

BASIC COURSE ON ONLINE DISPUTE RESOLUTION (ODR)

Online Dispute Resolution (ODR) is a modern method of resolving disputes by using technology and digital platforms. It allows parties to settle disputes without physical meetings, through online tools such as video conferencing, emails, chat platforms, and dedicated ODR portals. ODR combines traditional dispute resolution methods like negotiation, mediation, and arbitration with the use of technology, making dispute resolution faster, cost-effective, and more accessible.

With the increasing use of digital platforms, e-commerce, online services, and cross-border transactions, disputes arising in the online space are also increasing. ODR has emerged as an effective solution to handle such disputes efficiently while ensuring fairness, neutrality, and confidentiality. It is particularly useful for commercial disputes, consumer disputes, employment disputes, and small-value claims.

The ODR process is conducted by trained neutrals such as mediators or arbitrators who facilitate or decide disputes through online means. The success of ODR depends on the neutral's understanding of dispute resolution principles, technology tools, ethical standards, and procedural fairness. Proper communication, transparency, and data security play a crucial role in the ODR process.

This Basic Course on Online Dispute Resolution (10 hours) is designed to provide participants with a clear understanding of the concept, structure, and working of ODR in both the Indian and international context. The course offers a 360-degree overview of ODR, covering its legal framework, practical procedures, and real-world applications. It introduces participants to different ODR models, platforms, and stages of online dispute resolution.

The course aims to equip participants with basic, practice-oriented knowledge so that they can understand how ODR works in real situations. It is suitable for those who wish to explore ODR as a career option or as an additional skill in their professional practice. The course is useful for lawyers, students, professionals, and individuals interested in alternative dispute resolution and technology-based justice delivery.

This professional basic course on ODR is offered by ACIAM and is conducted over 10 hours in online mode through platforms such as Google Meet. The course focuses on practical

learning and includes case discussions, role plays, and simulation exercises to help participants understand the actual conduct of ODR proceedings. The sessions are handled by trained national and international resource persons.

Advantages of the Course

The main objective of this Basic Course on ODR is to provide students, young professionals, and practitioners with the essential knowledge and skills required to understand and participate in online dispute resolution processes. The course helps participants build a strong foundation in ODR principles, procedures, ethics, and best practices.

This course will help participants understand how disputes are resolved online under existing legal frameworks and institutional rules. It also opens up new career opportunities in the growing field of ODR, including roles as ODR neutrals, case managers, and legal advisors. The learning experience is carefully structured and delivered exclusively by ACIAM.

Who is Eligible for this Course?

Advocates, law students, engineers, chartered accountants, company secretaries, management professionals, IT professionals, and any other graduates or final-year students who are interested in dispute resolution and technology-enabled justice systems are eligible to enroll in this course.

Certification

Upon successful completion of the course, every participant will receive a Certificate from ACIAM. Participants will be required to attend the sessions, participate in role plays, and complete assigned tasks. Attendance and submission of assignments are mandatory for certification. Study materials will be provided to participants before the commencement of the course.

Delivery of the Course:

Virtual Google Meets Platform | Duration: 10 hours (Schedule would be released after 10 registrations).

Faculty: An Industry top professionals will deliver the course.

Fees: Rs 5000/- (Including Taxes) to be deposited in the account of ACIAM Pvt Ltd

Registration Form - <https://forms.gle/j8UUHykDXypyVvy37>

Account Details:

A/C no: 50200119612808

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