

BEST PRACTICE 1

TITLE OF THE PRACTICE: Sensitization of Street Vendors about their rights, and various Schemes

OBJECTIVES OF THE PRACTICE –

The objectives of the practice is to understand the problems faced by the street vendors in seeking requisite permissions from the concerned authorities for their operations, lacking of the basic amenities, lack of knowledge about their rights, other benefits and schemes applicable and available to them, and the difficulties in raising out their grievances etc. Secondly this practice also aims at providing assistance to the street vendors to draft applications to be forwarded to the concerned authorities for demanding the basic amenities and facilities, seeking necessary permissions and also to render assistance to apply for various government schemes.

THE CONTEXT:

The Institution places a strong emphasis on providing students with practical legal experience, offering legal assistance to those in need under the guidance of faculty. This year one of the issues taken into consideration was the grievance of the street vendors who serve an integral part of the market system. Most of them coming from different social and educational background have little or no knowledge about their rights and duties. The student volunteers with the purpose of educating and sensitizing the street vendors launched this legal awareness campaign. They imparted legal awareness to street vendors in the State of Goa. Street plays were conducted in vernacular language explaining various Governmental schemes. Students conducted surveys on

resolving some of problems of the street vendors. Based on the survey, letters were made to Municipality and other concerned departments to provide the necessary facilities to the street vendors.

THE PRACTICE:

The Institution has twenty one legal aid clinic under which students conducted legal awareness for street vendors. This was done through different methods like organizing street plays, surveys, and used techniques such as observation and questionnaire.

Awareness through Street Plays:

Street plays and legal awareness unit of legal aid society carried out street plays near the vicinity of Margao town police station and other at the Pt. Jawaharlal Nehru Stadium, fatorda. Similarly street plays were conducted at Quepem and Curchorem respectively. Stakeholders for whom the demonstrations and street plays were performed, were street vendors selling their household produce such as vegetables, fruits, fish, vegetable and fruit derivatives such as oils, juices etc. Scheme like PM *Svanidhi Yojana* was explained to them. Methods employed to disseminate information and gather data was done through banners, coupled with street plays and demonstrations, speeches to address everyone around, questionnaire and one to one basis interactions. Students distributed paper bags to the vendors and advised them to make use of cloth or paper bags instead of plastic bags.

The Para- Legal assistance:

Applications were drafted and filled on behalf of street vendors desirous of obtaining licences, vending- certificates, infrastructural aid such as renovation of existing sheds, provision of basic necessities such as drinking water, sanitary facilities etc.

Several responses were gathered, from the street vendors present at the visited locations. Most of the vendors did not have license when asked about the same and were reluctant to answer the questions. Upon observation it was noted that daily tax was paid by them to authorities. Several problems such as not having proper sheds for their products which were perishable goods was stated by them. Some demanded for a license for legalizing their business of street vending as it was observed that around 75% of them did not have a valid license and hence applications were made on their behalf by the students, to the concerned departments.

Volunteers also distributed paper and cloth bags to create awareness on ban on use of plastic. Likewise, gathered information about their linking of Aadhar card with their phone number. Street vendors were informed how they can avail loan through the PM *Svanidhi Yojna* and how to initiate the application/ form process.

EVIDENCE OF SUCCESS:

This activity was a big success and everyone liked the streetplays portrayed in local language. Soon after the street plays performed, a survey was taken by the volunteers from street vendors in the area. With the information gained from the awareness programme done through street plays, all of the spectators and street vendors were very happy and keen in knowing more about their rights and privileges. Further they actively became part of the survey and answered the questionnaire and contributed making this practice a success. At some of areas most of the street vendors were non Goans. The vendor's eyes were filled with curiosity as the act was also Hindi language so that it would be better for them to understand the message we wanted to convey. The evidence of success of this activity can be understood from the survey reports collected from the vendors. This provided the volunteers the information about the problems faced by these street vendors and further to put forward the grievance before the authorities.

PROBLEMS ENCOUNTERED AND RESOURCES REQUIRED:

Problems Encountered by Students

Students faced challenges such as hesitation from vendors to share information on licenses and taxes, limiting accurate data collection. Many vendors were unaware of government schemes, requiring extra effort to educate them. Logistical issues like organizing activities across multiple locations and balancing academic responsibilities added to the workload. Communicating complex legal terms in simple language and overcoming resistance to adopting eco-friendly practices, such as using cloth bags, were also challenging.

Resources Required by Students

Students needed awareness materials like banners, pamphlets, and audio-visual aids for impactful communication. Adequate supplies of cloth and paper bags, transport facilities, and financial support were required. Training sessions on simplifying legal concepts and guidance from legal experts was considered crucial. Collaboration with local authorities, PLVs and additional students as volunteers would help to streamline the campaign and ensure better engagement with vendors.

NOTES

Institutions should concentrate on preparation, collaboration, and fostering close ties with the community in particular with the vulnerable section of society in order to further this endeavor and have consultative deliberations(region wise) with the stakeholders and propose constructive recommendations to the government to bring them on par with the mainstream. The Institution should focus on developing the communication skills in vernacular language. Collaboration with

NGOs, community leaders, local authorities, District legal services, and Women's Commissions is important to promote involvement and addressing problems like assisting vendors in obtaining licenses or gaining access to government programs might be made simpler by such collaboration. Students should be trained to disseminate the information and to raise awareness, by employing captivating techniques like street plays, posters, and banners. The Institution has to monitor the effect of these practices and guarantee continuation, follow up on a frequent basis.

BEST PRACTICE 2

TITLE OF THE PRACTICE: Legal Outreach Through Correctional Care Centre

OBJECTIVES OF THE PRACTICE –

The objective was to provide legal assistance to the inmates at Modern Central Jail, Colvale, North Goa and highlight their problems to the concerned authorities. It aimed at collection of information with regards to grievances faced by the prisoners, such as non availability of transport services at the time of hearing in the Court, non availability of the lawyers appointed by Legal Aid Services Authority, awareness about their rights as undertrials. Further, the practice aimed at the data analyses by students with the help of faculty coordinator, to draw out the observations and recommendations and present the case to State Legal Services Authority for further action.

THE CONTEXT:

The Institution seeks render to legal assistance to the inmates of Modern Central Jail at Colvale, North Goa in order to bridge the gap between legal rights and the present state of affairs at this centre. This initiative by the Institution sought to improve inmates' access to justice, hear and understand their grievances, and render legal assistance wherever required. The project saw the involvement of twelve students divided into two groups, under the supervision of faculty coordinators which was conducted in collaboration with The State and District Legal Services Authorities, South Goa and with the due authorization from Inspector General of Prisons. The project addressed important concerns like insufficient assistance for inmates, delayed trials, and lack of legal counseling. The project aimed to draw attention to issues and provide remedies to

authorities by conducting organised surveys and interviews. It placed a strong emphasis on both short-term legal assistance and long-term reforms to protect the rights and welfare of inmates.

THE PRACTICE:

This project was three month long critical study that involved visits to Correctional Care Centre at Modern Central Jail at Colvale, North Goa. During each visit, the teams interviewed around 15-20 inmates using a proper structured questionnaire. The survey covered key aspects such as the type of offence committed, stages of trial, procedural adherence during arrest, access to legal representation, and understanding of courtroom proceedings. The data collected provided valuable insights into the issues faced by inmates.

Key findings revealed grievances, including the non-availability of escort services for court hearings, lack of timely access to legal aid lawyers, and inadequate communication about grounds of arrest or notifying the family members, absence of full time in-house counselor. Prison authorities facilitated the smooth of this project, as certain relevant information age, gender, and type of offence was given by them. This collaboration ensured a comprehensive understanding of prisoners' needs and challenges.

Analysis of the data highlighted issues within the criminal justice administration process - approximately 60% of prisoners were unaware of the grounds of their arrest, and nearly 50% of State-appointed legal counsels were not keen in taking up their cases, on account of which no proper trial was conducted. Also, the fact that there is no medical practitioner constantly available and as a result of that fellow inmates end up taking care of each other

The students compiled a detailed report based on these findings, which included recommendations for remedial action. Suggestions included ensuring timely legal representation, better adherence to procedural safeguards during arrests, regular medical checkups for prisoners, and enhanced coordination with legal aid authorities.

The Correctional care centre served as a transformative learning experience for students, fostering empathy and practical legal experience. It also exemplified the potential of how socially responsible legal education is to address systemic gaps, setting a model for similar initiatives in other institutions.

EVIDENCE OF SUCCESS:

The Correctional Care Centre at Modern Central Jail, Colvale, Goa, demonstrated significant success through its structured approach and impactful findings. With regular visits and the untiring efforts of these students, assisted by faculty and prison authorities, have led to the collection of detailed comprehensive data regarding the challenges faced by inmates of this Centre.

The structured questionnaire covered essential aspects, including the type of offences, stage of trial, adherence to procedural safeguards during arrest, and inmate's access to legal representation. The findings revealed issues such as the non-availability of proper services, lack of timely legal aid, and inadequate communication regarding arrest grounds and notification to family. These insights provided a deeper understanding of the systemic challenges faced by prisoners, particularly those who were unaware of their rights and legal proceedings.

Moreover, the collaboration between Institution, students, and prison authorities, ensured a thorough categorization of inmates, which enhanced the quality of data collected. The report compiled from these findings has been instrumental in addressing these issues, with clear recommendations being submitted to State Legal Services Authority for implementation.

The assistance from prison authorities, combined with the active participation of students, demonstrated the success in identifying key areas for legal reform. The initiative not only provided experiential and participative learning experiences for students but also contributed meaningfully to the improvement of the criminal justice administration system.

PROBLEMS ENCOUNTERED AND RESOURCES REQUIRED:

During the visit to Correctional care centre at Modern Central Jail, several challenges were encountered by the students. One of the primary issues was the limited access to prisoners due to security protocols and entry in the prison premises as every time visits were scheduled, on constable had to be deputed for the said purpose. This made it difficult to conduct interviews smoothly and gather comprehensive data. Additionally, many inmates were hesitant to share personal grievances or experiences, especially regarding inhuman treatment by the jail administration or procedural violations, due to fear of retaliation.

To overcome these challenges, greater coordination with prison authorities and more substantial logistical support were essential. Increased resources, such as additional personnel for interviews and better access to legal aid, would further enhance impact of the project.

NOTES :

Strong collaboration between the Institution through MOU with prison administration, Women Commission and legal aid agencies is essential to adopting and implementing this initiative successfully and raising awareness. For this to run smoothly, clear procedures should be set up for obtaining the required authorisations and gaining cooperation from prison authorities. It is essential that students are trained properly not just legal knowledge but also the developing of empathy and sensitivity while working with marginalized communities and undertrials, among other vulnerable groups. Students should be prepared emotionally and mentally for these interactions. Institutions will need to provide resources like access to legal information, transportation, and support for logistical challenges that may arise. Lastly, keeping track of the progress and collecting feedback from both prisoners and students is essential. This helps improve the process and makes sure that the endeavor has a positive impact. With proper planning and resources, other Institutions can easily set up similar programs.