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Prof. (Dr.) Naseem Ahmed | Dr. Kalpeshkumar L. Gupta

AI AND TECHNOLOGY IN ADMINISTRATION OF JUSTICE

A Comprehensive Approach



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AI-DRIVEN LEGAL ASSISTANCE PLATFORMS: BRIDGING THE GAP BETWEEN CITIZENS AND THE JUSTICE SYSTEM

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ABSTRACT

This chapter examines the growing role of artificial intelligence and digital technologies in expanding access to justice, with a focus on AI-driven legal assistance platforms. It explores how tools such as mobile applications, AI chatbots, online dispute resolution systems, e-courts, and digital legal aid portals are reshaping the relationship between citizens and the justice system. Written in simple and accessible language, the chapter highlights how these platforms reduce barriers related to distance, cost, delay, and fear, especially for first-time litigants and marginalized communities. At the same time, it critically engages with concerns surrounding digital exclusion, data protection, algorithmic bias, and ethical governance. Drawing upon constitutional principles, landmark judicial decisions, and policy frameworks, the chapter emphasizes that technology must function as a supportive aid rather than a replacement for human judgment. It argues that true access to justice can be achieved only when digital innovation is guided by the rule of law, inclusivity, transparency, and respect for human dignity. Ultimately, the chapter positions AI-driven justice platforms as bridges that connect citizens to legal institutions, while cautioning that their success depends on

people-centric design, institutional accountability, and continuous public trust.

Keywords: *Access to Justice; Artificial Intelligence; Digital Courts; Legal Technology; Online Dispute Resolution; Rule of Law; Inclusive Justice.*

1. INTRODUCTION

For most ordinary people, the justice system has never been easy to approach. Courts are often distant, procedures are complex, lawyers are expensive, and legal language feels unfamiliar. For a daily wage worker, a small shopkeeper, a woman facing domestic abuse, or a migrant labourer seeking unpaid wages, justice can seem like a closed door rather than a public service. Over time, this gap between citizens and the justice system has been described by courts and scholars as an “access to justice” crisis.¹

In recent years, technology has begun to quietly change this reality. Legal help is no longer available only through court buildings and law offices. Today, many people encounter law for the first time through a mobile phone, a website, or an online portal. Case status can be checked online, legal information is available through chatbots, grievances can be filed digitally, and disputes can sometimes be resolved without stepping into a courtroom. These platforms do not replace judges or lawyers, but they often serve as the first bridge between citizens and the justice system.²

Artificial intelligence plays an important role in this transformation. AI-driven legal assistance platforms use automation, data processing, and intelligent interfaces to guide users through legal information and procedures. For a layperson, these systems translate complicated legal processes into simple steps where to file a complaint, what documents are required, or what remedies may be available. Scholars note that such platforms can reduce fear, confusion, and delay, especially for first-time users of the legal system.³

In India, this shift is closely linked with broader digital governance initiatives. Programmes such as e-Courts, Tele-Law, virtual courts, and online grievance portals aim to make justice