

Online dispute resolution is a mechanism to resolve disputes outside of courts using technology. It is an alternative to the traditional way of solving disputes in a short time and at minimum cost.

In recent years, India has witnessed a tremendous transformation in digital space thanks to the proliferation of mobile phone ~~users~~ ^{users}, and simultaneous development of digital infrastructures like Aadhaar, India Stack, and UPI. Even the government has taken a step further in the endeavour of promoting digital commerce by establishing ONDC to create a level playing field for small dealers and businesses and wider choice for consumers. So, apparently, disputes are inevitable and then comes ODR into play.

ODR can be used to handle simple to complex disputes with round-the-clock accessibility and that too in regional languages. Many e-commerce platforms have adopted ODR for quick solving of disputes without the interference of a third party. Even government institutions have been adopting it. INGRAM, SEBI SCORES, RBI CMS and RTI online are some examples.

The courts can also avoid matters which do not warrant their interventions, thereby spending time in critical cases. Consumers can also get the benefit of quick redressal of their grievances, which in turn helps the businesses to build, promote their brand. Adoption of ODR would create a win-win situation for both consumers and sellers.