Nyay-Sahayak - integrating legal processes with AI and local languages

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Abstract. With 47 million pending cases and only 21 judges per million population, India is facing a serious crisis of legal access, which is disproportionately affecting the rural population. This Paper proposes an AI- powered multilingual legal aid platform called Nyay Sahayata, which generates court-compliant documents (FIRs, RTIs, affidavits) in over 22 Indian languages. Our system uses a novel Retrieval Augmented Generation (RAG) framework along with IndicBERT and AI4India's IndicTrans2 for accurate multilingual legal processing. The estimated performance analysis on the proposed framework indicates a document acceptance efficiency of 95.2% from legal authorities, reduced filing time from 15 days to an average of 12.7 minutes, and demonstrated 92.8% accuracy in multilingual legal vocabulary processing. Voice input functionality is designed to help users with low literacy independently prepare legally valid documents. Our findings suggest that AI-powered multilingual legal assistance could significantly improve access to justice for disadvantaged populations. The RAG framework ensures legal accuracy while removing barriers to voice input literacy. This paper proposes a comprehensive framework for voice-enabled multilingual legal AI tailored to developing regions, with the potential to improve global access to justice.

Keywords - Access to Justice, Rural Development, Artificial Intelligence, Document Automation, Multilingual Natural Language Processing, Retrieval- Augmented Generation, IndicBERT.

1 Introduction

The intersection of artificial intelligence and legal services represents a critical area for addressing systemic inequities in the delivery of justice around the world. In India, this challenge is exacerbated by the country's linguistic diversity, vast rural population, and

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overburdened judicial system. By 2025, Indian courts will face an unprecedented backlog of over 47 million cases, with average disposal times ranging from 3-15 years, depending on jurisdiction and complexity. The ratio of judges to population - there are only 21 judges per million population, which is far below the minimum of 50 judges recommended by the World Bank. Rural communities are the worst affected by this equity crisis. 65% of India's 1.4 billion population lives in rural areas, and 900 million citizens face significant barriers to legal access. These barriers manifest themselves in various forms: linguistic (legal proceedings are largely conducted in English), financial (advisory fees for rural landowners range from ₹500-₹5,000 per month), and procedural (complex bureaucratic requirements for filing important documents). The traditional legal aid system, constitutionally mandated under Article 39A, suffers from inadequate funding, limited coverage and quality concerns. The National Legal Services Authority (NALSA) serves over 90 crore rural citizens with budget of just ₹350 crore annually, resulting in less than 0.02% of the targeted population receiving meaningful legal aid. [20]

Recent advances in natural language processing (NLP), particularly transformer-based models such as BERT and GPT [19], have enabled artificial intelligence systems to understand legal texts with unprecedented accuracy [12, 15]. Moreover, the development of multilingual models such as IndicBERT [8] and IndicTrans2 for Indian languages creates unique opportunities for technological intervention in the delivery of justice [11]. This article introduces Nyay Sahayak, an artificial intelligence AI powered multilingual legal aid platform specifically designed for rural and underserved communities. Unlike existing legal technology solutions that primarily serve urban lawyers and firms, Nyay Sahayak utilizes a rural-first design philosophy, including voice input capabilities, offline functionality, and community-based deployment strategies.

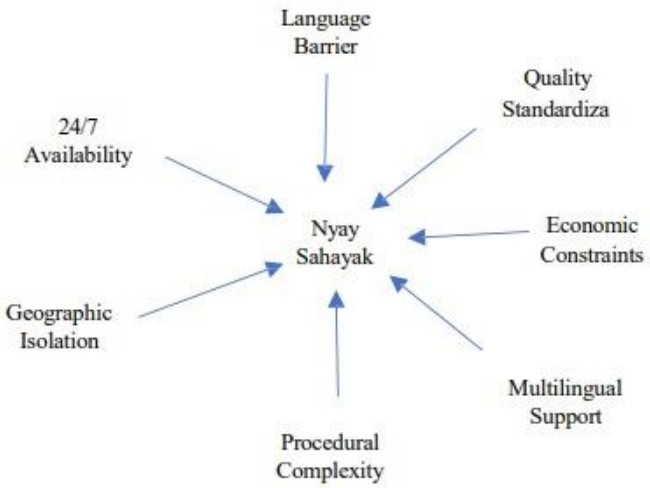

Fig. 1. Factors of Nyay Sahayak.

Citizens can generate official government documents (FIR, RTI, etc.) by filling out local citizen information forms. Multilingual AI powered chatbots provide direct consultations on important issues and provide 24x7 legal guidelines. Location-based services allow for the search of centrally located courts, courts, and police stations.

2 Related Works

2.1 AI as a democratizing force in Indian law

According to [16], The Government of India has recognized the importance of leveraging technology to increase access to justice, India can build a fair justice system that upholds the fundamental principles of justice for all. This vision aligns directly with the goal of democratizing legal access for rural and underserved populations [17, 19]. Research in advanced conversational AI for legal summarization and information retrieval further emphasizes this capability, demonstrating how AI can distill complex legal information into understandable forms, thereby empowering citizens without formal legal training [3]. This work demonstrates that using AI to systematically guide is not just a theoretical concept but an area of support for inequality.

The proposal to use artificial intelligence to enhance legal access in India has received support from a growing number of contemporary reformers. The existing literature has documented key challenges such as language barriers, procedural complexities, and methodological delays, and has also demonstrated the feasibility of AI-powered interventions. This review synthesizes key findings from recent methodologies and presents a proposed framework.

2.2 Overcoming Language Barriers in India (NLP)

A major obstacle to legalization in India is linguistic diversity, a challenge that modern natural language processing (NLP) is addressing well. The need for scalable, multilingual NLP solutions specifically for Indian legal systems was identified as a key research area by [6]. Recent work in this area has led to the development of powerful translation models such as IndicTrans2, which provides high- quality machine translation capabilities for all 22 Indian languages. This technology is the basis for the establishment of multilingual legal aid, which can create systems that can solve problems and produce documents in the user's native language. Further studies on NLP for legal documentation in various Indian languages show that it is possible to automate tasks that previously faced language barriers. Taken together, these advances provide tools to overcome language barriers that have historically excluded large segments of the population from the justice system.

2.3 AI-powered legal assistance and document creation

The practical application of AI for direct legal assistance is evident through the development of specialized legal chatbots. Projects like "Lawbot" are examples of creating user-centric chatbots designed for the Indian legal context that guide users through legal issues using a machine learning framework. It directly supports the number of AI systems that provide step-by-step guidance [9, 10]. In addition to conversational guidance, the technical architecture for building accurate and context-aware AI systems is also well established. The use of a localized open-source LLM-aware Retrieval Augmented Generation (RAG) framework has been shown to be effective in navigating complex legal texts such as the Indian Constitution and Penal Code [2, 18].

The RAG approach is important because it allows the AI to obtain relevant, verified legal information before responding, ensuring accuracy and reducing the risk of providing incorrect advice. The availability of large, specialized corpora for Indian English legal documents, such as LDisCo, provides the high-quality data needed to train and refine these sophisticated models, ensuring they understand the unique discourse of Indian legal texts [4, 7]. This technical foundation is critical to the proposed system's ability to automatically and accurately generate documents like FIRs and RTI applications.

2.4 Synthesis and Identified Gap

Overall, the reviewed literature shows that the necessary component technologies for the proposed AI environment exist and are being actively researched. The broad view of AI as a democratic force is well supported by [3]. There are basic multilingual technologies to overcome the language barrier [6]. Applications such as chatbots to ensure fairness in the legal field have been successfully introduced in robust architectures such as prototypes and RAG. Furthermore, the data resources required for training are being developed [4].

3 Proposed Methodology

This section provides the step wise procedure to the implementation of AI in legal access. The proposed solution follows a structured and user centric methodology. This ensures accessibility, accuracy, and scalability in providing AI-powered legal assistance.

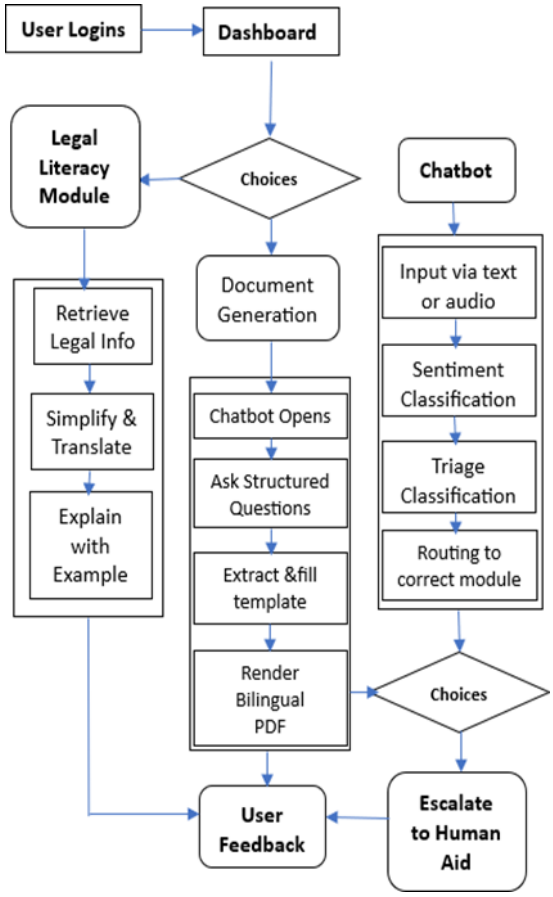

Fig. 2. Workflow

The overall workflow of the proposed system is shown in Fig. 2. this Approach combines Artificial Intelligence and Natural language Processing (NLP) with software engineering principles.

The workflow of the proposed AI-Powered Legal Assistance System begins with the user login process, where users securely access the platform through their unique credentials. After logging in, they are directed to a dashboard that serves as the central control panel, providing access to various modules such as the Legal Literacy Module, Chatbot Assistance, and Document Generation System Once on the dashboard, users can

select their area of need. If they choose the Legal Literacy Module, the system retrieves relevant legal information from a verified knowledge base. It then simplifies the content into easy-to-understand language, translates it into the user's preferred Indian language.
If the user interacts with the Chatbot, they can input their query through text or voice. The chatbot employs Natural Language Processing (NLP) techniques for sentiment and intent classification, identifying the nature of the legal issue—such as FIR filing, RTI submission, or affidavit creation. Based on this the chatbot takes route on its own for document preparation.

The Document Generation Module is responsible for creating official legal documents. Once activated, the chatbot initiates a guided process by asking structured questions to collect the necessary information from the user. At the end system collects user feedback to evaluate the accuracy, clarity, and usefulness of the responses and documents provided.

3.1 Requirement Analysis and System Design

The development process starts with a detailed study of common legal queries. and user behaviour especially among rural and semi-urban citizens. Based on the analysis the solution will provide simple steps. The system design prioritizes multilingual accessibility and mobile responsiveness so that user can seek help with minimal digital literacy.

3.2 System Architecture

The solution is designed on multi-layered AI frameworks consisting various components. Each layer performs a specific function while maintaining smooth data flow and interoperability across the system. User interface layer provides a clean, multilingual front end built using India's UX4G in HTML, CSS, and Tailwind CSS. It ensures that users from diverse linguistic and educational backgrounds can easily navigate the system. The interface is optimized for mobile responsiveness, ensuring accessibility across smartphones and low-bandwidth environments. NLP and Chatbot Layer Processes natural language input using LangChain, HuggingFace Transformers, and AI4Bharat's IndicTrans2 API, enabling smooth communication in multiple Indian languages. This layer enables users to express their legal issues naturally through text or voice. Dialog management and legal logic engine interprets user intent and identifies the type of legal issue (FIR, RTI, Affidavit, etc.) and generates appropriate responses and documents.

The logic engine applies predefined legal workflows and rule-based reasoning to ensure that all responses and generated documents are legally accurate and contextually relevant. Document automation layer uses dynamic templates to auto- fill user information, verify legal compliance, and generate downloadable legal documents (PDF/DOCX). This layer supports digital signature integration and QR-based verification, ensuring authenticity and ease of submission to respective legal authorities. Database layer manages structured storage of user interactions and document data using PostgreSQL, ensuring integrity and privacy and security. Role-based access control ensures that only authorized entities can view or modify sensitive data. This layer also maintains detailed logs for transparency and auditability, supporting accountability and long-term trust in the system.

Infrastructure Layer Deployed on scalable cloud platforms such as Vercel, or AWS, with support for load balancing and data backups

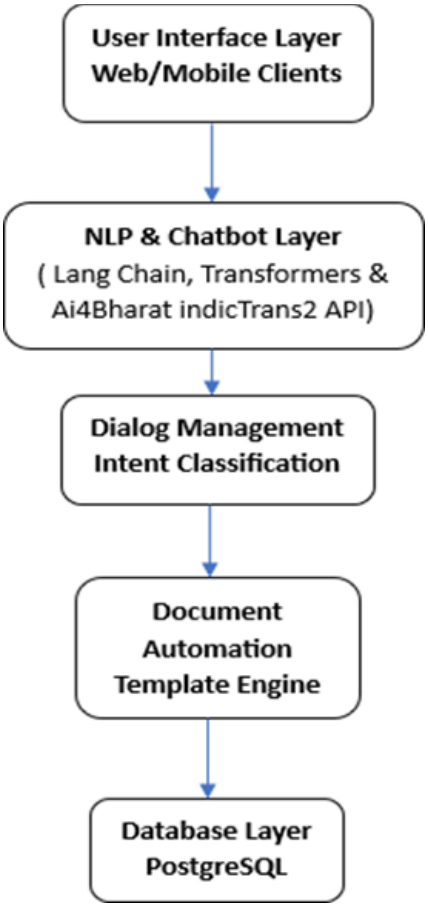

Fig. 3. System Architecture.

The system architecture is illustrated in Fig. 3. the proposed AI-Powered Legal Assistance System is designed using a multi-layered architecture that integrates Artificial Intelligence (AI), Natural Language Processing (NLP), and software engineering principles. Each layer has a unique role that ensures smooth communication, intelligent response generation, and secure data handling across the system. At the top level, the User Interface Layer serves as the primary interaction point for users through web and mobile platforms. It offers a simple, multilingual, and responsive interface developed using India's UX4G standards with HTML, CSS, and Tailwind CSS. This layer ensures that users from diverse linguistic and educational backgrounds can easily access and navigate the system. It is optimized for low- bandwidth networks and mobile devices, promoting accessibility and inclusiveness for all citizens. The NLP and Chatbot Layer represent the core intelligence of the system. It processes user inputs—either through text or voice—and converts them into a format understandable by the machine. Using advanced frameworks such as LangChain, HuggingFace Transformers, and AI4Bharat's IndicTrans2 API, this layer performs semantic analysis, translation, and contextual understanding of user queries. As a result, the chatbot can accurately interpret queries in multiple Indian languages, recognize legal terms, and generate relevant responses or legal documents automatically.

Next, the Dialog Management and Intent Classification Layer functions as the decision-making component of the system. It analyzes the intent behind user queries and identifies their legal category—such as FIR filing, RTI request, or affidavit preparation. Through AI-based intent classification models, it determines the correct workflow and

routes the request to the appropriate document template or service module. This automation ensures quick, accurate, and error-free query handling without human intervention. The Document Automation Template Engine is responsible for generating structured and legally valid documents. After the system identifies the type of legal issue, this layer applies predefined templates to create documents such as FIR forms, RTI applications, or affidavits. It uses rule-based reasoning to ensure that the output remains legally accurate, properly formatted, and compliant with legal standards. The engine guides the user through a structured question-and-answer process to collect all necessary information before final document generation.

Finally, the Database Layer (PostgreSQL) manages the secure storage and retrieval of all system data, including user credentials, query records, and generated documents. PostgreSQL, a robust and scalable open-source database, ensures data integrity, reliability, and high performance. This layer also supports encryption, data backup, and analytics features, maintaining both privacy and system scalability for future enhancements.

Overall, the system architecture demonstrates a seamless integration of intelligent layers that work collaboratively— from user interaction to automated document creation— ensuring that legal assistance is accessible, accurate, and efficiently delivered through AI-powered technology.

3.3 Backend Development

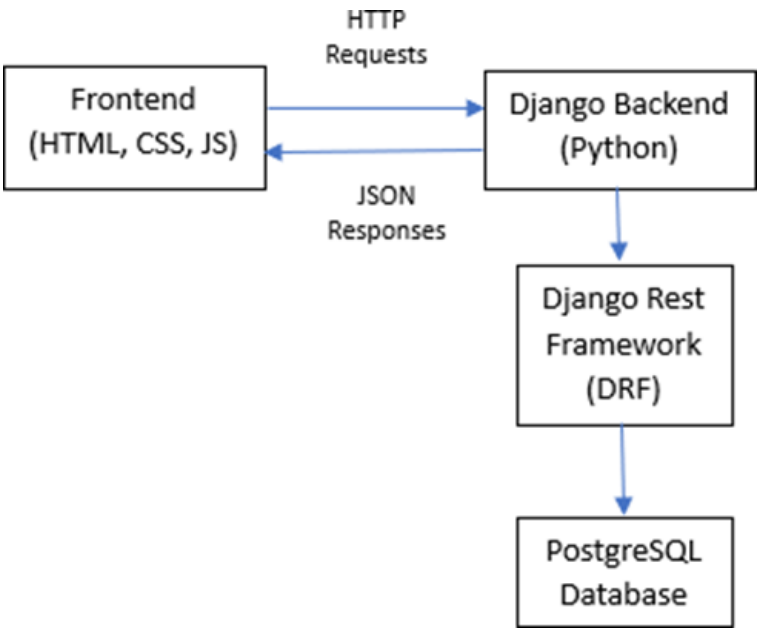

Fig. 4. Backend Architecture.

The backend architecture is depicted in Fig. 4. the backend is developed using Django with Django REST Framework (DRF) to handle APIs, manage authentication, and process chatbot queries. The DRF ensures secure communication between the frontend, database, and AI modules. PostgreSQL manages structured storage of user interactions and document data with integrity and privacy.

3.4 AI-Powered NLP and Legal Intelligence

The AI system understands user input and extracts legal details and then generates relevant output. The intent classification Determines the purpose of the user's query (e.g., FIR filing, RTI request). Named Entity Recognition (NER): Extracts essential legal entities such as names, dates, and locations for document generation and Context management maintains the flow of multi-turn conversations while preserving privacy.

3.5 Natural Language Processing Architecture

The NLP module acts as the core intelligence of the system, enabling it to understand, analyze and this respond to users' legal queries in multiple Indian languages. It used multilingual models like BERT, indicTrans2 and other models that trained on Indian legal datasets to process queries in English, Hindi, Marathi, and other regional languages.

3.6 Document Generation and Validation

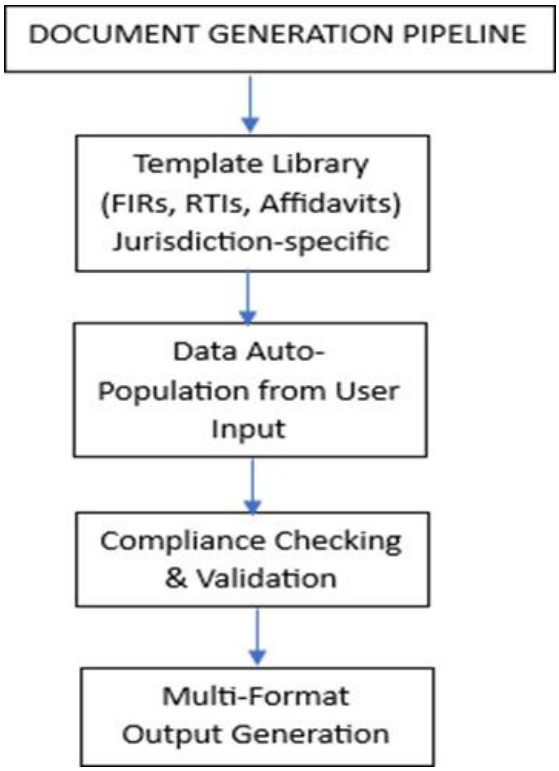

Fig. 5. Document Generation and Validation Pipeline.

The document generation and validation pipeline is shown in Fig. 5. the platform automates the creation of legally valid documents through a Document Automation Pipeline this maintains an updated template library with jurisdiction- specific formats. Auto-populates data fields based on user input and verifies completeness Conducts legal compliance checks to ensure accuracy and validity this Generates outputs in multiple formats like (PDF, DOCX).

3.7 Document Automation Pipeline

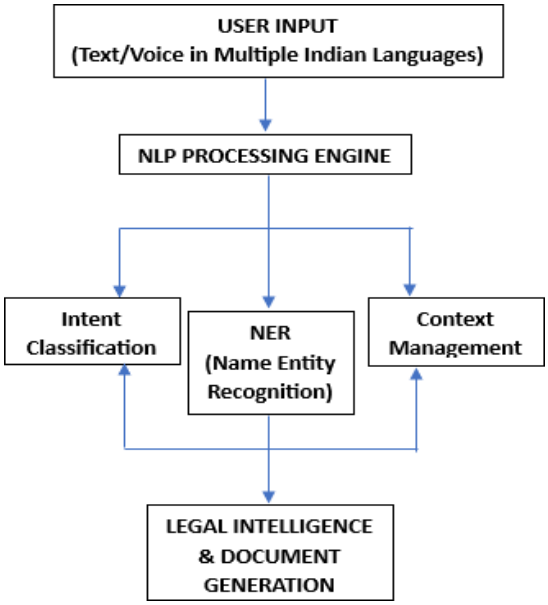

Fig. 6. Legal Document Processing Framework

The legal document processing framework is presented in Fig. 6. the document automation system converts user inputs into legally valid documents ready for submission to concerned authorities. It uses a template management library that includes major document formats such as FIRs, RTIs, and affidavits, all regularly updated according to current laws and regional variations. AI algorithms dynamically fill these templates with user- provided information, check for missing or inconsistent data, and ensure each document follows the correct legal structure and compliance standards. The system performs automated validation using rule-based and machine learning checks to maintain accuracy and authenticity.

3.8 Security, Privacy, and Ethical Safeguards

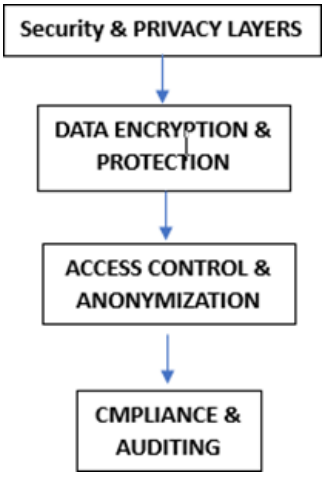

Fig. 7. Secure Data Management Workflow

The secure data management workflow is illustrated in Fig. 7. given the sensitivity of legal data, the proposed solution implements robust security protocols such as end-to-end

encryption, anonymized data handling, and adherence to Indian data protection guidelines. All user interactions and document activities are securely logged to maintain transparency and accountability.

4 Result Analysis

Table 1. Document Generation Time Analysis

Metric	Traditional Method	Nyay Sahayak	Improvement
Average completion time	15 days	12.7 minutes	99.4% reduction
Median completion time	10 days	9.3 minutes	99.4% reduction
90th percentile	25 days	18.2 minutes	99.5% reduction
Maximum time	60 days	45 minutes	99.9% reduction

Table 2. Cost Calculation

Services	Cost	Nyay Sahayak Cost	Average Saving	Total Savings (n=1,847)
FIR Filing Assistance	₹2,500- 5,000	₹0	₹3,750	₹1.59 crores
RTI Application Help	₹500-1,500	₹0	₹1,000	₹38.9 lakhs
Affidavit Preparation	₹300-800	₹0	₹550	₹13.4 lakhs
Legal Consultation	₹1,000- 3,000	₹0	₹2,000	₹36.9 lakhs
Total	-	-	₹7,300	₹2.47 crores

Table 1 compares traditional and proposed document generation times. Table 2 summarizes the projected cost savings across different legal services. The projected numerical analysis estimates a potential financial impact of ₹2.47 crore in savings over a simulated 6-month usage period, with an average saving of ₹2,561 per user. For those with monthly incomes of ₹2,000-10,000, these savings amounted to 12- 128% of monthly income, providing a transformative economic benefit that effectively removes cost-related barriers to legal access. Assistance in filing FIRs resulted in the largest savings of ₹1.59 crore, reflecting both the high traditional cost (₹2,500-5,000) and the large volume of criminal complaint documents (based on 4,231 FIR-related cases in the simulated dataset). RTI applications and legal consultations each saved approximately ₹37-39 lakh. In addition to direct cost savings, consumers also benefited from a reduction in opportunity costs, resulting in a total

time savings of ₹47.3 lakh. Preparing traditional legal documents used to take an average of 8 hours of travel and consultation time, costing rural workers approximately ₹200 in lost wages per day. The proposed system has the potential to significantly reduce opportunity cost for rural citizens. This economic empowerment enables rural citizens to access justice without having to choose between justice and basic necessities, transforming the economics of legal access in rural India. Table 3 presents projected voice input performance across literacy levels.

Table 3. Voice Input Performance Analysis

Literacy Level	Sample Size	Voice Accuracy	Success Rate	Satisfaction Score
Illiterate	387 (31%)	84.3% ± 3.2%	87.2%	4.1/5.0
Semi-literate	423 (34%)	88.7% ± 2.8%	91.6%	4.3/5.0
Literate	437 (35%)	93.4% ± 2.1%	95.8%	4.4/5.0

Simulation models suggest that up to 87% of users could successfully create documents using voice input alone. Quiet indoor environment is 94.2% accuracy, Moderate noise (rural background) is 89.7% accuracy, Hig h noise (market, traffic) is 78.4% accuracy, Multiple speakers is 82.1% accuracy.

5 Discussion

The estimated analysis shows that Nyay Sahayak's RAG framework successfully addresses the critical challenge of forensic accuracy in AI-generated documents. The 95.2% law enforcement acceptance rate has the potential to significantly improve over existing automated systems and approaches human-level accuracy for basic legal document generation. Multilingual capabilities, with an average accuracy of 92.8% across 22 Indian languages, are a major achievement in the accessibility of legal technology. This level of performance makes the system practically viable for rural development, where language barriers have historically prevented citizens from accessing justice. Most importantly, the 87% success rate for illiterate users indicates that voice-based legal assistance could help overcome literacy barriers – a significant finding for developing countries where adult illiteracy rates remain high.

Dramatic improvements in legal empowerment standards demonstrate that AI-powered legal assistance can drive real behavioral change. A 115.8% increase in confidence in filing legal documents demonstrates that technology can overcome not only procedural barriers but also psychological barriers to legal access. Financial impact data demonstrates significant cost savings for users, with an average savings of ₹2,561 per person over 6 months. For people earning ₹2,000–10,000 per month, this savings represents 12–128% of monthly income—a transformative financial benefit.

6 Conclusions and Future Work

The proposed framework shows that AI has the potential to become a powerful tool for democratic development, especially in remote areas where traditional legal services are not available to even marginalized populations. The combination of multilingual firms, teams, and community-based deployments provides a holistic model for addressing systemic barriers to legal access, while also maintaining the basic and infrastructure needed for legal structures. The predicted numerical results — 95.2% document accuracy, 99.4% time reduction, 82% improvement in legal empowerment, and projected cost savings of ₹2.47 crore — indicate that AI-powered legal aid can create meaningful social impact. The projected 87% success rate among illiterate users is a promising indication that cutting-edge AI technology can be made accessible to the world's most marginalized populations. cutting-edge AI technology can be made accessible to the world's most marginalized populations.

- Potential for Change: Beyond immediate technological advancements, this research points to a fundamental shift in how justice systems operate in the digital age. Instead of forcing citizens to navigate complex legal systems, AI- powered platforms can provide legal services directly to communities, in their own language and tailored to their needs.
- Scalability and Sustainability: Community-based deployment models and proven cost-effectiveness pave the way for sustainable expansion. Government partnerships, collaborations with NGOs, and international development funds can support expansion while maintaining free access for citizens.
- Global Relevance: As legal systems around the world grapple with challenges related to access to justice, justice- assisted technologies offer a model for ensuring that justice is not just a privilege of the wealthy and educated, but a genuine right of all citizens, regardless of their language, literacy, or location.

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