



**Law Department**  
Government of Sindh

**LAS**  
LEGAL AID SOCIETY



# Annual Progress Report

For the FY 2020-21  
July 01 - June 30

24/7 Helpline 0800 70806

**SLACC**

Sindh Legal Advisory Call Center



24/7 Helpline 0800 70806

# SLACC

Sindh Legal Advisory Call Center



**Law Department**

Government of Sindh

# LAS

LEGAL AID SOCIETY

**We realize  
the  
importance  
of our  
voices  
only when  
we are  
silenced**

**Malala Yousaf Zai**





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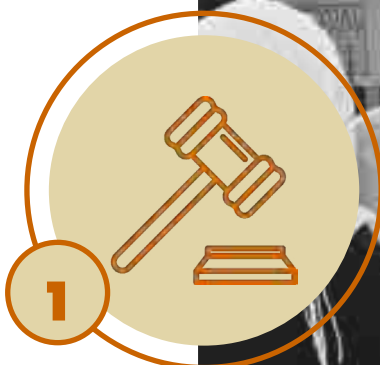
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# About LAS

Access to justice forms the cornerstone of a healthy and progressive state. The Legal Aid Society (LAS) consolidates nearly a decade worth of demonstrated experience in bringing accessible, effective, and expeditious delivery of justice to individuals and communities that need it the most. LAS, a not-for-profit non-governmental organization active since 2013, has embarked on a mission to empower vulnerable individuals and communities to increase their knowledge of the justice system and their ability to access it. In order to achieve this LAS works with different actors in the justice system to improve their capacity to address citizens' grievances and resolve conflicts in a fair and just manner. Combining both these elements, its broader strategy is oriented through a three-fold approach:

## Increase Demand for Justice

by mainstreaming awareness and knowledge of fundamental legal rights, procedures, protections, and remedies amongst common users



## Improve the Supply of Justice

by providing support to and enhancing capabilities and skills of key actors in the justice system



## Provide Direct Assistance

to end-users, gauge legal needs, and employ key insights and evidence-based learnings to catalyze policy reforms.



# Our Work & Thematic Areas

In a country where the average citizen cannot adequately access or understand the legal system, LAS's work is two-fold. We provide knowledge and awareness of the legal system to vulnerable communities, and we work with a range of actors in the justice sector to improve the delivery of just and fair outcomes. LAS's guiding philosophy is simple; 'Know the Law, Use the Law, Shape the Law.'

## KNOW THE LAW & USE THE LAW

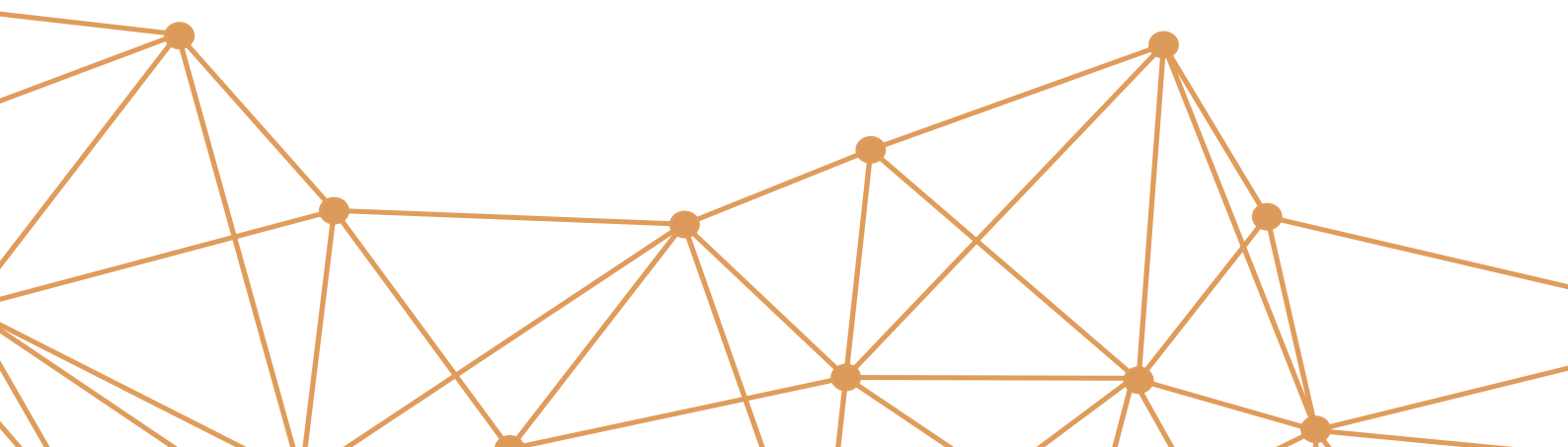


are focused on empowering vulnerable communities with key legal tools, equipping them with a holistic and actionable understanding of a wide range of legal protections and remedies. Our programs cater to vulnerable women in low-income communities, marginalized religious minority groups, under-trial prisoners, and juvenile prisoners. This involves not only educating and sharing knowledge but providing guidance and technical support to approach relevant justice access points, including courts and alternate methods of dispute resolution.

## SHAPING THE LAW



deals with active and extensive engagement with key actors in the justice delivery sector across a wide spectrum of themes based on cross-cutting partnerships. To this end, it regularly conducts a diverse set of consultations, training, and capacity-building workshops for judicial officers, prosecutors, police officials, prison staff, inmates, government officials, and other relevant interlocutors.



## MESSAGES FROM KEY STAKEHOLDERS

### Message from the ADVISOR TO CHIEF MINISTER, GOVERNMENT OF SINDH



The Government of Sindh is committed to the highest quality of public services to its citizens across the province. Along with health, education, infrastructure and urban development, access to justice remains one of the key priority areas for the Government of Sindh, and the drive to provide expeditious and expedient

The surge of Covid-19 in 2020, and its impact all throughout the year, highlighted the importance of a tele-legal service. SLACC received and successfully resolved 144, 867 queries from across Pakistan. Many of these queries were raised by callers who had little access to means of legal aid and advice due to the prevalent lockdowns across the country. Among these calls were women who brought forward issues of domestic violence, marital and inheritance property rights, custody of children, all of which were diligently resolved by the team at SLACC. Among the callers were also vulnerable members of religious minority communities across Sindh

justice to its citizens, as ordained by the Constitution of the Islamic Republic of Pakistan, led the Government of Sindh to join hands with the Legal Advisory Call Centre in 2018 under a Public-Private Partnership model under the government's Legal Empowerment of Peoples Program. Since the culmination of this

who were offered guidance on their legal issues. The impact that SLACC has had can clearly be gauged through this report.

SLACC is an initiative by the Government of Sindh to make access to justice easy for all Pakistan citizens. Anyone can seek legal advice on issues such as ghost schools, matters related to non-filing of FIRs, emergency support to victims of violence, legal remedies available to a citizen when he/she is not able to avail basic public services such as water, electricity and other matters free of cost. All one has to do is call on SLACC's toll-free number 0800 – 70806.

partnership, the Sindh Legal Advisory Call Center (SLACC) has been providing citizens across the country with high quality, free of cost legal advice by high-court registered lawyers under the supervision of retired Supreme Court judges. It is my pleasure to share SLACC's Annual Report 2020-21 with you.

I assure you that the Government of Sindh will continue to support initiatives such as SLACC which is a gift from the Government of Sindh to the people of Pakistan through which they can easily avail free legal advice on any legal issue.

**Barrister Murtaza Wahab**  
**Advisor Law, Administrator**  
**Karachi & Spokesperson to**  
**Sindh Government**



## MESSAGES FROM KEY STAKEHOLDERS

### Message from the CHAIRPERSON, LEGAL AID SOCIETY (LAS)



The Sindh Legal Advisory Call Center (SLACC) is a joint effort of the Legal Aid Society (LAS) and the Government of Sindh, made possible through a public-private partnership geared at bridging the gap between the supply and demand for effective and inexpensive legal aid to benefit marginalized and un-informed segments of our society.

It is due to this very impact that we are now in the midst of integrating the SLACC with the Complaint Cell at the office of the Chief Secretary; a mechanism that will further strengthen the ability to provide both legal and administrative remedies for those seeking urgent resolution to pertinent issues. This collaboration is testimony of the Government of Sindh's continued commitment to values of justice & legal empowerment and its continued efforts to improve the lives of citizens under its Legal Empowerment of People Program in Sindh (LEPPS).

The Sindh Legal Advisory Call Center (SLACC) prides itself on being a one-of-its kind service; providing free legal advice and information to callers on a diverse range of legal matters through High Court enrolled and trained lawyers under the supervision of Former Judge Supreme Court of Pakistan, Justice Arif Hussain Khilji.

It is my absolute pleasure to share The Sindh Legal Advisory Call Center's (SLACC) Annual Report for the year 2020-21; a year that was tumultuous globally but provided us with the opportunity to expand our horizons and enhance the quality of our service to a number of communities in Pakistan.

I would also like to take this opportunity to thank the Government of Sindh for its utmost trust and support in enabling us to provide free legal advice to under-resourced and marginalized segments of society through the SLACC.

Over the years, SLACC has channeled over 327,605 calls from across Pakistan – an achievement that serves as a testament of the widespread impact that the service has created. This has come to fruition due to the support of the Law, Parliamentary Affairs & Prosecution Department of the Government of Sindh.

Our only hope is to further strengthen and grow this partnership in the years to come, and bring about sustainable impact within the Country. I look forward to welcoming you at SLACC in the near future and have you join us on our journey as we strive to improve the access to justice for all citizens of Pakistan.

**Justice (R) Nasir Zahid Aslam**  
**Chairperson**  
**Legal Aid Society**

## MESSAGES FROM KEY STAKEHOLDERS

### Message from the CHIEF SECRETARY, GOVERNMENT OF SINDH



**Government of Sindh was in state of emergency in the fiscal year from July 01, 2020 – June 30, 2021 due to the emerging challenges of COVID – 19 and its variants. This was an unexpected and**

**unprecedented period where the Government's main focus was on containing the spread of COVID – 19 to safeguard the lives of its citizens. However, the government was also aware**

**of the fact that the continuity of public services was critical to ensure people's access to basic amenities of life including access to justice to maintain their standard of living for survival.**

One of the main challenges that government could foresee was the impact of pandemic on the functions of the justice sector. Courts were closed due to lockdown. Restrictions on movements, which were critical in order to contain the spread of the virus, meant that those seeking urgent legal advice could not avail relevant services. However, Government of Sindh, through its partnership with Legal Aid Society (LAS), continued its services under Sindh Legal Advisory Call Centre (SLACC) to fulfil the commitment of the Government of Sindh to provide expedient and expeditious delivery of justice and provided legal advice to 34,863 queries during these challenges times of corona virus. SLACC contributed to operate during the pandemic as an 'essential service'.

As I write this message on the launch of SLACC's Annual Report 2020-21, I congratulate the leadership of LAS for continuing to provide a critically required service of the highest quality throughout the pandemic. Given SLACC's performance that can be gauged by the readers of this Annual Report, I have directed my office to synchronize the Chief Secretary's Complaint Cell with SLACC in order to expedite complaints and queries pertaining to the functions of the Government of Sindh. This will allow efficient resolution of complaints related to the GoS departments that are directly and indirectly linked to the Chief Secretary's Complaint Cell.

As we strive to provide the highest quality of public services to the people of Sindh, I urge citizens to benefit from this service and utilize SLACC to find a quick and free of cost solution to their legal issues and concerns. I wish the team at SLACC the best of luck for the year that lies ahead.

**Syed Mumtaz Ali Shah**  
**Chief Secretary**  
**Government of Sindh**



## MESSAGES FROM KEY STAKEHOLDERS



### Message from the SECRETARY LAW, PARLIAMENTARY AFFAIRS AND CRIMINAL PROSECUTION DEPARTMENT

This is indeed a moment of triumph and joy for me to share the annual report (July 01, 2020 to June 30, 2021) of the Sindh Legal Advisory Call Centre with you. The Sindh Legal Advisory Call Centre is a joint venture of the

I feel privileged to say that this public-private initiative is bridging the gap between the supply and demand for effective and inexpensive legal advice. Its contribution to improving people's access to justice is outstanding and this is evident from the fact that it has provided free legal advice to over 144,867 queries from all over Pakistan and abroad despite the outbreak of the pandemic of COVID-19.

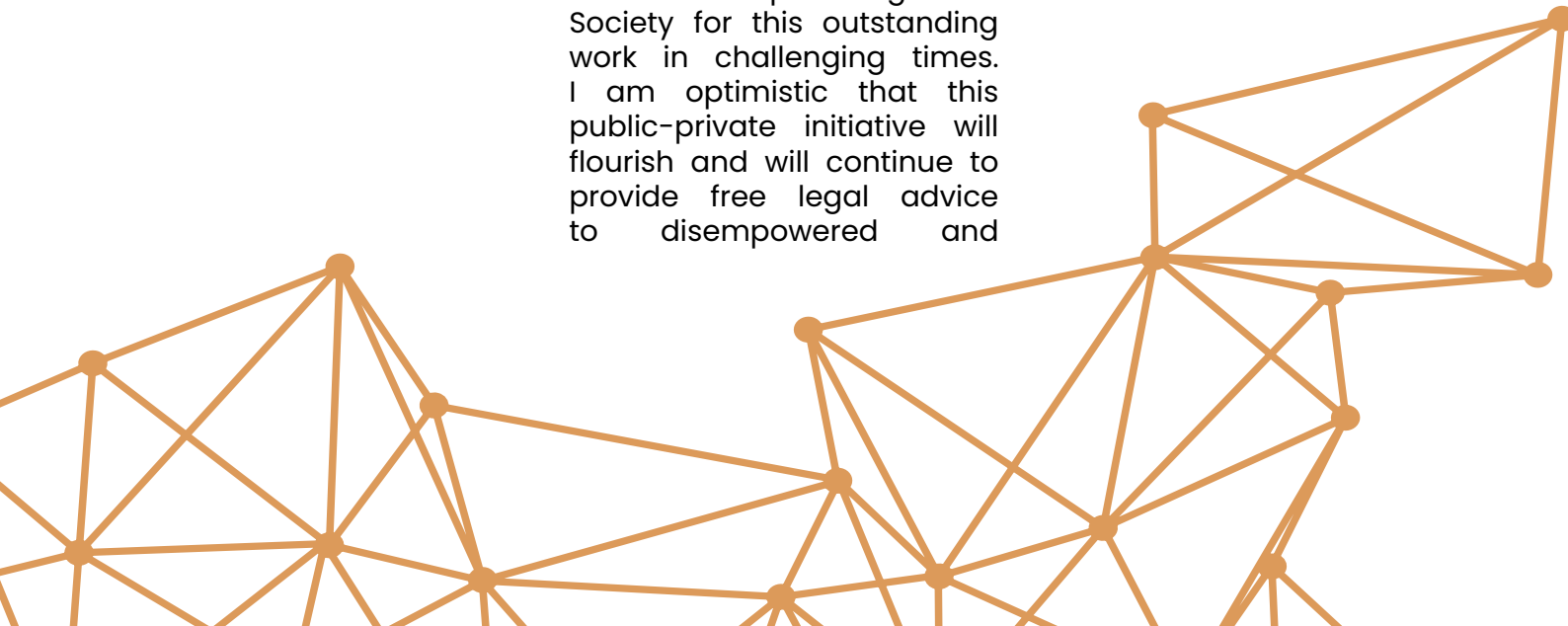
Government of Sindh through the Law, Parliamentary Affairs and Criminal Prosecution Department and the Legal Aid Society (LAS). Government of Sindh has provided its support under the umbrella of the Legal

Over the years, the Legal Aid Society has earned respect as an organization by providing quality legal advice to the people of Pakistan. The quality of service and framework of legal empowerment along with the state of art monitoring systems enticed many in the justice sector to collaborate for research on rule of law and many other areas for policy advocacy. I appreciate the efforts of the leadership of Legal Aid Society for this outstanding work in challenging times. I am optimistic that this public-private initiative will flourish and will continue to provide free legal advice to disempowered and

Empowerment of People Program in Sindh (LEPPS) to provide free legal advice and information to empower poor, disempowered and marginalized people of Pakistan, particularly those in the province of Sindh.

underprivileged segments of the society.

**Ali Ahmed Baloch**  
**Secretary**  
**Law, Parliamentary Affairs**  
**and Criminal Prosecution**  
**Department**



# Message from the CHIEF LEGAL ADVISOR



I am pleased to share the Sindh Legal Advisory Call Center's (SLACC) Annual Progress Report (1st July 2020 to 30th June 2021). The SLACC was established by the Legal Aid Society (LAS) in 2014 and embarked on a public private partnership in 2018 with the Government of Sindh through its Law Department. Government of Sindh has supported

SLACC under the Legal Empowerment of People Program in Sindh (LEPPS) to provide free legal advice and information to empower poor, disempowered and marginalized people of Pakistan, particularly those in Sindh. Since its inception, SLACC has received 327,605 calls on its IVR (Interactive Voice Recording) system and registered 144,867 legal queries from more than 450 cities and towns, across Pakistan.

In the current reporting period, from 1 July 2020 to 30 June 2021, SLACC received:

## 51,776

calls on its IVR system and

## 34,863

formally registered queries (Male: **26,733**, Female: **8,127**, Other: **3**). which is

## 105.6%

achievement of its total target for the fiscal year (July 2020 to June 2021) and **5.6%** higher than the actual target for the reporting period.

SLACC has continued to provide free legal advice and information even in difficult times that the nation faced during lockdown, with strict adherence to COVID SOPs and performed at its optimum level despite facing unprecedented challenges. It provided legal advice and awareness on a wide range of issues related to Civil, Criminal and Public service matters which are illustrated in detail in this report.

This success shows the true commitment of the Government of Sindh in providing justice to the people of Pakistan especially citizens in Sindh and is a reflection of Barrister Murtaza Wahab's (Law Advisor to Government of Sindh) statement that SLACC is 'a gift of the Government of Sindh to the People of Pakistan'. I would also congratulate our dedicated and devoted SLACC team for their untiring efforts.

I hope that this public-private partnership aimed at improving access to justice and legal empowerment will open new avenues of intervention for both Government and civil society organizations and, ultimately, will help in improving Pakistan's ranking on the Rule of Law Index. I would like to express gratitude to the Government of Sindh for its continued support in helping us empower citizens of Pakistan, especially the marginalized and vulnerable segments of society.

**Justice Arif Hussain Khilji**  
Former Judge of the  
Supreme Court of Pakistan  
Chief Legal Advisor, Legal  
Aid Society

**Welcome to  
Pakistan's  
first and one of  
its kind  
Legal Advisory  
Call Centre .**



# CONTEXT OF THE PUBLIC-PRIVATE PARTNERSHIP

Pakistan is ranked 120 out of 128 countries on the World Justice Project's rule of law index globally and has been placed 5<sup>th</sup> out of 6 countries in the South Asian Region<sup>1, 2</sup>. Multiple factors contributed to Pakistan's low ranking including the lack of awareness among masses about their rights, processes to access justice institutions, high litigation costs, delays in the delivery of justice and reduced number of judges compared to cases. Therefore, the need of the hour was to provide speedy justice by saving time, cost, and resources whilst ensuring quality for the masses.

Legal Aid Society (LAS) under the Chairpersonship of Justice Nasir Aslam Zahid (Former Judge of the Supreme Court of Pakistan) established the Legal Advisory Call Center (LACC) in 2014 to provide free legal advice to the underprivileged and marginalized segments of the society in Pakistan through seed funding obtained from the Foreign Commonwealth Office. This initiative is an effort of LAS to complement the work of Government of Pakistan especially Government of Sindh to fulfill its International Commitments and Constitutional obligations. LAS's efforts are geared towards bridging the gap between supply and demand for effective and inexpensive legal advice and aid specifically to benefit under-served, marginalized and un-informed segments of society.

The quality of service and framework of legal empowerment along with and state of art monitoring systems and facilities at SLACC led to the development

of a partnership with the Government of Sindh to embark on a public private collaboration through its Law Department. LAS, with the support of the Government of Sindh continued services of its flagship project with a new brand name: Sindh Legal Advisory Call Center (SLACC) from July 01, 2018. This collaboration is a testament to Government of Sindh's continued commitment to values of justice, legal empowerment and its efforts to uplift the lives of citizens under its Legal Empowerment of People Program in Sindh (LEPPS).

LEPPS recognizes the importance of reaching and benefitting people through telephone and mobile services since most of the people have easy access to them. The SLACC provides this facility through its toll - free number (0800 - 70806) which can easily reach thousands of people to empower them legally and take benefit of the government's free of cost services.

SLACC provides free legal advice and information to callers on different legal matters through High Court enrolled and trained lawyers under the supervision of Former Judge Supreme Court of Pakistan, Justice Arif Hussain Khilji. This joint venture is an instrumental initiative in further improving Government of Sindh's performance against indicators such as Goal 16: **"Peace, Justice and Strong Institutions"** under the **Sustainable Development Goals**.



<sup>1</sup> World Justice Report 2020: Pakistan slips down in absence of corruption and rule of law index <https://www.thenews.com.pk/print/737464-world-justice-project-2020-pakistan-slips-down-in-absence-of-corruption-rule-of-law-index>

<sup>2</sup> World Justice Project: [https://en.wikipedia.org/wiki/World\\_Justice\\_Project](https://en.wikipedia.org/wiki/World_Justice_Project)

# Project Goals (2020-2021)

Improving access to legal advice and information to empower the people of Sindh, particularly the economically vulnerable, disempowered and marginalized.



1

**Provide free legal advice and information to 33,000 people**

1. Legal Advisory Call Centre (SLACC) provides quality legal advice and information to callers.
2. People in Sindh are better informed about their legal rights and legal needs and refer to Sindh Legal Advisory Call Centre to access accurate information about their legal rights.



2

**Ensure quality and effective provision of legal advice and information**

1. Capacity Development of SLACC staff
2. Monitoring and Evaluation of SLACC services



3

**To collect data and conduct data analysis, research and reports**

1. Collate data and conduct analysis of the SLACC
2. Annual publication
3. Research reports/papers based on SLACC data and its analysis with a focus on women, governance and emerging trends.
4. Dissemination, Marketing and Outreach of SLACC output deliverables

# Executive Summary

**The Sindh Legal Advisory Call Centre (SLACC) was formally launched on 3<sup>rd</sup> October 2018 by the Law Department; Government of Sindh . SLACC is serviced by High Court enrolled advocates that have been trained to handle queries relating to criminal, civil, constitutional and public service matters.**

**LIVE 9 AM  
to 5 PM**

**six days a week and has a recording service that plays after these hours.**

**327,605  
calls**

**with over 144,867 being registered and resolved in the past 6 years of operations from all over Pakistan.**

SLACC offers telephonic guidance through a distinctive CRM system (based on a popularly deployed Avaya Telephonic System) which has been customized to record metrics relating to socio-economic demographics in addition to the content of the query and the solution provided. The queries are linked by record and are given a time-stamp.

In the past, the Law Department had agreed to support the SLACC for three years from July 2018 to June 2021. However, this year has been a crucial step in advancing SLACC's goals of increasing access to justice for the citizens of Pakistan. The SLACC was greatly valued by its stakeholders for the one of a kind service that it had been providing to all even during peak periods of COVID-19. Last year, when court proceedings and routine judicial work was halted and access to legal institutions was limited, SLACC acted as a frontline organization and first responder for legal advice and information for survivors of Gender Based Violence, Senior Citizens and members from minority communities.

Outstanding performance by SLACC in the year 2020-21 has led to the Chief Secretary Sindh's endorsement in the form of a proposed working partnership. This partnership would allow an interactive dashboard to be installed in collaboration with SLACC and the Office of CS's Complaint Portal. Through this intervention, SLACC will be able to park administrative complaints pertaining to

the Government of Sindh and its various departments directly on the Chief Minister's Complain Cell. SLACC's constant monitoring of these complaints and close coordination with the CS office is expected to provide quick relief to complainants.

Multiple significant partnerships and collaborations were constituted in the year 2020-21 including a formal establishment of the SLACC as a databank – a repository of information regarding legal needs of the citizens of Pakistan. Organizations such as Centre for Economic Research in Pakistan (CERP) and Pakistan Institute of Labour Education & Research (PILER) coordinated pilot programs as well as focus group discussions (FGDs) with the SLACC lawyers for extended research in the legal development needs of Pakistan.

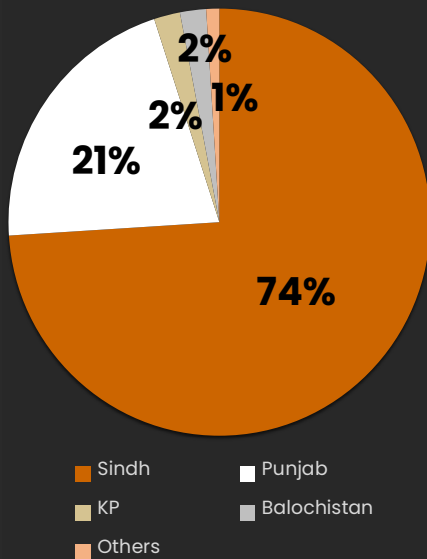
Moreover, significant outreach opportunities with organizations such as Careem and Rizq were leveraged to help market the toll-free number of the SLACC in major cities of Pakistan. The Law Department, Sindh Government also assisted the SLACC in reaching out to the masses by publishing newspaper advertisements in multiple leading English, Urdu and Sindhi language newspapers. These efforts helped in promoting SLACC's toll-free number across major cities of Pakistan and reached a user-base of more than 1.2 million people in Pakistan.



# Key Highlights

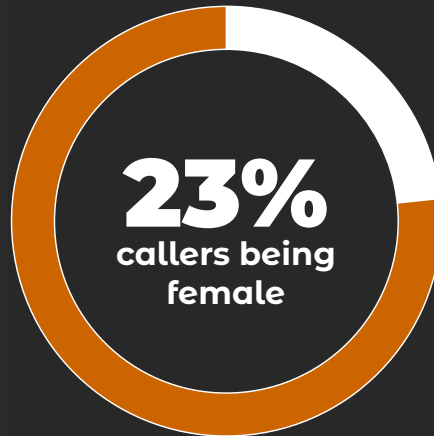
This Annual Report represents the progress made during the third year of the LEPPS i.e. from July 2020 to June 2021. Some key highlights from the past year are as follows:

## Provincial Breakdown of Registered queries



Specifically during the reporting period, the SLACC registered **34,863 queries** between July 2020 – June 2021 out of which 25,918 queries were from Sindh, 7,351 queries from Punjab, 793 queries from Khyber Pakhtunkhwa, 677 queries from Balochistan, 81 queries from Azad Kashmir and 43 were queries from other areas such as, Canada and United Kingdom as illustrated by Figure above.

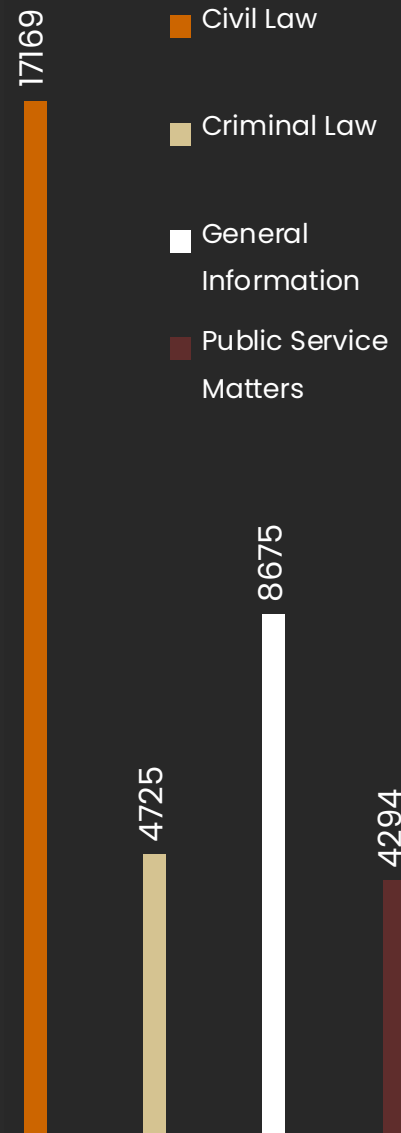
## Gender wise distribution of callers



In terms of gender disaggregation SLACC serviced **26,733 male callers**, and **8,127 female callers** and 3 **persons** who identified themselves as non-gender conforming as depicted.

## Category wise breakdown of registered queries

Out of these, **17,169 queries** related to civil matters, **4,725 related to criminal issues** and **4,294 pertained to public service matters**. There were around **8,675 queries related to general information** such as the contact details of Ombudsmen, the working hours and services of the SLACC, whether callers could be provided a pro bono lawyer from SLACC. **673 callers** wished to pursue Alternate Dispute Resolution mechanisms to resolve their legal matters as opposed to going to courts and hence were guided accordingly. There were also **288 calls** from callers who identified themselves as belonging to a minority group who sought help with issues related to electricity bills, CNIC and B-form, dissolution of marriages, custody of children and others.



# THIS IS WHAT WE HAVE ACHIEVED

**34,863**  
**queries**

formally resigerted  
during the reporting  
period 1 July 2020 to  
30 June 2021

**51,776**

**calls**  
received on IVR  
system

(Male: 26,733,  
Female: 8,127,  
Others: 3); which is

**105.6%**  
of total target for the  
fiscal year (July 2020 to  
June 2021)

# Annual Progress

## Performance during the reporting period

### OBJECTIVE 1: PROVIDE FREE LEGAL ADVICE AND INFORMATION TO 33,000 PEOPLE.

**The Output 1.1: Sindh Legal Advisory Call Centre (SLACC) provides quality legal advice and information to callers.**

The SLACC has received

**51,776 calls**

during the reporting period, which is 105.6% of the target for the entire project period.

**34,863  
citizens**

have formally registered a query and have obtained a customized solution through the advice of the SLACC.

### Results achieved during the year/ Reasons for discrepancies

Due to the outbreak of COVID 19 SLACC was temporarily suspended from March 18, 2020, till April 14, 2020. After this period, it has continued nonstop operations with smaller clusters to ensure social distancing and other safety protocols.

The break up category wise is as follows:

- ✓ **17,169 queries** related to civil matters, **4,725** related to criminal matters and **4,294** related to public service matters.
- ✓ **673 queries** have been diverted towards ADR methods away from courts.
- ✓ **26,733 queries** were from male callers and **8,127 queries** have been received from female callers. **3** obtained were received from callers who identify as "other".
- ✓ **288 members** of the minority communities registered their queries for legal advice.
- ✓ **25,918 queries** have been received from Sindh,
  - ▶ 7,351 queries from Punjab,
  - ▶ 793 queries from Khyber Pakhtunkhwa,
  - ▶ 677 queries from Balochistan, and
  - ▶ 124 other areas including Azad Kashmir, GB. This also includes international queries.

**The Output 1.2:** People in Sindh are better informed about their legal rights and legal needs and reach out to the Sindh Legal Advisory Call Centre to access accurate information about their legal rights.

## PROGRESS

### 01.

**MORE EMPOWERED CALLERS SELF-REPRESENTED THEMSELVES IN THEIR CASES BEFORE THE COURTS, POLICE AND OMBUDSMAN AND SOUGHT THE ADVICE OF SLACC ADVISORS TO PURSUE THEIR MATTERS.**

### 02.

**SLACC'S SMS CAMPAIGN RESULTED IN 14,500,000 SMSs, THAT WERE SENT OUT TO THE PUBLIC LEADING TO CALLS.**

**IN ADDITION, THE PUBLIC SERVICE MESSAGE OF THE SINDH LEGAL ADVISORY CALL CENTRE WAS ADVERTISED ON SINDH TV AND RAAVI TV CHANNELS.**

**ADDITIONALLY, THE LAW DEPARTMENT PUBLISHED THE SLACC ADVERTISEMENT IN LEADING NEWSPAPERS DURING OCTOBER 2020 TO JUNE 2021.**

## Results achieved during the year/ Reasons for discrepancies

Calls were received that highlighted increased self-representation.

Our success stories reflected the increased awareness of callers who were able to represent themselves with the police or in courts and were able to resolve their issues on their own.

The SLACC registered queries from people who heard about SLACC from: SMS, TV, vehicle poster, word of mouth, wall posters and brochures, internet and social media, magazines and newspapers.

Many callers who had watched the Advisor and Secretary, Law Department tour the SLACC office called seeking legal advice.



## OBJECTIVE 2: ENSURE QUALITY AND EFFECTIVE PROVISION OF LEGAL ADVICE AND INFORMATION

### PROGRESS

### Results achieved during the year/ Reasons for discrepancies

#### The Output 2.1: Capacity Development of SLACC staff

**EIGHT TRAINING SESSIONS WERE CONDUCTED FOR THE SLACC STAFF (LAWYERS) TO ENSURE THEIR GRIP ON LEGAL ASPECTS IS STRENGTHENED .**

Eight trainings were conducted in the reporting period. Specifics of the trainings are outlined in this report – highlighting increased capacities of the SLACC lawyers to respond to legal queries

#### The Output 2.2: Monitoring and Evaluation of SLACC services

**A FEEDBACK SURVEY WAS CONDUCTED IN SEPTEMBER 2020**

The Feedback Survey has been developed and is attached in the annexures.

## OBJECTIVE 3: TO COLLECT DATA AND CONDUCT DATA ANALYSIS, RESEARCH AND REPORTS

#### The Output 3.1 :Collate the data of SLACC for analysis

**DATA RELATED TO ALTERNATE DISPUTE RESOLUTION, SEXUAL AND GENDER BASED VIOLENCE, RELIGIOUS MINORITIES AND WOMEN RIGHT TO LEGAL PROPERTY WERE COLLATED MONTHLY TO PROVIDE INSIGHTS FOR PROJECT TEAMS WORKING AT THE LEGAL AID SOCIETY. THEY WERE FURTHER ANALYSED FOR SCOPING INTERVENTION BASED ON LEGAL NEEDS.**

The data was analysed and utilised to suggest interventions, base research regarding impact of COVID-19 on gender based violence victims, sexual harassment in the workplace, maintenance rights of women, and accessibility of legal and fundamental rights of senior citizens in Pakistan.

## The Output 3.2 :Annual publication

### PROGRESS

#### COMPILATION OF THE NUMBERS AND COMPLETION FOR THE ANNUAL REPORT



### Results achieved during the year/ Reasons for discrepancies

This SLACC Bi-Annual Report formed the base and has supplemented the Annual Report.

## The Output 3.3 :Research reports/ papers based on SLACC data and its analysis with a focus on women, governance and emerging trends.

### PROGRESS

### Results achieved during the year/ Reasons for discrepancies

Two research studies are in the peer-review stage and would be launched at the end of August 2021 depending on the COVID-19 situation.



## The Output 3.4 :Report launch for annual report and research reports.

### PROGRESS

#### THE ANNUAL PROGRESS REPORT AND RESEARCH PAPER WILL BE LAUNCHED TOGETHER IN LATE 2021.



### Results achieved during the year/ Reasons for discrepancies

To be held in 2021, due to delay caused by COVID-19.

**We cater  
to legal  
queries;  
quoting  
references  
from  
updated  
laws**



## OBJECTIVE 1: PROVIDE FREE LEGAL ADVICE AND INFORMATION TO 33,000 PEOPLE.

The following is the breakdown of the calls through the annual reporting period shown in the following table

Month	Registered Queries	Civil	Criminal Queries	Public Service	General Queries	Male	Female
Jul-20	4640	2123	605	624	1288	3024	1616
Aug-20	1686	915	242	230	299	1204	482
Sep-20	2847	1545	423	349	530	2162	685
Oct-20	2580	1340	396	341	503	1997	583
Nov-20	2641*	1355	397	313	576	2124	516
Dec-20	2921*	1357	343	357	864	2360	560
Jan-21	2920	1469	396	370	685	2351	569
Feb-21	3147*	1628	423	357	739	2521	625
Mar-21	2965	1436	394	348	787	2324	641
Apr-21	2883	1339	336	331	877	2269	614
May-21	2376	1078	280	309	709	1834	542
Jun-21	3257	1584	490	365	818	2563	694
<b>Total</b>	<b>34863</b>	<b>17169</b>	<b>4725</b>	<b>4294</b>	<b>8675</b>	<b>26733</b>	<b>8127</b>

*Distribution of queries during the reporting period July 01, 2020 to June 30, 2021*

*\* These numbers include queries from transgender individuals.*

# DELIVERING QUALITY LEGAL ADVICE TO EVERY CALL & QUERY.

The SLACC is heavily dependent on SMS marketing for its sources of callers as depicted by the Figure on Page 23. This year, SLACC received 21,111 calls from its SMS campaign, followed by 3,783 calls that were made to SLACC after callers got to know about the service from the internet and social media.

2,983 calls were from people who had seen SLACC on television advertisement, 2,621 calls were referred from word of mouth of friends and family members and 1,261 calls were received from individuals reported having seen the number on Rickshaws and another 1,296 calls were directed from SLACC's

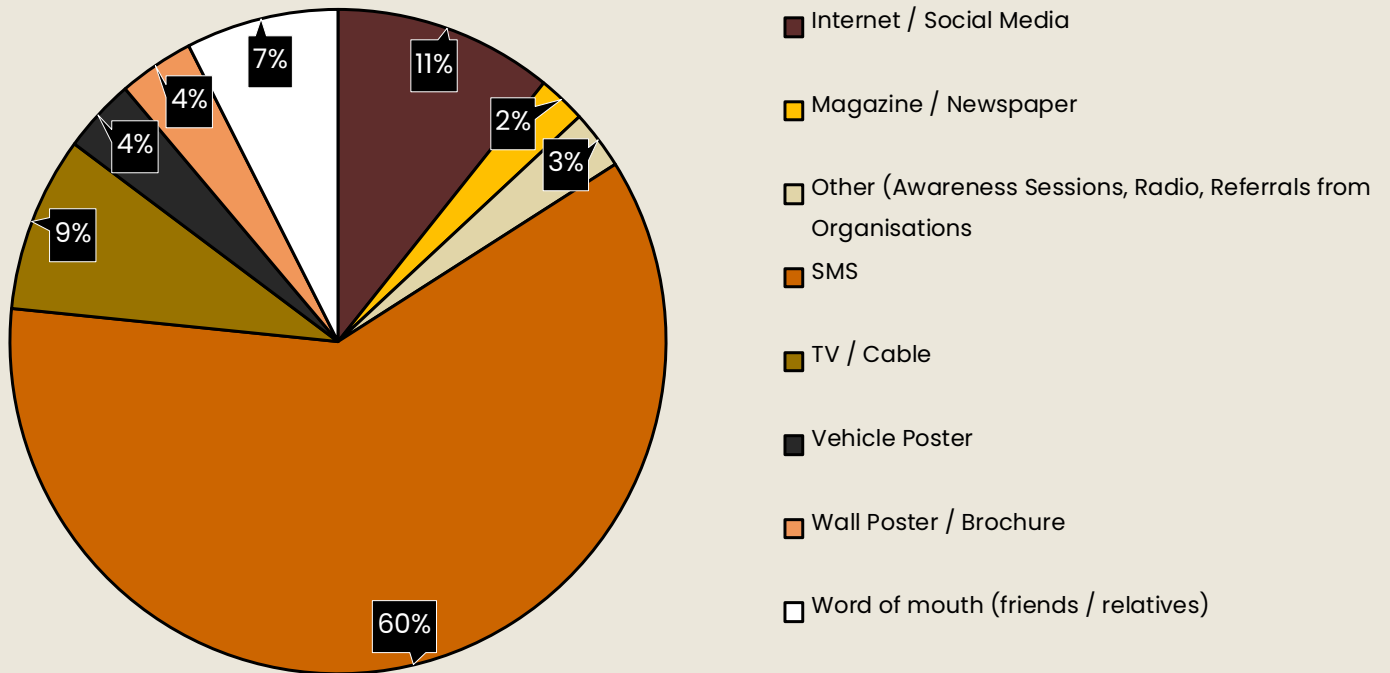
boards in police stations. The placement of SLACC's advertisement in local and national newspapers by the Sindh Law Department led to a greater number of informed callers (825 in number) who were eager to know more about the progress of their case and wished to resolve their legal matters keenly. The



SLACC deployed 500 posters in police stations across Sindh as well as provided brochures to its implementing partner

organizations such as Sindh Commission on the Status of Women. SLACC's outreach during legal clinics with

communities conducted by the LAS's program field teams across Sindh led to 1,003 calls this year.



*Calls's distribution on the source of knowledge of SLACC*

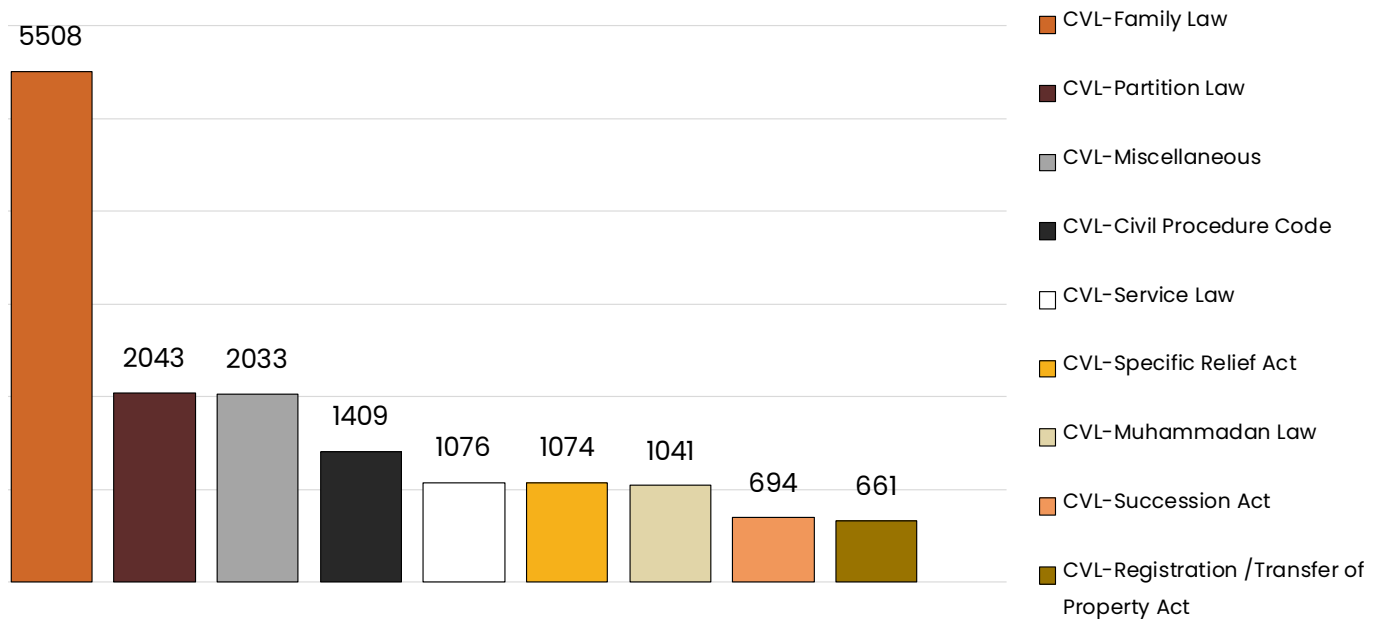


As can be seen from Page 15 above, around 77% of the callers were male, while 23% were female. Even though there has been a 3% increase in the female caller ratio compared to the previous reporting period, callers largely still belong to the male gender. This is due to the greater ease of access of information by men who are able to navigate the public space more easily come across SLACC advertisements and outreach activities. Often times, male callers asked for advice on behalf of female relatives in their family

matters such as divorce and custody of children or documents related to their legal identity. Lower access to mobile phones among women also lead to fewer numbers of women who call SLACC to seek justice.

As reiterated from Page 15 above, the greatest number of calls were related to civil law, followed by criminal law cases and public service matters. This is a visible reflection of the number of cases also pending in the courts as civil cases are more time-consuming and face

greater delays. Within the civil law category, the SLACC recorded 5,508 calls related to family law such as divorce, custody of child, second marriage by husbands etc. This was followed by calls related to procedure of civil courts such as cheques' related cases where callers wish to recover their money, damages, and appeal and revision stages of their cases. The third more common category was specific relief, which related to injunctions, stay applications against evictions and suits for specific performance.

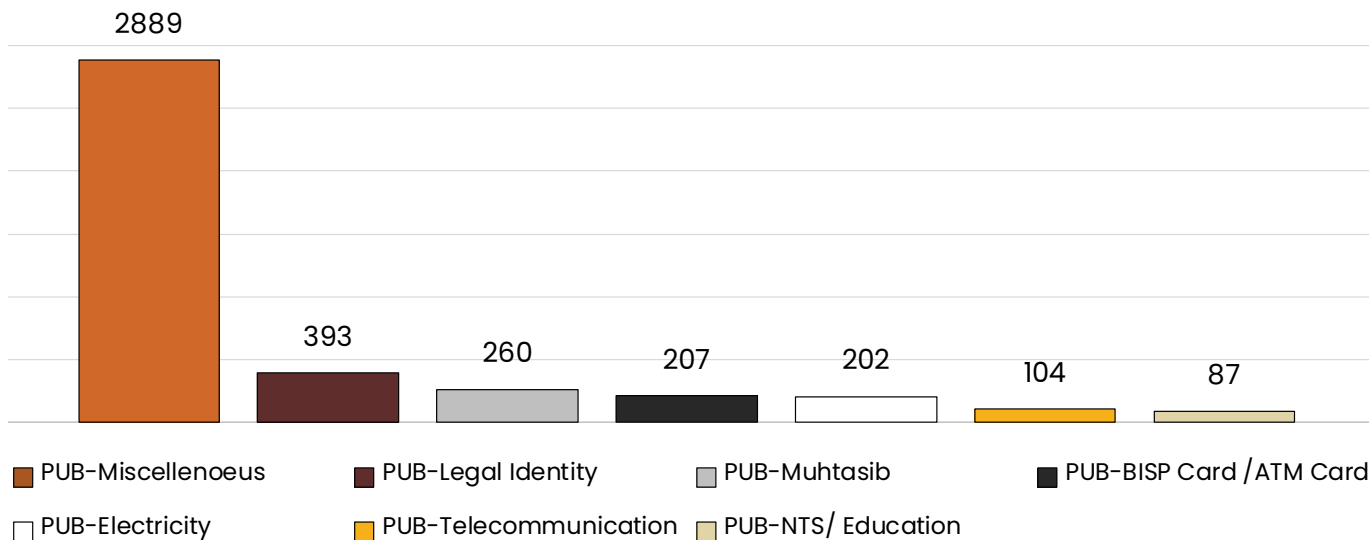


*Top category distribution of civil law queries*

Within the Public Service category, the greatest number of calls were tagged as Miscellaneous. These included calls related to the Ehsaas Programme, ration drives and information on COVID-19. There were 393 calls related to issues concerning NADRA on CNIC renewal, correction or issuance, or of passport, B-form or death certificates. A common problem being reported by

female callers is after getting divorce, when they wish to make their child's B-form, which would allow them to enroll their child in school, the mothers are asked to bring the documents of the father who is reluctant to provide assistance to them. The next issue faced in this category is of electricity related matters where callers have queries regarding their bills, their electricity meters or the

disruption or lack of electricity supply in their homes. This was followed by 270 queries where callers were directed to the office of the Ombudsman after being unable to resolve their issue at a state institution. At least 202 callers discussed matters related to the payment of their gas bills, gas connections and issues with gas shortages.



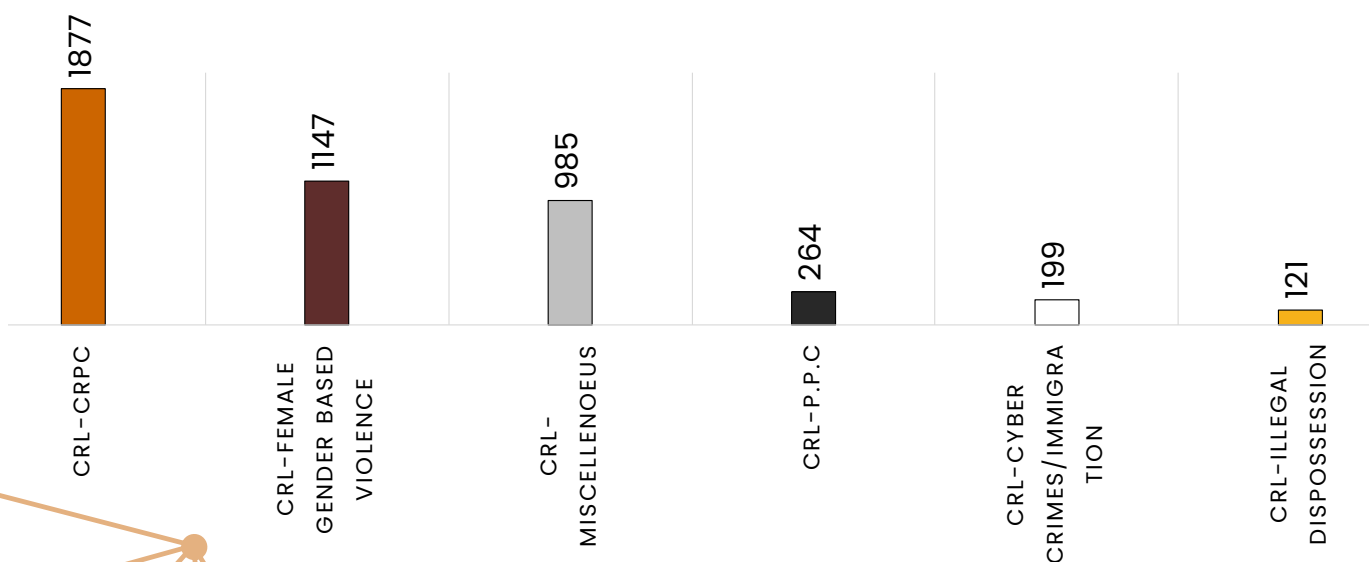
Top category distribution of public service matters queries

With respect to criminal law related registered queries, callers had questions related to the criminal procedure code such as bail, acquittal and the different stages of criminal trials. This is reflective of the difficulty the common man faces in understanding

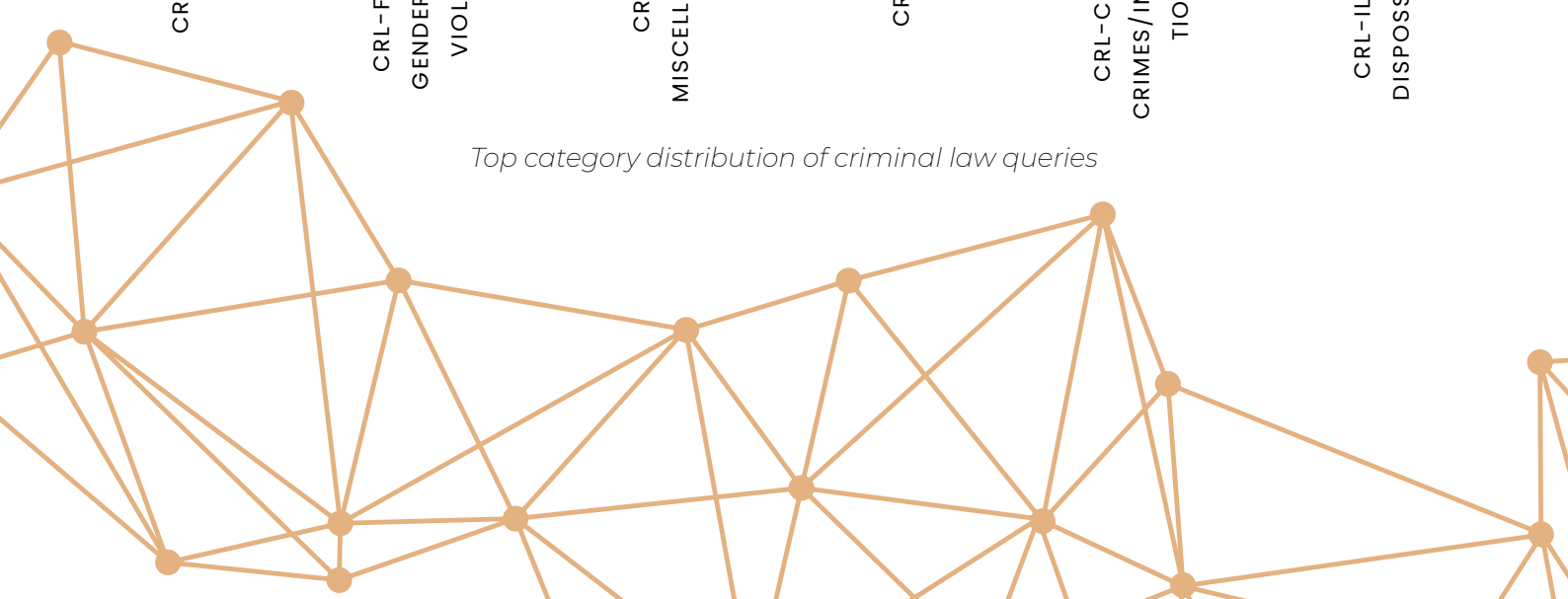
how the criminal justice system works and the lack of available resources to assist them in their matter. The second category pertained to miscellaneous matters that included complaints against FIR, against police officials for not cooperating and/or

asking for bribes.

At least 739 calls related to various gender based violence issues faced by women of which domestic violence, child marriage and forced marriage were frequently reported.



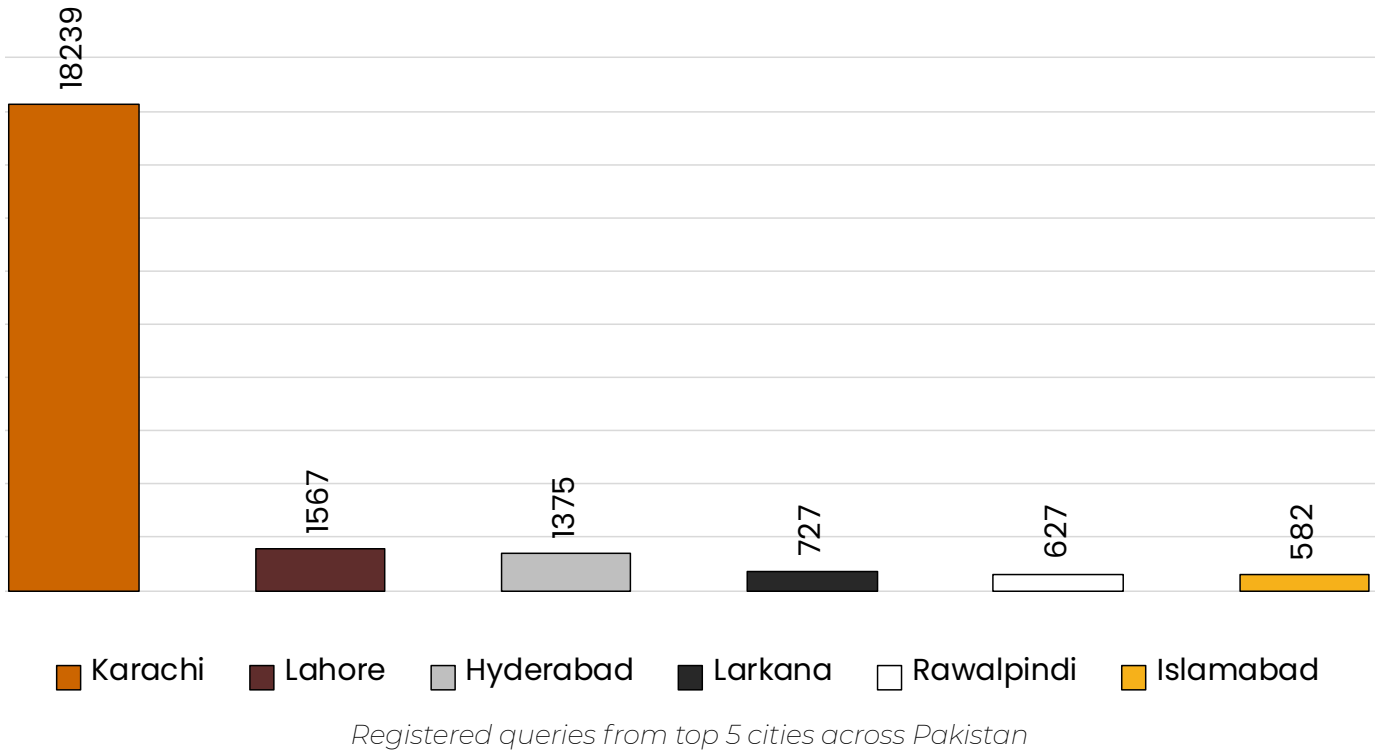
Top category distribution of criminal law queries



The SLACC is situated in Karachi and most of its outreach is oriented towards Sindh. Therefore, 3 out of the top 6 cities from where the highest numbers of queries were registered at SLACC were from Sindh, as shown in the

Figure below. The marketing campaign followed the GoS's commitment to the residents of Sindh. However, in Lahore, the registered calls were the second highest following Karachi. The primary reason for this was the marketing

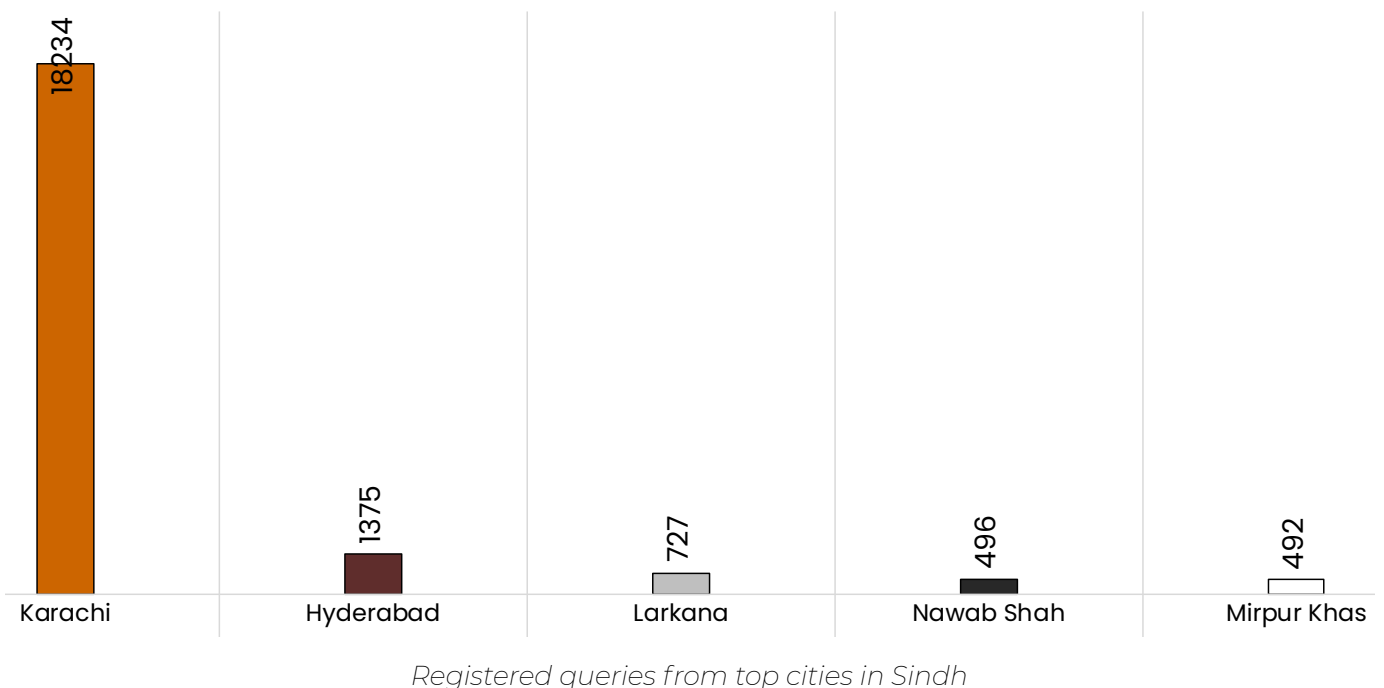
campaign by SLACC through Raavi TV which was run in Punjab. Figure 9 show the top 5 cities of Sindh from where SLACC received the most number of calls in the past year.



A total of 25,918 calls were received from Sindh, within which 18,234 calls were from

Karachi, followed by 1375 callers from Hyderabad, 727 callers from Larkana, 496 from

Nawabshah and 492 callers from Mirpurkhas as depicted by the Figure below.



## OBJECTIVE 2: ENSURE QUALITY AND EFFECTIVE PROVISION OF LEGAL ADVICE AND INFORMATION

Eight trainings were conducted for SLACC Legal Advisors during this period on:

**October 17, 2020**

### **Tax Law (by Justice Athar Saeed's Team of Saiduddin & Co)**

The objective of the training was to improve the capacity and understanding of SLACC lawyers regarding the following:

- ✓ Income Tax Ordinance 2001 with an emphasis on the significance of tax on rented property, filing tax returns etc.
- ✓ Sales Tax 1990,
- ✓ Normal/Medium and Final Tax Regime
- ✓ The Capital Gains tax.



**November 3, 2020**

### **Women's Right to Legal Property (By Advocate Zahra Vayani)**

The objective of the training was to improve capacity and understanding of SLACC lawyers on the law and legal protection regarding:

- ✓ Suits for partition,
- ✓ Letter of Administration and Succession Certificates.
- ✓ Different provincial procedures for inheritance claims.
- ✓ Marital Property & Recovery of dowry articles and bridal gifts



**October 17, 2020**

### **Call Service Quality and Professional Ethics (By Mr. Tariq Abbasi - Head of Service and Quality of Dubai Islamic Bank)**

The objective of the training was to improve capacity and understanding of SLACC lawyers on:

- ✓ Cornerstones of success of major call centres – empathy
- ✓ Active listening for Client Success
- ✓ SLACC Legal Advisors as specialized agents
- ✓ First Responders in cases pertaining to Gender Based Violence etc.



### **November 20, 2020** **Alternate Dispute Resolution Mechanisms**

The key objective of the training was to provide a platform to the SLACC Legal Advisors of Alternative Dispute Resolution Mechanisms (ADR). The sessions covered the following topics pertaining to ADR:

- ✓ Arbitration: Arbitration Act 1940
- ✓ Mediation: Section 89-A Civil Procedure Code 1908, Small Claims and Minor Offences Ordinance 2002
- ✓ Conciliation: Family Courts Act 1964. Muslim Family Laws Ordinance 1961
- ✓ Other types of ADR (unspecified): Federal & Provincial Mohtasib (Ombudsman),
- ✓ Compounding of Offences under Code of Criminal Procedures 1898 etc.
- ✓ The Capital Gains tax.



### **May 27, 2021** **Alternate Dispute Resolution – Referral System under Section 89-A of CPC (by Advocate Navin Merchant)**

The objective of the training were:

- ✓ To train field staff on Court Annex Mediation, Section 89-A (A referral Case).
- ✓ To give awareness about ADR- Section 89 A, and 89- B
- ✓ To guide staff about the legal framework for court annexed mediation
- ✓ Mobilize program staff to identify types of cases that can be resolved through ADR Section 89 A and Section 89- B.



### **March 8, 2021** **Early Child and Forced Marriage (by Advocate Palvasha Shahab)**

The objective of the training was to improve capacity building and understanding of SLACC lawyers on the law and legal protection against child marriages:

- ✓ Sindh Child Marriage Restraint Act 2014
- ✓ Section 498 B, PPC: Prohibition on Forced Marriages:
- ✓ Procedures of Sindh Child Marriage Restraint Act 2013
- ✓ Criminal Law (Third Amendment) Act, 2011



**June 12, 2021**  
**Service Laws in Pakistan (by Justice Amir Hani Muslim)**

The objective of the training was to improve capacity building and understanding of SLACC lawyers on the law and legal protection:

- ✓ Sindh Services Tribunal 1973
- ✓ Illegal Termination, Dismissal and Misconduct
- ✓ Deceased Quota
- ✓ Employee Old Age Benefits



**June 12, 2021**  
**Revenue Laws in Pakistan (by Justice Syed Ali Aslam Jaffery)**

The objective of the training was to improve capacity building and understanding of SLACC lawyers on revenue laws such as:

- ✓ Property Rights as Fundamental Rights
- ✓ Land Acquisition Act 1894
- ✓ Sindh Revenue Act 1967



# Success Stories

Here's to how calls are turned into a Success Story at the SLACC, in light of a real life case which took place.



## Received a SMS

Ahmed\* Received a SMS regarding the services of SLACC



## Discussed the issue with the SLACC lawyer on call

Ahmed\* wanted to transfer the house that his father purchased in his name



## Legal Advice provided by the SLACC legal advisor

Asked to contact the District Commissioner's Office. While Ahmed can call back SLACC for further queries.



## Caller meets the District Commissioner

Ahmed\* discussed his issue



## Ahmed\* calls back at SLACC

SLACC advisor reviewed certain legal documents pertaining to the transfer process



## Legal issue resolved

Beneficiary was successfully able to transfer the house in his name with the consent of his father



SLACC also received around 369 queries with respect to cases of domestic and gender based violence during this period. All these callers on an average called SLACC at least 9 times, over the period of the case, keeping constant contact with the SLACC advisor. In case of protection and relocation, the callers facing domestic and gender-based violence were also referred to numerous Darul Amaans and Women Protection Centres located in their district.

During COVID-19, as the lockdown was still being enforced in a limited capacity during this period, a number of callers faced delays in the adjudication of their due to limited working capacity of courts and offices. The SLACC successfully served to increase access to justice and information. For example, a caller who was in touch with SLACC legal advisors from June 2020 to October 2020 for an eviction case successfully managed to file an ejection application on SLACC advice.

Another example was of a caller who was facing issues in recovering his hard-earned savings due to an invalid cheque. Through the advice of SLACC, the caller was able to successfully institute criminal action against the opposing party leading them to deliver half of the payment by September 2020 and an agreement to deliver the rest by December 2020. A number of callers of SLACC were able to resolve their issues based on advice they gained from SLACC and during the Feedback Survey conducted in September 2020 narrated their stories:



### **CIVIL LAW:** **Deprivation of Women Property**

Mrs. F, a 39-year-old woman, called from Karachi, after seeing a rickshaw poster regarding service of the SLACC. Initial Call: 26 June 2020 at 03.42 P.M.

**Legal Matter:** Mrs. F stated that her brothers had refused to give her sisters and her the due share from her father's inheritance, which included a shop and a house. They were also threatening to cut ties and emotionally blackmail them in signing documents that instructed them to waive off their share.

**Legal Advice:** The SLACC Legal Advisor suggested that Mrs. F and her sisters could file a Suit for Partition under Section 4 of Partition Act 1883 in the civil court having jurisdiction.

When called for feedback, Mrs. F stated that the SLACC Legal Advisor not only empowered her to file for the rights that the law has granted her but also explained the process in the simplest manner to make it easier for successfully filing the suit. After filing the suit, Mrs. F stated that the brothers agreed to mediation in order to save themselves from a lengthy litigation.

# SUCCESS STORIES

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## CRIMINAL LAW: Sexual Assault:

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Mrs. P, a 35-year-old woman, called from Karachi, after receiving an SMS regarding the services of SLACC. Initial Call: 24 November 2020 at 3.11P.M.

**Legal Matter:** Mrs. P stated that she was facing extreme domestic abuse from her husband, who was threatening to take her children away from her in case she told anyone. She wanted to know if there was any way she can ensure her safety and file a case against her husband.

**Legal Advice:** The SLACC Legal Advisor informed her about certain NGOs who would be able to give her shelter. They also informed her that she could use the police helpline to help her seek protection against the husband. In addition, she can file a complaint in front of the Magistrate under Section 7 of the Domestic Violence Act 2013.

Mrs. P contacted the SLACC Legal Advisor eight times to update them about the case. She was able to seek shelter with a local NGO along with her children and was able to successfully file the complaint in front of the Magistrate.

## PUBLIC SERVICE MATTERS: Electricity Bill

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Mr. T 59 years old, unmarried from Karachi after receiving a SMS regarding services of SLACC. Initial call: 22 October 2019 10:43 A.M.

**Legal Matter:** Mr T called SLACC as KESC had charged him with triple the amount of bill and the officers from KESC refused to amend it, saying that he was involved in the 'kunda system'.

**Legal Advice:** The SLACC Legal Advisor requested that he should file a complaint

to the (Mohtasib) Provincial Ombudsman.

Upon receiving SLACC's feedback call, Mr T said after having visited the Ombudsman's office, his matter was resolved within 15 days. He also recounted his pleasant experience at the Ombudsman's office after telling them that he was referred to them by the SLACC. He was also eager to recommend the SLACC to his family and friends.

**More than  
327,605  
Callers have  
trusted us  
for their legal  
queries**



## SUCCESS STORIES



### WOMEN'S RIGHT TO LEGAL PROPERTY

Saima\* a 47 years old, widow from Karachi after seeing the SLACC toll-free number on a rickshaw board called the helpline in August 2020. Her husband had died and left behind immovable property and 4 children and she wanted to transfer the property in name of legal heirs and asked for the legal process of the court.

Saima was advised by the SLACC legal advisor to file an

application of succession to get the letter of administration under Section 278 of the Succession Act 1925.

She successfully managed to get the Succession Letter within 4 to 5 months and had an excellent experience at court. She proudly now recommends the SLACC toll-free helpline number to her friends and relatives particularly women.



### THE EMPOWERED SALMA AND HER CHILDREN

In December 2020, we received a call from an old man who was a makaiwala, asking for legal advice for his young married daughter, named Salma. Following up on her case, SLACC found out that Salma had been a victim of extreme sexual abuse at the hands of her husband. Her husband had also run away with her children after she refused to be subjected to further sexual exploitation. Through SLACC, Salma was

referred to a lawyer at LAS who took her case and helped recover her children from her abusive husband.

Currently, she is now in process of filing khula in court.

In the picture on the left, you can see two of her children who came to the SLACC office to especially say thank you to the SLACC lawyers who helped reunite them with their mother!

## SUCCESS STORIES



### CHILD SEXUAL ABUSE

Aamir\* a 53 years old man, called from Karachi after having seen SLACC wall poster at a police station. He stated that a teacher had committed an unnatural offence with his son. The police had only registered a non-cognizable report against unknown persons and were delaying the chemical report. Even after many appeals by Aamir\* they were refusing to register an FIR without having received the chemical report.

SLACC advised him to move

an application to SSP for his grievance and request that an FIR be lodged under S. 154 of Criminal Procedure Code 1898.

Within two days of his application, the police registered the FIR and arrested the teacher who had committed this crime.

Aamir\* appreciated the services of SLACC vowing to recommend the SLACC helpline to others.



### PUBLIC SERVICE: UNDUE DELAY IN PROMOTION

Farooq\* a 46 years old, primary teacher from Sanghar called after receiving a SMS regarding services of SLACC. He had been awaiting promotion for two years, and despite the fact that his name was among the top contenders on the merit list of his Taluka at district level, his promotion was delayed. On the other hand, he had been falsely accused of corruption and had challenged it through a complaint at the District

Office and Director but the issue still remained pending. SLACC advised him to file a constitutional petition at the High Court for his grievance.

Farooq\* was successful in his efforts and was promoted within 20 days of filing of this petition. He was very grateful to have received sound legal advice from SLACC!

## OBJECTIVE 3: TO COLLECT DATA AND CONDUCT DATA ANALYSIS, RESEARCH AND REPORTS

### 1. INTER-PROJECT DATA SHARING

As SLACC is a telephonic free of cost legal advisory service, it does not offer any legal representation in courts. Therefore, if a caller requires further help, the Legal Advisor denotes that in the CRM entry of the caller by checking of the "Further Help" box.

#### Referred to Projects within LAS

If a caller requires legal representation in a legal matter for which LAS has capacity through other initiatives / projects, the Legal Advisor should refer the case to representatives of that particular project. In order to do so, there are certain elements that should be part of the Referral Process within LAS. The Advisor is required to provide the following details to the Legal Analyst, who would ensure that the case is forwarded to the particular department:

- ✓ QUERY ID,
- ✓ CALLER NAME,
- ✓ AGE,
- ✓ CITY,
- ✓ CONTACT NUMBER,
- ✓ QUERY,
- ✓ SUBJECT OF LEGAL REPRESENTATION,
- ✓ REFERRED TO LAS PROJECT

Currently, the Legal Advisors send referral cases to the following projects within LAS:



#### Women Right to Legal Property (WRLP)

Women Right to Legal Property (WRLP)



#### HRCP Project

Cases pertaining to domestic violence, khula and divorce, and maintenance



#### Sexual Violence & Response Framework

Cases pertaining to rape, sodomy and sexual violence abuse.



#### Accessment of Legal System for Religious Minorities in Pakistan

Cases pertaining to religious minorities.



#### Alternative Dispute Resolution (ADR)

Cases pertaining to mediation, provincial & federal ombudsman

## Referred to organizations

If a caller requires further information pertaining to women shelters, economic aid, disability aids, domestic violence prevention, or legal representation etc pertaining to projects that LAS is not working on; the Legal Advisor connects them to a list that includes but is not limited to:

### Violation of Human Rights

Sindh Human Rights Commission

### Women Related Cases

Sindh Commission on the Status of Women, Aurat Foundation, Women Development Department (WDD)

### Shelter Homes

Panaah Gah, Darul Amaans

### Criminal Cases

Police Stations, Associated Helplines

### Security Complaints

CPLC, Pakistan Army, Pakistan Navy

### Cybercrime

Cyber Crime Helpline, FIA

### Emergency Matters

Rescue 1122

### Government Institutions'

Complaint Portals (Local and Federal)



# Refferals

## 2. KNOWLEDGE SHARING PARTNERSHIPS

### Pakistan Institute of Labour Education and Research

Pakistan Institute of Labour Education and Research (PILER) conducted a focus group discussion with SLACC, led by Ms. Zeenia Shaukat (Researcher from PILER) and attended by Ms. Umaiya Sheikh (Legal Analyst – LAS), Advocate Tabassum Aijaz, Advocate Sadia Shamas, and Advocate Rakshanda Jabbar.

The Focus Group Discussion (FGD) was conducted on 'Impact of COVID on Textile Workers in Pakistan' & was supported by the International Labour Organization.

With respect to the FGD, after conducting an analysis of anecdotal data, SLACC legal advisors discussed their experience

of attending calls of textile workers during the first wave of COVID-19. The discussion was based on:

- ✓ Frequency and Nature of Complaints – For instance, Extent of losses faced by
  - » Workers;
  - » Job Loss;
  - » Income Loss;
  - » Denial of Wages;
  - » Denial of Other Benefits
- ✓ Loss of wellbeing and financial security
- ✓ Widespread Layoffs
- ✓ Uncertainty of Procedures in organizations due to COVID
- ✓ Effectiveness of Legal Remedies

### Centre for Economic Research in Pakistan

Centre for Economic Research in Pakistan (CERP) and LAS collaborated for the purpose of identifying and testing out efficacy of government institutions through a Pilot intervention in June 2021. CERP in collaboration with the Sindh Legal Aid Call Centre carried out a field activity with the following process:

Approximately 50 calls were transferred to SLACC during 11am and 3:30pm. The CERP team utilized data received from the PSCA offices and initially called these respondents for the survey. After the initial survey, these calls were

randomly assigned and transferred to a treatment arm, one of which was SLACC. Prior to the call being transferred, no SLACC operator was required to perform any additional tasks. Once received by the SLACC lawyer, the CERP enumerator conveyed to them that this call was being transferred by CERP and requested the query number. On acknowledging the call, the SLACC lawyer generated a unique query number and immediately conveyed it to the CERP enumerator while simultaneously recording the time/date stamp in their own system. For the validity

of this activity and the data sample, this was the most important step. The process of generating the query number and relaying it to the CERP enumerator was also done as quickly as possible to ensure that the respondent did not have to wait on the call for too long.

At the end of this activity, SLACC compiled the data including all their recorded fields especially the phone numbers, query numbers, date, timestamps, and operator exchange numbers were shared with CERP.



**We deliver  
impact & results  
for every day  
justice needs.  
Together.**



# Annual Feedback Survey

## SAMPLING PROCEDURE

SLACC conducted an annual feedback survey by interviewing a record of callers who were serviced by the Sindh Legal Advisory Call Centre between the period of 1<sup>st</sup> July 2019 to 30<sup>th</sup> June 2020 served as the survey population. These include 25,882 calls received during this period categorized as relating to Civil Law, Criminal Law, Public Service Matters and General Information. The SLACC lawyers assigned the categories at the time of the initial call based on the nature of the matter. All calls pertaining to General Information were eliminated as these callers had not obtained legal advice and would be unable to effectively answer the survey questions.

Following this, unique registered caller identification numbers were then obtained leading to a **sampling frame of**

**15,235 calls**

Through random sampling, a **sample of**

**848 calls**

were extracted from the sampling frame to ensure at least 352 completed responses, thus reducing the effect of subject attrition.

This was in line to ensure that there is a 50% of response distribution and that the margin of error is less than 5%. To eliminate bias, unique sub-lists were generated for each enumerator, ensuring that it did not contain caller entries of calls that he/she had earlier provided advice to. These constituted 1% of respondents at the close of the second year of the LEPPS.

## QUESTIONNAIRE AND INTERVIEWING:

The survey instrument, a questionnaire was developed to get feedback from the callers about their interaction with SLACC lawyers, state institutions or with Alternative Dispute Resolution methods. A draft of the questionnaire was subjected to a pretest, resulting in modifications to the questionnaire in terms of both question wording and

length.

To administer the survey, it was translated into Urdu, and nine enumerators were trained to conduct the survey on two days. The fieldwork was conducted by telephone using a Customer Relationship Management (CRM) system 28th September 2020 to 7th October 2020, by a team of

professional, fully trained and supervised enumerators (SLACC Lawyers). A briefing session familiarized the enumerators with the sample specifications and the instrument for this survey. There was continuous monitoring during interviewing and data collection at all stages to ensure quality. The interviews

averaged 10 minutes in length to avoid respondent fatigue. To elicit a comfortable and honest response all female respondents were interviewed by female enumerators.

For each survey, the enumerator introduced himself or herself, asked if

the respondent had some available time to participate in a feedback call and reminded the caller of their initial legal query and the advice they were given. Callers at this time provided assent or refused to participate. Callers who refused to participate were removed

from the sample. To eliminate bias; all enumerators used a standardized script to conduct interviews, which also included a specific statement, explaining and seeking explicit consent from respondents (Annexure AF).

## DATA ANALYSIS

**848**

callers were reached out

**405**

respondents answered the calls

**352**

respondents (referred to "survey sample" from here on) agreed to participate in the survey



**Callers who refused to take part in the survey were removed from the sample.**

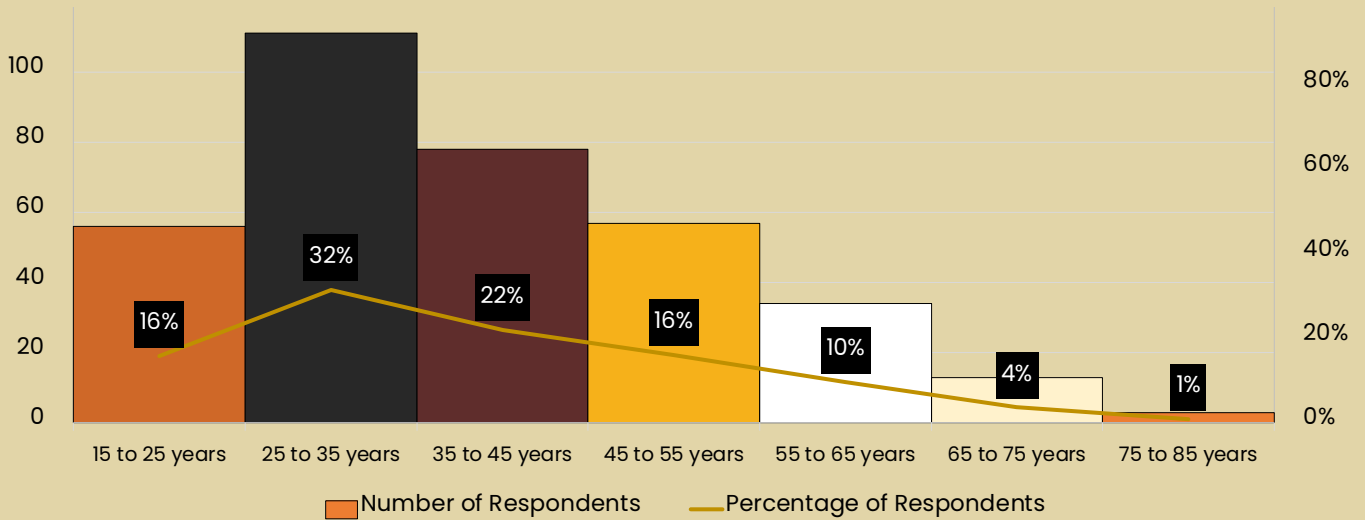
The response rate was therefore 41.5%. For some questions, as indicated in the relevant sections below, response rate was lower which may indicate the sensitivity of the questions asked.



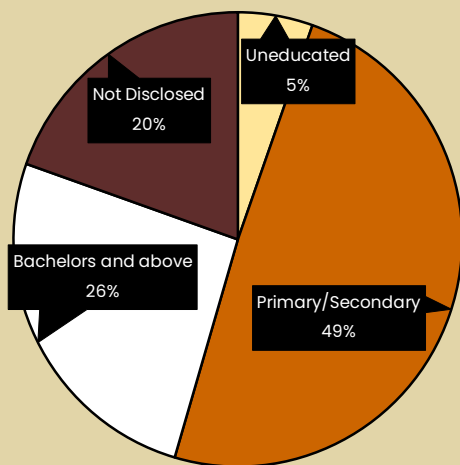
# Demographic Breakdown of SLACC Survey Sample

The demographic breakdown below represents all respondents who were part of the survey sample. Most of the respondents in the survey sample were adults in the range of 25-35 years of age (32% of the respondents) and educated to at least primary/secondary

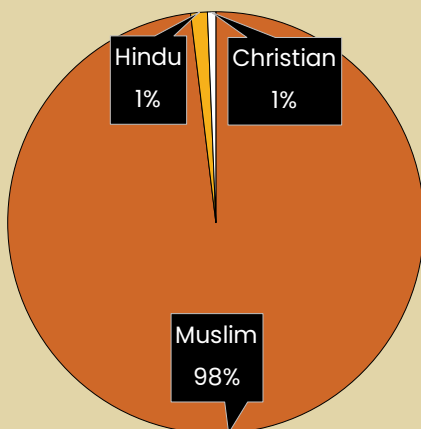
education, suggesting a trend of greater awareness and access of various publicly available dispute resolution services to younger educated generations. Following are illustrations and a visual report of the findings of the feedback survey.



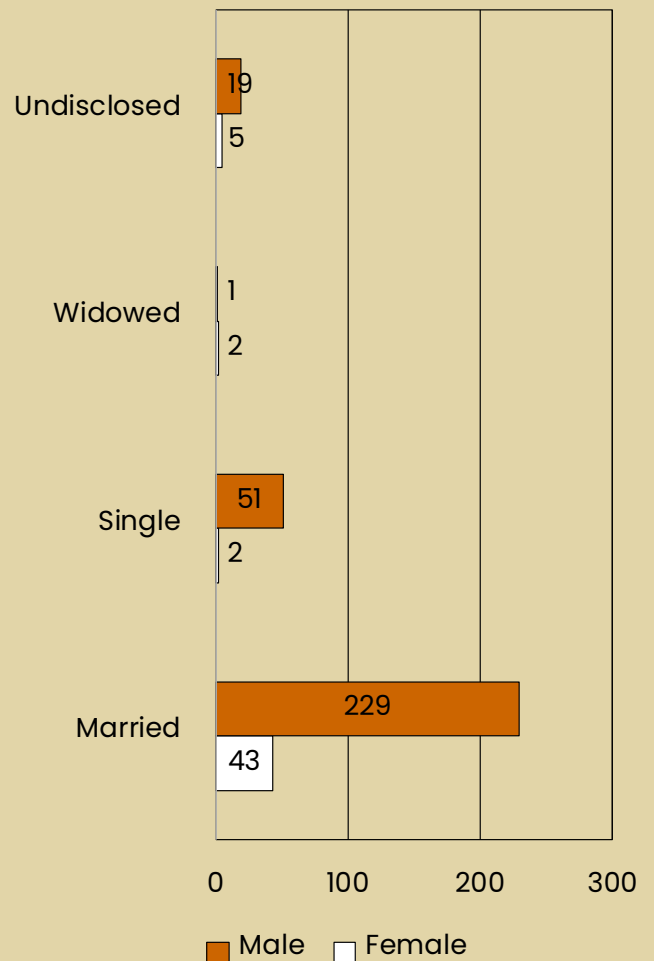
Age Distribution of Survey Sample



Segregation of Callers based on Level of Education Received



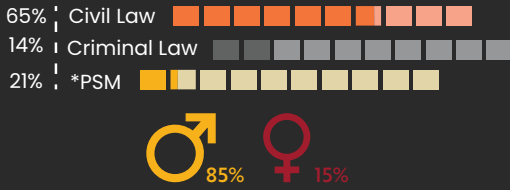
Callers segregation by Religion



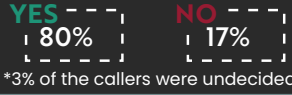
Marital Status of Callers

# SLACC Feedback Survey 2019-2020

**Total Responded Calls = 352**



**Would you recommend the service to others?**



Civil Law = 67%  
Criminal Law = 17%  
\*PSM = 16%

KPK  
2%  
♂ 87.5%  
♀ 22.5%

Punjab  
29%  
♂ 79.3%  
♀ 20.7%

Balochistan  
1%

Sindh  
68%  
♂ 87.8%  
♀ 12.2%

Civil Law = 62.2%  
Criminal Law = 27.6%  
\*PSM = 10.2%

Civil Law = 100%  
Criminal Law = 0%  
\*PSM = 0%

Civil Law = 69%  
Criminal Law = 15%  
\*PSM = 16%

**75.9%**



**Found the advice given by the SLACC helpful.**



**57%**



**Followed the advice**



## Experience of institutions

- Court = 51%**  
Excellent = 7%; Good=38%; Fair = 35%; Poor = 19%
- Police = 13%**  
Excellent = 7%; Good=38%; Fair = 35%; Poor = 19%
- Ombudsman=9%**  
Excellent = 7%; Good=38%; Fair = 35%; Poor = 19%
- ADR = 10%**  
Excellent = 7%; Good=38%; Fair = 35%; Poor = 19%
- Union Council = 7%**  
Excellent = 7%; Good=38%; Fair = 35%; Poor = 19%
- NADRA = 4%**
- WAPDA/KESC/LESCO = 5%**
- FBR = 2%**

**43%**



**Did not follow the advice**



**Why was the advice not followed?**

- Issue Resolved Itself = 61%
- Too Complicated to Follow = 4%
- Time Consuming = 7%
- Expensive = 9%
- Was not convinced with the Advice = 8%
- Needed a Lawyer = 5%
- Could not Comprehend the Advice = 6%

**Was the Problem Resolved?**

**YES**  
46%

Civil = 68%  
Criminal = 11%  
\*PSM = 22%



**Was the Problem Resolved?**

**YES**  
30%

Civil = 65.2%  
Criminal = 17.4%  
\*PSM = 17.4%



**Was the Problem Resolved?**

**NO**  
54%

Civil Law = 64.2%  
Criminal Law = 13.2%  
\*PSM = 22.6%



**Was the Problem Resolved?**

**NO**  
70%

Civil Law = 64.2%  
Criminal Law = 13.2%  
\*PSM = 22.6%



**Why not?**

- In Process = 69%
- Expensive = 11%
- Time Consuming = 18%
- Other = 11%

# Partnerships & Networking

Networking and partnerships play vital roles in spreading the awareness about the most demanding services that facilitate dejected and desperate segments of the society. Therefore, SLACC partnered with different renowned public and private institutions to aware public about its partnership with Law Department and flagship project to help people in need and support. SLACC collaborated with the following organizations



## Engagement with Chief Secretary Office, Sindh

SLACC successfully created linkages with Chief Secretary Office and the Management of SLACC met the Chief Secretary on April 15, 2021. The SLACC team briefed Chief Secretary on aims and achievements of SLACC. Through this engagement, SLACC will provide a dashboard for the office of Chief Secretary Sindh to provide firsthand information on the service delivery of Government Department. In addition, Office of the Chief Secretary will facilitate SLACC in running the SMSs through Provincial Disaster Management Authority (PDMA) Sindh and airtime on local and national TV channels to increase the visibility of SLACC. On the direction of the Honourable Chief Secretary himself, SLACC will be integrating its system with the Chief Minister's Complaint Cell in order to expedite administrative queries received by SLACC pertaining to the Government of Sindh.



## Renewal of MoU with Sindh Commission of Status of Women (SCSW)

Legal Aid Society through Sindh Legal Advisory Call Centre renew its MoU with Sindh Commission on Status of Women. Justice Arif Hussain Khilji, Chief Legal Advisor of LAS and Ms. Nuzhat Shirin, Chairperson Sindh Commission on Status of Women signed the MoU. The objective of this collaboration is to spread legal awareness and advise, empower underprivileged and marginalized communities' particularly vulnerable women and children.

SCSW will spread awareness of toll free number (0800 – 70806) and services of SLACC and refer callers to the service. It will also target vulnerable groups such as women and children in far-flung communities to increase the outreach of SLACC to increase legal awareness and empowerment.



## Partnership between the SLACC (Legal Aid Society) and Rizq

Legal Aid Society (LAS) though SLACC also signed a MoU with Rizq to spread awareness of the toll-free number and services of SLACC and will refer the callers to the service. Rizq is a non for profit, non-governmental organizations with an objective to distribute free of cost food among poor through their food banks in different cities.

Through this engagement, Rizq will place flyers, boards or standees at Rizq Food Banks across Pakistan specifically Lyari, Karachi. In addition, Rizq will also promote SLACC toll-free helpline number through its social media platforms, including but not limited to Facebook, Instagram, and Twitter and Rizq online portal. LAS will refer queries of food insecurity to Rizq's nearest available foodbanks if an intervention in the field is required.

**Our  
partners  
make us  
who we are  
today.**



### **Partnership between the SLACC (Legal Aid Society) and Careem Pakistan**

Legal Aid Society through the Sindh Legal Advisory Call Centre (SLACC) collaborated with Careem, the Super App for the greater Middle East and Pakistan, to help advance the provision of justice to vulnerable and disempowered citizens. Moreover, with this partnership, Careem Captains will be able to avail free of cost telephonic legal advice for their everyday affairs.

In addition to this, during United Nations Women's 16 Days of Activism against Gender-based Violence from 25 November - 10



December, Legal Aid Society worked closely with Careem to promote the messaging across various channels including its social media assets. LAS also placed information boards of the Sindh Legal Advisory Call Centre (SLACC) toll-free helpline across thirty-seven (37) Careem Opportunity Centres. In addition, Careem also run SMS and Social Media campaign across Pakistan.

With respect to this initiative, Justice Arif Hasan Khilji, Chief Legal Advisor, Sindh Legal Advisory Call Centre explained,

*"Increasing access to justice for the common man has been*

*a crucial goal for the Legal Aid Society. This has led to the establishment of the Sindh Legal Advisory Call Centre (SLACC), which is a toll-free helpline (0800-70806), to increase legal awareness and information, particularly for the underprivileged and marginalized segments of society. Since 2018, the SLACC has been functioning with the support of the Sindh Government and we are always looking for opportunities to collaborate with organizations who can help us realize our goal of bridging the gap between the citizen and the law. Thus, we are hopeful that by partnering with an organization such as Careem, with an extended outreach across Pakistan, we can reach the unreachable, paving the way for their Legal Empowerment."*



Sindh Human  
Rights Commission  
Government of Sindh

### **Networking with Sindh Human Rights Commission (SHRC)**

Legal Aid Society (LAS) through Sindh Legal Advisory Call Center (SLACC) has strong linkages and network

with SHRC for referral of cases to support women in need of free legal aid and support. Through this venture, both the organizations complemented each other through referring the cases and sharing work of information.

# Outreach & Visibility

**Outreach and visibility is the core component of SLACC to create awareness about its services among public so that they can get benefit from it. For this, SLACC runs different campaigns to reach the people. SLACC adopts the following to enhance its outreach and visibility.**

## **Celebration of National Women's Day and Life Time Achievement Award to Justice Nasir Aslam Zahid**

Sindh Legal Advisory Call Center (SLACC) through LAS participated in the National Women's Day organized by Sindh Commission on Status of Women (SCSW). The theme of this year's National Women Day was **"Global Emergencies and their Impact on Women in Developing Countries"**. The event featured women and civil society organizations from all over Sindh and awarded Mohtarma Fatima Jinnah and Shaheed Benazir Bhutto Award to women from all occupations for their exceptional services. The Life Time Achievement Award was presented to Justice Nasir Aslam Zahid for his exceptional services to marginalized segments of the society including prisoners, women and children.

## **Secretary of the Law Justice Commission of Pakistan visited SLACC**

Secretary Law and Justice Commission of Pakistan visited the SLACC and appreciated its efforts to provide free legal advice to under privileged and marginalized segment of the society.

## **Radio Show with FM 93**

The SLACC in collaboration with FM 93 of Radio Pakistan conducted an informative radio show on 18 November 2020 on the "Rabbta Show with Amna Sheikh." The show was attended by Ms. Umaiya Sheikh (Legal Analyst – LAS) and Advocate Tabassum Aijaz. The discussion on the show highlighted the role that the SLACC was serving in helping spread awareness and legal information pertaining to Gender Based Violence

## **Facebook Ad Campaign**

The SLACC spread awareness and information about its services and activities via Facebook posts and ads that have reached over 150,000 people in Pakistan in this reporting period. The targeted Facebook Ad Campaign also allowed for calls on a click through the Facebook Mobile App.



## SLACC Online Episodes

The SLACC has also worked on a series of online episodes that partake legal information on various significant legal issues in Pakistan. Each episode was a discussion between a SLACC representative and a leading legal expert on the relevant subject.



### FIR and Its Implications

The objective of this episode was to spread awareness among the citizens of Pakistan of ways to register an FIR, along with its associated legalities. The legal expert for this episode was **Advocate Bassam Dahri** who is a well-known practicing lawyer from Siddiqui and Raza Associates.

Click or scan the QR code to view the full episode.



### Sexual Harassment in the Pakistani Workplace

This episode aimed to spread awareness and information for the citizens of Pakistan on what constitutes harassment at the workplace, the legal avenues through which they can report it, along with its technical legalities that they might come across. The guest for this episode was **Advocate Palvasha Shahab**, a Gender, Child Rights & Litigation Specialist at LAS).

Click or scan the QR code to view the full episode.



### Alternative Dispute Resolution

This episode provided the basics to understand the need for Alternative Dispute Resolution, tools that judges could employ to effectively use court-annexed mediation, along with its technical aspects to reduce pending case backlog. The guest for this episode was **Advocate Navin Salim Merchant** who is an Advocate of the Supreme Court of Pakistan & a Senior Partner at Merchant Law Associates.

Click or scan the QR code to view the full episode.

## SMS Campaign

The SLACC also had a stellar SMS campaign that was coordinated with the major telecom partners of Pakistan – Ufone, Zong, Telenor and Jazz. Through weekly campaigns, customized text messages were delivered to over 14.5 million users in Sindh, helping promote the SLACC toll-free number to the public.

## Publicity Boards:

SLACC placed 237 publicity boards at different locations to increase awareness of the public about its services. Places include police stations, government departments, railway stations, outside NADRA offices, Hospitals and other public places in different districts. Government Departments include Women Development Department, Social Welfare, Sindh Human Rights Commission, Sindh Commission on Status of Women and Police Stations etc. District wise detail is given below;

District	No. of Boards
Karachi	71
Hyderabad	20
Sanghar	20
SBA	20
Larkana	07
Dadu	20
Khairpur	20
Sukkur	59
<b>Total</b>	<b>237</b>



## Newspaper Advertisement

Law Department, Government of Sindh also placed advertisement in different national daily including Dawn, Jung (Urdu), Kawish (Sindhi) and Ibrat(Sindhi) to let people know about its services under its project Legal Empowerment of Peoples Program in Sindh (LEPPS).

## Rickshaw Campaign:

SLACC spread the awareness of its services through the Rickshaw Campaign in 08 districts of Sindh. This campaign helped to create mass awareness among the general public. District wise rickshaw campaign is given as under;

Districts	No. of Rickshaws	Districts	No. of Rickshaws
Karachi	500	Hyderabad	150
Sukkur	75	Larkana	75
SBA	50	Khairpur	50
Sanghar	50	Dadu	50



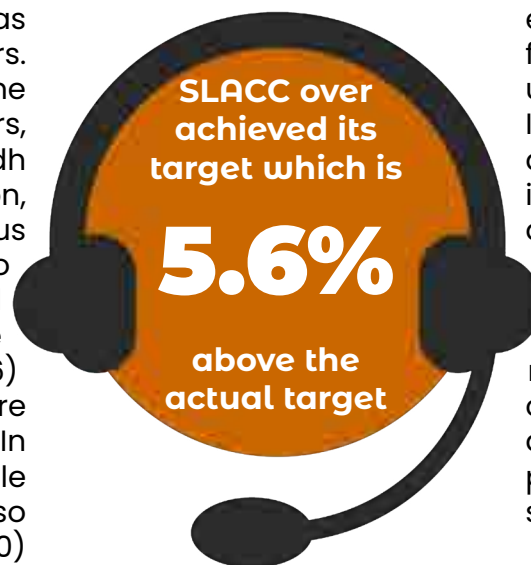
# Risks & Challenges

The COVID-19 pandemic has risked the lives of people and created hurdles in the operationalization of routine office work and forced work from home. SLACC was not spared either and COVID-19 forced us to close the office for 3 days to safeguard the lives of our staff. In addition, the urban flooding and heavy rains in Karachi also disturbed the operations of SLACC. Ramadan's short timings

However, the number of female callers remain comparatively low as compared to male callers. Therefore, to increase the number of female callers, we collaborated with Sindh Human Rights Commission, Sindh Commission on Status of Women and Careem to enhance outreach and visibility of our toll free number (0800 - 70806) so that more and more women can be reached. In addition, the ratio of female subscribers only was also increased to 30% (30,000)

coupled with the outbreak of the third wave of COVID - 19 and subsequent lockdown for more than a week for Eid Holidays posed a threat to achieve the target. However, we did not stop taking the calls and switched to voice mail facility to take calls and revert to callers later. In addition, we kept office open with strict adherence to COVID SOPs to provide legal advice.

SMSs per day to reach them. In addition, we have



The reluctance of the lawyers to come to office was also an issue during the COVID-19 to continue the work. However, the management enticed them through introducing and incentivizing "Advisor of the Month" program. In addition, capacity building training also motivated the Legal Advisors to attend the office regularly.

designed a comprehensive communication strategy to enhance visibility of our toll free number and strategies used are Face Book Posts, IEC Material Dissemination and Placement of Boards in different public places and Rickshaw Campaign in different districts of Sindh to reach people. Published advertisements in different newspapers with the support of Law Department was yet another strategy to reach the public to get benefit of this service.

**"All of operations i  
risks, and**

# Management Effectiveness Review

The SLACC management, under the supervision of Justice Arif Hussain Khilji, ensured to keep the call center open to facilitate ordinary citizens in times of lockdown and chaos. Responding to 17,315 legal queries live in times of lockdown (COVID-19 First and Second Wave) reflects the effectiveness of management strategies.

The Management of SLACC has also ensured that other projects of LAS should promote the toll free number during engagement with communities especially women. Therefore, it has distributed SLACC leaflets among the community members so that they can easily keep the number with themselves to call in time of need and spread the

information about its services.

The promotional strategy adopted by SLACC team also enticed the public to reach SLACC for free legal advice. This is evident from the number of calls (34,863 calls) made to SLACC during the current reporting period. The marketing strategy includes SMS Campaign, Face Book Advertisement, and Placement of Publicity Boards at different public places, rickshaw campaign, and dissemination of IEC material in different communities.

Quality Assurance and response time of abandoned calls was also enhanced so that no caller be left without any response. Monthly Monitoring and Evaluation System of SLACC ensures that

the targets are on track and meeting minimum standards. Introducing SLACC SOPs was also a step towards improving efficiency of Lawyers to respond callers timely and effectively.

8 one-day trainings were held for the SLACC lawyers. Though it is challenging to gauge impact of one-day trainings the results and comparison between pre and post assessments conducted during the training sessions indicated immediate knowledge shifts. These trainings also helped SLACC lawyers to improve their understanding on certain laws including service, revenue, tax, alternative dispute resolution, women legal rights to property and religious minority rights.

**s the management of  
d not its elimination."**

# Annexures

## ANNEXURE A: ANNUAL FEEDBACK SURVEY – FULL INSTRUMENT

### Section 0: Pre-Survey Administration

Sr. No	Question	Answer
1	Enumerator Name / Gender (Male, Female, Other)	1 = Enum 1 2 = Enum 2 3 = Enum.3 4 = Enum.4 5 = Enum 5 6 = Enum 6 7 = Enum 7 8 = Enum 8 9 = Enum 9 M/F/O <input type="checkbox"/>
2	Query ID (QID)	
3	Main Category	
4	Created On – Created By (Date, Time and Receiver of Call)	
5	Query	
6	Solution	
7	Respondent Phone no.	
8	Age	
9	Gender (Male, Female, Other)	
10	Religion	
11	District – City - Province	
12	Where did you hear about us?	0 = SMS 1 = ADR 2 = Wall Poster 3 = Rickshaw Poster 4 = Word of Mouth 5 = TV/Cable 6 = Radio
13	What kind of call is this?	1 = Initial > Go to 14 2 = Call back - asked to be called back during CONSENT >v Go to Section 1, Q4a
14	Call Date	DD/MM/YY
15	Call Start Time	HH:MM

## Oral introduction:



“

*Good morning/afternoon. My name is \_\_\_\_\_ and I am from the Sindh Legal Advisory Call Centre.*

*As per our records, a call was made from this number on [insert date and time - Section 0 Q4] and advice regarding a legal query was sought, [insert Query - Section 0 Q5, and Solution – Section 0 Q6].*

*We are calling you to evaluate and improve our legal advisory services.*

Here are some of the standard operating procedures/scripts utilized by our in-house legal advisors every time they initiate recording a query

## Section 1: Identification, Consent, and Screener

Sr. No	Question	Answer
1	Were you the person who made the SLACC Call?	0 = No > Go to section 4 (survey ends for respondent) 1 = Yes > Go to 2a 2 = Don't know > Go to section 4 (survey ends for respondent)
2a	READ CONSENT TEXT. Can I ask you a few questions now to help improve future services?	0 = No > Go to 2b 1 = Yes > Go to Section 2
2b	No problem. Your experience is very important to us, is there another time we can call you back to conduct the survey?	0 = No > Go to section 4 (survey ends for respondent) 1 = Yes > Go to 2c
2c	What day/time would be convenient for us to call you back?	HH DD/MM/YY

### Full Consent Text:



*As I said, I am calling today to see if I may ask you a few questions about your experience with your case thus far, and thereby help the Sindh Legal Advisory Call Centre (SLACC) improve. We ask only administrative questions about your case and your opinion on your experience. This phone survey is expected to take about 10 minutes. Your participation is voluntary, your responses will be confidential, and will not be communicated to anyone beyond the research team at SLACC. You may choose not to answer any question in this survey, and end participation at any time. If you are all set, we can get started.*





## Section 2: Demographics

### Oral introduction

“

*I will now ask some questions about you and I repeat that all your answers will be kept confidential.*

Sr. No	Question	Answer
1	What is your marital status?	0 = Single 1 = Married 2 = Divorced 3 = Widowed 4 = Don't want to disclose
3	What is the highest level of education that you have completed?	0 = No education 1 = Graduation 2 = Bachelors/ Masters/PhD 3 = Don't want to disclose
4	What is your occupation (if you have more than one occupation please tell me about the one at which you spend the most time)	
5	What is your monthly household income?	

## Maintaining Confidentiality

At SLACC we value and ensure complete confidentiality of each our clients.



### Section 3: Survey

## Full Consent Text:



*Now I will ask your opinion on the advice provided by SLACC. We know that people try multiple methods to resolve their disputes. Besides state processes, these can include non-state methods such as, friends, relatives, neighbors, imams and religious leaders, labor and trader unions and more. I will also read you some sentences, please rate them on a scale accordingly*

Sr. No	Question	Answer
1	Please rate the SLACC Lawyer's demeanor while speaking to you?	0 = Excellent 1 = Good 2 = Fair 3 = Unsatisfactory
2	Did you have to wait for the SLACC Lawyer to provide you with the solution to your query? If so, how long did you have to wait?	0 = Yes 1 = No (If no, please give reasons:)
3a	Did you find the advice provided by SLACC helpline helpful?	0 = Yes > Go to Section 3 Q3b 1 = No > Go to Section 3 Q3e 2 = Don't know
3b	Did you follow the advice that was provided to you?	0 = Yes > Go to Section 3 Q3c 1 = No > Go to Section 3 Q3e
3c	If yes, which institution(s) did you go to?	0 = Police 1 = Court 2 = Ombudsman 3 = Union Council 4 = NADRA 5 = FBR 6 = Education Department 7 = ADR 8 = Health Department 9 = KESC/WAPDA 10 = Other <input type="checkbox"/>
3d	Can you help rate us your experience with those institutions(s)?	0 = Excellent 1 = Good 2 = Fair 3 = Unsatisfactory

3e	If no, please explain why you could not follow the advice provided by SLACC?	0 = The issue was resolved on its own 1 = Advice was too complicated 2 = Was not convinced 3 = The method proposed was time-consuming 4 = The method proposed was costly 5 = Needed a lawyer 6 = Could not understand 7 = Other <input type="checkbox"/>
4a	Has your issue been resolved?	0 = Yes > Go to Section 3 Q4b 1 = No > Go to Section 3 Q4c 2 = Don't know
4b	If yes, how long did it take to resolve the issue?	
4c	If no, please explain why?	0 = In process 1 = Time-consuming 2 = Costly 3 = Non-cooperation from Government Institution 4 = Ineffectiveness of Lawyer 5 = Other
4d	If issue is still unresolved, do you require any further advice from us on that matter?	
5	Would you recommend SLACC legal advisory service to others?	0 = Yes 1 = No 2 = Don't know
6	Do you have any suggestions for improvement?	

#### Section 4: Post-Survey Logistics Questions for Enumerators

Sr. No	Question	Answer
1	Was the survey completed	0 = No > Go to Section 6 Q2 1 = Yes > Go to Section 6 Q3
2	What was the survey not completed?	0 = Respondent did not consent to be surveyed 1 = Respondent withdrew partway 2 = Respondent hung-up 3 = Phone connection dropped involuntarily 4 = Other (specify)
3	Did the respondent have any problems understanding the questions?	0 = No > Survey ends 1 = Yes > Go to Section 6 Q4
4	Please detail which questions the respondent did not understand, and why.	

**Survey Ends**

## ANNEXURE B: SMS REPORT

**14.5  
million**

**SMSs have been  
run all over Sindh**

**through**

**04**

**leading telcos  
including  
Telenor, Ufone,  
Jazz and Zong**

**to reach the people from all segments of the society. This campaign helped people to reach SLACC for free legal advice in time of lock down during COVID – 19 outbreak.**



**August 2020**

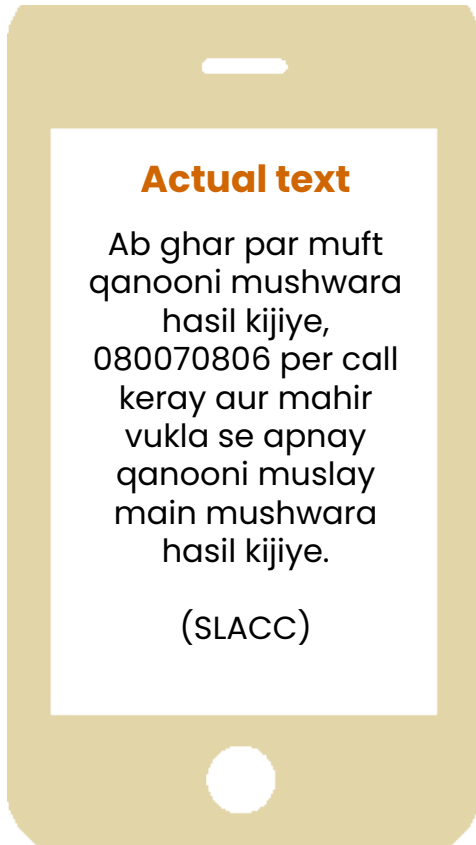
**Mobile Network  
& SMS Count**

**ufone**

**500,000**

**telenor**

**500,000**



## September 2020

### Mobile Network & SMS Count



**500,000**



**500,000**



**500,000**



**300,000**



## October 2020

### Mobile Network & SMS Count



**900,000**



**500,000**



**400,000**



**500,000**

**Actual text**

Ab ghar par muft  
qanooni mushwara  
hasil kijiye,  
080070806 per call  
keray aur mahir  
vukla se apnay  
qanooni muslay  
main mushwara  
hasil kijiye.

(SLACC)

**November 2020****Mobile Network  
& SMS Count**

**400,000**



**300,000**



**300,000**



**300,000**

**Actual text**

Ab ghar par muft  
qanooni mushwara  
hasil kijiye,  
080070806 per call  
keray aur mahir  
vukla se apnay  
qanooni muslay  
main mushwara  
hasil kijiye.

(SLACC)

**December 2020****Mobile Network  
& SMS Count**

**200,000**



**300,000**



**300,000**



**300,000**

**Actual text**

Ab ghar par muft  
qanooni mushwara  
hasil kijiye,  
080070806 per call  
keray aur mahir  
vukla se apnay  
qanooni muslay  
main mushwara  
hasil kijiye.

(SLACC)

**January 2021****Mobile Network  
& SMS Count**

**500,000**



**300,000**



**300,000**



**300,000**

**Actual text**

Ab ghar par muft  
qanooni mushwara  
hasil kijiye,  
080070806 per call  
keray aur mahir  
vukla se apnay  
qanooni muslay  
main mushwara  
hasil kijiye.

(SLACC)

**February 2021****Mobile Network  
& SMS Count**

**300,000**



**300,000**



**300,000**



**300,000**

**Actual text**

Ab ghar par muft  
qanooni mushwara  
hasil kijiye,  
080070806 per call  
keray aur mahir  
vukla se apnay  
qanooni muslay  
main mushwara  
hasil kijiye.

(SLACC)

**March 2021****Mobile Network  
& SMS Count**

**400,000**



**300,000**



**300,000**



**300,000**

**Actual text**

Ab ghar par muft  
qanooni mushwara  
hasil kijiye,  
080070806 per call  
keray aur mahir  
vukla se apnay  
qanooni muslay  
main mushwara  
hasil kijiye.

(SLACC)

**April 2020****Mobile Network  
& SMS Count**

**400,000**



**300,000**

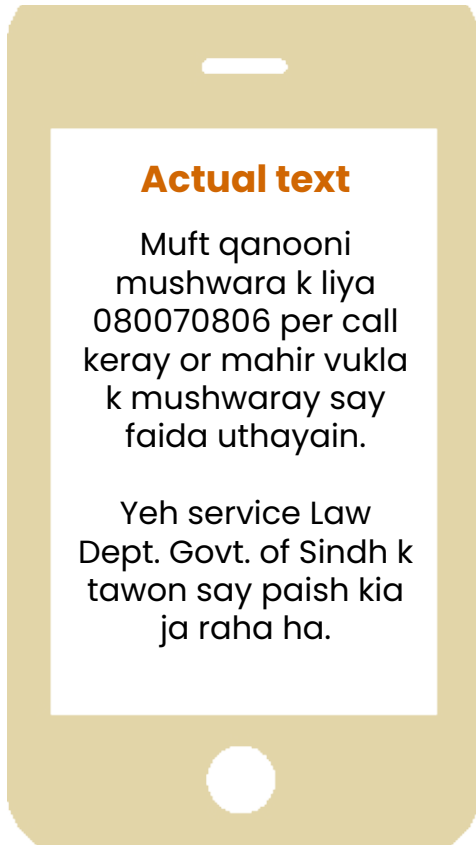


**300,000**



**300,000**





## May 2021

### Mobile Network & SMS Count



**300,000**



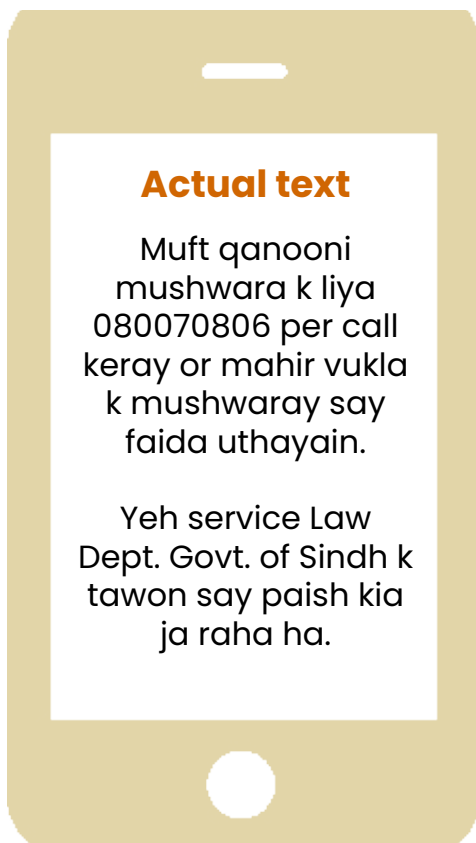
**200,000**



**300,000**



**300,000**



## June 2021

### Mobile Network & SMS Count



**400,000**



**200,000**

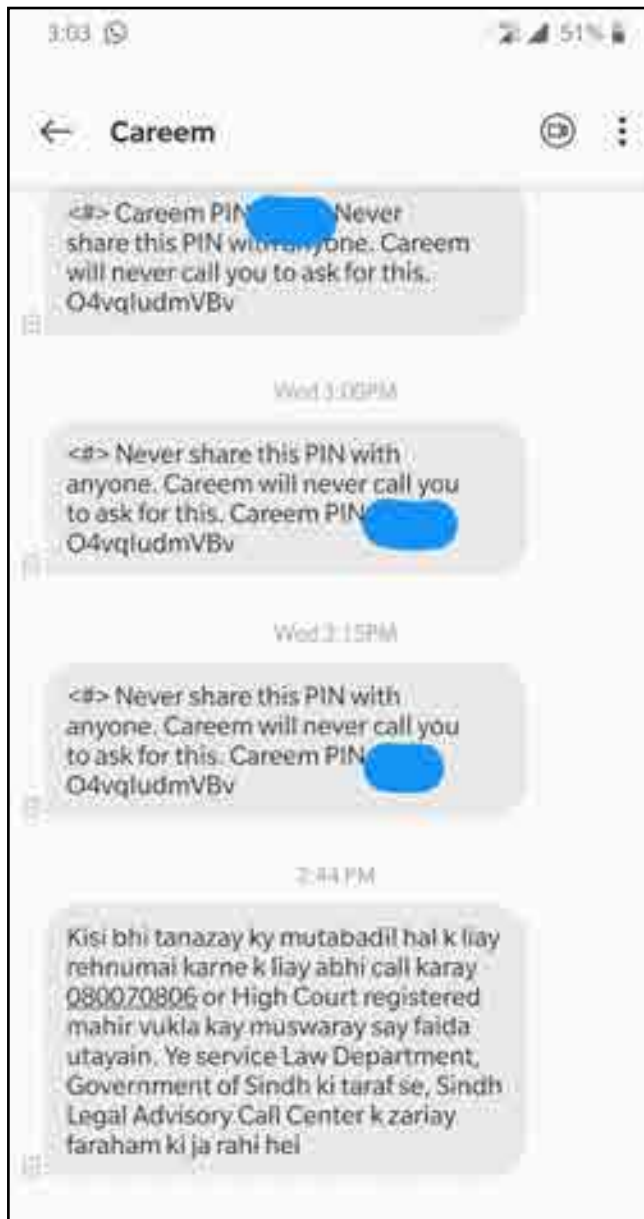


**300,000**



**200,000**

## ANNEXURE C: SMS SAMPLES



# ANNEXURE D: SOCIAL MEDIA CAMPAIGN:

Law Department  
Government of Sindh

**LAS**  
LEGAL AID SOCIETY

**Need Legal Advice related to Education Sector?**

For Free Legal Advice Call us at:  
**0800-70806**

This free service is provided to all citizens of Pakistan through the Law Department, Government of Sindh

**SLACC**

Law Department  
Government of Sindh

**LAS**  
LEGAL AID SOCIETY

**Deprived from Legal rights to Marital Property?**

Need Help?  
Call us at  
**0800-70806**  
for free legal advice

**SLACC**

Law Department  
Government of Sindh

**LAS**  
LEGAL AID SOCIETY

**Legal Rights of Parents**

Call us at  
**0800-70806**  
for free legal advice

**SLACC**

Law Department  
Government of Sindh

**LAS**  
LEGAL AID SOCIETY

**Deprived from rights to Legal Property?**

Need Help?  
Call us at  
**0800-70806**  
for free legal advice

**SLACC**

Law Department  
Government of Sindh

**LAS**  
LEGAL AID SOCIETY

**Need legal advice related to health services?**

Call us at  
**0800-70806**  
for free legal advice

**SLACC**

# ANNEXURE E: PUBLICITY BOARDS



## ANNEXURE F: RICKSHAW CAMPAIGN



# ANNEXURE G: NEWSPAPER ADVERTISEMENTS & COLLABORATIONS

SLACC  
لاہور پارلمنٹ  
حکومت سندھ

سندھ قانونی مشاورتی کال سینٹر

0800-70806

#SLACCPakistan

Law Department  
Government of Sindh  
SLACC

سندھ قانونی مشاورتی کال سینٹر

0800-70806

@SLACCPakistan

Law Department  
Government of Sindh  
LAS

South Legal Advisory Call Centre

0800-70806

SLACC





24/7 Helpline 0800 70806

**SLACC**

Sindh Legal Advisory Call Center

## Contact us

**0800-70806 For your free  
Legal Advice**

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



[www.facebook.com/  
SLACCPakistan/](https://www.facebook.com/SLACCPakistan/)