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# Proposal Project

**Project Name: Law Aid**

## Problem Statement:

In Bangladesh, most citizens especially in rural areas or with limited education face significant challenges in accessing legal support. They often lack understanding of their legal rights, court procedures, or how to find the right lawyer. Existing platforms are either outdated, overly technical, or inaccessible due to the absence of Bangla language support and citizen-focused design. As a result-

- People are unsure which law applies to their situation (e.g., land disputes, family issues, cybercrime)
- There is no easy system to find and consult with a trusted lawyer nearby
- Legal documents and court verdicts are written in complex, inaccessible language
- Many citizens are unable to ask questions or get guidance anonymously

These barriers contribute to widespread legal illiteracy, case mismanagement, and exploitation by fake legal agents or brokers.

## Proposed Solution :

Law Aid will be a user-friendly, Bangla-first legal support platform designed to help ordinary citizens understand and access legal services. It will offer verified lawyer search by case type and

location, simple Bangla explanations of important laws with examples, and interactive tools to guide users through common legal issues. The platform will also include a Q&A forum for anonymous legal questions, making legal aid more accessible, clear, and trustworthy for all.

## **Literature Review:**

For literature review we have picked up a few existing websites which share the same idea as we do. We have found some merits, demerits of these existing websites. In this review, we are going to explain or state the differences and compare our idea with the already existing websites.

### **1. Law Help BD:**

#### Functionalities/ Strength:

- Publishes legal blogs and articles (some in Bangla, some in English).
- Covers legal some selected topics.
- Provides general legal awareness.

#### Limitations:

- No verified lawyer search or booking system.
- No real-life examples or legal document help.
- Not all laws of Bangladesh are available here.
- The laws are not properly explained in Bangla.

## **2. BD Law News:**

### Functionalities/ Strength:

- Publishes court verdicts and law updates.
- Includes some analysis of recent cases.

### Limitations:

- Not user-friendly for non-lawyers.
- No lawyer connection or legal help tools.
- Content mostly in English.

## **3. LegalAdviceBD:**

### Functionalities/ Strength:

- Offers online legal advice
- Users can book appointments for in-person or phone consultations.
- Provides basic legal blogs and articles for awareness.
- Covers common legal issues such as family disputes, property matters, and criminal law.

### Limitations:

- Doesn't show a lawyer's profile.
- No verified lawyer system or ratings/reviews to ensure credibility.
- Mostly static website with little interactivity for users.
- Limited Bangla content; legal terms are not simplified for general citizens.

## **Unique Value Propositions of Law Aid:**

### **● Online Consultation**

Unlike existing platforms that only provide articles or offline booking, Law Aid offers online consultations with legal consultants, making legal help more accessible.

### **● Verified Lawyer Profiles and Direct Booking**

Each lawyer has a detailed verified profile (experience, specialization, cases handled) with a direct appointment booking option, ensuring trust and transparency for users.

## ● **Structured Bangla Law Database**

Law Aid features a comprehensive, categorized law database with simple Bangla explanations and real-life examples, addressing the language and accessibility gaps in other platforms.

## ● **Comprehensive Admin Control**

The platform includes robust admin features:

Add/update lawyer profiles and laws.

Verify lawyers and manage user accounts.

## **Developing Law Aid:**

Law Aid can be built on available modern tools. For Backend we have chosen-

- ❖ Node.JS(for scalability which is important for a public platform like Law Aid and flexible behavior with databases such as MySQL, Mongodb, etc.)
- ❖ Express.JS( to fetch user-specific data and display it in the front-end, can handle filtering)

For Frontend -

- ❖ React.JS(fast and dynamic user experience, mobile-Friendly)

For database -

- ❖ MySQL(to handle data of our website).

## **Risk:**

### **Legal Content Accuracy:**

- **Risk:** If laws are outdated or incorrect, users may receive misleading information, leading to legal complications.
- **Mitigation:**
  - Partner with verified legal professionals and law firms for regular content reviews.
  - Implement a quarterly content update cycle for the law database.

### **Data Privacy & Security**

- **Risk:** Sensitive user data (legal issues, appointment history, chats) may be exposed during cyberattacks or data breaches.
- **Mitigation:**
  - Use end-to-end encryption for chats and SSL/HTTPS for all connections.
  - Store only necessary user information and allow anonymous Q&A participation.
  - Follow role-based access control to limit data exposure.

## **Server Downtime & Hardware Requirements**

- **Risk:** Sudden traffic surges could crash the server or slow the platform, especially during legal awareness campaigns or media coverage.
- **Mitigation:**
  - Host on a scalable cloud platform (AWS, Firebase, Render) with auto-scaling capabilities.
  - Set up real-time monitoring and backup servers.

## **Lawyer Availability & User Trust**

- **Risk:** If enough verified lawyers do not join, users may lose trust in the platform.
- **Mitigation:**
  - Start with a small but verified network of active lawyers.
  - Offer ratings, reviews, and profile transparency to build user confidence.



## Estimated costs :

Category	Details	Estimated Cost (BDT)
Development	<ul style="list-style-type: none"><li>- Frontend (React.js, HTML/CSS/JS)</li><li>- Backend (Node.js, Express.js)</li><li>- Authentication system</li><li>- Lawyer booking and law database</li><li>- User, Lawyer &amp; Admin dashboards</li></ul>	30,000 – 80,000 tk (student/in-house)
UI/UX Design	Wireframes, prototypes, branding, mobile-friendly layouts	60,000 – 100,000tk
Hosting & Domain	<ul style="list-style-type: none"><li>- Cloud hosting (AWS, Firebase, Render)</li><li>- Domain name</li></ul>	25,000 – 60,000 tk/year
Maintenance	Regular bug fixes, security patches, update	15,000 – 30,000 tk
Legal & Compliance	Consulting legal experts to verify laws & content accuracy	20,000 – 40,000 tk (one-time)

**Total Estimated Initial Cost (MVP):**1,30,000 – 2,50,000 tk

## Potential revenue models:

Model	Description
Subscription-Based(Freemium)	User can access basic features (law database)for free while premium features like direct consultation
Lawyer Listing Fees & commission	Verified lawyers pay a listing fee to be on the platform or a commission (10–15%) for each booked consultation. Featured placements can also be offered for extra fees.
Pay-Per-Consultation	Users pay directly for each chat or video consultation with a lawyer. The platform retains a small service fee while the rest goes to the lawyer.
Advertisements (Selective)	Run non-intrusive ads or sponsorships from trusted law firms, NGOs, or legal book publishers. Ads will be limited to maintain credibility.
Partnerships & Grants	Collaborate with NGOs, government projects, and international organizations supporting legal literacy for funding and brand credibility.

# Feasibility Study:

## 1. Technical Feasibility:

- Frontend:
  - React.js for fast, interactive, mobile-friendly UI
  - Component-based design for reusability
- Backend:
  - Node.js with Express.js for scalable server-side operations
  - RESTful APIs for communication between frontend and backend
- Database:
  - MongoDB (for flexibility) or MySQL (for relational data)
  - Stores users, lawyers, appointments, and Q&A posts
- Hosting:
  - Vercel/Netlify for frontend

- Render/Firebase/AWS for backend
- Low-cost, auto-scaling cloud platforms
- Security:
  - HTTPS, JWT authentication, and encrypted data storage
  - Role-based access and optional anonymity for users
- Team Readiness:
  - Full-stack JavaScript expertise ensures efficient development

### **Economic Feasibility:**

The Law Aid platform can be developed and maintained with a moderate budget, making it suitable for a startup or student-led initiative. Since it follows a freemium model—offering basic legal resources for free and premium features at a cost—it does not require complete government or donor funding to sustain operations.

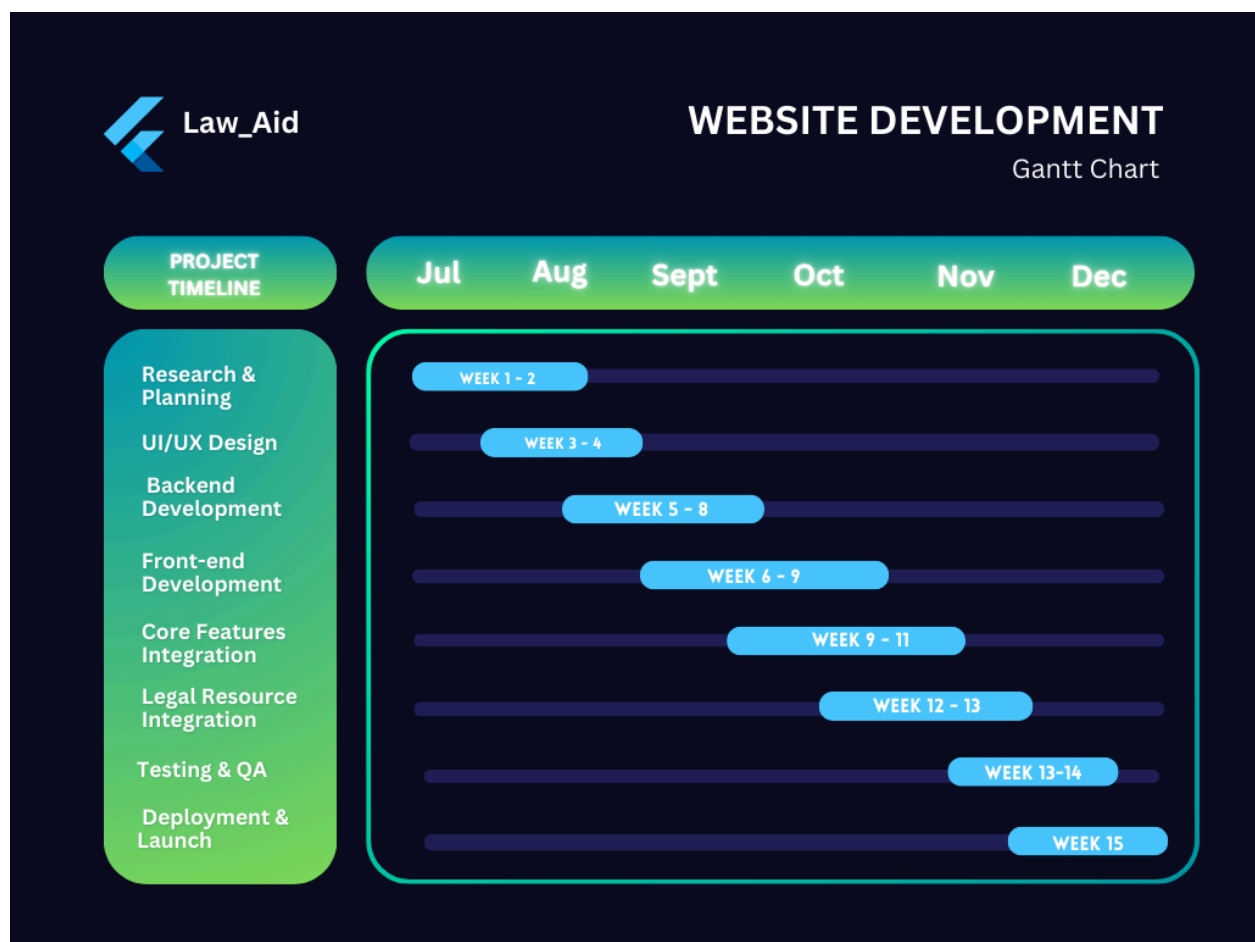
Development can be supported through private investment, NGO partnerships, or legal literacy grants. Operational costs (hosting, maintenance, and legal expert verification) are relatively low and can be scaled gradually as the user base grows.

Revenue will come from multiple sources, including lawyer appointment fees, premium features (such as anonymous consultations). Additional income can be generated from

commissions on bookings, and selective advertisements or sponsorships from NGOs, law firms, or corporate partners.

Overall, the platform is economically sustainable, with multiple revenue options to cover its operating costs and support future feature expansions.

## Project Timeline:



## **Questionnaires for Survey and Interview:**

### **For Interview:**

1. How do you feel about using digital platforms for legal consultations and education?
2. Do you prefer seeing legal codes side-by-side in English and Bangla?
3. Do you think most people in Bangladesh know their basic legal rights? Why or why not?
4. Do you think women have enough safe, approachable legal support options in Bangladesh?
5. Based on what Law\_Aid is trying to solve, what should we improve or prioritize first?
6. Do you believe people would trust legal advice more if it came from an online verified platform like Law\_Aid?
7. What makes a legal website feel “safe” and credible to you as a user?
8. What would make someone trust a lawyer profile on a website?
9. What challenges do young people or women face when trying to access legal support?
10. What features or sections would you recommend we add to make Law\_Aid more helpful?

*For Survey:*

1. What is your age group?
2. What is your gender?
3. What is your occupation?
4. Have you ever needed legal help before?
5. How confident are you in understanding your basic legal rights?
6. What are the biggest barriers to getting legal help in Bangladesh?
7. Have you ever searched online for legal help or legal information?
8. If yes, what challenges did you face during that search?
9. Which Law\_Aid features do you find helpful or interesting?
10. Which legal topics would you like to learn more about?
11. In what language do you prefer reading legal information?
12. What would make you trust a legal help website like Law\_Aid?
13. Would you use Law\_Aid if it offered free or affordable legal support?
14. What features or improvements would make Law\_Aid more helpful for you? Any suggestions?

## Interview:

### Interviewee 1:

Name: Abdullah Hossain Bachchu

Occupation: Lawyer

Age: 74

Interviewer: Nusrat Nafisa

I chose him for the interview because, as a senior lawyer actively practicing legal law, he brings years of real-world experience to the conversation. His deep understanding of court procedures, client needs, and the challenges within the legal system makes his perspective extremely valuable. He has dealt with a wide range of cases, which allows him to share practical insights that go beyond what is written in books. Speaking with him helps highlight how Law\_Aid can better serve both lawyers and clients by making legal services more accessible, transparent, and efficient.

1. How do you feel about using digital platforms for legal consultations and education?

**Ans:** As someone who has spent decades practicing law in traditional courtrooms, I see digital platforms for legal



consultations and education as no longer an option, but a necessity.

Here's how I feel:

**Advantages:**

- People in rural or remote areas, who may feel intimidated or unable to visit a lawyer's office, can at least get initial guidance through their phone.
- It saves time and cost—reducing travel, avoiding middlemen, and minimizing long waits.
- Legal learning materials—videos, articles, Q&A—can be made easily accessible, especially in Bangla, making the law less intimidating.

**Cautions:**

- Any advice provided online must come from verified, professional lawyers—otherwise wrong guidance could cause real harm.
- Confidentiality is critical—many legal matters involve highly sensitive personal information.
- People should understand that online consultations are primarily for preliminary guidance, not a substitute for formal legal proceedings in court.

**My belief:**

If managed properly, digital platforms can create a form of equality in access to justice—allowing both a wealthy city resident and a poor rural farmer to receive the same basic legal knowledge and guidance.

If you'd like, I can also share the practical challenges and solutions for implementing such digital legal education in Bangladesh, which could directly support your Law\_Aid project.

Alright, here's my perspective as a senior lawyer on the practical challenges of implementing digital legal education in Bangladesh—and the possible solutions:

## **1. Digital Divide**

### **Challenge:**

- Many rural people have limited or no internet access. Even if they have smartphones, data costs or poor connectivity can make usage difficult.

### **Solution:**

- You can create a lightweight platform that works on low bandwidth and basic smartphones.
- You can form partnerships with telecom operators to offer free or discounted access to Law\_Aid's services.
- You can Provide offline resources (PDFs, audio) that can be shared via Bluetooth or memory cards.

## **2. Lack of Digital Literacy**

### **Challenge:**

- A large portion of the population, especially elderly or rural women, may not know how to navigate apps or websites.

### **Solution:**

- You can keep the interface simple—icons, voice instructions, and Bangla menus.
- You can use short video tutorials in Bangla explaining how to use the service.
- You can form partnerships with local NGOs to run "digital literacy & legal awareness" workshops.

## **3. Trust & Verification Issues**

### **Challenge:**

- People fear fraud, fake lawyers, and scams online.

- Many hesitate to share personal legal matters over the internet.

**Solution:**

- You may need to verify all lawyers on the platform with Bar Council registration and ID.
- You can display a “verified lawyer” badge and full professional profile.
- You may offer encrypted chat and clear privacy policies.

#### **4. Language & Legal Jargon**

**Challenge:**

- Laws are often written in complex English or formal Bangla, making them hard to understand.

**Solution:**

- You may provide simplified Bangla explanations alongside the original law text.
- You can use practical examples from real-life situations (e.g., marriage registration, land disputes).
- You may offer audio explanations for those with low literacy levels.

#### **5. Financial Barriers**

**Challenge:**

- Many people assume that lawyers are always expensive, so they don't even try to ask for help.

**Solution:**

- You can offer free Q&A for basic questions.
- You may provide low-cost, fixed-fee packages for common services (e.g., affidavit drafting, notice sending).
- You can clearly display the cost before consultation.

If Law\_Aid addresses these areas, it won't just be another "website"—it will become a trusted, everyday legal companion for millions in Bangladesh.

2. Do you prefer seeing legal codes side-by-side in English and Bangla?

**Ans:** Yes, absolutely. As a senior lawyer, I strongly prefer seeing legal codes side-by-side in English and Bangla for three main reasons:

**1. Accuracy & Reference:**

- ☐ The original English text is often the legally binding version in Bangladesh.
- ☐ Having it visible alongside the Bangla version helps ensure no meaning is lost in translation.

**2. Accessibility for the Public:**

- ☐ Most citizens understand Bangla better, so they can read the law in plain language.
- ☐ Lawyers, on the other hand, can quickly check the exact English wording when needed in court.

**3. Consistency in Interpretation:**

- ☐ Many disputes arise simply because people interpret translated laws differently.
- ☐ A side-by-side format reduces confusion and promotes a shared understanding for both legal professionals and the general public.

Frankly, in my experience, this dual-language approach works like a bridge between the courtroom and the community—keeping the legal process transparent and inclusive.

3. Do you think most people in Bangladesh know their basic legal rights? Why or why not?

**Ans:** No, most people in Bangladesh do not know their basic legal rights—and there are several clear reasons for that:

➤ **Lack of Legal Education:**

- Law is not taught in schools at even a basic level.
- People grow up without learning about fundamental rights like access to legal aid, the right to information, or how to file a police complaint.

➤ **Language & Complexity:**

- Laws are often written in complex English or formal Bangla that the average citizen cannot easily understand.
- Without simplified explanations, the information remains locked away from public use.

➤ **Cultural & Social Barriers:**

- In many rural areas, people rely on local leaders, elders, or “what others say” rather than directly checking the law.
- Women and marginalized groups face extra barriers in accessing legal knowledge.

➤ **Mistrust in the System:**

- Many people feel that “law is only for the rich” or that justice takes too long, so they don’t bother to learn about their rights.

From my decades of experience, I'd say the result is a population that often doesn't even realize when their rights are being violated—and that is exactly why platforms like Law\_Aid could be transformative.

4. Do you think women have enough safe, approachable legal support options in Bangladesh?

**Ans:** No, according to my professional experience, women in Bangladesh do not have enough safe and approachable legal support options.

Here's why:

➤ **Social Stigma & Fear:**

Many women hesitate to approach lawyers, especially male lawyers, about sensitive issues like domestic violence, harassment, or family disputes because of fear of judgment or gossip.

➤ **Limited Female Representation in Law:**

While the number of female lawyers is growing, they are still a small minority—particularly outside major cities—making it harder for women to find a lawyer they feel comfortable with.

➤ **Accessibility Barriers:**

- Rural areas often have no dedicated women-friendly legal desks.
- Traveling to court or a lawyer's chamber can be intimidating, costly, and unsafe for some women.

➤ **Lack of Confidential Channels:**

In many cases, women have to discuss their legal issues in open settings—police stations, public offices—which compromises privacy and safety.

## **What's needed:**

- Dedicated women's legal help desks in courts, police stations, and online platforms.
- More female lawyers and paralegals, especially in rural areas.
- Secure digital channels (chat, voice calls) where women can seek advice confidentially.

From what I've seen, a woman's decision to seek legal help often depends less on whether the law supports her, and more on whether she feels safe and respected in the process.

5. Based on what Law\_Aid is trying to solve, what should we improve or prioritize first?

**Ans:** From a senior lawyer's perspective—and keeping Law\_Aid's mission in mind—the first priority should be building trust and accessibility at the same time. Without those two, even the best legal content will remain unused.

Here's how I'd break it down:

### **1. Trust Building (First & Non-Negotiable)**

- Verified Lawyer Profiles: Every lawyer should be clearly vetted with Bar Council registration and photo ID.
- Transparency: Show consultation fees upfront—no hidden costs.
- Confidentiality Guarantee: Clearly communicate how client information will be protected (secure chat, no third-party access).
- Testimonials & Case Stories: Share real, anonymized success stories to prove the platform works.

### **2. Accessibility & Simplicity**

- Bangla-First Interface: Primary navigation, instructions, and legal content in simple Bangla, with English as optional.
- Low-Bandwidth Design: Ensure the app/website works smoothly on slow internet connections and basic smartphones.
- Multi-Channel Support: Offer phone hotlines, WhatsApp/Messenger integration for people not used to apps.

### **3. Practical, Everyday Legal Content**

- Start with common legal issues people face—marriage registration, land disputes, inheritance, police complaints, workers' rights.
- Use side-by-side English & Bangla for legal codes (as we discussed earlier).
- Provide step-by-step guides (what documents, where to go, how much it costs).

### **4. Special Focus on Women & Rural Users**

- Have a dedicated women's legal help section—preferably with female lawyers available for consultation.
- Partner with local NGOs and community leaders to promote awareness of Law\_Aid in rural areas.

If you get trust + ease of use right from day one, the rest—awareness campaigns, expansion of legal topics, larger lawyer networks—will grow naturally.

If you want, I can also prepare a 5-point “Action Roadmap” for Law\_Aid's launch phase so that it feels strategic and ready for funding pitches. That would be very convincing for stakeholders.



Here's a 5-Point Action Roadmap for Law\_Aid's launch phase, framed from my perspective so it's strategic, practical, and pitch-ready:

## **1. Establish Trust from Day One**

- Verify All Lawyers with Bar Council registration, NID, and photo ID before listing.
- Display a "Verified Lawyer" badge on profiles.
- Draft and publish a clear privacy policy emphasizing data confidentiality.
- Collect client testimonials (anonymous) from early pilot consultations to show credibility.

## **2. Make It Simple & Accessible**

- Bangla-first interface with English option.
- Voice guidance and icons for users with low literacy.
- Lightweight app & mobile-friendly website optimized for low bandwidth.
- Integration with WhatsApp/Messenger for users who avoid downloading apps.

## **3. Focus on High-Demand Legal Topics First**

- Property, Marriage, Divorce, Inheritance, Land Disputes, Police Complaints, Worker Rights.
- Step-by-step guides in Bangla with:
  - Required documents
  - Fees (if any)
  - Where to go
  - How long it usually takes
  - Legal codes in side-by-side English & Bangla for accuracy and trust.

## **4. Prioritize Women & Rural Outreach**

- Launch a Women's Legal Help Desk on the platform with female lawyers available for consultations.
- Partner with NGOs, legal aid organizations, and local government to promote Law\_Aid offline.
- Use community workshops and radio programs to introduce the service in rural areas.

## **5. Create a Feedback & Improvement Loop**

- In-app survey after every consultation to measure satisfaction.
- Collect data on most-searched topics to expand content where demand is highest.
- Regularly update laws and FAQs so information stays current and reliable.

## **Pitch line for stakeholders:**

"If Law\_Aid can win trust, be easy to use, and solve the 5 most common legal problems in Bangladesh, it will not just be an app—it will be the country's first truly accessible bridge between the law and the people.

6. Do you believe people would trust legal advice more if it came from an online verified platform like Law\_Aid?

**Ans:** Yes, I do believe people would trust legal advice more if it came from an online verified platform like Law\_Aid—but only if the verification process is transparent and visible to the user. From my years of practice, trust in legal advice depends on three things:

### **1. Source Credibility**

- If users can see that a lawyer's profile shows his/her Bar Council registration number, verified ID, and professional history, they will be far more likely to believe the advice.
- A visible "Verified Lawyer" badge sends a clear signal that this is not just anyone giving opinions—he or she is a licensed professional.

## **2. Platform Reputation**

- Once Law\_Aid delivers consistent, accurate, and confidential advice, word-of-mouth will build trust rapidly.
- A reputation for no scams, no hidden fees, and no misinformation is critical.

## **3. User Experience**

- If the platform is easy to use, responsive, and respectful of the client's privacy, people will come back and recommend it to others.

In my view, many people in Bangladesh are hesitant to trust online advice right now because they don't know who's on the other side. If Law\_Aid can make the advisor's identity and qualifications clear, it will immediately stand out as a safe and reliable choice.

7.What makes a legal website feel "safe" and credible to you as a user?

**Answer:** From both my professional and personal perspective, a legal website feels safe and credible when it shows the following:

### **1. Clear Verification of Professionals**

- Every lawyer profile should display Bar Council registration number, photo, qualifications, and years of practice.

- A visible “Verified Lawyer” badge builds instant trust.

## **2. Transparent Contact & Ownership Information**

- The site should clearly list its company name, office address, and support contact details—not just a form or chatbot.
- This reassures users they’re dealing with a real, accountable organization.

## **3. Strong Privacy & Security Signals**

- HTTPS encryption (the padlock symbol in the browser).
- A visible, plain-language Privacy Policy explaining how data is stored and protected.
- Options for anonymous or confidential consultations.

## **4. No Hidden Fees or Traps**

- Pricing should be clearly stated before starting a consultation.
- No surprise charges after a conversation.

## **5. Professional, Updated Content**

- Articles and legal guides should be dated, so users know they’re current.
- Laws should be cited accurately, ideally with side-by-side Bangla and English versions.

## **6. Client Feedback & Reviews**

- Verified client testimonials or ratings (without personal details) show the platform's track record.
- Displaying both positive and constructive feedback increases authenticity.

When I visit a legal site that meets these points, it feels less like a faceless tech product and more like a trusted legal chamber—just in digital form.

8. What would make someone trust a lawyer profile on a website?

**Ans:** A lawyer's profile on a website will inspire trust only if it shows clear proof of identity, professional legitimacy, and real human presence.

From my senior lawyer perspective, these are the key trust-builders:

### **1. Verified Credentials**

- Bar Council Registration Number (with a link or reference for verification).
- Scanned or certified proof of license (not just a claim).
- Educational qualifications and the law college/university attended.

### **2. Professional History & Specialization**

- Years of practice clearly stated.
- Areas of expertise (e.g., family law, land disputes, criminal defense) with examples of handled cases (anonymized).
- Membership in legal associations or committees.

### **3. Humanizing Elements**

- A professional photo—not a stock image.
- A short personal bio written in clear, approachable language (not only legal jargon).
- Possibly a short introduction video to hear his or her voice and demeanor.

#### **4. Client Feedback & Ratings**

- Verified reviews from past clients (anonymized).
- Ratings based on responsiveness, clarity, and helpfulness—not just “won/lost” outcomes.

#### **5. Transparent Contact Information**

- Office address and phone number (if available).
- Working hours and response time for online consultations.

When a profile combines formal proof + approachable presentation, it creates the feeling:

“This is a real, qualified person who is accountable for the advice s/he gives.”

9. What challenges do young people or women face when trying to access legal support?

**Answer:** From my long experience, young people and women in Bangladesh face a mix of cultural, financial, and structural barriers when trying to access legal support.

#### **1. Social Stigma & Judgment**

- Women often fear being labeled or shamed if they seek help for domestic violence, harassment, or divorce.
- Young people—especially unmarried women—worry that legal action could harm their reputation or marriage prospects.

## **2. Lack of Awareness**

- Many don't know where to find a qualified, trustworthy lawyer.
- They are unaware of free or low-cost legal aid options.

## **3. Financial Barriers**

- Legal fees feel intimidating, even for basic consultations.
- Young people without stable income and women without independent finances may depend on family approval before seeking help.

## **4. Limited Female Representation in Law**

- Outside major cities, it's hard to find female lawyers, which makes women uncomfortable discussing sensitive issues.

## **5. Accessibility & Safety Issues**

- Travelling to court or a lawyer's office can be unsafe or inconvenient, especially for women in rural areas.
- Police stations and public legal offices often lack private spaces for sensitive conversations.

## **6. Trust & Confidentiality Concerns**

- Fear that their personal story will be leaked to the community.
- Some lawyers or officials speak in intimidating legal jargon, which discourages them from continuing.

Even when the law is on their side, many young people and women hesitate to seek help because the process feels unsafe, unaffordable, and socially risky.

10. What features or sections would you recommend we add to make Law\_Aid more helpful?

**Ans:** From my perspective as a senior lawyer, here's what I would recommend adding to Law\_Aid so it's not just a legal website, but a practical, trusted companion for people:

### **1. Verified Lawyer Directory**

- Filters for location, specialization, language, and gender of the lawyer.
- "Verified Lawyer" badge with Bar Council registration displayed.
- Option to see consultation fees upfront.

### **2. Step-by-Step Legal Guides**

- Covers common life situations: marriage, divorce, inheritance, land registration, police complaints, worker rights.
- Each guide should have:
  - Required documents
  - Where to go
  - Approximate fees & time
  - Practical tips to avoid fraud or delay

### **3. Side-by-Side Law Texts**

- English law text alongside simplified Bangla explanation.
- Searchable database for quick reference.

### **4. Confidential Consultation Options**

- Anonymous chat for sensitive issues (domestic violence, harassment).
- Female lawyer request option.



→ Encrypted messaging for privacy.

## **5. Youth & Women's Legal Corner**

- Dedicated section with content focused on their rights.
- "Know Your Rights" infographics and videos in Bangla.
- Guides on what to do in urgent situations (e.g., workplace harassment, cybercrime).

## **6. Quick Help Tools**

- Legal Problem Wizard — user answers a few questions, then the platform suggests next steps or relevant lawyers.
- Document Templates — affidavits, power of attorney, legal notices in Bangla & English.
- Emergency Contact List — helpline numbers, local legal aid offices.

## **7. Awareness & Education Hub**

- Short legal literacy videos in Bangla.
- "Myth vs Fact" section to debunk common legal misunderstandings.
- Success stories from real users (anonymized).

If Law\_Aid combines verified lawyers + step-by-step guidance + private, safe consultation options, it will solve the three biggest problems in legal access: trust, clarity, and safety.

## Interviewee 2:

Name: Maisha Islam Easha

Occupation: Law student

Age: 22

Interviewer: Nazim Uddin Asif

I chose Easha for the interview because, as a law student, she offers an informed perspective on the challenges and opportunities within the legal system. Her academic background and familiarity with legal procedures make her an ideal candidate for discussing how platforms like Law\_Aid can improve legal accessibility, especially for people in rural areas. Easha's insights on legal rights, lawyer-client interaction, and access to verified legal information add valuable depth to the discussion.

- 1.** How do you feel about using digital platforms for legal consultations and education?

**Ans:** If legal help can come straight to my phone it saves so much time and stress. In Bangladesh, people can't afford to take a day off work, travel to a city to wait for hours just to speak with a lawyer. If I could just open an app, explain my issue and get proper advice then it would make life so much easier.

- 2.** Do you prefer seeing legal codes side-by-side in English and Bangla?

**Ans:** Definitely, yes. Even if someone is educated, legal English feels like a different language. Having Bangla right

next to the English version makes it easier and understandable to the general people to know what is law and how it works.

- 3.** Do you think most people in Bangladesh know their basic legal rights? Why or why not?

**Ans:** In Bangladesh, people are not bound to know the law. Therefore, most people only know about laws when something happens to them or someone close to them. The language in laws feels like it's written for lawyers not for common people. Also when people face trouble they go for family advice instead of actual legal facts.

- 4.** Do you think women have enough safe, approachable legal support options in Bangladesh?

**Ans:** No because women don't feel safe around male lawyers for personal issues or whom to trust. Women don't want their cases to go public. And it's saddening that they are tormented by their own people and often face judgment or even threats when they seek help. They are always told to adjust instead of given the right to fight for their pride.

- 5.** Based on what Law\_Aid is trying to solve, what should we improve or prioritize first?

**Ans:** The first thing should be trust. Without trust, no one will open up about their problems. And to build the trust between lawyer and clients there must be verified lawyers, clear privacy rules, and a guarantee that their case details stay confidential and they get the remedies they are asking for. Therefore, don't just copy paste from the law book cause then clients won't get the interest to read. The focus should

be how law is comforting them when they are really in need of it, not complicated.

- 6.** Do you believe people would trust legal advice more if it came from an online verified platform like Law\_Aid?

**Ans:** Probably 60-70% yes cause people often search for legal help online. But the problem is they don't know if the source is real. There is a question if they can trust the process or if it would really help them or if it's just a waste of time. If Law\_Aid is official, has lawyers who are registered with the Bar Council and have some kind of approval from legal authorities, then they can build trust quickly. Therefore, it would make a big difference.

- 7.** What makes a legal website feel "safe" and credible to you as a user?

**Ans:** First and foremost, there need to be verified lawyer profiles with real credentials. Secondly, clear privacy policy so they can know that their information won't be shared. Thirdly, the app should look clean and professional, no suspicious links or ads or flashy banners that can create a hesitation in clients mind. And lastly, make it as easy as possible to create a real bond between lawyer and clients.

- 8.** What would make someone trust a lawyer profile on a website?

**Ans:** Trust needs to be built and when a lawyer's profile feels open and genuine like their full name, qualifications, years of experience and the areas of law they handle are going to make an impact on the client. Most importantly their Bar Council registration number is a must. Reviews from

previous clients should also be attached in their bio to make the client feel more confident, especially if they're verified reviews.

**9.** What challenges do young people or women face when trying to access legal support?

**Ans:** Young people and women often feel like their problems are not important and they feel neglected and it mostly happens if they don't have much money or influence. Women face more and more because they fear judgment, social backlash and particularly when the issue involves family, harassment or abuse. Most of the time they choose silence over fight cause their reputation would go down and they won't even get justice. All these barriers together discourage many from seeking help at all.

**10.** What features or sections would you recommend we add to make Law\_Aid more helpful?

**Ans:** Law\_Aid can be true life-changing, if it can focus on their authenticity and can give good guidance to the general people who have less or no understanding what law is or how it works. It should create a safe place for the clients and a step by step guiding sections for common problems like marriage registration, inheritance claims, harassment complaints or property disputes would make legal processes less confusing and more understanding to them. Those women who don't feel comfortable with male lawyers should have the option for speaking to female lawyers. And in Bangladesh, if there is Bangla beside the English that can be a great help for the common people cause it's our mother language thus it will help many to understand in an easy

way. And also there should be a cost estimation tool so that they can know the cost before consulting with the lawyer within their budget. Last but not the least there should be a tracker for those already in a case cause it will help them to know how the case is going and how to handle it so that they can have a peace of mind.

Interviewee 3:

Name: Abdullah Al Jubayer

Occupation: student

Age: 23

Interviewer: Bivas Nandan Debnath

I chose him for the interview because, although he is a student and not from a legal background, he has a genuine interest in law and legal rights. This makes his perspective valuable as it reflects how an ordinary person views and interacts with the legal system. He is someone who may not have professional legal knowledge but still needs clear, trustworthy information and access to legal help. His thoughts help highlight how the platform can be made simple, useful, and approachable for the general public.

1. How do you feel about using digital platforms for legal consultations and education?

**Ans:** I would feel very good about it, because right now there isn't any well-known website in Bangladesh dedicated

to this problem. If Law\_Aid can give people easy access to legal help, I think it would be very useful.

2. Do you prefer seeing legal codes side-by-side in English and Bangla?

**Ans:** Yes, I prefer seeing legal codes side-by-side in English and Bangla. It makes it much easier to understand.

3. Do you think most people in Bangladesh know their basic legal rights? Why or why not?

**Ans:** No, I don't think so. Most people in Bangladesh are not educated enough to fully understand their rights. The laws are often written in very complex, official language, which is not easy for the general public to understand.

4. Do you think women have enough safe, approachable legal support options in Bangladesh?

**Ans:** No, I don't think so. For women, going to a lawyer or someone who knows the law is not always a safe or comfortable experience.

5. Based on what Law\_Aid is trying to solve, what should we improve or prioritize first?

**Ans:** You should prioritize creating simplified versions of laws in both Bangla and English, so that general people can understand them without needing to study complicated legal documents.

6. Do you believe people would trust legal advice more if it came from an online verified platform like Law\_Aid?

**Ans:** At first, it might be challenging because people are not aware of this type of website yet. But if you work with well-known lawyers or get support from government officials, it will be much easier for people to trust you.

7. What makes a legal website feel “safe” and credible to you as a user?

**Ans:** If it’s connected to trustworthy people , for example, well-known lawyers, activists, or people on social media who work for women’s and children’s safety ,it gives me confidence that the platform is reliable.

8. What would make someone trust a lawyer profile on a website?

**Ans:** If the lawyer is already well-known or has a good reputation before joining the website, it would make people trust their profile more.

9. What challenges do young people or women face when trying to access legal support?

**Ans:** One of the biggest challenges is that they don’t understand how the legal system in Bangladesh works, so they don’t know where to start or who to trust.

10. What features or sections would you recommend we add to make Law\_Aid more helpful?



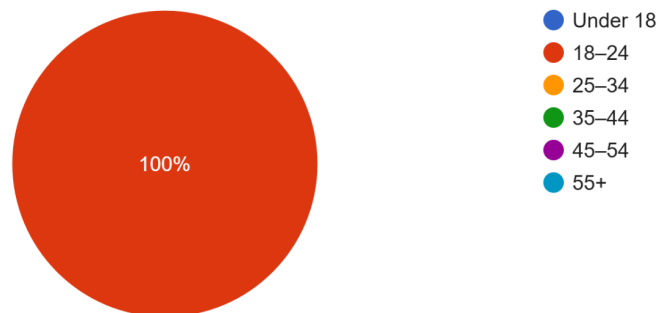
**Ans:** I think you should highlight current viral issues in Bangladesh and explain how those situations could have been avoided if people knew their legal rights. That would make the platform more relatable and educational for the public.

## Survey Results and summary:

1.

What is your age group?

20 responses

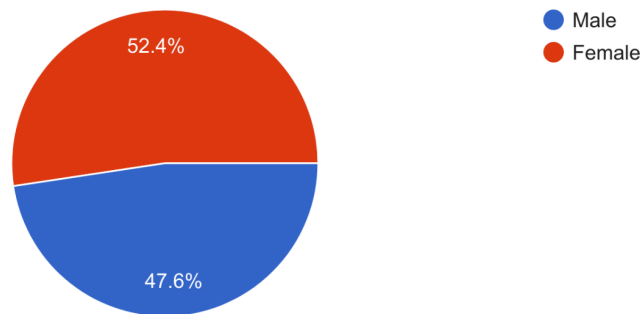


All of the responders belong to the age group of 18-24.

2.

What is your gender?

21 responses

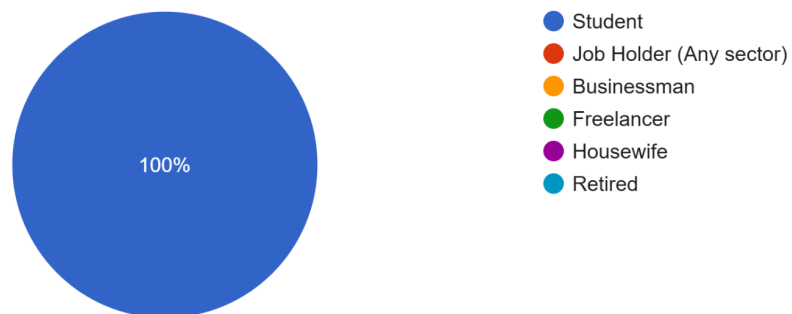


55% are female and 45% are male among the responders.

3.

What is your occupation?

20 responses

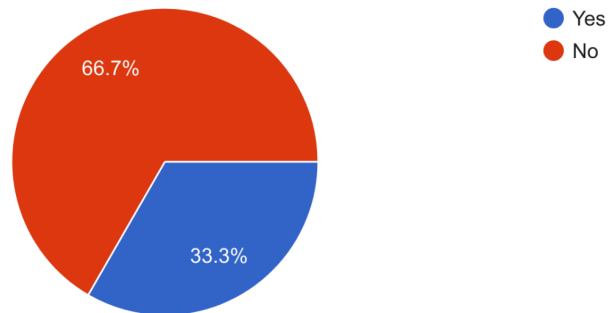


All the responders are students.

4.

Have you ever needed legal help before?

21 responses

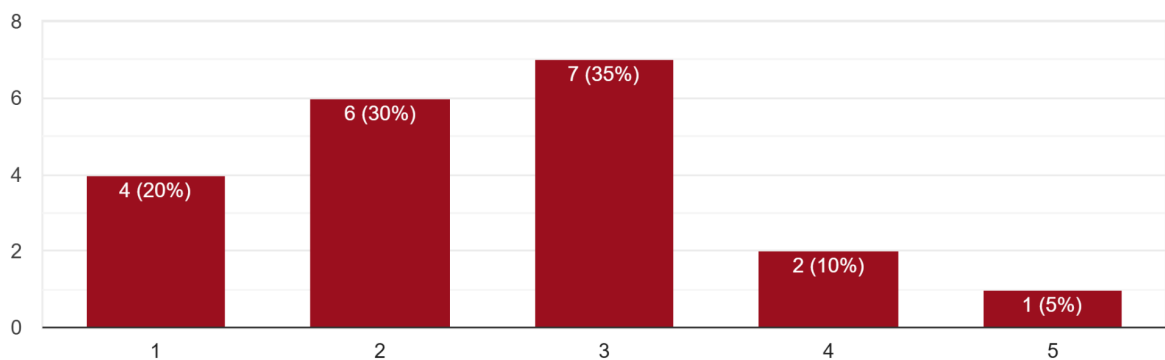


Out of the 20 responses, only 70% needed legal help before.

5.

How confident are you in understanding your basic legal rights?

20 responses

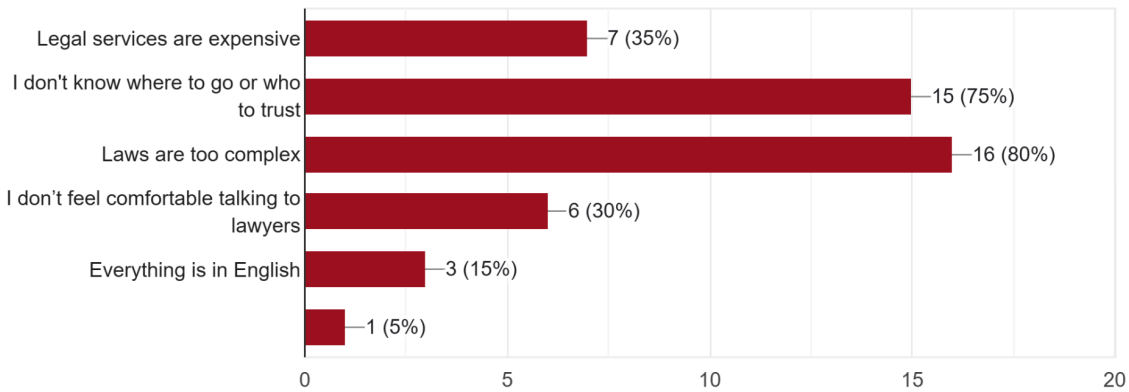


Only a 35% of the responders are somewhat confident in understanding their basic legal rights, where 1 means Not Confident at all and 5 means Very Confident.

6.

What are the biggest barriers to getting legal help in Bangladesh?

20 responses

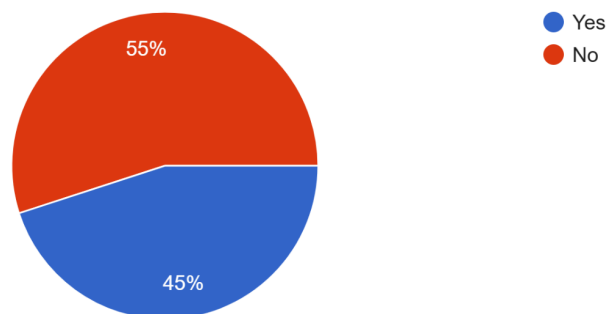


The laws being too complex is what the responders feel to be the biggest barrier to getting legal help in Bangladesh

7.

Have you ever searched online for legal help or legal information?

20 responses



Only 45% of our responders have searched online for legal help or information.

8.

If yes, what challenges did you face during that search?

8 responses

Insufficient knowledge

Too complex to understand.

No proper site

They are so complicated that understanding them is difficult

Finding reliable and clear legal information was the main challenge

N/A

Some of the laws are look similar but very complex to understand

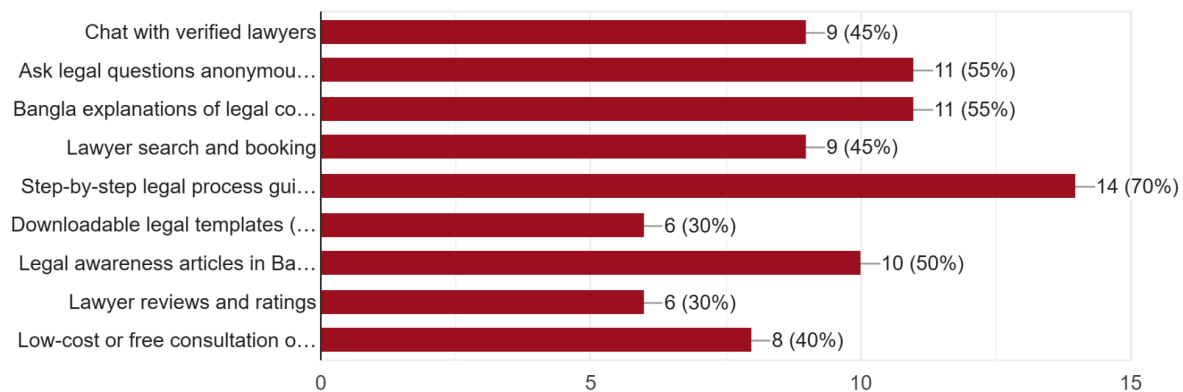
For land acquisition

These are the responses of the responder who have searched online for legal help or legal information.

9.

Which Law\_Aid features do you find helpful or interesting?

20 responses

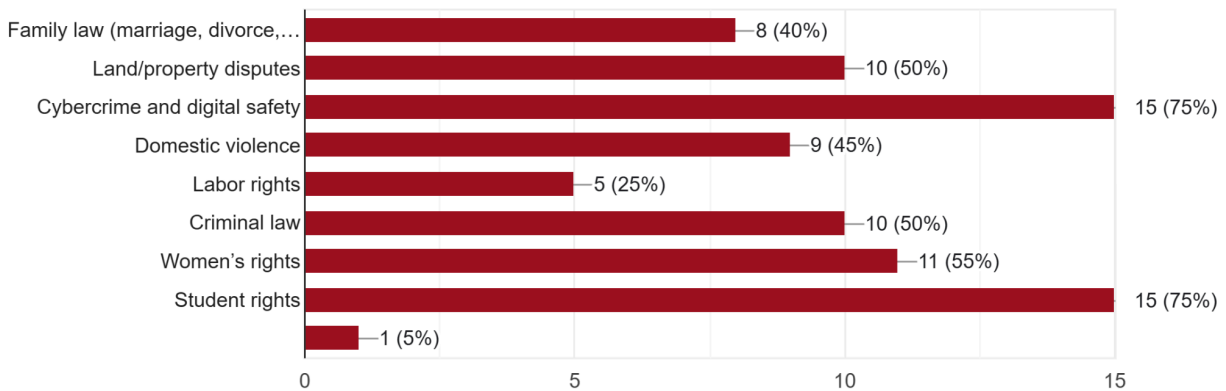


70% of the responders find the Step-by-step legal process guides as a helpful or interesting feature of Law\_Aid.

10.

Which legal topics would you like to learn more about?

20 responses

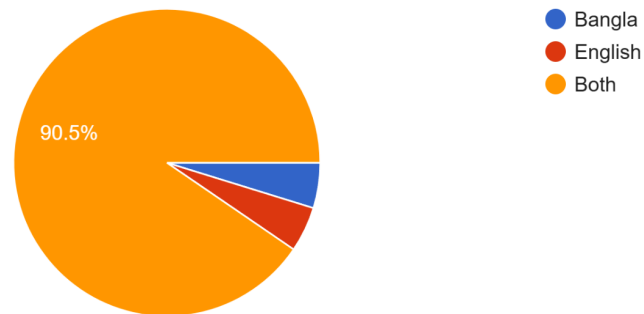


There is a tie between the Cybercrime and digital safety and Student rights, where 75% of the responders choose this as the topic they would like to learn more about.

11.

In what language do you prefer reading legal information?

21 responses

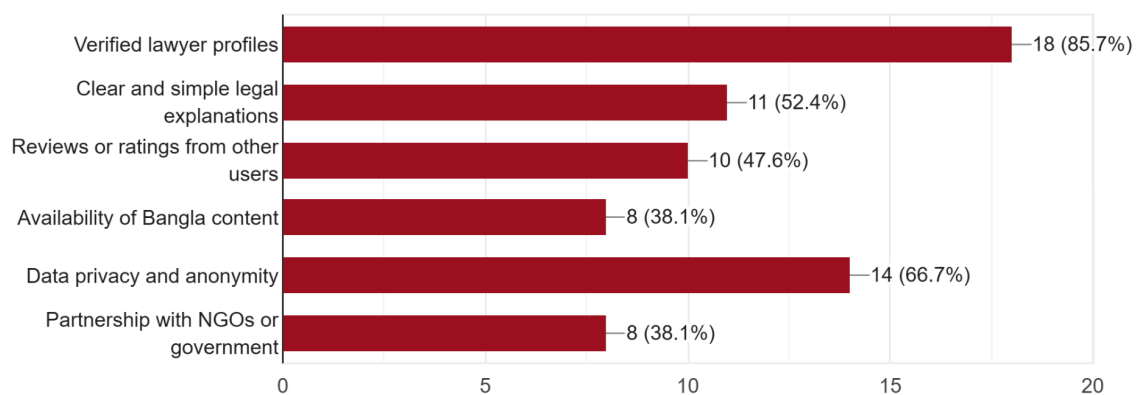


90.5% of the responders would prefer reading legal information in both Bangla and English.

12.

What would make you trust a legal help website like Law\_Aid?

21 responses

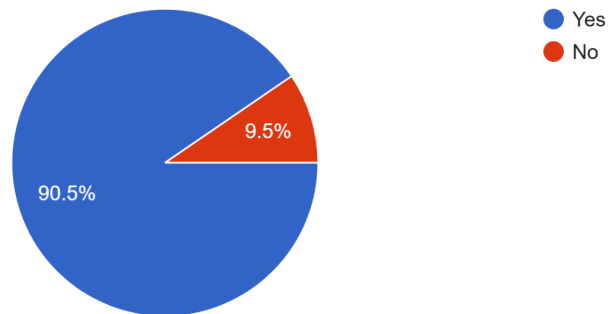


Verified lawyer profiles would make someone trust Law Aid, is what is mostly chosen by the responders.

13.

Would you use Law\_Aid if it offered free or affordable legal support?

21 responses



90.5% of them would use Law\_Aid if it offered free or affordable legal support.

14.

What features or improvements would make Law\_Aid more helpful for you? Any suggestions?

10 responses

N
No
No
Talk them directly
Adding simple language explanations and verified sources would make Law_Aid more helpful.
N/A
Court Date & Deadline Reminders, 24/7 Legal Hotline
Faster response time, clearer legal explanations, and more real-life case examples
Can ask legal question



Some suggestions by the responders to improve Law\_Aid to make it more helpful.

## Requirement Analysis:

### Functional Requirements:

#### Admin Functionalities:

1. Admins can securely log in to the backend system. (**Must**)
2. Admins can verify lawyer documentation and approve registrations. (**Must**)
3. Admins can view or delete client and lawyer accounts. (**Must**)
4. Admins can add, update, or delete legal codes, legal articles, and Bangla explanations of legal codes. (**Must**)
5. Admins can monitor, review, and moderate Q&A content (**May**)
6. Admins can send notifications or announcements to all users. (**May**)

#### Client Functionalities:

1. Clients can register, log in, and log out securely. (**Must**)
2. Clients can view and update their personal profile. (**Must**)

3. Clients can search for lawyers based on specialization, location and availability. (**Must**)
4. Clients can view detailed lawyer profiles. (**Must**)
5. Clients can book appointments with lawyers. (**Must**)
6. Clients can chat with Legal consultants online. (**Must**)
7. Clients can view and read simplified legal codes and articles in both Bangla and English, and can also read Bangla explanations of legal codes. (**Must**)
8. Clients can provide ratings and feedback after a consultation. (**Should**)
9. Clients can receive reminders and notifications about upcoming appointments. (**May**)
10. Clients can view their consultation and booking history. (**Should**)
11. Clients can ask legal questions anonymously or publicly in the Q&A section. (**Should**)

*Lawyer Functionalities:*

1. Lawyers can register, submit required documents, and log in securely. (**Must**)
2. Lawyers can create and update their profile, including specialization, experience, and availability. (**Must**)
3. Lawyers can reschedule appointment requests. (**Must**)
4. Lawyers can view upcoming and completed sessions. (**Must**)

5. Lawyers can respond to legal questions in the public Q&A section. (**Should**)
6. Lawyers can write and post legal blogs or articles. (**May**)
7. Lawyers can receive and view client ratings and feedback. (**Should**)

## **Non Functional Requirements:**

### Performance Requirements:

Our system will load all pages within minimal time under normal conditions. Search results for laws or lawyers are expected to be displayed within 2 seconds. It supports at least 4,000 concurrent users without performance degradation and can scale to handle increased traffic when required.

### Security Requirements:

All user and lawyer logins use secure authentication with encrypted passwords. Role-based access control is implemented for Admin, Lawyer, Consultant, and User. All communication is encrypted using HTTPS, and sensitive data is stored in an encrypted format. Lawyer registration requires document verification before profile approval.

### Usability Requirements

Our system provides full support for both English and Bangla versions of all laws and explanations. Navigation is intuitive for laws, lawyers, appointments, and consultations, and the

interface is fully responsive for all devices.

#### Availability & Reliability:

Our system maintains 99.5% uptime annually. Daily backups of the database are stored securely, and the system can be recovered within 4 hours in case of failure.

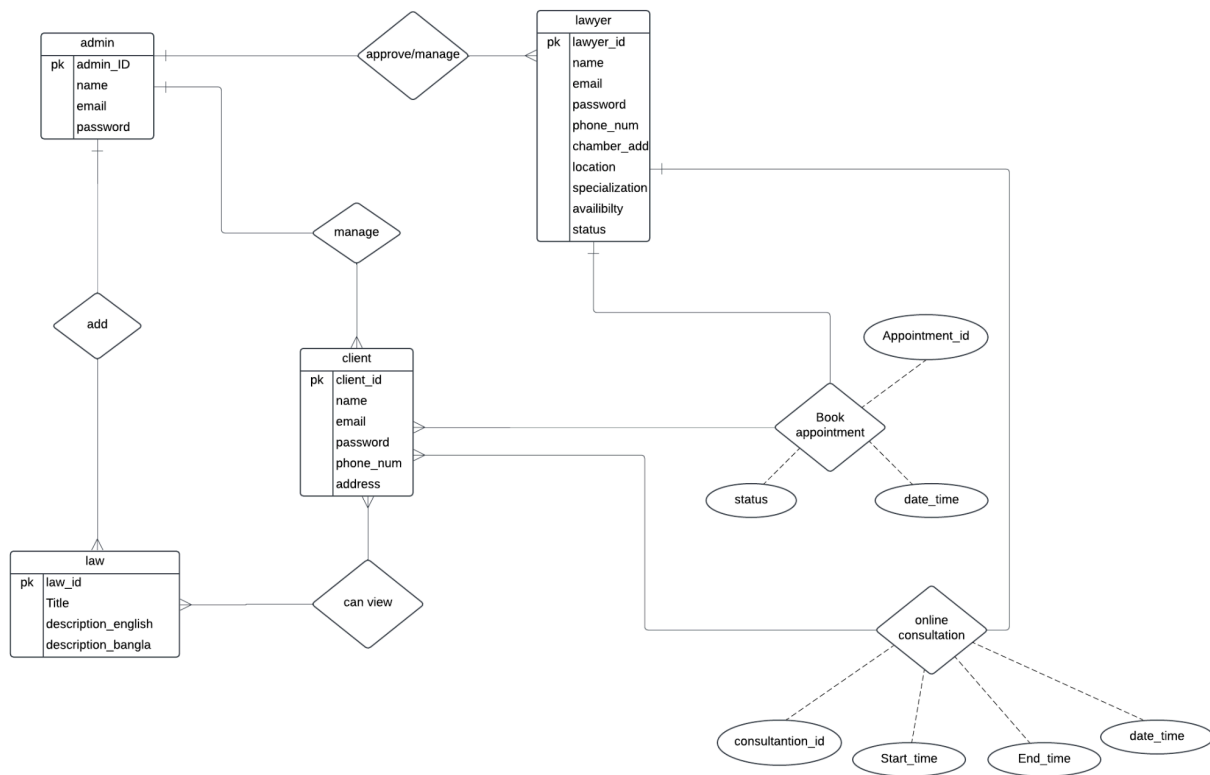
#### Maintainability:

Our system follows MVC architecture for easier updates and maintenance. All errors are logged with timestamps for debugging, and updates can be deployed with minimal downtime.

#### Legal & Compliance:

Our system complies with Bangladesh's data protection laws. User consent is obtained before collecting personal data, and all law information is accurate and updated with official publications.

## ER diagram:



### For clear picture:

<https://drive.google.com/file/d/11C-tnR6l8BnkhebvclIryHmy-fL1kjA/view?usp=sharing>

## Entities and Attribute:

### Admin:

- *Attributes:* admin\_ID (PK), name, email, password
- *Role:* Admin manages the entire system.

### Lawyer:

- *Attributes:* lawyer\_id (PK), name, email, password, phone\_num, chamber\_add, location, specialization, availability, status

- *Role:* A lawyer is an approved user who can provide offline appointment services as well as online consultation.

### **Client:**

- *Attributes:* client\_id (PK), name, email, password, phone\_num, address
- *Role:* Clients are end users who can view laws, search lawyers, book appointments, and take online consultations.

### **Law:**

- *Attributes:* law\_id (PK), title, description\_english, description\_bangla
- *Role:* Laws are added by the admin and can be viewed by clients.

### **Appointment:**

- *Attributes:* appointment\_id (PK), date\_time, status
- *Role:* Connects clients with lawyers for offline meetings.

## **Consultation:**

- *Attributes:* consultation\_id (PK), start\_time, end\_time, date\_time
- *Role:* Connects clients with lawyers for online sessions.

## **Relationships:**

### **Admin and lawyer:**

Admin can manage many Lawyers. (**one to many**)

### **Admin and law:**

Admin can add many Laws. (**one to many**)

### **Admin and client:**

Admin can manage many clients. (**one to many**)

### **Client and Law:**

Many Clients can view one law .

many laws can be viewed by one client (**many to many**)

### **Client and lawyer:**

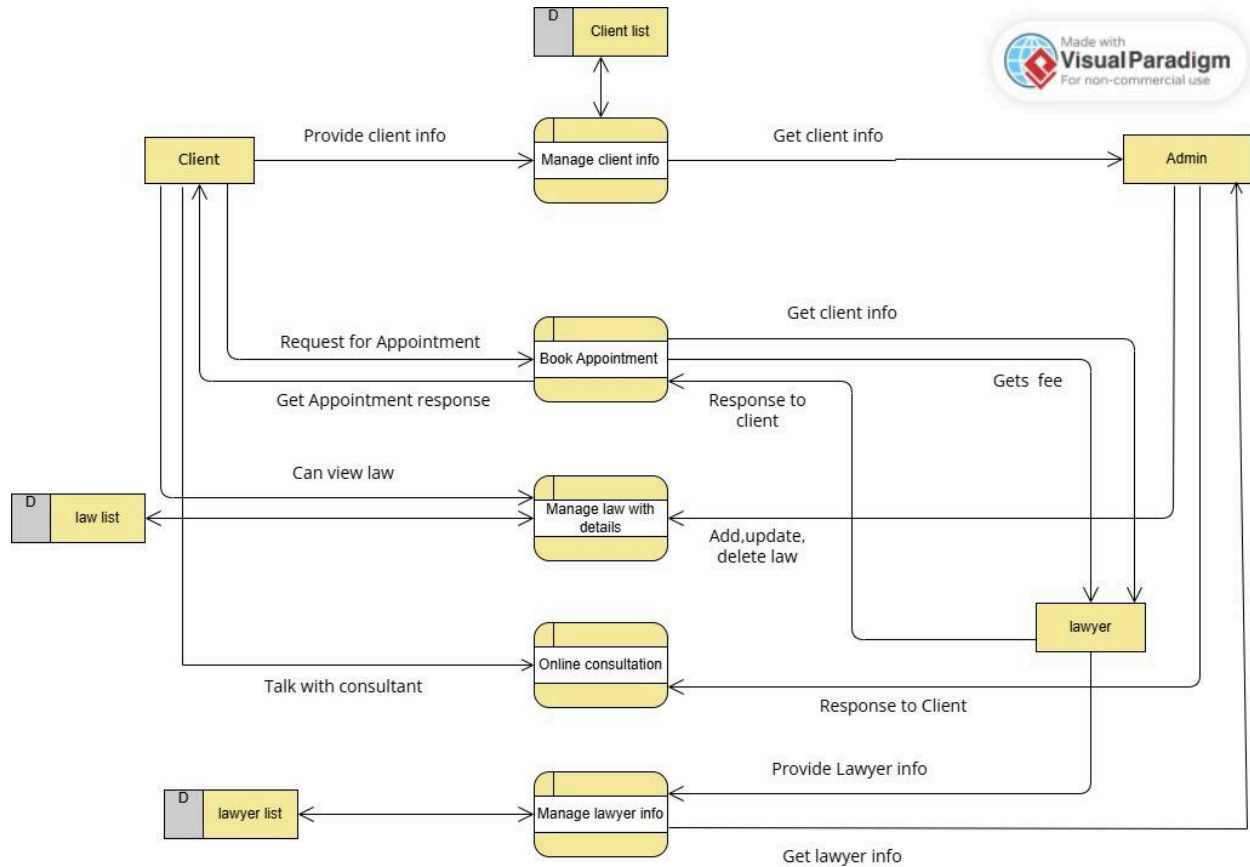
#### **1. Book appointment:**

- Clients can book appointments with lawyers for offline service.
- Appointment relationships store date\_time, status.

## 2. online consultation :

- Clients can take online consultation from lawyers.
- Consultation relationship stores consultation\_id, start\_time,

### DFD level1 Diagram:



**For clear picture:**

<https://drive.google.com/file/d/18TYl9LsKcj-B7gSf1weOlCw1HxNgqBX/view?usp=sharing>

### External Entities:

**Client** – The main user who wants to get legal help, book appointments, or consult online.



**Admin** – Manages and controls the whole system (clients, lawyers, and laws).

**Lawyer** – Provides consultation and accepts appointments.

## **Processes:**

### **1. Manage Client Info**

- Clients provide their personal information.
- This info is stored in the Client List (Data Store).
- Admin can retrieve client info from the system.

### **2. Book Appointment**

- Clients request an appointment with a lawyer.
- System checks client info and books the appointment.
- Lawyer receives the appointment and gets a fee.
- Client receives a confirmation/response.

### **3. Manage Law with Details**

- Admin can add, update, or delete laws in the system.
- Laws are stored in the Law List (Data Store).

- Clients can view law details anytime.

#### **4. Online Consultation**

- Clients can talk directly with a consultant/lawyer for small or urgent legal issues.
- The lawyer provides a response or solution to the client.

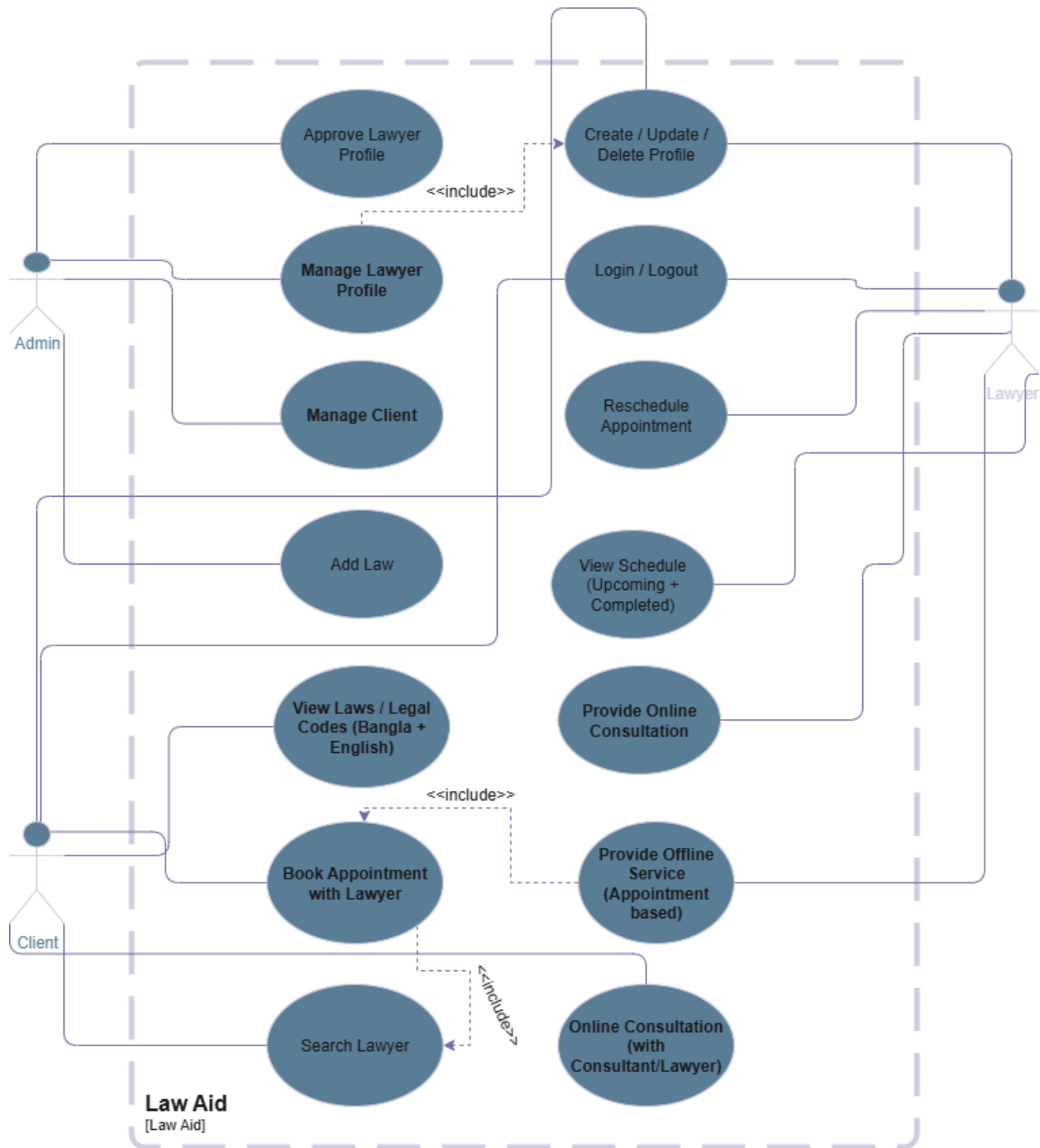
#### **5. Manage Lawyer Info**

- Lawyers provide their details (specialization, availability, etc.).
- Info is stored in the Lawyer List (Data Store).
- Clients can view lawyer details for booking.

#### **Data Stores:**

- **Client List** : Stores client details like client name,email,pass,phone,location.
- **Law List** :Stores all laws added by the admin. Also explanation of laws in both Bangla and English
- **Lawyer List** :Stores lawyer details like lawyer id,name,email,pass,phone number, chamber address, location, case they handle often, availability.

## Use Case diagram:



**For a clear picture:**

picture: <https://drive.google.com/file/d/1YQafCUHf5sb99AbS4HI5U9EIOvWzTknJ/view?usp=sharing>

Our system brings together three types of users: Admin, Lawyer, and Client, along with an optional Consultant role. The use case diagram illustrates how each of these users interacts with the platform and the services they can access.

**Admin:**

- Approves and manages lawyer profiles (ensures only verified lawyers are listed).
- Manages client information.
- Adds and updates laws with explanations in Bangla and English.
- Supervises overall platform activities to ensure trust and quality.

**Lawyer**

- Can log in / log out.
- Manages their own profile (add, update, delete details).
- Can reschedule appointments with clients.
- Views upcoming and completed schedules.
- Provides two types of services:

- *Online consultation* → guiding clients with small or urgent legal issues.
- *Offline legal service* → meeting clients physically after appointment booking.

### **Client**

- Can create, update, or delete profiles.
- Can log in / log out.
- Browse laws in Bangla and English.
- Search for lawyers by:
  - Name
  - Location
  - Chamber address
  - Case specialization
  - Availability
- can search for a lawyer before booking an appointment.
- Can book appointments with lawyers.
- Can use online consultation for quick advice or guidance.