



## The impact of technology on legal profession

Anubhav Singla<sup>1</sup>, Ekta Gupta<sup>2</sup>

<sup>1</sup> Amity Law School, Amity University, Noida, Uttar Pradesh, India

<sup>2</sup> Assistant Professor, Department of Law, Amity Law School, Amity University, Noida, Uttar Pradesh, India

### Abstract

Technology is revolutionizing the legal profession, promising unprecedented efficiency and accessibility, but it also presents challenges that must be carefully addressed.

On the forefront of innovation, we see AI-powered research assistants that can instantly navigate vast legal databases, blockchain-based smart contracts that guarantee tamper-proof execution, and online dispute resolution platforms that offer affordable alternatives to traditional litigation. These advancements hold the potential to transform the legal landscape, making justice more efficient and accessible than ever before.

However, amidst the excitement, concerns linger. The automation of routine legal tasks raises the specter of job displacement for paralegals and legal professionals. AI algorithms, if not carefully designed and monitored, could perpetuate biases and discrimination, threatening the fairness of legal systems. And the vast amount of sensitive legal data stored electronically calls for robust cybersecurity measures to protect client confidentiality.

The future of law isn't predetermined. It will be shaped by the choices we make today as lawyers, policymakers, and technologists. By embracing technology's transformative power while proactively addressing its ethical and societal implications, we can create a legal landscape that upholds justice, embraces innovation, and empowers individuals in the digital age.

Key areas for exploration and action include reskilling legal workforces to adapt to technological advancements, establishing ethical frameworks for AI in law, strengthening cybersecurity and data protection measures, and leveraging technology to enhance access to justice for all. By working together, we can harness the power of technology to create a legal system that is both innovative and just, serving the needs of all in the digital age.

The path ahead demands thoughtful collaboration, responsible innovation, and a steadfast commitment to the core values of justice and equity. By navigating this journey with care and foresight, we can shape a legal future that embraces technology's promise while upholding the fundamental principles of fairness and equality.

**Keywords:** Technology, AI-powered research assistants, online dispute resolution platforms, data privacy and security, digital transformation, justice in the digital age, ethical concerns

### Introduction

In today's fast-paced and ever-changing world, where technology and innovation have become fundamental to every aspect of our lives, the legal profession is no different, with technology assimilating into society and becoming the center of the universe. There is little doubt that the legal landscape is fast evolving as we enter the twenty-first century.

Keeping up with the latest laws, rules, and legal concepts is critical for individuals in the legal field. The conventional image of a lawyer reading over reams of documents is no longer relevant. The rise of legal technology is transforming this profession. Observing the rapid growth of technology in this day and age, we can all attest to the fact that technology is now significantly dominating and revolutionizing most aspects of our lives, including the enforcement of laws and the maintenance of social order, which has contributed to ensuring good governance and promoting positive behaviour in society. It also shortened legal procedures and increased professional output. The manner services are offered, as well as the instruments used by lawyers, are continuously evolving. It has made legal research easier, opened up new avenues of contact, and permitted more secure and orderly record keeping.

The ongoing development of technologies is also revolutionizing the nation's legal system in order to produce

a more effective and accessible system. It includes the use of technology such as Artificial Intelligence (AI), Machine Learning, Automation, Virtual Reality, Augmented Reality, and Data Analysis to enhance the efficiency, accessibility, and effectiveness of legal services. The following are some of the major roles that legal technology plays in Indian law:

- Case Management,
- Legal Research,
- Contract Management,
- Document Automation,
- Online Dispute Resolution,
- Access to Justice,
- Legal Analytics,
- E-Discovery,
- E-Filing.

Legal-tech businesses are challenging lawyers' traditional positions as the legal industry becomes more digitally integrated. Major technological corporations such as Google, Amazon, and Microsoft have also joined the legal services sector, leading to corporatization, commercialization, and deprofessionalization of the legal profession. Experts are afraid that the legal profession would be harmed, with lawyers possibly replaced by robots and significant rearrangement of legal service delivery. As a result, large law firms are making investments in legal

technology solutions, however they are not completely capitalizing on the potential of new technologies due to their lack of substantial modifications in their internal organizational structures. As a result, they run the risk of losing their monopoly on the provision of legal services, which they have had since the early 20th century.

In many areas of the law, technology is proving to be a useful tool for attorneys. Many litigators have already begun integrating technology into their everyday practices. As a result, in the contemporary legal sector, IT for lawyers has become indispensable.

Although there are many benefits to technology integration, there are also risks for the legal profession. The quickening speed of technology advancement threatens to upend the long-standing legal profession's traditional mode of operation, which is firmly based in precedent and accepted standards. Adopting new technologies, assuring their ethical use, and addressing potential biases in AI algorithms present challenges for legal practitioners. Concerns are also raised over the potential commercialization of legal services and the possibility of employment displacement in specific legal roles.

It is essential for those involved in the legal profession to comprehend these difficulties. Investigating how legal professionals deal with the challenges posed by technology, the obstacles they encounter, and the tactics they use to make the most of these developments is vital.

### History of Tech in Law

In the early 1950s, technology companies began marketing their products to law firms, marking the beginning of their journey. Thomas Edison invented sound recording in 1877 with the invention of the phonograph, a device that could record and replay sounds. It wasn't until 1953 that the legal industry learned about this innovation, as dictation machines were first made available to law firms. It proved to be a remarkably self-sufficient method in which the lawyer could reproduce recorded material wherever and whenever necessary.

Until 1970s, much of a lawyer's time revolved around searching through books for case law. But in 1973, Lexis developed the red "UBIQ" terminal, which allowed attorneys to look up case law online and completely transformed the legal industry.

With the introduction of a word processing microprocessor by Wang Laboratories, the emphasis shifted from document searching to document creation. This happened around the period that personal computers began to be used in offices across America.

By 1979, many law firms had invested in Wang or comparable devices, which made document generation a simple and speedy procedure. With the advent of fax machines, legal firms no longer needed courier services to complete documents; instead, the time it took to complete a document and deliver it to a customer was reduced from days to minutes. The initial widely available desktop computer for office use was the "Personal Computer," produced by International Business Machines (IBM) in 1981.

Summation and concordance, the first litigation assistance software products, were released in the late 1980s. While it had started several years earlier in other industries, it was surprising but true that legal businesses could not send emails to external computers and networks till the late

1990s. Thus, using networked computers, lawyers can communicate with external clients in minutes, saving a significant amount of time.

E-commerce businesses like eBay employed online dispute resolution, or ODR, for the first time in the 1990s to settle disagreements between customers and sellers. Since then, it has shown to be helpful in the legal field to remove obstacles that keep some citizens from using the courts.

Electronic filing systems were introduced in the late 1990s which significantly altered the legal environment for federal judges and attorneys. Online filing extended filing hours beyond court facilities' actual opening hours and removed the need for in-person document filing. All parties involved can examine case files simultaneously in real time with online filing and document review, which expedites the legal process and does away with mountains of printed documentation.

Initial versions of the case management system had limitations since they were difficult to use and many legal firms were still using DOS. When Windows 3.1 was published by Microsoft Corporation, it became the most popular version and finally replaced DOS. Later on, case management systems underwent a radical makeover that made extensive use of many of the contemporary technological tools available to lawyers. This allowed them to handle client cases more easily and obtain the information they required. Virtual legal offices, a technology that allows people to work virtually eliminating the need for physical office space, initially opened their doors in the early 2000s. Cloud-based software was launched into the legal industry at the same time. Fisher Broyles LLP, a completely virtual law firm, was the initial full-service law firm in the United States to depend entirely on cloud-based technology. The Federal Rules of Civil Procedure (FRCP) were updated in 2006 to take into account the increasing volume of electronically shared material that might be discovered during legal proceedings. Google and Amazon started referring to online hardware and software services as "Cloud computing."

In civil action, the practice of providing pertinent electronic data, documents, and proof is known as electronic discovery, or ediscovery. Website pages, digital documents, accounting databases, and correspondence like emails, texts, and chat logs can all be included.

The first review-integral legal tablet application was released in 2012; smart contracts emerged as a protocol on top of Blockchain technology to carry out contract terms in 2013–14; IBM introduced ROSS, the world's first artificially intelligent lawyer, in 2016–2020; WestLaw Edge, the next generation of its industry leading legal platforms, and a host of other technological innovations in recent years. ROSS created a legal research platform that provided firms with legal aid, reduced the amount of time they needed to conduct research, and produced better outcomes. Not only could ROSS search through over a billion text documents per second, but it also improved over time by taking feedback into account. That was the end of the days of having to laboriously sort through countless database and internet search results by hand.

Chatbots became popular by 2016, and the legal industry began to embrace them as a way to make customer service more scalable and as the human face of artificial intelligence (AI).

DoNotPay, created by Joshua Bowder, was one of the first chatbots pertaining to justice. Known for nullifying parking tickets and helping refugees with immigration applications and asylum support, it is sometimes referred to as "robot lawyers."

Following are LawBot and DivorceBot, which were built by students at Cambridge University, and LISA (Legal Intelligence Support Assistant), a non-disclosure agreement generator that Chrissie Lightfoot constructed at the end of 2016.

Before the COVID-19 outbreak, video conferencing was used in courtrooms; nonetheless, lockdowns accelerated the rate at which virtual hearings and testimony were introduced into numerous courts. Due to the lack of need to travel to a physical courthouse, virtual hearings can be more convenient and time-efficient than in-person ones, in addition to enabling the legal sector to operate during the epidemic. Technical problems with hardware, software, internet connections, and security continue to be a barrier to the use of video conferencing in the legal field.

### **Artificial Intelligence (AI)**

Artificial intelligence-enabled computers may perform tasks that would normally require human intelligence. Machine Learning comprises collecting the guidelines and expertise required to use the data. It provides the foundation for AI systems. AI is considered a field of computer science. It is concerned with the simulation of intelligent activity in computers. In 1956, an American computer scientist named John McCarthy coined the phrase AI. According to Merriam Webster, "artificial intelligence is a branch of computer science concerned with the simulation of intelligent behavior in computers." It is portrayed as human-intelligent robots.

Artificial intelligence (AI) is a technology that improves our life and helps to solve everyday difficulties. In recent years, we have seen the small but successful adoption of artificial intelligence in a variety of businesses, ranging from automated entertainment systems to robotic concierges in hotels. Artificial intelligence has transformed a wide range of businesses.

### **Artificial intelligence and the legal profession**

Artificial intelligence has impacted every professional business, including the legal field. Software replaces data administration and paperwork. Globally, the legal industry is rapidly developing and using cutting-edge technology. Artificial intelligence has the ability to substantially transform the way Indians practice and perceive the law. AI holds the possibility to significantly disrupt the profession of law, especially legal research. Lawyers can acquire unrivaled insight into the complex and constantly evolving Indian legal system through utilizing AI. AI can help to manage the expenses of legal studies while maintaining a uniform quality.

### **Benefits of Artificial Intelligence in the legal domain**

Artificial intelligence is gaining popularity in the legal sector as a result of the availability of a variety of technologies capable of performing the repetitive and onerous work that lawyers currently conduct. The advantages of AI in the legal profession are

- **Legal Research**

A legal practitioner spends a lot of time on legal study. New lawyers require a considerable amount of time to comprehend legal research. It additionally takes time to identify the appropriate legal authorities to back their claim. A lawyer's ability in winning the case is heavily dependent on thorough investigation.

- **Due Diligence**

The lawyers' principal responsibility is to validate the information/fact on the behalf of their clients. This relies upon the information they present to their clients regarding the things they should do or how to continue with the case. Due diligence is a time-consuming practice that will undoubtedly provide a favorable outcome in the long run. The use of AI system allows for speedier completion of the same task. Artificial intelligence does fact checks and assesses previous conclusions made in similar situations. It aids in offering excellent counseling to the clients.

- **Prediction Technology**

When a client comes to a lawyer to discuss a disagreement, the first thing he asks is, "Should I settle the case?" else "What are the chances for winning the case if he goes for trial?" AI technology can assist lawyers in answering these kind of inquiries. It can also anticipate the outcome. It also considers earlier decisions adjudicated by the judges in the same cases.

- **Legal Analysis**

Analyzing and evaluating documents in a file is time-consuming. AI increases the productivity of lawyers of reviewing papers by arranging them in the proper sequence. Artificial intelligence detects documents that are of high risk. AI helps in the review of case files as well as the contracts that businesses enter into. Law firms are primarily concerned with examining the contracts which were signed by their clients. They identify the contract's risks or issues and modify such portions as clients require.

- **Contract Preparation**

AI helps organizations create traditional and usual lawful contracts. AI assists in the construction of templates, which may subsequently be tailored as per the demands of the clients.

- **Patent Application**

Most IP lawyers devote their time to studying massive amounts of Intellectual Property information in order to acquire insight from the available content. Filing an application for a patent can be an exhausting and time-consuming procedure. The filing of a patent application calls for assessing hundreds of papers. This software can accomplish it quicker. Artificial intelligence helps patent applications be structured, drafted, and evaluated.

### **Impact of Artificial Intelligence on the Indian legal system**

The Supreme Court's digitalization of its records has resulted in an increase in the employment of AI technologies by law firms. AI may have the following implications for the legal sector

### ▪ **Innovations in Servicing Clients**

The way consumers are treated today may change in the future. Legal industries would examine how they deal with their customers. AI would change law firms pricing strategies and provide a based on performance system of pricing which benefit their clients.

### ▪ **Change of focus from Revenue to Maximum profits**

Legal firms are always concerned with boosting their income, despite the fact that competition in the legal industry is fierce. The future legal sectors would be more concerned with maximising profits than income.

### ▪ **High Focus on Brand value**

The law firm of the future would prioritize its branding. It would prioritize investing in creative solutions and making the workplace a primary driver of progress.

### **Criticism of AI in the Legal Profession**

AI is becoming an increasingly popular tool in the legal business, but it is not without drawbacks/shortcomings/negative aspects/downsides. Many people are concerned that artificial intelligence would be biased/partial or will be unable to understand the nuances/aspects/specifics of the law. Many people are concerned that artificial intelligence will eventually replace human lawyers, which would be detrimental to the legal profession. For example, an AI system may be unable of distinguishing between a legal principle and a legal precedent.

The legal profession is a difficult discipline that necessitates human judgment and skill. AI may be able to assist lawyers in their profession, but it is extremely unthinkable to replace them completely. Among all of the aforementioned uses of AI in the legal profession, Certain issues remain the underlying issue of bringing AI to the legal profession, as follows

1. What is the legal personality of artificial intelligence? Will artificial intelligence be acknowledged as legal entities, similar to lawyers?
2. Who is liable if a loss occurs? Which liability will be applicable in such a case?
3. Will a person who uses such services be considered a consumer under the Consumer Protection Act 2019?

As a result, the problems associated with artificial intelligence appear to be limitless. Overall, AI can be a useful tool in the legal sector, but it must be used with caution. AI may be utterly prejudiced because it is unable to understand the underlying principles of the law, but when utilized correctly, AI can be a valuable tool that can help lawyers do their jobs more successfully.

### **How Technology is Revolutionizing the Legal Sector**

#### **1. Higher convenience**

Legal-based mobile apps and software improve the efficiency of legal processes. On the one hand, these technological solutions enable ordinary people to connect with elite legal specialists without leaving their homes. On the other hand, these technologies can help lawyers communicate with various lawyers and clients, update them in real time, do productive research, and much more. As a result, the whole legal system is highly comfortable for everyone.

#### **2. Ease of research**

Thanks to technological advancements, legal professionals today have access to a variety of research tools that provide the most information possible on what they are looking for or doing. Online legal databases including Manupatra, SCC Online, Taxmann, Westlaw, and Lexis Nexis provide access to legal materials such as case law, legislation, and regulations. This has allowed attorneys to do speedier research and information discovery. Notwithstanding the fact that legal professionals have become accustomed to conducting research using the Internet and other methods, they still rely on printed materials. They keep a printed copy of all things, including the changed laws and regulations, and use it when working on each case. This lengthens the amount of time needed for research work. In this scenario, legal research tools assist lawyers in staying up to date on any regulatory changes even while they are not at their desks.

#### **3. Automated processes**

Traditionally, all legal responsibilities were completed manually. While lawyers spend a lot of time talking with non-lawyers and other business professionals, they also have to spend time performing the activities that come with the job. 63% of the findings are based on facts and can be replicated. Legal software, such as word processors and eDiscovery software, automates certain operations. This not only speeds up procedures, but also allows attorneys to focus on more productive work.

#### **4. Decline in risk of errors**

Technology is crucial in the legal field as it reduces the possibility of errors caused by overlooking or misinterpreting facts and figures, which can lead to significant changes in judgment. Here, technological tools make it easier to get all relevant information. It also provides the capacity to utilize the sheer power of analytics in processing, allowing legal professionals to assess any fact/evidence from multiple viewpoints and use it more efficiently.

#### **5. Increased transparency**

Even today, many lawyers present their clients' problems in a convoluted manner in order to maximize revenues. In addition, law practices are limited to offline sources. This causes clients to be skeptical of any lawyer they meet with. The best law practice management systems can assist address this issue. These technological solutions have the ability to create a marketplace in which clients can find profiles of the best legal practitioners in the sector. They can communicate with other attorneys in real time, in addition to gain knowledge about basic legal requirements. This can help them collaborate with the proper professionals and benefit from better rewards, as well as increase trust and transparency in the process.

#### **6. More collaboration among lawyers**

One of the advantages of technology in law is that lawyers may now work on major issues via productivity apps like Slack, Google Docs, Microsoft Teams, and so on. They no longer need to sit next to one another to draft a petition or discuss critical topics in a case. Legal technology is facilitating the growth of remote law firms. Lawyers and

law firms are able to help more clients, independent of their premises.

### **7. Introduction of new legal products/services**

Technology also helps lawyers connect with others. This provides lawyers with a thorough grasp of the challenges that their clients are currently facing and allows them to propose relevant solutions.

### **8. Faster processing of information**

When used effectively, technology in the legal profession is both fast and efficient. This can really benefit any law company. A high degree of analysis can be completed in minutes with the help of technology. Complex computations and error resolution can now be completed in a matter of seconds. Previously, this would have taken a long time and been a laborious clerical task that no one wanted to do. However, as of nowadays, legal technology can help handle significant volume of cases. Although there are benefits to employing legal technology, it is critical to assess the long-term possibilities prior to making a decision.

### **9. Enhanced customer experience**

Today, keeping your clients satisfied and delighted is very crucial. AI can improve customer experience by providing tailored services. It can collect massive amounts of consumer data in real time and help you better understand your client. It can also send tailored emails and other communications to keep people interested all of the time.

### **10. Better resource management**

Previously, junior lawyers were hired to do odd chores such as gather, store, manage, and process titles, as well as update lawyers about their daily schedules. This not only disinterests them in the procedure, but also causes senior advocates to wonder how to best utilize their ability. The legal title management and calendaring software handle all title-related chores while also providing users with rapid insights into what they need to do on a given day. This allows senior attorneys to better and more effectively employ their resources (in this case, junior attorneys). As a result, the outcomes will be improved.

### **11. Document management**

Papers were traditionally kept physically, however they can now be retained digitally. Google Drive and Microsoft Office, for example, make it simple to organise and save legal documents. This would drastically minimize the need for paper documents, saving money and office space.

### **12. Communication/Virtual hearing**

During the COVID-19 era, technology will also be used in court hearings in 2020. Technology has allowed us new forms of communication. Lawyers can now contact with clients, other attorneys, and courts more quickly thanks to email, video conference, and instant messaging technology. Technology now allows the court to do hearings online using tools such as Skype, Microsoft Teams, Zoom, Google Meet, and so on. This has improved communication and saved time, benefiting the court, attorney, and client in the long run.

### **13. File Sharing**

Sharing files in this digital age has become simple thanks to technology, which now provides many tools that allow Legal Practitioners to share case papers and collaborate at the same time.

### **How Technology Adoption can be a Double Edged Sword in the Legal Profession**

#### **1. eDiscovery investigations, and risk of cyberattacks**

"Technology is essential for eDiscovery while establishing a case. Nowadays, almost every lawsuit involves some component of the plaintiff's or defendant's digital trail. Without the correct technology, eDiscovery investigations cannot be performed efficiently, and when this is the case, you are not representing your client as well as you could. Technology is also essential for teamwork and communication.

However, wherever technology is employed, there is always the potential of a cyberattack. Nobody is immune to these attacks, and if proper cybersecurity precautions are not followed and a data leak occurs, it can do irreversible damage to your clients and your practice."

#### **2. Improves efficiency, yet there is a chance of data leak**

"Historically, the legal industry has been slow to adopt new technology, often due to a fear of change and the potential for new technology to disrupt the status quo." However, in recent years, there has been a growing recognition that new technology may be a valuable instrument for the legal sector, assisting in improving efficiency and communication. At the same time, it is critical to be mindful of the possible hazards of new technology, such as the possibility of data breaches or the desire to take shortcuts in order to save time and money. To conclude, while new technology can be a great tool for the legal sector, it is necessary to be aware of the risks and use it in a responsible way."

#### **3. Technology can generate virtual simulations and unidentifiable deep-fakes**

Depending on how it is applied, technology can be both beneficial and detrimental to the legal profession. It can assist clients in defending themselves by collecting information, doing statistics, and even constructing virtual representations of events that display all possible possibilities. However, it might be harmful if used incorrectly by others. Technology is able to produce unrecognizable deepfakes, make people appears to say things they never said, and use algorithms to meticulously select proof which fits a case but is false.

#### **4. Automate administrative activities and speedy data research**

"Technology may be both a blessing and a burden in the legal field. On the one hand, it allows lawyers to be more efficient and structured, but it also introduces new issues, such as data privacy concerns. On the bright side, technology can help lawyers become more efficient by automating administrative activities like document management and project planning. It also allows lawyers to easily search through massive amounts of information to identify relevant caselaw or precedent. Furthermore, video conferencing and other remote collaboration techniques

facilitate lawyers' ability to collaborate regardless of location."

#### **5. Technology removed useful things, such as bookstores**

"Digital technology is creative in the sense that it enables us to develop previously unachievable things or improve on existing jobs. Consider the internet, Wikipedia, and Skype as illustrations of technological developments that have transformed our lives, mostly for the better. However, technology is also harmful in the sense that it removes or undercuts useful institutions such as bookstores, print newspapers, etc."

#### **6. Drives efficiency, but creates employment risk for legal employees**

"By adopting new working methods, the legal business can leverage technology to improve efficiency and reach more clients. Technology has the potential to significantly reduce wait times and expenses while also increasing production. Contract administration, legal research, and back-end operations have all improved as a result of technology innovations. However, there are numerous disadvantages to adopting technology in the legal industry. One of the biggest downsides of AI in the legal field is that it replaces manual labor. This expands career opportunities for people who are working hard to earn a monthly salary. Furthermore, with technology come cyber hazards and attacks. The introduction of technology into the legal profession has raised the possibility of mistakes and hacks."

#### **7. Resolves legal conflicts without needing to attend a law office.**

Technology has helped the legal industry in a number of ways. Lawyers can work with greater effectiveness than ever before, thanks to advances in communication and data storage. Clients can be reached easily and quickly, and important documents may be obtained with a few easy clicks. Furthermore, the introduction of online dispute resolution services have made it possible for people to resolve their legal issues without having to visit a law office.

#### **8. Allows law students to easily learn the most recent legal breakthroughs**

On the one hand, technology has made it simple for law students to research case law and keep up with the latest legal developments. On the other hand, it has made it simpler for lawyers to exploit loopholes and avoid ethical behavior.

#### **9. Better not to rely too heavily on technology to protect client data privacy**

On the one hand, it can benefit by offering more efficient services, but it can also lead to data breaches and security concerns. Technology can assist lawyers in their tasks by giving them with convenient access to data, but it also creates risks to their work and the privacy of their clients. When technology evolves at such a rapid speed, new concerns emerge. With all of these hazards in mind, we should be cautious not to rely excessively on technology and instead seek methods to better safeguard our data and make certain we are not disclosing needless information.

#### **10. It's simple to file bogus claims against companies or the government.**

"On the one hand, having access to information on demand from anywhere in the globe is extremely valuable for lawyers and legal companies. With a few clicks of their fingertips, they can work from anywhere and at any time. On the other hand, people who wish to file bogus claims against their employers or the government can do so easily thanks to technology. It is believed that 80% of all claims against employers are wholly fraudulent.

#### **Impact of Technology in the Field of Law**

Technology has altered how lawyers approach their work. It is past time for us and the Indian legal system to adopt and promptly adapt the technology being developed in the field of law, even if it is not moving at a faster rate. "Technology is relevant so long as it stimulates efficiency, transparency, and objectivity in public government. It is present to provide a facilitative tool to judges in order to recheck or evaluate the work, process, and judgments," said India's Chief Justice, Justice D.Y. Chandrachud.

Covid-19 has made a significant contribution to the advancement of legal technology. "The wheels of justice cannot be halted because of lockdown," Justice Sikhari rightly points out. And technology had a key role at the time. Physical courts were transformed into virtual courts, business was performed via video conferencing, and various legal services, such as electronic filing of cases and legal files, were made available electronically. In addition to court procedures, a number of applications and websites were created, including "E-COURT SERVICES" and others.

The Delhi High Court has gone a step further, establishing a totally paperless e-library and e-room.

In his inauguration speech, Chief Justice of India Dr. Justice D.Y. Chandrachud stated, "I don't receive any actual paperwork from Courts. Our current Chief Justice, D.Y. Chandrachud, is a strong supporter of technology in the legal profession, saying, "My Law Clerks send me all notes digitally, and my chambers are almost paperless." In the case of Swapnil Tripathi v. Supreme Court of India, the Supreme Court of India recently recognized the concept of live broadcasting of proceedings, with the exception of specified instances such as rape, marriage, and POCSO.

#### **Advanced Technologies Utilized by the Supreme Court**

In recent years, the Supreme Court of India, High Courts, and other law companies have embraced technology to improve efficiency and speed of work. In Swapnil Tripathi vs. Supreme Court of India (2018), a nine-judge court made major decisions on access to public information, open justice, and transparency in the judiciary. The main subject addressed was, "Should there be live streaming of court proceedings or not?" The Supreme Court ruled that live-streaming of court sessions is clearly in the public interest. It is critical to underline the importance of live-streaming as an extension of the open justice and open court principles. However, the live-streaming procedure should adhere to well-defined criteria."

Earlier on August 26, 2014, the E-committee met with the Supreme Court and High Courts to consider important principles for live broadcasting of court hearings, as well as concerns about litigants' and witnesses' confidentiality and privacy. It has been suggested that "Courts must also take

the aid of technology to enhance the principle of open courts by moving beyond physical accessibility to virtual accessibility." The e-committee submitted that ICT (Information and Communication Technology) has been introduced into the Indian judiciary thus far. Furthermore, "a single unified Case Information System (CIS) Software has been developed for catering to the diversified requirements of the country in terms of local procedures, practices, and languages." The E-committee also included several service delivery platforms in their report, such as the e-Courts Portal, Mobile App, SMS Push, SMS Pull, Automated eMails, E-Payment, E-Filing, Touch Screen Kiosks, and Service Centre.

On May 23, 2023, the Supreme Court of India solicited financial, technical, and EMD bids for designing, developing, and implementing AI solutions for transcribing court hearings and arguments. The meeting was scheduled for June 12, 2023, with the main topic being "Design, Development, and Implementation of Artificial Intelligence (AI) Solution, Tools for Transcribing Arguments and Court Proceedings at the Supreme Court of India." On July 3, 2023, the Supreme Court reopened after summer break. The courtrooms now have a futuristic LED video wall, advanced digital video conferencing, and free WiFi access. During an event, CJI DY Chandrachud stated that the Indian judiciary will employ AI to translate rulings into many regional languages. India's Prime Minister Narendra Modi praised the concept as a 'laudatory thought'.

### **Advanced Technology based Tools In use by Supreme Court**

Various technologies have been introduced into the judicial system to help speed up judicial proceedings in courts. The following are some of the technology-based tools that serve to improve the overall efficiency of judicial operations.

- e-Courts Project
- e-SCR
- SUVAS (Supreme Court Vidhik Anuvaad Software)
- SUPACE (Supreme Court Portal for Assistance in Court's Efficiency)

To elaborate,

The Government of India's e-Courts project aims to digitize the judicial system and provide electronic services for more efficient and transparent operations. It works with the National Judicial Data Grid (NJDG), a consolidated database of case information from various Indian courts. The initiative is founded on the "National Policy and Action Plan for Implementation of Information and Communication Technology (ICT) in the Indian Judiciary," as stated by the Supreme Court's e-Committee. It intends to make court-related information and services available online to litigants, lawyers, and other stakeholders. The e-Courts platform allows users to view case information online, such as case status, case history, and upcoming hearing dates. It also provides for the electronic filing of cases, petitions, and documents, as well as the creation and maintenance of a cause list.

Electronic Supreme Court Reports (e-SCR) are digital reproductions of official judgments and decisions issued by the Supreme Court of India. It enables lawyers, legal experts, researchers, and the general public to search for specific cases, examine prior rulings, and remain up to speed on the Supreme Court's most recent decisions.

In 2019, on Constitution Day, the President of India was gifted with SUVAS (Supreme Court Vidhik Anuvaad Software). According to a press release on November 25, 2019, "SUVAS is a machine-assisted translation tool trained by artificial intelligence." This tool is specifically created for the judicial domain and can currently translate English judicial papers, orders, and judgments into nine vernacular language scripts and vice versa. This is the first step toward introducing Artificial Intelligence into the Judicial Domain." Nine Indian spoken languages are: Hindi, Marathi, Kannada, Telugu, Odiya, Urdu, Bengali, Assamese, and Tamil.

SUPACE (Supreme Court Portal for Assistance in Court Efficiency) is an AI Research Assistant tool that enhances the efficiency of analysts and judges by enhancing competency and minimizing pendency. It offers information in a matter of seconds, even from thousands of pages of papers.

### **Legal Professions Resistance to Technology**

In the past, the legal industry has been sluggish in embracing new technologies and is known for its resistance to change. This reluctance is due to a number of factors, including the view that legal work is exceptionally specialized and requires human expertise, the conservative nature of legal traditions and culture, and fears about the affect technology will have on the legal profession.

The legal profession's hostility to technology stems largely from the assumption that legal work specializes and requires human knowledge. Legal practitioners have long relied on their expertise and abilities to provide legal services, and many believe that the very nature of legal work renders it difficult for digitization or automate. This stance has resulted in an unwillingness to adopt new technology, which may be viewed as a threat to traditional legal systems.

Another reason for the legal profession's reluctance to accept technology is its conservative nature and tradition. The legal profession has a lengthy history and places a high value on following established norms and procedures. This can create barriers to the acceptance of novel technologies that are perceived as unknown or disruptive. Furthermore, the hierarchical framework of law firms and legal organizations might make it difficult to obtain assistance from those in positions of influence.

Another factor that contribute to the legal profession's reluctance to technology is fear about its potential impact on the industry. There are concerns that the use of new technologies may reduce the quality of legal services and lead to job losses. This anxiety is not unfounded, since particular legal processes, such as document review and discovery, are now possible to automate using artificial intelligence and other technologies. As a result, there is concern that technology will replace legal professionals, particularly those in starting positions or performing routine tasks.

The legal profession is also subject to strict ethical norms and laws, and worries about technology's ethical consequences have fueled opposition to its use. There is fear that the utilization of technology may undermine attorney-client privilege, violate confidentiality, or raise questions about the impartiality and equity of legal decision-making. Furthermore, the use of algorithms for decision-making in legal processes has raised concerns around bias and discrimination.

Despite the difficulties raised above, the legal profession has begun to embrace technology in recent years. This shift can be attributed, in part, to a greater understanding of the perks that technology may bring to the legal field, such as higher productivity and efficiency, better service to clients, and quicker access to information. Law firms and legal organizations are starting to make investments in digital solutions to assist them optimise their operations, save costs, and improve service quality.

### **Will AI replace lawyers?**

Generative AI can't substitute for attorneys because it needs supervision from humans in order to operate effectively. Even with retrieval-augmented generation, which uses proven sources to increase efficiency, AI is not completely accurate. AI can complement or totally automate daily legal tasks, but it cannot handle some critical and complex concerns. Rather than being displaced or overtaken by generative AI, individuals will be critical to make sure that it benefits the industry efficiently. Consider AI your indispensable assistant, sparing up your time for more complex tasks that necessitate human involvement. Some legal jobs that require looking for and coding information in legal papers may be abolished. However, other employment will be developed, such as AI management and development, algorithm authoring, and AI-assisted work product review. Having people employ AI systems to manage output and reduce errors may be the ideal method for forward-thinking lawyers.

### **Three reasons why artificial intelligence will not overtake lawyer jobs**

#### **1. Limited accuracy**

Artificial intelligence models are developed on massive quantities of data and then searched for whatever they are told to find. However, they are only trained to deliver believable outcomes. Not all generative artificial intelligence prioritizes accuracy or current knowledge. The AI-generated sentence may appear reasonable and flow smoothly, but it is not founded on facts. Attorneys must review the grounds for the answer and ensure that they make sense and are based on facts.

#### **2. Increased risk**

None of the large law firm claimed that their businesses had no risk concerns about the technology. Part of their concerns are about mistakes in a domain that depends on accurate decision-making. Other areas of increased risk involve the management of confidential data and, in the instance of public tools such as ChatGPT, private data ownership, as well as security concerns.

#### **3. Privacy and ethical issues**

As lawyers rely increasingly on artificial intelligence (AI) for writing and research, it is conceivable that they may use less of their expertise and abilities. This could raise ethical concerns regarding operating in the client's finest interests, malpractice, and additional issues. Furthermore, the legal professionals do not completely trust generative AI technology with sensitive information, and they feel AI use should be regulated.

### **Conclusion**

In conclusion, the impact of technology on the legal industry in India is undeniable, marking a transformative shift in various facets of legal practice. The incorporation of technology has revolutionized legal research, document management, and overall efficiency, leading to increased accessibility and fruitful outcomes. However, amidst the numerous advantages, certain challenges and drawbacks persist, demanding attention and resolution.

One of the notable benefits is the improved accessibility and effectiveness of legal research, thanks to online databases and research tools. The legal professionals in India are experiencing a paradigm shift in standards, with technology playing a pivotal role in shaping the future of the legal landscape. To navigate this changing landscape, lawyers need to stay abreast of the latest legal technologies, recognizing their potential to enhance efficiency and client service. Despite concerns about the costs associated with legal databases, addressing these issues could potentially bridge the diversity gap and enhance inclusion within the legal sector.

Furthermore, technology has dismantled geographical barriers, enabling Indian attorneys to collaborate with global clients through remote access. This not only broadens the scope of legal practice but also aligns with the adaptability and endorsement of technology by influential figures such as Chief Justice D.Y. Chandrachud. The call for judges to be "tech-savvy" underscores the transformative potential of technology within the highest echelons of the legal system.

However, it is crucial to acknowledge the existing concerns surrounding the ethical use of technology and the potential pitfalls that may arise. The cautionary note emphasizes the need for a thoughtful and ethical implementation of technological advancements, considering factors such as data privacy, cybersecurity, and the preservation of the human element in legal practice.

Legal professionals must exercise judgment and expertise, utilizing technology to enhance capabilities and improve service delivery. The emphasis should be on thoughtfully integrating technology to maintain a balance between efficiency and the ethical practice of law.

Beyond traditional technology, the integration of chatbots and virtual assistants like ChatGPT holds the potential to further transform the legal sector. These tools, supporting attorneys in research, writing, and communication, offer new channels for legal professionals to enhance their capabilities. However, cautious consideration of constraints and difficulties is essential before widespread adoption in the legal profession.

Artificial Intelligence (AI) stands as a cornerstone in the ongoing transformation of the legal industry. The growth of AI in the legal domain is inevitable, and it has already made substantial contributions to legal research, document drafting, and contract analysis. The integration of AI tools has levelled the playing field for lawyers and small law firms, providing them with resources comparable to those of larger, well-established counterparts.

Despite the rapid development of AI, it is essential to recognize that technology is a tool to enhance, not replace, the role of lawyers. The efficiency and speed afforded by technological advancements empower legal professionals to complete tasks more effectively, but the human expertise and judgment remain irreplaceable. The Indian judiciary, while initially slow to embrace digital tech and AI, has



begun to recognize the myriad benefits technology offers to streamline legal processes.

Looking forward, it becomes imperative for the government to take the lead in establishing clear norms for AI adoption in the legal sector. Defining the scope and regulations surrounding AI in the legal industry will provide clarity, fostering a conducive environment for further innovation and technological integration. This proactive approach from the government will contribute significantly to the seamless incorporation of AI into the legal domain.

The legal industry's transformation, fueled by technology, presents a dual narrative of promise and challenge. On one hand, there is the promise of a better quality of life, increased task efficiency, and improved profitability for legal professionals. On the other hand, concerns such as cybersecurity threats and high capital expenditure pose challenges that demand strategic solutions.

While pioneering software options like Google Drive showcase the potential for robust security, widespread adoption of such secure alternatives is yet to become the norm. The industry's reluctance to change is no longer sustainable, and firms find themselves at a crossroads where embracing technology is not just an option but a necessity for survival.

The trajectory of technology in the legal industry remains uncertain, with questions about which firms will thrive and which will face disruptions. The imperative for legal professionals is to not only embrace technology but also to address associated risks proactively. Cybersecurity threats and the need for substantial capital investment are real concerns that require careful consideration and strategic planning.

To navigate the evolving landscape successfully, legal professionals must cultivate a culture of innovation within the industry. Experimentation with new technology and strategies related to legal work is critical for staying competitive in a world marked by rapid technological breakthroughs. Continuous education, training, and upskilling are essential elements in ensuring that legal professionals remain relevant and competitive in the digital age.

In essence, while technology has brought about significant changes in the legal profession, it simultaneously opens new avenues for legal professionals to deliver high-quality services. Embracing technology, addressing its risks, fostering innovation, and prioritizing ongoing education are key strategies for legal professionals to stay at the forefront of an industry undergoing continual transformation.

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