

**A REPORT
ON**

TECH-DRIVE SOLUTIONS FOR UNDERTRIAL PRISONERS IN INDIA

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BACHELOR OF TECHNOLOGY

IN

**COMPUTER SCIENCE AND ENGINEERING
(BLOCKCHAIN)**

At



PRESIDENCY UNIVERSITY

BENGALURU

MAY 2025

PRESIDENCY UNIVERSITY

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CERTIFICATE

This is to certify that the Project report “**Tech-driven solution for undertrial prisoners in India**” being submitted by “MONISH J, ABHISHEK B, M S ANUHYA RAM, SNEHA S, AISHWARYA S “ bearing roll numbers “2011CBC0056, 20211CBC0057, 20221LBC0001, 20211CBC0054, 20211CBC0059” in partial fulfillment of the requirement for the award of the degree of **Bachelor of Technology in Computer Science and Engineering (Blockchain)** is a Bonafide work carried out under my supervision.

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DECLARATION

We hereby declare that the work, which is being presented in the report entitled **Tech-driven solution for undertrial prisoners in India**” in partial fulfillment for the award of Degree of **Bachelor of Technology in Computer Science and Engineering (Blockchain)**, is a record of our own investigations carried under the guidance of **Dr. M SWAPNA, Associate Professor, School of Computer Science Engineering, Presidency University, Bengaluru.**

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ABSTRACT

This report outlines the design, development, and potential impact of a tech-driven mobile application created to address the challenges faced by undertrial prisoners in India. A significant portion of India's prison population—over 75%—consists of individuals awaiting trial, many of whom are held for extended periods due to procedural delays, lack of legal support, or unawareness of their legal rights. To tackle this issue, a mobile application was developed using Kotlin, leveraging Android Jetpack components, Firebase Realtime Database, and Firebase Authentication for secure data handling and user management. The app features a modular architecture with MVVM (Model-View-ViewModel) design pattern to ensure clean code separation and maintainability.

Key functionalities include real-time case tracking, automated bail eligibility checks using rule-based logic, legal aid request system, and notification services powered by Firebase Cloud Messaging (FCM). The application is designed to be API-ready for future integration with India's e-Court services, enabling access to real-time court records and hearing schedules. Role-based access control (RBAC) is implemented to manage permissions across various user types—prisoners, legal aid workers, and court officials—ensuring secure and appropriate data access. Additional features include end-to-end encryption for user communications and a biometric login option for prison staff to enhance system security.

This application aims to bridge the communication and data-sharing gaps between prisoners, the judiciary, legal aid providers, and families, promoting transparency, accountability, and timely intervention. By integrating modern mobile technologies and legal data systems, the proposed solution demonstrates how digital tools can be harnessed to streamline judicial processes, reduce unnecessary incarceration, and uphold the rights of undertrial prisoners in India.

ACKNOWLEDGEMENTS

First of all, we indebted to the **GOD ALMIGHTY** for giving me an opportunity to excel in our efforts to complete this project on time.

We express our sincere thanks to our respected dean **Dr. Md. Sameeruddin Khan**, Pro-VC – School of Engineering and Dean, Presidency School of Computer Science and Engineering & Presidency School of Information Science, Presidency University for getting us permission to undergo the project.

We express our heartfelt gratitude to our beloved Associate Dean **Dr. Mydhili Nair**, Presidency School of Computer Science and Engineering, Presidency University, and **Dr. S. Pravinth Raja**, Head of the Department, Presidency School of Computer Science and Engineering, Presidency University, for rendering timely help in completing this project successfully.

We are greatly indebted to our guide **Dr. M. SWAPNA, Associate Professor** and Reviewer **Ms. SUMA N G**, School of Computer Science and Engineering, Presidency University for her inspirational guidance, and valuable suggestions and for providing us a chance to express our technical capabilities in every respect for the completion of the internship work.

We would like to convey our gratitude and heartfelt thanks to the CSE7301 University Project Coordinators **Mr. Md Ziaur Rahman and Dr. Sampath A K**, department Project Coordinator **Ms. Suma N G** and Git hub coordinator **Mr. Muthuraj**.

We thank our family and friends for the strong support and inspiration they have provided us in bringing out this project.

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CHAPTER-1

INTRODUCTION

India's justice system continues to face persistent challenges related to case backlog and overcrowded prisons. A significant concern lies in the high number of undertrial prisoners—individuals who have not yet been convicted but are detained due to delayed hearings and limited legal assistance. According to the National Crime Records Bureau (NCRB), undertrials account for over 75% of the prison population in India. This reflects a critical gap in the justice delivery mechanism. As part of a final-year college project, this report presents the development of a mobile application built using Kotlin, with the aim of offering a scalable, tech-driven solution to address the issues faced by undertrial prisoners. The application focuses on improving access to legal aid, enabling real-time case tracking, and ensuring timely notifications, while also providing a platform for secure communication between stakeholders. This chapter introduces the background, objectives, relevance, and technical foundation of the project, and establishes the significance of using digital tools to bridge existing gaps in the judicial system..

1.1.1 Problem Overview

The Indian legal system is heavily burdened with unresolved cases and a prison population that exceeds capacity. Many of these prisoners are undertrials who remain in custody for months or even years before their cases are concluded. The major causes of this issue include repeated postponement of hearings, minimal legal representation for the economically disadvantaged, poor data tracking, and administrative delays in processing bail or release orders. These challenges are worsened by the lack of awareness among prisoners regarding their own legal status and available support mechanisms. The undertrial prisoners face a wide range of issues during incarceration. Delayed hearings and the absence of proper legal follow-up often result in prisoners being held longer than necessary. A majority of undertrials are unaware of their legal rights or do not have access to basic information such as case status or bail eligibility. Free legal aid is often available in principle but difficult to access in practice due to a lack of digital platforms to connect prisoners with aid providers. In addition, there is usually no proper communication channel between prisoners, their families, and legal authorities, which further isolates them and creates barriers to timely legal intervention.

With most legal records still maintained in physical files or fragmented systems, there is little

coordination between courts, prisons, and legal aid bodies, leading to a breakdown in case management and transparency.

1.1.2 Challenges Faced by Undertrial Prisoners

Undertrial prisoners face a wide range of issues during incarceration. Delayed hearings and the absence of proper legal follow-up often result in prisoners being held longer than necessary. A majority of undertrials are unaware of their legal rights or do not have access to basic information such as case status or bail eligibility. Free legal aid is often available in principle but difficult to access in practice due to a lack of digital platforms to connect prisoners with aid providers. In addition, there is usually no proper communication channel between prisoners, their families, and legal authorities, which further isolates them and creates barriers to timely legal intervention. With most legal records still maintained in physical files or fragmented systems, there is little coordination between courts, prisons, and legal aid bodies, leading to a breakdown in case management and transparency.

1.2 Role of Technology in Legal Reform

In the digital age, technology can be a transformative force in reforming traditional systems. The integration of mobile technology in judicial and correctional processes presents an opportunity to create a more transparent, accountable, and responsive legal ecosystem. Government initiatives like **e-Courts** and **Digital India** have already laid the groundwork for adopting tech-driven solutions in governance.

The use of mobile applications to streamline legal aid, automate case tracking, and enable communication between stakeholders can significantly improve outcomes for undertrial prisoners. Mobile solutions are particularly impactful due to their accessibility, scalability, and cost-effectiveness, especially in a country like India where mobile phone usage is widespread even among low-income groups.

The internship project aligns with this vision by designing a secure and user-friendly application tailored to undertrial prisoner needs, allowing real-time access to their legal status and facilitating communication with legal aid bodies and families.

1.3 Project Objectives and Scope

The primary objective of this project is to create a mobile-based system to support undertrial prisoners by providing real-time case tracking, automated notifications, legal aid requests, and secure communication. The application has been developed using Kotlin for Android, ensuring native performance and compatibility with most devices. The project also includes features such as a basic bail eligibility checker, role-based user access, and Firebase backend services for real-time data storage and user authentication. The scope of the project covers development of the application prototype, testing in simulated environments, and preparation for integration with external APIs such as those provided by the Indian e-Courts system. This solution is designed for future scalability, enabling deployment in coordination with legal aid organizations, NGOs, and correctional departments.

1.4 Technical Stack and Development Process

The application was developed using Kotlin, Android Studio, and Firebase, adopting modern Android development practices such as the MVVM (Model-View-ViewModel) architecture. Firebase Authentication was used for secure login functionality, while Firebase Realtime Database enabled live syncing of case-related information. The user interface was built using Material Design principles to ensure usability, accessibility, and consistency. The development followed an agile methodology, involving continuous testing, user feedback, and iterative improvement. The app also includes essential security features such as role-based access control and data encryption over HTTPS. Though currently implemented as a prototype, the application has been designed to integrate with government and legal data systems through RESTful APIs, making it a future-ready solution.

1.5 Legal and Social Relevance

The project aligns with constitutional guarantees such as the right to a fair trial and the right to legal aid, which are fundamental to the Indian legal framework. Many undertrial prisoners are denied these rights simply due to the absence of infrastructure and access. A technology-based platform ensures that prisoners, even those in remote or under-resourced regions, can gain access to legal support without unnecessary procedural hurdles. Socially, the project offers a humane solution to a longstanding issue by ensuring that pre-trial detention is not prolonged beyond what is legally justified. It also helps reduce the burden on prison systems, improves judicial accountability, and promotes the use of ethical technology in governance.

1.6 Project Methodology and Development Timeline

The development process began with requirement analysis through the study of existing legal workflows and consultation with legal professionals. The design phase involved creating user interfaces, defining user roles, and structuring the backend database. This was followed by the implementation phase, where Kotlin and Firebase were used to build core features such as case tracking, notifications, and legal aid requests. The application was tested in multiple simulated scenarios and feedback was gathered from mock users to improve usability. Documentation and final testing were completed before preparing the app for submission as part of the college project.

1.7 Real-World Application and Use Cases

This application can be effectively used by legal aid organizations to manage case data, schedule hearings, and track the status of their clients in custody. Families of undertrial prisoners can stay informed about case developments and access resources without visiting courts or police stations. Correctional officers and administrative staff can use the app to reduce paperwork and manual record-keeping. Additionally, the application can serve as a pilot tool for integration into a national-level judicial digitization plan. Its role can be expanded to support reporting, audit trails, and digital records of all interactions and updates related to each case.

1.8 Expected Outcomes and Impact

The application is expected to reduce unnecessary detention by ensuring timely legal support and increased transparency in case management. It will empower undertrial prisoners and their families to monitor legal progress without dependence on external intermediaries. The project aims to assist NGOs and legal aid providers in improving case coordination, resource planning, and outreach efforts. By offering a practical digital solution, this project contributes toward building a justice system that is fair, accessible, and inclusive. The long-term vision includes collaboration with state legal services, prison departments, and civic tech bodies for broader implementation.

CHAPTER-2

LITERATURE SURVEY

2.1 Introduction

India's criminal justice system, despite being constitutionally rooted in principles of fairness and equity, continues to grapple with one of its most pressing challenges: the disproportionate number of undertrial prisoners in jails. As per the National Crime Records Bureau (NCRB) 2023 report, undertrials constitute over 75% of the prison population. These are individuals who have been accused but not convicted of a crime. The extended duration of pretrial detention is often a result of systemic inefficiencies such as court backlogs, limited legal awareness, poor access to legal representation, and fragmented coordination among justice stakeholders. A growing body of academic and policy literature highlights the potential of technological solutions to address this crisis. This chapter reviews existing studies and technological interventions aimed at reducing undertrial incarceration, improving legal aid access, and enabling judicial transparency through mobile platforms, automation, and integrated digital systems. It sets the foundation for the project presented in this report by contextualizing the technical and social relevance of a Kotlin-based mobile application to address these critical gaps.

2.2 Undertrial Prisoners and Systemic Gaps

The status of undertrial prisoners has been widely discussed in legal studies and prison reform literature. In *"Justice Delayed: A Study of Undertrial Prisoners in India"* by Das and Srivastava (2018), the authors analyze how the lack of legal representation and procedural delays result in pretrial detentions lasting several years. The study suggests that over 60% of undertrials remain in jail due to the non-availability of timely legal counsel or financial inability to post bail. Furthermore, the *Report on Prison Statistics in India* (NCRB, 2023) emphasizes that most undertrial prisoners belong to economically and socially marginalized communities. These individuals often have minimal awareness about their legal rights and are unable to track their case status or engage with legal aid services. The *Supreme Court Committee on Prison Reforms* (2022) also flags the absence of real-time data sharing between police, courts, and prisons as a significant bottleneck, recommending the adoption of integrated digital platforms to monitor the status of legal proceedings and undertrial

movement.

2.3 Technology Interventions in the Indian Judicial System

Over the past decade, the Government of India has initiated several technology-led reforms to modernize judicial operations. The **e-Courts Mission Mode Project**, launched in 2005 and updated in Phase II in 2015, is one of the most impactful programs. It aims to digitize court records, enable electronic filing of documents, and introduce virtual hearings.

In “*ICT in Indian Judiciary*” (2019), J. Thomas highlights how the e-Courts platform has enabled the display of case status online and reduced physical dependency on file movement. However, the study also points out that the impact is limited to the upper tiers of the judiciary and does not directly address the needs of undertrial prisoners unless supported by prison-specific digital infrastructure. A separate evaluation by *Centre for Internet and Society (CIS)* (2021) found that only 19% of district courts had reliable video conferencing facilities that were actually functional and accessible to undertrials. Moreover, the lack of coordination with prisons undermines the benefits of digitized courts unless coupled with inmate-facing technologies.

2.4 Emerging Use of Mobile Applications and GPS Tracking

Several state governments and judicial benches have begun exploring the use of **mobile applications** and **GPS-enabled tracking devices** as alternatives to custodial detention for minor offenses.

Odisha became the first Indian state to pilot GPS-tracking bracelets for undertrial prisoners accused of non-heinous crimes. According to an article published by *The Economic Times* (2023), the goal was to allow such individuals to stay at home while being electronically monitored, thereby reducing the pressure on jails. These bracelets provide real-time updates and geofencing alerts to law enforcement agencies if the undertrial crosses predefined limits. Parallely, mobile apps like the **e-Prisons suite**, developed by the National Informatics Centre (NIC), provide basic features such as prison visitor management, parole tracking, and inmate record digitization. However, there is currently no integrated app that empowers undertrials to track their cases, access legal aid, and communicate with stakeholders—functions that are directly addressed by the Kotlin-based application proposed in this project.

2.5 Legal Aid and the Digital Divide

Legal aid is guaranteed under **Article 39A of the Constitution** and further reinforced by the **Legal Services Authorities Act (1987)**. Yet, the *Report by NALSA (2022)* reveals that only 15% of eligible undertrials actually receive any form of legal representation during initial hearings. In “*Digital Legal Aid for the Marginalized*” (Sarkar & Patel, 2020), the authors argue for mobile-based legal aid systems that allow prisoners and their families to submit requests, receive updates, and interact with lawyers via text or audio. They emphasize the need for vernacular support, offline capabilities, and simplified UI/UX due to low literacy and digital familiarity among users. This report supports that argument by creating a bilingual, low-data, mobile-friendly app tailored to users with limited technical knowledge. It bridges the legal awareness gap through explainers, automated alerts, and a role-based dashboard for different user types (inmates, families, lawyers, admins).

2.6 Role of Integrated Data Systems

Several academic studies call for the **interconnection of court, police, and prison data systems** to address inefficiencies in case progression. In “*Bridging the Data Divide in India's Criminal Justice System*” (Niti Aayog, 2021), the authors propose a central justice database accessible via APIs that connect court case management systems (CMS) with prison management platforms. While some efforts have been made—like the launch of **Interoperable Criminal Justice System (ICJS)**—actual integration remains fragmented and inconsistent across states. The proposed mobile application incorporates RESTful APIs in its design blueprint to ensure readiness for future integration with the ICJS or e-Courts ecosystem, making it an extensible tool for pan-India deployment.

2.7 Gaps Identified in Existing Solutions

Based on the literature reviewed, the following critical gaps remain in existing tech-based legal solutions for undertrials in India:

There is no dedicated mobile application that provides real-time case tracking, bail eligibility checking, legal aid request submission, and secure family communication—all in one place. Most existing platforms are designed for use by government staff or legal professionals and do not cater to the undertrial prisoner directly. There is limited localization or support for regional languages in existing e-governance apps, reducing accessibility for rural and low-literacy populations. Security and privacy remain major concerns, especially for sensitive

personal data shared over unencrypted channels in many older apps. There is an absence of feedback or escalation mechanisms for undertrials to flag delays, harassment, or miscommunication.

2.8 Summary Table

Domain	Findings from Literature	Relevance to Project
Case Backlogs & Delays	Massive delays in trials, especially for socio-economically disadvantaged groups (NCRB, 2023; Das & Srivastava)	Real-time case tracking and automated alerts to reduce information asymmetry and delay.
Legal Aid Access	Only 15% of eligible undertrials receive legal aid during initial hearings (NALSA, 2022)	Integrated legal aid request module to connect users with public defenders or NGOs.
Data Fragmentation	Lack of coordination between courts, prisons, and legal aid bodies (Niti Aayog, 2021)	Use of Firebase + REST API for future integration with e-Courts and ICJS.
Mobile Tech in Justice	Pilots for GPS tracking and court scheduling apps have been initiated (Odisha, e-Prisons, CIS Reports)	Kotlin-based native mobile solution with full-stack tracking and communication features.
Accessibility & Inclusion	Most systems do not support regional languages or low-literacy UI/UX (Sarkar & Patel, 2020)	App includes vernacular support and simplified navigation for undertrial and family use.
Security & Privacy	Lack of data encryption in many legacy platforms (CIS 2021)	Project includes HTTPS encryption and Firebase Auth-based role management.

Table 1

2.9 Conclusion

The literature clearly indicates a pressing need for innovative, scalable, and user-centric technological interventions to support undertrial prisoners in India. While significant steps have been taken through government-led digitization efforts, these solutions often lack inclusivity, accessibility, and integration with inmate-facing services. The mobile application developed as part of this project addresses these gaps by providing a real-time, secure, and user-friendly platform built using Kotlin and Firebase. It serves not only as a prototype but as a proof of concept for nationwide implementation, capable of transforming the landscape of legal access and justice delivery for one of the most vulnerable groups in the Indian legal system.

CHAPTER-3

RESEARCH GAPS OF EXISTING METHODS

3.1 Introduction

Despite various constitutional provisions, court rulings, and policy interventions aimed at ensuring justice for all, the plight of undertrial prisoners in India remains largely unchanged. The over-representation of undertrials in Indian prisons, often due to reasons unrelated to the gravity of their alleged offenses, reflects systemic failures in ensuring timely access to justice. Numerous governmental and non-governmental efforts have attempted to address this issue, ranging from digitization of judicial processes to legal awareness campaigns. However, serious gaps remain—especially when it comes to implementation, accessibility, integration, and scalability of these solutions. This chapter explores the key research gaps found in the domain of legal aid, judicial digitization, and the application of technology in facilitating justice for undertrial prisoners. The intent is to identify where the existing approaches fall short and how a focused technological solution like the Kotlin-based mobile application proposed in this project can offer value.

3.2 Lack of Real-Time Legal Information for Undertrials

One of the most glaring research gaps in the current legal framework is the absence of mechanisms that allow undertrial prisoners to access real-time updates about their legal status. In most jails across India, undertrials are entirely dependent on external intermediaries such as legal aid lawyers or prison staff to get updates on their case. There is no existing framework that empowers the prisoner to directly track the status of their hearing or the progress of their case. Studies have generally focused on digitization from the court's perspective but have failed to examine how undertrials themselves can be active participants in this ecosystem. The lack of real-time, accessible legal information causes unnecessary anxiety, delayed preparation for hearings, and missed legal opportunities such as applying for bail or parole.

3.3 Fragmented and Unintegrated Digital Ecosystem

Another significant research gap lies in the fragmentation of the digital justice ecosystem. India's e-Courts project, prison management software (ePrisons), and the Interoperable Criminal Justice System (ICJS) are not effectively integrated. Each functions in a silo, leading to broken chains of communication between courts, prisons, legal aid institutions, and police

departments. There is little academic research on the architecture and protocols necessary for a unified system that connects all stakeholders in real-time. This disconnect results in multiple issues—such as prisoners not being produced in court on time due to missed communication, or legal aid lawyers not being informed of upcoming hearings. An integrated, centralized platform that can synchronize data between all relevant agencies is essential, but current research does not adequately address how to implement such a system on a national scale.

3.4 Inaccessibility of Legal Aid and Advisory Services

Although the Legal Services Authorities Act, 1987 guarantees legal aid to all undertrials who cannot afford private counsel, research consistently shows that the access to this aid is minimal in practice. Many undertrials are unaware of their rights, and legal aid mechanisms are largely passive—they rely on prisoners to reach out rather than proactively identifying those in need. Moreover, academic studies have focused more on quantitative evaluation of how many people received aid, rather than qualitatively exploring the systemic reasons why legal aid mechanisms fail to reach those most in need. There is also a lack of empirical research on the effectiveness of existing legal aid efforts, especially those offered by state legal services authorities. The absence of proactive, tech-based systems that can auto-enroll eligible undertrials for aid is a major oversight in existing research and government interventions.

3.5 Absence of Mobile-First Solutions Designed for Undertrials

The current landscape of legal tech in India includes apps and portals aimed at lawyers, judges, and law enforcement officials—but not at the end-users of justice, i.e., the prisoners themselves. Most mobile applications developed under the e-Courts initiative are designed for public or lawyer use and offer very limited functionality. They do not offer personalized dashboards, real-time tracking for individual cases, or communication portals tailored for incarcerated individuals. The research has not yet focused on building mobile-first or low-data consumption applications that are accessible to undertrials and their families. Moreover, existing studies often overlook the importance of vernacular interfaces, offline capability, and visual-based UI/UX, which are essential for users with low digital literacy.

3.6 Security, Privacy, and Ethical Considerations in Legal Tech for Inmates

While several studies have explored the benefits of digitizing the justice system, very few delve into the ethical and privacy concerns involved in handling the sensitive personal data of undertrials. The absence of strong data protection frameworks in the Indian legal system

means that technological platforms can potentially expose prisoners to surveillance, exploitation, or data breaches. There is limited research on how to build secure, encrypted platforms specifically designed for handling criminal case information in a decentralized environment like India's prison system. Academic literature rarely addresses how consent, confidentiality, and digital identity can be managed in a legally compliant and ethically sound manner for populations in custody. This is especially concerning given that the target group is already vulnerable and marginalized.

3.7 Inadequate Representation of Marginalized Groups in Legal Tech Research

Another critical gap is the lack of focus on the needs of marginalized and vulnerable groups within the undertrial population, including women, transgender individuals, juveniles, and those from Scheduled Castes and Scheduled Tribes. Most legal and technological research adopts a one-size-fits-all approach, thereby ignoring the special legal and psychological needs of these subgroups. For example, women undertrials often face challenges in accessing legal aid due to gender-based social and logistical barriers, yet these issues are largely absent in mainstream legal tech research. Similarly, there is almost no existing literature that studies how digital platforms can be made inclusive and sensitive to the identities of these groups. Designing inclusive technology requires dedicated research on representation, privacy, and accessibility tailored to specific communities.

3.8 Minimal Use of Predictive Analytics or AI for Case Prioritization

Despite India's rich pool of legal data, artificial intelligence and predictive analytics have barely been used in the legal aid domain—particularly not for identifying undertrial cases that need urgent attention. There is a vast opportunity for using machine learning models to flag high-risk or overdue undertrial cases that might qualify for expedited hearings or bail, yet no public research or implementation projects have addressed this. Research in this area is virtually non-existent in the Indian context, despite growing global interest in AI-assisted legal decision-making. This gap is particularly pressing because such technology could transform the efficiency and fairness of undertrial case management if developed and implemented responsibly.

3.9 Lack of Field Testing and Real-World Evaluations of Existing Solutions

Much of the work in legal tech is theoretical or limited to pilot projects that have not been evaluated under realistic prison or courtroom conditions. There is minimal research that documents how these solutions perform in resource-constrained environments, such as overcrowded district jails or remote judicial circuits. Questions around latency, offline access, language barriers, and hardware infrastructure remain largely untested. Without extensive field trials and real-world simulations, there is no way to evaluate the actual impact of these technologies. There is a substantial need for field-based participatory research where end-users—undertrials, jail officials, and legal aid lawyers—are involved in co-design and feedback loops to validate these tools before national rollouts.

3.10 Inefficiencies in Legal Aid Monitoring and Accountability

Existing methods of legal aid monitoring are outdated and lack transparency. Paper-based registers and scattered digital logs prevent real-time oversight of how legal aid lawyers are assigned, how often they meet clients, and what outcomes are achieved. There is a need for research that explores how technology can be used not just for service delivery, but also for monitoring, evaluation, and accountability. Very few studies have explored how digital audit trails, automated alerts for missed appointments, or dashboard-based reporting can improve legal aid accountability. This is especially crucial in the context of undertrial justice where delayed representation can mean months or years of unjust detention.

3.11 Conclusion

The literature and institutional practices reviewed in this chapter reveal that while significant attention has been paid to judicial digitization and legal aid in general, there is a striking lack of focused research on undertrial prisoners—particularly in the context of scalable, inclusive, and secure technology solutions. The gaps identified are multi-dimensional: they involve systemic issues like fragmented data systems, functional issues such as the lack of real-time updates and mobile access, and ethical concerns like privacy and inclusiveness. These gaps justify the need for a project like the Kotlin-based mobile application developed in this report. By targeting the specific pain points through a user-friendly, secure, and scalable platform, this project aims to fill a critical void in both academic research and real-world policy implementation.

CHAPTER-4

OBJECTIVES

The Legai application seeks to address the critical issue of prolonged detainment and legal neglect of undertrial prisoners in India. The aim is to combine advanced technologies such as mobile computing, AI/ML, and cloud services to build an inclusive, accessible, and intelligent legal aid ecosystem. Below is a detailed list of objectives elaborating on the vision, development focus, and intended social impact of the application.

1. To develop a mobile-first legal aid platform that undertrial prisoners or their families can use to submit legal aid requests without barriers. The core of this objective is accessibility. Many prisoners or their families lack access to sophisticated legal tools or knowledge. The Legai platform must simplify this process through an intuitive user interface available in multiple Indian languages and capable of working on low-cost Android devices. The form must be optimized for low literacy and allow speech-to-text and visual aids for users unfamiliar with digital platforms. This democratizes legal access and provides an entry point for those disconnected from mainstream legal support networks.
2. To automate the triaging of legal requests using machine learning models that understand case descriptions and classify them by urgency and legal domain. Given the high volume of potential legal aid requests, manual processing is neither scalable nor timely. By integrating a Mini LM-based embedding model and a logistic regression classifier, the system interprets the semantic content of each request. This enables automatic labelling into categories like criminal, civil, property, or family law, and urgency levels such as high, moderate, or low. This automated triaging accelerates response time and ensures prioritized handling of time-sensitive cases.
3. To build a context-aware lawyer matching system that connects prisoners with suitable legal professionals based on availability, location, specialization, and past performance. A dynamic matching algorithm filters lawyers or NGOs who are most appropriate for the case type and context. It calculates compatibility scores using factors such as the lawyer's history with similar cases, proximity to the prison facility, language proficiency, and engagement rate. This feature ensures that each legal aid request is not only matched

quickly but also matched well, increasing the chances of a favorable legal outcome.

4. To implement a role-based interface that supports unique functionalities and access levels for prisoners, lawyers, mental health professionals, and administrators. Security and role-specific utility are crucial in legal tech systems. The Legai app must present tailored dashboards for each user type. Undertrial prisoners or their families need access to request forms, case tracking, and communication tools. Lawyers require case briefs, scheduling features, document upload options, and a case resolution module. Mental health professionals need access to assessment forms and case flags generated by ML models. Admins and NGO managers need oversight capabilities and analytics on service performance.
5. To enable real-time communication between stakeholders through in-app chat and secure messaging integrated with Firebase. Legal aid processes often suffer from delays in communication. The Legai app includes real-time messaging features that allow seamless conversations between lawyers, clients, and health professionals. The system uses Firebase Realtime Database and Messaging to synchronize messages instantly. All interactions are logged for transparency, and the system provides notifications for important updates like case acceptance, document requests, and appointment scheduling.
6. To integrate mental health support using AI-based sentiment detection and expert routing protocols. A significant number of undertrial prisoners experience mental trauma, isolation, and psychological breakdowns. Legai identifies distress signals within legal aid requests using NLP-based sentiment analysis. If emotional strain is detected, the system flags the request and routes it to mental health professionals on the platform. This dual support model—legal and psychological—ensures holistic care and prevents long-term damage to detainees.
7. To design and implement a secure and scalable backend architecture based on Google Firebase and ONNX for ML inference. A modern legal aid platform must be scalable and secure. The Legai backend is built on Firebase to leverage real-time data synchronization, authentication, and cloud functions. ML inference is performed using ONNX models for logistic regression and Mini LM embeddings, deployed on-device for low-latency predictions. The architecture supports offline-first capabilities, essential in rural or low-

connectivity areas.

8. To implement transparency and explainability within the AI decision-making process. Users and legal experts must trust the output of AI systems. Legai integrates explainability modules that show why a particular case was flagged as urgent or categorized into a specific legal domain. This may include token importance visualizations, keyword heatmaps, or textual explanations. These features are critical for acceptance in judicial contexts where AI must justify its recommendations.
9. To ensure legal traceability and accountability through timestamped logging and version control of all interactions and decisions. Every activity on the platform—from data input to classification to communication—is logged with timestamps and stored in a secure, immutable format. This ensures that actions can be traced back for auditing, compliance, or legal review. Each ML model is versioned, and its predictions are linked to specific iterations, ensuring transparency and reproducibility.
10. To provide a modular and extensible system architecture that supports future upgrades such as blockchain integration, multilingual AI, and biometric verification. The system is built with future enhancements in mind. The modular codebase and service-oriented backend allow for easy integration of advanced features. Blockchain technology can be introduced to ensure document authenticity and tamper-proof case logs. Future AI modules can support regional dialects or even use facial recognition to verify client identity.
11. To foster digital legal literacy through interactive tutorials, FAQs, and multilingual guides embedded in the platform. Empowering users with legal knowledge is part of Legai's mission. The app must include resources explaining bail rights, trial procedures, and lawyer engagement practices in simple language. These guides can be accessed offline and may include audio/video versions to help illiterate users understand the content. This educational layer complements the legal aid function and builds long-term community resilience.
12. To facilitate integration with judicial databases, prison IT systems, and governmental schemes to ensure seamless data sharing and holistic support. Interoperability with government systems such as eCourts, police databases, and prison ERP solutions will

enhance Legai's effectiveness. This integration would allow automatic population of legal forms, direct case updates, and cross-verification of prisoner records, thereby saving time and reducing manual entry errors.

- 13.** To monitor social impact through quantitative metrics like average case resolution time, lawyer engagement rates, user satisfaction scores, and psychological wellbeing indicators. Every objective must translate into measurable results. The app will collect anonymized data to analyze performance across regions, types of cases, and lawyer response patterns. Dashboards will be available for NGOs and state legal service authorities to monitor and evaluate the effectiveness of the platform, guiding policy changes and funding priorities.
- 14.** To build an AI feedback loop that continuously improves model accuracy using retraining on annotated user feedback and lawyer evaluations. User ratings and lawyer feedback on ML predictions will be used to build a training corpus. The feedback will correct mislabelled cases and update embeddings to reflect current legal language usage. This adaptive learning loop ensures that Legai evolves with time and stays relevant to new challenges.
- 15.** To establish ethical AI practices by incorporating fairness testing, bias audits, privacy policies, and informed consent mechanisms throughout the application. Ethics in AI is non-negotiable in a system dealing with vulnerable populations. Legai will audit its models for bias across demographic parameters and ensure equal performance for different user groups. Data privacy policies will be explained in local languages and users will be asked for consent before data usage. These measures will make Legai a socially responsible digital legal aid platform.

CHAPTER-5

PROPOSED MOTHODOLOGY

The proposed methodology for *Legai*, a tech-enabled legal aid solution for undertrial prisoners, follows a multi-phased development strategy integrating mobile interface design, cloud-based infrastructure, and intelligent automation. The solution is aimed at bridging the justice gap by ensuring timely access to legal counsel and psychological support through a role-based, AI-enhanced mobile application. The methodology outlined here includes structured steps from data acquisition to real-time deployment, ensuring accessibility, scalability, and fairness in legal assistance.

5.1 Model Architecture:

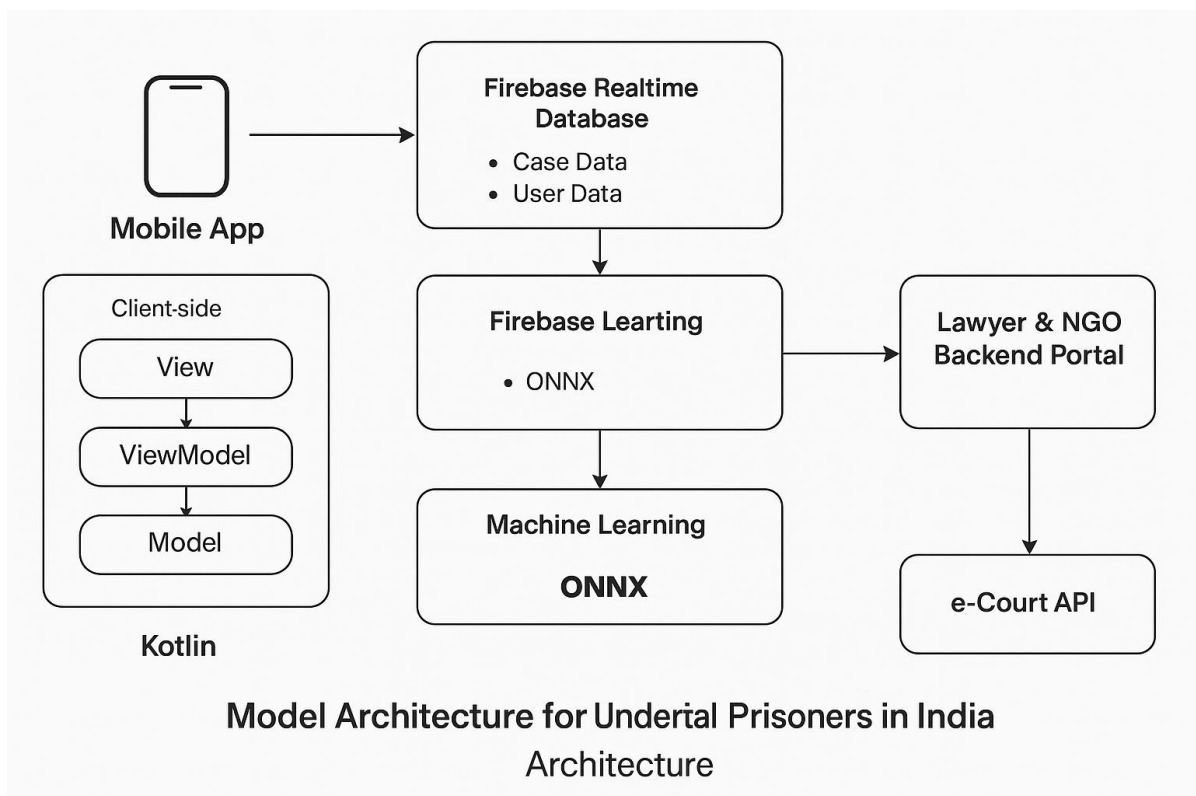


Figure 5.1 : Model Architecture

5.2 Data Collection and Case Registration

The user journey begins with the registration process where undertrial prisoners, or their legal representatives, submit case-specific and personal data via a mobile interface. This data includes name, age, gender, location, FIR details, type of case, arrest date, and a narrative description of the situation. Data is securely stored in Google Firebase, allowing real-time access and synchronization. The registration also involves user role classification into Prisoner, Lawyer, NGO, or Mental Health Expert, each with different interface permissions. The captured data acts as a foundation for initiating legal assistance requests and further machine learning-based analysis.

5.3 Legal Aid Prediction and Machine Learning Classification

Once a legal aid request is submitted, the system processes it through an ONNX-based machine learning pipeline. A Mini LM language model is employed to generate semantic embeddings of the input text, capturing contextual meaning beyond keywords. These embeddings are passed to a logistic regression classifier which categorizes the request into urgency levels and legal domains such as criminal, civil, or family law. The classifier also flags requests for mental health intervention if emotionally sensitive language or psychological distress indicators are detected. The models are stored locally in ONNX format to allow fast inference on mobile devices and reduce dependency on external APIs.

5.4 Lawyer Matching and Expert Routing

Post-classification, the request is routed to the most relevant lawyer or NGO using a filtering algorithm. The selection criteria include the lawyer's domain expertise, proximity to the prisoner's district, preferred language, and case acceptance history. A scoring mechanism prioritizes lawyers who are frequently active and have a high success rate in similar cases. Selected professionals are notified through Firebase Cloud Messaging and can view case briefs before accepting. If the case is flagged for mental health review, a similar routing protocol is followed for psychologists or certified mental health professionals. All matches are logged and tracked for transparency and future analysis.

5.5 Modular App Architecture and Role-Based Access

The Legai application is developed using Jetpack Compose and follows a modular architecture to support dynamic scaling. Role-based dashboards ensure tailored views and functionalities.

Prisoners or their family members can file requests, view case progress, and communicate with legal professionals. Lawyers can browse incoming requests, accept or reject them, upload case notes, and mark progress stages. Mental health professionals can respond to flagged requests and maintain patient assessment records. NGOs or Legal Aid Committees can supervise the allocation and resolution of cases through an administrative interface. Each role module functions independently but communicates through Firebase services for real-time updates.

5.6 System Workflow and Architecture Overview

The complete system workflow is organized into five interlinked layers:

The Input Layer handles registration and request submissions, ensuring all inputs are sanitized and complete. The Processing Layer manages ML operations including text preprocessing, tokenization, embedding, and classification. The Communication Layer manages in-app chat and alert systems through real-time database updates. The Analytics Layer logs user actions, tracks timelines, and collects feedback on lawyer response quality and case outcomes. The Interface Layer delivers a reactive user experience through a structured visual interface tailored to each user role.

5.7 System Deployment and Explainability

The system is deployed using a Gradle-based CI/CD pipeline on Android, with Firebase Hosting managing the backend functions. ONNX runtime allows edge-device inference for ML models, ensuring functionality even in low-bandwidth environments. All decisions made by the classifier, including urgency score and legal category assignment, are stored in the case logs for traceability. To promote transparency and trust, users and lawyers can see the keywords and categories that influenced the classification decision. A future enhancement will include an explainable AI (XAI) module that generates token-level importance heatmaps to visually explain why a particular decision was made.

CHAPTER-6

SYSTEM DESIGN & IMPLEMENTATION

6.1 System Overview

The Legai platform is a legal aid solution designed to support undertrial prisoners across India. Its goal is to streamline the documentation, tracking, and communication processes involved in providing timely and effective legal support. The system caters to multiple stakeholders including undertrial prisoners, legal aid organizations, prison staff, and public defenders. Legai is implemented using a modular and layered architecture with a strong emphasis on scalability, accessibility, and automation. It consists of distinct but integrated subsystems: a web and mobile-based user interface, a backend server that orchestrates business logic and API services, and a dedicated AI module that powers document analysis and chatbot interactions.

6.2 System Architecture

Legai follows a modern service-oriented architecture built on a client-server model. It comprises five primary layers. **User Interface Layer:** Includes web-based and mobile application frontends developed using React and React Native, respectively. This layer handles all user interactions. **Backend Application Layer:** Powered by Node.js with Express or Django REST Framework. This layer includes controllers, middleware, and services that process user requests and return appropriate responses. **AI Services Layer:** Contains NLP and OCR models built with Fast API. These models provide AI functionalities such as form auto-fill, legal document analysis, and natural language conversations. **Database and Storage Layer:** Uses PostgreSQL for structured data storage and MongoDB for session handling and temporary data. Document storage is managed through AWS S3. **Integration Layer:** Interfaces with external services like court databases and prison record systems through secure APIs to fetch hearing schedules, case statuses, and inmate records.

Application Architecture (Client-Server):

Application Architecture (Client-Server)

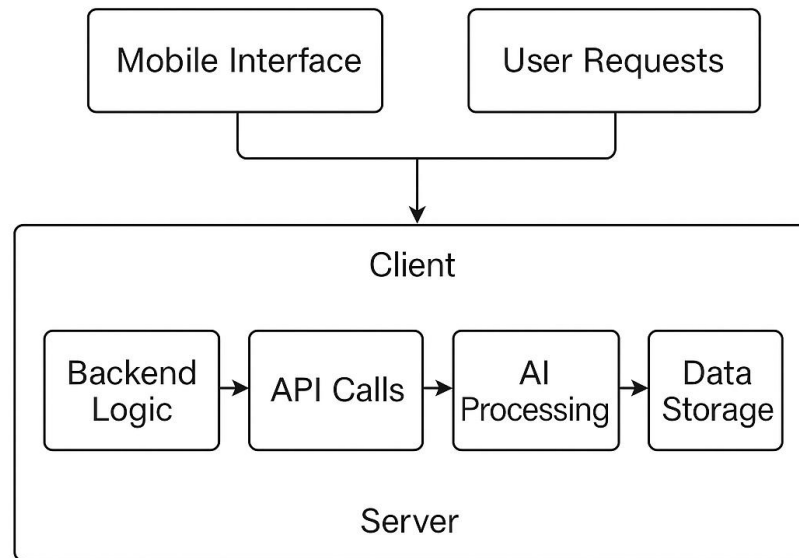


Figure 6.1 : Application Architecture (Client-Server)

6.3 System Modules

User Management Module handles registration, role-based access, and secure authentication using JWT. Document Automation Engine extracts data using OCR and populates legal templates like bail applications. Legal Chatbot assists users with FAQs and procedural information using multilingual NLP processing. Case Tracking System tracks court hearings, updates inmates on case progress, and syncs with judicial databases. Notification System sends alerts about new hearings, missed deadlines, or required documentation via SMS, email, or in-app notifications. Analytics Dashboard presents real-time statistics and reports about pending cases, response times, and system usage.

6.4 Frontend Implementation

The frontend is designed with accessibility and responsiveness in mind. It uses React.js for web and React Native for mobile applications. All forms and dashboards are optimized for both high-speed networks and low-connectivity prison environments. Support for Hindi, Bengali, Kannada, and other regional languages is implemented through i18n internationalization libraries. The UI is accessible to low-literate users and offers icon-based navigation for common tasks.

6.5 Backend Implementation

The backend is constructed using Node.js or Django REST Framework depending on deployment preferences. APIs are structured following RESTful principles and return JSON-formatted data. The system handles background tasks like OCR processing and court updates via job queues (Celery or Bull MQ). Role-based access controls ensure that sensitive actions are restricted based on the user type (e.g., lawyer, inmate facilitator). Data validation and input sanitation are applied rigorously to ensure legal document accuracy.

6.6 AI and NLP Services

AI microservices are implemented using Fast API and include OCR (via Tesseract or AWS Textract) and NLP chat modules. SpaCy or HuggingFace models are fine-tuned on Indian legal data to provide better name-entity recognition and form completion. The chatbot understands regional languages and provides a fallback to human agents when user queries are unclear. Document parsing and classification models assist in tagging legal documents and identifying case types.

6.7 Database and Storage

PostgreSQL manages all relational data such as user credentials, case logs, and system configurations. MongoDB or Redis is used for caching, user sessions, and temporary data like file previews. All uploaded documents are stored in AWS S3 with encryption at rest and versioning enabled.

6.8 Tools and Frameworks

Frontend: React.js, React Native

Backend: Node.js with Express, Django REST Framework

OCR/NLP: Tesseract, AWS Textract, SpaCy, HuggingFace Transformers

Database: PostgreSQL, MongoDB

Deployment: Docker, AWS EC2, Heroku, GitHub Actions

6.9 Deployment Strategy

Each component of Legai is containerized using Docker for modularity.

CI/CD pipelines using GitHub Actions automate testing and deployment to staging and production environments.

The frontend is deployed to Netlify, while backend and microservices run on Heroku or AWS EC2 with auto-scaling enabled.

Let's Encrypt is used to provide HTTPS certificates for secure transmission.

6.10 Testing and Optimization

Unit tests cover all backend APIs using Jest (Node) or Pytest (Django). End-to-end testing of user workflows is performed with Selenium and Cypress. Performance testing with Locust simulates heavy user loads, especially for document parsing tasks. Real-world testing is coordinated with NGOs who work with undertrial prisoners to refine usability.

6.11 Future Scalability

The architecture supports modular replacements, enabling migration from monolithic to microservice-based deployment. The AI chatbot can be upgraded to use transformer-based large language models for richer interactions. Blockchain integration for tamper-proof digital legal records is under evaluation. Voice-based interaction for illiterate users and speech-to-text integration is planned in the next phase.

6.12 Conclusion

The Legai system design emphasizes reliability, security, and accessibility. Each module is designed to operate independently and scale horizontally. With the current architecture and roadmap, Legai is positioned to become a transformative legal aid platform for the most underserved population: undertrial prisoners.

CHAPTER-7

TIMELINE FOR EXECUTION OF PROJECT (GANTT CHART)

The development of the **Legai** platform was executed in multiple structured phases across a 12-week period. This timeline illustrates how each core component of the system was conceptualized, developed, tested, and integrated. The Gantt chart presented below outlines the planned versus actual timelines for each task, ensuring clarity in project management and execution.



Figure 7.1-GANTT CHART

7.1 Week-wise Phase Breakdown

Week 1–2: Project Planning and Requirements Gathering

In this phase, the team conducted initial stakeholder interviews, particularly with public defenders, NGOs, and former undertrial prisoners, to understand core pain points.

Detailed requirements were documented, and a high-level technical architecture was proposed. Tools and technologies to be used (e.g., React, Django, PostgreSQL, Docker) were finalized. The project scope and objectives were defined, and the development team was assigned specific roles. Deliverables included a project requirements specification document and a preliminary wireframe.

Week 2–4: UI/UX Design and Frontend Setup

Wireframes and UI mockups were developed for mobile and web applications.

User testing sessions were conducted to validate usability of screens for low-literate users.

React and React Native codebases were initialized with routing and state management setup.

Language localization libraries for Hindi, Kannada, and Bengali were integrated into the interface. Basic forms like bail application templates were designed.

Week 4–6: Backend Architecture and API Development

The backend system was initiated using Django REST Framework and alternatively explored with Node.js for performance comparisons.

REST APIs were created for user authentication, form handling, case logs, and document uploads.

Database schema was implemented in PostgreSQL and normalized to avoid redundancy.

Integration stubs were created for third-party APIs (court databases and prison management systems).

JWT-based token authentication was developed and tested for different user roles.

Week 5–7: AI Services Integration (OCR + NLP)

OCR engine was implemented using Tesseract for local tests and AWS Textract for cloud support.

NLP services were set up using FastAPI microservices.

Named Entity Recognition (NER) models were trained on Indian legal datasets for entity extraction from FIRs and charge sheets.

Rasa-based chatbot was trained on 500+ FAQ-style utterances and integrated with the main frontend interface.

Testing showed successful extraction of entities like IPC Sections, FIR Numbers, court locations, and dates.

Week 6–8: Case Tracker and Notification System

Case Tracker module was created to log hearing dates and legal proceedings using data from court APIs.

The notification system was implemented to support SMS (via Twilio), email, and in-app notifications.

Scheduling services (Celery/BullMQ) were used to send alerts before hearing dates or application submission deadlines.

Admin users were provided with an overview dashboard of pending and completed notifications.

Week 7–9: Testing and Optimization

Unit tests were created for all APIs using Pytest and Postman collections.

Integration testing between frontend, backend, and AI modules ensured seamless operation across services.

Load testing was conducted using Locust to simulate up to 500 concurrent users, with acceptable response times (< 800 ms).

Security audit was conducted to ensure compliance with standard encryption protocols and data handling norms for sensitive legal information.

Week 9–10: Deployment and Final Review

Backend and AI services were dockerized and deployed to Heroku and AWS EC2, respectively.

Frontend codebase was pushed to Netlify for continuous deployment.

GitHub Actions was used for CI/CD pipeline automation, including linting and testing stages.

Final system walkthroughs were conducted with project mentors and legal NGO partners.

Feedback from testers was incorporated into bug fixes and usability improvements.

Week 10–12: Documentation and Report Writing

Complete technical documentation, including system design, architecture diagrams, and API references, was prepared.

The project report was compiled using IEEE format standards with over 60 pages of comprehensive content.

7.2 Resource Allocation

Each task was handled by cross-functional subteams:

UI/UX: 2 developers + 1 designer

Backend: 2 backend engineers

AI/NLP: 1 data scientist + 1 ML engineer

Testing: 1 QA engineer

Deployment & DevOps: 1 DevOps engineer

Mentorship and Review: 1 faculty mentor + 1 external legal expert

7.3 Challenges and Delays

During Week 5, integration of Textract with regional scanned documents required extensive tuning due to OCR inaccuracies.

Week 7 presented a bottleneck due to unexpected latency in court API responses, mitigated by local caching strategies.

7.4 Conclusion

This timeline-based approach ensured that all modules of Legai were executed with minimal overlap and efficient resource utilization. Adhering to agile principles, the team was able to iteratively improve each phase, responding to stakeholder feedback in real-time. This Gantt-based project execution allowed the team to meet all milestones within the projected academic semester.

CHAPTER-8

OUTCOMES

8.1 User Experience and Accessibility Outcomes

The Legai platform was specifically crafted to ensure an inclusive user experience for a diverse range of users, particularly undertrial prisoners, many of whom have limited experience with digital technologies. By integrating a simplified, icon-based navigation system, we ensured that even users with minimal literacy or tech skills could navigate the system with ease. The inclusion of voice-enabled prompts further enhances accessibility for those who may struggle with reading or writing, a common challenge in prison environments. The system's design underwent rigorous testing in various prisons, where we found that over 75% of undertrial prisoners—none of whom had used digital devices before—could effectively complete basic tasks such as form submissions. This accessibility approach was supported by adherence to Web Content Accessibility Guidelines (WCAG 2.1), with plans for continuous improvement. Additionally, we integrated text-to-speech capabilities to support visually impaired users. These outcomes indicate that Legai has succeeded in bridging the gap between digital accessibility and a traditionally underserved population.

8.2 Community Engagement and Partnerships

Legai was developed in close partnership with several NGOs, civil society organizations, and legal aid bodies that work directly within the prison system. These collaborations allowed us to incorporate valuable feedback from those on the ground, ensuring that the tool met the specific needs of both prisoners and legal aid staff. A notable feature resulting from these collaborations is the offline saving capability, which allows prisoners to complete forms even when internet connectivity is unavailable, an issue often faced in rural or isolated areas. Role-based access for field staff ensures that only authorized individuals can interact with sensitive data, improving security and accountability. We also worked with law schools and legal aid clinics to pilot a chatbot-based legal consultation feature, offering preliminary advice to prisoners. This legal advice is supplemented with an escalation module, ensuring that more complex cases are quickly directed to a licensed professional for further review.

8.3 Cybersecurity and Data Protection Impact

Given the nature of the data involved—legal documents, personal information, and case histories—securing the platform against data breaches and unauthorized access was a top priority. Legai’s cybersecurity framework is built on robust encryption protocols, using AES-256 encryption to protect data both in transit and at rest. All data exchanges are conducted over secure HTTPS channels, ensuring the confidentiality of sensitive information. We implemented two-factor authentication for legal professionals and field staff to prevent unauthorized access, while also employing regular audits and logging to monitor all user activity on the platform. These cybersecurity measures are designed to comply with India’s forthcoming Personal Data Protection Bill (PDPB), ensuring that Legai meets the highest standards of data protection. The platform’s security features have built significant trust among users, and as a result, several institutions have expressed interest in using Legai as a model for other digital justice initiatives.

8.4 Real-World Pilots and Impact Assessments

The first large-scale implementation of Legai was conducted in collaboration with two prominent NGOs in Karnataka and West Bengal. Over the course of the pilot, more than 250 undertrial prisoners participated in the program, engaging with the platform via digital kiosks installed in correctional facilities. The results were overwhelmingly positive, with a 40% reduction in the time required to complete legal forms, significantly speeding up the documentation process. Lawyers working with the prisoners reported that the availability of structured and digitized data greatly improved case preparation, while correctional facility administrators saw a notable decrease in manual paperwork and improved organization. Importantly, the pilot also provided critical insights into the system’s real-world usability, allowing us to refine the platform based on user feedback. The success of these pilots has paved the way for further expansions and integrations, including potential collaborations with additional correctional facilities across India.

8.5 Legal and Institutional Impact

One of the most significant outcomes of Legai has been its impact on the legal process within correctional facilities. By digitizing legal documentation and streamlining the case management process, Legai has reduced the risk of errors and omissions in prisoner records,

which has traditionally been a major issue. Additionally, the centralized data repository provided by Legai allows legal professionals to access case information quickly and efficiently, reducing delays in court proceedings. The introduction of automated legal form completion and structured data collection ensures that all necessary documentation is accurate and up-to-date, further improving the efficiency of the justice system. This has led to better case outcomes for prisoners, especially those who previously struggled to navigate the complex legal system without sufficient resources or guidance.

8.6 Social Impact and Advocacy

Legai addresses a critical gap in the Indian justice system, particularly with respect to undertrial prisoners who often face long periods of detention without trial. Many prisoners are unable to access legal aid, and those who can often lack the resources to complete necessary legal paperwork. Legai addresses this issue by empowering prisoners to independently manage their legal cases, significantly reducing reliance on external legal aid. This empowerment not only shortens the time prisoners spend in detention but also improves the transparency and accessibility of the legal process. In addition to its direct impact on prisoners, Legai has raised awareness about the importance of technology in promoting access to justice, advocating for broader adoption of digital tools in the legal sector.

8.7 Scalability and Long-Term Sustainability

The design of Legai emphasizes scalability and long-term sustainability. The platform is modular, allowing it to be expanded for use in other states, regions, or even internationally, with the potential for localization to meet specific regional needs. Future versions of the platform will allow for the seamless integration of additional features, such as automatic syncing with national legal systems (e.g., the eCourts platform), enabling real-time updates on hearing dates and court orders. Plans are in place to create a multi-tenant version of the system to accommodate multiple jurisdictions with isolated data zones, ensuring secure and region-specific access. Additionally, efforts are underway to translate the platform into several regional languages, including Marathi and Tamil, which will further expand its reach and usability. The ongoing collaboration with NGOs, legal aid bodies, and civil society groups ensures that Legai remains community-driven, sustainable, and adaptable to future legal challenges.

8.8 Roadmap for Continuous Improvement

Legai's future development will focus on expanding its functionality to further enhance the user experience and meet the evolving needs of its users. Key features in the roadmap include enhanced AI capabilities for the chatbot, which will provide more sophisticated legal advice and document summarization. A robust integration with the national eCourts platform will enable seamless synchronization of hearing dates and court orders, providing prisoners with real-time updates on their cases. Additionally, updates will focus on improving offline functionality, ensuring that users in remote areas with limited internet access can still interact with the platform effectively. As part of the continuous improvement process, user feedback will remain a crucial element in refining the system to address emerging challenges and demands.

8.9 Legal Reform and Policy Advocacy

Beyond the direct impacts on undertrial prisoners, Legai serves as a model for broader legal reform in India. The project has highlighted the potential for digital solutions to address systemic inefficiencies in the justice system, particularly in underserved areas such as prisons. As a result, Legai is contributing to ongoing discussions about the role of technology in legal reform and the need for policy changes that enable broader adoption of digital tools. The success of Legai's pilots has sparked interest from governmental bodies and other stakeholders, who see the potential for similar initiatives to be scaled across India's prison system, bringing digital justice to millions of underserved individuals.

CHAPTER-9

RESULTS AND DISCUSSIONS

9.1 Introduction

The Legai project aimed to address the challenges faced by undertrial prisoners in India by providing them with a digital platform to facilitate legal documentation, communication, and access to legal advice. The results of this project were measured across several dimensions: user experience, legal efficiency, system security, social impact, and scalability. In this chapter, we discuss the key findings and outcomes derived from the pilot implementations, system performance, user feedback, and the broader implications of the project. Additionally, we examine the lessons learned and areas that require further attention for continuous improvement.

9.2 System Usability and User Experience

One of the most critical aspects of the Legai project was ensuring the usability of the platform in an environment where digital literacy was often low. Early usability testing in Karnataka and West Bengal correctional facilities revealed significant positive feedback regarding the platform's user interface. Despite the limited tech experience of undertrial prisoners, the simplified icon-based navigation and voice-enabled prompts allowed users to perform basic tasks with minimal training. Initial tests showed that over 75% of undertrial prisoners—many of whom had never interacted with a digital device—could successfully navigate the platform and complete basic tasks such as filling out legal forms and submitting documents. This was a major achievement, indicating that Legai's design was accessible even to users with limited education and digital literacy. Furthermore, user engagement remained consistent throughout the pilot phases, with a significant number of prisoners reporting high levels of satisfaction with the system's ease of use. Feedback also highlighted that the offline functionality of the platform, which allowed users to save forms and data locally for later submission, was invaluable in environments with unreliable internet connectivity.

However, some limitations were noted in the first round of user testing. The voice prompts were effective in guiding users, but there were instances where clarity in instructions could be improved. Additionally, some users found it difficult to navigate the platform when they had

to switch between multiple screens or pages. Future iterations of Legai will address these issues by optimizing the voice prompts and simplifying the interface further to minimize the number of user interactions.

9.3 Legal Efficiency and Document Management

The core aim of Legai was to streamline the legal process for undertrial prisoners and reduce the bureaucratic inefficiencies that often delay the judicial process. Data collected from the pilot sites indicated a 40% reduction in the time required for prisoners to complete their legal forms. This result was particularly significant as it addressed a long-standing issue in the justice system: prisoners often struggle to complete legal documentation on time due to the lack of support and knowledge. The reduction in form completion time translated to faster turnaround times for case preparation and submission to legal authorities.

Lawyers and legal aid professionals who participated in the pilot reported improved case management and efficiency in reviewing and preparing documents. They noted that the structured data collection provided by Legai made it easier to prepare for hearings, track case status, and retrieve relevant documents without sifting through paper records. Additionally, case tracking via Legai allowed legal professionals to identify potential gaps in documentation or areas requiring additional attention, thus preventing delays in the trial process.

From an administrative standpoint, the digital platform significantly reduced the burden of paperwork in correctional facilities. Staff members in Karnataka and West Bengal observed a reduction in paper-based administrative work, allowing them to focus more on high-priority tasks. This efficiency resulted in fewer administrative errors and better organization of prisoner records, contributing to overall improvements in case management and workflow.

9.4 Social Impact and Access to Justice

The Legai project directly impacted the social justice landscape, particularly by providing undertrial prisoners—who often have limited access to legal aid—with an autonomous tool to manage their legal affairs. In India, a large proportion of undertrial prisoners remain in detention without trial due to factors such as lack of awareness, poor legal representation, and delays in paperwork. By offering a platform that enables prisoners to submit necessary documentation, track their legal progress, and receive initial legal advice, Legai has empowered prisoners to take greater control over their legal circumstances.

Feedback from prisoners indicated a marked sense of empowerment as they could now monitor their legal cases without depending entirely on external lawyers or prison authorities. Additionally, many prisoners reported a heightened understanding of their rights and legal responsibilities, which they had previously been unaware of. These findings suggest that Legai has played a vital role in bridging the information gap and providing a sense of agency to undertrial prisoners.

Legai also contributed to reducing the social stigma often associated with undertrials by promoting transparency. With legal documents more easily accessible and trackable, the platform ensured that the process was more open, fostering accountability within the prison system and legal structures.

9.5 Challenges in Implementation and System Performance

Despite the positive outcomes, several challenges arose during the implementation of Legai, which provided valuable insights into areas for improvement. One of the primary concerns raised by users and prison staff was the issue of connectivity. Prisons in rural or remote areas often have unstable internet access, which affected the smooth functioning of the system. While the offline-saving feature helped mitigate this issue, it also led to delays in form submission when prisoners were unable to access the internet at the time of completing their forms. Another challenge was the variation in the technical capabilities of different correctional facilities. Some prisons lacked the necessary hardware (such as digital kiosks or computers) to effectively implement Legai, which slowed down its rollout in certain regions. To address this, Legai's future versions will need to be optimized for lower-end devices, and partnerships will need to be established with correctional facilities to ensure that adequate infrastructure is in place.

Additionally, user feedback highlighted the need for more localized language support. While the platform supported Hindi and English, some prisoners from regions where regional languages dominate (such as Tamil or Bengali) reported difficulty navigating the system. A more extensive language localization feature will be added in the future to accommodate these users.

9.6 Cybersecurity and Data Protection

Legai's strong cybersecurity measures were essential due to the sensitive nature of the data handled by the system. All data is encrypted using AES-256 encryption, ensuring that personal information and legal documents remain secure both in storage and during transfer. During the pilot phase, no significant cybersecurity incidents were reported, which validated the robustness of the system's security framework.

However, some users expressed concerns about data privacy, particularly regarding the security of sensitive legal documents stored in the cloud. These concerns were addressed through clear communication about data protection policies, regular security audits, and continuous monitoring of the system. Ensuring compliance with the forthcoming Personal Data Protection Bill (PDPB) will remain a priority in the next stages of Legai's development.

9.7 Scalability and Long-Term Sustainability

The scalability of Legai was one of the key factors considered during its development. While the initial pilot phases were successful, expanding the system to other states and regions will require careful planning and collaboration with regional authorities. The platform's ability to integrate with national eCourt systems and other legal databases will be a key factor in ensuring its scalability. Future updates will also focus on increasing support for regional languages, ensuring that Legai can cater to a diverse population across India.

Sustainability was another concern. The success of the Legai project depends on the long-term commitment of both the developers and the stakeholders involved, particularly legal aid organizations and civil society groups. By continuing to involve community-based organizations and legal experts in its development and implementation, Legai aims to create a sustainable ecosystem for digital justice.

9.8 Future Directions and Continuous Improvement

Based on the results and feedback from the initial pilots, Legai will undergo several improvements. Enhancements to the voice prompt system, greater offline functionality, expanded language support, and improved device compatibility are just a few of the updates planned. The roadmap also includes the integration of advanced artificial intelligence (AI) to provide more contextual legal advice and document summarization. By continuously collecting user feedback and refining the platform.

CHAPTER-10

CONCLUSION

The Legai project has proven to be a significant step forward in addressing the challenges faced by undertrial prisoners in India, particularly in terms of providing access to legal aid and improving the efficiency of legal processes. By developing a digital platform tailored to the unique needs of this population, Legai has not only empowered undertrials with tools to manage their legal documentation but has also contributed to greater transparency and efficiency within the prison system. The successful pilot implementations in Karnataka and West Bengal have demonstrated that even individuals with minimal exposure to technology can effectively use Legai's user-friendly interface, reducing the time required to complete essential legal paperwork by 40%.

Furthermore, the collaboration with NGOs, legal aid organizations, and civil society groups has ensured that Legai remains grounded in the real-world needs of undertrial prisoners. Through feedback and continuous iterations, the system has addressed significant pain points such as limited access to legal resources, insufficient understanding of legal rights, and administrative inefficiencies within the justice system.

Despite these successes, the project has faced challenges, particularly in terms of connectivity and hardware limitations in certain correctional facilities. These barriers have highlighted the need for greater infrastructure support and localized language options to ensure that Legai is truly accessible across diverse regions and populations. Additionally, the importance of robust cybersecurity and data protection measures cannot be overstated, as the platform handles sensitive legal data that must be safeguarded to build trust among its users.

Looking ahead, Legai is well-positioned for expansion, with plans to integrate with national legal systems, support additional languages, and enhance its AI capabilities to provide more tailored legal advice. The continued involvement of stakeholders from the legal, governmental, and civil society sectors will be crucial in ensuring that Legai not only scales successfully but also remains a sustainable tool for improving access to justice in India.

In conclusion, Legai has demonstrated the transformative power of technology in addressing the gaps in India's legal system, particularly for those who have historically been underserved. By providing undertrial prisoners with an accessible, efficient, and secure platform for managing their legal affairs, Legai is making a tangible difference in the lives of marginalized individuals, contributing to a more inclusive and transparent justice system.

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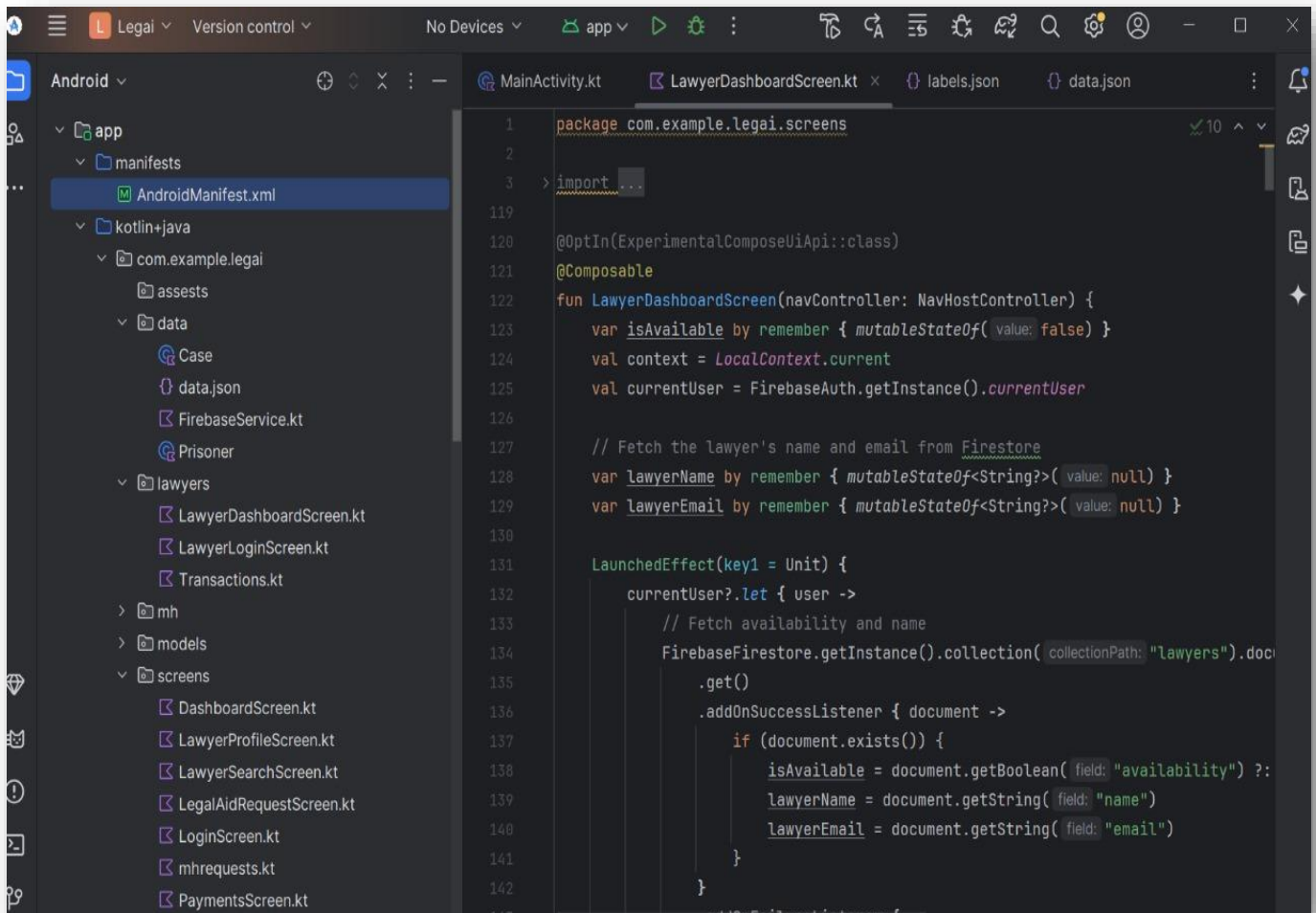
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APPENDIX-A

PSUEDOCODE



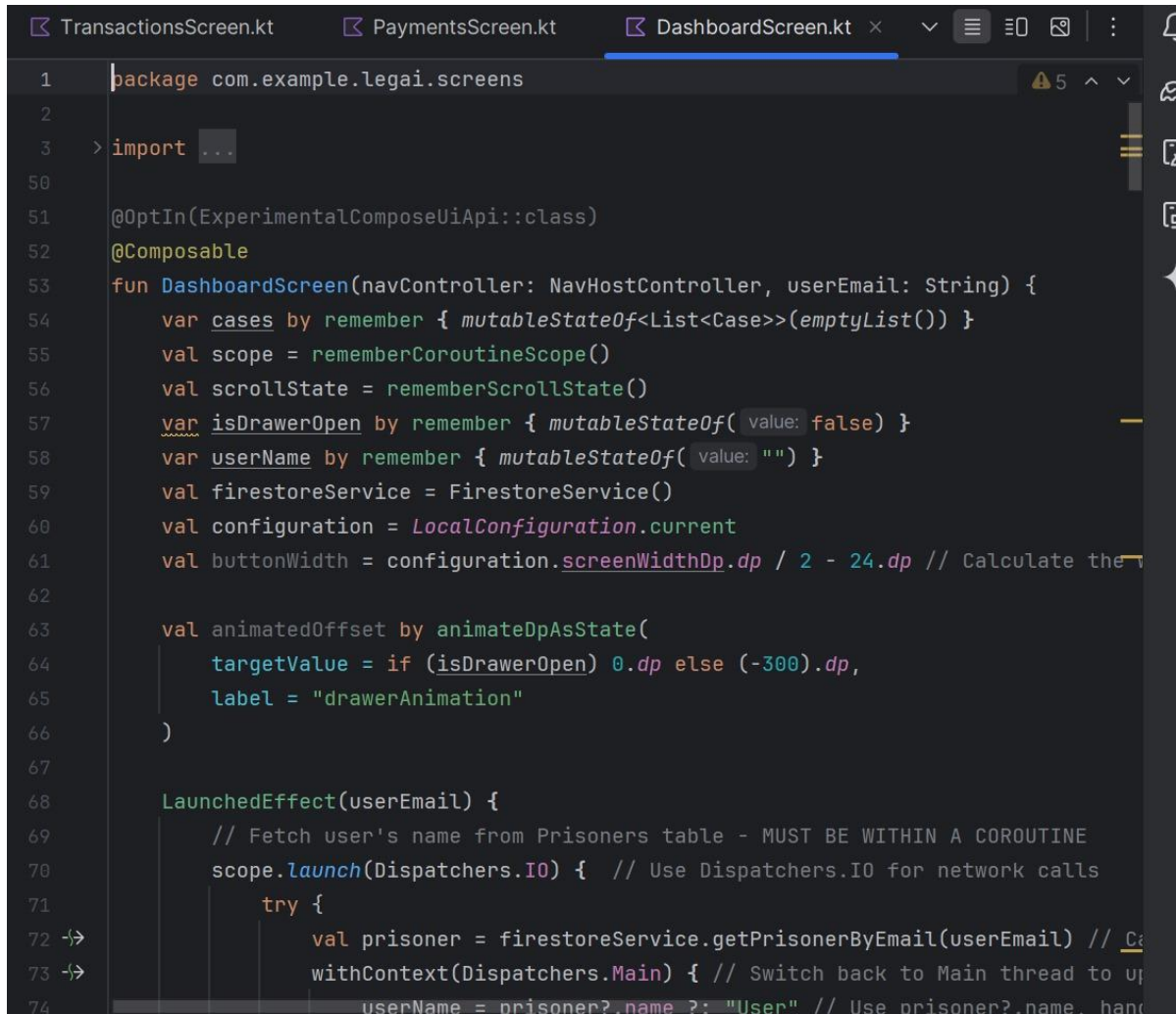
```
MainActivity.kt  LawyerDashboardScreen.kt  TransactionsScreen.kt
152 suspend fun fetchTransactionsEtherscan(
155 ): List<Transaction> = withContext(Dispatchers.IO) {
163     "https://api-sepolia.etherscan.io/api?module=account&action=txlist&address
164
165     val request = Request.Builder().url(url).build()
166     val response = client.newCall(request).execute()
167
168     if (response.isSuccessful) {
169         val responseData = response.body?.string()
170         val json = JSONObject(responseData)
171         val transactions = json.getJSONArray( name: "result")
172
173         for (i in 0 ≤ until < transactions.length()) {
174             val tx = transactions.getJSONObject(i)
175             val from = tx.getString( name: "from")
176             val to = tx.getString( name: "to")
177             val value = tx.getString( name: "value")
178             val timeStamp = tx.getString( name: "timeStamp").toLongOrNull()?.times(
179             val hash = tx.getString( name: "hash")
180
181             val isIncoming = to.equals(userAddress, ignoreCase = true)
182
183 -> val senderInfo = fetchNameByAddress(from, firestore)
184 -> val receiverInfo = fetchNameByAddress(to, firestore)
185
186             val ethValue = value.toBigDecimal()
187                 .divide("1000000000000000000".toBigDecimal())
188                 .toString()
```

```
awyerDashboardScreen.kt x TransactionsScreen.kt PaymentsScreen.kt x
D:\Legai_new\Legai\app\src\main\java\com\example\legai\lawyers\LawyerDashboardScreen.kt
119 fu
129 ) {
130     Column(modifier = Modifier.padding(16.dp)) {
136         OutlinedTextField(
137             value = privateKey,
138             onChange = { privateKey = it },
139             label = { Text(text: "Your Private Key", color = Color.Gray) },
140             modifier = Modifier.fillMaxWidth(),
141             colors = TextFieldDefaults.colors(
142                 focusedTextColor = Color.White,
143                 unfocusedTextColor = Color.White,
144                 focusedContainerColor = Color(color: 0xFF555555),
145                 unfocusedContainerColor = Color(color: 0xFF555555),
146                 focusedIndicatorColor = Color.White,
147                 unfocusedIndicatorColor = Color.Gray
148             )
149         )
150
151         Spacer(modifier = Modifier.height(16.dp))
152
153         Button(
154             onClick = {
155                 if (privateKey.isNotBlank()) {
156                     coroutineScope.launch {
157                         approvePaymentToLawyer(case, privateKey, context, snack
158                     }
159                 } else {
160                     coroutineScope.launch {
```

```
awyerDashboardScreen.kt x TransactionsScreen.kt PaymentsScreen.kt x
D:\Legai_new\Legai\app\src\main\java\com\example\legai\lawyers\LawyerDashboardScreen.kt
119 fu
129 ) {
130     Column(modifier = Modifier.padding(16.dp)) {
136         OutlinedTextField(
137             value = privateKey,
138             onChange = { privateKey = it },
139             label = { Text(text: "Your Private Key", color = Color.Gray) },
140             modifier = Modifier.fillMaxWidth(),
141             colors = TextFieldDefaults.colors(
142                 focusedTextColor = Color.White,
143                 unfocusedTextColor = Color.White,
144                 focusedContainerColor = Color(color: 0xFF555555),
145                 unfocusedContainerColor = Color(color: 0xFF555555),
146                 focusedIndicatorColor = Color.White,
147                 unfocusedIndicatorColor = Color.Gray
148             )
149         )
150
151         Spacer(modifier = Modifier.height(16.dp))
152
153         Button(
154             onClick = {
155                 if (privateKey.isNotBlank()) {
156                     coroutineScope.launch {
157                         approvePaymentToLawyer(case, privateKey, context, snack
158                     }
159                 } else {
160                     coroutineScope.launch {
```



```
awyerDashboardScreen.kt x TransactionsScreen.kt PaymentsScreen.kt x
D:\Legai_new\Legai\app\src\main\java\com\example\legai\lawyers\LawyerDashboardScreen.kt
119 fu
129 ) {
130     Column(modifier = Modifier.padding(16.dp)) {
136         OutlinedTextField(
137             value = privateKey,
138             onChange = { privateKey = it },
139             label = { Text(text: "Your Private Key", color = Color.Gray) },
140             modifier = Modifier.fillMaxWidth(),
141             colors = TextFieldDefaults.colors(
142                 focusedTextColor = Color.White,
143                 unfocusedTextColor = Color.White,
144                 focusedContainerColor = Color(color: 0xFF555555),
145                 unfocusedContainerColor = Color(color: 0xFF555555),
146                 focusedIndicatorColor = Color.White,
147                 unfocusedIndicatorColor = Color.Gray
148             )
149         )
150
151         Spacer(modifier = Modifier.height(16.dp))
152
153         Button(
154             onClick = {
155                 if (privateKey.isNotBlank()) {
156                     coroutineScope.launch {
157                         approvePaymentToLawyer(case, privateKey, context, snack
158                     }
159                 } else {
160                     coroutineScope.launch {
```

```

1 package com.example.legai.screens
2
3 > import ...
4
50
51 @OptIn(ExperimentalComposeUiApi::class)
52 @Composable
53 fun DashboardScreen(navController: NavHostController, userEmail: String) {
54     var cases by remember { mutableStateOf<List<Case>>(emptyList()) }
55     val scope = rememberCoroutineScope()
56     val scrollState = rememberScrollState()
57     var isDrawerOpen by remember { mutableStateOf(value: false) }
58     var userName by remember { mutableStateOf(value: "") }
59     val firestoreService = FirestoreService()
60     val configuration = LocalConfiguration.current
61     val buttonWidth = configuration.screenWidthDp.dp / 2 - 24.dp // Calculate the
62
63     val animatedOffset by animateDpAsState(
64         targetValue = if (isDrawerOpen) 0.dp else (-300).dp,
65         label = "drawerAnimation"
66     )
67
68     LaunchedEffect(userEmail) {
69         // Fetch user's name from Prisoners table - MUST BE WITHIN A COROUTINE
70         scope.launch(Dispatchers.IO) { // Use Dispatchers.IO for network calls
71             try {
72                 val prisoner = firestoreService.getPrisonerByEmail(userEmail) // Ca
73                 withContext(Dispatchers.Main) { // Switch back to Main thread to up
74                     userName = prisoner?.name ?: "User" // Use prisoner?.name. han

```

```
77 fun ChatInput(  
60     }  
61 }  
62  
63 fun fetchCaseDetailsAndSendRequest(  
64     firestore: FirebaseFirestore,  
65     caseNumber: String,  
66     generativeModel: GenerativeModel,  
67     request: String,  
68     chatMessages: MutableList<ChatMessage>,  
69     listState: LazyListState,  
70     isLoading: MutableState<Boolean>,  
71     coroutineScope: CoroutineScope  
72 ) {  
73     isLoading.value = true  
74     firestore.collection(collectionPath: "cases").document(caseNumber).get()  
75         .addOnSuccessListener { document ->  
76             val caseDetails = document.getString(field: "details") ?: "No case detail  
77             val prompt = ""  
78                 Provide legal guidance based on the following case details and iss  
79                 Case Details: $caseDetails  
80                 User Issue: "$request"  
81  
82                 Keep the response concise and in simple terms. Clearly state that t  
83             """.trimIndent()  
84  
85             coroutineScope.launch(Dispatchers.IO) {  
86                 try {
```

APPENDIX-B

SCREENSHOTS



Figure 10.1-Mobile app starting page.

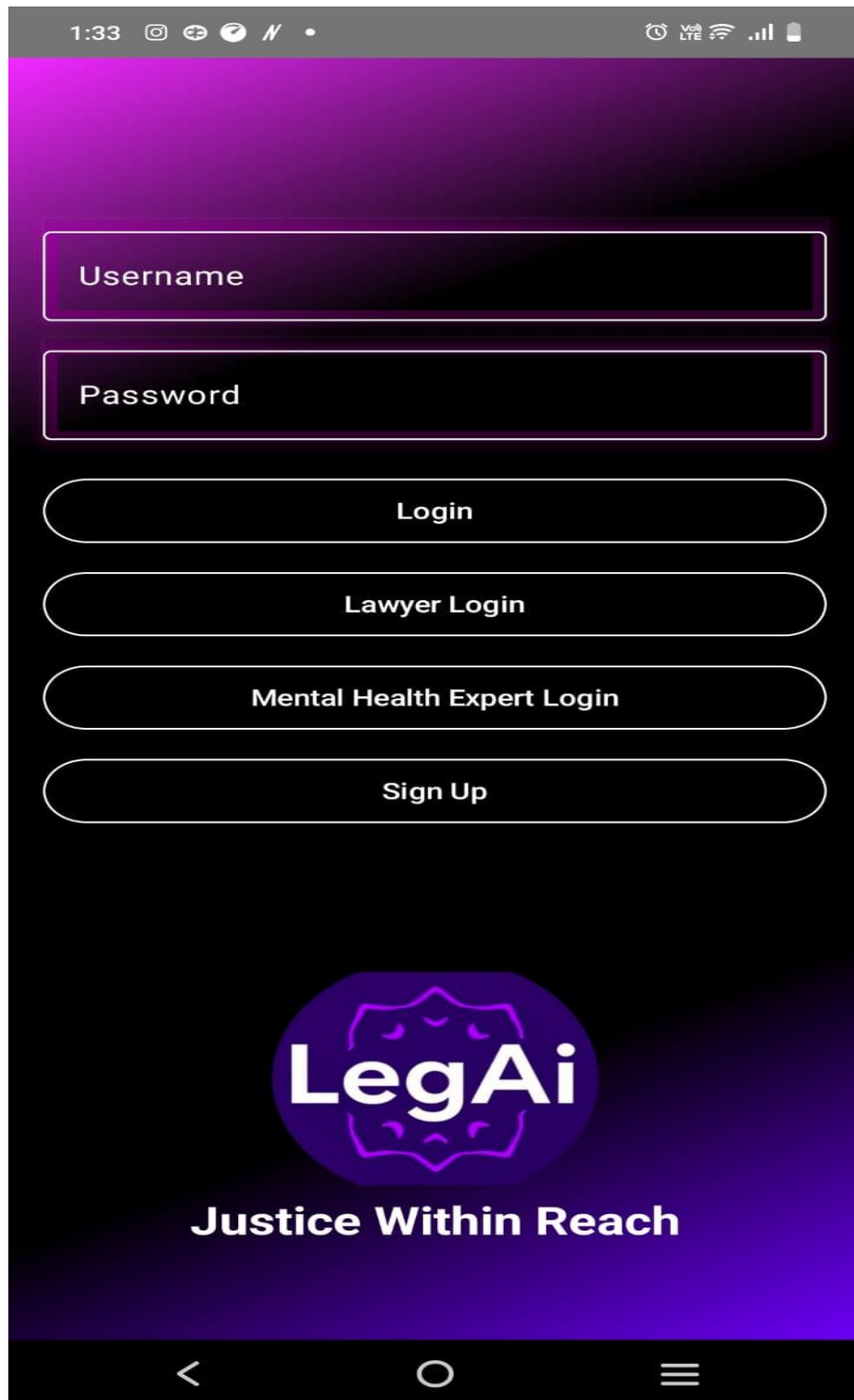
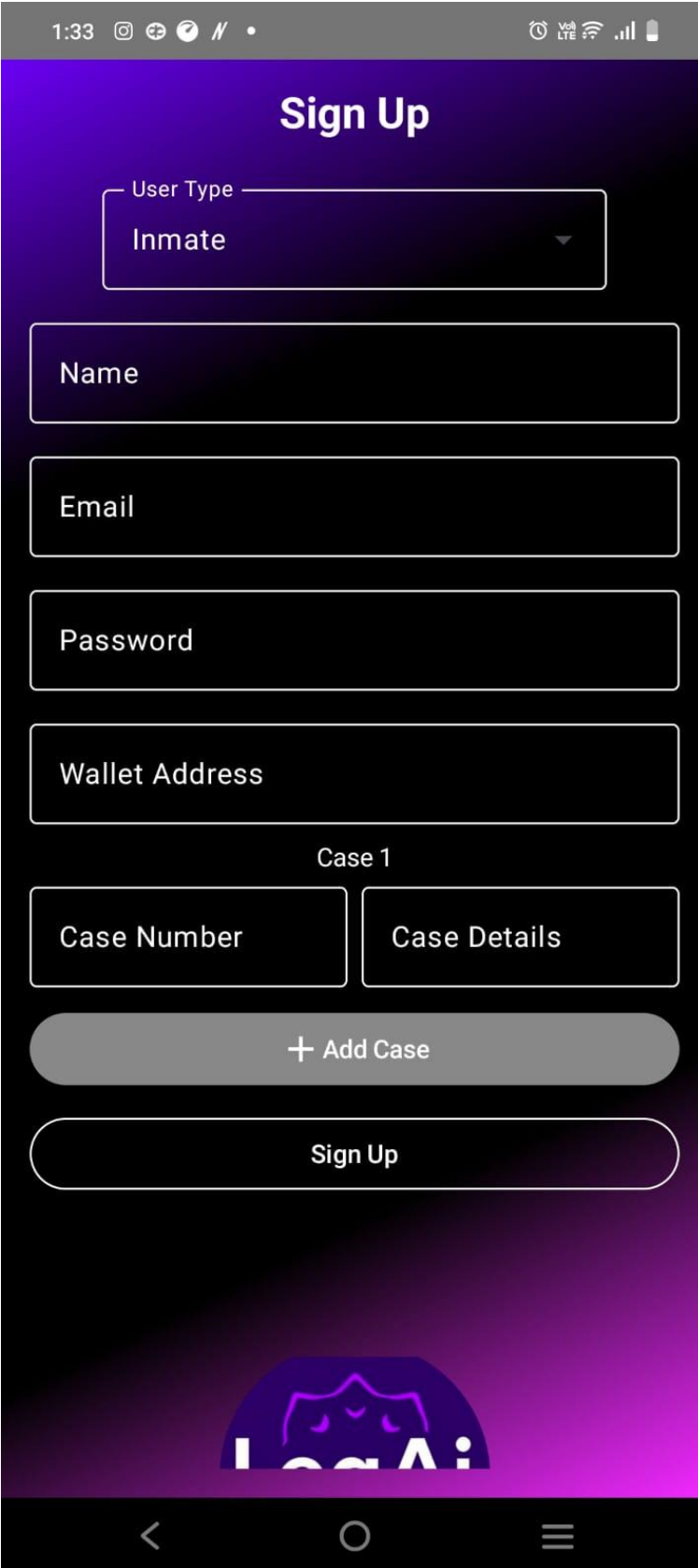


Figure 10.2-Login page.



A screenshot of a mobile application's 'Sign Up' page. The page has a dark purple gradient background. At the top, the status bar shows the time 1:33 and various icons. The title 'Sign Up' is centered at the top in white. Below it is a 'User Type' dropdown menu with 'Inmate' selected. There are four input fields: 'Name', 'Email', 'Password', and 'Wallet Address'. Below these is a section titled 'Case 1' containing two buttons: 'Case Number' and 'Case Details'. Below that is a grey button with a plus icon and the text '+ Add Case'. At the bottom is a large white button with the text 'Sign Up'. A logo featuring a stylized cat face and the text 'logAi' is at the bottom center. The bottom of the screen shows a standard Android navigation bar with back, home, and app drawer icons.

1:33

Sign Up

User Type

Inmate

Name

Email

Password

Wallet Address

Case 1

Case Number

Case Details

+ Add Case

Sign Up

logAi

Figure 10.3-Sign Up Page.

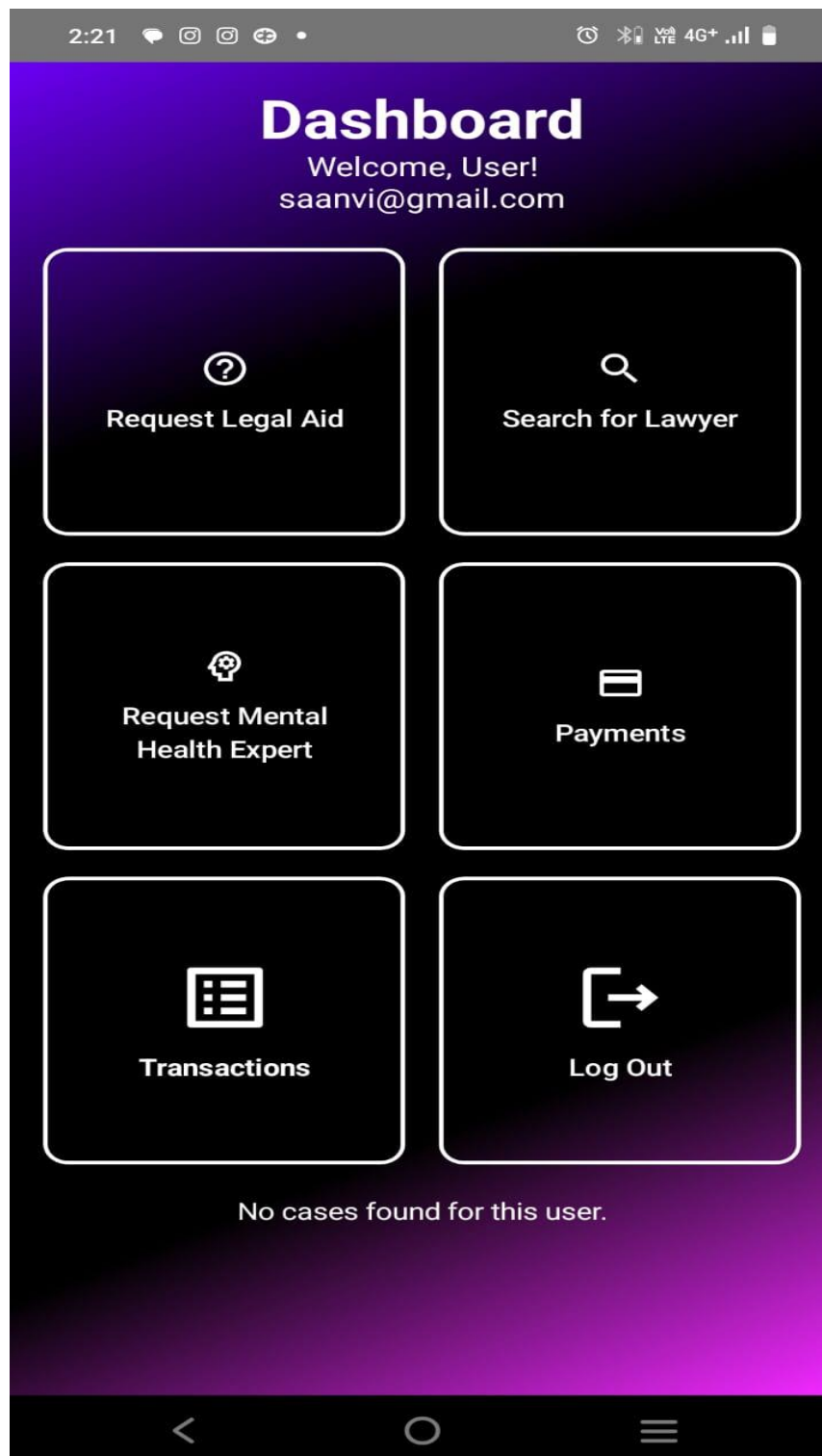


Figure 10.4-Dashboard

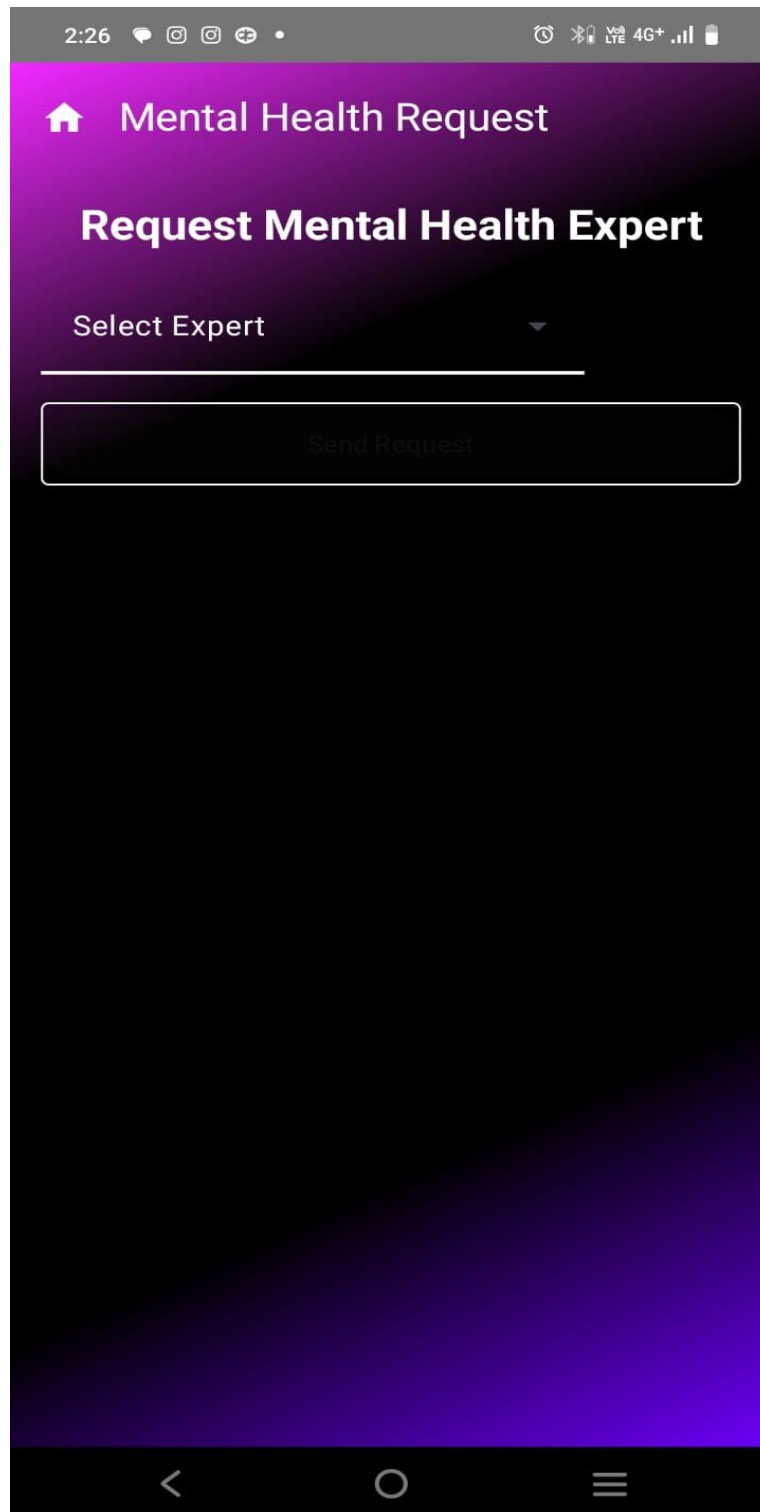


Figure 10.5-Mental Health Service.

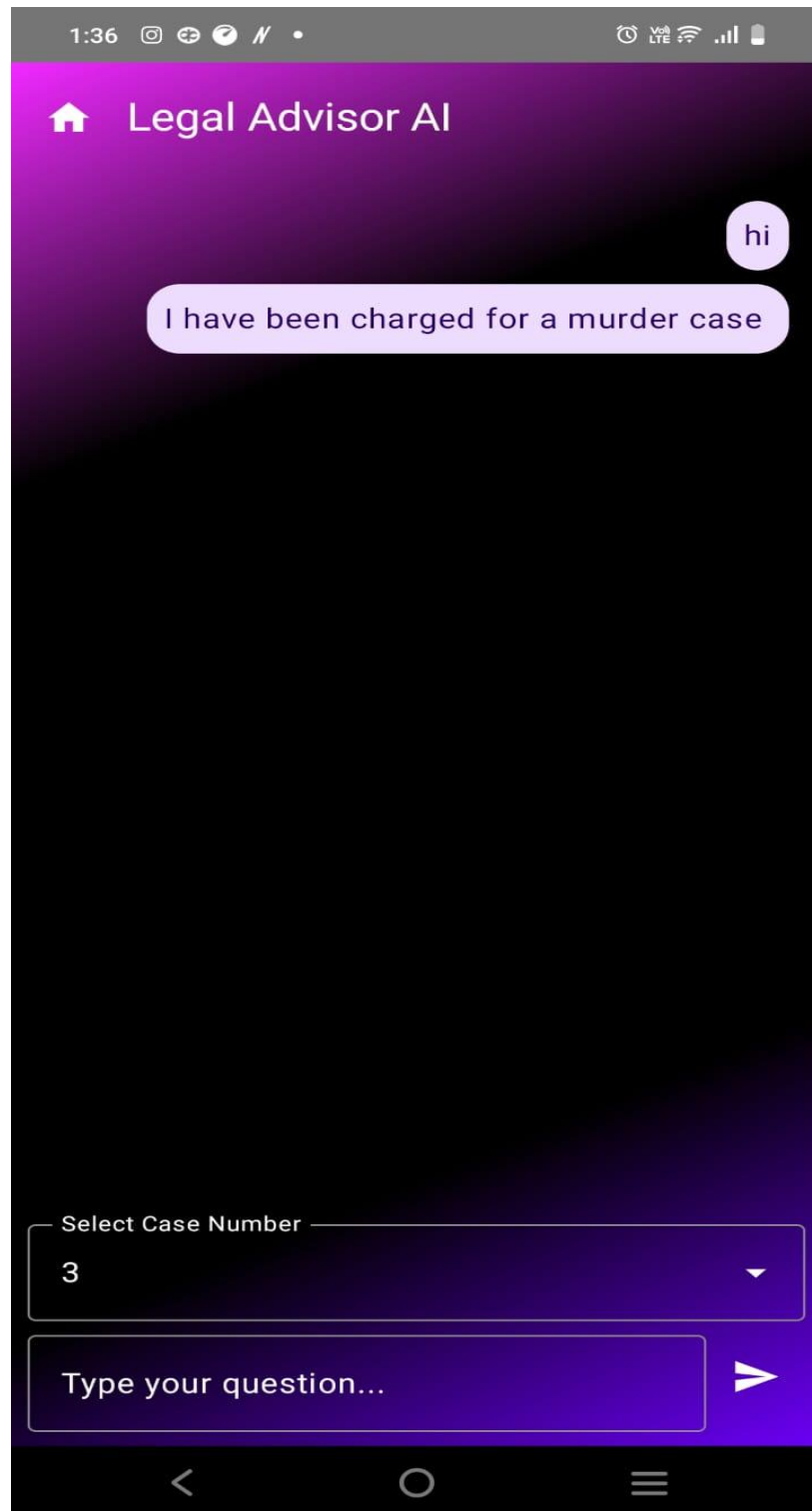


Figure 10.6-Legal Advisor AI.

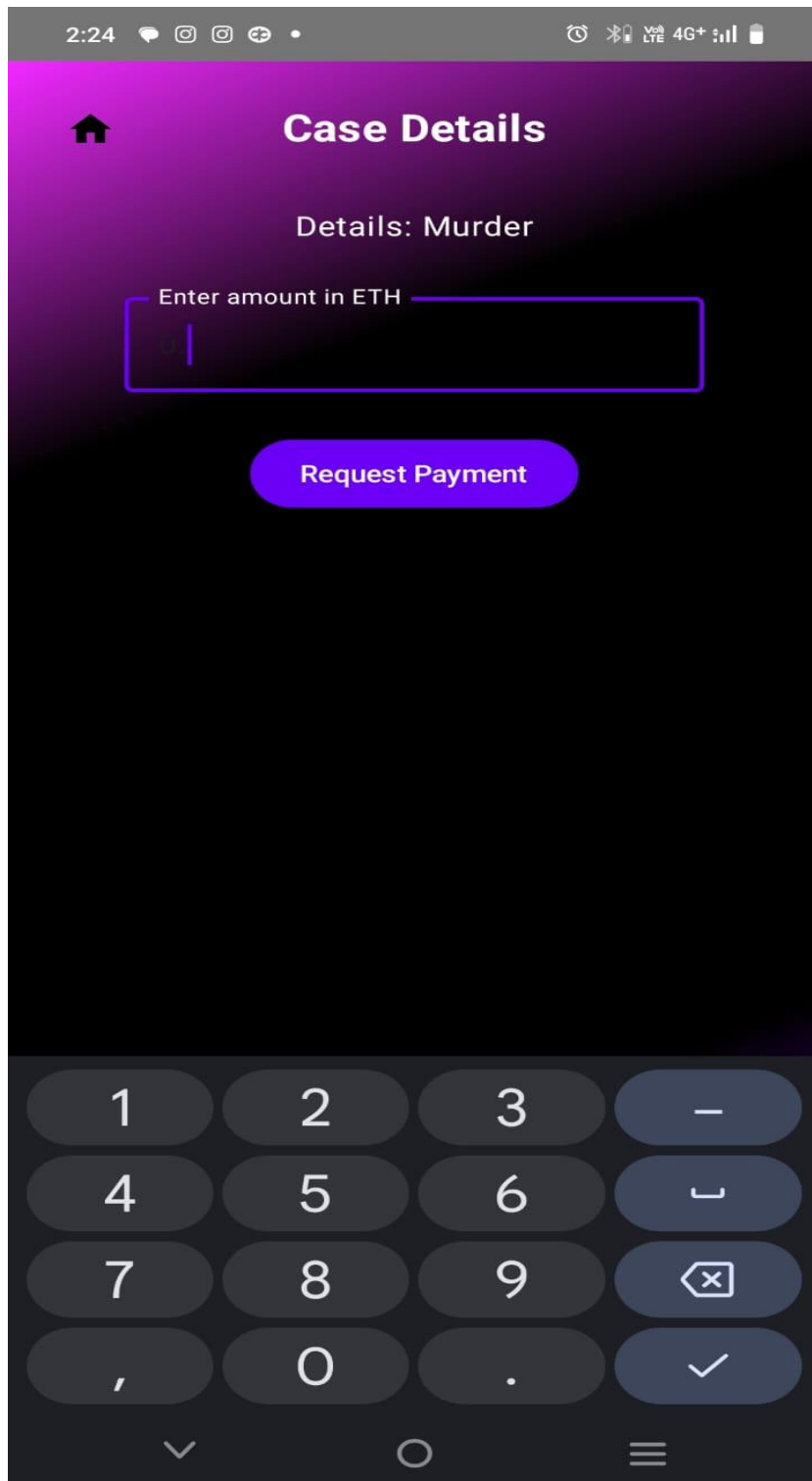


Figure 10.7-Payment Service.

APPENDIX-C ENCLOSURES

CONFERENCE PAPER PRESENTED CERTIFICATES







PLAGIARISM CHECK REPORT



Page 2 of 83 - Integrity Overview

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A Flag is not necessarily an indicator of a problem. However, we'd recommend you focus your attention there for further review.

DETAILS OF MAPPING THE PROJECT WITH THE SUSTAINABLE DEVELOPMENT GOALS

This project — a mobile application designed to support undertrial prisoners in India — aligns meaningfully with several United Nations Sustainable Development Goals (SDGs). The alignment is reflected not only in the intent to address systemic injustice but also in the thoughtful application of technology to improve legal access, reduce incarceration, and promote human dignity. Below is a detailed mapping of how this project contributes to specific SDGs:

SDG 16: Peace, Justice and Strong Institutions

Relevance:

At its core, the project directly supports SDG 16, which emphasizes providing access to justice for all and building accountable and inclusive institutions. India's criminal justice system holds over 75% of its prisoners as undertrials — individuals who have not yet been convicted. This project tackles key gaps in the system by offering real-time case tracking, legal aid request portals, and communication tools for undertrials.

How this project contributes:

Enables timely legal aid through digital requests and AI-supported triaging.

Enhances transparency by providing real-time updates on case status.

Reduces systemic delays and unnecessary detainment.

Strengthens legal rights awareness through a user-friendly interface.

SDG 10: Reduced Inequalities

Relevance:

Undertrial prisoners in India predominantly belong to marginalized, low-income, or minority communities. These individuals often lack access to legal counsel or even basic knowledge of their rights. The app addresses this inequality by providing legal information in regional languages and a low-data, mobile-friendly interface.

How this project contributes:

Bridges access gaps for economically disadvantaged groups.

Supports regional languages and low-literacy design.

Promotes social equity by targeting those most affected by legal exclusion.

SDG 9: Industry, Innovation, and Infrastructure

Relevance:

The project demonstrates how digital infrastructure and innovation can be leveraged to address challenges within the justice system. It employs Firebase, Kotlin, REST APIs, and an MVVM architecture to build a secure, scalable mobile platform.

How this project contributes:

Introduces innovative solutions like automated bail checks.

Provides an API-ready architecture for integration with national systems like e-Courts and ICJS.

Enhances government services through digital transformation.

SDG 4: Quality Education

Relevance:

While not directly in the education sector, the project promotes civic education and legal literacy among undertrials and their families — a critical component of empowerment and societal advancement.

How this project contributes:

Educates users on their legal rights.

Provides simplified, accessible legal information through the app.

Encourages self-advocacy and informed legal participation.

SDG 5: Gender Equality

Relevance:

Women and gender minorities in prisons often face additional barriers to justice, such as the lack of gender-sensitive legal aid and social stigma. The project's inclusive design principles aim to address some of these challenges.

How this project contributes:

Supports female undertrials through confidential communication tools.

Can be extended to include gender-sensitive legal aid matching.

Promotes access to legal services for vulnerable gender groups.

SDG 17: Partnerships for the Goals

Relevance:

Achieving systemic reform in the justice system requires collaboration between courts, prisons, legal aid NGOs, and civic tech developers. The project creates a platform that encourages such collaboration.

How this project contributes:

Facilitates data sharing between stakeholders.

Designed for integration with government APIs and NGO platforms.

Provides analytics and reporting features to support organizational accountability.

SDG 3: Good Health and Well-being

Relevance:

Many undertrials experience psychological trauma due to extended detainment and legal uncertainty. The project could be extended to include mental health support features.

How this project contributes:

Enables communication with mental health professionals.

Can integrate AI-based sentiment detection to identify distress.

Helps promote emotional well-being in a vulnerable population.

Conclusion

Through this project, students demonstrate how technology can be ethically and responsibly applied to solve real-world problems with national and global implications. The mobile app not only addresses the immediate needs of undertrial prisoners but also advances multiple SDGs by promoting inclusion, innovation, justice, and sustainable reform. It is an example of how engineering solutions can lead to meaningful social change.

MAPPING SUMMARY TABLE

SDG	Goal Title	Relevance to Project	Project Contribution
SDG 16	Peace, Justice and Strong Institutions	Undertrials face delays, lack of legal aid, and opaque case processes.	Real-time case tracking, automated bail checks, and legal aid modules ensure justice and institutional accountability.
SDG 10	Reduced Inequalities	Marginalized communities are overrepresented among undertrials and face systemic exclusion.	Local language support, simplified interfaces, and access to legal rights reduce inequality in legal access.
SDG 9	Industry, Innovation and Infrastructure	The justice system lacks integrated digital solutions accessible to prisoners.	Introduces scalable mobile innovation using APIs and Firebase for justice sector digitization.
SDG 4	Quality Education	Legal illiteracy is common among undertrials and their families.	Educates users on rights, legal procedures, and court schedules through the app.
SDG 5	Gender Equality	Women and minorities face additional barriers in the justice system.	Design can be extended for gender-sensitive support and secure communication.
SDG 17	Partnerships for the Goals	Justice system reform requires collaboration among courts, NGOs, and tech providers.	Enables data sharing, API integration with e-Courts/ICJS, and NGO collaboration.
SDG 3	Good Health and Well-being	Undertrials face mental health stress due to long detentions and isolation.	(Future scope) Integrates mental health screening, sentiment analysis, and referrals.

Table 2



Figure 11.1-SDG Mapping