



Research Paper

Access to justice through use of legal technology

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Abstract

Legal professionals used tools such as Microsoft teams, Google Docs, LexisNexis, MyCase, etc which provide unparalleled features to help lawyers with client management system. This tools not only allow lawyers to work on documents, but also share information and communicate more effectively. From this technology the possibility of work has become real. Legal technology, as a result, is freeing up time and resources for core aspects of legal practice. The adoption of technology in law offers several benefits that positively impact the legal profession and the administration of justice. It has replaced traditional approaches with modern methods revolutionizing today's legal landscape. Some of the benefits of legal technology include promotion of fair hearing, easier and faster process of trials, establishment of evidence, improved collaboration, cost saving, increased transparency, documentation, large data storage space, and improve case analysis. This leads to reduced administrative burdens, improved productivity, and the ability to handle larger caseloads.

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Access to Justice through use of legal technology

The concept of justice is old as civilization and society. There can't be existence of lawful society without the presence of justice. Justice is one of the most important pillars of any nation for growth.

Justice means to give each and every person what they deserve. Justice and fairness are the interrelated terms which are sometimes used in place of each other. Justice is one of the most important moral and political concepts with no agreed definition. It's interesting to know the change in the meaning of word justice from ancient Greek civilization to modern society. Technology is that technology which provide access to justice to the citizens of India. It make a justice system of our country more fast and effective. Legal technology help to encourage the society. Legal technology help law firms with practice management, accounting, billing, document management and administration.

When any law agency takes the help of any technology or software is called legal technology. When any Lawyer or Attorney takes the help of these technologies it helps them to make their work easy or they use technology in legal field to easeout their work. Clients also gets effective legal education /legal assistance with the help of legal technology.

When any legal agency persue the legal service of their daily routine they uses these technology or these technologies are beneficial for their daily routine legal work.

As technology makes access to legal services and justice easier, the legal technology market is growing with a revenue of \$29.8 billion worldwide in 2022. It encompasses the use of various technologies, such as Artificial Intelligence (AI), Machine Learning, Automation, Virtual Reality, Augmented Reality, and Data Analytics, to improve the efficiency, accessibility, and effectiveness of legal services.

The three principal types of legal technology are :-

1. Enablers
 2. Support process solutions
 3. Substantive law technology
1. **Enablers:-** Due to reduces paper work involved in the legal field. It help in digitise the legal data for ease of access and analysis by other legal technology solutions.
 2. **Support process solutions:-** These solutions focus on support tasks in the legal ecosystem, such as
 - i. Administration
 - ii. Business development
 - iii. Accounting

- iv. Human Resource Management
- v. Case Management

3. **Substantive law technology:** - It provides actual case analysis and litigations to offer basic and advanced support or commoditised law solutions.

❖ Some of the key roles played by legal technology in law are:-

1. Legal Marketplace
2. Document Automation
3. Practice Management
4. Legal Education
5. Legal Research
6. Online Dispute Resolution
7. E-Discovery
8. Legal Analytics
9. Compliance

1. **Legal Marketplace** : - Legal marketplace connects the lawyers to their clients with the help of social media. The marketplace offers an easier effective remedies to the client.

2. **Document Automation** : - Document automation allows lawyers to streamline process driven tasks and documentation, such as creating standard documentation, drafting template contracts or reviewing contracts.

3. **Automated process** : - When they bring any new case, for the purpose of record, to make files, update in their system or to note in their diaries, to make in their MS – Excel sheets, to inform their associates clients etc, are mostly done by manually facts says these are 50-60% repeated, but when we take the help of technology it make our work easy. Now a days in today era , or after covid-19, it is much often seen that legal associates are mostly seen in online hearings.

Every legal firm has developed their own websites and legal links so, that people or clients can easily avail their services, by visiting their websites clients can easily avail counseling sessions or as legal quierriez, with the help of the websites of legal firm, people are able to connect with a good advocates and legal advisors from every corner of India or world.

4. **Legal Research** : - Research is an integral part of the legal proceeding, allowing lawyers to identify precedence and legal principles surrounding the issue. It helps young lawyers to find out the relevant and actionable facts of cases.

Although advocates are well-known for their case research work but from small to small work there are depend on print material for any updation, for any new ruling, any new case laws are forced to reliable on print material, but with the help of legal technology, like legal research software are seen as a major tool, it not only reduces unnecessary papas work act also gives us our concerned live in a school.

5. **Better Resources Management** : - When any news fresh lawyer or interns come to legal field for practices, they are mostly assigned the task like diary entries, case- reading etc, which makes them disinterested in the field and secondly the senior advocates do not understands the real caliber of a fresher in such case legal technology helps in better resource management so that human resource use their caliber in other properly.

6. **Decline in the Risk of error** : - When junior lawyers or clients does any legal work there are chances of errors in that situation these software are helpful.

7. **Increased Transparency** : - Nobody known's what is happening inside the four walls of a chamber or a office of an advocate, in this situation, legal tech provides a platform where client can consult more than one advocate of his/ her choice, and assured transparency from the legal consultants.

8. **Higher Comenience** :- In One hand legal tech connects the clients with adv from all over the world and helps in building relations with professions as well as also helps the legal professionals to connect with other attorneys and Consult with them with their quierries to update their clients ,which leads to make their research, work more efficient.

9. **Enhanced Customer Experience** :- It is the time where with the help of legal technology , client can easily avail services of legal experts professionals, Its the duty of adv to provide effective services to their clients.

10. **E-Discovery**: - The discovery process comprises collecting, processing and sorting through large amounts of data to find the relevant information. This process make more time and cost-efficient for the legal teams.

some technology which are mostly reliable various law firms

example :-

- a) In house Document software
- b) Cloud based technology
- c) AI (Artificial Intelligence)
- d) Internal of things
- e) Word processor & e-discovery solutions
- f) Time- tracking & Billing solutions
- g) Black chain Smart Contracts and Payment solutions
- h) Augmented & virtual reality

“So, it is evident that legal tech market is evolving slowly & Gradually, it is presumed shat only those litigants will survive in future who are digitally stand, and helps to provide justice without any delaying”_ As “Justice delayed is Justice denied”.

Importance of Technology in Law

The adoption of technology in law offers several benefits that positively impact the legal profession and the administration of justice. It has replaced traditional approaches with modern methods revolutionizing today’s legal landscape. Some of the benefits of legal technology include promotion of fair hearing, easier and faster process of trials, establishment of evidence, improved collaboration, cost saving, increased transparency, documentation, large data storage space, and improve case analysis. This leads to reduced administrative burdens, improved productivity, and the ability to handle larger caseloads.

During the COVID-19

COVID-19 has disrupted not only the health sector but also justice system. Courts around the world have had to respond quickly to the challenges presented by the pandemic and the associated social distancing restrictions. This has created significant challenge are likely to be further compounded in the post-pandemic era as there is a ‘tsunami’ of COVID-19 related disputes predicted. The Covid-19 pandemic, however, has forced legal professionals to consider automating various legal functions, despite many resisting the change. Judges, Advocates, Lawyers, and other staff members of the court were forced to use virtual software. Also, the pandemic taught people to find long-lasting and alternative solutions with the help of available resources. Legal professionals used tools such as Microsoft teams, Google Docs, LexisNexis, MyCase, etc which provide unparalleled features to help lawyers with client management system. This tools not only allow lawyers to work on documents, but also share information and communicate more effectively. From this technology the possibility of work has become real. Legal technology, as a result, is freeing up time and resources for core aspects of legal practice.

Although many of these developments were already in train, the pandemic has without a doubt accelerated India’s move to remote courts. ‘While the rules for remote hearings were predominantly for the accused to attend the hearing from prison, the (Covid-19) pandemic changed the idea of remote hearings; the parties and their counsels could attend the proceedings from different place’, The elevation of Justice Chandrachud to the role of Chief Justice of India will ensure there’s no let-up in acceleration of the use of technology, Justice Chandrachud is ‘very tech savvy, tech friendly, he’s all about apps and software.

Real Life Instances

The Supreme Court of India, High Court, and various other law firms, for the past few years, are taking certain essential steps to adapt and embrace the technology for completing their chores easily and quickly. In the matter of **Swapnil Tripathi vs. Supreme Court of India (2018)**, a nine-judge bench gave significant decisions on concepts of access to public information, open justice, and transparency in the judicial process. Also, the main question addressed was, “Whether there should be live streaming of court proceedings or not?”The Supreme Court held that “Live-Streaming of court proceedings is manifestly in the public interest. It is important to re-emphasize the significance of live-streaming as an extension of the principle of open justice and open courts. However, the process of live-streaming should be subjected to carefully structured guidelines.”

- **Live Streaming of court proceeding**

It is when the streamed video is sent over the internet in real time, that means it will be shown through the internet at the time which is happening. At the same time, when anything happens through the internet what happens is the real time faster without first being recorded and stored. [That means it will be live as in there will be no chance of editing, sharing, so this is live storing.]

On Aug 26, 2014, the E-committee it discussion with SC and HC, discussed the rule of live streaming proceeding in a court and addressed the concerns of confidentiality, and privacy of litigants and witness. Court are also taking during post covid-19 to make courts more full of technological equipment so, that Justice can't be delayed in any situation courts are now well equipped with technology, Courts are taking the aid of technology to enhance the principle of open courts by moving beyond physical accessibility to virtual accessibility.

Indian Judiciary is embracing technology to make court proceedings more accessible and efficient. They are exploring the use of AI tools for transcribing court proceedings and arguments.

- **Advanced Technology used by Supreme Court**

In this era various technologies have been incorporated into the judicial system which are helping in speeding up the judicial processes in the courts.

Below some technologies tool are given which enhance the overall efficiency of the judicial processes.

- **e-Courts project**
- **e-SCR**
- **SUVAS**
- **SUPACE**

e-Courts: The Government of India has launched the e-courts Integrated Mission Mode Project in the country for computerization of courts with the objective of improving access to justice using technology. As part of the National e-Governance plan, the project is under implementation since 2007 for Information and Communications Technology (ICT) development of the Indian Judiciary. e-Courts project is being implemented in association with e-Committee Supreme Court of India and the development of Justice. It aims to enable litigants, lawyers, and other stakeholder to access court-related information and services online.

In this Wide Area Network (WAN) Project, the connectivity has been provided to total court complexes across India with a speed. Case Information Software is based on Free and Open-Source Software (FOSS) which has been developed by National Information Centre (NIC). It integrates with the National Judicial Data Grid (NJDG), which is a centralized database of case information from various courts across India. It provides information relating to judicial proceedings/ decisions of all information, including case status, case history, and next hearing dates. It also allows the electronic filing of cases, petitions, and documents as well as helps in maintaining a cause list. It mentions a judicial system that is more affordable, accessible, cost-effective, predictable, reliable, and transparent for every individual who seeks justice or is part of delivery of justice in India.

e-SCR: It stands for Electronic Supreme Court Reports and refers to the digital or electronic versions of the official reports of judgments and other issued by the Supreme Court of India. It allows lawyers, legal professionals, researchers, and the general public to search for specific cases, review past judgments, and stay updated on the latest decisions of the Supreme Court. The e-SCR project, which has been made available on the SC's website, will be also made available on the mobile application of the SC and also on the Judgment portal of the National Judicial Data Grid (NJDG). The e-SCR project benefits all the stakeholder by reducing the burden of traveling and browsing through huge volumes of journals in libraries and by enhancing its accessibility to those with visual disabilities.

SUVAS (Supreme Court Vidhik Anuvaad Software): On the momentous event of constitution day, SUVAS was presented to the Hon'ble the President of India in 2019. As per the press release on November 25, 2019, "SUVAS is a machine assisted translation tool trained by Artificial Intelligence. This tool is specially designed for Judicial Domain and at present, has the capacity and capability of translating English Judicial document, Orders, or Judgments into nine vernacular language scripts and vice versa. This is the first step towards the introduction of Artificial Intelligence in the Judicial Domain. Currently, SUVAS software is being used for translating Supreme Courts judgments into nine vernacular languages – Assamese, Hindi, Bengali, Marathi, Odiya, Kannada, Telugu, Tamil, and Urdu which will be further expanded to other regional languages too. Right now cases related to Labour, Rent Act, Land Acquisition and Requisition, Criminal, Family Law, Simple money and Mortgage, Land Laws and Agriculture Tenancies and Consumer Protection are being translated.

SUPACE (Supreme Court Portal for Assistance in Court's Efficiency): SUPACE, a composite AI-assisted tool, can be used to push up efficiency of legal researchers and judges; it will read cases files, extract relevant information, draft case documents and manage apportioning of work. It provides information in a couple of seconds even from thousands of pages of documents. It will be time saving and it will help the judiciary and court in reducing delays and pendency of cases. AI will present a more streamlined, cost effective and time bound means to the fundamental right of access to justice.

Legal Aid and Access to Justice can be solved- (using AI)

A serious issue that impacts many people who are unable to have the finances to hire counsel is the lack of access to justice and legal aid. This can result in circumstances where the legal privileges of individuals are not upheld, leading to unfair and unjust outcomes, especially for marginalized and vulnerable communities. "Legal Aid and Access to Justice is a broad topic that includes a number of issues connected with offering reasonable and readily available justice, which include the provision of legal aid services, the use of tech to increase access to legal info and advice, policy changes to address systemic biases and discrimination and initiatives to increase funding for legal help. As an Indian citizen, I believe that solving this issue is critical to advancing Justice, equality, and fairness in our community.

The creation of chatbots powered by artificial intelligence that can give legal information, and counsel to people who are unlikely to have the resources to hire an attorney is our suggested answer to the issues of legal assistance and access to Justice. Our solution of legal advice chatbots will be greatly aided by AI and associated tech we can build chatbots that can comprehend every nuance of legal jargon and give correct info and advice by utilizing machine learning, natural language processing, and other technologies additionally, we can monitor user interactions with the chatbots using data analytics, which will help us enhance their performance overtime. Overall, we think that our approach of using chatbots to provide legal advice has the potential to significantly improve access to legal advice and knowledge, especially for individuals who do not have the financial means to hire an attorney.

Conclusion

To conclude, Despite resistance from legal professional, legal tech is bringing about digital transformation in the modern legal ecosystem, digitizing access to justice. Legal aid organizations and courts have made great strides in the developments and use of web-based delivery models, including interactive resources, web-sites, remote assistance, e-filing, web service, and online learning for the people. Some technologies tool which enhance the overall efficiency of the judicial processes are e-Courts, e-SCR etc.