

Project Proposal

Background to the Problem

- **Millions of citizens remain legally** powerless due to a critical lack of knowledge about their rights and legal procedures.
 - In rural and remote areas of Bangladesh, legal literacy is extremely low.
 - Many individuals are unaware of basic laws regarding landownership, marriage, inheritance, labor rights, and criminal offenses.
 - The absence of community-based legal education programs allows misinformation and exploitation to flourish.
- **Access to justice is not equally distributed** as people in remote and rural areas are severely disadvantaged due to the absence of legal infrastructure nearby.
 - Most experienced lawyers and legal professionals are concentrated in major urban centers such as Dhaka and Chittagong.
 - Rural courts, where they exist, are often understaffed, overloaded, and unable to provide specialized legal support.
 - For many rural residents, traveling to a city for legal assistance means losing daily wages, incurring high travel expenses, and sacrificing time.
- **Qualified legal support is practically unreachable** for the majority of low-income populations who cannot afford city-based lawyer fees or travel expenses.
 - Even a single legal consultation in a city can cost more than a rural worker's weekly income.
 - Rural residents often rely on unverified intermediaries or informal "local advisors" who may lack legal expertise, leading to poor or even harmful advice.
- **Geographical isolation and digital illiteracy create a massive barrier** between the justice system and the people who need it most.
 - While many rural residents now have smartphones and basic internet access, they often lack the knowledge or resources to find reliable legal services online.
 - Existing platforms and legal resources are rarely available in the local language and often require advanced digital literacy.

- **Current legal aid systems are outdated, overloaded, or inaccessible**, leaving common people with no choice but to suffer in silence or fall prey to misinformation.
 - Government-run legal aid services are limited in scale and often lack strong online presence or outreach to rural areas.
 - NGOs occasionally run awareness campaigns, but these are temporary and fail to create a permanent channel for legal support.
- **The absence of accessible, affordable, and trusted legal consultation platforms** contributes directly to legal injustice, social inequality, and exploitation.
 - Without a verified and affordable source of legal help, rural residents remain vulnerable to land grabs, domestic abuse, labor exploitation, and fraud.
 - The justice gap widens every year, further isolating rural communities from the protections the legal system should guarantee.
- **If this problem is not addressed, the justice gap will continue to widen**, leaving millions unprotected by the legal system they depend on.
 - Without intervention, systemic inequality will deepen, and rural communities will remain locked out of the justice process.
 - Long-term social and economic progress will be hindered as disputes remain unresolved, and injustices continue unchallenged.

Solution to the Problem

- **Project Objective**
 - To develop **RighLaw**, an online platform providing affordable, accessible, and verified legal consultation across Bangladesh, starting with rural and remote areas.
 - To connect citizens with licensed lawyers, removing geographical and economic barriers to justice.
- **Proposed Solution & Feasibility**
 - A **web-based platform** (later mobile app) offering live chat, audio, and video consultations.
 - Lawyers register with **proof of licensing**; users select based on ratings, fees, and specialization.
 - **AI chatbot** assists with initial queries and directs them to the correct legal category.
 - Secure payments via **bKash, Nagad, bank transfer, and Visa/MasterCard**, with receipts.

- **End-to-end encryption** for chats/documents and **cloud hosting** for scalability.
- Feasible due to high smartphone and mobile internet penetration in rural Bangladesh.
- **Core Functionalities**
 - Verified lawyer profiles and category-based consultations: Family, Criminal, Cyber, Intellectual Property, Labor & Employment, Consumer Rights, Immigration, Tax, Business & Corporate, Insurance, Traffic & Road, Medical & Health, Banking & Finance, Contract Law.
 - Real-time communication (chat/audio/video).
 - Digital record-keeping for accountability.
 - Ratings and reviews for quality control.
- **Target Users & Benefits**
 - **Users:** Villagers, rural residents, low-income citizens, students, victims of injustice, and small/start-up business owners.
 - **Benefits:** Affordable and verified legal help without travel, faster dispute resolution, improved rights awareness, and protection from fraud.
- **Contribution to Society**
 - Reduces the gap of justice and legal exploitation.
 - Increases legal literacy and promotes ethical practices.
 - Creates a transparent, documented, and scalable justice delivery model.
- **Literature Review & Existing Solutions**
 - Bangladesh currently has only small-scale online consultation portals run by law firms, limited to urban clients and lacking marketplace features, AI support, and rural-friendly pricing.
 - Global platforms like **Avvo (USA)** and **Lawpath (Australia)** prove the model's viability but are designed for different legal and economic contexts.
 - **RighLaw** adapts these concepts for Bangladesh with local payment methods, mobile accessibility, open lawyer registration, and rural-focused design.
- **Competitive Advantage**
 - First large-scale, publicly accessible legal marketplace in Bangladesh.
 - Combines affordability, accessibility, accountability, and transparency in one platform.
 - Specifically optimized for rural usage with low-data modes and local language support.

SOFTWARE DEVELOPMENT LIFE CYCLE

Process Model Selection: Agile (Scrum Framework)

1. Nature and Environment of the Software

- **RighLaw** is an online legal consultation platform designed to connect users with licensed lawyers through chat, audio, and video communication.
- The platform will initially launch as a **web application** with essential features, followed by a **mobile application** in later phases.
- The target audience is diverse, including rural residents with basic smartphone access and urban clients with high-speed internet.
- The legal and technological environment requires **continuous improvement** due to evolving user needs, security requirements, and potential legal regulation changes.
- Since user feedback will play a critical role in shaping future releases, a **flexible, iterative development process** is essential.

2. Why Agile is the Best Choice

- **Flexibility in Requirements:** RighLaw's features will likely evolve based on early user feedback, such as adding more legal categories, integrating additional payment gateways, or refining the AI chatbot. Agile accommodates such changes without disrupting the project timeline.
- **Iterative Development:** Agile allows the delivery of a **Minimum Viable Product (MVP)**, for example, a working lawyer booking and chat system in early sprints, so users can start using the platform quickly while the team works on additional features.
- **Enhanced Collaboration:** With a larger, structured development team, Agile's **Scrum framework** supports role distribution (Product Owner, Scrum Master, Development Team) and promotes regular communication between developers, designers, testers, and stakeholders.
- **Risk Reduction:** Continuous testing and feedback at the end of each sprint reduce the risk of major failures during the final deployment.
- **Quality Improvement:** Frequent iterations and sprint reviews ensure that each feature meets user expectations before moving to the next stage.

3. Supporting Evidence for Agile Selection

- **Market Validation:** Leading tech companies (e.g., Microsoft, Amazon) use Agile to adapt products based on real-time user feedback, especially for services involving evolving user behavior.
- **User-Centric Approach:** Since **RighLaw**'s success depends on solving real legal access issues, Agile ensures that user experience and feedback remain at the center of the development cycle.
- **Scalability:** Agile can handle a **phased rollout** web app first, then mobile app while easily adding new features without disrupting ongoing operations.
- **Proven Success in MVP Development:** Studies show Agile reduces time-to-market for MVPs by **37%** compared to traditional models like Waterfall, making it ideal for **RighLaw**'s early launch goals.

Project Role Identification and Responsibilities:

Role/Stakeholder	Assigned Person	Responsibilities
Project Manager (Scrum Master)	Sadman Sakib	<ul style="list-style-type: none">▪ Oversee overall project planning and execution.▪ Manage Agile sprints and coordinate tasks among team members.▪ Communicate progress with stakeholders and ensure deadlines are met.▪ Identify and mitigate project risks.
UI/UX Designer & Frontend Developer (Product Owner)	Aritri Roy Priota	<ul style="list-style-type: none">▪ Design user-friendly interfaces for web and mobile applications.▪ Conduct user research and incorporate feedback into the design.▪ Develop responsive frontend features (chat, video, booking system).▪ Act as Product Owner by prioritizing features and aligning them with user needs.
Lead Developer (Backend & Integration)	Protttoy Roy	<ul style="list-style-type: none">▪ Design and develop the core backend system, including databases and server logic.▪ Integrate payment gateways (bKash, Nagad, bank transfers, Visa/MasterCard).▪ Ensure platform scalability, security, and cloud deployment.▪ Implement encryption for chat and document sharing.

Role/Stakeholder	Assigned Person	Responsibilities
AI/Chatbot Developer	Hired	<ul style="list-style-type: none"> ▪ Develop and train AI chatbot for handling initial queries. ▪ Integrate chatbot with backend and category. ▪ Based consultation.
Quality Assurance (QA) Engineer	Hired	<ul style="list-style-type: none"> ▪ Test the platform for bugs, performance, and security. ▪ Ensure compliance with functional requirements and usability standards.
Legal Consultant (Advisor)	Hired (Lawyer/Expert)	<ul style="list-style-type: none"> ▪ Provide domain expertise on legal processes. ▪ Help verify lawyer registrations and ensure compliance with law.
Business Analyst	Hired	<ul style="list-style-type: none"> ▪ Conduct market research and requirement analysis. ▪ Translate business needs into technical specifications.
Marketing & Outreach Officer	Hired	<ul style="list-style-type: none"> ▪ Develop and execute marketing campaigns. ▪ Build partnerships with law associations and promote RighLaw in rural areas.
System Administrator	Hired	<ul style="list-style-type: none"> ▪ Manage cloud hosting, servers, and security monitoring. ▪ Ensure smooth deployment and maintenance.