



**Law Department**  
Government of Sindh

**LAS**  
LEGAL AID SOCIETY

# SLACC BI-ANNUAL REPORT

1<sup>ST</sup> JULY – 31<sup>ST</sup> DECEMBER 2021



24/7 Helpline 0800 70806

**SLACC**

Sindh Legal Advisory Call Center



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# SLACC

Sindh Legal Advisory Call Center



**Law Department**  
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# LAS

LEGAL AID SOCIETY



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# Message From The **SECRETARY LAW & PARLIAMENTARY AFFAIRS**



The Sindh Legal Advisory Call Center is an initiative by the Government of Sindh under the Legal Empowerment of People Program, which aims to improve access to justice and information to empower the people of Sindh. The goal of the Call Center is to provide access to high quality, free-of-cost advice to the vulnerable and marginalized people of Sindh.

The Government of Sindh has always been committed to the welfare of Sindh and has always propagated fairness, justice, and equality in the system. The SLACC has played a vital role in the journey and has facilitated the Government in bridging the gap between the supply and demand for effective and inexpensive legal advice and in empowering the citizens of Pakistan. Since July 2021, the SLACC has received over **16,818** queries, including **8,242** queries related to Civil Law, **2,275** for Criminal law and **1,882** queries associated with Public Service Matters.

This year we have decided to integrate the Honorable Chief Secretary's Complaint Cell with the Sindh Legal Advisory Call Center which is a testament to the quality and critical nature of services being provided by the SLACC. We believe that through this integration the Government of Sindh will be able to achieve its target of providing redressal to the public and be able to resolve their queries swiftly.

As we steadfastly work towards providing the highest quality of public service to the citizens, we hope that the SLACC will continue their outstanding services in providing legal welfare to the people.

Regards,

**Mr. Ali Ahmed Baloch**  
**Secretary Law &**  
**Parliamentary Affairs,**  
Government of Sindh

# Message From The CHIEF LEGAL ADVISOR



It is with great pleasure that I share with you the Sindh Legal Advisory Call Center (SLACC) Bi-Annual Report (July to December 2021). The Sindh Legal Advisory Call Center (SLACC) was established by Legal Aid Society (LAS) in 2014, and it embarked on a public-private partnership in 2018 with the Government of Sindh through the Law Department. The Government of Sindh supports SLACC under the Legal Empowerment of People Program in Sindh (LEPPS) to provide free legal advice and information to empower the poor, disempowered and marginalized people of Pakistan, particularly Sindh.

Since its inception, SLACC has received **349,511** calls on IVR (Interactive Voice Recording) system and registered **161,685** queries from more than **450** cities and towns across Pakistan.

This year, as the pandemic lingers, we have continued to provide free legal advice to the citizens of Pakistan through strict adherence to COVID SOPs. We have provided legal advice and awareness on Civil Law, Criminal Law, and Public Service related matters, illustrated in detail in this report. In the current reporting period, from 1st July 2021 to 31st December 2021, the SLACC received calls on the IVR system and formally registered **16,818** queries, out of which **13,104** were from Male callers and **3,706** by Female callers

This success shows the true commitment of the Government of Sindh in providing justice to the people of Pakistan, especially Sindh. I would also like to congratulate our dedicated SLACC team for their untiring efforts throughout these difficult times.

Our ongoing integration with Chief Secretary's Complaint Cell reflects our performance and how the SLACC is integral in providing access to justice to the people of Pakistan. Finally, I would like to express my gratitude to the Government of Sindh for its continued support in helping us empower citizens of Pakistan, especially the marginalized and vulnerable segments of society.

Regards,

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

# CONTEXT OF THE PUBLIC-PRIVATE PARTNERSHIP



Pakistan was ranked 130 out of 139 countries globally on the World Justice Project's Rule of Law Index, 2021, and placed 5th out of 6 in the South Asian Region. The WJP witnessed that globally more countries faced decline in the overall rule of law this year due to the COVID-19 pandemic. 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 is to provide speedy justice by saving time, cost and resources while 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. LAS's efforts aim to bridge the gap between supply and demand for effective and inexpensive legal advice and aid specifically to benefit under-served, marginalized and un-informed segments of society.

The quality of service and framework of legal empowerment and state of art monitoring systems and facilities at LACC led to a partnership with the Government of Sindh to embark on a public-private collaboration through its Law Department. With the support of the Government of Sindh, LAS continued services of its flagship project with a new brand name, Sindh Legal Advisory Call Center (SLACC), on July 1st, 2018. This collaboration is a testament to the Government of Sindh's continued commitment to values of justice, legal empowerment and its efforts to uplift the lives of citizens under its Legal Empowerment of People Program in Sindh (LEPPS)

LEPPS recognizes the importance of reaching and benefitting people through telephone and mobile services since most people have easy access. The SLACC provides this facility through its toll-free number **(0800 - 70806)**, which is accessible for thousands of people to empower them legally and allow them to benefit from the services. This joint venture will also be instrumental in improving the Government of Sindh's status on Sustainable Development Goals (SDGs), especially Goal 16 "Peace, Justice and Strong Institutions".

The SLACC provides free legal advice and information to callers on different legal matters through High Court enrolled lawyers under the supervision of Former Judge Supreme Court of Pakistan, Justice Arif Hussain Khilji. Since its inception, SLACC has received **349,511** calls on IVR (Interactive Voice Recording) system, and the number of registered queries is **161,685**. The number of calls received on IVR from 1st July 2021 to 31st December 2021 (current reporting period) is **21,906**, from which we registered **16,818** queries, out of which **13,104** were by Male callers and **3,706** by Female callers.

<sup>1</sup> Pakistan – World Justice Project Rule of Law Index 2021  
([https://worldjusticeproject.org/sites/default/files/documents/Pakistan\\_2021%20WJP%20Rule%20of%20Law%20Index%20Country%20Press%20Release.pdf](https://worldjusticeproject.org/sites/default/files/documents/Pakistan_2021%20WJP%20Rule%20of%20Law%20Index%20Country%20Press%20Release.pdf))



# PROJECT GOALS

## 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



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

# EXECUTIVE SUMMARY

During the reporting period of July to December 2021, the Sindh Legal Advisory Call Center has received:

**21,906 calls**



out of which we registered **16,818 queries**

**14,342**

queries were received from **Sindh**

**1,927**

queries were received from **Punjab**

**259**

queries were received from **Khyber Pakhtunkhwa**

**234**

queries were received from **Balochistan**

**56**

queries were received from **Azad Kashmir and other areas**

## From the total number of queries



**8,242**  
were related to  
**Civil Law**

**2,275**  
queries were from  
**Criminal Law**

**1,882**  
were related to  
**Public Service  
Matters**

**13,104**  
queries were from  
**Male population**



**3,706**  
were registered  
from  
**female callers**  
and others



## In addition to providing legal advice

**329** queries were diverted to  
**Alternative Dispute Resolution mechanism**



# PERFORMANCE REVIEW

## 1 Performance during the Reporting Period

The SLACC offers telephonic legal guidance by connecting callers directly with qualified and experienced lawyers (SLACC Legal Advisors) licensed to practice before the High Court; through a unique CRM system (based on the popularly deployed Avaya Telephony System). The CRM system has been customized to record metrics relating to socio-economic demographics and the content of the query and the solution provided. The queries are linked by record and are assigned a time-stamp. SLACC Legal Advisors provide advice throughout a 24 hour period: via live calls during office hours, from 9.00 a.m. to 5 p.m. from Monday to Saturday, and post 5 p.m. through recorded voicemails.

From 2014  
till December 2021  
SLACC has registered over  
**349,511 calls**  
from across Pakistan while  
during the reporting period of

July – December 2021  
the SLACC has registered  
**21,906 calls.**



# Performance against Deliverables at Outcome and Output level; highlighting key activities:



## OBJECTIVE 1

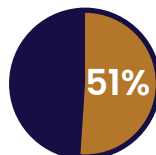
Provide free legal advice and information to **33,000** people.

## OUTPUT

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

## DESCRIPTION OF THE PROGRESS

**16,818** queries of citizens through calls have been formally registered, which is



of the target for the entire project period. These callers have obtained a customized solution through the advice of the SLACC.

Of the aforementioned total, category wise breakdown of queries is as follows:

8,242 registered queries related to civil matters, 2,275 related to criminal law matters and 1,883 related to public service matters.

**8,242**  
registered queries  
related to  
**Civil matters**

**2,275**  
registered queries  
related to  
**Criminal law matters**

**1,883**  
registered queries  
related to  
**Public service matters**

**14,342** calls have been received from Sindh, **1,927** calls from Punjab, **259** calls from Khyber Pakhtunkhwa, **234** calls from Balochistan, **56** calls from Azad Kashmir and other areas..

## RESULTS ACHIEVED DURING THE REPORTING PERIOD

- **16,818** queries i.e. **51%** of the annual target for registered queries through callers and callers provided with legal advice and information was obtained.
- **13,104** registered queries through calls (**78%** of the overall registered queries) have been obtained from male callers.
- **3,706** registered queries through calls (**22%** of the overall registered queries) have been obtained from female callers while **8** queries have been received from others.
- **329** registered queries through calls have been diverted towards ADR methods away from courts.
- **235** registered queries through calls have pertained to Gender Based Violence.
- **553** registered queries through calls were about matters regarding Women Right to Legal Property.
- **401** registered queries through calls were for women related queries which includes issues regarding marriage, divorce, banking and maintenance.

## OUTPUT

### 1.2 | People in Sindh are better informed about their legal rights and legal needs

## DESCRIPTION OF THE PROGRESS

- More empowered callers self represented themselves in their cases before the courts, police and Ombudsman and sought the advice of **SLACC** advisors to pursue their matters.
- A documentary was created for SLACC highlighting the goals and achievements of the Call Center.
- The SLACC SMS campaign ran **7.6 million** messages promoting knowledge of the service to the public.
- An MoU was signed with Rizq for greater visibility.
- The SLACC's integration with the **Chief Secretary's** Complain Cell is ongoing

## RESULTS ACHIEVED DURING THE REPORTING PERIOD

- Calls were received that highlighted increased self-representation.
- Our success stories reflected the increased awareness of callers in representing themselves with the police or in courts and being able to resolve their issues. The stories are a part of this Report.
- The documentary created showcased the stakeholders of SLACC including the Secretary Law and the DIG Police. It documented the stories of a few beneficiaries who were able to resolve their legal issues through the SLACC.  
It also highlighted the SLACC advisors and their efforts to provide effective advice to the beneficiaries.
- The SLACC registered queries from people who heard about SLACC from:  
**SMS 10,577 calls, Word of Mouth 1,276 calls, Internet/Social Media 1,272 calls, TV 1,176 calls, Vehicle Poster 610 calls, Wall Posters 531 calls, Brochures/Magazines and Newspapers 383 calls, Facebook 221.**
- An MoU was signed with Rizq on 18<sup>th</sup> November 2021 to increase visibility and outreach of the SLACC toll-free helpline and to provide monthly legal advice to people who are distributed ration at the Rizq Food camps in Lyari.
- Integration with the Chief Secretary's Complaint Cell is in progress for which the live dashboard has been prepared and is to be installed in the Chief Secretary's office.  
Training by the CS Complaint Cell staff will be conducted for the SLACC advisors in order to equip them with a better knowledge of the system.
- The Law Department has approved the publication of SLACC advertisement to promote its toll-free number in leading newspapers.
- Also, **26** boards were placed in various public vicinities during the reporting period, to spread awareness of the SLACC in the general public.
- Significant stakeholder meetings with Khyber Pakhtunkhwa Commission on the Status of Women (KPCSW) and National Commission on the Status of Women were held on 6<sup>th</sup> October 2021, to discuss potential research, case referrals and SLACC publicity.

## OBJECTIVE 2

Ensure quality and effective provision of legal advice and information

### OUTPUT

#### 2.1 | Capacity Development of SLACC staff

##### DESCRIPTION OF THE PROGRESS

- Two (2) training sessions were planned for the SLACC Legal Advisors.

##### RESULTS ACHIEVED DURING THE REPORTING PERIOD

- Justice Athar Saeed's team conducted a training on Tax Law on 17<sup>th</sup> October 2020.
- Training was also conducted by the Provincial Ombudsman on the Protection Against Harassment of Women at the Work Place on 22<sup>nd</sup> November 2021.
- Subject matter experts conducted the trainings and the pre post assessment forms have indicated positive shifts and increased knowledge in the staff.

### OUTPUT

#### 2.2 | Monitoring and Evaluation of SLACC services

##### DESCRIPTION OF THE PROGRESS

- A feedback survey was scheduled for the last quarter of 2021.

##### RESULTS ACHIEVED DURING THE REPORTING PERIOD

- The Feedback Survey was conducted in December 2021. The survey tool that was developed has been attached as Annexure. Success Stories received during the feedback survey have been compiled and added to this report.

## OBJECTIVE 3

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

### OUTPUT

#### 3.1 | Collate the data of the SLACC for analysis

##### DESCRIPTION OF THE PROGRESS

- A meeting is to be held with the Legal Advisor, the Research Coordinator and the Legal Advisors on a weekly basis.
- A Case Referral System is to be developed during this period.

##### RESULTS ACHIEVED DURING THE REPORTING PERIOD

- Reassignment of categories in which the calls are categorised and used for research and for mapping trends has been an ongoing process throughout the period to make the system more efficient and effective.
- To help provide greater access to information and legal processes to the public, the Case Referral System incorporating elements of confidentiality, efficacy and redressal mechanisms was updated for the ease of the advisors in October 2021.

### OUTPUT

#### 3.2 | Annual publication

##### DESCRIPTION OF THE PROGRESS

Compilation of the numbers for the two quarters and completion of the SLACC Bi-Annual Report (July to December 2021).

##### RESULTS ACHIEVED DURING THE REPORTING PERIOD

This SLACC Bi-Annual Report will form the base and will supplement the Annual Report (July 2021 to June 2022).



## OUTPUT

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

#### DESCRIPTION OF THE PROGRESS

- A research paper titled “Understanding the Family Gap” has been written under the supervision of the Chief Legal Advisor.
- In continuation with the MoU with Center for Economic Research in Pakistan (CERP), SLACC planned the launch of the pilot report on dispute resolution mechanisms.
- Meetings have been held for discussing the topics and methodology of the reports for the remaining half of the year.

#### RESULTS ACHIEVED DURING THE REPORTING PERIOD

- The research paper “Understanding the Family Gap” is a comparative analysis and a case for the Parental right of maintenance in Pakistan. The paper analyses the gap present in the current law of Pakistan and how legislative actions need to be taken to allow parents to be maintained by their children and relatives in their older age. For research, a visit was conducted at the SAHARA Village to discuss the issues faced by the elderly regarding their families.
- The SLACC in partnership with the Center for Economic Research in Pakistan (CERP) is working on producing a research paper in 2022.
- The concept notes for the next reporting period (January to June 2022) research reports and policy papers based on the SLACC calls are being prepared specifically on Socio-economic costs of Litigation in Sindh, Delegated Divorce and Alternate Dispute Resolution Mechanisms.

## OUTPUT

### 3.4 | Report launch for annual report and research reports.

#### DESCRIPTION OF THE PROGRESS

To be held in 2022

#### RESULTS ACHIEVED DURING THE REPORTING PERIOD

To be held in March 2022

**This is what  
we have**



achieved

## OBJECTIVE 1.1

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



## 1 ANALYSIS OF CALLS

The following table is the breakdown of the calls through the six-month reporting period shown in Table 1:

Month	Registered Queries	Civil Law	Criminal Law	Public Service Matters	General Information Queries	Male	Female	Other
July	3024	1467	426	359	772	2403	619	2
August	2928	1302	413	316	897	2326	602	0
September	2918	1507	380	297	734	2214	703	1
October	2866	1418	396	282	770	2223	643	0
November	2976	1516	367	381	712	2264	707	5
December	2106	1032	293	247	534	1674	432	0

Table 1: Distribution of queries during the reporting period (July to December 2021)

Table 1 shows the distribution of queries during the reporting period of July to December 2021 according to the categories and the gender of the caller. As shown in Figure 1, out of **16,818** queries, **78%** of the registered queries were made by male callers while **22%** were from female callers. This is due to the greater ease of access of information by men who are able to navigate the public space more easily and hence can confidently seek justice. Often, male callers ask for advice on behalf of female relatives in their family matters such as inheritance laws, divorce and custody of children or documents related to their legal identity.

While the SLACC services are being availed only over the telephone, its outreach has reached homes, and women can still call and ask for solutions even if they prefer informal methods of justice. Additionally, **8** queries were also registered from persons of the other gender.



Fig 1:

## Gender Wise Distribution of Registered Queries through Calls (July to December 2021)

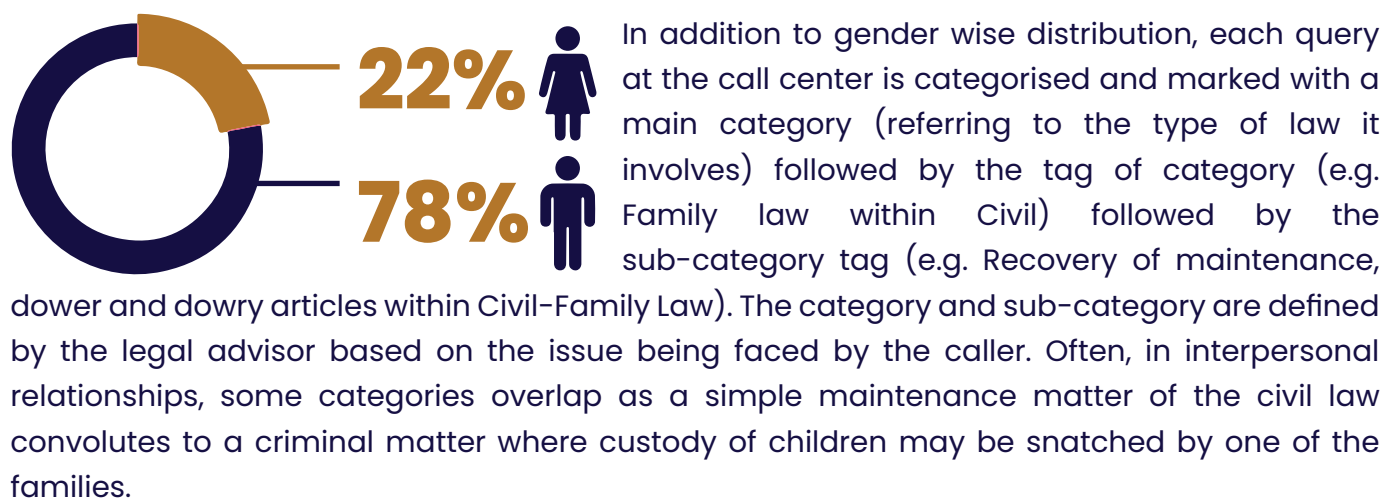


Figure 2 below shows the division of registered queries through calls by the main categories of law. As can be seen from Figure 2 below, the majority of registered queries through calls are in the Civil Law category (**8,242 queries**), followed by Criminal Law category (**2,275 queries**) and the smallest figure is of the Public Service Matters (**1,882 queries**).

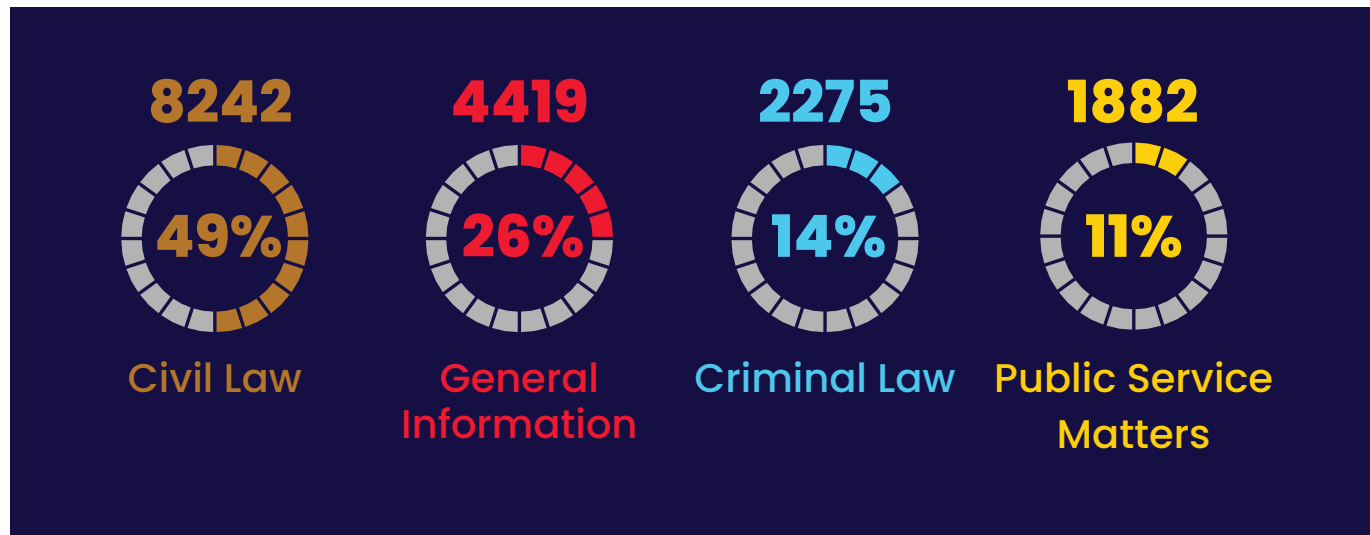


Fig 2:

## Category Wise Distribution of Queries (July to December 2021)

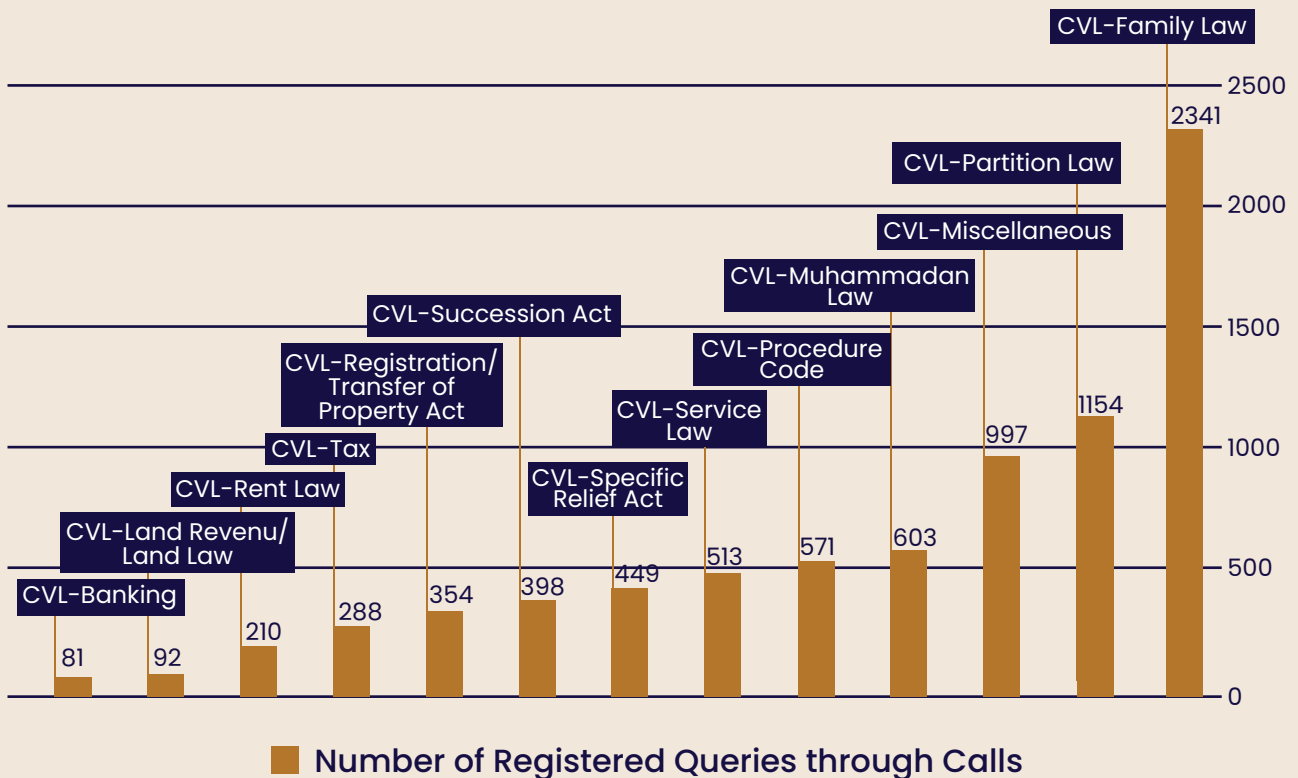
Within the biggest category, Civil law, most callers called for matters pertaining to Family Law followed by Partition, which often included queries related to filing suits for the partition of their inherited property, to have access to their share. The queries regarding the Civil Procedure Code related to jurisdiction of cases, negotiable instruments, and other procedural issues such as written statements, trial stage, and execution were also highest occurring.

The cases related to specific relief were based on callers seeking injunctions and on specific performance. The miscellaneous queries included employees of one organisation asking if they could file a suit against their employer, complaints about a factory wasting water, and complaints regarding the public nuisance of neighbours fighting or a loudspeaker blaring music in the neighbourhood. The service law queries concerned cases in National Industrial Relations Commission (NIRC), promotion, pension, seniority, EOBI, gratuity, workman compensation and other service and labour law related cases.

**Fig 3:**

### Category Wise Distribution of Civil Law Queries

(July to December 2021)



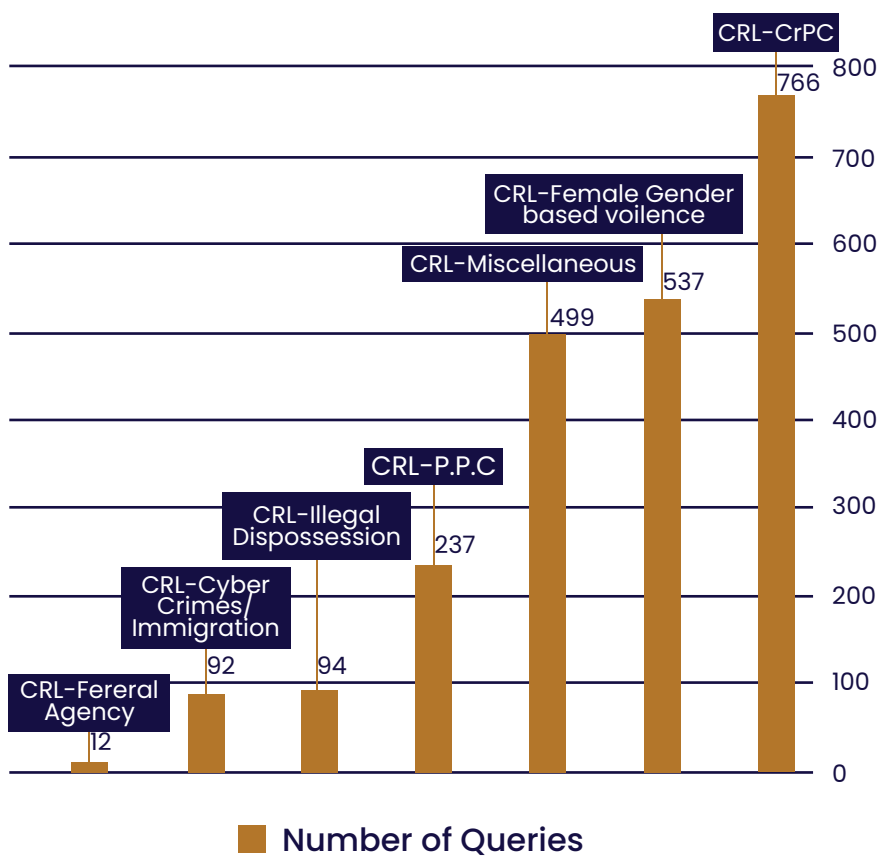
**Fig 4:**

### Category Wise Distribution of Criminal Law Queries

(July to December 2021)

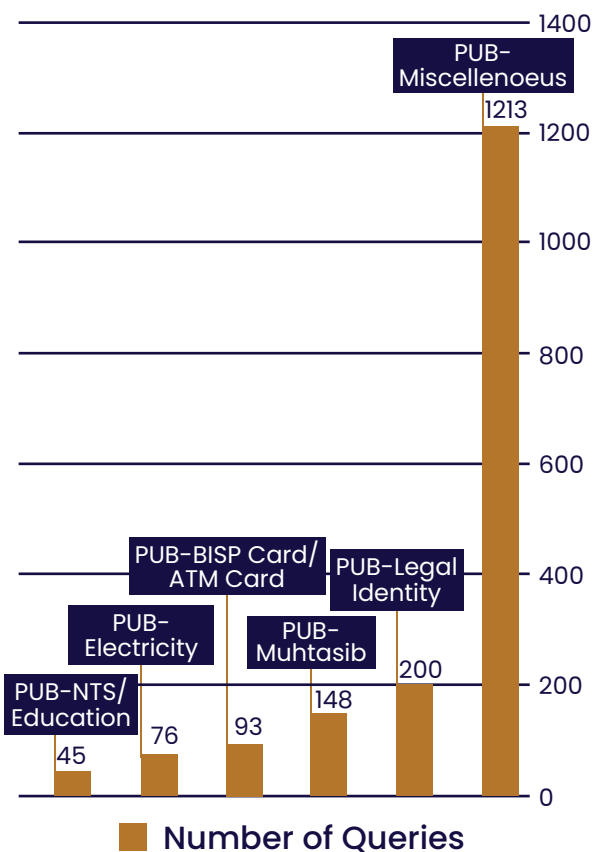
Within Criminal law, as shown by the following Figure 4, most callers experienced issues related to various cases involving the Criminal Procedure Code 1898, such as appeal, revision, habeas corpus, FIR, direct complaint, compromise and others. The Miscellaneous category Category-wise distribution of calls included complaint to the Magistrate under s. 22-A CrPC to lodge FIR, malicious prosecution/quashed cases and other matters.

In the female Gender Based Violence category, the vast majority of callers sought legal advice for domestic violence, which was related to forced marriage in some instances. Other callers complained of general and sexual harassment.



In cases related to illegal dispossession, callers complained of either the land mafia dispossessing them of their property or immediate and close relatives occupying jointly inherited property denying other family members their rightful share. Those queries marked as related to PPC included but were not limited to the calls relating to polygamy and grievous hurt. Some percentage of the callers also inquired about cyber-crimes' complaint mechanisms, regarding leaking important and confidential personal information.

**Fig 5:**  
**Category Wise Breakdown of Public Service Matters Queries**  
**(July to December 2021)**



In regards to the Public Service Matters, Figure 5, most callers were distressed by miscellaneous issues relating to various government departments, this was followed by NADRA and B-form matters. Many callers were seeking advice against K-electric and WAPDA amongst others for over-billing or charging electricity bills with a damaged meter or about the disconnection of electricity. Callers were also distressed by the theft of ATM cards and many called enquiring about the Ehsaas card and other similar schemes. This reporting period, we also received numerous queries regarding the Education sector and the Testing services where people were concerned about the selection criteria due to the changes in the system.

## OBJECTIVE 1.2

### Awareness of the Sindh Legal Advisory Call Centre (SLACC)

#### 1 ANALYSIS OF GEOGRAPHICAL DEMOGRAPHICS

The SLACC received the most calls from Sindh, followed by Punjab, Khyber Pakhtunkhwa and Balochistan. The SLACC has previously received calls from foreign countries as well. The chart below highlights the geographical demographics for the reporting period:

Fig 6:

#### Province Wise Distribution of Registered Queries through Calls

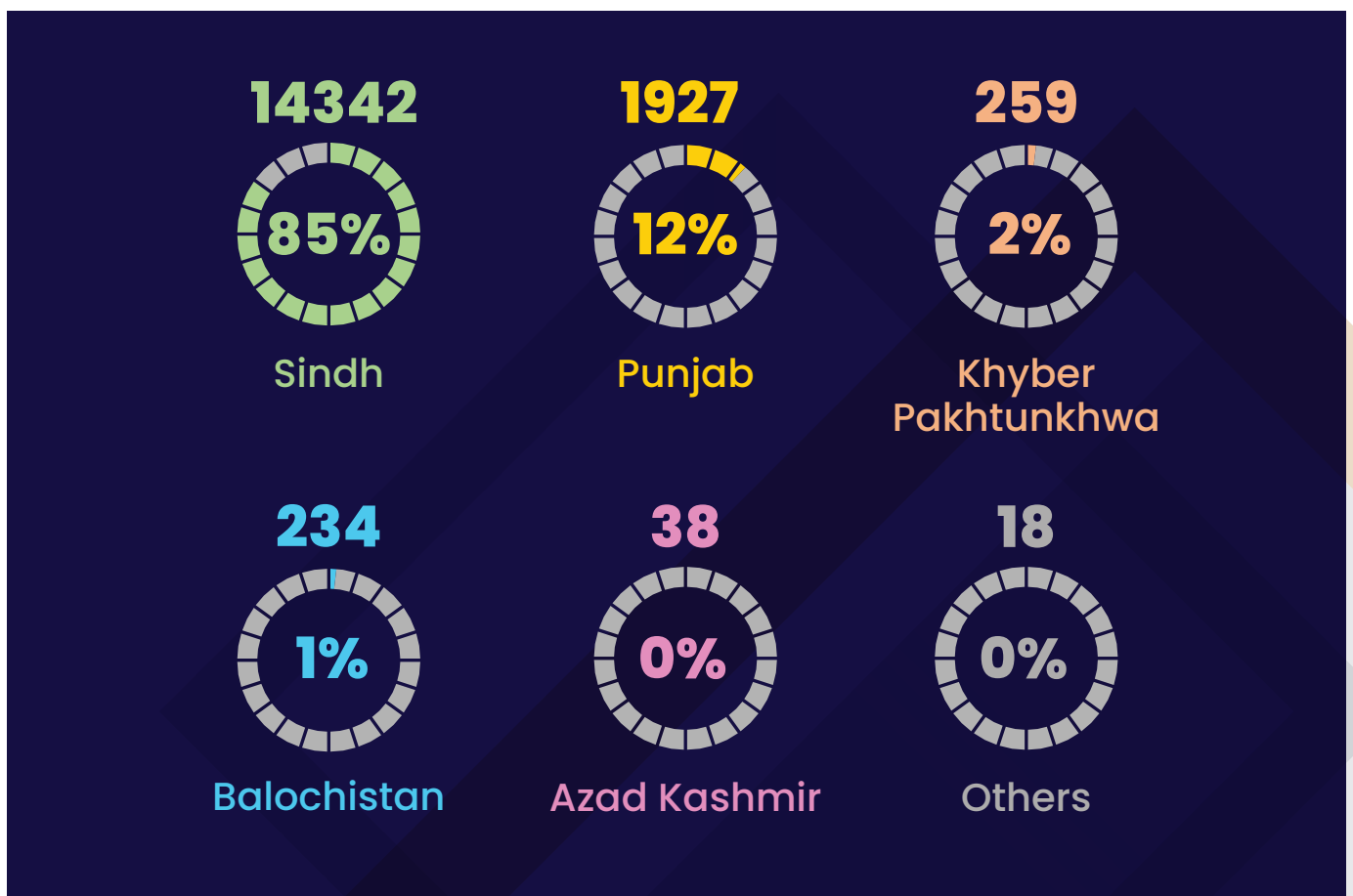


Fig 7:

### City Wise Distribution of Registered Queries through Calls from Pakistan

Within Pakistan, as illustrated by Figure 7 below, the greatest number of callers were residents of Karachi, followed by Hyderabad, Lahore, Larkana, Nawabshah, Rawalpindi, Islamabad, Dadu, Sanghar and Khairpur. This is due to the weekly SMS Campaign run in collaboration with major telecoms, the SLACC TVC, the Facebook and social media presence of Legal Aid Society and the Sindh Legal Advisory Call Center. Many callers also heard about the SLACC from their friends, relatives and neighbours. This figure highlights that the best outreach has been at the major cities of Pakistan and that a consistent approach towards outreach and visibility can give substantial results in rural and far-flung areas of Pakistan.

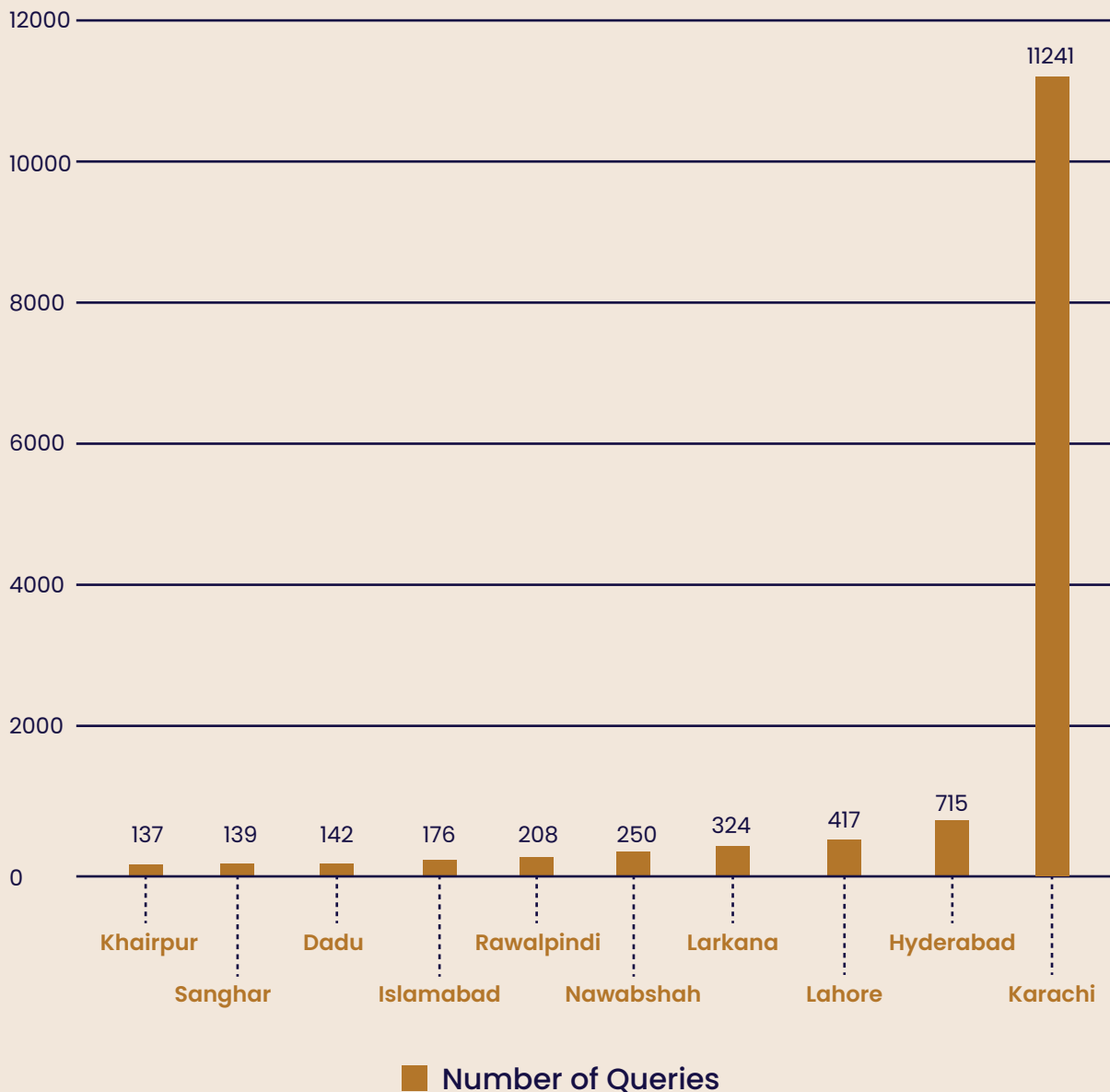
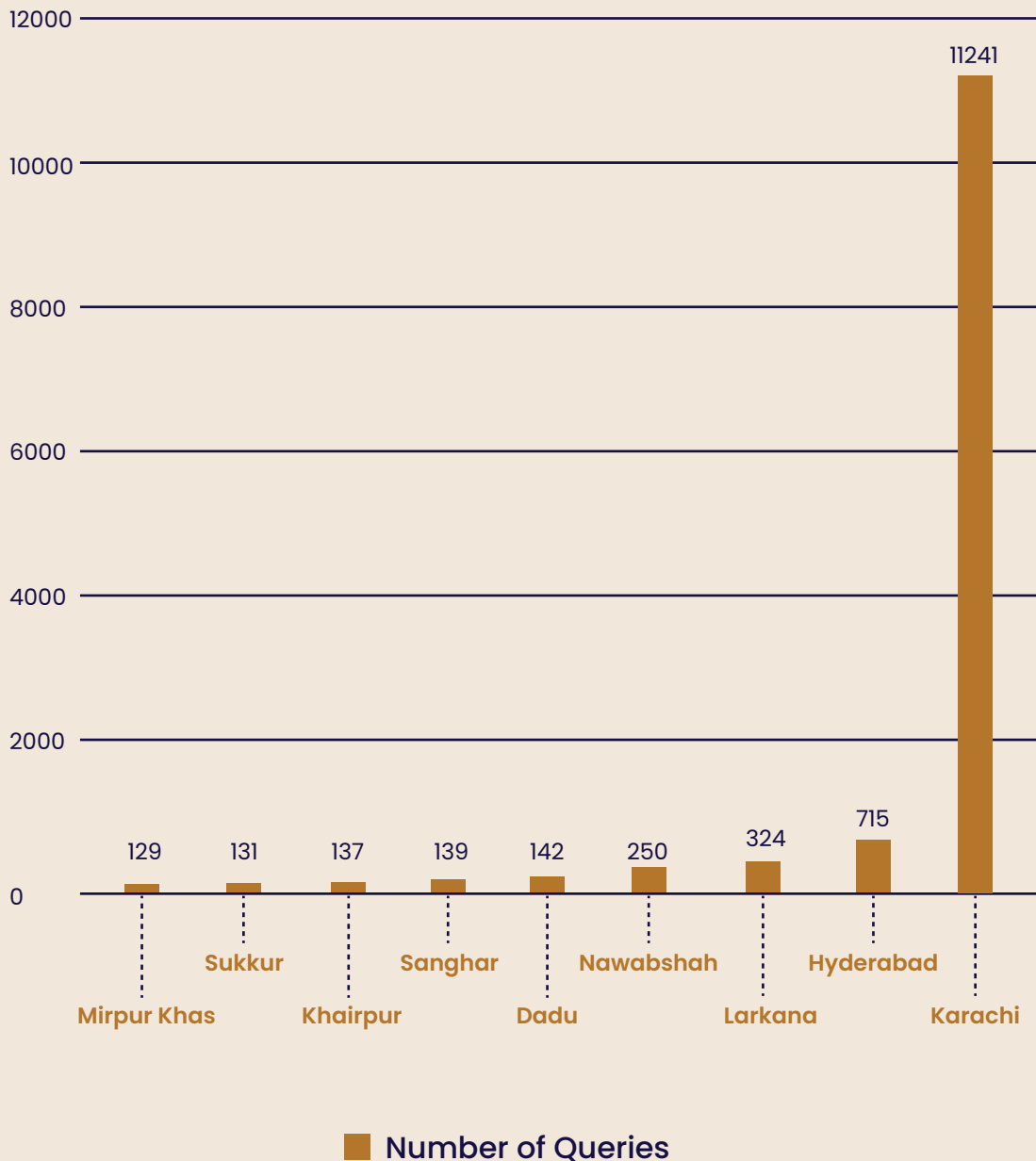




Fig 8:

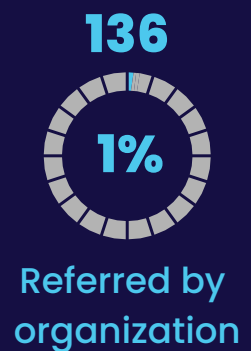
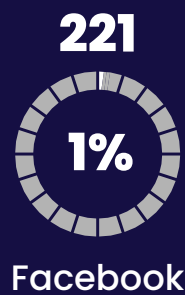
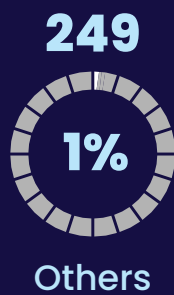
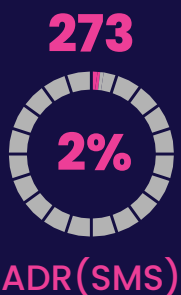
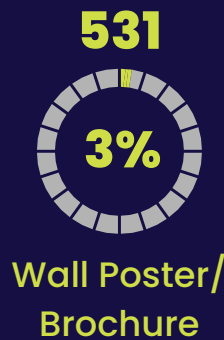
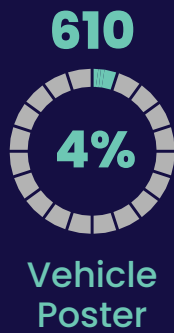
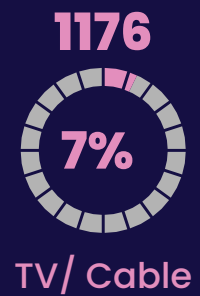
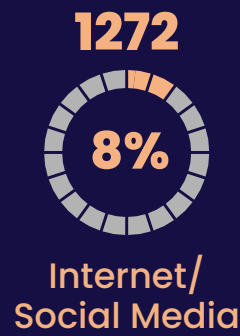
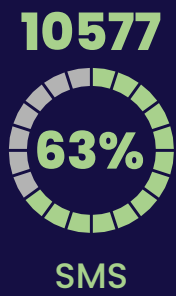
### City Wise Distribution of Registered Queries through Calls from Sindh

As shown by Figure 8 below, Sindh has the greatest number of calls after Karachi and Hyderabad followed by Larkana, Nawabshah, Dadu, Sanghar, Khairpur, Sukkur and Mirpur Khas. In addition, many callers reported they had attended clinics of Legal Aid Society and heard out about the services of SLACC through them. Furthermore, the SLACC has been running its SMS campaigns in Sindh, coupled with the addition of vehicle posters and boards in police stations, newspaper advertisements sponsored by the Law Department, SLACC's online presence and referrals by SCSW and SHRC, have all played a significant role in raising the awareness of SLACC.



## 2 ANALYSIS OF SOURCES OF KNOWLEDGE OF CALLERS OF THE SLACC

The SLACC services have been advertised and publicised in a variety of ways. A majority (**10,577**) of callers called because they had received an SMS through the SMS campaign or had seen it on the internet and social media (**1,272**) while others had seen the vehicle poster (**610**) or heard about the SLACC through word of mouth (**1,276**). The chart below shows the numerous channels through which the beneficiaries heard about the SLACC:



### 3 SMS CAMPAIGN

The SLACC also had a stellar SMS campaign that was coordinated with the major telecom partners of Pakistan – Ufone, Zong, Telenor and Jazz. Through weekly campaigns, customized text messages were delivered to over **7.6** million users in Sindh, helping promote the SLACC toll-free number to the public.



### 4 PLACEMENT OF PUBLICITY BOARDS

The SLACC also advertised its services through publicity boards which were placed in several police stations, public parks, universities and other locations to enhance its outreach, Till date more than **400** boards have been placed in various locations, which has helped in reaching our quarterly target.



## 5 VISIT OF CHAIRPERSON OF THE NATIONAL COMMISSION ON THE STATUS OF WOMEN AT THE SLACC

Ms. Nilofar Bakhtiar (Chairperson, National Commission on the Status of Women) visited the Sindh Legal Advisory Call Centre (SLACC) on 6th October 2021. The purpose of the visit was to familiarize the National Commission on the Status of Women, Islamabad team with the operations of the SLACC, introduce them to state-of-the-art IVR calling systems, and discuss a way forward for further promotion of the work being undertaken by SLACC.

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 trainings to be conducted by SLACC for various NCSW projects, specifically for the National Gender Data Portal.



## 6 KHYBER PAKHTUNKHWA COMMISSION ON THE STATUS OF WOMEN AND WEPP COWATER'S EXPOSURE VISIT AT THE CALL CENTER.

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 of familiarizing the KPCSW team with the operations of the SLACC, and to discuss strategies for the promotion of the work being done by SLACC

The visit by the KPCSW was a rewarding one, as the delegation appreciated the efforts being put in 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.



## 7 SLACC DOCUMENTARY

To showcase the performance of SLACC and how it has made a change in the lives of people, a documentary was created showing the services of SLACC and how the Law Department of the Government of Sindh, the Police and various other stakeholders have supported the Call Center in achieving its objective to empower the vulnerable and the marginalised.

It highlighted a number of beneficiaries who sought advice for their legal issues from SLACC and how the Call Center proved to be indispensable in providing the worry-stricken citizens with legal advice and remedies through which their issues were resolved.



## 8 INTEGRATION OF SLACC WITH THE CHIEF SECRETARY OFFICE, SINDH

SLACC is in the process of integrating with the Chief Secretary's Office through the CS Complaints Cell, "The Sindh Citizen's Portal". The objective is to provide an effective remedy to the beneficiaries for queries regarding the Sindh Government and to ensure that the relevant government departments are actively handling such complaints.

In this regard, a live dashboard has been shown to the Honorable Chief Secretary and the CS Complaint Cell team has scheduled to train the SLACC advisors in order to provide efficient advice to the callers



## 9 PARTNERSHIP WITH RIZQ

The SLACC, through the Legal Aid Society (LAS), has also signed an MoU with Rizq to promote the services of the SLACC. Rizq is a non-profit, non-governmental organization with an objective to eliminate hunger from the world.

This engagement aims to raise awareness of the toll-free number of SLACC, how the Call Center can provide legal advice to those in need and provide access to justice to the vulnerable and marginalised. Additionally, LAS will also hold periodic legal camps at the Rizq ration distribution locations in order to advise the masses about their legal issues. This will facilitate the Call Center's outreach and help us provide access to justice to the vulnerable sector of society.



## OBJECTIVE 2

# ENSURE QUALITY AND EFFECTIVE PROVISION OF LEGAL ADVICE AND INFORMATION



## 1 CAPACITY DEVELOPMENT OF THE SLACC LEGAL ADVISORS

Two trainings were conducted for SLACC Legal Advisors during the reporting period on:

### 1 Tax Law (by Justice Athar Saeed's Team of Saiduddin & Co) on 17<sup>th</sup> October 2021

- The training was held 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 the Federal Bureau of Revenue which facilitates the tax filers in filing their taxes through a simple and efficient system. They also guided the lawyers on income tax on property, business and capital gains and how the recent amendments have clubbed the multiple income streams.



- The training proved to be useful as the SLACC advisors could accurately assist the beneficiaries with their tax information before the looming deadline for tax filing.

### 2 The Protection Against Harassment of Women at Work Place on 22<sup>nd</sup> November 2021 (by the Provincial Ombudsman for Protection Against Harassment Of Women At The Work Place)

- The training was held to give the SLACC advisors an in-depth understanding of the Protection Against Harassment of Women at The Work Place 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 Ombudsperson, Justice Shahnawaz Tariq, also appreciated the services of SLACC and its advisors, commending our role in providing legal assistance to the masses



## COMPARISON OF PRE AND POST ASSESSMENT CORRECT ANSWERS OF TRAINING ON THE PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORK PLACE





**Pre Assessment Percentage**

**Post Assessment Percentage**

The Inquiry Committee DOES NOT have the power to

**62.5%**

**87.5%**

What can constitute a harassment in the work environment?

**87.5%**

**100%**

What is a minor penalty under the Act?

**50%**

**75%**

What can come under the definition of workplace under the Act?

**75%**

**100%**

## 2 SUCCESS STORIES

The Sindh Legal Advisory Call Center received a number of calls with callers narrating their stories of success indicating that the SLACC has successfully served to increase access to justice and information. For example, a caller who was in touch with SLACC legal advisors from August 2019 to January 2020 to September 2020 for a case concerning her tenant.

Another example was of a caller whose sister had applied for her CNIC and, at the age of 35 needed her identity documents for another legal procedure. Through the advice of the SLACC, the caller was able to successfully get his sister's CNIC issued without any further hassle.

A number of callers of SLACC were able to resolve their issues based on advice they gained from SLACC and during the Feedback Survey conducted in December 2021 narrated their stories. Some of our success stories are stated below:

### **Civil Law – Custody and Maintenance of Minor child**

Ms Z, aged 35, called from Karachi after receiving an SMS about the SLACC's services. Initial Call: 8th February 2021 at 1:16PM.

Legal Matter: Ms Z and her minor son were expelled from her mother-in-law's house, with whom she lived, while her husband lived in Italy. She wanted the custody of her minor son from her husband, who was not maintaining her or her son. She contacted SLACC regarding her fear that her husband would take her child away from her and enquired about what she can do if he is not maintaining them.

Legal Advice: The SLACC advisor informed her about how the custody of the minor child is with the mother however, under the Guardian and Wards Act, 1890, the court will decide the custody of the child while considering the wellbeing of the child. She was also advised that she can send a legal notice to her husband regarding the maintenance of her and her child.

She contacted the SLACC numerous times in this duration. Once her custody and maintenance matter was resolved, she called SLACC to thank us for our services and how the SLACC advisor was very supportive throughout her harrowing journey and empowered her to fight for her and her child's right.



## **Civil Law – Revenue Department**

The Caller, Mr K, was calling from Sanghar and had received the SLACC toll-free number through the SMS campaign. Initial Call: 15th September 2021 at 12:08PM

Legal Matter: Mr K stated that his property matter was filed before the revenue department and an order was passed in his favour. However, the defendant filed a civil suit after more than a year had passed since the order. He enquired whether the lawsuit could be filed and if the matter was time barred.

Legal Advice: He was advised by the SLACC advisor to submit an application for the rejection of the plaint under Order 7, Rule 11 of the Civil Procedure Code.



**Law Department**  
Government of Sindh

His matter was resolved and when he was called for the Feedback Survey, he appreciated the services of SLACC and of the advisor.

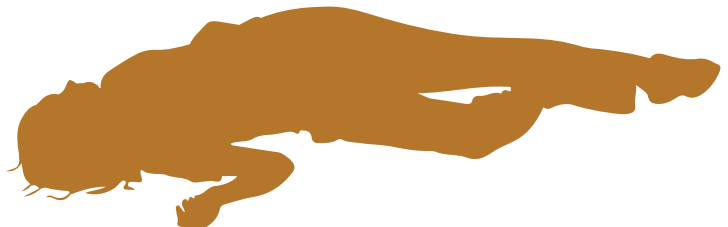
## **Criminal Law – Murder**

Mrs S, a widow aged 60 years, called us from Karachi after seeing the SLACC details on a vehicle poster. Initial call 8th January 2021 at 1:18PM.

Legal Matter: Mrs. S had 2 sons, one of the sons who had an intellectual disability was arrested for murder. She wanted to proceed with her son's case but was too poor to afford a well-qualified lawyer. Once she did hire a lawyer, she did not find him to be trustworthy and therefore, called SLACC to get advice about her son's criminal trial and how to proceed forward.

Legal advice: She was advised by the SLACC advisor throughout the trial period and during the period she called the SLACC 18 times to brief us about the situation and was advised on how to move forward.

Through the SLACC advisor's support, she was able to get her son acquitted of murder and called the SLACC helpline especially to show her appreciation of our services.



## **Civil Law – Rent Control**

Mr W, age 33, called us from Karachi after hearing about SLACC from his friends and family.  
Initial Call: 13<sup>th</sup> August 2019 at 4:19PM

Legal Matter: Mr W said that he was living as a tenant when the landlord increased the rent amount. When he asked for the rent receipt for his record-keeping, he was refused by the landlord

Legal Advice: He was advised to resolve his matter amiably and to pay the rent through a pay order or a way that can be recorded. He was further advised to file a miscellaneous rent application under Section 10 of the Sindh Rented Premises Ordinance 1979, before the rent controller if the matter is not get resolved.

During the feedback survey he confirmed that his matter was resolved and he was grateful for the advice given.



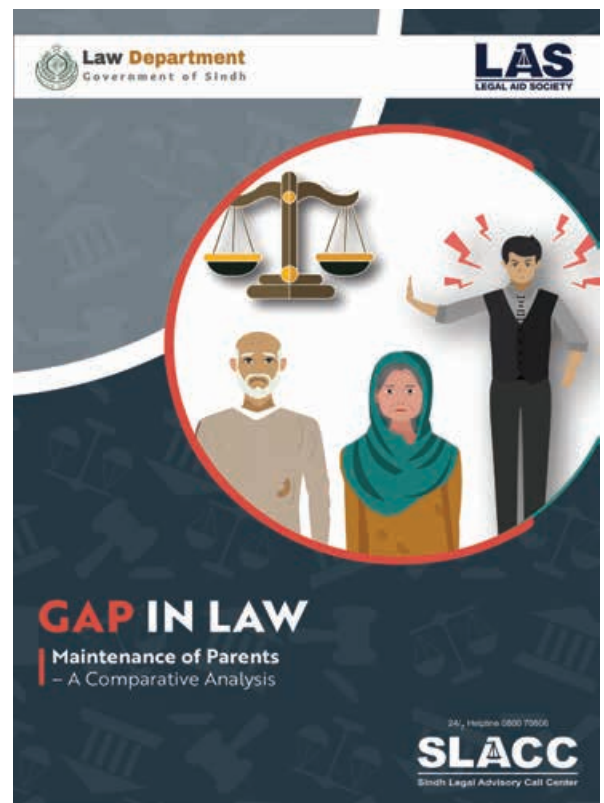
## TO COLLECT DATA AND CONDUCT DATA ANALYSIS, RESEARCH AND REPORTS



### 1 RESEARCH PAPER “UNDERSTANDING THE FAMILY GAP: A CASE FOR THE MAINTENANCE OF PARENTS IN PAKISTAN”

Among the rights recognised under Islamic law that are conferred to parents include maintenance rights. Maintenance or nafaqah in Arabic has been defined as whatever is spent by a person on his/her dependent and on those for whom he/she is legally responsible for sustaining and the spending is made of things which are beneficial and good.

Unfortunately, there have been several reported cases of children neglecting to maintain their parents' needs for sustenance in their twilight years. Studies have gathered significant evidence on this sad state of affairs and the factors contributing to this problem. There is no specific legislation that provides for rights of maintenance to Muslim parents; however, existing laws could be invoked to support the claims to such rights.



The paper analyses the gap present in the current law of Pakistan and how legislative actions need to be taken to allow parents to be maintained by their children and relatives in their older age. It also compares the Pakistani law with that of other Muslim countries such as Jordan and Kuwait, which protect the parents' right to maintenance. There is also a comparison with countries such as India and Singapore, who also provide such a right for Muslim parents despite being secular countries.

The paper ends by recommending changes in the legislation that will help ensure the care of the elderly and protect their rights at an age when they cannot protect themselves.

## 2 ANNUAL FEEDBACK SURVEY JULY 2020 – JUNE 2021

A record of calls received at the Sindh Legal Advisory Centre between the period of **1<sup>st</sup> July 2020 to 30<sup>th</sup> June 2021** was obtained. A total of **34,863** queries have been recorded and responded to by SLACC in this period.

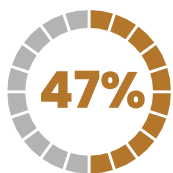
After removing calls pertaining to General Information **8654** entries and Miscellaneous **98** entries, **26,111** entries were filtered out, serving as our survey population. **758** entries were then obtained to ensure at least **379** responses (the sample) to reduce the effect of subject attrition.

The feedback survey was conducted between **9<sup>th</sup> December 2021** to **16<sup>th</sup> December 2021** by a team of professional and trained enumerators (SLACC advisors) under supervision. **758** beneficiaries were contacted, out of which **665** respondents answered the call while **379** respondents agreed to participate in the survey. Callers who refused to take part in the survey were removed from the sample, which was brought down to **379**, the “sample size”.

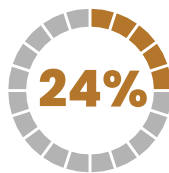
To eliminate any chance of bias, sublists were generated, which ensured that no enumerator received a caller that he/she had earlier provided advice to. Additionally, it was made sure that female respondents were given female enumerators for their ease. The survey instrument was also translated to Urdu to facilitate the enumerators and the respondents.

### FEEDBACK SURVEY DEMOGRAPHICS

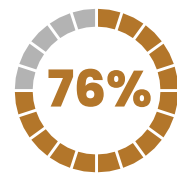
Out of the 379 respondents who agreed to participate in the feedback survey,



of them were in the  
age group of  
**30-44**



of the respondents  
were  
**Female**



were  
**Male**

Additionally, when asked about the highest level of education completed, it was noted that most of the respondents had



**Bachelors and above  
degree**



respondents were qualified  
**below Bachelors.**

The scrutiny of the feedback Survey showed that the services of SLACC are crucial not just for the vulnerable and marginalised population but that even the relatively stronger strata of Pakistan finds the SLACC to be integral in their journey for empowerment and access to justice.

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



# RISKS & CHALLENGES

With the continuation of the COVID – 19 pandemic, the SLACC has continued to offer its services to the citizens of Pakistan by adhering to strict COVID SOPs. Despite the uncertainty, the SLACC advisors have kept the target on track and continued to provide effective and high quality legal advice to the callers.

To increase the number of female callers, we have partnered with Rizq, Careem, Sindh Commission on the Status of Women and other organisations to enhance outreach and visibility of our toll free number (0800 – 70806) so that more and more women can be reached. Also, we have increased the percentage of SMS being sent to female subscribers from 30% previously to 40% in the hope that our toll-free number will reach them.

In addition, we have designed a comprehensive communication strategy to enhance the visibility of our toll-free number. The strategies used are Facebook Posts, IEC Material Dissemination, Vehicle Posters, and Placement of Boards in different public places.





# MANAGEMENT AND EFFECTIVENESS REVIEW

The performance of SLACC in the reporting period meets the demand of donor. The SLACC management, under the supervision of Justice Arif Hussain Khilji, has responded to **16,818** legal queries, reflecting the effectiveness of management strategies.

The marketing strategy adopted by the SLACC team has also enticed the public to reach SLACC for free legal advice. This is evident from the number of calls (**21,906 calls**) made to SLACC during the current reporting period, with many new numbers being registered every day. The marketing strategy includes SMS Campaign, Facebook and other social media presence, Placement of Publicity Boards at different public places and dissemination of IEC material in different communities.

Two one day trainings were held in the office for the SLACC advisors and many advisors were also selected and sent to different Legal Aid Society trainings for their capacity building. Furthermore, the best performing SLACC advisors were also recognized periodically to motivate and appreciate their tireless efforts.



# ANNEXURES

## SLACC Feedback Survey 2020-21

### FULL INSTRUMENT

#### Section 0: Pre-Survey Administration

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

# Oral introduction

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



## Section 1: Identification, Consent, and Screener

Sr. No	Question	Answer
16	Were you the person who made the SLACC Call?	0 = No → Go to section 4 <b>(survey ends for respondent)</b> 1 = Yes → Go to 17a 2 = Don't know → Go to section 4 <b>(survey ends for respondent)</b>
17a	READ CONSENT TEXT. Can I ask you a few questions now to help improve future services?	0 = No → Go to 17b 1 = Yes → READ CONSENT, Go to Section 2
17b	No problem. Your experience is very important to us, is there another time we can call you back to conduct the survey?	0 = No → Go to section 4 (survey ends for respondent) 1 = Yes → Go to 17c
17c	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="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
4	What is your monthly household income?	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

## 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

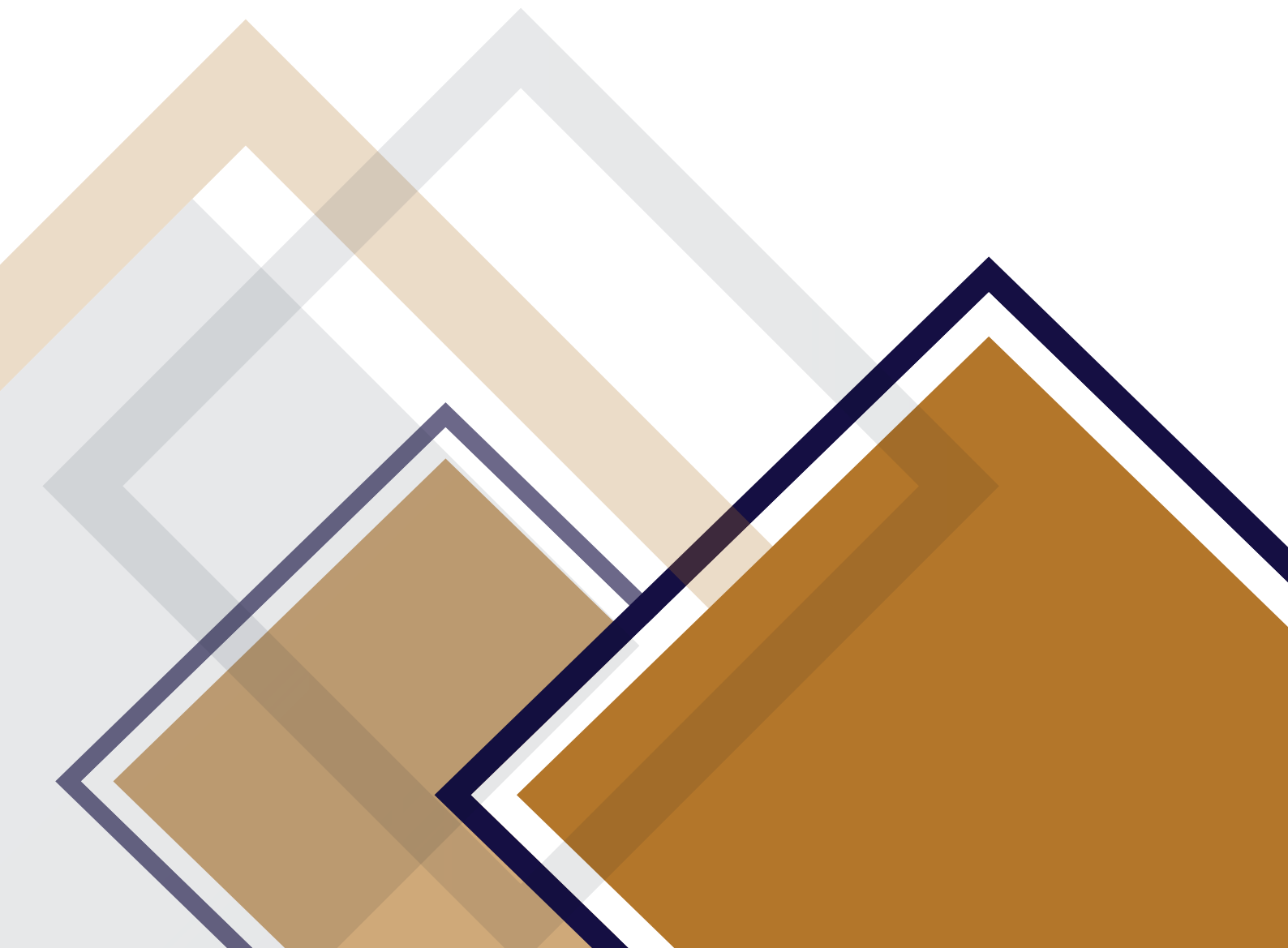
Sr. No	Question	Answer
5	Please rate the SLACC Lawyer's demeanor while speaking to you?	0 = Excellent 1 = Good 2 = Fair 3 = Unsatisfactory
6	Did you have to wait for the SLACC Lawyer to provide you with the solution to your query? If so, how long did you have to wait?	0 = Yes 1 = No (If no, please give reasons: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> )
7a	Did you find the advice provided by SLACC helpline helpful?	0 = Yes → Go to <b>Q7b</b> 1 = No → Go to <b>Q7e</b> <b>2 = Don't know</b>
7b	Did you follow the advice that was provided to you?	0 = Yes → Go to <b>Q7c</b> 1 = No → Go to <b>Q7e</b>

Sr. No	Question	Answer
7c	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"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
7d	Can you help rate us your experience with those institutions(s)?	0 = Excellent 1 = Good 2 = Fair 3 = Unsatisfactory
7e	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"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
8a	Did you follow the advice that was provided to you?	0 = Yes → Go to <b>Q8b</b> 1 = No → Go to <b>Q8c</b> 2 = Don't know
8b	If yes, how long did it take to resolve the issue?	<input type="checkbox"/>
8c	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

## 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
2	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 (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.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

**SURVEY ENDS**

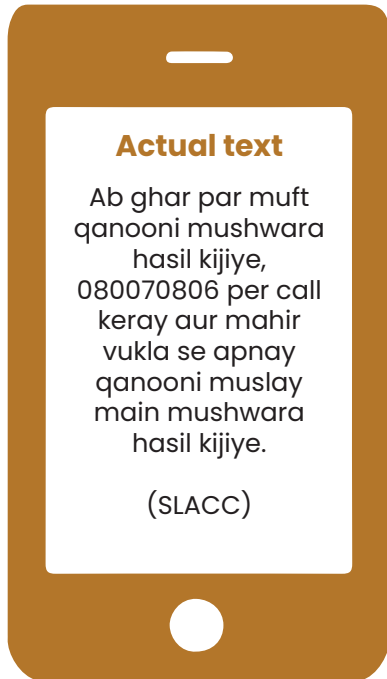


**Muft qanooni  
mushwaray ka liya  
080070806 per call  
karay or mahir  
vukla k mushwaray  
say faida uthayain.  
Yeh service Law  
Dept. Govt. of Sindh  
ki taraf say ha**

**SMS**

**REPORT**

# Mobile Network & SMS Count



**ufone**  
300,000

**ZONG 4G**  
A NEW DREAM  
200,000

 **telenor**  
300,000

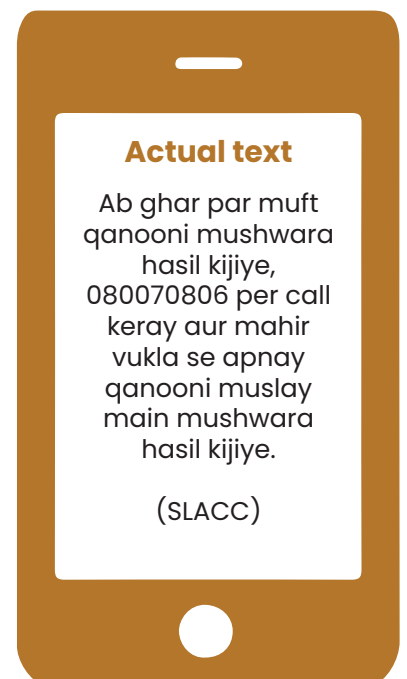


**ufone**  
400,000

  
200,000

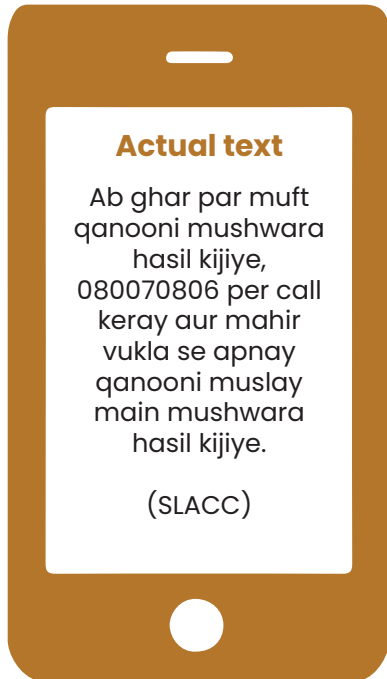
**ZONG 4G**  
A NEW DREAM  
200,000

 **telenor**  
300,000





# Mobile Network & SMS Count



ufone

600,000

ZONG 4G  
A NEW DREAM

300,000



200,000



300,000



ufone

500,000

ZONG 4G  
A NEW DREAM

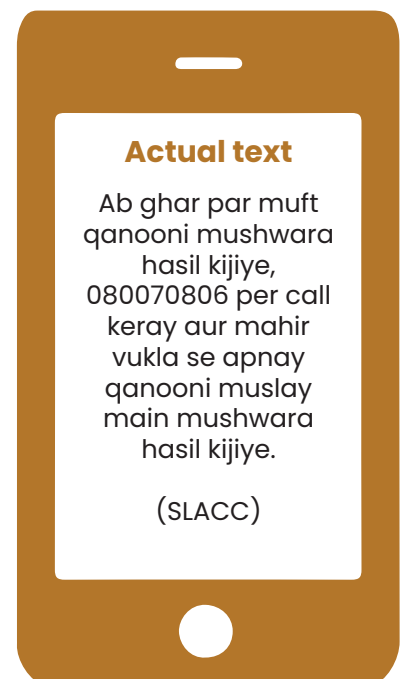
300,000



300,000



300,000



# Mobile Network & SMS Count



ufone

700,000

ZONG 4G

A NEW DREAM

300,000



300,000



ufone

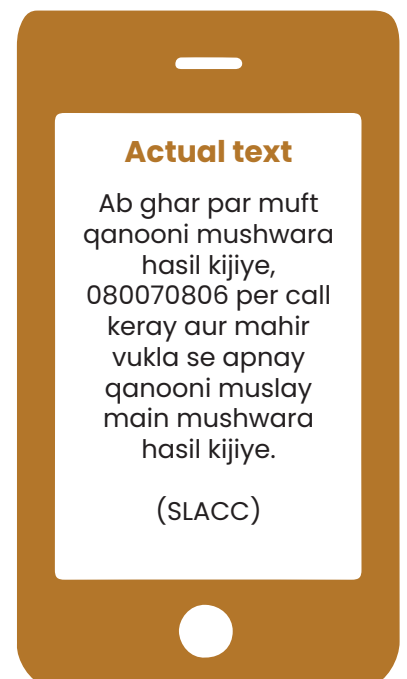
500,000



200,000



300,000



# Vehicle Posters



# IEC Material Brochures and Posters

**Law Department**  
Government of Sindh

**rizq**

مفت قانونی مشورہ  
اب صرف ایک کال کے فاصلے پر

**0800-70806**

کیونکہ انصاف سب کا حق ہے

24x7 Helpline (0800 70806)

**SLACC**  
Sindh Legal Advisory Call Center

سندھ لیگل ایڈوائزرز کال سینٹر - معتمد قانون اور لیگل ایڈ سوسائٹی کی مشترکہ کاوش ہے  
براہ راست ماہر وکلاء سے رابطہ - مکمل رازداری - صبح 9 بجے سے شام 5 بجے تک مفت کال سروس

@LegalAidSocietyPakistan | www.las.org.pk | @SLACCPakistan



**Law Department | LAS**  
Government of Sindh

مفت قانونی مشورہ کی سہولت

انصاف سب کا حق ہے

0800-70806

SLACC

سندھ لیگل ایڈوائزرز کال سینٹر کی خدمات

123,728 20 32,000

18,900 (4.9%)  
12,900 (3.4%)  
11,000 (2.9%)  
10,000 (2.7%)  
9,000 (2.4%)  
8,000 (2.1%)  
7,000 (1.9%)  
6,000 (1.6%)  
5,000 (1.4%)  
4,000 (1.1%)  
3,000 (0.8%)  
2,000 (0.5%)  
1,000 (0.3%)  
500 (0.1%)



24/7 Helpline 0800 70806

# SLACC

Sindh Legal Advisory Call Center

## Contact us 0800-70806

### For your free Legal Advise



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



SLACCPakistan

