MINISTRY OF LAW AND JUSTICE

Theme name:Miscellaneous

PS code: SIH1286

Problem statement title:
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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SLS
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 "BHARAT" (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 "**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 us to visualize a transformational solution that embraces

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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:

CONTENTS

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

This web application is the game changer for legal services in India. Our platform seamlessly connects clients and legal service providers, making it easier than ever to find the right professional for your needs. With our *user-friendly* platform, users can easily browse through a wide range of legal professionals, 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

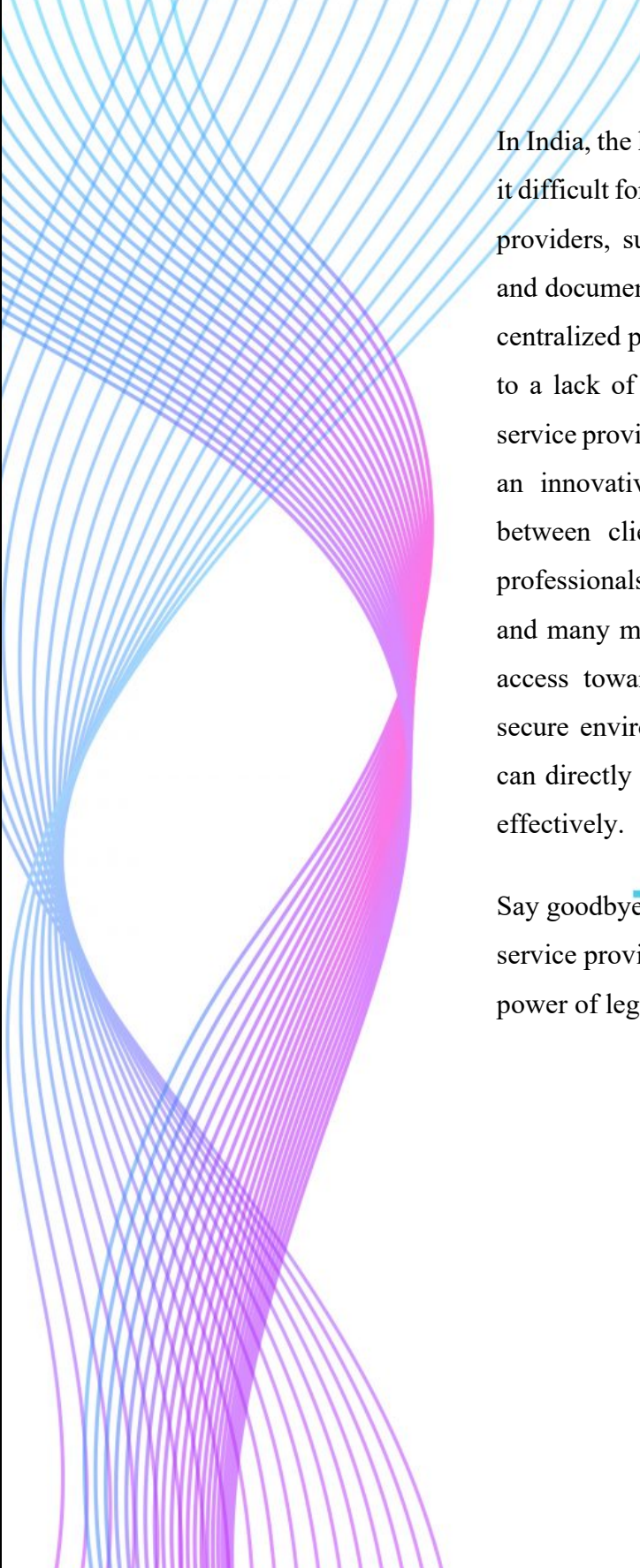|	
CLIENT	A client basically refers to an individual or any person seeking legal assistance. Clients can be individuals as well as an organization.
LEGAL SERVICE PROVIDER	A legal service provider refers to a qualified professional that offers legal services to clients in various law and legal expertise.
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	A issue refers to a specific legal matter for which the client seeks assistance from the legal service provider

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 court in the country and has the power to review the decisions of all lower courts. The high courts are the highest courts in their respective states and territories. The subordinate courts are the lowest courts 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 come 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 in order to get the best service provider which fulfils 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 is again will be again 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.DESCRIPTION

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.   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.

ii. SERVICE SEARCH AND MATCHMAKING

This feature is designed to simplify the process of finding the perfect legal service providers for your specific legal requirements. Our platform makes it effortless to identify and connect with qualified professionals.

- **SEARCH FILTERS:** Our advanced search filters specify your exact legal needs. You can select a specific legal field or area of law you require assistance with (e.g., real estate, criminal defense, family law, etc.)
- **SORT & FILTER:** Sort search results by relevance, distance, service provider ratings, experience & qualification.
- **AVAILABILITY STATUS:** The service providers will have the option to set their status to "**available**", "**busy**" & "**unavailable**".
  1. **AVAILABLE:** It indicates that the service providers are bidding on the cases.

  2. **BUSY:** It signifies that the Legal Service Providers have a high workload or are currently engaged with clients.

  3. **UNAVAILABLE:** It signifies that the Legal Service Provider is temporarily not bidding due to other cases.

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 provided to him/her by the client. The client can view these milestones to check the progress of the assigned 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's 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 will access 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 questionaries 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- LBRARY. 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.

2.3 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 originates from the Alibaba Group. 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.

iv.   OTHER TOOLS

POSTMAN	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
MONGODB COMPASS	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
MOON MODELER	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
GIT	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.
GITHUB	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.

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 practice 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

- **<u>Login with username and password:</u>** 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.
- **<u>Login with phone number and OTP:</u>** 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.
- **<u>Login with email password:</u>** 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.
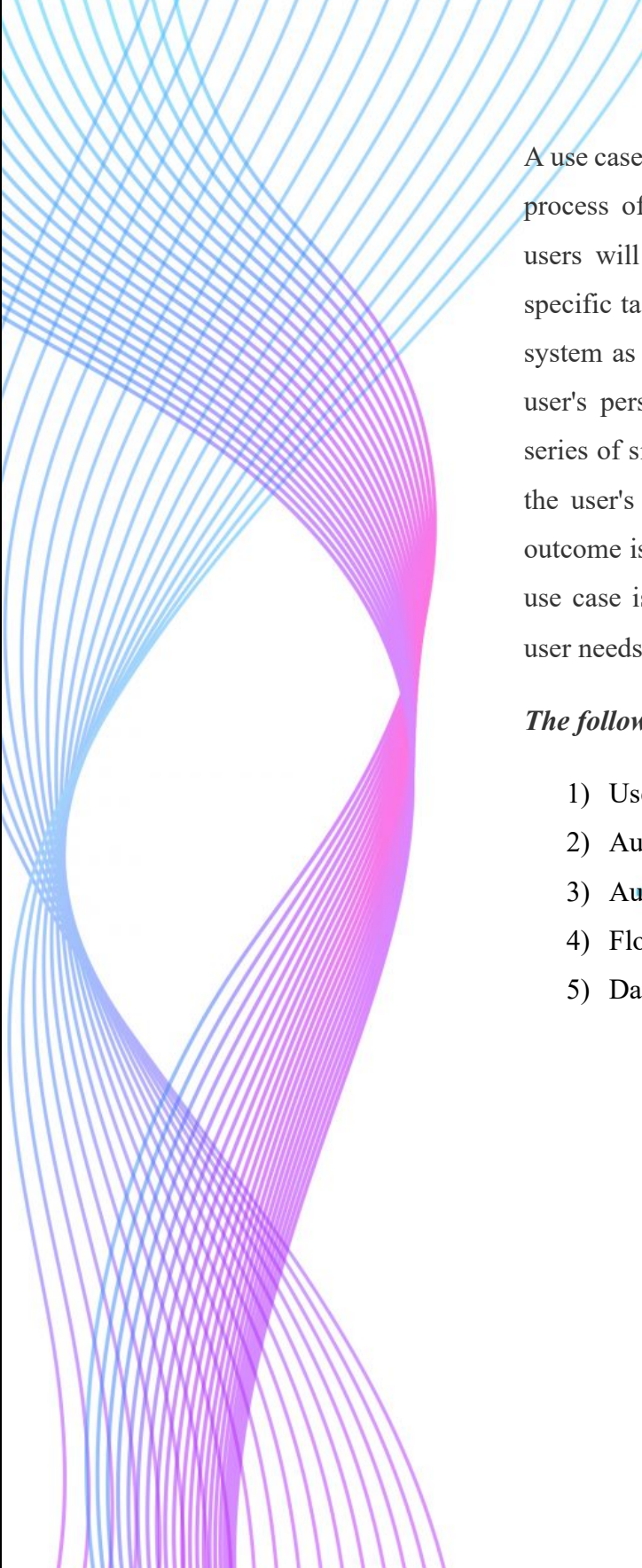
3.4 FLOW DIAGRAMS

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.
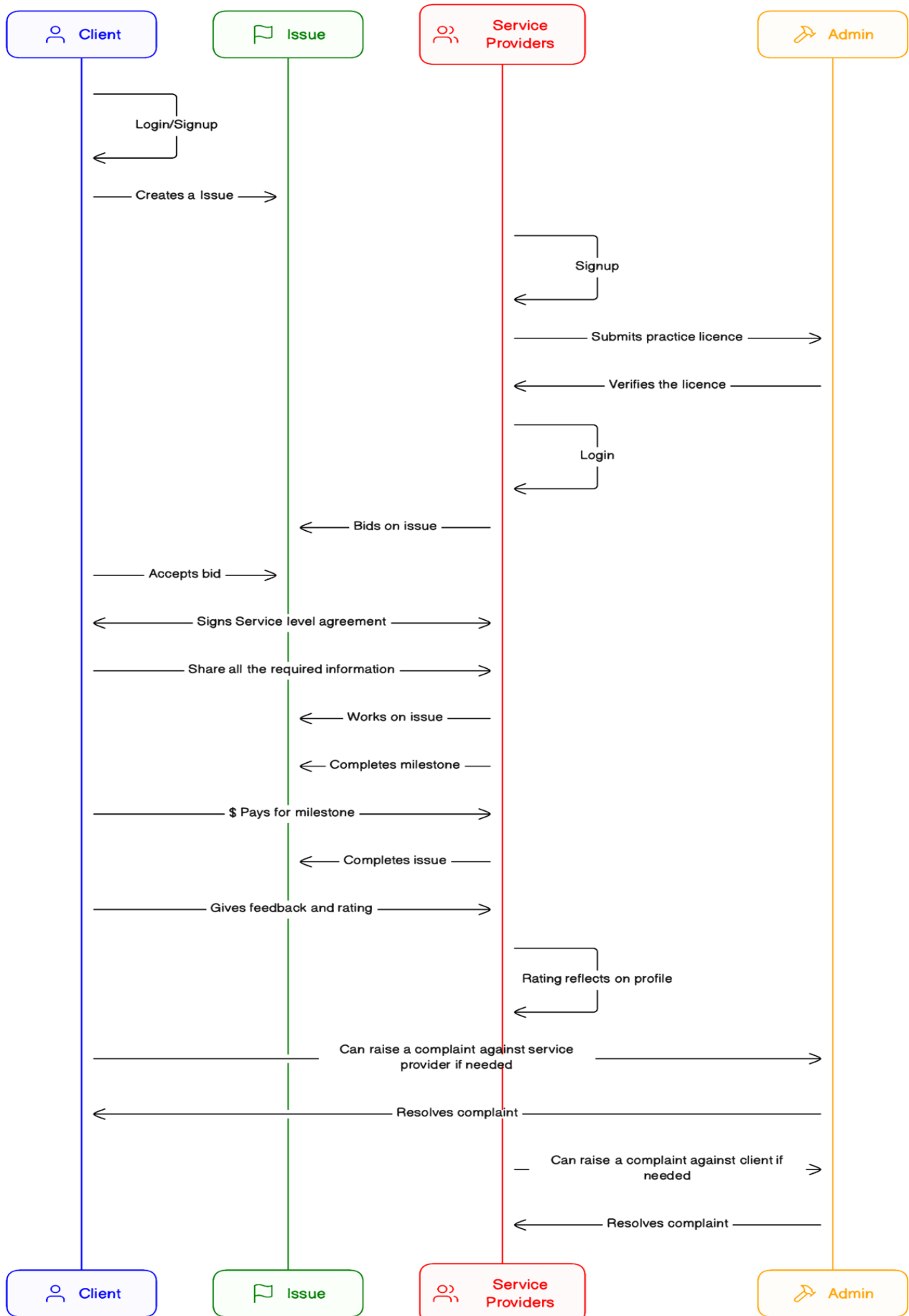
04. USE CASE

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.
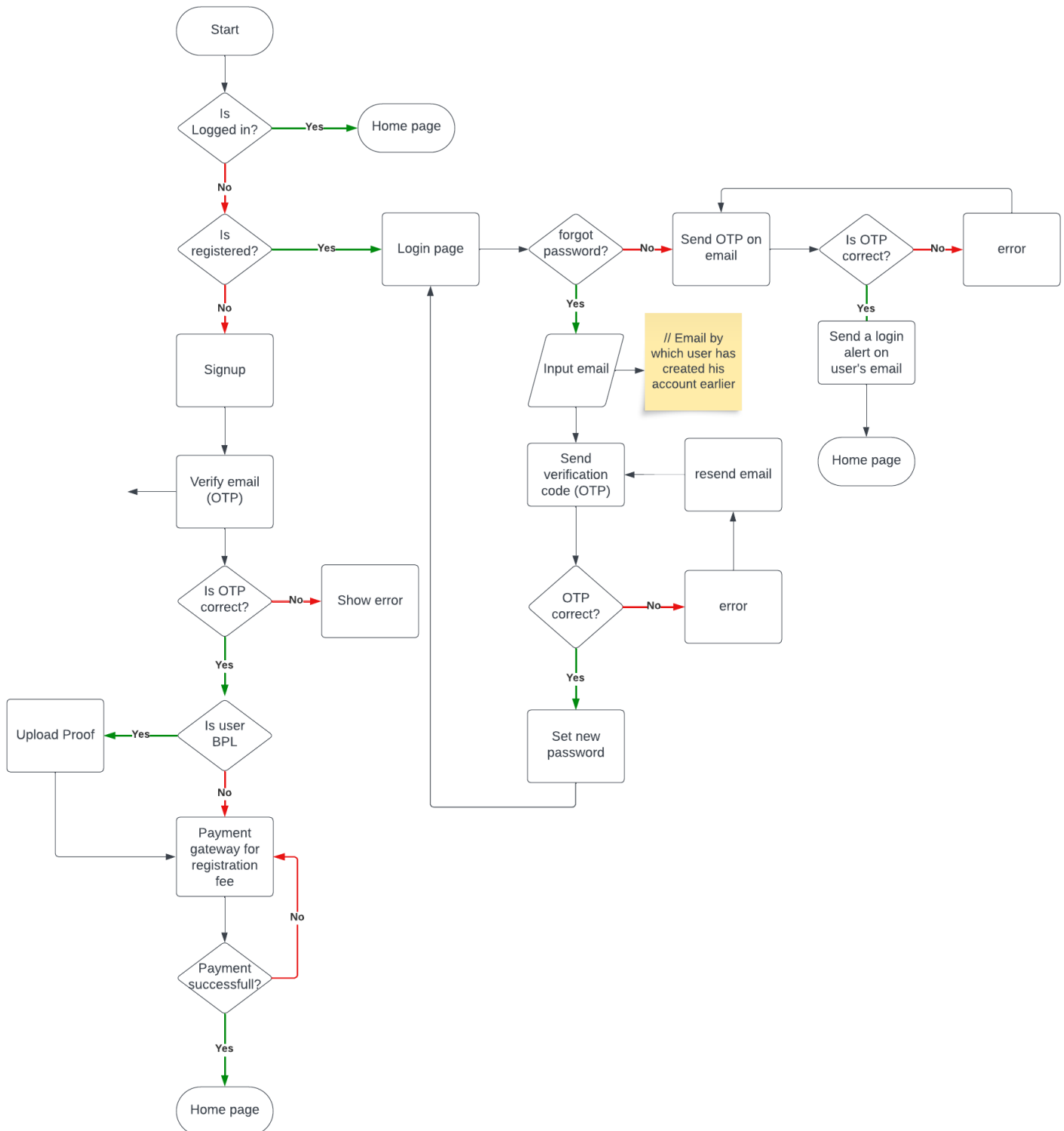
The following use cases are mentioned in this topic

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

Client	Issue	Service Providers	Admin

Login/Signup

Creates a Issue →

Signup

Submits practice licence →

← Verifies the licence

Login

← Bids on issue

Accepts bid →

← Signs Service level agreement →

Share all the required information →

← Works on issue

← Completes milestone

$ Pays for milestone →

← Completes issue

Gives feedback and rating →

Rating reflects on profile

Can raise a complaint against service provider if needed →

← Resolves complaint

Can raise a complaint against client if needed →

← Resolves complaint

Client	Issue	Service Providers	Admin

4.1 AUTHENTICATION OF CLIENT

Start

Is Logged in? — Yes → Home page

No

Is registered? — Yes → Login page

No

Signup

forgot password? — No → Send OTP on email

Yes

Input email

// Email by which user has created his account earlier

Is OTP correct? — No → error

Yes

Send a login alert on user's email

Home page

Verify email (OTP)

Send verification code (OTP) ← resend email

Is OTP correct? — No → Show error

Yes

OTP correct? — No → error

Yes

Is user BPL — Yes → Upload Proof

No

Set new password

Payment gateway for registration fee — No

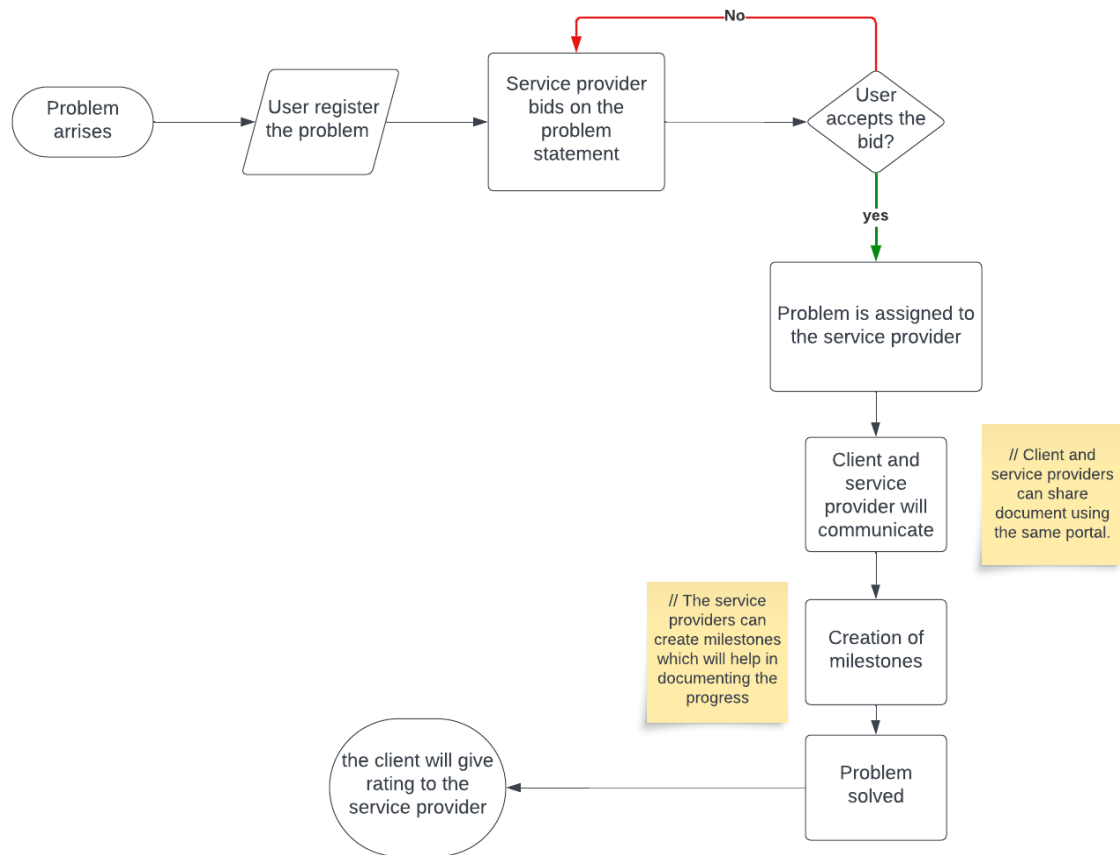Payment successfull? — No

Yes

Home page
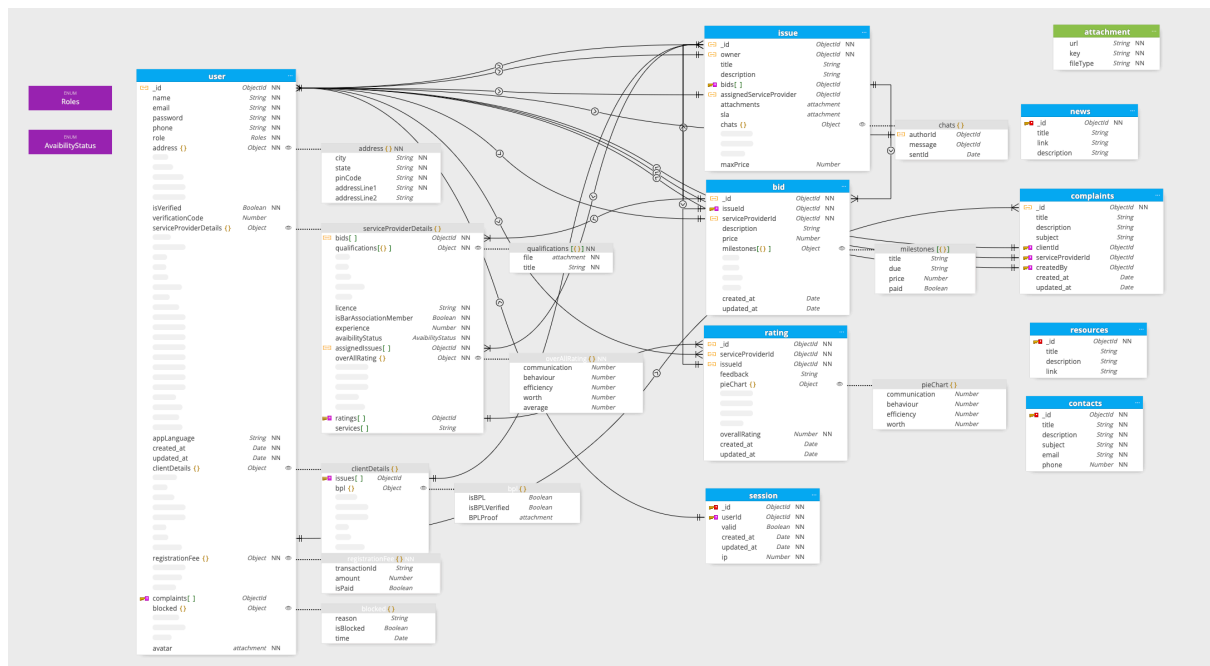
4.2 AUTHENTICATION OF LEGAL SERVICE PROVIDERS
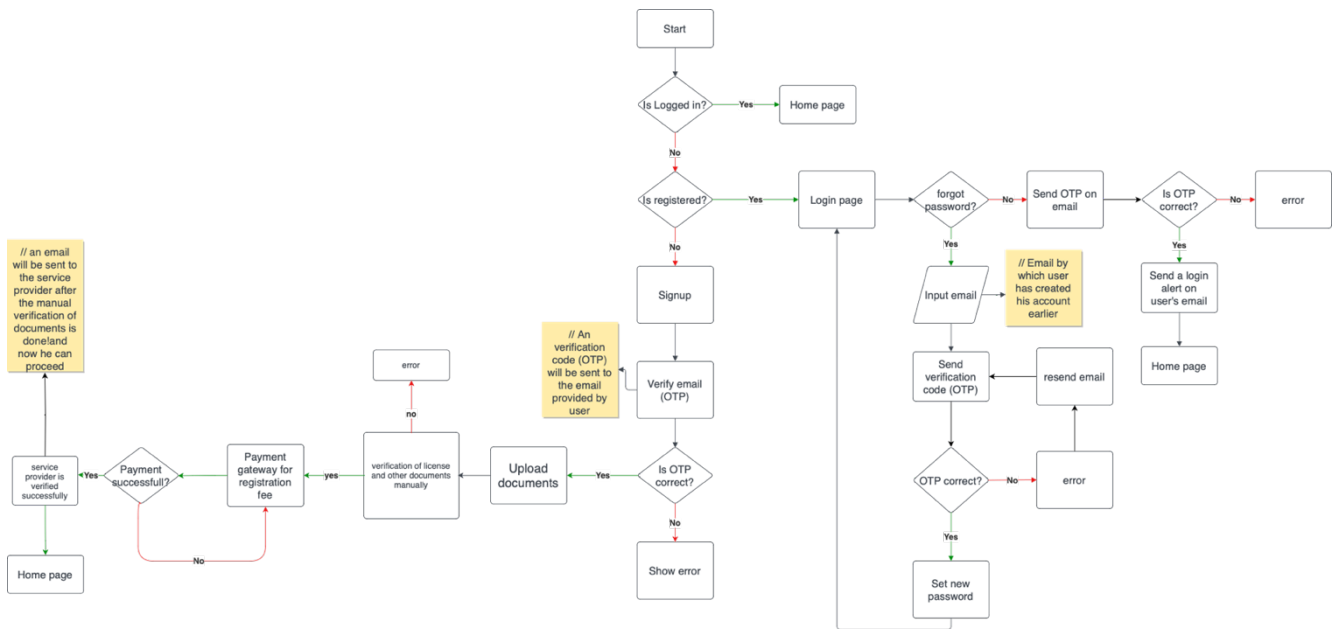
4.3 FLOW TO CREATE AND ASSIGN BIDS

Database Diagram

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:** Service providers have the flexibility to bid on projects anytime in reference to their 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.

8 FUTURE SCOPE

1) **TWO FACTOR AUTHENTICATION USING THIRD PARTY APPS LIKE GOOGLE AUTHENTICATOR**

   The admins will be looking to add two factor authentication in the login page to ensure extra security to the user by using 3rd party 2FA apps like **google authenticator** and **Microsoft authenticator** and many more such authentication apps

   The user will be provided backup codes at the time of setting the so that in case the authenticator isn't working those backup codes could be used to login the app or change the 2fa settings. 10 or more backup codes will be provided to the user in a .txt file that the user can download at the time of setting up 2 factor authentication. In case the user has not downloaded the backup codes and isn't able to login then must seek for help from the customer care.
   with some steps of verification he/she may or may not be provided access to the backup codes again depending on the status of verification (success or decline)

   Currently we will be using the basic 2fa by sending otp (one time password) to the registered mobile number of the user.

2) **APPOINTMENT MANAGEMENT**

   The client will be able to book appointment with the service provider for any kind of service he is seeking and after the approval of the service provider. A proper calendar will be provided for each service provider which will include the govt holidays the appointed dates of the service provider and the dates in which appointments can be booked.

   And this calendar will be updated by the service provider itself to avoid any confusion. The service provider will also mark the days on which he/she is on leave so that the user may find other one if the date doesn't suit him.

   If the requested appointments for the service provider are not accepted within the required time period then the request will be automatically declined by the system itself.

3) **Adharcard verification using Digi locker:**

    We will integrate Digilocker's API with our application which will allow us to verify user's adharcard. This will add an extra layer of security in our application

4) **END TO END ENCRYPTION:**

   Maintaining privacy is an important aspect for any website. All the chats and documents will be end to end encrypted

5) INTEGRATION WITH OTHER PLATFORMS

The platform can be integrated with other legal service providers and institutions, such as courts, legal aid clinics, and bar associations using their APIs

6) MODERATORS UNDER ADMIN

Admin can create moderators, he/she can set the custom permission to all the moderators for example. If someone is responsible to verify the licence of service providers than the moderator will only be able to view the licences of the service providers and nothing else. This will help in maintaining the privacy of users.