



**Law Department**  
Government of Sindh

**LAS**  
LEGAL AID SOCIETY

**Sindh**

**Legal Advisory Call Center**

**Annual Progress  
Report**

**July 1<sup>st</sup> 2023 – June 30<sup>th</sup> 2024**

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

# Contents

A) Message From Chief Secretary	2
B) Message From Law Secretary	3
C) Message From Chief Legal Advisor	5
D) Accessible Justice For All: SLACC's Public-Private Partnership Journey	6
E) SLACC Objectives	7
F) Executive Summary	8
G) Annual Progress	13
1. Performance During The Reporting Period	13
2. Performance Against Deliverables At Output Level; Highlighting Key Activities:	13
Objective 1: Provide Free Legal Advice And Information To 33,000 People	13
i) Analysis Of Calls	13
Objective 2: 12 Million Citizens Across Sindh (And From Other Parts Of Pakistan) Are Aware Of The Sindh Legal Advisory Call Centre (SLACC).	27
i) Outreach And Visibility	27
ii) Partnerships And Networking	33
Objective 3: Ensure Quality And Effective Provision Of Legal Advice And Information	36
i) Assessment Of Monthly Performance Of SLACC Advisors	36
ii) Capacity Development Of SLACC Agent Lawyers	37
iii) Success Stories From Integration With Chief Secretary's Complaint Cell	41
iv) Success Stories From SLACC	43
v) Annual Feedback Survey (2023-2024)	46
Objective 4: To Collect Data and Conduct Data Analysis, Research and Produce Reports	67
i) Inter-Project Data Sharing	67
ii) In-House Research:	69
H) Management Effectiveness	70
Annexures	73
Annexure A: SMS Samples	73
Annexure B: Social Media Campaigns	74
Annexure C: Publicity Boards	75
Annexure D: IEC Material – Brochures	76
Annexure E: Television And Radio Campaigns	77
Annexure F: Annual Feedback Survey 2024 – Survey Instrument	78



## **A** **Message From** **CHIEF SECRETARY,** **GOVERNMENT OF SINDH**



I am honored to be a part of a process which provides services to all segments of the society with equal vigor and dedication. It gives me immense pleasure to present the Annual Progress Report of the Sindh Legal Advisory Call Center (SLACC) for the period from July 1, 2023 to June 30, 2024. SLACC, a collaboration between the Legal Aid Society (LAS) and the Government of Sindh, continues its mission of providing free legal guidance to the people of Sindh and beyond.

SLACC has handled over 249,878 legal queries nationwide since its inception, and successfully registered 34,965 queries within the past one year. The toll-free helpline, 0800-70806, remains a crucial resource, particularly for vulnerable communities and the destitute, who cannot afford legal consultation. The successful integration of SLACC with the Sindh Chief Secretary's Complaint Cell through the Sindh Performance Management System (SPMS) has improved the referral and resolution of public service complaints, resulting in enhanced confidence in public institutions.

I extend my heartfelt appreciation to the Sindh Legal Advisory Call Center team, working under the leadership of Justice (Retd.) Arif Hussain Khilji, for their dedication and exceptional achievements. Their commitment to our common objectives epitomizes the essence of our partnership, fostering accessibility and justice for all citizens of Sindh.

**Mr. Syed Asif Ali Shah**

Chief Secretary,  
Government of Sindh

## **B** **Message From** **LAW SECRETARY,** **GOVERNMENT OF SINDH**



I am honored to present the Sindh Legal Advisory Call Center (SLACC) Annual Progress Report covering the period from July 1, 2023 till June 30, 2024. The Call Center is a collaborative initiative between the Legal Aid Society (LAS) and the Government of Sindh through the Law Department, and continues to serve as a beacon of legal empowerment under the Legal Empowerment of Peoples Program in Sindh (LEPPS).

This year marks yet another significant milestone for SLACC as we persistently continue to provide free legal advice and information, particularly to the vulnerable and marginalized communities across Pakistan, with a special focus on Sindh. Our unwavering commitment is highlighted by the remarkable impact we have made, having assisted people with over 249,878 legal queries nationwide from the inception of the call center, transcending barriers of geography, class, gender, and religious orientation. Notably, within this period, we have successfully resolved 34,965 legal queries across a spectrum of thematic legal areas, reaffirming our dedication to bridging the gap between the demand for affordable legal counsel and its accessibility.

Ensuring access to justice is a fundamental right for all citizens, and SLACC stands as a stalwart in addressing a wide array of legal challenges. This involves guidance in lodging an FIR, providing urgent assistance to victims of violence, or advocating for individuals facing hurdles in accessing essential public services, SLACC remains resolute in its mission. Our toll-free helpline, 0800-70806, serves as a lifeline for those seeking legal guidance. Moreover, SLACC maintains strong partnerships with governmental bodies, supporting referrals to facilities such as Child Protection Units, Women and Child Protection Cells, the Sindh Human Rights Commission and others.

I am pleased to announce the successful integration of SLACC with the Sindh Performance Management System (SPMS) this year. This integration has supported the efficient referral of complaints for public service delivery, with many currently in the process of resolution. Notably in a very short span, as a result of our efforts, people have already found resolution to their grievances (in cases pertaining to bribery, false FIR, police harassment) and experienced the profound relief that came with a successful outcome.

As we reflect on our accomplishments, I extend my heartfelt appreciation to the entire SLACC team for their exceptional dedication and consistent achievement of targets year after year. I am hopeful that our enduring partnership will continue to thrive, offering free legal advice to the disempowered and underprivileged segments of our society. This report not only celebrates our achievements but also provides valuable insights into areas where we can collectively drive further progress.

**Mr. Ali Ahmed Baloch**

Secretary Law,  
Parliamentary Affairs and Criminal Prosecution Department,  
Government of Sindh

## **C** **Message From** **THE CHIEF LEGAL ADVISOR,** **LEGAL AID SOCIETY**



As Chief Legal Advisor of the Legal Aid Society (LAS), it is an honor to share the strides we have made in our mission to provide free legal guidance and information to the vulnerable communities across Pakistan, with a particular emphasis on Sindh. I am delighted to present the Annual Progress Report of the Sindh Legal Advisory Call Center (SLACC) for the period covering from July 1, 2023 to June 30, 2024.

Since its inception in 2014 and its subsequent progress into a successful public-private partnership with the Government of Sindh through the Law Department in 2018, SLACC has remained steadfast in its commitment to the Legal Empowerment of Peoples Program in Sindh (LEPPS). This year, our collaboration with the Sindh Performance Management System (SPMS) has enabled us to efficiently refer complaints for public service delivery, resulting in notable resolutions for four individuals, bringing them much-needed relief.

Our interaction with over 463,824 callers via our Interactive Voice Recording (IVR) system, coupled with the registration of 249,878 legal queries from more than 600 cities and towns nationwide, highlights our dedication to bridging the gap between the demand and supply for justice. Achieving 105% of the total target for the fiscal year with 34,965 queries registered (Male: 26,653, Female: 8293, Non-Binary: 19), SLACC has surpassed expectations, further solidifying its role as a beacon of justice. This year, SLACC's impact extends beyond numbers as we continue to address a diverse array of legal issues, advocating for individuals across civil, criminal, and public service-related matters. Moreover, our focus has remained on enhancing our visibility and strengthening our research efforts through comprehensive strategies in marketing and research. These endeavors will continue to support policy development and drive reform actions as we progress.

As we move ahead, SLACC remains dedicated to its core mission of enhancing legal awareness and improving access to justice for all individuals, regardless of gender or social status. Together with our esteemed partners, particularly the Government of Sindh, we aspire to elevate Pakistan's standing on global Human Rights Indicators and grow into a more just and equitable society.

I extend my sincere gratitude to all those who have contributed to SLACC's success, particularly the Government of Sindh, whose steadfast support empowers us to serve the citizens of Pakistan and make a tangible impact on their lives.

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

## **D ACCESSIBLE JUSTICE FOR ALL: SLACC'S PUBLIC-PRIVATE PARTNERSHIP JOURNEY**

Pakistan ranks poorly on the World Justice Project's rule of law index, ranked at 130th out of 142 countries globally and 5th out of 6 in the South Asian region<sup>1</sup>. This low ranking is attributed to factors such as lack of awareness about legal rights and processes, high litigation costs, delays in justice delivery, and an insufficient number of judges relative to the caseload<sup>2</sup>. Recognizing the need for accessible and efficient legal services, the Legal Aid Society (LAS), under the leadership of Justice Nasir Aslam Zahid, former Judge of the Supreme Court established the Legal Advisory Call Center (LACC) in 2014.

Funded initially by the British High Commission, the LACC aimed to provide free legal advice to underprivileged and marginalized segments of Pakistani society. This initiative complemented the Government of Pakistan's efforts, particularly in Sindh, to fulfill its constitutional obligations and international commitments to upholding the rule of law and access to justice.

The quality of services and legal empowerment framework at the LACC, coupled with its state-of-the-art monitoring systems and facilities, led to a public-private partnership with the Government of Sindh through its Law Department. On July 1, 2018, the LACC was rebranded as the Sindh Legal Advisory Call Center (SLACC), reflecting the government's commitment to justice, legal empowerment, and improving the lives of its citizens through the Legal Empowerment of People Program in Sindh (LEPPS).





Recognizing the widespread access to telecommunication services, the SLACC provides tele-legal advisory services by Sindh High Court-enrolled advocates from 9 a.m. to 5 p.m. via a toll-free number and an automated voice recording system after hours. Under the supervision of Justice Arif Hussain Khilji, former Judge of the Supreme Court, the Call Center offers quality legal advice and information on various matters, including civil, criminal, and public service issues.

This joint venture between the Legal Aid Society and the Government of Sindh is a crucial initiative in primarily improving the province of Sindh's standing on Sustainable Development Goal 16, "Peace, Justice and Strong Institutions" and at the same time aims to address the gaps in access to justice and legal empowerment, particularly for marginalized communities, through innovative and accessible legal services for the entire country.

<sup>1</sup> World Justice Project: Country Index – Pakistan

<sup>2</sup> [https://worldjusticeproject.org/rule-of-law/index/country/2023/Pakistan/%20World%20Justice%20Project:](https://worldjusticeproject.org/rule-of-law/index/country/2023/Pakistan/%20World%20Justice%20Project)

## Project Objectives

OBJECTIVE 1	OBJECTIVE 2	OBJECTIVE 3	OBJECTIVE 4
 <p>Provide free legal advice and information to <b>33,000 people</b></p>	 <p>12 million Citizens across Sindh (and from other parts of Pakistan) are aware of the Sindh Legal Advisory Call Centre.</p>	 <p>Ensure quality and effective provision of legal advice and information</p>	 <p>Collect data and conduct data analysis, research and produce reports</p>
Activities			
1.1 SLACC provides quality legal advice and information to callers.	2.1 Outreach and Visibility of SLACC	3.1 Assessment of Monthly Performance of SLACC Advisors	4.1 Data analysis and research from SLACC database
1.2 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.	2.2 Partnerships and Networking	3.2 Capacity Development of SLACC staff	4.2 Bi-annual and Annual publication
		3.3 Monitoring and Evaluation of SLACC services	4.3 producing Research reports/papers based on SLACC data and its analysis with a focus on women, governance and emerging trends.
			4.4 Dissemination, Marketing and Outreach of SLACC outputs

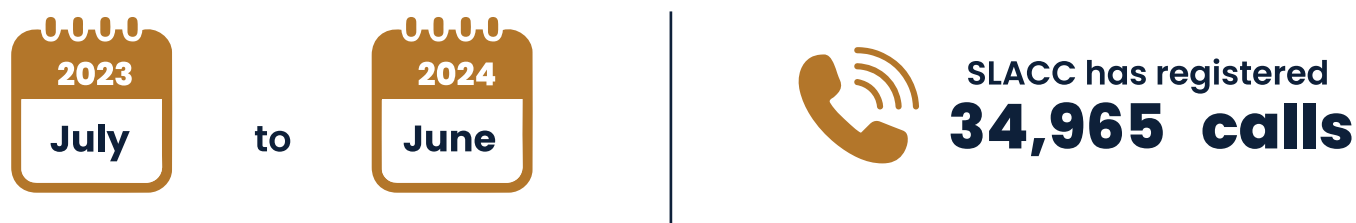


## **E** EXECUTIVE SUMMARY

The Sindh Legal Advisory Call Centre (SLACC) was formally established on 3rd October, 2018 at the venue of the Sindh Legal Advisory Call Centre by the Law Department; Government of Sindh under the Legal Empowerment of Peoples Programme in Sindh (LEPPS) project. The SLACC provides expert legal advice by a team of qualified Sindh High Court enrolled advocates that have been trained to handle queries relating to criminal, civil, constitutional, and public service matters. The service is live from 9 a.m. to 5 p.m., five days a week and has an automated voice mail service operational after hours. Since inception, the SLACC has received over 463,824 calls with over 249,878 being registered and resolved from all over Pakistan.

The SLACC offers telephonic guidance through a distinctive CRM system (based on the 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 timestamp.

This year has been a crucial step in advancing SLACC goals of increasing access to justice for the citizens of Pakistan. During the reporting period,



out of which 29,485 calls were from Sindh, 4,249 calls from Punjab, 633 calls from Balochistan, 528 calls from Khyber Pakhtunkhwa, 62 calls from Azad Kashmir, and 8 calls from Gilgit Baltistan (as illustrated in Figure 1).

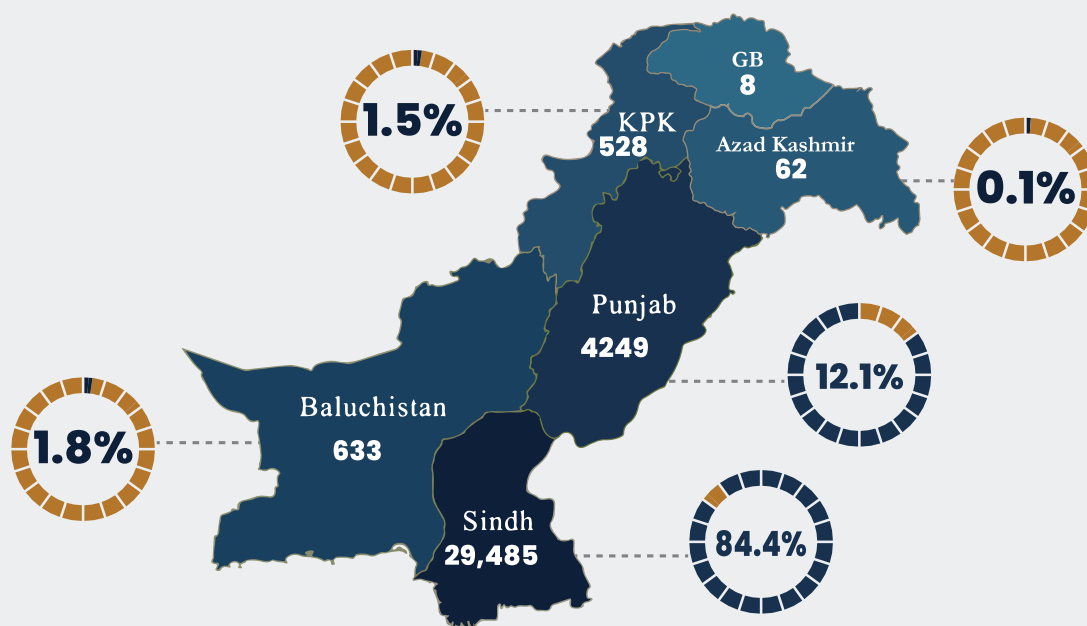


Figure 1: Province-wise Division of Calls SLACC 2023-24

Out of these, 16,517 calls were in the civil category, 4,729 related to criminal issues and 3,438 related to public service matters. There were around 10,281 calls related to general information queries such as the contact details of the Provincial Ombudsman, regarding the working hours and services of the SLACC, and whether callers could be provided a pro bono lawyer from SLACC (as illustrated in Figure 2).



**16,517**

Civil Cases



**4,729**

Criminal Cases



**3,438**

Public Service

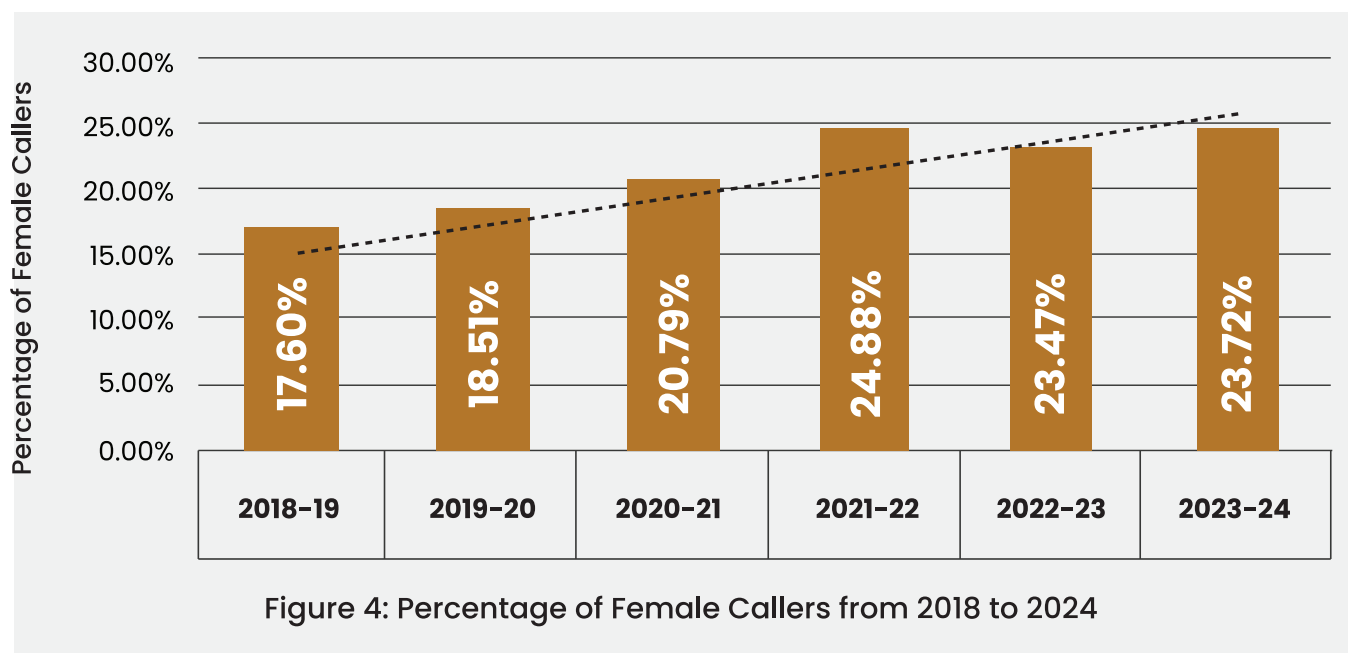
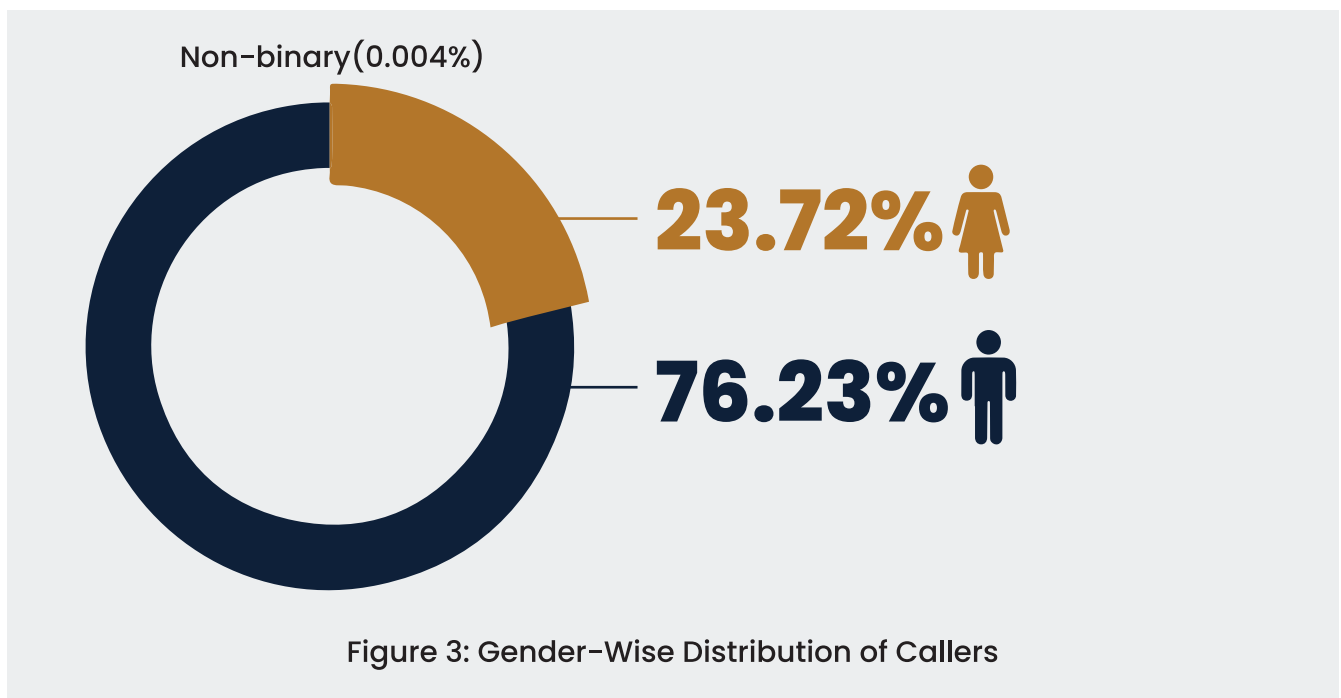


**10,281**

General Information

Figure 2: Category-Wise Breakdown of Registered Queries

The Call Center maximized outreach to marginalized communities in Sindh. At least 343 individuals called regarding legal issues and were guided towards the appropriate organizations and support mechanisms. With various public sector deficiencies that developing nations such as Pakistan face, SLACC offers a service that cuts through many roadblocks in public service provision. The convenience of a toll-free helpline allows callers to receive legal advice from anywhere within and outside the country, making it easier for vulnerable actors such as women and religious minorities to receive assistance from the comfort of their homes for free. The impact of this is illustrated by 23.72% of our calls being made by women (as illustrated in Figure 3 and 4).

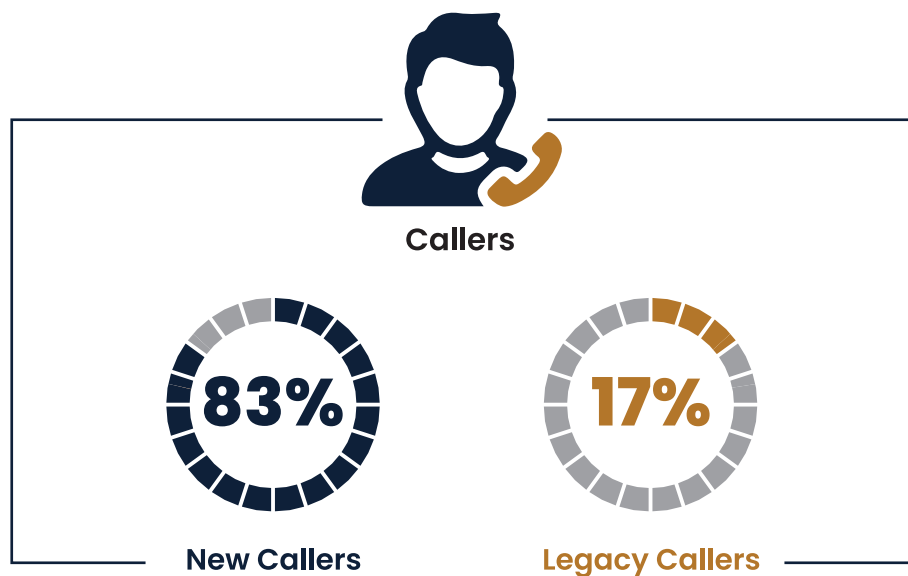


SLACC received a total of **34,965** queries from **16596** callers this year. Out of those, **13,733** were new callers and **2,863** were legacy callers, who had previously contacted SLACC for different legal queries.

There is a



increase in legacy callers from the previous year, highlighting increasing trust in the service and more prevalence of regular callers. Of those who were new callers, many called regarding multiple queries over the course of the recorded year.



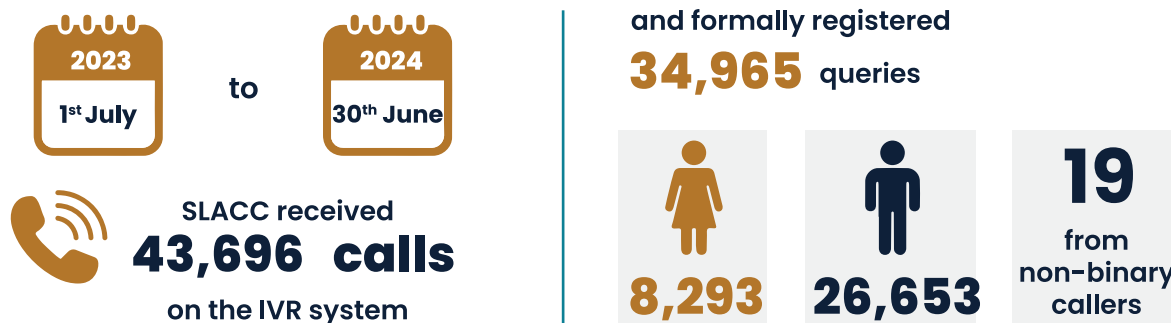


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needs.**

# G ANNUAL PROGRESS

## PERFORMANCE DURING THE REPORTING PERIOD

In the current reporting period,



This is an achievement of **105%** of the total target for the fiscal year.

## 2. Performance against Deliverables at Output level; highlighting key activities:

### Objective 1

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

#### Outputs:

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

**1.2** People in Sindh are better informed about their legal rights, legal needs, and refer to Sindh Legal Advisory Call Centre to access accurate information about their legal rights

#### Results achieved during the year:

- A category-wise break up is as follows: **16,517** calls were related to civil Law; **10,281** related to general information, **4,729** related to criminal Law; and **3,438** related to public service matters.
- **26,653** calls were from male callers, **8,293** calls from female callers and **19** calls were from non-binary.
- **483** calls were received from members of religious minority groups.



- **29,485** calls have been received from Sindh, **4,249** calls from Punjab, **633** calls from Balochistan, **528** calls from Khyber Pakhtunkhwa, **62** calls from Azad Kashmir and **8** calls from Gilgit Baltistan.
- More empowered callers self-represented themselves in their cases before the courts, police, and the Provincial Ombudsman. Furthermore, many of the callers approaching SLACC are repeat users of the tele-legal service indicating their trust in the advice being provided. Over the past year, SLACC received queries from **13,733** new callers and **2,863** legacy callers who had utilized SLACC services previously. Legacy callers made up 17% of the total.
- Our success stories reflect increased legal awareness amongst callers who contact the call center for multiple legal queries as well as reports of cases where individuals have confidently approached the police or the courts for the resolution of their legal matters.
- Results also show a **10%** increase in legacy callers from last year, highlighting increasing trust and positive experience with the service.
- SLACC registered queries from people who heard about SLACC from various different avenues. This also included people who had been present at various awareness events and legal clinics, showing the impact of small-scale promotional activities as well.



## Objective 2

Increase Awareness of SLACC Services to 12 Million Citizens across Sindh and Other Parts of Pakistan

### Outputs:

- 1.2 Outreach and Visibility
- 1.3 Partnerships and Networking

### Description of the Progress:

- Facebook Ad Campaign reached over 1,300,000 people across Sindh.
- SMS Campaign delivered tailored messages to over 8.6 million users in Sindh.
- Influencer marketing and podcast appearances increased visibility and engagement.
- Nationwide TVC advertisement on various TV channels, with a notable campaign on Dharti TV.
- Strategic placement of publicity boards in high-traffic areas, including the Lyari Expressway.
- High-profile visits from notable individuals and organizations to promote SLACC.

### Results achieved during the year:

- Facebook Ad Campaign: Targeted Facebook campaign resulted in a significant increase in queries from social media. Facebook became the second-largest source of knowledge dissemination about SLACC, with 20% of people learning about SLACC through this platform.
- SMS Campaign: Effective in promoting the SLACC toll-free number to the public, reaching over 8.6 million users.
- Influencer Marketing and Podcasts: Leveraged the power of influencer marketing and podcast appearances to reach a broader audience. Notably, Bilal Ali from the band Kashmir gave a shout-out on his Instagram handle and Barrister Haya Emaan Zahid's podcast sessions enhanced visibility.
- TV Campaigns: A successful nationwide TVC advertisement led to a doubling of calls from 871 in 2022-23 to 1912 in 2023-24. The sustained campaign with Dharti TV included various promotional activities, significantly increasing awareness.

- **Publicity Boards:** Increased the strategic placement of boards in key locations across Sindh, including high-traffic areas such as the Lyari Expressway, markets, religious places, and bus stops.
- **Publicity Visits:** Hosted visits from notable individuals such as Ms. Rozina Mistri, MPA Ms. Tanzila Um e Habiba, Kirstine Drew, and Mr. Rahim Gul, enhancing SLACC's credibility and outreach.

## **Objective 3**

Ensure quality and effective provision of legal advice and information

### **Outputs:**

**3.1** Capacity Development of SLACC staff

**3.2** Monitoring and Evaluation of SLACC services

### **Description of the Progress:**

- Ten training sessions were conducted for SLACC agent lawyers, covering a diverse range of topics including legal practices and mental well-being. These sessions aimed to enhance their professional skills and support their overall mental health, ensuring they are well-equipped to handle their responsibilities effectively.
- Annual Feedback Survey was conducted by the Monitoring, Evaluation and Learning Department of Legal Aid Society.

### **Results achieved during the year:**

- Specifics of the various trainings are outlined in this report – highlighting increased capacity building of SLACC lawyers to respond to legal queries.
- Increased Monitoring & Evaluation of SLACC services through daily and monthly performance monitoring, achievements of call targets, and call quality assurance mechanisms.

## **Objective 4**

To collect data and conduct data analysis, research and produce reports.

### **Outputs:**

**4.1** Collate SLACC data for analysis

**4.2** Bi-annual and Annual Publication of Progress Reports

**4.3** Research reports/ papers based on SLACC data and its analysis with a focus on women, governance, and emerging trends

**4.4** Dissemination, Marketing and Outreach of SLACC outputs

### **Description of the Progress:**

- Data related to Alternate Dispute Resolution, Sexual and Gender Based Violence, Religious Minorities and Women's Right to Legal Property were collated monthly to provide insights to various projects at the Legal Aid Society. This data was shared with the relevant program teams on a regular basis.
- Data was evaluated on a monthly basis, with an analysis of any trends or changes in the calls received at SLACC.
- Our SLACC Agent Lawyer, Advocate Izza Rizvi's article titled "Ensuring Economic Security for Women After Divorce: A Comparative Analysis of Alimony Rights," has been published in the prestigious UK journal "Legal Transformation in Muslim Societies," Volume 1, Issue 1, 2024.
- Compilation and analysis of Call Center data for the Annual Progress Report and End of Project Completion Report.

### **Results achieved during the year:**

- Monthly and annual data is thoroughly analyzed to support strategic decision-making. This analysis helps in identifying trends related to gender distribution, tracking weekly and monthly call records, and classifying legal queries. Additionally, the data assists in understanding referral patterns to LAS projects and external partners.
- The SLACC Bi-Annual Report, which was published in December 2023, has supplemented the information published in the current Annual Report.
- Currently, there are two policy briefs in the process of being published, both conducted based on SLACC data. The first brief is titled "Alternate Dispute Resolution Methods as a Solution to Women's Property Cases," and the second is "Addressing Implementation Gaps in Disability Laws: A Case Study of Sindh, Pakistan."

## A Objective 1:

### PROVIDE FREE LEGAL ADVICE AND INFORMATION TO 33,000 PEOPLE

#### i) Analysis of Calls

Month	Total	Civil	Criminal	General Information	Public Service Matters	Female	Male	Non-Binary
July	2226	1156	339	497	234	614	1612	
August	3492	1791	478	859	364	832	2655	5
September	1747	955	275	376	141	536	1210	1
October	2244	1163	361	521	199	592	1650	2
November	2021	985	292	527	217	490	1530	1
December	2520	1107	375	775	263	478	2038	4
January	3019	1535	387	814	283	821	2197	1
February	2675	1315	325	755	280	627	2048	
March	3032	1308	386	1018	320	639	2392	1
April	3470	1604	397	1115	354	757	2709	4
May	4199	1847	532	1398	422	966	3233	
June	4320	1751	582	1626	361	941	3379	
<b>Total</b>	<b>34965</b>	<b>16517</b>	<b>4729</b>	<b>10281</b>	<b>3438</b>	<b>8293</b>	<b>26653</b>	<b>19</b>

Figure 1 : Distribution of calls during the reporting period (July 2022 to June 2023)

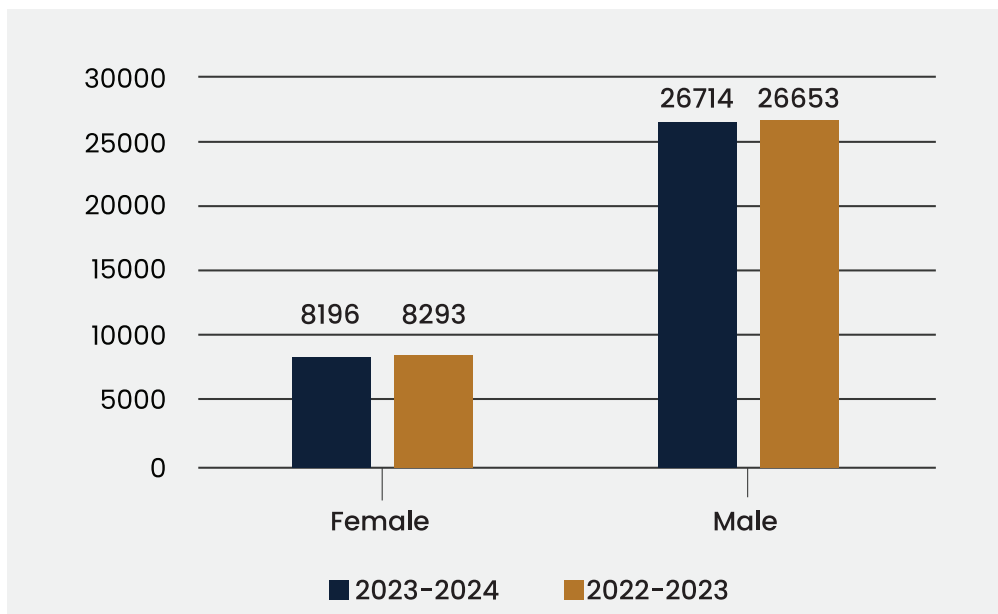


Figure 6: Gender Ratio of Calls

As illustrated by Figure 6 above, 26,653 (76.23%) of the callers were male, 8,293 (23.72%) were female and 19 (0.0004%) callers were non-binary. This ratio has remained consistent from 2022-23. Notably, male callers often sought advice on behalf of female relatives, particularly regarding family law, public service issues such as Benazir Income Support Programme (BISP) payments, and property matters. This trend is linked to men generally having greater ease of access to information, public places, and cell phones. However, the accessibility of the SLACC service has enabled many women to seek information about their legal rights from the comfort of their homes, including 1,077 queries related to female gender-based violence (13% of all female queries), indicating a significant level of comfort and trust established with SLACC.

This year, outreach towards women and female-centered organizations was a major focus, with large-scale campaigns such as SMS and social media campaigns featuring key messaging directed towards women. Awareness sessions largely targeted female audiences.

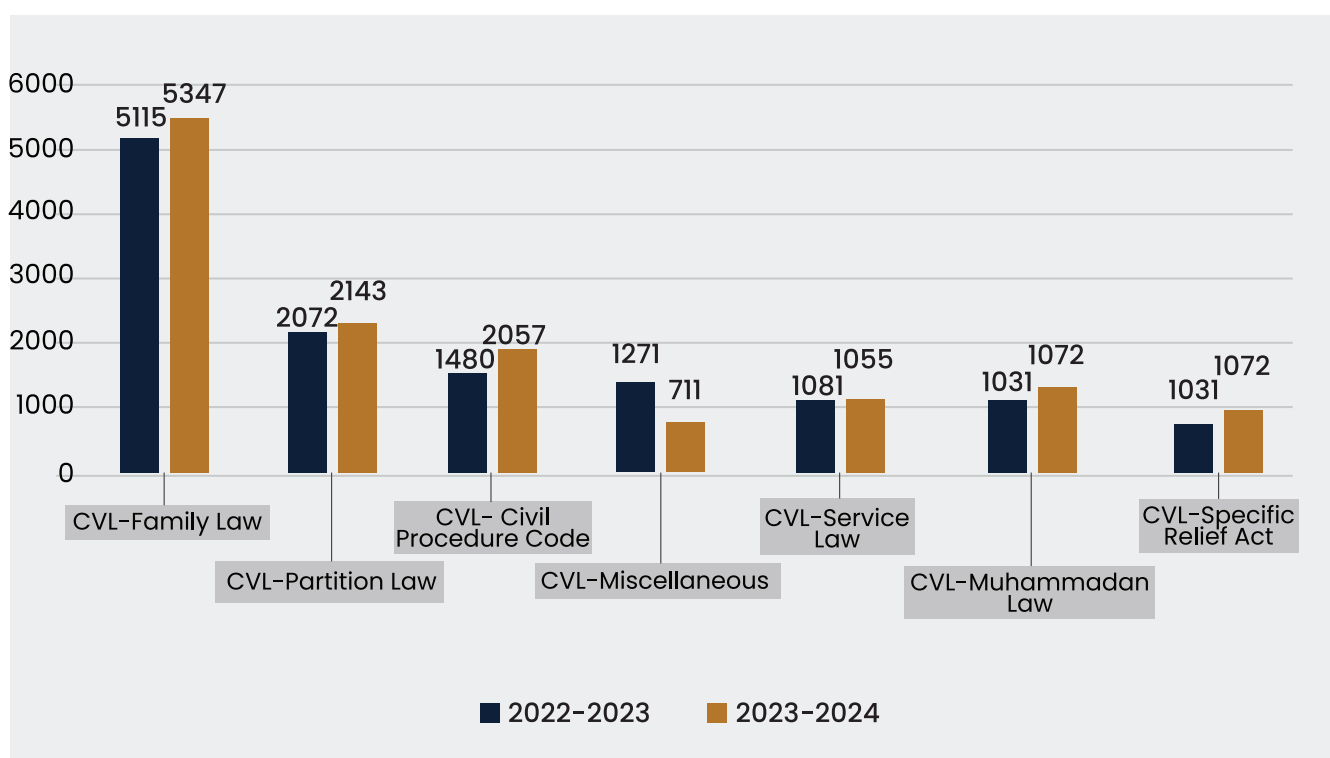
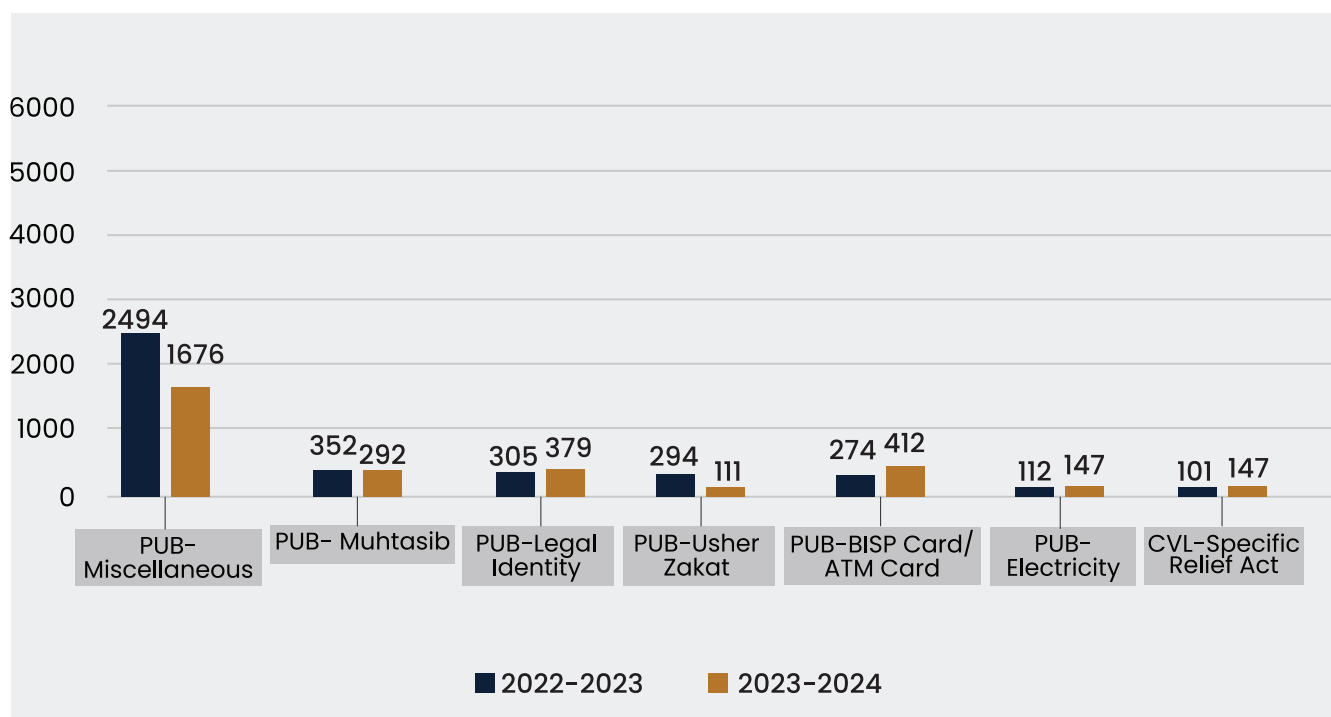


Figure 7: Top Category Distribution of Civil Law Queries



As highlighted in Figure 7, the majority of calls received were related to civil law, followed by criminal law cases and public service matters. This trend mirrors the backlog of cases in the courts, as civil cases are often more time-consuming and face greater delays. Civil law calls continue to be the most frequent at SLACC. Specifically, SLACC recorded 5,347 calls related to family law, including divorce, child custody, and related matters. This was followed by calls concerning Partition Law, such as estate division and inheritance disputes. Categories related to the Civil Procedure Code and Miscellaneous issues also remained popular. Notably, there was a decrease of 560 Miscellaneous queries compared to last year, which may indicate an improvement in the Call Center advocates' skills in accurately categorizing queries, resulting in more queries being tagged to the relevant field of law.

As shown in Figure 8 below, within the Public Service category, the greatest number of calls were tagged as Miscellaneous, including those related to the Ehsaas Programme. The trend of decreasing Miscellaneous calls, in this particular category, compared to the previous year may indicate an effort towards enhancing knowledge and skills amongst the advocates for aptly classifying these cases. This was followed by 292 queries from callers who were directed to the office of the Provincial Ombudsman as an alternative to the court process. Additionally, there were 379 calls concerning legal identity issues, such as CNIC renewal, correction, or issuance, as well as passport, B-form, and death certificates. Furthermore, there was a significant increase of 412 calls related to the BISP compared to last year. These calls mostly inquired about the issuance of ATM cards, registration, and the enrollment process to avail the cash-transfer program. Additionally, at least 147 callers discussed issues related to the payment of their electricity bills, electricity connections, and problems with electricity and gas shortages.



**Figure 8: Top Category Distribution of Public Service Matters Queries**

With respect to Criminal Law registered queries, questions were primarily related to the Criminal Procedure Code (CrPC), including issues such as bail, acquittal, and the stages of criminal trials

1,863 calls were related to the Criminal Procedure Code (CrPC), indicating a decrease from the previous year's 3,081 calls. Miscellaneous matters accounted for 748 calls, down from 1,614 in the previous year, including issues like FIR registrations against law enforcement misuse of power. There were 1,077 calls about gender-based violence, including domestic violence and sexual harassment, a slight increase from 1,062 calls the previous year. Queries about the Pakistan Penal Code (PPC) increased from 340 to 505. Calls regarding cyber crimes and immigration rose from 197 to 228, while those about illegal dispossession saw a significant rise from 148 to 223.

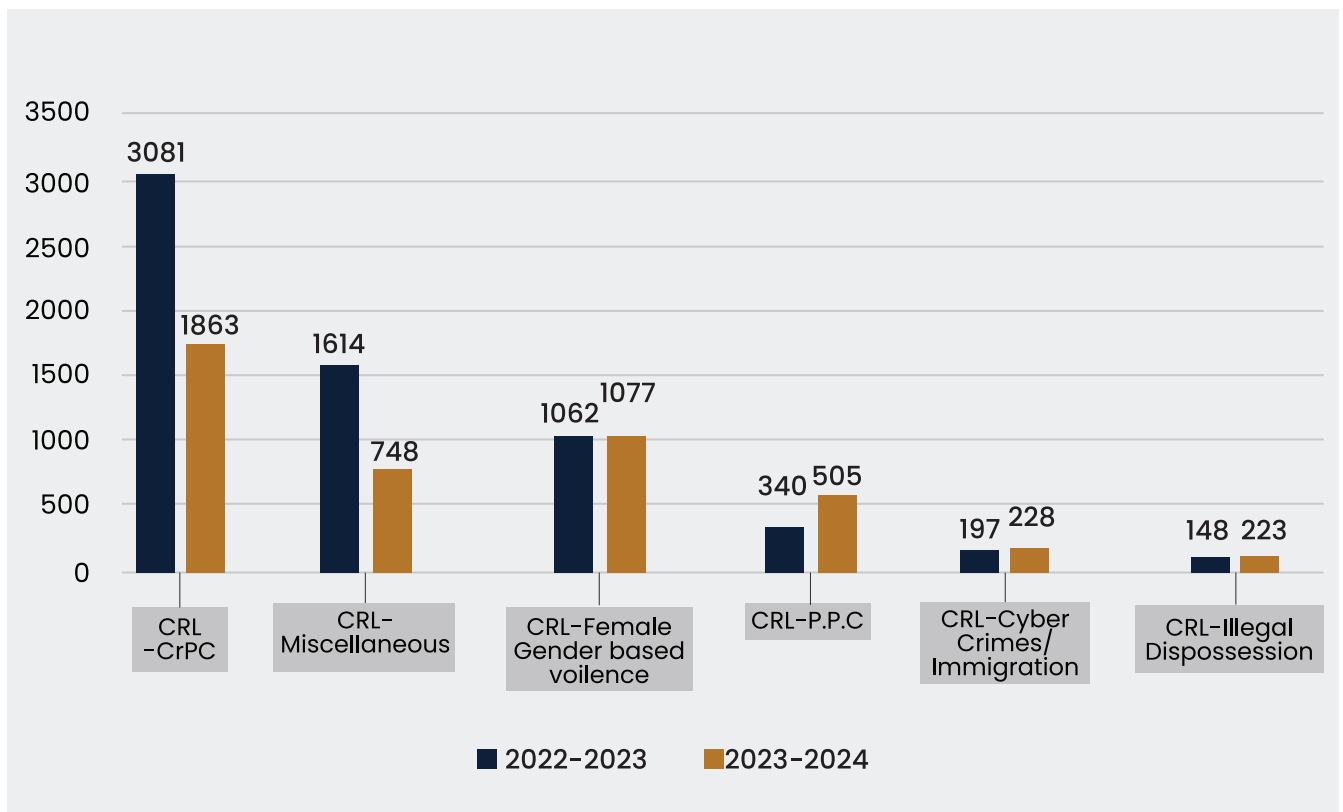


Figure 9: Top Category Distribution of Criminal Law Queries

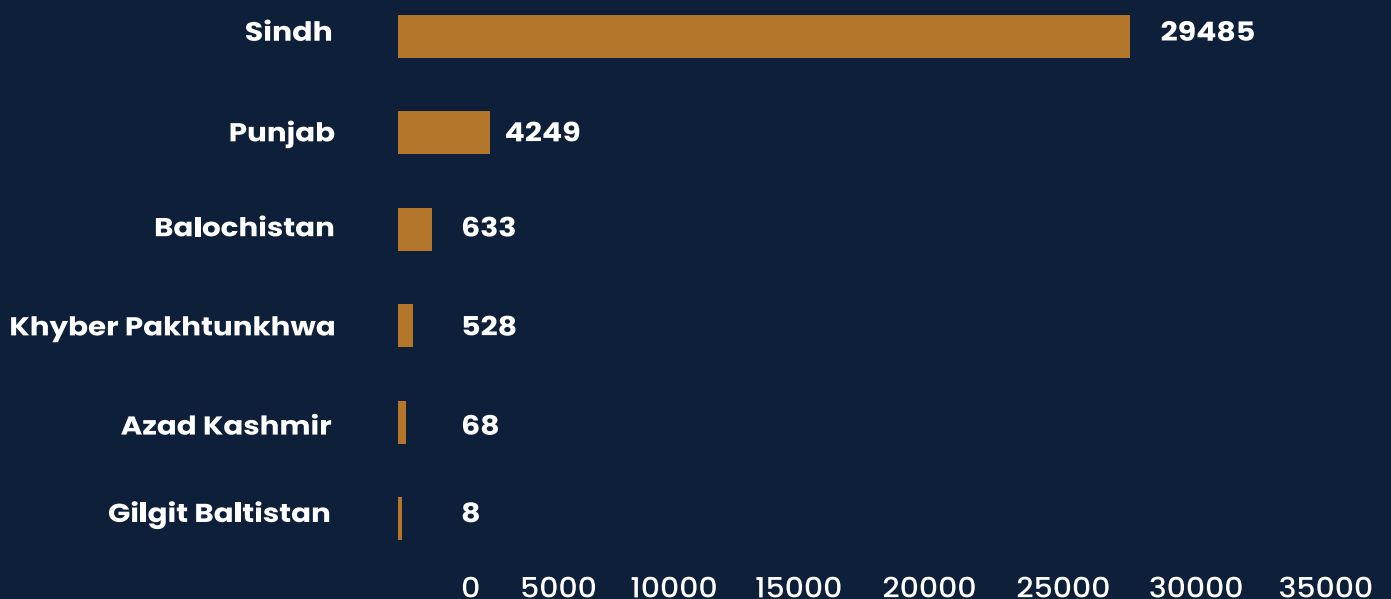


Figure 10: Province-Wise Distribution of Registered Queries

During the reporting period, the highest number of calls received by SLACC came from Karachi, totaling 18,618. This was followed by Hyderabad with 2,163 calls. Other cities with significant call volumes include Larkana with 831 calls, Khairpur with 691 calls, Sanghar with 675 calls, Nawab Shah with 606 calls, Shahdadtown with 518 calls, Mirpur Khas with 469 calls, Sukkur with 440 calls, and Dadu with 407 calls.

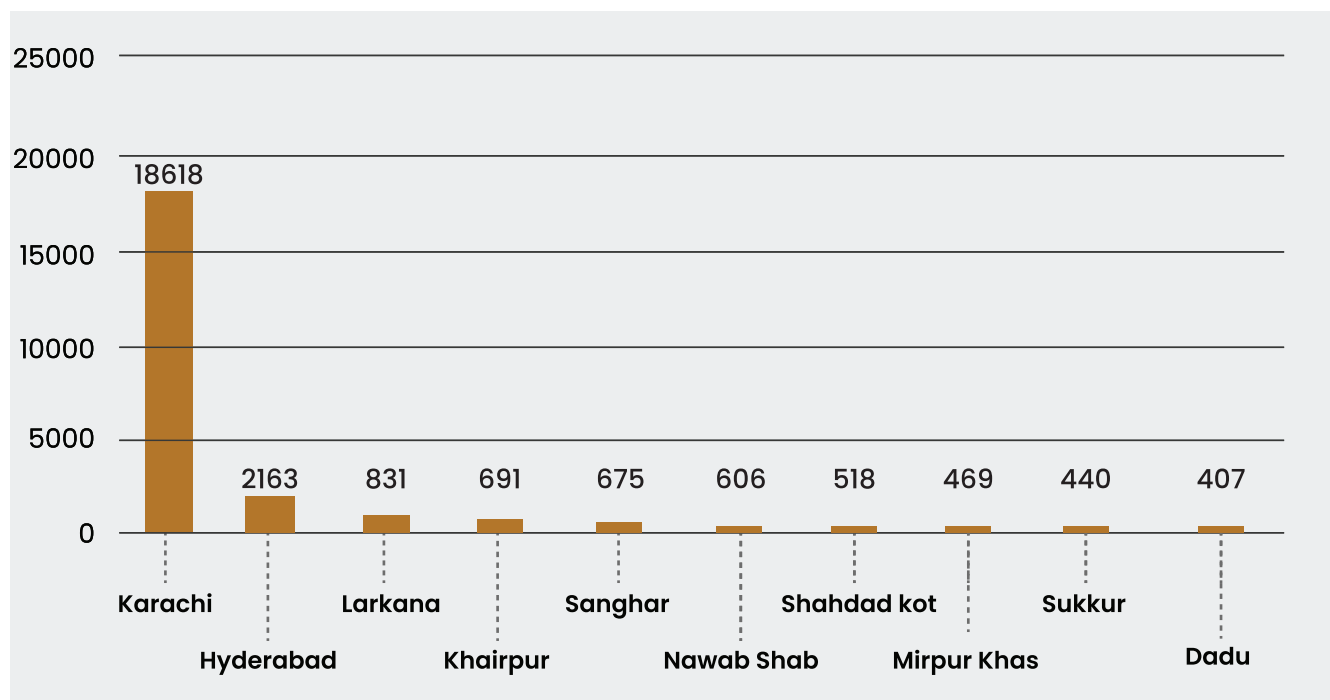


Figure 11: Registered Calls from Top 10 Cities across Sindh

While Figure 11 shows the top cities in Sindh, Figure 12 below depicts the top cities across the country. Lahore stands out as the city with the second highest number of queries, with 940 calls. This increase is likely due to our social media campaigns and the collaboration with the Center for Economic Research Pakistan (CERP), based in Punjab, which primarily transferred calls from cities within Punjab, with Lahore being the foremost. This change is a positive indication of SLACC's expanding outreach and could forecast even more calls received from outside Sindh in the future.

The data also illustrates a heavier load of calls being received from urban centers, particularly Karachi. This may be attributed to several factors, including the larger population and the SLACC office being based in Karachi, which allows for greater awareness through word-of-mouth within the city. Additionally, using tele-legal services requires a minimum level of digital literacy, which is likely higher in urban areas like Karachi. However, publicity campaigns such as those using rickshaws and SMS continue to be prevalent across the province, attracting a reasonable number of callers.

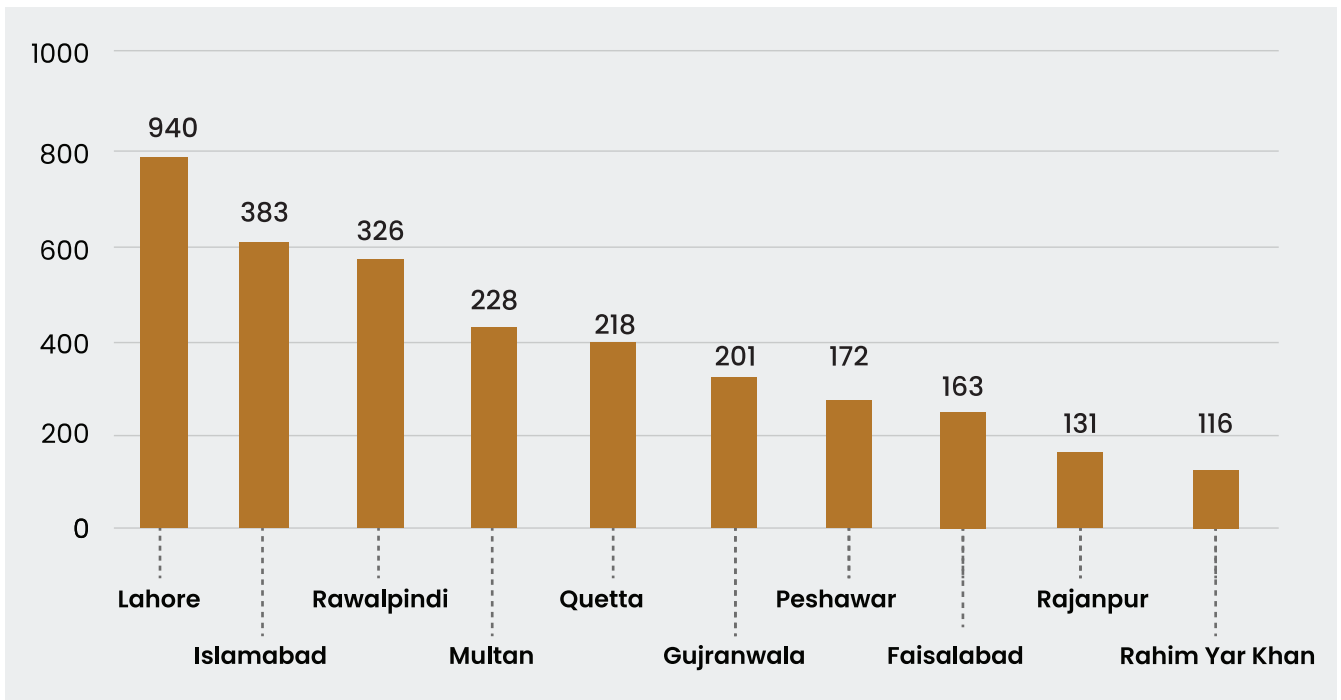


Figure 12: Registered Queries from Top 10 Cities Outside of Sindh Province

As can be seen in the Figure 13 below, the SLACC has focused its marketing efforts primarily upon the SMS campaign to expand outreach and attract beneficiaries towards the service.



This year saw a significant increase in calls coming from various sources, with SMS leading at 16,814 calls. Social media also played a major role, accounting for 7,327 calls, largely due to the Facebook ad campaign, which promoted SLACC’s video commercial and other materials to an audience of over 1,300,000 people. This campaign resulted in social media making up a significant portion of daily call sources. Additionally, word of mouth, TV/cable, and wall posters/brochures were other notable sources of knowledge about SLACC’s services. Other methods, such as rickshaw campaigns, magazine/newspaper articles, and LAS awareness sessions, also contributed to the outreach efforts.

This year, the SLACC received





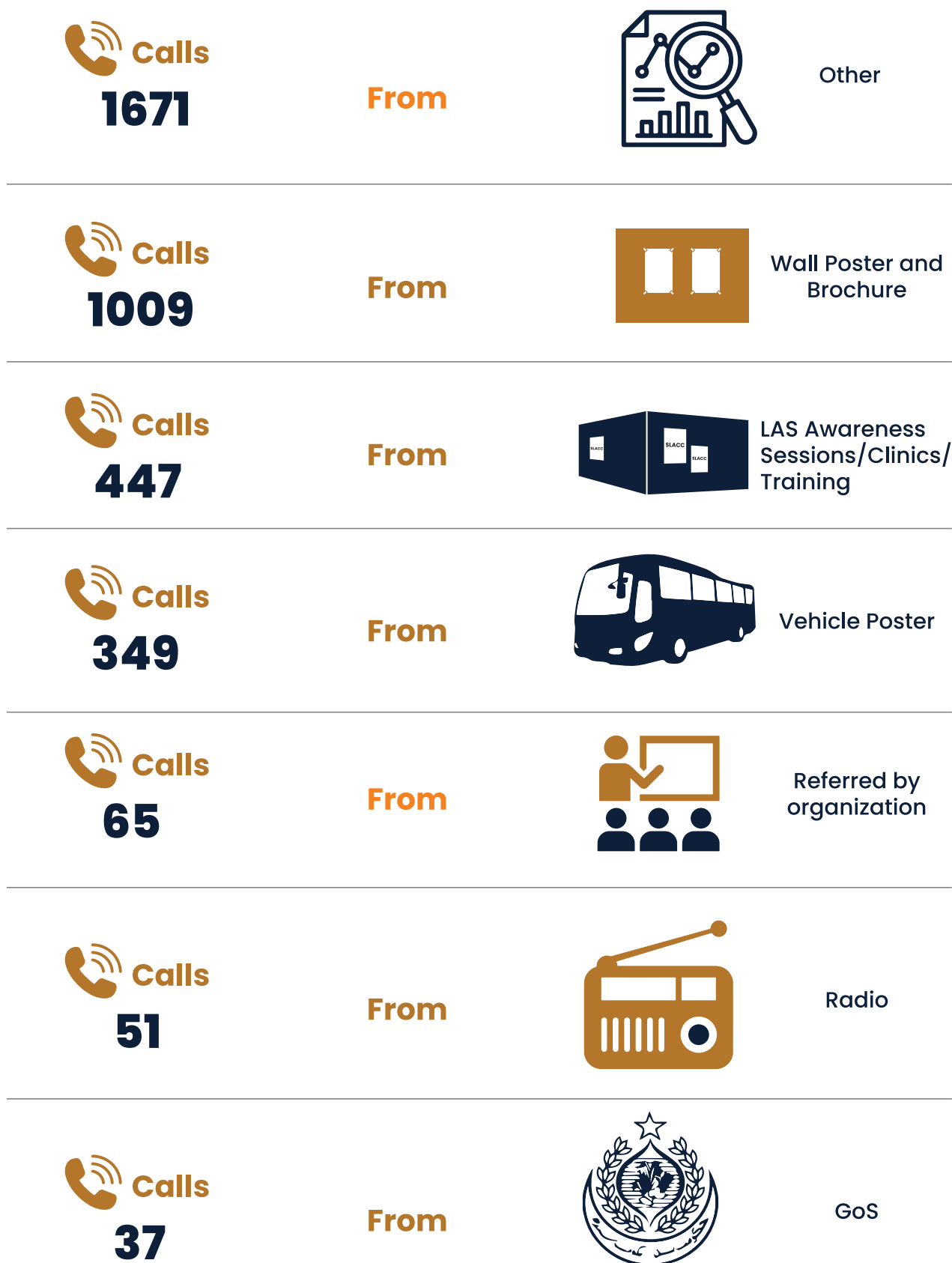


Figure 13: Top 10 Sources of Knowledge

## **B Objective 2:**

**12 MILLION CITIZENS ACROSS SINDH (AND FROM OTHER PARTS OF PAKISTAN) ARE AWARE OF THE SINDH LEGAL ADVISORY CALL CENTRE (SLACC).**

### **i) OUTREACH AND VISIBILITY**

Outreach and visibility are the core components of SLACC to connect, engage and build robust partnerships with organizations and civil society to promote knowledge of the tele-legal advisory service across Pakistan.

#### ● **Facebook Ad Campaign**

SLACC promotes its helpline through regular social media posts, showcasing networking visits, field activities, and insights from data collected via our customized software.

One of our targeted Facebook Ad Campaign featuring the SLACC advertisement video, created with support from the Law Department, was promoted. The video reached over 1,300,000 people across Sindh. Following a

pause in the initial months, it resumed in November 2023, resulting in a significant increase in queries from social media compared to previous months. During the reporting period, the Facebook campaign became the second largest source of disseminating knowledge about SLACC, with 20% of people learning about SLACC through Facebook. Hence, it serves as a crucial medium for SLACC to spread awareness about its services.

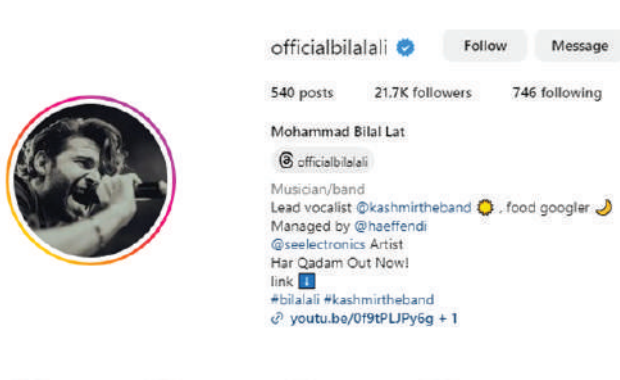
#### ● **SMS Campaign**

Following the increase in SMS rates by all Telecom companies, SLACC was compelled to opt for SMS campaigns using a network with the most cost-effective rates and extensive coverage in Sindh. Consequently, the Ufone network was chosen, facilitating the delivery of tailored text messages to over 8.6 million users in Sindh during the reporting period. This initiative has been instrumental in promoting the SLACC toll-free number to the public.



## ● Leveraging influencer marketing and podcasts

In order to reach more people, SLACC started to leverage the power of influencer marketing. The center reached out to a number of celebrities in order to raise awareness and empower the vulnerable and the marginalized. Some were quick to respond to the call such as Bilal Ali, Lead singer for the band Kashmir that won the second season of Pepsi battle of the bands, who posted about SLACC and encouraged his followers to share the message so more people can get legal advice and get their issues resolved.



Barrister Haya Emaan Zahid, CEO of Legal Aid Society Pakistan went on 'The Pakistan Experience' podcast as well as the 'encyclomediahub' YouTube channel for a Special Podcast Session, where she talked about the incredible work being carried out by the Legal Aid Society for the welfare of the people in order to help them get speedy and efficacious legal guidance. During the encyclomediahub podcast, the host made a dummy call to the SLACC call center to test its effectiveness and was happy to have received the accurate guidance from our Lawyer Rakhshanda Jabbar.





## ● Leveraging TV Campaigns

SLACC, with the support of the Law Department and Sindh Information Ministry, successfully ran a nationwide TVC advertisement across various TV channels in Pakistan on August 8 and 9, 2023. This led to an immediate surge in calls to SLACC on the subsequent day. A sustained campaign over weeks or months could significantly increase awareness, enabling more people to benefit from SLACC's services.

Building on this success, a contract was signed with Dharti TV on May 3, 2024, to promote SLACC for an entire week. As part of the agreement, SLACC lawyers and the Program Team appeared on Dharti TV's morning show the following week. The contract included publicity through morning shows, legal opinion shows, newspaper ads, commercials, and PIB ads during prime-time programs. Additionally, Dharti TV promoted SLACC on their social media platforms, including Facebook, TikTok, and Instagram.



## ● Publicity Boards

Since its inception, the SLACC has tried to increase awareness about its facility through publicity boards strategically placed in areas where there is traffic of people such as in market places, religious places, bus stops and other locations to enhance its outreach. During the last six months, a significant number of boards were placed at key locations in order to raise awareness amongst people. In addition, boards have been installed in Hyderabad, Khairpur, Sukkur, Larkana, Sanghar, Dadu, and Shaheed Benazirabad.

### Placement of Posters and Boards at Lyari Expressway

After a successful meeting with the higher management at the National Highway Authority regional office in Karachi, the SLACC team got the go ahead to highlight SLACC number on Lyari expressway. With an estimated 30,000 plus cars passing through the expressway every single day, we wanted to leverage the road system to promote SLACC's number. This is a part of our overall strategy to try to make the SLACC's number a part of national discourse. Posters were placed on metal booths of different interchanges of the Lyari Expressway including Mauripur, Garden, Ghareebabad, Hasan Square and Sohrab Goth interchange.



**SLACC Board at Rama Peer Mandar at (Hyderabad). Thousands visit the site daily on occasion of Rama Peer Mela.**





**SLACC Board at Channel Bus Stop in Hyderabad**



**SLACC Board at Badin Bus Stop Hyderabad**



**Board placement in Khairpur**

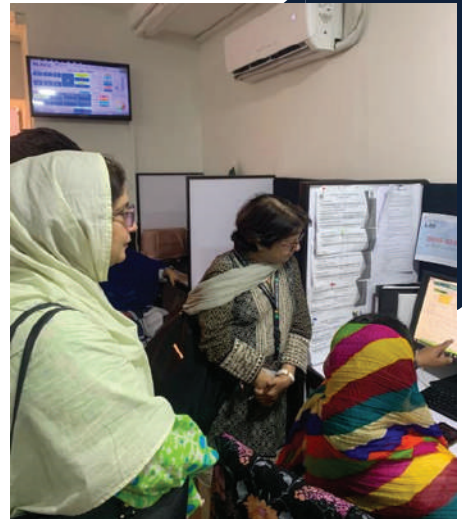


**Board placement in Sukkur**

## ● PUBLICITY VISITS

### ● Visit of Ms. Rozina Mistri

Ms. Rozina Mistri-Consultant for The Women Development Department (WDD) visited the Sindh Legal Advisory Call Centre (SLACC) on 6th October 2023. The purpose of the visit was to familiarize the Women Development Department with the operations of the SLACC, introduce them to state-of-the-art IVR calling systems, and to promote the work being done by SLACC. The visit by Ms. Rozina's team was a fruitful one, as she recognized the efforts made by SLACC, and discussed ways to promote our services with the Program Manager Ms. Rukhsana Parveen.



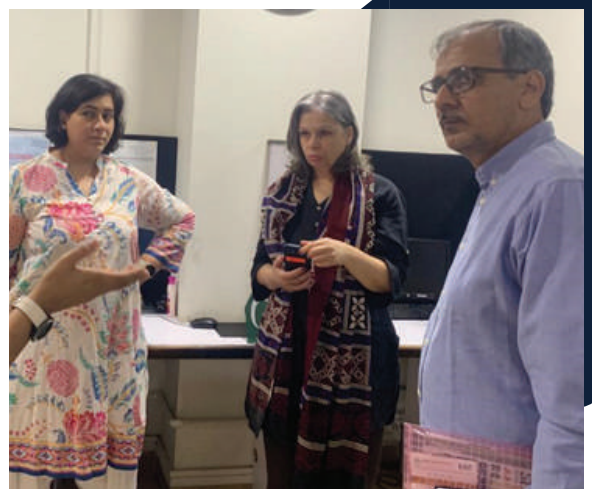
### ● Visit of Ms. Tanzila Um e Habiba

MPA Ms. Tanzila Um e Habiba (Special Assistant to CM: Information Science & Technology) visited the Sindh Legal Advisory Call Center (SLACC) on the 2nd of August 2023. She was provided with a tour of the call center by Ms. Haya Zahid, CEO-Legal Aid Society and Justice Arif Khilji, Chief Legal Advisor-Legal Aid Society, and was given an overview of how advocates at the center receive and resolve legal queries. Ms. Tanzila showed special interest in the research being done by SLACC, and appreciated how the center plays a crucial role in certain legal and societal issues; whereafter she highlighted the lack of legislation regarding the maintenance of elderly parents.



### ● Publicity Visit of Ms. Kirstine Drew from International Accord

Kirstine Drew, the Head of Workplace Safety Program at International Accord, visited SLACC on the 7th of November, 2023. Kirstine visited as part of a scoping mission to develop a complaint mechanism and training program under the Pakistan Accord. She placed special interest in the type of labor queries SLACC was receiving on a daily basis as her organization is working on reforming workplace laws in Pakistan. She identified SLACC as a key stakeholder that can help in this regard.





## Visit of Mr. Rahim Gul (Secretary Law and Prosecution, Gilgit Baltistan)

Mr. Rahim Gul, Secretary Law and Prosecution –Gilgit Baltistan paid a visit to both the LAS Head Office in Karachi as well as the SLACC office. The visit aimed to study ADR legislative frameworks in Sindh, which will be replicated in Gilgit Baltistan. Additionally, he was familiarized with the operations of SLACC, and the public-private partnership of Law Department of Government of Sindh and Legal Aid Society.



### ii) PARTNERSHIPS AND 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 institutions to inform the public about its partnership with the Law Department to help people in need and support. SLACC collaborated with the following organizations:

#### Integration of SLACC with the Chief Secretary's Office, Sindh

Ongoing engagement with the Chief Secretary's Office continued in 2023 and into 2024. SLACC successfully integrated with the Chief Secretary's Office through the CS Complaints Cell, "The Sindh Citizen's Portal" on the 1st of November 2023. The objective of the integration is to provide effective remedy to the beneficiaries for queries regarding the Sindh Government and to ensure that the relevant government departments are actively handling such complaints. The portal was inaugurated by the Minister for Law, Religious Affairs and Human Rights, Government of Sindh, Mr. Mohammed Omer Soomro who uploaded the first query into the portal. Since then, we have connected 56 people with the Chief Secretary's Office.



## 2) Partnership with Pakistan Hindu Council

The SLACC, through the Legal Aid Society (LAS), has signed an MoU with Pakistan Hindu Council on the 11th of August 2023 in order to promote the services of SLACC. The day was graced by distinguished attendees, including Ramesh Kumar Vankwani (Patron-in-Chief, Pakistan Hindu



Council and Chairman, Task Force on Gandhara Tourism), Mangla Sharma (Honorable Member of the Sindh Assembly), Ms. Komal Khatri (Director to Patron-in-Chief), and Ms. Sunena Shantilal (General Manager, Pakistan Hindu Council). Barrister Haya Emaan Zahid, CEO Legal Aid Society and Parshotam Ramani, General Secretary of Pakistan Hindu Council sealed the agreement by affixing their signatures to the Memorandum of Understanding (MoU.) The MoU will help the two organizations to work together to empower marginalized communities in Sindh.

## 3) Partnership with Sindh Human Rights Commission

The Sindh Human Rights Commission (SHRC) and the Legal Aid Society (LAS) signed an MoU on 31st July, 2023 to promote legal awareness and provide free legal aid to the vulnerable communities in Sindh. The MoU signing ceremony was witnessed by



Iqbal Ahmed Detho, the Chairperson of the Sindh Human Rights Commission, and Justice (retd.) Arif Khilji, the Chief Legal Advisor of Legal Aid Society, who played a pivotal role in making the collaboration a reality. The two bodies also discussed the possibility of forming closer links with the police facilitation centers in order to reach out to citizens as well as to authority bodies, which will ultimately help to promote SLACC along with other entities that citizens can pursue for their legal needs.

#### 4) Distribution of SLACC brochures at Human Rights Rally

To mark International Human Rights Day on the 10th of December 2023, a team from SLACC went to participate in the Human Rights rally that was organized from Sindh Assembly to the Press Club and drew participation from civil society, students, and others. SLACC lawyer Faheem Toor participated in the rally and distributed brochures about SLACC in order to raise awareness about the facility.



#### 5) Participating in consultative session on Anti-Human Trafficking

In November 2023, Delivery Associate and Legal Analyst from SLACC were invited to an Anti-Human Trafficking conference organized by the organization SHARP to participate in a panel discussion. At the conference, suggestions were provided to stop the inhumane practice and the crucial role SLACC and Legal Aid Society can play to help close the legal gap through its free of cost legal advisory call center.



#### 6) Submission of SLACC Proposal 2024-2029

On December 12, 2023, Ms. Rukhsana Perveen, the Programme Manager at SLACC, submitted the proposal for the 2024-2029 period to the Law Department. This renewal will enable LAS to engage in long-term planning, ensuring that the SLACC helpline becomes an integral part of the national discourse and continues to provide access to justice for years to come. After reviewing SLACC's performance, the Law Department has agreed to support SLACC for the foreseeable future.





## 7) Partnership with NOWPDP

On May 9, 2024, the Network of Organizations Working For People With Disabilities Pakistan (NOWPDP) team visited the SLACC office. They were briefed on the work of LAS and SLACC, and discussions ensued regarding potential collaboration to empower people with disabilities (PWDs). It was mutually agreed that LAS and



NOWPDP would collaborate by providing legal advice at NOWPDP camps and conducting joint awareness sessions in overlapping districts.

Moreover, SLACC plans to launch a social media campaign focused on PWD issues and design a referral mechanism to forward relevant queries received at SLACC to NOWPDP. Similarly, NOWPDP can refer cases to SLACC/LAS for any legal assistance needed by the PWD community. In order to reinforce this partnership to jointly support and empower people with disabilities, an MoU was signed on 13th June, 2024 between LAS and NOWPDP.

## **C Objective 3:**

### **ENSURE QUALITY AND EFFECTIVE PROVISION OF LEGAL ADVICE AND INFORMATION**

#### **Assessment of Monthly Performance of SLACC Advisors**

Since January 2024, we have revamped our monthly performance award system for lawyers, shifting from a focus solely on quantity to incorporating quality metrics as well. Lawyers are now assessed using a rating system out of 10 on various indicators, including the monthly target of queries, call response process, call drafting, case procedures and identification of root issues, communication and emotional intelligence, inter-departmental referrals, punctuality, target achievement in SPMS, data entry of callers' information, active participation in capacity building sessions, and value-added services. The lawyer who accumulates the highest points across these indicators receives the monthly performance award, promoting a comprehensive evaluation of both their quantitative and qualitative contributions. This revised assessment procedure continues to be in place, ensuring a balanced and fair recognition of our Agent lawyers' efforts.

#### **ii) Capacity Development of SLACC Agent Lawyers**

10 trainings were conducted for SLACC Agent Lawyers during this period pertaining to the following areas:

##### **Training on Corporate and Company law in Pakistan**

On the 11th of October 2023, a training on Corporate and Company Laws in Pakistan was conducted by Basam Ali Dahri, Litigation Specialist at LAS. The training covered topics such as private company laws, labour laws, NIRC laws, and civil servant laws. The interactive session saw the lawyers fill their knowledge gaps they might have had and ask questions related to the subject matter.



## 2. Training on Criminal Law

Litigation Manager Bassam Ali Dahri conducted a session on criminal law on the 18th of October, 2023. He covered the major statutes relating to criminal law from the Pakistan Penal Code, 1860 and the Criminal Procedure Code, 1898. In the interactive session, the lawyers discussed the most frequently asked questions by the callers, so that they can provide expert advice efficiently and effectively.



## 3. Emotional Cleansing Mental Wellness Workshop

With the lawyers having to listen to hundreds of calls every single day, these narrations of incidents can take a toll on their mental health. To help give them the tools they need to keep doing their job productively without it affecting them personally and professionally, an emotional cleansing workshop was conducted by the mental wellness organization 'Ruhbaru' on 7th November, 2023. The topic was titled 'Fostering mental resilience and stress management', wherein the two instructors Dr. Shaista Ali Siddiqui and Rida Hameed talked about the strategies by which the lawyers can keep performing their noble duties whilst simultaneously taking care of their overall mental health.



## 4. Trainings on Afghan refugees' rights and their current issues

With the crackdown on Afghan Refugees, there were reports of the rights of legal Afghan refugees also being affected. On humanitarian grounds and in line with LAS mission of Access to Justice for all, trainings were planned on the crucial subject. The first workshop by SHARP UNCHR Manager Sikander Mahmood was held on the 24th of November, 2023 on the topic of the Status of Afghan refugees and migrants in Pakistan and how the rights can be protected. The basic premise of the training was to equip SLACC lawyers with the appropriate knowledge they needed in case a person of Afghan origin, with all the legal documents, facing harassment called the free-of-cost legal advisory call center. The lawyers were appreciative of the session as it helped enhance their knowledge in this crucial area. Mr. Sikandar shared his organization's contact numbers in case SLACC wanted to refer cases to them.





The second session by SHARP IOM program was held on the 23rd of December with SLACC lawyers, on how to handle calls related to Afghan citizen card and directing such relevant calls to them. This was a follow up session to the previously held session by SHARP UNHCR program that dealt with Proof of registration cards. The session mainly revolved around how SLACC lawyers can identify the callers and then answer their legal queries.



## 5. Refresher Training on the Integration of SLACC with the Sindh Performance Management System (SPMS)

After the integration of SPMS with SLACC, lawyers were given a comprehensive refresher training by senior data processing officer SPMS Mr. Tahir Ali Memon and Deputy Secretary Mr. Jareer Adnan Pathan on the 22nd of November. The topic revolved around discussing the scenarios for which SLACC lawyers are required to tag the relevant Sindh government department in the CRM. Mr. Tahir Ali Memon discussed the SOPS and the process of 'entry' of information to the portal and further ensuring the caller sends the requisite documents inclusive of the picture of the hand written application and their CNIC copy.



## 6. Training on Muslim Family Law

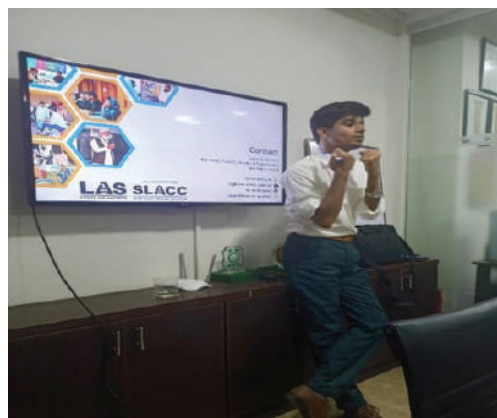
A training was held on November 30th, 2023 by Muslim Family Law (MFL) program team at LAS on the classification and categorization of MFL related issues (e.g. nikkahnama, family laws) in the internal CRM system for the benefit of the SLACC lawyers. The training was led by Advocate Rashid Mahar. The Agent lawyers were trained on Muslim women's rights and privileges in a Nikahnama, as well as relevant Muslim Family Laws, such as: Muslim Family Laws Ordinance, 1961; Sindh Child Marriages Restraint Act, 2013; Family Courts Act, 1964; The Dissolution of Muslim Marriages Act, 1939; The Dowry and Bridal Gifts (Restriction) Act, 1976; and The Sindh Child Marriages Restraint Rules, 2016.





## 7. Protecting and Promoting Religious Freedom (PPRF) Orientation session

With the launch of a new program Protecting and Promoting Religious Freedom (PPRF) by Legal Aid Society, a short orientation session was held on the 21st of December 2023 for SLACC lawyers. The team was acquainted with the new project that deals with issues of forced conversion of minor women belonging to religious minorities in Pakistan. SLACC lawyers were guided on how they can assist the program by handling calls and query categorization that falls within its ambit.



## 8. Labor law Workshop

A training on labor laws was held on 19th of January, 2024 and was conducted by Advocate Aftab Ayub who manages his own law firm that specializes in the subject matter. He covered a variety of topics like what callers can do if they wrongly face termination as well as how to get their pending gratuity released. The training helped lawyers to get updated knowledge so they can help the callers accordingly.



## 9. Training on IP laws

On February 16th, 2024 a training was conducted on Intellectual Property laws by Manager Litigation at LAS, Mr. Bassam Ali Dahri. The topics included understanding the relevant IP laws in Pakistan as well as the differences between copyrights, patents and trademarks. Lawyers were guided on the different procedures of filing copyrights, patents and trademarks so they can in turn be able to guide artists and entrepreneurs who are looking to protect their creative work.



## 10. Refresher Training on SLACC Referrals

On 24th May 2024, Advocate Safia Lakho conducted a training session on SLACC referrals. Lawyers were guided to follow the established SOPs to refer cases to other LAS projects and external partner organizations.

### iii) Success Stories From Integration with Chief Secretary's Complaint Cell

The monumental integration between SLACC and the Chief Secretary's complaint portal took place on 1st of November, 2023. People are now able to get legal advice and remedy for public maladministration from a single helpline. Success stories from the integration have now started to emerge.

#### ● Resolving Property Dispute Amid False Allegations

Legal Matter:

In October 2023, Mr. R contacted SLACC, stating that after purchasing a property through an estate agent, he discovered that his predecessor had tragically committed suicide in the same house. The sister of the deceased tenant filed a complaint in court against Mr. R and made false allegations. She, in cahoots with the police, exerted pressure and forcefully entered the house, seized Mr. R's household items, and further harassed him.

Legal Advice:

At SLACC, we immediately instructed him to submit an application narrating the maladministration of the police. Upon receipt of Mr. R's complaint via SLACC, the Chief Secretary took prompt action, and the department wrote a letter to the concerned Senior Superintendent of Police (SSP) to investigate the matter. Resultantly, the unprofessional behavior on the part of the police ceased, and his case was successfully resolved. Mr. R's application in court for protection was also decided in his favor.

#### ● Combating Injustice through Strategic Action

Legal Matter:

Mr. B from Sanghar, aged 52, contacted SLACC reporting a disturbing incident wherein a false FIR (on charges of abduction) had been filed against him, leading to his unjust arrest and imprisonment. Despite vehemently refuting the allegations, Mr. B found himself tangled in legal difficulties.

Legal Advice:

SLACC's advisor, recognizing the severity of the situation, informed him about the integration with the Sindh Chief Secretary Complaint Portal and its efficient complaint resolution system. Following SLACC's advice, Mr. B submitted his complaint via SLACC, along with all necessary documents, and prompt action ensued after directions for investigation were issued from the Chief Secretary's portal. The concerned Station House Officer (SHO) and Deputy Superintendent of Police (DSP) intervened, resulting in the fake FIR being quashed. Subsequently, Mr. B is exploring options to hold those responsible for his grievances accountable. This success story exemplifies SLACC's role in facilitating the resolution of unjust legal situations through strategic guidance and leveraging administrative channels for redressal.

## ● **Fighting Corruption for Fair Legal Proceedings**

### Legal Matter:

Mr. K, aged 48, from Larkana contacted SLACC in December 2023, after finding out about the facility through a rickshaw banner. His Suit for Cancellation and Declaration was pending before the civil court for one and a half years. Previously, following court directions, he had visited the Mukhtiyarkar's office to obtain property records and was faced with demands for a hefty bribe.

### Legal Advice:

Mr. K recorded the bribe demand and simultaneously reached out to SLACC for legal advice. Mr. K was advised by SLACC's Agent Lawyer to register his complaint with the Chief Secretary's complaint portal, whereby Mr. K submitted all necessary documents on January 24, 2024. The documents were promptly uploaded to the integrated portal for review. As a result of SLACC's intervention, Mr. K's matter was successfully resolved on March 25, 2024, with the Mukhtiyarkar office sending all relevant property records before the concerned court. Mr. K's success story exemplifies SLACC's commitment to empowering individuals to seek justice and fight against corruption.

## ● **Ensuring Property Rights through Legal Support**

### Legal Matter:

Mr. I, a 26-year-old resident of Larkana, contacted SLACC on March 7, 2024, seeking help with a property dispute. The Tapedar had refused to add his mother's name to the Foti Khata after his grandfather's passing and demanded a bribe.

### Legal Advice:

Armed with evidence of the demand, Mr. I was advised by the SLACC Lawyer to use the Sindh Public Management Service (SPMS) connected to the Chief Secretary's complaint cell. Following this, Mr. I submitted necessary documents via WhatsApp to SLACC. The SPMS promptly reviewed his case and forwarded it for resolution. On April 17, 2024, Mr. I reported back to SLACC that the issue was resolved, and his mother's name was added to the Foti Khata; however, he informed that others were still facing a similar issue. To which, SLACC Agent lawyer asked him to share the center's toll-free number with others as well. Mr. I's case highlights SLACC's effective intervention in resolving disputes and facilitating access to justice.

#### **iv) Success Stories From SLACC**

##### **● Adding Another layer of Assurance for People with Ongoing Court Proceeding**

Legal Matter:

Mr. I, aged 55, called from Karachi after receiving a SMS about the SLACC's services. A FIR was lodged against the caller Mr. I for a case involving a dishonored cheque. He was very worried about legal proceedings and wanted to tread very carefully in his case so he could prove his innocence. The punishment under section 489-F of the Pakistan Penal Code, 1860 stipulates that a person if found guilty can face 3 years imprisonment or a fine or both.

Legal advice:

The Caller was in regular contact with the respective Agent Lawyer assigned to advise him in this matter. He was informed that the onus of proof was on the complainant, and during the proceedings it had transpired that he had failed to produce the witnesses. Moreover, the report submitted by the bank before the Court made it clear that the cheque was in output clearance and did not return due to non-sufficient funds. The decision of the Court was, as predicted by the SLACC Agent lawyer, in favor of the Caller and Mr. I was acquitted. He called back to express his gratitude to the SLACC representative for giving an extra layer of assurance and moral support during the case.

##### **● Helping an Old Mother get a new lease of Life in the face of Soul Charring Cruelty**

Legal Matter:

Ms. J, aged 69, called from Karachi after receiving an SMS about the SLACC's services. An old woman, Ms. J gifted her property to her son. In an ugly turn of events the son started to beat his mother as per Caller and threw her out of the house. The woman wanted to get the property back in her name. However, legally speaking this proved to be difficult as gifts cannot be returned. So, in a desperate attempt, she went to District Commissioner of her area to explore her options, or even request him to mediate in the matter. However, the DC was not cooperative.

Legal advice:

After receiving the call, the SLACC Agent lawyer guided her to inform the DC that since SLACC is now integrated with the Chief Secretary's complaint cell and that she would exercise her right to register a complaint against the DC if he failed to cooperate with her in resolving the matter. Consequently, the DC took her more seriously, and summoned her son for mediation. The son agreed to give a lump sum amount to the mother. The woman now lives on rent and is supported by her daughters.

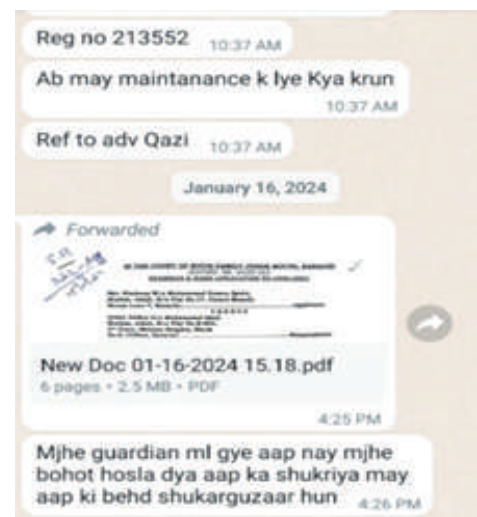
## ● Empowering Dreams for a New Beginning

### Legal Matter:

Ms. S, aged 41 called from Karachi after receiving an SMS about the SLACC's services. Ms. S stated that her daughter Mahnoor, aged 17, residing with her since birth, wanted to apply for the Youth Exchange and Study (YES) program funded by the US Department of State's Bureau of Educational and Cultural Affairs. For these proceedings as well as for going on Umrah she needed a guardianship certificate. However, Mahnoor's father, who Ms. S had divorced in 2009, expressed concerns about sending the minor Muslim girl abroad to the USA alone. Secondly, since Mahnoor's father was now a Na-Mehram for Ms. S, it made it impractical for him to accompany Ms. S in preparation of necessary documents for the minor. To circumvent the two situations, she wanted the court to make her the guardian of the minor so that she would have full authority to take decisions pertaining to her minor daughter's welfare.

### Legal advice:

The Agent Lawyer attentively listened to her history of cases involving her and her ex-husband. She helped the woman understand the Guardian and Wards Act, 1890 and advised to explore certain strategies with her lawyer to get a decision in her favor. She was guided on how she needed to prove that the father failed to provide love, affection, and fulfill his legal and moral obligations towards the daughter and was unfit to be the guardian. This apt guidance helped her to get a decision in her favor. Ms. S sent in a thank you message on SLACC's WhatsApp number along with the guardianship certificate, which she was able to get with the help of SLACC's Agent Lawyer's advice. The Caller was further guided on the future course of action where the daughter will herself be able to claim maintenance from the father after she turns 18 in a few months.



## ● Resolving a Long-Standing Property Dispute

### Legal Matter:

Mr. R, aged 24, from Karachi, called concerning a property dispute that originated in 1973 when his grandfather was allotted a plot. The plot was gifted to Mr. R's father in 1984, and the lease was formalized in 1986. Following the grandfather's death in 1997, legal complications arose, including a canceled lease and a civil suit which was challenged in the high court. Mr. R's father passed away in 2017, which complicated the matter further.



**Legal Advice:**

From 21st October 2020, Mr. R received continuous guidance from SLACC Advisor. The advice covered various aspects including the withdrawal of NOCs, preparation for cross-examination, and evidence handling. On 4th November 2022, further detailed instructions were provided. On 18th April 2024, Mr. R called to report that after following Advocate Aijaz's instructions, the case was decreed in his favor by the Senior Civil Judge, West Karachi. He expressed profound gratitude for the legal support that led to this favorable outcome.

- **Obtaining Family Registration Certificate (FRC)**

**Legal Matter:**

On 23rd January 2024, Ms. S, aged 50, from Karachi, inquired about the procedure to obtain a Family Registration Certificate (FRC).

**Legal Advice:**

Ms. S was advised to apply for an FRC at the nearest NADRA registration center by providing the CNICs of her siblings and parents, along with the necessary death certificates if required. She later called back to inform that she successfully obtained the FRC following this guidance.

- **Loan Moratorium Request**

**Legal Matter:**

On 30th January 2024, Mr. R, aged 40, from Karachi, sought advice regarding difficulties in repaying a loan due to financial crises. His request for relaxation in repayment from the bank had been refused.

**Legal Advice:**

The SLACC Lawyer advised Mr. R to formally request a loan moratorium from the bank manager. Initially, the request was refused, but the manager later approved some relaxation in the payment schedule after reviewing the moratorium request. Mr. R called back to share that his request had been granted, following the advice given.

## ● Justice Served: Court Shields Domestic Abuse Victim from Brother's Violence

### Legal Matter:

On May 31st, a woman called SLACC, distressed about her brother's violent behavior towards their family. She reported that her brother, along with his wife, frequently yelled at and physically abused their mother and sisters. Recently, he had severely injured her face and burned their mother's hand with a hot pot. The caller sought guidance on how to file a complaint against her brother.

### Legal Advice:

SLACC Lawyer Izza Rizvi advised the caller to file a direct complaint to the magistrate regarding the domestic violence acts of her brother, contact the area police who referred them to the Medico-Legal Officer (MLO), and obtain a Medico Legal Certificate. She was also guided to seek residential relief under Section 9 of the Domestic Violence Act, 2013, and a protection order under Section 11 of the same act from the court. Following this advice, on June 13th, the court ruled in her favor, issuing bailable warrants for both respondents, a residential order, a restraint order, and a protection order.

## v) Annual Feedback Survey (2023-2024)

Since 2019, SLACC has conducted an Annual Feedback Survey (AFS), with the objective of assessing the quality of its services and processes through gauging callers' satisfaction with their experiences with SLACC. This exercise has served as an essential tool to measure the effectiveness of the call center, so that the findings can be utilized to continuously improve the services and callers' experiences in the future.

For the year 2023 – 2024, the sixth cycle of AFS was conducted by interviewing a selected percentage of beneficiaries who had availed the services of SLACC by reaching out to the call center between the period of July 2023 to April 2024 (10 months). This sample of beneficiaries was randomly selected and then reached out to provide their feedback regarding their experience with SLACC services.

While the initial dataset for these 10 months consisted of **26,446** queries in total, for evaluation purposes, only relevant queries pertaining to Civil, Criminal, and Public Service Matters categories were selected and the General Information category of queries was eliminated overall. Based on these revised number of queries (21,691), unique registered caller identification numbers were obtained against the total number of queries, leading to a sampling frame of **9365** callers.



Following is the demographic breakdown of these callers that were treated as population data for this evaluation:

- Province: The leading majority of calls was received from Sindh **(84%)**, followed by Punjab **(13%)**. Calls received from Balochistan, Khyber Pakhtunkhwa and Azad Kashmir were mostly similar in number **(1%)**.
- District: A district-wise comparison within Sindh also revealed that most of the calls were received from Karachi **(52%)** and the rest were received from other parts of Sindh.

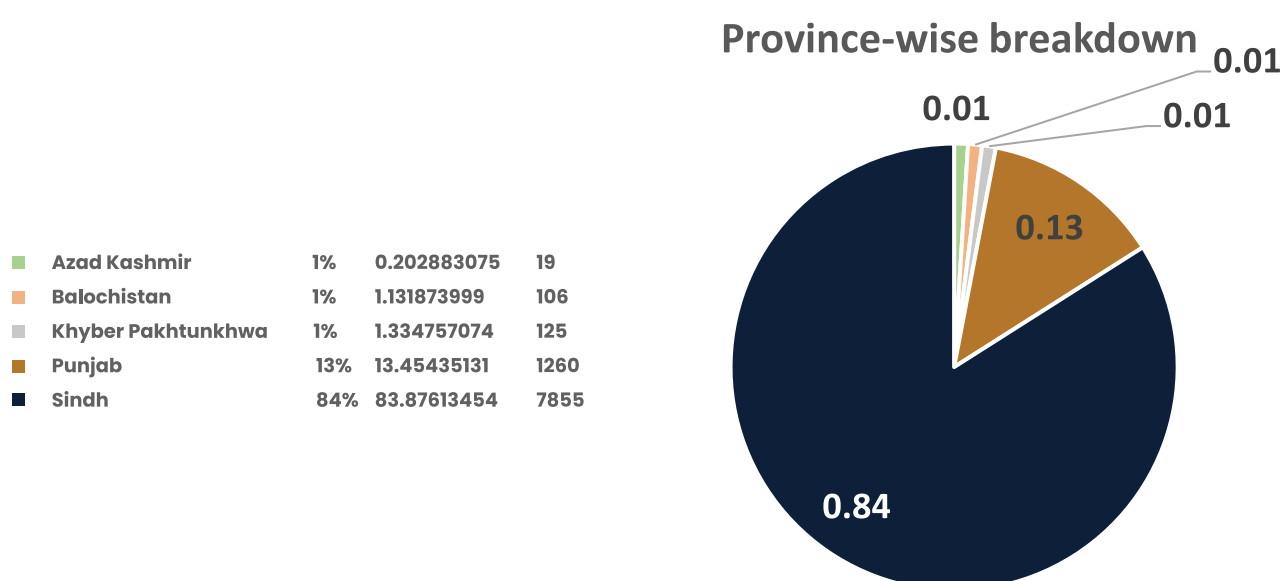


Figure 1: Province-wise breakdown of callers from July 2023 – April 2024



Figure 2: % of callers from Karachi versus other districts of Sindh

Following is the demographic breakdown of these callers that were treated as population data for this evaluation:

- Gender: **77%** callers were male, while 23% were females.
- Age: The highest number of calls (**30%**) were made by the people in the age group 26-35, followed by the age group 36-45 (**25%**), while the least number of calls (**1%**) were made by people either less than 18 years of age or above 75.

Gender-wise breakdown

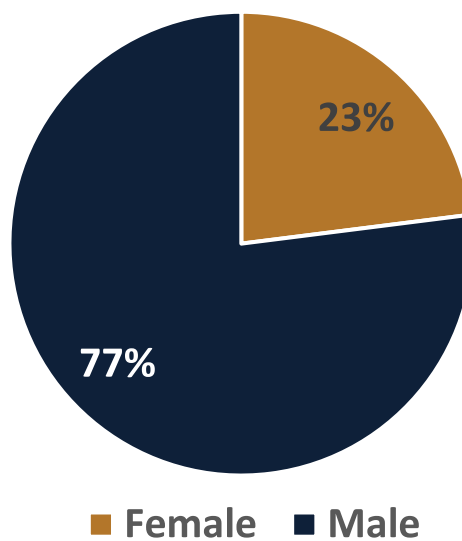


Figure 3: Gender-wise breakdown of callers from July 2023 – April 2024

Age-wise breakdown

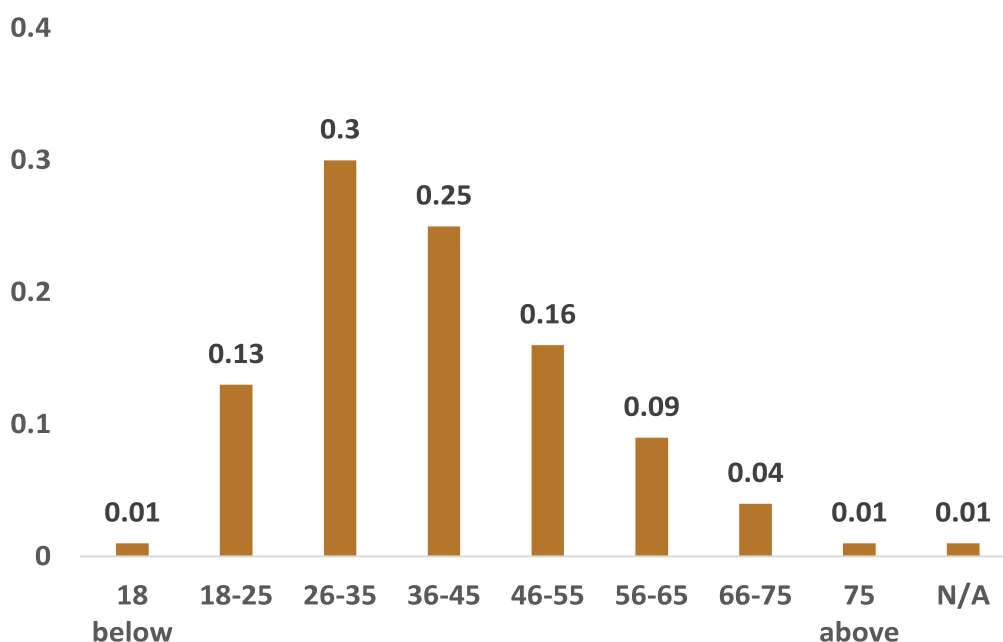


Figure 4: Age-wise breakdown of callers from July 2023 – April 2024

## Sampling Strategy

Out of the 9365 unique callers, 100 callers were randomly selected at first to form part of the 'pilot' sample. For the final sample, these pilot callers were then removed from the overall sample and 'stratified sampling' technique was used to allow for a representative sample to be selected at various levels of relevance and interest. These included gender, age, call center advocate, province and district.

However, keeping in consideration the feasibility of this evaluation, only two stratas were incorporated during sampling that were deemed most relevant i.e., Gender and Province. Following the randomization process, the target sample of 492 calls was calculated on Stata, keeping Margin of Error (MoE) at 10% with a 95% Confidence Interval (CI).

Lastly, keeping in consideration a potentially lower response rate over the telephone, a buffer sample was also selected and added to the initially calculated sample size (approximately 2x), leading to a total sample of 1133 callers.

Province	Females	Males	Total Sampled	Sample with buffer
Azad Kashmir	0	17	17	19
Balochistan	9	49	58	106
Khyber Pakhtunkhwa	18	51	69	125
Punjab	73	88	161	322
Sindh	92	95	187	561
<b>Total</b>	<b>192</b>	<b>300</b>	<b>492</b>	<b>1133</b>

Table 1: Sample selected for the evaluation

The demographic breakdown of the respondents that formed part of the evaluation sample was in accordance with their respective representation in the population at various levels as well:

- Majority of the respondents were from Sindh (**54%**), followed by Punjab (**25%**). The least number of respondents belonged to Azad Kashmir (**1%**).
- **63%** of the respondents were male, while **37%** were females.
- The highest number of respondents (**30%**) were from the age group 26-35, followed by the age group 36-45 (**28%**), while the least number of respondents were of age groups 18 below (**1%**), 66-75 (**3%**) and above 75 (**1%**).

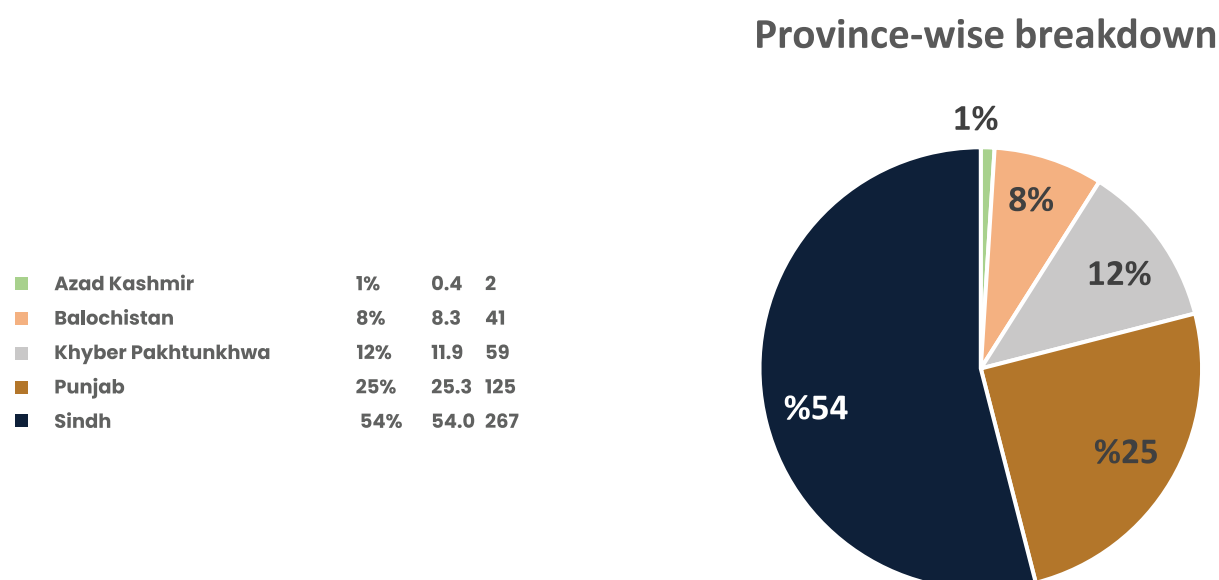


Figure 6: Breakdown of respondents by province

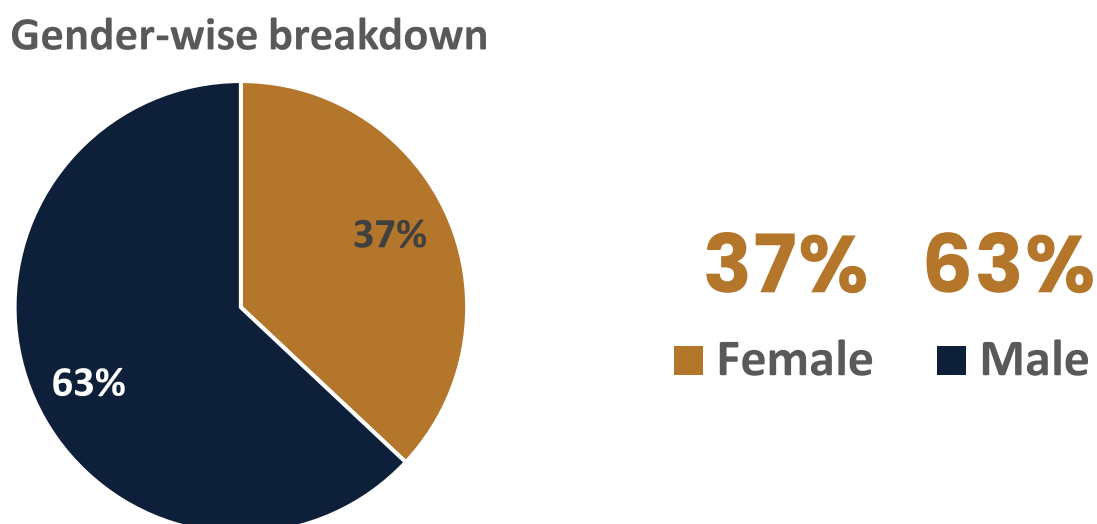


Figure 7: Breakdown of respondents by gender

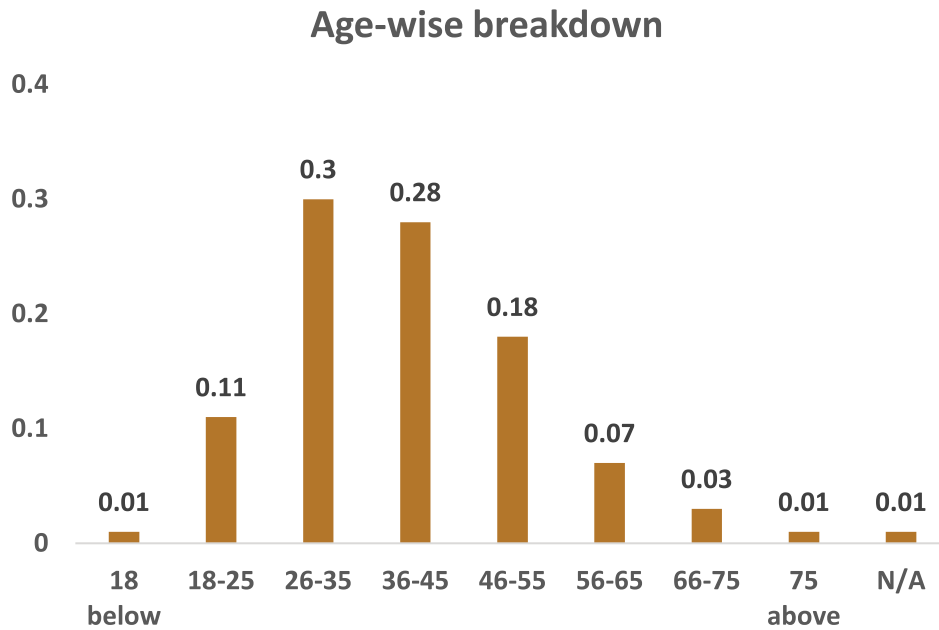


Figure 8: Breakdown of respondents by age

## B. Survey Instrument

The survey instrument that was developed for this evaluation was a quantitative questionnaire and consisted of five sections i.e., Pre-Survey Information, Survey Introduction, Survey Administration, Survey Conclusion and Post-Survey Questions.

The following key aspects related to SLACC were included in the Section II:

1. Timeliness of legal advice
2. Relevance and practicality of legal advice
3. Demeanor of SLACC advocate
4. Adherence to ethical call protocols
5. Recommendation/referral for SLACC
6. Overall satisfaction with SLACC

## C. Data Collection

The data collection methodology for this evaluation entailed telephonic calls made to all beneficiaries that were selected as part of the sample. The calls were continued up until the sample target was achieved. These calls were made based on the contact data as was readily available for these callers through the Customer Relationship Management (CRM) database.

The data collection enumerators were provided with the sample data, entailing all requisite metrics as were required to administer the calls, primarily the Caller IDs (CIDs) and all associated Query IDs (QIDs) i.e., all queries that had been generated against the specific callers' records over the past year. The objective of providing the data regarding all queries to the data collection team was to ensure that the callers responded based on their overall experience with SLACC rather than just a specific case or query in question.

## D. Evaluation Timeline

The evaluation was conducted over a period of approximately 11 working weeks, out of which 4 weeks were allocated for data collection while data analysis and reporting spanned 2 weeks as detailed below in the timeline:

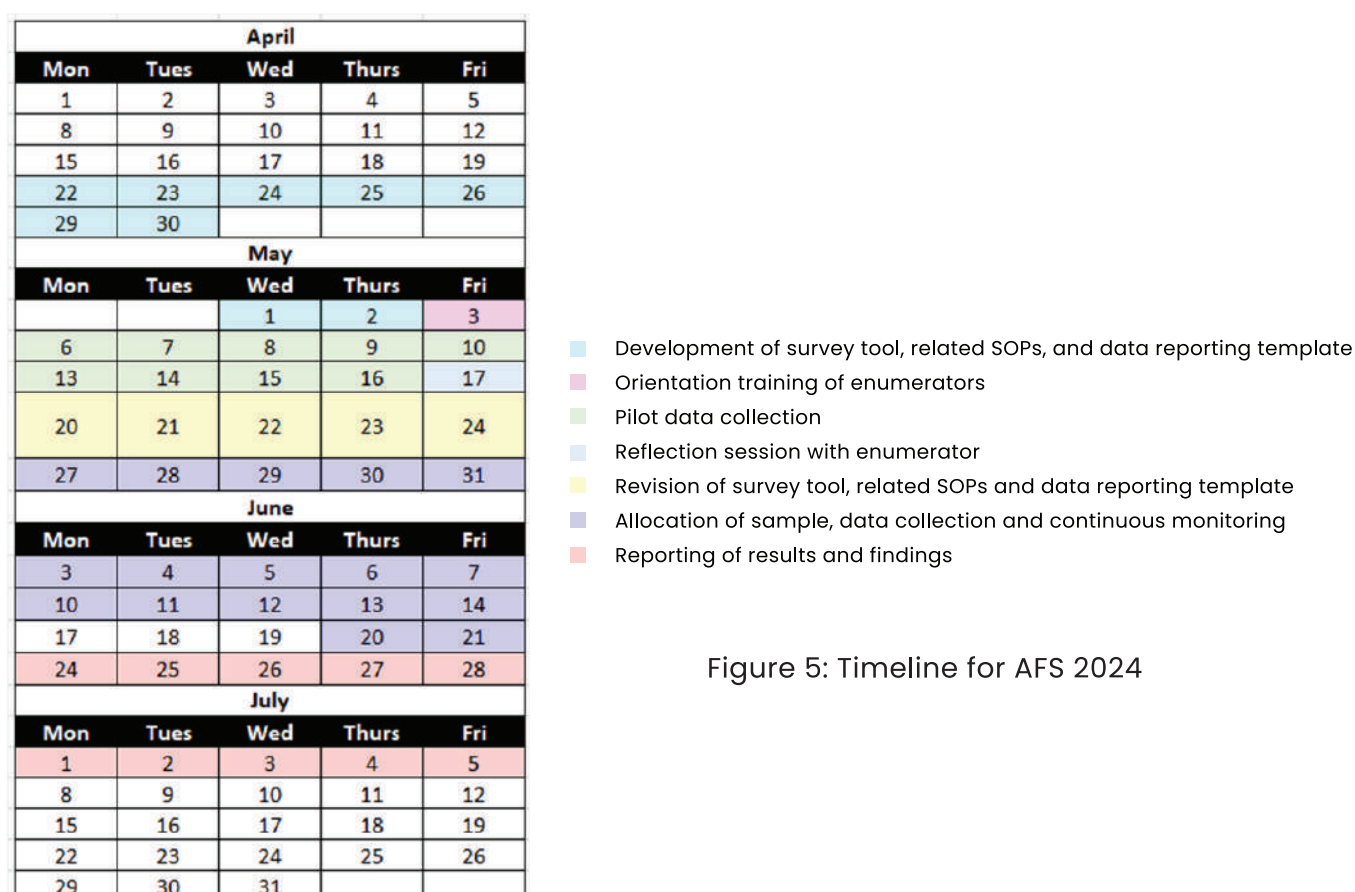


Figure 5: Timeline for AFS 2024

## E. Quality Assurance

1. Vetting, review and translation of the data collection instrument: The first draft of the data collection instrument that was developed by the Monitoring, Evaluation and Learning (MEL) team went through multiple rounds of review before the finalization and roll out. Furthermore, while the original instrument was designed in English, it was also translated into local (Urdu) language, keeping in consideration the diverse demographics and hence linguistic capabilities of the beneficiaries and also to ensure consistency in administration of the tool.

2. Development of Standard Operating Procedures (SOPs): Extensive SOPs were devised to outline the clear guidelines that needed to be followed by the enumerators with regards to data collection specifically pertaining to initial screening process, handling and catering to various calls and responses, documenting accurate and complete data, and adhering to ethical considerations such as confidentiality and informed consent. Clear instructions on the frequency and number of call attempts along with criteria for marking completion status of surveys were also mentioned to ensure consistency, accuracy, and efficiency throughout the evaluation process.

3. Selection and training of enumerators: In order to ensure minimal bias and leverage existing resources to maximize efficiency, the enumerators were selected from the MEL team as well as the litigation team to administer the surveys. This mix and match approach based on technical knowledge, expertise and skill set of the teams ensured greater transparency in processes and consequently enabled minimal bias in results.

Once the instrument had been finalized and SOPs developed, extensive orientation sessions were conducted with all selected enumerators to guide through the tool and protocols, to ensure uniformity in understanding and clarify any queries prior to commencement of the data collection.

4. Allocation of Sexual and Gender-Based Violence (SGBV)-related queries: was done specifically to the female advocates in the team to ensure that these sensitive cases and calls were handled with appropriate and adequate technical expertise. These enumerators were also oriented on the protocols for dealing with such queries to ensure that they are managed tactfully with a do-no-harm approach.

5. Continuous monitoring of data: The MEL team ensured continuous review and active monitoring of the data as updated by the enumerators on the data sheet provided as they proceeded with the calls. The data was also regularly cleaned i.e., checked for missing and incorrect data, duplication of entry etc., and rectified simultaneously after cross-verification with the enumerators.



An evaluation tracker was also developed in the form of an online Excel document in accordance with the activities and timeline of the evaluation and was updated on a weekly basis to update regular progress, enhance transparency and keep track of any delays or gaps.

6. Piloting and incorporating learnings: Before initiating the actual data collection, a pilot data collection phase was also conducted with a pilot sample randomly selected. This was done to foresee and plan for any potential challenges that could arise, particularly with regards to the instrument, data entry template and response rate issues. Following the pilot phase, a reflection session was also held with the enumerators in order to discuss the key insights and incorporate subsequent learnings in final data collection.

## Key Findings

Out of the 1133 callers that formed part of the overall sample, surveys were completed with 500 callers, based on their consent and availability to participate. Following preliminary cleaning of the data, the final database consisted of 494 respondents, and their surveys were taken forward as data points for analytical and reporting purposes (the response rate was approximately **44%**).

Among those callers who were asked to share their occupation status, the majority callers worked in domestic roles such as housemakers or involved in sewing and selling clothes. The next majority group (**12%**) comprised individuals in various fields such as private employment, online/freelance work, and social work. The least representation (**1%**) came from industries like finance, journalism, law, technology, and IT etc. This breakdown can be found below:

Sector	Industry	% of Respondents
Primary	Agriculture	3%
Secondary	Manual Work and Skilled Trades	7%
Tertiary	Business and Sales	9%
	Domestic Work	13%
	Education	4%
	Finance	1%
	Government	7%
	Healthcare	3%
	Journalist	1%
	Law	1%
	Technology and IT	1%
	Transport	3%
	Other	12%
	Unemployed/Student	4%
Miscellaneous	N/A	28%
	Retired	3%

Table 2: Breakdown of respondents by occupation

As a pre-screening question, the callers were also asked to share where they had heard about SLACC, majority of the callers (18%) had learned about it through SMS, followed by web/social media (15%).

Source of Referral to SLACC	% of Respondents
LAS Awareness Sessions/Clinics/Training	1%
Magazine/Newspaper	2%
SMS	18%
TV/Cable	7%
Vehicle Poster/Rickshaw Campaign	1%
Wall Poster/Brochure	1%
Web/Social Media	15%
Word of mouth (friends/relatives)	5%
Other	2%
N/A	48%

Table 3: Breakdown of respondents by source of referral to SLACC

The results and findings from the evaluation have been reported below, categorized based on various aspects of their experience with SLACC in the past:

#### a) Timeliness of legal advice

Out of the 494 respondents that were asked to provide feedback pertaining to the timeliness of legal advice provided:

- The majority of respondents (**76%, 376**) indicated that they received advice during the same call.
- Another **17%** (81 respondents) reported not receiving immediate advice on the same call; instead, they were instructed/asked to wait and received a callback from the SLACC advocate themselves.
- In contrast, **4%** (20 respondents) were asked to wait but never received a callback from the SLACC advocate.
- Additionally, **2%** (12 respondents) experienced other issues such as calls being dropped midway, being placed on hold and disconnected during a transfer, or being informed that legal aid could not be provided because they had called from a different province etc.
- The remaining **1%** (5 respondents) did not respond to this question.

### Timeliness of legal advice

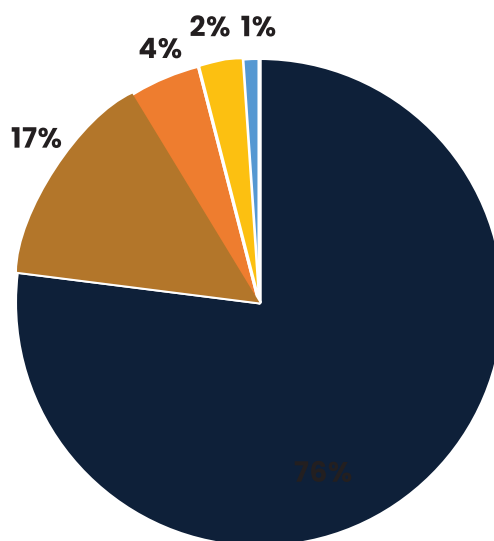


Figure 9: % of respondents who reported on the timeliness of legal advice

- Based on these 494 responses, while 91% (451 respondents) had received some sort of legal advice through SLACC, either immediately or through a follow up later, 9% (i.e., 43 respondents) reported not having received any legal advice at all despite calling as shown below:



Figure 10: % of respondents who received and did not receive legal advice

The responses from these 9% respondents for the following related questions have been categorized as N/A i.e., Not Applicable

## b) Accuracy and Relevance of Legal Advice

Out of the 494 respondents that were asked to provide feedback pertaining to the accuracy and relevance of legal advice provided (based on their understanding and perception):

- The majority of respondents (**77%**, 382) believed that the legal advice that had been provided by the SLACC advocate was accurate and also relevant to their matter
- On the other hand, **10%** (51) respondents shared that they did not believe the legal advice to have been accurate or relevant to their case.
- **9%** (43) respondents had not received any legal advice as identified above, therefore, have been marked as N/A.
- The remaining **4%** (18) respondents did not respond to this question.

### Accuracy and relevance of advice

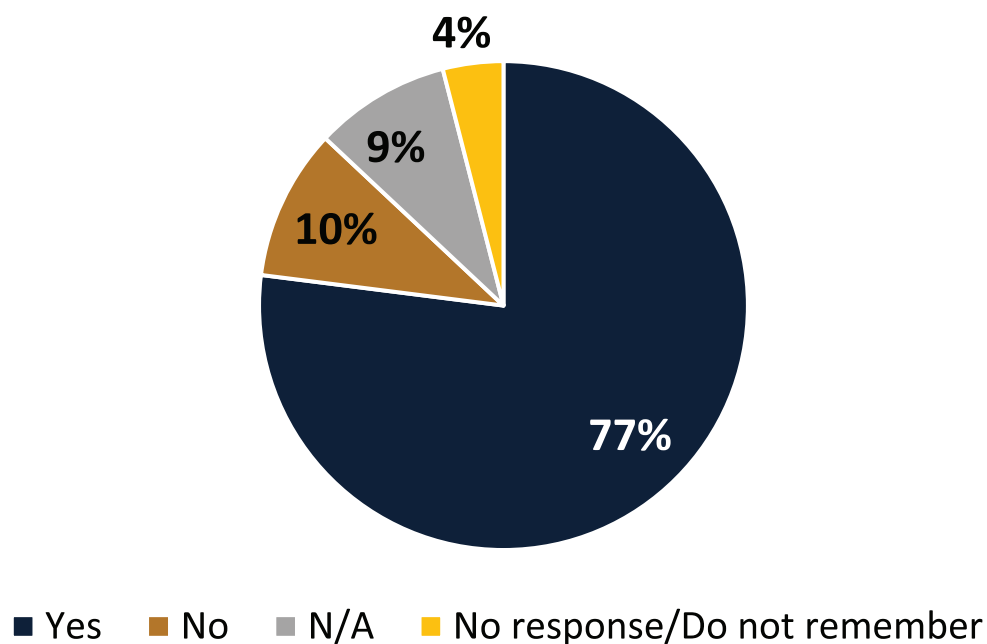


Figure 11: % of respondents who reported accuracy and relevance of legal advice

Following are the reasons as were reported by the 51 respondents (10%) for the legal advice not being accurate or relevant to their case/query:

- **Incomplete advice (25%, 13 respondents):** Some respondents shared that while they had been provided with the legal advice, it was incomplete and they had not been guided through all the information properly which deemed the advice inadequate.
- **Advice incomprehensible by the respondent (18%, 9 respondents):** Some respondents shared that they had not properly understood the advice, possibly due to lack of education and knowledge on the matter or rushed phone calls by the advocates in some cases.
- **Lack of advocates' knowledge (10%, 5 respondents):** Some respondents believed that the advocate who had provided them legal advice was not well-equipped with all information on the subject matter, therefore, lacked adequate knowledge to guide them properly.
- **External factors (6%, 3 respondents):** Some respondents reported that the legal advice provided required them to seek further assistance from other institutions (External to SLACC), such as the Supreme Court, which made them perceive the advice as irrelevant.
- **Different provinces (6%, 3 respondents):** Some respondents who had called from provinces other than Sindh, such as Punjab, reported that they had not found the advice to be particularly helpful because they required legal assistance or representation but had been told that it could not be provided due to no presence.
- **Inconsistency in advice (4%, 2 respondents):** Some respondents shared that they had been guided by different advocates from SLACC but each had provided them a different legal advice on their case.
- **No response:** The remaining 31% (16 respondents) did not respond to this question.

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- **Inconsistency in advice (4%, 2 respondents):** Some respondents shared that they had been guided by different advocates from SLACC but each had provided them a different legal advice on their case.
- **No response: The remaining 31% (16 respondents)** did not respond to this question.

Out of the 494 respondents who were asked if they had followed the legal advice that had been provided:

- Majority of the respondents (**52%, 256**) shared that they had successfully followed the legal advice
- However, **34% (170)** respondents shared that they could not follow the advice.
- **9% (43)** respondents had not received any legal advice as identified above, therefore, have been marked as N/A.
- The remaining **5% (25 respondents)** did not respond to this question.

### Followed the advice

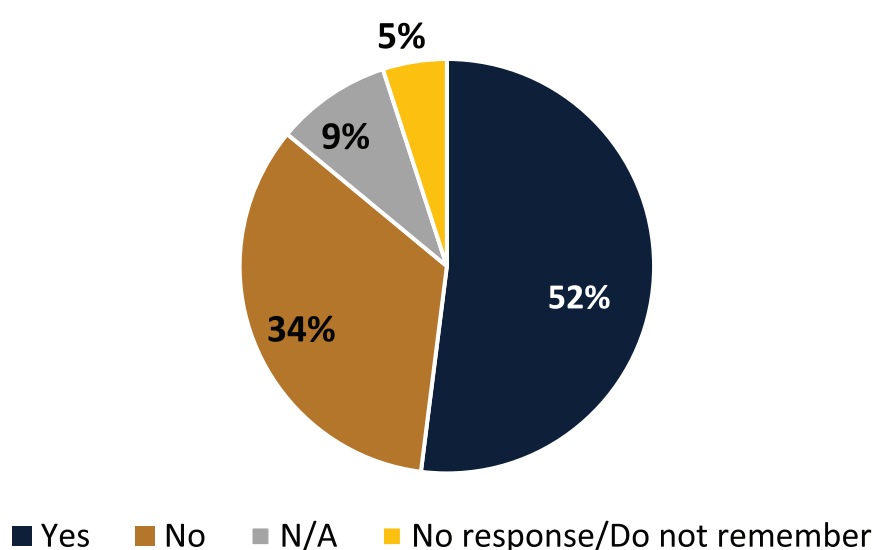


Figure 12: % of respondents who followed the legal advice

Following are the reasons that were reported by the 34% respondents above (170) who reported that they could not follow the advice:

- **External reasons (54%, 94 respondents):** Some respondents stated that they could not follow the advice due to factors beyond SLACC's control, such as lack of financial resources at their disposal, personal or familial issues, and delays from external institutions like police stations, NADRA, and courts.
- **Internal reasons (22%, 36 respondents):** Some respondents reported reasons such as having received incomplete or conflicting advice from different advocates
- **Called for information (8%, 14 respondents):** Some respondents indicated they had only called to gather information and did not intend to act on the issue/advice
- **Required legal aid (2%, 3 respondents):** Some respondents mentioned they had required legal assistance/aid/representation in the first place, therefore, could not follow the advice alone when denied representation.
- **Different province (1%, 1 respondent):** A respondent noted they resided outside of Sindh and thus could not have followed the advice provided.
- **The remaining 13% (22 respondents)** did not respond to this question.

Out of the 494 respondents that were asked about the status of their issue(s) resolution:

- 23% (112 respondents) shared that all their matters had been resolved.
- Majority of the respondents (39%, 193) shared that none of their matters had been resolved yet.
- 3% (14) respondents reported that only some of their matters had been resolved, while others were still pending.
- For 12% of the respondents (61), all matters were in the process of being resolved.
- 23% (114) respondents had not proceeded with their matters or provided no response to this question (also includes respondents who never received any legal advice)

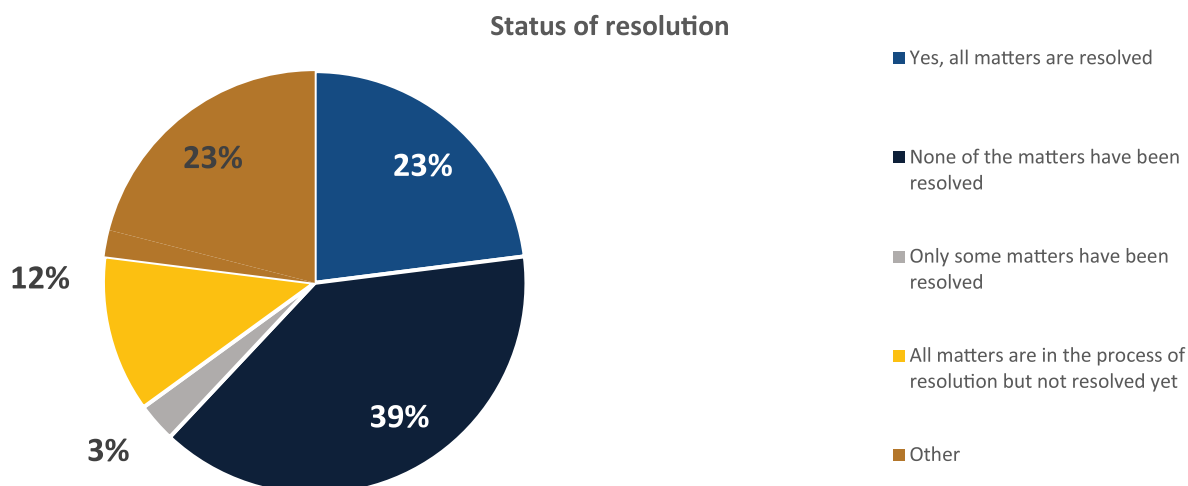


Figure 13: % of respondents who reported on the status of the resolution of their issues

Out of the 54% (268 respondents) whose matters had either not been resolved at all (39%), only some matters have been resolved (3%) and the ones that are in the process of resolution but not resolved yet (12%), they reported the following reasons for the non-resolution:

- **External reasons (53%, 142 respondents):** Respondents shared that their matters were not resolved due to documentation issues, family or financial challenges, or because their matters were pending in court or with other governmental institutions.
- **Internal reasons (18%, 49 respondents):** Respondents shared that their matters were not resolved due to lack of proper guidance and not receiving proper assistance through our helpline.
- **The remaining 29% (77 respondents)** did not respond to this question.

#### c) Demeanor of SLACC Advocate

Out of the 494 respondents that were asked about the demeanor of the SLACC advocate during their call:

- While the majority (88%, 434 respondents) reported that the advocate had maintained a professional code of conduct throughout the call in terms of their general demeanor, tone of voice, way of speaking etc, 5% (24) respondents disagreed. The remaining 7% (36) did not respond to this question.

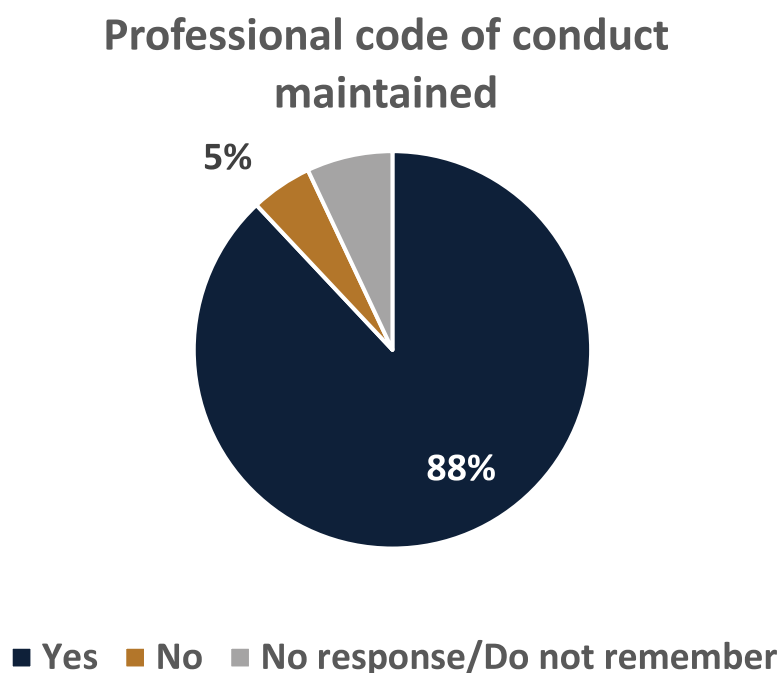


Figure 14: % of respondents who reported satisfaction with the professional code of conduct of the advocate

- Similarly, 85% (417 respondents) reported that the advocate had conversed in language based on their comfort and understanding level i.e., communicated clearly using simple terms and avoided technical jargon. 7% (36) respondents disagreed and the remaining 8% (41) did not respond to this question.

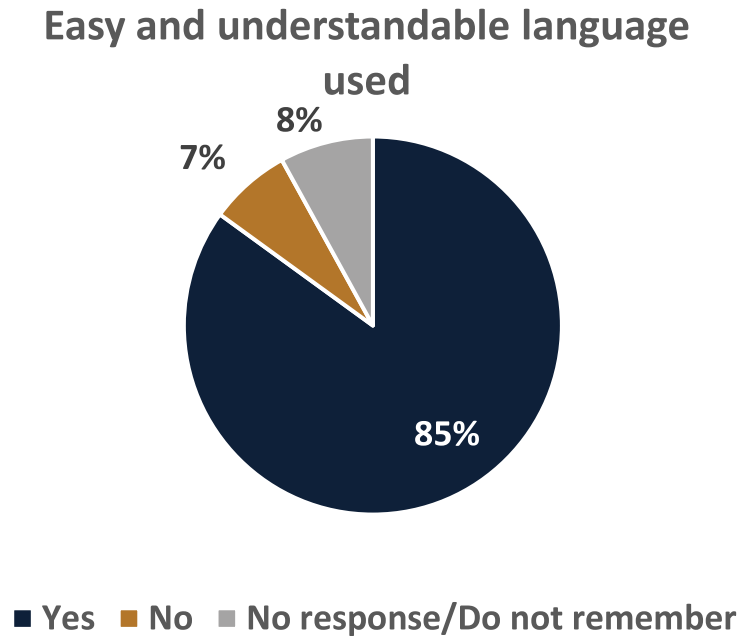


Figure 15: % of respondents who reported satisfaction with the language used by the advocate

**d) Adherence to Ethical Guidelines**

Out of the 494 respondents that were asked about the advocates' adherence to the ethical guidelines during the call:

- 30% respondents (149) could not recall if the advocate had assured them that any data provided by the callers would be kept anonymous and confidential.
- The percentages of respondents who answered "yes" (35%, 171) and "no" (35%, 174) to this question were nearly equal.

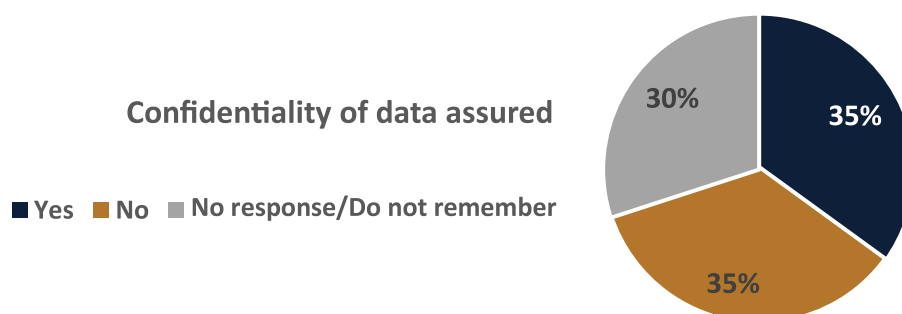


Figure 16: % of respondents who reported on the assurance of confidentiality of data provided

- Majority of respondents (76%, 375) shared that the advocate was empathetic towards their issues, while 15% (73 respondents) disagreed.
- The remaining 9% (46 respondents) did not respond to this question.

### Advocates' display of empathy

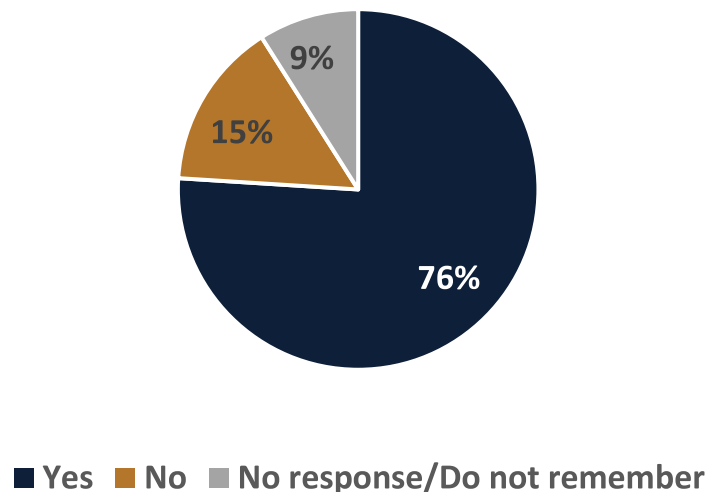


Figure 17: % of respondents who reported on the empathetic behavior of the advocate

#### e) Recommendations/Referral for SLACC

Out of the 494 respondents that were asked if they had recommended SLACC to others based on their experiences:

- Majority of the respondents (60%, 296) had not recommended SLACC to anyone, while 34% (169 respondents) had recommended SLACC services in their vicinity. The remaining 6% (29) respondents did not respond to this question.
- Out of the 34% respondents who had recommended it, they primarily recommended it to their friends, family, colleagues, and communities.

### Recommended SLACC

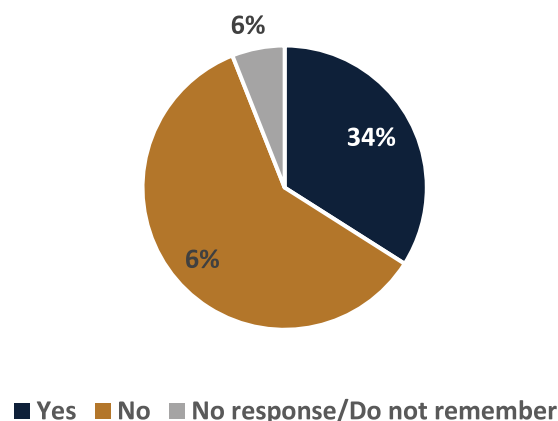


Figure 18: % of respondents who recommended SLACC to others



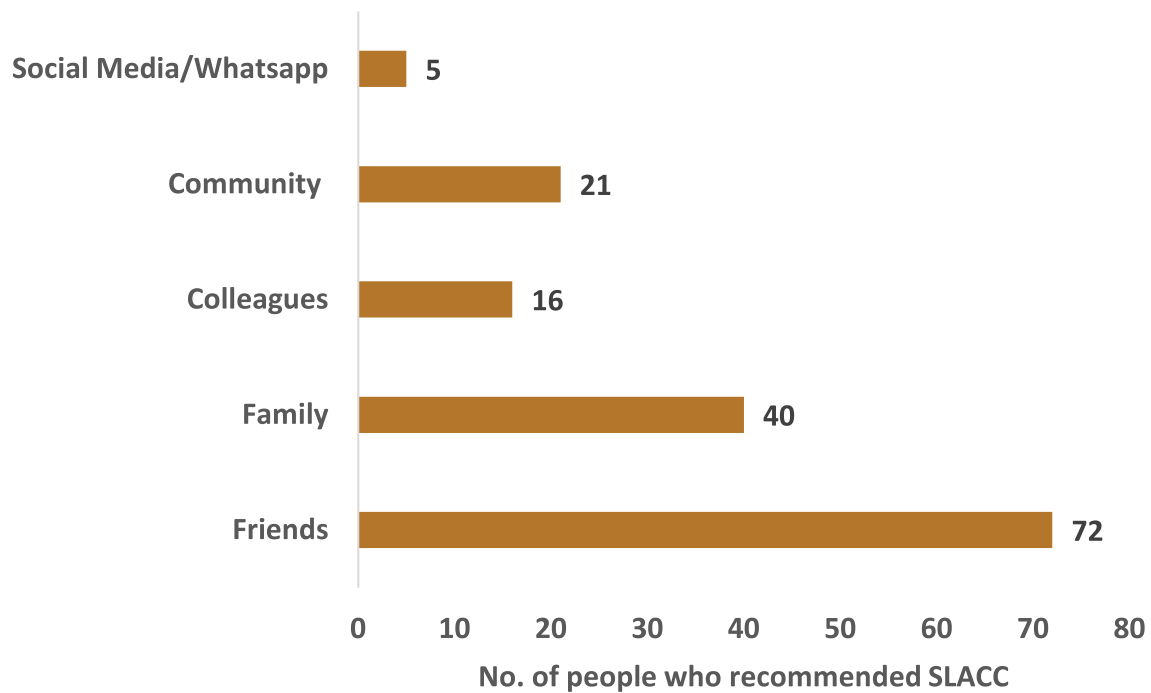


Figure 19: People who were recommended SLACC by the respondents

#### f) Overall Satisfaction

Out of the 494 respondents that were asked if they were satisfied with their experience with SLACC and would consider calling again in the future:

- More than half of the respondents (59%, 292) demonstrated satisfaction with the services of SLACC and 20% respondents (100) demonstrated partial satisfaction. 4% (21) respondents did not respond to this question)
- 17% respondents (81), however, had not been satisfied at all and reported the following reasons in general:
  - The language used had been difficult to understand as most respondents are not educated.
  - They had mostly required legal representation (that did not fall under the domain of SLACC)
  - Either inaccurate, irrelevant, or incomplete information had been provided as part of the advice which led to dissatisfaction
  - Either no callback had been made at all or the callers had been asked to wait which led to unpleasant experience

- The advocate(s) had displayed lack of empathy and interest towards the respondents' issues

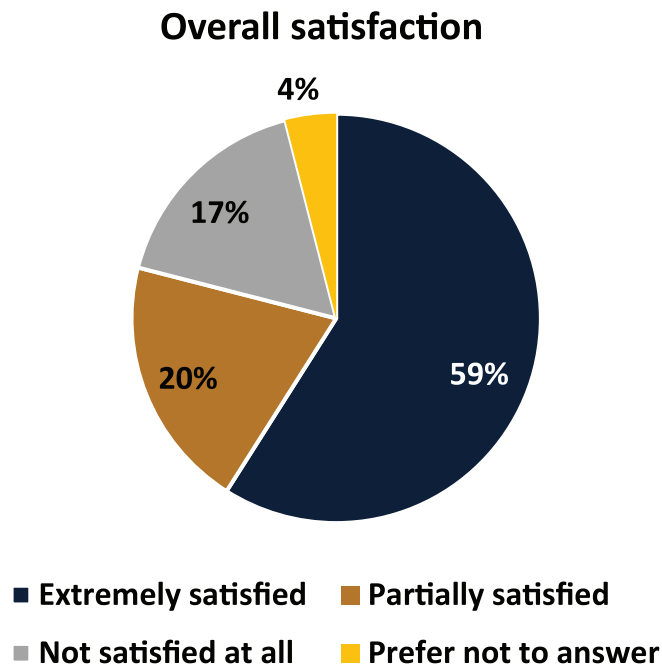


Figure 20: % of respondents who reported satisfaction with SLACC services

Based on their satisfaction levels, when asked how many of them would consider calling SLACC again in the future for legal advice:

- Majority of the respondents (67%, 328) shared that they would consider calling SLACC again for legal advice. 10% respondents (50) reported that they would not prefer calling SLACC again and 15% (76 respondents) were not sure. The remaining 8% (40) respondents did not respond to this question.

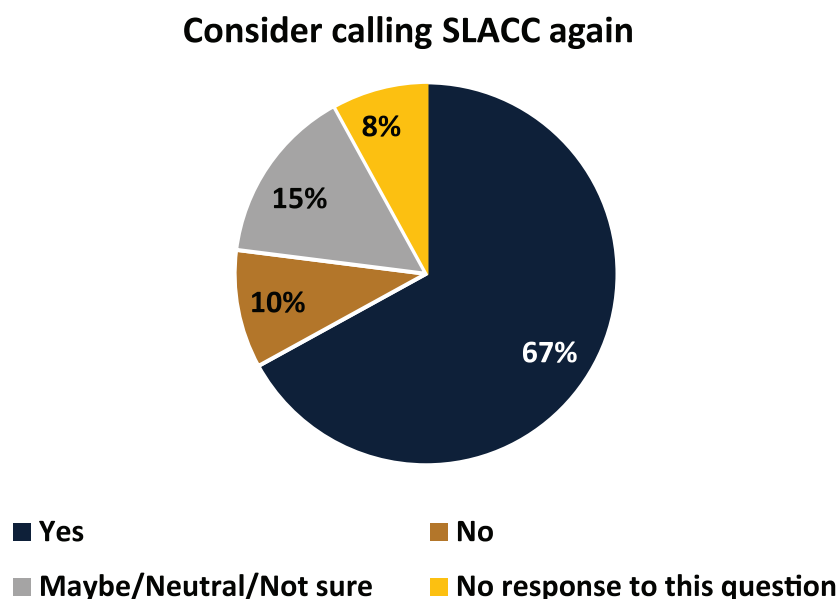


Figure 21: % of respondents who will consider calling SLACC again

## II. Challenges and Limitations

1. **Callers with sensitive issues (especially pertaining to Sexual and Gender-Based Violence (SGBV)):** Despite the fact that calls and queries pertaining to the SGBV category were allotted as part of the sample to the enumerators to ensure adequate representation for all categories of calls, upon reviewing the data, no such calls had been attempted by the enumerators which resulted in a lack of representation of SGBV-specific calls and their feedback in the findings for this evaluation.

2. **General Information (GI) queries:** Whilst cleaning the data before selection of the sample for this evaluation, all GI queries had been removed. However, some callers who had just called to seek general knowledge had been tagged under other relevant categories included in the sample and thus ending up becoming part of the final sample, which implied that the data specific to these callers either had to be eliminated or categorized under callers who did not pursue their cases beyond receiving the advice.

## III. Recommendations on Areas of Improvement

1. Refresher training sessions should be conducted for the call center agents to ensure **continuous improvement of technical knowledge and skills**, and consequently enable them to provide immediate, accurate and relevant legal advice on the same calls, as a large majority of callers expressed reservation for having to wait for a callback from the agent.

2. Moreover, a **robust follow-up mechanism** should be developed to ensure that all callers who reached out but were asked to wait did end up receiving a call back from the agent as various callers also expressed dissatisfaction regarding not having received a call back or any legal advice despite reaching out.

3. The communication skills should be improved through similar refreshers or relevant courses, along with call-taking protocols to brush up **active and empathic listening skills** and/or ability to explain complex legal information in simple or layman terminology.

4. There should be efforts placed on **facilitating better coordination mechanism with any external** institutions that the callers are referred to as part of provision of legal advice such as police, NADRA, courts etc., to create smoother referral pathways for the callers as lack of the former impedes effectiveness of legal assistance provided, rendering the facilitation as futile or incomplete.

#### IV. Conclusion

- The Sindh Legal Advisory Call Center has shown significant progress in providing free legal advisory services to people across Pakistan. The SLACC Annual Feedback Survey for 2023–2024 reflects a high level of satisfaction among the majority of respondents who commended the timeliness, accuracy, and professionalism of the SLACC advocates. The positive feedback underscores the center's commitment to delivering valuable legal support.
- To build on these successes, recommendations have been made to further enhance advocate training, simplify communication, and strengthen coordination with external institutions. By implementing these improvements, SLACC will continue to elevate its services, ensuring even greater legal empowerment and support for those in need.

### **D Objective 4:**

#### **TO COLLECT DATA AND CONDUCT DATA ANALYSIS, RESEARCH AND PRODUCE REPORTS**

##### **i) Inter-Project Data Sharing**

SLACC receives calls regarding civil, criminal, and public service delivery matters from all socio-economic classes, and many callers who cannot afford court fees are often diverted to the Legal Aid Society (LAS) litigation team for pro bono representation. This is done by referring 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 Advisor provides specific details to project teams as part of the Referral Process within LAS.

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

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	33 Cases
Women Right to Legal Property (WRLP)	Cases pertaining to immovable and movable property of women.	274 Cases
Case referral linkage with Human Rights Department, Government of Sindh	Cases pertaining to domestic violence, khula and divorce, and maintenance	115 Cases
Religious Minorities Project	Cases pertaining to religious minorities.	11 Cases
Sexual Violence (SV) Project	Cases pertaining to rape, sodomy and sexual violence abuse.	58 Cases

## Referred to Organizations

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	Organization
 Violation of Human Rights	 Sindh Human Rights Commission
 Women Related Cases	  
 Shelter Homes	
 Criminal Cases	 Sindh Police Government of Sindh
 Complaints	 Citizens Police Liaison Committee  
 Cybercrime	
 Emergency Matters	
 Government Institutions'	



## ii) In-House Research:

### Ensuring Economic Security for Women After Divorce:

#### A Comparative Analysis of Alimony Rights

SLACC is pleased to share that an article titled "Ensuring Economic Security for Women After Divorce: A Comparative Analysis of Alimony Rights," authored by our on-call advisor Miss Izza Rizvi, has been published in the prestigious UK journal "Legal Transformation in Muslim Societies," Volume 1, Issue 1, 2024.

#### Abstract of the Article:

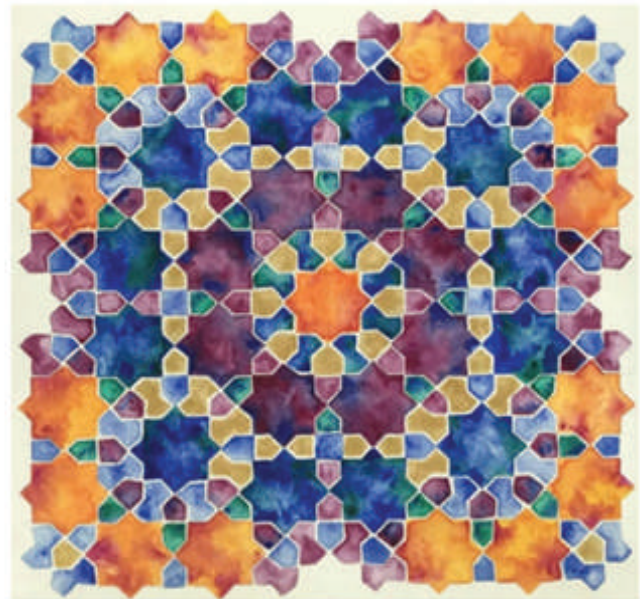
Alimony rights are a legal concept designed to provide economic security for women who face economic deprivation following the dissolution of their marriage. This article advocates for the recognition of women's non-financial contributions towards matrimonial property and emphasizes that the financial security of women post-divorce necessitates the adoption of formal laws that address their economic and social security. It examines alimony rights from religious, legal, and international perspectives.

The article analyzes how major religions provide alimony rights to divorced women and how various countries have incorporated alimony laws into their legal frameworks. It further explores the role of the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) in promoting women's economic empowerment and highlights the need for formal legislation on alimony rights in countries where there is little or no safety net for divorcees. By examining religious injunctions, legal frameworks across different nations, and international obligations under CEDAW, the article aims to provide a comprehensive analysis of alimony rights for women after divorce and underscores the necessity of formal laws to protect their economic interests.

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## H) MANAGEMENT EFFECTIVENESS

During the 2023-24 reporting period, SLACC has successfully met the Government of Sindh's minimum target of 33,000 queries, recording a total of 34,965 queries. The management at SLACC has also ensured the integration of the toll-free number into other LAS projects, including Women's Right to Legal Property (WRLP), Religious Minorities, Sexual and Gender-based Violence, and Alternative Dispute Resolution (ADR). These projects actively promote the toll-free number during field activities and awareness campaigns, enhancing community outreach.

To improve access for women and religious minorities, project teams have been distributing SLACC brochures and conducting field clinics across Sindh. Our marketing strategy emphasizes a model of behavioral change communication, utilizing targeted SMS campaigns sent to specific subsets of the population. In addition to that, visibility of our services has been promoted through various channels, including SMS campaigns, Facebook advertisements, publicity boards in public places, rickshaw campaigns, and the dissemination of IEC materials within different communities. This comprehensive approach has resulted in the registration of 34,965 specialized legal queries at SLACC during the current reporting period.

### **Quality Assurance:**

In our relentless pursuit of excellence, the Quality Assurance framework at SLACC stands as a cornerstone of our commitment to delivering exceptional caller-centric experiences. Spearheaded by the Monitoring, Evaluation, and Learning (MEL) Department of the Legal Aid Society (LAS), alongside the dedicated support of the MEL Focal Person and Legal Analyst at SLACC, we ensure the highest standards of service delivery.

Our framework is designed to monitor and evaluate SLACC services, ensuring transparency, accountability, and unparalleled quality assurance. Central to our objective is the continuous assessment of key performance indicators (KPIs) that gauge the effectiveness of our operations. These include a comprehensive understanding of the Customer Relationship Management (CRM) system, the quality of service provided to clients, and the efficiency of our call handling processes.

Moreover, our commitment to excellence is further demonstrated through the implementation of a robust tracking system for daily performance evaluation of each SLACC Agent lawyer. By scrutinizing statistics such as daily calls, queries, and abandoned calls, we identify areas of improvement and promptly address any emerging issues. Additionally, our centralized system for case referrals enables us to closely monitor progress and ensure timely resolution of callers' concerns, thus reinforcing our dedication to providing holistic legal assistance.

Looking ahead, we remain strong in our pursuit of refining quality assurance mechanisms and Standard Operating Procedures (SOPs). As SLACC continues to evolve and expand its services, we are unwavering in our resolve to maintain the highest standards of performance and quality, thereby enriching the experiences of our valued callers and stakeholders.

### **Professional Development:**

Throughout the reporting year, we hosted a total of ten training sessions aimed at enhancing the professional development and technical expertise of our Agent lawyers. These sessions were designed to equip them with updated knowledge pertaining to recent amendments in statutory laws, encompassing various domains such as corporate and company law, criminal law, mental wellness, Afghan Refugees Rights and Current Status, as well as Refresher Training on the Integration of SLACC with the Sindh Performance Management System (SPMS). Moreover, our training curriculum covered essential topics including Muslim Family Law, Protecting and Promoting Religious Freedom (PPRF), Labor Law, and IP Law. To ensure that our training initiatives align with the evolving needs of our legal professionals, we conducted a comprehensive Training Needs Assessment (TNA) to tailor our programs accordingly.

### **Performance Management:**

SLACC conducts annual employee appraisals by setting KPIs for legal advisors, IT and program staff. Top performing employees are rewarded through a competitive rewards-based system on a monthly basis.





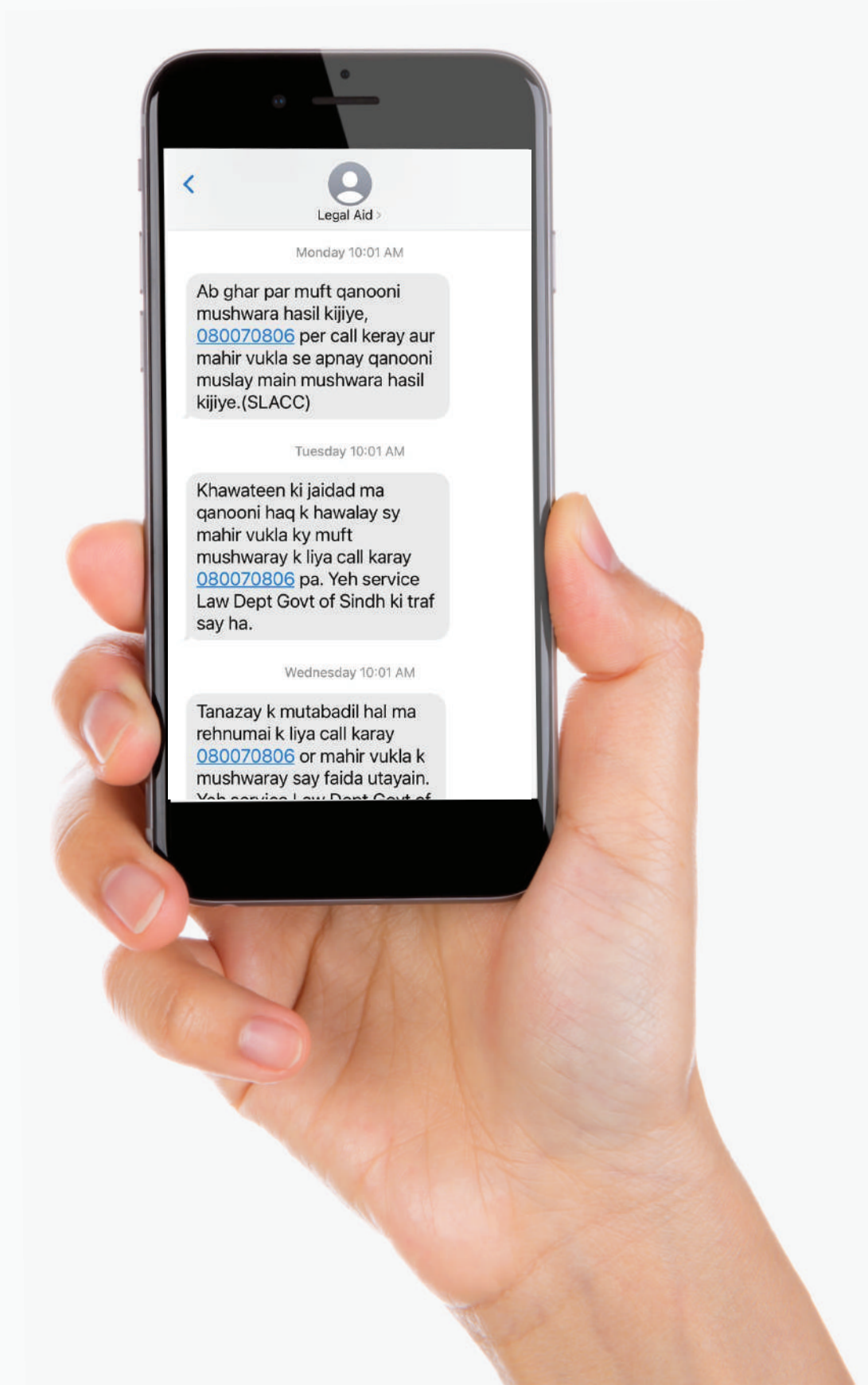
## Key Achievements

- We achieved an exceptional 105% of our annual query targets.
  - We successfully integrated with the Chief Secretary's Office through the CS Complaints Cell, "Sindh Performance Management System" on the 1st of November 2023. Dozens of complaints have been forwarded to the portal and success stories are now coming to light.
  - We successfully conducted 10 professional training and capacity building sessions for SLACC Agent Lawyers.
  - We forged new partnerships and collaborations with both government bodies and private organizations for improved local outreach.
  - We achieved excellent results in the 2023-2024 Annual Feedback Survey with over 79% of respondents satisfied overall with the advice provided by SLACC and 52% of respondents following through on the advice provided.
  - We continued to make administrative tasks more efficient, strengthening our case referral system, daily performance management and tracking, and a focus on quality assurance.
  - We have drafted a policy brief on Alternative Dispute Resolution (ADR) methods as a solution for women's property cases. This brief aims to find an alternative mechanism for the quick resolution of women's property disputes outside of court settlements.
- We ran a successful social media ad campaign on Facebook, reaching over 1,30,000 individuals who viewed our TVC ad, which helped to generate an increased number of calls.

## The Year Ahead

- Our activities will continue to focus on informing vulnerable communities, such as women, religious minorities, and persons with disabilities about their legal rights. Leveraging the Call Center's extensive data bank, we will produce insightful and relevant policy briefs aimed at advocacy and policy change. Notably, we are in the process of publishing a policy paper on the implementation gaps of disability laws in Sindh.
- We are committed to continuously improving the quality of our legal advice and the overall call experience. This will be achieved through rigorous quality assurance mechanisms to ensure that our services meet the highest standards.
- Identifying and addressing training needs remains a priority. We have developed a training plan for the next fiscal year which is aimed at training our legal advisors on recently promulgated Acts and legislative amendments to ensure they are well-equipped to provide accurate and up-to-date legal assistance.
- This year, our focus has been on the empowerment and rights of people with disabilities. In this regard, we have partnered with the Network of Organizations Working with Persons with Disabilities (NOWPDP) to collaborate on initiatives for the betterment of persons with disabilities (PWDs). Furthermore, we are in the process of partnering with the Department of Empowerment of Persons with Disabilities to further strengthen our efforts to support PWDs.
- We are excited to announce the upcoming launch of our chatbot for legal assistance. This innovation will help people with legal questions and significantly expand our scope of making access to justice effective and efficacious.

## ANNEXURE A: SMS SAMPLES





## ANNEXURE B: SOCIAL MEDIA CAMPAIGN

Law Department  
Government of Sindh

LAS  
LEGAL AID SOCIETY



KYA AAP KE SAMNE KISI BUZURG K SATH BADSALOOKI HORI HAI? ABHI 0800-70806 MILAEN

SLACC  
Sindh Legal Aid Society

Your FREE legal advice  
is just a call away...

Call now  
**0800-70806**

Law Department  
Government of Sindh

LAS  
LEGAL AID SOCIETY

### Immovable Property

11% of women surveyed have legal ownership of property




SLACC  
Sindh Legal Aid Society

Your FREE legal advice  
is just a call away...

Call now  
**0800-70806**

Don't be a  
silent **victim**



Reach out to our  
call center by  
calling **0800-70806**  
today

SLACC  
Sindh Legal Aid Society

For more details about  
Alternative Dispute Resolution  
and  
**FREE LEGAL ADVICE**,  
call us on our toll-free number  
**0800-70806**



Law Department  
Government of Sindh

LAS  
LEGAL AID SOCIETY

### INTELLECTUAL PROPERTY THEFT ROBS **ENTREPRENEURS, SINGERS, WRITERS AND LYRICISTS** OF THEIR HARD WORK.



SLACC  
Sindh Legal Aid Society

Your FREE legal advice  
is just a call away...

Call now  
**0800-70806**

Law Department  
Government of Sindh

LAS  
LEGAL AID SOCIETY

### نکاح نامہ کا اندراج کرایے اپنے ازدواجی حقوق کو یقینی بنائیں



SLACC  
Sindh Legal Aid Society

Your FREE legal advice  
is just a call away...

Call now  
**0800-70806**

## ANNEXURE C: PUBLICITY BOARDS



**Law Department**  
Government of Sindh

**SLACC**  
Sindh Legal Advisory Call Center

24x7 Helpline 0800-70806

کسی بھی مسئلے کے فوری حل کے لیے  
**مفت و قانونی مشورہ**  
صرف ایک کال کے منسلک پر

**0800-70806**

ماہر وکلاء | مکمل رازداری | صبح 9 بجے سے شام 5 بجے تک مفت کال سروس

**LAS**  
LEGAL AID SOCIETY





## ANNEXURE D: IEC MATERIAL – BROCHURES



**Law Department**  
Government of Sindh



### سند قانوني مشاورتي ڪال سينٽر

قانون وارو کاتو سندھ حڪومت ۽ ليگل ايد سوسائٽي جي گڏيل ڪاوش آهي



مفت قانوني مشورا صرف هڪ ڪال جي مفاصلي تي



# 0800-70806

ماهر وڪيل | مڪمل رازداري | صبح 9 وڳي کان شام 5 وڳي تائين مفت ڪال سروس

هن ڪال سينٽر وسيلي هاءِ ڪورٽ مان رجسٽرڊ وڪيل واجداري ڏيواني، آئيني ۽ عوامي خدمت جي معاملن بابت مسئلن تي مفت قانوني مشورا سپريم ڪورٽ جي رٽائرڊ جج صاحبين جي نگراني ۾ فراهم ڪن ٿا.

[www.las.org.pk](https://www.las.org.pk) | [www.slacc.org.pk](https://www.slacc.org.pk) | [www.las.org.pk](https://www.las.org.pk)

24/7 Helpline 0800 70806



**SLACC**  
Sindh Legal Advisory Call Center

اهم معلومات

ليگل ايد سوسائٽي هڪ غير سرڪاري سماجي تنظيم آهي جيڪا 19 نومبر 2013 تي سوسائٽي رجسٽريشن ايڪٽ، 1860 تحت قائم ڪئي وئي. هي تنظيم **جسٽس ناصر اسلم زاهد** جي زير نگراني پنهنجون خدمتون سرانجام ڏئي رهي آهي. هن تنظيم جو مقصد معاشري جي بي سهارا ۽ محروم طبقن کي قانوني امداد، آئيني ۽ قانوني حقن جي آگاهي ۽ مفت قانوني مشورا فراهم ڪرڻ آهي.

ليگل ايد سوسائٽي 2014 ۾ قانوني مشاورتي ڪال سينٽر جو آغاز ڪيو هو ته جيئن معاشري جي پوئتي پيل ۽ محروم طبقن کي مفت ۽ فوري قانوني مشاورت فراهم ڪري سگهجي.

پهرين جولاءِ 2018 کان سندھ حڪومت قانون واري کاتي ذريعي نجي پائيواري تحت پنهنجون خدمتون ليگل ايد سوسائٽي ڪال سينٽر جي نالي تي جاري رکن جو آغاز ڪيو. اها پائيواري حڪومت پاران انصاف جي قدرن، قانون جي حڪمراني ۽ شهرين جي زندگي جي معيار کي بهتر ڪرڻ جي حڪومتي ڪوششن جو مظهر آهي.

ڪوبه شخص فوري طور تي ڪنهن قانوني مسئلي تي هاءِ ڪورٽ مان رجسٽرڊ ماهر وڪيلن کان مفت قانوني مشاورت لاءِ **0800-70806** تي رابطو ڪري سگهي ٿو.

ڪارڪردگي

پاڪستان جي 600 پهراڙي ۽ شهري علائقن مان 453,214 ڪالون موصول ڪيون ويون ۽ رجسٽرڊ قانوني سوالن (IVR) آءِ وي آر جو انگ 241,359 آهي (30 اپريل 2024 تائين).



**188,187**





**63**





**53,109**



**78%**

**22%**

دريوي مقدمو	فوجداري مقدمو	عوامي خدمت جا معاملو	عام معلومات
113,737 (47.1%)	35,986 (14.9%)	31,136 (12.9%)	60,500 (25%)

## ANNEXURE E: TELEVISION AND RADIO CAMPAIGNS





## Sindh Legal Advisory Call Center (SLACC)

## Annual Feedback Evaluation 2024

## Survey Instrument

## Section 0: Pre-Survey Information

سیکشن 0: قبل از سروے معلومات

## I. Enumerator Information

Enumerator Name	
Enumerator Gender	

## II. Call Information

Call Attempt	Attempt 1 (Date: ) (Time: )
Date: DD/MM/YYYY	Attempt 2 (Date: ) (Time: )
Time: HH:MM	Attempt 3 (Date: ) (Time: )

## III. Query/Case Information (pre-filled)

Caller ID:	S. No

## IV. Caller Information (fill from sample data file)

Full Name	
Phone Number	
Age	
Gender	



Job/Occupation	
City	
District	
Province	
Religion	
Source of Referral	

## Section I: Survey Introduction

سیکشن اول: سروے کا تعارف

“Assalamu Alaikum! My name is \_\_\_\_\_ and I am a representative from the Sindh Legal Advisory Call Centre (SLACC). Is this \_\_\_\_ [enter name] \_\_\_\_\_ I am speaking to?”

”السلام علیکم! میرا نام \_\_\_\_\_ ہے اور میں سندھ لیگل ایڈوائزری کال سینٹر (SLACC) کا نمائندہ ہوں۔ کیا میں [نام درج کریں] سے بات کر رہا/رہی ہوں

“As per our telephonic records, we received a call from you at our call center and one of our agents provided legal advice to you”

”ہمارے ٹیلیفونک ریکارڈ کے مطابق، ہمیں آپ کی کال ہمارے کال سینٹر پر موصول ہوئی اور ہمارے ایک ایجنٹ نے آپ کو قانونی مشورہ فراہم کیا۔“

Q1. Were you the person who made the call(s) to SLACC (0800-70806)?

سوال 1: کیا آپ وہ شخص ہیں جس نے SLACC (0800-70806) پر کال کی تھی؟

- a. Yes
- b. No
- c. Do not know/remember

[If a ☐ Q2]

[If b or c ☐ Q1i]

Q1i. Did anyone from your family member [insert name] make a call to SLACC?

سوال 1(i): کیا آپ کے خاندان کے کسی رکن [نام درج کریں] نے SLACC کو کال کی تھی؟

- a. Yes
- b. No
- c. Do not know/remember

[If a □ Q1ii]

[If b or c □ Survey ends] Q1ii. Can I please talk to them?

سوال 1(ii): کیا میں ان سے بات کر سکتا/سکتی ہوں؟

- a. Yes
- b. No

[If a □ Repeat the script and proceed with Q2]

[اگر ہاں □ اسکرپٹ کو دہرائیں اور سوال 2 پر آگے بڑھیں]

[If b □ Survey Ends]

[اگر نہیں □ سروے ختم]

*"We are calling to ask you about how your overall experience with the call center and agent was so that we can improve our center's legal advisory services in the future.*

*Your participation is completely voluntary and you may choose not to answer any question in this survey or end participation at any time. This phone survey is expected to complete in approximately 10-15 minutes.*

*All your responses will be confidential and will not be communicated to anyone beyond our research and evaluation team"*

"ہم آپ سے یہ جاننے کے لیے کال کر رہے ہیں کہ آپ کا کال سینٹر اور ایجنٹ کے ساتھ مجموعی تجربہ کیسا رہا تاکہ ہم مستقبل میں اپنے مرکز کی قانونی مشاورتی خدمات کو بہتر بنا سکیں۔

آپ کی شرکت مکمل طور پر رضاکارانہ ہے اور آپ اس سروے میں کسی بھی سوال کا جواب نہ دینے یا کسی بھی وقت شرکت ختم کرنے کا انتخاب کر سکتے ہیں۔ اس فون سروے کو مکمل ہونے میں تقریباً 10-15 منٹ لگیں گے۔

آپ کے تمام جوابات خفیہ رہیں گے اور ہماری تحقیق اور جائزہ ٹیم کے علاوہ کسی سے شیئر نہیں کیے جائیں گے۔"

Q2. Can I ask you a few questions right now regarding your experience and feedback with SLACC?

سوال 2: کیا میں ابھی آپ سے SLACC کے ساتھ آپ کے تجربے اور رائے کے بارے میں کچھ سوالات پوچھ سکتا/سکتی ہوں؟

- a. Yes
- b. No

[If b □ Q2i]

[اگر نہیں □ سوال 2 پر چھوڑ دیں اور سوال Q2i پر جائیں۔]

[If a □ skip to Section 2]

[اگر ہاں □ سیکشن 2 پر چھوڑ دیں۔]

Q2i. If you are busy right now, we can call you back at an alternative time. Would that work for you? (The survey will take approximately 10-15 minutes to complete)

سوال 2(ii): اگر آپ فی الحال مصروف ہیں، تو ہم آپ کو ایک مختلف وقت پر واپس کال کرسکتے ہیں۔ کیا یہ آپ کے لیے مناسب ہوگا؟  
(سروے مکمل ہونے میں تقریباً 10-15 منٹ لگیں گے)

- a. Yes
- b. No

[If b ☐ Survey ends]

[اگر نہیں ☐ سروے ختم]

[If a ☐ Q2ii]

[اگر ہاں ☐ سوال 2(ii) پر آگے بڑھیں]

Q2ii. What alternative day/time would be more convenient for you to be called back?

سوال 2(ii): آپ کو واپس کال کرنے کے لیے کون سا دن/وقت زیادہ موزوں ہوگا؟

Date (DD/MM/YYYY):	Time (HH:MM):
--------------------	---------------

## Section II: Survey Administration

سیکشن دو: سروے کا آغاز

*“As I said earlier, you must have talked to one of our legal representatives at the call center back when you called, but I am calling you to inquire about your experience with the representative and call center so that we can improve our advisory services in the future. I would request you to please answer all questions to the best of your understanding and as honestly as possible”*

*“Can we proceed?”*

جیسا کہ میں نے پہلے بتایا، آپ نے کال سینٹر پر کسی قانونی نمائندے سے بات کی ہوگی، لیکن میں آپ سے ان کے تجربے اور کال سینٹر کے بارے میں پوچھ رہا ہوں تاکہ ہم مستقبل میں اپنی مشاورتی خدمات کو بہتر بنا سکیں۔ براہ کرم تمام سوالات کا اپنی سمجھ کے مطابق جواب دیں اور جتنا ممکن ہو سکے، صراحت سے جواب دیں۔

”کیا ہم آگے بڑھ سکتے ہیں؟“

---

### 1. Timeliness of legal advice قانونی مشورے کی بروقت فراہمی

Q3. Whenever you have called at SLACC in the past, have you always received legal advice on the same call or have you been asked to wait?

سوال 3: پچھلی دفعہ جب آپ نے SLACC پر کال کی ہے، کیا آپ ہمیشہ اُسی کال پر قانونی مشورہ حاصل کیا ہے یا آپ کو انتظار کرنے کا کہا گیا ہے؟

- a. Received advice on the same call آپ نے ایک ہی کال پر مشورہ حاصل کیا ہے۔
  - b. Been asked to wait/given a date and time for callback آپ کو انتظار کرنے کا کہا گیا اور واپسی کال کے لیے ایک تاریخ اور وقت دیا گیا
  - c. Any other: کوئی دوسرا
- 
- 

[If a ☐ skip to Q4]

[اگر a ☐ سوال 4 پر چھوڑ دیں]

[If b ask the following (Q3i)]

[اگر b ☐ مندرجہ ذیل سوال (Q3i) کریں]

Q3i. Have you been contacted by the SLACC team as per the day and time communicated or have you had to follow up yourself?

سوال 3(i): کیا آپ کو اسی دن اور وقت پر SLACC ٹیم سے کی طرف سے رابطہ کیا گیا تھا جیسا کہ بتایا گیا تھا یا آپ کو خود اپنی جانب سے پیروی کرنی پڑی؟

- a. Yes, contacted by the team جی، ٹیم نے رابطہ کیا۔
  - b. No, have had to do follow ups نہیں، مجھے خود سے پیروی کرنی پڑی
  - c. Any other: کوئی دوسرا
- 
- 

### 2. Relevance and practicality of legal advice قانونی مشورے کی موزونیت اور عملیت

Q4. Do you think the legal advice that has been provided to you was accurate and relevant to your case/query?

سوال 4: کیا آپ کو لگتا ہے کہ آپ کو فراہم کیا گیا قانونی مشورہ آپ کے معاملے/سوال کے لحاظ سے درست اور موزوں تھا؟

- a. Yes
- b. No

c. Do not know/remember

[If a or c ☐ skip to Q5]

[اگر a یا c نہیں ☐ سوال 5 پر چھوڑ دیں]

[If b ☐ Q4i]

[اگر b ☐ سوال 4(i) پر جائیں]

Q4i. Please provide reasons why you think the advice was not accurate and relevant:

سوال 4(i): براہ کرم واضح کریں کہ آپ کیوں سمجھتے ہیں کہ مشورہ درست اور موزوں نہیں تھا۔

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Q5. Were you able to follow the advice(s) that was provided by the SLACC agent?

سوال 5: کیا آپ نے وہ مشورے جو SLACC ایجنٹ نے دیے تھے، ان کی پیروی کرنے میں کامیابی حاصل کی؟

- a. Yes
- b. No
- c. Do not know/remember

[If c ☐ Q6]

[اگر c ☐ سوال 6 پر چھوڑ دیں]

[If b ☐ Q5i]

[اگر b ☐ سوال 5(i) پر جائیں]

[If a ☐ skip to Q5ii]

[اگر a ☐ سوال 5(ii) پر جائیں]

Q5i. Can you please tell us why you were not able to follow the advice(s)?

سوال 5(i): کیا آپ ہمیں بتا سکتے ہیں کہ آپ مشورے پر عمل کیوں نہیں کر سکے؟

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Q5ii. Were all your matters that you discussed with the team and received legal advice on eventually resolved?



سوال 5(ii): کیا تمام معاملات جن پر آپ نے ٹیم کے ساتھ گفتگو کی اور قانونی مشورہ حاصل کیا، آخر کار حل ہو گئے؟

- a. Yes, all matters are resolved جی، تمام معاملات حل ہو گئے ہیں۔
- b. None of the matters have been resolved معاملات میں سے کوئی بھی حل نہیں ہوئے
- c. Only some matters have been resolved صرف کچھ معاملات حل ہو گئے ہیں۔
- d. All matters are in the process of resolution but not resolved yet تمام معاملات حل ہونے کے پروسیس میں ہیں لیکن ابھی تک حل نہیں ہوئے ہیں۔

[If b or c □ Q5iii]

[اگر b یا c □ سوال 5(iii) پر جائیں]

[If a or d skip to Q6]

[اگر a یا d □ سوال 6 پر چھوڑ دیں]

Q5iii. Can you please clarify what matters are still unresolved and what are the reasons?

سوال 5(iii): کیا آپ براہ کرم وضاحت دے سکتے ہیں کہ کونسے معاملات ابھی تک حل نہیں ہوئے اور ان کی وجہ کیا ہے؟

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### 3. Demeanor of SLACC agent

SLACC ایجنٹ کا رویہ

Q6. Did the agent maintain a professional code of conduct throughout their interaction with you? (i.e., respectful tone, way of speaking etc.)

سوال 6: کیا ایجنٹ نے آپ کے ساتھ بات چیت کے دوران پیشہ ورانہ ضابطہ اخلاق برقرار رکھا؟ (یعنی احترام بھرا لہجہ، بولنے کا انداز وغیرہ)

- a. Yes
- b. No
- c. Do not know/remember

Q7. Did the agent use the language that you could best understand and were comfortable with? (i.e., your native language)

سوال 7: کیا ایجنٹ نے وہ زبان استعمال کی جو آپ کو بہتر سمجھ آتی ہے اور آپ اس سے راضی تھے؟ (یعنی، آپ کی مادری زبان)

- a. Yes
- b. No
- c. Do not know/remember

Q8. Did the agent converse with you in simple/layman terms (i.e., avoided using technical jargon or legal terminology)?

سوال 8: کیا ایجنٹ نے آپ کے ساتھ آسان/عام فہم الفاظ میں گفتگو کی؟ (یعنی، تکنیکی اصطلاحات یا قانونی مصطلحات کے استعمال سے اجتناب کیا)

- a. Yes
- b. No
- c. Do not know/remember

#### 4. Adherence to ethical guidelines

اخلاقی رہنما اصولوں کی پابندی

Q9. Were you assured by the agent that all your information will be kept confidential?

سوال 9: کیا ایجنٹ نے آپ کو یقین دلایا کہ آپ کی تمام معلومات کو خفیہ رکھا جائے گا؟

- a. Yes
- b. No
- c. Do not know/ remember

Q10. Did the agent display empathy during their interaction with you? (i.e., were not insensitive)?

سوال 10: کیا ایجنٹ نے بات چیت کے دوران آپ کے ساتھ ہمدردی کا اظہار کیا؟ (یعنی بے حس نہیں تھے؟)

- a. Yes
- b. No
- c. Do not know/ remember

#### 5. Recommendation/referral for SLACC

Q11. Following your experience(s) with SLACC, have you recommended SLACC to anyone else in your vicinity?

سوال 11: سندھ لیگل ایڈوائزری کال سینٹر کے ساتھ اپنے تجربات کے بعد، کیا آپ نے اپنے آس پاس کسی اور کو سندھ لیگل ایڈوائزری کال سینٹر کی سفارش کی ہے؟

- a. Yes (To whom?) \_\_\_\_\_
- b. No
- c. Do not know/remember

[If b or c ☐ skip to Q12]

Q12. Would you consider calling SLACC again for any legal advice in the future?

سوال 12: کیا آپ مستقبل میں کسی قانونی مشورے کے لیے SLACC کو دوبارہ کال کرنے پر غور کریں گے؟

- a. Yes
- b. No

c. Maybe/Neutral/Not sure

## 6. Overall satisfaction

Q13. How would you rate your overall satisfaction with SLACC based on your experience(s) in the past?

سوال 13: آپ ماضی میں اپنے تجربات کی بنیاد پر SLACC کے ساتھ اپنے مجموعی اطمینان کی درجہ بندی کیسے کریں گے؟

- a. Extremely satisfied انتہائی مطمئن
- b. Partially satisfied/Only satisfied to some extent جزوی طور پر مطمئن/صرف کسی حد تک مطمئن
- c. Not satisfied at all بالکل بھی مطمئن نہیں۔
- d. Prefer not to answer جواب نہ دینے کو ترجیح دی۔

Q14. Please provide any suggestions as to how SLACC can further improve its legal advisory services in the future?

سوال 14: براہ کرم کوئی تجاویز دیں کہ SLACC مستقبل میں اپنی قانونی مشاورتی خدمات کو مزید کیسے بہتر بنا سکتا ہے؟

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*"We are almost towards the end of our survey. I would request you to please provide me with some additional information for our data-keeping records, only if you are comfortable"*

*"I would like to reiterate that all your information would be kept confidential"*

[Refer back to Section o of the survey, Part IV. Ask for all information from the respondent that is not already recorded on the CRM system/database]

"ہم سروے کے آخری مراحل کے قریب پہنچ چکے ہیں۔ براہ کرم آپ سے درخواست ہے کہ صرف اس صورت میں مجھے کچھ اضافی معلومات فراہم کریں جو ہمارے ڈیٹا ریکارڈ کے لیے ہوں، صرف اگر آپ مطمئن ہیں"

"میں دوبارہ آپ کو یاد دلانا چاہتا ہوں کہ آپ کی تمام معلومات کو خفیہ رکھا جائے گا۔"

سروے کے سیکشن صفر، حصہ چار کا حوالہ دیں۔ تمام معلومات جو کہ پہلے سے سی آر ایم سسٹم/ڈیٹا بیس میں ریکارڈ نہیں کی گئی ہیں، انہیں جواب دہندہ سے طلب کریں

## Section 3: End of Survey

*"This is the end of our survey. Thank you very much for your cooperation and time. Your responses will be used to improve our legal advisory services. Please call on our SLACC helpline number if you require any further legal help in the future"*

“You can also call on the LAS complaint number 0345-8270806 if you have any complaints, suggestions or appreciation”

“Thank you and take care, Allah Hafiz!”

ہمارے سروے کا اختتام ہے۔ آپ کے تعاون اور وقت کا بہت شکریہ۔ آپ کے جوابات ہمارے قانونی مشاورتی خدمات کو بہتر بنانے کے لیے استعمال کیے جائیں گے۔ اگر آپ کو مستقبل میں مزید قانونی مدد کی ضرورت ہو تو براہ کرم ہماری ایس ایل اے سی سی ہیلپ لائن نمبر پر کال کریں۔

آپ کسی بھی شکایت، تجویز یا تعریف کے لیے ایل اے ایس کے مندرجہ ذیل نمبر پر بھی کال کر سکتے ہیں۔

شکایت نمبر 03458270806

شکریہ

اپنا خیال رکھیں، اللہ حافظ !

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#### Section 4: Post-Survey Questions

Q15. Was the survey completed?

کیا سروے مکمل ہو گیا ؟

- a. Yes
- b. No

[If a ☐ skip to Q16]

[In case of b ☐ Q15i]

Q15i. Why was the survey not completed?

سروے کیوں مکمل نہیں ہوا؟

- a. Respondent did not consent to be surveyed "جواب دینے والے نے سروے کی اجازت نہیں دی"
- b. Respondent withdrew partway "جواب دینے والا جزوی طور پر پیچھے ہٹ گیا۔"
- c. The phone connection dropped "فون کنکشن قائم نہیں رہا"
- d. Respondent had not made the complaint "جواب دینے والے نے شکایت نہیں کی تھی"
- e. Any other:

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Q16. Any other comments/additional notes by enumerator:

شمار کنندہ کے ذریعہ کوئی اور تبصرے/اضافی نوٹس:

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## Standard Operating Procedures for AFS administration

### Definitions of key terms in survey questions:

- Enumerator Name: The name of the person responsible for administering the survey
- Caller ID: A unique identifier assigned to each caller through the SLACC CRM system. This number can be found on the sample date sheet provided to each enumerator
- S. No: A unique number assigned to each Caller ID in the sample data and can be found on the sample date sheet shared with each enumerator
- Relevance of legal advice: The legal advice provided directly addresses or pertains to the query/case/matter as shared by the caller.
- Practicality of legal advice: The legal advice provided is practical i.e., feasible, realistic and applicable to the query/case/matter shared by the caller and provided them with clear direction or way forward
- Professional code of conduct: The manner in which the agent handles the call, including their adherence to professional standards, etiquettes, professional demeanor, tone of voice, respectful attitude and way of speaking while providing guidance to the caller.
- Confidentiality: The agent ensured that all sensitive information provided by the caller is ensured to be protected and reassurance/disclaimer is provided to the caller

- Empathy: The agent displays ability to understand and share/resonate with the feelings, opinion and perspective of the caller (may be different), extending compassion and support to the caller

### **Number of call attempts:**

- A maximum of **3 attempts** need to be made for each caller ONLY if the caller has not answered or the survey could not be conducted during the first two attempts (due to multiple reasons)
- If the caller answered the call on attempt 1, proceed to administer the survey
- If the caller does not answer the call on attempt 1 or picks up and instead provides an alternate date and time to be called back, make a second call attempt at the said date and time.
- If the respondent does not answer the call on attempt 2, proceed to make the third attempt
- In case if the caller has not picked up the call, each call attempt can only be made on the subsequent or following day (and not on the same day)
- If the caller does not even answer the phone for the time, discard the caller from the sample and proceed with other callers
- Clearly mark results, date and times for all call attempts and ensure that proper record is maintained for all attempts

### **Guidelines for administering the survey:**

- Read through the callers' data and query history BEFORE administering the survey so that the call can be conducted smoothly and with complete requisite information
- Transfer the callers' information from the sample data sheet provided to the table in Section o, Part IV BEFORE conducting the survey
- All sections of the tool need to be filled out i.e., all questions need to be asked from the caller. In case where the caller does not respond to any of the questions, please mark the applicable option accordingly or mention clearly in the additional comments section. Questions can be asked in any sequence depending on the comfort level of the caller
- If any information (for example: age, religion) is not available on the sample data sheet, please ask the caller to provide you with the information AFTER the survey has been completed, once only and if the caller consents to provide



- If a caller does not answer a particular question, gently repeat that question. If they object or do not feel comfortable answering again, proceed to the next question and note down in the additional comments accordingly

### **Data entry and management:**

- Each enumerator will receive a sample of calls, which includes buffer calls in case people do not respond/survey is not completed. Each enumerator must continue calling people until their target is met. The sample and the target may differ, but ensure that you complete your target by the deadline
- If the survey is filled out on paper i.e., through the hard copy, it should be ensured that the data is transferred to the digitized reporting template as provided by the MEL team BEFORE the reporting/submission deadline

### **Code of conduct:**

- It is important to adhere strictly to the designated schedule for call attempts and maintain professionalism and courtesy in all interactions with the callers
- Additionally, confidentiality and privacy must be ensured and maintained throughout the process with the callers
- **For the SGBV calls (the sample highlighted in red), it is imperative to first identify if the person who has picked the call is in fact the one who called. Once identified, please make sure to take their consent before administering the survey**
- **For the SGBV callers, read the queries carefully. If the query says that the caller did not want to be called back, please discard them from the sample**

24/7 Helpline 0800 70806

# SLACC

Sindh Legal Advisory Call Center

IZZAT RIZVI  
Website: WWW.SLACC.PK  
Email ID: info@slaccpk.com  
WhatsApp No: 080070806

080070806



**Contact us**

## 0800-70806

**For your free Legal Advice**



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Plaza, Block 9, Clifton, Karachi



SLACCPakistan