Jupitice Digital Lok Adalat

A Case Study
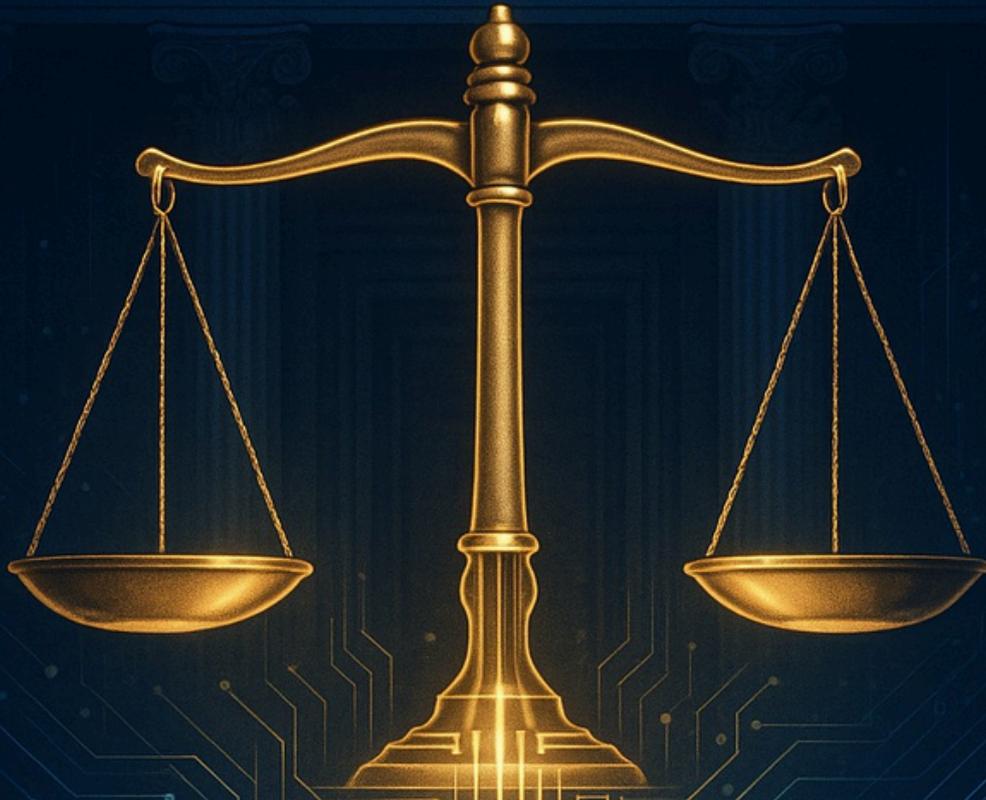
ACCESS TO JUSTICE FOR ALL

न्याय सब के लिए

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Introduction

Lok Adalats have long served as pillars of alternative dispute resolution in India. With the emergence of digital technologies that have revolutionised various facets of modern society, the legal sphere is no exception. In perfect consonance with the wave of digital transformation that has swept across India in the forms of e-Kranti and the Digital India movements, Jupitice undertook a significant onus of developing and conducting a series of Digital Lok Adalats. Jupitice's foray into the digital justice delivery realm marks a groundbreaking step towards accessible and efficient justice delivery.

Jupitice first proved itself a pioneering force in justice technology innovation with the launch of its very first product, the Digital Lok Adalat platform, on July 17, 2022. It was an honour for Jupitice that its very first offering was launched during the 18th All India Legal Services Authorities Meet by the Chief Justice of India, Sh. N V Ramana, & the then incumbent Chief Justice of India, Sh. U. U. Lalit, then Minister of Law & Justice, Sh. Kiren Rijiju and then Chief Minister of Rajasthan, Sh. Ashok Gehlot, among other eminent leaders.

Ever since the feat, and following the roaring success of the product, Jupitice has risen to conduct a total of six Lok Adalats in which it has managed nearly 2.5 Cr cases. Leveraging the power of digital platforms, Jupitice has transcended geographical barriers to bring the principles of Lok Adalats to the fingertips of litigants and legal practitioners alike. In doing so, Jupitice endeavours to enhance access to justice, streamline dispute resolution processes and foster a culture of collaborative problem-solving. Nevertheless, the journey for Jupitice Lok Adalats has only just begun.

Through this report, we embark on a journey to dissect the intricacies of Jupitice's Digital Lok Adalats, exploring their genesis, evolution, and impact on the legal ecosystem. As we delve deeper into the following sections, we invite you to join us in unravelling the transformative potential of digital innovations in shaping the future of legal adjudication.

Background

Lok Adalats, an integral component of India's legal framework, embody the principles of speedy and amicable resolution of disputes. Established under the Legal Services Authorities Act, 1987, Lok Adalats serve as decentralised forums for alternative dispute resolution, with a primary focus on settlement through Conciliation and Mediation.

The traditional modus operandi of Lok Adalats involves physical gatherings, wherein parties to a dispute, along with legal representatives and trained mediators, convene to negotiate and resolve conflicts outside the formal court system. This approach has historically been lauded for its expeditiousness, cost-effectiveness, and emphasis on mutual consent.

However, the advent of digital technologies has prompted a paradigm shift in the realm of dispute resolution. Recognising the need to adapt to evolving socio-technological landscapes, Jupitice has embarked on a transformative journey by introducing Digital Lok Adalats.

These digital platforms transcend geographical constraints, offering litigants the convenience of participating in proceedings from the comfort of their homes or offices.

In essence, Jupitice's Digital Lok Adalats represent a fusion of traditional wisdom and contemporary innovation, aiming to preserve the ethos of Lok Adalats while harnessing the power of digital connectivity.

By embracing technology as an enabler of justice, Jupitice endeavours to democratise access to legal remedies, promote inclusivity, and foster a culture of consensus-driven conflict resolution. As we delve deeper into the subsequent sections of this report, we invite you to embark on a journey of exploration wherein the intersections of tradition and technology converge to redefine the contours of justice delivery in the digital age.

Evolution of Jupitice Digital Lok Adalats

Jupitice's journey in conducting Digital Lok Adalats has been marked by a progressive evolution, characterised by the incorporation of innovative features aimed at enhancing efficiency, accessibility, and user experience. Over time, each iteration of the Digital Lok Adalats has witnessed the integration of advanced functionalities, reflecting Jupitice's commitment to continuous improvement and adaptation to the evolving needs of stakeholders. The following is an overview of the various features that were the highlights of each Digital Lok Adalat.

Jupitice Digital Lok Adalat Features Over the Years

Lok Adalat 1 –
Held on **13th August, 2022** for Rajasthan State Legal Services Authority (RSLSA)

- **Complaint Filing Module**
  - One-on-One Filing of Cases
  - Backend- Bulk Upload Facility
- Online Scrutiny

- Online Hearing Room
- Scheduling of Hearings
- Automated Notification to Parties through Email & SMS
- Smart Generation of Notices
- Smart Generation of Awards
- Comprehensive Data Analytics & Reporting

Lok Adalat 2 –
Held on **13th August, 2022** for Maharashtra State Legal Services Authority (MSLSA)

- Bulk Upload of Cases from Backend
- Bulk Generation of Notices through SMS
- Smart Generation of Challan Notices
- Smart Generation of Challan Awards
- Comprehensive Data Analytics & Reporting

Lok Adalat 3 –
Held on **12th November, 2022** for Rajasthan State Legal Services Authority (RSLSA)

- **Complaint Filing Module**
  - Filing Module Builder for Easy Configuration
  - Stable Filing Module
  - Stabilisation of the Bulk Upload of Cases through Backend
- **Generate Cause List V1**
  - Bulk Scheduling of Pre-counseling Hearings and Lok Adalat Hearings
  - Bulk Selection & Scheduling Capability of 100 - 200 Cases at a Time
- **Bench Roster V1**
  - Ability to Create Judicial, Administration Team Location-wise for Smart Auto-allocation of Cases
- **Allocate Benches V1**
  - Bulk Allocation of Cases to Bench/Judges (Judicial Member)
  - Bulk Allocation Capability of 100 - 200 Cases at a Time

Lok Adalat 4 –
Held on **12th November, 2022** for Maharashtra State Legal Services Authority (MSLSA)

- **Bulk Upload of Cases from Backend**
  - API Optimisation for Faster Upload of Cases and to Prevent Data Loss

Lok Adalat 5 – Rajasthan State Legal Services Authority (**9th September 2023**)

- **User Dashboard Builder**
- Ability to Configure User Dashboards & its Widgets According to Each Stakeholder
- **Case Register**
  - Ability to Bulk Upload Cases from the User Interface so that the Relevant Stakeholders can Directly Upload their Bulk Cases
- **Generate Cause List V2**
  - Ability to Schedule and Generate Bulk Awards
  - Bulk Selection and Scheduling Capability of 500 Cases at a Time.
- **Bench Roster V2**
  - Ability to Create Organisation Type Team so that Bulk Cases can be Allocated to all Relevant Stakeholders of that Particular Organisation
  - Ability to Print the Team List According to the Applicable Filters of Type, State, District & Taluka
- **Allocate Benches V2**
  - Bulk Allocation Capability of 250 - 500 Cases at a Time
  - Ability to Filter out Cases on the Basis of Allocation , Non-Allocation
- **Bulk Print Capability**
  - Ability to Bulk Print 500 Notices at a Time
- **Hearing Room 2.0**
  - Stabilisation of Hearing Room Module

Jupitice Lok Adalat 6- Held on **3rd March, 2024** for Maharashtra State Legal Services Authority (MSLSA)

- **User Dashboard Stability**
  - API Optimisation for Smooth Functioning of User Dashboard
- **Case Register**
  - API Optimisation for Faster Bulk Case Upload
- **Generate Cause List V3**
  - Bulk Selection and Scheduling Capacity of 1000 Cases at a Time
- **Allocate Benches V3**
  - Bulk Allocation Capability of 1000 Cases at a Time
- **Bulk Print Enhancement**
  - Ability to Bulk print 5000 Notices at a Time

AI Capabilities

- **Knowledge Base Management-** .

  Add and manage all the documents that act as the underlying data set for extraction and document generation for your Jurisdiction.

- **Data Processing-**

  Process the added knowledge base documents by splitting them into individual sections. Splitting a document allows the AI model to extract only the relevant portions when generating the document.

- **Extraction Management-**

  Create any number of 'Extractions' over the knowledge base. Every extraction has an underlined AI prompt, a subset of source files, and citations to the specific chunks that were referred to while generating the document. You can also use a chatbot to get detailed answers.

- **View Generated document-**

  Explore a sample of the final document that can be generated through this process. The document is browsable on the basis of articles and indicators, along with some additional interactive visualisations.

- **Data Analytics-**

  A set of real-time BI dashboards that reflect the progress of work done by the Jurisdiction in generating the document. Transports are generated in real-time and cover progress on a stage-by-stage basis.

# Data Analysis of Jupitice Digital Lok Adalats

Cases Managed -

Lok Adalat No.	Held for	Date Held	No. of Cases Managed
Digital Lok Adalat 1	RSLSA (Pre-Litigation Only)	13.08.2022	37,703
Digital Lok Adalat 2	MSLSA (Challan Cases Only)	13.08.2022	5,851,917
Digital Lok Adalat 3	RSLSA (Pre-Litigation Only)	12.11.2022	35,345
Digital Lok Adalat 4	MSLSA (Challan Cases Only)	12.11.2022	5,905,556
Digital Lok Adalat 5	RSLSA (Pre-Litigation Only)	09.09.2023	253,681
Digital Lok Adalat 6	MSLSA (Challan + Pre-Litigation Only)	03.03.2024	10,810,357

Cases Managed Across Lok Adalats
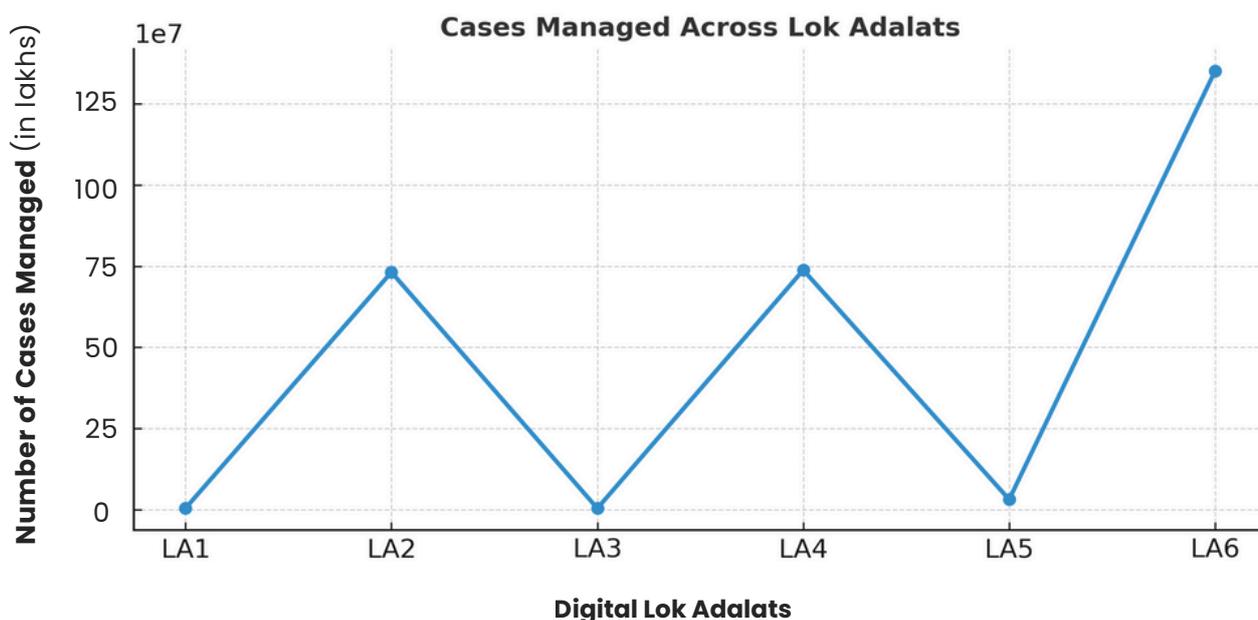
Individuals vs Organisations -

Lok Adalat No.	Held for	Date Held	Individuals	Organisations
Digital LA 1	RSLSA	13.08.2022	91,619	928
Digital LA 2	MSLSA	13.08.2022	2,768,865	0
Digital LA 3	RSLSA	12.11.2022	45,664	1,462
Digital LA 4	MSLSA	12.11.2022	4,669,448	0
Digital LA 5	RSLSA	09.09.2023	632,140	1,156
Digital LA 6	MSLSA	03.03.2024	7,055,407	161

Individuals -

Organizations-
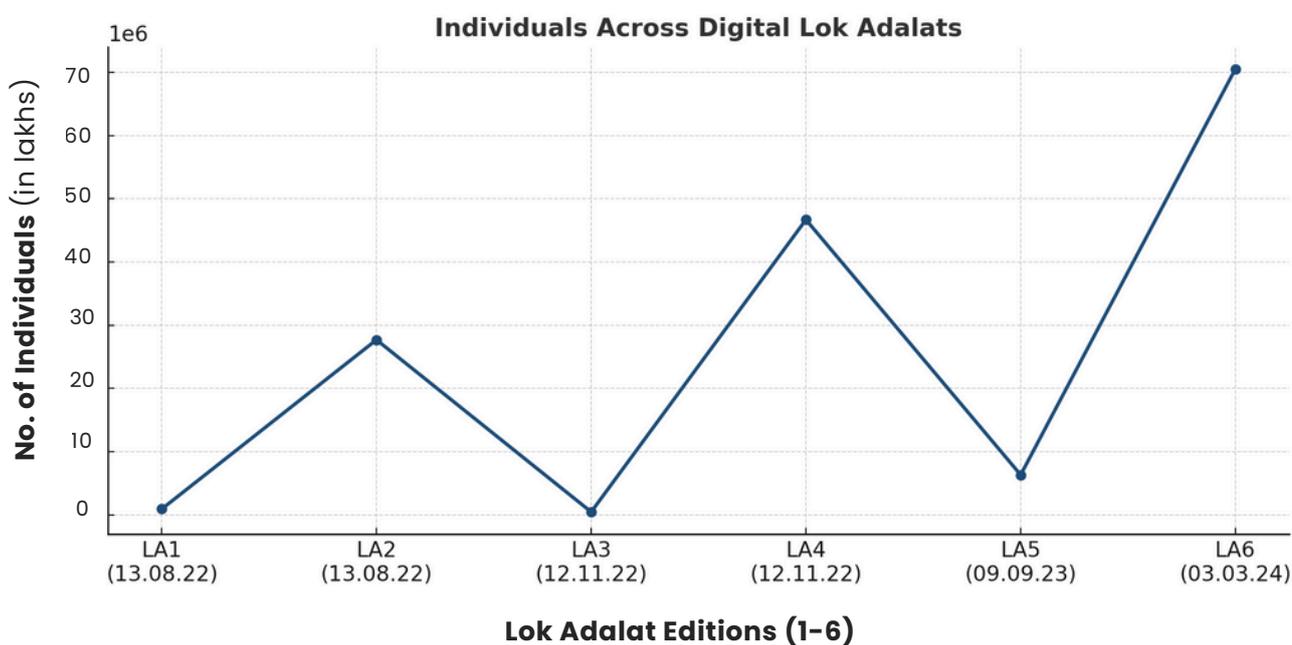
Organisations Across Digital Lok Adalats
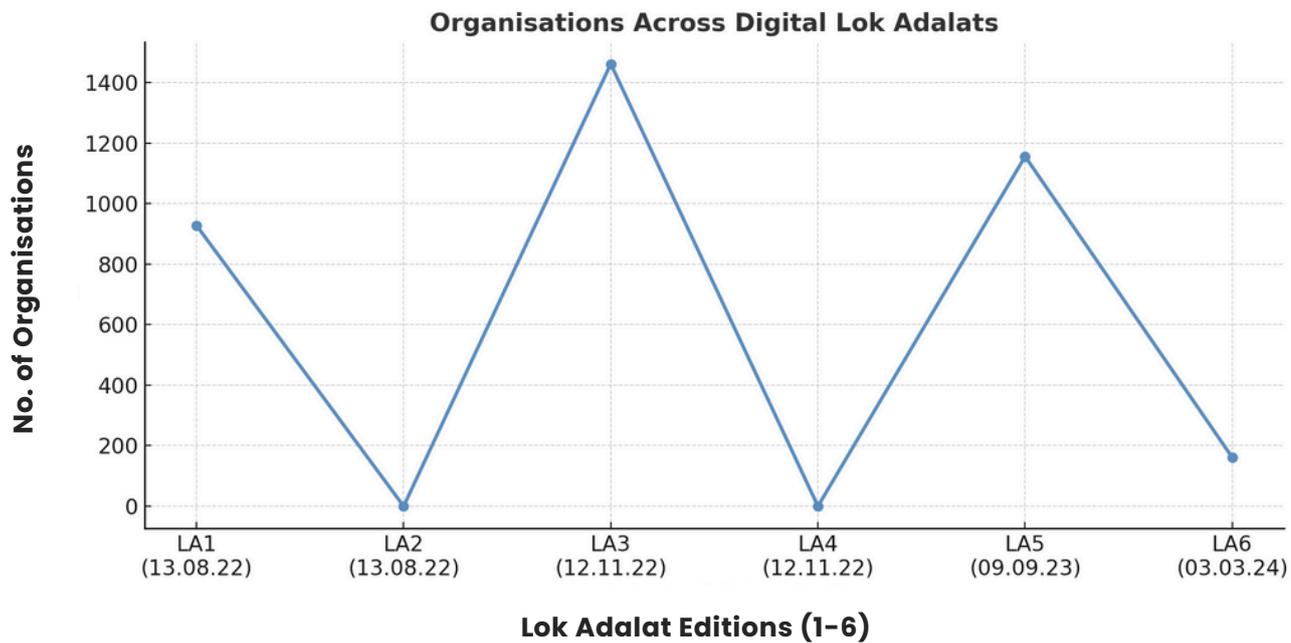
Benches Created -

Lok Adalat No.	Held for	Date Held	No. of Benches Created
Digital Lok Adalat 1	RSLSA	13.08.2022	107
Digital Lok Adalat 2	MSLSA	13.08.2022	0
Digital Lok Adalat 3	RSLSA	12.11.2022	60
Digital Lok Adalat 4	MSLSA	12.11.2022	0
Digital Lok Adalat 5	RSLSA	09.09.2023	235
Digital Lok Adalat 6	MSLSA	03.03.2024	671

Benches Created Across Digital Lok Adalats
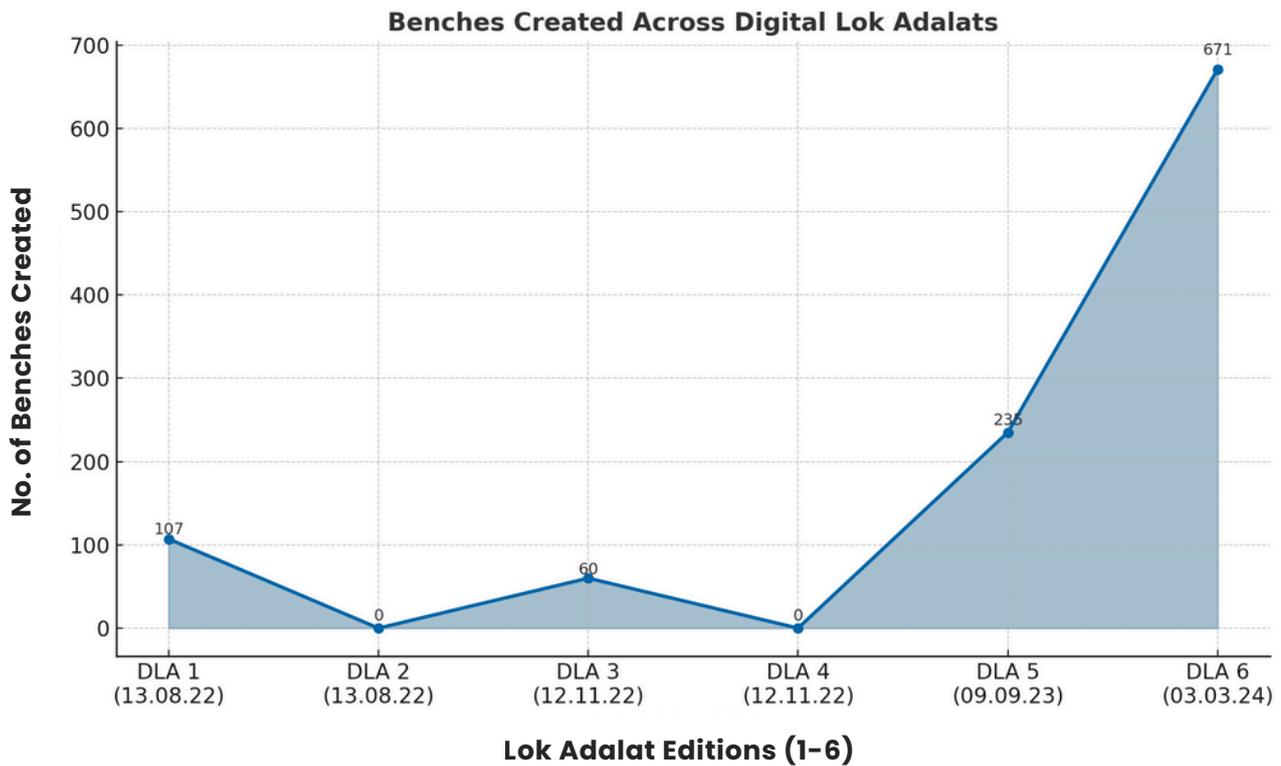
Online Hearings Scheduled -

Lok Adalat No.	Held for	Date Held	No. of Online Hearings Scheduled
Digital Lok Adalat 1	RSLSA	13.08.2022	21
Digital Lok Adalat 2	MSLSA	13.08.2022	0
Digital Lok Adalat 3	RSLSA	12.11.2022	60
Digital Lok Adalat 4	MSLSA	12.11.2022	0
Digital Lok Adalat 5	RSLSA	09.09.2023	72,575
Digital Lok Adalat 6	MSLSA	03.03.2024	31,300

Online Hearings Scheduled Across Digital Lok Adalats
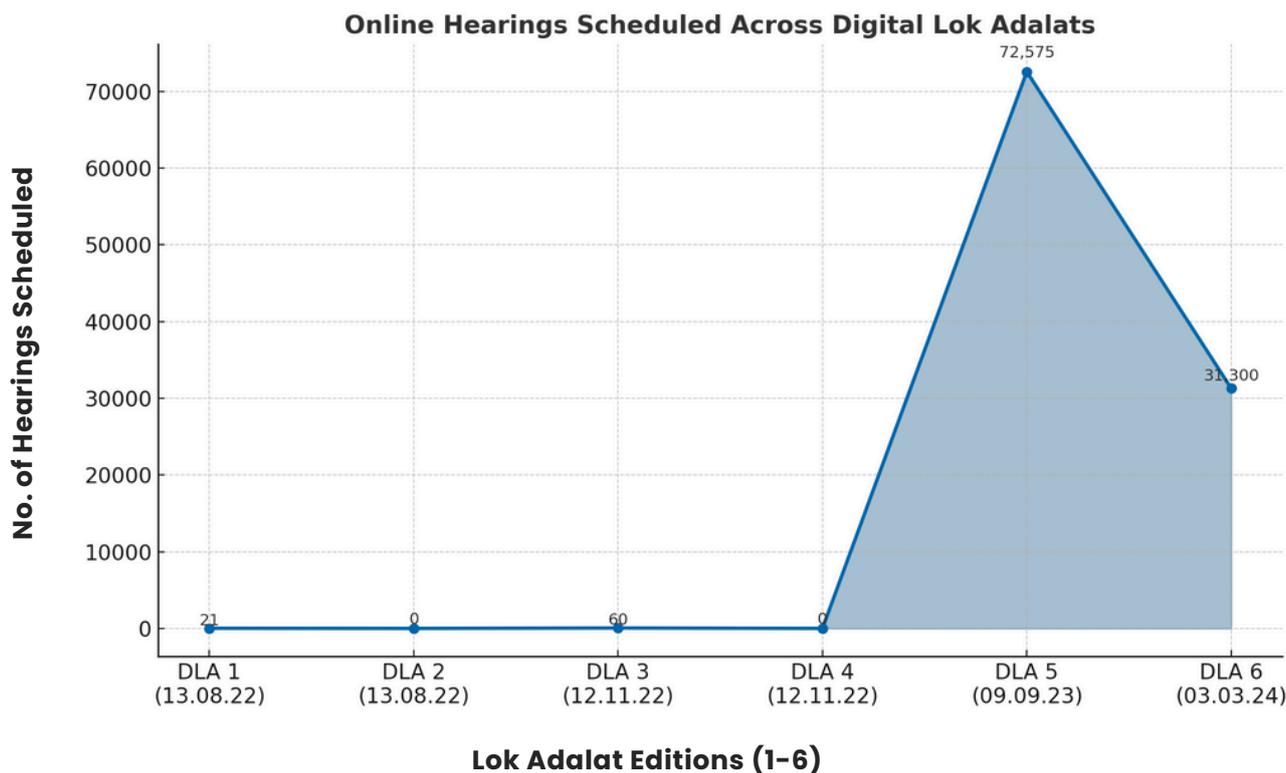
Notices Generated -

Lok Adalat No.	Held for	Date Held	No. of Notices Generated
Digital Lok Adalat 1	RSLSA	13.08.2022	21
Digital Lok Adalat 2	MSLSA	13.08.2022	4,257,707
Digital Lok Adalat 3	RSLSA	12.11.2022	60
Digital Lok Adalat 4	MSLSA	12.11.2022	5,529,495
Digital Lok Adalat 5	RSLSA	09.09.2023	72,575
Digital Lok Adalat 6	MSLSA	03.03.2024	10,380,677

Notices Generated Across Digital Lok Adalats

No. of Notices Generated (in lakhs) vs **Lok Adalat Editions (1-6)**

Data points:
- DLA 1 (13.08.22): 21
- DLA 2 (13.08.22): 4,257,707
- DLA 3 (12.11.22): 60
- DLA 4 (12.11.22): 5,529,495
- DLA 5 (09.09.23): 72,575
- DLA 6 (03.03.24): 10,380,677
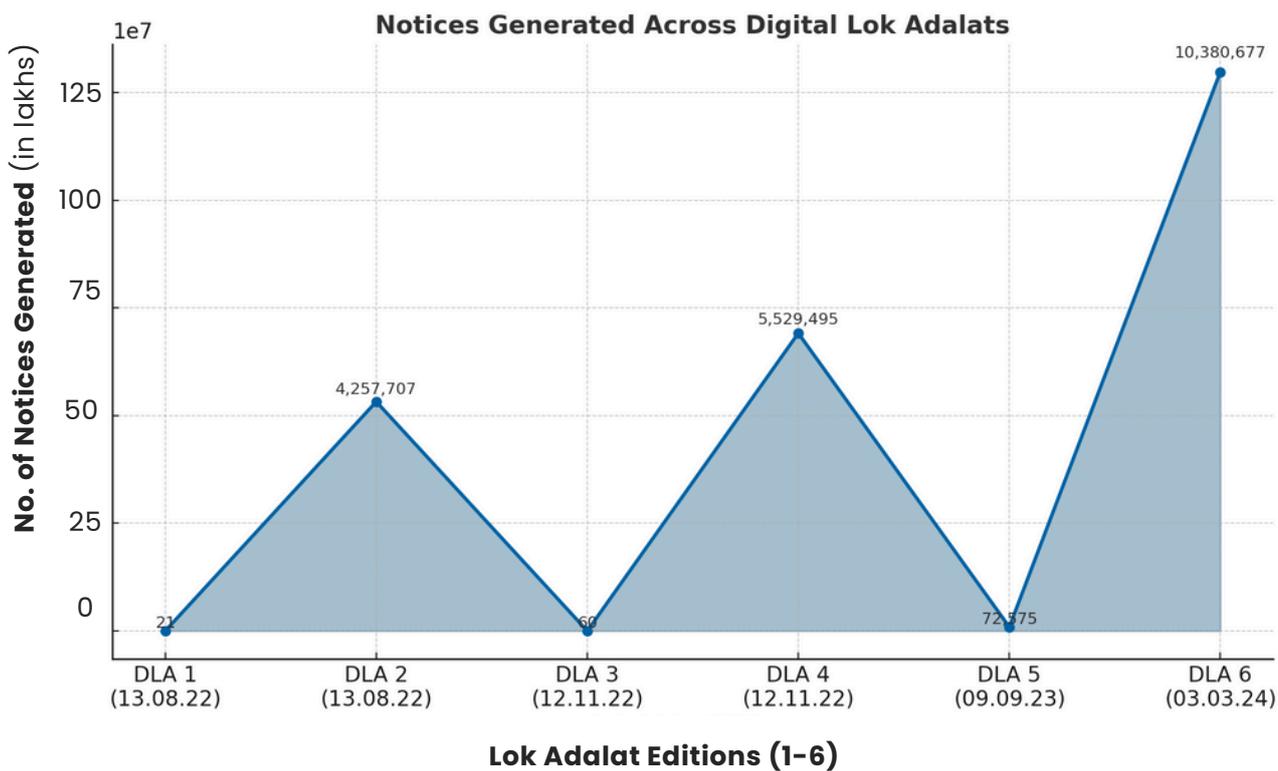
Awards Generated –

Lok Adalat No.	Held for	Date Held	No. of Awards Generated
Digital Lok Adalat 1	RSLSA	13.08.2022	0
Digital Lok Adalat 2	MSLSA	13.08.2022	661,523
Digital Lok Adalat 3	RSLSA	12.11.2022	0
Digital Lok Adalat 4	MSLSA	12.11.2022	621,035
Digital Lok Adalat 5	RSLSA	09.09.2023	23,194
Digital Lok Adalat 6	MSLSA	03.03.2024	553,437

Awards Generated Across Digital Lok Adalats

No. of Awards Generated

661,523
621,035
553,437
23,194
0
0

DLA 1 (13.08.22) | DLA 2 (13.08.22) | DLA 3 (12.11.22) | DLA 4 (12.11.22) | DLA 5 (09.09.23) | DLA 6 (03.03.24)

Lok Adalat Editions (1-6)
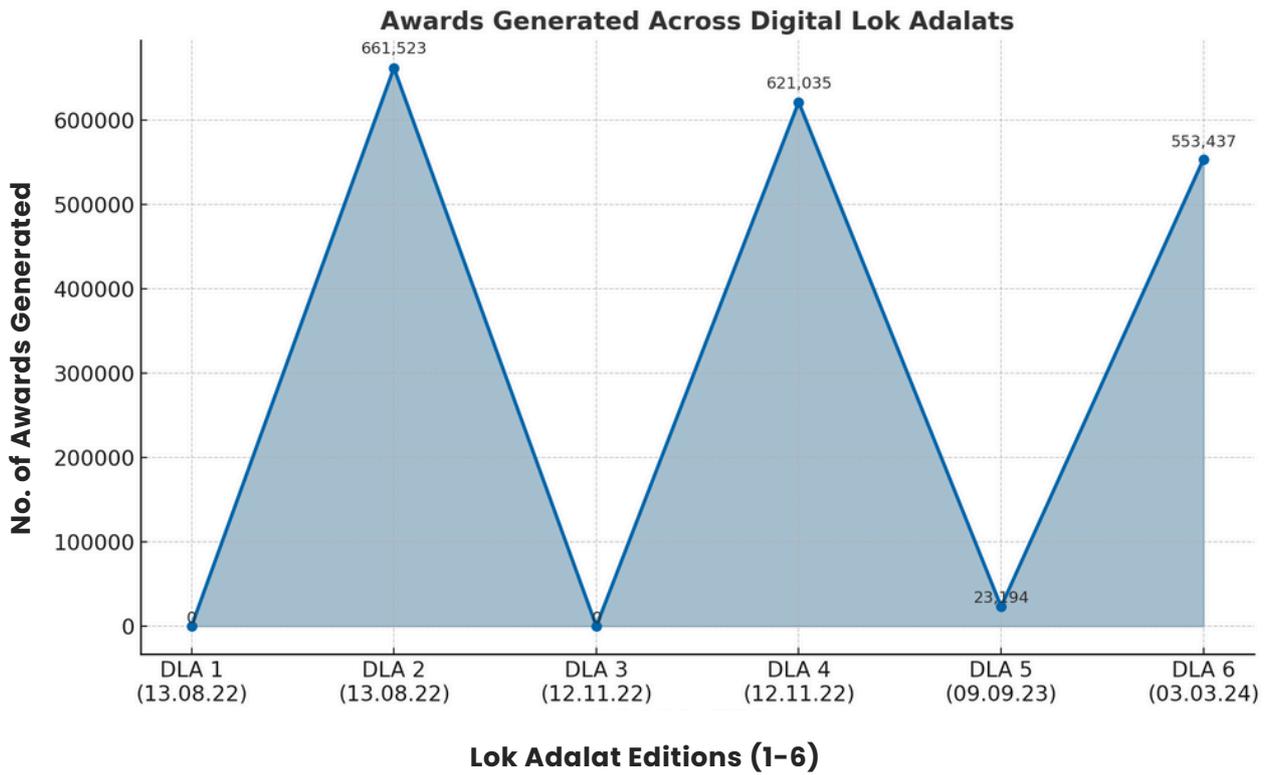
Notifications Engaged -

Lok Adalat No.	Held for	Date Held	Notifications Engaged
Digital Lok Adalat 1	RSLSA	13.08.2022	0
Digital Lok Adalat 2	MSLSA	13.08.2022	53,235
Digital Lok Adalat 3	RSLSA	12.11.2022	0
Digital Lok Adalat 4	MSLSA	12.11.2022	857,603
Digital Lok Adalat 5	RSLSA	09.09.2023	0
Digital Lok Adalat 6	MSLSA	03.03.2024	3,209,201

Notifications Engaged Across Digital Lok Adalats

No. of Notifications Engaged (in lakhs)

1e6

3,209,201

857,603

53,235

0

0

| DLA 1 (13.08.22) | DLA 2 (13.08.22) | DLA 3 (12.11.22) | DLA 4 (12.11.22) | DLA 5 (09.09.23) | DLA 6 (03.03.24) |

Lok Adalat Editions (1-6)
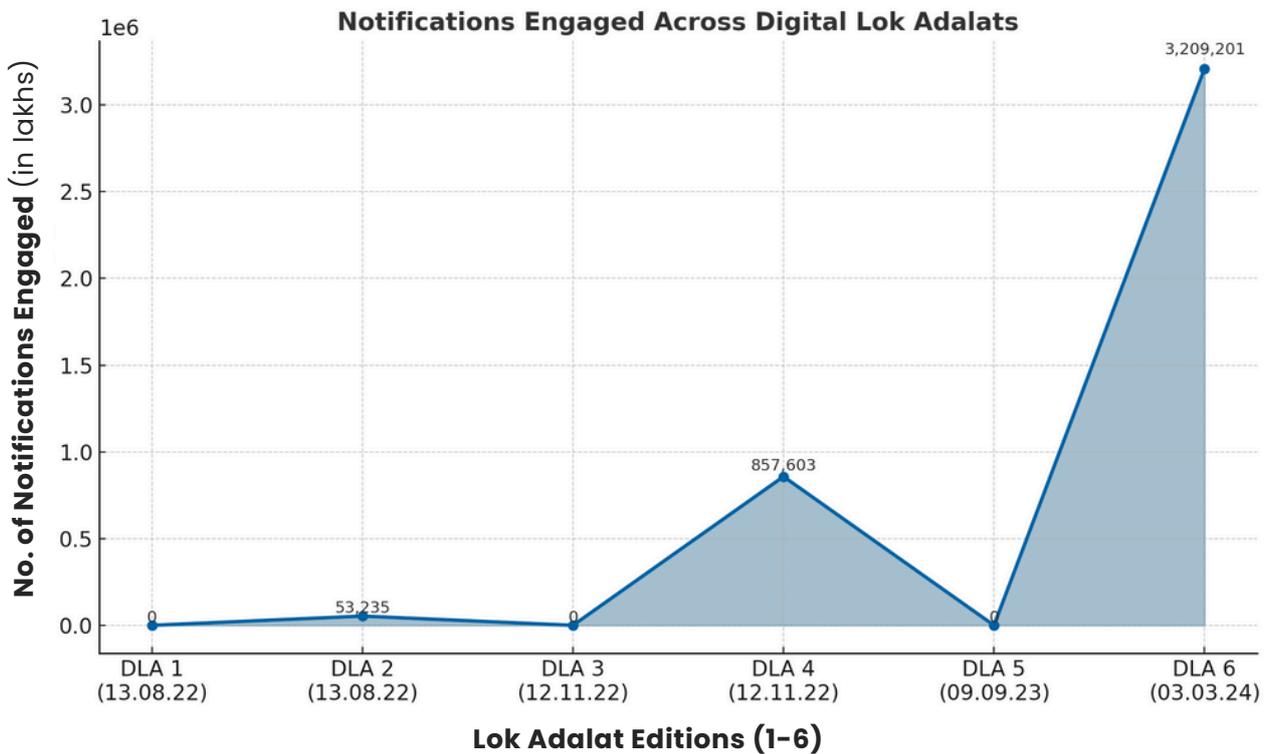
Challenges & Mitigation

The successful implementation of Jupitice's Digital Lok Adalats was not without its share of challenges. From infrastructural limitations to resistance to change, each obstacle required meticulous planning and proactive measures to ensure the smooth functioning of the digital platforms and foster widespread acceptance among stakeholders. By diligently addressing these challenges and implementing strategic measures, Jupitice has successfully navigated the complexities of digital transformation, laying the foundation for a resilient and inclusive justice delivery system that transcends geographical barriers and fosters equitable access to justice for all.

The following is an overview of the challenges faced across the separate Jupitice Digital Lok Adalats and how they were effectively fought.

Key Challenges & Mitigations

Infrastructural Challenges

In regions with inadequate infrastructure, particularly rural areas and talukas, ensuring reliable internet connectivity and electricity supply posed significant challenges. To mitigate these issues, Jupitice collaborated with local authorities and service providers to enhance infrastructure where feasible. Additionally, contingency plans were put in place to address disruptions and ensure uninterrupted proceedings.

Technological Barriers

Limited digital literacy among court staff and stakeholders presented a barrier to the adoption of Digital Lok Adalats. To address this, Jupitice conducted comprehensive training programs aimed at enhancing digital literacy and familiarising users with the new technology. Moreover, user-friendly interfaces were meticulously designed to minimise the learning curve and facilitate seamless navigation for users with varying levels of technological proficiency.

◼ Integration with Existing Systems

Integrating digital platforms with existing court management systems and databases presented technical hurdles. To ensure compatibility and continuity of operations, skilled IT professionals were enlisted to manage the integration process and address compatibility issues proactively. Thorough pilot testing was conducted to identify and rectify any technical challenges or integration issues before full-scale implementation, thereby minimising disruptions and ensuring a seamless transition to the Digital platform.

◼ Legal and Regulatory Compliance

1. Legal and Regulatory Compliance

Compliance with legal and regulatory requirements governing court procedures and electronic transactions was imperative. Jupitice's in-house legal team conducted comprehensive reviews to ensure compliance with relevant laws and regulations, including the Information Technology Act and Evidence Act. Stringent measures were implemented to safeguard data integrity, privacy, and security, thereby instilling trust and confidence in the digital platform among stakeholders.

Impact & Benefits

Jupitice's foray into Digital Lok Adalats has yielded transformative outcomes, reshaping the landscape of justice delivery and extending the reach of legal remedies to previously underserved populations. Through the seamless integration of digital platforms into traditional dispute resolution mechanisms, Jupitice has unlocked a myriad of benefits, fostering greater accessibility, efficiency, and inclusivity in the adjudication process.

Five Impact Pillars

Enhanced Access to Justice

By transcending geographical barriers and enabling remote participation, Jupitice Digital Lok Adalats have significantly enhanced access to justice, particularly for marginalised communities and those residing in remote or underdeveloped regions. Litigants no longer face the logistical and financial constraints associated with physical attendance, thereby empowering them to seek redressal for their grievances without undue hardship

Efficiency and Expediency

The utilisation of digital platforms has streamlined dispute resolution processes, reducing procedural delays and expediting the resolution of cases. Digital filing modules, online scrutiny, and automated notifications have minimised bureaucratic hurdles, facilitating swift and cost-effective resolution of disputes. Parties can now engage in real-time hearings from the comfort of their surroundings, eliminating the need for prolonged court visits and optimising judicial resources

Cost-effectiveness

Digital Lok Adalats have ushered in a paradigm shift towards cost-effective dispute resolution, significantly reducing the financial burden on litigants and the judiciary alike. By minimising travel expenses, accommodation costs, and administrative overheads associated with traditional litigation, digital platforms have democratised access to justice, ensuring that economic constraints do not impede the pursuit of legal remedies.

Transparency and Accountability

The digitisation of dispute resolution proceedings has bolstered transparency and accountability within the justice system. Digital platforms facilitate the seamless exchange of information, documentation, and evidence, ensuring that all parties have equitable access to relevant materials. Moreover, the comprehensive data analytics and reporting capabilities inherent in digital platforms enable stakeholders to track case progress, identify bottlenecks, and enhance decision-making processes.

Potential for Scalability and Sustainability

One of the most compelling advantages of Digital Lok Adalats lies in their inherent scalability and sustainability. Digital platforms have the capacity to accommodate a larger volume of cases and participants, thereby augmenting the efficacy and reach of Lok Adalats on a national scale. Furthermore, the modular design of digital systems enables iterative improvements and customisation, ensuring adaptability to evolving technological and procedural requirements.

Conclusion

Jupitice Digital Lok Adalats epitomise the transformative power of digital innovation in justice delivery. By blending tradition with technology, Jupitice has revolutionised dispute resolution, enhancing accessibility, efficiency, and inclusivity. These initiatives transcend mere technological adoption, fostering systemic reform and institutional rejuvenation. They empower individuals from all backgrounds to seek redressal, advancing justice and upholding the rule of law. Moreover, the scalability and sustainability of Digital Lok Adalats promise broader systemic transformation. As Jupitice continues to innovate, its digital initiatives pave the way for a more resilient, accountable, and inclusive justice ecosystem.

In essence, Jupitice Digital Lok Adalats herald a future where justice is accessible to all, transcending boundaries and ensuring a fair and inclusive society for generations to come. Jupitice's Digital Lok Adalats represent a paradigm shift towards a more equitable, efficient, and accessible justice delivery system. By harnessing the transformative power of digital technologies, Jupitice has not only democratised access to justice but also paved the way for a future where disputes are resolved expeditiously, transparently, and sustainably, thereby fostering trust and confidence in the rule of law.

"Jupitice Digital Lok Adalats are not just a technological upgrade — they are a paradigm shift towards a more equitable, efficient, and inclusive justice system for generations to come."

Thank you

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