

GOVERNMENT OF INDIA
MINISTRY OF LAW AND JUSTICE
DEPARTMENT OF JUSTICE

RAJYA SABHA
UNSTARRED QUESTION No. 1704

ANSWERED ON 13.03.2025

DISHA SCHEME

1704. Dr. K. Laxman :

Will the Minister of LAW AND JUSTICE be pleased to state:

(a) the manner in which the DISHA scheme has enhanced access to justice through initiatives like Tele-Law, Nyaya Bandhu and legal awareness programmes; and

(b) the impact of Tele-Law services in providing pre-litigation advice to over 1 crore beneficiaries across gram panchayats?

ANSWER

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF LAW AND JUSTICE; AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS

(SHRI ARJUN RAM MEGHWAL)

(a) & (b): In 2021, a comprehensive, pan-India scheme titled “Designing Innovative Solutions for Holistic Access to Justice in India” (DISHA) was launched for a period of five years (2021-2026) at an outlay of Rs. 250 crores. The DISHA scheme aims to provide easy, accessible, affordable and citizen-centric legal services through Tele-Law, Nyaya Bandhu (Pro Bono Legal Services) and Legal Literacy and Legal awareness programmes. Under the DISHA scheme, Tele-Law connects citizens with the lawyers through mobile app “Tele- Law” and Toll Free number for rendering pre-litigation advice; Nyaya Bandhu (Pro Bono services) facilitates registered

beneficiaries to avail pro bono legal representation in courts and under the Legal Literacy and Legal Awareness Programme, citizens are empowered to know, understand and avail their legal rights, duties and entitlements. Till 28th February 2025, DISHA scheme through its various programmes has outreached approximately 2.10 crore beneficiaries in the country.

Further, Tele- Law services has impacted women (39.4 %), General (24%), OBCs (31%), SCs (31%) and STs (14%) of its total 1,08,69,661 beneficiaries. Moreover, in order to increase the outreach, the Tele Law web portal and Tele- Law application has been translated in 22 scheduled languages. Special endeavours have also been made to increase its outreach through both print and digital media. Further, special efforts have been made to integrate Tele-Law with Nyaya Bandhu (Pro Bono Legal Services) platform for pre-litigation advice and legal representation in courts. Toll-Free number for citizens through 14454 has been operationalized for instant legal advice and counseling.
