



M.P. STATE LEGAL SERVICES AUTHORITY

(574, South Civil Lines, Jabalpur – 482001)

Phone: 0761-2678352, 2624131 Fax: 0761-2678537 Email- mpslajab@nic.in

Date: 10th July 2021

PRESS NOTE

Launch of ODR Platform-

A New Chapter of Online Resolution of Disputes

10th July 2021 was a red letter day for the M.P. State Legal Services Authority as it was marked with the e-inauguration of Online Dispute Resolution Platform as a pilot project in three districts viz. Gwalior, Jabalpur and Bhopal by Hon'ble Shri Justice Mohammad Rafiq, Chief Justice & Patron-in-Chief, MPSSLA in presence of Hon'ble Shri Justice Prakash Shrivastava, Executive Chairman, MPSSLA. With this inauguration, Madhya Pradesh became the first State in India to use Online Dispute Resolution Platform as a medium to settle disputes through Mediation.

With the launch of this platform, the people will be able to resolve their disputes from within the security of their homes. For this purpose, M.P. State Legal Services Authority has identified and trained community mediators who are working as volunteers in the system while SAMA, an Online Dispute Resolution Platform recognized by the Ministry of Law & Justice Government of India shall render technical support. The process involves reception of a call by the Urja Mahila Helpdesks, referral to online mediation and a lasting solution which would be mutually acceptable to both the parties. If the parties do not resolve their differences they have nothing to lose, not even their money, time, resource or self esteem as the process is completely confidential. The work flow and SOP of the platform are annexed herewith.

With this initiative, we foresee a quantum difference in increasing accessibility to justice for people across barriers of physical distances. Bhopal, Jabalpur and Gwalior are the districts identified at the first instance and as we move on with the support of the duty holders and the acceptance by the general public, we can spread this project in all districts of the State.

On this occasion, Shri Vivek Johri, Director General of Police, Ms. Pragya Richa Shrivastava, Addl. Director General (Crime Against Women), Shri Swaraj

Puri, Ex. DGP State of M.P., Shri Rajendra Kumar Vani, Registrar General MP High Court, Member Secretary MPSLSA Smt. Giribala Singh, Shri Manoj Kumar Singh Additional Secretary, Shri Arvind Shrivastava, Deputy Secretary were also present.

Kindly make it convenient to publish the aforesaid news in your esteemed newspaper/website.

Encl: Soft copy & Photographs.

(Manoj Kumar Singh)
Additional Secretary