



ONLINE DISPUTE RESOLUTION

***Revolutionizing
Dispute Resolution
through Technology***

RESOURCE PERSONS:

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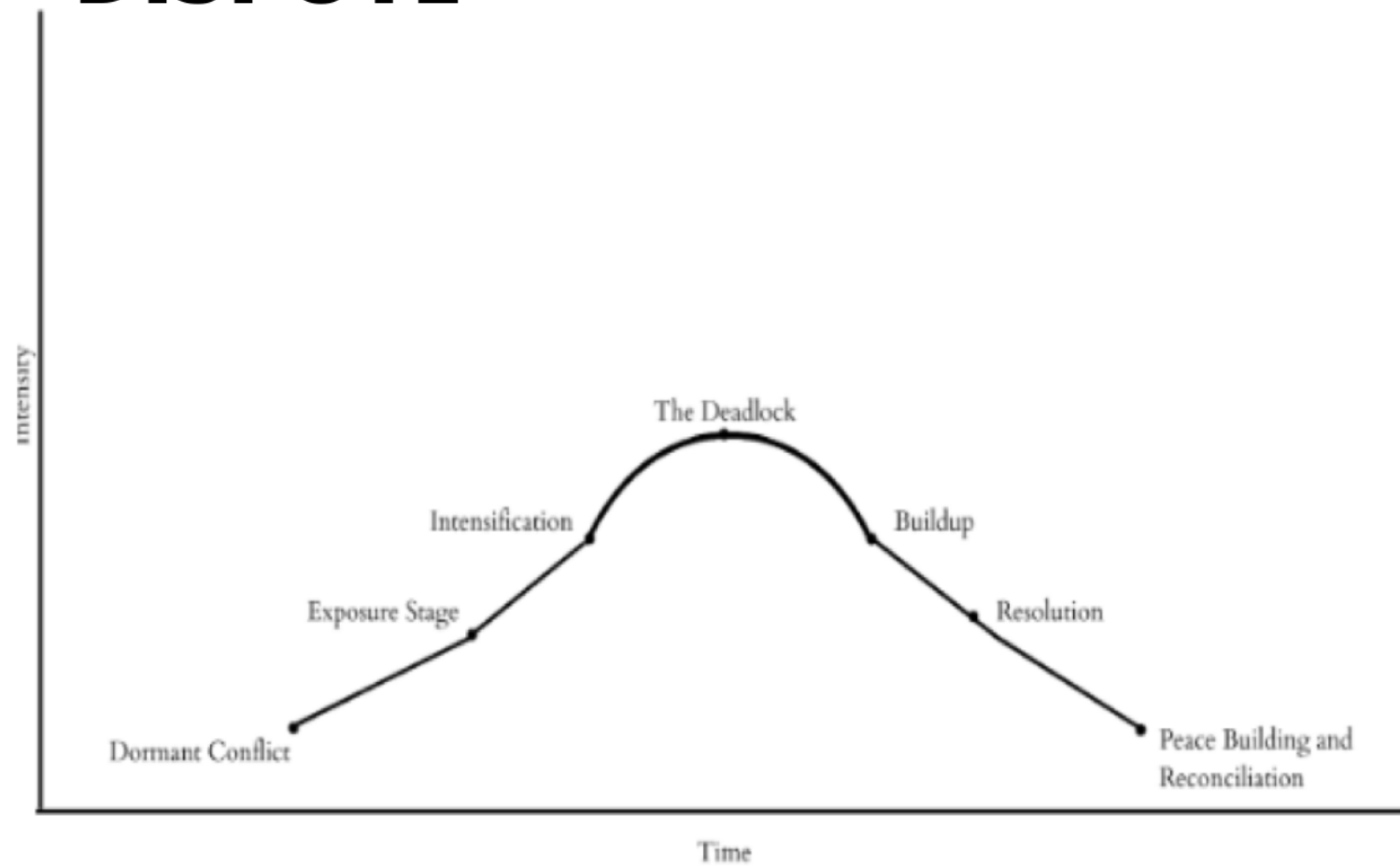
AFTER THE SUCCESSFUL COMPLETION OF THE WEBINAR YOU WILL BE ABLE TO:

- **Understand Meaning of ODR** its definition, and its key features.
- **Understand the current status of ODR**, including its global adoption and trends.
- **Understand the importance of ODR** in today's digital world, its benefits, and how it can contribute to improving access to justice and resolving disputes efficiently.
- **Understand the challenges and limitations of ODR**, including issues related to security, privacy, and fairness
- **Learn about the best practices for implementing ODR**, including how to design effective ODR systems, how to ensure user engagement, and how to handle disputes that cannot be resolved through ODR.

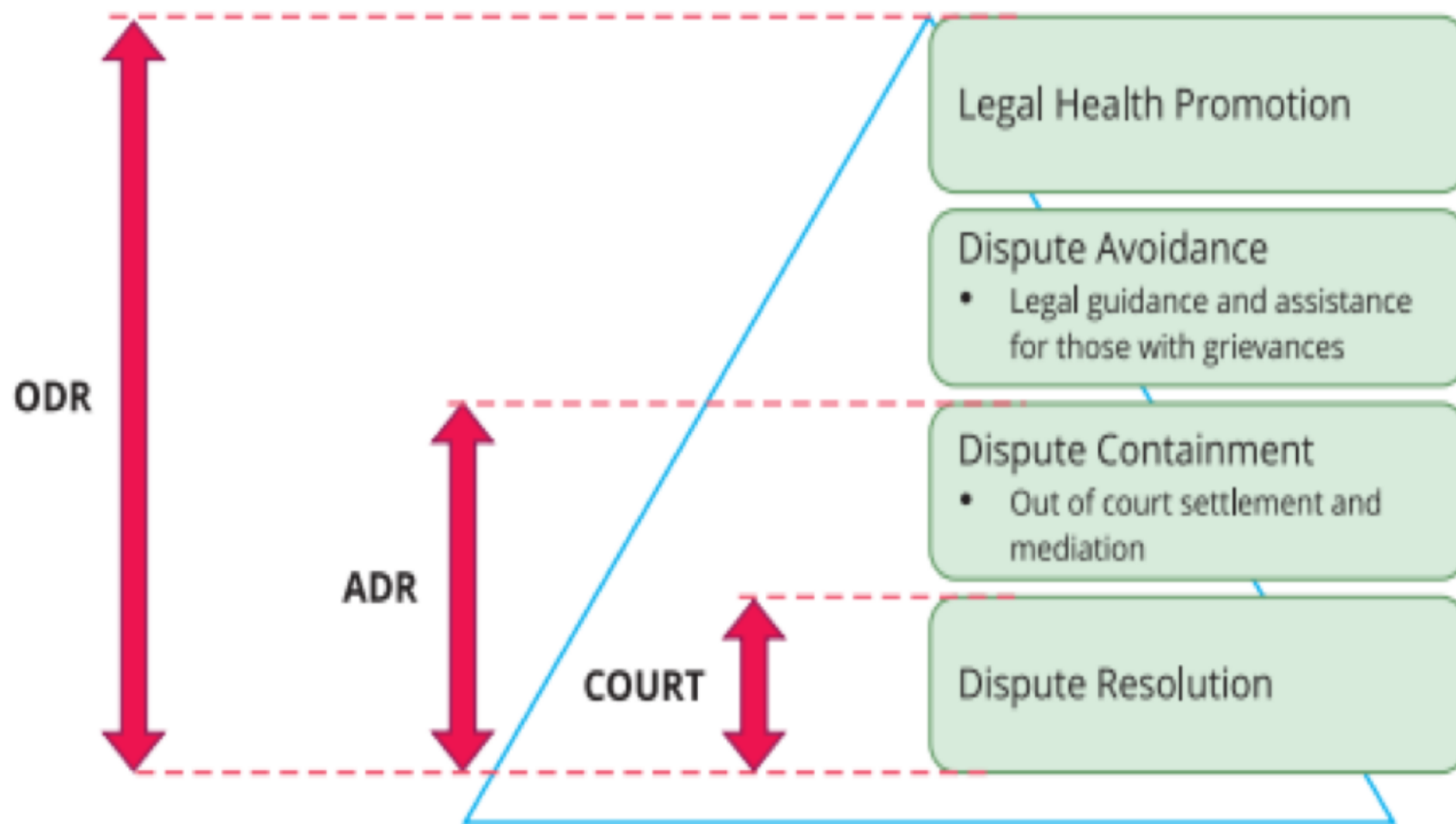




UNDERSTANDING DISPUTE



Four Layer Model for Access to Justice



Four Layer Model for Access to Justice



UNDERSTANDING ODR

- It is the resolution of disputes, particularly small and medium-value cases, using digital technology and techniques of Alternate Dispute Resolution (ADR), such as negotiation, mediation and arbitration.
- It utilises information technology to carry out ADR.

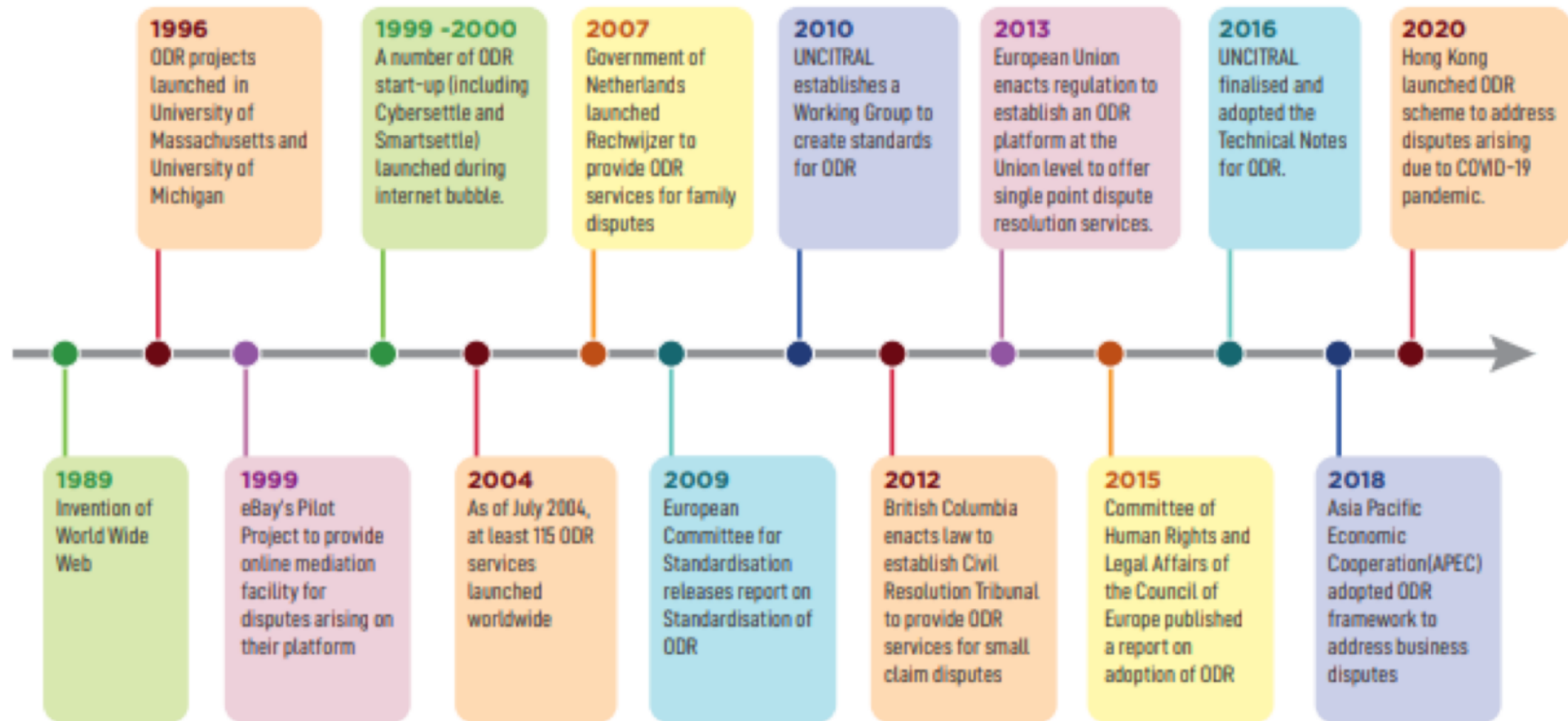
ODR



The information management and communication tools in ODR may apply to all or part of the proceedings and also have an impact on the methods by which the disputes are being solved.



ORIGIN OF ODR





BENEFITS OF ODR



Cost Effective



Convenient and Quick



Allows for customisable process



Encourages dispute resolution



Limits implicit bias caused by human judgement





GLOBAL EXPERIENCE IN ODR

These ODR Platforms can be divided under three categories:



**Government-run
ODR Platforms**



**Court-annexed
ODR Platforms**



Private ODR Platforms



GOVERNMENT- RUN ODR PLATFORMS



This category includes the ODR Platforms that are established by Government Departments to ensure efficient dispute resolution in the sectors regulated by them. These platforms have been successful in providing fast and cost-effective dispute resolution, especially for consumer and labour disputes.



COURT-ANNEXED ODR PLATFORMS



ODR holds potential to supplement the efforts of the judiciary and reduce the case burden on the courts. This can be achieved by integrating technology in court annexed ADR initiatives and building ODR capacity. Building ODR capacity in court annexed centres creates a symbiotic partnership between ODR and the judiciary- where ODR receives legitimacy because of the partnership with the judiciary and the judiciary benefits in the form of reduced caseload since the disputes are resolved outside the formal court system.



PRIVATE ODR PLATFORMS



This category includes ODR service providers in the private domain, as well as platforms established by private enterprises such as e-commerce entities to resolve the disputes arising during the course of their business.



TRENDS IN ODR



Structure and
model of ODR



Role of private
sector in ODR



Good practices
in ODR

Why is it important to follow trends?





CHALLENGES IN ADOPTION OF ODR



Structural Challenges

- Digital infrastructure
- Digital literacy
- Divide in access to technology



Behavioural Challenges

- Lack of awareness regarding ODR
- Lack of trust in ODR services
- Legal Culture



Operational Challenges

- Privacy and confidentiality concerns
- Availability of Neutral
- Archaic Legal Processes
- Enforcement of the outcome of ODR process



Suggestions

- Interoperability
- Scalability
- Modularity
- Transparency
- User-Centricity
- Accessibility and equality
- Data empowerment
- Data-driven
- Development
- Privacy, Security, and Trust by design
- Resilience
- Fairness
- Portability





THANK YOU!!

QUESTIONS???