

# SLACC

Sindh Legal Advisory Call Center

# ANNUAL REPORT

1<sup>st</sup> JULY – 30<sup>th</sup> JUNE 2022

24/7 Helpline 0800 70806

**SLACC**

Sindh Legal Advisory Call Center



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# SLACC

Sindh Legal Advisory Call Center



**Law Department**  
Government of Sindh

# LAS

LEGAL AID SOCIETY

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**A**

## **Message From THE LAW DEPARTMENT, GOVERNMENT OF SINDH**



This is indeed a moment of success and joy for me to share the annual report (July 01, 2021, to June 30, 2022) of the Sindh Legal Advisory Call Centre (SLACC) with you. SLACC is a joint venture of the Legal Aid Society (LAS) and Government of Sindh through the Law Department under a public-private partnership initiated in 2018. The Government of Sindh proudly supports SLACC under the Legal Empowerment of People Program in Sindh (LEPPS) to provide free legal advice and information to empower vulnerable and marginalized segments of Pakistani society, particularly in the province of Sindh. I feel privileged to say that this collaboration is bridging the gap between supply and demand for effective and inexpensive legal counseling, specifically to benefit marginalized and vulnerable groups by providing quality legal advice, and awareness on legal rights under the Constitution of Pakistan. This truly reflects the essence of the Legal Empowerment of People Program in Sindh and demonstrates our commitment to ensure access to justice for every member of society. The Call Centre's contribution to improving people's access to justice is outstanding, and this is evident from the fact that it has provided free legal counseling to over 157,276 callers all over Pakistan, surpassing all limitations around geography, class, gender, and religious orientation. This year I am extremely proud to see that 25% of our callers have been female and the ratio of male-to-female callers is steadily improving through the efforts of the Call Centre. This success is geared towards achieving the Government's vision of empowering women and ensuring equitable access to justice for all.

Over the years, SLACC has earned tremendous respect as an entity by providing quality legal advice to the people of Pakistan. SLACC has incorporated international best practices to operate at the highest levels of service and continues to provide quality advice by highly trained Sindh High Court enrolled lawyers. The quality of service, and its innovative framework of legal empowerment along with a state-of-the-art monitoring system has garnered the interest of many in the justice sector to collaborate for research on Rule of Law and many other areas for policy advocacy.

I appreciate the efforts of the entire SLACC team for their remarkable work, and for consistently overachieving targets set for the reporting period year after year. I am optimistic that this public-private partnership will continue to flourish and provide free legal advice to disempowered and underprivileged segments of our society.

### **Mr. Ali Ahmed Baloch**

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

**B****Message From****ADVISOR TO THE CHIEF  
MINISTER SINDH ON LAW**

The Government of Sindh is committed to the highest quality of public services to its citizens. Under the Legal Empowerment of Peoples Program in Sindh (LEPPS), the Government began a public-private partnership with the Legal Aid Society to establish and support the Sindh Legal Advisory Call Center (SLACC). Since the culmination of this partnership in 2018, SLACC has been providing citizens across the country with high quality, free of cost legal advice by high-court registered lawyers under the supervision of former judge of the Supreme Court Justice Arif Khilji.

It is indeed, my pleasure to share this year's Annual Report 2021-22 with you.

Access to justice is an essential right for citizens and remains integral for the amelioration of vulnerable communities. SLACC remains an important tele-legal service in this regard. SLACC received over 360,119 calls since 2018 and has successfully resolved over 157,276 queries to date from across Pakistan. Many of these queries were raised by callers who had little access to means of legal aid and advice due to a multitude of vulnerabilities including poverty, discrimination, and other sensitive circumstances. This year, 25% of these calls were by women who brought forward issues of domestic violence, marital and inheritance property rights, custody of children, etc. all of which were diligently resolved by the team at SLACC. Additionally, SLACC has supported the work of existing government institutions through referrals to Child Protection Units, Women and Child Protection Cells, police helpline 15, Sindh Human Rights Commission and others. The call centre continues to exhibit tremendous impact addressing queries and concerns across wide-ranging thematic legal areas.

Through SLACC, anyone can seek legal advice on any legal issue ranging from matters pertaining to the non-filing of FIRs, emergency support to victims of violence, legal remedies available to a citizen when he/she is not able to avail basic public services such as water, electricity, and other matters as per law. All one must do is call on SLACC's toll-free number **0800-70806**. With the recent ongoing integration of SLACC with the Sindh Performance Management System (SPMS), caller inquiries on public service matters will efficiently be dealt with at the grass-roots level helping GoS enhance public service delivery across the province. The remarkable impact of SLACC's work can be gauged through this report, demonstrating Government of Sindh's iron-clad commitment to the expeditious delivery of justice to the people of Pakistan.

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

**Barrister Murtaza Wahab****Advisor to the Chief Minister of Sindh on Law  
Government of Sindh**



## Message From

# THE CHIEF LEGAL ADVISOR, LEGAL AID SOCIETY




I am pleased to share the Sindh Legal Advisory Call Center's (SLACC) Annual Progress Report (1st July 2021 to 30th June 2022). SLACC was established by the Legal Aid Society (LAS) in 2014 and later became a successful public-private partnership in 2018 with the Government of Sindh through the Law Department. The Government of Sindh, under the Legal Empowerment of People Program in Sindh (LEPPS) supports SLACC in providing free legal advice and information to vulnerable communities primarily, targeting those who are unaware of their legal rights across Pakistan, and particularly in Sindh. It is indeed a great pleasure to share that SLACC has received over 360,119 calls on its IVR (Interactive Voice Recording) system and registered 157,276 legal queries from more than 450 cities and towns across Pakistan.

Through the provision of free legal advice and information to callers across the country, the call centre serves a unique role in supplementing the gap between supply and demand of justice. The majority of callers cannot afford access to justice via formal courts or lawyers therefore, SLACC acts as a purveyor of justice to provide simple and effective legal remedies to the population. It provides legal advice and awareness on a range of issues related to Civil, Criminal and Public service-related matters illustrated in detail in this report. This year, I am delighted to announce that the call centre in the current reporting period, from 1 July 2021 to 30 June 2022, exceeded the minimum targets set with the government. We received 44,828 calls via the Integrated Voice Recording system and formally registered 35,119 queries (Male: 26,363, Female: 8,741, Gender Non-Binary: 10), which amounts to an achievement of 106.4% of the total target for the fiscal year (July 2021 to June 2022).

Despite COVID-19-related restrictions on operational hours, the call centre continued its services and provided tele-legal support and conducted legal advisory clinics in Lyari, Karachi to maximize outreach to marginalized communities in the area. 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 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 25% of our calls being made by women, and over 330 calls being received from members of religious minority communities.

I hope that SLACC will continue to excel and provide legal awareness to our masses in our quest to improve access to justice for the people of Pakistan. In line with our international pledges and commitments for expedient delivery of justice, SLACC plays a pivotal role in educating the population on legal rights and state-run avenues for legal recourse. Our aim is to ensure that we continually exceed our annual targets and support the Government of Sindh in improving Pakistan's ranking on global human rights indicators including the international Gender and Rule

of Law Index. I would like to express my gratitude to the Government of Sindh for its continued support in helping us empower the citizens of this great nation.



**Justice Arif Hussain Khilji**

Former Judge of the Supreme Court of Pakistan

Chief Legal Advisor, Legal Aid Society



# **D** Message From **OUR PARTNERS, STAKEHOLDERS AND CHANGEMAKERS**

## **Message From DR. HINA HUSSAIN KAZMI, FOUNDER TAF**



I am pleased to share that the Sindh Legal Advisory Call Centre (SLACC) and TAF Foundation (TAFF) are working in partnership to create awareness and empower the vulnerable and marginalized people of Pakistan. SLACC has supported TAFF in promoting its vision to create social consciousness by giving awareness on basic and legal rights of the people according to the Constitution of Pakistan.

TAFF and SLACC signed a memorandum of understanding, whereby both organizations pledged to support one another to create socially conscious and responsible citizens by ensuring access to justice for all. Representatives from SLACC have often visited TAFF Vocational Training Institute (VTI) for awareness sessions with TAFF trainees and other members of the communities on topics that are sensitive such as property inheritance, women's rights, domestic violence, and others.

Currently, there are very few options to get free of cost accurate legal advice but organizations like Legal Aid Society are making it possible for every individual to get legal aid and access to justice regardless of class, gender, or religion. Legal Aid Society is doing a tremendous job for marginalized and disempowered communities and we wish that TAFF and SLACC will keep working together for the upliftment of the society.

I am thankful to all the members of the Legal Aid Society team for joining hands with TAF Foundation in its mission to empower youth, especially women, and create a socially conscious society.

**Dr. Hina Hussain Kazmi**  
CEO TAF Foundation

## Message From

# DR. IFFAT ZAFAR AGA, CO-FOUNDER SEHAT KAHANI



With honor, I would like to share my gratitude by endorsing the partnership between Sehat Kahani and LAS; a partnership aimed at serving the disempowered and stigmatized society of Pakistan by creating awareness of Mental Wellbeing and Legal Aid advice. By signing the MOU, both the organizations have formalized a partnership where both the parties agree to work through the cross-referral mechanism. Sehat Kahani shall refer all vulnerable community residents in need of legal advice to SLACC. Since the time of our partnership, Sehat Kahani and LAS have executed a couple of first aid training sessions for LAS and SK staff in order to train them for identifying someone with Legal or mental health needs at a very initial stage. Sehat Kahani is very keen to look forward to this where LAS has joined our hands to make society a better place with an awareness of two significant areas of life, legal awareness and assistance for Mental Wellbeing.

### **Dr. Iffat Zafar Aga**

COO & Co-founder Sehat Kahani

## **CONTEXT OF THE PUBLIC-PRIVATE PARTNERSHIP**

Pakistan is ranked 130 out of 139 countries on the World Justice Project's rule of law index globally and placed 5th out of 6 in the South Asian Region<sup>1</sup>. The World Justice Project was founded in 2006 with a mission of working to advance the rule of law around the globe<sup>2</sup>. Multiple factors contributed to Pakistan's low ranking including the lack of awareness among masses about their rights, processes to access justice institutions, high litigation cost, delays in delivery of justice and lesser number of judges compared to cases. Therefore, the need of the hour was to provide speedy justice by saving time, cost, and resources whilst ensuring quality for the masses.

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

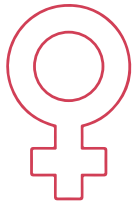
The quality of service and framework of legal empowerment along with state of the art monitoring systems and facilities at SLACC led to the development of a partnership with the Government of Sindh to embark on a public private collaboration through its Law Department. LAS, with the support of the Government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

The LEPPS recognizes the appeal of mass outreach through telephone and mobile services due to the widespread network and access of telecommunication services across the country. Therefore, the SLACC provides tele-legal advisory services by Sindh High Court enrolled advocates from 9 a.m. to 5 p.m., via its toll – free number (0800 – 70806) and after hours through an automated voice recording system. Under the supervision and guidance of Justice Arif Hussain Khilji (Former Judge of the Supreme Court) the call centre can be accessed to seek quality legal advice and information on multiple issues across a range of themes such as civil, criminal and public service matters among others. This joint venture is an instrumental initiative in improving the Government of Sindh's status on Sustainable Development Goals (SDGs) especially Goal 16 "Peace, Justice and Strong Institutions."

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

<sup>2</sup> <https://worldjusticeproject.org/rule-of-law-index/country/2021/Pakistan/>  
World Justice Project: <https://worldjusticeproject.org/about-us>

# SLACC: A YEAR IN REVIEW



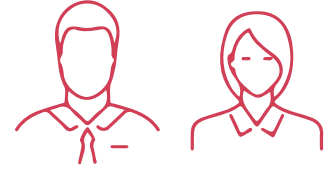
**24.8%**

Female



**3.8%**

Below 19



**75.6%**

Aged 19 – 50



**20.6%**

Age Over 50



**10%**

Rural



**1%**

Religious Minorities



**2 Minutes  
48 Seconds**  
Average Call Time



**46.9%**

Civil Cases



**13.1%**

Criminal Cases



**11.7%**

Public Service Matters



**28.3%**

General Information Queries

# F PROJECT GOALS

Improving access to legal advice and information to empower the people of Sindh, particularly the poor, disempowered and marginalised.

## Project Objectives

### OBJECTIVE 1



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

### OBJECTIVE 2



Ensure quality and effective provision of legal advice and information

### OBJECTIVE 3



Collect data and conduct research and analysis

## Activities

1.1 A 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 and legal needs and refer to Sindh Legal Advisory Call Centre to access accurate information about their legal rights.

2.1. Capacity Development of SLACC staff

2.2. Monitoring and Evaluation of SLACC services

3.1.Data analysis and research from SLACC database

3.2. Annual publication

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

3.4. Dissemination, Marketing and Outreach of SLACC outputs

## **G** EXECUTIVE SUMMARY

The Sindh Legal Advisory Call Centre (SLACC) formally was 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 People 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. six days a week and has an automated voice mail service operational after hours. In the past 6 years of operations, the SLACC has received over 360,119 calls with over 157,276 being registered and resolved from all over Pakistan.<sup>3</sup>

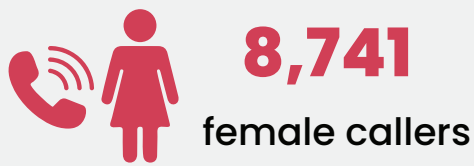
The SLACC offers telephonic guidance through a distinctive CRM system (based on the popularly deployed Avaya Telephonic System), which has been customized to record metrics relating to socio-economic demographics in addition to the content of the query and the solution provided. The queries are linked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

In the past, the Law Department had agreed to support the SLACC for three years from July 2018 to June 2021 and the same has been extended since. However, this year has been a crucial step in advancing SLACC goals of increasing access to justice for the citizens of Pakistan. The SLACC was greatly valued by the Government and its stakeholders for its unique service delivery provided to the masses despite restrictions during the peak months of the COVID-19 pandemic. Last year, when court proceedings were halted and access to legal institutions was limited, SLACC acted as a frontline organization and first responder for legal advice and information for survivors of Gender Based Violence, Senior Citizens, and members of minority communities.

During the reporting period, the SLACC has registered 35,119 queries between July 2021 – June 2022 out of which 30,474 calls were from Sindh, 3,487 calls from Punjab, 442 calls from Khyber Pakhtunkhwa, 640 calls from Balochistan, 55 calls from Azad Kashmir and 21 calls from other areas such as, Canada and United Kingdom (as illustrated by Figure 1). Out of these, 16,469 calls were in the civil category, 4,601 related to criminal issues and 4,120 related to public service matters. There were around 9,928 calls related to general information queries such as the contact details of the Provincial Ombudsman, regarding the working hours and services of the SLACC, whether callers could be provided a pro bono lawyer from SLACC (as illustrated in Figure 2). 576 callers wished to pursue the route of Alternate Dispute Resolution to avoid traditional courts and were therefore guided accordingly. The call centre received 333 calls from religious minorities who sought legal advice on issues related to electricity bills, CNIC registration, Child Registration Certificate (CRC) and custody of children.

<sup>3</sup>The Legal Advisory Call Centre was set up in 2014 with seed funding from the British High Commission. After 4 years of successful operation, LACC in a public-private partnership with the Government of Sindh became the Sindh Legal Advisory Call Centre (SLACC) in 2018

There were



**10 persons**

identified themselves as non-binary

Additionally, data from the last four years of SLACC's operations shows an upward trend in female callers, increasing from



This illustrates that the interventions made by SLACC to engage more women from vulnerable communities have proved to be effective

The past year’s stellar performance by SLACC led to an endorsement from Chief Secretary Sindh in the form of a proposed working partnership. This partnership would allow an interactive dashboard to be installed in collaboration with SLACC and the Chief Secretary Office’s Complaint Portal called the Sindh Performance Management System (SPMS). Thereby, enabling SLACC to delve deeper into supply side interventions by referring official complaints on behalf of citizens to the SPMS Portal. The SLACC is grateful to the Office of the CS and the Law Department for this instrumental opportunity in supporting the Government in improving public service delivery.

Multiple other partnerships and collaborations were established including a formal establishment of the SLACC as a databank – a repository of information regarding legal needs of the citizens of Pakistan. Organizations such as Centre for Economic Research in Pakistan (CERP) and Pakistan Institute of Labour Education & Research (PILER) coordinated pilot programs as well as focus group discussions (FGDs) with the SLACC lawyers for extended research to explore topics on trust in state authority, access to justice and recent legal developments in Pakistan.

This year, SLACC extended outreach to common citizens through partnerships with civil society organizations such as TAF and Rizq Foundation – local NGOs that connected communities requiring legal support with the call centre’s helpline. Our existing partnerships with prominent telecommunication companies such as Telenor, Ufone, Zong and Jazz further leveraged our services to help market SLACC’s toll-free number 0800-70806 across Sindh. The Law Department, Sindh of Government also assisted the SLACC in reaching out to the masses by publishing newspaper advertisements in multiple leading English, Urdu, and Sindhi language newspapers. Additionally, a TVC and short documentary was made in coordination with the Law Department for greater awareness on SLACC’s services. These efforts helped in marketing the SLACC toll-free number across major cities of Pakistan and reached a user-base of more than 1.2 million people in Pakistan.

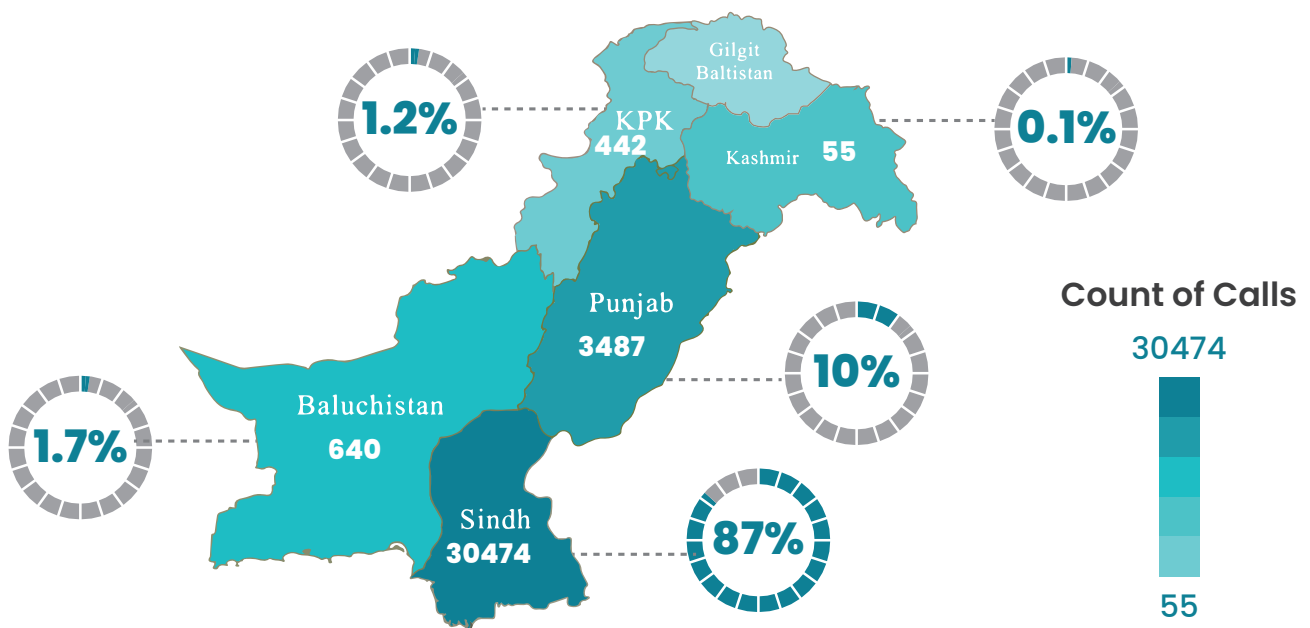


Figure 1: Province-wise Division of Calls SLACC 2021-22



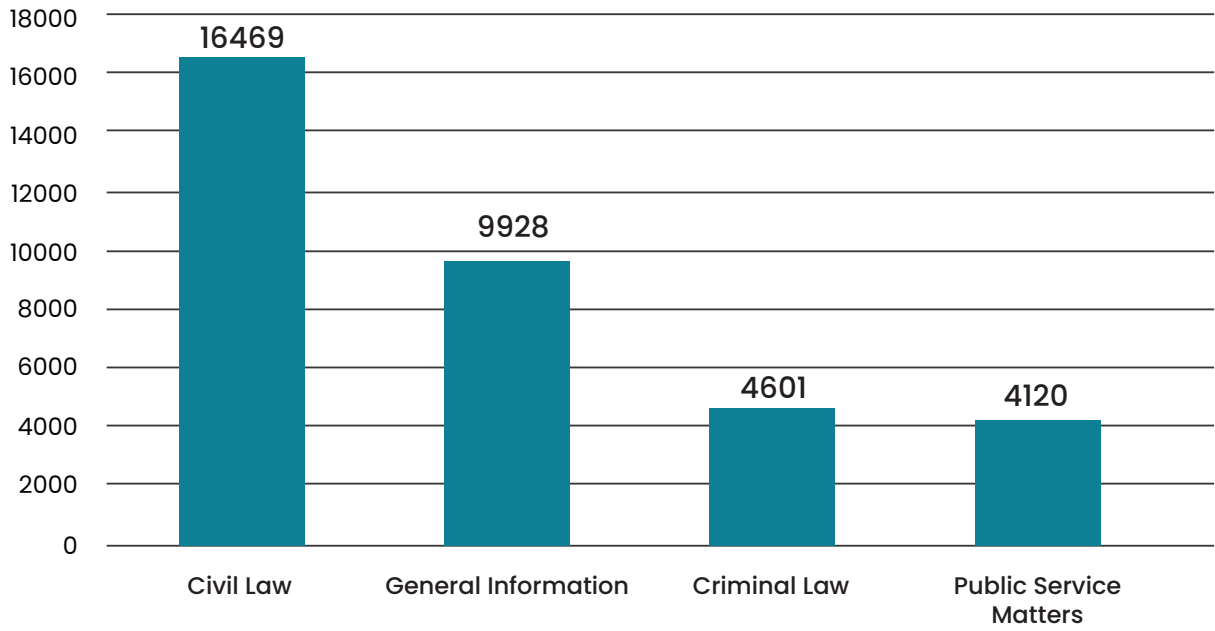


Figure 2: Category-Wise Breakdown of Registered Queries

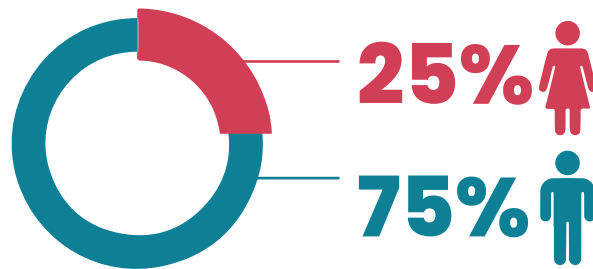


Figure 3: Gender-Wise Distribution of Callers

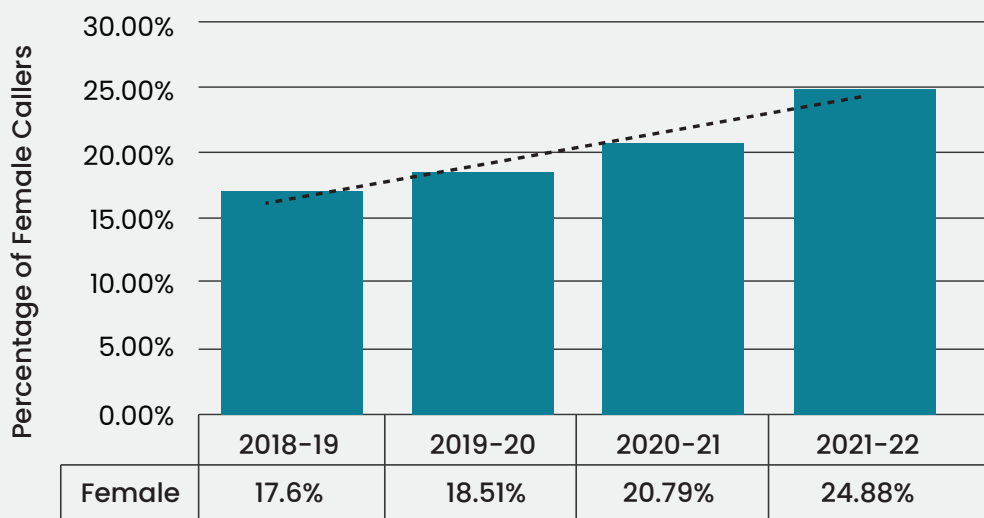


Figure 4: Female Callers at SLACC 2018-2022

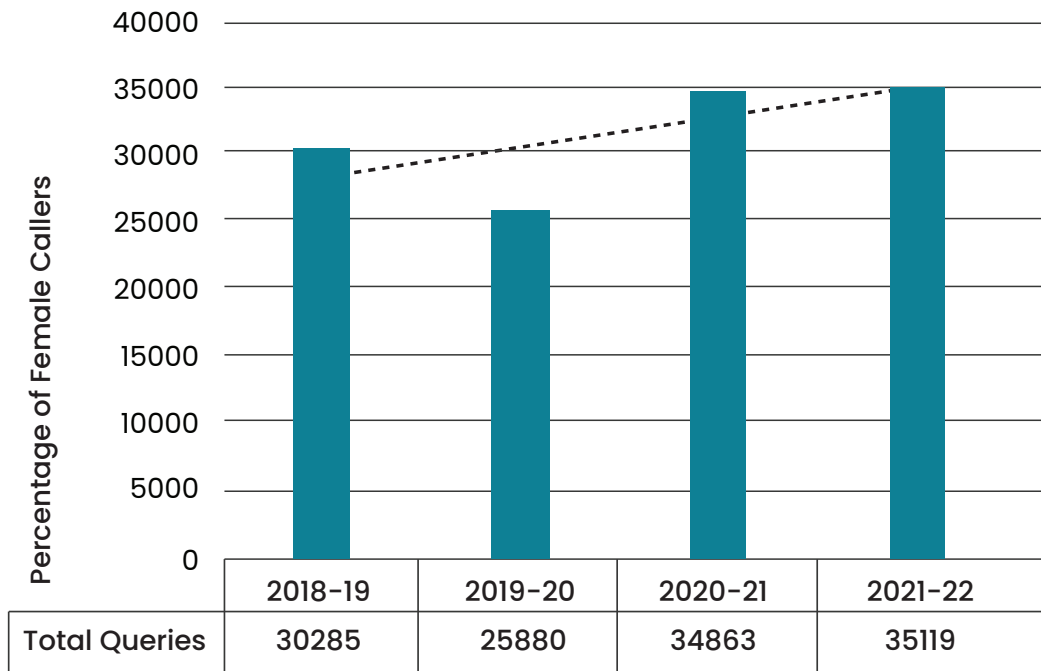
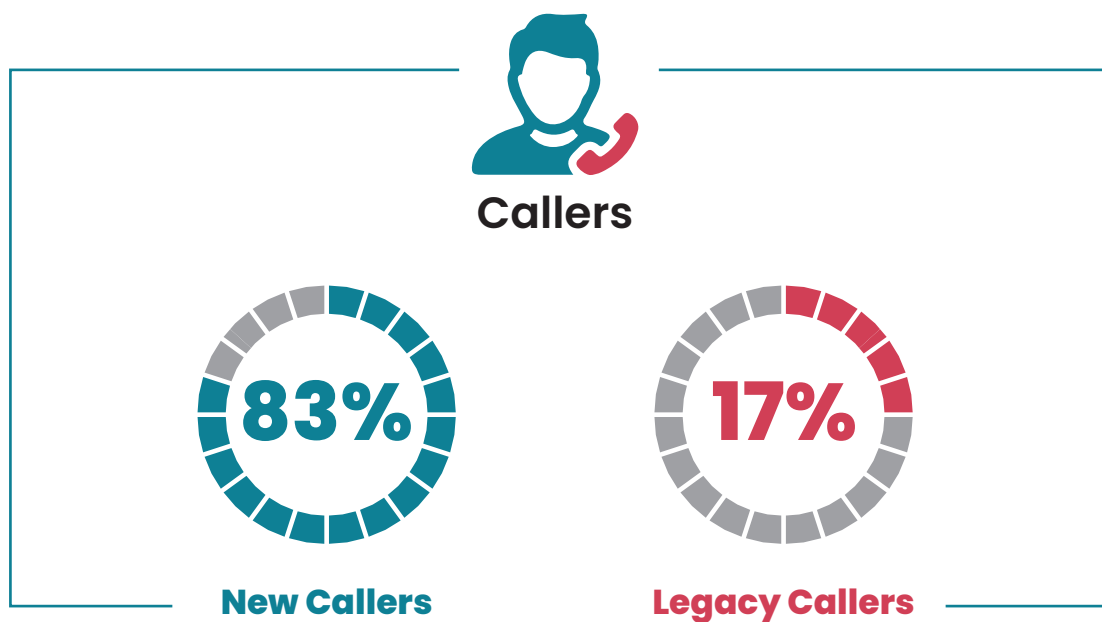


Figure 5: Total Queries Yearly (2018-2022)

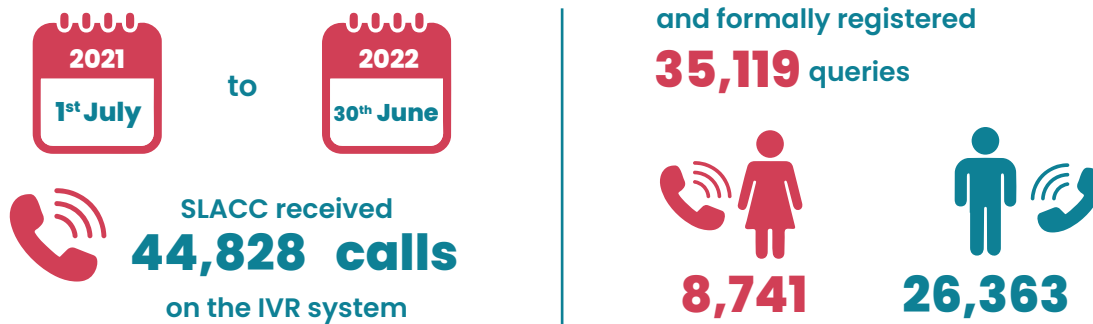
SLACC received a total of 35,119 queries this year, with 29,061 new callers and 6,058 legacy callers, which had previously contacted SLACC for different legal queries.



# H ANNUAL PROGRESS

## 1. PERFORMANCE DURING THE REPORTING PERIOD

In the current reporting period,



which is **106.4%** achievement of 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** A 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

#### Description of the Progress:

- The SLACC has received **44,828** calls, which have been registered during the reporting period, which is **106.4%** of the target for the entire project period
- This entails that during this period, **35,119** citizens have formally registered a query and have obtained a customized solution through an SLACC legal advisor
- A category-wise break up is as follows: **16,469** calls have related to civil matters, **4,601** related

to criminal matters and **4,120** related to public service matters

- **576** calls have been diverted towards ADR methods away from courts
- **26,363** calls were from male callers and **8,741** calls from female callers  
**10** calls were reported from non-binary individuals
- **333** calls reported from members of minority groups
- **30,474** calls have been received from Sindh, **3,487** calls from Punjab, **442** calls from Khyber Pakhtunkhwa, **640** calls from Balochistan, **55** calls from Azad Kashmir, and **21** calls from Canada and other foreign countries
- 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 for 29,061 new callers and 6,058 legacy callers which had utilized SLACC services previously
- The SLACC SMS campaign resulted in 15 million + SMS, which were sent out to the public generating calls
- In addition, the public service message of the Sindh Legal Advisory Call Centre was advertised on Sindh TV and Raavi TV channels
- SLACC also ran a successful rickshaw campaign, deploying vehicle posters in Urdu and Sindhi on 1000 rickshaws across Sindh
- Additionally, the Law Department published the SLACC advertisement in leading newspapers during October 2021 to June 2022

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

- Successfully exceeded minimum agreed target despite pandemic related challenges leading to sudden closures, reduced working hours and nation-wide lockdowns. Our services continued to operate through the adoption of a hybrid model allowing small clusters of advisors to work
- Calls were received that highlighted increased self-representation
- Our success stories reflect increased legal awareness amongst callers who contact the centre 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
- The SLACC registered queries from people who heard about SLACC from: SMS, TV, vehicle poster, word of mouth, wall posters and brochures, internet and social media, magazines and newspapers

- Many callers who had watched the SLACC documentary, which included messages of endorsement from the Secretary of the Law Department, approached SLACC for their legal concerns

## Objective 2

Ensure quality and effective provision of legal advice and information

### **Outputs:**

**2.1** Capacity Development of SLACC staff

**2.2** Monitoring and Evaluation of SLACC services

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

- 8 training sessions were conducted for legal advisors
- A bi-annual feedback survey was conducted in December 2021 and an annual survey in June 2022

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

- Specifics of the trainings are outlined in this report – highlighting increased capacity building of SLACC lawyers to respond to legal queries
- A bi-annual feedback survey was conducted in December followed by the Annual Feedback Survey. In the AFS, 110 respondents from a sample size of 300 participated in the activity. Among these, 87.2% found advice from SLACC to be helpful, which included 26.04% females and 73.96% males. 91% of respondents said they would recommend SLACC services to others. 54% reported to have followed the advice provided (See Annexure)

## Objective 3

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

### **Outputs:**

**3.1** Collate SLACC data for analysis

**3.2** Annual publication

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

**3.4** Report launch for annual report and research reports

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

- Data related to Alternate Dispute Resolution, Sexual and Gender based Violence, Religious Minorities and Women Right to Legal Property were collated monthly to provide insights to various projects at the Legal Aid Society. They were further analyzed for scoping intervention based on legal needs
- Compilation of call centre data and completion for the Annual Report
- Justice Arif Husain Khilji authored a report titled “Understanding the Family Gap: A Case for the Maintenance of Parents in Pakistan” based on SLACC research

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

- Monthly/annual data is analyzed for strategic decision-making to highlight trends on gender distribution, weekly/monthly call records, classification of legal queries and referrals to LAS projects and external partners such as the Centre for Economic Research Pakistan (CERP).
- The SLACC Bi-Annual Report which was published in December 2021 has supplemented the information published in the current Annual Report



## A Objective 1:

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

#### i) Analysis of Calls

Month	Total	Civil	Criminal	Public Service Matters	General Information	Male	Female
July	3024	1467	426	359	772	2404	618
August	2928	1302	413	316	897	2326	602
September	2918	1507	380	297	734	2214	703
October	2866	1418	396	282	770	2223	643
November	2976	1516	367	381	712	2263	708
December	2106	1032	293	247	534	1674	432
January	1661	828	197	224	412	1278	383
February	2716	1228	314	465	709	1984	732
March	3342	1584	449	450	859	2471	871
April	2457	1090	320	317	729	1868	587
May	3289	1656	400	346	887	2347	942
June	4836	1841	647	435	1913	3823	1008
<b>Total</b>	<b>35119</b>	<b>16469</b>	<b>4602</b>	<b>4119</b>	<b>9928</b>	<b>26875</b>	<b>8229</b>

Table 1: Distribution of calls during the reporting period (July 2021 to June 2022)

As can be seen below, the SLACC has focused its marketing efforts primarily upon the SMS campaign to expand outreach to attract beneficiaries towards this free service as depicted by Figure 4.

This year, the SLACC reports having received

 **Calls**  
**22,580**

**From**



SMS

 **Calls**  
**2,523**

**From**



word-of-mouth

 **Calls**  
**1,838**

**From**



television  
advertisement

 **Calls**  
**1,947**

**From**



internet and  
social media

 **Calls**  
**1,664**

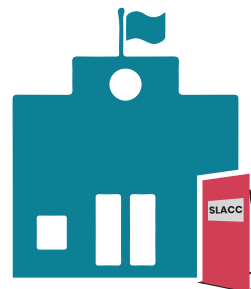
**From**



SLACC posters  
on vehicles and  
rickshaws

 **Calls**  
**1,092**

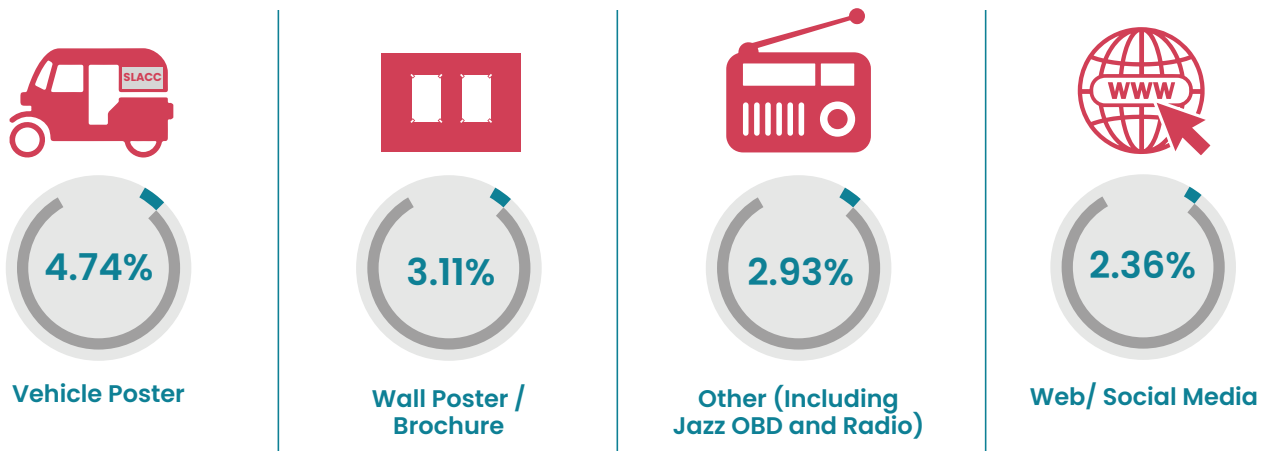
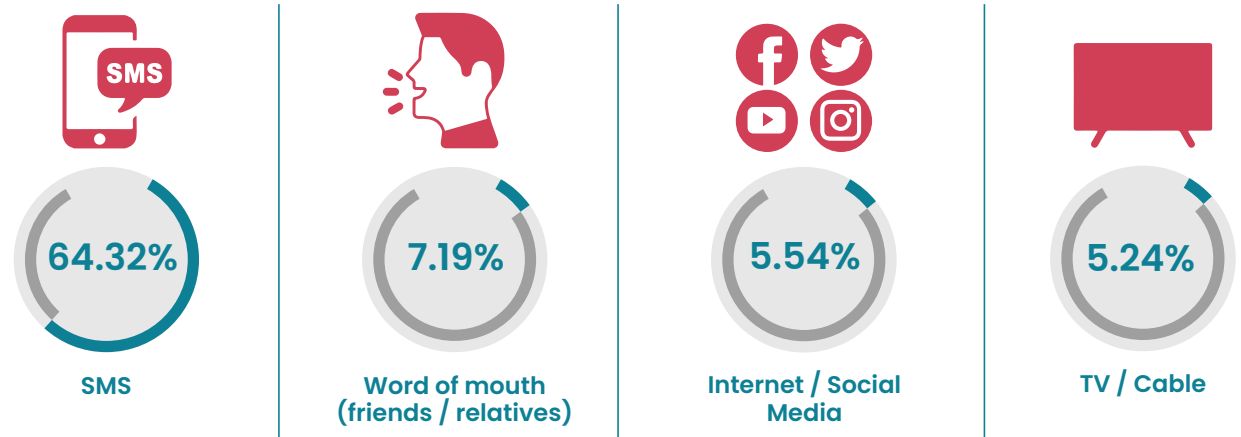
**From**



SLACC's  
boards/  
standees



The Law Department assisted with SLACC marketing through newspaper advertisements on legal advisory services, which resulted in 537 callers approaching the helpline to inquire about its services, including those eager to resolve legal matters. The SLACC placed 500+ posters in police stations across Sindh and provided brochures to its partners the Sindh Commission on the Status of Women (SCSW), the Centre for Economic Research (CERP), Rizq Foundation and TAF Foundation through multiple outreach engagements including legal clinics with communities conducted by SLACC lawyers and the project field teams across Sindh, which led to 1,070 calls this year.



As can be seen from Figure 3 above, around 75% of the callers were male, while 25% were female. Even though there has been a 4% increase in the female caller ratio compared to the previous reporting period, callers were largely male due to greater ease of access of information for men who own cell phones and visit public places. Frequently, male callers asked for advice on behalf of female relatives in their family matters such as divorce and custody of children or documents related to their legal identity. In such instances, SLACC counts these calls within its female count, since they primarily engage women. While the SLACC service is available only over the telephone, its outreach has reached homes, allowing women to be able to call and ask for solutions even if they prefer informal methods of justice.

As reiterated from Figure 2 above, the greatest number of calls related to civil law, followed by criminal law cases and public service matters. This is a visible reflection of the number of cases also pending in the courts as civil cases are more time-consuming and face greater delays. The civil law calls continue to remain the greatest number of calls received at SLACC. Of this, the SLACC recorded 4,893 calls related to family law such as divorce, custody of child, second marriage by husbands and related matters. . This was followed by calls related to Partition Law such as division of estates and inheritance disputes. The third more common category was miscellaneous queries, which related to concerns regarding civil law matters including employment and disability quotas.

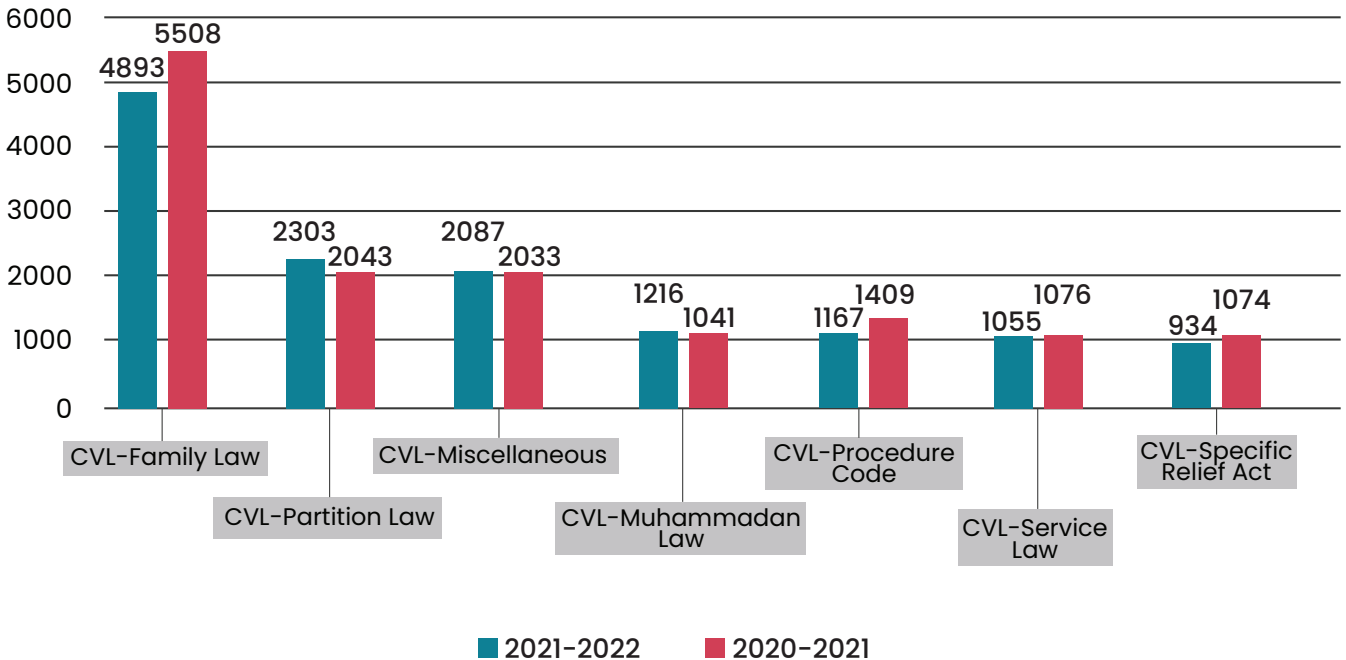


Figure 5: Top Category Distribution of Civil Law Queries

Within the Public Service category, the greatest number of calls were tagged as Miscellaneous. These included calls related to the Ehsaas Programme, ration drives and information on COVID-19. There were 393 calls related to issues concerning NADRA on CNIC renewal, correction or issuance, or of passport, B-form or death certificates. A common problem reported by female callers post divorce relates to children’s birth certificate/ B-form for school enrollment. In many cases, they sought advice on how to manage difficult ex partners who refused to cooperate. This followed by 270 queries including callers who were diverted towards the office of the Provincial Ombudsman. The next issue faced in this category is related to the Benazir Income Support Programme whereby callers inquired mostly about the issuance of ATM cards, registration and the enrollment process to avail the cash-transfer program. In addition, at least 133 callers discussed matters related to the payment of their electricity bills, electricity connections and issues with electricity shortages.

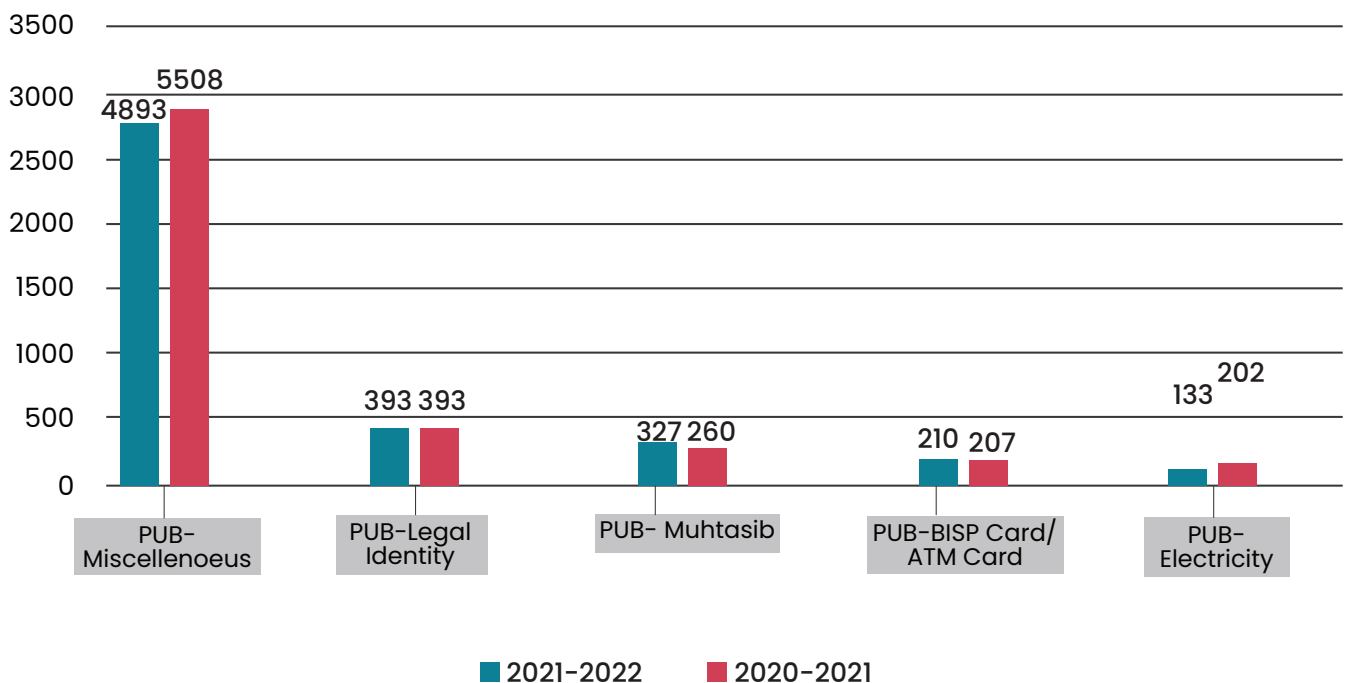


Figure 6: Top Category Distribution of Public Service Matters Queries

With respect to criminal law registered queries, callers had questions related to the criminal procedure code such as bail, acquittal, and the stages of criminal trials. This evidence pinpoints towards a pervasive trend indicating a lack of even basic legal awareness across all strata of society. At least 1054 calls reported related to various gender-based violence issues faced by women which included domestic violence, child marriage and forced marriage. The third category related to miscellaneous matters for example, FIR registrations against actors involved in misuse of power such as members of law enforcement agencies.

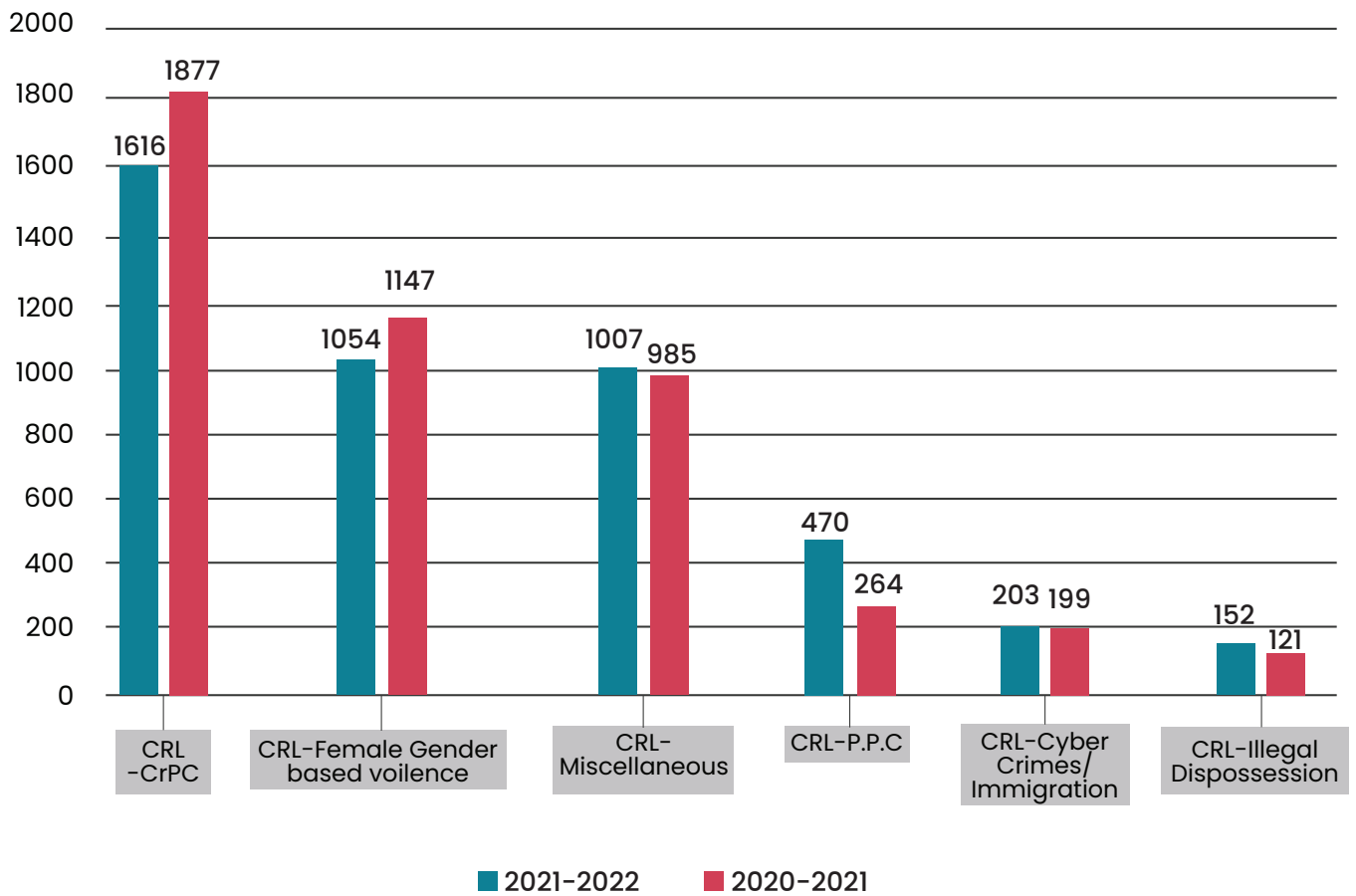


Figure 7: Top Category Distribution of Criminal Law Queries

Figure 8 below depicts the highest number of queries from the province of Sindh identifying the total number of queries from the top seven cities across Pakistan. However, in Lahore, the registered calls were the third highest following Karachi and Hyderabad. This could be due to the population and marketing through Raavi TV and awareness generated from the television campaign. The data illustrated a heavier load of calls being received from urban centres, particularly Karachi. There may be a duality of reasons for this. On one hand, the SLACC office being based in Karachi allows for greater awareness through word-of-mouth within the city. On the other hand, use of the tele-legal services requires a minimum level of digital literacy which is likely to be higher in urban areas like Karachi. Figure 9 shows the top 7 cities of Sindh from which the SLACC received the most calls in the past year.

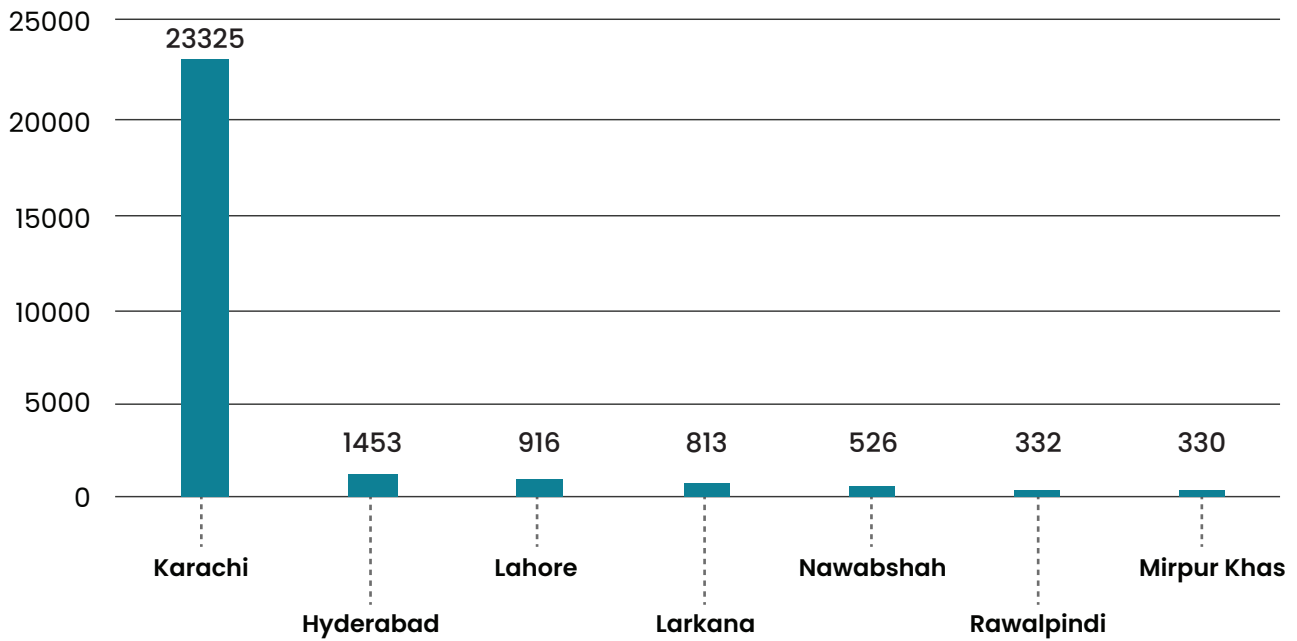


Figure 8: Registered Queries from the Top 7 Cities Across Pakistan

30,474 calls were made from Sindh, within which 23,325 citizens from Karachi were the highest number of callers followed by 1,453 callers from Hyderabad, 813 callers who were residents of Larkana, 526 callers belonged to Nawabshah and 330 callers were from Mirpurkhas. Additionally, there were 325 calls from Khairpur and 324 calls from Sukkur as depicted by Figure 9.

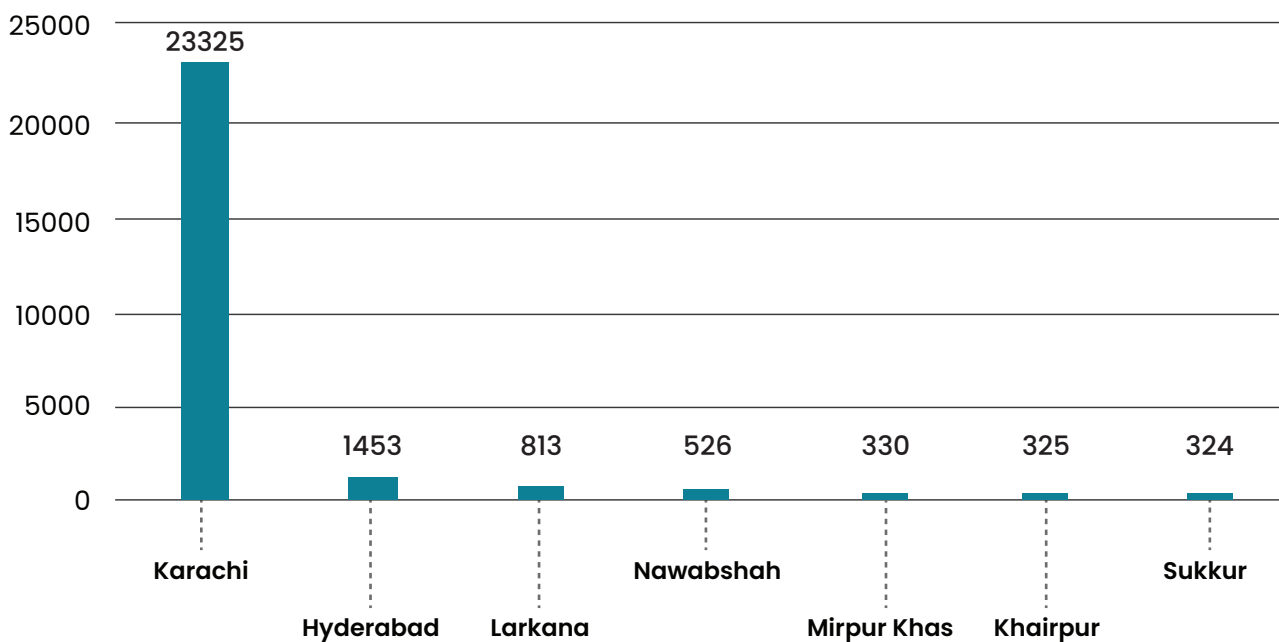


Figure 9: Registered Queries from Top Cities across Sindh

## **B Objective 2:**

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

#### **i) Capacity Development of SLACC Legal Advisors**

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

##### **1 Training with IT Department on SLACC-SPMS Integration and Partnership:**

As per the directives of the Chief Secretary Sindh, SLACC and the Sindh Performance Management System (SPMS) were integrated to ensure that complaints on the Sindh Government's administrative departments received at SLACC by citizens across Sindh could be forwarded to relevant departments through the SPMS.

Following the integration, a training session was organized for SLACC lawyers on the operational guidelines for the newly integrated system. The event was graced by the presence of Mr. Riaz Hussain Soomro (Secretary I&C Chief Secretary's Office), Mr. Saleem Ahmed Siddiqui (Additional Secretary (I&C)), Dr. Nisar Ahmed Leghari (Deputy Secretary I&C) from the SGA & CD department, Mr. Tahir Memon (Technical Focal Person), and Mr. Zobair from the CS Complaint Cell.



The integration aims at providing a direct referral mechanism that will enable SLACC callers' assistance on Government and public affairs issues by connecting them with the concerned departments.

The integration aims at providing a direct referral mechanism that will enable SLACC callers' assistance on Government and public affairs issues by connecting them with the concerned departments.

The IT department from both the Law Department in Sindh and the Legal Aid Society briefed analysts at SLACC on the operations of the Chief Secretary's Sindh Performance Management System such that complaints regarding Public Services may be directly lodged on behalf of vulnerable communities to effectively track and resolve issues at the grass-roots level. The training focused on both the technical understanding of the new partnership as well as best practices for ensuring synergy between both organizations.

## 2 In-House Training on Call Quality Assurance by M&E Department at LAS:

The Monitoring and Evaluation Department at LAS held a refresher training session for SLACC lawyers on call handling and management SoPs as a quality assurance check. Additionally, call centre best practices and efficiency drills were introduced to enhance caller experience in line with SLACC's commitment to provide top quality tele legal advice through its helpline.



## 3 Training on CERP Pilot Project at SLACC for research study at Harvard University, USA:

The SLACC team was briefed on an ongoing research project being conducted by CERP on “State Authority” in Pakistan. The research, analyzed by professors from Harvard, MIT and UChicago, attempts to gauge confidence in state apparatus through caller responses to state complaint centers. Calls are often directed from CERP to SLACC to record responses on the treatment group in order to collect data on caller responses. SLACC lawyers were briefed by the CERP team on the kind of expected calls, as well as the ways to eliminate biases and errors when responding to CERP queries.

## 4 Training on Tax Law Justice Athar Saeed’s Team of Saiddudin & Co. on 18th September 2021:

A training was held by Justice Athar Saeed’s Team of Saiddudin & Co. on September 18, 2021 to improve the capacity of SLACC lawyers on the Income Tax Ordinance 2001 and the latest amendments made in the tax regime. Areas covered included the new IRIS system introduced by FBR which facilitates the tax filers in filing their taxes. They further capacitated lawyers on income tax on property, business, capital gains and how recent amendments have clubbed the multiple income streams together. The training proved to be useful to the SLACC lawyers, as they are now able to accurately update the beneficiaries regarding tax-related information.



## 5 Training and Sensitization on Protection Against Harassment of Women at the Workplace on 22<sup>nd</sup> November 2021:

The SLACC team was honored to receive training by the Provincial Ombudsman for Protection Against Harassment of Women at the workplace on November 22, 2021.

The training was held to give the SLACC advisors an in-depth understanding of the Protection Against Harassment of Women at The Workplace Act and how all the institutions including the companies, individuals, and Ombudsman play their part in facilitating and providing justice to the aggrieved parties. The Provincial Ombudsman Justice Shahnawaz Tariq greatly appreciated the remarkable work of SLACC's legal advisors and commended the call centre's role in supporting state organs in legal assistance to the masses.



## 6 Certified Mediation Training with Pakistan Mediation Association for SLACC Legal Advisors:

A five-day Certified Mediation Training was conducted at the Pakistan Society for Training & Development (PSTD) in Karachi and was attended by 33 LAS staff members along with 3 Members from the Sindh High court Bar Association. The training not only equipped the participants with theoretical knowledge but a practical understanding of the basic tenets of mediation. The purpose of the training was to develop the capacity of the current justice system actors – which will ultimately lead to increased access to the effective and efficient delivery of justice via ADR mechanisms across Pakistan.





## 7 Training on Annual Feedback Survey 2022 held on 14th July 2022:

A training was held by the Legal Aid Society's Monitoring & Evaluation department at SLACC on the implementation of the Annual Feedback Survey 2022. All participants were trained on their responsibilities as enumerators for the survey and were provided technical training on ways to eliminate biases and errors in data collection to ensure that the results were both accurate and generalizable. This training was followed by the deployment of the survey which lasted for five days between 18th and 22nd July 2022.

## 8 Training by Sehat Kahani on Mental Health and Well-being

Sehat Kahani's team of professionals conducted an awareness session for SLACC lawyers on mental wellness to promote a safe, mutually respectful and enabling environment within the office. Lawyers were also briefed on referral mechanisms for legal queries pertaining to mental health and were trained on how to deal with callers that may have mental health issues in a manner that is both responsible and safe.



## ii) Success Stories

### 1. Civil Law: Deprivation of Women Property

- Mr. M, a 60-year-old man, called from Karachi, after receiving a SMS regarding services of SLACC. Initial Call: 08 January 2022 at 03.20 P.M.
- Legal Matter: Mr. M stated that his daughter has not been given maintenance by her husband. He required guidance on what he needs to do in this regard.
- Legal Advice: The SLACC Legal Advisor suggested that Mr. M's daughter may file Suit for Recovery of Maintenance for her against her husband along with an application under section 17-A of Family Court Act, 1964 for granting the interim maintenance till the pendency of the suit before the family court of the area having jurisdiction, wherein she may state all the facts.
- When called for feedback, Mr. M stated that the SLACC Legal Advisor not only empowered his daughter to file for the rights that the law has granted her but also explained the process in the simplest manner to make it easier for successfully filing the suit. After filing the suit, Mr. M stated that the issue was resolved through the court.



## 2. Criminal Law: Domestic Abuse:

- Mrs. S, a 30-year-old woman, called from Karachi, after seeing an ad on Social Media regarding the services of SLACC. Initial Call: 25 October 2021 at 9:38 A.M.
- Legal Matter: Mrs. S stated that she was facing extreme domestic abuse from her husband. She wanted to know if there was any way she could ensure her safety and file a case against her husband.
- Legal Advice: The SLACC Legal Advisor informed her about certain NGOs who would be able to give her shelter. She was provided with the number of the Citizens–Police Liaison Committee (CPLC)’ domestic violence helpline (02135683333). They also informed her that she could use the police helpline to help her seek protection against the husband. In addition, she can file a complaint in front of the Magistrate under Section 7 of the Domestic Violence Act 2013.
- Mrs. S contacted the SLACC Legal Advisor three times to update them about the case. She was able to leverage her understanding of her rights and legal position to successfully resolve the issue on her own.



### 3. Public Service Matters: Electricity Bill

- Mr. F, 20 years old, unmarried from Karachi, called after viewing a post regarding services of SLACC on social media. Initial call: 19 July 2021 10:29 A.M.
- Legal Matter: Mr F called SLACC and stated that an official came to his shop and asked to apply for renewal of the Civil Defence Certificate. The caller asked about what the Civil Defence Certificate is and what his next steps should be.
- Legal Advice: The caller was told by the SLACC representative that civil defense is an organization of the citizens to minimize the effect of any enemy action. This certificate is issued by a civil defence training school for protection of the person, property, and place. For further assistance, he was asked to call their respective helpline at 02199243765.
- Upon receiving SLACC’s feedback call, Mr F said that he found the advice received from SLACC helpful and that his issue was resolved within a few months of the initial call.



### 4. CUSTODY OF CHILDREN

In June 2022, we received a call from Mrs. S, an elderly woman who was working a private job, asking for legal advice for herself and her children. She informed that her husband was an addict who had left her children at his parents’ house and snatched her minors. Following up on her case, SLACC recommended to S that she may file Suit for Permanent Custody under section 25 of the Guardian & Wards Act, 1890 before the Family Court of the area.



Mrs. S ended up pursuing the case in court based on the advice she received from SLACC and her issue was resolved within three days of filing her case.

### iii) Annual Feedback Survey

#### Sampling Procedure

SLACC conducted an annual feedback survey by interviewing a record of callers who were responded by the Sindh Legal Advisory Call Centre between the period of 1st July 2021 to 30th June 2022 served as the survey population. SLACC conducts this survey biannually to appraise the quality of the service. A random sample of callers whose queries have been resolved by SLACC advisors are contacted to gauge the effectiveness and impact of the advice provided by SLACC. The SLACC lawyers assigned the categories at the time of the initial call based on the nature of the matter. All calls pertaining to General Information were eliminated as these callers had not obtained legal advice and would be unable to effectively answer the survey questions. Following this, unique registered caller identification numbers were then obtained leading to a sampling frame of 25,190 calls. Through random sampling, a sample of 300 calls were extracted from the sampling frame to ensure at least 100 completed responses, thus reducing the effect of subject attrition. This was in line to ensure that there is a 40% of response distribution and that the margin of error is less than 5%. To eliminate bias, unique sub-lists were generated for each enumerator, ensuring that it did not contain caller entries of calls that he/she had earlier provided advice to. These constituted 1% of respondents at the close of the second year of the LEPPS. The selected sample retained a 95% confidence level with a confidence interval of 10.



#### Questionnaire and Interviewing:

The survey instrument, a questionnaire, was developed to get feedback from the callers about their interaction with SLACC lawyers, state institutions or with Alternative Dispute Resolution methods such as ADR. A draft of the questionnaire was subjected to a pretest, resulting in modifications to the questionnaire in terms of both question wording and length. To administer the survey, it was translated into Urdu, and ten enumerators were trained to conduct the survey over a period of five days. The data collection was conducted by telephone using a Customer Relationship Management (CRM) system 18th July 2022 to 22nd July 2022 by a team of professional, fully trained, and supervised enumerators. A briefing session familiarized the enumerators with the sample specifications and the instrument for this survey. There was continuous monitoring during interviewing and data collection at all stages to ensure quality. The interviews averaged 10 minutes in length to avoid respondent fatigue. To elicit a comfortable and honest response all female respondents were interviewed by female enumerators.

For each survey, the enumerator introduced himself or herself, asked if the respondent had some available time to participate in a feedback call and reminded the caller of their initial legal query and the advice they were given. Callers at this time provided consent or refused to participate. Callers who refused to participate were removed from the sample. To eliminate bias; all enumerators used a standardized script to conduct interviews, which also included a specific statement, explaining and seeking explicit consent from respondents (Annexure a).

## Data Analysis

Out of the 300 callers contacted, 206 respondents answered the calls, out of which 110 respondents (referred to “survey sample” from here on) agreed to participate in the survey. Callers who refused to take part in the survey were removed from the sample. The response rate was therefore 36.7%. For some questions, as indicated in the relevant sections below, response rate was lower which may indicate the sensitivity of the questions asked.

## Demographic Breakdown of SLACC Survey Sample

The demographic breakdown below represents all respondents who were part of the survey sample. Most of the respondents in the survey sample were adults in the range of 35-45 years of age (24.55% of the respondents) and educated to at least primary/secondary education, suggesting a trend of greater awareness and access of various publicly available dispute resolution services to younger and educated people. The following graphs and infographic reports the findings of the annual feedback survey.

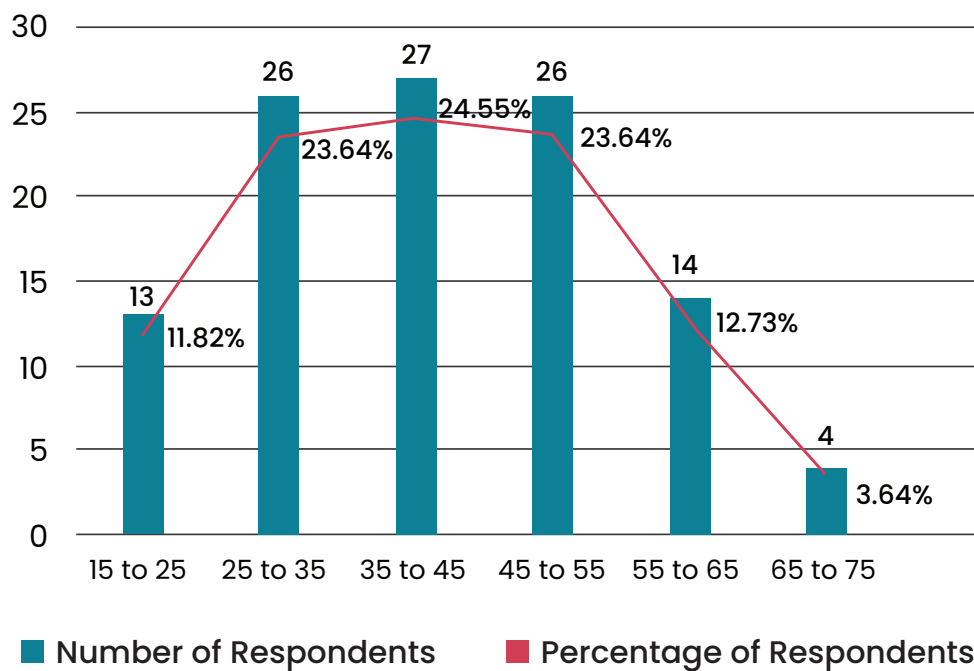
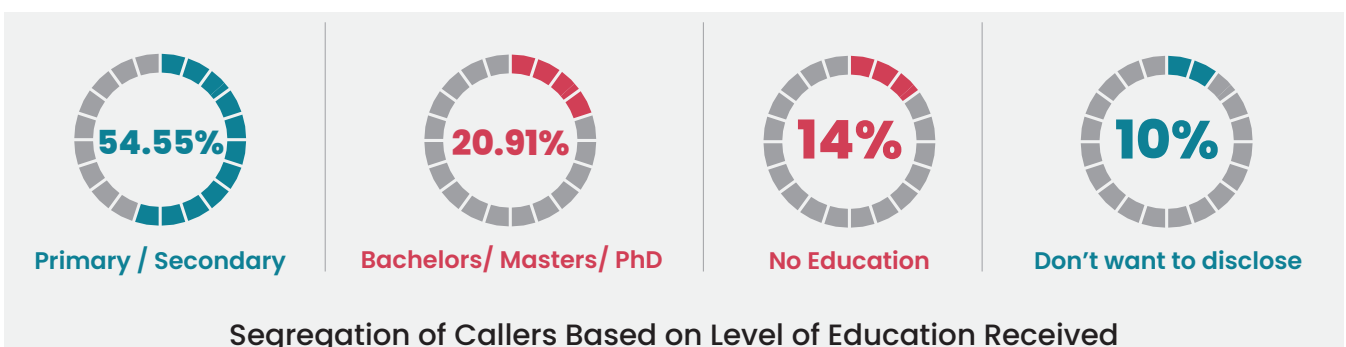
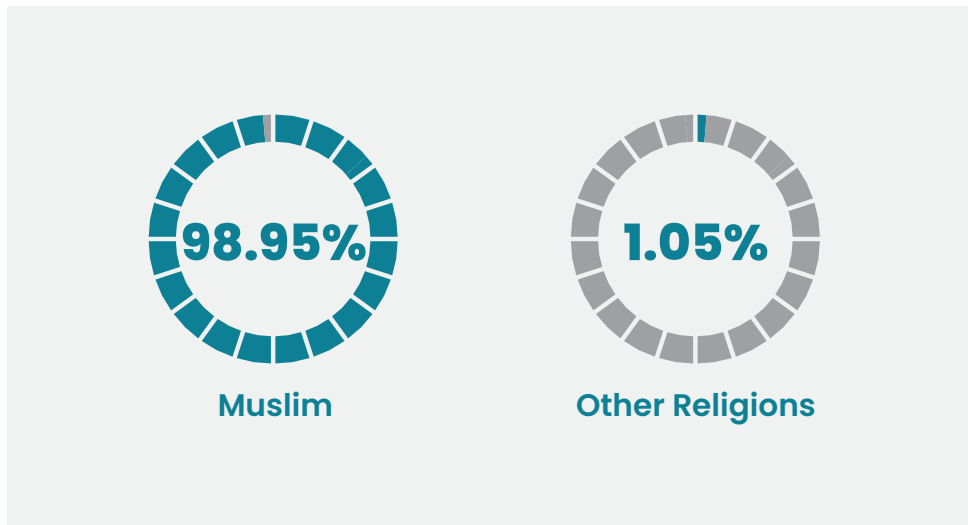


Figure 2: Category-Wise Breakdown of Registered Queries

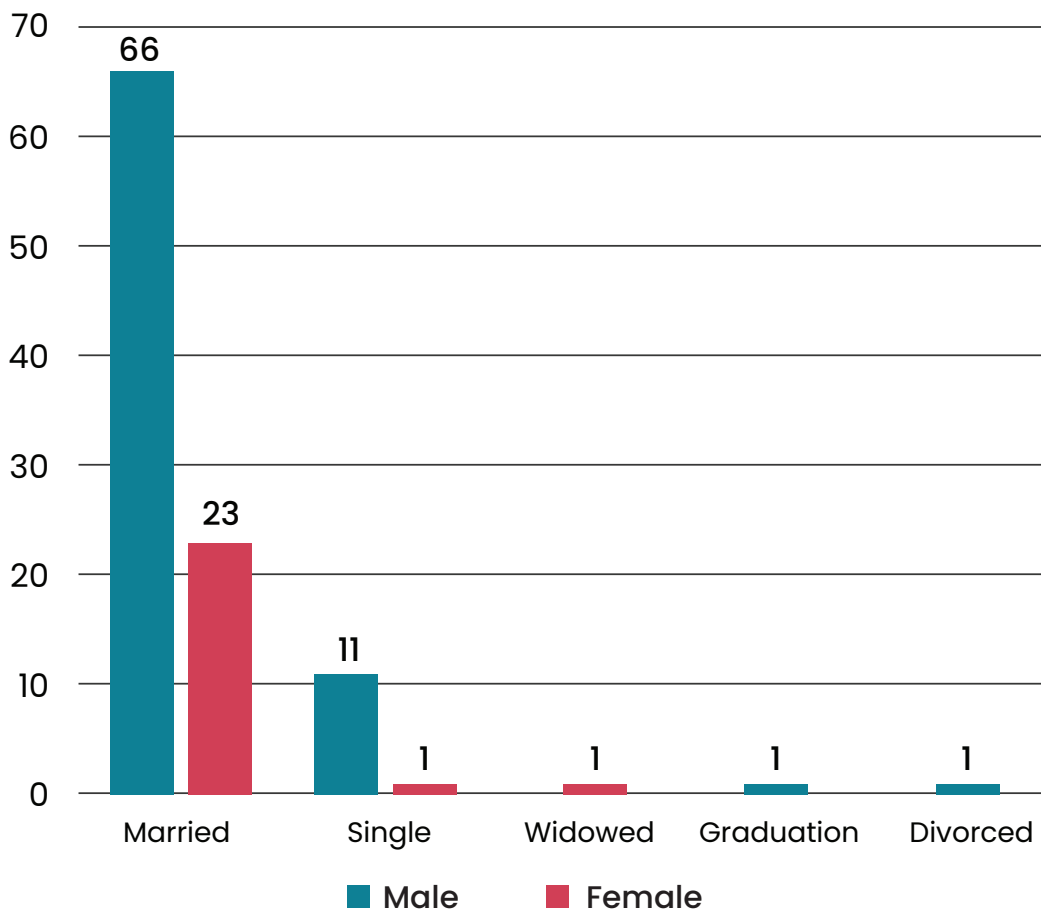
## Demographic Breakdown of SLACC Survey Sample



## Demographics by Religion

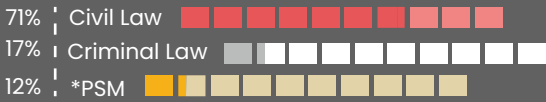


## Demographics by Marital Status



# SLACC FEEDBACK SURVEY 2021 – 2022

## Total Responded Calls = 110



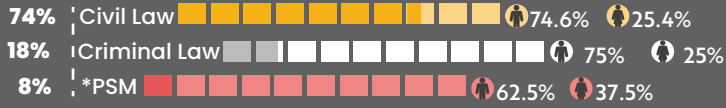
## Would you recommend the service to others?



87.2%



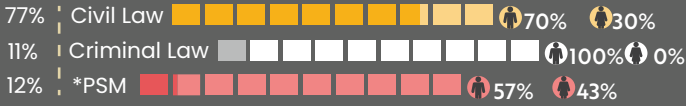
## Found the advice given by the SLACC helpful.



54%



## Followed the advice



## Experience of institutions

**Court = 57%**  
 Excellent = 23%; Good=23%; Fair = 13%; Poor = 40%

**ADR = 24%**  
 Excellent = 11%; Good=45%; Fair = 22%; Poor = 22%

**Ombudsman=6%**  
 Excellent = 0%; Good=0%; Fair = 33%; Poor = 67%

**Union Council = 5%**  
 Excellent = 0%; Good=67%; Fair = 0%; Poor = 33%

**Police = 4%**  
 Excellent = 0%; Good=50%; Fair = 0%; Poor = 50%

**NADRA = 2%**

**WAPDA/KESC/LESCO = 2%**

## Was the Problem Resolved?

YES 37%

Civil = 77%  
 Criminal = 20%  
 \*PSM = 3%



## Was the Problem Resolved?

NO 63%

Civil Law = 66%  
 Criminal Law = 16%  
 \*PSM = 18%



## Why not?

In Process = 52%  
 Non Cooperation of Government Institution = 17%  
 Expensive = 12%  
 Time Consuming = 3%  
 Other = 16%

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

KPK  
 0.91%  
 100%  
 0%

Punjab  
 10%  
 72.7%  
 27.3%

Balochistan  
 1.82%  
 100%  
 0%

Sindh  
 87.27%  
 76%  
 24%

Civil Law = 54.6%  
 Criminal Law = 36.4%  
 \*PSM = 9.0%

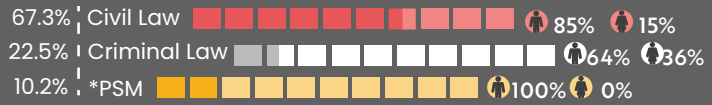
Civil Law = 100%  
 Criminal Law = 0%  
 \*PSM = 0%

Civil Law = 72.9%  
 Criminal Law = 15.6%  
 \*PSM = 11.5%

46%



## Did not follow the advice



## Why was the advice not followed?

Issue Resolved Itself = 36%  
 Was not convinced with the Advice = 12%  
 Time Consuming = 10%  
 Expensive = 9%  
 Needed a Lawyer = 5%  
 Could not Comprehend the Advice = 3%  
 Too Complicated to Follow = 2%  
 Other = 23%

## Was the Problem Resolved?

Civil = 62.5%  
 Criminal = 31.2%  
 \*PSM = 6.3%

YES 33%



## Was the Problem Resolved?

Civil Law = 69.7%  
 Criminal Law = 18.2%  
 \*PSM = 12.1%

NO 67%





**We deliver  
Impact &  
results for  
every day  
Justice  
needs.**



## **C Objective 3:**

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

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

SLACC is a telephonic free of cost legal advisory service that operates round the clock to address legal needs of its callers. In many cases, advisors divert cases requiring legal representation to the Legal Aid Office at Legal Aid Society for pro bono representation. This is done by checking the “Further Help” tab on the CRM software to automatically relay this information to the LAS Litigation team.

#### **1) Data Shared with Projects at Legal Aid Society**

If a caller requires legal representation in a legal matter for which LAS has a project, the Legal Advisor should refer the case to representatives of that particular project. In order to do so, there are certain elements that should be part of the Referral Process within LAS. The Advisor is required to provide the following details to project teams to ensure the case is assigned to a relevant lawyer:





















QUERY ID	CALLER NAME	AGE	CITY	CONTACT NUMBER	QUERY	SUBJECT OF LEGAL REPRESENTATION	REFERRED TO LAS PROJECT
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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	15 Cases
Women Right to Legal Property (WRLP)	Cases pertaining to immovable and movable property of women.	49 Cases
Case referral linkage with Human Rights Department, Government of Sindh	Cases pertaining to domestic violence, khula and divorce, and maintenance	15 Cases
Religious Minorities Project	Cases pertaining to religious minorities.	11 Cases
Sexual Violence (SV) Project	Cases pertaining to rape, sodomy and sexual violence abuse.	11 Cases

## 2) 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
 <p>Violation of Human Rights</p>	 <p>Sindh Human Rights Commission</p>
 <p>Women Related Cases</p>	  
 <p>Shelter Homes</p>	 <p>Darul Amaan</p>
 <p>Criminal Cases</p>	 <p>Sindh Police Government of Sindh</p>
 <p>Complaints</p>	  
 <p>Cybercrime</p>	
 <p>Emergency Matters</p>	
 <p>Government Institutions'</p>	

## ii) Knowledge Sharing Partnerships

### TAF Foundation in Karachi:

TAF Foundation is an NGO that provides vocational training to vulnerable communities in particular single and divorced women. A Memorandum of Understanding was signed by SLACC & TAF Foundation on February 25, 2022, to promote legal awareness across vulnerable communities.

Today, SLACC provides legal awareness and empowerment sessions at TAF schools in collaboration with LAS teams, while TAF refers cases from its existing trainees and alumni to our relevant lawyers for the provision of legal assistance (after assessing client needs and position) – a perfect example of two organizations partnering together to benefit disenfranchised groups from Pakistani society.



### SLACC Lawyer Field Visits to Rizq Camps and Offices in Lyari:

LAS partnered with Rizq Foundation to jointly address Goal 16 of the UN SDGs to provide access to justice to all. In continuation of this collaboration, SLACC continues to engage with underprivileged communities through visits to the Rizq's ration distribution centers to promote its legal advisory services, provide legal awareness and establish trust regarding the Pakistani legal system amongst vulnerable communities.



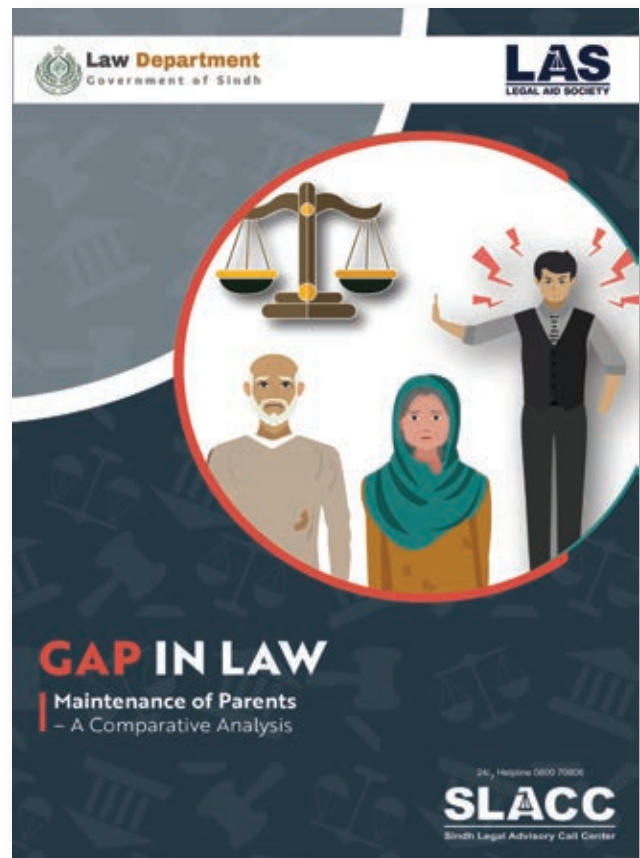
## Centre for Economic Research Pakistan (CERP), Lahore

CERP and LAS collaborated for the purpose of identifying and testing out efficiency of government institutions through a pilot intervention in June 2021. Approximately, 11-15 calls will be transferred daily to the call centre for a period of five months to study a sample size of approximately 1000 callers. The CERP team utilized data received from the Punjab Safe Cities Authority office and initially called these respondents for the survey. After the initial survey, these calls were randomly assigned and transferred to a treatment arm, one of which was SLACC. Prior to the call being transferred, no SLACC operator was required to perform any additional tasks. Once received by the SLACC lawyer, the CERP enumerator conveyed to them that this call was being transferred by CERP and requested the query number. On acknowledging the call, the SLACC lawyer generated a unique query number and immediately conveyed it to the CERP enumerator while simultaneously recording the time/date stamp in their own system. For the validity of this activity and the data sample, this was the most important step. The process of generating the query number and relaying it to the CERP enumerator was also done as quickly as possible to ensure that the respondent did not have to wait on the call for too long. At the end of this activity, SLACC compiled the data including all their recorded fields, especially the phone numbers, query numbers, date, timestamps, and operator exchange numbers that were shared with CERP.

### iii) In-House Research:

#### Understanding the Family Gap: A Case for the Maintenance of Parents in Pakistan:

Authored by SLACC's legal consultant Advocate Fahad Khilji and relying on data collected through SLACC, the paper sheds light on the gap in the family law system for parents. There is no specific legislation in Pakistan currently that provides for rights of maintenance to Muslim parents, however, there are existing laws that could be invoked to support the claims to such rights. This paper looks at the rights of maintenance to parents under the perspective of both, Shariah law and Pakistani law. It also investigates the factors that have contributed to children neglecting their filial duty to their parents and how the current legal framework can be amended to sufficiently safeguard the rights of Muslim parents and to provide them with maintenance.



## RISKS AND CHALLENGES

The COVID – 19 pandemic has risked the lives of people and created hurdles in the operationalization of routine office work and forced work from home. SLACC was not spared either and COVID – 19 compelled us to close the office during lockdowns and during periods of high positivity ratios to safeguard the lives of our staff. In addition, the urban flooding and heavy rains in Karachi also disturbed the operations of SLACC. Ramadan short timings coupled with outbreak of third wave of COVID – 19 and subsequent lockdown for more than a week for Eid Holidays posed a threat to achieve the target. However, we did not stop taking the calls and switched to a voice mail facility to take calls and revert to callers later. In addition, we kept the office open with strict adherence to COVID SOPs to provide legal advice.

SLACC exceeded its annual target by 6.4% in the previous financial year. However, the number of female callers remain comparatively low as compared to male callers. Therefore, to increase the number of female callers, we collaborated with the Sindh Human Rights Commission, Sindh Commission on Status of Women, TAFF and Rizq to enhance outreach and visibility of our toll-free number (0800 – 70806) so that more and more women can be reached. In addition, the ratio of female subscribers only was also increased to 30% (30,000) SMSs per day to reach them. In addition, we have designed a comprehensive communication strategy to enhance visibility of our toll-free number and strategies used are Facebook Posts, IEC Material Dissemination and Placement of Boards in different public places and Rickshaw Campaign in different districts of Sindh to reach people. Published advertisements in different newspapers and television news segments with the support of the Law Department was yet another strategy to reach the public to get benefit of this service. Collectively, these initiatives were able to increase the female caller base to 25%, which is the highest SLACC has had since its inception.

## **J 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 public and private institutions to inform the public about its partnership with the Law Department and flagship project to help people in need and support. SLACC collaborated with the following organizations

### **i) Engagement with Chief Secretary Office, Sindh**

SLACC's senior management, led by Justice (R) Arif Husain Khilji, met with the Chief Secretary of Sindh, Mr. Syed Mumtaz Ali Shah on April 15, 2021, and briefed him on the current achievements of SLACC, along with the targets set for the upcoming year. The Chief Secretary lauded SLACC's services and achievements, particularly its contribution as an essential service provider during COVID-19. Upon learning the SLACC receives legal queries and complaints from across Sindh pertaining to the Government of Sindh and its various departments, the Chief Secretary instructed his team as well as SLACC's management to connect SLACC's system directly with the Chief Secretary's Complaint Cell to expedite the resolution of such complains. SLACC will be setting up a live dashboard at the office of Chief Secretary, Sindh by August 2022 to ensure direct delivery of information with regards to the service delivery components of Sindh's government departments. Additional meetings with the Chief Secretary's Office have been successful in the creation of a TVC for SLACC which will be broadcasted on television across national television.



## ii) Partnership between the SLACC and Jazz (Mobilink) Pakistan

Legal Aid Society through the Sindh Legal Advisory Call Centre (SLACC) collaborated with Jazz (Mobilink) Pakistan, a leading telecom operator in the country, to spread awareness regarding the public service provided by SLACC to vulnerable communities across the Sindh province. The company agreed to the deployment of 286,000 (OBD) Outbound Robo-calls per month in Urdu and Sindhi to vulnerable target audiences in 27 districts across the province. The awareness initiative allows for a larger part of the population to be acquainted with the services provided at SLACC. There has already been a steady increase in the number of callers that have approached SLACC numbering over 180, quoting Jazz OBD calls as a reference.

## iii) Networking with National Commission on the Status of Women (NCSW)

Ms. Nilofar Bakhtiar (Chairperson, National Commission on the Status of Women) visited the Sindh Legal Advisory Call Centre (SLACC) on October 6, 2021. The purpose of the visit was to familiarize the National Commission on the Status of Women with the operations of the SLACC, introduce them to state-of-the-art IVR calling systems, and explore potential options to promote the work being done by SLACC and offer legal remedies to vulnerable women across Pakistan.

The visit by the NCSW team was a fruitful one, as the Chairperson NCSW recognized the efforts made by SLACC and discussed ways to promote our services. On this occasion, Ms. Nilofar communicated her plans of collaboration with the SLACC team, including training to be conducted by SLACC for various NCSW projects, specifically for the National Gender Data Portal.





#### iv) Visit by Khyber Pakhtunkhwa Commission on the Status of Women and WEPP Cowater's

Dr. Riffat Sardar (Chairperson, KPCSW), accompanied by Ms. Fazeelat Jehan (Chief, Social Protection & Gender Mainstreaming), Mr. Abid Dadakhel (Additional Secretary, Social Welfare Special Education & Women Empowerment Department), and Ms. Shabeena Gulzar (Lead of Women's Empowerment and Political Participation) visited SLACC, with the purpose to familiarize the KPCSW team with the operations of the SLACC, and to discuss the way forward on ways to promote the work being done by SLACC.



The visit by the KPCSW was a rewarding one, as the delegation appreciated the efforts being made by SLACC, and further discussed the possibility of a collaboration between the two organizations. The delegation also shared the idea of working together to cater to the legal queries from KP –to provide free and efficient legal advice to the masses, especially the female population.

#### v) Visit of Delegation from Women and Child Protection Cells

An eleven-member delegation of the Women & Child Protection Cells (WCPC) of the Sindh Police visited SLACC on March 18, 2022. The delegation was led by Inspector Lubna Tiwana (In-charge WCPC Karachi Region), and her team of officers heading district WCPCs in Karachi. The purpose of this visit was to enhance cooperation between WCPCs in Karachi and SLACC to refer legal matters, specifically SGBV cases, to the call center for the provision of legal advice.



The WCPC delegation was briefed on how SLACC provides free-of-cost legal advice to underprivileged communities throughout the country, especially in the province of Sindh. The delegation highly appreciated the services provided by the Legal Aid Society and SLACC, to increase legal empowerment in Pakistan.

## vi) Letter of Intent (LoI) Signed with the National Commission for Human Rights

LAS signed a LoI with the National Commission for Human Rights to achieve the shared goal of creating awareness on human rights and legal awareness across all sections of society. The aim is to promote empowerment models amongst the general population to improve awareness on gender discrimination, violence against women and girls (VAWG) and educate the masses on current legal methods and provisions available to seek justice. The partnership aims to enhance their knowledge related to their fundamental rights and legal remedies to enforce them. As a result of the LoI, LAS will share relevant Information, Education and Communication (IEC) material including but not limited to informative videos, documentaries, distribution material e.g., pamphlets and brochures etc. with NCHR to further distribute among their target audience. Wherever possible, NCHR may promote the Sindh Legal Advisory Call Center (0800 70806) as a means for free legal advice for vulnerable and at-risk segments of society across Pakistan.

## vi) Visit by Ex-Law Secretary Shariq Ahmed and Founder of SHE NGO and Brandso Marketing

The previous Law Secretary of Sindh, Mr Shariq Ahmed visited the call centre with Founder and President of SHE club and Brandso Marketing Ms. Saman Abid. The meeting explored potential synergies between SHE club – a local empowerment group campaigning for women’s rights to improve opportunities for females in interior Sindh through the provision of access to quality legal advice, and awareness regarding their legal rights through our toll-free helpline number 0800 70806.



## K OUTREACH AND VISIBILITY

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

### viii) Welcome Camp for Aurat March 2022

Sindh Legal Advisory Call Center (SLACC) through the LAS team organized a welcome camp for the Aurat (Women's) March at Civil Lines area in Hyderabad on March 8, 2022. The welcome camp showcased LAS's support for civil society-led feminist initiatives and organizations campaigning for women's rights in Pakistan.

The welcome camp included a stall where IECs were being distributed to disseminate legal knowledge among the march participants on women's inheritance, maintenance, and matrimonial property rights. Additionally, information regarding SLACC services, and its toll-free number was given out to participants at the stall. The march witnessed participation from women from all walks of life who shared their challenges and achievements; and at the same time obtained legal advice on various matters in-person with team members: a perfect example of grassroots level legal empowerment through community action and awareness activities.

Participants from the Aurat March paid their gratitude to LAS for the efforts that it has been making to increase access to justice for women in Pakistan.



### ix) Jazz OBD Calls

A total of **572,000** Outbound Robo-Calls were made by the Jazz network spanning over 27 districts in Sindh. These calls, lasting 30 seconds, would have a prerecorded message in Urdu and Sindhi to inform recipients about the services offered by SLACC. The target audience was set as users with a monthly balance load of less than Rs. 500, focusing more on women between the ages of 20 to 65.

### x) Rizq Field Clinics in Lyari

Sessions are led by SLACC's High Court enrolled lawyers who provide hands-on legal advice to the community via the Rizq's network. During the reporting period, our lawyers conducted a total of 11 field clinics. These weekly community awareness sessions provided an introduction to SLACC services and heard legal queries & grievances of the people of Lyari. These sessions benefited 550 beneficiaries. The beneficiaries included young men and women, middle-aged people, senior citizens, widows, and divorced women. Due to these sessions with Rizq, 240 beneficiaries re-connected via our toll-free number and sought legal advice on a variety of matters on criminal, civil, public service, and general legal matters.

### xi) Facebook Ad Campaign

SLACC boosts information related to the helpline through regular social media posts capturing networking visits, field activities and insights from the data received through our customized software. Social media awareness campaigns such as those through Facebook posts and ads reached over 150,000 people in Pakistan. The targeted Facebook Ad Campaign also allowed for calls on a click through the Facebook Mobile App.

### xii) SMS Campaign

SLACC executed an SMS marketing campaign that was coordinated with the major telecom partners of Pakistan – Ufone, Zong, Telenor and Jazz. Through weekly campaigns, customized text messages were delivered with over 28.8 million SMS sent in Sindh, helping promote the SLACC toll-free number to the public. The campaign included concise messages familiarizing recipients with the work of SLACC, such as "Muft Qanooni Mashwaray k Liyea Rabta Karain 0800-70806 Family Property Electricity Gas CNIC aur deegar masayel ka Hull Janyea. Sindh Legal Advisory Call Center."

### xiii) Rickshaw Campaign:

SLACC spread awareness through the Rickshaw Campaign in 06 districts of Sindh. This campaign helped to create mass awareness among the general public. A district wise breakdown of the rickshaw campaign is listed below:

District	Number of Rickshaws		
	Urdu	Sindhi	Total
Karachi	500	20	520
Hyderabad	60	100	160
SBA	20	50	70
Larkana	20	70	90
Mirpur Khas	20	50	70
Sukkur	30	60	90
<b>Total</b>	<b>650</b>	<b>350</b>	<b>1000</b>



### xiv) Publicity Boards:

SLACC placed 255 publicity boards on different locations to inform the public about its services. Places include police stations, government departments, railway stations, outside NADRA offices, Hospitals and other public places in different districts. Government Departments include Women Development Department, Social Welfare, Sindh Human Rights Commission, Sindh Commission on Status of Women and Police Stations, and Women and Child Protection Cells etc. District wise detail is given below;

District	No. of Boards
Karachi	89
Hyderabad	20
Sanghar	20
SBA	20
Larkana	07
Dadu	20
Khairpur	20
Sukkur	59
<b>Total</b>	<b>255</b>

#### xv) Newspaper Advertisement

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

#### xvi) Television Headline

On 20th July 2022, SLACC services were promoted through a headline and news segment at K21 News Network in Sindh. The broadcast was seen nationally and created added awareness for SLACC to vulnerable target populations.

#### xvii) SLACC Documentary

SLACC partnered with the Law Department to make an informative documentary on the services it provides. This documentary highlighted success stories and testimonials from previous callers at SLACC, as well as messages from the Chief Legal Advisor LAS, Justice Arif Khilji, and the Law Secretary, Mr. Ahmad Ali Baloch. SLACC partnered with the Law Department to make an informative documentary on the services it provides. This documentary highlighted success stories and testimonials from previous callers at SLACC, as well as messages from the Chief Legal Advisor LAS, Justice Arif Khilji, and the Law Secretary, Mr. Ahmad Ali Baloch. To view this documentary scan this QR code.



## **L MANAGEMENT EFFECTIVENESS**

The performance of SLACC in the reporting period meets the minimum target of 33,000 queries fixed by the Government of Sindh, comfortably exceeding last year's benchmark by 6.6% with a total of 35,119 queries recorded this year. Despite several challenges related lockdowns, suspension of services and a high infection - positivity ratio during the COVID 19 pandemic, SLACC management under the supervision of Justice Arif Hussain Khilji successfully re-strategized to introduce stringent SoPs and cluster work hours to continue uninterrupted services to facilitate ordinary citizens. The Management of SLACC has also ensured that other projects of LAS on Women's Right to Legal Property (WRLP), Religious Minorities, Sexual and Gender-based Violence and Alternative Dispute Resolution (ADR) promote the toll-free number during all field activities and awareness campaigns for community outreach. Project teams distribute SLACC brochures and conduct field clinics across Sindh to improve access to women and religious minorities.

### **Marketing and Quality Assurance:**

Our marketing strategy is strongly focused on a model of behavioural change communication whereby targeted SMS are sent to a subset of the population against a uniquely defined criterion. 35,119 specialized legal queries were registered at SLACC during the current reporting period. We promote visibility of our services through SMS Campaign, Facebook Advertisement, and Placement of Publicity Boards at different public places, rickshaw campaign, and dissemination of IEC material in different communities.

Our in-house Monitoring and Evaluation team does a monthly quality assurance report to monitor targets, minimum quality standards and overall call logged in time to ensure our model meets the highest levels of international call centre best practices through rigorous SoPs on call handling.



### **Professional Development:**

Eight training sessions conducted during the financial year to support professional development, technical skills upliftment to improve legal advisors' knowledge on the latest amendments to laws including sexual harassment and gender-based violence, tax, alternative dispute resolution, women legal rights to property and those related to religious minority rights.

### **Performance Management:**

SLACC conducts annual employee appraisals by setting KPIs for legal advisors, IT and program staff and rewards top performing employees through a competitive rewards-based system.





## Key Achievements

- Successfully initiated a partnership with the Office of the Chief Secretary of Sindh to integrate call centre services with the CS Office's complaint redressal portal
- We successfully conducted 8 professional trainings/capacity building sessions for legal advisors
- Improved local outreach in remote areas of Karachi by introducing field clinics by legal advisors during pandemic restrictions
- We achieved excellent results in the 2021-2022 Annual Feedback Survey with over 87% of respondents satisfied with the advice provided by SLACC and 54% of respondents following through on the advice provided
- We continued to make administrative tasks more efficient by streamlining management processes and introducing performance-based rewards through the SLACC 'Lawyers of the Month' initiative
- We increased support available for staff by providing health insurance cover and transport especially, to facilitate women advocates
- We increased our cyber security capabilities and introduced a firewall to protect our server and its systems

## The Year Ahead

- We will continue to support outreach activities geared towards accessing a greater number of female callers and produce policy briefs through an analysis of the call centre's data bank
- We will work with the Chief Secretary's Office to complete the integration of the Sindh Performance Management System (SPMS) in our endeavour to support GoS with improved public service delivery
- We will continue to improve and embed our complaints handling processes to ensure the provision of quality legal advice
- We will continue to identify training needs and continue to develop and train legal advisors on new Acts/legislative amendments according to the Constitution of Pakistan
- LAS has signed a MoU with the Chief Court of Gilgit Baltistan and the Gilgit Baltistan Judicial Academy to promote ADR as a viable means of alternative justice to reduce court pendency. Formally beginning next year, this partnership will allow SLACC to redirect ADR queries of GB residents in Sindh, and nationally, to relevant courts and LAS projects to ensure a greater delivery of justice.
- SLACC aims to increase its outreach and impact with various partnerships with corporations and CSR programs throughout the country, especially in Sindh. While creating more awareness for SLACC, these partnerships will aim to increase accessibility to legal advice for vulnerable actors by leveraging synergies with corporations in the private sector

## ANNEXURE A: ANNUAL FEEDBACK SURVEY 2022 – FULL INSTRUMENT

### Section 0: Pre-Survey Administration

Sr. No	Question	Answer
1	Enumerator Name	1 = Enum 1 2 = Enum 2 3 = Enum.3 4 = Enum.4 5 = Enum 5 6 = Enum 6 7 = Enum 7 8 = Enum 8 9 = Enum 9 10 = Enum 10
2	Unique ID	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3	Enumerator Gender	1 = Male 2 = Female
4	Query ID (QID)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
5	Main Category	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
6	Created On- (Date, Time)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
7	Created By (Receiver of Call)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
8	Query	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
9	Solution	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
10	Respondent Name	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
11	Respondent Phone no.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
12	Age	<input type="checkbox"/> <input type="checkbox"/>
13	Gender	1 = Male 2 = Female 3 = Others
14	District	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
15	Province	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
16	Country	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
17	City	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

18	Where did you hear about us?	0 = SMS 1 = ADR 2 = Wall Poster 3 = Rickshaw Poster 4 = Word of Mouth 5 = TV/Cable 6 = Radio 7 = Internet / Social Media 8 = Information Session / Training / Clinic 9 = Magazine / Newspaper 10 = Jazz OBD 11 = Rizq 12 = Facebook
19	Religion	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
20	What kind of call is this?	1 = Initial <input type="checkbox"/> Go to 14 2 = Call back- asked to be called back during CONSENT <input type="checkbox"/> Go to Section 1, Q4a
21	Call Date	DD/MM/YY
22	Call Start Time	HH:MM

### Oral introduction:

Good morning/afternoon. My name is \_\_\_\_\_ and I am from the Sindh Legal Advisory Call Centre. As per our records, a call was made from this number on [insert date and time- Section 0 Q4] and advice regarding a legal query was sought, [insert Query - Section 0 Q5, and Solution - Section 0 Q6]. We are calling you to evaluate and improve our legal advisory services.

### Section 1: Identification, Consent, and Screener

Sr. No	Question	Answer
1	Were you the person who made the SLACC Call?	0 = No <input type="checkbox"/> <input type="checkbox"/> Go to section 4 (survey ends for respondent) 1 = Yes <input type="checkbox"/> <input type="checkbox"/> Go to 2a 2 = Don't know <input type="checkbox"/> <input type="checkbox"/> Go to section 4 (survey ends for respondent)
2a	READ CONSENT TEXT. Can I ask you a few questions now to help improve future services?	0 = No <input type="checkbox"/> <input type="checkbox"/> Go to Section 1 Q2b 1 = Yes <input type="checkbox"/> <input type="checkbox"/> Go to Section 2
2b	No problem. Your experience is very important to us, is there another time we can call you back to conduct the survey?	0 = No <input type="checkbox"/> <input type="checkbox"/> Go to section 4 (survey ends for respondent) 1 = Yes <input type="checkbox"/> <input type="checkbox"/> Go to 2c
2c	What day/time would be convenient for us to call you back?	HH DD/MM/YY

### **FULL CONSENT TEXT:**

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

## **Section 2: Demographics**

### **Oral introduction:**

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

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

## **Section 3: Survey**

### **Oral introduction:**

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

Sr. No	Question	Answer
1	Please rate the SLACC Lawyer's demeanor while speaking to you?	0 = Excellent 1 = Good 2 = Fair 3 = Unsatisfactory
2a	Did you have to wait for the SLACC Lawyer to provide you with the solution to your query? If so, how long did you have to wait?	0 = Yes <input type="checkbox"/> <input type="checkbox"/> Go to Section 3 Q2b 1 = No (If no, please give reasons: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> )
2b	If Yes, how long did you have to wait?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3a	Did you find the advice provided by SLACC helpline helpful?	0 = Yes <input type="checkbox"/> <input type="checkbox"/> Go to Section 3 Q3b 1 = No <input type="checkbox"/> <input type="checkbox"/> Go to Section 3 Q3e 2 = Don't know
3b	Did you follow the advice that was provided to you?	0 = Yes <input type="checkbox"/> <input type="checkbox"/> Go to Section 3 Q3c 1 = No <input type="checkbox"/> <input type="checkbox"/> Go to Section 3 Q3f
3c	If yes, which institution(s) did you go to?	0 = Police 1 = Court 2 = Ombudsman 3 = Union Council 4 = NADRA 5 = FBR 6 = Education Department 7 = ADR 8 = Health Department 9 = KESC/WAPDA 10 = Other <input type="checkbox"/> <input type="checkbox"/> Go to Section 3 Q3d
3d	If other, specify the institution(s)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3e	Can you help rate us your experience with those institutions(s)?	0 = Excellent 1 = Good 2 = Fair 3 = Unsatisfactory
3f	If no, please explain why you could not follow the advice provided by SLACC?	0 = The issue was resolved on its own 1 = Advice was too complicated 2 = Was not convinced 3 = The method proposed was time-consuming 4 = The method proposed was costly 5 = Needed a lawyer 6 = Could not understand 7 = Other <input type="checkbox"/> <input type="checkbox"/> Go to Section 3 Q3g

3g	If other, specify	□□□□□□
4a	Has your issue been resolved?	0 = Yes □□ Go to Section 3 Q4b 1 = No □□ Go to Section 3 Q4c 2 = Don't know
4b	If yes, how long did it take to resolve the issue?	□
4c	If no, please explain why?	0 = In process 1 = Time-consuming 2 = Costly 3 = Non-cooperation from Government Institution 4 = Ineffectiveness of Lawyer 5 = Other □□ Go to Section 3Q4d
4d	If other, specify	□□□□□□
4e	If issue is still unresolved, do you require any further advice from us on that matter?	□□□□□□
5	Would you recommend SLACC legal advisory service to others?	0 = Yes 1 = No
6	Do you have any suggestions for improvement?	□□□□□□

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

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

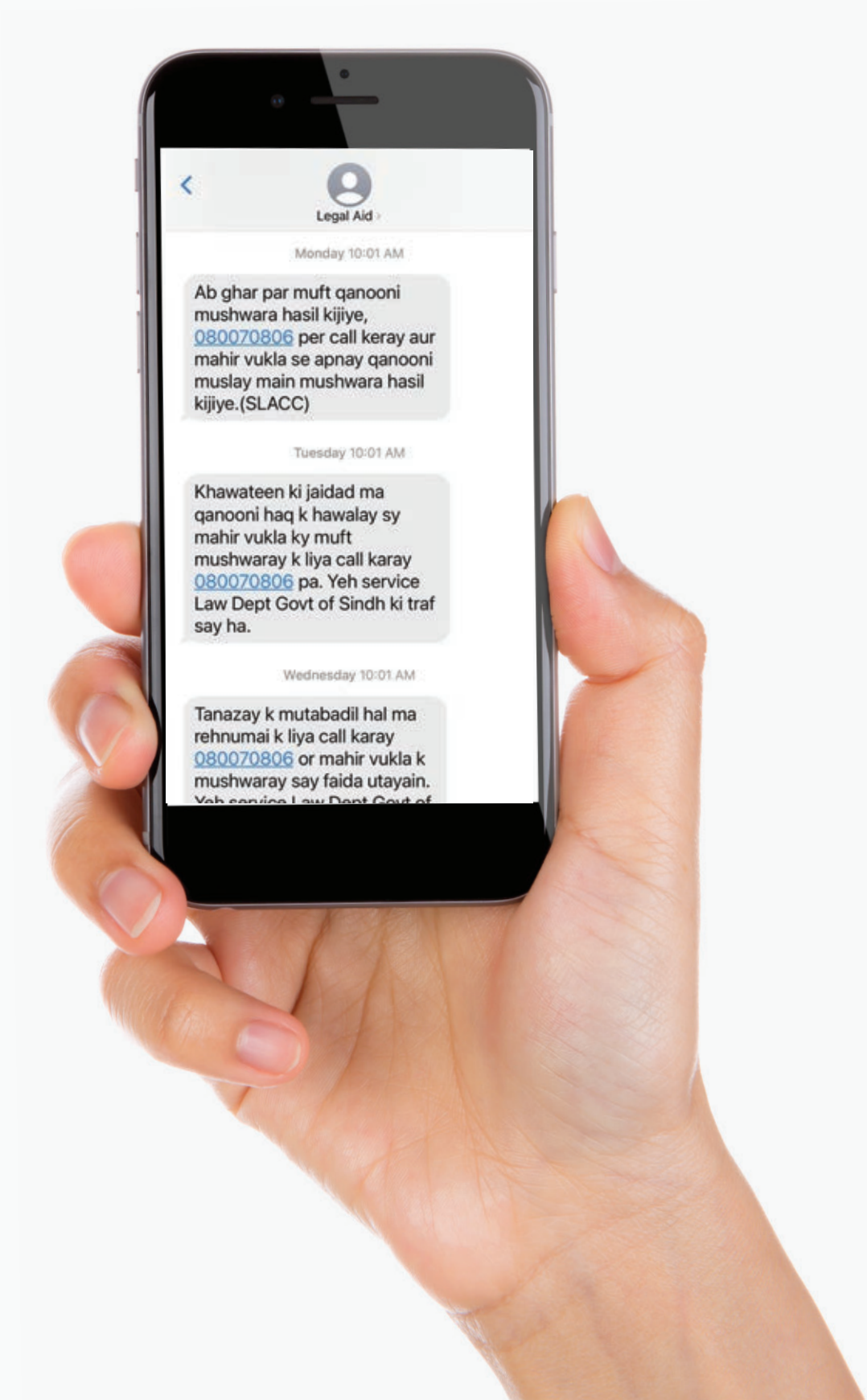
## ANNEXURE B: SMS REPORT

**14.4 Million** SMS have been run all over Sindh through 04 leading telcos including Telenor, Ufone, Jazz and Zong to reach the people from all segments of the society. This campaign helped people to reach SLACC for free legal advice in time of lock down during COVID – 19 outbreaks.



**14.4**  
**Million+ SMS**

## ANNEXURE C: SMS SAMPLES





# ANNEXURE D: SOCIAL MEDIA CAMPAIGN

Law Department  
Government of Sindh

LAS  
LEGAL AID SOCIETY

**Socio-legal Support for  
Victims of Domestic Violence**



SLACC  
Sindh Legal Aid Society Call Center

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

Law Department  
Government of Sindh

LAS  
LEGAL AID SOCIETY

**"Are you a senior citizen and tired of  
visiting public offices to claim your  
pension and benefits?"**



CALL US AT  
**0800-70806**  
FOR FREE LEGAL ADVICE

SLACC  
Sindh Legal Aid Society Call Center

"This free services is provided to all citizens of Pakistan  
through the Law department, Government of Sindh"

Law Department  
Government of Sindh

LAS  
LEGAL AID SOCIETY

**"Don't know how to register and  
verify your property details?"**



Don't worry! CALL US AT  
**0800-70806**  
FOR FREE LEGAL ADVICE

SLACC  
Sindh Legal Aid Society Call Center

"This free services is provided to all citizens of Pakistan  
through the Law department, Government of Sindh"

Law Department  
Government of Sindh

LAS  
LEGAL AID SOCIETY

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



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

SLACC  
Sindh Legal Aid Society Call Center

# ANNEXURE E: PUBLICITY BOARDS



## ANNEXURE F: RICKSHAW CAMPAIGN



## ANNEXURE G: NEWSPAPER ADVERTISEMENT

**Law Department Government of Sindh SLACC**

**سندھ لیگل ایڈوائزری کال سینٹر**  
آپ کے تمام قانونی مسائل میں رہنمائی اب  
صرف ایک فون کال کے فاصلے پر

**فون اٹھائیے، اور نمبر ملائیے**  
**0800 - 70806**

اور سندھ لیگل ایڈوائزری کال سینٹر سے مفت قانونی مشورہ حاصل کریں۔

- ہمارے ہائی کورٹ سے رجسٹرڈ ماہر وکیل، آپ کی کال کے مختصر، اور آپ کی خدمت میں موجود ہیں۔ - پیر سے جمعہ 8:30 بجے سے شام 5:30 بجے تک۔
- اب تک سندھ لیگل ایڈوائزری کال سینٹر کو پاکستان کے 450+ گاؤں، درہاتوں، اور شہروں سے 349,511 سے زائد کالز پچھلے ایک سال میں موصول ہو چکی ہیں۔

**حکومت سندھ خدمت میں سب سے آگے**

**LAS**  
LEGAL AID SOCIETY

سندھ لیگل ایڈوائزری کال سینٹر حکومت سندھ اور لیگل ایڈ سوسائٹی کی مشترکہ کوشش ہے۔  
ہی ٹی وی سے مفت اور موبائل فون سے کال کرنے پر روادار نرا نام لگائے۔

communications@las.org.pk www.las.org.pk

**37 KMRSH DUKANON KA SHANDAR NIYAM**  
شاندار نیلام

**16-17 OCT 2022**

**Law Department Government of Sindh SLACC**  
Sindh Legal Advisory Call Center

**سندھ لیگل ایڈوائزری کال سینٹر**  
آپ کے تمام قانونی مسائل میں رہنمائی اب  
صرف ایک فون کال کے فاصلے پر

**فون اٹھائیے، اور نمبر ملائیے**  
**0800 - 70806**

اور سندھ لیگل ایڈوائزری کال سینٹر سے مفت قانونی مشورہ حاصل کریں۔

- ہمارے ہائی کورٹ سے رجسٹرڈ ماہر وکیل، آپ کی کال کے مختصر، اور آپ کی خدمت میں موجود ہیں۔ - پیر سے جمعہ 8:30 بجے سے شام 5:30 بجے تک۔
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**حکومت سندھ خدمت میں سب سے آگے**

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ہی ٹی وی سے مفت اور موبائل فون سے کال کرنے پر روادار نرا نام لگائے۔

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## ANNEXURE H: SLACC TELEVISION COMMERCIAL



## ANNEXURE I: SLACC DOCUMENTARY







24/7 Helpline 0800 70806

# SLACC

Sindh Legal Advisory Call Center

**Contact us**

**0800-70806**

**For your free Legal Advice**



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SLACCPakistan