

How Can We Build a Successful Model For Online Mediation In India?

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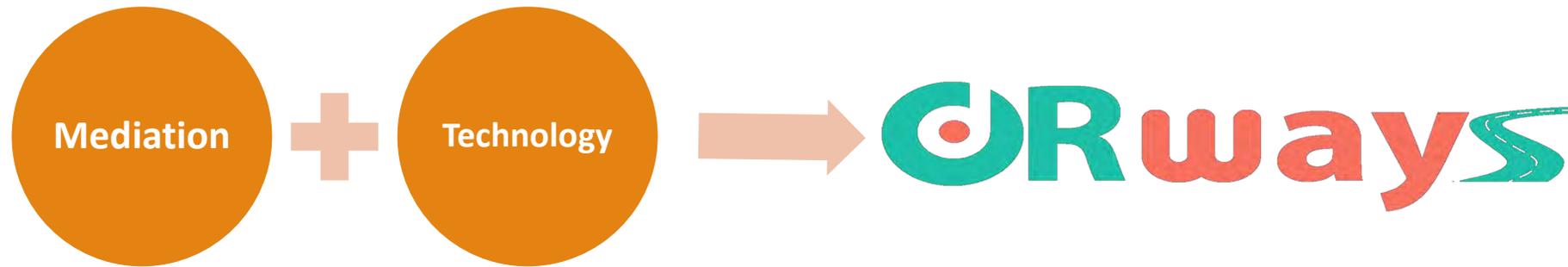


WHY DO ODR PLATFORMS FAIL?



LACK OF TRUST ON ODR PLATFORMS

About ODRways: First Tech-Mediation Startup of India



RECOGNITION

A collection of logos from various media and industry partners. The logos are arranged in two rows. The top row includes the CNBC logo (peacock), the Live Law.in logo (with the tagline "ALL ABOUT LAW"), and the BAR & BENCH logo. The bottom row includes the BusinessLine logo (with the tagline "THE HINDU") and the Lawctopus logo (with the tagline "for law students").

"Top 10 social ideas of 2016" - TATA Group

*Recognized by Ministry of Law
and Justice, Government of
India*

Recognized by Google as the Socially Most Innovative Platform of 2015



“Most successful online mediation model in Asia to get high stake matters” -World Mediation Organization at Global Mediation Forum, Bangkok



Two Approaches

Full-Fledged Model

- ✓ Complete Resolution process takes place Online
- ✓ Suitable for small civil claims
- ✓ Example: Inspired From The Ebay-ODR Model
- ✓ **More popular in e-commerce and low stakes disputes**

| Duration | No of filed cases | No of settled cases |
|----------|-------------------|---------------------|
| 8 months | 33 | 10 |

ODR in Phases Model

- ✓ Partially offline and partially online
- ✓ Breaks the process of mediation in parts
 - Appointment with mediators taking place online
 - Pre-mediation conference in the online medium
 - POST-SETTLEMENT ANALYSIS ONLINE
- ✓ **For high stake disputes: This approach is more effective way of bringing the culture of online mediation in developing countries.**
- ✓ **78 mediators. 21 cities across India**

| Duration | No of filed cases | No of settled cases |
|----------|-------------------|---------------------|
| 90 days | 519 | 62 |

Target Future Stage: Complete Process Online

ODRways 2 successful examples

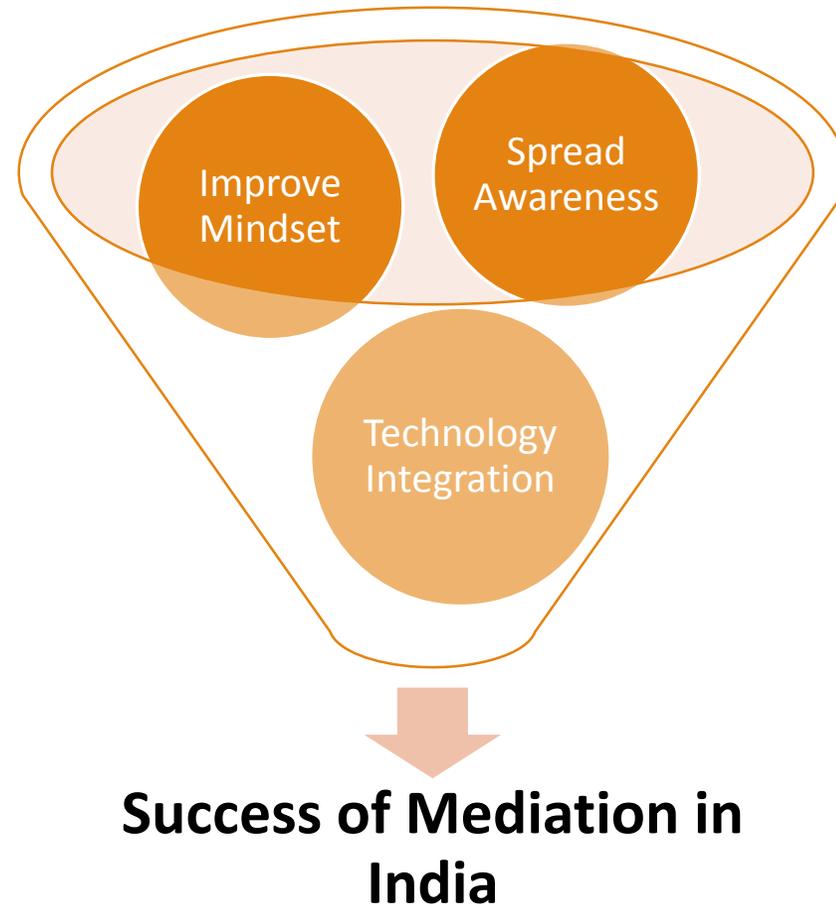
Matrimonial matter

400 crore worth mining dispute

Technical features of the platform

- **Complaint Filing Mechanism-** An easy way for the consumer to file a case.
- **Direct negotiation between the parties:** Secure messaging and chat module
- **Online Pre-Mediation Software/Online-Offline Module-** Deciding the timing and Venue of the Mediation, Audio Conferencing.
- **Case Management software for Mediators-** Role based dashboards, case and workload automation, calendars, online case progress tracker
- **Mediators Database-** Online Profiles of Mediators across 20 cities in India
- **Web Interface Design** after studying the major 127 ODR platforms across the World.

Ingredients for Success



Suljhao Magar Pyaar Se



Vikram Kumar, CTO, ODRways

