

TORs for the Two posts of Legal Experts

1. Legal Expert-I

2. Legal Expert-II

Essentials/Pre-requisites:

1. Retired Judicial Officers and Lawyers with at least 10 years standing at Bars,
2. Preferably having command on multiple local languages,
3. Comfortable for working 06 days a week from 08:30 am to 04:30 pm ,
4. For Retired Judges, age not more than 65 years old, having clear service record.
5. For Lawyer, age not more than 50 years old, having no criminal record.

Terms of references:

- i. Provide free preliminary legal advice and information to callers on a range of legal issues.
- ii. Assess the nature and urgency of legal matters and determine the appropriate course of action.
- iii. Explain relevant legal rights, obligations, remedies, procedures, and available forums in clear and understandable language.
- iv. Guide callers regarding the appropriate court, government authority, legal aid institution, or other competent forum.
- v. Identify cases requiring free legal representation or specialized assistance and facilitate appropriate referrals.
- vi. Provide guidance on alternative dispute-resolution mechanisms, including mediation, negotiation, reconciliation, and settlement where appropriate.
- vii. Handle sensitive and complex legal queries with professionalism, neutrality, and confidentiality.
- viii. Prioritize cases involving vulnerable, disadvantaged, or at-risk persons in accordance with applicable policies and procedures.
- ix. Review and assess legal queries referred by call-centre staff and provide appropriate legal guidance.
- x. Develop and maintain standard legal advice and referral protocols for frequently occurring legal issues.
- xi. Ensure that legal advice provided through the facility is accurate, current, ethical, and consistent with applicable laws and professional standards.
- xii. Maintain proper case records, advice logs, referral records, and follow-up information, subject to confidentiality and data-protection requirements.

- xiii. Coordinate with empaneled lawyers, legal aid organizations, courts, government departments, mediation centres, and other relevant institutions.
- xiv. Follow up on selected referrals to determine whether beneficiaries have been able to access the required legal services.
- xv. Identify recurring legal problems and prepare recommendations for improving legal aid and access-to-justice services.
- xvi. Assist in **developing** legal awareness materials, FAQs, guidance notes, scripts, and other informational resources for the call centre.
- xvii. Conduct or facilitate training and orientation of call-centre staff on basic legal issues, communication, confidentiality, referral procedures, and ethical standards.
- xviii. Provide technical input for public legal awareness campaigns and outreach activities.
- xix. Prepare periodic reports on legal queries received, categories of cases, referrals, emerging legal issues, and service outcomes.
- xx. Ensure that the facility operates in accordance with applicable laws, policies, professional ethics, and organizational procedures.

Qualification:

1. BA-LLB or equivalent (minimum)
2. At least 10 years standing at Bar/ Judicial Service experience.
3. At least 3 years experience of managing a team.
4. Demonstrate ability of professional communication and convincing skills.
5. Having good nature, calm, friendly and positive
6. Maintain work ethics and professionalism.