RESPONSIVENESS MANAGEMENT FOR ACCESS TO JUSTICE, LEGAL AID AND USER FRIENDLINES
SUGGESTED PRACTICAL ASPECTS WITH INFORMATION SYSTEM

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Abstract: Articles 14 and 22(1) of the Indian Constitution makes it obligatory for the State to ensure a legal system that promotes justice on the basis of equal opportunity to all. Accordingly, in the year 1987, the Legal Services Authorities Act was enacted. The National Legal Services Authority (NALSA) lays down policies, principles, guidelines and frames effective and economical schemes for the State Legal Services Authorities to implement the Free Legal Services Programs throughout the country. The National Legal Services Authority makes plan of action and calendar for the activities for legal services. Legal Services Committees are constituted from National Level too Taluka levels.

Main functions on regular basis are:

1. To Provide Free and Competent Legal Services to the eligible persons;
2. To organize Lok Adalats for amicable settlement of disputes; and
3. To organize legal awareness camps in the rural areas.

Legal services are also tool to reduce backlog of cases and decrease flow of cases in the court of law. Hon'ble Shri. Justice Mohit S. Shah, Chief Justice of the Bombay High Court at the inauguration of the conference of the Judicial officer on “Enhancing Quality of Adjudication” at Judicial Academy Uttan, Thane (Maharashtra-India), addressed that, New Methods and New Roles are necessary in the Justice Delivery System.

During my study for M.B.A.(H.R.) from Sikkim Manipal University, I prepared Live Pilot Project on - Mentor Judge, To Decrease Old Pendency And Increase Rate Of Disposal In Civil Judge Junior Division And Judicial Magistrate First Class Bhiwandi District Thane, Maharashtra, India. I also studied on ADR mechanism and Legal Services. I found need of effective responsive management

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system at District legal services Cell.

At district places, Secretary are looking the management and execution of legal services within district. He has to monitor work at taluka legal services also.

Now the court manager has to play role in Responsiveness Management for Access to Justice, Legal Aid and User Friendliness. By responsiveness management, it is possible to provide legal services more effectively, efficiently and within time. In my study, I noticed that, if a good plan is made for the executing programs, then it may give more effect for which continuous efforts and monitoring is necessary. It is also necessary to consider feedback for making more suitable plans for future. This paper will examine the practical aspects in legal services and suggested information system to co-ordinate with other district’s legal services cell. As per my study, a modern technology is more useful for the legal services with coordination of traditional system at legal services cell.

The literature for legal services Act with Rules (relating to Access to justice and legal aid) are easily available, so I have avoided to repeat it. The subject is vast, so essential points are discussed summarily. It is not exhaustive study, as per my experience the role of responsiveness management in legal services is discussed. Scholars or Research person may frame more suitable method for public at large so that the free legal services should be available at remote level to achieve the objectives of Indian Constitution.

**Key words**: Legal aid, legal literacy, O.D.R., legal services, responsiveness management

1. **Introduction**: Access to Justice means obligation to deliver basic legal service. Right to access to justice is not only right to litigate or defend a claim but also right to access forum where there shall be parity of power with the other litigants. Access to quick and quality justice is one of rule of law. Justice delivery mechanism that involves judges, lawyers, litigants, court staff and other stakeholders.

   Legal services cell to respond to stakeholders demand and find out ways to provide services, standard of service so that the public to accept it. Manager communicates with stakeholders like litigants, listen them, collect feedback and follow up with appropriate action. He communicates any negative feedback to the Chairman or Secretary of the legal services cell.

2. **Objectives of the Study**: There are some objectives to study:

   1. To discuss legal services facilities (in brief)
2. The ways and means by which effective legal services can be provided as per the object and
directions of the High Court.
3. Increase access to justice
4. Need of responsiveness management
5. Role of Manager in legal services
6. To Ensure effective program management
7. To make the system more accessible to Women and Children.
8. To Study the Need of on-line help to the litigants/stakeholders.
9. To suggest a on-line help facilities for effective legal services within time.

3. Review for Present System:

3.1 Legal Services Facilities (In Brief): The Legal Services Authorities Act, 1987
provides access to justice and legal aid by test of means and merit test. For effective
execution of the provisions, the network of legal aid is spread from Taluka level, District Level, State Level and National
Level committees. The committees provides effective and quality services.
The National Legal Services Authority declared steps as:

- A National Plan of Action to be executed by all State Legal Services Authorities and Calendar for
  activities was put in place.
- NALSA Regulations on Lok Adalat were published in the Gazette.
- NALSA Regulations on Free and Competent Legal Services were published in the Gazette of
  India.
- Legal Services to Trans-Gender people was taken up as a new project of NALSA
- Training of Para-Legal Volunteers and engaging them in the front offices of Legal Services
  Institutions and in the village level legal aid clinics were started.
- Legal Literacy Programmes in schools and colleges started in an organized manner with the
  assistance of the Department of Education in all States.
- School Legal Literacy Clubs set up in all High Schools under the State Legal Services Authorities
  in order to create legal awareness, obedience to law and spread the philosophy of rule of law
  amongst the younger generation.
- Legal Aid Clinics in all villages to be manned by Para-legal Volunteers and panel lawyers.
- Retainer lawyers are engaged at Taluk, District, High Court and Supreme Court level for
  handling legal aided cases.[1]

The Maharashtra State Legal Aid and Advice Board is constituted to set up and implement a legal
aid program for providing free legal aid service to the weaker sections of the community in the State. The
Maharashtra State Legal Aid and Advice described the entire scheme. It speaks definitions, constitution, powers and functions of committees, Eligibility for legal aid and advice, Proceeding in which legal aid is admissible etc, Modes of legal aid, Legal aid not to be given in certain cases. It has described procedure, Form of application for legal aid or advice, Disposal of applications, Certificate of Eligibility, Panels for legal aid and advice, Duties of Panel Members, Duties of aided person etc.

The Maharashtra State (Visits to Jails and Homes for Children Project Rules, 1993) described formation of Jail Visits Projects, legal assistance to the convicted prisoners, legal literacy among the prisoners. Under chapter IV there is provision for legal assistance to the under-trial prisoners wherein the Jail Authorities shall send the information about the following categories of newly admitted under-trial prisoners to the nearest Legal Aid Committee, Responsibilities of Police Authorities, On Production before the Judicial Officer, Member-secretary shall assign the matter to an Advocate for filing an application for release of the arrested person, delay in filing charge-sheet, Other Legal Problems of Under-trials etc.[2]

The needy person is entitled to legal aid on the expense of the State if he fall under the criteria as:

- Any person who is the member of scheduled casts/tribe
- A victim of trafficking in human beings or beggar
- A women or a child;
- A mentally ill or otherwise disabled person;
- A person under circumstances of undeserved want such as being a victim of a mass disaster, ethnic violence, caste atrocity, flood, drought, earthquake or industrial disaster;
- An industrial workman
- In custody including protective custody
- Facing a charge which might result in punishment.[1]

3.2 Functions of Legal Services cell:

Three main functions/tools (i) Legal Aid (ii) Legal Awareness and (iii) Dispute resolution through A.D.R. & O.D.R (in future).

3.3 The above functions to be assess and monitored as:

3.3.1 (i) Legal Aid: Main work is as:

- To provide legal aid to beneficiaries
- To maintain list of Female lawyers
- Selection of panel Lawyers
- Training of panel lawyers
- Fee Structure of panel lawyers
Monitoring of legal aid cases.

3.3.2 (ii) Legal Awareness: Main work is as:
- Legal awareness sessions/camps
- Choice of topic for legal awareness
- Legal Literacy Materials for legal awareness
- Promotion of school legal literacy clubs.

3.3.3 (iii) A.D.R: Alternative dispute Resolution methods. It encompasses arbitration, mediation, conciliation, and Lok Adalat/Permanent Lok Adalat and other methods including O.D.R (future plan).

3.3.4 (iv) Paralegal Volunteers (PLVs): It includes:
- Law students
- NGOs
- Other Agencies

3.3.5 (v) Media: It includes:
- Print and electronic
- Use of documentary films for awareness generation and publicity
- Holding panel discussion on rights and entitlements at Television.

3.3.6 (vi) Use of mobile vans for holding Lok Adalats

3.3.7 (vii) Legal Aid Clinic in Gram Panchayats/legal aid clinics in all villages

3.3.8 (viii) Counseling and Conciliation Center

3.4 Frequent Use of Legal Services

Fields/Areas where the above tools are frequently using:
- Jail visit
- Juveniles Homes & CWC (Child Welfare committee), woman shelter homes, Rehabilitation homes.
- Police help center
- Nyaya Panchayats
- and others

Thus the above provisions (as discussed in brief) for access to justice, legal aid shows that settled machinery is provided for executing the plans and schemes.

4. Study for Responsiveness Management System:

Recently the courts have adopted Management system wherein it is a duty of manager to ensure that the
court meets standards established by the High Court on access to justice, legal aid and user friendliness. The purpose to vest such duties is to improve the quality of the administration and execution of legal services. The court management is helpful to reduce the dependability on the manpower and traditional resources.

1.4 Need of Responsiveness Management

To assess Legal Services there is need to built mechanisms to measure, evaluate and improve responsiveness in a balanced way. It is essential to take into account community views, particularly where there is no direct link between the Legal Services cell and the community. To facilitate stronger partnerships between the Legal Services and other stakeholders, including Government Departments, civil society organizations, law students, and law firms, to facilitate improved delivery of legal services and other stakeholders the manager may play vital role.

Secretary is doing the work for Legal Services cell. Still, it become necessary to adopt responsive management system, because, ability of legal services authority to provide services is in accordance with the plan provided by higher authorities. It being a legal services, so such services are necessary to provide the stakeholder within time. Hence, ability of Legal Services authority to satisfy stakeholders requirements in a timely manner is a Responsiveness management. Thus, in coordination with Secretary, the manager has to satisfy stakeholders requirements in a timely manner.

The Secretary makes attempt to provides services. The Secretary dictates the terms for engagement of services that higher authority directed. He gives instructs to others to be proactive. He might have understood the environment in technical sense. Still, negative response may come. It means, negative response was not anticipated by the Secretary. In such case, it becomes necessary to predict what might happen and prevent the problem for arising. Manager communicates with the litigants, listen them, collects feedback and follow up with appropriate action. Any negative feedback communicates to the Chairman or Secretary of legal services cell. Therefore also responsiveness management is necessary.

4.2 What is Responsiveness:

Its simple meaning is providing timely responses to the needs of the client/stakeholders. It is a study of the current position of Legal Services and to examine ways of helping it to be more open, accountable and responsive to the community. It is a process of listening, interacting with the community to identify their needs and priorities and meet those needs where it is possible. For that purpose, the approach of manager should be facilitative and problem solving. He has to identify potential areas of cooperation with the existing scheme. He has to motivate people by recognizing innovation, collaboration. He has to make arrangement for training should be for awareness, sensitization, respect to law etc.

I noticed that, a human being can do any work in three ways—from the body, from the mind, or from the soul. These are three qualities of work. Compassion is possible through the soul. Compassion is
nothing but the humane quality of understanding the suffering of others and wanting to do something about it within time. So, such compassion is required in the Manager for responsiveness.

5. Practical Aspects

5.1 Responsiveness In Receipt of Request for Legal services

On receipt of application for legal aid, the manager has to ascertain the priority fixed by the legal services to give effective services through the legal services cell. Infact the litigants expects immediate response from the legal services office. While doing this, he has to remember that, if the requester feel that he is being ignored or not taken seriously, he may publicly expose his experience that could directly impart on the reputation of Legal Services Cell.

Manager to communicate openly, honestly and respectfully, by acknowledging quickly in-person and willing to help by responding effectively to them who request such services by Phone, email. It requires soft skills like listening, by soft skills it is possible to develop friendly relationships. While communicating with the litigant, it is necessary to hear his problem and should give confidence that, the communication will be kept confidential. Manager be aware that information gained directly from litigant has a premium value for developing strategies for addressing similar needs. In fact, responsiveness is material aspect of legal services that reflects the extent to which services are designed around the needs of litigants. It gives clear understanding as to how public services are designed and delivered in their areas.

5.2 Factors to consider for Responsiveness In Legal aid

- Examine the effectiveness/promptness of legal aid lawyer.
- Examine the reason for delay in legal aid cases.
- Find out the reason as to why police are not registering the case.
- Explain the rights of accused.
- Give help to the poor accused by providing legal aid counsel for bail/trial.
- To assist and facilitate people for their rights.
- Circulate list of Female Lawyer with contact number at all police stations for the crime against women and children and monitor the effect of such scheme to help them.

Practical Experience in Criminal Cases: In Criminal offence Remand( where charge-sheet is not filed) it is necessary to find out the need of legal aid to accused, victim. In under-trial criminal cases to ascertain actual representation to defend the accused and need of legal aid. Study the criminal cases/remand papers for minor offences (target given to authority to file cases, that increases backlog e.g. section 122 of Bombay Police Act)
5.3 Responsiveness In Legal Literacy

- Arrange Legal literacy and legal awareness programmes for awareness of rights and powers and the way to secure those rights by the people.
- Arranges proper lawyers/speaker/Scholar person, suitable for the awareness program.
- Make arrangement of law students for providing awareness to the public.

5.3.1 Practical Study for selecting Topic for Legal Literacy: Arranged speech at:

- High School for Juvenile Justice and like suitable topics for high school level etc.
- College for Anti ragging, maintenance to old aged parents etc.
- Girls college for Right of women, cruelty against women, Sexual harassment etc.
- Employees from Nursing or Aaganwadi for Sexual Harassment, Public services Rules etc.
- Slum Area for rights under Slum Act, Municipal Laws etc.

Practical Experience: Survey the premises, environment, interview with teacher, students, parents, employees as the case may be, to ascertain the necessary topic and its time. The topic should be relating to the audience and important to the Issues. Wrong forum or wrong subject, wrong time, wrong place could not give effective result. Sometimes, the litigants avoids to give feedback in writing, so it is necessary to take oral feedback. The feedback are valuable for future plan.

5.3.2 Arrangement of Legal Literacy camp at Public place

Public relations is most effective way to form a favorable public opinion. It requires less cost than advertisement promotions. For that purpose, the manager to select target population as per gender, age, level of education, place of residence. Find out the information for their problems/issues, identify and priorities of issues relating to legal services. Then select topic, lawyer, speakers, law students for the said subject, determine what information or message needs to be dispensed, and how the information or message will be dispensed. He has to consider demographic, social, economic, and political trends and then to make a plan for legal literacy camp.

Practical Experience: When personally meet with villagers, got opportunity for direct communication and build relations with them so I could get feedback. In case of Gram Panchayat, find out correct time for arranging the literacy program so that the villagers may not suffer from their daily job/work.

6. Responsiveness In ADR & ODR (In future)

- Try to give aid on principle of parity and thereby try to make perfect equality.
- Co-ordinate with Government agencies and other agencies to attain Lok Adalat cases pending by/against them, with appropriate power to compromise the matter.

Practical Experience: Case management facilitates amicable settlement with the use of alternative dispute resolution mechanism. It finds out the issues which are affecting the case in disposal process at
early stage. He has to monitor the notice service proceedings to the parties for ADR/ODR. Manager to monitor such cases, pursue such litigants, communicate them friendly to gain confidence and motivate them towards ADR system. From the received experience he has to collect feedback for future plan.

7. Responsiveness In Paralegal:
- Arrange formal training to NGOs and other agencies, law students and others.
- Maintain record of NGOs and Law student helpful in legal services.

8. Responsiveness - Media:
- Arrange press meetings for legal services programs.
- Use electronic media for advertisement of legal services programs.
- Use documentary film for legal awareness in public.
- Arrange Television panel discussion on legal literacy.

Practical Experience:- It was a time to take entries in crop statements by the Revenue officer. Articles were published in local newspaper. Speech were delivered at Radio/ Local Television Channel. On survey it was noticed that, the paper cutting were pest at public places. Rate of decreasing in filing cases for correction of crops statement was noticed.

For law students: It is necessary to arrange legal literacy classes, prepare books, reading materials, study papers, research papers and clinical legal education for the law students.

9. Responsiveness for:

9.1 Mobile Van: For arranging the program for mobile van for legal services, to Survey the area, find out issues in dispute, find out pending cases for the said area. Study the cases, to find out possibility of possibility of settlement. Also make data for pre-litigation and pending cases. Interview with the concern stakeholders. Then fixed the program schedule for Mobile Van.

9.2 Legal Aid Clinic: Visit to Legal Aid Clinic in Gram Panchayats/legal aid clinics in all villages to find out need of the legal services.

9.3 Counseling and Conciliation Center: Visit for ascertaining the actual need of litigants i.e. real meaning between two sentences/lines.

9.4 Jail visit: Make arrangement for legal literacy camp. During the jail visit if accused/prisoner requested for legal aid, then the manager may take immediate steps to contact with the Secretary for providing legal aid. Sometimes, the accused/prisoner from other district's crime may request, then manager to inform said demand for legal aid to the manger of that concern district immediately.

9.5 Juveniles and Women Victims: Visit to Remand home and child welfare committees for need of legal services to them.

Practical Experience: On visiting to Juvenile Remand home, Woman victims Remand home, if they
requested legal aid then to make provisions as stated above. Sometime they need effective psycho-legal therapeutic counseling. Manager to find out such needy victims/offenders as early and arrange counseling/legal services for them.

9.6 Police help center: Disputes for minor causes can be settled at police help center at the first instance. With the help of legal services cell, make immediate help for compounding the compoundable offenses.

9.6.1 Arrested person in Police Station/Appearance of accused before court: If the arrested accused demanded Advocate/Lawyer from legal aid or he demanded legal aid for his remand/bail/plead guilty/plea bargaining purpose then to make arrangement of legal aid advocate/lawyer from the list prepared by the Secretary. In some cases, the relatives of poor litigants/accused may make request for legal aid advocate/lawyer, then also the manager to take effective steps as per rules. If such steps are not taken within time, then due to fear or lack of knowledge the accused will not be able to reply to the court question for need of counsel from legal aid, so court may hear accused personally, in such case, the very purpose of legal services will not be useful.

9.7 Nyaya Panchayats: Visit to Nyaya pahchayat for arranging legal literacy camp for giving them knowledge of legal services programs.

9.8 Para-Legal: Make efforts to arrange training for Para Legals who could play role in making people in the community aware of their rights, investigate their problems and act as a link between the community and the legal services cell.

10. Effective Programming: While doing needful legal services activities, the behaviour of manager should be friendly so that he may understand the actual need of stakeholder. He can collect feed back of provided services that will be useful in future progress.

The Legal Services Cell need to understand the attitude and values of their stakeholders in order to achieve the goals given by the superior authority. The manager to act as a mediator between legal services cell and stakeholder who helps to translate the needs of the stakeholders acceptable as per the legal services plan. He has to research, evaluate a programs of action to success the plan and thereby manages the resources need to perform the legal services.

While surveying, collecting the informations from all sources, categories information, compile in good form and then find out the ways to use it. The collected statistics on litigants outcomes and the reasons for decisions are useful to: Determine whether equitable decisions are being made?, Help improve litigants outcomes?, Identify good practice?

For public functions, identify the group of people, audience, determine the way to communicate with them. For public functions, assign, supervise the work of staff. Direct activities to be carried out by NGOs or Law students. Formulate procedure for program. Respond to requests for information about the
activities and its status.

While using newspaper media, the paper articles should be related and interested to the public at large. While arranging the public speech program, check draft for speech through the legal services cell. Arrange interviews of Secretary, Advocates.

While doing the above practical work, the manager requires skills for learning, speaking, time management, writing, reading, active listening, coordination, service orientation, persuasion, social aspects, critically thinking, decision making power, monitoring, problem solving, skill for giving instructions to stakeholders. Manager should possess abilities to listen and understand informations, to communicate ideas, problem sensitivity, understand speech of another person, to speak clearly, ability to communicate ideas to others to understand, ability to concentrate on task over a period of time without being distracted. He should possess knowledge of local language, legal language, court administration & management, training, computer and personal services, knowledge of communication and media.

11. Study for Need of On-line Help: At present only one system is in existence, To seek legal aid services by attending at the office of Legal Services Cell. The person who is in need of legal aid service has to attain office of legal services at Taluqa or District Place and apply as per prescribed forms and Rules.

If on-line help for legal assistance is provided then it would be efficient, straightforward and user-friendly. It may reduce the time, energy of the needy person. This facility will be useful for legal literacy and to give up-dates for forthcoming ADR programs.

11.1 Mode of Online Help:

11.1.1 Telephone: Make a toll free helpline number. The call received to Legal Services cell will be redirected to available expert panel lawyer or to concern authority to answer it. For that purpose, it is necessary to maintain register to record the name, contact details of the caller.

11.1.2 Internet: By mail or by videoconferencing: It is to access up-to-date legal information for legal services. It is useful to help the litigants for their legal problems. The legal aid lawyers helps to do the legal aid work by solving the legal problems of the litigants. The record of such facilities can be saved and made available for public without disclosing identity of the litigant.

11.2 Need of Infrastructure for Online Help: For email facilities, it is necessary to set program (Software) that automatically handles email messages and attached files with backup facilities. It should report and show history components so that messages are not forgotten or misplaced. Said software browser should be user-friendly interface. For on-line help facilities, manager requires technical knowledge and skill for media relations, email, advertising, publications, speeches and presentations.
For proposed helpline facilities, manager to arrange for necessary to training to the call center representative that he should understand the basic services and how to treat litigants. At help line, it is necessary to maintain data of calls and litigants. If possible reduce call wait times by using software and review the received calls for frequently asked questions in appropriate format. The feedback is a tool that gives opportunity to make more suitable and simple legal services.

12. Findings: There are various articles on responsiveness management on other topic and not on the Legal Services but as Lewin wrote in 1952, “there is nothing more practical than a good theory” therefore I made attempt to describe the responsiveness of management in legal services in practical way.

As per present plan (discussed in brief), the superior authority gives overall direction for entire environment. The directions has to be complied within district by legal services cell but the environments are different so it is necessary to study for the environment for giving effective services. The manager has to possess ability to see what is happening across the society. He has to considers geographic locations, organizational divisions, and technology systems. He should possess ability to quickly update existing process or create new one without changing the main object of given policy by the higher authority. In short, he has to capitalize an opportunities before it passes. He has to adopt such process continuously to analysis to optimize the execution of the legal services.

Leadership is main organ of manager. It means to take a proactive approach to solve the problems of litigants. In public programs, if possible, the manager to conduct anchoring for legal services programs.

User friendliness means to make the legal services easily and conveniently available by the people. In short, it should be effective, efficient and easy to learn. In case of Online Help by using computer technology, wherein message has two components, the contents of message and format in which the content is presented. Therefore the user-friendliness should be reflected from both components with characteristics, good looking, in regional language, facility to recover errors by the user.

The manager to raise awareness of risks that can arise from any change and make effort to manage it. He has to encourage use of information in better way. The challenge for manager is to measure “gaps” in performance between expectations and perceptions of the service level provided by the legal services. He must identify and fill these gaps, set performance standards to satisfy the public and works with different stakeholders. In any case the manager to work for modernizing and improving the legal services functions by the use of recent technology and other modes.
13. Recommendation for providing Legal Services:

- It is necessary to assess current response and encourage to develop new techniques for friendly relationships with stakeholders.

- While executing legal literacy it is necessary to consider issues of the environment where it is to be executed.

- It is necessary to focus on key question: What is purpose of legal services? What are rights and interest of the stakeholders? What would be impact of such services on the life in the community? How the performance can be accessed?

- It is a main object of the manager to solve the problems by friendly behaviour. The expectations of the litigants are different, therefore there should be provision to make choice of legal aid counsel/lawyer/Advocate from the panel list.

13.1 Recommendation for providing On-line help: It is necessary to provide i-Tab or like electronic instrument for connectivity where in data from Legal Services and all addresses are saved so that manager can help around a clock to the needy person within time.

13.1.2 To create Victim and Witness service center.

14. Future of Legal Services: The technology can expand access for legal services for poor persons. Through district court website, it is possible to provide web-based delivery of legal services. Thus it is necessary to make hybrid legal services system that integrate human and automated assistance. For settlement of cases, the electronic case filing and response process (with inbuilt settlement features) may display settlement terms to other side so that the other side may make counter offer. Such automated software program may settle cases like money suits without intervention of court. If demand terms and accepted terms does not match then matter can be send before forum as per ADR system. In future manager has to handle such type of automated system.

15. Conclusion: Responding to demand of legal services from the public for better services while simultaneously respecting the rights and responsibilities of public is a major challenge before the manager. The manager attempts to raise standards and expectations for the legal services. He responds in an advantageous manner, to the litigants, legal services stakeholders and offers services to find out solutions, expectations. The manager perceived as concerned about the welfare and success of others. The manager erases a fear from mind of the litigants that, consequences of any action if any mistake is committed in claiming legal services. He clears the vision, policies and priorities, give commitment to
achieve agreed outcomes, adopt collaboration and support from NGOs and Law students and stakeholders. The manager also helps to staff of legal services. He also makes effective interaction with external stakeholders. By responsiveness management, the manager can research to develop public relations with the legal services so the manager to possess ability to read and act upon the needs of Chairman & Secretary of the legal services cell. He builds networks and consult with stakeholders and managers from other district who can help to link people with his services. Thus legal services secretary focuses on providing legal aid etc. whereas the responsiveness management evaluates the entire legal services system as a whole. Suggested system for communication & Information (Online Help) may help for effective service within time to the litigants/needy person within district and connects other district's manager and thereby the network of traditional plan will be more effective due to use of modern technology.

Purpose of court manager should not be confused with the efficiency of Legal Aid Secretary or separation of powers. The court manager cooperates to the legal services. Two difficult tasks are, legal literacy to people for which he should possess knowledge of adult learning, education method, styles, teaching methods, distance learning method for which effective program organization is necessary. Second is problem/question solving for legal literacy, as per suggested system, if question is posted by the litigant, Some times to reply such question a group of panel lawyer may be required.

Good arrangement is required for education and training is necessary to internal and external stakeholder. Legal services programming shall be well managed. The relationships with the Media must be positive. For online help, he must remember capacities and limitations of tools, and must know options for it.

Abbreviation
ADR : Alternate Dispute Resolution
ODR: On-line Dispute Resolution
DALSA: District Legal Services Authority (cell)
TALSA : Taluka Legal Services Authority (Cell)

Citation :
[2] Free Legal Aid Notification, Law & Judiciary Department, Mantralaya, Bombay 400 032, dated the 12th April 1979