

The Simplest platform for **ONLINE DISPUTE RESOLUTION** For Collections & Recovery

ISO 27001:
2022



IIMB
तेजस्वि नावर्थीतमस्तु



TELECOMMUNICATIONS CONSULTANTS INDIA LIMITED
(A Government of India Enterprise)



uCADRE
CENTRE FOR ALTERNATE DISPUTE
RESOLUTION EXCELLENCE

PURPOSE



To be the largest, online, private alternative to courts, that provides legally binding decisions within 45 days.

DIGITAL COMMERCE IS UP ↑

2024 TRANSACTION VALUE PROJECTED AT

US \$ 211.30 bn

CAGR 2024-2028 OF 10.87% PROJECTED AT

US \$ 319.30 bn

NUMBER OF USERS BY 2028

836.90 m

AVERAGE TRANSACTION VALUE PER USER
IN 2024

US \$ 0.38 k

<https://www.statista.com/outlook/dmo/fintech/digital-payments/digital-commerce/india>

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FINTECH IS UP ↑

TOTAL DISBURSEMENT IN FY 22-23

7.1Cr loans

worth INR 92,267 Cr

SPREAD BY LOAN PRODUCTS

Business Loan: 6%

Consumer Loan: 15%

Personal Loan: 72%

Other Products: 7%

90+ DAY DELINQUENCY

Business Loan: 4.2%

Consumer Loan: 2.5%

Personal Loan: 4.2%

[FACE- Equifax Fintech Lending Trends FY 22-23](#)

DISPUTE RESOLUTION ⚔

CONSUMER CASES FILED IN 2022

1.26L*

BACKLOGGED COURT CASES

4.4 Cr **

EASE OF DOING BUSINESS

Resolution days Delhi 744

Resolution days Mum 626

COST OF RESOLUTION

31% OF CLAIM VALUE!

* Press Information Bureau 2023

** National Judicial Data Grid 2024

*** Ease of Doing Business, Department of Justice, 2024

CADRE ODR IS THE FUTURE OF DISPUTE RESOLUTION

Resolves disputes outside court	Equally Binding as an order of a judicial court	Fully Online & Govt recognized
Integrates technology with alternate dispute resolution : arbitration, mediation, & conciliation	Strong government push for unclogging courts	Hundreds of Private Arbitrators & Mediators
Court Grade Process , but faster & efficient	< 45 days	Inclusive Platform : device agnostic, multiple languages, transcription & translations
Legal Sanctity under Arbitration & Conciliation Act, 1996 & Mediation Act, 2023	Cost < 2 % of case value	Security : ISO 27001 : 2022 compliant

**We replace
traditional methods
with a solution that is
legally binding, faster
& cost effective.**



Online Platform

RELIABLE, TIME BOUND AND COST EFFECTIVE

24X7, automated multichannel communication and tracking via email, Whatsapp, SMS, Voice, 10 languages, transparent, real time updates, asynchronous



Arbitrators / Mediators

PROGRESSIVE, EXPERIENCED & HANDS ON EXPERTISE

Curated panel of seasoned professionals trained and empaneled across India



Simplified Process And Rules

ADHERING TO LAW & KEEPING IT SIMPLE

Simple, jargon-free, easy to use, legally compliant

DISPUTE



Engage Lawyer
↓
File Case
↓
Wait for Hearing Date
↓
And more...
↓
Unpredictable End Point

Engage Lawyer
↓
Find Arbitrator
↓
Send notice to respondent via India Post
↓
Wait till delivery
↓
Schedule hearing
↓
Respondent not attended
↓
More hearings
↓
More postal notices
↓
Award after 12 months or more

Synchronous process
Piles of paperwork
No real time updates, scheduling issues, awareness

Log claim on system (single or bulk)
↓
Arbitrator appointed from panel
↓
Arbitrator Orders with multiple opportunities
↓
Participate via any channel
↓
Arbitral award in as less as 45 days
↓
Digital document management

WEB BASED PLATFORM FOR LOGGING AND MANAGING DISPUTES:

- 24x7 available – real time updates – asynchronous process
- Notices via multiple channels like whatsapp, SMS, email, voice, real time tracking

TIME TRACKING:

- Secure, Confidential
- Time stamped, transparent
- High propensity to settle

CADRE OFFERINGS

PRINCIPLE SERVICES	ANCILLARY OFFERINGS					
<ul style="list-style-type: none">• Tech Enabled Arbitration• Tech Enabled Mediation / Conciliation• Tech Enabled Grievance Redressal• AI/ML Driven Dispute Resolution for Payment Systems/Govt.• AI/ML based Dispute Classifiers & Chatbots	<ul style="list-style-type: none">• Automated, pre-dispute payment reminders (Email, IVR, WhatsApp)• Automated, dispute initiation and logging on CADRE Platform• Dispute Management Support• Documentation Support• AI – based drafting services for arbitrators and mediators					
SECTORS						
HOUSING RENTAL	DEBT RECOVERY / LOAN DEFAULTS	EMPLOYER -EMPLOYEE	COMMERCIAL AND CONTRACTUAL DISPUTES	GRIEVANCE REDRESSAL SAAS	SECURITIES MARKETS	E-COMMERCE

ABOUT US

30+
CLIENTS

723 Cr+
WORTH CLAIMS
PROCESSED

300+
ARBITRATORS
/ MEDIATORS

45 days
RESOLUTION TIME

3
Countries

2.5 Cr+
ARBITRATOR
FEE
DISBURSED

2019

FOUNDED
IN

Launched in February, 1st pilot in July, 1st Online Arbitration case on CADRE platform

2020

EARLY
TRACTION

Covid Impact, Enhance tech and business model

2021

MAINSTREAMING
ODR

200+ Cases, Niti Aayog's ODR Policy lists CADRE as recommended ODR platform

2022

INDIA
STACK

400+ cases, 15+ B2B sign ups, ONDC, Account Aggregator become ODR native, Elevate 2021 Runners up

2023

COMMERCIAL
ACCEPTANCE

2K + cases, 20+ B2B Clients, Onboarded on BSE, NSE, Tata Capital, Zetwerk, John Deere, Birlasoft, OYO, Practo, etc

2024+

SCALING
UP

First ODR with multilingual capabilities, Working on AI models for dispute resolution, Incubated at WEF and IIMB – NSRCEL ISO Compliant

PROPOSED PROCESS

DAY	DESCRIPTION	ACTIONS
T0	Notice to Arbitrate (NTA) to respondent with cc to CADRE (resolve@cadreodr.com)	Editable strawman in Annexure A.
T0 < 2 days	CADRE acknowledges NTA	Automated notifications to both parties (Email/SMS/WA/post)
< Expiry of time stated in NTA (assume 7 days)	Username password created for Claimant & Respondent. *A generic email id is recommended for username eg. arbitrations@xyz.com	Email/SMS to both parties
T1 = expiry of time in NTA		
T2	Submission of Statement of Claim by Claimant with supporting documents. Simple PDF upload or free text.	Automated notifications to all parties + Telecaller
T2 + 1	Case Officer & Arbitrator appointed	Automated notifications to all parties
T2 + < 5	First Order by arbitrator indicating tentative schedule + Interim Order, if required	Automated notifications to all parties + Telecaller
T2 < 40-60 days	1-3 hearings. In case of non-participative respondent, 3 opportunities provided to participate	Automated notifications to all parties + Telecaller Hearings (audio and/or video and/or hybrid) Physical printed copies of award with requisite stamp duty + digital download from platform

CADRE Dispute Resolution Clause

Any dispute or claim arising out of or in relation to this agreement/purchase order/ invoice, shall be referred to and resolved by online arbitration by a sole arbitrator appointed under the institutional rules of the Centre for Alternate Dispute Resolution Excellence Bengaluru (CADRE ODR), <https://www.cadreodr.com>.

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Either party may approach CADRE ODR appointment of a Sole Arbitrator by writing an email to resolve@cadreodr.com with their request to appoint an arbitrator and copying the email to the other party. The judicial seat and venue of arbitration shall be <<< as agreed>>> and the courts of <<as agreed>> shall have exclusive jurisdiction for any applications arising out of the arbitration.

TEAM



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Cognizant | Sapient | Max Life Insurance



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**GE | Mastercard | Michelin | Nestaway |
Unacademy | Koo App**



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Democratizing legal dispute resolution

#odrforeveryone



POWERED BY
TECH

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