

# SINDH LEGAL ADVISORY CALL CENTER (SLACC)

**BI-ANNUAL**  
**PROGRESS REPORT**  
July 1<sup>st</sup> – December 31<sup>st</sup> **2024**







**Law Department**  
Government of Sindh

24/7 Helpline 0800 70806

**SLACC**

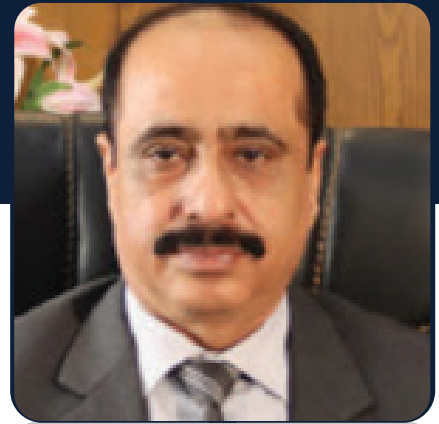
Sindh Legal Advisory Call Center

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## **Empowering Justice:** **Message From the Secretary of Law, Government of Sindh**



Access to justice is a cornerstone of any equitable society, and the Sindh Government remains committed to ensuring that legal awareness and assistance are accessible to all. Our focus is on creating avenues that bridge the gap between citizens and their legal rights, empowering individuals to navigate the complexities of the justice system. It is with this vision that the Sindh Legal Advisory Call Centre (SLACC) was established as part of the Legal Empowerment of People Program in Sindh (LEPPS). It was designed to provide free, accessible, and high-quality legal assistance to the people of Sindh, ensuring that individuals from all walks of life can access justice and legal support.

SLACC has emerged as a transformative initiative, providing a critical lifeline to individuals facing legal challenges. By leveraging technology, including the recent launch of the chatbot, providing legal assistance, namely 'NAZ Assist', and the expertise of a dedicated team of ten Sindh High Court enrolled lawyers, SLACC continues to address the diverse legal needs of our communities. Through its guidance on Civil, Criminal, and Public Service Matters, SLACC ensures that even the most vulnerable segments of society have a reliable and accessible pathway to justice. As we reflect on this period, we reaffirm our commitment to expanding legal literacy and promoting a culture of fairness and equity across Sindh and beyond.

I extend my gratitude to the SLACC team for their relentless dedication, who as partners share our vision for a just and accessible legal system. Together, we look forward to building on these achievements and furthering our shared mission of justice for all.

Warm regards,

**Mr. Ali Ahmed Baloch**

Secretary Law, Parliamentary Affairs and Criminal Prosecution  
Government of Sindh

## Leading Legal Transformation in Sindh: Message from the Chief Legal Advisor



The Sindh Legal Advisory Call Centre (SLACC) continues to make remarkable strides in providing accessible legal assistance, serving as a critical resource for thousands across Sindh and beyond. In just the past six months, SLACC has handled over 22,037 queries, addressing issues ranging from Civil and Criminal law to Public Service Matters. These numbers reflect not only the growing demand for its services but also the trust placed in SLACC by the people it serves.

This period marked significant advancements for SLACC, highlighted by the launch of 'NAZ Assist', Pakistan's first multilingual legal advisory chatbot. Leveraging SLACC's extensive knowledge base of over 490,000 calls, NAZ Assist provides 24/7 legal guidance in Urdu, Sindhi, Pashto, and English, with innovative features such as callback options and dedicated support for women facing gender-based violence or inheritance issues. Recognized internationally as a model of legal innovation, the chatbot has already attracted over 2566 users and facilitated more than 200 callback requests, demonstrating its transformative impact on legal accessibility.

Additionally, SLACC renewed its partnership with Sehat Kahani to integrate legal aid and mental health services, establishing a referral mechanism and initiating capacity-building programs for lawyers, mental health professionals, and community members. These technological and collaborative efforts, along with outreach campaigns and strategic partnerships, have strengthened SLACC's mission to bridge the gap between citizens and the Justice system, offering comprehensive support to those in need.

SLACC has also made substantial contributions to research and policy advocacy. Two policy briefs have been produced during this reporting period, namely 'Facilitating Women's Access to Property Rights through Alternative Dispute Resolution (ADR)' and 'Towards Inclusion: Addressing Implementation Gaps in Disability Laws for Sindh'. These policy briefs address critical legal and social issues, aiming to drive reforms and promote inclusiveness. Furthermore, SLACC team is currently conducting research on the law pertaining to the Payment of Wages, in order to highlight and address the challenges faced by private employees in the province.

Looking ahead, SLACC remains committed to its mission of promoting legal empowerment and accessibility to all and sundry. I extend my deepest gratitude to the SLACC team, our partners, and stakeholders whose tireless efforts have transformed this initiative into a model of effective legal aid delivery. Together, we will continue to uphold the principles of justice and equity for all.

Warm regards,

**Justice Arif Hussain Khilji**

Former Judge of the Supreme Court of Pakistan

Chief Legal Advisor, Legal Aid Society

# EXECUTIVE SUMMARY

## Introduction

The Sindh Legal Advisory Call Centre (SLACC) was established in 2014 by the Legal Aid Society (LAS) to provide free legal advice to citizens across Pakistan. In 2018, SLACC formalized a public-private partnership with the Government of Sindh's Law Department under the Legal Empowerment of Peoples Program in Sindh (LEPPS), further expanding its reach and impact.

Operating Monday to Friday, 9 AM to 5 PM, with a voicemail service ensuring round-the-clock accessibility, SLACC bridges gaps in legal awareness and justice delivery. A dedicated team of 10 Sindh High Court-enrolled advocates provides expert guidance on criminal, civil, constitutional, and public service matters. Since its inception, SLACC has handled over 490,000 calls from more than 600 cities across Pakistan. In recent development, SLACC achieved two significant milestones: the launch of NAZ Assist, Pakistan's first multilingual legal advisory chatbot offering 24/7 guidance in four languages, and integration with the Sindh Performance Management System (SPMS), enabling faster resolution of administrative complaints. This bi-annual report highlights SLACC's achievements and progress from July to December 2024.

## Key Achievements During the Reporting Period (July – Dec 2024)

### Objective 1:

#### Provide Free Legal Advice and Information to 33,000 People

- **Impact:** SLACC responded to 22,037 legal queries, achieving 66.7% of the annual target of 33,000.
- **Guidance Provided on Key Issues:** Civil law queries dominated (42.6%), followed by general information queries (35.8%), criminal law queries (12.8%), and public service matters (8.8%).
- **Demographics:** 76.5% of queries came from male callers, reflecting societal dynamics where men often represent households in legal matters.
- **Outreach:** Queries originated from all provinces, with 84% from Sindh, demonstrating growing national recognition.

## Objective 2:

### Raise Awareness Among 12 Million Citizens

- **Networking and Collaborations:**

SLACC hosted visits from organizations such as Deputy Speaker Sindh Assembly, the Law Department of Balochistan, and the Sindh Flood Emergency Rehabilitation Project and others.

- **Publicity Campaigns:**

- Expanded outreach through TV, social media, and SMS campaigns, engaging millions.
- Launched NAZ Assist in Oct 2024, Pakistan's first multilingual legal advisory chatbot, gaining 2,566 users and processing over 200 callback requests.

## Objective 3:

### Ensure Quality and Effective Legal Services

- **Capacity Building:**

- Conducted specialized training for legal advisors, including sessions on disability rights, shared parenting, and emotional intelligence.
- Strengthened inclusivity through partnerships with NOWPDP, offering tailored support for persons with disabilities.

- **Success Stories:**

- Resolved cases on inheritance, child custody, and public service grievances, emphasizing SLACC's role in empowering individuals.

## Objective 4:

### Research, Data Analysis, and Policy Development

- **Data Coordination:**

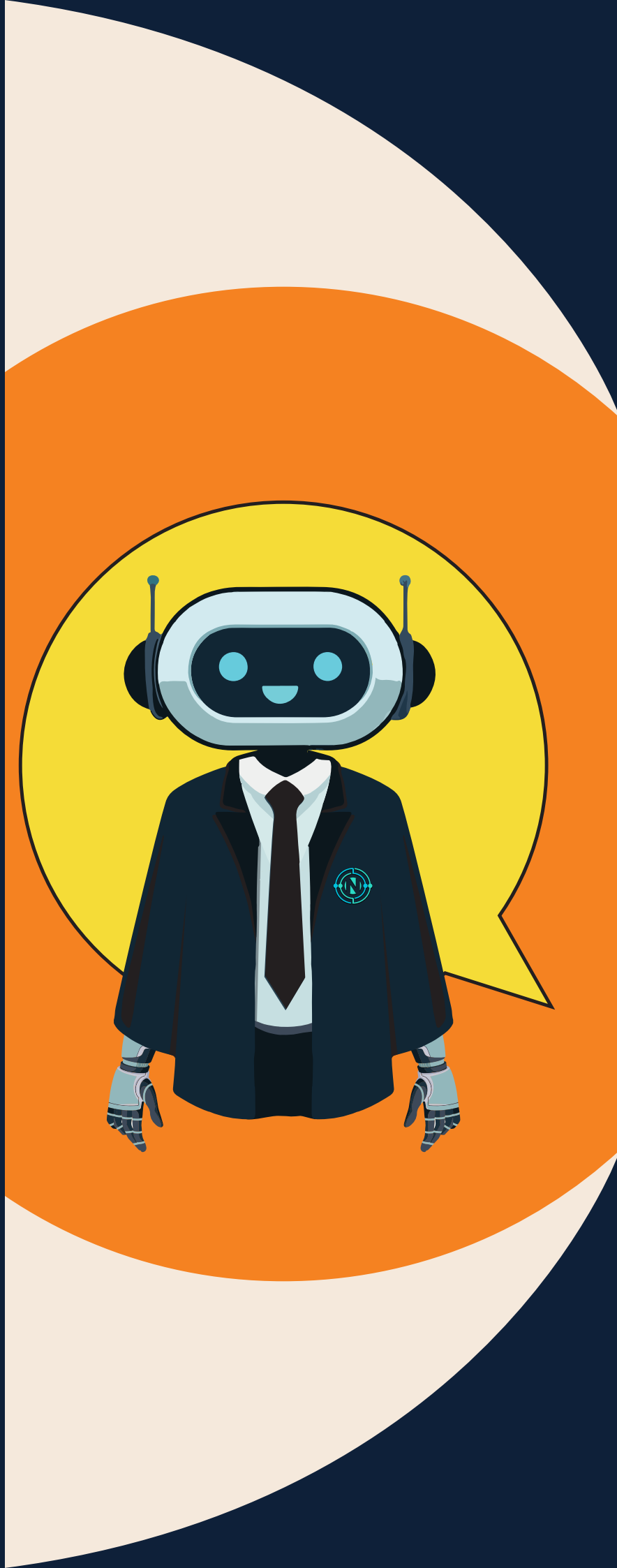
- Referred 424 cases to LAS internal projects and partner organizations, ensuring specialized support.

- **Policy Briefs:**

- Developed impactful research addressing property rights for women, disability law implementation gaps, and wage-related challenges, advocating systemic reforms.

SLACC's transformative initiatives, including NAZ Assist and strategic collaborations, have reinforced its mission to bridge gaps in legal access and empowerment. By integrating technology, public engagement, and policy advocacy, SLACC has become a model for legal aid innovation, aligning with Sustainable Development Goal 16:

**"Peace,  
Justice, and  
Strong  
Institutions."**



## Objective 1:

# Provide Free Legal Advice and Information to 33,000 People

### What's covered in this objective

- **Overview of Legal Queries and Outreach Analysis:**
  - Key Statistics of Legal Queries and Outreach
  - Analysis of Calls: Volume and Types of Legal Issues Reported

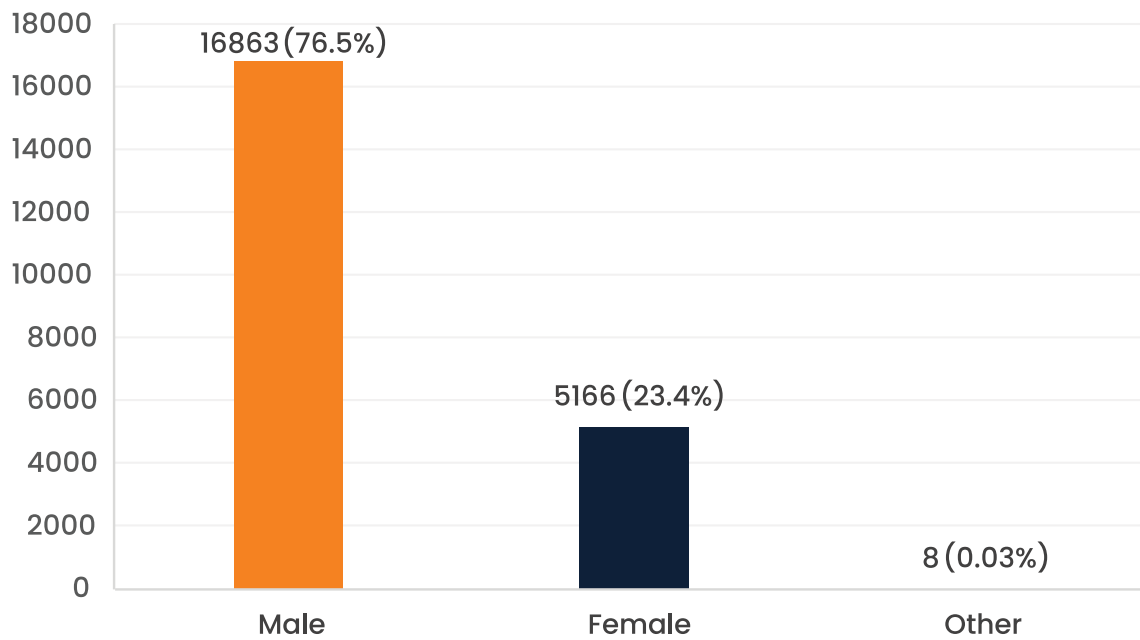
## Overview of Legal Queries and Outreach Analysis

Month	Total	Civil Law	Criminal Law	Public Service Matters	General Information	Male	Female	Non-Binary
July	3394	1466	451	283	1194	2546	848	
August	3137	1365	380	282	1110	2391	745	1
September	4266	1868	513	383	1502	3290	976	
October	4530	1959	622	354	1595	3538	990	2
November	3747	1541	491	361	1354	2832	915	
December	2963	1180	368	279	1136	2266	692	5
Total	22037	9379	2825	1942	7891	16863	5166	8

Table 1: Distribution of calls during the reporting period (July 2024 to December 2024)

Table 1 provides an overview of queries received from July 1 to December 31st, 2024, categorized by 'legal issue' type and 'gender' of the caller. A total of 22,037 queries were registered during this period, achieving 66.7% of the annual target of 33,000.

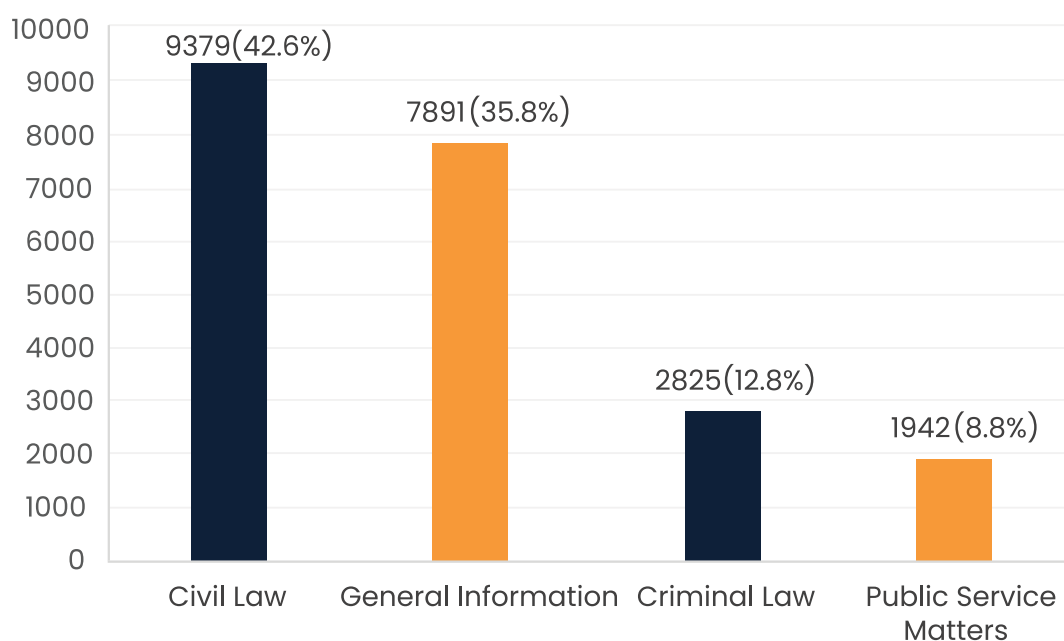




**Figure 1: Gender-wise Distribution of Queries**

Figure 1 shows that 76.5% of the queries were made by male callers, while 23.4% were made by female callers, with 0.03% of queries received from gender non-conforming individuals.

The gender disparity in queries reflects societal dynamics, where male callers have greater access to public spaces and are more likely to seek legal advice, often on behalf of female relatives, particularly in cases related to family matters. Queries ranged across legal categories, including Civil cases (42.6%), Criminal matters (35.8%), General Information requests (12.8%), and Public Service delivery issues (8.8%).



**Figure 2: Category-wise Distribution of Queries**



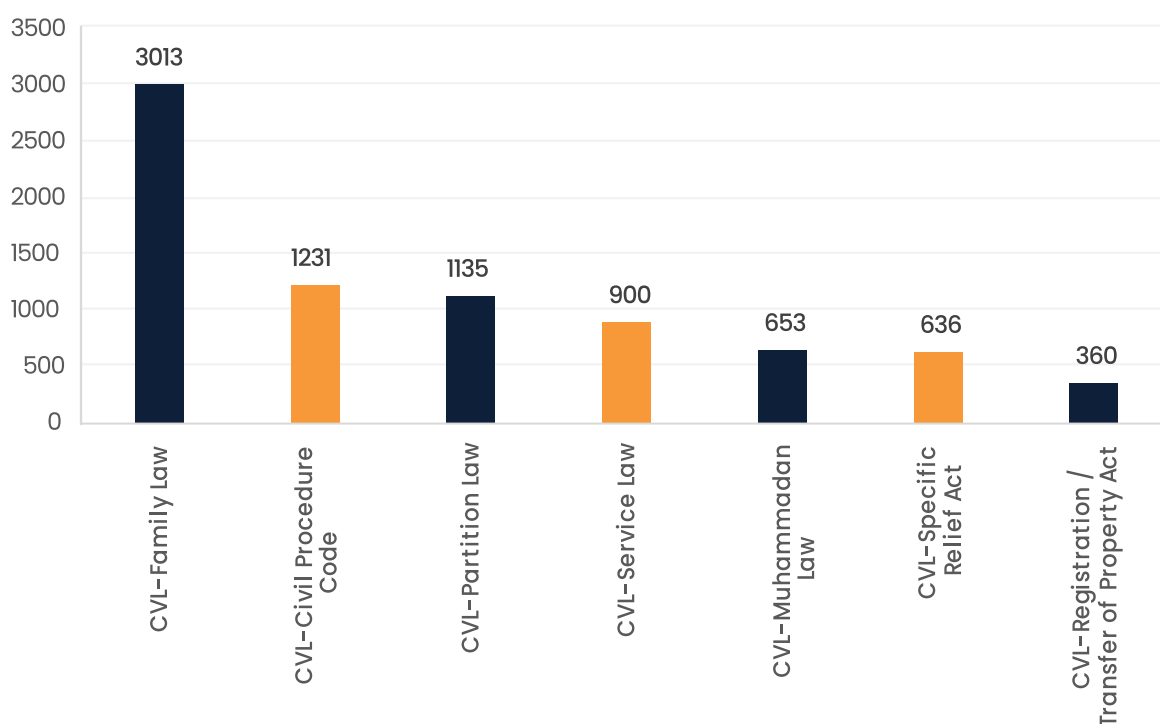
The data highlights the distribution of queries by primary legal categories during the reporting period. Of the total 22,037 queries, the majority pertained to Civil Law cases (43%), reflecting common issues such as family disputes and property rights. Queries for General Information (35%) were also significant, indicating a strong need for basic legal guidance and information.

Criminal Law cases accounted for 13% of the total, addressing matters like gender-based violence, cybercrimes, and other criminal complaints. Additionally, 9% of the queries were related to Public Service Matters, emphasizing the importance of resolving grievances related to government services such as education, health, and others. This distribution underscores the diverse nature of legal concerns brought to SLACC.

### **Civil Law Queries:**

The majority of Civil Law queries (9379) focused on Family Law (3,013), reflecting significant concerns related to marriage, divorce, custody, and maintenance. Other prevalent topics included Civil Procedure Code (1,231) and Partition Law (1,135), highlighting issues with property division and procedural disputes in civil courts.

Additional queries related to Service Law (900) and Muhammadan Law (653) indicate a continued demand for clarity in employment-related legal matters and Islamic inheritance practices. Furthermore, Specific Relief Act (636) and Registration/Transfer of Property Act (360) queries emphasize legal concerns regarding contract enforcement and property transactions. These trends showcase the broad scope of Civil Law issues handled by SLACC.



**Figure 3: Distribution of Top 7 Civil Law Categories**

### **Criminal Law Queries:**

Out of the 2825 Criminal Law queries, the highest number concerned Criminal Procedure Code (1,032), reflecting procedural challenges in criminal cases. A significant proportion, 635 queries, dealt with Gender-Based Violence against women, underscoring the critical need for accessible legal support for survivors.

Other recurring issues included Miscellaneous Criminal Matters (508), such as theft and harassment, and violations of the Pakistan Penal Code (333). Additionally, concerns regarding Illegal Dispossession (141) and Cyber Crimes/Immigration (110) highlight emerging legal challenges. A smaller number of queries (19) were related to cases involving Federal Agencies.

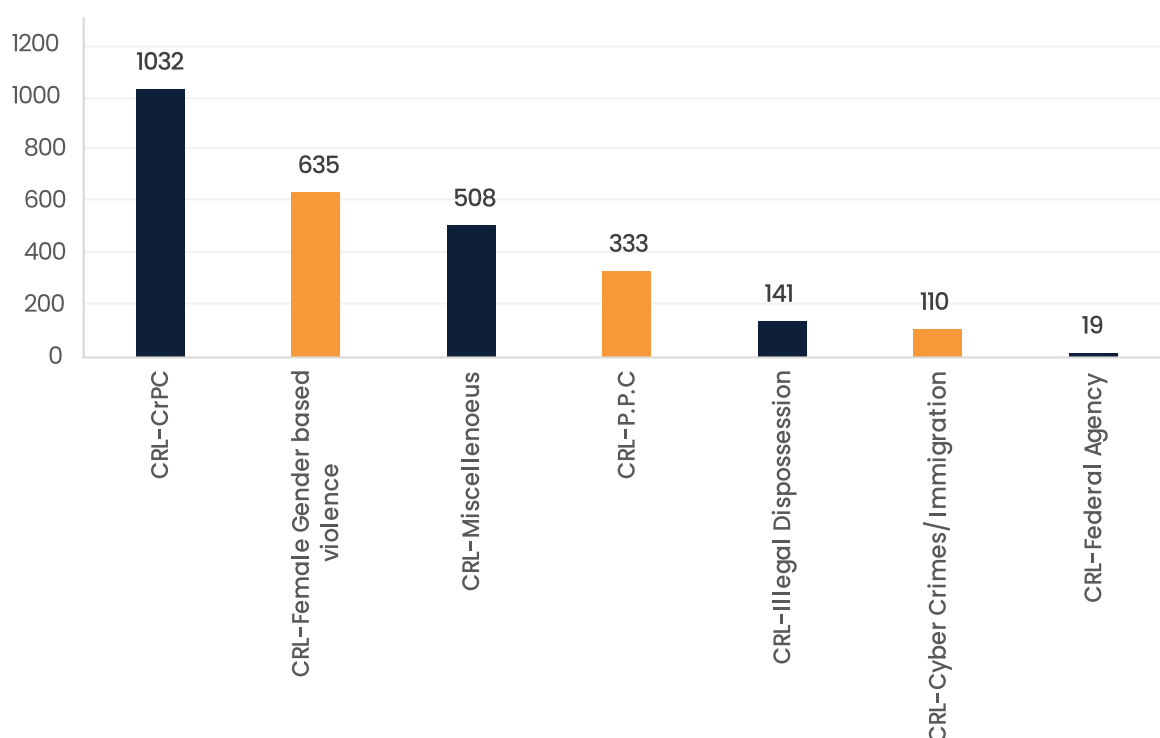


Figure 4: Distribution of Top 7 Criminal Law Categories

### **Public Service Matters Queries:**

SLACC received 1942 queries related to Public Service Matters, with Miscellaneous concerns (835) leading the category. Issues surrounding social protection schemes like BISP/ATM cards (322) and legal identity documents (216) were also prominent, reflecting gaps in accessibility to essential public services. Other queries included complaints against the Muhtasib/Ombudsperson (184) and challenges faced by flood victims (94), emphasizing the role of SLACC in addressing disaster-related grievances. Complaints about electricity services (73) and educational testing (65) further indicate public reliance on SLACC for navigating administrative challenges.

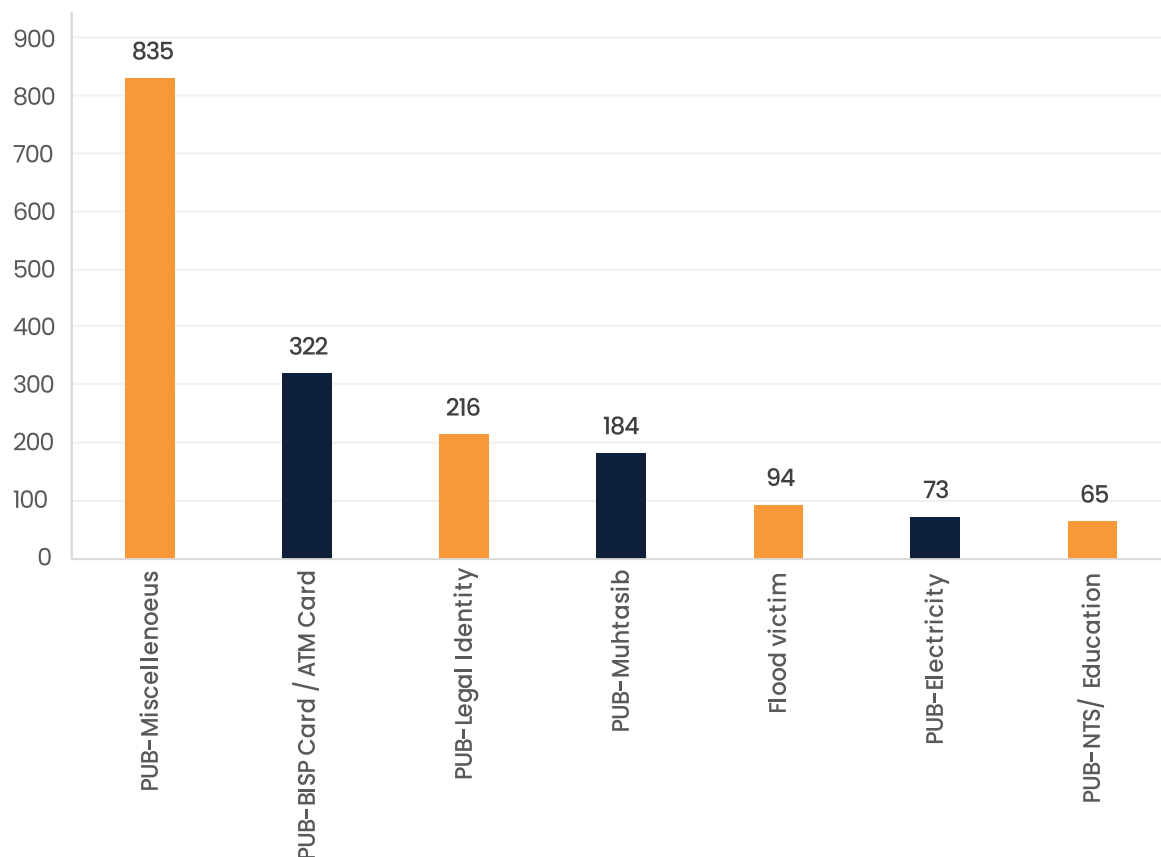


Figure 5: Distribution of Top 7 Public Service Matter Categories

### **Provincial Distribution of Queries:**

The majority of queries during the reporting period originated from Sindh (18,597), reflecting SLACC's strong presence and accessibility in the province. This significant proportion highlights the reliance of Sindh's residents on SLACC's services for addressing legal and public service-related issues.

Queries from Punjab (2,680) represented the second-largest group, followed by Balochistan (401) and Khyber Pakhtunkhwa (289). These numbers indicate an increasing awareness of SLACC's services beyond Sindh, although further outreach efforts are necessary in these regions. Moreover, Azad Kashmir (62) and Gilgit Baltistan (1) contributed a smaller number of queries. These figures underscore the potential for expanding SLACC's footprint nationally to ensure equal access to legal support across Pakistan.

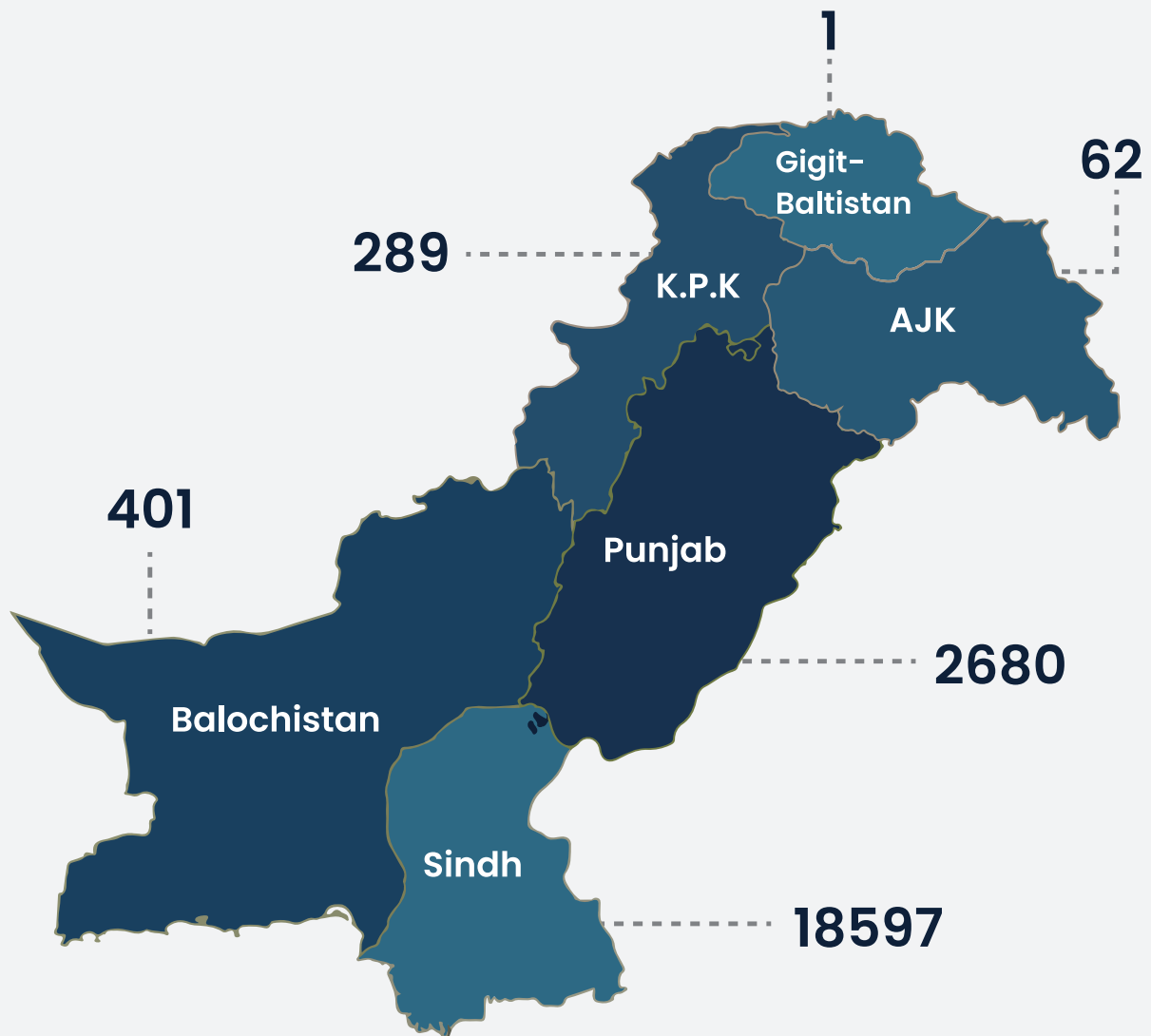


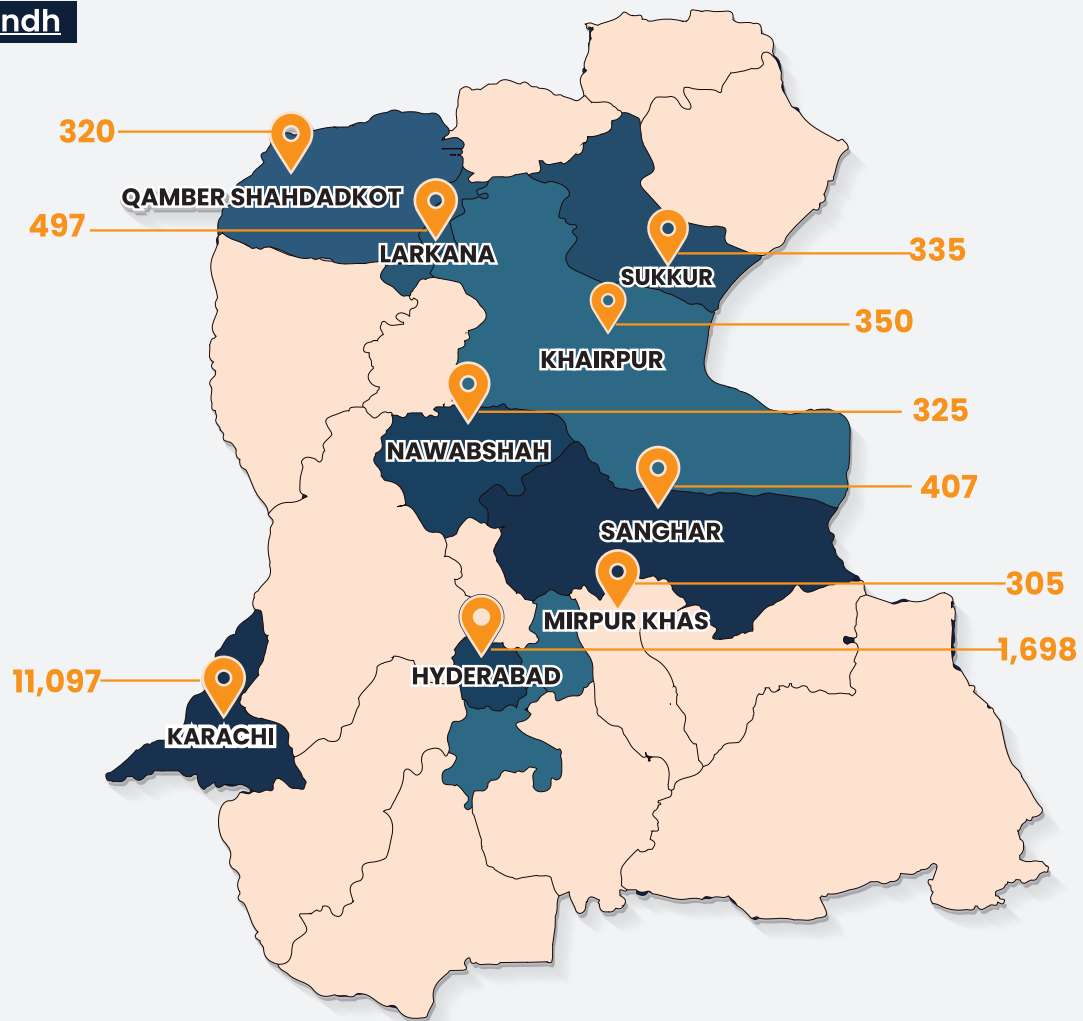
Figure 6: Provincial Distribution of Queries

### **Top Cities for Legal Queries:**

The majority of queries during the reporting period were received from Karachi (11,097), reflecting its status as a major urban center with high legal service demands. Karachi's residents frequently sought advice on a range of legal and public service matters, demonstrating SLACC's pivotal role in the city. Other significant contributors include Hyderabad (1,698) and Lahore (487), indicating the growing reach of SLACC's services beyond Karachi. Cities like Larkana (497), Sanghar (407), and Nawab Shah (325) also showed substantial engagement, particularly for localized legal concerns.

Smaller cities such as Khairpur (350), Mirpur Khas (305), Sukkur (335), and Shahdadkot (320) highlight SLACC's ability to address legal needs in semi-urban and rural areas, reinforcing the importance of equitable service delivery across diverse regions.

## Sindh



## Punjab

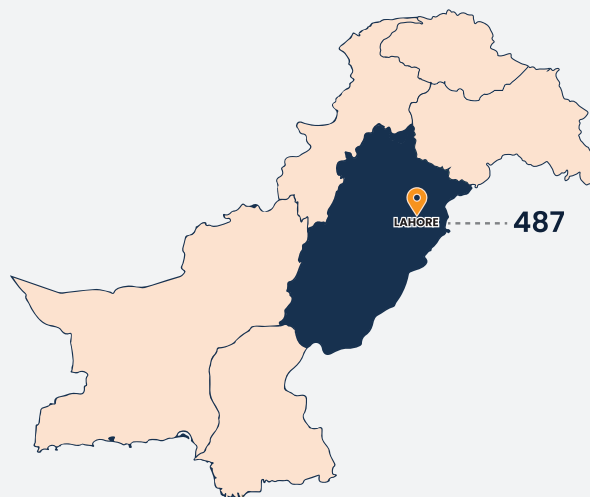


Figure 7: Top 10 Cities Distribution of Queries

## Sources of Queries:

The biggest share of queries originated through SMS (10,306), highlighting the accessibility and convenience of this platform for reaching SLACC's services. This was closely followed by Web/Social Media (6,693), reflecting the increasing reliance on digital channels for legal assistance, particularly among tech-savvy users. Word of mouth (1,992) emerged as another significant source, emphasizing the role of personal networks in spreading awareness about SLACC's services. Additionally, traditional media like magazines/newspapers (475) and TV/cable (404) contributed to raising awareness, showcasing the effectiveness of diverse communication strategies.

Community-driven initiatives such as awareness sessions/clinics/training (151) and innovative campaigns like the Rickshaw Campaign (200) further demonstrate SLACC's multifaceted outreach efforts to engage with different segments of the population.

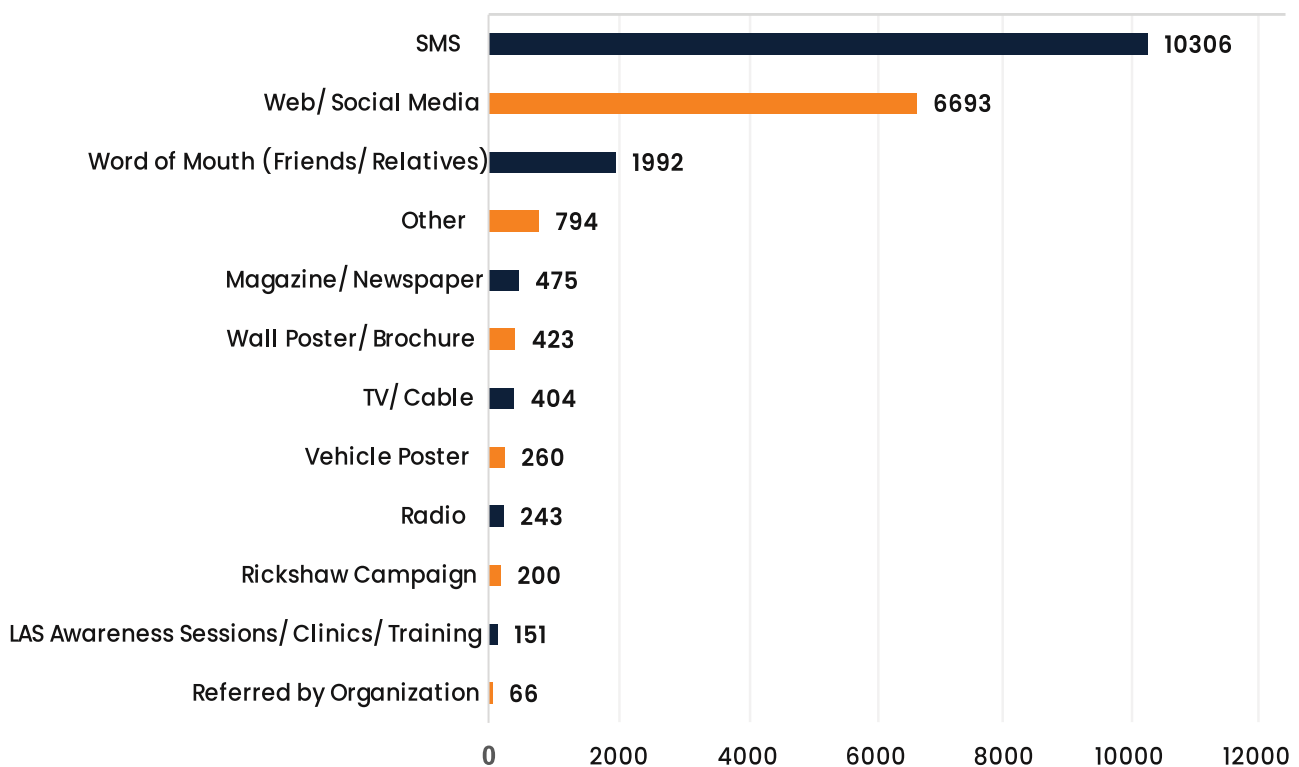


Figure 8: Distribution of Queries' Top Sources

## Objective 2:

# 12 Million Citizens across Sindh (And from Other parts of Pakistan) are Aware of the Sindh Legal Advisory Call Centre

### What's covered in this objective

- **Networking and Collaborations:**
  - Publicity Visits
  - Partnerships
- **Publicity and Engagement Campaigns:**
  - Outreach Visits
  - Leveraging Mainstream (TV, Newspaper Articles and Ads)
  - Social Media and Digital Outreach
  - SMS Campaigns
  - NAZ Assist; Legal Advisory Chatbot (Online Launch and Marketing Campaigns)
  - Inclusion of SLACC Helpline in the NO MORE Global Directory

As shown by Figure 9 below, Lahore has the greatest number of calls from other provinces followed by Islamabad, Rawalpindi, Gujranwala, Multan, Faisalabad, Quetta, Peshawar, Rajanpur and Sargodha. Positive word of mouth and social media posts contributed to the calls received by the center from other provinces.

## Networking and Collaborations

### Publicity Visits:

#### Visit by Sindh Flood Emergency Rehabilitation Project (SFERP)

On July 10, 2024, SLACC had the honor of hosting a team from the Sindh Flood Emergency Rehabilitation Project (SFERP), which manages Rescue 1122 operations throughout Sindh. The visit provided an opportunity to share SLACC's project insights and best practices with the SFERP team. Both organizations discussed potential collaborations to strengthen access to justice for the people of Sindh, aligning efforts to support communities affected by emergencies.





**SLACC Manager Rukhsana Parveen briefs Rescue 1122 Team**

## Visit by UNICEF Consultant on Child Protection

On 22nd July, SLACC welcomed Ms. Sadia, a UNICEF consultant conducting research on child protection helplines. Her visit facilitated an exchange of insights on SLACC's approach to supporting vulnerable groups, including children, contributing valuable input to her research on child protection services.



**SLACC Manager Rukhsana Parveen briefs Ms. Sadia, UNICEF consultant**



## Visit by the Law Department of Balochistan

A delegation from Balochistan, comprising representatives from the Law Department and the Additional Advocate General, visited SLACC's office on July 23, 2024. The SLACC team provided a comprehensive overview of our processes, showcased successful case outcomes, and emphasized our commitment to equitable access to justice. This visit provided a deeper understanding of SLACC's mission and laid the groundwork for future partnerships to enhance legal support in Balochistan.



**SLACC Manager Rukhsana Parveen briefs Balochistan Law Delegation**

## Visit by Director of Legal Education, Pakistan

On August 8, 2024, Mr. Usama Malik, Director of Pakistan's Directorate of Legal Education, visited the Legal Aid Society's Karachi office to observe SLACC's operations. Mr. Malik witnessed SLACC's performance, particularly impressed by the NAZ Assist initiative, and encouraged its swift public launch to raise awareness and accessibility nationwide. His visit underscored the potential of SLACC's initiatives to impact legal education and public awareness across Pakistan.



**LAS Management Honors Mr. Usama Malik with Tokens of Appreciation during visits to LAS Head Office and SLACC Office**

## **Visit by Deputy Speaker Sindh Assembly, Anthony Naveed**

On August 28, 2024, SLACC hosted Mr. Anthony Naveed, Deputy Speaker of the Sindh Assembly. Mr. Naveed received a detailed briefing on SLACC's activities and the Religious Minorities Program. Showing great interest in the Alternate Dispute Resolution (ADR) system, he offered insightful suggestions to enhance SLACC's services. As a token of appreciation, SLACC presented him with a traditional Sindhi Ajrak, and our team expressed gratitude for his practical support and dedication to marginalized communities.



**SLACC Manager Rukhsana Parveen presents Ajrak to Mr. Anthony Naveed as a Token of Appreciation for visiting SLACC**

## Partnerships:

### **Renewal of Partnership between Sehat Kahani and Legal Aid Society**

On November 8, 2024, SLACC renewed its partnership with Sehat Kahani to strengthen support for vulnerable communities across Sindh. This renewed collaboration will establish a referral mechanism that links individuals to both legal aid and mental health services, ensuring comprehensive support. Additionally, both organizations will work together to build the capacities of lawyers, mental health professionals, and community members, enhancing the overall effectiveness of legal and mental health services available to the community.



**LAS and Sehat Kahani Teams at the MoU signing ceremony**

## **Publicity and Engagement Campaigns**

### Outreach Visits:

#### **Visit by SLACC Lawyer to NOWPDP Camp**

On July 25, 2024, SLACC participated in a camp organized by NOWPDP to support differently abled individuals. Advocate Noreen Qazi, accompanied by a sign language expert, provided free legal advice to attendees facing various legal challenges. Following the success of this visit, SLACC plans to establish a dedicated legal desk at these monthly camps to ensure consistent legal support for the differently abled community.





**SLACC Team sets up a Desk for Legal Assistance to Persons with Disabilities (PWDs)**

## **SLACC at MY Karachi: Oasis of Harmony Exhibition**

In collaboration with the Musaliha International Centre for Arbitration and Dispute Resolution (MICADR), SLACC set up a stall at the "MY Karachi: Oasis of Harmony" exhibition held at the Expo Centre, Karachi, from August 24, 2024. This exhibition, hosted by the Karachi Chamber of Commerce & Industry (KCCI), allowed SLACC to connect with the corporate community and promote its services in Alternative Dispute Resolution (ADR). Through the distribution of 500 SLACC brochures, the team highlighted SLACC's role in fostering a harmonious business environment and showcased how ADR can facilitate swift conflict resolution, improve business relationships, and contribute to regional economic growth.



**SLACC Team in Collaboration with ADR Team sets up a stall at MY Karachi: Oasis of Harmony Exhibition**

## SLACC Team conducted Awareness Sessions for Rescue 1122 Officers

From October 9 to October 11, 2024, SLACC conducted awareness sessions for over 140 Rescue 1122 field officers, offering insights into SLACC's referral system. These sessions equipped the officers with knowledge about SLACC's services, enabling them to refer individuals in need of legal assistance to the call center effectively. This outreach effort strengthens SLACC's network and improves accessibility to legal aid for communities served by Rescue 1122.



SLACC Team delivers a session on SLACC Operations to Rescue 1122 Officers



## Leveraging Mainstream (TV, Newspaper Articles and Ads)

### Increasing Awareness for SLACC Dharti TV coverage



SLACC Lawyers at Dharti TV Prime Shows

We renewed our partnership with Dharti TV for another month in September after seeing positive results from our earlier collaboration in May. Under this agreement, two ads about SLACC were published in their newspaper, Daily Sobh, which has a circulation of over 9,000 homes across Sindh. SLACC was also the main sponsor of "Morning with Dharti," where SLACC lawyers highlighted the center to viewers across four shows. In addition to the morning show, SLACC was featured three times on their show "Legal Opinion," as well as on other programs like 'Together We Can' and 'Business Talk with Abdul Haque'. Furthermore, commercials aired during prime time to raise awareness about the call center. Clips from the programs were shared across their social media channels, including Dharti Entertainment TV's Facebook page, which has over 364,000 followers.

### Profile Spotlight: Rukhsana Parveen Khokhar - Championing Justice and Women's Rights

The article, titled "My Personal Battle Against Injustice Fuelled My Passion to Fight for Human and Women's Rights", was published on 24th September 2024 in You! Magazine. It profiles Rukhsana Parveen Khokhar, the Senior Project Manager of the SLACC, highlighting her inspiring journey, professional achievements, and the impactful work carried out by SLACC under her leadership. The piece delves into Rukhsana's personal motivation to advocate for human and women's rights, her daily challenges as a manager, and SLACC's contribution to providing free legal aid to marginalized communities across Pakistan. It also features success stories that showcase the transformative impact of SLACC's services.

Law Department Government of Sindh

**LAS** LEGAL AID SOCIETY

**SLACC** Sindh Legal Advisory Call Center

0800-70806

## سند قانوني مشاورتي ڪال سينٽر

هاڻي توهان جي سڀني قانوني مسئلن ۾ هدايت ڪريو

### صرف هڪ فون ڪال جي فاصلي تي

**فورن ڪڏيو، ۽ نمبر ملايو**

**0800-70806**

۽ سند قانوني مشاورتي ڪال سينٽر تان مفت قانوني مشورو حاصل ڪريو.

- \* اسان جي هاءِ ڪورٽ رجسٽرڊ ماهر وڪيل، توهان جي ڪال جو انتظار ڪري رهيا آهن، توهان جي خدمت ۾ حاضر آهن
- سومر کان جمعو صبح 9:00 کان شام 5:00 تائين**
- \* هن وقت تائين سند قانوني مشاورتي ڪال سينٽر کي پاڪستان جي 600+ ڳوٺن، شهرن ۽ شهرن مان 471316 کان وڌيڪ ڪالون موصول ٿيون آهن

**سند حڪومت عوام جي خدمت ۾ سڀ کان اڳتي آهي**

اسان جي قانوني مشوري واري چيٽ بوٽ **NAZ Assist**

سان انگريزي، اردو ۽ سنڌي ۾ قانوني مشورو هاتي توهان پان حاصل ڪري سگهو ٿا



You  
"My personal battle against injustice fuelled my passion to fight for human and women's rights" - Rukhsana Parveen Khokhar

By Urna Akmal 24 September, 2024

This week You! talks to Rukhsana Parveen Khokhar, Senior Project Manager at SLACC, in an attempt to find out how she navigates through day-to-day challenges. Read on...



chambers of justice

In the bustling city of Karachi, the Sindh Legal Advisory Call Center (SLACC) serves as a vital resource for those who have long been denied access to justice. This humble office, filled with the steady buzz of ringing phones and clicking keyboards, is more than just a call centre - it is a lifeline for marginalised communities across Pakistan. For individuals in remote areas where poverty, lack of awareness, and inaccessibility have kept justice out of reach, SLACC offers a way forward. A single phone call connects people to free legal advice from High Court-enrolled lawyers, and in complex cases, even retired Supreme Court judges.



## Triumph of the Law: Advocacy Beyond Legal Boundaries

In this compelling article, SLACC lawyer Izzah Rizvi sheds light on the transformative work carried out by the SLACC. As a joint initiative between the Sindh Law Department and the Legal Aid Society (LAS), SLACC stands as a beacon of hope for underrepresented and underserved individuals, providing accessible legal guidance and support. Izzah narrates powerful stories of courage and justice, from an elderly victim of domestic abuse finding his voice in Court to a retired worker challenging systemic injustices to claim his rightful gratuity. Her recount also highlights the centre's compassionate approach, advocating for reconciliation in a child custody dispute to prioritize emotional well-being over legal entanglements. Through these cases, Izzah emphasizes SLACC's unwavering commitment to empowering individuals, bridging gaps in justice, and fostering a society where everyone can access their rights.

INTERNATIONAL  
**THE NEWS**  
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# You!

THE NEW WOMAN & Lifestyle

INSIDE

### chambers of justice

## TRIUMPH OF THE LAW

This week Izza Rizvi, a human rights lawyer, highlights the kind of work she and her fellow lawyers are doing in a bid to provide justice to commoners. Read on...



**I**n a world fraught with injustice and oppression, where justice and fairness seem reserved for those with strong representation, The Sindh Legal Advisory Call Center (SLACC) stands as a beacon of hope. SLACC is a joint venture of Law Department - Government of Sindh and Legal Aid Society (LAS). This government-affiliated NGO has emerged with the aim of supporting the underrepresented and underprivileged; this has been done through online legal consultancy services to the public. LAS panel comprises ten high court enrolled lawyers, serving under Justice (R) Arif Khali's supervision to accomplish the mission that Justice (R) Nasir Aslam Zahid first envisioned. Its mission, essentially, is to ensure that justice is accessible to all, regardless of their social or financial standing.

Working as one of the legal advisors at the LAS, our objective is significantly close to our hearts, and is fuelled with unwavering dedication i.e., commitment to justice for all, without discrimination. Every day, we listen to stories of the distressed and we sincerely try to understand the tears, agony, and fears of the speakers. Moreover, unlike paid lawyers, we believe in empowering everyone to stand for their rights; rather than profiting from their dependency on us, we encourage individuals to become their own advocates, and to present their cases with are assurance of us stoutly behind the scenes, persistent and steadfast.

Our services cover a broad spectrum of legal matters, encompassing personal and family issues, criminal cases, service and commercial disputes, and most importantly, all forms of human rights violations. Here are some of our most eminent cases, showcasing how we serve

as a hidden influence, and how all of us together have the power to bring change in society. Read on...

#### Fighting the legal battles

A particularly compelling case involved an elderly gentleman rendered physically, economically, and emotionally vulnerable. Tragically, he had been subjected to domestic violence at the hands of his own son, the very person entrusted with his care. In desperation, the man turned to LAS for support. Consequently, armed with our guidance and equipped with the relevant legal knowledge necessary to present his case, the old man found within himself renewed courage. With trembling hands but a heart steered with resolve, he stood before the court: the judge rebuked the son. Thus, justice prevailed not only through the court's intervention, or the unseen counsel that championed the old man's cause, but most importantly, the man's own voice, which ensured he was heard and his rights were protected.

Another case involving a senior citizen, this time a supervisor who had dedicated three and a half decades to a private-sector job, is a vital example here. At the time of the gentleman's well-deserved retirement, he was denied his rightful gratuity funds. This blatant injustice fuelled his desperation, prompting him to reach out to us. We, in turn, saw an opportunity to rectify a systemic flaw and guided him to challenge the very law that allowed such an egregious act.

Together, we embarked on a collaborative effort, crafting a petition. This document extracted key references from both constitutional law and relevant state statutes, building a strong case for our client. Fortunately, the court recognised the merit of our argument, declaring the petition 'maintainable', and paving the way for a just resolution. The act of fighting for such cases does not fit under the mere category of legal counsel - rather, we felt ourselves proud warriors fighting a battle for what's right, standing shoulder-to-shoulder



with our client against a seemingly insurmountable obstacle. A particularly moving story involved a couple embroiled in a bitter dispute, planning to get separated. Each parent, blinded by their conflict, and determined to part ways, overlooked the emotional deprivation their child would face, with one of the spouses reaching out to us to seek advice on child custody. We decided to take a different approach on the matter; we advocated for mediation and reconciliation, rather than dragging the couple, and their child, into a legal battle, emphasising the importance of the child's personality development and emotional well-being.

Through our advice, the couple agreed to reconciliation. Hence, this case revealed that the best legal advice is sometimes not found in books, but in the wisdom of responsiveness, empathy and understanding.

To conclude, our work extends beyond simply providing legal advice; we strive to be advocates for the marginalised, a source of hope in their time of need. By bridging the gap between the law and those it serves, we work to empower individuals to fight for justice. The heartfelt gratitude, and the success stories we receive and see from our clients fuels our commitment to making a positive impact, and continue to do more.



## Collaboration with Sindh Information Department

A successful meeting was held with Information Secretary Nadeem Memon, during which the LAS and SLACC teams briefed him on their work and achievements. The discussion focused on SLACC's newspaper ads and TVC, with the Secretary expressing appreciation for the initiative. Ad materials have been shared with the Information Department, and the ads are expected to be published soon. Additionally, the Secretary agreed to include SLACC's helpline number in other TV programs managed by the Information Department, further expanding the reach of SLACC's services.



**SLACC Program Manager Rukhsana Parveen with Information Secretary Nadeem Memon**

## Social Media and Digital Outreach

Over the past six months, SLACC has achieved significant results through its digital media outreach, particularly via targeted Facebook ads and regular awareness posts on SLACC's social media pages. Social media has emerged as the second largest source of calls during this reporting period, contributing to 4,782 queries generated through these platforms. This outreach has played an important role in promoting SLACC's services, increasing public awareness about legal rights, and connecting individuals with accessible legal support. Through consistent and engaging content, SLACC continues to educate the public and broaden its reach across diverse audiences. Furthermore, we have launched a Social Media Influencer campaign where we are reaching out to influencers with greater impact to promote SLACC.

## Collaboration with YouTubers

Recently, SLACC was featured in a video by the popular YouTube channel Chaltay Phirtey, which boasts over 286,000 subscribers on YouTube and more than 753,000 on Facebook. The video spotlighted SLACC's mission to provide free legal advice across Pakistan, emphasizing its support for marginalized communities in accessing justice. Chaltay Phirtey shared this engaging content across multiple platforms, including YouTube, Facebook, TikTok, and Snack, broadening our reach significantly. The video's impact was evident in the increased number of calls SLACC received, as more individuals were motivated to seek legal assistance from our center.



## UrduPoint Visit

On 29th November 2024, the UrduPoint team visited the SLACC office to showcase the innovative and impactful work being done at the center. The feature highlighted various aspects of SLACC's operations, including the functionality of the NAZ Assist chatbot and the dynamic environment of the call center.

The coverage included interviews with SLACC Program Manager Rukhsana Parveen and several esteemed lawyers, providing valuable insights into their contributions and perspectives. This comprehensive portrayal emphasized SLACC's commitment to delivering accessible legal assistance to the public.



## GNN Plus Visit

On 4th December 2024, the GNN Plus team visited the SLACC office to spotlight the center's operations and its vibrant call center environment.

The segment featured interviews with SLACC Program Manager Rukhsana Parveen and several respected lawyers, shedding light on their roles and the center's impactful work. This engaging coverage effectively highlighted SLACC's mission to bridge the gap between citizens and the justice system.





## Collaboration with Sindhi Influencers

SLACC has partnered with renowned Sindhi influencers to amplify its outreach and build trust with its target audience in Sindh. Endorsement messages from Fazeelat Begum (145K+ YouTube followers), Sher Dil Gaho (93K+ YouTube followers), and Nadia Hussain Channa (174K Instagram followers) will be shared across various channels and integrated into LAS marketing materials to enhance engagement and visibility.



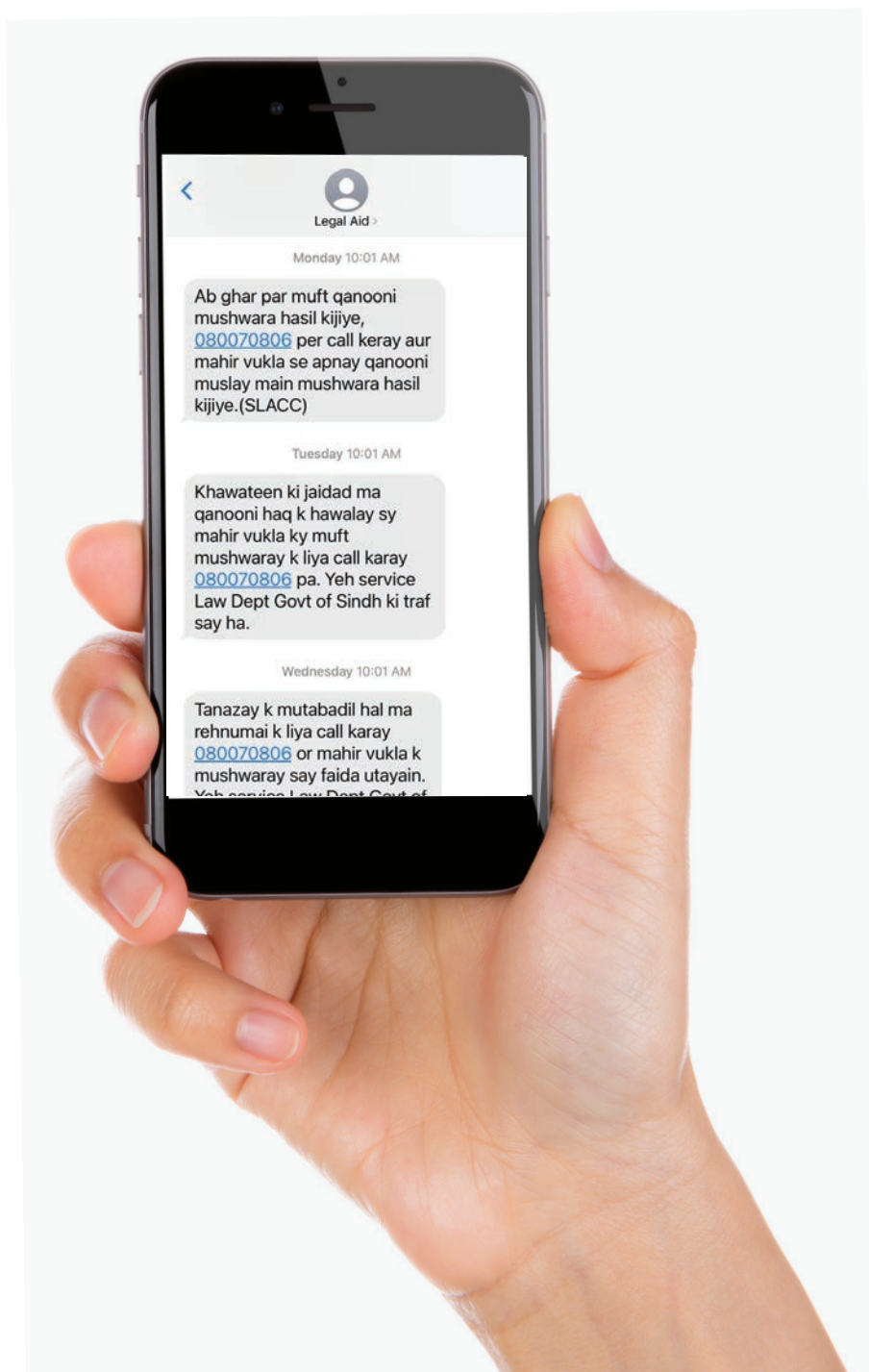
Sindhi influencer Sher Dil Gaho raising awareness about SLACC



Sindhi influencer Nadia Hussain Channa raising awareness about SLACC

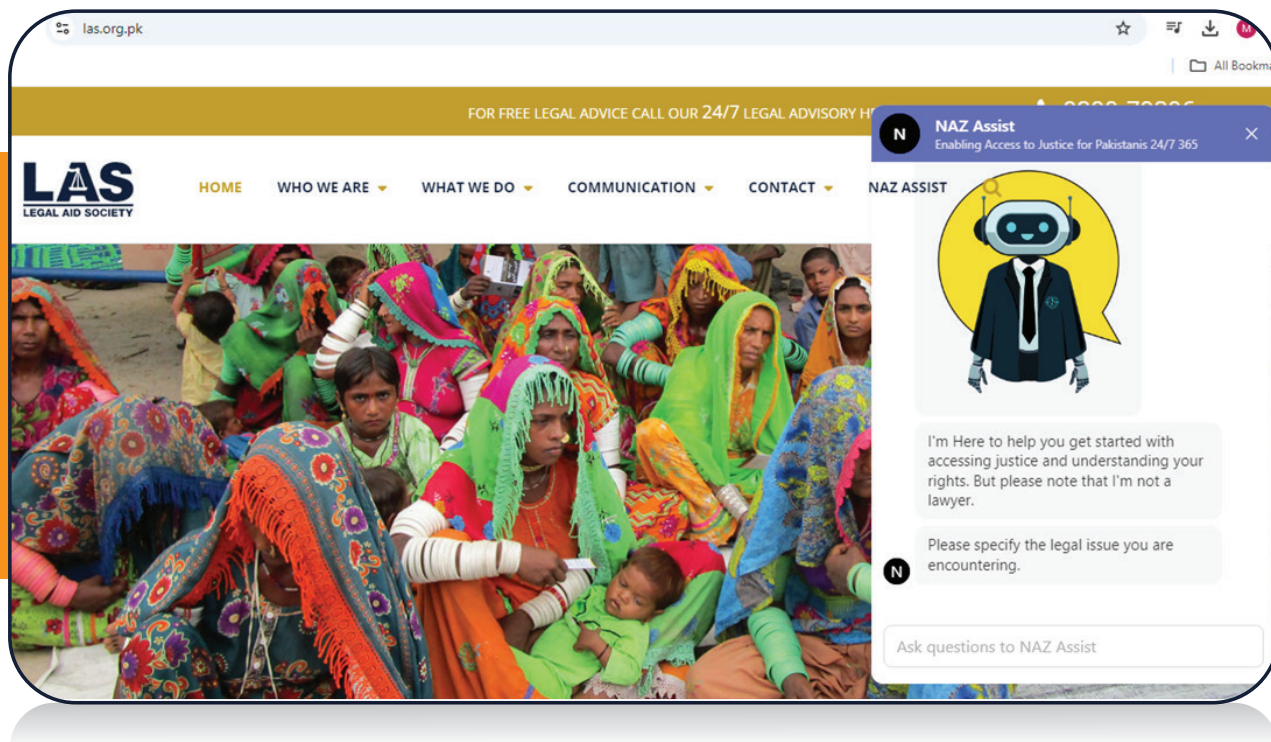
## SMS Campaigns

SLACC's SMS campaigns continue to achieve notable success, helping us reach a broad audience, particularly in rural areas where SMS remains a primary communication channel. Since 2023, SLACC has partnered with Ufone to send 1.8 million SMS messages monthly to Ufone users, and during the report period, approximately 10.8 million SMS have been sent, which has consistently resulted in a high volume of calls to our helpline. This sustained engagement through SMS outreach has proven to be one of our most effective strategies for raising awareness and providing accessible legal support across Sindh.



## NAZ Assist Chatbot:

### Pakistan's First Multilingual Legal Advisory Chatbot



NAZ Assist, Pakistan's first multilingual legal advisory chatbot, launched on the Legal Aid Society's website on July 30th, 2024. Built from SLACC's extensive knowledge base and data gathered over a decade from more than 475,000 calls, NAZ Assist provides 24/7 free legal guidance in Urdu, Sindhi, Pashto, and English. The chatbot offers unique features, including free callbacks from practicing advocates for verification and dedicated litigation support for women facing gender-based violence or inheritance issues.

Since its public launch, NAZ Assist has seen remarkable traction, with over 2566 users and more than 200+ callback requests. Internationally, the chatbot has received enthusiastic attention and recognition. At the Singapore Convention, Harvard Law Professor David B. Wilkins highlighted NAZ Assist as an exemplary model of legal innovation in developing countries, with plans to introduce it to Harvard students. Additionally, chatbot has been covered in major newspapers such as ProPakistani, Nation and others.



## LAS launches Pakistan's first multilingual legal advisory chatbot



## Pakistan Launches Its First Legal Advice Chatbot With Free Verification From Human Lawyers

By ProPak Staff | Published Oct 8, 2024 | 5:20 pm



NAZ Assist Chatbot Featured in Top Newspapers and Blogs like Nation and ProPakistani

## Inclusion of SLACC Helpline in the NO MORE Global Director

The SLACC Helpline has been added to the NO MORE Global Directory, a pioneering international resource that compiles helplines, specialist support services, and resources addressing domestic and sexual violence. This comprehensive directory provides support information for men, women, and nonbinary individuals across nearly every UN recognized country and territory. SLACC's inclusion amplifies its visibility and reinforces its commitment to providing accessible legal aid and support services on a global platform.





## Objective 3:

# Ensure Quality and Effective Provision of Legal Advice and Information

### What's covered in this objective

- **Capacity Development:** Training and Skill Enhancement for Legal Advisors Key Developments and Innovations
- **Success Stories:** Noteworthy Cases and Impactful Interventions
  - Legal Victories with SLACC Support
  - Citizen Empowerment via SLACC-SPMS Integration

## Capacity Development: Training and Skill Enhancement for Legal Advisors

### Sensitivity Training for Supporting Persons with Disabilities

On August 9th, 2024, in collaboration with NOWPDP, a renowned disability rights organization, SLACC conducted a sensitization training for its lawyers. The session aimed to enhance their understanding of the challenges faced by persons with disabilities (PWDs) and equip them with the tools needed to provide better legal support.



NOWPDP Team delivers Sensitization Training for SLACC Lawyers

The training covered:

1. **Models of Disability:** Understanding various perspectives on disability.
2. **Myth Busting:** Debunking common misconceptions surrounding PWDs.
3. **Legal Frameworks:** Overview of laws and policies relevant to disability rights.
4. **Interactive Activities:** Hands-on practice with sign language to improve communication skills.

This comprehensive training has empowered SLACC lawyers to offer more inclusive legal services. As part of this initiative, SLACC lawyers will now attend monthly NOWPDP camps, where they will provide free legal assistance tailored to the needs of PWDs. This effort underscores SLACC's commitment to inclusivity and accessibility for all.

## Training on Shared Parenting for SLACC Lawyers

On October 16th, 2024, SLACC organized a virtual training session for its lawyers, led by Advocate Fahad Ahmad Siddiqi, a High Court lawyer. The session focused on child centered principles under the Family Courts Act, 1964 and the Guardians and Wards Act, 1890, and covered key topics, including:

1. **Child-Centered Legal Principles:** Focused on the ethical representation of parents, avoiding character assassination, and ensuring that visitation rights and custody arrangements prioritize the child's best interests.
2. **Natural Justice and Fairness:** Emphasized the application of natural justice principles, ensuring fairness and impartiality in family law proceedings.
3. **Guardianship vs. Custody:** Clarified the legal distinctions between guardianship and custody, and the different types of custody arrangements available under the law.
4. **Legal Framework and Remedies:** Provided a chronological guide to the Family Courts Act, 1964 and its Rules, while exploring legal remedies available in Family law cases.
5. **Supporting Legal and Ethical Basis:** Included insights from relevant case laws, Quranic verses, and Hadiths to reinforce the legal and ethical principles behind shared parenting and child rights.

This training enhanced SLACC lawyers' understanding of shared parenting issues and equipped them with practical tools to address family law matters effectively.



**Advocate Fahad Ahmad Siddiqi delivers Training on Shared Parenting for SLACC Lawyers**



## Training on Emotional Intelligence, Communication, and Conflict Resolution

On September 25, 2024, SLACC lawyers and the program team participated in a transformative training session titled "Collaborate to Elevate", conducted by renowned trainer Muzna Ali. With a mission to help individuals unlock their potential, Muzna has trained over 10,000 individuals and brought her expertise as an NLP Practitioner, Timeline Therapist, and Sales Coach to the session.

The training focused on key areas critical for personal and professional growth:

1. **Conflict and Communication:** Explored workplace conflict causes and learned practical tools like values exercises and communication style quizzes.
2. **Cognitive Biases:** Identified biases (e.g., confirmation bias) and their impact on decision-making and relationships.
3. **Emotions Management:** Learned the "5 Chairs 5 Choices" model for managing emotions and responding thoughtfully.
4. **Team Dynamics:** Enhanced understanding of team roles using MyersBriggs Personality Types and fostered a growth mindset.



Trainer Muzna Ali delivers Training on Emotional Intelligence, Communication, and Conflict Resolution for SLACC Lawyers

SLACC lawyers and program team members walked away with enhanced interpersonal skills, improved emotional intelligence, and practical strategies for conflict resolution and effective communication. This training underscored SLACC's commitment to continuous learning and equipping its team with the skills necessary to navigate complex legal and organizational scenarios with empathy and professionalism.

## **Empowering Legal Excellence: Advocate Parveen Khurram's Participation in Advocacy Training**

Our SLACC Lawyer, Advocate Parveen Khurram recently participated in the Two-Day Advocacy Training Program organized by the Sindh High Court Bar Association (Batch 01) from 02-03 December 2024. The program covered essential topics such as skills for lawyers in Civil trials, emerging legal issues, technology in trials, and many such important topics.



**Advocate Parveen Khurram receives Participation Certificate for Participating in Two-Day Advocacy Training Program organized by the Sindh High Court Bar Association**

## Success Stories: Noteworthy Cases and Impactful Interventions

### Legal Victories with SLACC Support

These stories highlight how SLACC's timely legal guidance and support have empowered callers to navigate complex legal challenges and achieve successful resolutions, showcasing the impactful role of our team in ensuring access to Justice.

The following two cases were successfully guided by Advocate Huma



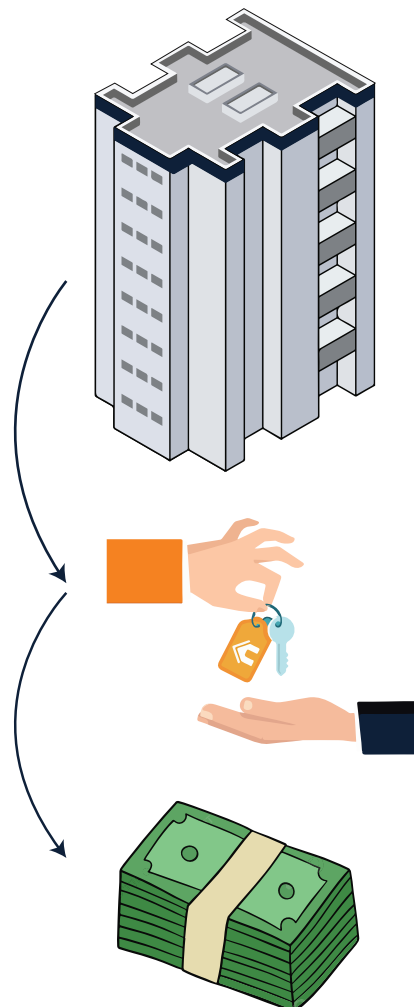
#### **1. Resolving Builder Dispute Through Mediation**

##### **Legal Matter:**

In 2023, the Caller purchased a flat under construction from a builder, paying Rs. 29 lacs. The builder delayed construction, demanded extra charges, and refused possession. The Caller, already suffering while living in a rented house, sought legal remedies.

##### **Legal Advice:**

The Caller was guided to resolve the matter through mediation under Sections 89A and 89B CPC. He was advised to draft a compromise deed addressing the reduced charges, a fixed timeline for construction, and future financial conditions to avoid disputes. Following the guidance, the Caller submitted the deed before the Provincial Ombudsman, Sindh.



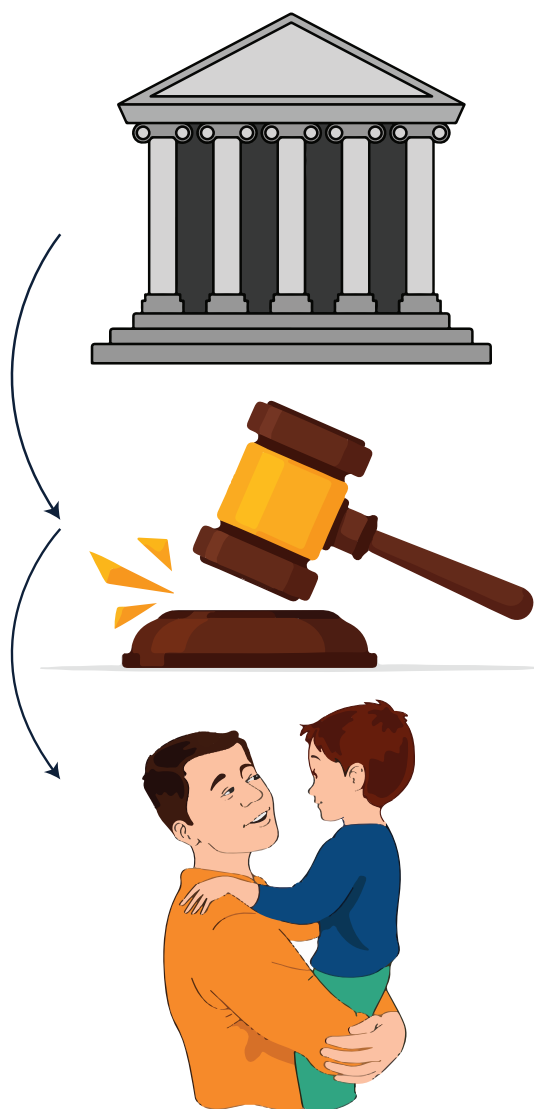
## 2. Minor's Custody Granted

### **Legal Matter:**

The Caller sought custody of his minor son after his wife remarried and filed for custody in the family court while concealing her second marriage. The Family Court ruled in her favor, and the Appellate Court upheld the decision. The Caller, concerned about his son being in an unfavorable environment, filed an appeal in the High Court.

### **Legal Advice:**

The Caller was guided to pursue the case through legal channels, and Advocate Huma provided key legal citations in favor of fathers in custody matters: 2018 SCMR 590, 2018 YLR 649, and 2018 MLD 591. Acting on this advice, the Caller presented the citations in court, which led to the High Court granting him custody. The Caller confirmed that his son was saved from a deteriorating environment and expressed gratitude for SLACC's support.



## **Citizen Empowerment via SLACC–SPMS Integration**

These stories showcase the positive outcomes achieved through SLACC's integration with the Chief Secretary's Office via the Sindh Performance Management System (SPMS). By addressing public service delivery complaints, SLACC lawyers have guided callers to resolve their issues effectively, ensuring timely redressal and improved access to essential services.



## Inheritance Land Transferred

Guidance Provided by Advocate Sher Hussain

### **Legal Matter:**

The Caller's wife won a Court case for her share in her deceased father's inheritance, but the Revenue Department delayed transferring the property, demanding bribes.

### **Legal Advice:**

The Caller was instructed to submit a complaint to the Chief Secretary Sindh via the SPMS portal, facilitated by SLACC. By October 2024, the land was transferred to the rightful owner, and the Caller expressed gratitude for the support.





The following cases were successfully guided by Advocate Faheem



## Retired Employee's Dues Released

Guidance Provided by Advocate Faheem

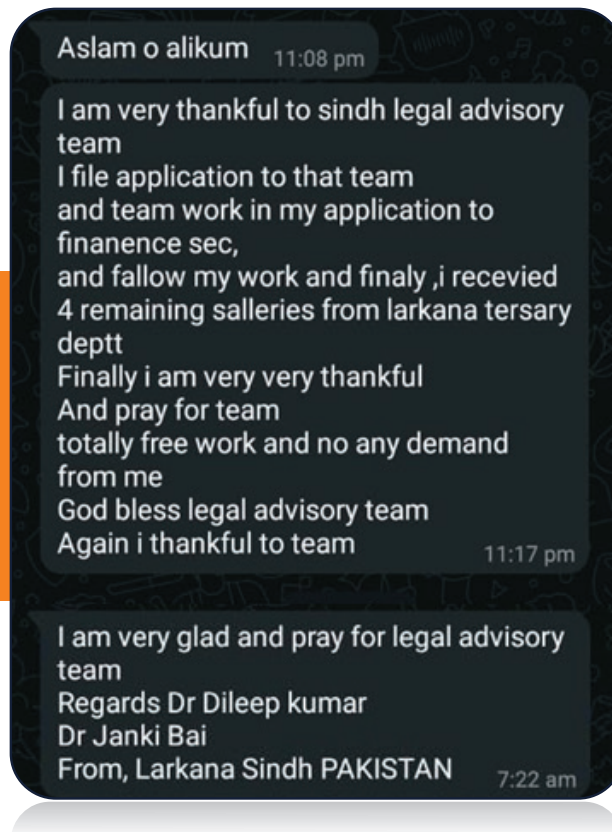
### **Legal Matter:**

Dr. Daleep\* called on behalf of his wife, Dr. Janki Bai, a retired government employee from the Population Welfare Department. Since her retirement in 2020, her dues were withheld, and staff demanded bribes to release the payment.

### **Legal Advice:**

The Caller was advised to lodge a complaint with the Chief Secretary of Sindh via the SPMS portal. The SLACC team facilitated the process. By April 2024, notices were sent to the relevant department, and by October 2024, the case was resolved, and all dues were released.





\*Caller consent has been obtained prior to sharing their names.

## **Reimbursement Bill Cleared**

### **Legal Matter:**

Mr. Y, retired from Sindh Police, had been pursuing reimbursement of a bill worth Rs. 57,000 in 1.5 years. He faced repeated denials and was barred from entering the IG office.

### **Legal Advice:**

The Caller was guided to submit a complaint to the Chief Secretary of Sindh through the SPMS portal. By May 2024, the issue was escalated, and the Chief Secretary's Cell ensured a letter was sent to the IG. The Caller confirmed the matter was resolved by October 2024.



## Objective 4:

# To Collect Data and Conduct Data Analysis, Research and Produce Policy Briefs

### What's covered in this objective

**Coordination Data with other LAS programs and external organizations:** Referring Cases and Follow Ups

**Policy Brief Development:** Focus Areas and Research Outcomes

### Coordination Data with other LAS programs and external organizations: Referring Cases and Follow-ups

As SLACC receives calls regarding Civil, Criminal, and Public Service matters from all socio-economic classes, however, Callers who cannot afford Court fees and litigation costs, are often diverted to the LAS litigation team for pro bono representation. This is done by referring to cases to other LAS specialized programs. If a caller requires legal representation for which LAS has a project, the Legal Advisor refers the case to representatives of that particular project. To ensure the case is assigned to a relevant lawyer, the Legal Advisor must provide specific details to project teams as part of the Referral Process within LAS.

Additionally, SLACC refers cases to the Musaliha International Center for Arbitration and Dispute Resolution (MICADR), a duly notified mediation center, and a sister concern of LAS; in order to provide a means of Out of Court settlement to the disputing parties. The objective is to promote cost-effective, time-saving and relationship preserving solutions to Callers. The mediation diaspora has been provided legal cover through recent legislation and LAS along with SLACC takes pride in playing a premier role in promoting such interventions.

During the reporting period, the Legal Advisors have sent referral cases to the following projects within LAS and external organizations.

Project	Project Specifics	Number of Referrals
Alternative Dispute Resolution (ADR)	Cases pertaining to maladministration of Government Departments for Ombudsperson and other cases such as Khula, divorce and maintenance for mediation.	11
Women's Right to Legal Property (WRLP)	Cases pertaining to immovable and movable property of women.	76
Religious Minorities Project	Cases pertaining to religious minorities.	2
Gender Based Violence (GBV) and Sexual Violence (SV) Cases	Cases pertaining to gender based violence, rape, sodomy and sexual violence abuse.	53
LAS Litigation	Cases pertaining to family law matters (custody, maintenance, divorce), civil disputes, and issues requiring representation in higher courts.	137
Committee for the Welfare of Prisoners (CWP)	Cases pertaining to legal aid for undertrial prisoners, ensuring their rights, and addressing issues like delayed trials and access to justice.	3
Case referral linkage with Chief Secretary's Office through Sindh Performance Management System	Cases pertaining to Public Service Matters.	98
Case referral linkage with NOWPDP	Cases pertaining to complaints and support requests from persons with disabilities (PWDs)	47

If a caller requires further information pertaining to women shelters, economic aid, disability support, domestic violence prevention or legal representation, the Legal Advisor connects them to the following referral pathways:

Legal Issue	Organizations
Violation of Human Rights	Sindh Human Rights Commission
Women Related Cases	Sindh Commission on the Status of Women (SCSW), Aurat Foundation, Women Development Department (WDD), National Commission for Human Rights (NCHR)
Shelter Homes	Panaah
Child Related Issues	Sindh Child Protection Authority
Cyber Crime	Digital Crimes Against Women Modesty (Digital Rights Foundation)
Criminal Cases	Police Stations, Associated Helplines
Security Complaints	Pakistan Army
Narcotics Issues	AntiNarcotics Force
Banking/Consumer Complaints	State Bank Consumer Protection Department (CPD)
Emergency Matters	Sindh Rescue 1122
PWDs (Persons with Disabilities)	NOWPDP
Refugees and IDPs	SHARP Pakistan
Public Service Complaints	Sindh Chief Secretary's Complaint Cell

## Policy Brief Development: Focus Areas and Research Outcomes

During the reporting period, three policy briefs are in various stages of development, focusing on critical issues identified through SLACC data. These briefs aim to address systemic challenges and propose actionable solutions for key social and legal concerns in Sindh, Pakistan. Below are the details:

### Facilitating Women's Access to Property Rights through Alternative Dispute Resolution (ADR)

This policy brief focuses on enhancing women's access to property rights in Sindh, Pakistan, through the formalization and strengthening of Alternative Dispute Resolution (ADR) mechanisms. Despite constitutional protections, women face significant barriers in claiming their property rights. The brief highlights challenges and proposes solutions to address these issues. The following are key insights:

- Women face significant barriers to claiming property rights, including patriarchal norms, limited mobility, and resistance from male family members.
- A complex and expensive legal system discourages women from pursuing property claims, contributing to gender disparities in ownership.
- Data from SLACC and household surveys reveal a need for accessible and culturally sensitive mechanisms for resolving property disputes.
- Introducing mandatory mediation can expedite resolutions in women's property disputes.
- Establishing women-centric ADR committees ensures inclusive and equitable dispute resolution.
- Gender-sensitive training for mediators can help address biases and promote fair outcomes.
- Empowering Ombudsperson offices strengthens grievance mechanisms and promotes effective redressal of property-related issues.



The policy brief will be published in the near future and disseminated among key stakeholders and legislators across Pakistan to advocate for these reforms and strengthen women's property rights.

## **Towards Inclusion: Addressing Implementation Gaps in Disability Laws for Sindh**

This policy brief addresses the challenges faced by persons with disabilities (PWDs) in Sindh, Pakistan, despite the enactment of the Sindh Empowerment of Persons with Disabilities Act, 2018. While the legislation aims to uphold the rights of PWDs, significant implementation gaps persist, limiting its impact. The following are key insights:

- Awareness about disability rights remains low, with limited outreach and inconsistent dissemination of information.
- Accessibility barriers in public spaces, services, and infrastructure hinder PWDs from fully participating in society.
- Monitoring and evaluation mechanisms for enforcing disability laws and employment quotas are inadequate.
- Financial constraints and resource limitations delay the implementation of crucial disability rights initiatives.
- Collaboration between government entities and NGOs is essential but remains underutilized.

The brief emphasizes targeted actions such as multi-channel awareness campaigns, competency-building programs for service providers, robust monitoring systems, and initiatives to foster inclusive employment opportunities. These measures aim to bridge the gap between legislative frameworks and the lived realities of PWDs, ensuring their full inclusion in Sindh's socio-economic development.

The policy brief will be shared with key stakeholders and policymakers in the coming days to advocate for reforms that uphold the rights and dignity of PWDs in Sindh.

## **Policy Brief on Payment of Wages Act**

This policy brief focuses on wage-related challenges faced by private employees in Sindh. It aims to identify systemic issues and propose actionable solutions to address wage disputes effectively. Currently, the research and drafting phase is underway, and it is deemed to be completed by March, 2025.

*These policy briefs reflect SLACC's commitment to using evidence-based research for driving impactful legal and social reforms.*



# ACKNOWLEDGMENTS

As we present the Bi-annual Progress Report for the Sindh Legal Advisory Call Centre (SLACC), I extend my heartfelt gratitude to the Law Department of the Government of Sindh for their continued trust and support. Over the past six months, SLACC has remained steadfast in its mission to provide free, accessible, and high-quality legal assistance to the people of Sindh. Your confidence in this initiative has been the cornerstone of its success.

This period has been marked by remarkable achievements, including the successful launch of Pakistan's first multilingual legal advisory chatbot, NAZ Assist, and the renewal of our partnership with Sehat Kahani to integrate legal aid with mental health services. These milestones, alongside our handling of over 33,000 calls and ongoing efforts to raise legal awareness, have significantly strengthened SLACC's impact.

I am deeply grateful to our key partners and stakeholders, including the Sindh Chief Secretary's Office, Sindh Human Rights Commission, Minority Affairs Department, NOWPDP, Sehat Kahani, and others, whose collaboration and support have been instrumental in our progress. Your unwavering commitment inspires us to strive for greater innovation and excellence in delivering legal aid.

As we look to the future, we remain dedicated to bridging the gap between citizens and the Justice system, ensuring that legal support reaches those who need it the most. Thank you for your continued trust and partnership in this journey.

**Rukhsana Parveen Khokhar**

Senior Program Manager

Legal Aid Society





24/7 Helpline 0800 70806

**SLACC**

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Sindh Legal Advisory Call Center

This product is being offered free of cost by the Legal Aid Society. If any person or organization asks you or people you know for money in return for this product, please immediately lodge a complaint at the official complaint number

**0345-8270806**

or send a letter to the following address anonymously:  
First Floor, Block C, FTC Building, Shahrah-e-Faisal, Karachi.

**Contact us**

**0800-70806**



Office 202, 2<sup>nd</sup> Floor, The Doctor's  
Plaza, Block 9, Clifton, Karachi



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