

Incentives based Design for onboarding Legal Service Providers for Extending Legal Services to Citizens in India

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Abstract –

Online platforms have emerged as a promising solution for providing access to legal services for citizens in India. So here's another onboard platform which will provide people with legal service options at their fingertip. The eMarket Place platform is a novel solution to bridge the gap between the demand and supply of legal services in India. The law and order system seems to be in an unorganized manner. To overcome the law related drawbacks, the project focuses to develop an onboard platform like arbitrators, notaries, document writers, advocates, etc. The development will focus on a platform wherein the description of various legal service providers will be provided to the citizens of India who are not aware of the proper documents, laws and other legal services and hence may end up having more trouble in their lives.

Why adopt our platform?

- A complete guide for those who are not aware of the legal service providers at their respective locations.
- A separate dashboard for the service providers to showcase their areas of expertise thereby helping them to boost their career.
- Feedback and review system which will hence help others to choose for the rightful advisor.
- A user-friendly platform for people to be able to easily utilize the most dependable platform available at E-market place.
- Users will receive a demonstration on how to use the platform efficiently.
- Assured authentication of the service providers by scrutinizing their certifications, licenses, etc.

1.INTRODUCTION

India is a country with diversified legal system and handling this huge system is hence a difficult task. Also, the law and order system seems to be unorganized which sometimes gives rise to various societal issues. The demand of legal services is high, but the service provider is absolutely low. This results in people facing various difficulties for seeking justice. The design is being made keeping in mind the current needs of having such an integrated interface for the people. The basic idea behind for this is to promote efficient delivery of services. Also, since this is an

onboard platform to be developed there are various other factors to be taken into consideration like that of the dashboard for the legal service providers, the rating and feedback system and the information that is to be provided at the end-users site. The project will use various resources available and also ensure that this will promote people with the best possible solution thereby helping the law and order sector.

2. Review of Literature

2.1 Study of Existing System

We have found the 2 existing system namely

1. Legal connect:
features it include:
 - It is a legal service management software. It gives solutions like customer organization, order, document, vender, billing and reporting
 - Legal connect also includes e filing and e service capabilities and adjust to an interconnected network of fulfilment partners
2. Legal service India
features it include:
 - It has list of lawyers from each city of India.
 - You can contact them through email or WhatsApp.

2.2 Findings from Literature review

:By studying and taking overview of above existing system we have concluded that they have features as listed above but, they have some drawbacks in their features such as:

- They do not have rating system and categorization on bases of that.
- Lack of information about that specific legal service provider

3. Problem Statement/problem Definition

3.1 Problem statement

There exists an urgent need to bridge the chasm between prospective litigants and adequate lawyers in the law service market dynamics for a vibrant and attainable legal framework. Digital platforms have changed the way services are delivered, including in legal arena. This project endeavours to pioneer a transformative approach: an “Incentives based Design” designed to bring a wide range of Legal Service Providers aboard an inventive eMarketplace. It is hoped that this online medium will function as a comprehensive pipeline that connects mediators with lawyers, advocates notary officers, document writers together with citizens all over India without regard to their physical locations or government administrative impediments. This design, with its incentive aspect, addresses the problem by improving the reachability, efficiency, and quality of legal services that can be availed by people in India thereby introducing a new age of legal aid delivery. The initial section details the basic rationale of this project designed to shake up the legal sphere, making it easy for all citizens to find professional support in addressing their legal needs.

3.2 Project Scope

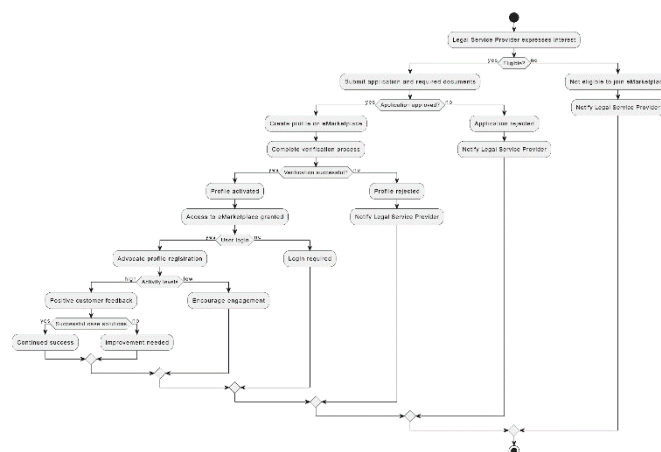
- Legal Service Provider Onboarding: Creation of simple user registration/verification procedures for Legal Service Providers like advocates, arbitrators, mediators, notaries and document writers.
- Service Categorization and Listings: Providers should implement a mechanism of categorizing their available legal services. They will be able to create details listing for their services by doing this.
- Citizen Access and User Authentication: This will allow citizens to sign up for specific legal service provider's account, do a search for same service providers of their interest and interact with legal service providers using secure authentications.
- Feedback and Rating Mechanism: Develop an interactive mechanism whereby citizens can offer feedback and rate based on their encounters with legal service providers.
- Legal Education and Resource Center: Create a section for legal education where some of these issues are addressed in terms of information, articles, and materials targeting Legal Service Providers as well as citizens.

3. Feedback Mechanism: Establish a feedback loop by gathering input from both Service Providers and Citizens so that the platform continuously improves.
4. Legal Framework and Documentation: See to it that all legal issues pertaining to onboarding into/rendering e-market services are dealt with, conformity being attained in line with existing laws.
5. Training Resources and Materials for Service Providers To train and equip Service Providers with right skills and knowledge so as deliver quality services.
6. Incentive Structure Design: Create an effective incentive plan rewarding Legal Service Providers for participating and delivering quality services.

5. Methodology

- Requirement Analysis: Carry out in-depth interviews and survey legal service providers, citizens, and administrators to ensure that they provide detailed requisite information. Specify the goals for the platform, its functions, and capabilities.
- Market Research and Feasibility Study: Analyze the Indian legal services market by considering major industry patterns, competitors, and potential risks. Undertake a feasibility study to gauge the feasibility and impact of the proposed platform.
- System Architecture Design: Create an advanced system architecture with elements such as the user interface, server side, databases, and outside connections. Draw flow diagrams, ER diagrams, or DFD diagrams to depict how information flows within the system.
- Incentive System Integration: Develop an integrated incentive plan, setting evaluation and reward parameters of Legal Service Providers.

5.1 Flow diagram



4. Objective of Proposed System

1. Attracting and Retaining Legal Service Providers: Create strategies to lure legal practitioners into eMarketplace, keep them in it at all costs.
2. User-Friendly Interface: Develop a user-friendly interface which will attract the service providers to enter.

5.2 Modules of software system

- User Authentication and Authorization: Comprises user registration, login and legal services.
- Provider Registration: Legal experts can sign up for the platform giving their credentials and personal details.
- Service Category Management: Facilitates the grouping of legal services into various categories for better search and selection.
- Service Listing and Search: Enables legal service providers to post listings of their services, and allows citizens to find particular legal services.
- Incentive Management: Legal Service Providers' activity and performance is tracked and rewarded by implementing a system of incentives.
- Feedback and Rating System: Users can leave their feedback and rates for legal service providers, which is used as part of the reputation system.
- Admin Dashboard: Administers user management, monitors activities on a Realtime basis.

6. Requirements

6.1 Software Requirements

6.1.1 Frontend

- Html
- CSS
- JavaScript

6.1.2 Backend

- C#
- Database

6.2 Hardware requirements

- Ram: 4gb
- Processor: intel i3
- Storage: 256gb

7. Application of proposed System

- Immediate Legal Assistance: Legal Service Providers provides citizens with a quick connection to law practitioners in case of emergencies like contracts' disputes and emergency legal help
- Access to Legal Expertise on the Go: Grants an opportunity for any citizen to solicit legal advice/assistance on demand through a computer or a cell phone whenever he/she wants.

- Real-Time Document Verification: Verifies any legal documents within seconds that could turn out to be critical during emergencies.
- Feedback and Ratings in Real-Time: It allows for instant feedback and ratings which provide great insights into how Legal Service Providers are fairing on this platform.
- 24/7 Availability of Legal Resources: Provides legal information and services available to members of the public at all times of the day or night.

8. Advantages and Disadvantages

8.1 Advantages

- Increased Access to Legal Services: Makes it easy for the public to get in contact with numerous law experts and thus enhancing access to legal knowledge.
- Diverse Service Offerings: Various legal services such as advocacy, arbitration, mediation, notarization, document writing, et al for meet different legal needs.
- Efficient and Streamlined Process: Facilitates the search for lawyers by both citizens and service providers, thus sparing much time and effort for all involved.
- Legal Education and Awareness: An internet based library that supplies educational materials on legal issues and civic rights.
- Professional Networking for Legal Experts: A venue that fosters interactions among legal service providers networking on their various areas of expertise in possible future enhancements of professional development

8.2 Disadvantages

- Regulatory Compliance: It might also not be easy, as this would need continual monitoring and update for any changes or complexity of laws on India.
- Data Security and Privacy Concerns: Strong security measures have to be in place so as to guarantee protection against data breaches and unauthorized access in handling of sensitive legal information.
- Quality Assurance and Accountability: It may prove challenging in ensuring the quality and integrity of services offered by Legal Service Providers, necessitating appropriate screening and surveillance procedures?
- Potential for Misrepresentation: Users might face problems as they can obtain information and advice that is inaccurate or misleading from the Legal Service Providers.
- Ethical Considerations: The platform has to address ethical issues like conflict of interest and keeping clients' confidences intact, to ensure its credibility.

9. Conclusion and future work

This project has opened up a whole new world of accessibility and effectiveness with respect to legal services, which is particularly welcome as it relates to setting up an innovative eMarketplace for legal services in India. With the launch of an “Incentives Based Design”, there is now an active hub that links citizens with various legal practitioners such as Advocates, Arbitrators, Mediators, Notaries, and Document Writers. Intertwining incentives is indeed an influential push for Legal Service Providers towards active involvement resulting into unmatched service delivery. In this instance, it aspires towards a world where legal specialists are available within reach to all citizens; disregarding distances and administrative hurdles. This allows people to work safely and conveniently with lawyers, which ultimately ensures that their rights and interests are properly protected. The platform is also complemented by functions including document management systems, alternative dispute resolution methods, and a legal education center which provides an even higher value worth of the platform. On completion of this project, we see an online platform which surpasses the expectations of citizens as well as the legal service providers. In this regard, its continuous improvement and unwavering pursuit of excellency could position it as an essential component of the Indian legal ecosystem – establishing a precedent for legal delivery accessibility, efficiency and quality in general. This project symbolizes how technology can redefine accessibility and delivery of legal services to create an all-inclusive and vibrant legal community.

10. Bibliography

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