

## A STUDY ON THE CHALLENGES UNDER ONLINE DISPUTE RESOLUTION IN INDIA

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**BEST CITATION** – BHARATH.V, A STUDY ON THE CHALLENGES UNDER ONLINE DISPUTE RESOLUTION IN INDIA, *INDIAN JOURNAL OF LEGAL REVIEW (IJLR)*, 5 (10) OF 2025, PG. 115-135, APIS – 3920 – 0001 & ISSN – 2583-2344.

### ABSTRACT:

The evolution of Online Dispute Resolution (ODR) in India has been significant in recent years. While traditional methods of dispute resolution, such as litigation and arbitration, have been predominant, the advancement of technology and the need for more efficient and accessible methods of resolving disputes have paved the way for ODR in India. Here are some key aspects of the evolution of ODR in the country: Legal Recognition: In 2018, the Indian government introduced the Legal Services Authorities (Amendment) Bill, which recognized and provided a legal framework for ODR mechanisms. This recognition has given legitimacy to ODR processes and increased their acceptance in the Indian legal system. Online Mediation and Arbitration: ODR platforms and institutions have emerged in India, offering online mediation and arbitration services. For instance, the Ministry of Law and Justice launched the Tele-Law program, which provides legal advice and ODR services to citizens in rural areas through video conferencing and helpline services. The present study is based on primary data collection by the researcher and the secondary data from books, journal, and online sources. A Total of 205 samples have been collected out of which all samples, Techniques for resolving disputes range from procedures in which the parties have complete control over the procedure to methods in which a third-party control both the process and the outcome.

**KEYWORDS:** Online, Government, amendments, resolution, technology.

### INTRODUCTION:

Online Dispute Resolution 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. In June 2020, NITI Aayog, in association with Agami and Omidyar Network India, brought together key stakeholders in a virtual meeting for advancing Online Dispute Resolution (ODR) in India. Senior judges of the Supreme Court, secretaries from key government ministries, leaders of the industry, legal experts and general counsels of leading enterprises participated in it. Considering the ongoing COVID-19 pandemic, on April 10, 2021, a handbook on ODR, developed by Agami and

Omidyar India, in association with NITI Aayog and with the support of ICICI Bank, Ashoka Innovators for the Public, Trilegal, Dalberg, Dvara and NIPFP was released. This is an important topic from the perspective of the upcoming IAS Exam and questions based on the same may be asked in the prelims examination. Candidates can refer to the background, origin, objectives and impact of ODR discussed further below in the article. The origins of ODR can be traced to the evolution of the Internet in the 1990s, which increased online transactions, and thereby disputes related to such transactions. Broadly, ODR's development across the world can be divided into three phases, with each phase benefiting from the subsequent innovations in Information Communication and

Technology, During the ongoing Covid-19 pandemic, the target is to look into Covid-related disputes (most notably in lending, credit, property, commerce and retail) through ODR, which is an important part of the economic revival. It will set into motion the use of technology towards efficient and affordable access to justice, especially in post-pandemic times.

#### OBJECTIVES:

To find out time and cost was the main advantage in online dispute resolution.

To find out main challenges in online disputes resolution

To find out the level of awareness of online dispute resolution in India

To find out the major advantage of online dispute resolution

To find out the major disadvantage of online dispute resolution

#### REVIEW OF LITERATURE:

**Haloush. et al (2008)** Electronic commerce is important, and perhaps, inevitable. Thus, to consider the legal implications of the growth and development of electronic commerce is essential. However, the lack of suitable dispute resolution mechanisms in cyberspace will constitute a serious obstacle to the further development of electronic commerce. Bearing this in mind, this thesis argues that when Alternative Dispute Resolution (ADR) moves to cyberspace—particularly arbitration and mediation as the main types of ADR—the form of online alternative dispute resolution (OADR) can maximize the growth of e-commerce. This paper argues that the internet-based activities, particularly in the commercial context, have added a new dimension to both potential disputes and dispute resolution tools. **Brett, Jeanne M., et al (2007)** Hypotheses derived from face theory predict that the words people use in online dispute resolution affect the likelihood of settlement. In an event history model, text data from 386 disputes between

eBay buyers and sellers indicated a higher likelihood of settlement when face was affirmed by provision of a causal account and a lower likelihood of settlement when face was attacked by expression of negative emotions or making commands. These aspects of language and emotion accounted for settlement likelihood even when we controlled for structural aspects of disputes, such as negative feedback filings and the filer's role as buyer or seller. **Allee. et al (2010)** Bilateral investment treaties (BITs) have become the dominant source of rules on foreign direct investment (FDI), yet these treaties vary significantly in at least one important respect: whether they allow investment disputes to be settled through the International Centre for the Settlement of Investment Disputes (ICSID). Through the compilation and careful coding of the text of nearly 1,500 treaties, we identify systematic variation in "legal delegation" to ICSID across BITs and explain this important variation by drawing upon a bargaining framework. Home governments prefer and typically obtain ICSID clauses in their BITs, particularly when internal forces push strongly for such provisions and when they have significantly greater bargaining power than the other signatory. **Marotta. et al (2011)** Internet commerce has led to novel forms of contracting that raise challenging legal and regulatory questions. For instance, many online sellers do not present standard form terms until after consumers purchase their product, or place them in inconspicuous links, making it hard for buyers to read them and comparison shop. Regulators and consumer advocates fear that this practice undermines the notion of assent, making consumers vulnerable to seller exploitation. Recent proposals seek to curb the potential for seller abuse through increasing contract disclosure and prohibiting certain onerous dispute resolution clauses, such as forum selection clauses. If such interventions are developed in the absence of clear evidence of advantage-taking, however, they risk distorting efficient business practices or imposing unnecessary

costs. In addition, certain regulations, such as increased disclosure, might simply be ineffective. **Manne et al (2011)** This symposium features papers from the third (and final) conference in the George Mason Law School/Microsoft conference series on the law and economics of innovation. The papers focus on the law and economics of online markets. There are, of course, obvious differences between the local grocery store and eBay, and between Google and the local Yellow Pages. The conference was convened to bring together scholars, regulators, policy experts and industry insiders to explore the nature of those differences and their implications, if any, for how online markets are organized and regulated. As reflected in these papers, our understanding of the functioning of online markets can be bolstered by an applied understanding of certain economic issues common to most markets. **Creutzfeldt et al (2016)** Attitudes toward legal authorities based on theories of procedural justice have been explored extensively in the criminal and civil justice systems. This has provided considerable empirical evidence concerning the importance of trust and legitimacy in generating cooperation, compliance, and decision acceptance. However, not enough attention has been paid to attitudes towards institutions of informal dispute resolution. This paper asks whether the theory of procedural justice applies to the alternative dispute resolution context, focusing on ombuds services. What are the predictors of perceptions of procedural justice during the process of dealing with an ombuds, and what factors shape outcome acceptance? These questions are analyzed using a sample of recent ombuds users. The results indicate that outcome favorability is highly correlated with perceived procedural justice, and both predict decision acceptance. **Love et al (2014)** Love and Stulberg critically discuss policy, scholarly, and practice developments in four areas of program development in the area historically referenced as alternative dispute resolution (ADR): the range of process options; the impact of court

procedures on ADR program development and practice; the nature of ADR scholarship and training; and the general public's receptiveness to or rejection of the normative principles that structure ADR collaborative processes. Their concluding remarks suggest that the promise of ADR, particularly of the mediation process, remains inspiring to many, even if its effective implementation remains uneven. **ENGSTROM et al (2019)** Over the past three decades, Lone Pine orders have become a fixture of the masstort landscape. Issued in large toxic-tort cases, these case-management orders require claimants to come forward with prima facie injury, exposure, and causation evidence by a date certain—or else face an early and unceremonious dismissal. So far, the orders have been mostly heralded as an inventive and efficient way to streamline and expedite the resolution of complex cases. They are, many believe, an antidote to the assertion of dubious filings. Yet it's not so simple. This Article identifies and analyzes various drawbacks associated with Lone Pine orders, including their inconsistent application, incompatibility with formal procedural rules, and insistence on using a binary screen to address a question that is, at bottom, insusceptible to a binary resolution. Given these problems, it ultimately concludes that courts ought to scale back their use of this potent procedural device. **Chatagnier et al (2017)** The vast majority of the extant literature on trade and conflict focuses on bilateral trade to determine whether commerce has a pacifying effect upon pairs of states. We argue that this focus neglects a critical role of international trade: creating tension between states that sell similar goods to the global market. We consider this role explicitly and operationalize its effects empirically. Using commodity-level trade data from 1962 to 2000, we show that countries that produce and sell similar goods are generally more likely to fight, even after we take into account their bilateral trade ties and institutional membership in the global economic system. Our findings are robust to numerous alternative specifications

and suggest a strong relationship between economic competition in the global market and military conflict between states. **Bae.et al (2019)** The following article draws on fieldwork with traditional African healers in an urban South African township and examines mediation sessions undertaken by a group of healers with a view to contemporary conflicts that emerged during their praxis. I argue that the healers' mediation practices are a form of activism that addresses the hermeneutical and institutional gap between traditional healing and the magistrates' court system. This activism further presents a social positioning by healers for greater legitimacy, recognition, and integration with governmental structures. The article introduces the township of Alexandra and two different conflict resolution pathways that exist there, which reflect two divergent judicial moralities of reproduction with their respective cultural frameworks. The article then provides an overview of the institution of traditional healing and, lastly, describes the healers' mediation as a form of activism. **Valeriano.et al (2016)** The goal of this article is to engage the concept of rivalry, analyze its possible deficiencies, and empirically identify which groups of states make up what we call complex rivals. A complex rivalry is defined as a group of at least three states whose relationships are linked by common issues, alignments, or dispute joiner dynamics in which there is a threat of militarized conflict and includes persistent long-term interactions and collective animosity. Once the cases that make up complex rivals are described, we examine the dynamics of conflict within complex rivalries. We show that complex rivals tend to follow a different path to war when compared to dyadic rivals in that they experience more war on average, are more likely to include major powers, and fight predominately over positional as opposed to spatial concerns. **Williams.et al (2019)** The popular notion of a trade-off between social and defense spending—or guns versus butter—appears often in elite discourse, popular media, and empirical studies of

budgetary politics. Yet, there are good reasons to suspect that the public's preferences for these types of spending do not reflect that trade-off. I develop a theory that whether social and defense spending preferences are competing or complementary depends on if the respondent views the government as an important contributor to job creation. Using data from fifty-nine surveys in twenty-seven countries from 1985 to 2008, I show that favoring government-financed job creation makes a respondent much more likely to view social and defense spending as complementary. Indeed, aside from the anomalous case of the United States, preferences are consistent with guns yield butter instead of guns versus butter. This theory has important implications for the thermostatic model of policy responsiveness and theories of budgetary politics. **Bado.et al (2018)** Benin has witnessed almost three decade of bloody dictatorship. To overcome that, Benin initiated the resolution of the recurring political conflicts through the holding of a national conference in February 1990. This national conference marked the inauguration of similar national political forums in francophone African countries in the 1990s. In direct response to the repression and brutal abuses of the previous governments, the national conference took a number of major resolutions regarding the reform of key institutions. In fact, the new order of constitutional and democratic transformation has established a constitutional court with broad powers. The Court is a specialized institution and exercises exclusive jurisdiction over: control of constitutionality, general elections and conflict of attribution between public powers. Moreover, the Court was endowed with a singular individual constitutional complaint mechanism in francophone Africa that enables immediate and direct access to all citizens alleging human rights violations. **WILLIAMS.et al (2010)** This article explores the interactive effects of the economy and the use of force on incumbent parties' electoral performance. Research on the diversionary use of force assumes that leaders

(especially democratic leaders) use force abroad to bolster their domestic political fortunes during hard economic times. But other research suggests that crises either lead to removal from office or have no effect on incumbents' political fortunes. Although a good deal of scholarship assesses the role of the economy on electoral outcomes, no research has explicitly examined the interactive effects between dispute involvement and the economy on leaders' share of the vote. We argue that the salience of the economy conditions voters' sensitivity to the costs of conflict, which reduces electoral support for incumbent parties engaging in dramatic foreign policy events. Moreover, we expect executives' efforts to emphasize foreign policy during economic downturns to be met with electoral punishment as voters prefer to see leaders working on a remedial economic policy. To evaluate this argument, we examine incumbent parties' vote shares in elections among nine advanced democracies from 1960 to 2000. **Piplani et al (2016)** Coups remain a widespread and consequential political phenomenon, but it remains unclear whether interstate conflict protects leaders from the risk of coups or increases this risk. We theorize that interstate conflict—especially when it is prolonged—should protect domestic regimes from military overthrow by foreclosing many of the key pathways by which elites plot and execute coups. We test this argument using event history modeling. The evidence provides support for our claim that coup risk declines in the presence of enduring interstate conflict. Just as important, we detect no evidence that war increases coup risk. **Lei et al (2015)** Since the introduction of the Internet, China's networked public sphere has become a critical site in which various actors compete to shape public opinion and promote or forestall legal and political change. This paper examines how members of an online public, the Tianya Forum, conceptualized and discussed law in relation to a specific event, the 2008 Sanlu milk scandal. Whereas previous studies suggest the Chinese

state effectively controls citizens' legal consciousness via propaganda, this analysis shows that the construction of legality by the Tianya public was not a topdown process, but a complex negotiation involving multiple parties. The Chinese state had to compete with lawyers and outspoken media to frame and interpret the scandal for the Tianya public and it was not always successful in doing so. Data show further how the online public framed the food safety incident as indicative of fundamental problems rooted in China's political regime and critiqued the state's instrumental use of law. **Cunningham et al (2017)** Why do organizations choose to use nonviolence? Why do they choose specific nonviolent tactics? Existing quantitative work centers on mass nonviolent campaign, but much of the nonviolence employed in contentious politics is smaller-scale nonviolent direct action. In this article, we explore the determinants of nonviolence with new data at the organization level in self-determination disputes from 1960 to 2005. We present a novel argument about the interdependence of tactical choices among nonviolent options in self-determination movements. Given limitations on their capabilities, competition among organizations in a shared movement, and different resource requirements for nonviolent strategies, we show that organizations have incentives to diversify tactics rather than just copy other organizations. The empirical analysis reveals a rich picture of varied organizational resistance choices, and a complex web of interdependence among tactics.

**Gibler et al (2017)** This article explains the empirical connection between dyadic capability differences and international conflict as a consequence of how, when, and where states enter the international system. State capabilities are largely static, and, since states enter the system in geographic clusters, the processes of state maturation affect contiguous and regionally proximate states similarly. This makes dyadic capability differences static as well. The lack of change in capability differences

over time suggests that the parity-conflict relationship is largely a product of the factors associated with state system entry. Indeed, as I demonstrate, several different proxies for the conditions of state system entry separately eliminate any statistical relationship between parity and militarized dispute onset, 1816–2001. I also find no relationship between parity and the wars that have occurred during that same time period. These results have a number of implications for the role of power and capabilities in explaining international conflict. **Davidheiser et al (2011)** This paper critically analyzes Nigeria's Amnesty Program and raises questions about its prospects for achieving sustainable peace in the Niger Delta. Since the 1990s, disarmament, demobilization, and reintegration programs have been a core component of the peace-building model used by the United Nations and other institutions. A disarmament, demobilization, and reintegration program is typically adopted as a means of transition from conflict to peace since its function is to remove one or more of the disputing parties from the scene. Accordingly, peace negotiations generally include disarmament, demobilization, and reintegration clauses, yet in peace-building theory, a disarmament, demobilization, and reintegration program is expected to comprise only the preliminary phases of a much broader process of addressing root causes that initially motivated the combatants. By failing to include the latter, the Amnesty Program does not conform to this model and therefore raises doubts about its efficacy. **Druckman et al (2019)** Attaining durable peace (DP) after a civil war has proven to be a major challenge, as many

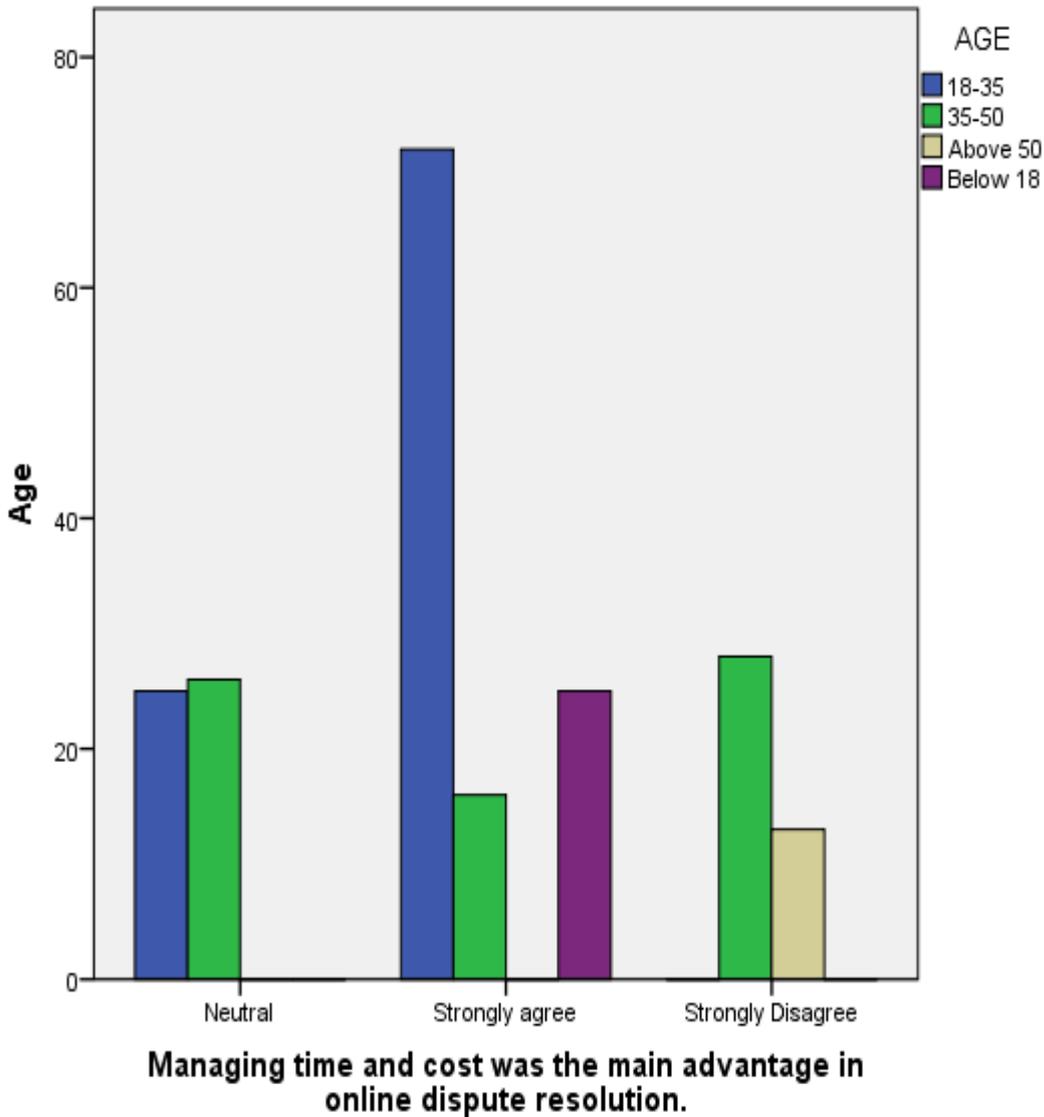
negotiated agreements lapse into violence. How can negotiations to terminate civil wars be conducted and peace agreements formulated to contribute to lasting peace? This question is addressed in this study with a novel data set. Focusing on justice, we assess relationships between process (procedural justice [PJ]) and outcome (distributive justice [DJ]) justice on the one hand and stable agreements (SA) and DP on the other. Analyses of fifty peace agreements, which were reached from 1957 to 2008, showed a path from PJ to DJ to SA to DP: The justice variables were instrumental in enhancing both short- and long-term peace. These variables had a stronger impact on DP than a variety of contextual- and case-related factors. The empirical link between justice and peace has implications for the way that peace negotiations are structured.

#### METHODOLOGY:

The present study is based on primary data collection by the researcher and the secondary data from books, journal, and online sources. A Total of 205 samples have been collected out of which all samples have been collected through a convenient sampling method. The independent variables are age, educational qualifications, annual income, occupation, gender. The dependent variables are the level of awareness of online dispute resolution development in India, cost effective was the major advantage in online dispute resolution, the main advantages of online dispute resolution, the main disadvantages of online dispute resolution, the main challenges in online dispute resolution.

**ANALYSIS:**

**FIGURE 1**



**LEGEND:**

This chart shows the comparison between Age group with Managing time and cost was the main advantage in online dispute resolution.

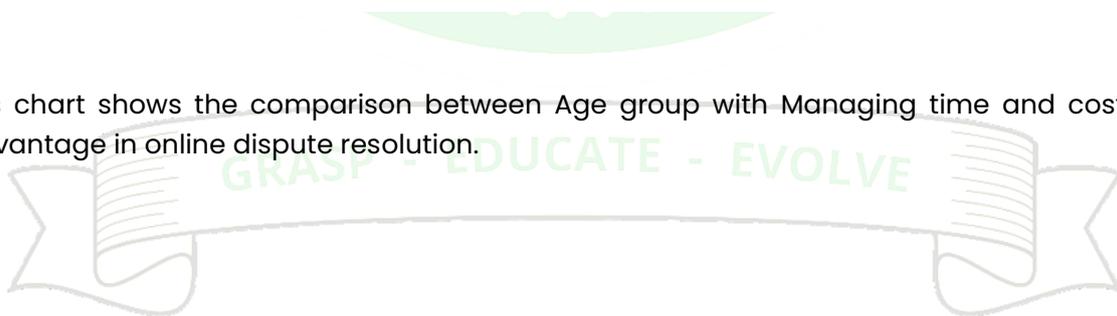
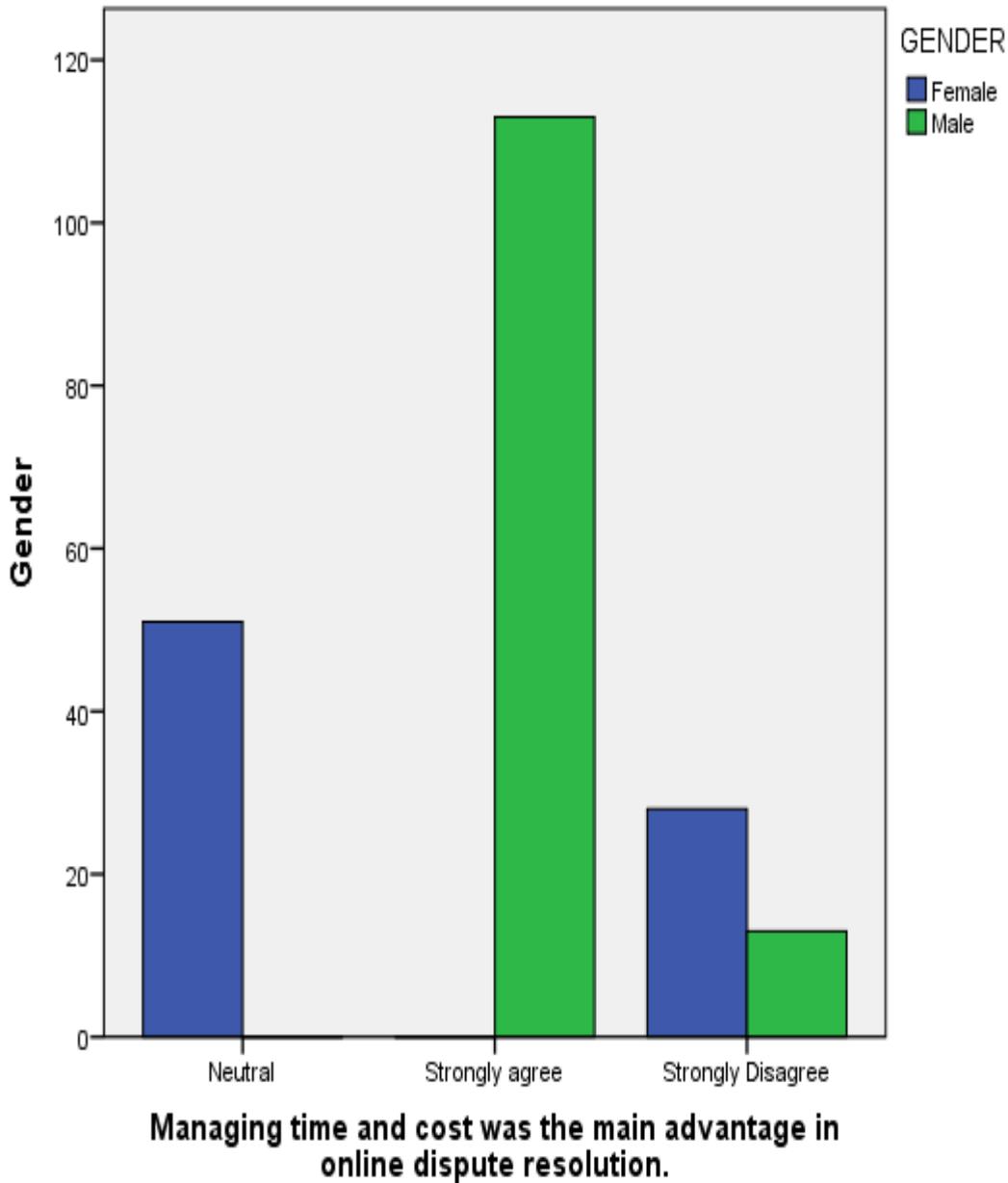


FIGURE 2

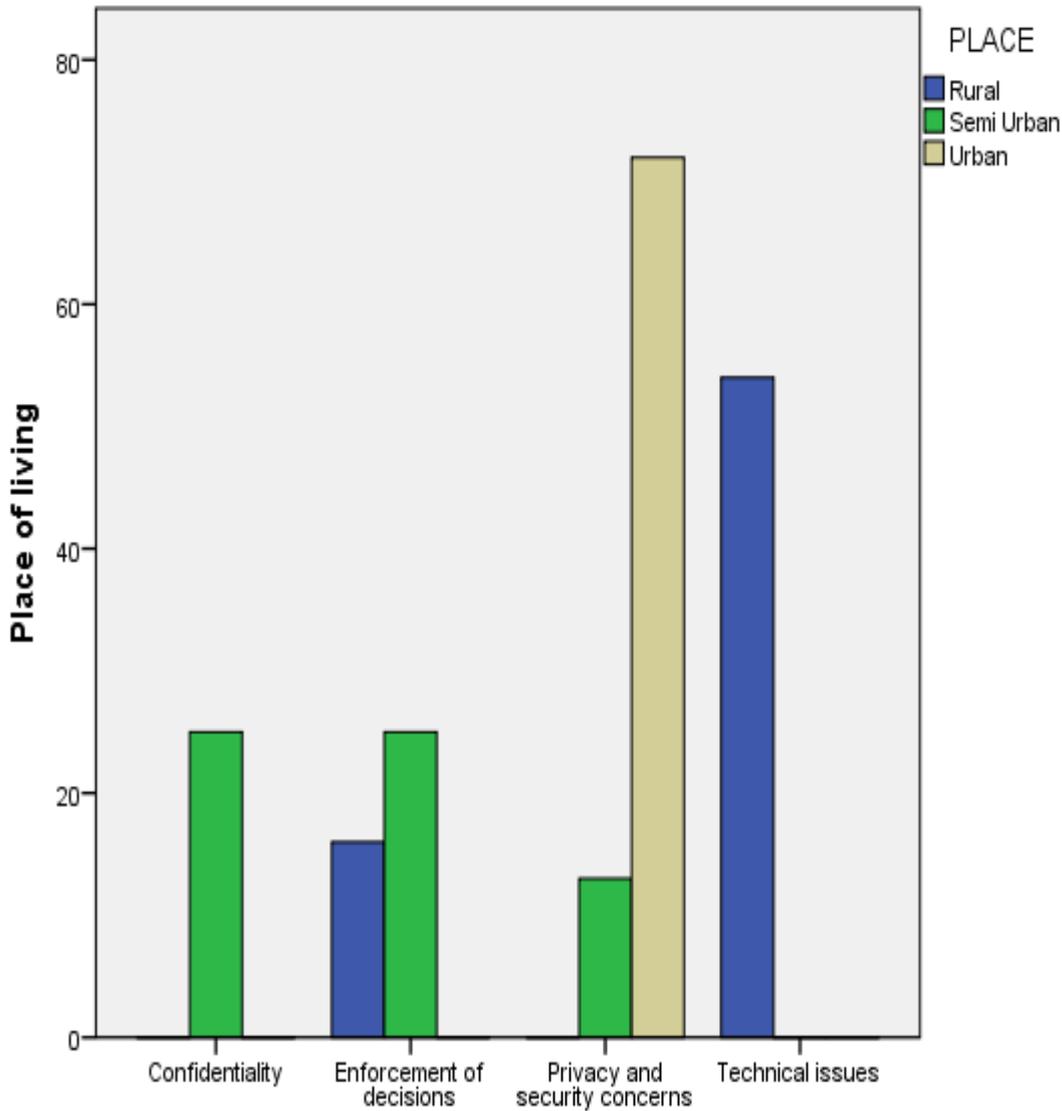


**LEGEND:**

This chart shows the comparison between gender group with the managing time and cost was the main advantage in online dispute resolution.



FIGURE 3:



The main challenges in online dispute resolution.

LEGEND:

This graph shows the comparison between place of living with the main challenges in online dispute resolution

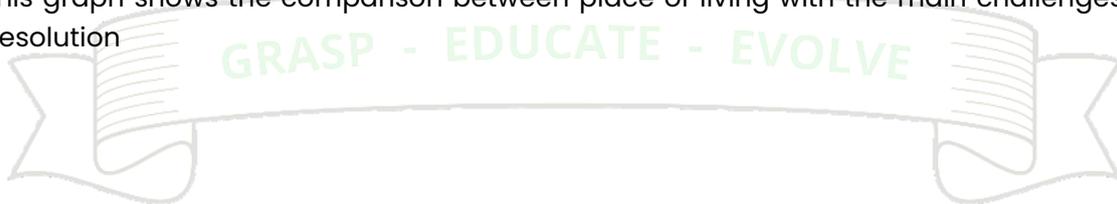
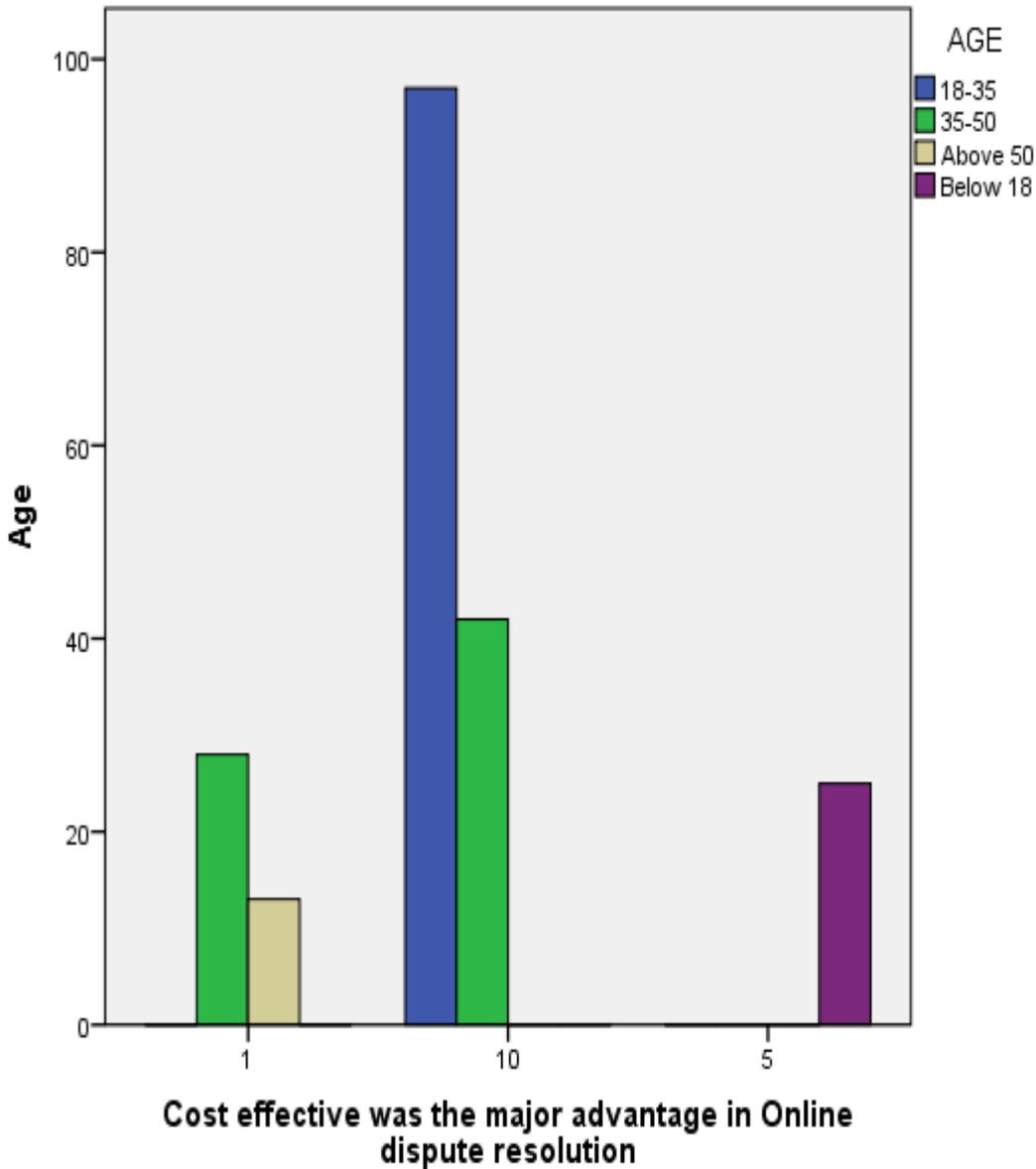


FIGURE 4:



LEGEND:

This graph shows the comparison between age group with the cost effective was the major advantage in online dispute resolution

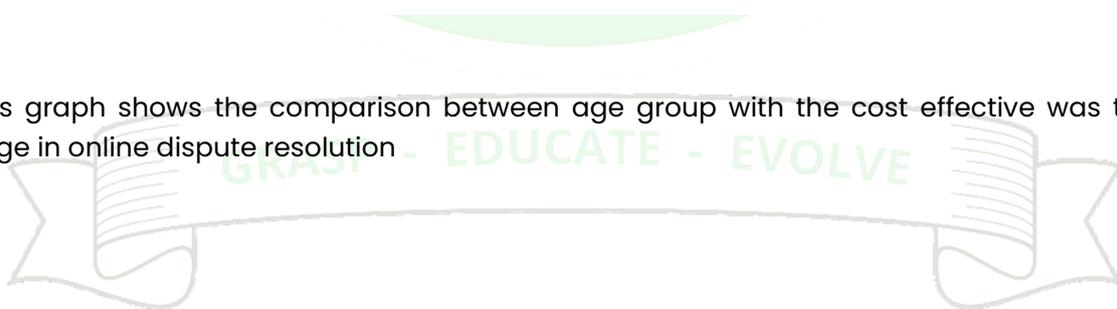
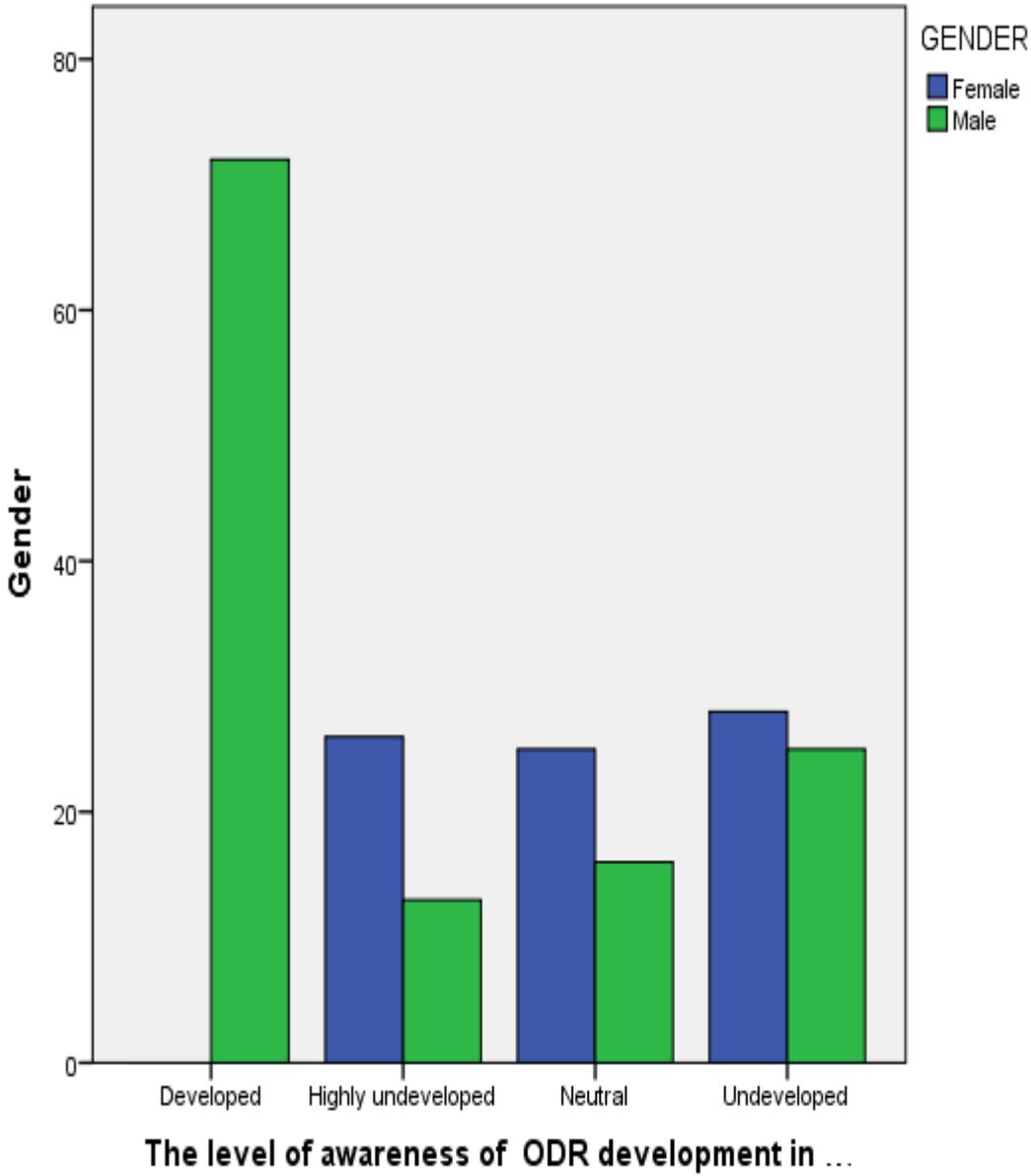


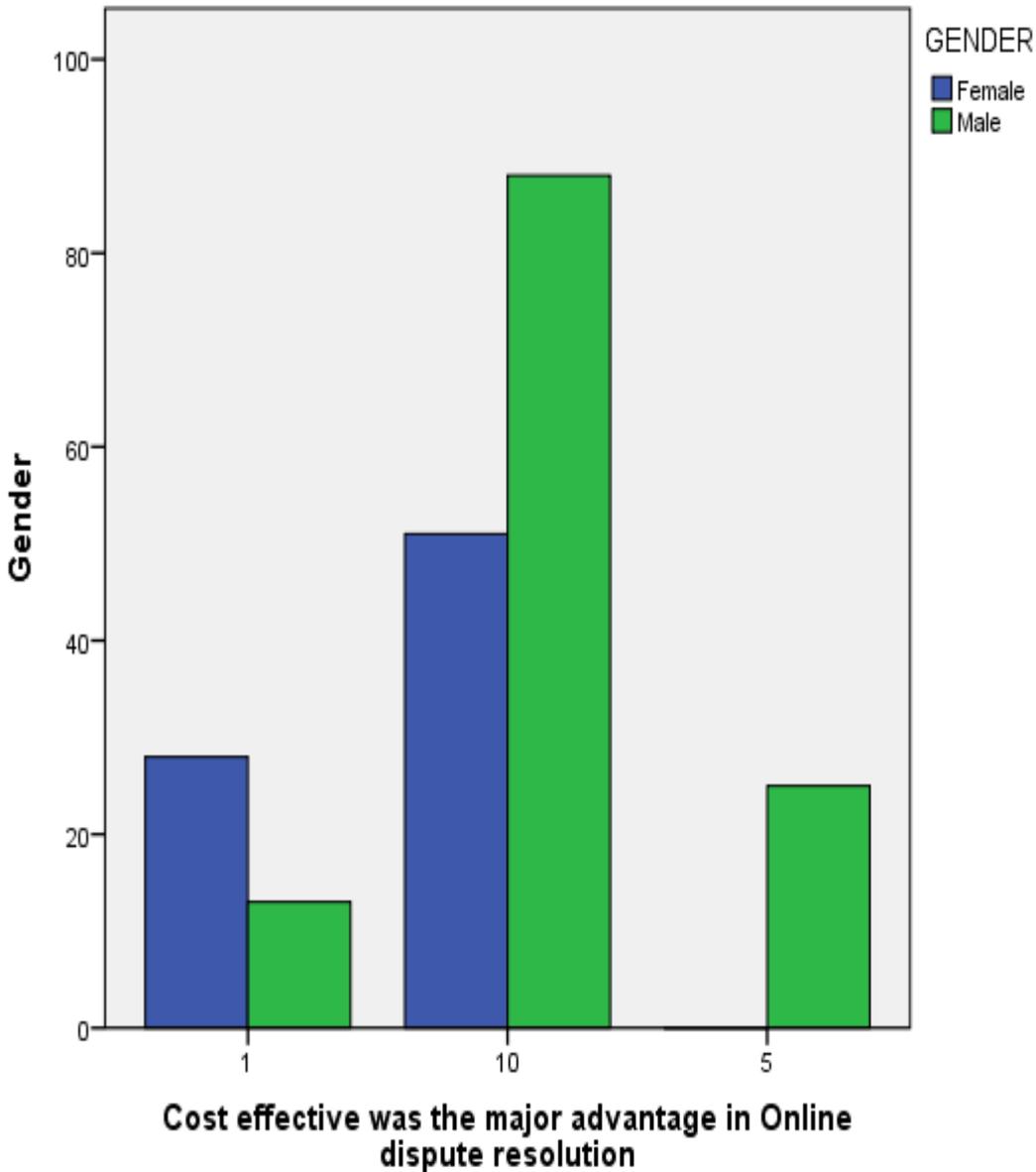
FIGURE 5:



**LEGEND:**

This graph shows the comparison between gender group with the level of awareness on online dispute resolution development in India

FIGURE 6

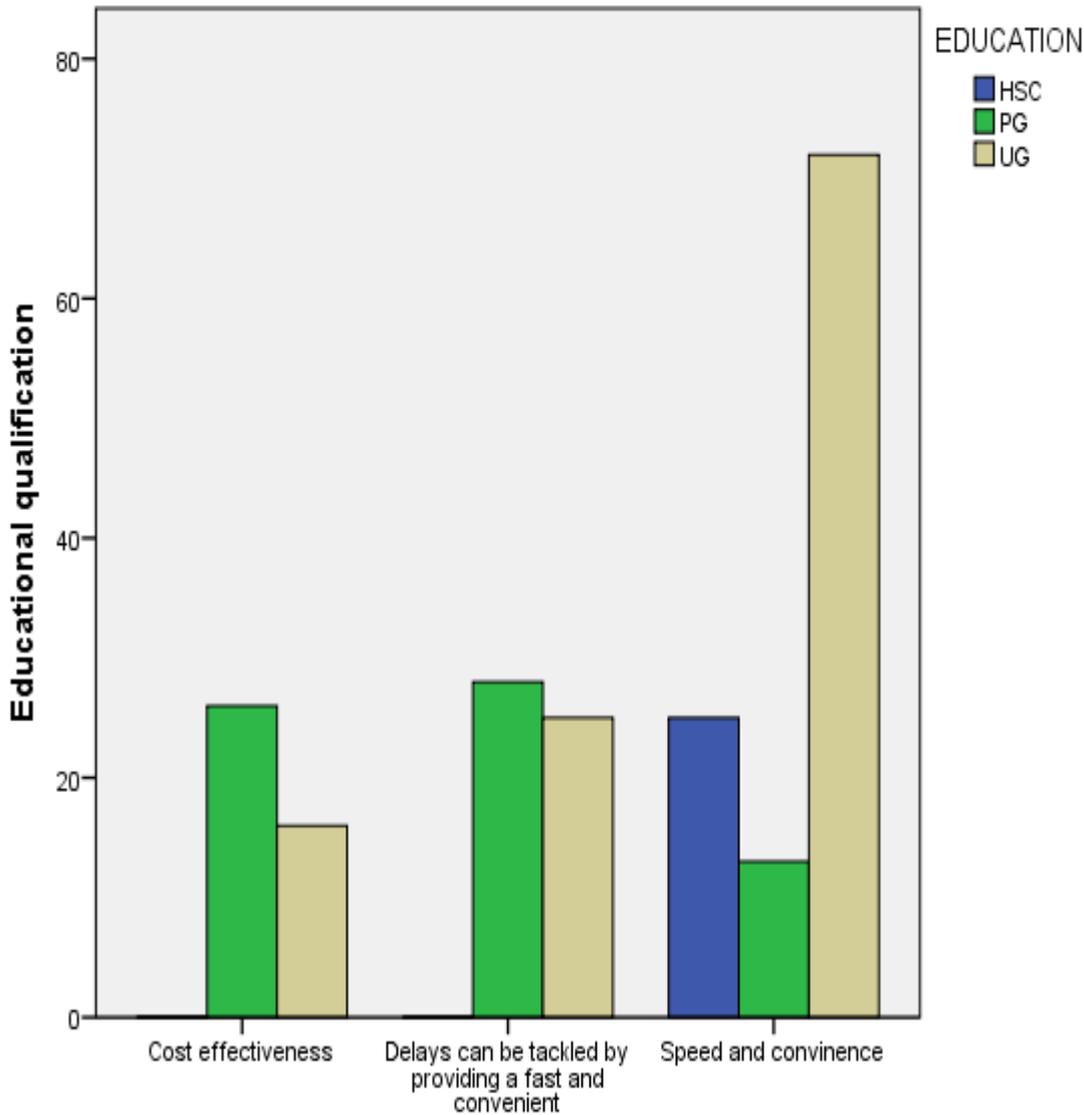


**LEGEND:**

This chart shows the comparison between gender group with the cost effective was the major advantage in online dispute resolution



FIGURE 7



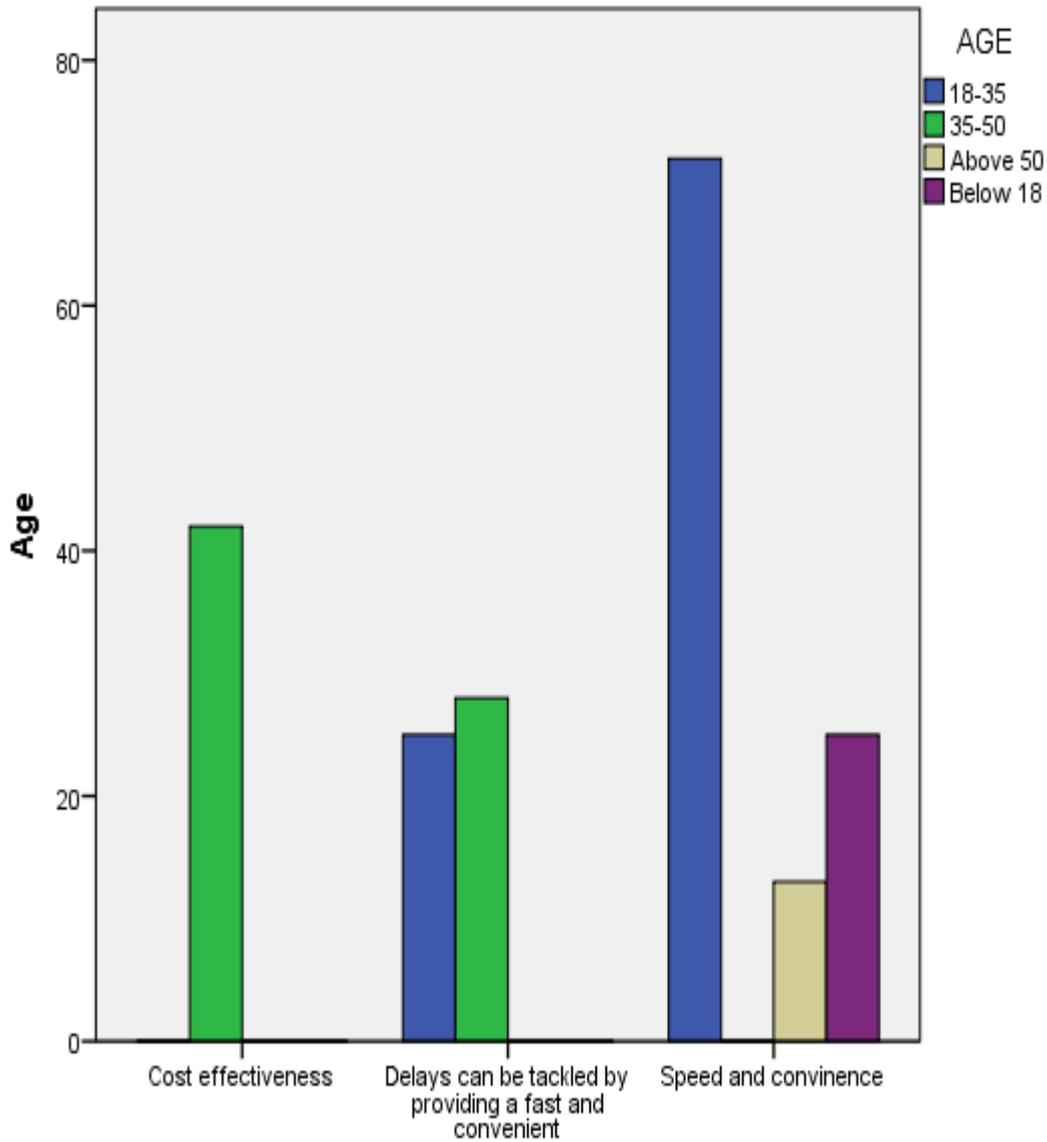
The advantages of Online dispute resolution.

LEGEND:

This chart shows the comparison between educational qualification with the advantages of online dispute resolution



FIGURE 8



The advantages of Online dispute resolution.

**LEGEND:**

This chart shows the comparison between age group with the advantages on online dispute resolution

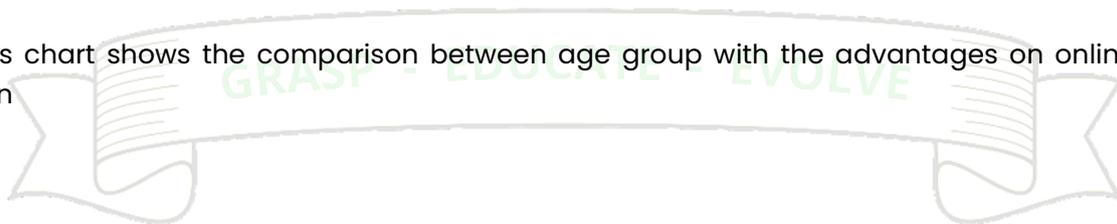
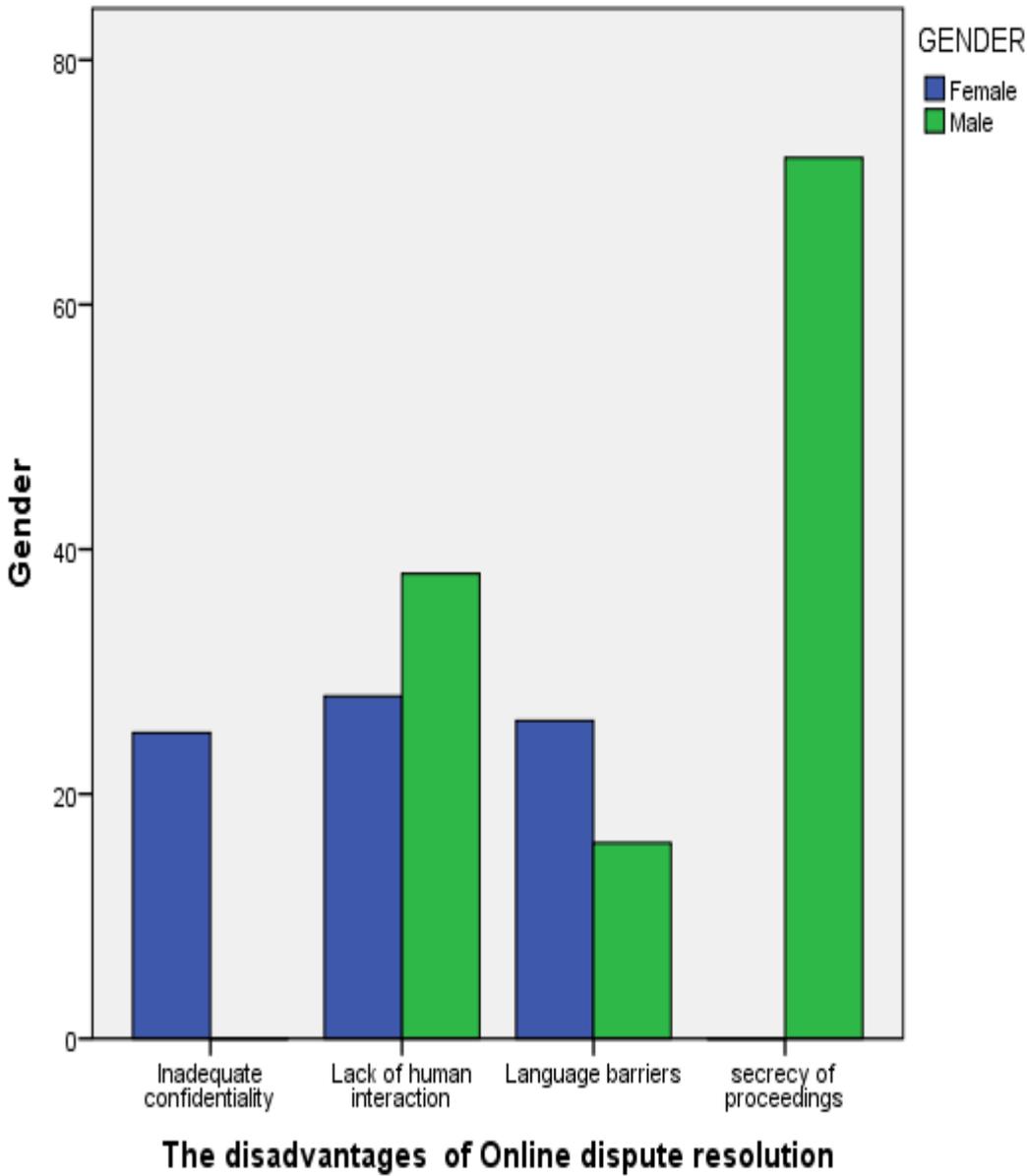


FIGURE 9

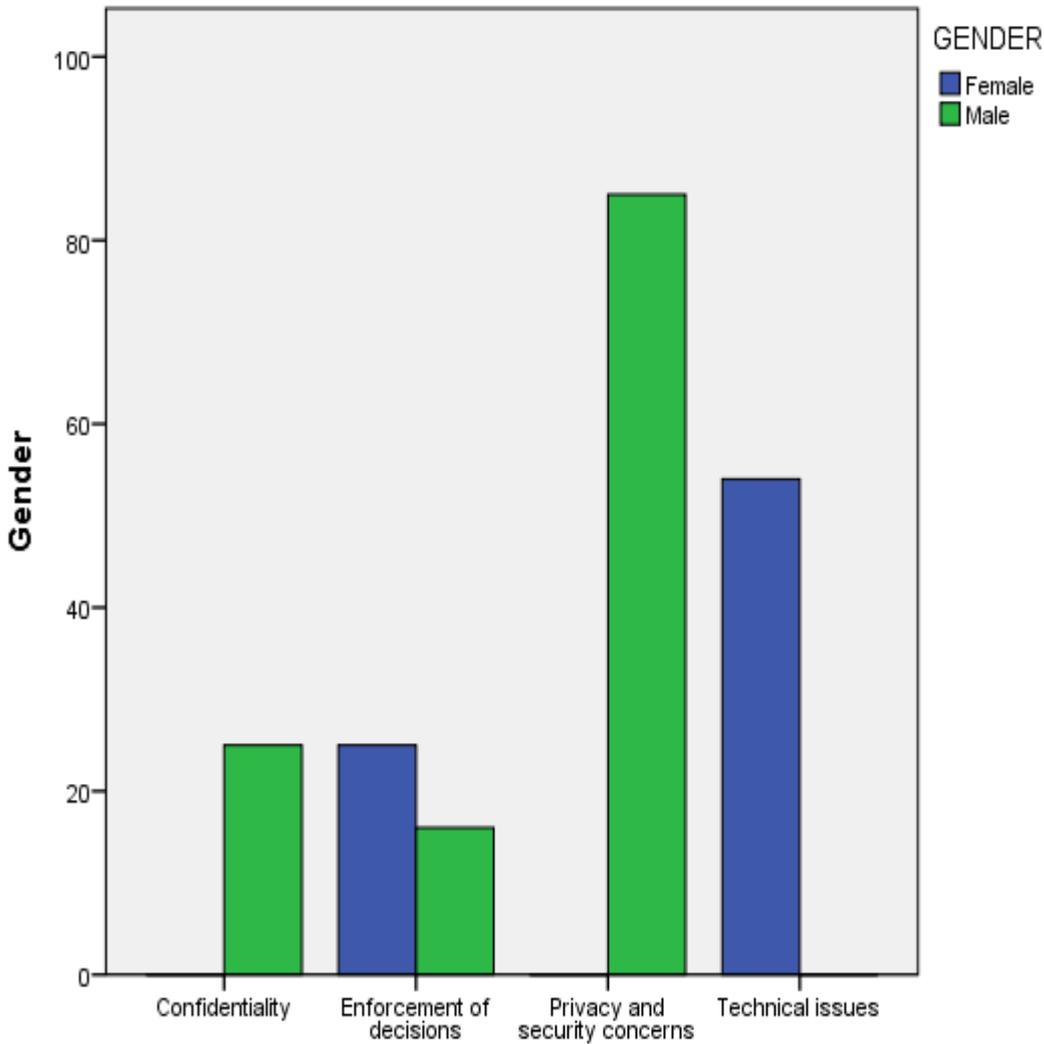


**LEGEND:**

This chart shows the comparison between gender group with the disadvantages of online dispute resolution

GRASP - EDUCATE - EVOLVE

FIGURE 10



The main challenges in online dispute resolution.

**LEGEND:**

This chart shows the comparison between Gender group with the main challenges of online disputed resolution

**RESULT:**

**Figure 1** This chart shows the comparison between Age group with Managing time and cost was the main advantage in online dispute resolution, here 70% of age group between 18 to 35 response were more they says that strongly agree in this statement the managing time and cost was the main advantage in online dispute resolution.**Figure 2** This chart shows the comparison between gender group with the

managing time and cost was the main advantage in online dispute resolution, here 100% of male response were more they says that strongly agree in the statement the managing time and cost was the main advantage in online disputes resolution.**Figure 3** This graph shows the comparison between place of living with the main challenges in online dispute resolution..**Figure 4** This graph shows the comparison between age group with

the cost effective was the major advantage in online dispute resolution, here 90% of age group between 18 to 35 giving 10% of agribility for the statement cost effective was the major advantage in online dispute resolution. **Figure 5** This graph shows the comparison between gender group with the level of awareness on online dispute resolution development in India, here 70% of male response were high they responded developed for the level of awareness of online dispute resolution. **Figure 6** This chart shows the comparison between gender group with the cost effective was the major advantage in online dispute resolution, here 90% of male response were more they given agribility 10% age for the statement for cost effective was a major advantage in online disputes solution. **Figure 7** This chart shows the comparison between educational qualification with the advantages of online dispute resolution, here 90% of UG students response were more they says that speed and convenience is the advantages of online dispute resolution. **Figure 8** This chart shows the comparison between age group with the advantages on online dispute resolution, here 70% of age group between 18–35 response were high they says that speed and convenience is the advantages of online dispute resolution. **Figure 9** This chart shows the comparison between gender group with the disadvantages of online dispute resolution, here 70% of male response where high they says that secrecy of proceedings is the disadvantages of online disputes resolution. **Figure 10** This chart shows the comparison between Gender group with the main challenges of online disputed resolution, here 80% of male response were more they says that privacy and security concerns are the main challenges in online dispute resolution.

#### DISCUSSION:

**Figure 1** This chart shows the comparison between Age group with Managing time and cost was the main advantage in online dispute resolution, here 70% of age group between 18 to 35 response were more they says that strongly

agree in this statement the managing time and cost was the main advantage in online dispute resolution, ODR often eliminates the need for traditional in-person hearings, which can be expensive due to travel, accommodation, and legal representation costs. By conducting dispute resolution online, parties can significantly reduce their expenses, making it a more affordable option for resolving conflicts. **Figure 2** This chart shows the comparison between gender group with the managing time and cost was the main advantage in online dispute resolution, here 100% of male response were more they says that strongly agree in the statement the managing time and cost was the main advantage in online disputes resolution, Time-efficient: Traditional dispute resolution methods, such as litigation or arbitration, can be time-consuming and result in lengthy delays. ODR platforms streamline the process by providing efficient tools for communication, document exchange, and case management, leading to faster resolution of disputes. **Figure 3** This graph shows the comparison between place of living with the main challenges in online dispute resolution, here 70% of urban area persons response were more they says that privacy and security concerns are the main challenges in online dispute resolution. **Figure 4** This graph shows the comparison between age group with the cost effective was the major advantage in online dispute resolution, here 90% of age group between 18 to 35 giving 10% of agrability for the statement cost effective was the major advantage in online dispute resolution, Security and privacy concerns: ODR platforms deal with sensitive and confidential information. Maintaining data security and privacy is crucial to ensure trust and protect the parties' interests. Challenges arise in implementing robust security measures, protecting personal data, preventing unauthorized access, and addressing potential hacking or data breaches. **Figure 5** This graph shows the comparison between gender group with the level of awareness on online dispute resolution

development in India, here 70% of male response were high they responded developed for the level of awareness of online dispute resolution, The level of awareness regarding the development of online dispute resolution (ODR) has been increasing over the past few years. The advancement of technology and the growing digitalization of various aspects of our lives have contributed to the recognition and adoption of ODR as a viable method for resolving disputes. **Figure 6** This chart shows the comparison between gender group with the cost effective was the major advantage in online dispute resolution, here 90% of male response were more they given aggribility 10% age for the statement for cost effective was a major advantage in online disputes solution. Cost-effective: ODR often eliminates the need for traditional in-person hearings, which can be expensive due to travel, accommodation, and legal representation costs. By conducting dispute resolution online, parties can significantly reduce their expenses, making it a more affordable option for resolving conflicts. **Figure 7** This chart shows the comparison between educational qualification with the advantages of online dispute resolution, here 90% of UG students response were more they says that speed and convenience is the advantages of online dispute resolution, Speed and convenience are significant advantages of online dispute resolution (ODR) compared to traditional dispute resolution methods. Prompt access to dispute resolution: ODR platforms provide immediate access to the dispute resolution process. Parties can initiate a dispute resolution case online without the need for scheduling lengthy court hearings or waiting for available arbitration dates. This prompt access allows parties to begin addressing their dispute without unnecessary delays.

**Figure 8** This chart shows the comparison between age group with the advantages on online dispute resolution, here 70% of age group between 18-35 response were high they says that speed and convenience is the advantages

of online dispute resolution. 24/7 availability: ODR platforms provide round-the-clock accessibility, allowing parties to engage in the resolution process at any time. This is particularly beneficial for parties in different time zones or those with pressing matters that require immediate attention. Parties can access case information, review messages, and submit documents at their convenience, further expediting the resolution timeline.

**Figure 9** This chart shows the comparison between gender group with the disadvantages of online dispute resolution, here 70% of male response where high they says that secrecy of proceedings is the disadvantages of online disputes resolution. While online dispute resolution (ODR) offers several advantages, there are also some disadvantages related to the secrecy of proceedings. Here are a few potential drawbacks: Lack of transparency: ODR processes, especially those conducted through private platforms, may lack transparency compared to traditional court proceedings. The private nature of online platforms can limit public access to information and the ability to observe the proceedings. This lack of transparency may raise concerns about the fairness and accountability of the resolution process. **Figure 10** This chart shows the comparison between Gender group with the main challenges of online disputed resolution, here 80% of male response were more they says that privacy and security concerns are the main challenges in online dispute resolution, Security and privacy concerns: ODR platforms deal with sensitive and confidential information. Maintaining data security and privacy is crucial to ensure trust and protect the parties' interests. Challenges arise in implementing robust security measures, protecting personal data, preventing unauthorized access, and addressing potential hacking or data breaches.

#### LIMITATION:

The major limitation of my study is collecting samples offline via Google forms there was no direct intervention by me in school to know it

personally, The restriction area of my sample sizes also on another major drawback Technology Dependence: ODR relies heavily on technology, such as internet connectivity, software platforms, and devices. Technical glitches, network failures, or power outages can disrupt the resolution process and hinder communication between parties. Access and Inclusivity: ODR requires participants to have access to the necessary technology and digital literacy skills. However, not everyone may have reliable internet access or be comfortable using digital platforms, which can exclude certain individuals or communities from participating in ODR processes. Lack of Face-to-Face Interaction: ODR typically lacks face-to-face interaction, which can make it challenging to build rapport and trust between parties. Non-verbal cues and subtle expressions may be missed, potentially affecting the overall understanding of the dispute and the emotions involved.

#### **SUGGESTION:**

Online dispute resolution (ODR) has become increasingly popular as a convenient and efficient method for resolving conflicts in various contexts. Here are some suggestions for implementing online dispute resolution: User-Friendly Platform: Create an intuitive and user-friendly online platform specifically designed for dispute resolution. Ensure that the platform is accessible across different devices and provides a smooth and seamless user experience.

#### **CONCLUSION:**

In conclusion, online dispute resolution (ODR) offers a promising solution for efficiently and effectively resolving conflicts in various contexts. Online Dispute Resolution 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. In June 2020, NITI Aayog, in association with Agami and Omidyar Network India, brought together key stakeholders in a

virtual meeting for advancing Online Dispute Resolution (ODR) in India. Senior judges of the Supreme Court, secretaries from key government ministries, leaders of the industry, legal experts and general counsels of leading enterprises participated in it. By leveraging technology and creating user-friendly platforms, ODR provides a convenient and accessible alternative to traditional dispute resolution methods. Through the use of video conferencing, real-time communication, secure document sharing, and online mediation or arbitration sessions, parties can engage in productive discussions, present their arguments, and negotiate settlements remotely. ODR platforms prioritize the principles of neutrality, impartiality, and confidentiality by appointing qualified mediators or arbitrators who guide the resolution process. Robust security measures ensure the privacy and protection of sensitive information shared during the proceedings. Feedback mechanisms and continuous improvement efforts ensure that ODR platforms evolve to meet the evolving needs of users and provide an enhanced dispute resolution experience. By implementing these suggestions and embracing the possibilities offered by online dispute resolution, organizations and platforms can foster fair, efficient, and accessible conflict resolution processes that save time, reduce costs, and promote positive outcomes for all parties involved. ODR has the potential to transform the way disputes are resolved, making justice more accessible and inclusive in the digital age. Broadly, ODR's development across the world can be divided into three phases, with each phase benefiting from the subsequent innovations in Information Communication and Technology. During the ongoing Covid-19 pandemic, the target is to look into Covid-related disputes (most notably in lending, credit, property, commerce and retail) through ODR, which is an important part of the economic revival.



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