HiiL

Dedicated to people-centred justice

A voice-first AI service for people-centred justice in Niger

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How we work

Understand the Gap

It starts with data. Through tools such as our Justice Needs and Satisfaction Surveys or Stakeholder Dialogues, we help governments, judiciaries and key partners explore justice challenges. Together we identify priorities for co-designing.

Develop Solutions

Together we develop and pilot practical ideas and innovations to meet people's justice needs.

Scale impact

Through evidence- based planning, monitoring, and research, we help refine, implement and scale justice solutions and pilots that can grow and last over time so everyone can get the help needed.

Niger

- 1.27 million km² in size, population of around 28 million
- 80% of the population lives in rural areas
- Internet penetration is at around 23% *(World Bank data)*
- 61% of people face justice problems; land disputes are the second most common issue.
- the 5 main sources of help are non-state actors, like family and customary leaders. *(HiiL, Justice Needs and Satisfaction 2024))*





Niger's Law 2015-01 formally recognizes traditional chieftaincy as a public institution with a defined role in conciliation.

Yet customary leaders still lack clear guidance to handle land disputes consistently.

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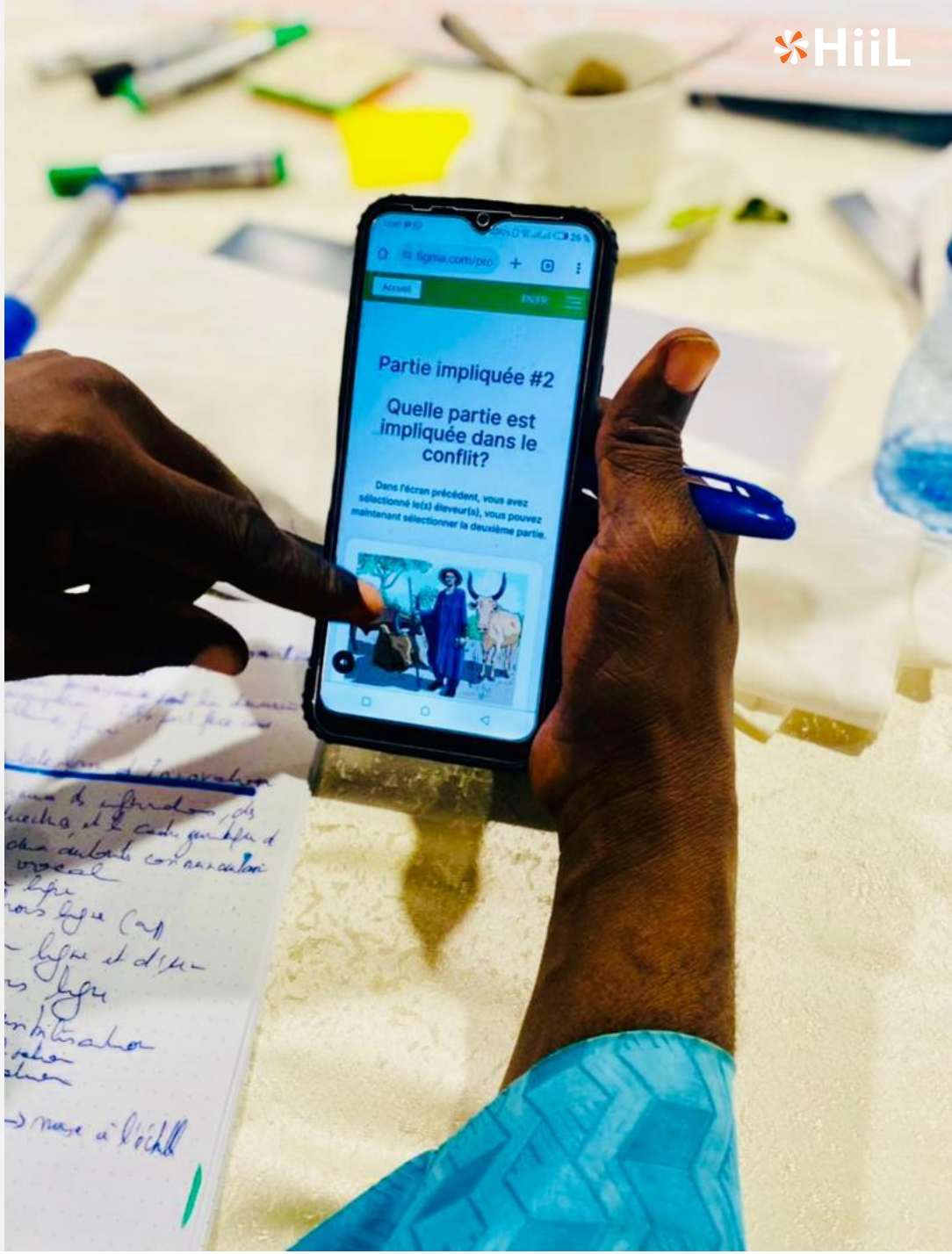




Hadin kai-bani fondo

A digital information platform combined with Illimi, a toll-free voice companion available on basic phones that uses AI and a curated knowledge base to answer callers' questions.

It is owned by Niger's National Agency for Legal and Judicial Assistance (ANAJJ), under the Ministry of Justice. The content was developed by the Rural Code Directorate under the Ministry of Agriculture, in collaboration with the Customary Chiefs Association under the Ministry of Interior.





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Honourable, canton chief

"What rules apply when animals damage crops before the official liberation of the fields?"

Illimi

"If animals damage standing crops before the official liberation date, the owner or herder of the animals is generally responsible and may have to pay compensation. If the parties can't get to an agreement, the Commission foncière should visit the field, document the area and type of damage, and calculate compensation according to the local reference values based on the Rural Code."

Cloud service
AI + Corpus

Knowledge base (RAG corpus)

Embeddings

Vector DB

Retrieval

Retrieval + context builder (prompt, query and retrieved passages)

LLM (OpenAI, Gemini, etc.)

Return answer (text)

Sensitivity not flagged

Sensitive topic check

Sensitivity flagged

Pre-approved answer

Query (text)

Speech to Text

Text to Speech

Response (audio)

Request (audio)

Call flow
In-Country Delivery Node



Mobile Network Operator

Ask Illimi (IVR and prompt engineering)

Interaction logged

Pilot

Illimi is in pilot phase in two regions: Dosso and Tillabéri. In these areas there are around 1,200 traditional authorities, of whom about 50 are canton chiefs and the rest are village or neighbourhood chiefs.

Callers
863

Callers who asked at least 1 question
318

No. of callers who got valid response
301

Error Rate
0,9%

Avg Call Duration per Caller (Mins)
1,3

early pilot results: May-Nov 2025

The real challenge: governance and sustainability

What we have achieved

- Working technical architecture
- Accurate, relevant, actionable responses. (66% of users found the information helpful)
- Institutional validation and early adoption

Important, but not enough.

What it takes to sustain

- Evidence that the tool is not only performing as expected and appreciated but it improves the conciliation quality (speed, satisfaction, fairness, gender sensitivity).
- Ongoing stakeholder commitment: it’s not enough that stakeholders like the solution; they must fund it, govern it, and embed it in routine operations.

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Possible further developments

Multilingual support
add content in more local languages.

Wider scope
extend to other justice domains.

Integration with state systems
record customary conciliation outcomes.

Analytics
use anonymised query logs to identify emerging tensions, info and regional gaps, as early warning and policy adjustment tool.

Three transferable principles

AI powered by a trusted corpus

is viable approach to limit hallucinations, even though periodic expert review is still necessary to keep its answers accurate, up to date, and aligned with national guidance.

A voice-first channel

is not just an accessibility feature but a precondition for uptake where literacy, bandwidth and device ownership are uneven.

Positioning AI as a procedural aide

to chiefs, mediators and land intermediaries preserves local legitimacy while raising the quality of advice.



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