

COVID-19 AND PUBLIC POLICY

Edited by Manas Chatterji, Rabindra Chandra
Bhattacharya and Shambhu Prasad Chakrabarty

CONTRIBUTIONS TO CONFLICT
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AND DEVELOPMENT

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COVID-19 AND PUBLIC POLICY

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CHAPTER 12

AN ANALYSIS OF THE POLICY AND REGULATORY FRAMEWORK FOR ONLINE DISPUTE RESOLUTION DURING COVID-19 IN INDIA AND ITS ROADMAP

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ABSTRACT

According to Dr. Martin Luther King Jr., justice delayed is justice denied. Recently, delayed justice has become one of the biggest threats to mankind since it restricts access to justice. COVID-19's technological issues left Indian and international judicial systems in chaos and unable to address the problem. This allowed online dispute resolution (ODR) platforms to grow, which cured slow justice. As the disease spreads, many individuals have lost their employment. Private sector workers face volatility and uncertainty, and the financial market is poor. This darkness will take time to settle. But what about the resulting disagreements?

The COVID-19 epidemic prompted a new legal protocol. A virtual courthouse allows real-time case hearings and rulings. Conflicts that arise soon after COVID-19 may be resolved via ADR. ADR is only operating at a fraction of its ability due to isolation and confinement. Innovating the conflict resolution ecosystem with technology is the future of justice. ODR or electronic

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