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# AI-Driven Restorative Justice: Legal Aid, Predictive Analytics, and Victim Support for Minor Offences in India

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GSS NEEHARIKA\*

## ABSTRACT

*The Indian justice system faces significant challenges in addressing minor offences, including the case backlogs, limited access to legal aid, and inadequate victim participation, making restorative justice a promising alternative to retributive punishment. While the mechanisms such as Lok Adalats and mediation already exist, their integration with modern technology remains underdeveloped, creating a gap in scholarship on how artificial intelligence (AI) can operationalize restorative justice. This paper examines the effectiveness of AI-driven restorative justice for minor offences in India by analysing the role of predictive analytics in case diversion and digital victim support platforms in enhancing participation, alongside the potential of AI-powered legal aid to democratize access to justice for the marginalized communities. This paper uses a doctrinal approach that combines doctrinal analysis of Indian legal frameworks, case studies, comparative insights from international jurisdictions, the research finds that predictive analytics can identify cases suitable for restorative justice and reduce judicial backlog, while digital victim support platforms improve victim empowerment and satisfaction, particularly when integrated with multilingual AI interfaces. AI-powered legal aid tools further enhance accessibility for rural populations, though concerns around bias, privacy, and digital exclusion persist. The paper concludes by emphasizing the need for a policy framework that integrates AI-driven legal aid, predictive analytics, and victim support into restorative justice mechanisms, thereby transforming India's justice delivery into a more inclusive, efficient, and victim-centred system while ensuring ethical safeguards and human oversight.*

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## I. PREDICTIVE ANALYTICS AS A PATHWAY TO RESTORATIVE JUSTICE IN MINOR OFFENCES: THE INDIAN EXPERIENCE

Predictive analytics refers to the use of statistical models<sup>1</sup>, machine learning<sup>2</sup>, and artificial intelligence to analyse the existing historical data patterns and forecast the likely outcomes, in the likelihood that the pattern might repeat.<sup>3</sup> Within the justice system, these tools can be applied to determine which minor offence cases are most suitable for diversion into restorative justice programs rather than being processed through traditional punitive mechanisms.<sup>4</sup> Also, by drawing on the patterns from past cases, predictive analytics can provide the courts and legal aid services with evidence-based guidance on rehabilitation potential, victim willingness, and community impact.<sup>5</sup>

In the Indian context, predictive analytics could be particularly valuable for case profiling. Algorithms can examine variables such as the type of offence, background of the offender, socio-economic status, and prior criminal history to assess whether restorative justice is appropriate.<sup>6</sup> Similarly, risk assessment models can estimate the likelihood of committing the offence again, these models will help the judicial officers to divert low-risk offenders into mediation or community-based programs. The victim-related data, including prior participation in reconciliation processes, can also be analysed to predict their openness to restorative approaches, thereby improving the chances of successful resolution.<sup>7</sup>

The data sources available in India are diverse, ranging from court records<sup>8</sup> and police reports<sup>9</sup> to information collected by legal aid services and victim support platforms. These datasets, when responsibly integrated, can provide a robust foundation for the predictive models.<sup>10</sup> The

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<sup>1</sup>Investopedia, Predictive Analytics, *available at*: <https://www.investopedia.com/terms/p/predictive-analytics.asp> (last visited Dec. 16, 2025).

<sup>2</sup>IBM, Predictive Analytics, *available at*: <https://www.ibm.com/think/topics/predictive-analytics> (last visited Dec. 16, 2025).

<sup>3</sup>Boston Institute of Analytics, The Role of AI in Predictive Analytics: How Machine Learning is Transforming Forecasting, *available at*: <https://bostoninstituteofanalytics.org/blog/the-role-of-ai-in-predictive-analytics-how-machine-learning-is-transforming-forecasting/> (last visited Dec. 16, 2025).

<sup>4</sup>Mugdha Dwivedi, "The Tomorrow of Criminal Law: Investigating the Application of Predictive Analytics and AI in the Field of Criminal Justice" 11 *International Journal of Creative Research Thoughts* 499 (2023).

<sup>5</sup>Sonali Debbarma, "Harnessing Machine Learning for Protection of Victim Rights in the Criminal Justice System" 6 *International Journal of Advanced Legal Research* (2025).

<sup>6</sup>Bharati, R.K., 2024. *Predictive Justice in Indian Courts: Machine Learning Approaches to Case Outcome Forecasting* 1. Machine Learning.

<sup>7</sup>Muskan Shokeen & Vinit Sharma, "Artificial Intelligence and Criminal Justice System in India: A Critical Study" 5 *International Journal of Law, Policy and Social Review* 156 (2023).

<sup>8</sup>Open Justice India, *Open Justice India*, <https://openjustice-in.github.io/>

<sup>9</sup>National Crime Records Bureau, *NCRB – Crimes in India Summary: Year and Crime Head wise Number of IPC Crimes Committed, Victims and Crime Rate in India*, DATAFUL, <https://dataful.in/datasets/21863/>

<sup>10</sup>National Judicial Data Grid, *National Judicial Data Grid (NJDG)*, eCourts Mission Mode Project, [https://njdg.ecourts.gov.in/njdg\\_v3/](https://njdg.ecourts.gov.in/njdg_v3/)

benefits of such an approach include reducing judicial backlog by diverting suitable cases early, enhancing inclusivity by identifying marginalized offenders who may benefit from rehabilitation, and strengthening victim-centred justice by predicting cases where victims are more likely to engage constructively.<sup>11</sup>

However, the challenges remain significant. The historical data may reflect systemic biases related to caste, class, or gender, which could be reproduced by algorithms if not carefully managed.<sup>12</sup> Privacy concerns are also paramount, as sensitive information about offenders and victims must be protected. The over-reliance on algorithmic recommendations risks diminishing human discretion in justice delivery, while the digital divide in rural areas may limit the reach of predictive systems.<sup>13</sup>

The policy and ethical safeguards are essential to address the concerns around the predictive analytics. The transparency in algorithm design, judicial oversight to ensure human discretion, and inclusivity in accounting for India's socio-economic and linguistic diversity are critical. The pilot programs could be introduced in select jurisdictions to test predictive tools before scaling them nationally. In the future, predictive analytics could be integrated with AI-powered legal aid platforms to flag suitable cases for restorative justice and connect victims with digital support services. Ultimately, predictive analytics has the potential to act as a decision-support system for Indian courts, helping to divert minor offences into restorative pathways. Its success, however, depends on careful implementation with strong ethical safeguards, including data practices, and continued human oversight to ensure fairness and protect vulnerable groups.<sup>14</sup>

COMPAS (Correctional Offender Management Profiling for Alternative Sanctions)<sup>15</sup> is a predictive analytics tool widely used in the United States to assess the likelihood of recidivism among criminal defendants. The analysis of various variables such as prior criminal history, age, and socio-economic background, the COMPAS generates risk scores that courts have relied upon in bail, sentencing, and parole decisions. Its application illustrates how predictive analytics can act as a decision-support system, but it has also raised concerns about bias and

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<sup>11</sup>Press Information Bureau, Ministry of Law and Justice, "Digital Transformation of Justice: Integrating AI in India's Judiciary and Law Enforcement" Press Information Bureau (2025).

<sup>12</sup>Dharish David, B. Rajeshwari & Timhna S., *Algorithmic Bias and Discrimination in India: A Looming Crisis*, 11 J. DEV. POL'Y & PRAC. 81 (2026).

<sup>13</sup>Manoj Meena & Aishvarya Joshi, "AI Policing in Criminal Justice: Methods & Concerns in Crime Detection and Prevention in India" 2 *Journal of Law and AI* 87 (2024).

<sup>14</sup>Tanmay Nirmal, "Artificial Intelligence, E-Justice, and Sustaining the Rule of Law" National e-Governance Division (2025).

<sup>15</sup>Christoph Engel, Lorenz Linhardt & Marcel Schubert, "Code is Law: How COMPAS Affects the Way the Judiciary Handles the Risk of Recidivism" 33 *Artificial Intelligence and Law* 383 (2025).

transparency.<sup>16</sup> A landmark case highlighting these issues is *State v. Loomis*<sup>17</sup>, where the defendant challenged the use of COMPAS in his sentencing, arguing that the proprietary algorithm lacked transparency and could embed racial bias. The Wisconsin Supreme Court upheld the use of COMPAS but cautioned that such tools should only serve as supportive evidence and not the sole basis for judicial decisions, underscoring the need for human oversight and ethical safeguards in predictive justice.<sup>18</sup>

## II. AI AS A GATEWAY TO RESTORATIVE JUSTICE PATHWAYS FOR MARGINALIZED AND RURAL COMMUNITIES

AI-powered legal aid platforms have the potential to transform access to restorative justice for marginalized and rural communities by breaking down barriers of cost, geography, and legal literacy. In many parts of India and across the world, rural citizens often lack awareness of their rights and face difficulties in navigating complex legal systems. AI-driven platforms, equipped with natural language processing, can explain laws in local languages and in simple terms, by making restorative options such as mediation, community service, or victim-offender reconciliation more accessible. This democratization of legal knowledge ensures that individuals who might otherwise be excluded from justice processes can participate meaningfully.<sup>19</sup>

A strong example of this in India is the Supreme Court's SUVAS (Supreme Court Vidhik Anuvaad Software)<sup>20</sup> initiative. SUVAS is an AI-powered translation tool designed to convert judicial documents and judgments from English into multiple Indian languages.<sup>21</sup> Since most judgments in India are delivered in English, the rural and marginalized communities often face significant barriers in understanding them. SUVAS addresses this challenge by ensuring that citizens can access judgments in their own language, thereby improving legal literacy and enabling meaningful participation in justice processes. The breaking of the language barriers,

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<sup>16</sup> Nina Grgić-Hlača, Christoph Engel & Krishna P. Gummadi, "Human Decision Making with Machine Advice: An Experiment on Bailing and Jailing" 3 *Proceedings of the ACM on Human-Computer Interaction*, CSCW, Article 178 (2019).

<sup>17</sup> 881 N.W.2d 749 (Wis. 2016)

<sup>18</sup> "State v. Loomis: Wisconsin Supreme Court Requires Warning Before Use of Algorithmic Risk Assessments in Sentencing" 130 *Harvard Law Review* 1530 (2017).

<sup>19</sup> Hilda Kanaga V, Aishwarya B, Ashika T, Sandhiya R & Synthavi R A, "Digital Legal Aid Assistant for Marginalized Communities in India" 11 *International Research Journal of Engineering and Technology* 2262 (Apr 2024).

<sup>20</sup> Press Information Bureau, Ministry of Law and Justice, "Action Plan for Simple, Accessible, Affordable and Speedy Justice" Press Release, 10 August 2023 (PIB Delhi) <https://www.pib.gov.in/PressReleasePage.aspx?PRID=1947490&reg=3&lang=2>

<sup>21</sup> The Emphasis Law Office, "Critical Analysis: Digitization of Indian Courts" The Emphasis Law Office Blog (2024). <https://www.theemphasislawoffice.com/post/critical-analysis-digitization-of-indian-courts>

by SUVAS directly supports restorative justice pathways.<sup>22</sup> For instance, under the Bharatiya Nyaya Sanhita (BNS)<sup>23</sup>, community service was introduced as a punishment for minor offences.<sup>24</sup> When judgments and guidelines related to such restorative measures are translated into regional languages through SUVAS, rural citizens can understand their options and rights more clearly.<sup>25</sup> This empowers victims and offenders from marginalized backgrounds to engage in restorative solutions such as mediation or reconciliation, rather than being excluded due to linguistic limitations.<sup>26</sup> SUVAS also complements other AI legal aid platforms by ensuring inclusivity. The existing chatbots and mobile apps provide instant guidance and case classification, the SUVAS ensures that the actual judicial outcomes are accessible to all. Together, these innovations reduce exclusion, promote fairness, and strengthen restorative justice in India's legal system.<sup>27</sup>

The major advantage of AI legal aid tools is affordability and timeliness. The traditional legal aid services are often costly and slow, leaving marginalized groups without adequate support.<sup>28</sup> AI chatbots and mobile applications can provide instant responses to legal queries, guide users through documentation, and even classify cases to determine whether they are suitable for restorative pathways.<sup>29</sup> For example, India's *Bhartiya Nyaya Sewa* initiative has piloted AI-based apps to empower rural citizens with legal literacy<sup>30</sup>, while platforms like *Legal Ease*<sup>31</sup> offer instant guidance and document summarization. These innovations reduce dependency on lawyers for minor disputes and help divert cases into community-based solutions rather than punitive measures.<sup>32</sup>

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<sup>22</sup>Siddharth Peter de Souza, "AI and the Indian Judiciary: The Need for a Rights-based Approach" Policy Watch No. 19, *The Hindu Centre for Politics and Public Policy* (2024).

<sup>23</sup>Bharatiya Nyaya Sanhita, 2023, No. 45 of 2023

<sup>24</sup>Nivedita & Khushboo, "Community Service as Punishment for Petty Offences under Bharatiya Nyaya Sanhita, 2023: A Step Towards Restorative Justice in India," 7 *Indian Journal of Law and Legal Research* 2321 (2024).

<sup>25</sup>Online Bureau/Agencies, "AI-backed SUVAS translation tool intended to make legalese simpler, court proceedings faster: Law Minister," *Economic Times (ETGovernment)*, Aug.11, 2023.

<sup>26</sup>Desi Kaanoon, "Language Barrier in the Indian Judiciary: CJI Chandrachud," *Desi Kaanoon*, Oct.14, 2023.

<sup>27</sup>INDIAai, "Enhancing Access to Justice: How Artificial Intelligence Is Democratizing Legal Services," *INDIAai*, Aug.18, 2023.

<sup>28</sup>Abhay Jaiswal & Prashant Kumar Varun, "Access to Justice for the Marginalized: A Reality Check on Free Legal Aid in India," 5 *Indian Journal of Legal Review* 256 (2025).

<sup>29</sup>*Supra note* at 22

<sup>30</sup>Ayush Kumar Mishra, Komal Rauniyar, Aman Kumar & Kumud Saxena, "Bhartiya Nyaya Sewa: An AI-Powered Android Application for Legal Literacy and Empowerment in Rural India," 6 *International Journal of Research Publication and Reviews* 5614 (2025).

<sup>31</sup>S. Sudha, K. Jothikumar, S. Aravind, R. Dhanush Raj & K. Jaibharath, "Legal Ease Chatbot – Bridging Legal Knowledge Gaps for Marginalized Communities," 4 *International Journal of Advanced Research in Science, Communication and Technology* 214 (2024).

<sup>32</sup>Abhishek Pawaskar, Tejas Kunde, Yash Sawant & Deepali Shrikhande, "NyayaSahaya: A Survey on AI-Powered Legal Assistance and Government Policy Simplification for Common People," 13 *International Journal for Research in Applied Science & Engineering Technology* 62 (2025).

The geographical barriers are another challenge that AI platforms can overcome. The rural communities often struggle to reach courts or legal aid centres due to distance and lack of infrastructure.<sup>33</sup> The mobile-based AI platforms allow remote access to legal advice, ensuring inclusivity.<sup>34</sup> The *Digital Legal Aid Assistant* demonstrate how chatbots designed for marginalized groups can overcome language and accessibility barriers.<sup>35</sup> The platforms like *DoNotPay* in the U.S. have shown how AI can make justice affordable and accessible for low-income groups by helping users contest parking tickets or consumer claims without needing a lawyer.<sup>36</sup>

The predictive analytics integrated into AI legal aid platforms can support restorative justice by identifying minor offences suitable for diversion. The AI legal aid platforms can help in analysing the offender background, socio-economic status, and prior history, these systems can recommend community service, mediation, or reconciliation instead of incarceration. This not only reduces case backlogs but also promotes rehabilitation and reintegration.<sup>37</sup>

### III. DIGITAL VICTIM SUPPORT PLATFORMS AS CATALYSTS FOR RESTORATIVE JUSTICE PARTICIPATION

Digital victim support platforms have the potential to transform restorative justice by placing victims at the centre of the process in ways that traditional systems often fail to do.<sup>38</sup> Many victims, especially women, children, cyber-victims, and those from marginalised communities, face emotional, logistical, and safety barriers that prevent them from participating meaningfully in restorative processes.<sup>39</sup> The digital platforms reduce these barriers by offering accessible information, guided tools, and flexible modes of engagement. So instead of relying solely on in-person meetings, victims can learn about their rights, understand restorative options, and prepare their statements through videos, chat-based guidance, or structured questionnaires. This

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<sup>33</sup>K. Abhishek Reddy & C. Sheela Reddy, "Strengthening Legal Aid and Access to Justice in Rural India: A Roadmap for Viksit Bharat 2047," 13 *International Journal of Creative Research Thoughts* 797 (2025).

<sup>34</sup>*Supra note* at 24

<sup>35</sup>Hilda Kanaga V., Aishwarya B., Ashika T., Sandhiya R. & Synthavi R. A., "Digital Legal Aid Assistant for Marginalized Communities in India," 11 *International Research Journal of Engineering and Technology* 2262 (2024).

<sup>36</sup>Dispute Parking Ticket and Win, *DoNotPay* (2024), available at: <https://donotpay.com/learn/dispute-parking-ticket-and-win/>

<sup>37</sup>R. Bansal & M. Chawla, "Transforming Legal Aid in India: Can AI Bridge the Justice Divide?" 2(1) *ShodhAI: Journal of Artificial Intelligence* 27 (2025).

<sup>38</sup>Universitat Oberta de Catalunya, *Digital Tools in Restorative Justice*, UOC NEWS (Jan. 2024), <https://www.uoc.edu/en/news/2024/digital-tools-in-restorative-justice->.

<sup>39</sup>Human Rights Watch, "Everyone Blames Me": *Barriers to Justice and Support Services for Sexual Assault Survivors in India* (Nov. 8, 2017), <https://www.hrw.org/report/2017/11/08/everyone-blames-me/barriers-justice-and-support-services-sexual-assault-survivors>

preparation helps victims articulate harm, needs, and expectations more confidently, which is essential for meaningful participation.<sup>40</sup>

These platforms also enhance protection by creating safer, trauma-informed environments. Victims who fear intimidation or re-traumatisation can participate through video, audio-only, or even text-based mediation, allowing them to maintain emotional distance while still being heard. The built-in safety features, such as secure messaging, anonymised participation, emergency support buttons, and automated risk-screening prompts, ensure that victims are not pushed into unsafe or coercive encounters.<sup>41</sup> The victims of cyber-harassment or domestic violence, digital participation can be far safer than physical meetings, reducing the need to repeatedly visit police stations or courts. This aligns with the broader shift in victimology from a compensation-centric model to one that emphasises protection, rehabilitation, and dignity.<sup>42</sup>

Victim satisfaction also increases when digital platforms provide transparency and follow-through. The dashboards that track the progress of restorative agreements, such as apologies, restitution, or community service help victims feel that their voices have shaped the outcome and that the offender is held accountable.<sup>43</sup> The Post-process support, including counselling referrals, follow-up check-ins, and access to community resources, reinforces a sense of closure and justice. The digital rehabilitation helps in the long-term support, rather than one-time compensation, is crucial for rebuilding victims' confidence and trust in the justice system.<sup>44</sup>

Research on cyber-victimisation and online victim-offender panels shows that technology-mediated restorative encounters can be safer and more empowering for victims of online harassment, allowing them to participate without direct confrontation.<sup>45</sup> In India, emerging scholarship on digital rehabilitation and victim support highlights how state-level digital portals are beginning to integrate counselling, legal aid, and restorative options, enabling

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<sup>40</sup>Teresa Lancry A. S. Robalo & Razwana Begum Bt Abdul Rahim, *Cyber Victimisation, Restorative Justice and Victim-Offender Panels*, 18 ASIAN J. CRIMINOL. 61 (2023), <https://doi.org/10.1007/s11417-023-09396-9>.

<sup>41</sup>Leila Wood et al., *Creating a Digital Trauma-Informed Space: Chat and Text Advocacy for Survivors of Violence*, NAT'L INST. OF JUSTICE (2022), <https://nij.ojp.gov/library/publications/creating-digital-trauma-informed-space-chat-and-text-advocacy-survivors>

<sup>42</sup>Carolyn McKay, *Digital Vulnerability in Criminal Justice: Vulnerable People and Communication Technologies*, PALGRAVE MACMILLAN (2025), <https://doi.org/10.1007/978-3-032-10028-3>

<sup>43</sup>*Restorative Justice: Leveraging Technology to Facilitate Meaningful Rehabilitation and Reconciliation*, STEPHEN MILLAN, Community Involvement (Nov. 11, 2024), <https://stephenmillan.org/community-involvement/restorative-justice-leveraging-technology-to-facilitate-meaningful-rehabilitation-and-reconciliation/>.

<sup>44</sup>Reelika Sinha & Sapna S, *Justice Beyond Courts: Exploring Feminist and Digital Approaches to Restorative Practice in Intimate Partner Violence*, 11 Sci. Cult. 944 (2025), DOI: 10.5281/zenodo.11322573.

<sup>45</sup>Teresa Lancry A. S. Robalo & Razwana Begum Bt Abdul Rahim, *Cyber Victimisation, Restorative Justice and Victim-Offender Panels*, 18 Asian J. Criminology 61 (2023), <https://doi.org/10.1007/s11417-023-09396-9>

victims to engage with justice processes without navigating intimidating physical institutions.<sup>46</sup> Together, these developments show that digital victim support platforms can meaningfully enhance participation, protection, and satisfaction, making restorative justice more inclusive, humane, and effective for those who need it most.

#### IV. NAVIGATING ETHICS, PRIVACY, AND BIAS IN AI-DRIVEN JUSTICE

The integration of AI into restorative justice presents both opportunities and challenges, particularly regarding ethics, privacy, and bias.<sup>47</sup> Restorative justice is grounded in principles of empathy, dialogue, and healing, the qualities that are difficult to replicate through automated systems.<sup>48</sup> The introduction of AI raises ethical concerns, as algorithms may lack transparency, participants may not fully understand how decisions are influenced, and the human dimension of compassion could be diminished. This creates a tension between efficiency and the fundamental values of restorative justice.<sup>49</sup>

The privacy is an another crucial aspect. Restorative justice often involves sensitive personal narratives, testimonies of trauma, and confidential exchanges. If the artificial intelligence systems process or store this data, there is a risk of leaks or misuse.<sup>50</sup> In India, for example, the Digital Personal Data Protection Act (DPDP Act) underscored the importance of protecting personal information, similar regulatory frameworks worldwide emphasize encryption, consent, and rigorous data governance. Without these safeguards, participants could lose trust in the process.<sup>51</sup>

The bias is perhaps the most pressing challenge. The AI systems which are trained on historical justice data can reproduce systemic inequalities related to race, gender, or socioeconomic status.<sup>52</sup> For instance, studies on judicial AI worldwide have demonstrated that algorithms can perpetuate structural injustices if not rigorously monitored.<sup>53</sup> In India, post-pandemic pilot

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<sup>46</sup> Abhishek Thakur, *Changing Aspects of Victimology: From Compensation to Digital Rehabilitation*, LEGAL SERVICE INDIA, (Nov. 9, 2025).

<sup>47</sup> Emilio Ferrara, *Fairness and Bias in Artificial Intelligence: A Brief Survey of Sources, Impacts, and Mitigation Strategies*, 6(1) *Sci 3* (2024), <https://doi.org/10.3390/sci6010003>

<sup>48</sup> Sonali Debbarma & Mousumi Kalita, *Restorative Justice in the Digital Era: AI-Assisted Mediation and Its Ethical Challenges*, 6(2) *Indian J. Integrated Rsch. L.* 596 (2026)

<sup>49</sup> Shreya Khanna et al., *Restorative Justice and AI Adoption, with an Emphasis on AI Crimes, Legal Ethics, and Indian Courts*, in Abhishek Bhattacharya et al. eds., *Data Mining and Information Security: Proceedings of ICDMIS 2024*, Lecture Notes in Networks and Systems vol. 1386, at 203 (Springer 2026), [https://doi.org/10.1007/978-981-96-6053-7\\_14](https://doi.org/10.1007/978-981-96-6053-7_14)

<sup>50</sup> Restorativ, *Ethical Issues of Using Technology in Restorative Justice*, Restorativ (last visited May 21, 2026).

<sup>51</sup> Anbarasi G. & Sankar D., *Data Protection Challenges in AI-Driven Criminal Justice in the EU and India*, 19 *INT'L J. COMPUTATIONAL INTELLIGENCE SYS.* 20 (2026), <https://doi.org/10.1007/s44196-025-01037-6>

<sup>52</sup> Julia Angwin et al., *Machine Bias*, PROPUBLICA (May 23, 2016), <https://www.propublica.org/article/bias-in-criminal-risk-scores-is-mathematically-inevitable-researchers-say>.

<sup>53</sup> Dr. Jakob Schneider, *Algorithmic Inequity in Justice: Unpacking the Societal Impact of AI in Judicial Decision-Making*, 2 *INT'L J. ADVANCED ARTIFICIAL INTELLIGENCE RESEARCH* 7 (2025).

projects for AI-assisted mediation revealed that biased datasets led to biased case allocation, necessitating the intervention of human mediators to correct the decisions.<sup>54</sup> Similarly, platforms such as Restorativ, an international NGO utilizing virtual mediation, have observed that, while AI can handle back-end tasks, human facilitators remain essential for ensuring impartiality and empathy.<sup>55</sup>

The mitigation strategies prioritize the hybrid governance models. The human oversight ensures that the AI supports mediators without replacing them. The bias audits and diverse training datasets help reduce discrimination.<sup>56</sup> The transparency which is facilitated by explainable AI, fosters trust, while strict data protection laws guarantee confidentiality. Ultimately, the most effective approach combines technological efficiency with human values, thereby ensuring that restorative justice remains true to its principles of dignity and equity.<sup>57</sup>

## V. PREDICTIVE ANALYTICS AND RESTORATIVE JUSTICE: TOWARDS INCLUSIVE POLICY REFORM

India can adopt a comprehensive regulatory framework to integrate AI-assisted legal aid, predictive analytics, and victim support into restorative justice for minor offences, combining technological innovation with robust ethical and legal safeguards. This framework must be grounded in three pillars: accessibility, accountability, and inclusivity. Accessibility ensures that marginalized communities benefit from AI-driven legal aid tools, accountability guarantees transparency and oversight of predictive analytics, and inclusivity preserves the dignity of victims while ensuring that restorative justice remains empathetic and equitable.<sup>58</sup>

In the realm of legal aid, platforms powered by artificial intelligence, such as SUPACE (Supreme Court Portal for Assistance in Court Efficiency) and SUVAS (Supreme Court Legal Translation Software), are already demonstrating how technology can streamline case management and translation procedures.<sup>59</sup> The extension of these tools to restorative justice

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<sup>54</sup>Dona Mathew, *Technology-enabled Justice in Indian Courts: New Dilemmas and Way Forward*, 10 J. DEV. POL'Y & PRAC. 26 (2025).

<sup>55</sup>Pablo Romero, *Restorative Facilitators and Technology*, RESTORATIV (July 3, 2024), <https://restorativ.co/blog/posts/restorative-facilitators-and-technology>

<sup>56</sup>Giovana Figueiredo Peluso Lopes, *From Human-in-the-Loop to Institutional Oversight of Judicial Decision Support Systems*, 2025(2) *Media Laws* 117–143 (2026), TILBURG UNIVERSITY RESEARCH PORTAL, <https://research.tilburguniversity.edu/en/publications/from-human-in-the-loop-to-institutional-oversight-of-judicial-dec/>.

<sup>57</sup> European Data Protection Supervisor (EDPS), *TechDispatch #2/2023: Explainable Artificial Intelligence*, 16 Nov. 2023, [https://www.edps.europa.eu/data-protection/our-work/publications/techdispatch/2023-11-16-techdispatch-22023-explainable-artificial-intelligence\\_en](https://www.edps.europa.eu/data-protection/our-work/publications/techdispatch/2023-11-16-techdispatch-22023-explainable-artificial-intelligence_en)

<sup>58</sup>Oxford Inst. of Tech. & Justice, *Harnessing AI to Expand Access to Justice*, BLAVATNIK SCHOOL OF GOVERNMENT, UNIV. OF OXFORD, <https://www.techandjustice.bsg.ox.ac.uk/>

<sup>59</sup>Wayan Vota, *How 5 Judicial AI Solutions Are Proving Skeptics Wrong in India*, ICTworks (Feb. 17, 2026), <https://www.ictworks.org/how-5-judicial-ai-solutions-are-proving-skeptics-wrong-in-india/>

could facilitate citizens' access to information regarding their rights and the procedures applicable in cases of minor offenses. However, the relevant policies must incorporate human oversight to ensure that AI does not supplant the empathetic role of mediators. This approach aligns with the constitutional safeguards enshrined in Articles 14 and 21, which emphasize the principles of equality and dignity.<sup>60</sup>

The predictive analytics can be used to identify minor offenses suitable for restorative justice, thereby reducing case backlogs in the courts. For instance, the AI could flag cases of petty theft or neighbourhood disputes for mediation instead of litigation.<sup>61</sup> However, the predictive tools must be governed by a clear legal framework, such as the proposed Digital India Act, featuring strict requirements for transparency, explain ability, and bias audits. Without these safeguards, algorithms run the risk of perpetuating systemic inequalities.<sup>62</sup>

The victim support is another crucial area. The AI can contribute to the development of personalized rehabilitation plans, the monitoring of reintegration outcomes, and the provision of digital counselling resources.<sup>63</sup> Several instances where legal services were provided by the National Legal Services Authority (NALSA) and the District Legal Services Authorities (DLSA) to secure justice to all the citizens, these schemes or programs demonstrate that structured rehabilitation programs are already benefiting victims.<sup>64</sup> AI could enhance these programs by enabling the tracking of progress and the tailoring of support to specific needs.<sup>65</sup> However, the Digital Personal Data Protection Act, 2023 must be extended to restorative justice platforms to ensure the confidentiality of victim testimonies and prevent the misuse of sensitive data.<sup>66</sup>

Globally, platforms such as Restorativ have experimented with AI-assisted mediation but have found that human facilitators remain essential for preserving empathy and equity.<sup>67</sup> Similarly, in India, the Delhi High Court's 2023 rejection of ChatGPT-based evidence highlighted the

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<sup>60</sup>United Nations Dev. Programme (UNDP), *Enhancing Meaningful Access to Justice in India: A People-Centred Justice Needs Assessment*, UNDP India (2026), <https://www.undp.org/india/publications/enhancing-meaningful-access-justice-india-people-centred-justice-needs-assessment>

<sup>61</sup>Bhishm Khanna, *Predictive Justice: Using AI for Justice*, CENTRE FOR PUBLIC POLICY RESEARCH (CPPR) (June 11, 2021), <https://www.cppr.in/articles/predictive-justice-using-ai-for-justice-introduction>

<sup>62</sup>Aahil Sheikh, *Transparency Must Be a Cornerstone of the Digital India Act*, TECHPOLICY.PRESS (Apr. 23, 2024), <https://www.techpolicy.press/transparency-must-be-a-cornerstone-of-the-digital-india-act/>

<sup>63</sup>REFORM Development Pvt. Ltd., *Reform Labs*, <https://reformlabs.io/>

<sup>64</sup>Government of India, *NALSA (Victims of trafficking and commercial sexual exploitation) Scheme (2025)*, <https://cdnbbsr.s3waas.gov.in/s3a1e926947e6e1f41bee96af62f1cf811/uploads/2025/09/202509192003412619.pdf>

<sup>65</sup>Sentinel, *Community-Based Programs*, SENTINEL ADVANTAGE, <https://sentineladvantage.com/community-programs/>

<sup>66</sup>Matters.AI, *DPDP Act, 2023: India's Digital Personal Data Protection Law Explained*, <https://www.matters.ai/compliance/dpdp/dpdp-act-2023/>

<sup>67</sup>*Supra note 43*

judiciary's caution regarding an overreliance on AI.<sup>68</sup> These examples underscore the need for hybrid governance models, in which AI contributes efficiency and insight, while human mediators uphold the values of restorative justice.

In conclusion, the Indian legal framework should establish a specific body under the aegis of NALSA for the AI-driven restorative justice, to oversee its ethical implementation, mandate bias audits, and provide AI training to mediators, judges, and police officers. The integration of AI into existing legal aid and victim support structures, can help India in reducing the judicial backlogs and improve access to justice, while ensuring that restorative justice for minor offenses remains compassionate, equitable, and firmly rooted in respect for human dignity.

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<sup>68</sup>Simranjeet, *Artificial Intelligence Cannot Substitute Human Intelligence in Adjudicatory Process: Delhi High Court*, SCC ONLINE BLOG (Aug. 28, 2023), <https://www.sconline.com/blog/post/2023/08/28/delhi-hc-artificial-intelligence-cannot-substitute-human-intelligence-in-adjudicatory-process/>