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Education
Government of India



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Incentives based Design for onboarding Legal Service Providers such as Advocates, Arbitrators, Mediators, Notaries, Document Writers, etc on eMarket Place for extending Legal Services to Citizens in India

Institute Code (AISHE): S-15014

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< life compilers. />



SMART LEGAL SERVICES

PREFACE

In an ever-evolving and dynamic world, access to legal services is not just a fundamental right but also a foundation of justice in society. Our nation India is rich in diversity and complexity which ensures that every citizen from any background can easily avail themselves of legal services, which can be a pressing challenge.

In the middle of this challenge lies an opportunity to revolutionize the way legal services are accessed and provide an opportunity that brings us to the “**Incentives-based Designs for the Onboarding Legal Service Providers**”

The essential pillars of our justice system which are *Advocates, notaries, document writers, and mediators* often operate in isolation without the benefit of a unified platform which results in difficulties in the path.

This challenge motivated our team to visualize a transformational solution that embraces transparency, technology, and incentivization. The goal is to create an eMarketplace where legal service providers can serve citizens of our nation as per the requirements.

The project is being carried out by a team of 6 members:

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01.INTRODUCTION

1.1 PURPOSE

The main purpose of this software is to present a detailed description that transforms the legal services landscape in India by creating a user-friendly, transparent, and secure platform that incentivizes legal service providers, enhances service quality, and ensures the accessibility to citizens which ultimately improves the access to legal services and justice for the population. It holds significance in addressing critical challenges within the legal service sector in India.

1.2 SCOPE OF PROJECT

Our web application “**Smart Legal Services**” is the game changer for legal services in India. Our platform seamlessly connects clients and legal service providers all over the India, making it easier than ever to find the right professional for your needs. With our *user-friendly* platform, service providers can easily browse through a wide range of cases to bid, communicate directly with them, and find the perfect match for their specific requirements. Save time, money, and stress by accessing our comprehensive directory of trusted legal service providers at your fingertips.

1.3 DEFINITIONS

CLIENT	A client basically refers to an individual or any person seeking legal assistance. Clients can be individuals as well as an organization.
LEGAL SERVICE PROVIDER	A legal service provider refers to a qualified professional who offers legal services to clients in various law expertise.
ADMIN	An admin is an overall manager of the website who will have access to all kinds of information.
SERVER	Server refers to the central computing system or network infrastructure that hosts and manages the software, database, and user data of the website.
ISSUE	An issue refers to a specific legal matter for which the client seeks assistance from the legal service provider
GIGS	A job, especially one that is temporary or freelance and performed on an informal or on-demand basis.

1.4 CURRENT JUDICIAL SYSTEM AND HOW WE WILL MAKE IT EASIER FOR PEOPLE

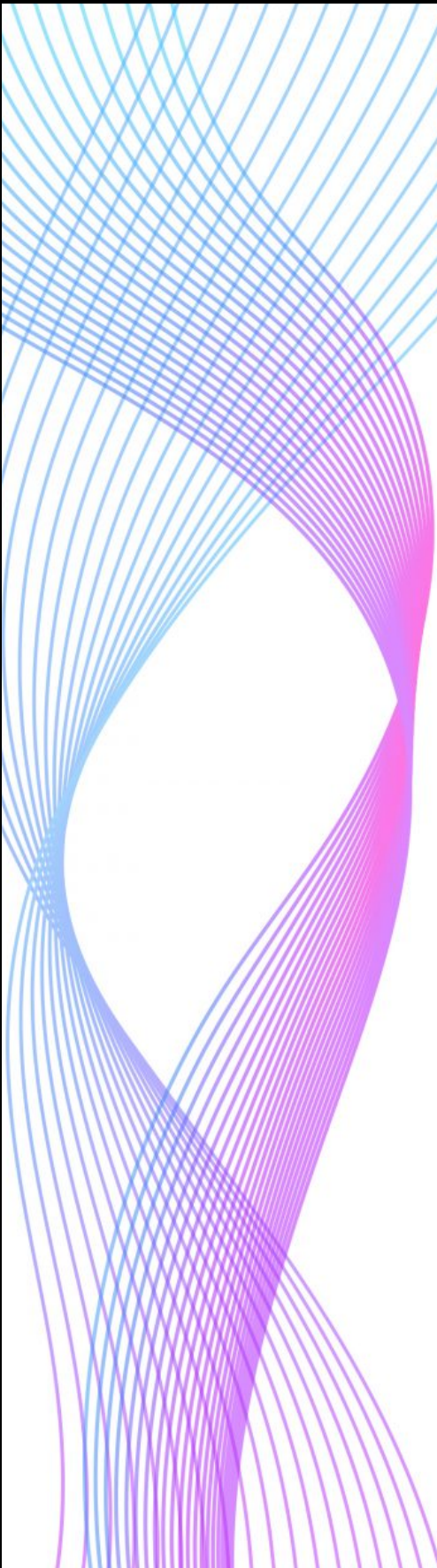
The current judiciary system of India is a three-tier system, consisting of the Supreme Court, the high courts, and the subordinate courts. The Supreme Court is the highest in the country and has the power to review the decisions of all lower courts. The high courts are the highest in their respective states and territories. The subordinate courts are the lowest in the hierarchy and include district courts, magistrate courts, and other specialized courts.

- **COST CONCERNS:** Cost concerns are common for individuals. Legal services can be expensive as some of the advocates charge a lot of money to take any case. People who are from socio-economic backgrounds can't afford expensive legal services and our website will help this concern to be resolved.
- **QUALITY ASSURANCE:** Finding the perfect service provider is not an easy task, especially for people who are unfamiliar with the legal field. Not all service providers provide the same quality of work, so the best service provider that fulfills their needs will be provided by our website.
- **COMPLEXITY OF SPECIALIZATION:** An individual service provider can't be specialized in all the domains, so finding different service providers who have

Specialization in their respective domains is a difficult task which again will be resolved by our website.

- **GEOGRAPHICAL LIMITATIONS:** In rural areas, there might be a limited number of service providers. So finding a suitable service provider for the issue can be a difficult and time-consuming task.
- **TRANSPARENCY:** All lawyers are not transparent about their work, fees, success rate, or potential conflicts of interest. This raises a trust issue between the client and the service provider which will again be resolved by our website.

02.DESCRPTION



In India, the legal services sector is largely unorganized, making it difficult for people to access legal services. Many legal service providers, such as advocates, arbitrators, mediators, notaries, and document writers, operate independently and do not have a centralized platform to offer their services to clients. This leads to a lack of transparency, difficulty in finding the right legal service provider, and high costs for clients. Our team has created an innovative online platform designed to bridge the gap between clients seeking legal services and qualified legal professionals including Advocates, attorneys, document writers, and many more legal experts. With a commitment to enhance access towards justice, our webpage offers a seamless and secure environment where clients and legal service providers can directly connect, collaborate and address their legal needs effectively.

Say goodbye to the hassle of searching for reliable legal service providers or spending hours on paperwork. Unlock the power of legal services with our innovative online platform!

2.1 FEATURES

A legal services website that facilitates interactions between clients and legal service providers should encompass a range of features and functionalities to ensure a seamless and efficient experience for both clients as well as service providers.

The detailed features of our website are mentioned below:

i. INCENTIVE BASED

Legal professionals are motivated by more than just money. Incentives like professional development, recognition, and a positive work environment can attract and retain top talent, leading to better service and outcomes for clients. The incentives mentioned below contribute to creating a supportive and growth-oriented environment for legal service providers. They encourage providers to participate actively on the platform, offer their services confidently, and maintain high standards of quality.

- **ACCESS TO DISTANT CLIENTS:** Legal service providers often have geographical limitations in attracting clients. By offering the opportunity to reach clients who are out of station our platform will help the service providers to expand their market reach.
- **CLIENT BASE EXPANSION:** The platform's reach and visibility can help service providers increase their customer base. By connecting with clients who may not have been aware of their services otherwise, providers can grow their clientele, especially if they excel in delivering quality legal services.
- **EFFICIENT DOCUMENT MANAGEMENT:** Providing a secure and user-friendly document management system on the platform can significantly improve efficiency for service providers. They can easily upload, store, and access client documents, streamlining their workflow and reducing administrative hassle.
- **ENHANCED VISIBILITY AND RANKING:** Recognizing and showcasing top-performing service providers through search result ranking and featuring their bids prominently can be a powerful incentive. This recognition not only boosts their visibility but also fosters healthy competition among providers to maintain high ratings and quality service delivery.

ii. USER REGISTRATION AND PROFILE MANAGEMENT

- **CLIENT REGISTRATION:** As a client seeking legal services, it is mandatory to maintain a profile. Here's what we need from you:

SIGN UP DETAILS

1. **FULL NAME:** The client will be providing the full name as per official documents.

2. **EMAIL ADDRESS:** A valid email address is essential for the communication and management of the account.
3. **USERNAME:** Every user needs to create a unique username. The username will not be the same for clients.
4. **PASSWORD:** A client should maintain a secure password which should be created by using a password policy.
5. **CAPTCHA:** It offers protection by making sure that only human beings with the right password can access the account.
6. **PHONE NUMBER:** It is mandatory to share the phone number.

PROFILE DETAILS

1. **LOCATION:** To ensure more precise matches, clients are encouraged to provide their location
- **LEGAL SERVICE PROVIDER REGISTRATION:** Demonstrating your expertise and potential to clients is crucial if you offer legal services. Your profile serves as a representation of your capabilities, and can greatly influence a client's decision to choose your services.

SIGN UP DETAILS

1. **FULL NAME:** The Legal Service Provider will provide the full name as stated in official documents.
2. **EMAIL ADDRESS:** A valid email address is essential for communication with clients and the management of accounts.
3. **USERNAME:** Every user needs to create a unique username. The username will not be the same for all the service providers.
4. **PASSWORD:** When creating a new account, it's important to choose a strong and secure password. This can be achieved by following a password policy that includes a mix of letters, numbers, and symbols. It's recommended to avoid using easily guessable information.
5. **CAPTCHA:** It offers protection by making sure that only human beings with the right password can access the account.
6. **QUALIFICATIONS:** When providing your educational background, it's essential to include all relevant degrees and legal qualifications with supporting documents. This ensures that your clients can trust your

expertise and capabilities, and it helps establish your credibility as a legal service provider.

7. **LICENSE:** To offer legal services, a license is an essential requirement. Certain jurisdictions mandate periodic license renewals, so it's crucial to upload your license with its expiry date to stay on top of things.

PROFILE DETAILS

1. **EXPERTISE:** It is important for them to clearly state their areas of expertise or current best practices.
2. **BAR ASSOCIATION MEMBERSHIP:** If the service provider belongs to any bar association or professional organization, they should list it in their profile.
3. **LEGAL SERVICES:** Describe the range of legal services you are providing to customers.
4. **WORK EXPERIENCE:** Sharing your work experience will enable the client to get an idea about the type of services they will be provided.

NOTE: The legal service providers can log in only after their documents are verified. They will receive a verification email.

iii. SECURE MESSAGING AND COMMUNICATION:

The platform offers a secure and confidential messaging system that enables clients and legal service providers to communicate directly. Users can discuss case details, share documents, and ask questions within the platform.

- **PRIVACY CONTROLS:** Individuals have complete control over the privacy of their messaging. They have the ability to initiate or terminate conversations and report users.
- **MILESTONES:** Service providers can create milestones about the progress he/she has made in the particular task of the client. The client can view these milestones to check the progress of the task.

iv. BIDDING SYSTEM

- It is a feature that empowers clients to post their legal needs or cases on the platform and receive competitive bids from legal service providers. This system enhances transparency, enables clients to make informed choices, and allows legal professionals to compete based on their expertise and pricing.

- Providers can browse the legal cases and choose to bid on cases that align with their expertise.
- They can also bid by specifying their range of purposed fees which means they can bid any *case of their expertise below that range*.
- Based on the information on user profiles and algorithms analysis the platform can provide automated recommendations.

v. **RESPONSIVE SITE**

- Regardless of the device visitors are using, such as desktop computers, laptops, tablets, or smartphones, our team's website is responsive, maintaining a consistent and user-friendly experience. It involves developing the web page in such a way that its framework, information, and capabilities are modified to fit the user's device's screen size and resolution.
- When a user accesses the website, it will automatically detect the user's device and screen size. Based on this the responsive design of the website makes adjustments to the text size, buttons, images, and navigation menus to make sure they are suitable for your specific screen

vi. **SERVICE QUALITY ASSURANCE**

At our website, we are committed to ensuring that legal services provided through our platform meet the highest standards of professionalism and quality.

Here's how we will be maintaining service quality assurance

- **VERIFYING OF LEGAL SERVICE PROVIDERS:** Legal Service providers go through the verifying process before being approved onto this platform. This includes verifying their credentials, qualifications, and license.
- **CLIENTS REVIEWS & RATING:** In this feature, clients have the opportunity to rate and review the service provider based on their service experience which will be shown on the Service provider profile in the form of a performance graph and pie chart which includes communication skills, efficiency, work ethics and personality. Based on ratings given by previous clients, service providers are assigned stars or points. These ratings act as a benchmark for the quality of service offered by each provider as it will increase competition between service providers and also make sure that they provide quality work. As a result, when users search for legal services, those with higher ratings are given priority and placed at the top of search results.
- **SERVICE LEGAL AGREEMENT (SLA):** Implementing a Service Legal Agreement is crucial in setting clear expectations and terms of service between the Legal service providers and the clients. Both clients and service providers need to accept the SLA after bidding.

vii. PROFILE UPDATION

Maintaining accurate and up-to-date profiles is of utmost importance for our legal services platform. This feature allows our clients and legal service providers to ensure that their information and preferences are accurately reflected, allowing for seamless communication and efficient service delivery.

Users have the ability to edit and update their information within their profiles as needed. This includes adding or changing contact details, practice areas for legal service providers, and legal needs for clients.

viii. MULTIPLE SERVICES

The multiple-service feature allows the legal service provider to select multiple roles or services via checkboxes. This feature will help the service providers to have dual roles or offer multiple services simultaneously.

- When legal service providers set up their profiles, they are presented with a number of services they can choose from.
- Users are provided with checkboxes next to each role and service.
- Users who want to offer multiple services can select multiple service provider roles which means that a legal professional might offer services as both a lawyer and a mediator.

ix. MULTI LANGUAGE SUPPORT

Our platform supports the multi languages which means that our site is available in every language of India. It makes it easier to connect with various clients and service providers from all over India. User can choose the language according to their understanding. It translates the user interface elements, such as menus, buttons, labels, and error messages, into multiple languages. Users have the option to select the language for the interaction with the service provider or website. The texts and images are then converted into the language selected by the user.

x. PAYMENT GATEWAY (RAZORPAY)

Setting up a payment gateway feature on your website enables you to quickly and securely accept payments online. Processing customer payments is an essential duty of a payment gateway. In India, a well-known payment gateway service called Razorpay enables secure transactions for individuals and companies to make payments online. Razorpay also uses security protocols and use encryption. Clients and Legal service providers both will receive an email for payment confirmation notifications following a successful transaction.

xi. LATEST NEWS UPDATES

Being up-to-date with the legal news is the most important aspect nowadays. So keeping it in mind we have a platform that also provides users with the latest information regarding changes in laws, regulations, legal developments, and the latest court news. This feature will be very helpful in case when new legal information is published. Clients will be kept up to date in real-time by this. It empowers users with the knowledge they need to make informed decisions and navigate the legal world effectively.

xii. PROVIDING CONSTITUTION OF INDIA

As a citizen of India, it is important to be familiar with our constitution. Our platform is committed to providing a **PDF or softcopy** of the Indian constitution which helps the user to get familiar with laws so that they can have a good knowledge about the workings of government and the court. It provides transparency and accountability as the user gets familiar with the laws. So, there will be no questionnaires of users regarding the workings of the court and cases.

The Constitution gives individuals the authority to demand justice, assert their rights, and protest governmental actions. There is no more issue about the laws or the user's rights once they have read the constitution. Once the user is aware of the government's response to their case, the user files a constitutional lawsuit in court.

xiii. HELP AND SUPPORT SYSTEM

Our platform is committed towards providing help and support to all users, ensuring a smooth and reliable experience while using our website. Our help and support system is designed to assist users at every stage of their journey.

- **FAQs (Frequently Asked Questions):** Our platform offers FAQs section which covers a wide range of topics. Users can access this to find answers to common queries, understanding the platform, and many more.
- **FORM:** Users can fill out and submit a **Contact Us** form on the platform in the context they have further inquiries or feedback. Our team will be contacting you soon. The team will also be handling concerns and grievances of users and service providers

xiv. E-LIBRARY

Our platform also provides users with a valuable resource which is E- LIBRARY. It is the collection of legal resources that will contain previous court judgments, amendments, and many more. This will help users to enhance their legal knowledge. Our E-LIBRARY feature can also serve as a valuable resource for students and anyone in need of legal information.

xv. MODERATION

Admin will have the power to terminate accounts of service provider and the clients or ban them for a time period based on the type of activity performed by the specific user however, an appeal for unban or continuation of the terminated account may be submitted through the Contact Us form.

2.2 SERVICE LEGAL AGREEMENT

Creating, maintaining, and saving SLA (Service Legal Agreement) records is an important aspect of ensuring transparency and resolving conflicts that may arise in the future. This is automatically made without any user interaction.

- **SLA IDs:** Each case will have this agreement and every SLA will have a **unique ID** that can be printed as well as viewed
- **SLA Content:** Each SLA will include details about the legal service being provided, bidding fees, time period, terms and conditions, work ethics, and other relevant clauses regarding the case.

2.2 TECHNOLOGY USED

i. DESIGNING

NAME	DESCRIPTION
FIGMA	Figma is a cloud-based design tool that allows for collaborative interface design. It's primarily used for user interface (UI) and user experience (UX) design for websites, mobile apps, and other digital products.
DRAW IO	Draw.io is a free, open-source online diagramming and flowcharting tool that allows users to create a wide range of diagrams and visual representations.
CANVA	Canva is a web-based graphic design platform that allows users to create a wide range of visual content, including graphics, presentations, posters, social media posts, flyers, and more. It provides an intuitive and user-friendly interface, making it accessible to individuals with varying levels of design expertise.
LUCID CHART	Lucid chart is a software that helps in creating Flowcharts such as ER diagrams, user flow diagrams, etc.

ii. FRONTEND

HTML	HTML is the standard markup language used to create the structure and content of web pages.
CSS	CSS is a stylesheet language used to control the presentation and layout of web pages.
JAVASCRIPT	JavaScript is a versatile, high-level, interpreted programming language primarily known for its role in web development. It is one of the core technologies of the web, alongside HTML (Hypertext Markup Language) and CSS (Cascading Style Sheets).
REACT	React is a popular JavaScript library for building user interfaces, particularly for single-page applications and complex web applications. Developed and maintained by Facebook, React is known for its efficiency, flexibility, and component-based architecture.
ANT.DESIGN	Ant Design is a popular design system and UI framework for building web applications. It provides ready-to-use UI components.

iii. BACKEND

NODE JS	Node.js is an open-source, cross-platform JavaScript runtime environment that allows developers to run JavaScript code server-side. It's built on Chrome's v8 JavaScript engine.
MONGODB	MongoDB is a popular open-source NoSQL database that uses a document-oriented data model. Rather than using tables and rows as in relational databases, MongoDB is built upon the idea of collections and documents.
PRISMA	Prisma is an open-source database toolkit that aims to make working with databases in modern applications easy, type-safe, and flexible. It is especially popular within the Node.js and TypeScript communities.
NESTJS	NestJS is a progressive Node.js framework for building efficient, reliable, and scalable server-side applications. It's built with TypeScript, but it supports both TypeScript and JavaScript.
TYPESCRIPT	TypeScript is a superset of JavaScript developed by Microsoft. It introduces static types to the language, among other features, and ultimately compiles down to plain JavaScript.

FIREBASE	<p>Firebase Storage is a cloud-based storage solution that is part of the Firebase platform created by Google. It is specifically designed to aid developers in storing and retrieving user-generated content, including photos, videos, audio, and other documents. This platform is supported by Google Cloud Storage, which ensures the security and scalability of Google's infrastructure.</p>
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iv. OTHER TOOLS

POSTMAN	<p>Postman is a popular platform for API development and testing. Originally introduced as a Chrome browser extension, it has since evolved into a standalone application available for macOS, windows, and Linux. Postman allows developers to build, test, and document APIs more efficiently</p>
MONGODB COMPASS	<p>MongoDB Compass is the official graphical user interface (GUI) client for MongoDB. It provides a visual interface to your MongoDB datasets and allows users to interact with their data, run queries, and even perform certain administrative operations without having to use the MongoDB shell</p>
MOON MODELER	<p>Moon Modeler is a database design and data modeling tool. It allows developers and database administrators to create visual representations of their databases, understand their structure, and design new schemas or modifications to existing ones</p>
GIT	<p>Git is a distributed version control system that tracks changes in any set of computer files, usually used for coordinating work among programmers who are collaboratively developing source code during software development.</p>
GITHUB	<p>GitHub, Inc. is a platform and cloud-based service for software development and version control using Git, allowing developers to store and manage their code</p>

03. FUNCTIONALITY

3.1 AUTHENTICATION

i. SIGNUP

A user will have one of these roles, “**Admin**”, “**Service Provider**” or “**Client**”. There will be a different onboarding process for every type of user. Let’s discuss their onboarding process in detail.

- **Client:** Upon completing the input of their basic information, the client will be prompted to undergo verification via reCAPTCHA. Following this, an OTP will be sent to the client's email address, serving as an additional layer of verification. The client must then provide the OTP in order to proceed. Once the verification process has been completed, the client will be prompted to make a payment for registration. Upon successful completion of the payment process, access to the website will be granted.
- **Service Providers:** Individuals who desire to participate on the platform in a professional capacity must undergo the same onboarding procedure as clients. However, they are required to upload their license during the registration process. Following this, an administrator will conduct a manual verification of the license. Once the verification process is complete and the license is approved, the professional in question will be granted access to their account and can begin utilizing the platform's services as needed.

NOTE: No registration fees will be charged to BPL (below poverty line) clients

ii. LOGIN

The login process is uniform for all user roles. Users input their login credentials, including a username or email and password.

3.2 TYPES OF LOGIN PROCESS

- **Login with username and password:** It is a common method for login which requires username and password. The website server validates the entered username and password by checking them against the user database.
- **Login with phone number and OTP:** Login with a phone number and OTP (One Time Password) is user user-friendly and secure way for authentication method while reducing the need to remember complex passwords on the platform.
- **Login with email password:** Login with email and password is a secure authentication method that ensures the user's password is stored securely and protects the account from unauthorized access.

3.3 TWO FACTOR AUTHENTICATION

Our platform has two-factor authentication during the login process which will be beneficial for users as it adds an additional layer of protection to accounts of users. This is done in order to keep the accounts of users secure. User will be receiving OTP (One Time Password) via email to their registered email address after entering the username and password. The website will then verify the entered two-factor authentication code, after the successful two-factor authentication verification the user will be granted access to the account.

3.4 FLOW DIAGRAMS

The graphical representations provide a clear depiction of the system's operations and codebase. These visual aids are particularly useful for software developers as they offer a comprehensive understanding of the various modules involved.

3.5 RATING AND FEEDBACK

As a customer, you could provide feedback and rate your service provider. You can evaluate their communication, efficiency, value, and behavior. This information will be used to create a pie chart and line graph that can assist other customers in assessing the service provider's performance.

3.6 ADVANTAGES

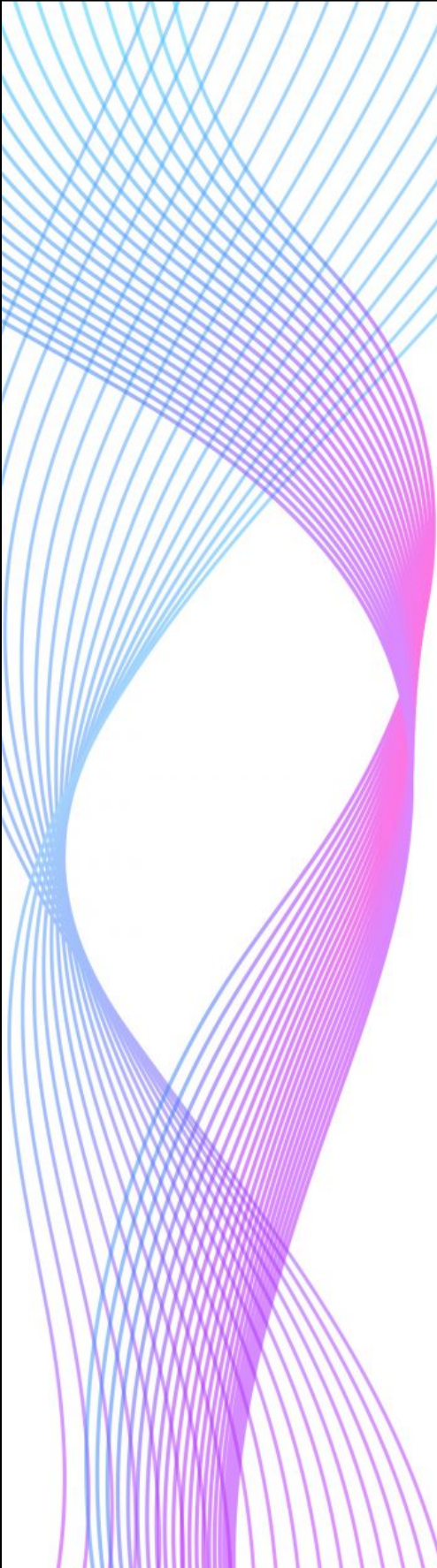
- **FOR THE CLIENT**
 - i. **COST EFFICIENT:** This platform is cost-efficient as it is not expensive. Individuals from lower socio-economic backgrounds are charged a reduced registration fee of approximately 50-60 Rs.

- ii. **EASY TO FIND THE SERVICE PROVIDER:** The platform makes it easier for clients to find suitable service providers for their particular legal needs.
- iii. **FAIR PRICING:** Our team believes in fair pricing for legal services. This means that clients can have a clear understanding of the costs associated with their legal needs. We encourage legal service providers to offer competitive rates in order to secure business from clients. This motivation to win clients results in lower costs for the client. By working with us, clients can confidently understand the expected cost of their legal services.
- iv. **VERIFIED SERVICE PROVIDERS:** Our site has service providers who are verified by the admin to provide clients with expertise in the service they choose.

- **FOR THE SERVICE PROVIDERS**

- i. **FLEXIBILITY:** The service providers are granted the independent authority to submit their bids for projects based on their individual availability and workload.
- ii. **INCOME GENERATION:** Our site provides an opportunity to generate income once their profile is strong and has a good rating.
- iii. **MULTIPLE JOBS:** The service providers who want to offer multiple services can select multiple roles which means that a legal professional might offer both the services of mediator and lawyer. This will be possible only when they have uploaded all the qualifications.
- iv. **FEEDBACK AND IMPROVEMENT:** Providers can receive feedback and ratings from client allowing them to know where they need improvement.

04. USE CASE

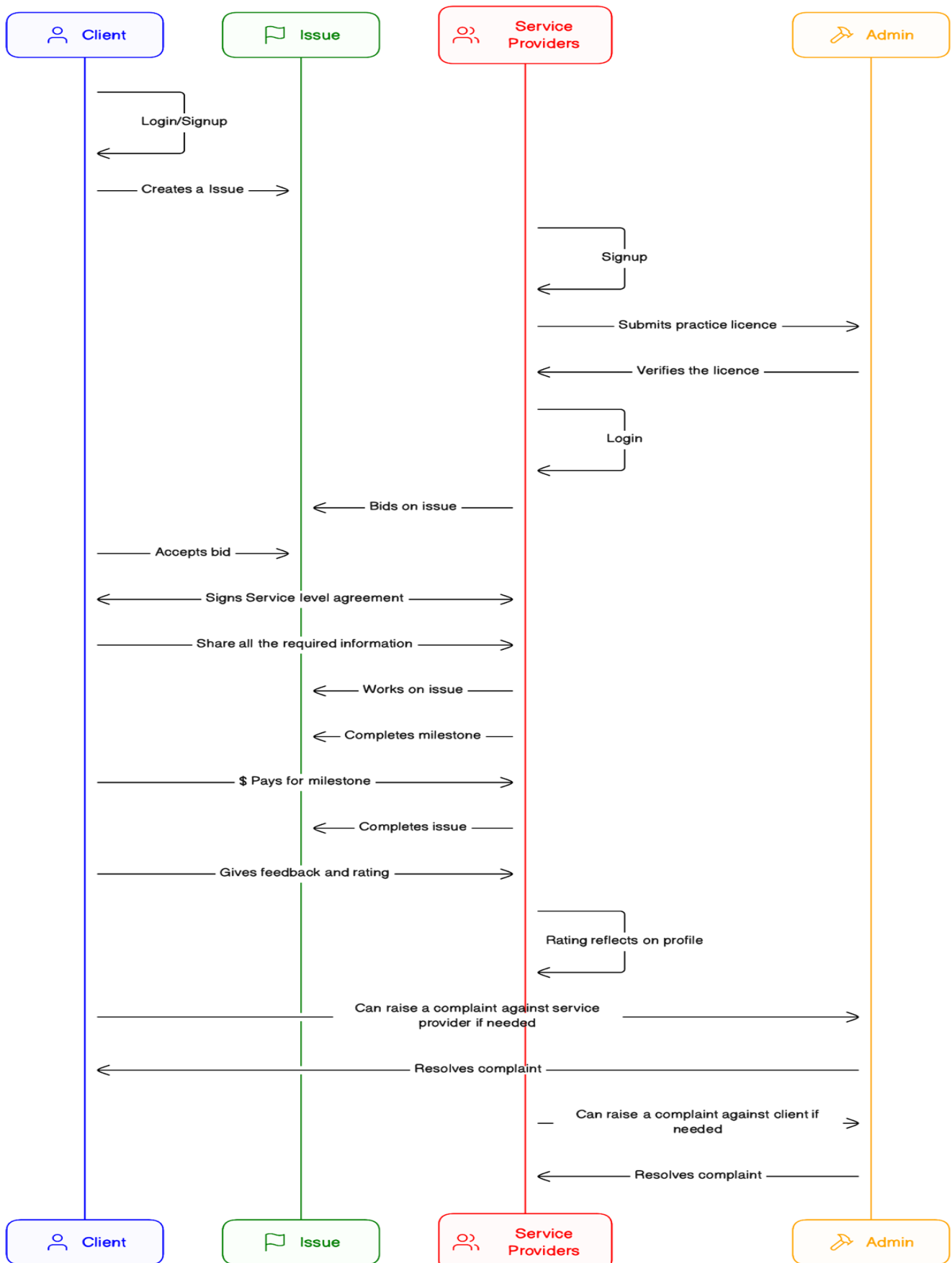


A use case is an essential component in the development process of websites or applications. It describes how users will interact with the system when completing specific tasks. A use case outlines the behaviour of the system as it responds to user requests, focusing on the user's perspective. These cases typically consist of a series of simple, step-by-step instructions, starting with the user's objective and concluding when the desired outcome is accomplished. Consequently, a well-written use case is critical for ensuring that the system meets user needs and expectations.

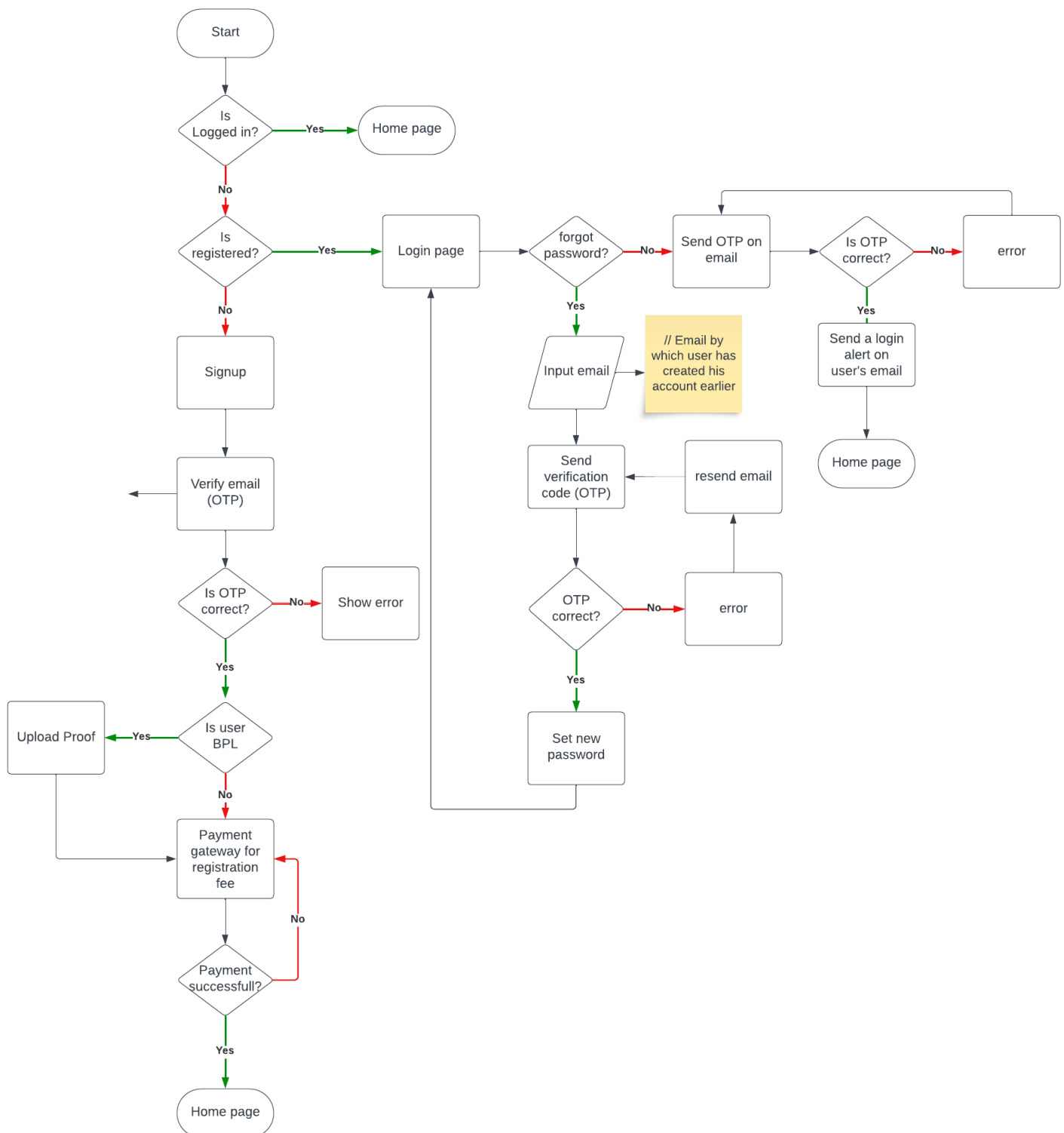
The following use cases are mentioned in this topic

- 1) User sequence flowchart
- 2) Authentication of client
- 3) Authentication of Service Provider
- 4) Flow to create and assign bids
- 5) Database flowchart

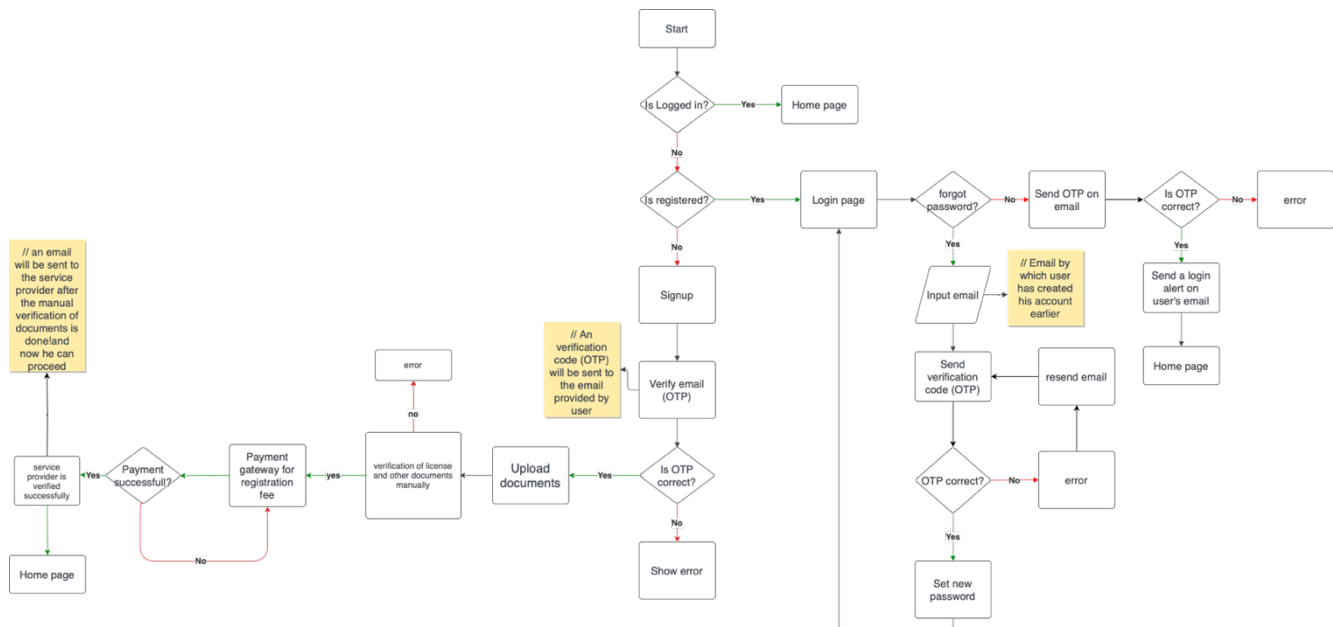
4.1 USER SEQUENCE FLOWCHART



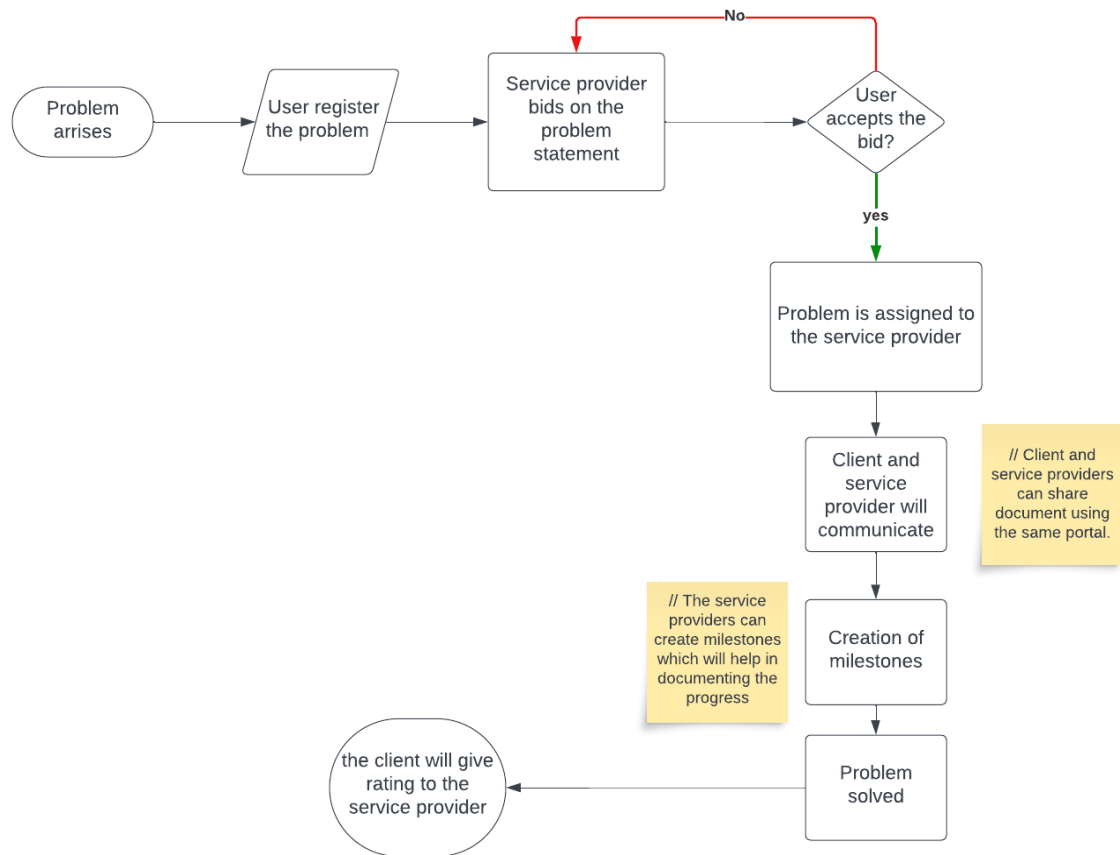
4.2 AUTHENTICATION OF CLIENT



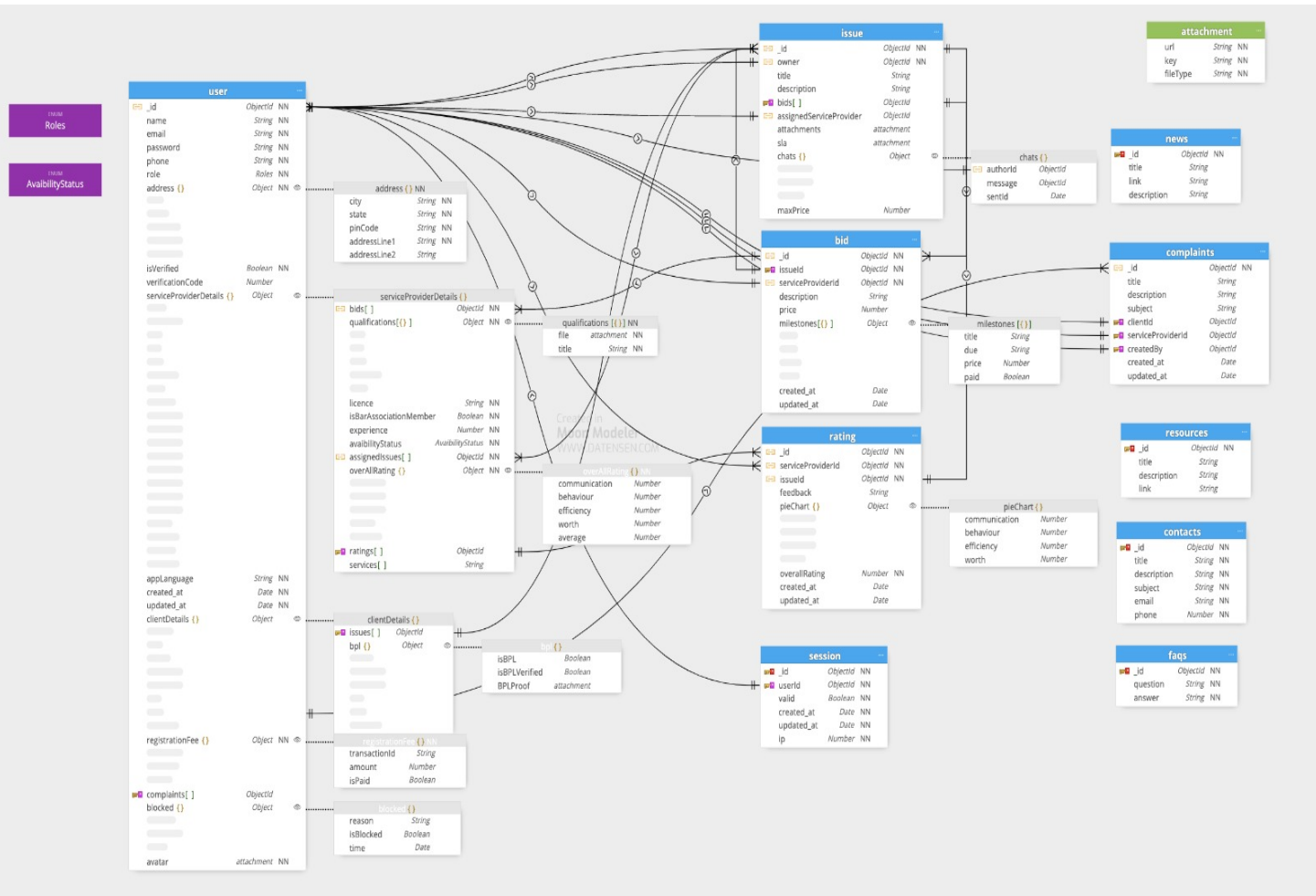
4.3 AUTHENTICATION OF LEGAL SERVICE PROVIDERS



4.4 FLOW TO CREATE AND ASSIGN BIDS



4.5 DATABASE DIAGRAM



4.6 FUTURE ADD-ONS IN WEBSITE

1. TWO-FACTOR AUTHENTICATION USING THIRD-PARTY APPS LIKE GOOGLE AUTHENTICATOR

The administrators can plan to improve the login page's security by implementing two-factor authentication with the help of using third-party apps. This extra layer of security will require users to use third-party authentication applications like Google Authenticator or Microsoft Authenticator. Additionally, backup codes will be provided to users when they set up their two-factor authentication. These codes can be used to access their account or modify their two-factor authentication settings if their authenticator app is not working. Users can download a .txt file containing 10 or more backup codes during the setup process. If a user hasn't downloaded their backup codes and is unable to log in, they must contact customer care for assistance. Verification steps will be required, and the user may or may not be granted access to their backup codes again, depending on the outcome of the verification. Currently, we employ basic two-factor authentication by sending one-time passwords (OTPs) to the user's registered mobile number as well as via email.

2. APPOINTMENT MANAGEMENT

Upon approval by the service provider, clients will be able to schedule appointments for their desired services. Each service provider will maintain a dedicated calendar, showcasing their availability, government holidays, and open appointment dates. The calendar will be regularly updated by the service providers to avoid any misunderstandings and to mark off any days they are unavailable, allowing clients to source another provider if necessary. In the event that the service provider does not accept the appointment request within the designated timeframe, the system will automatically decline the request.

3. AADHARCARD VERIFICATION USING DIGILOCKER:

The integration of Aadhaar card verification through DigiLocker into a website presents an opportunity to enhance security measures and streamline user authentication procedures. DigiLocker, an initiative by the Indian government, offers individuals the ability to store and access their documents digitally. Our proposed solution involves integrating DigiLocker's API into our application, thereby enabling user verification and augmenting our security protocols. This integration serves to further fortify our application and ensure adherence to stringent security standards.

4. END TO END ENCRYPTION:

Privacy is a critical aspect that websites must prioritize. To safeguard sensitive information from prying eyes, our platform can also implement end-to-end encryption for all chats and documents. This means that any data transmitted over our system remains secure and protected, even if intercepted by an unauthorized party.

5. INTEGRATION WITH OTHER PLATFORMS

This innovative platform can boast a remarkable feature of effortlessly integrating with various legal service providers and institutions, including courts, legal aid clinics, and bar associations. It does so by skilfully leveraging its APIs, thereby streamlining the entire process and ensuring that all parties involved work collaboratively towards achieving their objectives. Such a capability significantly enhances the platform's effectiveness and efficiency, making it a valuable tool for legal professionals and organizations alike.

6. GIGS

The legal documents or legal work are standard things for which raising an issue might be a complex task. In the future, on our platform "Smart Legal Services," one can introduce gigs. These gigs will represent distinct and well-defined legal services, such as preparing marriage certificates, drafting rent agreements, creating affidavits, etc. each with its own fixed fee. Clients will have the option to browse through these forthcoming gigs, selecting the one that aligns precisely with their specific legal requirements. When a client is ready to engage a service, they will simply need to click the "Buy Service" button to initiate the process. This future-oriented approach aims to make accessing legal services on our platform more straightforward and convenient for both clients and service providers.

7. MODERATORS UNDER ADMIN

As the administrator, you have the ability to create moderators and assign specific permissions to them. For instance, if a moderator is tasked with verifying the licenses of service providers, they will only have access to and be able to review the licenses of those providers. This ensures that user confidentiality is maintained and protected.