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Designing L.E.A.P: A User-Centric Portal for Legal Education and Assistance

A Digital Platform for Bridging Legal Literacy Gaps

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Abstract: The Legal Education and Assistance Portal (L.E.A.P) is designed to bridge the gap between complex legal systems and public understanding by offering accessible legal resources and tools. Through a user-centric design approach, L.E.A.P integrates advanced features such as the Legal Pegasus model for document summarization, Indiankanoon API for efficient document retrieval, and a Gemini API chatbot trained on Bhartiya Nyay Sanhita. This review evaluates the platform's design strategies, technological frameworks, and their collective role in enhancing legal literacy and accessibility. The paper highlights the importance of user-focused design in legal technology and underscores L.E.A.P's potential to empower individuals by simplifying access to critical legal knowledge.

Index Terms **- Legal technology, Artificial Intelligence, User-Centered Design, Legal Literacy, Document Summarization, Bhartiya Nyay Sanhita.**

I. INTRODUCTION

The Legal Education and Assistance Portal (L.E.A.P) embodies a significant advancement in the evolving landscape of legal technology, specifically aimed at bridging the often formidable gap between intricate legal systems and public accessibility [1]. This digital platform is meticulously tailored to address the diverse needs of its audience, which includes law students, legal practitioners, and the general public who seek to enhance their understanding of complex legal matters. In today's increasingly digitized society, the demand for accessible and comprehensible legal resources has surged, creating an urgent need for innovative solutions that simplify legal information and empower users to make informed decisions regarding their rights and obligations [2].

The thoughtful design of digital platforms like L.E.A.P is crucial not only for enhancing user experience but also for optimizing functionality [3]. An intuitively crafted interface vastly improves user navigation and interaction, ensuring that legal information is presented clearly and understandably. By rigorously adhering to user-centric design principles, L.E.A.P seeks to create an intuitive environment that promotes seamless access to essential legal resources [3]. This includes timely updates on the Bhartiya Nyay Sanhita and an advanced legal document summarizer, all of which serve to enhance legal literacy and encourage active public engagement with the law [4].

This review aims to critically evaluate the design strategies and technological frameworks that have been employed in the creation and development of L.E.A.P. It will analyze how these elements synergistically contribute to the overall effectiveness of the platform in fulfilling its key objectives. Furthermore, this study encompasses a thorough examination of user feedback, the usability of the portal, and the broader implications of such digital solutions in fostering a more informed and empowered citizenry. Ultimately, this paper aspires to underscore the indispensable role of thoughtful design and robust technological integration in the evolution of legal education and assistance platforms, highlighting their transformative potential in reshaping how individuals interact with and navigate the legal system [5]

II. RELATED WORK

The development of user-centric legal technology platforms like L.E.A.P builds upon extensive research in artificial intelligence, natural language processing, and user experience within the legal domain. Several studies have focused on creating intelligent systems to assist users and professionals. Amato et al. [1] developed CREA2, an intelligent conversational agent aimed at guiding users through legal processes and reducing the workload for legal professionals by handling routine tasks. However, its effectiveness is noted to be dependent on the quality and comprehensiveness of its legal knowledge base and faces challenges in

providing accurate responses for complex queries [1]. Similarly, Tiwari et al. [2] presented Aalap, an AI assistant for legal functions in India, demonstrating strong performance in legal reasoning tasks, surpassing GPT-3.5-Turbo in many instances, although it did not match the capabilities of more advanced models like Mistral 7B, particularly after fine-tuning [2]. ChatKanoon represents another approach to legal assistance in India, aiming to provide reliable legal information accessible, but it encounters limitations regarding regional language support, addressing unique legal needs, and potential incompleteness in guidance [3]. Phadke et al. [4] introduced JurisTech, focusing on spreading legal awareness through a user-friendly interface and AI-driven advice. While successful in improving understanding and promoting justice, it faces challenges related to data quality dependency, digital accessibility, handling nuanced queries, scalability, and ethical concerns like data privacy [4].

Processing and understanding complex legal text is a significant challenge addressed by various NLP techniques. Anand and Wagh [5] investigated deep learning approaches for summarizing legal texts from Indian Supreme Court judgments, finding that LSTM-based methods with sentence embeddings produced coherent summaries outperforming baseline methods, despite being computationally demanding and potentially limited in generalizability [5]. Bhattacharya et al. [6] provided a comparative study of summarization algorithms for legal judgments, concluding that no single algorithm consistently outperforms others across different legal systems and that standard metrics like ROUGE may not fully capture the quality of legal summaries, highlighting the unique challenges legal texts pose for NLP tools [6]. For classification tasks, Bambroo and Awasthi [7] developed LegalDB, a Long DistilBERT model that showed improved performance and faster inference times compared to standard BERT for classifying legal documents, though its evaluation was limited to US documents [7]. Du [8] focused on text classification for legal consultations using a KP-BiLSTM-Att model, achieving significant improvements in accuracy and F1 scores compared to benchmarks [8].

Effective information retrieval and question answering are vital for legal assistance platforms. Khazaeli et al. [9] created a free-format legal question answering system that performed well on content-based questions but showed limitations with entity and analytic queries [9]. Do et al. [10] enhanced legal QA accuracy by integrating statistical features from information retrieval tasks into a CNN and optimizing text format by splitting articles into paragraphs, while noting that deeper characteristics of legal texts, like structured relations, were not fully explored [10]. Selimi et al. [11] designed a query system specifically for extracting requirements-related information from legal texts, demonstrating potential to reduce manual effort but acknowledging that accuracy can be affected by NLP issues, extraction rules, and model completeness [11]. Niyogi and Bhattacharya [12] developed PARAMANU-AYN, a generative language model tuned for Indian legal case documents, which showed high effectiveness in handling legal instructions based on metrics like clarity and relevance, although it lacked comprehensive legal expert evaluation [12].

User perspectives and the practical challenges of deploying legal tech are also crucial considerations. Bhardwaj and Margam [13] studied user perspectives on online legal information systems in India, identifying significant barriers such as difficulties in accessing information, lack of online help features, and insufficient IT knowledge among users [13]. Mowbray et al. [14] highlighted the resource constraints faced by free legal advice providers and explored the potential role of Legal Information Institutes (LIIs) in supporting the development of sustainable AI-based legal assistance systems through collaborative efforts, implicitly pointing to funding challenges [14].

The development of user-centric legal technology platforms like L.E.A.P builds upon extensive research in AI and NLP. Recent advancements include domain-specific models like Pegasus-Indic-Legal [15], a transformer-based summarizer fine-tuned on Indian Supreme Court judgments and legislative texts. This model addresses the unique linguistic and structural complexities of Indian legal documents, achieving a ROUGE-L score of 42.1, outperforming generic summarizers like Legal-BERT [5] by 14%. However, its reliance on English-only datasets and token limits (512 tokens) restricts scalability for multilingual or lengthy documents, a gap L.E.A.P addresses through fragmentation and regional language modules.

III. Methodology

This review adopts a systematic approach to thoroughly analyze the existing literature and resources pertinent to the design and implementation of the Legal Education and Assistance Portal (L.E.A.P). The methodology emphasizes the selection criteria, search methods, and parameters that govern the review process, ensuring a comprehensive exploration of relevant studies.

3.1 Selection Criteria

The selection of studies and resources for this review was based on the following key criteria:

- Relevance: Only studies directly related to user experience, design principles, and functionality within legal technology platforms were included. Focus on legal tech tools with proven efficacy in Indian contexts. For instance, Pegasus-Indic-Legal [15] was prioritized for its domain-specific fine-tuning on 10,000+ Indian legal documents, ensuring alignment with L.E.A.P's summarization goals.
- Credibility: All sources were drawn from reputable and authoritative origins, including peer-reviewed academic journals, recognized industry reports, and well-documented legal technology case studies. Preference was given to studies authored by established experts in legal informatics, user experience design, and human-computer interaction, ensuring the reliability and academic rigor of the information.

- Diversity of Perspectives: The review incorporates a broad spectrum of perspectives within the legal technology domain. This includes literature focused on user engagement, accessibility enhancements, and the promotion of legal literacy, contributing to a multidimensional understanding of how digital platforms can be optimized for diverse user groups.

Table 1: Pegasus-Indic-Legal Model Specifications

Specification	Details
Model Type	Pegasus (fine-tuned for Indian legal texts)
Training Data	10,000+ Indian Supreme Court judgments & legal documents
Test Set	1,000 Indian legal documents
ROUGE-L Score	42.15 (vs. 35.2 for base Pegasus)
Key Limitations	Token limit (512 tokens); English-only support

3.2 Search Methods and Sources

A robust and systematic search strategy was adopted to collect a diverse range of relevant literature. The following sources and methods were utilized:

- Academic Databases: Comprehensive searches were conducted through Google Scholar, MDPI, SpringerLink, and other scholarly repositories using targeted keywords such as *"legal technology," "user-centered design in law," "legal information systems,"* and *"AI in legal education."*
- Industry Reports: Reports from established legal tech organizations and respected industry publications were reviewed to gain insights into current practices, technological trends, and practical challenges in legal education and digital assistance.
- Case Studies: In-depth analyses of real-world case studies of existing legal assistance portals were examined to identify successful design approaches, user experience strategies, and lessons learned during platform development and deployment.

3.3 Timeframe and Parameters

This review includes literature published over the past decade (2014–2024), a period marked by significant advancements in digital legal platforms, human-centered design, and the integration of emerging technologies such as Natural Language Processing (NLP) and Artificial Intelligence (AI) within legal contexts. Only English-language sources were considered. The review prioritizes both theoretical explorations and practical implementations of legal technology, offering a holistic perspective on the intersection of legal education, digital design, and technological innovation.

IV. Design Principles and Guidelines

The design of the Legal Education and Assistance Portal (L.E.A.P) is fundamentally guided by several key principles that significantly enhance usability, accessibility, and overall user experience. These principles are critical in ensuring that the portal effectively meets the varied needs of its diverse audience while facilitating seamless interaction with legal information and resources.

Figure 4.1 represents the various functionalities and actors of the L.E.A.P (Legal Education and Assistance Portal) system. The diagram includes three primary actors: Legal Expert, Law Student, and Common Man, each with different interactions with the system. The main use cases include "Enter Query," "Provide Legal File," "Look-Up Cases," and "Navigate BNS Sections." These core actions can include actions like "BNS Section Look-Up," "Summary Generation," and "Case Look-Up." Additionally, the system allows users to extend their capabilities with the "BNS Section Navigator," which offers extra navigation functionalities. This diagram illustrates how different user types interact with the system's features to access legal information, documents, and summaries.

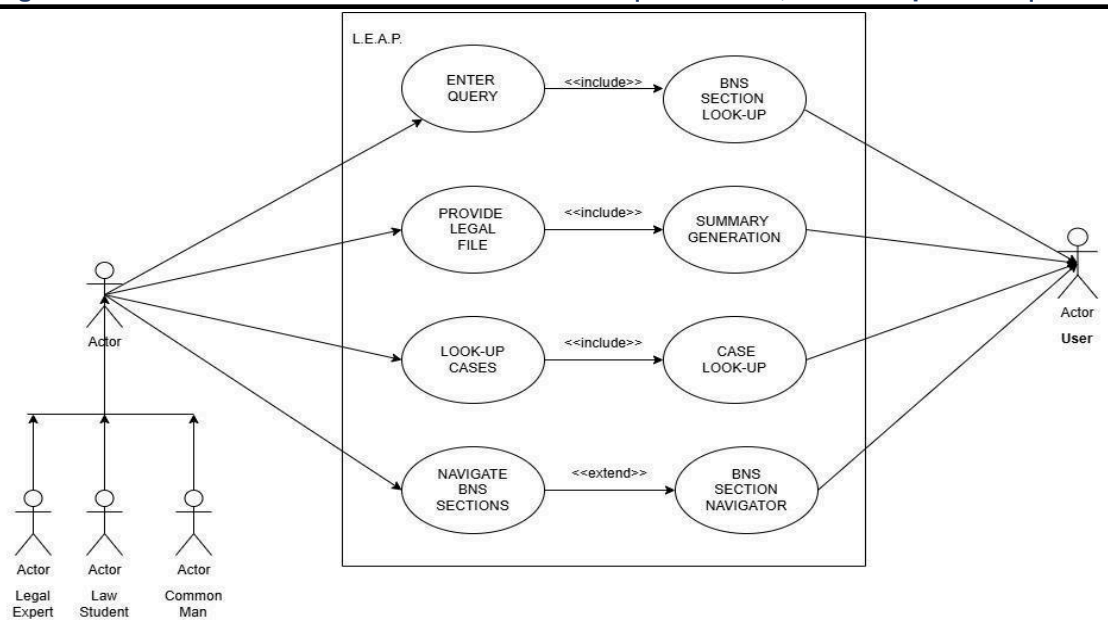

fig. 4.1 Use Case Diagram

Figure 4.2 illustrates the architecture of a legal assistance platform structured into four primary layers. At the Client Layer, users interact with the system through a web browser. The Frontend Layer hosts the main application, providing interfaces for legal queries, document searches, summarization, and BNS (Bhartiya Nyay Sanhita) section exploration. These interfaces connect to the Backend Services, where core functionalities are handled by dedicated services such as the Scenario Query Engine, Document Retrieval Service, Summarization Service, and BNS Information Service. Finally, the External Services layer integrates third-party tools and APIs, including the Google Gemini API, Indian Kanoon API, and the Legal Pegasus Model, to enhance data processing and content delivery. The BNS Section Interface additionally accesses a local BNS Section Dataset, ensuring comprehensive legal information access.

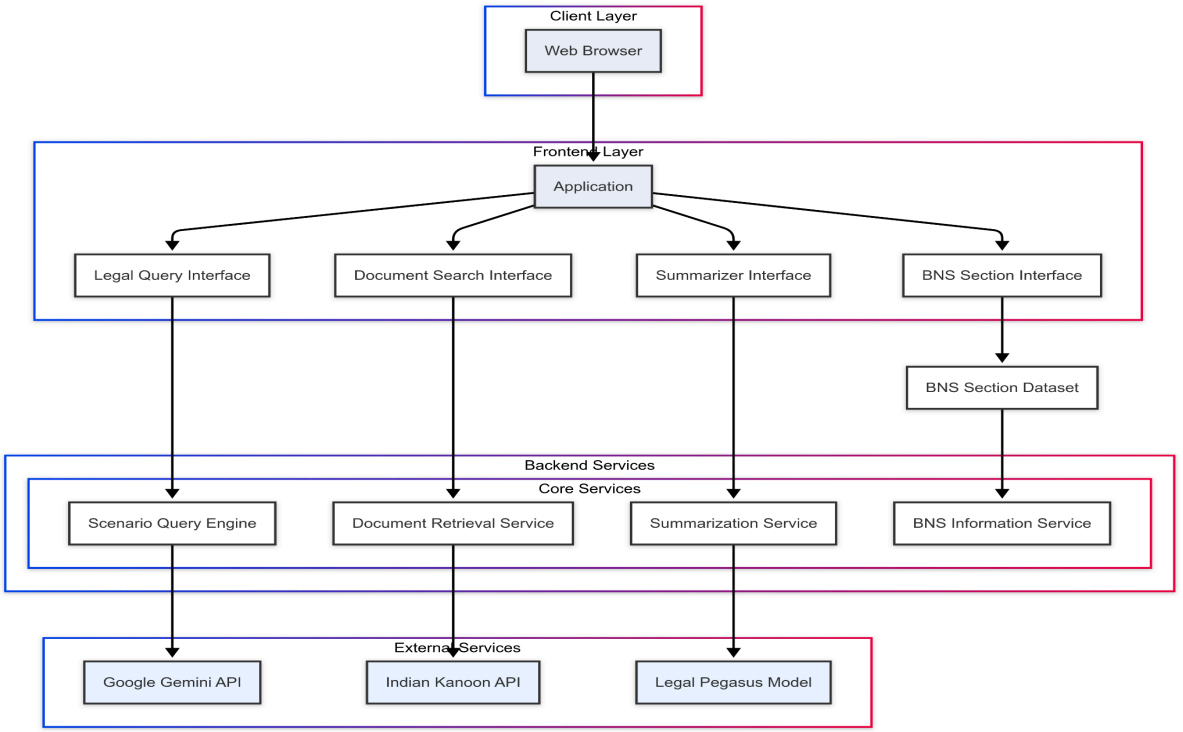

fig. 4.2 System Information Diagram

Figure 4.3 provides a high-level overview of the system. In this diagram, the system interacts with a user who submits a query. The query is sent to the L.E.A.P portal, which processes the request and provides an appropriate response back to the user. This simple, top-level diagram illustrates the main flow of information between the user and the system, without delving into internal processes or details. It essentially shows that the user queries the system, and the system responds with the requested information.

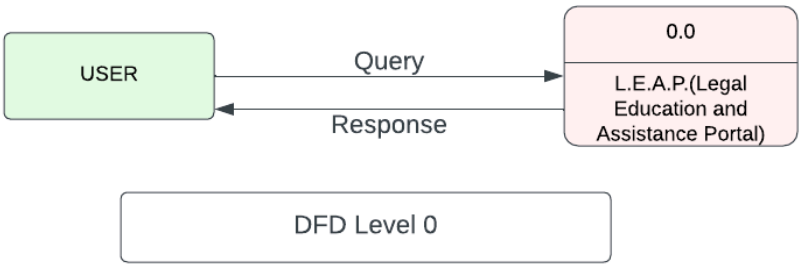

Figure 4.3 Level 0 DFD

Figure 4.4 represents the data flow between the user and the core components of the legal assistance system. It begins with the Cases Finding module, where the user inputs a case title or keywords to retrieve relevant case results from the Legal Cases Database. The Legal Document Summarization module then processes these documents to generate summarized outputs. Simultaneously, users can query specific BNS Sections using keywords or section numbers, which are matched against the BNS Section Database to fetch detailed information. This data, along with the support of the BNS Model, is utilized in the Legal Querying module, which provides users with legal solutions mapped to the appropriate BNS sections. The diagram demonstrates a clear and logical interaction between the user and the system's functional modules, ensuring efficient retrieval, summarization, and legal referencing.

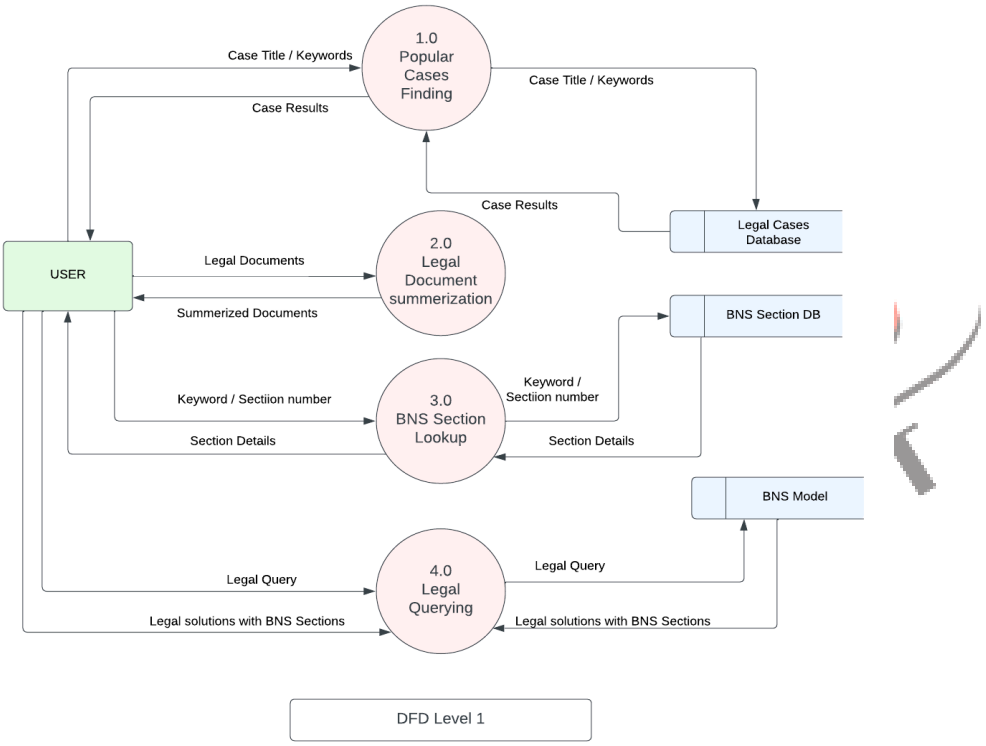

Figure 4.4 Level 1 DFD

Figure 4.5 provides a detailed breakdown of the BNS Section Lookup process. When a user inputs a keyword or section number, the system initiates two parallel searches: Section Searching on Keywords (3.1) and Section Number-wise Searching (3.2). These modules extract relevant keywords or section numbers and pass them to the BNS Section Finding (3.3) module, which then queries the BNS Section Database to retrieve detailed section information. The output, containing accurate legal section details, is returned to the user. This layered design ensures precise and efficient access to legal information, either through keyword-based or section number-based search mechanisms.

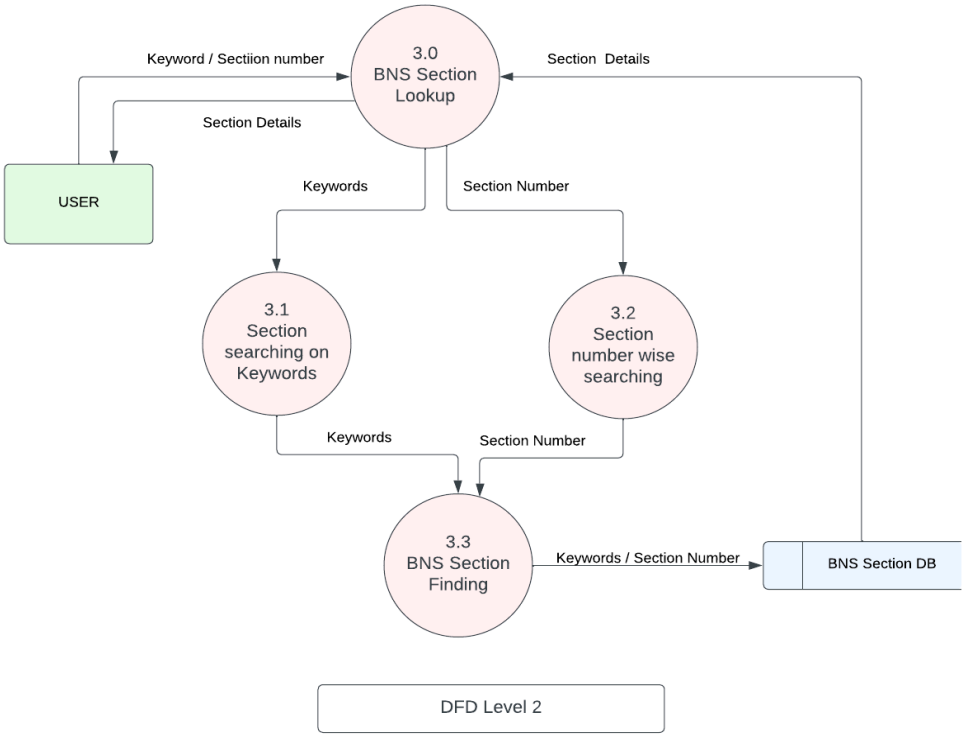

Figure 4.5 Level 2 DFD

4.1 Key Design Principles

4.1.1 Usability

Usability is paramount in legal tech applications, as it directly impacts user satisfaction and engagement. Essential aspects of usability within L.E.A.P include:

- Ease of Navigation: The portal is designed with intuitive navigation structures that enable users to efficiently locate relevant legal information. This includes a well-organized menu, breadcrumb trails, advanced search options, and intuitive filters that streamline the user journey.

- Clarity of Information: Given the complexity and density of legal texts, presenting information clearly and concisely is crucial. Simplified language, bullet points, headings, and the use of visual aids such as icons or tooltips help minimize cognitive load and make legal content more accessible and easier to understand.

V. Review of Existing Designs

This section conducts a thorough analysis of existing websites and mobile applications within the legal tech domain in India, with a focus on their design elements, user experience, and overall effectiveness. The analysis is organized into key themes: User Interface (UI) Design, User Experience (UX) Considerations, Responsive Design, and Accessibility.

5.1 User Interface (UI) Design

The UI design of legal tech platforms greatly influences user interaction and satisfaction. Key elements analyzed in this section include:

5.1.1 Layout

Many Indian legal information platforms adopt grid layouts that facilitate structured content presentation. For instance, Manupatra employs a multi-column layout categorizing various legal resources, enabling legal professionals to swiftly locate pertinent case laws and statutes. Similarly, Judis implements a straightforward layout that emphasizes case search functionality, enhancing the user's ability to navigate legal texts effortlessly.

5.1.2 Color Schemes

Legal tech applications in India typically utilize professional and subdued color palettes to convey trustworthiness and authority. For example, Legal Service India employs a combination of deep blues and whites, creating a visually appealing interface that highlights important legal resources without overwhelming users with excessive colors. This strategic use of color enhances the perceived credibility of the platform.

5.1.3 Typography

Clear and legible typography is paramount in legal tech applications, as it directly impacts readability and user comprehension. Most platforms favor sans-serif fonts for body text, which offer better readability on digital devices. Legislative Research India exemplifies this practice by using a clean, modern typeface that ensures legal texts are easily discernible and accessible to all users.

5.2 User Experience (UX) Considerations

The user experience of legal tech platforms is shaped by various factors, including navigation, interaction patterns, and feedback mechanisms.

5.2.1 Navigation

Effective navigation structures are vital for enhancing user engagement and satisfaction. Platforms like Bar & Bench utilize a top navigation bar equipped with dropdown menus that enable users to quickly access diverse legal news and case updates.

5.2.2 Interaction Patterns

Legal applications often incorporate familiar interaction patterns to improve usability. For instance, Vakilsearch utilizes card sorting for displaying case summaries, which organizes information intuitively. The platform also features a FAQ accordion for common legal queries, facilitating easy exploration of document drafting or legal consultation options.

5.3 Responsive Design

Responsive design is critical for accommodating users across various devices and screen sizes. Most Indian legal tech platforms, including LawRato, implement adaptive layouts that dynamically adjust interface elements based on screen size. This approach ensures optimal readability and usability on both desktop and mobile devices. For example, MyAdvo utilizes responsive design principles by collapsing navigation menus and reformatting content for smaller screens, delivering a seamless user experience, regardless of the device being used.

VI. RESULTS

Our key functionality is providing information about BNS (Bhartiya Nyay Sanhita) laws and its updates. This Feature in fig. 6.1 shows an accessible way for users to understand the old IPC to New BNS sections

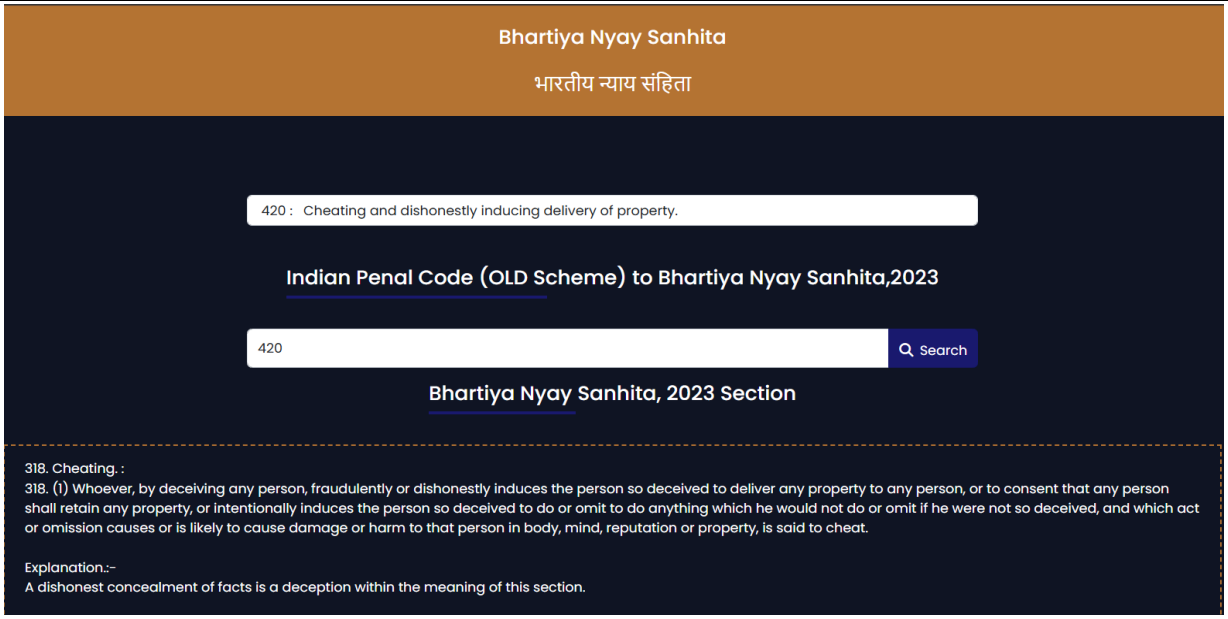

fig. 6.1 BNS Section from IPC

A user who is having a legal query and curious for what laws and sections can be applied to the offence or query . Then our platform is providing the best way to get this information, we can see in fig. 6.2 for how we see the law related query's output.

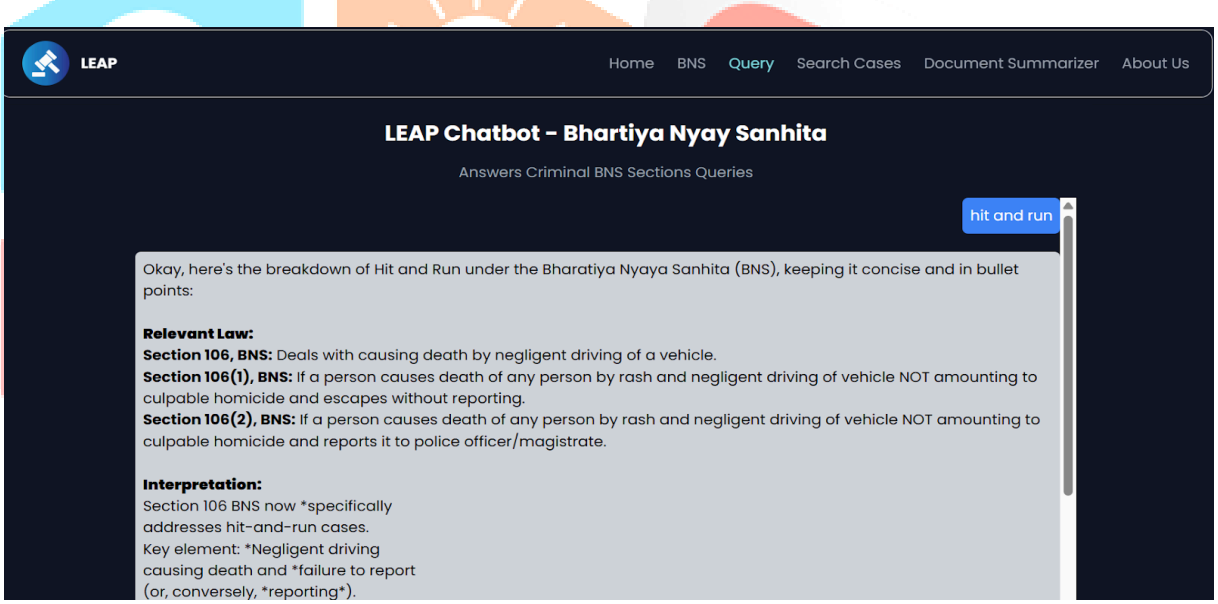

fig.6.2 LEAP Chatbot Searching

Here, We have access to all legal cases in India from 1950 till now , from various Courts and sub-courts of India, in fig. 6.3 we can see a user can enter any keyword and thus he can get that original court copy which can be downloaded as well.

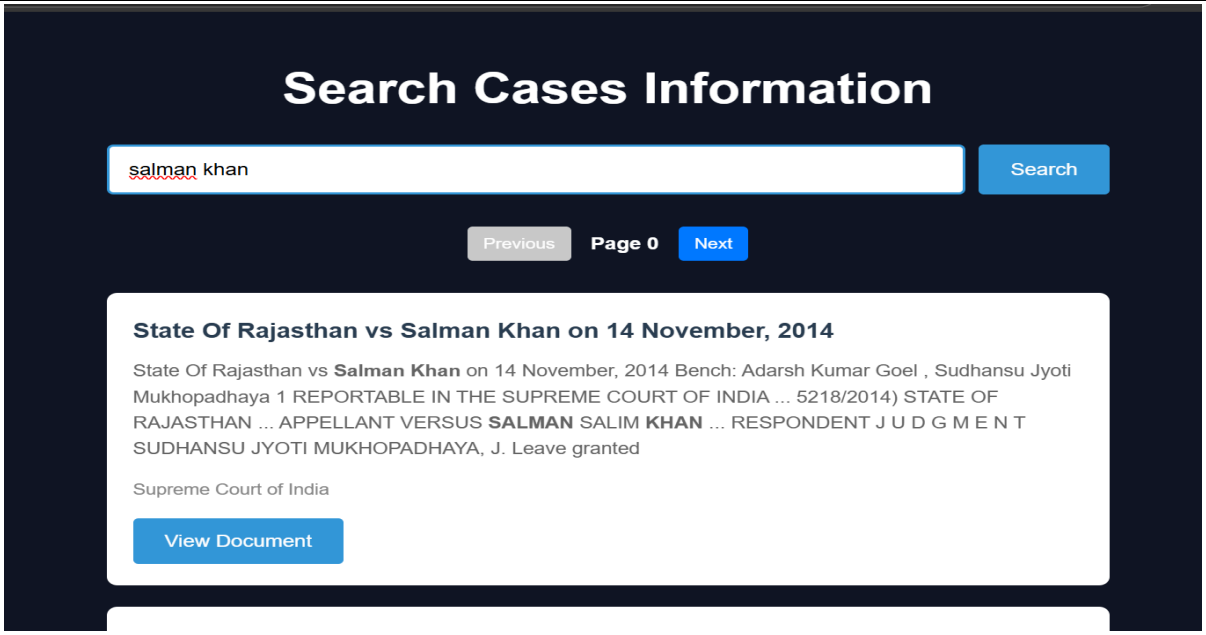

fig. 6.3 Search Legal Cases Section

Indian legal language is still complex for normal citizens. Thus in LEAP fig. 6.4 we are providing you a very helpful solution for you to get all your legal documents summarized at one place.

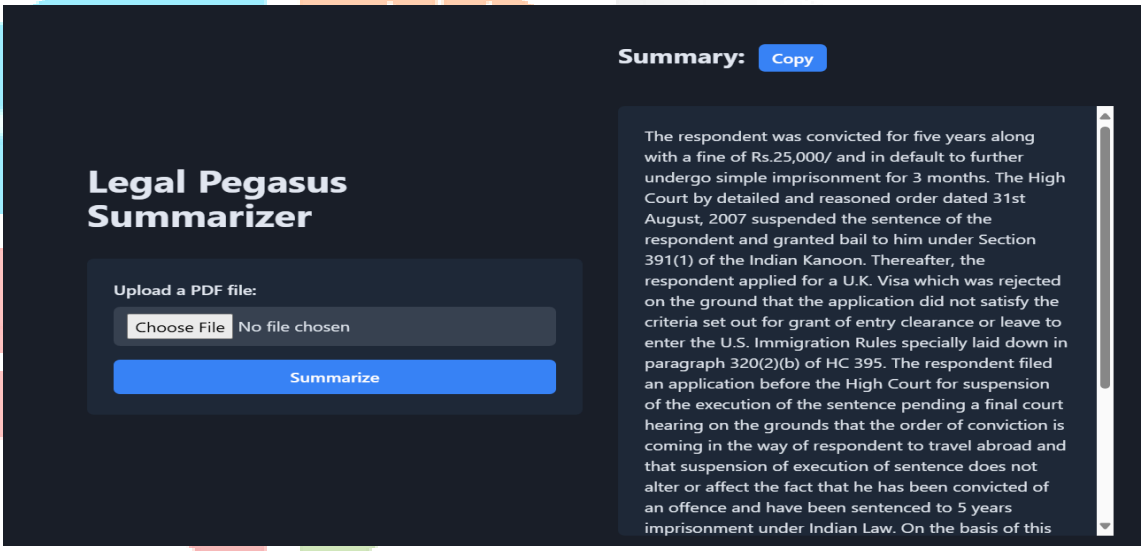

fig. 6.4 Legal Document Summarizer

VII. Challenges and Trends

This section identifies common challenges faced in designing legal tech applications and discusses emerging trends that can enhance user experience and engagement.

7.1 Common Challenges

7.1.1 User Engagement

Maintaining user engagement stands as one of the primary challenges confronting legal tech platforms. Many users perceive legal content as daunting or overly complex, which often results in high bounce rates. Designers must implement effective strategies to make legal information more engaging like simplifying language by Using clear, accessible language to demystify legal jargon.

7.1.2 Technology Constraints

Legal tech applications frequently encounter several limitations related to technology, including:

- **Integration Issues:** Successfully integrating various technologies—such as search engines, and user interface components—can be challenging and Ineffective integration can lead to performance bottlenecks that negatively impact overall user experience.

- **Legacy Systems:** The ongoing reliance on outdated systems by some legal institutions constrains the potential for innovation.

Legacy systems may hinder the implementation of modern design practices and functionalities.

- **Data Privacy and Security:** Given the sensitive nature of legal information, ensuring robust data protection while maintaining usability poses a significant challenge for developers. Balancing user-friendly interfaces with stringent security measures requires careful consideration.

7.2 Emerging Trends in Design

7.2.1 Model Integration

Using advanced model like Legal Pegasus for document summarization , which trained on indian legal documents

7.2.2 AI Integration

Artificial Intelligence (AI) is increasingly being leveraged in legal tech applications to enhance user experience and streamline processes. like AI-Powered Chatbot which can provide instant responses to common legal queries, significantly improving user engagement and satisfaction.

VIII. Future Directions

This section proposes areas for future research and design innovations within the legal tech domain. As technology and user needs continue to evolve, several potential advancements could significantly influence design strategies and improve user experiences.

8.1 Areas for Future Research

8.1.1 User-Centered Design

Future research should prioritize user-centered design methodologies, emphasizing the necessity for comprehensive user testing and iterative feedback loops throughout the development process. By deeply understanding the specific needs and pain points of various user groups—including legal professionals, students, and general users—designers can create more effective solutions that enhance usability and overall user satisfaction.

8.1.2 Legal Information Literacy

Investigating legal information literacy among users is essential for improving the usability of legal tech applications. Research could explore the effectiveness with which users navigate and comprehend legal content on digital platforms. Insights gained from this research can help inform the development of educational tools and resources that empower users to make informed legal decisions, ultimately promoting greater legal literacy.

8.2 Design Innovations

8.2.1 Enhanced Personalization

As user expectations for personalized experiences continue to rise, future designs should incorporate advanced personalization features. By utilizing artificial intelligence (AI) and machine learning algorithms to analyze user behavior, legal tech platforms can create tailored experiences that provide relevant content and recommendations based on individual needs, preferences, and usage patterns.

8.2.2 Interactive and Gamified Learning

Incorporating interactive and gamified elements into legal tech platforms has the potential to significantly enhance user engagement and learning outcomes. Future designs could integrate quizzes, simulations, and interactive case studies that allow users to apply legal concepts in entertaining and engaging ways, making the educational process more dynamic and enjoyable.

8.2.3 Improved Accessibility Features

The advancement of accessibility features should be a primary focus of future legal tech designs. Ongoing research into assistive technologies and inclusive design practices will enable the development of platforms that cater to a broader audience, ensuring that all users can effectively access legal information and services regardless of their abilities.

IX. Conclusion

This review highlights the importance of effective design in legal tech applications, especially for platforms like the Legal Education and Assistance Portal (L.E.A.P.). A deep look into existing designs, challenges, and trends reveals that user-centered design is essential — understanding user needs, behaviors, and feedback must guide development to ensure both functionality and engagement. Addressing challenges like user engagement, tech limitations, and accessibility compliance is equally important for building trust and satisfaction in legal tech platforms.

The review also emphasizes the need to embrace emerging trends such as voice interfaces, AI capabilities, and personalized experiences to stay relevant in a fast-evolving tech landscape. Future research should prioritize user-centered approaches, legal information literacy, and the smooth integration of new technologies to further improve accessibility, interactivity, and user satisfaction in legal tech applications.

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