

# INyayaSetu: An AI and Incentive-Based E-Marketplace for Legal Service Accessibility

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**Abstract—** Getting help in India that too with diverse culture and our poor governance roads it is difficult to travel long distance to help our people of India we have build this app called NyayaSetu. Users can easily register, choose a lawyer, and talk to them directly using a video call without visiting in person. The system is built using Python ,Django and Agora SDK which are having video call facilities.This app is affordable to the middle class public of our country not only this app is cheap but also fast and user friendly.This app helps people to connect with lawyers easily by sitting in home.This shows how we can help people in rural places by using the technology in right way

**Keywords—**Legal help, Online consultation, Django, Python, Video call, Razorpay, Agora SDK, Access to justice.

## I. INTRODUCTION

In India, getting legal is still difficult as the time was in 90's but still we face this issue because of the growing rate of population is rapid so as the cases are increasing. Here not only the demand in the lawyer is increasing but also the cost of it. There are few applications like Nyaya Bandhu and LawRato. They provide the online consultancy but it is limited to few features. Here lawyers lack faith in these and are not active in this also.

So here we create this app called NyayaSetu which helps to solve the online problems like video call, texting to lawyer through app and help in booking appointment here in our app the lawyers can easily access their clients without any third party in it. This benefits the lawyers as well as the clients.

## II. LITERATURE REVIEW

Many online platform have created different features in different field but only few focus on legal service. Studies shows the more the technology advances the more the challenges arises like data privacy, trust issues and etc.

From the studies from **Kukrety et al** it is clear that while researchers have talked about the transparency and user involvement in the website but they have failed to mention the AI in legal service platform.

### Study of the Existing System:-

There are already a few online websites that are running in India as well as outside India. These are mainly grouped into two things namely government platforms and private platforms.

#### A. Government platforms:

- **National Legal Services Authority (NALSA):**  
NALSA is a government based organization that provides free legal services to people of India. It also organizes people's courts in less cost which settle the disputes easily..

- **Nyaya Bandhu:**  
This platform will help the lawyers to connect with client with free of cost where the clients are in need of help in free of cost.

#### B. Private platforms:

- **LawRato:**

This is a legal platform which helps the clients and lawyers to connect across 700+ cities across India.

• VakilSearch:

This mainly focuses on the cases that are related to the private sectors or business.

It helps the client with legal documents and company registration.

### III. OBJECTIVES

The primary objective of this research are to:

1. To develop an easy-to-use online platform
2. To create a fair and rewarding onboarding system
3. To ensure transparency and quality service
4. **To use Artificial Intelligence (AI)**
5. To make legal services more accessible

### IV. SYSTEM DESIGN AND ARCHITECTURE

THIS WEBSITE IS DESIGNED MAINLY USING FOUR LAYERS NAMELY:-

#### A. User-Interface Layer

This layer interact with the CSS,HTML and Django which helps it to smoothly and effectively.

Here the user can do the following task:-

- 1) Create an account and log in
- 2) Searching for lawyers
- 3) Doing video call
- 4) Online Payemnets

#### B. Application Layer

This is developed using the python and Django framework which supports the secure features.

The operations performed here are:-

- 1) User authentication
- 2) Booking
- 3) Vedio call using Agora API
- 4) Payment
- 5) Performance tracking

#### C. Data Management Layer

Here in this layer all the data are being stored securely and managed

It uses MySql database to store items as:-

- 1) User Info
- 2) Documents of lawyers
- 3) Payment and appointment history
- 4) Reviews,rating and performance score

#### D. AI-Based Matching Engine

Here in this layer the AI is being integrated here where it helps clients to be connected into their perspective lawyers bases on their cases.

The factors are as follows:-

- 1) Type of case
- 2) Experience
- 3) User location
- 4) Availability
- 5) Client feedback

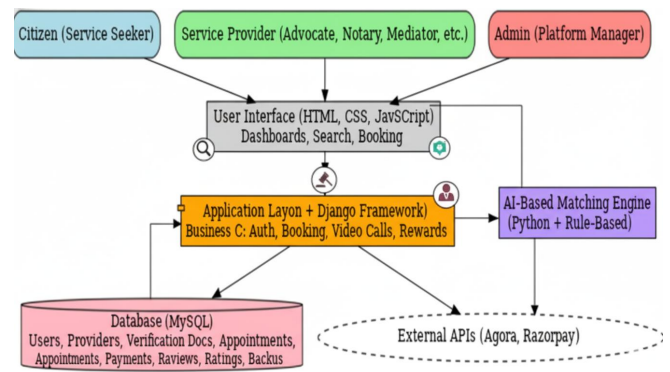


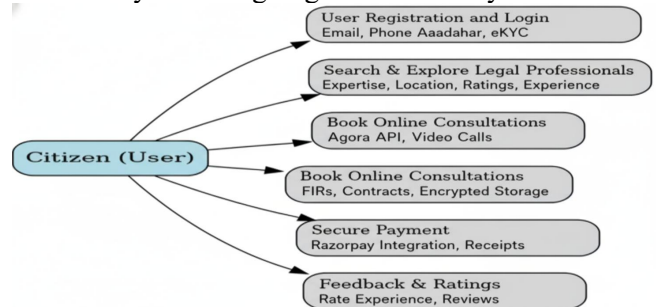
Fig :1 System architecture

### V. MODULE DESCRIPTION

#### A. Citizen Module

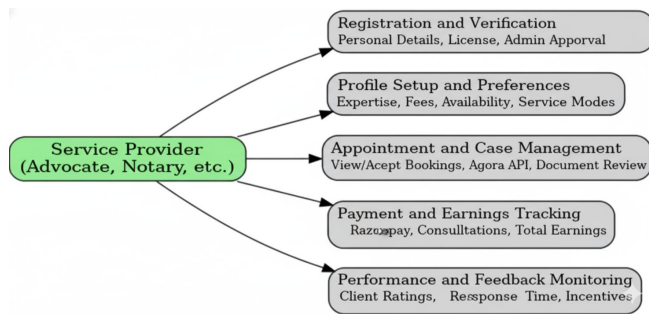
The citizen interface enables users to:

To access the verified legal services through our websites.It helps the people to find someone trustworthy without going there manually



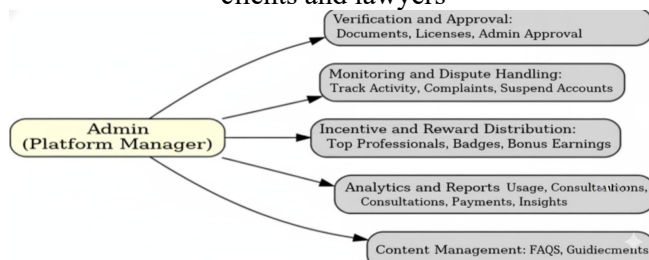
#### B. Service Provider Module

This module is developed for verified legal lawyers such as advocates, notaries, mediators, and arbitrators. It allows them to create profile, manage and coonect with client easily.



### C. Admin Module

This module is built for the administrations to manage and maintain the perform easily. They help in making our website secure, transparent and reliable for both clients and lawyers



## VI. INCENTIVE MODEL DESIGN

This is one of the most unique feature of our website which helps the lawyers to work actively and keep them motivated to provide good service to client.

### A. Performance Points:

Each time the lawyers completes the case they earn a points based how effective they have sloved the case.

### B. Tiered Badges:

Based on points they earn the titles as follows:-

- **Bronze** – Beginner stage
- **Silver** – Consistent
- **Gold** – Highly rated
- **Platinum** – Exceptional service provider

### C. Leaderboard:

Here it tells the top lawyers of the week, month and year. So that the user can choose the lawyers easily.

### D. Discount Tokens:

Users who are regular and they uses our website they will receive coins where they can change into real world currency.

### E. Institutional Agencies:

Bar councils or legal societies could utilize a chain of review to authorize and validate member institutions as incentive agencies.

## VII. FEASIBILITY AND IMPLEMENTATION STUDY

### A. Technical Feasibility

The system is built using the open source technology such as python,sql,css,javascript and bootstrap for the user interface

### B. Economic Feasibility

Here our project is less cost because our most of the tools and the frameworks are free of cost.

Here we earn the money through subscriptions from users and ads.

### C. Legal and Ethical Feasibility

Here since the system using the personal data it follows strict data protection rule like Digital data Protection Act (DPDPA).

## VIII. RESULT AND EXPECTED OUTCOME

The testing and early stimulation shows a positive result here it helps the users and the lawyers to enrol to our platform as early as possible and they can enjoy our feature early so that when the final version is realised they understand it still more better.

## IX. CONCLUSION

The suggested onboarding model based on incentives creates a framework capable of scaling access to legal services throughout India. The system incorporates AI; immersive gamified engagement; and secure digital verification to increase trust and efficiency in delivering legal services. In our future work, we intend to take this model for a test-drive through a pilot version in specified districts, to engage in empirical research to assess the model for social and economic impact.

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