



LEGAL SAHYOG HUB: AN INCENTIVES BASED DESIGN FOR ONBOARDING LEGAL SERVICE PROVIDERS ON E-MARKET PLACE FOR EXTENDING LEGAL SERVICES TO CITIZENS IN INDIA

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Abstract: India is a vast country and people across the width and breadth of the country have variable needs and understanding of law and legal structure. Traditionally, a client would make an appointment to come in and see a lawyer in order to gain access to legal information and to decide whether they wanted to retain such an attorney. Today, website biographies, online reviews and ratings, blogs, social media accounts, and other digital outlets offer no shortage of opportunities for lawyers to publish content. This paper proposes a novel framework aimed at enhancing access to legal services through an innovative e-marketplace model. Recognizing the challenges of accessibility and affordability in legal services across India, the proposed Legal Sahyog Hub leverages incentives to attract and integrate legal service providers into a centralized digital platform. This platform aims to streamline the delivery of legal assistance to citizens by offering a user-friendly interface that facilitates easy access to a diverse range of legal professionals. This paper contributes to the discourse on leveraging e-marketplaces for legal services in India, advocating for systemic reforms that support broader access to justice and socio-economic development through digital innovation.

***IndexTerms* – Indian Legal System, e-marketplaces for legal services, digital innovation.**

I. INTRODUCTION

Legal Sahyog Hub is an e-platform created to assist people and organizations in completing their legal work quickly and affordably. Everybody knows that dealing with the legal system or any other legal concern can be complicated and time-consuming, and everyone would prefer to concentrate on other areas of their lives and businesses rather than the legal issues. Legal issues, however, are extremely important and should never be ignored. When a right is violated, access to justice is of fundamental importance for the injured individual and it is an essential component of the system of protection and enforcement of human rights. We understand the needs of people and its clients as well as criticality of the legal matters and thus it has established itself in such a way that the clients' matters or cases are kept at a pedestal which garners all importance and dedication from its Advocates. Researchers have explored the integration of legal services with e-governance in India, focusing on the Indian judicial system. Presented at ICACCI 2015, the case study highlights the potential of digital platforms to enhance accessibility, efficiency, and transparency in legal services, ultimately aiming to improve the delivery of justice to citizens [1].

The foundational tenet of the company is that "common people must have access to justice" and that "rich people should not be the only ones who can access justice". "Equal access to justice" would mean that different groups in a society would have similar chances of obtaining similar resolutions to similar kinds of civil justice problems [2]. If people had equal access to justice, a society's institutions of remedy would work to equalize how they handled their civil justice problems and to ensure that similar problems were resolved similarly, even when different kinds of people—whether rich or poor, men or women, of any race or ethnicity—experienced.

2. LITERATURE REVIEW

Getting the right legal representation is essential since it boosts your likelihood of success and makes you more informed of your rights. Our platform, Legal Sahyog Hub, operates under the motto that the best legal counsel can be obtained by speaking with a lawyer as soon as possible.

Gupta and Verma's paper, presented at the 2017 IEEE International Conference on Internet of Things (iThings), provides a comprehensive review and analysis of e-marketplaces for legal services. The study examines the evolving landscape of digital platforms that facilitate the provision of legal services, emphasizing their potential to enhance accessibility, cost-efficiency, and user experience. The authors discuss various models and frameworks of e-marketplaces, assessing their impact on the legal profession and clients. They also highlight the challenges and opportunities associated with the adoption of these platforms, including regulatory issues, technological barriers, and the need for robust security measures [3]. Naik and Gopinath propose a blockchain-based framework for enhancing legal services in India, presented at the 2018 IEEE CNS conference. Their framework aims to improve security, transparency, and efficiency in legal processes by leveraging blockchain technology, addressing issues such as data integrity, fraud prevention, and streamlined access to legal records [4]. Bajpai and Agarwal's study, explores how digital platforms improve accessibility to legal services in India. The research focuses on the effectiveness of Indian e-marketplaces in making legal assistance more reachable and user-friendly for citizens, highlighting significant improvements in service delivery and user engagement [5]. There are several online legal consulting services available in India. Dependability and safety, however, are never constants. Internet fraud is a major problem in many countries since millions of individuals have fallen victim to a wide range of online frauds, many of which are carried out fully or partially online.

Researchers investigate the adoption of e-marketplaces for legal services in India. The study analyzes factors influencing the acceptance and use of these digital platforms among legal professionals and clients. Key findings highlight the benefits of increased accessibility and cost-efficiency, while also addressing challenges such as technological barriers, user trust, and regulatory constraints affecting the broader adoption of e-marketplaces in the legal sector [7].

The amount of Indians who are terrified to seek legal advice online from lawyers or other service providers due to fears of fraud, unreliability, and—most importantly—exorbitant service fees disturbed us. Consequently, our group came up with a fix for the enormous issue that people are facing.

Being aware of your rights can help you stay out of trouble with the law. No matter your age, stay informed at all times! Though you never know when anything might happen that requires you to use your rights, it doesn't hurt to be aware of them now. We included a section for all citizens where they may learn about current legal trends and issues, their rights as citizens, and how to easily seek legal help utilizing Legal Sahyog Hub, driven by the dearth of literacy about basic human rights among the populace.

The goal of Legal Sahyog Hub is to close the knowledge gap between a layman in need of legal services and a provider of such services by raising people's awareness of their rights. Greater accessibility to providers of legal services: Making a wide variety of legal specialists easily accessible would make it easier for people to find the right help for their legal requirements.

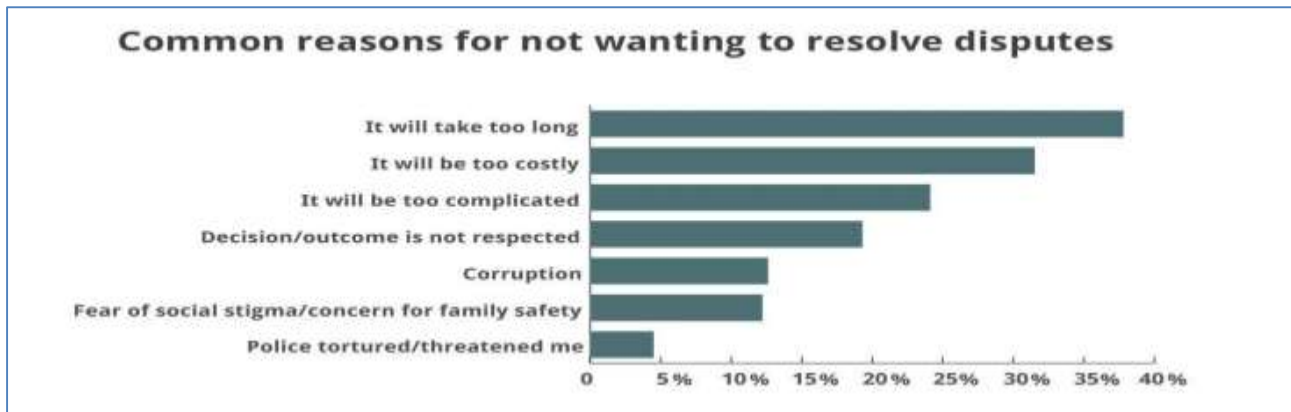
By using Legal Sahyog Hub, clients and the legal service providers will have:

- Efficiency and convenience
- All-inclusive legal support
- Cost savings
- Transparency
- Incentivized participation
- Enhanced legal literacy
- Fewer legal issues
- Assistance for legal practitioners
- Data insights

- Employment

3. CHALLENGES

Gupta and Kumar's paper, reviews the landscape of online legal services in India, focusing on user engagement. The study evaluates various digital platforms offering legal services, assessing their



effectiveness in improving access to legal assistance.

Fig. 1 Reasons for people to not want to resolve disputes

Key insights include enhanced user convenience and satisfaction, while also identifying challenges such as technological adoption, quality assurance, and the need for regulatory frameworks to ensure reliable and efficient service delivery [8].

Researchers, explores strategies for enhancing user experience in legal service e-marketplaces. The study focuses on improving interface design, customer support, and personalized services to increase user satisfaction and engagement. Key recommendations include leveraging advanced technologies like AI and machine learning for better service delivery, ensuring user-friendly interfaces, and providing comprehensive support to address user concerns effectively [9]. The study discusses the integration of technology in legal services, highlighting advancements such as AI, blockchain, and digital platforms. It explores their impact on efficiency, accessibility, and regulatory compliance within the legal sector. The paper also outlines potential challenges and opportunities for adopting LegalTech solutions to enhance legal service delivery in India [10].

To foster justice and socioeconomic growth in India, it is imperative to address gaps stemming from public unawareness of legal rights and processes, which can be exploited by legal professionals. Essential steps include widespread legal education initiatives, efficient functioning of organizations like NALSA for legal aid, enhanced transparency in legal procedures, and measures to combat corruption within the legal system. These efforts are crucial for empowering residents with knowledge of their rights and for optimizing the effectiveness of legal services authorities [11]. In 2017, the non-profit organization Daksh performed a survey which revealed that Indians first turn to their family, friends, village elders, caste or religious panchayats for help in resolving significant disputes. The Daksh study participants indicated that they favored the informal, non-judicial processes over the courts and police when seeking justice. This is because they believed the courts to be excessively costly, intricate, and delayed in resolving conflicts [12].

4. PROPOSED SOLUTION

By developing a web application, we are putting forth a solution. Using this application, legal service providers will be able to offer their services digitally on a single platform. The many legal demands of citizens will be met by a single point of contact using this application.

1. The platform will have a separate section with blogs and articles on the uprising legal issues and basic human and fundamental rights to generate awareness amongst the population of India.
2. Podcasts about legal advices to answer frequently asked questions and offer guidance.
3. Workshops and informative webinars led by attorneys.
4. Leaderboard feature to promote a healthy competition.
5. Career and internship opportunities

6. Certain services provided for free or at reduced costs.
7. Comprehensive review and feedback mechanism.

Work flow:

Step 1: the legal service providers will create their profile listing their work description and expertise.
Step 2: clients will register to the application,
Step 3: users can search their required category of service and go through the listed profiles (filters and recommendations will help them make informed decisions).
Step 4: client can chose a legal service provider and state their requirements to the provider.
Step 5: client will get a tentative budget according to the service selected, to ensure fair idea of pricing policies.
Step 6: the provider can accept/ reject/ refer the client accordingly.
Step 7: after completion of service, clients are supposed to provide feedback and rating on the level of their satisfaction.
Step 8: the service providers will then be provided with stars and badges on a monthly leaderboard for a competitive environment for boosting them to maintain a position and hence to incentivize them

DATA FLOW:

The flow of data between the service provider and the client will remain confidential and the pictorial representation is given in figure 2.

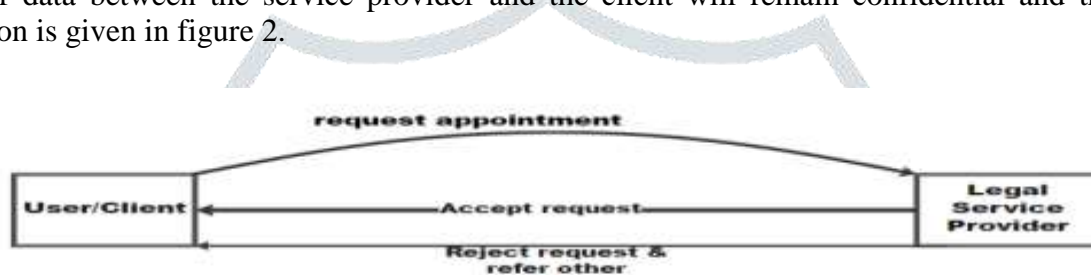
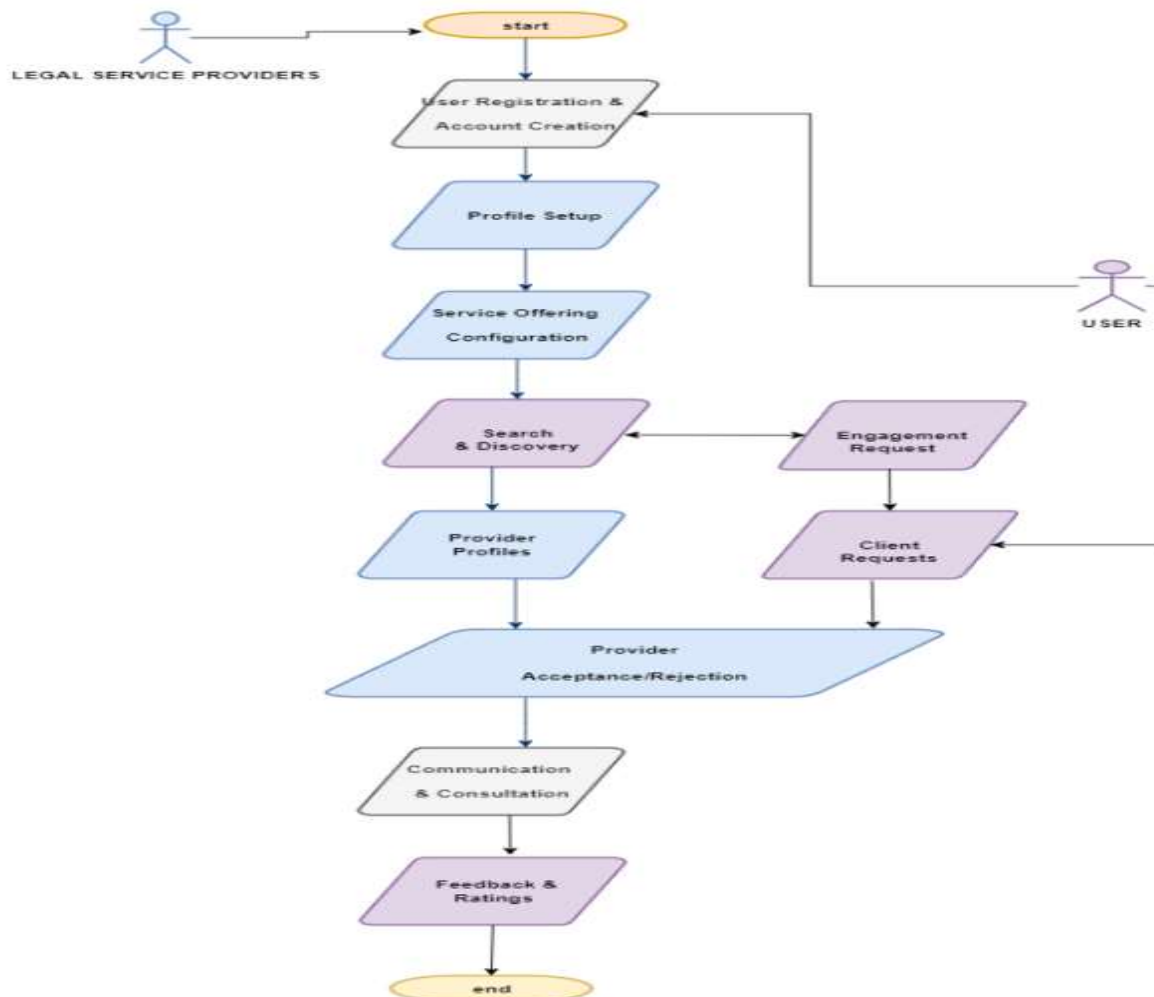
**DATA FLOW
DIAGRAM**

Fig. 2 Data flow diagram



The proposed architecture is depicted in figure 3.

Fig. 3 Architecture

5. CONCLUSION AND FUTURE SCOPE

In India, the legal service sector is largely unorganized, making it difficult for people to access legal services. Many legal service providers, such as advocates, arbitrators, mediators, notaries, and document writers, operate independently and do not have a centralized platform to offer their services to clients. This leads to a lack of transparency, difficulty in finding the right legal service provider, and high costs for clients.

Legal Sahyog Hub is a one-stop solution to all the problems faced in the conventional system. This project has the potential to transform the way legal services are accessed and provided in India, making it more convenient, affordable, and inclusive for citizens while also offering opportunities for legal professionals to expand their reach and impact. This framework will achieve the objective of replacing the conventional system of reaching out to a legal service provider physically. Hence, creating ease and promoting a sense of comfort among people. Services can be used anywhere & anytime as it is a web based application. Our system also focuses on bringing awareness of basic human rights among citizens. We also work to generate a healthy competition among the service providers. Hence, pushing them towards a positive growth to maintain their position on the leader board

Extension of current features Include a request system that lets consumers contact legal service providers for assistance. Provide a collaborative and interactive platform that facilitates communication between legal service providers and provide a job request function that enables providers of legal services to apply for opportunities in reputable companies, incorporation of a leaderboard system highlighting solicitors with excellent ratings. Allocation of resources like development teams, technology upgrades, and additional testing efforts.

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