme. Moreover, given the sensitive nature of research, it was difficult to gain access to a large number of individuals. Further, the women respondents were also reluctant in sharing their experiences with respect to sensitive issues such as domestic violence, dowry, and child marriage. In spite of all these limitations, however, sincere efforts have been made to capture key insights from the field with regard to the implementation of legal literacy training by the CSCs.



## Structure of the Report

The report presents the findings with respect to the legal literacy training imparted to the marginalised people of Rajasthan. It highlights the key issues and concerns pertaining to legal literacy in 22 districts of Rajasthan. It is anticipated that the report would offer valuable insights on legal literacy training imparted to the beneficiaries during the course of the programme. The structure of the report is delineated below.

Chapter 1, the introductory section, provides a brief outline of the Impact Assessment Study and the methodology adopted in carrying out the assessment. It also lists the districts selected for the survey and discusses various methods of data collection and analysis.

Chapter 2 provides an overview of the LLP implemented by the CSCs across Rajasthan. It highlights the processes involved in designing and structuring the LLP and the mechanisms adopted in implementing the programme, and provide an overview of the trainees who benefited from the programme.

Chapter 3 presents the findings of the survey with respect to the LLP. It contains a brief discussion

on the demographic and social background of the trainees participating in the programme. The chapter also covers various components of the programme such as the district-wise division of the beneficiaries; the outreach mechanism used by different VLEs; the perceptions of the trainees on the mode of training; duration of training; and learning materials used during the training, among other things.

Chapter 4 provides a short summary of the impact of the legal literacy training on the beneficiaries in terms of enhancing their legal awareness and providing them access to justice. It explores the impact of the training programme on the beneficiaries in terms of their enhanced awareness about legal aid and their ability to access legal mechanisms to obtain justice and equality. The chapter also presents a few success stories of families and individuals who benefited from the LLP.

Chapter 5 concludes the study by exploring the overall impact of the LLP on the beneficiaries and trainees. It presents a short summary of the LLP, identifies gaps in the design and implementation of the training programme, and provides suggestions and recommendations for further improvement of the programme.



# 2

## Legal Literacy Programme (LLP): An Explanatory Sketch



### Introduction

Access to justice is a fundamental right, as it can be interpreted in the context of the right to equality and the right to life guaranteed to every citizen of the country under Article 14 and Article 21 of the Indian Constitution, respectively. However, often, many social groups, particularly the marginalised and under-privileged sections are unable to gain access to these basic rights. The complex nature of the judicial system and the subsequent lack of awareness about accessing legal aid are some of the reasons that prevent the marginalised social groups from obtaining equitable justice.

Prolonged social discrimination against marginalised groups threatens their basic right to a lawful and dignified civic life. In order to socially and legally empower these marginalised groups, it is imperative to make them conscious and responsive to the prevailing legal mechanism, which can help promote their access to justice. In its commitment to ensure equal access to justice for all citizens of the country, Article 39 A of the Directive Principles of State Policy, stipulates, 'the State shall secure that the operation of the legal system promotes justice on a basis of equal opportunity, and shall in particular, provide free legal aid, by suitable legislation or schemes or in any other way, to ensure that opportunities for securing justice are not denied to any citizen by reason of economic or other disability'.

Legal literacy has been recognised as an effective tool of socio-economic empowerment

for the discriminated social groups. It was with the aim of fulfilling this very objective that the Department of Justice, Ministry of Law and Justice implemented the project, 'Access to Justice for Marginalised People', in collaboration with the United Nations Development Programme (UNDP).

### Brief of Access to Justice (A2J) Project

The project on 'Access to Justice for Marginalised People' (A2J) was initiated in 2009 in the states of Bihar, Chhattisgarh, Jharkhand, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. The primary aim of the project was to improve legal literacy levels among the socially disadvantaged groups such as women, SCs, and STs, to ensure equitable justice for all citizens of the country. In addition to the social and legal empowerment of social groups, the project also aimed at advancing the institutional capacities of key justice service providers to ensure that they effectively serve the poor and disadvantaged.<sup>1</sup> While first phase of the project was implemented during the period 2009- 2012, the second phase is currently in its on-going stage for the period 2013-2017.

### Initiatives under A2J 2009-2012

During the first phase of the project, various measures were adopted in the earmarked

<sup>1</sup> Increasing Access to Justice for Marginalised People: GoI-UNDP Project, available at [http://doj.gov.in/sites/default/files/Increasing-A2J\\_0.pdf](http://doj.gov.in/sites/default/files/Increasing-A2J_0.pdf)

seven states to enhance legal awareness among all social groups. In addition, support and training were also provided to lawyers and para-legal professionals, to enable them to assist the marginalised sections of society in accessing justice. In this process, various innovative measures were adopted by various stakeholders, viz., the government, and private and non-governmental organisations. Some of the key initiatives taken during the first phase are detailed below:<sup>2</sup>

- **Justice Innovation Fund** – Adequate funds were allocated for implementing various innovative mechanisms to legally empower the marginalised groups and to enhance the capacities of intermediaries who assist them.
- **Young Lawyers for Justice Fellowship Programme** – This programme was instituted to train and sensitise young lawyers in the states of Chhattisgarh, Jharkhand and Odisha to encourage them to assist the marginalised people in accessing justice.
- **Training of Para-legal Volunteers selected under the NALSA Scheme** – The State Legal Services Authorities (SLSAs) of Odisha and Uttar Pradesh were provided support to impart training to para-legal volunteers.
- **Legal Literacy Training of Sabla Girls** – Adolescent girls in the states of Madhya Pradesh and Rajasthan were given legal literacy training.
- **Creation of Legal Literacy Materials for the Sakshar Bharat Scheme** – IEC materials (booklets, motivational songs, short films, facilitators guide) on rights and entitlements of marginalised social groups were prepared in collaboration with the Ministry of Human Resource Development (MHRD).

<sup>2</sup> Increasing Access to Justice for Marginalised People: GoI-UNDP Project, available at [http://doj.gov.in/sites/default/files/Increasing-A2J\\_0.pdf](http://doj.gov.in/sites/default/files/Increasing-A2J_0.pdf)

## Initiatives under A2J 2013-2017

During the second phase of the A2J Project, primary emphasis is being laid on providing legal literacy training through innovative and effective means. Some of the significant initiatives taken during the current phase of the project are as follows:

- Undertaking the Legal Literacy Programme through Common Service Centres (CSCs) in Rajasthan;
- Conducting a Legal Literacy Campaign through the State Institute of Rural Development (SIRD) in Uttar Pradesh;
- Mainstreaming legal literacy in the adult education curricula of the National Literacy Mission Authority;
- Training para-legal volunteers and panel lawyers in Odisha;
- Establishment of Voice-based Legal Information Kiosks in Chhattisgarh and Jharkhand; and
- Setting up of help desks and related services in juvenile homes in Maharashtra.

Among the various initiatives taken by the Government, the legal literacy training provided by CSCs in Rajasthan is of particular significance. The following section presents an overview of the legal literacy programme implemented by the CSC e-Governance Services India Ltd in Rajasthan.

### Legal Literacy Programme (LLP) through Common Service Centres (CSCs) in Rajasthan<sup>3</sup>

CSC e-Governance Services India Ltd.,<sup>4</sup> in collaboration with the Union Ministry of Law and Justice, took up the task of improving

<sup>3</sup> The forthcoming section of this chapter is based on the documents supplied by CSC e-Governance Services India Ltd.

<sup>4</sup> The Special Purpose Vehicle (SPV) of the Ministry of Electronics and Information Technology (MEITY).

legal literacy levels among the marginalised social groups in Rajasthan, by providing legal literacy training through CSCs. The main agenda of the LLP was to conduct legal literacy training through a network of 500 CSCs spread across the state of Rajasthan for VLEs, who in turn would organise legal literacy sessions and facilitate access to justice for the local population.

## Objectives of LLP

The primary objectives of LLP are as follows:

- To identify individuals in an area/ neighbourhood with no or limited access to legal aid;
- To spread legal literacy and awareness about personal rights by conducting sessions after gathering a minimum of 40 participants from the neighbouring areas; and
- To build capacities among the rural residents and empower them by imparting legal knowledge so that they can know and understand primary laws and forcefully challenge any injustice meted out to them.

## Implementing Agency

The primary agency for implementing LLP was CSC SPV, in collaboration with the Ministry of Law and Justice. The programme was designed, structured and implemented by the CSC SPV, which undertook the following activities under the LLP:

- Identification of 500 actively transacting CSCs that were engaged in increasing awareness among citizens on legal issues;
- Development of Information, Education and Communication (IEC) materials in the form of e-content, handbooks, banners and Online Monitoring Application (OMA);

- Organisation of a master training programme for the identified 500 VLEs on legal literacy; and
- Constant monitoring and follow-up of the training through the OMA, calls to VLEs, and field visits to the training locations to monitor the progress of the project.

The VLEs constitute an important element of the LLP. Through the CSCs, these entrepreneurs provide legal literacy training to the rural masses and facilitate their access to justice. The activities undertaken by the VLEs as part of organisation of the training workshop are as follows:

- Identification and mobilisation of different community members for the legal literacy training;
- Organisation of logistic arrangements for the training programme, viz., selection of and arrangements at the venue such as setting up of the audio-visual equipment, and conduction of the training session; and
- Registration of participants of the training programme in the OMA and uploading of session images at the end of the session.

It may be pointed out that though VLEs from all the 33 districts of Rajasthan were identified for the project, only VLEs belonging to 22 districts chose to participate in LLP and were actively involved.

## Target Group

The target group of the LLP were rural women, and members of the disadvantaged communities such as SCs, STs and minority groups.

## Duration of the Training

The training was organised in the months of May and June 2016. The duration of the training varied from one to three hours, depending on the interest levels exhibited by the trainees and

**Table 2.1: Training Content of the LLP**

Module	Topic	Learning Objectives
1.	Fundamental Rights	This module covers six fundamental rights enshrined in the Constitution of India and explains each right.
2.	Legal Services/ Lok Adalat	This module explains the importance of Legal Services and Lok Adalat. It provides details of cases which can be taken to Lok Adalat and the procedure that needs to be followed while seeking justice from the Lok Adalat.
3.	Right to Information (RTI)	This module provides information about the Right to Information, its process of appeal and various kinds of information which could be fetched under the Act.
4.	Criminal Procedure	This module lists details of procedures for criminal trial that generally takes place in India and the concerned authorities that can be contacted during such cases as also details of other procedures that need to be followed.
5.	Child Protection Laws	This module highlights the laws related to children as contained in the Indian Constitution to ensure protection of children against all evils. The module also provides details of the officers who may be contacted in the incidence of an offence against children and the kind of punishments that may be imposed against the offender.
6.	Women's Rights	This module lists women's rights related to divorce, maintenance and domestic violence. It provides details of laws that govern these issues, mostly based on the religion followed by a person.

Source: Prepared by CSC-SPV.

beneficiaries of the programme. In some cases, wherein innovative methods were adopted by the VLEs, such as inviting local guests to inaugurate the session, role playing and performance of street plays to increase legal awareness, the training sessions got extended upto 4 hours.<sup>5</sup>

## Training Content

The CSC-SPV developed the IEC materials in the form of short films, handbooks, banners and Online Monitoring Application (OMA). In addition, in collaboration with the Department of Justice, the CSC-SPV also prepared e-content on legal literacy for rural adults, on various thematic areas pertaining to rights and laws. The e-content was subsequently divided into six modules, covering major topics as delineated in Table 2.1.

## Imparting of Master Training to VLEs

During the period May-June 2016, representatives from the CSC-SPV organised a

one-day training session for VLEs in Banswara, Pratapgarh, Jaipur, Alwar and Delhi.<sup>6</sup> During these sessions, the VLEs were briefed on:

- Objectives of the project;
- Modules of the e-Content;
- Process of conducting legal literacy sessions and identification of participants;
- Process of using OMA: and
- Offering assistance to community members in seeking legal advice and justice.

## Community Mobilisation by VLEs

On the basis of the inputs received during the master training session, the VLEs engaged themselves in community mobilisation activities through adoption of innovative means to garner support for the LLP. The various means used by the VLEs for encouraging rural adults to participate in the programme included release of advertisements in local newspapers; use of


<sup>5</sup> Based on interview with the VLEs

<sup>6</sup> Based on a key informant interview with the representative of CSC SPV.

**Table 2.2: Details of Training Session, Trainer and the Trainees**

S.No.	Districts Covered	Block Covered	No. of CSCs Covered	Male (VLEs)	Female (VLEs)	Male (Citizens)	Female (Citizens)	SC (Citizens)	ST (Citizens)	OBC (citizens)	Others	Total
1.	Ajmer	Ajmer, Jamwa Ramgarh	3	2	1	95	54	10	0	26	113	149
2.	Alwar	Bansur	30	19	11	1039	621	113	70	153	1324	1660
3.	Banswara	Sanganer, Banswara	10	10	0	375	121	26	7	34	429	496
4.	Bharatpur	Pahari	1	1	0	34	16	1	1	2	46	50
5.	Bikaner	Kolayat	1	1	0	29	21	4	1	2	43	50
6.	Bundi	Nainwa	1	1	0	36	14	1	0	7	42	50
7.	Dausa	Lalsot, Dausa, Sikrai	9	6	3	245	214	39	25	74	321	459
8.	Dholpur	Dholpur	1	1	0	37	12	3	1	2	43	49
9.	Dungarpur	Dungarpur	2	1	1	33	17	15	3	4	28	50
10.	Hanumangarh	Hanumangarh	3	1	2	38	11	0	0	0	49	49
11.	Jaipur	Amber, Govindgarh, Ramgarh, Sanganer, Sambhar, Shahpura, Viratnagar	425	364	61	11,350	11,779	1193	705	2381	18850	23129
12.	Jhalawar	Manoharthana, Jhalrapatan	2	2	0	66	39	3	2	5	95	105
13.	Jhunjhunu	Buhana	2	1	1	12	38	2	1	6	41	50
14.	Karauli	Karauli, Hindon	2	2	0	50	49	3	5	25	66	99
15.	Kota	Ladpura, Vigyan Nagar	4	3	1	125	83	14	8	19	167	208
16.	Nagaur	Merta, Ladnu	3	3	0	201	21	6	4	14	198	222
17.	Pali	Pali	2	1	1	39	61	5	0	13	82	100
18.	Pratapgarh	Pratapgarh	6	3	3	162	138	19	11	38	232	300
19.	Rajsamand	Devgarh	3	2	1	82	67	4	6	10	129	149
20.	Sawai Madhopur	Sawai Madhopur	1	0	1	29	21	1	2	4	43	50
21.	Sikar	Sikar, Sri Madhopur	5	3	2	247	208	21	19	65	350	455
22.	Sri Ganganagar	Padampur	1	1	0	37	14	0	1	2	48	51
<b>Rajasthan</b>			<b>517</b>	<b>428</b>	<b>89</b>	<b>14,361</b>	<b>13,619</b>	<b>1483</b>	<b>872</b>	<b>2886</b>	<b>22739</b>	<b>27980</b>

Source: Prepared by CSC-SPV.



local level civic bodies such as the *gram sabha* for spreading legal awareness; display of banners at prominent village spaces; door to door mobilisation by VLEs and their subordinates; and organisation of formal launches announcing the introduction of the LLP and inviting local leaders and well-known lawyers as chief guests at these launches.<sup>7</sup> The participants also came to know about the session through word of mouth by people who learnt about the LLP from the VLEs.

## Training Session

The training sessions were organised either in the CSCs or at prominent locations in villages in the adjoining neighbouring areas. The total

number of trainees recruited for the programme varied between 40 and 60, depending upon the location and time of the training sessions. In some cases, multiple batches were scheduled for receiving training simultaneously. Details of the training sessions, covering the districts, CSCs, and VLEs and participants of the programme are presented in Table 2.2.

After the brief overview of LLP in this chapter, the subsequent chapters present the findings of the study in terms of the coverage of sample beneficiaries of the LLP; and the outcome of the training sessions through an assessment of the levels of legal awareness amongst the rural adults and their access to judicial mechanisms.

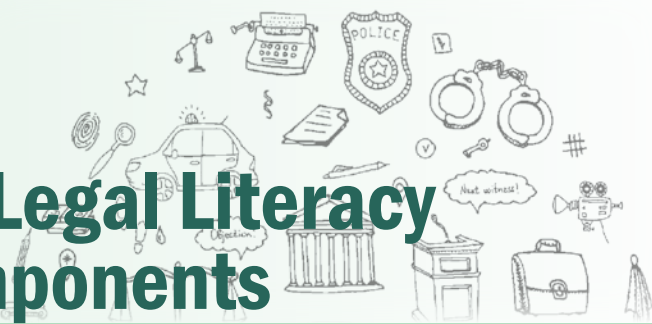
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<sup>7</sup> Based on the interviews with the VLEs.



# 3

## Field Inferences on Legal Literacy Training and its Components



This chapter presents the findings of the survey on the legal literacy training imparted in the 22 districts of Rajasthan. The first section of this chapter briefly describes the demographic, social and educational backgrounds of the sample beneficiaries surveyed. The second section presents the findings related to the LLP and discusses the mechanisms adopted by the CSCs for identifying the target beneficiaries. Finally, the perceptions of the trainee on different aspects of the training programme vis-à-vis the content and mode of delivery of the training, and resource persons engaged in the training (trainer/VLE) are discussed in the last section of the chapter.

### Demographic and Social Profile of the Sample Beneficiaries

A sample of 4789 trainees across 22 districts of Rajasthan was interviewed for the evaluation study. Among the surveyed respondents, 71.81 percent reported attending the legal literacy training whereas 28.19 percent of the total respondents were only partial attendees. Thus, the analysis has been arrived at on the basis of the responses obtained from the 3439 beneficiaries who attended the entire training programme. The demographic and social profile of the sample beneficiaries has been depicted in Table 3.1, which highlights key indicators such as gender, age, caste, religion, education and occupation of the sample beneficiaries

**Gender:** According to the survey findings, 39.08 percent of the total trainees enrolled in the programme were women while the

corresponding proportion of male trainees was 60.92 percent. Although the proportion of women participating in the programme is comparatively low vis-à-vis their male counterparts, yet such gendered participation in itself is significant in a highly patriarchal and male-oriented state like Rajasthan.

**Age Composition:** Nearly 45.3 percent of the total beneficiaries belonged to the age group of 21-35 years, while 30.8 percent of the beneficiaries were below the age of 21. Beneficiaries in the age group of 36-45 years constituted 12.18 percent of the total participants with those in the age group of 46-60 years accounting for 8.2 percent of the total beneficiaries. The remaining beneficiaries were above 60 years of age and comprised 3.4 percent of the total participants.

**Social Group:** According to the survey findings, 48.10 percent of the respondents belonged to the Other Backward Caste (OBC) category whereas 25.91 percent, 18.26 percent and 7.73 percent of respondents belonged to the general, SC and ST categories, respectively.

**Religion:** In terms of religious affiliation, 98.55 percent of the beneficiaries were Hindus. A little over 1 percent was Muslims, followed by Jains and Sikhs, respectively.

**Education:** As regards the educational qualifications of the trainees, the survey results show that 44.72 percent of the total trainees had studied up to class 10; with 39.66 percent having completed class 12. About 13 percent of the trainees were graduates while 2.4 percent had completed post-graduation.

**Table 3.1: Demographic and Social Profile of the Sample Beneficiaries: State Picture**

Total Coverage under the LLP	Beneficiaries (No.)	Beneficiaries (%)
Training Attended	3439	71.81
Partial Attendance	1350	28.19
<b>Gender</b>		
Female	1344	39.08
Male	2095	60.92
<b>Age</b>		
<21 years	1062	30.88
21-35 years	1559	45.33
36-45 years	419	12.18
46-60 years	282	8.20
>60 years	117	3.40
<b>Social Group</b>		
General	891	25.19
OBC	1654	48.10
SC	628	18.26
ST	266	7.73
<b>Religion</b>		
Hindu	3389	98.55
Jain	4	0.12
Muslim	45	1.31
Sikh	1	0.33
<b>Educational Status</b>		
Post-graduate	85	2.47
Graduate	452	13.14
Higher Secondary (XI-XII)	1538	39.66
High School (below X)	1364	44.72
<b>Occupational Status</b>		
Agricultural Labour	201	5.84
Daily Wagers	265	7.71
Farmers	788	22.91
Government Employees	42	1.22
Self-employed	374	10.88
Students	1193	34.69
Unemployed	576	16.75

Source: Survey.

**Occupation:** In terms of occupational status, farmers, who constituted 22 percent of the total number of trainees, showed significant interest in the LLP. Among the trainees pursuing other occupations, 25.5 percent were self-employed, daily wage workers, agricultural labourers and government employees. The rest comprised the unemployed and students, who accounted for 17 percent and 34 percent, respectively, of the total number of trainees.

## Coverage of Beneficiaries across Rajasthan under LLP

### 1. Coverage by Gender

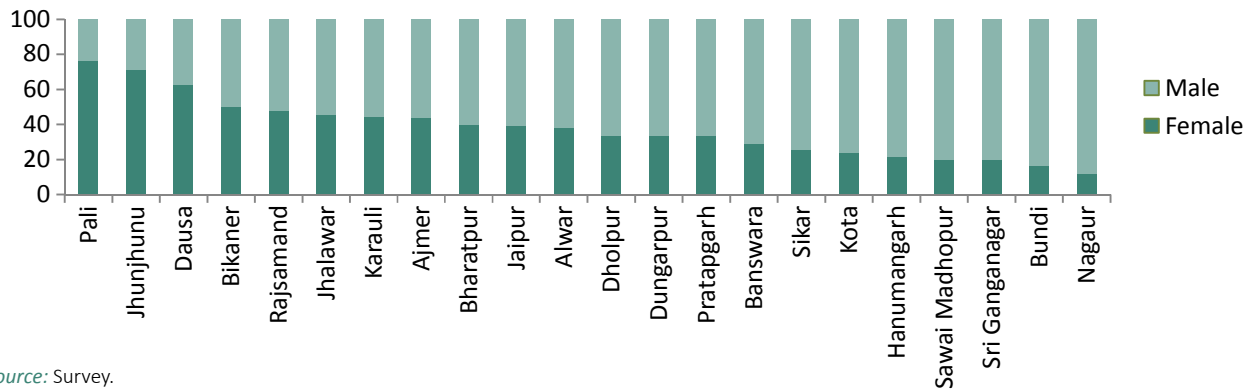
The primary aim of the LLP is to make women receptive and conscious of their fundamental legal rights as citizens of the state as increased legal literacy amongst women would guarantee protection of their rights and help them achieve

**Table 3.2: Demographic and Social Profile of the Sample Beneficiaries across Rajasthan (%)**

S.No.	Districts	Gender		Age (Years)					Caste				Religion			
		Female	Male	<21	21-35	36-45	46-60	>60	General	OBC	SC	ST	Hindu	Jain	Muslim	Sikh
1.	Ajmer	43.59	56.41	33.33	61.54	2.56	2.56	0.00	35.90	17.95	41.03	5.13	97.44	0.00	2.56	0.00
2.	Alwar	38.06	61.94	52.61	26.87	14.18	6.34	0.00	29.10	60.07	7.84	2.99	99.63	0.00	0.37	0.00
3.	Banswara	28.89	71.11	31.11	64.44	1.11	3.33	0.00	10.00	21.11	11.11	57.78	100.00	0.00	0.00	0.00
4.	Bharatpur	40.00	60.00	0.00	60.00	20.00	20.00	0.00	10.00	90.00	0.00	0.00	40.00	0.00	60.00	0.00
5.	Bikaner	50.00	50.00	25.00	75.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	91.67	0.00	8.33	0.00
6.	Bundi	16.67	83.33	72.22	27.78	0.00	0.00	0.00	5.56	55.56	22.22	16.67	83.33	11.11	5.56	0.00
7.	Dausa	62.65	37.35	54.22	25.30	9.64	9.64	1.20	16.87	21.69	40.96	20.48	100.00	0.00	0.00	0.00
8.	Dholpur	33.33	66.67	66.67	33.33	0.00	0.00	0.00	33.33	66.67	0.00	0.00	100.00	0.00	0.00	0.00
9.	Dungarpur	33.33	66.67	33.33	55.56	11.11	0.00	0.00	22.22	11.11	44.44	22.22	100.00	0.00	0.00	0.00
10.	Hanumangarh	21.43	78.57	0.00	28.57	42.86	28.57	0.00	0.00	14.29	85.71	0.00	100.00	0.00	0.00	0.00
11.	Jaipur	39.51	60.49	26.08	47.06	13.02	9.18	4.65	27.43	47.84	18.49	6.24	98.94	0.00	1.06	0.00
12.	Jhalawar	45.45	54.55	36.36	56.82	4.55	2.27	0.00	22.73	61.36	9.09	6.82	97.73	2.27	0.00	0.00
13.	Jhunjhunu	70.97	29.03	87.10	12.90	0.00	0.00	0.00	29.03	67.74	0.00	3.23	100.00	0.00	0.00	0.00
14.	Karauli	44.44	55.56	7.41	59.26	18.52	14.81	0.00	25.93	29.63	44.44	0.00	100.00	0.00	0.00	0.00
15.	Kota	23.91	76.09	50.00	43.48	4.35	2.17	0.00	19.57	41.30	39.13	0.00	95.65	2.17	2.17	0.00
16.	Nagaur	11.76	88.24	54.12	35.29	9.41	0.00	1.18	17.65	74.12	8.24	0.00	98.82	0.00	1.18	0.00
17.	Pali	76.32	23.68	18.42	63.16	13.16	5.26	0.00	18.42	68.42	10.53	2.63	92.11	0.00	7.89	0.00
18.	Pratapgarh	33.33	66.67	33.33	14.81	29.63	18.52	3.70	22.22	37.04	7.41	33.33	96.30	0.00	3.70	0.00
19.	Rajsamand	47.83	52.17	47.83	50.00	0.00	2.17	0.00	23.91	56.52	15.22	4.35	93.48	0.00	6.52	0.00
20.	Sawai Madhopur	20.00	80.00	33.33	66.67	0.00	0.00	0.00	6.67	33.33	33.33	26.67	100.00	0.00	0.00	0.00
21.	Sikar	25.32	74.68	20.25	53.16	16.46	10.13	0.00	30.38	40.51	17.72	11.39	100.00	0.00	0.00	0.00
22.	Sri Ganganagar	20.00	80.00	40.00	60.00	0.00	0.00	0.00	0.00	80.00	20.00	0.00	80.00	0.00	0.00	20.03
	<b>Rajasthan</b>	<b>39.08</b>	<b>60.92</b>	<b>30.88</b>	<b>45.33</b>	<b>12.18</b>	<b>8.20</b>	<b>8.40</b>	<b>25.91</b>	<b>48.10</b>	<b>18.26</b>	<b>7.73</b>	<b>98.55</b>	<b>0.12</b>	<b>1.31</b>	<b>0.03</b>

Source: Survey.

**Figure 3.1: Coverage by Gender (%)**



Source: Survey.

social mobility. As per the survey findings, more than 70 percent of the trainees in districts of Pali and Jhunjhunu were women while the corresponding figure was 50 percent for the districts of Dausa and Bikaner. In contrast, only a small proportion of women could be mobilised to participate in the training in the seven districts of Nagaur, Bundi, Sri Ganganagar, Sawai Madhopur, Hanumangarh, Kota and Sikar, wherein male trainees accounted for more than 75 percent of the total representation.

The gender discrepancy in the attainment of legal literacy and the coverage of the LLP can be attributed to a number of reasons that need to be analysed in accordance with the other findings. An FGD held with the male members of the Govindgarh block of Jaipur indicated that rigid patriarchal norms played a critical role in sustaining this gender divide, with women being largely confined to the home and men primarily dominating the public space. The male participants in the FGD, in fact, openly expressed their disapproval of mobilisation of women trainees for the LLP, and argued that women would not actually benefit from such training. They explained how women in the rural society, unlike their counterparts in cities, stay confined to the domestic realm and are primarily concerned with the well-being of the family and children.

Despite the prevalence of such orthodox mind-sets, however, the VLEs adopted innovative measures in their efforts to enhance women's participation in the LLP, such as organising

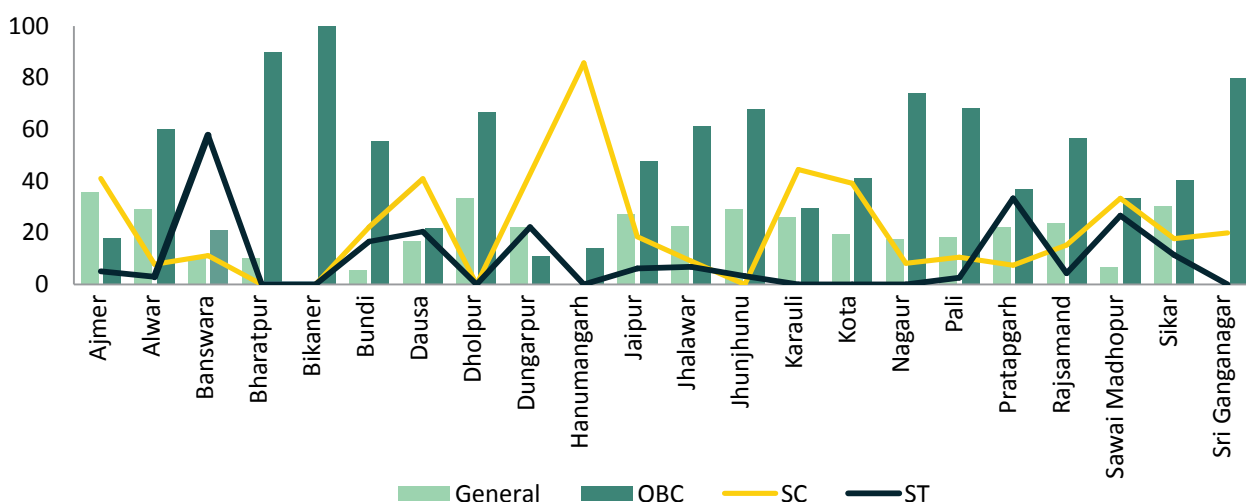
training sessions during afternoons and other timings after completion of household chores when it would be convenient for the women to attend.

## 2. Coverage by Caste

The survey revealed that the districts of Sri Ganganagar, Bikaner and Bharatpur had the largest percentage of trainees belonging to the OBC category, whereas Dungarpur, Hanumangarh and Ajmer accounted for a very small percentage of the same. The representation of STs amongst the participants in the LLP was the highest in the districts of Banswara, Pratapgarh, Sawai Madhopur and Dausa, with Banswara at 57.78 percent of the total, being in the lead. In contrast, Pali, Alwar, Jhunjhunu and Rajsamand had minimum ST representation. As regards SC representation, Hanumangarh led the way, with 85 percent of the trainees in the LLP here belonging to the SC category, followed by the districts of Dungarpur, Karauli, Ajmer and Dausa, where 40 percent of the trainees were SCs. It is interesting to note that the data supplied by CSC SPV on the trainees do not show SC representation in Hanumangarh. Cross examination with the trainees, revealed that they were hesitant to reveal their caste status and hence projected themselves as general categories during the training session.

In the districts of Ajmer, Dholpur and Sikar, on the other hand, 30 percent of the trainees belonged to the General category. Table 3.2 provides a

**Figure 3.2: Coverage by Caste (%)**



Source: Survey.

detailed summary of the percentage of caste representation in the LLP for the 22 districts of Rajasthan.

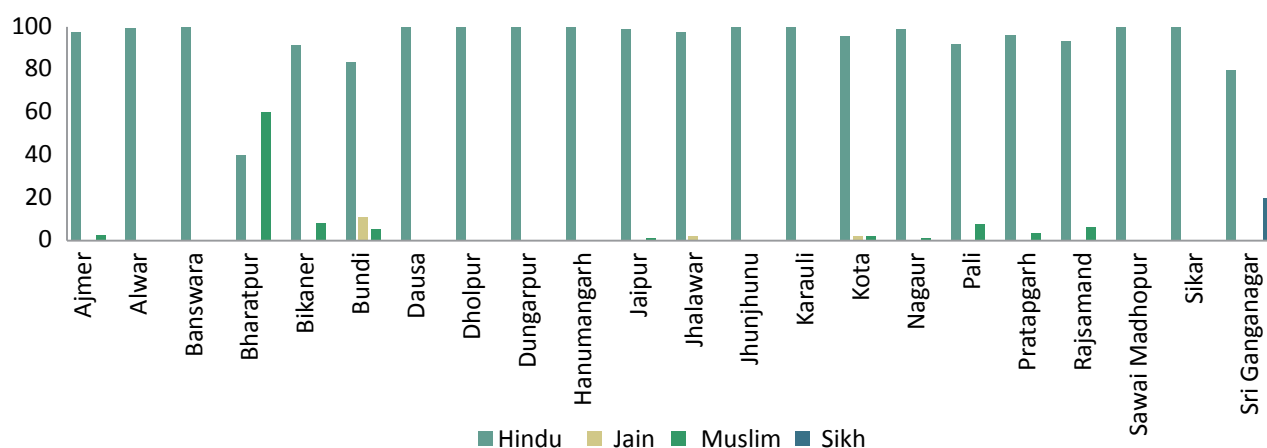
Another significant objective of the LLP is to ensure equal representation of all castes. In order to achieve this objective, many VLEs made special efforts to mobilise the support of the SCs, STs and OBCs. In Alwar, for instance, the VLEs devoted special attention to mobilise support for the LLP amongst members of the Banjara community (Adivasi gypsies) in the Bansur village of Alwar. An FGD with the Banjara trainees reveals that the VLEs visited their locality in the village, and motivated the community to avail of the training. They also fixed a projector in the area and screened a film on legal literacy for them.

### 3. Coverage by Religion

As discussed earlier, an overwhelming majority of the trainees in the LLP identified themselves as Hindus. However, there were a few exceptions to the norm as 60 percent of the respondents in Bharatpur were Muslims. A very low level of representation of Muslims amongst the trainees of the LLP was also observed in the districts of Pali, Bikaner, Bundi, Rajsamand and Ajmer, in descending order.

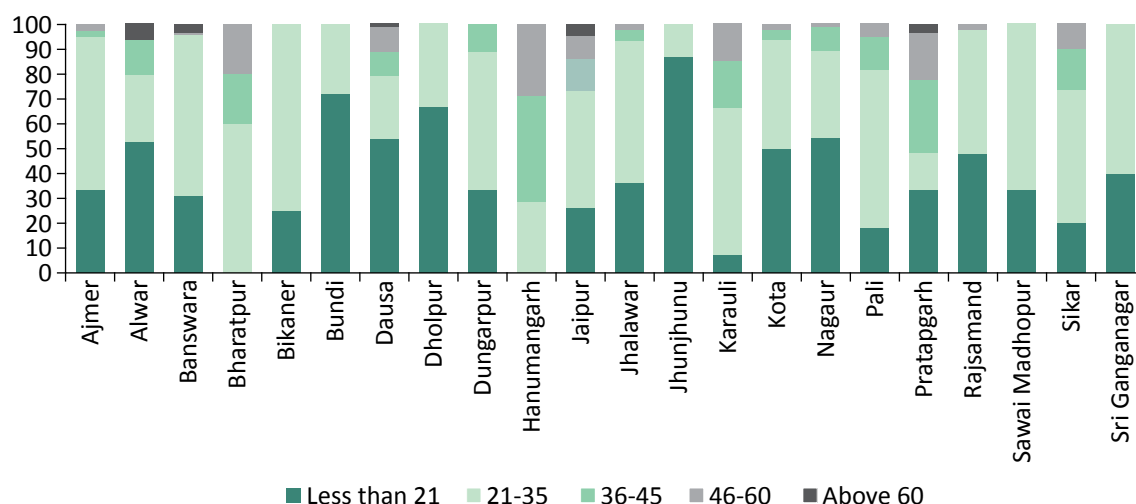
As far as representation of other religious minorities is concerned, 11.11 percent of the trained beneficiaries in Bundi were Jains while the corresponding figures in Jhalawar and Kota were 2.27 percent and 2.17 percent, respectively. Only the district of Sri Ganganagar recorded a high percentage of Sikh trainees in the LLP.

**Figure 3.3: Coverage by Religion (%)**



Source: Survey.

**Figure 3.4: Coverage by Age (in years) (%)**



Source: Survey.

#### 4. Coverage by Age

The survey reveals that respondents in the age group of 21-35 years were the chief beneficiaries of legal literacy training, as they constituted 60 percent of the total trainees in the districts of Bikaner, Sawai Madhopur, Banswara, Pali, Ajmer, Sri Ganganagar and Bharatpur. The corresponding figures were, however, low in the Pratapgarh and Jhunjhunu districts where they comprised less than 15 percent of the total trainees. Youth respondents aged 21 or below, constituted 50 percent of the trainees in the Jhunjhunu, Bundi, Dholpur, Dausa, Nagaur, Alwar and Kota districts. These figures thus reveal increasing interest in legal literacy amongst the youngsters.

Moreover, 42.86 percent of the trainees in Hanumangarh, 29 percent in Pratapgarh and 20 percent in Bharatpur were in the age group of 36-45 years. The representation of trainees in the age group of 46-60 years and above 60 years was comparatively low as they constituted only 8 percent and 3 percent, respectively, of the total number of participants. While the former accounted for greater representation in the districts of Hanumangarh, Bharatpur, Pratapgarh, Karauli and Sikar, more people above the age of 60 years evinced an interest in the LLP in the Jaipur, Pratapgarh, Dausa and Nagaur districts.

#### Educational Status of the Beneficiaries across Districts

The survey findings also show that a majority of the trainees (45 percent) who attended the LLP in the 22 districts of Rajasthan under study had completed their higher secondary education (till class 12), while another 40 percent had completed class 10.

As regards the district-wise distribution, the districts of Dholpur, Jhunjhunu, Dausa, Nagaur, Kota and Sri Ganganagar accounted for more than 60 percent of the respondents who had completed higher secondary education. Trainees who had completed their education till class 10 or below comprised 50 percent of the total number in the districts of Hanumangarh, Bharatpur, Bundi, Alwar, Dungarpur and Karauli, as illustrated in Table 3.3. A large number of trainees holding graduate degrees resided in the districts of Banswara, Sikar, Rajsamand, Pratapgarh and Pali while most trainees with post-graduate degrees belonged to the Sri Ganganagar, Banswara, Sikar, Jhalawar, and Jaipur districts.

#### Occupational Status of the Beneficiaries across Districts

About 34.69 percent of the beneficiaries of the LLP were students and therefore did not hold an occupational status. More than 50 percent

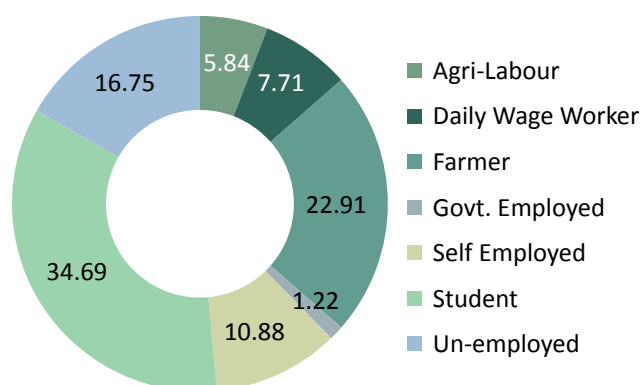
**Table 3.3: Educational Status of the Beneficiaries across Districts of Rajasthan (%)**

S. No.	District	Educational Status			
		Graduate	Post-Graduate	Under X	X to XII
1.	Ajmer	25.64	2.56	48.72	23.08
2.	Alwar	0.75	1.87	69.78	27.61
3.	Banswara	52.22	8.89	4.44	34.44
4.	Bharatpur	0.00	0.00	90.00	10.00
5.	Bikaner	25.00	0.00	8.33	66.67
6.	Bundi	16.67	0.00	83.33	0.00
7.	Dausa	15.66	0.00	4.82	79.52
8.	Dholpur	0.00	0.00	0.00	100.00
9.	Dungarpur	11.11	0.00	66.67	22.22
10.	Hanumangarh	0.00	0.00	100.00	0.00
11.	Jaipur	10.49	2.57	42.49	44.45
12.	Jhalawar	29.55	2.27	9.09	59.09
13.	Jhunjhunu	6.45	0.00	0.00	93.55
14.	Karauli	7.41	0.00	55.56	37.04
15.	Kota	26.09	0.00	10.87	63.04
16.	Nagaur	11.76	2.35	16.47	69.41
17.	Pali	31.58	0.00	26.32	42.11
18.	Pratapgarh	33.33	0.00	14.81	51.85
19.	Rajsamand	34.78	0.00	6.52	58.70
20.	Sawai Madhopur	13.33	0.00	46.67	40.00
21.	Sikar	48.10	3.80	2.53	45.57
22.	Sri Ganganagar	0.00	40.00	0.00	60.00
<b>Rajasthan</b>		<b>13.14</b>	<b>2.47</b>	<b>39.66</b>	<b>44.72</b>

Source: Survey.

of such beneficiaries were found in the districts of Dholpur, Bundi, Kota, Dausa, Nagaur, Jhalawar, Ajmer and Pali, as can be observed from Figure 3.5.

**Figure 3.5: Occupational Status of the Beneficiaries (%)**



Source: Survey.

As can be observed from Figure 3.5 and Table 3.4, 23 percent of the trainees in Rajasthan belonged to the farming community. Within this category, the LLP covered more than 20 percent of the farmers in the districts of Alwar, Dungarpur, Pratapgarh and Sawai Madhopur. In sharp contrast, farming was the occupation of only 5 percent of the beneficiaries in the districts of Banswara, Rajsamand, Dausa and Jhalawar districts. A majority of the unemployed trainees were found in Jhunjhunu (67.74) and Banswara (51.11) while the corresponding figures of unemployed participants in the LLP were much lower in Dausa, Bundi, and Nagaur.

The number of self-employed people trained under the LLP was less than 6 percent in the districts of Pali, Ajmer, Dausa, Sikar, Jhunjhunu,

**Table 3.4: Occupational Status of the Sample Beneficiaries (%)**

S. No.	District	Occupation						
		Agri-Labour	Daily Wage Worker	Farmer	Govt. employee	Self employed	Student	Un-employed
1.	Ajmer	0.00	0.00	38.46	2.56	5.13	53.85	0.00
2.	Alwar	0.37	17.16	38.43	0.00	0.37	23.51	20.15
3.	Banswara	1.11	0.00	4.44	0.00	11.11	32.22	51.11
4.	Bharatpur	40.00	20.00	0.00	0.00	0.00	0.00	40.00
5.	Bikaner	8.33	0.00	0.00	0.00	25.00	25.00	41.67
6.	Bundi	0.00	0.00	0.00	5.56	0.00	88.89	5.56
7.	Dausa	19.28	0.00	3.61	1.20	4.82	71.08	0.00
8.	Dholpur	0.00	0.00	0.00	0.00	0.00	100.00	0.00
9.	Dungarpur	0.00	0.00	33.33	0.00	0.00	44.44	22.22
10.	Hanumangarh	42.86	0.00	21.43	0.00	0.00	14.29	21.43
11.	Jaipur	6.69	8.53	25.02	0.33	12.29	32.04	15.10
12.	Jhalawar	0.00	9.09	2.27	2.27	22.73	54.55	9.09
13.	Jhunjhunu	3.23	0.00	0.00	0.00	3.23	25.81	67.74
14.	Karauli	0.00	3.70	14.81	7.41	22.22	3.70	48.15
15.	Kota	0.00	0.00	10.87	0.00	2.17	82.61	4.35
16.	Nagaur	3.53	2.35	12.94	0.00	10.59	70.59	0.00
17.	Pali	0.00	0.00	18.42	0.00	5.26	52.63	23.68
18.	Pratapgarh	14.81	3.70	33.33	3.70	22.22	14.81	7.41
19.	Rajsamand	0.00	0.00	4.35	0.00	26.09	45.65	23.91
20.	Sawai Madhopur	0.00	0.00	33.33	0.00	0.00	46.67	20.00
21.	Sikar	0.00	0.00	0.00	34.18	3.80	29.11	32.91
22.	Sri Ganganagar	0.00	0.00	0.00	0.00	60.00	40.00	0.00
<b>Rajasthan</b>		<b>5.84</b>	<b>7.71</b>	<b>22.91</b>	<b>1.22</b>	<b>10.88</b>	<b>34.69</b>	<b>16.75</b>

Source: Survey

Kota and Alwar. In contrast the proportion of such trainees was significantly high at 60 percent in Sri Ganganagar. Further, the percentage of trained beneficiaries employed in government services had a negligible presence in almost all the districts with the exception of Karauli, Pratapgarh, Bundi, Ajmer, and a few others. The district of Sikar was an exception to the norm as 30 percent of the beneficiaries trained here were government employees.

Agricultural labourers and daily wage earners also received training under the LLP with the representation of the latter being higher in Bharatpur, Alwar, Jhalawar and Jaipur. The percentage of agricultural labourers

receiving training under the LLP was higher in Hanumangarh, Bharatpur, Dausa, Pratapgarh, Bikaner, Jhunjhunu and Nagaur districts as compared to the other districts.

Overall, it can be said that people with varied occupational statuses had been trained under the LLP. The VLEs also arranged training sessions during the late evening hours for the convenience of the working population in order to maximise participation in the LLP. After an analysis of the demographic, social and economic background of the sample beneficiaries, the following section presents a picture of legal literacy training imparted by the CSCs in the 22 districts under study in Rajasthan.



## Legal Literacy Training

As previously noted, legal literacy training was introduced in Rajasthan with the objective of promoting social mobility among the participants, especially those belonging to the marginalised social groups. The primary aim of the LLP was to make rural citizens conscious of their fundamental rights and their right to equitable justice, which in turn, would protect them from any form of discrimination and exploitation. In order to mobilise greater participation in the training programme, the CSCs adopted a number of outreach measures including the public screening of films based on legal literacy; distribution of booklets dealing with the rights of individuals and ways of accessing justice; and building individual rapport on a one-to-one basis with the VLEs and trainees that would help the latter in availing of legal assistance. The following section highlights the outreach measures adopted by CSCs and components of the LLP, as also the perceptions of the trainees with regard to the content and topic of training, and modes of delivery used in the LLP, among other things.

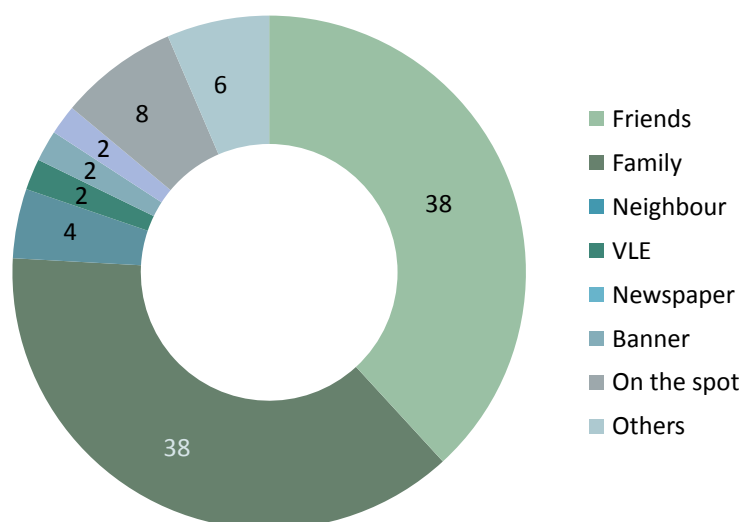
### 1. Outreach Mechanism Used in the LLP

One of the most important pre-requisites for ensuring participation in the LLP is the generation of awareness among the people about the

programme. For this purpose, a systematic outreach mechanism needs to be adopted for identifying the opportunities required for improving access to and dissemination of information on training to the rural poor, marginalised and minority communities. In order to understand the outreach mechanism used in the LLP, it is important to recognise and analyse ways in which the target population learnt about the legal literacy training. The respondents were asked about the medium via which they had heard about the LLP and training. In addition to the telephonic survey, field visits were undertaken to the Alwar, Dausa and Jaipur districts and FGDs were held with VLEs and community members, which provided an insight into the various sources of information used to mobilise support for the LLP.

The survey findings reveal that the sources of information on the LLP for a majority of the respondents (76 percent) were friends, family, and neighbours. Interestingly, 8 percent of the respondents, made on-the-spot registrations, after being motivated by the large number of people who had come to participate. They explained how seeing large crowds assembled in the main *chaupal* of their village, registering themselves for such training, encouraged them to do the same. Other sources for spreading information related to the LLP included banners, newspapers, mobilisation efforts made by the

Figure 3.6: Sources of Information on the LLP in Rajasthan (%)



Source: Survey.

VLEs in the form of distribution of pamphlets to spread awareness about the training; and door-to-door campaigning to garner support for training, particularly amongst women), whose respective representation is depicted in Figure 3.6.

The FGDs with community members and VLEs also revealed the significant role of banners as an attractive mobilising tool for the LLP. Banners were put up in the nearby market places, training centres, tea stalls, entrance walls of schools, PDS centres, *panchayat samiti* and *chaupal* areas.

Table 3.5 exhibits the critical role played by friends and family in sending volunteers for the legal literacy training. In Dholpur, Bundi, Bikaner, Karauli, Jaipur and Pratapgarh, more than 40 percent of the respondents enrolled

for the programme after hearing about it from friends and family. Similarly, 50 percent of the respondents in Bikaner and Karauli enrolled for the program after learning about it from their neighbours.

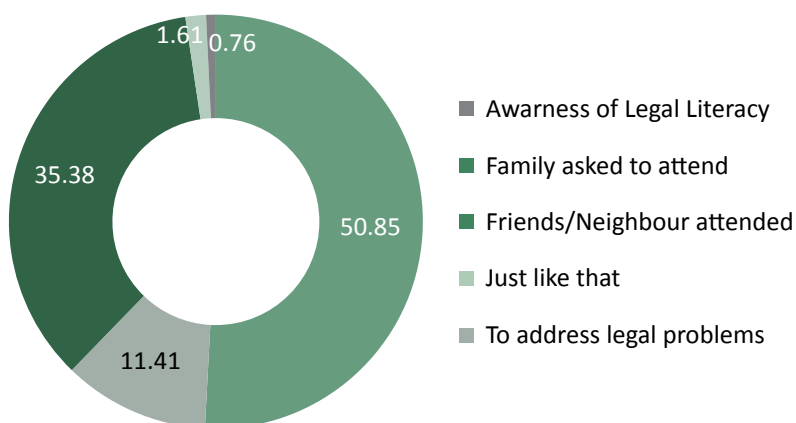
The VLEs were found to be most active in the districts of Ajmer, Bharatpur and Pratapgarh. The survey also reveals that how while many respondents were unfamiliar with the technical term 'VLEs' and the latter's in imparting training, they were aware of the training component and how the training was imparted as they repeatedly mentioned the film on legal issues that had been screened by the VLEs for them. During the FGDs with members of the Banjara community, the latter also discussed how the film on legal literacy had been screened in their village even in adverse weather conditions.

**Table 3.5: Outreach Mechanism for the LLP across Rajasthan (%)**

S. No.	District	Friends	Family	Neigh- bours	VLEs	News- papers	Banner	On the spot	Others
1.	Ajmer	33.33	2.56	0.00	10.26	0.00	2.56	7.69	43.59
2.	Alwar	32.79	36.89	22.13	2.19	0.55	0.00	4.64	0.82
3.	Banswara	30.00	14.44	0.00	2.22	8.89	2.22	35.56	6.67
4.	Bharatpur	0.00	10.00	0.00	10.00	0.00	0.00	80.00	0.00
5.	Bikaner	0.00	50.00	50.00	0.00	0.00	0.00	0.00	0.00
6.	Bundi	55.56	0.00	0.00	5.56	0.00	0.00	11.11	27.78
7.	Dausa	48.15	3.70	0.00	12.35	2.47	0.00	3.70	29.63
8.	Dholpur	66.67	0.00	0.00	0.00	0.00	0.00	0.00	33.33
9.	Dungarpur	44.44	0.00	0.00	0.00	0.00	0.00	33.33	22.22
10.	Hanumangarh	30.77	0.00	15.38	7.69	7.69	0.00	23.08	15.38
11.	Jaipur	42.92	45.70	1.19	0.94	1.55	0.65	1.92	5.11
12.	Jhalawar	25.58	2.33	2.33	4.65	18.60	4.65	32.56	9.30
13.	Jhunjhunu	19.35	0.00	0.00	0.00	0.00	0.00	45.16	35.48
14.	Karauli	0.00	50.00	50.00	0.00	0.00	0.00	0.00	0.00
15.	Kota	28.26	4.35	2.17	8.70	4.35	0.00	21.74	30.43
16.	Nagaur	22.35	4.71	0.00	7.06	0.00	25.88	40.00	0.00
17.	Pali	44.74	28.95	0.00	0.00	0.00	0.00	18.42	7.89
18.	Pratapgarh	11.11	44.44	0.00	11.11	0.00	14.81	18.52	0.00
19.	Rajsamand	15.56	4.44	6.67	4.44	2.22	42.22	22.22	2.22
20.	Sawai Madhopur	26.67	13.33	0.00	6.67	0.00	0.00	46.67	6.67
21.	Sikar	13.92	1.27	0.00	2.53	10.13	0.00	59.49	12.66
22.	Sri Ganganagar	40.00	0.00	0.00	0.00	0.00	20.00	20.00	20.00
<b>Rajasthan</b>		<b>38.18</b>	<b>37.70</b>	<b>4.38</b>	<b>1.96</b>	<b>1.96</b>	<b>1.88</b>	<b>7.49</b>	<b>6.45</b>

Source: Survey.

**Figure 3.7: Reasons for Attending the LLP (%)**



Source: Survey.

As can be seen from Table 3.5, newspapers acted as an important tool of mobilisation, as 18.6 percent of the respondents in Jhalawar and 10.63 percent in Sri Ganganagar reported having learnt about the legal literacy training through advertisements in the local papers. Banners became an attractive tool of mobilisation in the districts of Rajsamand, Nagaur, Sri Ganganagar and Pratapgarh, though they had a negligible influence in other districts.

## 2. Reasons for Attending Legal Literacy Training

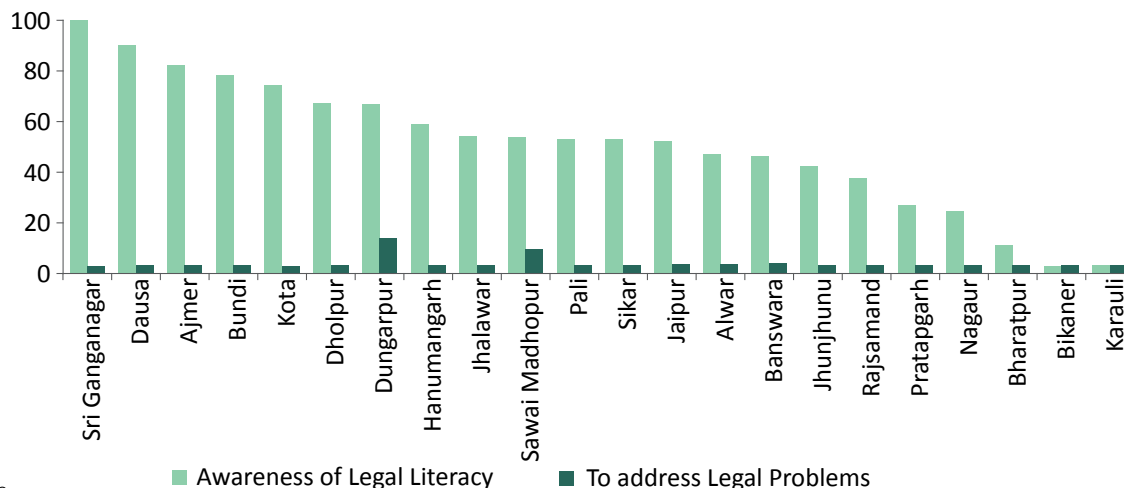
The survey also attempted to identify the reasons for which the trainees attended the LLP. Figure 3.7 highlights that the primary reason for attending the training was to acquire knowledge about legal rights and judicial laws. Friends and family members played a critical role in

mobilising support for the training programme with 46 percent of the respondents claiming to have attended the training after being encouraged to do so by them. In sharp contrast to this, addressing individual legal problems and obtaining legal remedies for them was cited as a reason for attending the training by less than one percent of the participants.

Figure 3.8 shows that in Sri Ganganagar, all the respondents joined the training for the sole purpose of increasing legal awareness and gaining legal literacy. Dausa, Ajmer, Bundi, Kota, Dholpur, and Dungarpur were some of the other districts where the respondents joined the training programme for the same reasons.

The survey thus reveals that receiving legal literacy training to address individual legal problems is not a primary concern for most

**Figure 3.8: Beneficiaries Who Informed about Their Legal Intentions for Attending the LLP (%)**



Source: Survey.

of the respondents. As can be observed from Figure 3.8, apart from 11 percent of the respondents in Dungarpur, 7 percent in Sawai Madhopur and 1 percent in Banswara, the respondents in the other 19 districts did not enrol in the training to address legal problems or seek legal solutions to their problems.

## Components of the LLP Training

The following section analyses the various components of the legal literacy training imparted in Rajasthan, including the modes of delivering training, content of the training, the trainees’ perceptions about the topics covered, and the Teaching Learning Material (TLM) provided to the trainees.

### 1. Mode of Delivery of the LLP Content

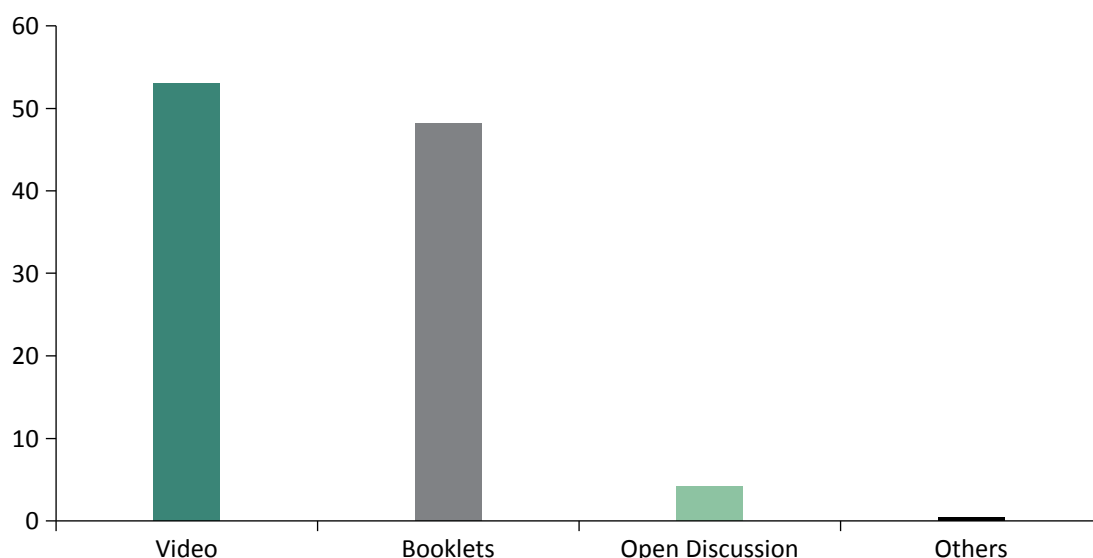
Various modes of training were adopted by the CSCs across the state to impart legal literacy training. These ranged from audio-visuals such as public screening of films on legal issues to distribution of booklets discussing legal issues amongst residents and holding of open discussions with community members.

Figure 3.9 depicts the proportions of different modes of training used to deliver the training and disseminate the LLP content. While video

screening was a popular mode of delivery, only 53 percent of respondents watched the full video, with the remaining watching only the sessions that were of particular interest to them, or were less technical in content and easy to understand. Among the total respondents receiving audio-visual training, 4 percent participated in open discussions post the film screening. However, it should be noted that these booklets were distributed to families and not individual trainees, as more than one member per family also often participated in the training.

Further, field interviews and FGDs with VLEs highlighted the use of innovative methods for increasing legal literacy levels and making the training more interactive. Street plays were enacted in popular village spaces depicting the real life problems of the village residents and ways of redressing them. For instance, the issue of physical harassment faced by girls was taken up as part of the role play, elaborating ways to effectively deal with the situation and get justice. In addition, the VLEs at times delivered lectures for the residents to better explain the content of the videos and films and facilitate easy understanding among the viewers. This phenomenon was especially noticed in Alwar, where such measures were taken by a female VLE to simplify the content for the benefit of the community.

**Figure 3.9: Mode of Delivery (%)**



Source: Survey

**Table 3.6: Mode of Delivery across the Districts of Rajasthan (%) (Multiple Answers)**

S. No.	District	Video	Booklets	Open Discussion	Others
1.	Ajmer	79.49	30.77	28.21	0.00
2.	Alwar	75.75	30.97	1.12	0.37
3.	Banswara	41.11	55.56	2.22	1.11
4.	Bharatpur	100.00	100.00	0.00	0.00
5.	Bikaner	100.00	0.00	0.00	0.00
6.	Bundi	83.33	16.67	0.00	0.00
7.	Dausa	89.16	7.23	1.20	0.00
8.	Dholpur	66.67	66.67	0.00	0.00
9.	Dungarpur	77.78	44.44	22.22	0.00
10.	Hanumangarh	71.43	35.71	14.29	0.00
11.	Jaipur	49.47	49.59	3.92	0.04
12.	Jhalawar	54.55	40.91	6.82	0.00
13.	Jhunjhunu	54.84	45.16	0.00	0.00
14.	Karauli	100.00	100.00	0.00	0.00
15.	Kota	69.57	21.74	45.65	0.00
16.	Nagaur	22.35	83.53	0.00	0.00
17.	Pali	50.00	50.00	0.00	0.00
18.	Pratapgarh	22.22	77.78	3.70	0.00
19.	Rajsamand	15.22	91.30	0.00	0.00
20.	Sawai Madhopur	53.33	86.67	0.00	0.00
21.	Sikar	62.03	36.71	1.27	0.00
22.	Sri Ganganagar	100.00	40.00	0.00	0.00
<b>Rajasthan</b>		<b>53.10</b>	<b>47.37</b>	<b>4.16</b>	<b>0.09</b>

Source: Survey.

Table 3.6 lists the different modes of delivery used to impart legal literacy in the different districts of Rajasthan. Out of the total sample, a 100 percent response to the screening of films was observed in the three districts of Bikaner, Bharatpur and Karauli. This mode also played an influential role in the training in Ajmer, Alwar, Bundi, Dausa, Dungarpur and Hanumangarh, where more than 70 percent of the respondents learnt about legal literacy through this medium.

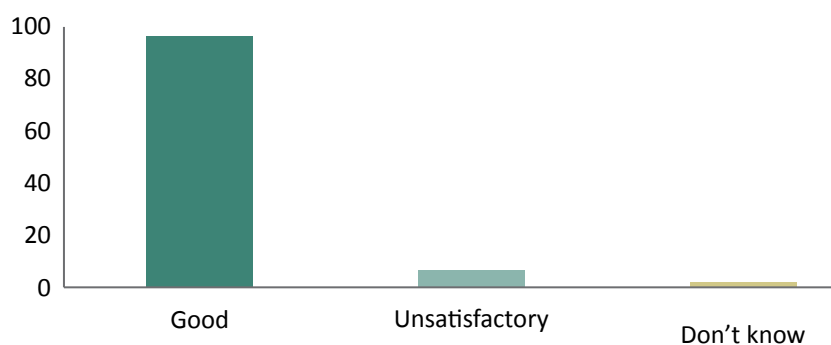
Similarly all the respondents in Bharatpur and Karauli and more than 80 percent of the respondents in Rajsamand, Nagaur, and Sawai Madhopur, reported receiving booklets on legal issues. Some of the respondents benefiting from the audio-visual training also acknowledged the role of open discussions, post the film screening in increasing legal awareness. In Kota, 45 percent of the respondents participated in open discussions to learn about legal

literacy with similar responses being noted by the respondents in Ajmer, Dungarpur and Hanumangarh. In Alwar and Banswara, less than 2 percent of the respondents reportedly benefited from other methods of training such as role plays, and street plays.

## 2. Duration of Training

The training imparted under the LLP lasted for approximately 2-3 hours during most of which period audio-visuals were screened. While many respondents acknowledged the benefits received from the training, a few others claimed that the issues discussed in the training were too technical for them to understand the first time. Hence, FGDs with VLEs and community members pointed out that though the training was helpful, it could have been more beneficial if it had been organised over a longer period and had covered different issues across different sessions.

**Figure 3.10: Perception of the Respondents on Trainers/VLEs (%)**



Source: Survey.

### 3. Trainers or Resource Persons of the LLP

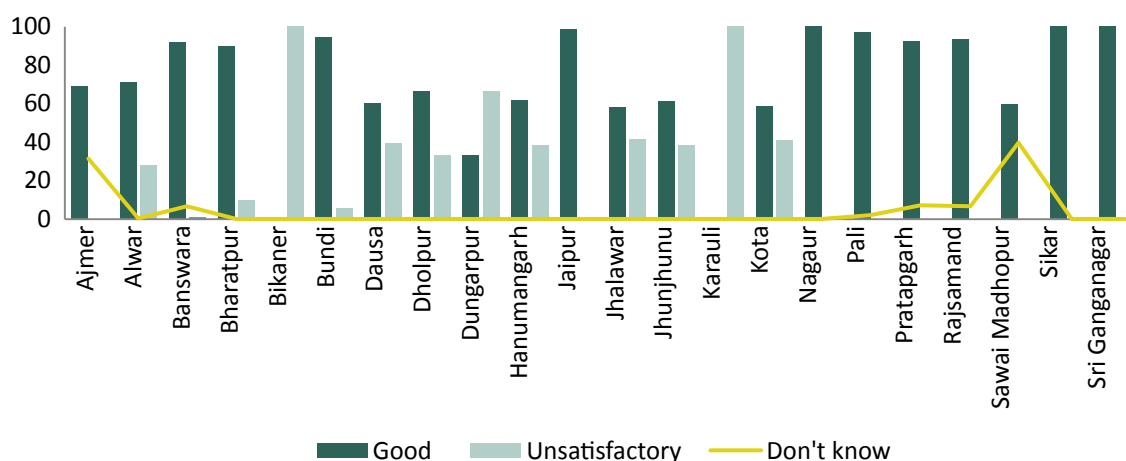
As video-screening was the most prominent mode of delivery used to impart training in many districts, separate resource persons were not appointed to deliver legal content amongst the residents. In May and June of 2016, CSC-SPV organised a one-day training session for the VLEs in Jaipur, Banswara, Pratapgarh, Jaipur, Alwar and Delhi. In Alwar and Jaipur, the VLEs made special efforts to make the training sessions a success as they invited well-known local lawyers, elected representatives and government officials as chief guests for the training programme.

Since the VLEs were the chief trainers for the LLP, it is important to analyse the role played by them. The trainees of the LLP were asked to give their views on the role of the VLEs in the training programme and their influence in advancing legal literacy levels. Overall, the survey findings

depict the positive role played by the VLEs in imparting legal training, as 92 percent of the respondents gave a positive feedback on this issue.

As can be observed from Figure 3.11, all the respondents in the districts of Nagaur, Sri Ganganagar and Sikar expressed satisfaction at the role played by the VLEs. With the exception of the district of Dungarpur, more than 65 percent of the trainees were happy with their VLEs. Among all the surveyed trainees, only 2 percent of the respondents, based in the districts of Sawai Madhopur and Ajmer, seemed unaware of the role played by the VLEs. Some of the trainees, particularly in Bikaner, Karauli and Dungarpur, were, however, unhappy with the role of the VLEs. They alleged that the trainers were not interactive enough and were unable to address the trainees' queries regarding the training process, or they seemed disinterested. In their

**Figure 3.11: Perception of the Respondents on Trainers/VLEs across Districts (%)**



Source: Survey.

defence, however, the VLEs stated that it was difficult for them to answer the trainees' technical questions pertaining to law as they themselves had not received specialised training in such matters. Thus, lack of specialised training among the VLEs prevented them from giving specialised advice on legal matters to the trainees.

#### 4. Teaching Learning Material (TLM)

As discussed above, the legal literacy programme used different teaching materials to impart legal awareness. Here, it is important to consider the perceptions of the trainees on these teaching mechanisms and the modes of their delivery. The survey findings indicate that 50 percent of the trainees recognised videos

and films as effective and informative training tools for increasing legal awareness whereas 15 percent of the respondents found the booklets and course material distributed to them useful for increasing legal awareness. However, a significant percentage of respondents (30 percent) found it difficult to understand these booklets as they were not written in their mother tongue or were too technical and thus difficult to understand. It was also found that 50 percent of the respondents did not have any opinion on the booklets or course material distributed as they had never read or used them.

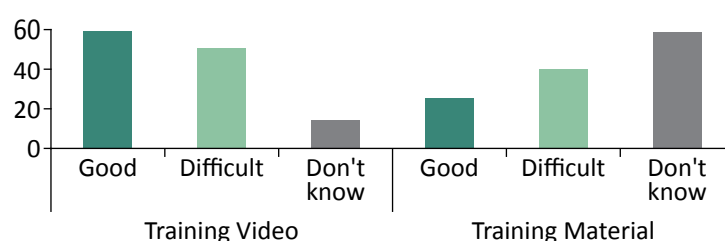
Table 3.7 presents a district-wise distribution of the perception of the trainees regarding the training tools used. A majority of the trainees,

**Table 3.7: Perception of the Respondents on Teaching Learning Material (TLM)**

S. No.	District	Video			Training Material		
		Good	Difficult	Don't Know	Good	Difficult	Don't Know
1.	Ajmer	82.05	7.69	10.26	10.26	2.56	87.18
2.	Alwar	39.10	32.33	28.57	43.98	31.95	24.06
3.	Banswara	51.11	45.56	3.33	4.44	0.00	95.56
4.	Bharatpur	20.00	80.00	0.00	20.00	0.00	80.00
5.	Bikaner	0.00	0.00	100.00	100.00	0.00	0.00
6.	Bundi	83.33	11.11	5.56	0.00	0.00	100.00
7.	Dausa	95.06	4.94	0.00	2.47	0.00	97.53
8.	Dholpur	66.67	0.00	33.33	0.00	0.00	100.00
9.	Dungarpur	77.78	0.00	22.22	0.00	0.00	100.00
10.	Hanumangarh	76.92	23.08	0.00	0.00	0.00	100.00
11.	Jaipur	51.64	45.09	3.28	13.88	39.39	46.72
12.	Jhalawar	53.49	27.91	18.60	0.00	6.98	93.02
13.	Jhunjhunu	54.84	45.16	0.00	0.00	12.90	87.10
14.	Karauli	0.00	0.00	100.00	100.00	0.00	0.00
15.	Kota	78.26	21.74	0.00	17.39	19.57	63.04
16.	Nagaur	22.35	76.47	1.18	15.29	2.35	82.35
17.	Pali	47.37	47.37	5.26	26.32	23.68	50.00
18.	Pratapgarh	25.93	74.07	0.00	11.11	7.41	81.48
19.	Rajsamand	15.22	63.04	21.74		8.70	91.30
20.	Sawai Madhopur	53.33	40.00	6.67	6.67	13.33	80.00
21.	Sikar	62.03	35.44	2.53	49.37	13.92	36.71
22.	Sri Ganganagar	100.00	0.00	0.00	60.00	20.00	20.00
<b>Rajasthan</b>		<b>50.95</b>	<b>42.34</b>	<b>6.72</b>	<b>17.05</b>	<b>31.97</b>	<b>50.98</b>

Source: Survey.

**Figure 3.12: Perception of the Respondents on Teaching Learning Material (TLM) (%)**



Source: Survey.

who found the audio-visuals to be an effective teaching tool, belonged to the districts of Sri Ganganagar, Dausa, Bundi and Ajmer. In contrast, more than 70 percent of the respondents in Bharatpur, Nagaur and Pratapgarh found the audio-visuals to be non-influential.

## 5. Topics of Training

The legal literacy training aims to enhance the legal knowledge of trainees on six key themes; *'Fundamental Rights'*, *'Legal Service/Legal Aid'*, *'Right to Information'*, *'Women's Rights'*, *'Child Protection Laws'* and *'Criminal Procedures'*.

**Table 3.8: Perceptions of the Beneficiaries on the Topics of the LLP Training**

Gender	Perception of Trainees	Fundamental Rights	Legal Service/Lok Adalat	Right to Information	Women's Right	Child Protection Laws	Criminal Procedures
Female	Good	49.03	51.05	51.05	14.35	40.45	47.34
	Difficult	49.4	43.87	43.87	80.79	53.3	47.57
Male	Good	54.51	57.84	27.72	27.56	52.18	54.62
	Difficult	43.82	38.03	68.25	68.36	43.2	40.77

Source: Survey.

While 60 percent of the trainees in Karauli, Bikaner and Sri Ganganagar found the booklets and course material to be useful in augmenting their legal awareness, more than 30 percent of the trainees in Alwar and Jaipur found it difficult to understand and interpret these learning materials. Moreover, all the trainees under the LLP in Bundi, Dholpur, Dungarpur and Hanumangarh were unaware of such booklets or course material. Field interviews and FGDs with VLEs and trainees also revealed that the number of booklets available for distribution was insufficient.<sup>1</sup>

Emphasis was laid on these themes as the aim of the training was to make the rural poor aware of the forms of legal aid available at the primary levels and to make them conscious of their rights as citizens of the state. It is important to analyse whether the themes chosen and topics covered as part of the training programme were of importance to the target groups, and if they actually helped them become aware of the laws pertaining to such issues. It is worth noting that 40 to 50 percent of the women seemed satisfied with the general themes chosen under the training programme and the related content

<sup>1</sup> While the target of the LLP was to train 40 individuals per session, the number usually exceeded 50 as more people joined the session at a later stage, after hearing about it by word of mouth.



taught, with the exception of women's rights. As far as choosing women's rights as a theme under the LLP was concerned, more than 80 percent of the women deemed the content taught under the theme to be shallow. In the FGDs, the women stated that specialised and detailed training should be made available to women in particular to enable them to deal exclusively with women-centric issues such as rape, dowry, trafficking, child protection laws, marriage and divorce, which can also help them fight discriminatory patriarchal norms.

More than 50 percent of the male respondents seemed satisfied with the themes of 'Fundamental Rights', 'Legal Service/Lok Adalat', 'Child Protection Laws' and 'Criminal Procedures' and the content covered under these themes. However, only 27 percent of them supported the theme on 'women's rights' and 'right to information' and the content taught under these. They stated that they had hoped for the training under the RTI to be more exhaustive and more in line with rural concerns. On the theme of women's rights, men had dual reactions. A section of them supported discussion of this theme but felt that it could be customised to exclusively meet

the concerns and needs of rural women. Other more orthodox participants, on the other hand, critiqued the very idea of such a theme being selected for the training programme, as they believe in upholding rigid patriarchal norms, and for them, the legal sphere is an exclusive male domain with no scope for women's participation. They deemed it unnecessary and useless for women to be educated in legal literacy as women largely remain confined to the home and its private space where such knowledge has no role.

The following section presents the district-wise perceptions of the trainees regarding the above themes chosen for the LLP.

### a. Fundamental Rights and Right to Information

All respondents belonging to the Dholpur, Dungarpur and Sri Ganganagar districts seemed happy with the content taught under the theme of Fundamental Rights in the LLP. In 12 of the 22 districts, more than 50 percent of the respondents were happy with the content covered under this theme. However, in Bikaner, Karauli and Bharatpur, a large number of trainees

**Table 3.9: Perception of the Trainees on the Topic of LLP: Fundamental Rights and the Right to Information**

S. No.	District	Fundamental Rights				Right to Information			
		Good	Difficult	Didn't Understand	Don't Know	Good	Difficult	Didn't Understand	Don't Know
1.	Ajmer	28.21	46.15	25.64	0.00	2.56	23.08	69.23	5.13
2.	Alwar	38.72	60.53	0.75	0.00	27.44	72.18	0.00	0.38
3.	Banswara	52.22	46.67	1.11	0.00	3.33	82.22	4.44	10.00
4.	Bharatpur	20.00	80.00	0.00	0.00	10.00	90.00	0.00	0.00
5.	Bikaner	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00
6.	Bundi	88.89	11.11	0.00	0.00	0.00	100.00	0.00	0.00
7.	Dausa	90.12	4.94	4.94	0.00	0.00	62.96	2.47	34.57
8.	Dholpur	100.00	0.00	0.00	0.00	33.33	0.00	33.33	33.33
9.	Dungarpur	100.00	0.00	0.00	0.00	11.11	66.67	0.00	22.22
10.	Hanumangarh	69.23	23.08	7.69	0.00	7.69	38.46	7.69	46.15
11.	Jaipur	53.87	44.90	0.86	0.37	14.43	84.30	0.90	0.37

S. No.	District	Fundamental Rights				Right to Information			
		Good	Difficult	Didn't Understand	Don't Know	Good	Difficult	Didn't Understand	Don't Know
12.	Jhalawar	72.09	25.58	2.33	0.00	6.98	48.84	20.93	23.26
13.	Jhunjhunu	54.84	45.16	0.00	0.00	38.71	9.68	9.68	41.94
14.	Karauli	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00
15.	Kota	71.74	21.74	6.52	0.00	78.26	19.57	2.17	0.00
16.	Nagaur	22.35	76.47	1.18	0.00	97.65	2.35	0.00	0.00
17.	Pali	42.11	50.00	7.89	0.00	94.74	2.63	2.63	0.00
18.	Pratapgarh	25.93	74.07	0.00	0.00	96.30	0.00	3.70	0.00
19.	Rajsamand	36.96	63.04	0.00	0.00	91.30	8.70	0.00	0.00
20.	Sawai Madhopur	60.00	40.00	0.00	0.00	86.67	13.33	0.00	0.00
21.	Sikar	64.56	35.44	0.00	0.00	100.00	0.00	0.00	0.00
22.	Sri Ganganagar	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00
<b>Rajasthan</b>		<b>52.37</b>	<b>46.00</b>	<b>1.37</b>	<b>0.26</b>	<b>22.44</b>	<b>73.09</b>	<b>2.10</b>	<b>2.37</b>

Source: Survey.

found the training on fundamental rights difficult to understand. One-fourth of the respondents in Ajmer reportedly did not understand the content taught under this theme.

As far as the theme of Right to Information (RTI) is concerned, more than 90 percent of the respondents in the districts of Sri Ganganagar, Sikar, Rajsamand, Pratapgarh, Pali and Nagaur were satisfied with the content taught under the theme and found it to be beneficial. In sharp contrast, 70 percent of the respondents in Ajmer found the topics taught under RTI to be confusing and were thus unable to understand it; more than 40 percent of the respondents

in Hanumangarh and Jhunjhunu and about 34 percent in Dausa and Dholpur had little knowledge of RTI or its relevance.

## b. Legal Services/Assistance and Lok Adalat and Criminal Procedures

While respondents residing in Sri Ganganagar, Sikar, Rajsamand, Pali were relatively happy with this theme and seemed satisfied with the content taught in relation to it, those from Bharatpur, Bundi, and Karauli seemed less pleased as they found the theme to be less useful. In Ajmer and Dholpur, a large proportion of the respondents

**Table 3.10: Perception of the Trainees on the Topic of LLP: Legal Services/Legal Assistance and Criminal Procedures**

S. No.	District	Legal Services/Legal Assistance				Criminal Procedures (FIR/BAIL/Arrest)			
		Good	Difficult	Didn't Understand	Don't Know	Good	Difficult	Didn't Understand	Don't Know
1.	Ajmer	2.56	23.08	69.23	5.13	2.56	23.08	69.23	5.13
2.	Alwar	39.10	60.15	0.75	0.00	49.06	50.57	0.00	0.38
3.	Banswara	3.33	82.22	4.44	10.00	3.33	82.22	4.44	10.00
4.	Bharatpur	10.00	90.00	0.00	0.00	10.00	90.00	0.00	0.00
5.	Bikaner	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00
6.	Bundi	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00
7.	Dausa	0.00	62.96	2.47	34.57	0.00	62.96	2.47	34.57

S. No.	District	Legal Services/Legal Assistance				Criminal Procedures (FIR/BAIL/Arrest)			
		Good	Difficult	Didn't Understand	Don't Know	Good	Difficult	Didn't Understand	Don't Know
8.	Dholpur	33.33	0.00	33.33	33.33	33.33	0.00	33.33	33.33
9.	Dungarpur	11.11	66.67	0.00	22.22	11.11	66.67	0.00	22.22
10.	Hanumangarh	7.69	38.46	7.69	46.15	7.69	38.46	7.69	46.15
11.	Jaipur	59.10	39.63	0.90	0.37	53.22	45.05	1.44	0.29
12.	Jhalawar	6.98	48.84	20.93	23.26	6.98	48.84	20.93	23.26
13.	Jhunjhunu	38.71	9.68	9.68	41.94	38.71	9.68	9.68	41.94
14.	Karauli	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00
15.	Kota	78.26	19.57	2.17	0.00	78.26	19.57	2.17	0.00
16.	Nagaur	97.65	2.35	0.00	0.00	97.65	2.35	0.00	0.00
17.	Pali	94.74	2.63	2.63	0.00	94.74	2.63	2.63	0.00
18.	Pratapgarh	96.30	0.00	3.70	0.00	96.30	0.00	3.70	0.00
19.	Rajsamand	91.30	8.70	0.00	0.00	91.30	8.70	0.00	0.00
20.	Sawai Madhopur	86.67	13.33	0.00	0.00	86.67	13.33	0.00	0.00
21.	Sikar	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00
22.	Sri Ganganagar	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00
<b>Rajasthan</b>		<b>55.19</b>	<b>40.32</b>	<b>2.16</b>	<b>2.34</b>	<b>51.77</b>	<b>43.43</b>	<b>2.49</b>	<b>2.31</b>

Source: Survey.

reported not having understood the content taught under the chosen theme and thus found it less beneficial. More than 40 percent of the respondents in Hanumangarh and Jhunjhunu had no knowledge of the topic at all.

On the topic of 'criminal procedures', more than 90 percent of the respondents belonging to the districts of Sikar, Sri Ganganagar, Rajsamand, Pratapgarh, Nagaur and Pali were happy with the content covered under the theme and found it to be beneficial. However, 90 percent of the respondents in Karauli, Bikaner, Bundi and Bharatpur felt that the content was difficult to understand and interpret. While 70 percent of the respondents in Ajmer did not understand the content covered under Criminal Procedures, more than 40 percent of the respondents in Hanumangarh and Jhunjhunu had negligible knowledge of the subject.

### c. Women's Rights and Child Protection Act

As regards the theme of 'women's rights' and the content covered under it, more than

90 percent of the respondents in Sikar, Sri Ganganagar, Nagaur, Pratapgarh, Pali and Rajsamand seemed satisfied and found it to be beneficial. In contrast, all the respondents from Karauli, Bikaner and Bundi found the content difficult to understand. In Ajmer, 70 percent of the respondents did not understand the content and found it difficult to relate to while more than 30 percent of the respondents in Dausa, Dholpur and Jhunjhunu had little knowledge of the topic dealing with women rights.

As far as the theme of child protection was concerned, more than 90 percent of the respondents in Sikar, Sri Ganganagar, Nagaur, Pratapgarh, Pali and Rajsamand seemed satisfied with the content taught under the theme and found it to be useful; whereas the respondents from Ajmer, Banswara and Hanumangarh found the content taught under this theme difficult to understand. Respondents from Ajmer, Dholpur and Jhalawar found the content complex and difficult to understand. More than 25 percent of the respondents in the districts of Dausa, Dholpur, Hanumangarh and Jhunjhunu had negligible knowledge of the subject.

**Table 3.11: Perception of the Trainees on the Topic of LLP: Women’s Rights and Child Protection Laws**

S. No.	District	Women’s Rights				Child Protection Laws			
		Good	Difficult	Didn’t Understand	Don’t Know	Good	Difficult	Didn’t Understand	Don’t Know
1.	Ajmer	2.56	23.08	69.23	5.13	2.56	23.08	69.23	5.13
2.	Alwar	26.32	72.56	0.38	0.75	34.59	64.66	0.00	0.75
3.	Banswara	3.33	82.22	4.44	10.00	3.33	82.22	4.44	10.00
4.	Bharatpur	10.00	90.00	0.00	0.00	10.00	90.00	0.00	0.00
5.	Bikaner	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00
6.	Bundi	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00
7.	Dausa	0.00	62.96	2.47	34.57	0.00	62.96	2.47	34.57
8.	Dholpur	33.33	0.00	33.33	33.33	33.33	0.00	33.33	33.33
9.	Dungarpur	11.11	66.67	0.00	22.22	11.11	66.67	0.00	22.22
10.	Hanumangarh	7.69	38.46	7.69	46.15	7.69	38.46	7.69	46.15
11.	Jaipur	14.48	84.45	0.82	0.25	49.03	50.59	0.25	0.12
12.	Jhalawar	6.98	48.84	20.93	23.26	6.98	48.84	20.93	23.26
13.	Jhunjhunu	38.71	9.68	9.68	41.94	38.71	9.68	9.68	41.94
14.	Karauli	0.00	100.00	0.00	0.00	0.00	100.00	0.00	0.00
15.	Kota	78.26	19.57	2.17	0.00	78.26	19.57	2.17	0.00
16.	Nagaur	97.65	2.35	0.00	0.00	97.65	2.35	0.00	0.00
17.	Pali	94.74	2.63	2.63	0.00	94.74	2.63	2.63	0.00
18.	Pratapgarh	96.30	0.00	3.70	0.00	96.30	0.00	3.70	0.00
19.	Rajsamand	91.30	8.70	0.00	0.00	91.30	8.70	0.00	0.00
20.	Sawai Madhopur	86.67	13.33	0.00	0.00	86.67	13.33	0.00	0.00
21.	Sikar	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00
22.	Sri Ganganagar	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00
<b>Rajasthan</b>		<b>22.39</b>	<b>73.22</b>	<b>2.08</b>	<b>2.31</b>	<b>47.90</b>	<b>46.88</b>	<b>2.20</b>	<b>3.02</b>

Source: Survey.

Overall, therefore, it can be said that different districts represented different views on the themes chosen under the LLP. While a major proportion of the respondents were generally aware of legal rights, a significant share amongst them still remain uneducated and uninformed, particularly in the more backward districts. Some find the content dealing with legal aid complicated and too technical to understand. These findings thus underscore the need for taking definite and effective measures

to increase the interest levels of respondents by making the content included under various themes easy to understand and simple to interpret.

The next chapter analyses the impact of the legal literacy training imparted during the LLP by discussing the extent of its influence, the beneficiaries of such training, and its contribution in making justice accessible to the marginalised sections.

# 4

## Legal Awareness and Access to Justice: LLP's Impact

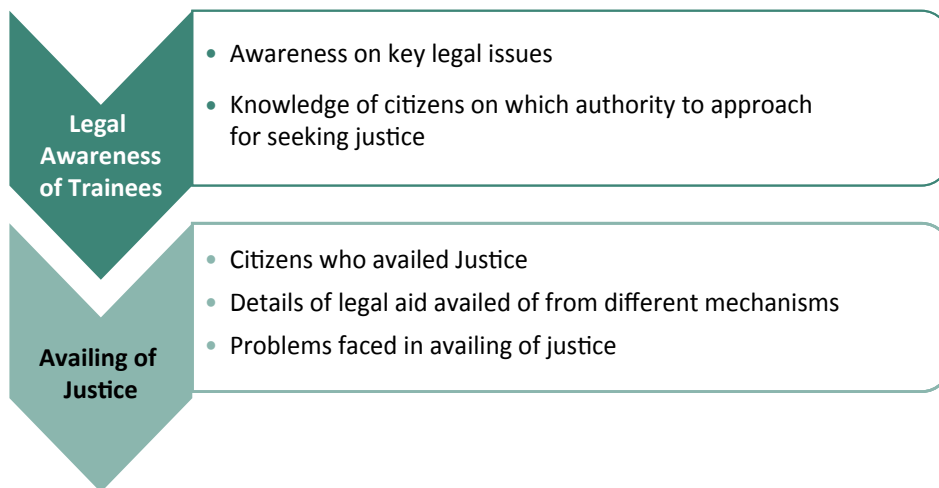


### Introduction

Spreading legal awareness pertaining to individual rights, entitlements and privileges is a necessary pre-requisite for protecting citizens from exploitation and injustice. This underscores the importance of legal literacy, as it trains people in legal aid and mechanisms, providing them insight into ways and means of availing of justice. This chapter primarily deals with the impact of the LLP undertaken in Rajasthan for augmenting legal awareness among the respondents and assesses their ability to avail of justice after having received the training.

The VLEs at each centre were first imparted master training, after which they spread awareness among the target audience through various measures such as organisation of film screenings on legal literacy and distribution of booklets on legal issues. Following are details of the findings of the survey with regard to the impact of the legal literacy training on trainees in terms of their increased legal awareness and ability to avail of justice. The findings are based on telephonic surveys and interviews and FGDs with the community members and VLEs.

**Figure 4.1: LLP Outcome: Legal Awareness and Availing of Justice**



Source: Prepared by the authors.

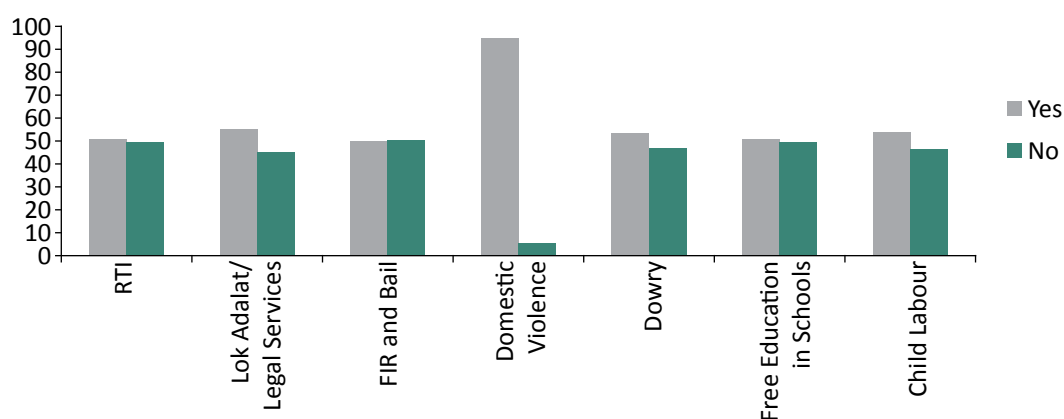
### Legal Awareness

Training in legal literacy was imparted in the 22 districts of Rajasthan through the CSCs, which played a critical role in spreading legal awareness amongst the community members.

### 1. Awareness on Key Legal Issues

The trainees were asked a series of questions through FGDs and personal interviews on legal aspects pertaining to the training that they had received under the programme. A majority of

**Figure 4.2: Awareness on Legal Aspects in Rajasthan (%)**



Source: Survey.

the respondents felt that the training was useful as it increased awareness about legal aid, made them conscious of their legal rights as citizens of the state, and taught them how to avail of justice.

As regards legal awareness pertaining to particular social practices, the respondents had similar knowledge as an equal proportion of the trainees reported knowing and not knowing about the legal aspects of social issues, with the exception of the issues of domestic violence and child labour. In the latter case, more than 90 percent of the respondents were aware that domestic violence is an act punishable under the law and that child labour is illegal.

Although 50 percent of the respondents were aware of the RTI Act, their knowledge was limited as they merely perceived it as a tool via which information on government schemes and programmes such as the Indira Awas Yojana (IAY), Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), and pension schemes, may be obtained. As far as knowledge pertaining to legal services and criminal procedures is concerned, 55 percent of the trainees were aware of Lok Adalats, courts and police stations in their surrounding local areas and how to file a First-hand Information Report (FIR) or to get bail.

The lack of awareness regarding legal literacy amongst the respondents was due to some of the shortcomings of the training programme. In

their feedback on the training programme, the respondents explained how the structure and duration of the training could have been more in accordance with the respondents' needs. For instance, they explained how the training had been undertaken five months ago with no follow-up classes, and that it was very hard to retain all the information disseminated during just one training programme held a long time ago. Moreover, they claimed that the training provided was too technical and difficult to understand, and should have been distributed across several sessions over a week rather than being imparted during only one session covering different aspects on the same day.

The following sections present a district-wise picture of the awareness levels among the trainees with regard to the themes taught under the LLP.

### **a. Fundamental Rights and Right to Information (RTI)**

Although the training pertained to the issues of Fundamental Rights such as right to equality, right to freedom, and right against exploitation, the trainees retained legal knowledge of only some issues such as education and equal pay for employment. Further, the aspects relating to fundamental rights also overlapped with the other themes. Hence, there was no separate discussion on the theme of fundamental rights.

**Table 4.1: Awareness on the Right to Information**

S.No.	District	Yes	No
1.	Ajmer	75.68	24.32
2.	Alwar	46.42	53.58
3.	Banswara	47.78	52.22
4.	Bharatpur	11.11	88.89
5.	Bikaner	0.00	100.00
6.	Bundi	61.11	38.89
7.	Dausa	69.14	30.86
8.	Dholpur	33.33	66.67
9.	Dungarpur	100.00	0.00
10.	Hanumangarh	61.54	38.46
11.	Jaipur	52.12	47.88
12.	Jhalawar	58.14	41.86
13.	Jhunjhunu	35.48	64.52
14.	Karauli	0.00	100.00
15.	Kota	65.22	34.78
16.	Nagaur	23.53	76.47
17.	Pali	45.95	54.05
18.	Pratapgarh	25.93	74.07
19.	Rajsamand	33.33	66.67
20.	Sawai Madhopur	60.00	40.00
21.	Sikar	59.49	40.51
22.	Sri Ganganagar	80.00	20.00
<b>Rajasthan</b>		<b>50.82</b>	<b>49.18</b>

Source: Survey

As far as awareness dealing with the RTI Act is concerned, more than 50 percent of the residents in as many as 11 districts and all the respondents in Dungarpur were aware of its functioning and how to utilise it. In contrast, the respondents in the districts of Bikaner and Karauli showed negligible awareness about the RTI Act.

The FGDs with community members also revealed the level of understanding among the respondents on the usage of the RTI: they stated that it can be used to learn of the status of diverse aspects such as electricity connections in the village, scholarship provided in schools, and wages paid under MGNREGA, among other things. In addition, some of the respondents were also aware that an online portal is available for filing an application under the RTI.

## b. Legal Services/Lok Adalats and Criminal Procedure

Training in legal services and criminal procedures was provided to the residents to ensure easy and equal access to justice through local level mechanisms. The training under criminal procedures included filing an FIR, bail and arrest. At the state level, while 47 percent of the respondents in Rajasthan were aware of these legal procedures such as filing of FIRs or making bail applications, residents of the Bharatpur, Bikaner and Karauli districts had negligible knowledge of the subject.

In order to judge the level of awareness amongst the residents on legal services, the respondents were asked questions to examine whether they knew of the locations of the

**Table 4.2: Awareness of Lok Adalats/Legal Services and Criminal Procedures**

S.No.	District	Lok Adalats/Legal Services		FIR/Bail/Arrest	
		Yes	No	Yes	No
1.	Ajmer	72.97	27.03	75.68	24.32
2.	Alwar	75.09	24.91	34.72	65.28
3.	Banswara	44.44	55.56	45.56	54.44
4.	Bharatpur	11.11	88.89	0.00	100.00
5.	Bikaner	0.00	100.00	0.00	100.00
6.	Bundi	88.89	11.11	77.78	22.22
7.	Dausa	76.54	23.46	72.84	27.16
8.	Dholpur	100.00	0.00	66.67	33.33
9.	Dungarpur	100.00	0.00	77.78	22.22
10.	Hanumangarh	69.23	30.77	61.54	38.46
11.	Jaipur	52.90	47.10	52.01	47.99
12.	Jhalawar	62.79	37.21	58.14	41.86
13.	Jhunjhunu	54.84	45.16	38.71	61.29
14.	Karauli	0.00	100.00	0.00	100.00
15.	Kota	60.87	39.13	67.39	32.61
16.	Nagaur	23.53	76.47	22.35	77.65
17.	Pali	35.14	64.86	48.65	51.35
18.	Pratapgarh	22.22	77.78	22.22	77.78
19.	Rajsamand	28.89	71.11	33.33	66.67
20.	Sawai Madhopur	46.67	53.33	46.67	53.33
21.	Sikar	64.56	35.44	63.29	36.71
22.	Sri Ganganagar	80.00	20.00	80.00	20.00
<b>Rajasthan</b>		<b>53.21</b>	<b>46.79</b>	<b>47.51</b>	<b>52.49</b>

Source: Survey.

neighbouring local police stations, courts and Lok Adalats in their respective areas. At the state level, 53 percent of the residents were aware of the locations of courts and police stations, and the services available in the same. Meanwhile all the residents in Dholpur and Dungarpur were aware of the legal services available in their districts whereas the residents in Bikaner, Bharatpur, Karauli, Nagaur and Rajsamand had negligible knowledge on the subject.

Some other respondents were not particularly aware of criminal procedures and legal aid mechanisms available in their areas, but knew whom to approach for seeking legal assistance when needed.

### c. Awareness on Women Rights and Child Protection Laws

As part of the training on women rights, the LLP covered key issues such as sexual harassment, divorce, dowry, maintenance, and domestic violence. Of these various issues, the respondents were aware of the factors that led to domestic violence, and prevalence of dowry and child labour. As many as 94 percent of the respondents at the state level with the exception of the residents of Bikaner and Karauli districts were aware that domestic violence is punishable under the law, with the exception of residents belonging to Bikaner and Karauli. Similarly, 53 percent of the respondents at the state level were aware that the practice of taking dowry



**Table 4.3: Awareness on Women’s Rights and Child Protection**

S.No.	District	Women’s Rights				Child Protection			
		Domestic Violence		Dowry		Free Education		Child Labour	
		Yes	No	Yes	No	Yes	No	Yes	No
1.	Ajmer	91.89	8.11	91.89	8.11	75.68	24.32	86.49	13.51
2.	Alwar	70.94	29.06	38.49	61.51	46.79	53.21	48.68	51.32
3.	Banswara	95.56	4.44	55.56	44.44	45.56	54.44	51.11	48.89
4.	Bharatpur	88.89	11.11	11.11	88.89	11.11	88.89	11.11	88.89
5.	Bikaner	0.00	100.00	0.00	100.00	0.00	100.00	0.00	100.00
6.	Bundi	94.44	5.56	83.33	16.67	83.33	16.67	83.33	16.67
7.	Dausa	83.95	16.05	92.59	7.41	75.31	24.69	85.19	14.81
8.	Dholpur	100.00	0.00	100.00	0.00	33.33	66.67	66.67	33.33
9.	Dungarpur	100.00	0.00	100.00	0.00	77.78	22.22	100.00	0.00
10.	Hanumangarh	92.31	7.69	76.92	23.08	61.54	38.46	76.92	23.08
11.	Jaipur	98.85	1.15	54.15	45.85	51.93	48.07	54.23	45.77
12.	Jhalawar	88.37	11.63	74.42	25.58	65.12	34.88	76.74	23.26
13.	Jhunjhunu	100.00	0.00	54.84	45.16	51.61	48.39	54.84	45.16
14.	Karauli	0.00	100.00	0.00	100.00	0.00	100.00	0.00	100.00
15.	Kota	84.78	15.22	73.91	26.09	56.52	43.48	73.91	26.09
16.	Nagaur	100.00	0.00	23.53	76.47	20.00	80.00	23.53	76.47
17.	Pali	97.30	2.70	51.35	48.65	45.95	54.05	43.24	56.76
18.	Pratapgarh	92.59	7.41	22.22	77.78	22.22	77.78	25.93	74.07
19.	Rajsamand	97.78	2.22	35.56	64.44	33.33	66.67	33.33	66.67
20.	Sawai Madhopur	93.33	6.67	60.00	40.00	60.00	40.00	60.00	40.00
21.	Sikar	97.47	2.53	62.03	37.97	58.23	41.77	64.56	35.44
22.	Sri Ganganagar	100.00	0.00	100.00	0.00	80.00	20.00	80.00	20.00
<b>Rajasthan</b>		<b>94.54</b>	<b>5.46</b>	<b>53.48</b>	<b>46.52</b>	<b>50.84</b>	<b>49.16</b>	<b>53.91</b>	<b>46.09</b>

Source: Survey.

was illegal. While 90 percent of the residents in the Ajmer, Dausa, Dholpur, Dungarpur and Sri Ganganagar districts were aware that the practice of dowry is illegal, respondents in the districts of Bharatpur, Bikaner, Karauli, Nagaur and Rajsamand were unaware of this.

The legal training provided under the subject of child protection laws included various areas such as child labour, the right to education, child marriage and child abuse. The FGDs revealed that the respondents perceived the issue of child marriage to be less relevant in today’s time as compared to the past and that it is no longer practised in ‘modern’ society despite its prevalence in Rajasthan. Similarly, the respondents were reluctant to

discuss the sensitive issues of child abuse and sexual harassment even though there are reports of their prevalence in the state, as these issues have adverse implications for the reputation of the family, in general, and women, in particular. Notwithstanding reports of cases of sexual harassment, abuse and child marriage in Rajasthan, the affected families often do not approach the authorities due to the fear of inviting social stigma and ostracisation.

As regards the issue of the legal rights of individuals pertaining to education, more than 75 percent of the respondents in the Ajmer, Bundi, Dausa, Dungarpur and Sri Ganganagar districts were aware of the Right to Education

### **Box 4.1: Effect of RTE Awareness in Kotputli Village, Alwar District**

In an FGD at Kotputli village, the participants reported that before attending the training, they were not aware of the benefit of free education in government schools for children below 14 years and that the government school in their locality charged the normal fees. After learning that education is free, the parents questioned the teachers as to why they were collecting fees, and now they have stopped paying the fees in the school.

Greater awareness on the Right to Education has led to a change in the scenario pertaining to girls' education in these villages, which was once considered taboo. For instance, in Rasnali village, the parents of three girls started sending them to school after getting to know of the stipulation that education is free in schools.

*Source:* Survey.

(RTE) Act, and that education is free in government schools for students between the ages of 6 and 14 years, awareness regarding such issues was poor in about 10 districts of the state.

At the state level, 53 percent of the respondents were aware of the laws pertaining to child labour. While all residents were aware of the laws pertaining to child labour and child rights in the Dungarpur district, more than 80 percent of the residents were aware of the same in the districts of Ajmer, Dausa, Bundi and Sri Ganganagar. However, even though the respondents may have been aware of the laws pertaining to child labour, FGDs with the community members revealed that most people in the state believe that children should financially support the family after a particular age.

## **2. Knowledge of Citizens on Which Authority to Approach for Justice**

Access to justice for the marginalised sections of society is dependent on their knowledge regarding legal aid and ways to access it. In this context, the respondents were asked about mechanisms for access to justice and the requisite personnel who need to be approached for legal advice in terms of whom to approach for information concerning: (i) Fundamental Rights; (ii) legal services/LokAdalats and Criminal

Procedures; and (iii) women's rights and child protection.

While some respondents were unaware of the availability of legal aid, others were reluctant to reveal details of the concerned authorities or institutions to be approached while seeking justice. The following section delineates the awareness levels of respondents with regard to the concerned authorities to be approached for different legal issues.

### **a) Awareness on the Authority to be Approached for Issues Related to Fundamental Rights**

While most respondents were unclear of what constitutes as Fundamental Rights, they were largely aware that the concept is concerned with rights relating to discrimination and equality of the marginalised sections of society.

At the state level, 44 percent of the respondents, particularly in the districts of Bikaner, Karauli, Bharatpur, Nagaur, Pratapgarh and Rajsamand, did not answer questions about whom they approached for securing justice, and remained silent on the issue.

While at the state level, 37 percent of the respondents were unaware of justice mechanisms and how to approach them in case they faced discrimination on the basis of

**Table 4.4: Awareness on Which Authority to Approach for Issues on Fundamental Rights**

S. No.	District	Fundamental Rights		
		Discrimination – Caste, Religion, Gender		
		Yes	No	NR
1.	Ajmer	45.95	40.54	13.51
2.	Alwar	39.25	34.72	26.04
3.	Banswara	23.33	27.78	48.89
4.	Bharatpur	11.11	0.00	88.89
5.	Bikaner	0.00	0.00	100.00
6.	Bundi	50.00	33.33	16.67
7.	Dausa	46.91	46.91	6.17
8.	Dholpur	66.67	0.00	33.33
9.	Dungarpur	55.56	44.44	0.00
10.	Hanumangarh	46.15	30.77	23.08
11.	Jaipur	10.69	41.37	47.94
12.	Jhalawar	48.84	27.91	23.26
13.	Jhunjhunu	38.71	16.13	45.16
14.	Karauli	0.00	0.00	100.00
15.	Kota	45.65	28.26	26.09
16.	Nagaur	21.18	2.35	76.47
17.	Pali	24.32	27.03	48.65
18.	Pratapgarh	18.52	7.41	74.07
19.	Rajsamand	17.78	8.89	73.33
20.	Sawai Madhopur	40.00	13.33	46.67
21.	Sikar	50.63	13.92	35.44
22.	Sri Ganganagar	60.00	40.00	0.00
<b>Rajasthan</b>		<b>18.92</b>	<b>36.76</b>	<b>44.32</b>

Source: Survey.

caste, religion or gender, only 18 percent of the respondents, including a significant proportion in the districts of Dholpur, Dungarpur, Sikar and Bundi, were aware of the concerned institution/authority providing access to legal aid.

### **b) Authorities to be Approached for Legal Services/Lok Adalats and Criminal Procedures**

There was relatively low awareness among the respondents on the issues of criminal offences and institutions dealing with criminal activities such as robberies, murder or property-related disputes. Moreover, in most of the cases in many of the districts, more than 40 percent of the respondents were reluctant to answer questions related to this subject.

There was a high degree of awareness among the respondents on the issue of criminal offences. For instance, all the residents in the Bikaner, Dholpur and Karauli districts, followed by the Sri Ganganagar, Ajmer, Dausa, and Jhalawar districts, were aware of which authorities, to approach for robbery-related issues. During the FGDs, the respondents reported that for dealing with petty thefts, they approached the panchayat leader or the local community leader to avail of justice, for more serious offences, they filed formal complaints at the nearest police station. Awareness levels among the respondents with regard to criminal offences and the concerned authorities to be approached were found to be higher in the districts of Dholpur, Sri Ganganagar, Bundi and Kota than in Bikaner, Karauli,

**Table 4.5: Awareness on Which Authority to Approach for Criminal Procedures and Legal Services**

S. No.	District	Criminal Procedure and Lok Adalat/Legal Services								
		Robbery			Criminal activity			Property Rights and Disputes		
		Yes	No	NR	Yes	No	NR	Yes	No	NR
1.	Ajmer	56.76	35.14	8.11	54.05	35.14	10.81	51.35	40.54	8.11
2.	Alwar	45.28	32.08	22.64	16.23	60.75	23.02	25.15	35.58	39.26
3.	Banswara	25.84	20.22	53.93	32.58	22.47	44.94	29.21	20.22	50.56
4.	Bharatpur	11.11	0.00	88.89	11.11	0.00	88.89	11.11	0.00	88.89
5.	Bikaner	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	100.00
6.	Bundi	55.56	33.33	11.11	61.11	27.78	11.11	55.56	33.33	11.11
7.	Dausa	56.79	38.27	4.94	51.85	43.21	4.94	54.32	39.51	6.17
8.	Dholpur	100.00	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00
9.	Dungarpur	55.56	33.33	11.11	66.67	33.33	0.00	55.56	44.44	0.00
10.	Hanumangarh	46.15	23.08	30.77	46.15	30.77	23.08	46.15	23.08	30.77
11.	Jaipur	14.51	39.97	45.52	14.48	39.94	45.58	13.70	40.39	45.91
12.	Jhalawar	54.76	21.43	23.81	57.14	19.05	23.81	52.38	23.81	23.81
13.	Jhunjhunu	38.71	16.13	45.16	41.94	12.90	45.16	41.94	12.90	45.16
14.	Karauli	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	100.00
15.	Kota	45.65	32.61	21.74	58.70	19.57	21.74	45.65	26.09	28.26
16.	Nagaur	21.18	2.35	76.47	21.18	2.35	76.47	21.18	2.35	76.47
17.	Pali	27.03	24.32	48.65	24.32	27.03	48.65	21.62	27.03	51.35
18.	Pratapgarh	18.52	7.41	74.07	18.52	7.41	74.07	14.81	7.41	77.78
19.	Rajsamand	26.67	8.89	64.44	24.44	8.89	66.67	24.44	8.89	66.67
20.	Sawai Madhopur	46.67	13.33	40.00	42.86	14.29	42.86	42.86	14.29	42.86
21.	Sikar	50.63	13.92	35.44	51.90	12.66	35.44	50.00	14.10	35.90
22.	Sri Ganganagar	80.00	20.00	0.00	80.00	20.00	0.00	80.00	20.00	0.00
<b>Rajasthan</b>		<b>22.86</b>	<b>34.96</b>	<b>42.18</b>	<b>19.71</b>	<b>38.27</b>	<b>42.03</b>	<b>19.43</b>	<b>36.04</b>	<b>44.53</b>

Source: Survey.

Alwar, where the respondents had almost no knowledge of these issues.

Similarly, there was a high degree of knowledge among the respondents on the issues of property rights and the concerned authorities to be approached in such cases in the districts of Dholpur, Sri Ganganagar, Dungarpur and Bundi, while it was correspondingly poor amongst respondents in the districts of Bharatpur, Nagaur, Pratapgarh, and Rajsamand. Even in the state capital of Jaipur as only 14 percent of the respondents were aware of the institutions to be approached for dealing with criminal offences and issues such as robbery and property disputes.

### c) Authority to be Approached for Women's Rights and Child Protection

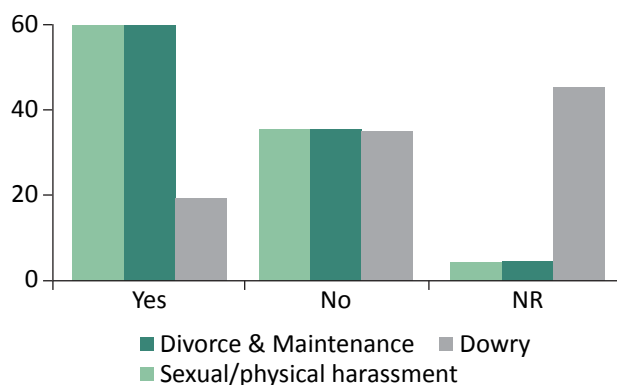
Awareness levels about women's rights and entitlements and the concerned authorities to be approached for the same were high amongst respondents as compared to the corresponding figures for other social and legal issues. As can be observed from Figure 4.3, at the state level, the awareness of respondents regarding which authorities to approach in matters dealing with sexual harassment and divorce settlements was proportionally higher than awareness with regard to social ills such as dowry. Only 19 percent of the respondents were aware of the concerned authorities to be approached for dowry related matters, while more than

**Table 4.6: Awareness on Which Authority to Approach for Women's Rights and Child Protection**

S. No.	District	Women's Rights						Child Protection								
		Sexual/Physical Harassment			Divorce and Maintenance			Dowry			Child Labour			Child Marriage		
		Yes	No	NR	Yes	No	NR	Yes	No	NR	Yes	No	NR	Yes	No	NR
1.	Ajmer	55.56	44.44	0.00	48.65	40.54	10.81	54.05	37.84	8.11	43.24	40.54	16.22	43.24	43.24	13.51
2.	Alwar	36.98	32.45	30.57	37.36	32.83	29.81	17.36	32.08	50.57	15.47	32.45	52.08	15.85	32.83	51.32
3.	Banswara	73.03	22.47	4.49	75.28	20.22	4.49	33.71	19.10	47.19	31.46	23.60	44.94	33.71	21.35	44.94
4.	Bharatpur	100.00	0.00	0.00	100.00	0.00	0.00	11.11	0.00	88.89	11.11	0.00	88.89	0.00	0.00	100.00
5.	Bikaner	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00	100.00
6.	Bundi	61.11	38.89	0.00	66.67	33.33	0.00	50.00	33.33	16.67	61.11	27.78	11.11	61.11	27.78	11.11
7.	Dausa	54.32	41.98	3.70	50.62	45.68	3.70	49.38	44.44	6.17	44.44	48.15	7.41	46.91	46.91	6.17
8.	Dholpur	100.00	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00
9.	Dungarpur	55.56	44.44	0.00	55.56	44.44	0.00	66.67	33.33	0.00	66.67	33.33	0.00	66.67	33.33	0.00
10.	Hanumangarh	76.92	23.08	0.00	76.92	23.08	0.00	53.85	23.08	23.08	53.85	23.08	23.08	46.15	23.08	30.77
11.	Jaipur	58.72	40.30	0.99	58.84	40.25	0.90	14.31	40.09	45.60	14.06	40.30	45.64	14.06	40.38	45.56
12.	Jhalawar	78.57	21.43	0.00	78.57	21.43	0.00	54.76	21.43	23.81	57.14	19.05	23.81	59.52	16.67	23.81
13.	Jhunjhunu	83.87	16.13	0.00	83.87	16.13	0.00	38.71	16.13	45.16	38.71	16.13	45.16	41.94	12.90	45.16
14.	Karauli	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00	100.00	0.00	0.00	100.00
15.	Kota	67.39	32.61	0.00	69.57	30.43	0.00	45.65	32.61	21.74	52.17	26.09	21.74	47.83	28.26	23.91
16.	Nagaur	97.65	2.35	0.00	97.65	2.35	0.00	21.18	2.35	76.47	21.18	2.35	76.47	21.18	2.35	76.47
17.	Pali	72.97	27.03	0.00	72.97	27.03	0.00	21.62	27.03	51.35	21.62	29.73	48.65	24.32	27.03	48.65
18.	Pratapgarh	88.89	11.11	0.00	85.19	11.11	3.70	18.52	7.41	74.07	14.81	7.41	77.78	18.52	7.41	74.07
19.	Rajsamand	91.11	8.89	0.00	86.67	8.89	4.44	26.67	8.89	64.44	22.22	8.89	68.89	24.44	8.89	66.67
20.	Sawai Madhopur	86.67	13.33	0.00	85.71	14.29	0.00	42.86	14.29	42.86	42.86	14.29	42.86	42.86	14.29	42.86
21.	Sikar	88.61	11.39	0.00	87.34	12.66	0.00	51.90	12.66	35.44	51.90	12.66	35.44	53.16	11.39	35.44
22.	Sri Ganganagar	80.00	20.00	0.00	80.00	20.00	0.00	80.00	20.00	0.00	80.00	20.00	0.00	80.00	20.00	0.00
	<b>Rajasthan</b>	<b>60.04</b>	<b>35.53</b>	<b>4.43</b>	<b>59.98</b>	<b>35.50</b>	<b>4.52</b>	<b>19.38</b>	<b>35.20</b>	<b>45.42</b>	<b>18.85</b>	<b>35.50</b>	<b>45.65</b>	<b>19.05</b>	<b>35.44</b>	<b>45.51</b>

Source: Survey.

**Figure 4.3: Awareness on Which Authority to Approach for Women’s Rights-related Issues (%)**



Source: Survey.

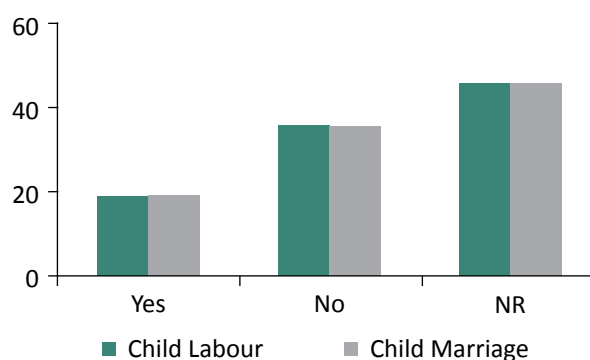
40 percent of the respondents preferred to remain silent on the matter.

Moreover, as indicated by Figure 4.4, there was pathetically a low level of awareness among the trainees on the issues of child protection and child marriage. Only, 19 percent of the respondents at the state level were aware of the concerned authorities to be approached for the redressal of such issues, with 35 percent being totally unaware of the same. Also given the sensitive nature of this subject, about 45 percent of the respondents at the state level preferred to remain silent on the issue.

A district-wise analysis reveals that while awareness of the trainees on the authorities to be approached in case of matters dealing with sexual harassment, divorce and maintenance was high in the districts of Bharatpur, Dholpur, Nagaur, and Rajsamand, it was relatively low in the districts of Ajmer, Dungarpur, Dausa and Jaipur. Respondents in Bikaner and Karauli preferred not to voice their opinion on the issue due to its sensitive nature. Similarly, as regards matters dealing with controversial social practices such as dowry, a majority of the respondents in most districts preferred to remain silent on the issue. Among those who responded, there were high awareness levels on the issue in the districts of Dholpur, Sri Ganganagar and Dungarpur.

Awareness levels of trainees on the issues of child labour and child marriage and which authorities to be approached for dealing with

**Figure 4.4: Awareness on Which Authority to Approach for Child Protection related Issues (%)**



Source: Survey.

the same were relatively higher in the districts of Dholpur, Sri Ganganagar, Dungarpur, Bundi, than in the districts of Dausa, Ajmer and Jaipur. Respondents in Bikaner, Bharatpur, Karauli, Pratapgarh and Nagpur, on the other hand, preferred to remain silent on issues related to child protection.

Overall, it may be observed that most respondents in Rajasthan preferred to remain silent on the issues of important social practices and legal matters due to the fear of facing social censure. Social pressures in matters such as sexual harassment, dowry or child exploitation and child marriage prevents many residents in the rural areas of the state from approaching legal authorities to avail of justice. The fear of being ostracised socially forces people to deal these issues on their own or to seek help from their close friends and neighbours rather than the concerned legal authorities. As regards issues of more serious concern, the local community leaders or sarpanch heads were approached for the redressal of grievances. Respondents approached police stations, Lok Adalats or lawyers only in extreme situations.

Lastly, in the context of the outcome of the LLP and the training imparted under it, it was found that the awareness and knowledge of respondents on the various legal issues and the concerned authorities to be approached for dealing with them had declined due to a long time gap since the advent of the training session. However, in some districts such as Alwar, the

training imparted by the VLEs made it possible to build a rapport with the community members on a long-term basis, which the respondents used for seeking seek legal advice on various matters. In particular, the rapport with the community members and the VLE was good at the CSCs headed by female VLEs.

## Availing of Justice

As has already been noted, another major objective of the LLP is to make the rural population of Rajasthan aware of the available primary and local mechanisms that can be utilised for seeking justice and ways of accessing them. The different justice mechanisms accessed

by the trainees of the LLP after the training are detailed below.

## Citizens Who Availed of Justice

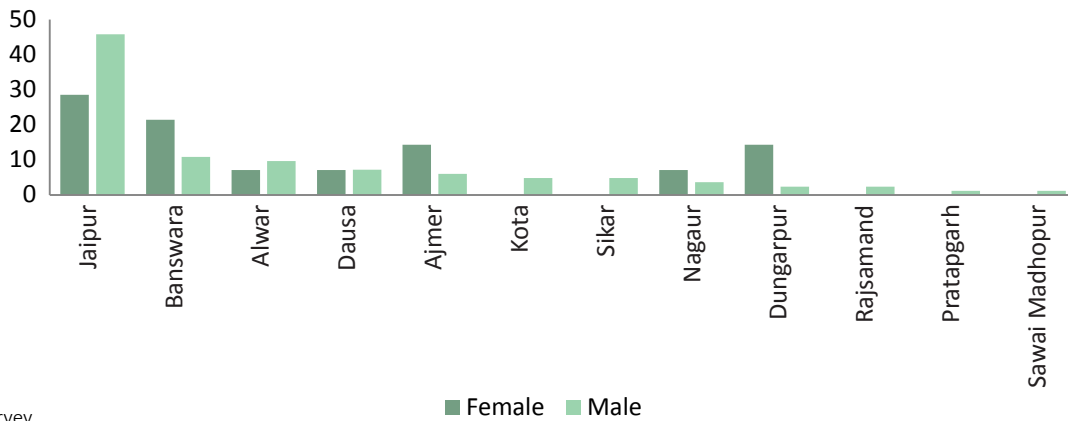
Although the proportion of respondents who were able to avail of justice after imbibing the training was relatively lower than anticipated, what is noteworthy is the fact that many who had hitherto had no access to such justice mechanisms were able to gain access to them. As can be seen from Figure 4.7, only one percent of the female trainees (14 out of 1322 trainees) under the LLP were able to avail of justice post the training while the corresponding figure for their male counterparts was 4 percent (83 out of 1990 trainees).

**Table 4.7: Citizens Who Availed of Justice (in Numbers)**

S. No.	District	Female				Male			
		Yes (Nos.)	Yes (%)	No (Nos.)	No (%)	Yes (Nos.)	Yes (%)	No (Nos.)	No (%)
1.	Ajmer	2	11.76	15	88.24	5	22.73	17	77.27
2.	Alwar	1	0.98	101	99.02	8	4.82	158	95.18
3.	Banswara	3	11.54	23	88.46	9	14.06	55	85.94
4.	Bharatpur	0	0.00	4	100.00	0	0.00	5	100.00
5.	Bikaner	0	0.00	6	100.00	0	0.00	6	100.00
6.	Bundi	0	0.00	3	100.00	0	0.00	15	100.00
7.	Dausa	1	2.00	49	98.00	6	19.35	25	80.65
8.	Dholpur	0	0.00	1	100.00	0	0.00	2	100.00
9.	Dungarpur	2	66.67	1	33.33	2	33.33	4	66.67
10.	Hanumangarh	0	0.00	2	100.00	0	0.00	11	100.00
11.	Jaipur	4	0.42	959	99.58	38	2.60	1424	97.40
12.	Jhalawar	0	0.00	20	100.00	0	0.00	23	100.00
13.	Jhunjhunu	0	0.00	22	100.00	0	0.00	9	100.00
14.	Karauli	0	0.00	12	100.00	0	0.00	15	100.00
15.	Kota	0	0.00	11	100.00	4	11.43	31	88.57
16.	Nagaur	1	10.00	9	90.00	3	4.00	72	96.00
17.	Pali	0	0.00	29	100.00	0	0.00	9	100.00
18.	Pratapgarh	0	0.00	9	100.00	1	5.56	17	94.44
19.	Rajsamand	0	0.00	22	100.00	2	8.33	22	91.67
20.	Sawai Madhopur	0	0.00	3	100.00	1	8.33	11	91.67
21.	Sikar	0	0.00	20	100.00	4	6.78	55	93.22
22.	Sri Ganganagar	0	0.00	1	100.00	0	0.00	4	100.00
<b>Rajasthan</b>		<b>14</b>	<b>1.05</b>	<b>1322</b>	<b>98.95</b>	<b>83</b>	<b>4.00</b>	<b>1990</b>	<b>96.00</b>

Source: Survey.

**Figure 4.5: Justice Availed: Cross -District Scenario (%)**



Source: Survey.

Figure 4.5 highlights the districts where the trainees of the LLP were able to avail of justice. Of the total of 97 trainees who were able to avail of justice, 42 trainees, including 38 male and 4 female trainees, belonged to Jaipur. Of the 22 districts surveyed, female trainees were able to avail of justice in the seven districts of Jaipur, Banswara, Ajmer, Dungarpur, Alwar, Dausa and Nagaur, while the male trainees were able to avail of justice in an additional four districts including Kota, Rajsamand, Pratapgarh and Sawai Madhopur.

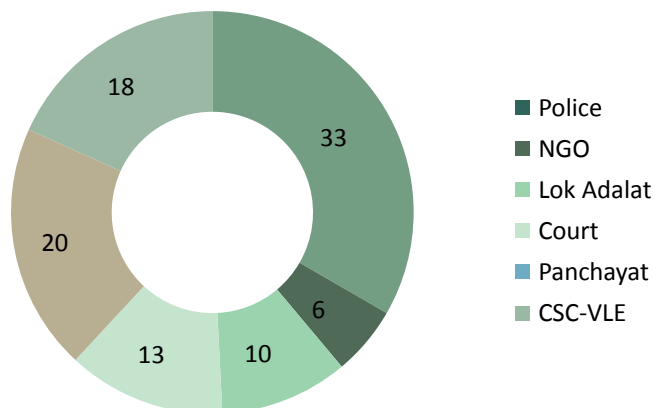
A majority of the male respondents who were able to avail of justice post the LLP belonged to Jaipur (45 percent), followed by Banswara (10 percent) and Alwar (9 percent), with the remaining respondents belonging to other districts like Dausa, Ajmer, Kota, and Sikar.

### Details of the Justice Mechanism Accessed by the Trainees

The survey shows that the trainees had availed of legal assistance for various social and legal issues such as discrimination in work/payment, seeking information under the RTI, theft, property disputes, divorce, marriage, domestic violence, and child abuse. Figure 4.6 depicts the various legal mechanisms that the respondents used such as the police, NGOs, local courts, and panchayats to avail of justice.

At the state level, 33 percent of the respondents approached police stations in their quest for justice, particularly in matters relating to theft, domestic violence and property disputes. About 20 percent of the respondents approached local leaders and *sarpanch* members to resolve

**Figure 4.6: Justice Mechanism Accessed by Trainees in Rajasthan (%)**



Source: Survey.



**Table 4.8: Details of Justice Mechanism Accessed by the Trainees for Legal Issues in Rajasthan**

S. No.	Issue for Which Legal Assistance Was Sought (In Numbers)	Police	NGO	Lok Adalat	Court	Panchayat	VLE	Total
1.	Discrimination in work/payment	1	0	0	1	1	1	4
2.	Seeking information through RTI	3	2	8	1	5	7	26
3.	Theft/robbery/accident	6	0	0	0	0	4	10
4.	Property/land dispute	11	2	4	8	8	2	35
5.	Local disputes	4	0	1	1	3	1	10
6.	Divorce	2	2	0	1	0	0	5
7.	Marriage related issues	3	0	0	2	3	5	13
8.	Domestic violence	6	0	0	1	2	2	11
9.	Human trafficking	1	0	0	0	0	0	1
10.	Child abuse	5	1	0	1	3	1	11
<b>Total (Numbers)</b>		<b>42</b>	<b>7</b>	<b>13</b>	<b>16</b>	<b>25</b>	<b>23</b>	<b>126</b>
S. No.	Legal Assistance Availed (in %)	Police	NGO	Lok Adalat	Court	Panchayat	VLE	Total
1.	Discrimination in work/payment	25.00	0.00	0.00	25.00	25.00	25.00	100.00
2.	Seeking information through RTI	11.54	7.69	30.77	3.85	19.23	26.92	100.00
3.	Theft/robbery/accident	60.00	0.00	0.00	0.00	0.00	40.00	100.00
4.	Property/land dispute	31.43	5.71	11.43	22.86	22.86	5.71	100.00
5.	Local disputes	40.00	0.00	10.00	10.00	30.00	10.00	100.00
6.	Divorce	40.00	40.00	0.00	20.00	0.00	0.00	100.00
7.	Marriage related issues	23.08	0.00	0.00	15.38	23.08	38.46	100.00
8.	Domestic violence	54.55	0.00	0.00	9.09	18.18	18.18	100.00
9.	Human trafficking	100.00	0.00	0.00	0.00	0.00	0.00	100.00
10.	Child abuse	45.45	9.09	0.00	9.09	27.27	9.09	100.00
<b>Total (%)</b>		<b>33.33</b>	<b>5.56</b>	<b>10.32</b>	<b>12.70</b>	<b>19.84</b>	<b>18.25</b>	<b>100.00</b>

Source: Survey.

local disputes pertaining to land/property rights, delay in payment or non-payment under MGNREGA, and seeking of information under the RTI, among other things.

About 18 percent of the respondents approached CSCs or the VLEs while seeking justice, in matters pertaining to RTI applications, divorce and family disputes. Matters relating to theft were also discussed with the VLEs as is evident from the FGDs conducted to seek assistance in approaching the police and filing FIRs. In one instance, a case of child abuse by a teacher in Alwar was reported to the VLE. A short summary of other legal and social issues resolved by VLEs is presented in Box 4.2

### Justice Mechanism Accessed across the districts of Rajasthan

This section presents a district-wise analysis of the mechanisms used to avail of justice and the legal issues discussed as part of the training programme in Rajasthan. Of the total male members trained under the LLP in Rajasthan, 5 percent had availed of justice. The proportion of male members who had availed of justice in proportion to the total number of people who had been part of the training programme was greater in the districts of Dungarpur (33 percent), Ajmer (31.8 percent) and Dausa (22.58 percent) as compared to the rest of the districts. For instance, in numerical terms, 46

## Box 4.2: Legal Assistance Provided by VLEs in Rajasthan

### 1. Online Assistance for Cases through e-legal Forum

As reported by one of the VLEs, an e-legal forum has been created by CSC e-Governance India Ltd. in order to ensure the online resolution of cases, related to divorce, dowry, and land disputes, among other issues. Under this e-legal forum, advocates from Allahabad offer online assistance on legal issues based on clarifications requested by the CSC. Every morning, a batch of 50 people assembles at the CSC between 10 am and 11.30 am to voice their concerns. Every person wishing to seek assistance with respect to a particular issue raised is given a token number, and the issues are uploaded online by the VLE in the e-legal forum. Legal assistance on the issues raised is offered by lawyers from Allahabad, which is then conveyed to the concerned people by the VLE. One of the VLEs reported that more than 45 cases have been resolved in their centre through this mechanism.

### 2. Ration Card to a Disabled Woman in Mothooka Village, Alwar

It came to light that cheating by chit funds was a common problem faced by the residents of a particular village in Alwar. Hence, the VLEs had encouraged many people, particularly women, to deposit their savings in banks and post office. A physically handicapped woman in Mothooka village reported that after attending the training, she realised the importance of having a ration card, which is essential for availing of any basic service and therefore, she also made efforts to obtain one.



### 3. Case of Domestic Violence Resolved by Woman VLE in Alwar

One of the trainees from Bansur village complained that she was facing physical harassment at home from her husband and in-laws. She was beaten up every day by her husband when he came home after consuming liquor. Later when she delivered a baby girl, she was forced to leave the house by her husband and had been staying with her mother for the past three years. When she came to know about the legal literacy training, it kindled in her hope of resolution of her case. She approached the CSC and shared her story with the female VLE. The VLE suggested that she should take her (the VLE) to her husband's place where she would try to convince him to stop perpetrating domestic violence on his wife as that is illegal. Subsequently, the VLE met her husband, warned him not to indulge in violence, and also asked him to change his attitude and behaviour towards his wife failing which he could be subjected to a heavy fine or imprisonment. After understanding the consequences of his actions, he decided to give up his violent behaviour and even apologised to his wife and her family. Now the woman is living amicably with her husband at her in-laws' residence.



### 4. Assistance Offered by the Rampur VLE in Filing of FIR and Access to RTI

One of the trainees from Rampur village shared his case pertaining to the filing of an FIR and seeking access to RTI. He stated that his camel had been electrocuted due to a hanging electric wire, which was the fault of the electricity department. The man alleged that the negligence of the electricity department had cost his family their source of livelihood. After attending the training, he mustered enough courage to raise his voice and seek justice. With the help of the VLE of Rampur village, he filed an FIR at the police station. There after, he also filed an RTI application with the electricity department seeking information on the dates when the complaints had been received on faulty electric lines and when they had been repaired. His file is currently under process but he is expecting a favourable financial settlement from the electricity department in the near future.



Source: Survey.

**Table 4.9: Gender-wise Status of Access to Justice across Districts in Rajasthan (%)**

S. No.	District	Male							Female						
		Police	NGO	Lok Adalat	Court	Panchayat	VLE	Total	Police	NGO	Lok Adalat	Court	Panchayat	VLE	Total
1.	Ajmer	9.09	4.55	4.55	4.55	4.55	4.55	31.82	5.88	5.88	0.00	0.00	0.00	5.88	17.65
2.	Alwar	1.81	0.60	0.00	0.60	1.20	3.01	7.23	0.00	0.00	0.00	0.00	0.00	3.92	3.92
3.	Banswara	7.81	0.00	0.00	1.56	4.69	1.56	15.63	7.69	0.00	0.00	0.00	0.00	0.00	7.69
4.	Dausa	3.23	0.00	3.23	6.45	6.45	3.23	22.58	0.00	0.00	1.92	0.00	1.92	0.00	3.85
5.	Dungarpur	16.67	16.67	0.00	0.00	0.00	0.00	33.33	33.33	33.33	0.00	0.00	33.33	0.00	100.0
6.	Jaipur	1.15	0.07	0.47	0.54	0.61	0.27	3.10	0.10	0.10	0.00	0.21	0.10	0.31	0.83
7.	Jhalawar	0.00	0.00	0.00	0.00	4.17	4.17	8.33	0.00	-	-	-	-	-	-
8.	Kota	11.43	0.00	2.86	0.00	0.00	0.00	14.29	0.00	-	-	-	-	-	-
9.	Nagaur	0.00	0.00	0.00	0.00	1.33	0.00	1.33	0.00	-	-	-	-	-	-
10.	Pratapgarh	0.00	0.00	0.00	0.00	5.56	0.00	5.56	0.00	-	-	-	-	-	-
11.	Rajsamand	8.33	0.00	0.00	4.17	0.00	0.00	12.50	0.00	-	-	-	-	-	-
12.	Sawai Madhopur	0.00	0.00	8.33	0.00	0.00	0.00	8.33	0.00	-	-	-	-	-	-
13.	Sikar	3.39	0.00	1.69	0.00	3.39	3.39	11.86	0.00	-	-	-	-	-	-
	<b>Rajasthan</b>	<b>1.83</b>	<b>0.20</b>	<b>0.59</b>	<b>0.69</b>	<b>1.09</b>	<b>0.74</b>	<b>5.15</b>	<b>0.43</b>	<b>0.26</b>	<b>0.09</b>	<b>0.17</b>	<b>0.26</b>	<b>0.68</b>	<b>1.88</b>

Source: Survey.

male trainees had successfully availed of justice in the state capital, Jaipur. However, in terms of the total number of people trained, only 3 percent of trainees had sought legal assistance for resolving their grievances.

As regards accessing justice by the female trainees, almost all the female trainees in Dungarpur were able to avail of justice, though in numerical terms, the number of female trainees was just three. In Ajmer, on the other hand, 17 percent of the total female trainees were able to avail of justice. The corresponding figures for the districts of Alwar and Dausa were 7 percent and 3 percent, respectively.

### Justice Mechanism Accessed for Various Legal Issues across the Districts of Rajasthan

The various justice mechanisms used by the respondents across various districts in Rajasthan such as the police, NGOs, courts, and VLEs have been discussed earlier. However, during the FGDs with the trainees in the Alwar, Dausa and Jaipur districts, it became evident that

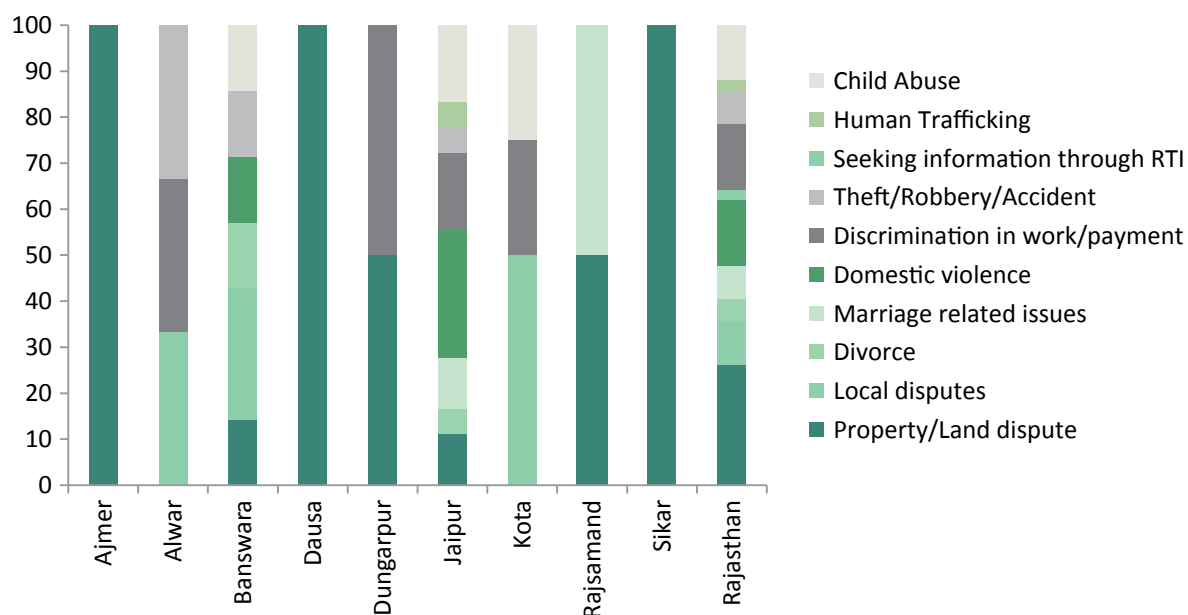
the respondents first preferred to settle issues amongst themselves rather than approaching a third party. It was only on the occasions wherein third party intervention became imperative that other mechanisms were accessed to avail of justice. The mechanisms accessed by the trainees for dealing with different legal issues are delineated below.

#### a) Legal Assistance from the Police Station

As can be seen from Figure 4.7, trainees in the districts of Ajmer, Sikar, Jaipur, Banswara, Dausa, Dungarpur and Rajsamand accessed police station to avail of justice on property related issues, as 11 cases of property or land disputes were resolved after police intervention. The FGDs also revealed that a few cases of domestic violence (6 cases), marital discord (3 cases), theft (6 cases), and child abuse (5 cases) were reported at the police station in the quest for justice by the concerned parties.

A district-wise analysis reveals that while in the Ajmer, Dausa and Sikar districts, all the cases filed at the police station related to property/land disputes, in Dungarpur, the cases reported

**Figure 4.7: Legal Assistance Provided by Police Stations across Rajasthan (%)**



Source: Survey.

included both property disputes and theft. In the Jaipur, Banswara and Kota districts, all kinds of matters, including those relating to domestic violence, marital discord, theft and child abuse, were reported by the respondents to the police station.

### b) Legal Assistance from NGOs

As far as seeking legal advice from NGOs is concerned, seven such cases were reported, pertaining to property/land disputes, divorce, child abuse and seeking of information through RTI. While two cases each were reported in Ajmer, Dungarpur and Jaipur, one case was reported in Alwar.

While the reported cases in Ajmer dealt with divorce, the cases in Jaipur pertained to child

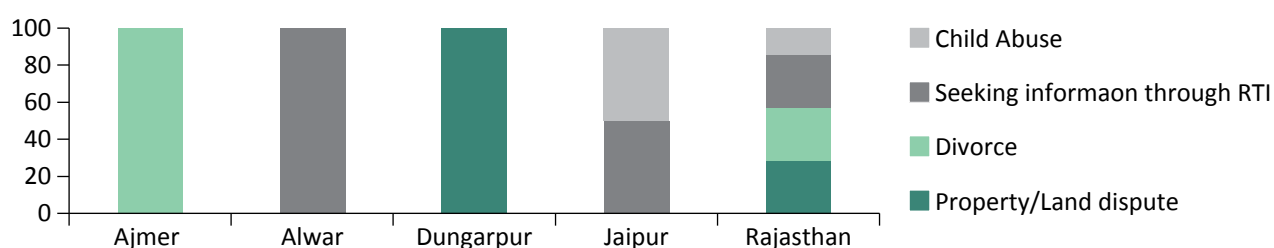
abuse and seeking of information through RTI, and in Dungarpur, the cases related to property disputes.

### c) Legal Assistance from Lok Adalats

The FGDs revealed that as many as 13 respondents accessed Lok Adalats to seek legal advice. Of these, eight were concerned with the seeking of information under RTI, four dealt with property/land disputes, and one was concerned with a local dispute. A large number of cases filed before the Lok Adalatshad to do with RTI as local courts constitute the primary body for settling pending RTI cases.

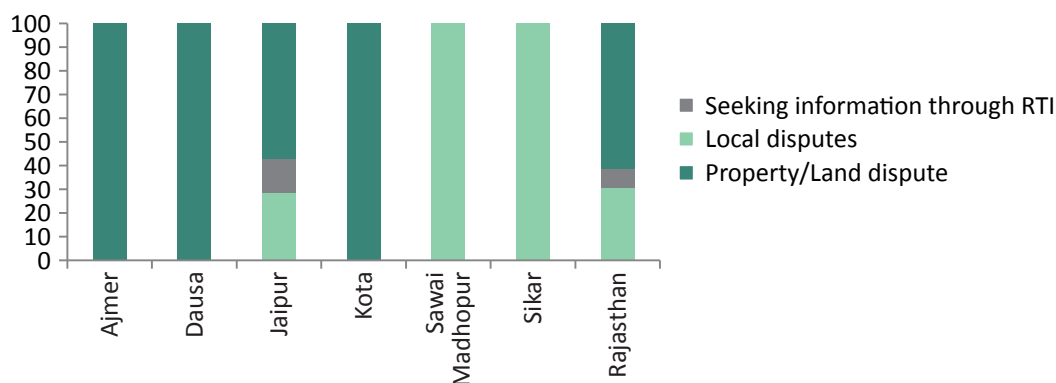
While in the Ajmer, Kota and Dausa districts, all the cases filed in the Lok Adalats were related to RTI, in the Sawai Madhopur and Sikar districts, the

**Figure 4.8 : Legal Assistance Provided by NGOs across Rajasthan**



Source: Survey.

**Figure 4.9 : Legal Assistance Provided by Lok Adalats across Rajasthan (%)**



Source: Survey

cases reported were in relation to land disputes. In Jaipur, the respondents had approached the Lok Adalats to settle matters dealing with land disputes, local disputes and RTI.

#### d) Legal Assistance from the Court

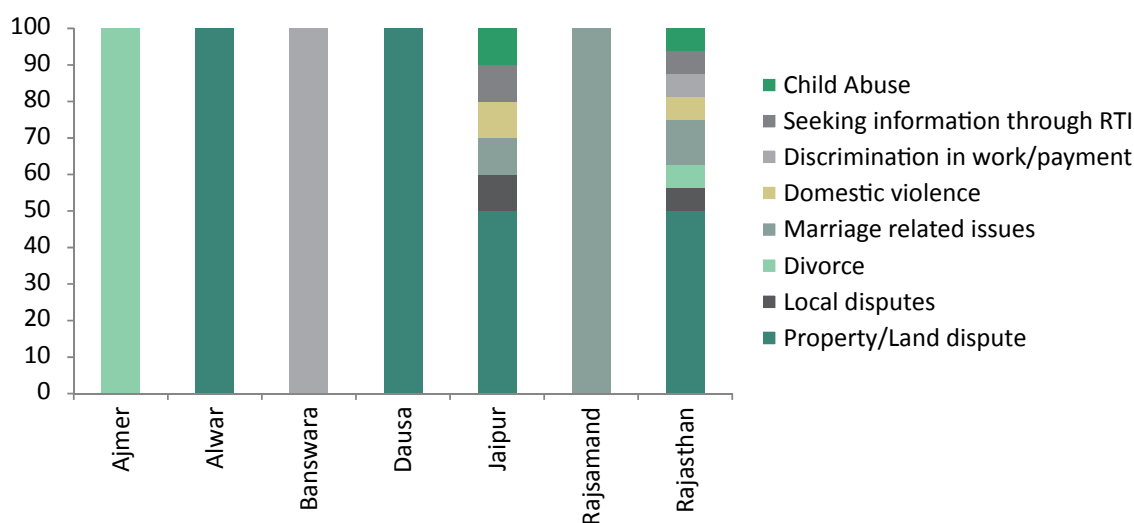
Courts constitute another legal mechanism used by the trainees in seeking legal advice. It was found that 16 respondents had filed cases in court for seeking the settlement of various legal issues. Of these 16 cases, eight dealt with property/land disputes, two pertained to marital discord and the remaining six were concerned with child abuse, RTI, discrimination at the workplace, domestic violence, divorce, and local disputes.

The respective courts were approached by the respondents in Ajmer for divorce-related settlements; in Alwar and Dausa, for property disputes; in Banswara, for issues related to discrimination in payment or at the workplace; in Rajsamand, for settling issues of marital discord; and in Jaipur, for a number of legal matters dealing with property disputes, child abuse, RTI, and domestic violence.

#### e) Legal Assistance from the Panchayats

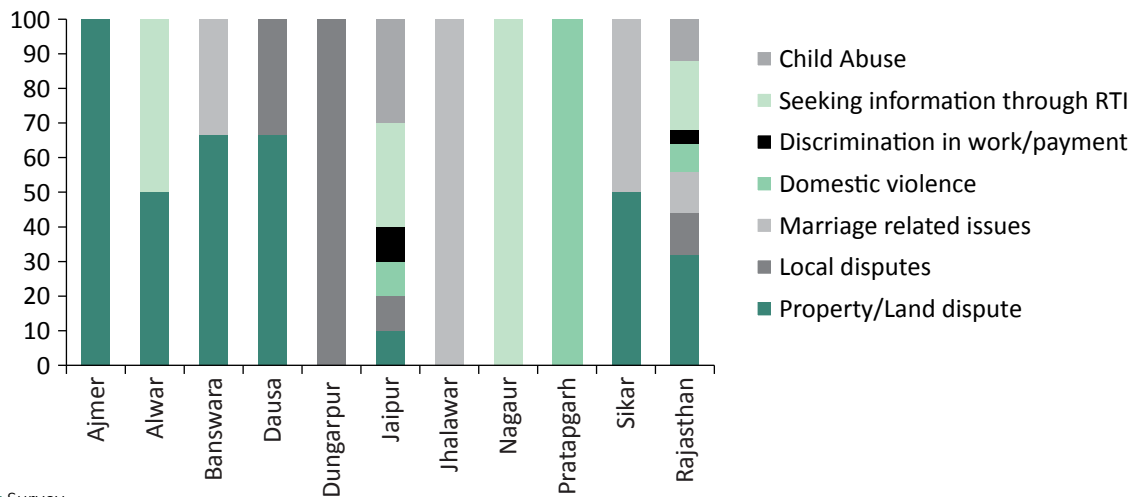
After police stations, panchayats comprised the most popular mechanism for seeking justice availed of by the trainees, as indicated by the fact that 25 respondents approached panchayat members to seek legal assistance.

**Figure 4.10: Legal Assistance Provided by Courts across Rajasthan (%)**



Source: Survey

**Figure 4.11 : Legal Assistance Provided by Panchayats across Rajasthan (%)**



Source: Survey

Of these 25 respondents, eight had approached the panchayat for property disputes, five in RTI-related case, three each for local disputes and marital discord, two for dealing with domestic violence, and one for settling the issue of discrimination in payment or at the workplace.

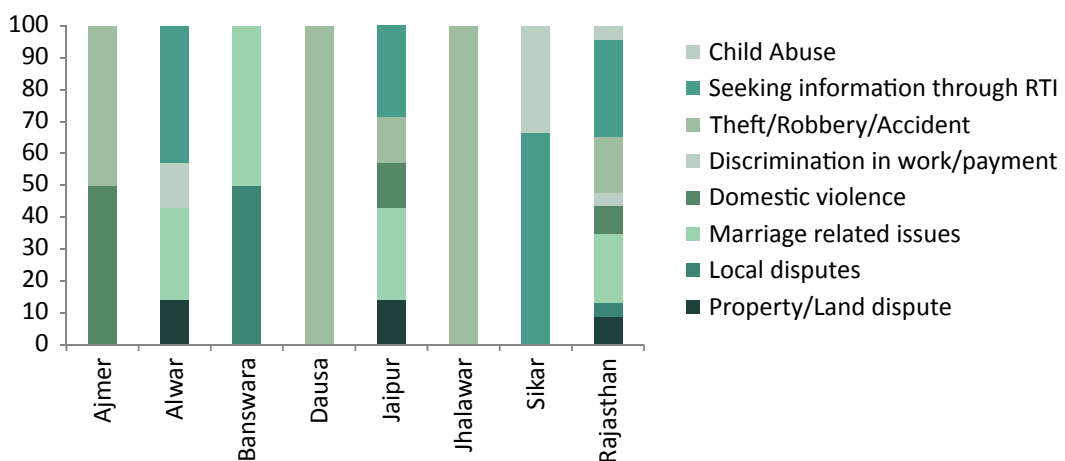
As seen from Figure 4.11, in the Ajmer, Dungarpur, Jhalawar, Nagaur, and Pratapgarh districts, the trainees sought assistance from panchayats in their quest for legal advice on matters dealing with property disputes, local disputes, marital discord, RTI, and domestic violence, respectively. In the Alwar, Banswara, Dausa, and Sikar districts, on the other hand, the respondents also approached the panchayats for issues concerning RTI, and marital discord

in addition to local disputes. In Jaipur, of the 10 cases that were brought before the panchayats for delivery of justice, three dealt with child abuse and RTI each, while the rest pertained to discrimination at the workplace, domestic violence, local disputes, and property disputes.

#### f) Legal Assistance from the VLEs

After the police stations and courts, the third most popular avenue for seeking justice were the VLEs, whose advice was sought by the respondents on various legal matters. A total of 23 respondents had approached the VLEs of the CSCs for legal advice, of which seven were in relation to the search for information under RTI, five dealt with marital discord, four were

**Figure 4.12: Legal Assistance Provided by VLEs across Rajasthan (%)**



Source: Survey.

related to theft, two each concerned domestic violence and property disputes, and one each pertained to local disputes and discrimination at the workplace.

In the Dausa and Jhalawar districts, the respondents approached the VLEs for settling matters dealing with theft, as the VLEs helped the respondents in filing FIRs in such cases. In Ajmer, the VLEs were approached for dealing with matters related to domestic violence and theft, while in Banswara, their help was sought for resolving local disputes and cases of matters of marital discord. In Sikar, the VLEs were approached for issues concerning RTI and instances of child abuse. In Alwar and Jaipur, the VLEs resolved as many as seven cases through the CSCs, on matters primarily concerning RTI, marital discord, domestic violence, theft, and local disputes.

### Problems Faced by the Trainees in Availing of Justice

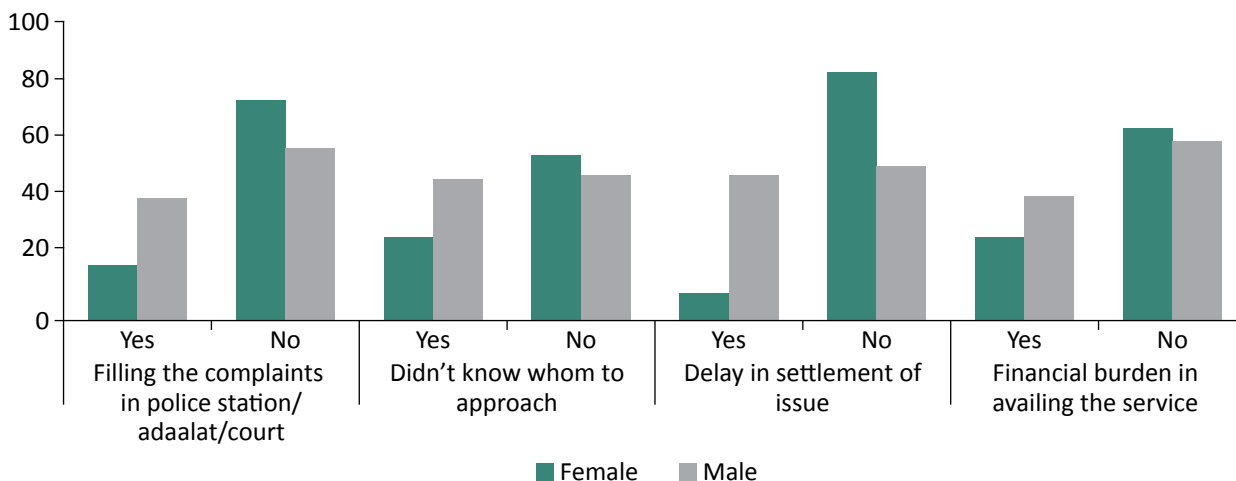
It is often seen that the common people face several hurdles in their quest for legal assistance or for securing justice through various conventional mechanisms due to the high level of complexity and technical pre-requisites involved in gaining access to these mechanisms of justice. Consequently, most people initially try to resolve the issues amongst themselves

at the local level. In order to understand the challenges faced by the trainees in accessing justice mechanisms, the trainees were asked to list the problems they faced in availing of legal assistance. The responses given by the trainees are detailed below.

As can be seen from Figure 4.13, a majority of the trainees who had availed of legal assistance after attending the training did not face too many difficulties in resolving the issues for which they sought justice. However, a few of them faced problems in terms of filing of the complaints at the police stations, Lok Adalats or courts, as they were not aware of the concerned officials to approach for resolving such matters or ways of meeting the financial costs of availing such services. Some of the respondents were also unhappy with the delays in resolving or settling the contentious issues, stemming from bureaucratic delays, though the proportion of such incidents was quite low.

The survey revealed that while some of the female trainees at the state level did not face any difficulty in availing of legal assistance, 27 percent of them found it difficult to meet the financial burden incurred in availing of legal assistance and the same proportion of respondents remained unaware of the corresponding authorities that needed to be approached for the redressal of grievances. Moreover, about 18 percent of the women

**Figure 4.13: Respondents' Views on Whether They Faced Problems in Availing of Legal Aid (%)**



Source: Survey.

respondents faced problems in filing complaints at the police stations, courts or Lok Adalats, while 9 percent of them were unhappy with the delays in resolving or settling various matters by the concerned authorities. It is important to note here that even though some of the women may have participated in the process of seeking legal aid and justice through the various available mechanisms, such participation by women is not a dominant practice in Rajasthan, given the patriarchal and highly orthodox social structure in the state. In fact, most women in the state remain confined to the home and rarely venture out, let alone participate in such activities. Hence, most of the attempts by women to seek justice in the time of need are most often availed by the male members of the family, with women acting as mere spectators playing no significant role. Still, some attempts by few women, represent a significant deviation from the norm and must be viewed as a major achievement by the local women in the districts concerned.

Among the male respondents, more than 50 percent faced no difficulty in availing of justice and accessing legal mechanisms. Among those who did face difficulties accessing legal aid, 46 percent were unaware of the concerned authorities that needed to be approached for settling different legal problems while 47 percent were unhappy with the delays caused in settling and resolving the issues by the concerned authorities. Further, about 41 percent of the male respondents found it difficult to meet the costs incurred on availing of such services, while another 40 percent of the male respondents faced problems while filing complaints at the police stations, Lok Adalats or courts.

### **Feedback of Trainees on the Problems Faced by Them in Availing of Legal Assistance across Rajasthan**

Of the 22 districts surveyed, the respondents in 13 districts gave their feedback on the problems faced by them in availing of legal assistance.

While 68-73 male respondents voiced their concerns regarding the problems they faced in availing of legal assistance, the participation of women was in comparison dismal, as only 8-10 of them voiced their opinions on the same.

A district-wise analysis shows that eight female trainees from the Ajmer, Alwar, Banswara, Dausa, Dungarpur and Jaipur districts and more than 40 male respondents in the districts of Jhalawar, Kota, Nagaur, Pratapgarh, Rajsamand, Sawai Madhopur and Sikar faced no difficulty in filing complaints at the respective police stations, Lok Adalats or courts for availing of legal assistance.

The survey further revealed that six female and 35 male trainees were unaware of the concerned authorities that needed to be approached for legal assistance, particularly in the districts of Jaipur and Dungarpur. As regards the delay in settling and resolving cases by the concerned authorities, of the 46 male trainees surveyed, 37 reported facing no delays. In contrast, both the male and female respondents in Banswara, and male respondents in the Jaipur, Dausa and Alwar districts complained of delays in the legal resolution of the issues raised by them.

As far as the ability of the respondents to meet the financial burden entailed in availing of legal assistance is concerned, seven female respondents in Dungarpur, Alwar, Banswara, Dausa and Jaipur, and 43 male respondents in Jaipur, Banswara, Ajmer, Alwar, and Dausa faced no difficulty in meeting such expenses. In contrast, all the female respondents in the Alwar, Banswara and Dungarpur districts, and 30 male respondents (including 14 from Jaipur, and the rest from Alwar, Banswara, and Dausa) found it difficult to meet the costs incurred in availing of legal assistance.

Overall it may be observed that the very ability of people to respond to the question as to whether they faced any difficulty in availing of legal assistance is in itself a leap towards gaining access to justice mechanisms. Those who are



**Table 4.10: Feedback of Trainees on the Problems Faced in Availing of Aid across Rajasthan (Nos.)**

S. No.	District	Female								Male							
		Filing the complaints in police station/ Lok Adalat/ court		Didn't know whom to approach		Delay in settlement of issue		Financial burden in availing of the service		Filing the complaints in police station/ Lok Adalat/ court		Didn't know whom to approach		Delay in settlement of issue		Financial burden in availing of the service	
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1.	Ajmer	0	1	0	1	0	1	0	1	2	1	1	2	0	3	0	3
2.	Alwar	1	1	0	1	0	2	1	1	3	4	4	3	3	4	5	3
3.	Banswara	0	1	1	0	1	0	1	0	5	2	4	3	5	3	4	4
4.	Dausa	0	1	0	1	0	1	0	1	3	3	3	3	4	2	3	3
5.	Dungarpur	1	3	2	2	0	4	1	3	0	1	0	1	0	1	0	1
6.	Jaipur	0	1	0	1	0	1	0	1	15	22	20	17	17	20	14	23
7.	Jhalawar	-	-	-	-	-	-	-	-	0	1	0	1	0	1	0	1
8.	Kota	-	-	-	-	-	-	-	-	1	3	2	1	3	1	2	2
9.	Nagaur	-	-	-	-	-	-	-	-	0	1	0	0	0	1	0	1
10.	Pratapgarh	-	-	-	-	-	-	-	-	0	1	0	1	1	0	1	0
11.	Rajsamand	-	-	-	-	-	-	-	-	0	2	0	2	1	1	1	1
12.	Sawai Madhopur	-	-	-	-	-	-	-	-	0	1	0	1	1	0	0	1
13.	Sikar	-	-	-	-	-	-	-	-	1	0	0	0	0	0	0	0
<b>Rajasthan</b>		<b>2</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>7</b>	<b>30</b>	<b>42</b>	<b>34</b>	<b>35</b>	<b>35</b>	<b>37</b>	<b>30</b>	<b>43</b>

Source: Survey

unable to recognise the problems faced in availing of justice have never made any attempts to avail of legal assistance and have thus become a measure for judging the legal literacy of the society in general.

This chapter outlined the ability of the trainees to avail of justice mechanisms and access legal

aid in different districts of Rajasthan. Although the proportion of trainees of the LLP who were able to avail of justice was low in comparison to the total number of people trained under the programme, it can be concluded that overall there has been a notable increase in legal awareness amongst trainees and community members following the LLP.



# 5

## Conclusions and Recommendations



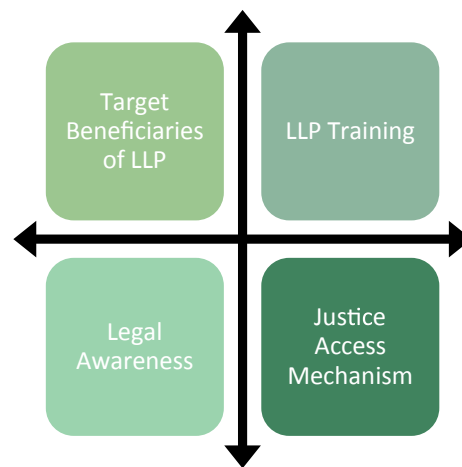
This chapter presents the key findings of the impact assessment report of the legal literacy programme provided in Rajasthan by the CSCs in comparison with the objectives laid down for the impact assessment. It also highlights both the achievements and the challenges entailed in implementing the LLP implemented across 22 districts of the state. Thus, on the basis of the findings of the study, certain recommendations and suggestions have been made for improving the outcomes of such training.

### Restating the Objectives of the Impact Assessment Study

The primary objective of the impact assessment was to evaluate the outcome of the legal literacy programme provided in Rajasthan by the CSCs, and in this context, the specific objectives were to:

- Identify the mechanisms used by the different CSCs for selecting the target beneficiaries for the programme and enrolling them.
- Analyse the perceptions of the trainees on the mode of delivery of this programme and get their feedback on the same.
- Evaluate the difference in levels of legal awareness amongst the trained beneficiaries, after their having attended the legal literacy programme;
- Assess the overall outcome of the Legal Literacy Training imparted in different districts of Rajasthan, in terms of the ability of trainees to avail of justice.

**Figure 5.1: Aspects Assessed under the Impact Assessment Study**



Source: Prepared by the authors.

In accordance with the objectives listed above, the following section presents both the key achievements of the LLP and the challenges it faced in enhancing legal literacy across Rajasthan.

### Key Achievements of the LLP through CSCs

#### (a) Target Beneficiaries of the LLP

- An analysis of the gender of the total beneficiaries trained under the LLP reveals that more than one-fourth of the trainees were women, with the majority of them residing in the districts of Pali (76.32) and Jhunjhunu (70.97).
- In Chomp (a village in Jaipur), only women trainees were targeted for the legal literacy training, in order to promote and maximise their participation.

- The LLP primarily targeted the youth population of the state as the maximum numbers of beneficiaries covered under the legal literacy training were in the age group of 21-35 years. Interestingly, in some of the districts, senior citizens above the age of 60 years also showed an interest in attending the LLP, as many of them had pending RTI applications, particularly in the Jaipur, Pratapgarh, Dausa, and Nagaur districts. Moreover, other categories of people including students, farmers and unemployed residents also showed an overwhelming interest in attending the training in order to avail of legal assistance.
- The caste-wise distribution of the trainees shows that 48 percent of them belonged to the OBCs while 18 percent were SCs and 8 percent were STs. In the districts of Dungarpur, Karauli, Ajmer and Dausa, more than 40 percent of the beneficiaries enrolled for the training were SCs. The high degree of representation of social groups among the beneficiaries reveals that the programme has been able to meet its objective of targeting all the marginalised social groups.
- In Alwar, a substantial section of the Banjara or gypsy community comprising mostly neo-literates was also covered under the LLP.
- More than 60 percent of the beneficiaries targeted under the LLP in Bharatpur were Muslims.

### **(b) Legal Literacy Training**

- A certain degree of uniformity characterised the functioning of the CSCs across the state as they adopted a range of outreach methods to target the beneficiaries. However, in some districts, special efforts were made by some of the active VLEs through their CSCs to mobilise support for the

LLP. For instance, in Bansur (a village in Alwar) and Chithwadi (a village in Jaipur), the VLEs adopted different measures such as putting up of banners near the chaupal areas to publicise the programme; pasting of pamphlets and posters on the walls of the panchayat samiti office and the local temple; organising awareness camps; and inviting the participation of local leaders and professionals specialising in legal matters, to garner support for the LLP. The training sessions were followed by open discussions organised by the VLEs in the districts of Bharatpur, Rajsamand, Nagaur, Pratapgarh, Sawai Madhopur, Banswara, Dholpur, and Pali. Some of the VLEs were also successful in establishing a personal rapport with the trainees and continued to assist them in legal matters even 4-5 months after the completion of the training programme.

- Another noteworthy measure adopted by the VLEs that attracted a lot of attention was that of role playing wherein the VLEs enacted incidents from real life to depict the problems faced by the village residents in their daily lives, in order to generate awareness among them on ways of availing of justice and accessing legal assistance.
- The content and materials for training were provided to the participants in the form of audio-visuals and booklets, both in the Hindi language.
- As regards the subjects/topics chosen for training under the LLP, more than 50 percent of the trainees (including both male and female) reported being satisfied with the topics selected for dissemination on legal services/Lok Adalats and fundamental rights.
- Although the training session was a one-time affair, some of the VLEs sustained it even 4-5 months after its official completion by sending the

video content of the training in internal WhatsApp groups and requesting people to contact them for legal assistance.

### (c) Legal Awareness

- In a majority of the districts, the trainees were reportedly happy with the training provided under the LLP as more than 50 percent of the beneficiaries succeeded in enhancing their legal literacy levels after having attended the training.
- The awareness levels of trainees on different topics chosen under the LLP varied. While at the state level, 94 percent of the respondents were aware of domestic violence being a punishable offence under the law, more than 90 percent of the respondents in the Ajmer, Dausa, Dholpur, Dungarpur, and Sri Ganganagar districts were aware of dowry being an illegal social practice. More than 80 percent of the respondents in the Ajmer, Dausa, Bundi and Sri Ganganagar districts were aware of the laws pertaining to child labour.
- It was found that the training imparted under the LLP helped in augmenting awareness regarding legal services such as RTI, the right to education and the role of Lok Adalats in dispensing justice for more than 50 percent of the respondents at the state level, with some of them also being aware of the online portal wherein the RTI can be filed. Many of the respondents became aware of other measures like the Right to Education Act, and the availability of free schooling in government schools, and thus realised that the charging of fees for the same by schools was illegal. In fact, the trainees in one of the surveyed villages were able to stop the corrupt practice of collection of school fees by the head teacher.
- The survey found that many respondents refrained from availing of justice

through legal mechanisms such as police stations, local courts or lawyers due to the fear of social ostracisation and also apprehensions regarding their ability to deal with the highly technical nature of the mechanisms concerned, thus being compelled to resolve the issues amongst themselves with the help of family and neighbours. Legal services from the police or Lok Adalats were only availed of by the respondents in extreme cases pertaining to land/property disputes.

### (d) Response to the Justice Access Mechanism

- It was seen that the comfort level of citizens in approaching the VLEs for solutions to their problems was higher wherever the VLEs were able to create a rapport with the community members on a long-term basis.
- Rapport between the community members and VLEs was stronger in the districts where the CSCs were headed by female VLEs.
- Among the total number of female trainees trained in the different districts, 7 percent of the trainees in the districts of Banswara, Ajmer, Dungarpur, Alwar, Dausa and Nagaur, had availed of justice for the various issues concerning them. Among the total number of male trainees trained in the different districts, 45 percent in Jaipur, 10 percent in Banswara, and 9 percent in Alwar had availed of justice.
- As regards the justice mechanism that the trainees availed of for legal advice in times of need, 33 percent of the respondents approached police stations; 20 percent visited the panchayat president and 18 percent approached VLEs for legal advice. The latter were ordinarily approached for legal advice on issues of marital discord, cases of theft, and filing of RTI applications. Of the 23 respondents who approached the VLEs for legal assistance,

seven approached them with regard to the filing of RTI applications, five in cases of marital discord, four for robbery, two on instances of domestic violence, two for resolution of property disputes, and one each dealing with local disputes and a case of discrimination in work.

- While many of the respondents did not avail of the justice mechanisms for legal advice and assistance, those who did choose to avail of these legal mechanisms chose different aids for different issues. For instance, in Jaipur, a number of respondents approached police stations to resolve matters relating to domestic violence, theft, and child abuse. After police stations, panchayats constituted the next preferred legal mechanism chosen by most respondents for legal assistance.
- The respondents also approached NGOs to seek legal advice on issues relating to child abuse and the filing of RTI applications. The Lok Adalats primarily dealt with local disputes and issues of land/property rights. Courts were approached for legal matters dealing with cases of domestic violence, marital discord, and divorce.
- The CSC-SPV also launched an innovative measure to increase legal literacy amongst the trainees by setting up an online e-legal forum to resolve a variety of cases dealing with dowry, divorce, and land disputes, among other issues. Every case raised by the aid seekers is given a token number and is uploaded online by the VLE in the e-legal forum. Through this forum, advocates from Allahabad offered online assistance on legal issues to the VLEs, who clarified the queries of the trainees on their behalf.
- Although the audio-visuals and booklets used as teaching tools for training were informative and useful, the medium of language chosen (Hindi) was different from regional dialects and was thus difficult for some of the respondents to read or understand.
- In some of the districts, the trainees were unhappy with the performance of the VLEs, and complained that the latter were not interactive enough and were unable to resolve many of the respondents' queries on the topics taught. It was also felt that training sessions for the VLEs lasting for merely a single day were not sufficient enough to impart adequate training to them to enable them to answer technical questions on legal issues.
- While the training sessions were targeted to enrol the participation of 40-50 trainees, at times as many as 60-80 trainees attended the training, as a result of which the quantity of booklets and training content available was also not sufficient for distribution among all the participants.
- As regards the issue of choosing women rights as a subject under the LLP, both men and women were unhappy with the topics covered under this subject. While the women felt that the topics covered were superficial in nature and not in line with their actual needs, the men did not appreciate the choice of this subject, which they deemed as being unnecessary and irrelevant.
- The training sessions undertaken had a few limitations. According to the trainees, the training was undertaken in a very short span of time with no follow-up lessons that made it very hard for the trainees to retain extensive information dealing with complex legal problems. Similarly, the training sessions were held at a stretch with only one interval every

### **(e) Challenges Faced under the LLP**

- In some of the districts, the participation of women was restricted by the male members of the family.

3-4 hours, which made it difficult for the trainees to understand the innumerable technicalities associated with the legal issues and to retain all aspects of the training imparted to them.

- Despite the prevalence of a high degree of awareness on issues of child labour, some of the respondents felt that there was nothing wrong in employing a child as it adds to the income of the family.

## Recommendations and Suggestions

The following recommendations have been made on the basis of the findings of the survey and the responses gathered from the participants of the training:

- Women-friendly measures should be promoted to increase the widespread participation of women in the legal process. In addition to spreading awareness of legal issues pertaining to women, gender sensitisation should also be promoted as part of the training to create a gender-neutral environment. The theme on women's rights chosen as part of the LLP should be customised to meet the demands and insecurities of the rural women directly rather than through a general overview.
- During the survey, cases of child abuse and sexual harassment were reported in schools. It is thus suggested that CSCs could organise training sessions in schools in order to promote legal awareness and literacy amongst children to help them deal with such cases of child violation.
- Systematic planning strategies can be adopted to mobilise greater participation from the minorities.
- The content of the training material can be made more accessible to the respondents if also created in the specific regional languages spoken by the respondents for whom it is intended.

- Formal training in legal matters should be made available to the VLEs so that they can be qualified as certified para-legal professionals, who can then contribute effectively in enhancing the legal knowledge of the community members.
- In addition to booklets, other training material including brochures, tele-films and audio-visuals can also be used to disseminate information pertaining to different legal problems among the community for which it is intended.
- One day training programme is inadequate, particularly when the objective is to make the marginalised sections seek justice. Instead of the organisation of one training session over a few hours, the training can be spread over a week covering different issues on different days. This would help optimise the benefits of the training by enabling the respondents retain the knowledge imparted and also maximise the learning output. Further, the training sessions should be followed by follow-up sessions on a regular basis to ensure optimal success of the programme.
- The survey showed that a large number of trainees were able to avail of justice as a result of the LLP. Such success stories from the locality should be broadcast across the village to attract the attention of the larger community and motivate more people to participate in subsequent training programmes.

## General Remarks to Enhance Legal Literacy Training

It is further recommended that the following key measures may be adopted for enhancing legal literacy amidst the marginalised sections and taking it to the next level:

- The legal problems faced by people differ from area to area, class to class, and caste

to caste. Hence, the pertinent laws should be taught to the concerned groups by accurately identifying the target group, say for instance, juveniles, prisoners, working women, Muslim women, and different caste groups, among others, at different places and points of time.

- Legal literacy programmes should, in general, be customised on the basis of the needs and requirements of the local population. The training curriculum can thus be designed on the basis of the findings of a need assessment survey.
- Apart from providing training on legal provisions and themes, training on legal and judicial processes can also be imparted to the marginalised sections.
- The law is a significant mode of seeking redress, but not the only mode for the poor, more particularly for women. Hence, trainees should also be taught on alternative redressal mechanism for seeking legal aid, such as approaching the panchayats or pro bono lawyers for dealing with various legal and social issues.
- To maximise legal literacy and promote legal awareness amongst the rural poor, it is imperative to encourage the participation of civil society organisations, NGOs, and other social groups and networks. Thus, during the course of designing legal literacy programmes, there is need for wide-ranging discussions with organisations working at the grassroots level on various issues

such as child protection, women's rights, food security, and the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA).

- The training should also integrate episodes on the collectivisation of community, and the target group should be educated on how collectivisation as a group would help in bonding and aid in resolving issues.
- VLEs should be provided intensive professional training in law for 5-6 months, after which they should be engaged in providing legal literacy to others as certified para-legal professionals. For this purpose, tie-up options with the concerned state legal services authorities can be explored.
- The CSC-SPV can also explore avenues of collaborating with legal clinics and law interns for providing free legal aid to the marginalised sections.
- The e-Legal Forum, established by CSC, is a great initiative in the direction of providing training and offering solutions to people's legal problems. Efforts must thus be made to ensure its sustainability and efficient functioning. The online portal can also provide information on different legal issues, laws, pro bono lawyers, and volunteers who offer free legal aid. Further, in order to make the portal and its content interesting for the lay audience, success stories of citizens can also be uploaded in the form of short films on the website.



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## Annex - 1

### Interview Schedule for LLP Trainees

#### Instructions:

1. Please read carefully the following notes as well as note(s) against each question.
2. Please tick (✓) the appropriate box against each question/information sought, unless mentioned otherwise. Tick (✓) indicates 'Yes' (means positive selection). Please make multiple selections, if needed. If a box is not ticked, it will be treated as the response 'No' filled in that box.
3. The respective codes for each response have been mentioned within the relevant section. Where the respondents have other answers apart from the given choice, the answer can be elaborated under 'Others' under 'code 9'.
4. Please give explanatory notes/observations wherever required.
5. In the course of the conversation with the respondents, special aspects that can be covered under the entry 'case study' can be highlighted.
6. The information sought in this exercise is for research and survey purposes only.
7. Section I is a qualifying question to initiate the survey. Please assess and proceed further.

### Qualifying Criteria

Particulars	Response
Have you attended the Legal Literacy Training? (If yes, proceed further)	

Village/Town: \_\_\_\_\_, Rural/Urban: \_\_\_\_\_, District: \_\_\_\_\_

1. Basic Information		
S. No.	Information	Responses (tick/fill)
1.	Name	
2.	Age	

## 2. Information on the Legal Literacy Training Session

S. No.	Information	Responses (tick/fill)			
1.	How did you get to know about the legal literacy training?  (Friends/Family/Neighbours, through VLEs, Advertisements in Newspapers, Banners/On the Spot/ Others _____)				
2.	Why did you attend the training?  (awareness of legal literacy/family members asked me to attend/friends/neighbours attended/just like that/to address legal problems)				
3.	What were the methods used for the training session? a) Showing of Tele-film b) Open Discussion c) Booklets d) Others (mention)				
4.	What is your opinion on the following?	Good	Difficult/ Unsatisfactory	Don't Know	
	a) Video				
	b) Trainer/VLE				
	c) Material Provided				
5.	What is your opinion on the topics of the training?	Good	Bad	Didn't Understand	Don't Know
	i. Fundamental Rights				
	ii. Legal Services/Legal aid				
	iii. Right to Information				
	iv. Women's Rights (Arrest of Women/ Domestic Violence/Marital Rights)				
	v. Child Protection Laws (Child Labour/Right to Education/Prohibition of Child Marriage/ Protection of Children from Sexual Offences)				
	vi. Criminal Procedures (FIR/Bail/Arrest)				
6.	Suggestions to improve the quality of training and the manner in which it can be better imparted:				

### 3. Awareness

1.	Do you know that:	Yes	No	Don't Know
	i. Education is free in schools			
	ii. Child labour is illegal			
	iii. About Lok Adalats, courts, police stations in your area			
	iv. You can seek information regarding the Indira Awas Yojana (IAY), MGNREGA, welfare schemes etc., from the government under RTI			
	v. Domestic violence is punishable			
	vi. Dowry is an illegal activity			
	vii. About FIR and Bail procedures			
2.	Do you know whom to approach for the following issues?			
	i. Discrimination – caste, religion, gender			
	ii. Theft, Robbery			
	iii. Sexual/Physical Harassment			
	iv. Divorce and Maintenance			
	v. Dowry			
	vi. Child Labour			
	vii. Child Marriage			
	viii. Criminal Activity			
	ix. Property Rights and Disputes			

### 4. Availed of Justice

1.	After attending the training, have you availed of legal justice? If yes, from whom and for what purpose?	Yes	No	Can't Say				
	Issues	Police	VLE in intervening the case	NGO	Lok Adalat	Court	Panchayat	Others
	i. Property/Land Dispute							
	ii. Local Disputes							
	iii. Divorce							
	iv. Marriage-related Issues							
	v. Domestic Violence							
	v. Discrimination at the workplace/in Payment							
	vii. Theft/Robbery/Accident							
	viii. Seeking Information through RTI							
	ix. Human Trafficking							
	x. Child Abuse							
2.	Have you faced any problem for getting redressal for legal issues in the following cases?	Yes	No	Don't Know				
	i. Filing of the complaints at the police stations/Lok Adalats/courts							
	ii. Didn't know whom to approach							
	iii. Delay in settlement of issue							
	iv. Financial burden entailed in availing of the service							

## प्रश्नावली

गाँव / शहर:....., ग्रामीण / शहरी:....., जिला:.....

1. बुनियादी जानकारी		
क्रमांक	जानकारी	उत्तर (टिक करें/भरें)
1.	नाम	
2.	उम्र	

2. कानूनी साक्षरता प्रशिक्षण सत्र के बारे में जानकारियाँ				
क्रमांक	जानकारी	उत्तर (टिक करें/भरें)		
1.	कानूनी साक्षरता प्रशिक्षण के बारे में कैसे पता चला? (मित्रों से/परिवार के लोगों से/पड़ोसियों से/वीएलई से/ अखबारों, बैनरों में विज्ञापन से/प्रशिक्षण स्थल से/अन्य.			
2.	प्रशिक्षण कार्यक्रम में आप क्यों आए? (कानून के बारे में जानकारी लेने के लिए/परिवार के कहने पर/ दोस्तों/पड़ोसियों के इसमें आने के कारण/ऐसे ही/कानूनी समाधान पाने के लिए)			
3.	प्रशिक्षण के लिए क्या तरीके अपनाए गए? i) फिल्म दिखाकर ii) खुली बातचीत द्वारा iii) पर्चों द्वारा iv) अन्य (कौन से, बताएं)			
4.	<b>इनके बारे में आपकी क्या राय है</b>	<b>अच्छा</b>	<b>बुरा</b>	<b>नहीं जानता</b>
	i) वीडियो			
	ii) प्रशिक्षक/वीएलई			
	iii) प्रशिक्षण स्थल पर बांटी गई पुस्तकें और पर्चे			
5.	<b>प्रशिक्षण के विषय के बारे में आपकी क्या राय है?</b>	<b>अच्छा</b>	<b>बुरा</b>	<b>कुछ समझ नहीं पाया</b>
	i. मौलिक अधिकार			
	ii. कानूनी सेवाएं/कानूनी सहायता			
	iii. सूचना का अधिकार			
	iv. महिलाओं के अधिकार (महिलाओं की गिरफ्तारी/घरेलू हिंसा/ विवाह अधिकार			
	v. बाल सुरक्षा कानून (बाल मजदूरी /शिक्षा का अधिकार/बाल विवाह पर रोक/यौन उत्पीड़न से बच्चों की सुरक्षा)			
	vi. आपराधिक प्रक्रिया (एफआईआर/जमानत/गिरफ्तारी)			
6.	प्रशिक्षण को बेहतर बनाने के सुझाव			

### 3. जागरुकता

		हाँ	नहीं	पता नहीं
1.	<b>क्या आप जानते हैं</b>			
	i. स्कूलों में पढाई के लिए फीस नहीं लिए जाते			
	ii. बाल श्रम गैरकानूनी है			
	iii. अपने क्षेत्र की लोक अदालतों, कोर्ट और पुलिस थानों के बारे में			
	iv. आईएवाई, मनरेगा, कल्याणकारी योजनाओं के बारे में सूचना के अधिकार के तहत जानकारी मांग सकते हैं			
	v. घरेलू हिंसा के लिए सजा मिल सकती है			
	vi. दहेज गैरकानूनी है			
	vii. एफ आई आर और जमानत के बारे में			
2.	<b>क्या आप को पता है कि नीचे दिए गए मामलों में किसके पास जाएँ?</b>			
	i. जाति, धर्म और स्त्री-पुरुष में भेद भाव बरतने पर			
	ii. चोरी, डकैती होने पर			
	iii. यौन उत्पीड़न/शारीरिक रूप से परेशान करने पर			
	iv. तलाक और गुजारा भत्ता के मामले को लेकर			
	v. दहेज का मामला होने पर			
	vi. बाल मजदूरी के मामले पर			
	vii. बाल विवाह के मामले पर			
	viii. अपराध का कोई मामला होने पर			
	ix. संपत्ति के अधिकार और विवाद होने पर			

### 4. न्याय पाने का प्रयास

		हाँ	नहीं	नहीं जानता				
1	<b>प्रशिक्षण में भाग लेने के बाद क्या आपने कानूनी न्याय पाने का प्रयास किया? अगर हाँ, तो किस से और किसलिए?</b>							
	<b>मुद्दे</b>	<b>पुलिस</b>	<b>वीएलई से मामले में दखल के लिए</b>	<b>एनजीओ</b>	<b>लोक अदालत</b>	<b>कोर्ट</b>	<b>पंचायत</b>	<b>अन्य</b>
	i. संपत्ति/भूमि विवाद							
	ii. स्थानीय विवाद							
	iii. तलाक							
	iv. विवाह से जुड़े मुद्दे							
	v. घरेलू हिंसा							
	vi. कार्य/भुगतान में भेदभाव							
	vii. चोरी/डकैती/दुर्घटना							
	viii. सूचना का अधिकार आरटीआई के माध्यम से जानकारी लेना							
	ix. मानव तस्करी							
	x. बाल उत्पीड़न							
2	<b>कानूनी मदद लेने के क्रम में आपको कोई समस्या आई?</b>	<b>हाँ</b>	<b>नहीं</b>	<b>नहीं जानता</b>				
	i. पुलिस थाने/अदालत/कोर्ट में शिकायत दर्ज कराने में							
	ii. किसके पास जाएँ यह नहीं जानता							
	iii. मामले को सुलझाने में देरी							
	iv. मदद लेने में पैसे के अभाव की समस्या							

### Interview Schedule for CSCs/VLEs/Trainers

District \_\_\_\_\_, Block \_\_\_\_\_, Village \_\_\_\_\_

1. General Information		
S. No.	Information	Fill
1.	Name	
2.	Mobile	
3.	Age	
4.	Gender	
5.	VLE since	

2. Steps for Spreading Awareness on Training					
S. No.	Information	Reponses (tick/fill)			
1.	What is the level of knowledge imparted by the training on the legal literacy programme?	Good	Average		Bad
2.	Were the para-legal professionals involved in providing training?	Yes	No		Don't Know
3.	What are the modes adopted by the centres for spreading awareness about legal literacy?	TV Ad	Banners	Gram Sabhas	Radio Others
4.	Were participants from any specific caste/age/gender category interested in attending the training?	Yes		No	No Response
5.	If yes, the reasons behind:				
6.	After the session, did anyone approach you personally for legal aid (mention the no.)		Yes	No	No Response
		<10			
		10-20			
		21-30			
		31-40			
		>41			
7.	If yes, what were the reasons behind:				
8.	In what ways should the legal literacy training support people in cases of:				
	Property/Land Disputes				
	Local Disputes				
	Divorce				
	Marriage-related Issues				
	Domestic Violence				
	Discrimination at the Workplace/in Payment				
	Theft/Robbery/Accident				
	Seeking information through RTI				
	Human Trafficking				
	Child Abuse				



9.	Kindly share an interesting case you remember on:	
	Marriage-related Issues	
	Child labour/Child Abuse	
	RTI	
	Domestic Violence	
	Discrimination	
	Local Disputes	
	Any Other Issue	
10.	What steps were taken to make the training more interesting?	

### 3. Awareness of VLEs on the Legal Mechanism

1.	Do you know the RTE office in your area?	Yes	No	Don't Know
	District Level			
	Village Level			
	Local Level			
2.	Do you know Lok Adalats in your area?			
3.	Do you know for what all issue people can approach Lok Adalats:			
4.	Do you know whom people can approach for resolving issues like:			
	Local Disputes			
	Women's Rights			
	Child Labour			
	Theft, Robbery			
	Any New Information			

### 4. Training on Legal Literacy

1.	What is your opinion on:	Good	Average	Bad	No Response
	Modes of Training				
	Training Methods				
	Training Contents				
2.	What more is needed to make the training more interesting?				
3.	Do you feel that the content in the training is easy to understand?	Yes	No	Can't Say	
	If not, what measures can you suggest to make the training more interesting with regard to the following?				
	Topic				
	Mode				
	Duration of the Training				
	Involvement of Para-legal Players				
	Any Other				

### 5. Cases Appealed/Handled

5. Cases Appealed/Handled			
1.	Did people approach you for guidance in filing petitions, or getting redressal? If yes, mention the number of cases for the following:	Yes	No
	Property/Land Disputes		
	Local Disputes		
	Divorce		
	Marriage-related Issues		
	Domestic Violence		
	Discrimination at the Workplace/in Payment		
	Theft/Robbery/Accident		
	Seeking Information through RTI		
	Human Trafficking		
	Child Abuse		
2.	Did the Centre provide assistance for filing RTI?	Yes	No
	If yes, what were the issues for which you sought assistance?		

## Interview Schedule for Focused Group Discussions

District \_\_\_\_\_, Block \_\_\_\_\_, Village \_\_\_\_\_

1. General Information		Responses	
1.	How did you got to know about the training (Friends/Family/Neighbours, through VLEs, Advertisements in Newspaper, Banners/On the Spot/ Others)?		
	Friends		
	Family		
	Neighbours		
	Through VLEs		
	Advertisements in Newspapers		
	Banners		
	Other		
2.	Why did you attend the training?		
	For getting awareness on legal literacy		
	Family asked me to attend		
	Neighbours attended		
	Just like that		
	To address legal problems		
	Other reasons		
3.	What were the methods of training used?		
	Showing of tele-film (video)		
	Open discussion		
	Distribution of booklets		
4.	Can you suggest any other way to make the training more effective and understandable?		
5.	Were the topics of the training easy to understand?	Yes	No
6.	Was the language of training and material easily understandable?	Yes	No
7.	What are the difficulties faced in understanding the topic selected for the training?		
8.	Suggestions for improving the training session:		
2. Availing Justice		Responses	
1.	Is there discrimination in availing of justice, getting free education (up to the age of 14 years), getting employment, accessing public trasport on the basis of religion, race, caste, sex, place of birth. etc. a) No.	Yes	No
	If yes, mention the cases you have faced in each of the above situations.		

2.	What are the experiences of girls and women with respect to violence or insecurity in Rajasthan? Where do the maximum experiences of violence take place (mention the locations, if any)?							
3.	<b>What new information have you acquired after the training?</b>							
	Awareness about laws							
	Information about the concerned authorities							
	Information about RTI							
	Criminal procedures							
	Lok Adalats							
	Others							
4.	<b>Do you know whom to approach for legal assistance in case of the following issues?</b>			<b>Yes</b>	<b>No</b>			
	i. Child Labour							
	ii. Child Marriage							
	iii. Domestic Violence							
	iv. Disputes							
	v. Divorce and Maintenance							
	vi. Discrimination at the Workplace							
	vii. Property Disputes							
	viii. Dowry							
5.	<b>After attending the training, have you availed of legal justice? If yes, from whom and for what purpose?</b>				<b>Yes</b>	<b>No</b>	<b>Can't Say</b>	
	<b>Issues</b>	<b>Police</b>	<b>Help received from the VLE to intervene in the case</b>	<b>NGO</b>	<b>Lok Adalat</b>	<b>Court</b>	<b>Panchayat</b>	<b>Others</b>
	i. Property/Land Dispute							
	ii. Local Disputes							
	iii. Divorce							
	iv. Marriage-related Issues							
	v. Domestic Violence							
	vi. Discrimination at the Workplace/in Payment							
	vii. Theft/Robbery/Accident							
	viii. Seeking Information through RTI							
	ix. Human Trafficking							
	x. Child Abuse							

6.	<b>Have the issues for which you sought legal assistance been resolved</b>	<b>Yes</b>	<b>No</b>
	If No, mention the reasons for the delay:		
7.	What are the difficulties faced in approaching the concerned authority while seeking justice?		
	Don't know whom to approach		
	Filing of the petition		
	Financial burden in availing of the service		
	Long-drawn process of grievance redressal		
	Non-availability of the requisite centre near to the locality		
	Other		
8	<b>Do you have any special information or case to share regarding (tick):</b>	<b>Yes</b>	<b>No.</b>
	i. Property/Land Dispute		
	ii. Local Disputes		
	iii. Divorce		
	iv. Marriage-related Issues		
	v. Domestic Violence		
	vi. Discrimination at the Workplace/in Payment		
	vii. Theft/Robbery/Accident		
	viii. Seeking Information through RTI		
	ix. Human Trafficking		
	x. Child Abuse		
	If yes, provide proofs:		







**Council For Social Development**

Sangha Rachna, 53, Lodhi Estate, New Delhi - 110003. India  
Tel.: 91-11-24615383, 24692655, 24611700, 24618660, Fax No. 24616061  
E-mail: [csdnd@del2.vsnl.net.in](mailto:csdnd@del2.vsnl.net.in), Website: [www.csdindia.org](http://www.csdindia.org)