

GOVERNMENT OF INDIA
MINISTRY OF LAW AND JUSTICE
DEPARTMENT OF LEGAL AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION NO. 1701
ANSWERED ON THURSDAY, THE 3RD AUGUST 2023

Online Dispute Resolution

1701 Smt. Phulo Devi Netam:

Smt. Priyanka Chaturvedi:

Will the minister OF *LAW AND JUSTICE* be pleased to state:

- (a) whether Government has any plans to promote and implement Online Dispute Resolution (ODR) services in the country, especially in the rural and remote areas, to ensure its accessibility and reach to the grassroots level;
- (b) the steps Government is taking to create awareness about ODR and its benefits among the general public; and
- (c) whether the Ministry will be involved in the implementation of ODR services, and if so, their role and responsibilities, if not, the measures Government is taking to ensure effective implementation of ODR services at a national level?

ANSWER
MINISTER OF STATE (INDEPENDENT CHARGE) OF THE
MINISTRY OF LAW AND JUSTICE; MINISTER OF STATE IN THE
MINISTRY OF PARLIAMENTARY AFFAIRS; AND MINISTER OF
STATE IN THE MINISTRY OF CULTURE
(SHRI ARJUN RAM MEGHWAL)

(a) to (c) The concept of Online Dispute Resolution (ODR) in India is at a nascent stage. The NITI Aayog had constituted a high level committee to take it forward and the report of the committee titled “*Designing the future of dispute Resolution: the ODR Policy Plan for India*” was released on 29.11.2021. It *inter-alia*

recommends for mainstreaming of ODR in India, as a cost effective, convenient, efficient process which can be customized to the specific needs of the parties, considering the nature of the dispute. The Government of India has also acknowledged the importance of online dispute resolution and proposes to provide legislative enablement to ODR by way of requisite provisions in the Mediation Bill, 2021 introduced in the Rajya Sabha on 20.12.2021. The Bill recognizes conduct of mediation on online mediation mode thereby removing the distance barrier for parties.

The ODR policy plan for India released by NITI Aayog on 29.11.2021 recommends various steps to spread awareness for ODR. The measures to increase awareness regarding ODR at the level of Government will arise, once the legal framework for that purpose is in place.