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## CLIENTISM IN LAW

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### Abstract

Client is a person who maintains confidential matters to an attorney while pursuing professional assistance. To become a client is a very tough task, needs to bear all expenses, patience, confidentiality and courageous to overcome penalty, punishment and imprisonment. Client confidentiality protects the privacy, security and reputation as well as the interests of your attorney. Advocating is a door of the world. People can notice and identify law at any corner of the world. A client has right to keep that his or her attorney keep a secret any discussions between them during the course of their relationship that pertains to the matters for which the attorney is hired.

In my view, client is a most significant and respectful person in law, The client expectation is attorney should devote time and pay more attention to his case. Client also notice calling repeatedly and demanding daily attention which is not good. He also observe the attorney or staff to alter office procedures to accommodate your demands. Office procedures and systems are usually set up to ensure a professional handling of the case of client. There is a inter connection between client and attorney. If client succeed or not in legal case, the most delightful or effected person is **“client”** only.

### I.INTRODUCTION:

The person who requires the legal service in terms of conduct, duties from attorney is called legal client. It includes former and prospective clients. The word **“ism”** means process of doing something or manner of action of a specified person or thing. **“Clientism”** stands for process of giving advice in a manner of action of a specified person. A client is not always the same person. They may be various clients with diverse problems in disparate criminal, civil or family cases as per their situations and circumstances. Section 126 of Indian Evidence Act 1872 provides protection to a client from being compelled to disclose any confidential communication with his or her legal professional adviser. The scope of attorney-client privilege under this section extends to all communications, oral or written.

Law professionals play an essential role in justifying civil, criminal and family in legal case. But without client the law firms tasteless. The attorney bears the responsibility of upholding

justice and sanctity within society. Their contribution is invaluable in preserving the rights of client and maintaining legal decisions.

Client is a big asset to the law firms. Always remember that your clients are the foundation to your success and quick response to inquiries. Always client expect positive result, thinks he will succeed in their cases. Even when you are busy and don't have time to respond at length let your clients know that their communication was received and that you will get back to them shortly. This reinforces the clients that they are a priority to you.

Attorneys should always strive to understand their clients who needs help in unique circumstances, concerns issues and emotions. Listening and demonstrating empathy, attorneys can build trust and establish a strong support with their clients. The client axial approach is not only enhances the client experience but also ensures, that legal procedures and solutions shows a way to specific needs.

Educate your clients so they understand the most efficient ways to communicate with your office. Introduce your paralegal staff and hourly billing differences between a paralegal and attorney does. Share the details about your firm software to clients and ensure that the decree would be announced rapidly.

**(II) Fiduciary Relation:** Successful attorney understand the importance of client and maintain good relationship and bond with them. The relation between a client and attorney based on special trust, confidence and reliance in and is influenced by another to act for the benefit of the client called **Fiduciary relation**. It is true that such a relationship is based on trust. Another aspect to be taken into account is that information provided by the beneficiary to a fiduciary is held in trust and cannot be shared with anyone. Fiduciary relationship although arises out of a transaction involving trust between two parties. It needs more than mere trust to make the relationship fiduciary from time to time. This client relationship is quite and extensive in its scope.

The client might reveal certain private information to several attorneys, who are expected to keep such communications confidential.

### **(III) Distinct Clients:**

Every clients has right to hire a lawyer and legal representation but, it is important to protect your credibility and reputation. Every legal client is varied and Unique and the lawyers should be able to recognize the patterns in the client category. Handling legal clients is a lifelong practice. Clients are always refuse to hire attorney, when they realize practically they need legal help then they hire attorney. As a attorney allow them to understand the case circumstances, situation and time to reconcile.

(a) **New client in law:** A client who do not have any prior experience with lawyers and terrified. Attorney must be crystal clear about the procedure and time taken for each case. The clients may have issues

and doubts, they think that lawyers may help them at any angle to achieve success in their case. Client understand to get as much information from a attorney and experience and span of a firm, then he move forward to share more information they need. Listening for understanding requires a little more patience for lawyer and for client.

(b) **Complex client in law :** Clients who have enough exposure in the legal system and have knowledge to estimate legal risk involved in a specified case. They are clever and more transparent about the case and what they need from their lawyer. Attorney transfers a conversation into a written report with valuable practice and skill. The complex client is decision maker who consults a numbers of experts including lawyers to make a decision. Lawyers are experts in their fields who provides advise and who must follow the instructions of the client. These clients expect high level response from the lawyers.

(c) **Tough client in law:** Tough clients are continuously publish each and every tiny thing as urgency. Though they are aware that each legal case takes time, calling you out of hours and starts case discussion. Tough clients are many in forms. The lawyers not able to deal with response, questions and concerns appropriately, they used to give suffer to staff increased stress. They are challenging to manage because they prefer to go beyond the limits even illegally to achieve results. A lawyer ensures that the way to resolving the case is purely legal and true. Listen and potentially take up client case for a reasonable fee and fix up related terms and conditions to avoid miscommunications and costly misunderstandings.

(d) **Self representation of client's case:** Client can have a right to represent his/her own case in Indian Constitution. This is fundamental right to self-representation. Article 21, which guarantees the right to life

and personal liberty, encompasses the right to defend oneself in court. Client has right to represent in the code of Civil Procedure 1908 and the Code of Criminal Procedure 1973 which govern civil and criminal proceedings respectively. Client should have a little knowledge of understanding of the legal work applicable to the case to approach your problem with a legal clarity view point.

(e) **Unsuccessful client** : Client often have fear of failure. The great writer John Mason said “Don’t be afraid to fail. If you are not fail, you are not growing. Failure is the delay not defeat. Advocates used to work with many clients and often neglected to assess client’s fear of failure. This has led me to slam the breaks on activity after much time has passes with little or no results. Only then do realize, after some searching questions, that nearly all of them feared failure. We all make mistakes especially those who do things. Unless you are willing to take a risk you wont get the chance to succeed.

If client fails in a legal situation can be disheartening. It’s important to acknowledge those feelings and seek supporting from loved ones or professionals to navigate through the challenges. Client could arise from various factors, such as conflicts of interest, disagreements on professional matters, or even strained personal relationships bleeding into the professional realm. It’s important to address such feelings with open communication and boundary setting to ensure a healthy working relationship.

f) **Delightful client**: Client delight involves the act of pleasantly surprising clients by surpassing their expectations, resulting in a positive emotional reaction. Delightful client in law typically refers to a client who is also a family member, such as a parent, sibling or cousin. It implies that despite the professional relationship, there is also a positive personal connection, making the interactions enjoyable

and potentially smoother. Automation makes clients feel connected to you every step of the way. It provides an effortless and client-centered approach. One that won’t just encourage repeat business but also shared experiences and referrals. No more having to choose between losing valuable time lost on practicing law and giving clients the attention they deserve.

**(IV) CONCLUSION:** Choosing to collaborate with your clients can give you a big advantage in terms of client retention. By improving the way your complex legal content is visually presented to a client. You are not only demonstrating. you understand and can solve the clients legal problems, but you care about having them understand the work you have done. Empowering your client in this way builds stronger bonds of trust, and this can be very helpful if you ever need to have a difficult conversation with your client

“Clientism” in the context of law refers to a situation where clients exert undue influence over legal professional, often reading conflicts of interest or compromised ethical standards. In conclusion, addressing clientism requires implementing robust regulations, promoting transparency and upholding the integrity of the legal profession to ensure fair and impartial representation for all parties involved.

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