

Justice Reimagined: Unravelling ODR's Role as a Catalyst for Digital Justice, Economic Growth, and Empowerment in India's Business Ecosystem

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ABSTRACT:

India's Viksit Bharat 2047 aspires for a developed nation characterized by calls for a prosperous and equitable economy for all its citizens. This ambitious objective encounters considerable obstacles especially within the judicial framework. With a backlog of approximately 51 millions cases, the protracted nature of unresolved cases exacerbates the situation, resulting in diminished corporate confidence while obstructing economic growth. India can accelerate economic development, by increasing access to information and services, and cultivating a more empowered and inclusive society by strategically using technological breakthroughs and by adopting digitalisation. Online Dispute Resolution (ODR) is a game-changer in a time-starved society, expanding access to justice and opening up new avenues for economic growth. ODR is speeding up India's

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journey to a dynamic business ecosystem; it's more than simply technology. However, there was still a gap in digital literacy, infrastructure availability especially in the rural areas and urban

areas. ODR must be implemented as a deliberate effort backed up by strong IT underpinnings, supplemented by proper possession of legislation that befits the need. This increases the prospects of improved justice delivery while stimulating economic growth, and thereby providing guidance for policymakers, businesses, and other stakeholders in the justice ecosystem. The paper evaluates how ODR has served the purpose of boosting the development of India's economy and delivering justice too. The current study showcases the link between equity and progress. Promising a new era in India's corporate landscape, it is the modern solution to an age-old problem.

Keywords: Online Dispute Resolution (ODR), Digital Justice, Business Ecosystem, Economic Growth, Technology Integration, Dispute Resolution, Digital Transformation

1. Introduction

The situation of an immense case backlog has become a significant issue in the Indian legal system where nearly 50 million cases are still awaiting trial or final hearings in different courts (Yadav, 2024). As currently the courts are functioning and legal proceedings are ongoing, it requires almost three centuries, according to the estimations of analysts, to clear the current pendency. This state of affairs reveals the necessity for fundamental changes in the organization of judicial system and improvement of judicial practice by increasing the efficiency of case processing, adapting to new technologies (Yadav, 2024). This greatly explains the bottlenecks and inefficiencies in the judiciary as the current bench is unable to clear the ever growing caseload. On the other hand, the digital economy, particularly in the Indian context, is on an unprecedented rise with endeavors of Digital India for transforming the structural framework of governing public services through use of information technology (Yadav, 2024).

India's envisaged digitized future can be traced to the use of Information Technology in the administration businesses (Malodia et al., 2021). Mr. Narendra Modi, the Prime Minister of India, has underlined that e-governance is a key to vibrant India where Digital India has been fixed as a goal. There is a realization in India regarding the transformation in collection and improving information management systems (Mukherjee &

Narang, 2022). Currently, there is a high usage of technology and that the government of India is focusing on the digitalisation as a way of enhancing operations and this is the strategic direction that is leading to change in information management, (Malodia et al., 2021). The processes of digitalization are aimed at the vision to change for the better governance processes, the availability of the information, transparency, and providing citizens with the abilities through the use of digital environmentalization (Holl & Rama, 2023). The adoption of technology into governance practices has the potential of enhancing efficiency, effectiveness and achievement of the higher goals of governance, namely, efficiency in service delivery, with the resultant effect of promoting inclusiveness (Chen et al., 2022). Digital governance is still in progress in India, and there are considerable opportunities to transform governance, service delivery, and citizens' engagement.

Hence, by going for technology and thereby, adopting digitalization, India will not only achieve set economic goals, but will also augment the access to information and services to make a society of empowered and inclusive backgrounds (Barrutia & Echebarria, 2021). The intersection of these two trajectories—judicial backlog and digital proliferation—creates a compelling argument for a specialized ODR mechanism in India. From these two paths of overload and of the increasing digitalization of justice, this conclusion proclaims a profound rationale for

the existence of a sui generis ODR system in India.(Sindakis & Showkat 2024) Community and spatial disparities hinder the delivery of justice in most of the circumstances in India. ODR can help fill this gap in that it will assist with the resolution of disputes which otherwise would be unreachable due to their location in remote or rural settings. This digital approach can democratize access to justice, ensuring that it's not a privilege limited to those in urban centres or with financial resources.

2. Methodology :

In this study, both qualitative and quantitative research approaches are being conducted semi-qualitatively and quantitatively. This research can be best described as a doctrinal research. Only secondary data is considered in this research. We shall also consider the judicial decisions that hitherto came out from different countries. Web based databases for books and journals, study notes, questionnaires, personal accounts and many more are the examples of Secondary sources. An exhaustive search that includes publications in academic, governmental, judicial and international databases and references related to ADR. A look at successful ODR platforms in the administration of ODR by private organizations, the cases on e-Lok Adalats, and the ODR policy framed by SEBI. They create statistical patterns out of judicial data, such as the old cases pending on the docket, the magnitude of case disposal and changes in different categories of business disputes. Comparing the other measurable preconditions, like these rankings for the business climate for instance, to assess the impact of court delays to business operations.

3. Literature Review:

1. Understanding the Subject: Judicial Delays

Litigation and court delays are not new to India because even to this date, over 51 million cases are pending in the various court systems (Primus Partners, 2023). These delays affect the economy and protract time taken for various processes especially in business organisations. This means that Social, Small and Medium Enterprises (SMEs) which are the foundation of the Indian economy are more vulnerable as they are time and financially drained (Reddy, 2024). These inefficiencies therefore call for a shift toward the implementation of ODR to provide for access to justice that can be timely and affordable.

2. Analyzing the Technology's Function in Dispute Resolution

The burden and responsibility of justice administration have always rested with the judicial branch of the government and the conventional courts. The introduction of other forms of resolve, such as ADR mechanisms in our system of laws also partly decentralised this role. The outbreak of Covid-19 has been very unfortunate and has made this change inevitable. Justice delivery systems all over the world have not been able to avoid the integration of technology. Dispute resolution has been transformed globally by technological developments. Information technologies and communication technologies including AI, blockchain and machine learning are applied to legal processes to enhance the process of management of cases, records of evidence and decision-making process (The Finance Express, 2020). Out of these nations, judiciary in India has been at the forefront in integration of technology solutions to ensure accessibility whilst changes in safety measures affected practices. such as Online Dispute Resolution (ODR). Blockchain technology, in particular, offers promise for ODR by enabling secure and transparent record-keeping. Also, executing smart contracts on blockchain platforms guarantees agreement compliance and minimizes the chances of litigation therefore saving time and resources (Vermaas, 2023).

3. Global Implementations of ODR

Singapore's ODR Framework: Singapore has become a centre for the development of ODR and advancements in this sector especially on small claims and commercial litigation. Singapore has a two-tier system of online mediation and arbitration which is rendered as the most effective as it pays heed to both the approaches of accessible and efficient methods. This strategy has shown a way of how ODR could effectively reduce the congestion of the courts yet still offer the services to the public (Sharma, 2022).

Digital Courts With reference to the United Kingdom: With the Online Civil Money Claims service, for example, claimants and defendants in small claims cases never have to physically attend court, with the proceedings conducted entirely online. This platform employs AI technology in the case classification, document search, and Workflow interface that makes it easy to be used by different clients. The UK democratic principle

of designing systems with the focus on the users has put the country as a model in providing easy to use digital systems to address disputes and promote public confidence in digital justice systems (Clark, 2023).

Private ODR platforms in the United States: In the United States, commercial dispute resolution platforms such as Modria and FairClaims have been at the forefront in the use of technology in the resolution of disputes especially in sectors like e-commerce, insurance, and consumer services. These platforms use artificial intelligence techniques for data analysis of the case data, suggesting the solutions for the settlements; thus, they are a quick and less expensive remedy compared with conventional court processes. The levels of success that have been realized in these platforms underlines the importance of the private sector in the expansion of ODR solutions that are capable of handling large volumes of disputes (Rule, 2024).

4. India's ODR Landscape

The topic of ODR in India has developed especially in relation to the rising needs of the online economy and the gaps observed in the ordinary judicial system. The parent law on which the framework for ODR in India is built is the Information Technology Act, 2000 that has paved the way for Electronic Commerce and E-governance besides incorporation of legal provisions concerning Electronic records and Digital signatures. The initial foray of ODR was seen in the online selling platforms, such as eBay which used to handle millions of disputes every year thus proving the efficiency of online dispute resolution systems (NITI Aayog, 2023). However, the general usage of ODR in India came across several barriers including lack of awareness, infrastructure and low literacy levels. But it was only in 2019, when the Nilekani panel set up that there is a need to form an ODR framework for digital payment disputes, that the need for a more official and structured ODR format was acknowledged in India (Juris Centre, 2024).

The policy landscape for ODR in India is multi-layered, with efforts focusing on three key areas: concerning structures, processes and policies. On the structural level, there is an urgent need for closing the gap, as urban cities of India have a literacy rate of 61% in general while rural ones are significantly behind, 25% of them being digitally literate (Presolv360, 2024). This is why it is

important to address this disparity in consideration of the key factors required for ODR services to fit into the lives of all the citizens. At the behavioral level, it is imperative to increase the use of ODR by promoting information and training programs and coming up with campaigns that recommend digital dispute resolution. The legal structure is also an issue as many acts such as the Arbitration and Conciliation Act need modification in order to incorporate clauses that are specific to ODR mechanisms (JGU, 2024).

5. Factors That Hinder the Adoption of ODR in India

However, some challenges persist to this date, which negatively affect the uptake of ODR in India. There are many, including the first one that refers to the question of a digital divide. A large number of people, perhaps the majority, either have no access to the internet and related services or have only a basic level of understanding and ability to operate in an ODR environment, especially if they live in rural areas. As per the India Digital Inclusion Report for the year 2024, around 30% of Indians have minor or no digital literacy in the country which leads to the exacerbation of problems such as the lack of equal access to justice. Other challenges that are valid include the lack of regulatory policies for ODR in India. While some laws like the Arbitration and Conciliation Act bring in an aspect like online arbitration, there is no comprehensive law on ODR therefore there are many loose ends when it comes to legal perspective. Little regulatory guidance to ODR remains at present and the current laws offer users legal certainty regarding the ODR processes as well as the enforceability of the decisions. Also, there is a level of mistrust concerning such ODR platforms available such as the automated ones. For a number of users, including those engaged in the high-stakes conflict, these platforms are less effective than conventional courts. There are issues which have to do with data privacy, the credibility of decisions that are being made by the ODR system, as well as the security of the online platforms that are hosting the ODR systems.

6. Gaps in Current Research

Despite this, there are several significant gaps within the current literature regarding the potential of ODR. Firstly, there is a lack of research on how ODR platforms could scale to meet the large backlogs of cases in India's

judiciary. Since millions of cases are involved, it is also important to know how ODR could be implemented for such a large number of cases. Secondly, there is inadequate attention to the integration of ODR in being sensitive to the social aspects of the society through consideration of the gap in the accessibility to ODR for those who are of minority in the society in terms of geographic region, which are the rural areas, gender, which are women traders, and size of business, which are the small businesses. Further, empirical studies specifically related to the economic returns that ODR brings including its effect on ease of doing business indices and foreign direct investments are limited. Further, there is hardly any empirical evidence on the interaction of ODR with the current judicial and regulatory structures of India, which is a significant requirement before incorporating ODR as a common practice within the country's legal framework.

7. Contributions of This Study

Thus, this research intends to contribute towards addressing these gaps by presenting a theoretical framework for building a scalable architecture of ODR that addresses the context of India. If correctly applied, it is filled with potential to bring substantial economic benefits of ODR implementation which is to be facilitated by developing public-private partnerships. Moreover, this research aims at identifying policies that may be implemented so that ODR systems are accessible, secure, and provide equal opportunities for every user. As such, this research integrates the best practices from other nations and a critical assessment of overall requirements of India and offers pertinent data pertaining to the role of ODR for the future prospect of justice delivery as well as for the growth of the Indian economy.

4. Results:

Digital technologies can mitigate judicial imperfections in conflict resolution by fast-tracking other procedures that are not considered traditional courts. ODR has been transformational and when powered by cutting edge technologies such as AI, blockchain and machine learning.

Blockchain Applications : The application of block chain technology is to facilitate safe, efficient and accurate record keeping for the creation of unhackable legal documents. For instance, smart contracts involving blockchain

platforms automatically enforce contract provisions on the occurrence of certain conditions thus minimizing the probability of litigation (Vermaas, 2023). An example of this is Singapore's adoption of blockchain for cross-border trade controversy where it enhanced functions and reduced charges noticeably.

AI-Driven Tools : Tools used in handling AI help in analysis of evidence, activation of case as well as decision-making, thus eradicating human aspects of mistakes. For instance, Modria, an ODR platform in the United States, relies on patterns from similar cases to suggest solutions to reach efficiencies, facilitate quick settlement (Rule, 2024).

1. Essential aspects and challenges of ODR deployment

Technological Infrastructure : India has many gaps in terms of digital infrastructure to support access facilities. According to NITI Aayog in 2023 , digital literacy index shows, the country's urban areas that have a higher literacy rate at 61% as compared to rural areas with a literacy rate of 25% is a concern While there is digital divide. Moreover, 48% of the face-to-face social interactions are only of apprehensive type and only a third of the internet users in India are women, which underlines gender-related distinctions (Drishti IAS, 2022). For instance, the rural litigants may be ordinarily daunted by the use of technology and may lack access to the internet and proper gadgets as well as they may lack proper knowledge on how to run an online operation. It is imperative that ministries employ government-led approaches, for instance, digitisation and accessibility of technology to eliminate those gaps.

Legislative and Institutional Reforms: In India we do not have specific legislation for ODR. For instance, even though CADRE and SAMA provide efficient services concerning dispute resolution, there are concerns about the lack of enforceability of decisions made by such platforms (Zelevnikow, 2023). Pilot-tested programs based upon Singapore's mandatory pre-litigation mediation model can strengthen the confidence in ODR systems, and the development of the specific framework will lend itself well to improving the situation.

Stakeholder Engagement : The main challenge is public distrust of the efficiency and capabilities of ODR implementation and its application in handling critical cases. For example, a survey

conducted in 2024 by Legal500 showed that fifty percent of the participants preferred conventional courts to ODR concerning the big risks of financial losses. Sharing success stories like 1800 payment disputes settled in the e-commerce segment between 101-150 minutes with an average of 126 minutes suggests that digital platforms can be relied on (NITI Aayog, 2023).

2. Possible Economic Effect of ODR:

Better Navigating Business Rankings : However, according to the Ease of Doing Business report of the World Bank, timely dispute resolution forms a key component of investment in the announced country. Since ODR shortens the resolution time by up to 70–80%, (Legal500, 2024) this approach promises to improve India's ranking. For instance, the grootage banking sector has applied ODR mechanisms shortening the average time for solving disputes from three years to 45 days which has increased investors' confidence (iPleaders, 2023).

Increased Investment Inflows : The swift dispute resolution helps in bringing sanity in the legal situation hence creating a favorable climate for investments. According to India's policy think tank NITI Aayog, in the World Economic Forum's annual Global Competitiveness Index, ODR contributes to an estimated US\$26.5 billion improvement in the country's business environment owing to lower litigation expenses and improved efficiency (NITI Aayog, 2023).

Sectoral Growth : On average ODR platforms such as SAMA have amicably resolved disputes within the e-commerce sector relatively and enhanced consumer confidence and business entities to pursue growth. For example, the online shopping giants Flipkart and Amazon have implanted the ODR for consumer complaints that have not only improved their image but also their functionality.

3. Sector-Wise Examples

Thus, ODR in Business Enterprises, especially the enterprises in the financial sector, were few of the first to practice ODR in India. The e-ADR Challenge was held last year in 2018 by ICICI Bank in partnership with Agami. In the last 5 years, ICICI Bank has been promoting ODR for all forms of disputes. They observed a shift from an average of 3 years of court resolution time for their retail loan disputes to 45 days through ODR, the average effort per case reduced to 0.5

person day, and the overall cost of the process reduced to INR 3500 per case. As of today, more than one hundred organizations of India use ODR at an enterprise level and successfully decrease the quantity of time, effort and resources used for the resolution of disputes. There has also been a greater startup activity in India and this coupled with the general shift to online business means that ODR and particularly online dispute resolution has been favored. Representatives from ICICI Bank and other enterprises such as Udaan and Bajaj Alliance Life shared their experience and ideas that will further advance adoption of ODR (Singhal & Medarametla, 2023).

Single Window Integrated Dispute Resolution and Issue Management by NPCI - Both the watchdog over payments space in India – the Reserve Bank of India (RBI) and the facilitator of digital payment systems in India – The National Payments Corporation of India (NPCI) that operates the Unified Payments Interface (UPI) have been proactively making preparations for building in-app complaint handling system and establishing the environment for ODR in the financial space. NPCI accommodates the Unified Dispute and Issue Resolution (UDIR), which is a singular platform for managing all the issues responsible for controversies of UPI payments. This is an enclosed self-help mechanism created to enable the quick and efficient settlement of grievances regarding UPI based digital transactions.

SmartODR by SEBI- SEBI put in operations another new system the SmartODR in 2023 for the resolution of financial securities related grievances while the SCORES grievance management system has been working since 2011. It operates across seven large financial market structures and rules the process of submitting and resolving complaints within the securities market.

Account aggregators: Likewise, Sahamati, the Industry body for open finance by means of account aggregators, is following an approach making rules where mutual dispute of its executive members was being solved from the pool of ODR firms affiliated with Sahamati and rotating in their regular basis.

ODR has also found its way into the door of sectoral agencies. For instance, the yet to be passed National e-Commerce Policy features an e-Commerce grievance handling system to entail

the electronic delivery of compensation on e-Commerce disputes. The ONDC council is an Indian government backed initiative for Open Network for Digital Commerce has released its Issue and Grievance Management and ODR framework to handle issues and grievances raised by buyers or sellers against each other in their network(DIAL Global, 2024). Other government agencies have done better than policy making as a lone way to fight this global scourge. For instance, the Grievance Appellate Committee was established under the Information Technology Rules 2021 to entertain appeals from 'aggrieved' users claiming violation of the rules of social media companies and other digital interlocutors. Up to August 2024, the Committee has responded to 1332 appeals and resolved 1278 appeals(DIAL Global, 2024).

5. Discussion:

The ODR narrative paints a visual that actually explains the fact to not kind of eroticize these imperfections that need to be hidden, but also, in fact, celebrate the process, celebrate the tools that help us get through these imperfections. This binding glue is the army of case managers, mediators, arbitrators, the many ODR institutions that are emerging, pioneering, developing or coming up with new concepts and methods of solutions to disputes, new possibilities of permutation and combinations of ODR, the new breeds of cases that can now be solved, the storytellers, students and so on. The analysis has shown that the application of ODR in India also presents a practical solution to challenges of delay and inefficiency which are characteristic of courts as key players in the growth of the economy. The huge number of pending cases in India is also a huge problem for doing business and ODR is the solution to it. However, there are some issues which hinder the possibilities of realizing effective ODR on a large scale, which this discussion attempts to highlight coupled with the prospects of ODR for India's economy.

1. Addressing the Digital Divide: The ODR success factors also highlighted that an effective Dispute System Design is a critical enabler for ODR success. The issue of access to technology, especially internet connection, proves to be one of the biggest hurdles to ODR's success in India. Though there are digital literates growing in the urban areas, citizens in the rural areas even today are far behind this parameter being only 25% literates whereas the cities are 61% (NITI Aayog,

2023). This in itself remains a great barrier to the working of ODR particularly as it concerns the realization of equality since not everybody is a technological instrument equipped to handle online dealings. However, there still exists a huge gap in the gender and rural penetration in India; where only one-third of India's internet users are women, at least half of them are rural folks (Drishti IAS, 2022).

2. Legal and Regulatory Frameworks: Why There is Need for Strong Policy Framework : The limitation to the scale of adoption of ODR in India is lack legal and regulatory framework to support the same. While some judicial systems like CADRE and SAMA introduced ODR solutions their enforcement is yet to be fully defined because currently there is no legislations for ODR (Zelevnikov, 2023). This legal uncertainty poses a serious concern as such systems are considered unreliable especially by businesses which seek legalized decisions for disputes that might imply high risks towards a businesses' financial capital. The Arbitration and Conciliation (Amendment) Act 2019 has already set legal acknowledgement of online arbitration in India. Same legislation for ODR would help in its development so that decisions made from ODR forums are legal and can be given legal backing by the physical court systems.

3. The Economic Effects and the Possibility of Optimizing the Efficiency of Business: The implications for the economy for the adoption of ODR are considerable when one considers the decrease in the time it takes to resolve such disputes in Indian courts and it's consequential positive knock on effect on business productivity. Some examples are – The financing and buying divisions, which have been shortened to none in the discovery of cases; There is a distinguished case of banks' quarrels that take practically 45 days to resolve what used to take three years (iPleaders, 2023). This leads to greater efficiency of the funds involved thus freeing up of resources which were channeled towards legal cases hence increasing the economic return. Also, the quantitative gains expected from ODR on the scale of one year \$US 26.5 billion (NITI Aayog, 2023) has no less significance. Such benefits include elimination of costs incurred in conducting trials, cases being addressed with a lot of freedom, and the impact of enhancing investors' confidence. It means that the potential improvement of ODR systems in India enhances the opportunity to make India score high on Ease

of Doing Business ranking; thus FDI and smoother commercial transactions. The effectiveness and cheaper nature of ODR use makes India even more appealing to global investment, a key variable in Viksit Bharat 2047.

4. Stakeholder engagement and building stakeholders' trust towards ODR systems: One of the biggest concerns that have hindered the growth of ODR is lack of trust from the public to online platforms. Several people, especially in the rural areas, consider online applications to be less dependable than physical ones. This skepticism is driven by privacy and security concerns of data – two factors that have always proven to be a thorn in the uptake of digital solutions across the world (Rule, 2024). The government and private stakeholders have to get involved actively to these issues to guarantee that adequate data protection laws are in place and for the people of the society to sensitize the benefits of the ODR process. If we want to convince others that ODR is effective, we can refer to the examples of its use: for instance, 1,800 payment disputes solved in the sphere of e-commerce (NITI Aayog, 2023). Some of the specific case studies from more of a practical nature in areas including banking and e-commerce indicate that there are benefits for businesses transitioning to ODR systems, first, through consumer satisfaction as a result of faster resolution and availability at reduced price. Advocating ODR adoption into industry solutions may go a long way into making ODR be accepted as a proper tool and trustworthy as the conventional court system.

5. ODR and the Vision of “Viksit Bharat 2047”: Thus, the advent of ODR is particularly in sync with the Viksit Bharat 2047 developmental framework's objectives of financial liberalization and digitization, and broad community upliftment. ODR therefore opens a chance to increase the possibility of expanding justice to those otherwise disadvantaged through physical barriers such as the –women and those located in the rural areas. Schemes such as E-Lok Adalats and E-Courts have already been implemented for the purpose of going digital and have not failed to show promising results yet a concrete and exhaustive procedure needs to be designed for the purpose of widespread ODR which finds its importance in serving all categories of the society. For instance, ODR platforms based on mobile applications can be created for carrying out online dispute resolution in the regions where the

Internet connection is scarcer – in rural areas. Additionally, women entrepreneurs who directly and indirectly experience legal and social justice limitation would interest ODR systems more than traditional courts that are rigid, expensive forms of dispute resolutions (Drishti IAS, 2022). So, when ODR systems are designed with a view to digital and social inclusion in India, the country will be apt to inaugurate a fairer society that will inch towards realization of Viksit Bharat 2047.

Implications of the Research

There are several practical implications of this research on the adoption and implementation of ODR in India, which is a major upcoming market both for policy makers, businesses, and the society. The study results offer a clear guide on how technology can be incorporated into the judicial systems, espousing both economic development as well as inclusion. The implications can be categorized as follows:

1. Policy Implications: Apparently, the research emphasizes the necessity of specific legislation to regulate ODR in India. Stringent compliance with legal requirements will provide the legitimacy for ODR systems, bring uniformity of practice and add to the confidence of the users. There is the need to fund initiatives to enhance uptake of internet connectivity and digital literacy to women and minorities.

2. Economic Implications: The study finds that the efficiency of ODR can help India enhance the rankings of ‘ease of doing business’ by streamlining the procedure of solution finding in disputes. Quicker resorption of business conflict minimises risk, enhances confidence of investors and increases foreign direct investment. It will help save cost on litigations and also time to be taken on some business legal issues especially as it applies to SMEs. This can make room for a company to invest more on creativity and growth hence increasing the economic growth rate.

3. Judicial System Implications: Reduction of Case Backlogs: ODR has the potential of reducing the caseload on the conventional courts and allow the courts deal with other legal matters. ODR requires investments in technology proactively as well as enhancement of capacity in the judicial systems. This modernization will ensure that the Indian judicial system is well in par with the rest of the world. When user concerns are in regards to the processes that occur and platforms that ODR systems use, then improving the transparency of these processes

and raising more awareness of the use of ODR can help reduce them thus increasing the use of ODR.

4. Societal Implications: ODR can solve the problems that minorities, for example, rural populations and women may face while seeking justice. It is here that the efforts to maximize the accessibility of such sites via responsive designs, as well as to localize the outreach efforts, should be recognized. Because of its ability to make the process of dispute settlement faster and easier, ODR has an inherent ability to assist small businesses, especially those owned by women, in enforcing their rights whenever a contractual disagreement arises.

The study shows that the advanced ODR will play a pivotal role in eradicating delayed justice, improving the efficiency standard of the economy, and providing equal opportunity for justice. They are not just instrumental to bargaining and conflict solving, as they impact virtually every society concern and developmental agenda. Right and effective use of ODR can remain the foundation for the social and economic development of India in accordance with its vision for the year 2047.

6. Conclusion

Considering the integration of ODR into the judicial system of India it can drastically improve the availability of justice, reduce the pressure of judicial backlog and have a strong positive impact on development of India's economy. In line with the previous arguments across this research, judicial delays in India inflicts high economic and social repercussions, especially to SMEs crucial for the country's growth. ODR provides a solution to this scourge by taking advantage of technology to deliver expeditious, efficient and cheap delivery of dispute resolution. Nevertheless, ODR can only be successfully implemented if some critical obstacles are overcome, including the existence of a digital divide, the lack of proper regulation of ODR in many countries, and low public confidence in online tools. Digital illiteracy in rural areas and among the disadvantaged, and in countries with

immature legislation in the field of ODR, are also formidable challenges that can only be overcome through targeted State measures in cooperation with businesses. Growth in digital connection, enhancement of digital awareness, and having a special set of rules for ODR are advancements towards making the ODR system more inclusive and more reliable.

The extent of possible effects affecting the economy as a result of ODR adoption cannot be overemphasized. Through making the process of resolving disputes easier and faster, ODR can facilitate business, attract foreign investors and hence the economy. The current research indicates that ODR has significant practical advantages to financial and e-commerce sectors such as length of time to resolve the complaint, cost and customer satisfaction scores. These sectoral successes therefore serve as a solid ground for extending ODR to other sectors and enhance India's economy. Also, ODR fits well to India's developmental objectives in general, not forgetting the goals set in Vision 2025 or Viksit Bharat 2047. Thus, ODR, enhancing digital presence, financial access, and equal opportunities to get justice, steps toward inclusive development and empowers the suppressed sectors of society. University mobile-based ODR platforms and community outreach programs would ensure that the benefits accruable from digital justice would be enjoyed by the vast rural populace and women entrepreneurs.

Thus, it is categorically important to understand that ODR is more than a market trend; it is the introduction of an instrument that will help India greatly enhance its judicial system and adapt to the globalised world. For it to attain its full value, everyone in the stakeholder community must prevent current barriers and promote the digital systems that support them. In this manner, ODR can become the backbone of justice delivery in India, support economic growth, promote social inclusion, and help India bring justice in realisation of the nation's vision of becoming a developed and inclusive society in the next few decades, by the time it celebrates seventy years of its independence, that is, by 2047.

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8. Declaration:

We hereby declare that the work entitled “Justice Reimagined: Unravelling ODR’s Role as a Catalyst for Digital Justice, Economic Growth, and Empowerment in India’s Business Ecosystem” is an original work carried out by the authors, and it is not under publication elsewhere. All the sources and material used for preparing the manuscript and conducting this research study have been duly acknowledged.