

Bangladesh Institute for Judicial Advancement (BIJA)

Access to Digital Justice in Bangladesh

*A Nationwide Survey Report on Public Awareness, Access, and Attitudes Toward the
Digitalization of the Judiciary in Bangladesh*

Survey Sample: 1,003 Respondents

Survey Period: 2026

Prepared by BIJA

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1. Introduction

Access to justice is a basic right for every citizen, but in reality, for a large number of people in Bangladesh, this right remains very difficult to exercise. The legal system, though functioning, has long been associated with delays, high costs, and a lot of procedural complexity that discourages ordinary people from seeking justice. In recent years, the government has introduced several digital tools — such as e-filing, e-summons, online cause lists, virtual hearings, and digital case tracking systems — with the goal of making the justice system more accessible and efficient for everyone.

These are important steps forward, and there is no doubt that they carry significant potential. Research has shown that when digital tools are properly introduced and supported, they can help reduce the time and financial burden that people face while trying to access courts (Hasan & Rupa, 2021). Bangladesh's broader “Digital Bangladesh” initiative has also pushed for ICT integration across government services, and the judiciary has been part of that effort. In recent times, tools like the Amar Adalat mobile app and a Judicial Monitoring Dashboard have been launched, showing that institutional commitment to digital justice reform is growing (UNDP, 2025).

However, the question that this report tries to answer is a very simple but important one: are ordinary people actually aware that these tools exist? Because having a system in place is very different from people knowing about it and being able to use it.

To find out, the Bangladesh Institute for Judicial Advancement (BIJA) conducted a nationwide online survey called “Access to Digital Justice in Bangladesh.” A total of 1,003 people from different parts of the country took part in this survey, including students, working professionals, and general citizens from both urban and rural areas. They were asked about their knowledge of digital court services, their personal experiences with the justice system, and their opinions on digital reform.

The findings are quite revealing. Almost all the respondents had smartphones and internet access. And yet, most of them had very little idea about the digital court services that the government has introduced. This tells us that the problem is not really about technology or internet access

anymore — it is about awareness, trust, and making sure that these services actually reach the people who need them the most.

This report is organized around four main themes: digital literacy and awareness, access and barriers, personal experiences with the justice system, and attitudes toward digital reform. The aim is not just to present the data, but to help BIJA understand where the real gaps are and what kind of action is needed to make digital justice work for everyone — not just for those who are already familiar with legal and digital systems.

At the end of the day, this report is about real people and real struggles. Each number in this data represents someone who has either been through the legal system and found it exhausting, or someone who has no idea how to navigate it at all. Their responses are what this report is built on, and their experiences are what make this research meaningful.

2. Background of the Study

The judicial system of Bangladesh has been facing serious challenges for a very long time. There are millions of cases pending in courts across the country, and the process of getting a case resolved can take years — sometimes even decades. Legal fees, travel costs, repeated court appearances, and the general complexity of legal procedures make the whole experience extremely difficult, especially for people who do not have money or legal knowledge. For a large number of Bangladeshis, particularly those living in rural areas or belonging to low-income groups, these barriers are not just inconvenient — they are almost impossible to overcome (Hasan & Rupa, 2021).

The government has been aware of these problems and has taken several steps to address them through digitalization. The “Digital Bangladesh” vision, which was first introduced in 2008, set the foundation for bringing technology into public services across the board, and the judiciary was included in this effort. Over the years, several digital tools have been introduced in the court system — including e-filing of cases, e-summons through SMS and email, online cause lists, virtual court hearings, and digital case management systems (Daily Star, 2022). These tools were designed to reduce delays, cut down on unnecessary physical appearances, and make the system more transparent and efficient.

The COVID-19 pandemic, despite all its damage, actually pushed the digital court reform forward in a significant way. When physical courts had to be shut down, the government quickly shifted to virtual hearings to make sure that at least some legal proceedings could continue. This showed that the technical capacity for digital courts does exist, and it gave policymakers a reason to take the reform more seriously even after the pandemic ended. Studies on paperless courts have also highlighted how countries like Singapore managed to dramatically reduce case backlogs by fully digitizing their court systems — and Bangladesh has started looking at such models as a reference point (Academia, 2026).

But despite all of this, the situation on the ground tells a different story. Just because a digital tool has been introduced does not mean that people are using it. Research has repeatedly shown that in contexts where digital literacy is uneven and trust in government institutions is low, new technology often fails to reach the people it is meant for (UNDP, 2025). In Bangladesh, many

citizens — especially those outside major cities — continue to rely on the old, paper-based system simply because they do not know that any alternative exists.

It is this gap — between what has been introduced at the policy level and what is actually happening at the ground level — that BIJA wanted to understand better. The organization decided to conduct a nationwide online survey to get a clearer picture of where public awareness stands today, what is stopping people from using digital court services, and what kinds of changes are needed to make the system more inclusive and effective. The survey was distributed through Google Forms in 2026 and collected 1,003 responses from people across Bangladesh, covering a wide range of ages, occupations, and locations.

This study sits right at the point where two important concerns meet: the need to modernize the judiciary, and the need to make sure that this modernization actually benefits everyone equally. The findings in this report are meant to guide BIJA's future programs, advocacy work, and public outreach efforts.

3. Objectives of the Study

The main goal of this study was to understand how much people in Bangladesh know about digital court services, whether they use them, what problems they face, and what they think about them. The study also examined whether making courts digital is actually helping people access justice more easily.

Specifically, the study aims to:

1. Find out how aware people are of digital court services such as e-filing, e-summons, online cause lists, virtual hearings, digital legal aid, and case-tracking systems, and how comfortable they are using technology.
2. See whether people can actually access and use these services, and understand why many people may not be using them even when they are available.
3. Learn about people's real-life experiences with digital services and how they interact with the court system online.
4. Identify the main obstacles, whether institutional, technological, legal, financial, or social, that stop people from using digital justice services.
5. Understand what the public thinks about whether digital courts are helping to reduce delays, cut costs, break down distance barriers, simplify complex processes, and reduce corruption while making the system more transparent and fairer.
6. Examine how factors such as age, gender, education, occupation, and location (urban or rural) affect people's awareness, access, use, and opinions of these services.
7. Gather suggestions from citizens on how to improve digital justice services and ensure that everyone, regardless of background, can access justice fairly.

3.1 Research Questions

To operationalize the objectives above, this study was guided by the following research questions:

1. How aware are Bangladeshi citizens of the digital court services currently available, including

e-filing, e-summons, online cause lists, virtual hearings, and digital case tracking?

2. To what extent do citizens who are aware of these services actually access and use them, and what accounts for the gap between awareness and use?
3. What personal experiences have respondents had with the justice system, and how do these experiences shape their views on digital reform?
4. What institutional, technological, financial, and social barriers most significantly discourage citizens from adopting digital justice services?
5. What do respondents believe about the potential of digital tools to reduce delay, cost, and corruption in the justice system?
6. How do demographic factors, including age, gender, occupation, and rural or urban residence, influence awareness, access, and attitudes toward digital justice?
7. What specific recommendations do citizens have for making digital justice services more accessible and effective?

4. Methodology

To build a full picture of public awareness, access, and perceptions regarding digital court services, this study used a mixed-methods approach, combining quantitative data (statistics) with qualitative responses (people's personal experiences, opinions, and suggestions). This approach helped identify overall trends while also capturing how people actually think and feel about the digitalization of the judiciary.

The study was conducted through an online survey using a structured questionnaire developed in Google Forms. The questionnaire was shared through social media and professional networks to encourage participation from different parts of Bangladesh. A convenience sampling method was used, meaning anyone willing to participate could respond. The survey targeted Bangladeshi citizens aged 18 and above from different educational, occupational, and socio-economic backgrounds.

A total of 1,003 valid responses were collected from participants living in different districts and divisions across Bangladesh, including both urban and rural areas. The questionnaire included closed-ended questions (multiple-choice, yes/no, and rating-scale) as well as open-ended questions, allowing respondents to share their own experiences and opinions. It was divided into five sections: demographic information, digital awareness and literacy, access to and use of digital justice services, barriers to digital justice, and public perceptions and recommendations.

The questionnaire covered key digital justice initiatives, including e-filing, e-summons, online cause lists, virtual court hearings, digital legal aid, digital case management, and online safety, and asked respondents about their views on how effective these services are in making justice more accessible.

4.1 Respondent Profile

A total of 1,003 respondents participated in the survey, representing various age groups, professions, and geographic regions across Bangladesh. Among them, young adults and middle-aged individuals were notable, with students constituting the largest group. The survey included significant participation from rural areas, ensuring broad geographical representation. Gender participation remained relatively balanced, including those who chose not to disclose their identity.

The survey also included professionals associated with the legal, administrative, and civic sectors. This occupational diversity strengthened the quality of the findings by incorporating perspectives ranging from academic understanding to direct involvement in the judicial process.

The respondents were drawn from different districts and divisions throughout Bangladesh. While urban and peri-urban populations were more strongly represented, responses from rural areas highlighted the unique barriers they face outside major cities.

It was through these respondent profiles that the survey completed its three distinct stages. **Stage 1: Demographic Profiling and Awareness Assessment** used demographic and occupational profiles to assess existing knowledge of the digital justice system, while the very act of questioning created awareness about these services. **Stage 2: Barriers and Reform Attitudes** interpreted responses on systemic obstacles, delays, and reforms specifically through the lens of the same profiles, whether they were students or legal professionals, rural or urban citizens, and whether they possessed direct personal experience with court proceedings. **Stage 3: Post-Survey Awareness, Education, and Information** fulfilled the survey's commitment to empower participants by delivering practical knowledge on legal rights, digital procedures, and safety, reinforcing the initiative's core message: *"Know Your Rights. Understand the Process. Empower Yourself!"* under the broader theme of Access to Digital Justice, Rights, and Safety: Education, Awareness, and Information.

Methodology Parameter	Detail
Survey Tool	Google Forms
Total Respondents	1003
Participation Basis	Voluntary and Confidential
Survey Language	English (with bilingual responses accepted)
Target Population	General public, students, legal professionals
Geographic Coverage	Urban and Rural areas across Bangladesh
Survey Period	2026
Stages	Stage 1: Demographic Profiling & Awareness Assessment Stage 2: Barriers & Reform Attitudes Stage 3: Post-Survey Awareness

5. Statistical or Qualitative Method for data analysis:

Closed-ended responses were analyzed descriptively to determine the frequency and percentage of respondents selecting each response and to identify patterns across demographic variables, digital literacy, and awareness of various court services. The results were presented in tabular form to facilitate systematic comparisons.

Thematic analysis was conducted on the open-ended responses submitted in both English and Bangla. Responses were carefully reviewed, coded, and grouped into common themes, including financial burden, procedural delays, administrative inefficiency, corruption, and geographic barriers. This process enabled a deeper understanding of respondents' lived experiences beyond what quantitative measures could capture.

Content analysis was also employed to determine how frequently specific issues were raised in each response, and the barriers and challenges identified were ranked by frequency and significance to prioritize key concerns.

Comparative analysis was used to explore critical differences, particularly the urban-rural access divide and the gap between awareness and actual use of digital court services. This analysis ultimately informed the study's key finding: a significant awareness-adoption gap in the digital justice system.

Data triangulation was applied to enhance the reliability of the findings by cross-verifying quantitative and qualitative data. For instance, qualitative explanations were used to

contextualize statistical data showing low uptake of digital services, ensuring that the conclusions remained empirically grounded while maintaining interpretive validity.

6. Description and interpretation

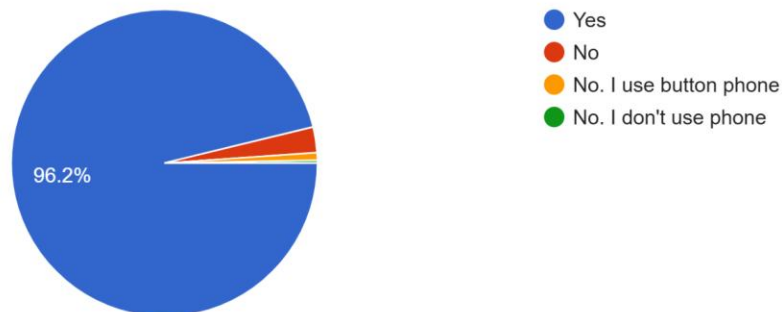
6.1 Digital literacy and awareness of the digital justice systems

One of the most significant findings of the survey was the noticeable gap between widespread connectivity and public awareness of digital judicial services. Although most respondents reported having access to smartphones and internet facilities, familiarity with specific e-justice mechanisms remained remarkably low.

6.2 General digital Access

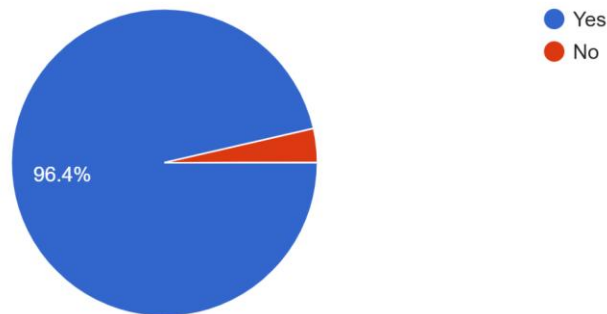
Do you own a smartphone?

1,003 responses



Do you have regular internet access?

1,003 responses



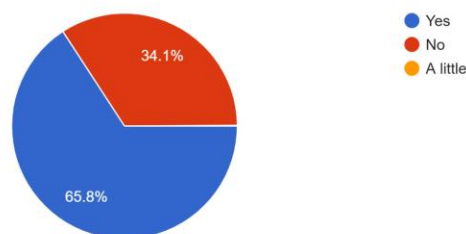
Have a Smartphone	Majority: Yes (96.2%)
Available Internet Access	Majority: Yes (96.4%)
Comfortable Using Govt. Online Services	Mixed: Many said 'No' or 'Other'

The widespread availability of smartphones and internet connectivity among respondents reflects a positive trend in digital access. Nevertheless, respondents demonstrated considerably lower levels of confidence and ease when using online government platforms. Many participants reported feeling discouraged by complicated website interfaces, slow system performance, and the excessive amount of information presented on government portals.

6.3 Awareness of Specific Digital Court Services

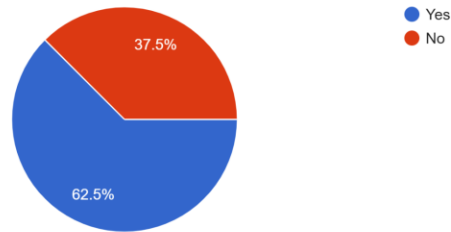
Have you heard about online GD or cases/suits?

1,003 responses



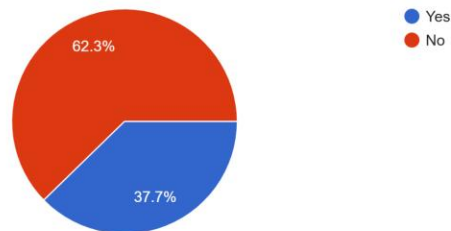
Do you know that summons can be served through email, SMS, or phone call?

1,003 responses



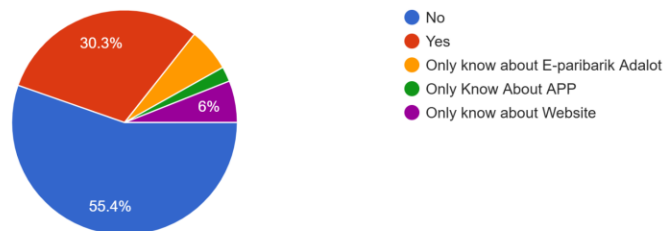
Have you heard about online cause lists?

1,003 responses



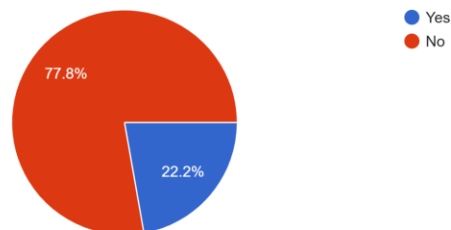
Do you know about any government court-related app 'My Court' /website or virtual service or E Paribarik Adalot ?

981 responses

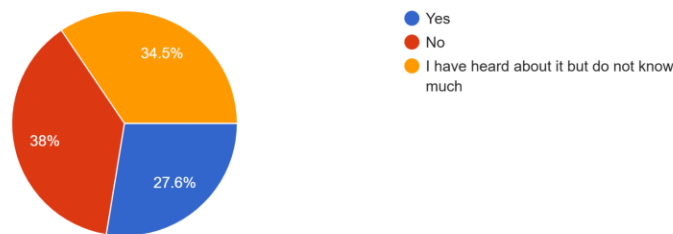


Do you know about Digital Case Management/Tracking? Have you ever used digital case management system?

1,003 responses



Do you know about online (virtual/video) court hearings?
1,001 responses



Digital Service	Awareness Level
Online GD / Case Filing (E-filing)	65.8% had heard of it
E-Summons (via SMS/email/call)	62.5% aware
Online Cause Lists	37.7% aware (62.3% had not heard)
Online / Virtual Court Hearings	27.6% Yes; 38% No; 34.5% heard but unsure
Digital Case Management / Tracking	22.2% Yes; 77.8% No
Govt. Court App / Website (My Court, etc.)	55.4% No; 30.3% Yes; 6% partial
Know process of E-filing / Online GD	32.3% Yes; 67.7% No
Know process of checking online cause list	23.8% Yes; 76.2% No

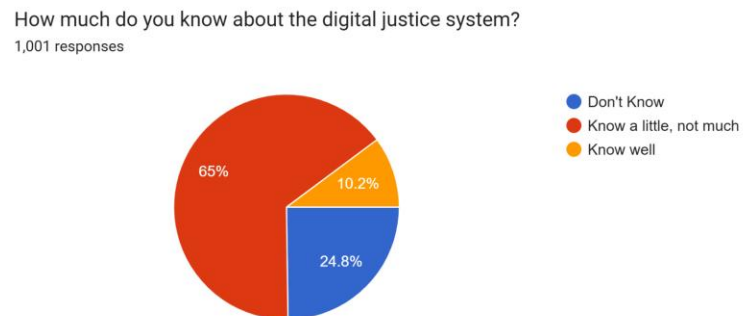
These findings show a substantial disconnect between the availability of digital court services and the public's awareness of them. Although initiatives such as e-filing, e-summons, online cause lists, virtual hearings, and digital case management systems have already been incorporated into Bangladesh's judicial system, public familiarity with these mechanisms remains limited. Online GD and e-filing had the highest recognition, with 65.8% of respondents having heard of it, but only 32.3% actually knew how to use it. Even among people who recognized a service, many did not know how the process worked.

Awareness dropped further for other services. Only 37.7% had heard of online cause lists, and 77.8% had never heard of digital case management or tracking at all. Virtual court hearings were known by only 27.6% of respondents, while another 34.5% said they had heard something about it but did not know much. Government court apps such as 'My Court' and 'E-Paribarik Adalat' were unfamiliar to most people, with 55.4% saying they had no idea such apps or websites existed, despite these being tools the government has specifically developed to help citizens

access court services more easily.

The overall picture is clear: people may have smartphones and internet, but the specific knowledge needed to actually use digital court services is simply not there for most of the population. This gap between awareness and actual usage is large and consistent across nearly every service asked about. The results therefore suggest that the primary obstacles are not technological access, but insufficient awareness, limited public trust, and usability challenges. Without comprehensive awareness campaigns and public outreach, these services are likely to benefit only a limited segment of society.

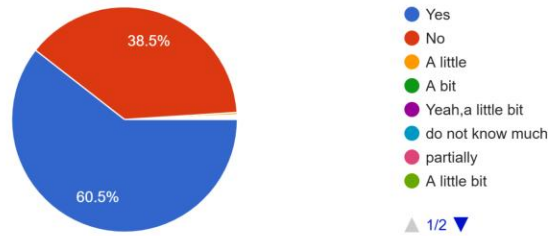
6.4 General Knowledge of the Digital Justice System



When respondents were asked about their level of understanding of the digital justice system, the majority (65%) reported that they had only limited knowledge. Nearly one-quarter (24.8%) stated that they did not know about the digital justice system at all, while only 10.2% indicated that they had a good understanding of it. These findings suggest that although basic awareness of digital justice exists among many respondents, comprehensive knowledge remains limited. Therefore, greater public awareness campaigns, educational initiatives and accessible information on digital judicial services are essential to improve understanding and encourage wider adoption of digital justice in Bangladesh.

6.5 Personal Experiences With justice systems

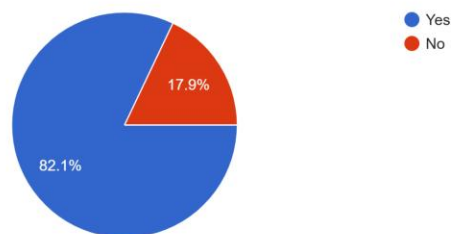
Do you have knowledge of digital or cyber safety?
1,001 responses



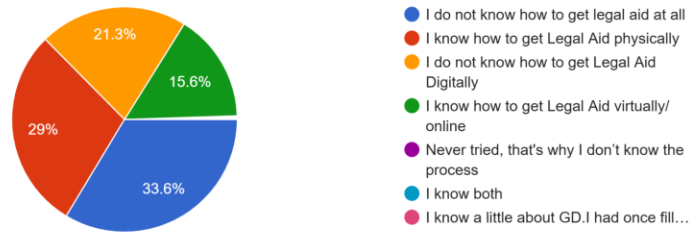
This section explored respondents' experiences with the justice system by examining whether they had ever been involved in a court case, the role in which they participated and the challenges they faced. The findings indicate that comparatively major respondents had no direct personal involvement in court proceedings and instead shared observations based on the experiences of family members, friends, or acquaintances. A significant number (comparatively less than respondents without direct involvement) of respondents provided firsthand accounts of their own interactions with the justice system. Overall, the responses were detailed highlighting a range of financial, emotional, procedural and practical challenges encountered throughout the legal process. These findings provide valuable insights into both personal experiences and broader public perceptions of the justice system in Bangladesh.

6.6 Public Perception of Digital Justice Benefits

Do you think e-filing can reduce the suffering or hassle of victims?
981 responses



Do you know how to get legal aid services physically or virtually/online?
583 responses

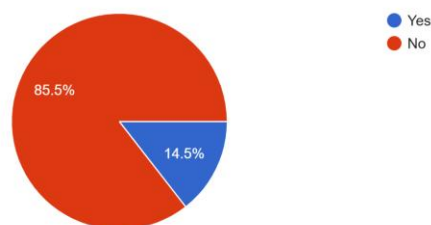


Respondents were also asked directly whether they believed digital tools could ease the burden on victims and litigants. A strong 82.1% agreed that e-filing could reduce the suffering or hassle faced by victims, reflecting broad underlying support for digitalization even among those who are not yet familiar with how to use these services. Awareness of how to access legal aid, whether physically or virtually, was more mixed, pointing to a further information gap alongside the general awareness gap already identified in earlier sections.

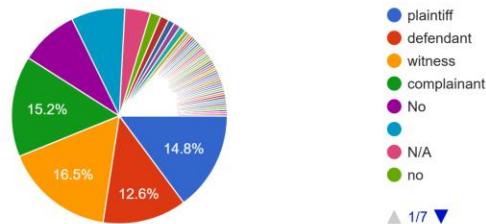
6.7 Involvement in Court Cases

Around 14.5% of the participants reported having direct involvement in court proceedings, while the vast majority (85.5%) indicated that they had never been involved in a court case. Among those with firsthand experience, respondents participated in various capacities, most commonly as witnesses (16.5%), complainants (15.2%), plaintiffs (14.8%), and defendants (12.6%). Although most respondents lacked direct litigation experience, many still shared perspectives shaped by the legal experiences of family members, friends, or acquaintances, providing valuable insights into public perceptions of the justice system.

Have you ever been involved in a court case?
1,003 responses



If involved, As a
310 responses



6.8 Types of Sufferings and Challenges Faced

Type of Challenge	Prevalence	Illustrative Responses
Financial Burden	Very High	Legal fees, travel costs, repeated expenses
Emotional & Psychological Strain	Very High	Stress, frustration, uncertainty
Time Consumption & Lengthy Proceedings	Very High	Long hearings, repeated appearances
Administrative Delays	High	Postponed hearings, absent magistrate
Procedural Complexity	High	Paper-based process, complex procedures
Lack of Legal Knowledge	High	Insufficient legal awareness
Corruption & Unethical Practices	Moderate	Unofficial payments, excessive charges
Social & Family Barriers	Moderate	Family/social issues
Physical & Logistical Difficulties	Moderate	Crowded courts, travel
Technical/Digital Issues	Low	Few mentions

The responses indicate that accessing justice in Bangladesh continues to be a lengthy, costly, and emotionally demanding process. Respondents frequently described a combination of financial expenses, prolonged proceedings, procedural complexity, and psychological stress. Delays in hearings, repeated court visits, insufficient legal guidance, and administrative inefficiencies intensified these burdens. Overall, the findings suggest that improving access to justice requires both digital transformation and broader institutional reforms.

6.9 Duration of Cases

When respondents were asked about the duration of their legal cases. The responses varied significantly, ranging from a few months to several years. One participant reported a dispute involving a stay order related to job regularization that required approximately 18-20 months to reach resolution, a period during which nearly two years of professional life were effectively disrupted. Another respondent described a long-standing landownership conflict that had persisted for years, continuing across different government administrations.

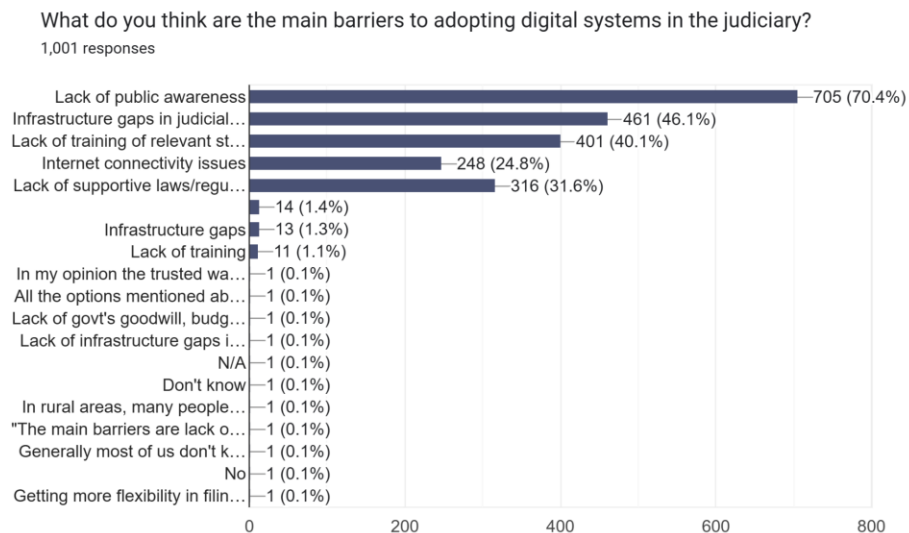
Across the qualitative responses, a recurring theme was the considerable emotional strain and financial burden associated with these extended legal timelines. Many participants emphasized that prolonged case durations not only affected their resources but also had lasting psychological and personal consequences.

6.10 Barriers to Using Digital Court Services:

The results show that the obstacles to using digital courts in Bangladesh are not only technological, but also structural and institutional. Awareness of public services was the highest reported barrier, suggesting that many citizens are still missing from digital justice due to the lack of awareness. Respondents also noted complex system design and weaknesses in the system, indicating that current systems are not as user-friendly or technically dependable. In addition, the lack of trust in the justice system indicates that enhancing digitalisation is not sufficient to guarantee access to justice without improving institutional credibility as well. Moderate concerns about staff training and lack of proper legal frameworks also suggest that investment in technology, investment in administrative capacity-building, and supportive policy reform are needed to ensure successful digital transformation.

Critical Insight: The most common limitation was “lack of knowledge of the existence of digital services”. It is a solvable problem, but it requires persistent and specific sensitization campaigns targeting citizens, both in urban centers and in rural areas. BIJA is ideally suited to do this job.

6.11 Main Barriers to Adopting the Digital System



The survey findings reflect that there are multiple, interlinked barriers to implementing a digital judicial system in Bangladesh, spanning technological, institutional, and socio-economic dimensions. Lack of public awareness was identified as the leading concern (70.4%), followed by infrastructural gaps within the judiciary (46.1%), such as weak internet connectivity, insufficient hardware, and limited IT support in courts. Insufficient training of judges, lawyers, and court personnel (40.1%) was also raised as a significant obstacle, alongside internet connectivity issues more broadly (31.6%) and a lack of supportive laws and regulations (24.8%), which suggests that the digital justice initiative currently lacks comprehensive institutional and procedural backing.

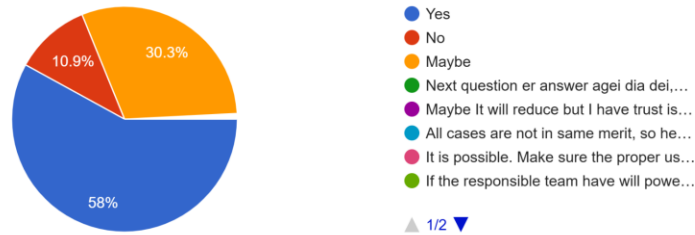
The qualitative responses offer a deeper understanding of public perceptions of the justice system. Several respondents linked judicial inefficiency to the need for systemic institutional reform, arguing that technological change alone is not enough to restore public confidence without also addressing corruption, weak accountability, and a lack of transparency. At the same time, respondents were broadly positive about digital innovations such as online case filing, digital summons, and electronic cause lists, seeing them as genuinely useful in reducing delays and unnecessary court appearances. A digital divide between urban and rural areas remains apparent, however, with people outside major cities at greater risk of being left out of the benefits of digitalization.

6.12 Public Attitudes Toward Digital Reform

Despite the awareness and infrastructure gaps identified throughout this report, respondents expressed considerable optimism about what digital reform could achieve.

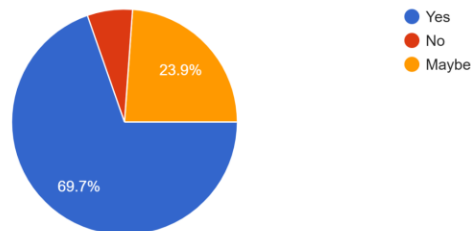
Do you believe that digital systems (e-filing, online hearings, and e-summons or e-notifications through calls/SMS, online cause list or judgements) can reduce delays in the justice process?

1,002 responses



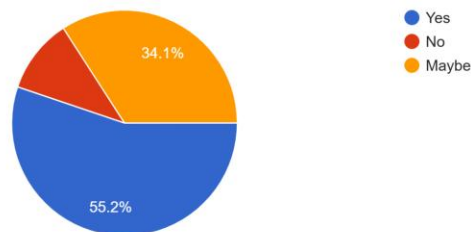
Do you believe online hearings can reduce financial cost and physical sufferings?

1,002 responses



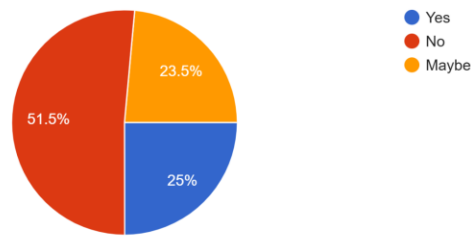
Do you think digital justice increases transparency (especially by reducing bribery)?

1,002 responses



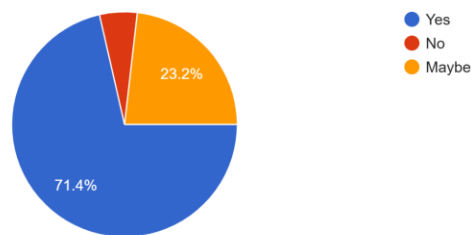
Do you think our judicial system has enough infrastructure (such as reliable internet, computers, e-filing systems, video hearings, and IT support) to become digital?

981 responses



Do you think youth engagement in the judicial system can accelerate the adoption of the e-justice system?

1,001 responses



Around 88% of respondents believe that digital systems, including e-filing, online hearings, e-summons, and online cause lists, can reduce delays in the justice process, while roughly 70% believe online hearings specifically can reduce financial cost and physical suffering for litigants. A majority also believe that digital justice can increase transparency by reducing opportunities for bribery, and most respondents feel that youth engagement can accelerate the adoption of e-justice systems. Opinions were more divided, however, on whether the judiciary currently has enough infrastructure, such as reliable internet, computers, e-filing systems, and IT support, to fully transition to a digital system.

Taken together, these results indicate that technological innovation alone will not be sufficient. Institutional accountability, inclusive policy design, public awareness, and equitable infrastructural development must advance together for the digitalization of Bangladesh's judiciary to succeed.

7. Findings

1. Access to digital infrastructure is no longer the barrier it once was, but awareness has not kept pace with it. Although 96.2% of respondents own a smartphone and 96.4% have regular internet access, only 10.2% described themselves as well-informed about the digital justice system, while nearly 90% said they knew little or nothing about it.
2. Awareness varies sharply by service. Online GD/e-filing was the most recognized service (65.8% had heard of it, though only 32.3% actually knew how to use it), while digital case management and tracking remained largely unknown, with roughly 78% of respondents unaware such a system exists.
3. Case delays stem from multiple, overlapping causes rather than a single point of failure. Administrative delay was cited most often (48.7%), followed by witness absence (37.3%), hearing-date and notice issues (36.2%), unnecessary adjournments and lawyer-related delay (around 33% each), and case-filing complexity (33.3%). This spread suggests that delay is built into several stages of the process, not concentrated in one.
4. Financial hardship and emotional strain were the most consistently reported consequences of pursuing a case, regardless of whether it was resolved in a matter of months or, as several respondents described, over several years. Legal fees, travel costs, and repeated hearings compound this burden for litigants from low-income and rural backgrounds in particular.
5. When asked what actually stops them from using digital court services, respondents overwhelmingly pointed to a lack of knowledge (72.8%) rather than to infrastructure. A complicated system (38.7%) and a lack of trust in the justice system (33.5%) followed, while the absence of internet or a smartphone was cited by only 15.2%. This confirms that awareness and trust, not access, are the binding constraints.
6. Despite these gaps, confidence in what digital reform could achieve is high. Around 88% of respondents believe digital systems can reduce delays in the justice process, and roughly 70% believe online hearings can lower financial cost and physical suffering for litigants.
7. At an institutional level, respondents identified a lack of public awareness (70.4%), infrastructural gaps within the judiciary (46.1%), insufficiently trained court staff (40.1%),

internet connectivity issues (31.6%), and weak supportive laws or regulations (24.8%) as the principal barriers to digital adoption.

8. Corruption and informal payments at the clerk/muhuri level were raised repeatedly in the open-ended responses, often described alongside procedural delay as a source of distrust in the system as a whole, a concern that technology alone will not resolve.
9. Younger respondents were consistently more optimistic about digital reform and more likely to describe themselves as willing to help others adopt digital court services, suggesting an existing base of youth engagement that BIJA can build on.
10. There is broad support for Alternative Dispute Resolution (ADR) as a faster and less costly alternative to litigation, particularly for civil and family matters, with several respondents describing lengthy court processes as avoidable through mediation or arbitration.
11. Multiple and overlapping barriers, financial, procedural, geographic, and informational, continue to fall disproportionately on women, rural residents, and other marginalized groups, indicating that a uniform, one-size-fits-all rollout of digital services is unlikely to close the access gap on its own.

8. Recommendations

Based on the survey findings, BIJA is well positioned to take the following steps to close the gap between the potential of digital justice and the lived experience of the people it is meant to serve:

1. Launch a National Digital Justice Literacy Campaign

Since lack of knowledge, not lack of access, is the primary barrier reported by respondents (72.8%), BIJA should lead a sustained public awareness campaign disseminated through social media, community initiatives, universities, and legal aid centers. Materials should be produced in both English and Bangla and designed for low-literacy audiences.

2. Develop a Citizen-Friendly Digital Justice Guideline

A simple, step-by-step guide to e-filing, checking online cause lists, receiving e-summons, and tracking cases should be developed and widely distributed, in print for rural populations and in digital form for urban populations. BIJA can partner with law schools and bar associations to verify accuracy and extend reach.

3. Advocate for Better Government Platform Design

Government court websites and applications were consistently described by respondents as slow, difficult to navigate, and unfriendly to less tech-savvy users. BIJA should formally engage relevant authorities to redesign these platforms with the needs of ordinary citizens, including elderly and less digitally confident users, in mind.

4. Establish a Youth Digital Justice Ambassador Program

Given the stronger engagement and optimism shown by younger respondents, BIJA should create a structured Youth Ambassador Program that trains law students, digital advocates, and community volunteers to raise awareness and support their communities in using digital court services.

5. Prioritize Rural and Marginalized Communities

Digital justice cannot be considered equitable if its benefits remain concentrated in urban centers. BIJA should design targeted outreach for rural districts in partnership with local government,

NGOs, and community leaders, with specific attention to women, elderly citizens, and those with limited formal education.

6. Promote Alternative Dispute Resolution (ADR)

Given the strong respondent support for faster, lower-cost dispute resolution, BIJA should actively promote ADR mechanisms such as mediation and arbitration, particularly for civil and family cases, as a complement to ongoing digital reform.

7. Invest in Judicial Digital Infrastructure

With 46.1% of respondents citing infrastructural gaps as a barrier, BIJA should advocate for dedicated funding to improve internet connectivity, hardware, and e-filing systems in district and sub-district courts, where infrastructure gaps are most acute.

8. Train Court Staff and Judicial Officers

Insufficient staff training was cited by 40.1% of respondents as a barrier to digital adoption. BIJA should support structured training programs for judges, lawyers, and court personnel to build the institutional capacity needed to sustain digital services.

9. Strengthen Accountability and Reduce Corruption at the Administrative Level

Given repeated references to bribery and informal payments at the clerk/muhuri level, BIJA should promote transparency measures such as digital payment systems and case-status notifications that reduce opportunities for informal interference and rebuild public trust.

10. Pair Technological Rollout with Trust-Building Measures

Because 33.5% of respondents cited a lack of trust in the justice system itself as a reason for avoiding digital services, technological reform should be accompanied by visible accountability measures, since new tools will not be adopted by a public that does not trust the institution behind them.

9. Conclusion

This survey is a report on a country at a crossroads. Bangladesh has built the basic infrastructure for a digital justice system, e-filing, e-summons, virtual hearings, and online cause lists among them, but those who most need these tools remain the least aware of their existence, let alone able to use them. This is not merely a technological problem; in many respects, it is a design problem, a trust problem, and a knowledge problem.

The men and women who answered this survey, students, lawyers, rural residents, and litigants alike, are speaking clearly: they are asking for a justice system that is faster, fairer, and less painful. They are not resistant to change. In fact, they strongly believe that digital reform can bring that change. What they need is a bridge, a guide, a teacher, an advocate, a trusted institution that can help them move from the system they know to one that can serve them better.

That is the role BIJA is positioned to play. The results of this survey are not only statistics; they are a call to action. Each response describing financial strain, emotional exhaustion, or years spent waiting for a hearing date is a reminder of why this work matters. With the evidence gathered here, BIJA's programs can reach thousands of Bangladeshis, not by changing the law, but by helping people understand, engage with, and trust the system that is meant to serve them.