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# MOBILE APP TO PROVIDE A RELIABLE LEGAL ADVISORY SERVICE FOR THE CLIENTS IN SRI LANKA

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## Abstract

When we listen to the news, read newspapers, visit news websites, can find ample examples of legal violations such as accidents, crimes, land issues, cyber-crimes, robberies, Legal advice, Mobile app, Legal issues, etc. Thus, people seek legal assistance for their varieties of legal issues. However, it is difficult an ordinary citizen to find an appropriate and registered lawyer at the Bar Association of Sri Lanka (BASL) to get legal advice for their issues as they use traditional approaches in selecting lawyers such as through someone's recommendation. During the literature review, it was able to find a few similar types of apps available in other countries. However, there was no such mobile app available in Sri Lanka. At present, most people carry smartphones in Sri Lanka. Hence, this mobile app provides effective and efficient solutions to solve their legal issues in a very feasible manner. The main objective of the research was to develop an app which provides a reliable legal advisory service for the clients in Sri Lanka. Further, it provides emergency legal access for the people who look for legal advice (clients) and lawyers who provide legal advice in 24/7/365.

Sample (N=150) consisted of lawyers and the general public. Online questionnaires and interviews were the main techniques used to gather requirements. The Waterfall methodology was used to develop the app as the requirements were well defined.

Check availability of the lawyers, make appointments, search results enable users to find the most recent and relevant results, add appointments to the lawyer diary, appointments confirmation and attach case-related documents and it can also be as an emergency app to directly contact lawyers and relevant departments such as nearby police station, hospitals,

and ambulance services are the main features available in the app. Smart mobile phone with Android OS, IONIC platform, PHP, typescript and MySQL are the main hardware and software requirements used to develop the app.

**Keywords: Legal advice, Legal issues, Mobile app, Lawyer**

## **1. Introduction and Objectives**

When we listen to the news, read newspapers, visit news websites, can find ample examples of legal violations such as accidents, crimes, land issues, cyber-crimes, and robberies, etc. Thus, many people seek legal assistance for their varieties of legal issues. However, it is difficult an ordinary citizen to find an appropriate and registered lawyer at the Bar Association of Sri Lanka (BASL) to get legal advice for their issues as they use traditional approaches in selecting lawyers such as through someone's recommendation.

There are similar types of apps available in other countries (DYSART, 2015). However, there was no such mobile app available in Sri Lanka. The main objective of the research was to develop an app which provides a reliable legal advisory service for the clients in Sri Lanka. Further, it provides emergency legal access for the people who need legal advice and lawyers who provide legal advice in 24/7/365.

## **2. Research Methods**

Sample (N=300) consisted of lawyers and the general public. Online (Google forms) questionnaires and interviews were the main techniques used to gather requirements (D. O. F. F. T. I. T. E., n.d.). Requirements collected from clients using google forms and lawyers were interviewed to collect their requirements. The Waterfall methodology was used to develop the app as the requirements were well defined (CIO guide to project management basics, DevOps and Agile, 2018).

Smart mobile phone with Android OS, IONIC platform, PHP, typescript and MySQL are the main hardware and software requirements used to develop the app (ionicframework.com, n.d.).

### 3. Results and Discussion

This mobile app includes two different interfaces for clients as well as for lawyers as the app provides different facilities based on their requirements. Features of the app were identified based on the literature (similar types of the app available in other countries) and requirements gathered from the analyzed results of the questionnaire.

Check availability of the lawyers, make appointments, search results enable users to find the most recent and relevant results, add appointments to the lawyer diary, appointments confirmation are the main features available in the developed app. Following figures (Figure 1 to figure 14) illustrate user interfaces of the developed app for clients and lawyers.

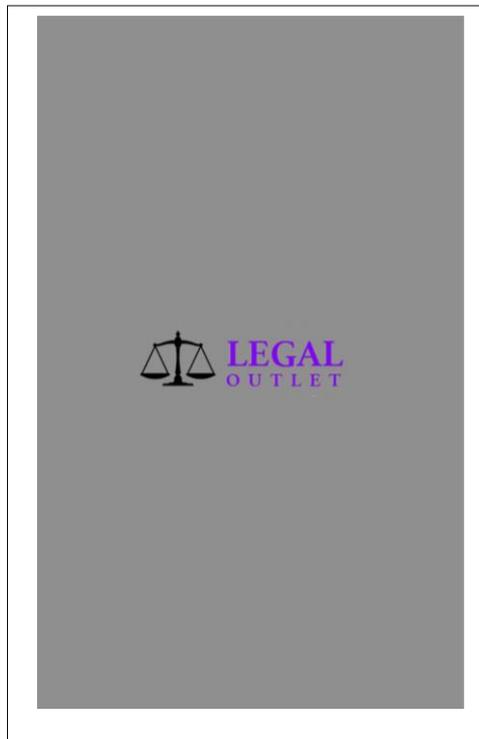


Figure 1: Splash screen of the app

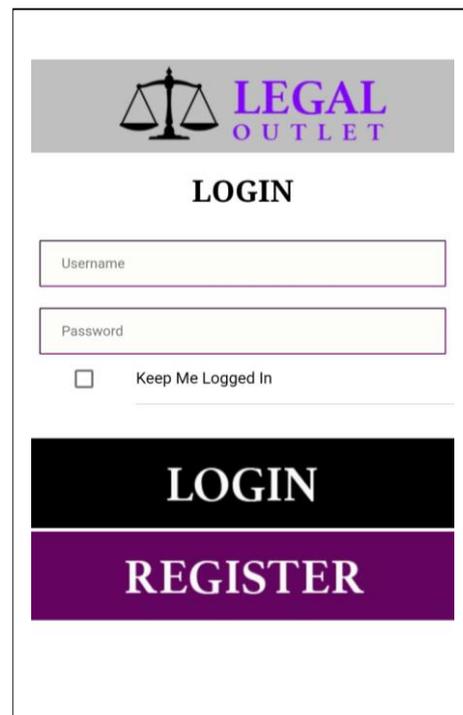
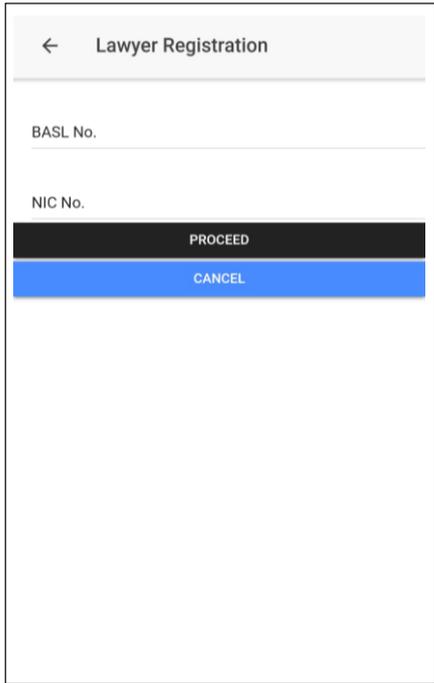


Figure 2: Register for your user account registration



← Lawyer Registration

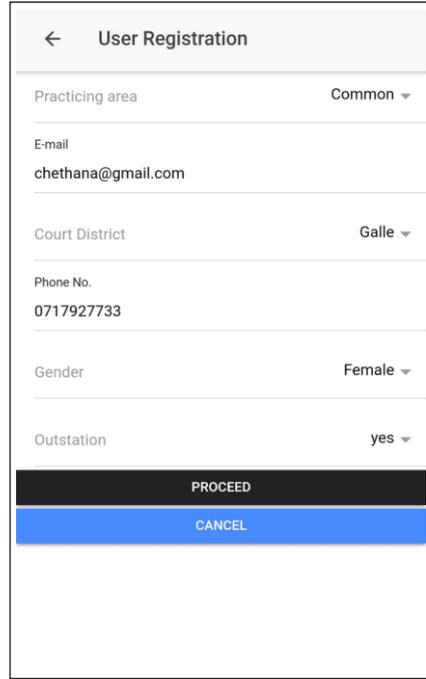
BASL No.

NIC No.

PROCEED

CANCEL

**Figure 3: Enter BASL and NIC number to proceed**



← User Registration

Practicing area Common ▾

E-mail  
chethana@gmail.com

Court District Galle ▾

Phone No.  
0717927733

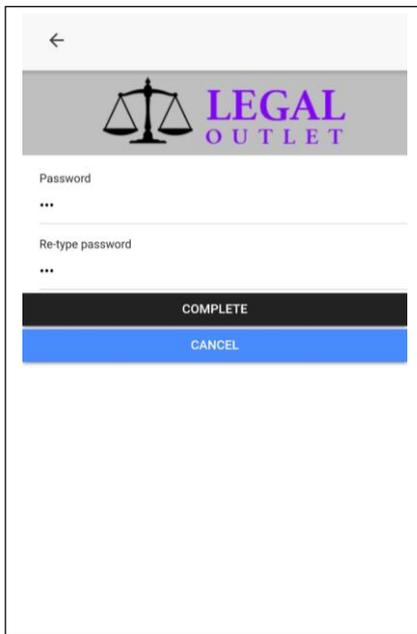
Gender Female ▾

Outstation yes ▾

PROCEED

CANCEL

**Figure 4: Client Registration**



←



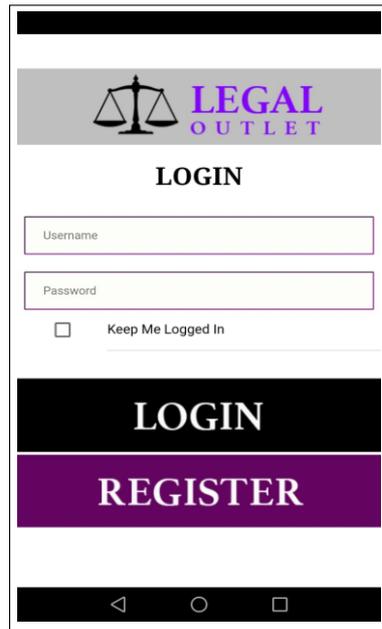
Password  
\*\*\*

Re-type password  
\*\*\*

COMPLETE

CANCEL

**Figure 5: Type Your "Password" and click "Complete"**





**LOGIN**

Username

Password

Keep Me Logged In

**LOGIN**

**REGISTER**

**Figure 6: Type your "Email and Password" for login**

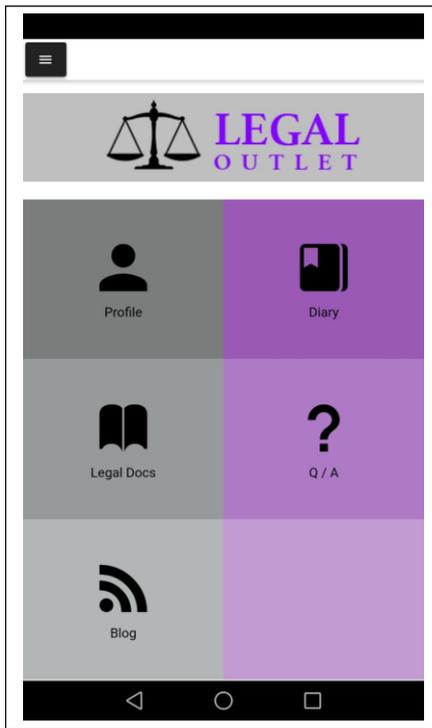


Figure 7: Main Menu

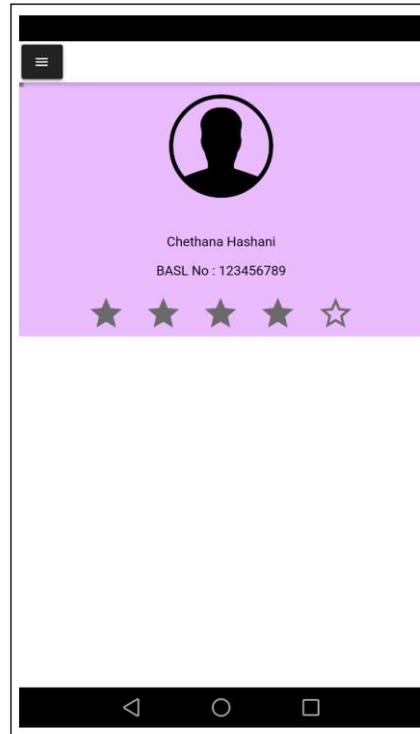


Figure 8: Profile Page



Figure 12: Main menu of Clients

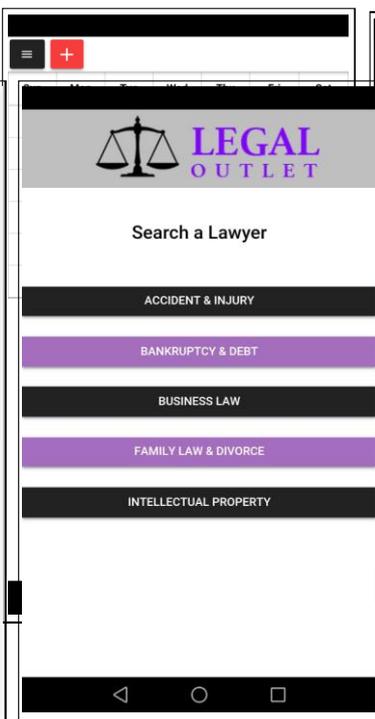


Figure 13: Search for Lawyer

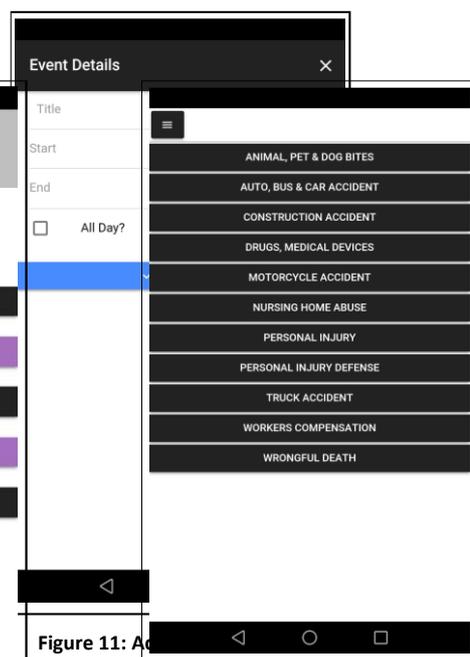


Figure 11: Accidents details into the event details  
 Figure 14: Select lawyers under different category

In addition to the above features, the app is also provided an emergency facility (Figure 15 and 16): to directly contact lawyers and relevant divisions/institutes such as nearby police station, hospitals, and ambulance services.

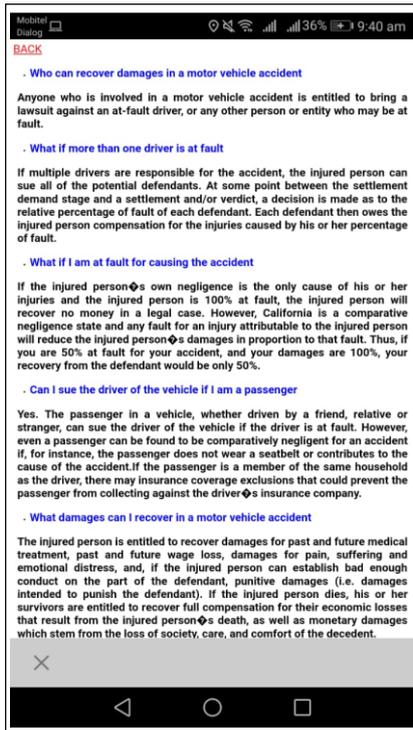


Figure 15: Available answers for FAQs

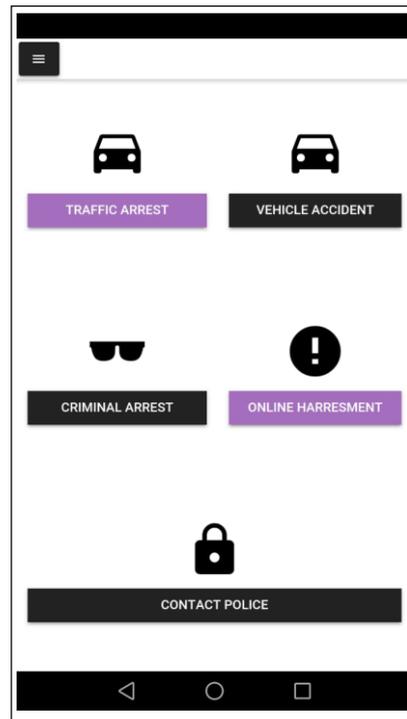


Figure 16 : Emergency alert detection menu

## 4. Conclusions

It is difficult for an ordinary citizen to find a suitable and reliable lawyer to get legal advice for their issues. Through the developed mobile provides a reliable legal advisory service for the clients in Sri Lanka in 24/7/365.

Check availability of the lawyers, make appointments, add appointments, appointments confirmation are the main features available in the app. Besides, the app is also provided an emergency facility to directly contact lawyers and relevant divisions/institutes such as nearby police station, hospitals, and ambulance services. The payment gateway feature will be implemented in future which will be useful for clients.

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