



Law Department  
Government of Sindh

**LAS**  
LEGAL AID SOCIETY

# SLACC

Sindh Legal Advisory Call Center

## BI-ANNUAL

## PROGRESS REPORT

July 01 to December 31 2022



24/7 Helpline 0800 70806

**SLACC**

Sindh Legal Advisory Call Center



24/7 Helpline 0800 70806

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Sindh Legal Advisory Call Center



**Law Department**

Government of Sindh

**LAS**  
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Law Department  
Government of Sindh

24x7 Helpline 0800 70806

**SLACC**  
Sindh Legal Advisory Call Center

سندھ لیگل ایڈوائزرز کال سینٹر

محکمہ قانون - حکومت سندھ  
اور لیگل ایڈوائزرز کی مشترکہ کاوش ہے

مفت قانونی مشورہ حاصل کریں



**0800-70806**



انصاف سب کا حق ہے

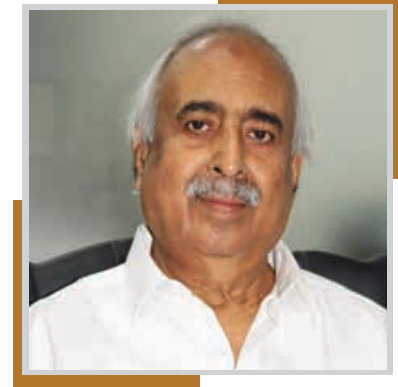
SLegalAidSocietyPakistan | www.slacc.org.pk

LA  
REGISTRY

# Contents

|    |  |    |
|----|--|----|
| A. | Message from the Chief Legal Advisor   | 6  |
| B. | Executive Summary                      | 8  |
| C. | Feedback Survey Review                 | 14 |
|    | Sampling procedure                     | 14 |
|    | Questionnaire and Interviewing         | 15 |
|    | Demographic Breakdown of Survey Sample | 16 |
|    | Survey Results                         | 20 |
| D  | Annexure                               | 23 |

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



I am pleased to share the Sindh Legal Advisory Call Center's (SLACC) Bi-Annual Progress Report (1st July 2022 to 31st December 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 396,234 calls on its Interactive Voice Recording (IVR) system and registered 195,706 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 Center 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 Center in the current reporting period, from 1 July 2022 to 31 December 2022, exceeded the minimum targets set with the government. We received 25,412 calls via the Integrated Voice Recording system and formally registered 16,848 queries (Male: 12,980, Female: 3,859, Gender Non-Conforming: 9), which amounts to an achievement of 102.1% of the six-month target (July 2022 to December 2022).

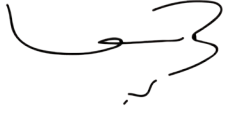
With the severe floods of 2022, the Call Center also provided tele-legal support to flood affectees, and maximized outreach to marginalized communities in Sindh. With various public sector deficiencies that developing nations such as Pakistan face, SLACC offers a service that cuts through many roadblocks in public service provision. The convenience of a toll-free helpline allows callers to receive legal advice from anywhere within and outside the country, making it easier for vulnerable actors such as women and religious minorities to receive assistance from the comfort of their homes for free. The impact of this is illustrated by 23% of our calls being made by women, and over 156 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.

Regards,




**Justice Arif Hussain Khilji**

Former Judge of the Supreme Court of Pakistan  
Chief Legal Advisor, Legal Aid Society



## B EXECUTIVE SUMMARY

The Sindh Legal Advisory Call Center (SLACC) formally was established on 3rd October 2018 at the venue of the Sindh Legal Advisory Call Center by the Law Department, Government of Sindh, and is working under the Legal Empowerment of People Programme in Sindh (LEPPS) project. The SLACC is manned by High Court enrolled advocates that have been trained to handle queries relating to criminal, civil, constitutional, and public service matters. The service is available from 9 a.m. to 5 p.m. five days a week and has a recording service that plays after these hours. In the past 9 years of operations, the SLACC has received

 **over 396,234 Calls** on its IVR (Interactive Voice Recording) system | **and registered 195,706 legal queries**

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



This Bi-Annual Report represents the progress made from **July to December, 2022**. Some key highlights from these months of operation are stated below.

During the reporting period,  
the SLACC registered

**16,848**  
queries

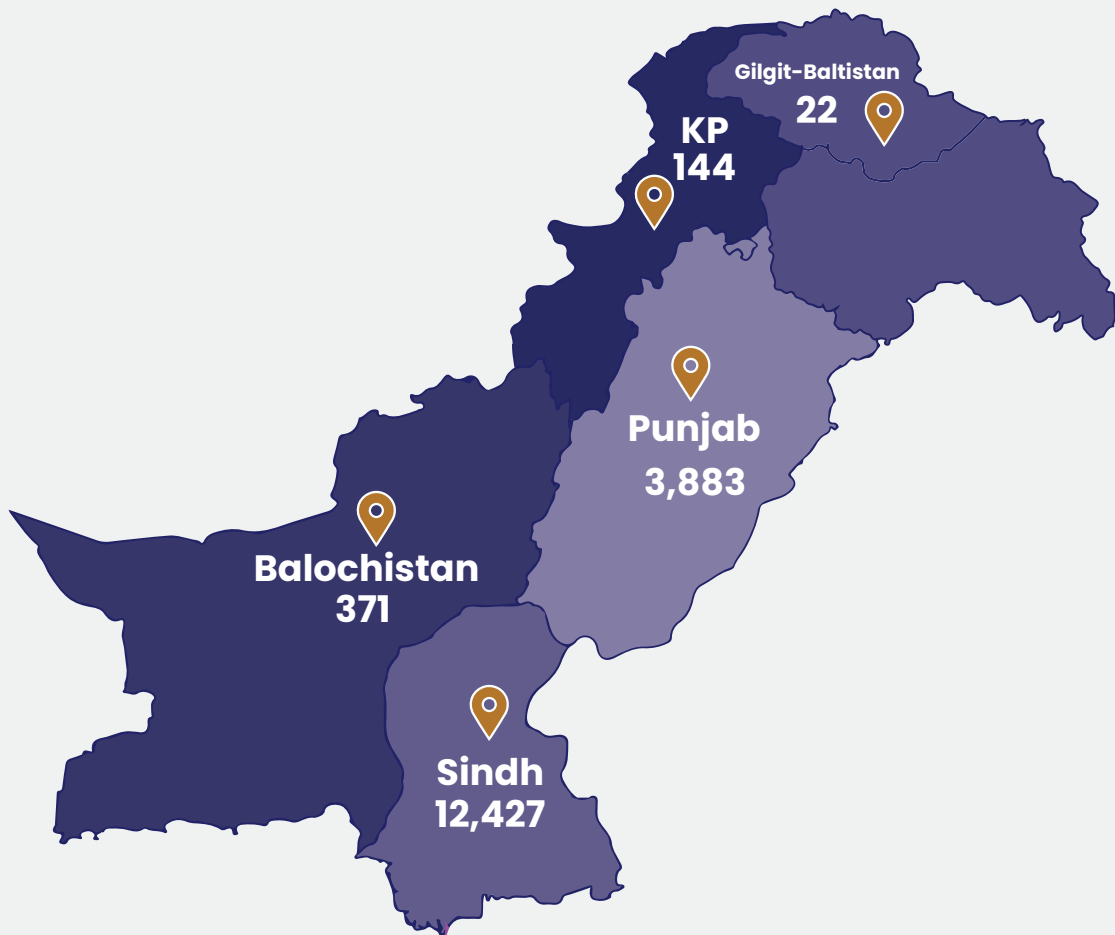






During the reporting period, the SLACC registered **16,848** queries. **12,427** calls were from Sindh, **3,883** calls from Punjab, **144** calls from Khyber Pakhtunkhwa, **371** calls from Balochistan, and **22** from other areas including Azad Kashmir and Gilgit-Baltistan (as illustrated by Figure 1).

Figure 1: Calls by Province



Out of these



**7,045** were in  
Civil Law category



**4,112** related to  
Criminal Law issues



**1,966** related to  
Public Service Matters

There were  
**3,725**  
calls

related to general information queries such as inquiries about the working hours and services of the SLACC, whether they could be provided a pro bono lawyer, and contact details of Ombudsmen and other relevant departments. A breakdown of categories is provided in Figure 2.

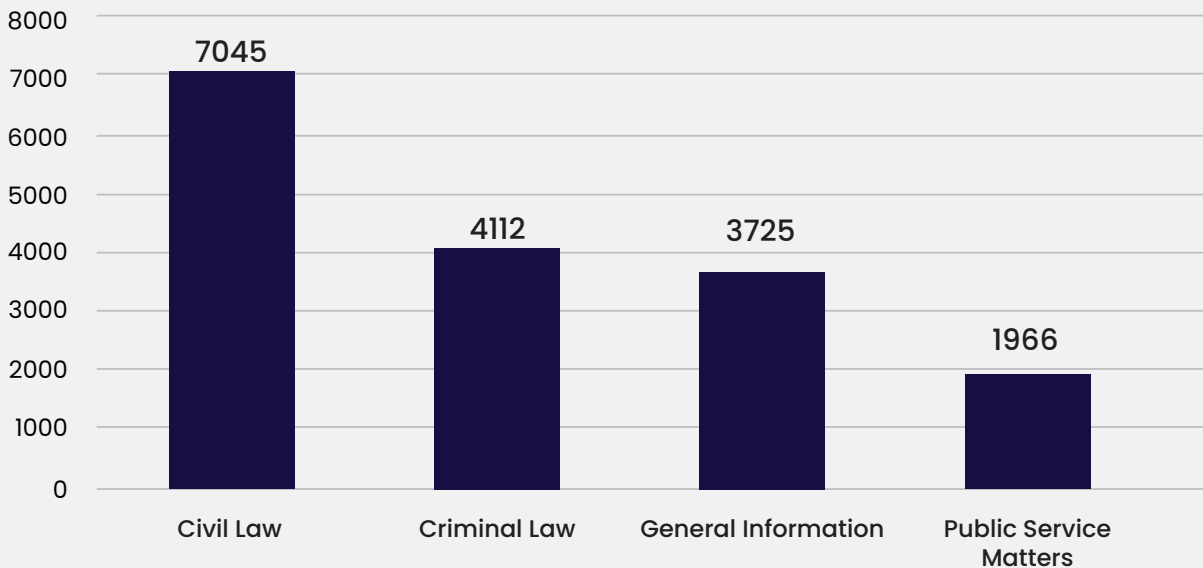


Figure 2: Calls by main categories



**12,980**  
queries were from  
Male callers

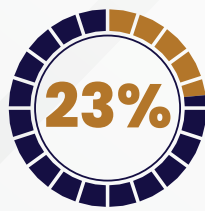
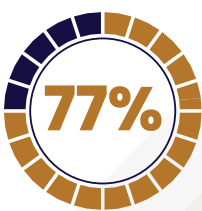


**3,859**  
from Female  
callers



**9 callers**  
were gender  
non-conforming

This was a gender ratio of



Additionally,  
**555**  
queries  
received

were related to gender-based violence, illustrating that interventions made by SLACC to engage and empower more women from vulnerable communities have proved to be effective.



Amidst the severe flooding this year,

**349**  
queries

related to Flood Relief or concerned flood related legal issues. With most callers located in flood-hit districts of Sindh, the SLACC diligently provided these vulnerable individuals with guidance and referrals towards departments and organizations that can support them.

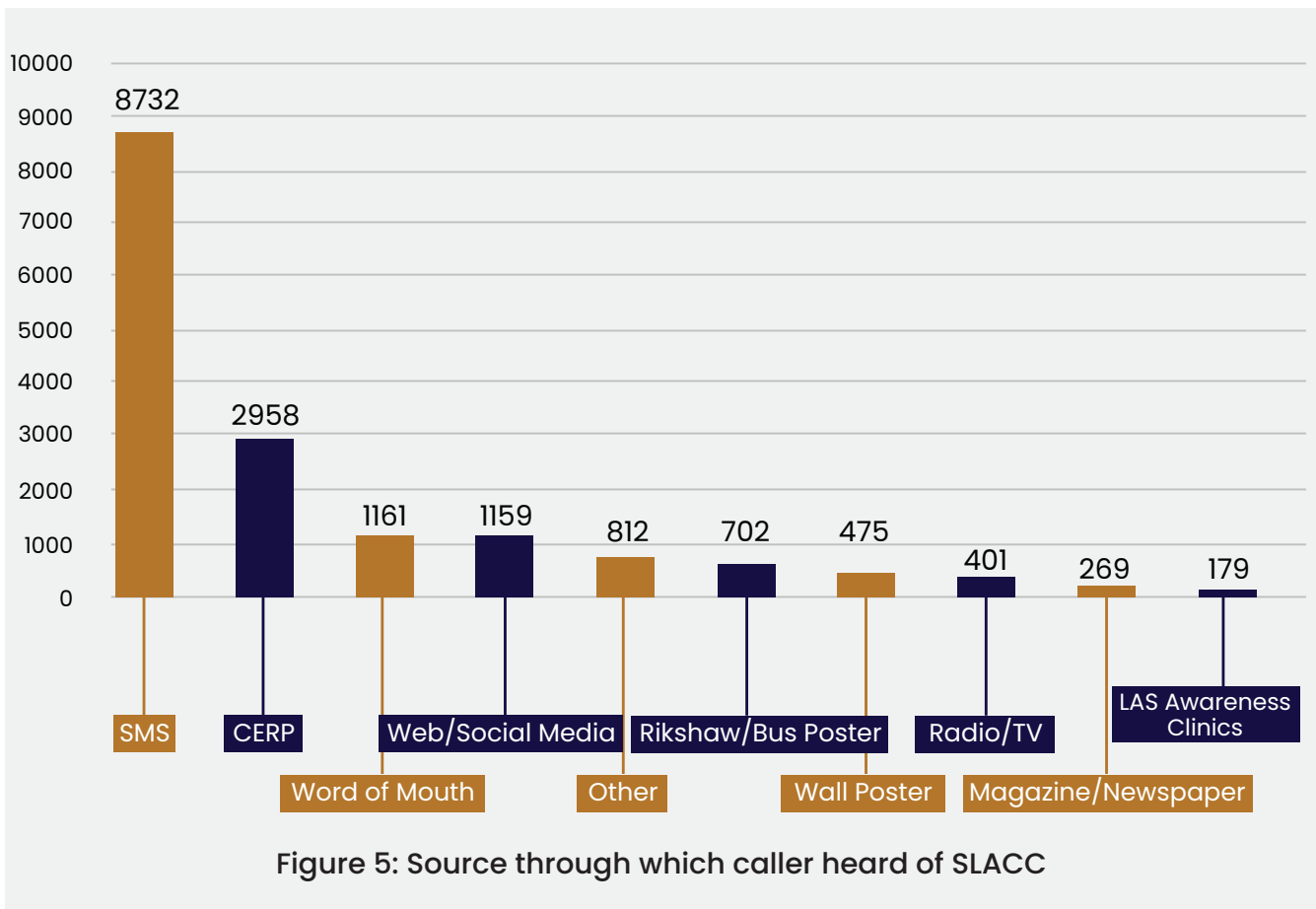
Some callers also wished to pursue Alternate Dispute Resolution methods including mediation and arbitration as opposed to going to courts, hence were guided on those options.



Figure 4: Calls by Religion

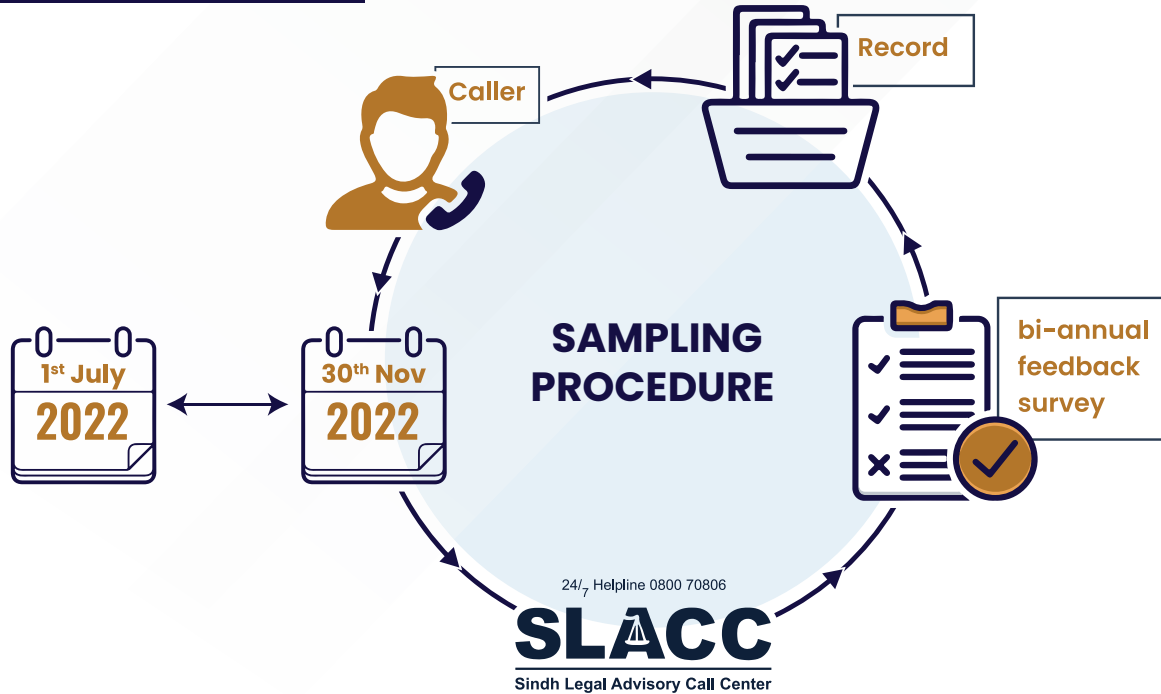
During this reporting period, SLACC in collaboration with the Transport Department and National Radio and Telecommunication Corporation (NRTC) successfully inaugurated a public awareness campaign on the People’s Bus Service to spread legal awareness amongst the masses, and provide vulnerable groups especially, women access to justice. The campaign aimed to generate discussion around recognizing domestic violence and sexual violence as a crime, while spreading awareness on women’s right to legal property and the possibility of adopting alternative dispute resolution mechanisms to promote out of court settlements. Over **120** legal queries were generated as a result of this campaign.

Multiple other significant partnerships and collaborations were constituted with organizations such as Centre for Economic Research in Pakistan (CERP) which coordinated a pilot program as well as focus group discussions (FGDs) with the SLACC lawyers for extended research in the legal development needs of Pakistan. Significant outreach was also conducted with women-centered organizations such as Ra’ana Liaquat Craftsmen’s Colony (RLCC) and Inspire Pakistan with the aim of reaching out to more women in the community. Figure 5 provides an illustration of the sources from which callers heard about SLACC’s services.



# C FEEDBACK SURVEY REVIEW

## Sampling procedure

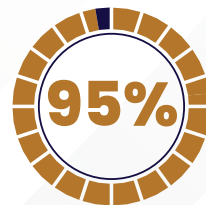


SLACC conducted a bi-annual feedback survey by interviewing a record of callers who were responded by the Sindh Legal Advisory Call Centre between the period of 1st July 2022 to 30th November 2022. To appraise the quality of the service, a random sample of callers whose queries have been resolved by SLACC advisors were contacted to gauge the effectiveness and impact of the advice provided by SLACC.

From a dataset of **13,774 calls**

queries pertaining to General Information were eliminated as these callers had not obtained legal advice and would be unable to effectively answer the survey questions.

From the remaining sampling frame, an estimated target of 150 total responses was derived through implementing a



confidence level



confidence interval

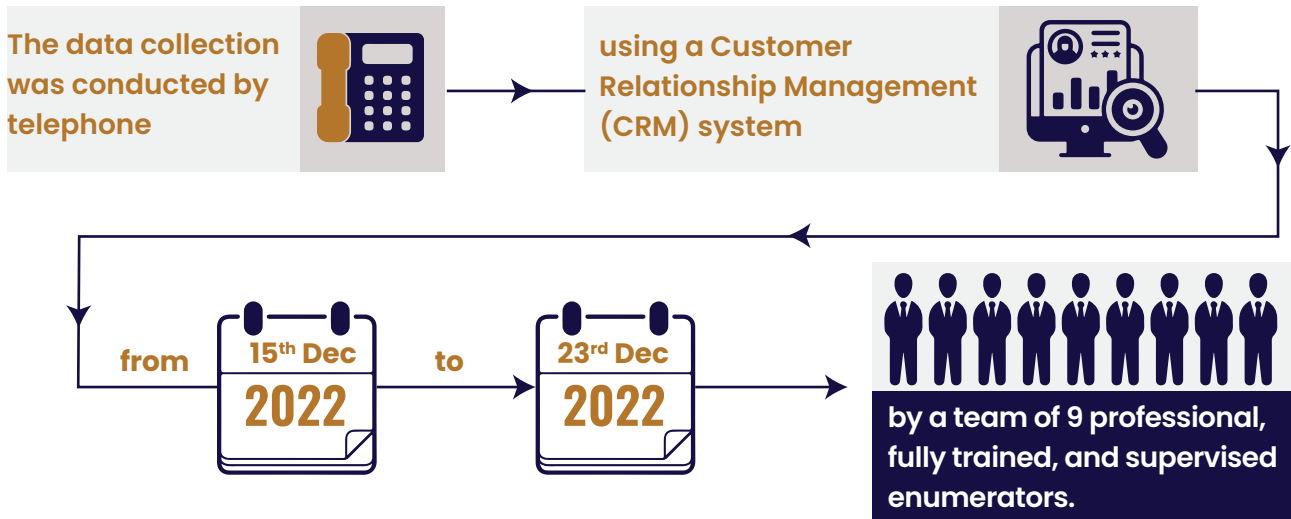
A larger sample of **450 calls**

was extracted and provided to the enumerators to account for low response rates. 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.



## Questionnaire and Interviewing

The survey instrument, a questionnaire, was developed to get feedback from the callers about their interaction with SLACC lawyers and state institutions. Taking into account previous enumerator feedback, modifications were made to the questionnaire in terms of question wording, ordering and response options, keeping in mind the ease and comfort of the interviewee. A briefing session familiarized the enumerators with the sample specifications and the instrument for this survey.



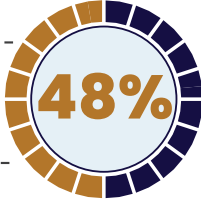
There was continuous monitoring during interviewing and data collection at all stages to ensure quality. For each survey, the enumerator introduced himself or herself, asked if the respondent had some available time to participate in a feedback call and reminded the caller of their initial legal query 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).



# Demographic Breakdown of SLACC Survey Sample

Out of the **304** callers contacted

**147** respondents

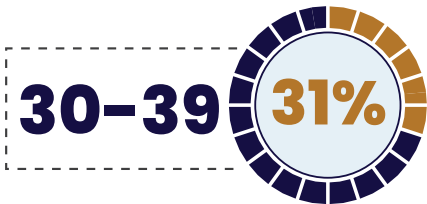


agreed to



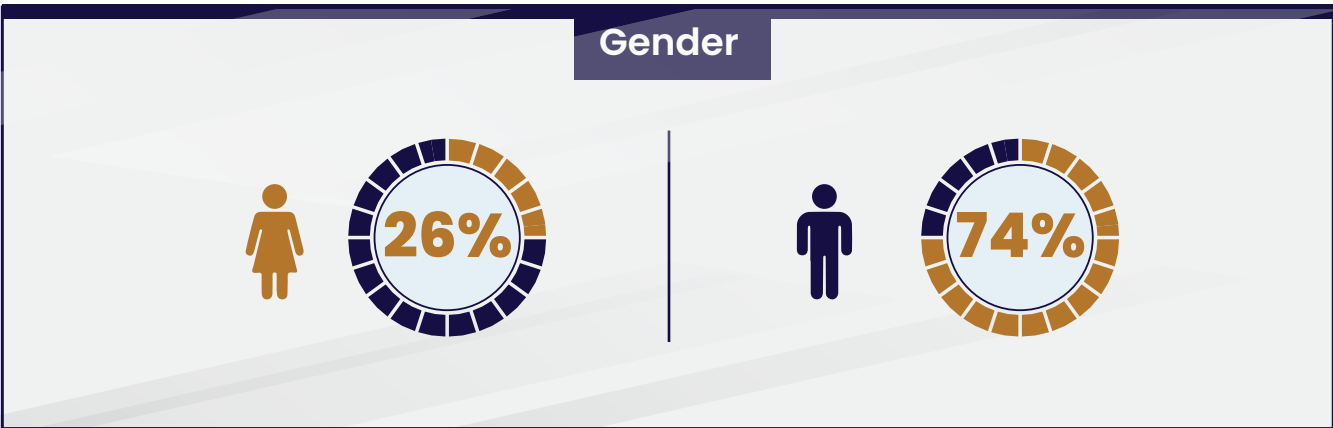
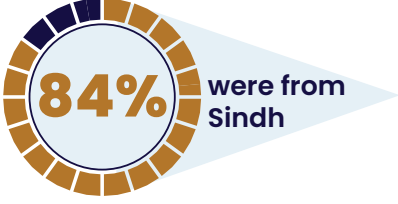
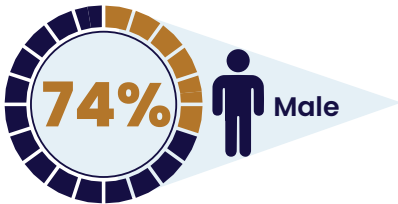
participate in the survey

The demographic breakdown below represents all respondents who were part of the survey. Most of the respondents were adults in the range of

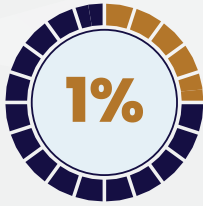


and educated to at least primary/secondary level.

Furthermore



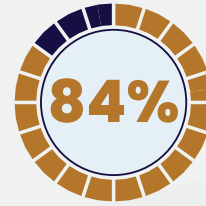
### Province



Balochistan

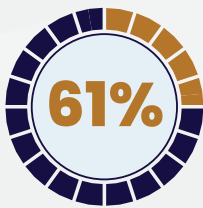


Punjab

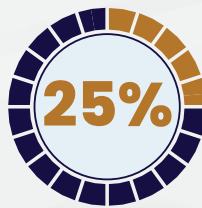


Sindh

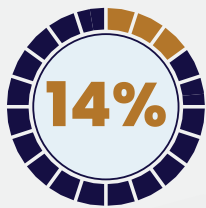
### Category



Civil Law

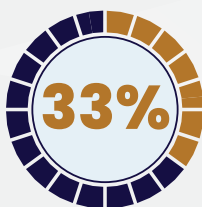


Criminal Law

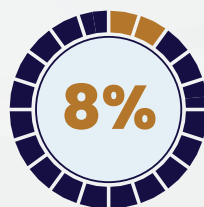


Public Service Matters

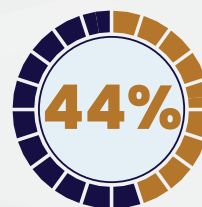
### Education Level



Bachelors/  
Masters/ PhD



Don't Want to  
Disclose



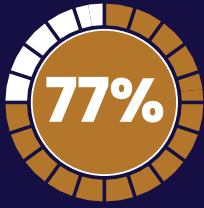
Graduation



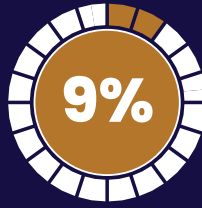
No Education



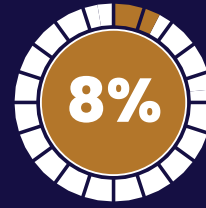
## Marital Status



Married



Single



Don't Want to Disclose



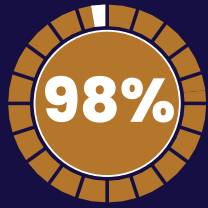
Divorced



Widowed



## Religion



Muslim

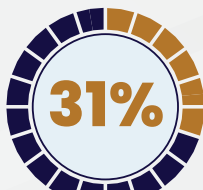


Other Religions

## Age



20-29



30-39



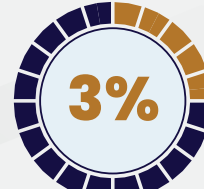
40-49



50-59



60-69

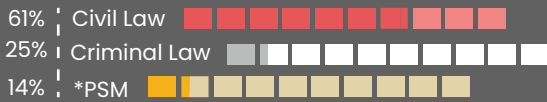


70-80

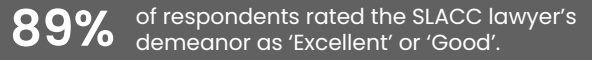


# SLACC FEEDBACK SURVEY 2022

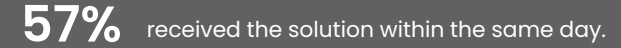
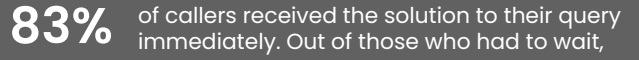
## Total Responded Calls = 147



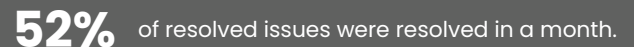
## SLACC lawyer's demeanor



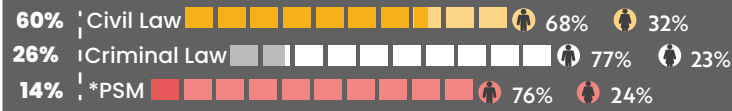
## Wait time



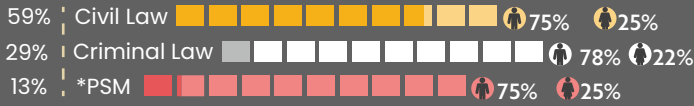
## Issue Resolution Time



## Found the advice given by the SLACC helpful.



## Followed the advice



## Experience of institutions

Court = 46%  
 Excellent = 17%; Good=35%; Fair = 17%; Poor = 30%

ADR = 12%  
 Excellent = 0%; Good=55%; Fair = 18%; Poor = 27%

Ombudsman=4%  
 Excellent = 0%; Good=33%; Fair = 33%; Poor = 33%

KESC/ WAPDA/ Union Council = 2%

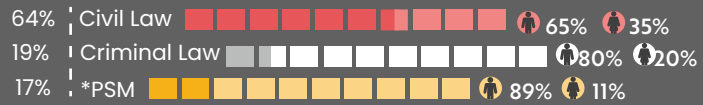
Police = 14%  
 Excellent = 0%; Good=29%; Fair = 29%; Poor = 43%

NADRA = 7%  
 Excellent = 0%; Good=40%; Fair = 20%; Poor = 40%

Other = 17%



## Did not follow the advice



## Why was the advice not followed?

Issue Resolved Itself = 13%  
 Unsatisfactory Advice = 13%  
 Time Consuming = 16%  
 Expensive = 11%  
 Needed a Lawyer = 9%  
 Could not Comprehend the Advice = 2%  
 Other = 29%  
 Personal reasons= 7%

## Was the Problem Resolved?

YES  
44%

Civil = 67%  
 Criminal = 23%  
 \*PSM = 10%



## Was the Problem Resolved?

YES  
21%

Civil = 82%  
 Criminal = 9%  
 \*PSM = 9%



## Was the Problem Resolved?

NO  
56%

Civil Law = 49%  
 Criminal Law = 35%  
 \*PSM = 16%



## Was the Problem Resolved?

NO  
79%

Civil Law = 60%  
 Criminal Law = 21%  
 \*PSM = 19%



## Why not?

In Process = 42%  
 Non Cooperation of Government Institution = 15%  
 Expensive = 9%  
 Time Consuming = 12%  
 Other = 20%  
 Ineffectiveness of lawyer = 3%

\* PSM = Public Service Matters





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



SLACC Welcome To Sindhi  
Call Us - 08

|    |    |   |    |
|----|----|---|----|
| 21 | 22 | 0 | 46 |
| 1  | 0  | 0 |    |

20

|   |   |   |
|---|---|---|
| 9 | 8 | 7 |
|---|---|---|



Law Department | SLACC  
 سندھ لیگل ایڈوائزری کال سینٹر  
 عہدہ قانون - حکومت سندھ  
 مفت قانونی مشورہ حاصل کریں  
 0800-70806  
 انصاف سب کا حق ہے  
 LAS

# D ANNEXURES

## SLACC Feedback Survey 2022-23

### FULL INSTRUMENT

#### Section 0: Pre-Survey Administration

| Sr. No | Question                      | Answer   |
|--------|-------------------------------|--|
| 1      | Enumerator Name               | 1 = Enum 1<br>2 = Enum 2<br>3 = Enum 3<br>4 = Enum 4<br>5 = Enum 5<br>6 = Enum 6<br>7 = Enum 7<br>8 = Enum 8<br>9 = Enum 9 |
| 2      | Unique ID                     | □□□□□□   |
| 3      | Enumerator Gender             | 1 = Male<br>2 = Female   |
| 4      | Query ID (QID)                | □□□□□□   |
| 5      | Main Category                 | □□□□□□   |
| 6      | Created On – (Date, Time)     | □□□□□□ - □□□□□□  |
| 7      | Created By (Receiver of Call) | □□□□□□   |
| 8      | Query                         | □□□□□□   |
| 9      | Solution                      | □□□□□□   |
| 10     | Respondent Name               | □□□□□□   |
| 11     | Respondent Phone no.          | □□□□□□   |
| 12     | Age                           | □□   |
| 13     | Gender                        | 1 = Male<br>2 = Female<br>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<br>1 = ADR<br>2 = Wall Poster<br>3 = Rickshaw Poster<br>4 = Word of Mouth<br>5 = TV/Cable<br>6 = Radio<br>7 = Internet / Social Media<br>8 = Information Session / Training / Clinic<br>9 = Magazine / Newspaper<br>10 = Jazz OBD<br>11 = Rizq<br>12 = Facebook<br>13 = CERP<br>14 = Other |
| 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<br>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  |

## Section 1: Identification, Consent, and Screener

### Oral introduction

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

| Sr. No | Question   | Answer  |
|--------|--|---|
| 1      | Were you the person who made the SLACC Call?   | 0 = No <input type="checkbox"/> Go to section 4 (survey ends for respondent)<br>1 = Yes <input type="checkbox"/> Go to 2a<br>2 = Don't know <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"/> Go to Section 1 Q2b<br>1 = Yes <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"/> Go to section 4 (survey ends for respondent)<br>1 = Yes <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 Center (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: Survey

### Oral introduction

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 trade 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<br>1 = Good<br>2 = Fair<br>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"/> Go to Section 2 Q2b<br>1 = No (If no, please give reasons: <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"/> Go to Section 2 Q3b<br>1 = No <input type="checkbox"/> Go to Section 2 Q3f<br>2 = Don't know  |
| 3b     | Did you follow the advice that was provided to you?   | 0 = Yes <input type="checkbox"/> Go to Section 2 Q3c<br>1 = No <input type="checkbox"/> Go to Section 2 Q3f  |
| 3c     | If yes, which institution(s) did you go to?   | 0 = Police<br>1 = Court<br>2 = Ombudsman<br>3 = Union Council<br>4 = NADRA<br>5 = FBR<br>6 = Education Department<br>7 = ADR<br>8 = Health Department<br>9 = KESC/WAPDA<br>10 = Other <input type="checkbox"/> Go to Section 2 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<br>1 = Good<br>2 = Fair<br>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<br>1 = Advice was too complicated<br>2 = Was not convinced<br>3 = The method proposed was time-consuming<br>4 = The method proposed was costly<br>5 = Needed a lawyer<br>6 = Could not understand<br>7 = Other <input type="checkbox"/> Go to Section 2 Q3g |
| 3g | If other, specify   | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>   |
| 4a | Has your issue been resolved?   | 0 = Yes <input type="checkbox"/> Go to Section 2 Q4b<br>1 = No <input type="checkbox"/> Go to Section 2 Q4c<br>2 = Don't know   |
| 4b | If yes, how long did it take to resolve the issue?                                      | <input type="checkbox"/>  |
| 4c | If no, please explain why?  | 0 = In process<br>1 = Time-consuming<br>2 = Costly<br>3 = Non-cooperation from Government Institution<br>4 = Ineffectiveness of Lawyer<br>5 = Other <input type="checkbox"/> Go to Section 2 Q4d  |
| 4d | If other, specify   | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>   |
| 4e | If issue is still unresolved, do you require any further advice from us on that matter? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>   |
| 5  | Would you recommend SLACC   | 0 = Yes<br>1 = No   |

## Section 3: Survey

### Oral introduction

Now I will ask some further 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<br>1 = Married<br>2 = Divorced<br>3 = Widowed<br>4 = Don't want to disclose                         |
| 2      | What is the highest level of education that you have completed?  | 0 = No education<br>1 = Graduation<br>2 = Bachelors/<br>Masters/PhD<br>3 = Don't want to disclose<br>4 = Other |
| 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) | □□□□□□   |
| 4      | What is your monthly household income?   | □□□□□□   |

### Closing Statement:

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

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

| Sr.No | Question  | Answer   |
|-------|---|--|
| 1     | Was the survey completed?   | 0 = No <input type="checkbox"/> Go to Section 4 Q2<br>1 = Yes <input type="checkbox"/> Go to Section 4 Q3  |
| 2a    | Why was the survey not completed?   | 0 = Respondent did not consent to be surveyed<br>1 = Respondent withdrew partway<br>2 = Respondent hung-up<br>3 = Phone connection dropped involuntarily<br>4 = Respondent did not make the complaint<br>5 = Other <input type="checkbox"/> Go to Section 4 2b |
| 2b    | If other, specify   |  |
| 3     | Did the respondent have any problems understanding the questions?         | 0 = No <input type="checkbox"/> Survey ends<br>1 = Yes <input type="checkbox"/> Go to Section 4 Q4   |
| 4     | Please detail which questions the respondent did not understand, and why. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>  |







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