

# The 24 \* 7 Legal Helpline

An Indian National Bar Association  
initiative

*Do it with us:*

**Tell us your legal need, whether business or  
personal. We'll resolve it for you.**

# INDIAN NATIONAL BAR ASSOCIATION (INBA)

- INBA is focused on taking the Indian legal system and its citizens to newer heights. Representing the entire legal ecosystem in India, INBA is dedicated to promote legal awareness and justice through its dedicated members.
- *When **society** needs to be heard, INBA is their voice.*
- The association promotes legal awareness through programs that *focus on access to justice, human rights, anti-corruption, judicial reform and more.*



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# OUR MISSION:

The **INBA** is incorporated as a non-profit, non-political, non-Governmental Association endeavoring to –

- Act as a premier body for knowledge/ think tank, policy initiative;
- Act as premier body representing the interest of Indian Legal Community & to strive to provide several economic & social benefits that should accrue to them;
- Reform the Indian Legal Systems leading to effective & quick justice for everyone;
- Reform the Indian Governmental bureaucratic rules & regulations (red-tape) and the Legal Systems, leading to nation's economic and business growth.

INBA has global reach and more than 6000 members.



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# INCREASING NEED FOR LEGAL HELP:



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- *Heronious crimes are increasing by the day.*

As per CID reports, crime rate in Maharashtra rose by 18% in the last five years. "Crimes against women went up by 30% and economic offences by 5% in the corresponding period," he said. "In 2010, crimes against women rose by 8.3% over the last year. Cases of sexual harassment increased by 10%, immoral trafficking by 11%, harassment by in-laws by 8.6%, and rape by 6.9%."

<http://www.youtube.com/watch?v=wunQOZl1IZ4> Plesae add this video

- *Other domestic disputes like tenancy cases, family matters are also on the rise.*



# CRIME STATISTICS

- Union Home Minister P Chidambaram released Crime In India-2010, a report by the National Crime Records Bureau (NCRB), which compiles and analyses crime statistics in India for the year 2010. At present, this report is the only authoritative source of information about crimes in the country.

It tells you that Maharashtra recorded 189.2 Indian Penal Code (IPC) crimes per lakh of population in 2010, against a national figure of 187.6. Despite reporting the highest incidence of IPC crimes (33,932) among all police districts in the country, Mumbai had a crime rate of 207.3 crimes per lakh of population. But against an all-India conviction rate of 40.7 per cent, only nine per cent of the accused were convicted under the IPC in Maharashtra.

*Under the radar: Crimes often go unreported, or are not registered by cops, giving the false impression that crime rates have dropped*



- Reporting Rates
- Sexual assault is one of the most under reported crimes, with 54% still being left unreported.<sup>1</sup>
- **Why Will Only 3 Out of Every 100 Rapists Serve Time?**
- The majority of sexual assault are not reported to the police (an average of 54% of assaults in the last five years were not reported). Those rapists, of course, will never spend a day in prison. But even when the crime is reported, it is unlike to lead to an arrest and prosecution. Factoring in unreported rapes, only about 3% of rapists will ever serve a day in prison.



## REFERENCES

JUSTICE DEPARTMENT, *NATIONAL CRIME VICTIMIZATION SURVEY: 2006-2010*

FBI, *UNIFORM CRIME REPORTS: 2006-2010*

NATIONAL CENTER FOR POLICY ANALYSIS, *CRIME AND PUNISHMENT IN AMERICA, 1999*

DEPARTMENT OF JUSTICE, *FELONY DEFENDENTS IN LARGE URBAN COUNTIES: AVERAGE OF 2002-2006*

DEPARTMENT OF JUSTICE, *FELONY DEFENDENTS IN LARGE URBAN COUNTIES: AVERAGE OF 2002-2006*



- Not all the crimes that take place are reported to, or recorded by, the police. Given this, sociologists refer to the gap between the official level of crime and the amount of crime in the community as the dark figure of crime. For a crime to be recorded, at least three things must happen:
- Somebody must be aware that a crime has taken place.
- That crime must be reported.
- The police or other agency must accept that a law has been broken.





# SOME CRIMES ARE NOT REPORTED TO THE POLICE BECAUSE

- *It is now widely accepted by social researchers that official crime statistics have significant limitations. These include:*
- :
- The general public regards them as too trivial.
- The victim finds the matter embarrassing.
- Individuals are unaware that they are victims (e.g., fraud or confidence tricks).
- Lack of confidence or trust in the police
- A fear of reprisals or victimization
- The victim may take law into own hands—a form of rough justice.
- Children may not understand issues.
- Victim may not want to harm the offender (e.g., domestic violence and abuse).



***LEGAL ADVICE IS FREE. YOU DO NOT NEED TO APPLY FOR A GRANT OF LEGAL AID TO GET LEGAL ADVICE AND YOU DO NOT HAVE TO MEET ANY ELIGIBILITY CRITERIA TO USE THE SERVICE***

- If you need help over the phone start by calling the free legal help line, LawAccess Maharashtra , on \_\_\_\_\_ .
- The person you first speak to will be a lawyer and they can point you in the right direction.
- They can provide you with information about your legal problem that might answer your question.
- If you still need help we will help with further requirements.
- Our lawyers give free legal advice at locations across Maharashtra including at legal aid offices, courts, community organizations, prisons , hospitals and colleges.
- [Search for a LawAccess Maharashtra service](#) near you.
- Legal Aid Maharashtra also provides legal advice by email and sms



# THE PATH FORWARD:



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- Literate masses on their 'rights'.
- Quality legal aid to be far reaching.
- Making **QUALITY** legal aid affordable to the common man.
- Make legal help easily accessible.
- Awareness of the legal system pervasively across all the strata of our society.



THE INBA INITIATIVE

**Any Time Legal Helpline**  
**24\*7 all around the year**



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- A phone call to the hotline connects you with a staff of knowledgeable counselors, who are attorneys and paralegals. Counselors will provide simple free legal advice on a range of civil issues such as family law, consumer debt, bankruptcy, employment and landlord-tenant law.



- Legal Aid helps people with their legal problems
- Help over the phone
- Call on \_\_\_\_\_ to get started
- Find information on our website.

*[LawAccessMaharashtra.com](http://LawAccessMaharashtra.com)*

- We have factsheets and resources to help you with your problem
- Get advice from a lawyer
- We also provide free face-to-face advice on most legal issues
- Help at court
- We have lawyers to assist you at many courts and tribunals all over Maharashtra.

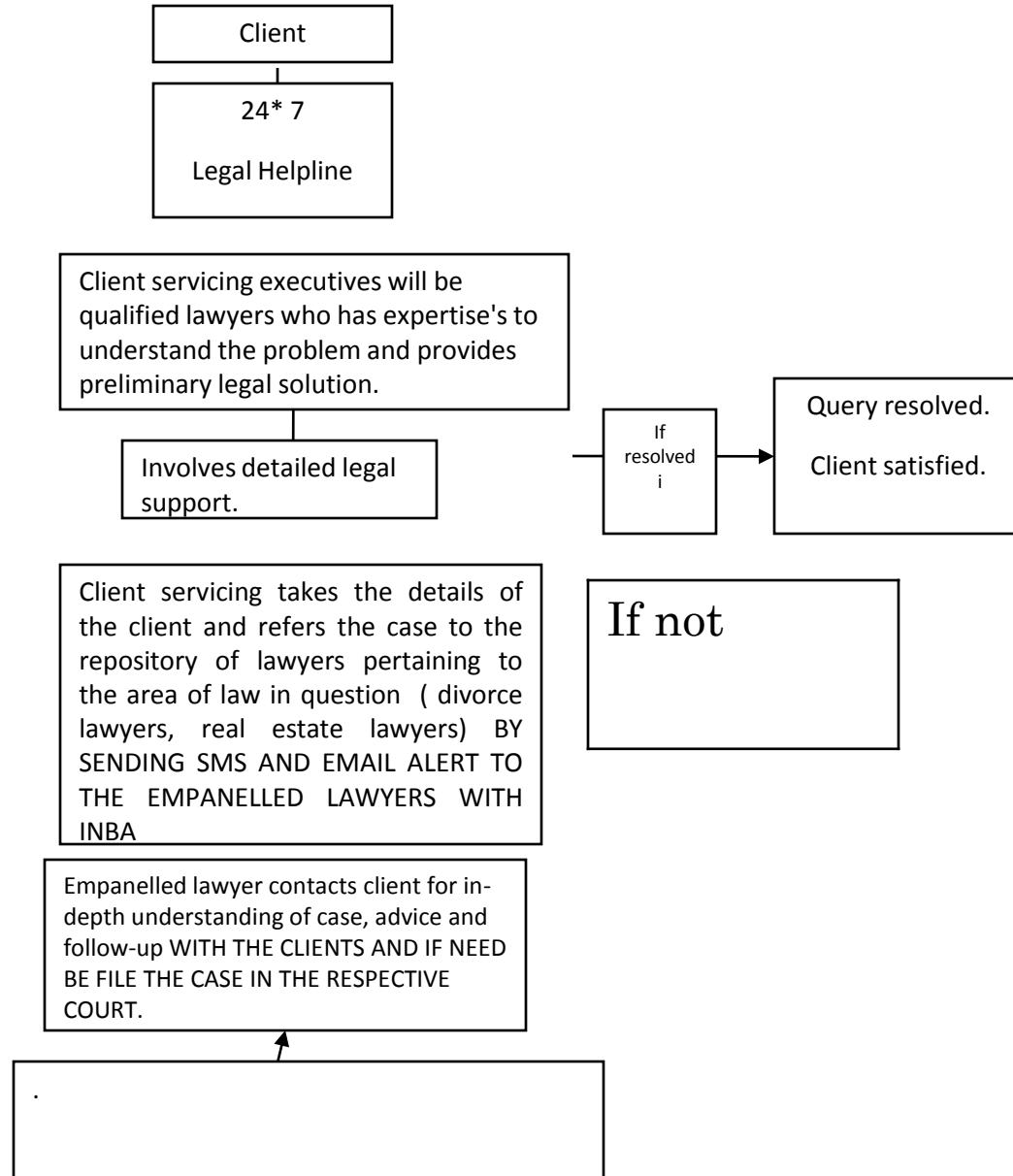


## WHAT IS LEGAL ADVICE?

- An expert lawyer will give you one-off free legal advice about your issue. They will also tell you whether you may need further eligible for further legal aid and will provide a lawyer to represent you in your case. We shall also provide help with all documentations when necessary.
- The advice session is generally about 15 to 20 minutes. This amount of time does not allow our lawyers to give you detailed legal advice about complex matters.
- If Legal Aid Maharashtra is not able to help you further they may be able to give you information about where you can go for more help.



# THE STRUCTURE:





# THE BUDGET:



## Approximate Per Seat Cost Calculation

### 1) Infrastructure

70,000

Security Deposit for premises  
Interiors including cubicals and chairs etc  
Power Connections  
Power backup  
UPS  
Air conditioners  
Access control system

### 2) Telecom Infrastructure

1,10,000

Networking  
PCs/ Desktop  
Headset  
Hard phones / Soft phones  
Routers  
Networking Security Elements  
L1 L2 Switches  
Mux/ Multiplexers

### 3) Softwares

20,000

Operating system, firewalls, etc

Add: Preoperative expenses (10%)

2,00,000

**Total approximate per seat cost**

**2,20,000**



# THE BUDGET CONTINUED:

- Total number of seats estimated : 10
- Location: 1 (Mumbai)
- Therefore total **capital cost** approximation:  
Rs. 2,20,000 \* 10 = Rs. 22,00,000/-
- Total **working capital** cost approximation:  
10 client servicing agents + 2 networking specialist + 3 support staff.  
=(Rs 20000\*10 + 12000\*2 + 8000\*3)  
=Rs 2,48,000 /- + Rs 12,000/-Miscellaneous expenditure (i.e. electricity,  
stationery, etc)  
= Rs 2,60,000
- **TOTAL COST APPROXIMATION = TOTAL CAPITAL COST +  
WORKING CAPITAL REQUIREMENTS**  
**= Rs 22,00,000 + Rs 2,60,000 = Rs 24,60,000/-**

*(All cost estimations based on bank sanctioned proposal of an existing BPO.)*



THANK YOU.

