

Online Dispute Resolution (ODR)

is really picking a pace to deliver
Justice on doors due to pandemic.

ODR is a method through which digital means such as whatsapp, videocall or Audiocalls are used to create a virtual court. This virtual court than deliver Justice through similar procedure as the physical courts does.

In Netherlands ODR system is called

'Rechtwijzer' which goes through three steps

① e-filing

② considering argument in standard format and computerised justice in Amicable manner.

③ Virtual court if the dispute is unresolved.

In Indian scene with 30 mn backlogs of cases mostly of civil nature and which took money time and efforts ODR is most suited.

* ODR is → Accessible on mobile and internet cafe → no need to travel to long distance courts.

* Data collection → as Law commission mentioned that lack of standard data create policy hurdles.

* Affordable and speedy due to rationality in case priorities, paperless, no infra-
structure of traditional kind needed.

* Government in recent time has taken initiatives for e-courts such as

- a) ecourt mission mode project mandated by SC for all district courts.
- b) National Judicial Data Grid for all case related information
- c) Judicial service centre for single window filling of petition & complaints
- d) Interoperable criminal justice to connect with CCTNS.

Way forward & challenges

- a) cyber security threats and privacy concerns can be mitigated through Data privacy law & strengthening cyber laws
- b) Training centres to upgrade Judges & lawyers to deal with ODR
- c) confidence and validity of judgement can be promoted through Transparency feedback & accountability.