

Access to Justice via Digital Legal Literacy: An Analysis

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ABSTRACT

Access to justice is an essential feature of democratic governance and a constitutional commitment under the Indian legal system. Despite judicial recognition of access to justice as an integral component of Article 21, socio-economic inequalities, lack of legal awareness, geographical barriers, and procedural complexities have historically limited effective justice delivery for marginalized communities. The emergence of digital technology has introduced a transformative approach through digital legal literacy, which combines awareness of legal rights with the ability to access and utilize online legal platforms and services.

This paper examines the role of digital legal literacy in strengthening access to justice in India by tracing the evolution of legal literacy through constitutional jurisprudence and landmark judicial decisions such as *Hussainara Khatoon v. State of Bihar*, which recognized free legal aid and speedy trial as fundamental rights. It analyses how digital initiatives including e-Courts, Tele-Law services, Online Dispute Resolution mechanisms, and pro bono platforms have reduced financial, geographical, and procedural barriers within the justice system. The study further evaluates persistent challenges such as the digital divide, linguistic limitations, technological illiteracy, privacy concerns, and institutional disparities that hinder inclusive implementation.

Drawing upon comparative global practices, the paper highlights that technological advancement alone cannot guarantee equitable justice unless supported by education, infrastructure, and inclusive policy frameworks. It argues that digital legal literacy functions as a critical empowerment tool capable of democratizing legal knowledge and participation in judicial processes. The paper concludes that strengthening multilingual digital platforms, community-based training, institutional capacity, and data protection safeguards is essential for realizing the constitutional vision of equal justice under Article 39A and ensuring an accessible, efficient, and citizen-centric justice system in the digital age.

Keywords: Access to Justice, Constitutional Rights, Digital Legal Literacy, E-Governance, Legal Aid

INTRODUCTION:

Access to justice is a cornerstone of democratic societies, ensuring that individuals can protect and enforce their rights through legal systems without undue hardship. However, barriers such as poverty, illiteracy, lack of legal awareness, and systemic delays have historically restricted access for marginalized groups. In the 21st century, digital legal literacy has emerged as a transformative tool to bridge these gaps. By empowering individuals to understand legal rights, access online legal resources, and utilize digital platforms for dispute resolution, digital legal literacy offers a pathway to strengthen justice delivery in the digital age.¹

Access to justice is a foundational principle of democratic governance. It guarantees that every individual, regardless of socio-economic status, can enforce their rights and seek remedies through judicial processes. In India, the right to access justice has been judicially recognized as part of Article 21 of the Constitution, which guarantees the right

to life and personal liberty. In *Hussainara Khatoon v. State of Bihar*, the Supreme Court held that the right to free legal aid and speedy trial are fundamental rights inherent in Article 21.² This landmark decision emphasized that justice must not remain a theoretical promise but must be practically available to the most disadvantaged sections of society.

The traditional approach to legal literacy—awareness through campaigns, pamphlets, and community programs—proved insufficient in bridging structural inequalities. With the advent of technology, a new paradigm emerged: digital legal literacy, which combines knowledge of legal rights with the ability to navigate digital tools, online portals, and e-court mechanisms. This paper explores how digital legal literacy strengthens access to justice in India, focusing on its benefits, challenges, and the pivotal role of case law.

Legal Literacy: Historical Perspective

Legal literacy, in its most basic sense, means awareness of one's rights, duties, and the functioning of the justice

¹ Cappelletti, Mauro, and Bryant Garth. *Access to Justice: The Worldwide Movement to Make Rights Effective*. Sijthoff and Noordhoff, 1978.

² *Hussainara Khatoon v. State of Bihar*, AIR 1979 SC 1360.

system. In India, the concept emerged in connection with the constitutional guarantee of equality before law (Article 14), protection of life and personal liberty (Article 21), and the Directive Principle of State Policy under Article 39A, which mandates the State to ensure equal justice and free legal aid.³

Historically, access to justice in India was restricted by factors such as poverty, illiteracy, and lack of institutional mechanisms to support weaker sections of society. Until the mid-20th century, legal knowledge remained confined to the privileged, leaving rural and marginalized communities unaware of even their most basic rights. Recognizing this, the Indian judiciary progressively broadened the scope of legal literacy through its judgments.

One of the earliest milestones was *M.H. Hoskot v. State of Maharashtra* (1978), where Justice Krishna Iyer held that the right to free legal assistance at State cost for an indigent accused is a fundamental right implicit in Article 21.⁴ The Court also emphasized that legal procedures should not remain “mystical” to ordinary citizens but must be simplified and accessible.

In *State of Haryana v. Darshana Devi* (1979), the Supreme Court waived court fees for a poor woman seeking justice in a motor accident compensation claim.⁵ Justice Krishna Iyer observed that “access to justice cannot be denied to the poor because of poverty.” This ruling showed that legal literacy was not just about theoretical knowledge of laws, but also about the removal of procedural and financial barriers that prevent citizens from approaching courts.

The series of *Hussainara Khatoon v. State of Bihar* cases (1979) further highlighted the importance of awareness about fundamental rights.⁶ Here, the Supreme Court exposed the plight of undertrial prisoners languishing in jails for years without trial. The Court held that speedy trial is part of Article 21, and that ignorance of legal rights cannot be used by the State to deny justice. These rulings made clear that without knowledge of rights, marginalized citizens could be endlessly exploited.

During the 1980s, the legal aid movement gained momentum, with *Khatri v. State of Bihar* (1981)⁷ affirming that free legal aid is a duty of the State, even if the accused does not demand it. This case, involving blind prisoners who had been assaulted by the police, underscored the vulnerability of illiterate and marginalized groups and the urgent need for spreading legal awareness.

The judiciary also linked legal literacy to broader social justice. In *People’s Union for Democratic Rights v. Union of India* (1982), the Court held that workers engaged in construction for the Asian Games were entitled to minimum wages and basic rights under labor laws, many of which they were unaware of.⁸ The case demonstrated that legal literacy is not only about individual rights but also about collective empowerment of vulnerable communities.

By the 1990s, institutional mechanisms began to formalize this vision. The Legal Services Authorities Act, 1987, established the National Legal Services Authority (NALSA), which actively organizes legal literacy camps, Lok Adalats, and awareness drives.⁹ These programs sought to make legal remedies known to ordinary people, extending the judiciary’s vision of “justice for all” into practical, ground-level initiatives.

Thus, the historical trajectory of legal literacy in India reflects a steady expansion—from judicial recognition of rights in individual cases to systemic mechanisms aimed at educating citizens. The judiciary’s proactive role, combined with statutory reforms, laid the groundwork for what we now describe as digital legal literacy in the 21st century.

Digital Legal Literacy: Definition

Digital legal literacy refers to the ability of individuals to access, understand, and effectively use legal information and services through digital platforms. It extends beyond traditional legal literacy, which is limited to knowledge of rights and procedures, by incorporating technological competence and the capacity to interact with online legal systems.¹⁰ It is thus a hybrid concept that combines awareness of legal rights with digital skills, ensuring that justice is not hindered by technological barriers.

In practical terms, digital legal literacy includes the ability to navigate e-court services, utilize online dispute resolution mechanisms, understand cyber laws, and engage with government portals such as e-Sewa Kendras or Tele-Law platforms.¹¹ It also encompasses the awareness of digital rights, privacy protections, and data security, which are critical in the age of online governance.¹²

Unlike traditional legal awareness campaigns, digital legal literacy requires bridging both the knowledge gap and the digital divide. For instance, citizens need not only to be informed about free legal aid but also trained to access it through mobile applications, helplines, or video-

³ Constitution of India, arts. 14, 21, 39A.

⁴ *M.H. Hoskot v. State of Maharashtra*, AIR 1978 SC 1548.

⁵ *State of Haryana v. Darshana Devi*, AIR 1979 SC 855.

⁶ *Hussainara Khatoon v. State of Bihar*, AIR 1979 SC 1360.

⁷ *Khatri v. State of Bihar*, AIR 1981 SC 928

⁸ *People’s Union for Democratic Rights v. Union of India*, (1982) 3 SCC 235.

⁹ Legal Services Authorities Act, 1987, No. 39 of 1987, India.

¹⁰ Cappelletti, Mauro, and Bryant Garth. *Access to Justice: The Worldwide Movement to Make Rights Effective*. Sijthoff and Noordhoff, 1978.

¹¹ “eCourts Mission Mode Project Phase II.” *Department of Justice, Government of India*, 2020.

¹² Singh, Pritam. “Digital Rights and Access to Justice in India.” *Indian Journal of Law and Technology*, vol. 17, no. 2, 2021, pp. 45–67.

conferencing platforms.¹³ The COVID-19 pandemic accelerated this process, as courts shifted toward virtual hearings and legal aid services increasingly relied on digital outreach.¹⁴

Scholars emphasize that digital legal literacy is not merely a technical skill but an empowerment tool. It ensures that citizens, especially marginalized groups, can participate meaningfully in legal processes without being disadvantaged by their lack of exposure to technology.¹⁵ Therefore, digital legal literacy must be considered an essential component of access to justice in the 21st century.

Digital legal literacy merges legal knowledge with digital skills. It implies not only knowing one's rights but also being capable of using e-filing, online dispute resolution, and grievance redressal systems.

In *Anita Kushwaha v. Pushap Sudan*¹⁶, the Supreme Court reaffirmed access to justice as a fundamental right, identifying four essential components: accessibility, affordability, speed, and fairness. Digital platforms—when combined with literacy—serve all four aspects, allowing citizens to file petitions, seek legal advice online, and attend hearings virtually.

Traditional Barriers to Justice

Despite progressive judgments, barriers remain: poverty, illiteracy, gender bias, distance, and huge case backlogs.

In *Khatri v. State of Bihar*¹⁷, the Court ruled that free legal aid is a non-negotiable part of fair procedure under Article 21. Prisoners blinded by police brutality were left without representation; the Court declared the State must provide aid proactively, not wait for requests. This precedent shows how illiteracy and lack of awareness directly deny justice.

Digital Tools Enhancing Justice

India has made significant strides in leveraging technology to strengthen access to justice. Several digital initiatives have been launched by the Government of India and the judiciary to ensure that justice delivery is faster, cost-effective, and inclusive.

1. Nyaya Bandhu (Pro Bono Legal Services)

The **Nyaya Bandhu** initiative was launched by the Department of Justice in 2017. It serves as a digital platform connecting marginalized citizens with volunteer lawyers who provide free legal assistance.¹⁸ The platform operates through a mobile application, enabling

individuals to register legal issues and receive pro bono support. This tool is particularly useful in bridging the gap between citizens in remote areas and legal professionals in urban centers. It promotes inclusivity by ensuring that financial inability does not prevent citizens from accessing competent legal advice.

2. Tele-Law Scheme

The **Tele-Law Scheme**, launched in 2017 under the Digital India Programme, provides pre-litigation advice to citizens through **Common Service Centres (CSCs)** in rural and underserved areas.¹⁹ Paralegal volunteers stationed at CSCs assist citizens in connecting with panel lawyers via video conferencing or telephone. This ensures that those who are geographically isolated can still seek legal advice at minimal cost. According to government reports, millions of beneficiaries, particularly women and marginalized communities, have availed services under this scheme.²⁰

3. e-Courts Project

The **e-Courts Project** is one of the most ambitious justice-sector reforms in India. Initiated in 2005 and currently in Phase II, it digitizes court processes through features such as **e-filing of cases, online cause lists, case status tracking, and digital fee payment**.²¹ Citizens can now check case updates through the National Judicial Data Grid (NJDG), which has improved transparency and accountability in the judicial system. This project also supports video-conferencing facilities, which proved crucial during the COVID-19 pandemic when courts shifted to virtual hearings.²²

4. Online Dispute Resolution (ODR)

Online Dispute Resolution (ODR) is emerging as a significant mechanism for resolving disputes without requiring parties to physically approach courts.⁶ It combines alternative dispute resolution methods such as arbitration, mediation, and conciliation with digital platforms. ODR has been particularly effective for commercial disputes, consumer grievances, and contractual disagreements. Private players, along with government-backed initiatives, are promoting ODR to reduce the burden on courts and to make dispute resolution faster and cost-efficient.²³

Together, these digital tools highlight India's commitment to making justice accessible, affordable, and inclusive. They not only reduce the burden on courts but also

¹³ "Nyaya Bandhu (Pro Bono Legal Services)." *Ministry of Law and Justice, Government of India*, 2021.

¹⁴ Vidhi Centre for Legal Policy. *Virtual Courts in India: A Path to the Future*. Vidhi Report, 2020.

¹⁵ Banakar, Reza. "Digital Literacy and Empowerment in Access to Justice." *Journal of Legal Pluralism*, vol. 52, no. 3, 2020, pp. 305–327.

¹⁶ *Anita Kushwaha v. Pushap Sudan*, (2016) 8 SCC 509

¹⁷ *Anita Kushwaha v. Pushap Sudan*, (2016) 8 SCC 509.

¹⁸ "Nyaya Bandhu (Pro Bono Legal Services)."

Department of Justice, Government of India, 2017.

¹⁹ "Tele-Law Programme." *Ministry of Law and Justice, Government of India*, 2017.

²⁰ United Nations Development Programme. *India Tele-Law Programme: Expanding Access to Justice*. UNDP Report, 2021.

²¹ "eCourts Mission Mode Project Phase II." *Department of Justice, Government of India*, 2020.

²² Vidhi Centre for Legal Policy. *Virtual Courts in India: A Path to the Future*. Vidhi Report, 2020.

²³ Agarwal, Ojaswa, and Rahul Singh. "Online Dispute Resolution in India: Opportunities and Challenges." *Indian Journal of Arbitration Law*, vol. 9, no. 2, 2020, pp. 145–166.

empower citizens by providing direct and simplified access to legal remedies.

Challenges in Digital Legal Literacy

While digital legal literacy has the potential to transform access to justice, its implementation in India faces significant challenges. These challenges stem not only from technological gaps but also from socio-economic, cultural, and institutional barriers.

1. Digital Divide

A primary obstacle is the **digital divide**, particularly between rural and urban populations. Although internet penetration has increased, a large portion of rural India still struggles with unreliable connectivity, poor infrastructure, and lack of digital devices. This prevents many citizens from effectively using online legal services such as e-Courts or Tele-Law. Women, elderly citizens, and marginalized communities are disproportionately affected.²⁴

2. Language and Literacy Barriers

India's linguistic diversity poses another hurdle. Most online legal resources and platforms are predominantly available in English, limiting accessibility for citizens who are more comfortable with regional languages. Moreover, digital legal literacy presupposes a basic level of literacy, which remains inadequate in several rural areas. Without simplified, multilingual content, digital legal services risk excluding those who need them most.²⁵

3. Technological Awareness and Training

Merely providing digital platforms is insufficient if citizens and even legal professionals lack the training to use them.²⁶ Many lawyers, judges, and court staff continue to face difficulties in adapting to virtual hearings, e-filing, and ODR platforms. Similarly, citizens often require guidance from paralegal volunteers to navigate portals like Nyaya Bandhu or CSC-based services.

4. Privacy and Data Security Concerns

The use of digital platforms in justice delivery raises concerns about **data security and privacy**. Sensitive legal data—ranging from criminal records to personal disputes—must be protected against cyber threats and unauthorized access.²⁷ Without robust safeguards, there is a risk that citizens may lose trust in digital legal systems.

5. Institutional Readiness

Digital transformation also requires courts, government institutions, and legal aid providers to adopt standardized procedures, ensure infrastructure, and maintain uniformity across states. However, uneven

implementation of projects like e-Courts has led to disparities, with some states being far ahead in digitization while others lag behind.

6. Socio-Economic Inequalities

Finally, broader socio-economic inequalities—poverty, gender discrimination, and lack of awareness—continue to limit the reach of digital legal literacy. Citizens facing multiple vulnerabilities often prioritize immediate survival needs over accessing legal remedies, even when digital tools are available.²⁸

In short, these challenges demonstrate that digital legal literacy is not just a technological issue but also a social and institutional one. Addressing these obstacles requires coordinated efforts from the judiciary, government, civil society, and private sector to ensure that digital justice mechanisms are truly inclusive.

Global Perspectives on Digital Legal Literacy

Digital legal literacy is not unique to India; many countries worldwide have experimented with integrating technology into legal systems to make justice more accessible. Comparative perspectives highlight both innovative practices and challenges that India can learn from.

Estonia: A Digital Justice Pioneer

Estonia is often described as the world's most digitally advanced society. Through its e-Estonia project, the country digitized almost all government services, including justice delivery. Citizens can file cases online, access judgments, and communicate with courts through secure portals. A unique feature of Estonia's system is the use of digital ID cards, which serve as both identity verification and access keys for legal services. This model shows how strong digital infrastructure can simplify legal processes while reducing costs.²⁹

United States: Expanding Online Dispute Resolution

In the United States, digital legal literacy has evolved primarily through **Online Dispute Resolution (ODR)** mechanisms. Many state courts, such as those in Michigan and Utah, have integrated ODR platforms to resolve small claims, traffic violations, and consumer disputes. These systems allow litigants to negotiate settlements or obtain judgments entirely online, reducing the need to physically appear in court. Non-profit organizations like LegalZoom and **Pro Bono Net** also provide digital legal resources to improve awareness and access.³⁰

Kenya: Bridging Rural Justice Gaps

²⁴ Gupta, Anuradha. "The Gendered Digital Divide in India: Access to Technology and Justice." *Economic and Political Weekly*, vol. 56, no. 42, 2021, pp. 23–29.

²⁵ Basu, Pradip. "Language Barriers in Accessing Online Legal Resources." *Indian Journal of Law and Technology*, vol. 16, no. 1, 2020, pp. 77–95.

²⁶ National Judicial Academy. *Training Manual on e-Courts and Virtual Hearings*. NJA Publication, 2020.

²⁷ Nath, Sarthak. "Privacy and Digital Courts: A Critical Analysis." *NUJS Law Review*, vol. 12, no. 2, 2019, pp. 210–234.

²⁸ Mehta, Suraj. "Socio-Economic Barriers to Digital Legal Literacy in India." *Indian Journal of Human Rights Law*, vol. 8, no. 2, 2021, pp. 134–152.

²⁹ E-Governance Academy. *e-Estonia: Building a Digital Society*. Tallinn, 2020.

³⁰ National Center for State Courts. *ODR Implementation in U.S. State Courts*. NCSC Report, 2020.

Kenya provides a useful parallel to India because of its socio-economic and infrastructural similarities. The Kenyan judiciary launched the Huduma Centres to deliver legal and government services digitally across rural and semi-urban regions. Mobile-based platforms are widely used to spread legal awareness and provide free legal advice, particularly in remote communities. However, Kenya also struggles with digital literacy and infrastructure challenges, demonstrating that technology alone cannot guarantee inclusivity without broader social reforms.³¹

United Kingdom: Simplified Digital Courts

The United Kingdom has implemented a comprehensive HMCTS Reform Programme, which emphasizes digital legal literacy by introducing online services for divorce, small claims, and immigration appeals. Citizens can track cases online, file applications, and even participate in video-based hearings. While these reforms have improved efficiency, critics argue that vulnerable citizens—especially those without digital skills—may still be left behind, reflecting the need for inclusive design.³²

Australia: Digital Courts and Online Legal Assistance

Australia has made significant progress in promoting digital legal literacy through initiatives led by federal and state courts. The Commonwealth Courts Portal enables litigants to file documents, access case information, and communicate with courts online. Additionally, platforms such as LawAccess NSW and Legal Aid Australia's digital services provide free legal information, virtual consultations, and self-help tools. During the COVID-19 pandemic, Australian courts expanded the use of video hearings, further strengthening digital justice delivery. While these reforms have enhanced efficiency, challenges remain in reaching Indigenous communities and residents in remote areas.³³

New Zealand: Technology-Driven Access to Justice

New Zealand has focused on improving access to justice through integrated digital platforms and community-based legal services. The Ministry of Justice's online services allow users to file claims, apply for legal aid, and access court information digitally. The Community Law Centres Aotearoa network provides multilingual online legal resources and virtual assistance. New Zealand also emphasizes user-friendly design and plain-language content to improve legal understanding. However, disparities in internet access and digital skills continue to affect marginalized populations.³⁴

Canada: Online Dispute Resolution and Virtual Courts

Canada is a global leader in Online Dispute Resolution, particularly through British Columbia's Civil Resolution Tribunal (CRT), which resolves small claims, housing, and consumer disputes entirely online. The CRT guides users through legal processes using interactive tools and legal information resources. Other provinces have adopted virtual hearings, e-filing systems, and digital legal aid platforms. Organizations such as Legal Aid Ontario and CanLII provide free online legal databases and educational materials. Despite these advancements, digital exclusion among elderly and low-income citizens remains a concern.³⁵

Global experiences reveal that successful digital legal literacy requires more than just infrastructure. For India, these comparative insights suggest that any digital justice strategy must be localized, multilingual, and socially sensitive, rather than a one-size-fits-all model.

Suggestions

Digital legal literacy is central to realizing the constitutional vision of justice and equality under Article 39A. In a country as diverse and populous as India, strengthening digital legal awareness requires coordinated efforts across institutional, technological, and social domains. The following strategies outline how India can move toward an inclusive, efficient, and fair digital justice ecosystem.

1. Expand Multilingual Legal Portals and Mobile-Based Platforms

Language remains one of the biggest barriers to legal access in India. Many official legal websites and court portals primarily function in English, limiting their usability for a large section of the population. The government must therefore invest in multilingual legal portals that provide content in regional languages, including Hindi, Tamil, Bengali, Marathi, Telugu, and Urdu. These platforms should offer simplified explanations of legal rights, step-by-step guides for filing cases, downloadable templates, and audio-visual materials for users with low literacy levels.

Additionally, mobile-based platforms should be prioritized, as smartphones are more widely accessible than computers. Mobile applications linked with government initiatives such as Digital India can help users access case status, legal aid services, and grievance redress mechanisms.³⁶

2. Integrate Digital Legal Education in Schools and Community Institutions

Long-term digital legal empowerment depends on education. Introducing basic legal literacy and digital rights education in school and college curricula can create

³¹ International Development Law Organization. *Justice and Digital Inclusion in Kenya*. IDLO Report, 2021.

³² Smith, Roger. "Digital Justice and Exclusion in the UK." *Journal of Access to Justice Studies*, vol. 12, no. 1, 2022, pp. 89–105.

³³ Australian Government. Commonwealth Courts Portal. Federal Court of Australia, www.comcourts.gov.au. Accessed 8 Feb. 2026.

³⁴ Ministry of Justice New Zealand. Justice Sector Online Services. New Zealand Government, www.justice.govt.nz. Accessed 8 Feb. 2026.

³⁵ Civil Resolution Tribunal. About the CRT. Government of British Columbia, www.civilresolutionbc.ca. Accessed 8 Feb. 2026

³⁶ Government of India. Digital India Programme. Ministry of Electronics and Information Technology, www.digitalindia.gov.in. Accessed 8 Feb. 2026.

a legally informed generation. Students should be trained to understand fundamental rights, consumer protections, and online legal procedures.

Beyond formal education, community institutions such as panchayats, self-help groups, NGOs, and legal aid clinics should conduct regular workshops and training sessions. These programs can teach citizens how to use e-courts platforms, access legal databases, and apply for legal aid online. Legal Services Authorities can play a key role by expanding village-level legal literacy campaigns.³⁷

3. Strengthen Public–Private Partnerships for Legal Technology Development

Public–private partnerships can accelerate innovation in legal services. Collaboration between government agencies, law schools, start-ups, and civil society organizations can lead to the development of user-friendly legal technology tools, including AI-powered chatbots, automated document generators, and interactive legal guides.

Such tools can help individuals understand their legal position before approaching courts, thereby reducing unnecessary litigation. Partnerships with universities can also support research-based innovations that address region-specific challenges.³⁸

4. Promote Inclusive Access Through Digitally Equipped Legal Aid Centers

Digital legal services must be supported by physical access points. Many citizens, especially in rural and tribal areas, lack devices, internet connectivity, or digital skills. Establishing digitally equipped legal aid centers within court complexes, Common Service Centres (CSCs), and district legal services offices can bridge this gap.

These centers should provide computers, internet access, scanners, and trained personnel who assist users in filing petitions, uploading documents, and accessing case records. Such facilities can ensure that digital justice does not become an elite privilege but remains accessible to all.³⁹

5. Simplify and Humanize Digital Court Procedures

Complex procedures discourage citizens from using digital systems. E-filing, virtual hearings, and online service of notices must therefore be simplified. Courts should develop standardized and intuitive interfaces with clear instructions, video demonstrations, and helpline support.

Special assistance desks within courts can guide senior citizens, persons with disabilities, and first-time users. Training programs for judges, lawyers, and court staff are

also essential to ensure consistent implementation of digital reforms.⁴⁰

6. Use Mass Media and Digital Campaigns for Public Awareness

Legal empowerment cannot succeed without widespread awareness. The government should launch nationwide multimedia campaigns through television, radio, newspapers, and social media to promote digital legal services. These campaigns can explain how to access legal aid, file complaints, and resolve disputes online.

Targeted campaigns for women, migrant workers, and marginalized communities can further promote confidence in digital justice mechanisms. Collaborating with influencers, community leaders, and local media can enhance outreach.⁴¹

7. Establish Robust Monitoring and Evaluation Frameworks

Continuous assessment is vital for sustainable reform. Digital legal literacy initiatives should be periodically evaluated through surveys, user feedback, and independent audits. Data on usage patterns, accessibility gaps, and grievance redress outcomes can help policymakers refine programs.

Transparent reporting mechanisms will also strengthen public trust and ensure accountability. Integrating feedback from grassroots organizations will make reforms more responsive to real-world needs.⁴²

CONCLUSION

Digital legal literacy is essential for India's justice system. It strengthens democracy by empowering citizens, ensuring that Article 39A's mandate of equal justice becomes reality. Courts, policymakers, and civil society must collaborate to overcome barriers and ensure access to justice that is inclusive, efficient and fair.

To strengthen digital legal literacy, there is an overarching need to expand rural internet infrastructure, develop multilingual portals, train lawyers and citizens in digital tools as well as integrate AI for accessible legal aid. In *Justice K.S. Puttaswamy v. Union of India* too, the Apex Court reaffirmed constitutional morality and data protection, highlighting the balance between technology and rights.

In summation it may be asserted that achieving digital legal literacy in India requires more than technological advancement. It demands inclusive policies, educational reform, institutional collaboration, and sustained public engagement. By investing in multilingual platforms, education, partnerships, infrastructure, procedural simplicity, awareness campaigns, and monitoring

³⁷ Indian Law Institute. *Legal Literacy and Access to Justice in India*. Indian Law Institute Publications, 2024.

³⁸ Legal Services India. "Legal Tech and Access to Justice." *Legal Services India Journal*, vol. 12, no. 3, 2025, pp. 45–60.

³⁹ National Legal Services Authority. *Annual Report 2024–25*. NALSA, 2025.

⁴⁰ Supreme Court of India. *Guidelines for E-Filing and Virtual Courts*. Supreme Court Rules Committee, 2023.

⁴¹ Ministry of Information and Broadcasting. *Public Awareness Campaigns on Legal Rights*. Government of India Reports, 2024

⁴² Centre for Policy Research. "Evaluating Access to Justice Initiatives in India." *CPR Policy Briefs*, May 2025

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systems, India can transform digital justice into a powerful medium of social empowerment

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