

33. Online Dispute Resolution could be the post pandemic disruption that enhances justice delivery to all. Do you agree with this view? Comment.

Effective and efficient justice delivery

Can be possible through online dispute resolution,  
which could be seen from the western countries  
such as United Kingdom which adopted ODR as one  
of the mode for justice delivery.

ODR and Justice delivery in India :-

⇒ From the recent session of parliamentary speeches, the pendency of cases stands at more than 40 mn across the country, where some are pending due to absence of litigants on the day because of their inaccessibility frequently to the judiciary, hence the

ODR can increase the accessibility and reduce the pendency of cases.

⇒ The adoption of principles of natural justice by the ODR System makes the system comfortable for the common people and increases trust on judiciary.

⇒ The latest trend of quick adaptation to digital systems seen in education sector shows that increasing trust on digitalisation among common people thus the penetration of ODR can be faster.

⇒ The recent initiative of e-lok adalats by Chhattisgarh, Karnataka, Rajasthan can be better used as trial run and the successive ODR can modify the system to devolve the errors occurred in the trials.

However during the virtual courts operation in pandemic times where there was criticism about its opaqueness should be taken care of because the people of India have trust, confidence over the judiciary, it can be strengthened only by means of transparency.