

Lecture Notes in Networks and Systems 1148

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Proceedings of 5th International Ethical Hacking Conference

Leveraging AI to Law (eHaCON 2024)



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Transforming Conflict Resolution: The Impact of AI on Online Dispute Resolution (ODR) in India and Beyond



Victor Nayak and Prashna Samaddar

Abstract Artificial Intelligence (AI) is becoming a potent instrument in the junction of law and technology, with the potential to revolutionise the facets of legal practice. AI has been identified to have a significant influence on conflict resolution. Dispute resolution is a crucial component of almost all the legal system, offering opportunities to the parties to settle their disagreements without going to court. Historically, methods of resolving disputes including litigation, mediation, and arbitration have mainly depended on human judgement and interaction. With the emergence of AI, many traditional techniques are seeing a substantial transformation. AI's capacity to analyse extensive data and derive insights from patterns presents novel opportunities for enhancing conflict resolution with more efficiency and effectiveness. AI is transforming the conflict resolution field by automating chores, making predictions, and serving as mediators or arbitrators. Online Conflict Resolution is expanding in both practical terms, via the creation of systems to handle simple issues, and philosophically, with many experts suggesting that these platforms are the future of resolving disputes and the legal system in general. Significant advancements in artificial intelligence have been utilised in online conflict resolution, serving as a support tool and sometimes a substitute for conventional settlement methods across several dispute resolution domains. This article focuses on India but will use best practices from several jurisdictions as case studies. This article will also provide a concise study of the evolution of AI in ODR, examining the technology and exploring the challenges related to human-machine interaction. It will also assess the prospective impact of these challenges on ODR. An analysis will be conducted on the impact of artificial intelligence in online dispute resolution (ODR) on an individual's access to justice. The analysis will conclude with a set of suggestions on the optimal approach to integrating AI in the popular ODR landscape of India.

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