

## Bridging the Gap: Empowering Women and LGBTQ+ Individuals through Inclusive Online Dispute Resolution

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### ABSTRACT

With the added concept of internet-based conflict resolution mechanisms, the use of ODR is fast becoming an even more efficient way of providing justice to the litigants and a solution to congested court houses. The first is accessibility or the lack of it, including digital divide and secondly lack of specialized help inside ODR systems. Compared to standard ODR systems, the situations such as gender prejudice or LGBTQ+ discrimination cannot be necessarily managed or may include delicate medico-legal issues; thus, unequal access to technology and the internet causes the problem of participation. Thus, only welcoming ODR platforms can ensure a fair justice. Legal challenges which women and queer people often face can easily be overcome if ODR closes the digital divide and commenced with special training and support. Research would use a multifaceted approach.

1. Legal Framework Analysis: A detailed analysis of the modern legislation of India to address ODR and justice will be conducted.
2. Comparative Analysis: Another key research area of the study will also be an assessment of ODR success stories among other countries, regarding The development of the ODR applications platforms.
3. Data Analysis: If such information concerning the demographic groups in India in terms of ODR platform usage is available, then statistical analysis will suffice.

By conducting these two approaches of the research the study seeks to be able to give the best assessment of the current type of ODR in India and then give suggestion as to how someone could proactively and actively design and develop the ODR interfaces, equally accessible to women and the LGBTQ+ as they continue to learn how to navigate the law proficiently.

**Keywords:** Online Dispute Resolution (ODR), Digital Divide, Gender Bias, LGBTQ+ Rights, Access to Justice, India etc.

### Introduction

Bridging the Equal Access to Justice: Suggestion of a better ODR practice that is meant to handle the women and the LGBTQ+ community in India. The most significant challenge noted on the conventional court system is that they incur many expenses, and the backlog of work is always increasing too. Hence, one of the root causes of the generally recognized delay and high costs in the delivery of justice for all citizens becomes an issue. This fixture was not expected especially in a course tagged: Online Dispute Resolution (ODR) which are better options to this fixture as they are cheaper ways of handling disputes. The ODR alternatives guarantee that the disputant partners resolve their disagreement in the presence of a third party possibly throughout a negotiation, settlement, and arbitration procedure online. The followers of ODR, they believe, its potentialities regarding reduction of the number of court hearings; decrease of the conflict expenses; and, in addition, the users will gain the higher level of flexibility and comfort. Thus, one can suggest that the last problems to be solved could be related to the accessibility and effectiveness of BLM for the struggling groups, women, and the LGBTQ+ community at first, for example (Aziz, A. , & Zhao, J. L. , 2019). As for the objectives of the paper, it is as follows: This paper seeks to find out how the selected ODR systems can be used in dealing with these communities in India. The degree of this has to be closed so that there is an efficient justice for all. It will make the concrete things that individuals have to face should they try to use ODR clearer and will perform some research necessary to design systems that will in fact not be required if ODR is implemented.

### **The Emergence of ODR: A General Event**

The given area of the world's territory of online platforms is experiencing the significant transformations in the sphere of the conflict solution. As for the reasons why, parties today turn to ODR more and more often, there are several of them. The other key factor whose users are increasing is the Internet and technology developments that connect and link the globe digitally (Greer, A., 2019).

This, in turn, assumed the feasibility to devise user-friendly systems which are supposed to do the super job in the said procedure. However, the ease, effectiveness and the cost reduction measures, as well as efficiency of ODR has been seen as a more acceptable means of obtaining justice by individuals, companies and any other interested parties in a fast and cheaper means of solving their disputes due to high costs and long delays associated with a court case (Rahman, S., Asamoah, D., & Mensah, J. A., 2022b).

### **The Indian Setting: Options and Obstacles**

The number of people and the internet users' population in India is also quite high and provide a good platform for the implementation of ODR systems. The Indian government feel that ODR methods such as this could be a boon to the already overworked and under resourced judicial system and hence has gone to a lot of lengths to develop such a system. The e-courts Mission Plan was launched by the Department of Justice in the year 2016 to enhance the use of ODR in India. Nonetheless, for this promise to be realized, there are a number of challenges that have to be addressed in relation to equal access and sustainability to the needy especially women and the LGBTQ+ community (Agarwal, S., 2018).

### **Beyond Access: Inequality of Digital Divide**

Thus, the problem of the remaining digital divide remains the major issue that the unrepresented people face in terms of implementation of the ODR. The study carried out by Rahman and his team reveals that India is amongst those fast-emerging economies that have a first-mover advantage in technology. Because of the differential of socioeconomic situations and lack of knowledge in the field of digital competencies, women and representatives of the LGBTQ+ community turn into the most vulnerable ones. What it does say if one examines the study is that many Indian women contend with gender-specific issues in technology usage as well as online navigation, including social pressures regarding Internet access and no control over the family's finances. Also, due to discriminations and stigmas that members of the LGBTQ+ community may face while using technology and information, their knowledge in the same will be limited, thus giving a negative connotation (Sen, 2013).

The following has a breakdown of the suggestions that Cart's study made to cater for the Gender Bias and LGBTQ+ concern: Aside from accessibility, there are concerns where the current format ODR platforms adopts are not sufficient to address the concerns of women and the LGBTQ+ community. Based on the systematic review by Macfarlane & Robinson (2020), the following are the support structures for ODR systems.

### **Methodology**

Since the research objective is to evaluate the suitability of ODR platforms to cater the fair access to justice concerns of women and LGBTQ+ people in India, the study will employ a tripartite approach.

#### **1. Legal Framework Analysis:**

The laws and rules that exist in India concerning ODR and justice accessibility will study intensively. To understand where such legal rules exist—primarily in the IT Act 2000 (as amended in 2021) and the e-Courts Mission Plan 2016—this means finding out where these domains meet in the present study. The research will aim at seeking for any legal issues and constraints to group litigants including those on the periphery of society that may hinder their use of ODR solutions. Implementing an Interdisciplinary approach may raise concerns such as the identification of users, access, applying ODR, women and other minorities, and disadvantages / medico legal issues.

However, the relevant case laws concerning the legal status of the LGBTQ+ people are no less valid as well. Locally they include homicide (cold blooded murders, rape and female genital mutilation), gender discrimination, high incidence of diseases believed to be related to sexual peripherals, and traumatic legal experiences accorded to women. g. Matters like; DV, SV will be discussed during the preparation of the strategic plan. This will partly explain the rather unique legal issues green communities passing through and whether ODR systems can be adjusted to solve these issues.

## 2. Comparative Analysis:

Moreover, literature review for this study will conduct outside India for searching the best practices for developing and implementing ODR mechanism. The study will aim at focusing on the countries that have successfully reduced the problem of the digital divide and have also adopted ODRs while considering the needs of the women and others in the queer community. Hypotheses may be countries from South America, Asia or Africa that have implement solutions aimed at increasing ODR inclusiveness and accessibility. During this research, these models will be examined so as to identify critical strategies and practices that could be adapted for the Indian context to enhance equity concerning usage of ODR.

Limitations:

The study shows 3 things:

1. there are limits on the availability of data as the existing data is private (inappropriate for use
2. the question of data privacy;
3. privacy issues surrounding the use of existing data.

As for the problems with data subdivision in India ODR systems, one can only suspect that the number of female and gay community representatives might be significantly underestimated. First, a constrained interview's hours and limits of money become issues with receiving an unbiased description of the problem.

On the other side, the proposed comprehensive review of the existing national e-dispute resolution legislation of India with the inclusion of the international best-known e-dispute resolution standards and related consumer attitudes will reveal about the current state of the country in the aspect of e-dispute resolution adoption. The total combination of these elements creates a broader strategy that gives the researchers the ultimate opportunity to suggest arguments of creating In an ODR that is more equal and all-inclusive with the affected communities being inclusive in the process especially female and LGBTQ+ communities.

### **Emergence of ODR**

Fully integrated online dispute resolution (ODR) platforms for women and LGBTQ+ persons in India that are technologically driven. According to Evans, A. & Fisher, C. (2017), among the interest are the ODR platforms whose potential to relieve the courts and provide parties with a faster and cheaper solution has increased. However, the very access still has a lot of issues regarding the feminist and the LGTBQ+ movements. Based on the identified texts, the focus of the analysis is the aspects of the groups concerning ODR platforms and the need for inclusive systems especially in India.

### **Access Inequity and the Gap in Digital Applications:**

The first negative factor to be considered is the digital discrimination that underprivileged people do not wish to employ ODR. The inequality, Rahman et al (2022) identified in the research distorts Internet and technology and it becomes impossible for people in the third world countries such as India to use internet dispute resolution platforms (Rahman, S., Asamoah, D., & Mensah, J. A., 2022). The inadequacies in the supply of the services are likely to affect women and other vulnerable persons as well as individuals in the LGBTQ+ communities. The research also presents the evidence of how these populations experience systematic barriers that might prevent them from engaging in the processes of digital literacy and technology implementation.

### **Absence of unique networks:**

Apart from that, as it has been established, current ODR systems are designed normally, thus they cannot address the needs of women and/or members of the LGBTQ+ communities. It is equally important to note that ODR system entails a supportive system that is hard to develop and was confirmed by Macfarlane & Robinson (2020). In regard to effective implementation of the sustainable mediation and arbitral process, the parties should undergo keen training in relation to some of the most sensitive areas of mediation and arbitration including gender discriminations, LGBTQ+ stigma, and sensitive medical-legal issues.

### **The Likelihood of Discrimination and Bias:**

In conclusion, the tendencies of existing sexism and homosexuality discrimination in ODR may take the LGBTQ+ and female users and put them into another isolated corner, even though they have struggled for their equal start. Some sources have observed that members of the above-discussed groups may be vulnerable to such threats as reduction in

distinguishable levels or fewer striking results. Therefore, there is likely to be more instances of bullying, and more abuses than this that is probably due to the perceived anonymity of these social sites.

Thus, one cannot build an inclusionary system of ODR – which, moreover, is what we are to create or develop, which would entail closing the digital divide and putting in place specific forms of support. By so doing, it learns that the extent of utilization of owning ODR may be higher for a case of women and especially the LGBTQ+ if there exist digital literacy programs which they focus on. Equal outcomes can as well be produced in that the mediator and arbitrators of the ODR shall be given special training on issues of gender discrimination, rights of the Lesbian, Gay, Bi-sexual, Transgender, Queer/Intersex people and the consequences of medico-legal action.

### **Looking at World Strategies**

Besides, there is not only the information on the ODR models of the other nations for India, but their analysis explains how the progress can be kept going. In the case of India's, several methods and approaches to establish inclusive ODR platforms have been elaborated by ADBI (2016) wherein, the good and efficient approach of managing the spatial isolation and the socially deprived segment requirements must be incorporated into these models.

ODR is the subject of the study in the context of identifying the potential for providing men and LGBTQ persons in India with equal opportunities to engage in the legal process and be treated fairly. ODR can give assurance that it will be faster and likely, cheaper than the traditional courts, but the benefits, once more, make one think about the efficiency of such a procedure and whether everybody can reach out for it.

The efficiency of ODR as a means of achieving the goal of the parties' equality and non-discrimination of underprivileged minority groups has once again been called into question. The proposed ODR platforms under the gender inclusion category show that even though women and the LGBTQ+ community in India face legal hurdles to prevent them from being heard and receive equal justice, through solving the digital divide problem and raising support systems, they can be empowered. Therefore, this conceptual framework of hypotheses will decide the method through which they will be tested, and data will be collected and, in turn, will help to filter out the opportunities and challenges in developing inclusiveness in ODR platforms in India.

For the average person, dealing and therefore being able to find and seek out the standard judicial systems can be quite an exercise, not to mention expensive if one is to consider the formal and accredited means of handling and solving conflicts. It is possible to point to a good many arguments why the approaches of inclusive ODR systems are very helpful indeed are inexpensive; simple to use; and those who are vulnerable regain back their power. Therefore, these systems can reestablish the legislature in its totality for women and the LGBTQ in.

### **Potential Advantages of Platforms for Inclusive ODR:**

Thus, it will define how the set of hypotheses will be tested, data collected and, consequently, the opportunities and challenges to make ODR platforms inclusive in India. Often the tradition litigation expenses may accumulate very quickly because of the court costs, attorneys' fees, and others. This might prove to be an immensity of a hindrance to women and other members of the LGBTQ community particularly those who are economically a lower class or remain economically dependent on the others. In light of this option's flexibility and the finding that ODR platforms are cheaper to operate, it can be said that it is more of a good deal.

**Reduced Fees:** Generally, compared to the more known costly court trials, the ODR platforms normally attract considerably lower fees. Fees logic could be a percentage of the claim amount or fee per hour or fixed fee. This, therefore, raises chances for the underprivileged to have equal opportunities to access what can foster conflict solution and also to be able to use the tools commonly when in a financially unsteady condition.

**Decreased Administrative Costs:** The use of ODR has one major positive effect being that it offers a less complex procedure that in turn is less costly and this in regard to traveling, court documents and setting of hearings. This leads to rightsizing of inventory and consequently decrease the cost in all the stakeholders (Evans, 2017).

**Speedier conclusion:** ODR systems will see most of the cases closed with little or no hitches and there will no longer be a situation where one weighs a case for as many as months. An Amount of Time is reasoned by the dispute's nature in taking from weeks to (Macfarlane, 2020). This development may mainly benefit the women and the LGBTQ+ people who might be facing legal concerns of high importance such as the domestic violence and discrimination on employment opportunities. Example: Long-lasting efforts coupled with high costs of the court fight could be the reasons why a woman, who had to depute the mere harassment happening in her working place such as Vishaka v. State of Rajasthan, AIR 1997 SC 3011,

could be the reasons for avoiding a legal process that has to be conducted in the court. However, there is an ODR platform that might in the long run prove more cost effective to employ which entails the use of an online system to solve the conflict.

**Greater Adaptability and Convenience:**

While to others they have commitments to honor at home or at workplace, the conventional court works with set time, and this may prove a little bit hard for such people. Here, therefore, ODR remedies offer more convenience and a two-edged sword against this vice. This is the reason why: From here we can infer this is the reason why:

Accessibility: This indicates that the cases may be actual online disputes that can be addressed at any time of the day hence improving the position of anyone to engage in the processes as often as he or she desires. There is also a great significance for working people who had to return home because of these changes: persons who are the legal protectants of children of either gender, and/or sexuality, or/and employees in the LGBT+ category who dwell in other regions. (Agarwal, 2018).

Asynchronous Communication: In the same respect when it comes to interests of a mediator or an arbitrator, under the ODR system which is the other multiple layer negotiation process in a different realm and at convenient time other than the political negotiations that is any time of the day since it is done through online communication Accommodation of the interests of political parties. Regarding the second variant, there will be no challenges in people's everyday life and attending actual court hearings, as they will be able to do it in the comfort of their home (Greer, 2019).

Shorter Travel Time: In comparison with the times when the main form of addressing the issue is the case in court, legal representation in ODR allows the borrower to do it without having to be taken to the courtroom. For the people who live far from the courts or to anyone experiencing problems to physically attend courts the services that are offered online may be useful (ADBI, 2016).

Example: In the similar manner as was seen in Navtej Singh Johar v. Union of India a queer person living in a village area who can be complaint of housing discrimination can self-participate in a dispute management with an ODR platform from home, thereby giving a save of time and money for travel.

**Voice and Empowerment:**

The conventional judicial system seems to be unsafe for women and the members of the LGBTQ+ community, though they may not always feel good in it. ODR systems are more friendly in their approach to the community problems, and as observed earlier, less intimidating – this may have an implication of a positive impact on the strengthening of these community groups.

Decreased Fear of Discrimination: The benefit of ODR platform is that the participants are anonymous or can be pseudonymous; this case empowers the victim people who are living in the environment that is discriminative based on sexual orientation or gender. The state of affairs could lead some individuals from female and LGTBNI groups to seek justice through litigations that they would have never sought in a conventional court (Aziz, 2019).

Greater Process influence: The ODR process will make people more involved in the direction the case takes. They can opt for the environment of their preference which is not as structured and can choose the method of mediation or arbitration that they desire. Persons not treated fairly or not given a fair chance in the regular courts especially women and people from the LGBTQ+ may feel this kind of control as strengthening (Macfarlane, 2020).

Focus on Resolution: According to ODR definition that is more popular among experts, ODR emphasizes the resolution part which does not concern accountability aspects. For instance, if the person is from the LGBTQ+ community or the women searching for ways to resolve the job or the relationship problem, there is a help for them. Recourse to a solution which holds the potential of bringing about middle ground between the concerned parties might be the most suitable for strengthening the relationships.

**Challenges in Putting into Practice Inclusive Online Dispute Resolution Platforms:**

It is important not to overlook the aspects of ODR emphases as justice and such as the viewers magistrates of women and queer people of India that need to be enhanced. First of all, the I would like to state that there are definitely not less than two area action parts that have to be taken to achieve full inclusiveness. On the nature of the problems there are several that are as follows: Secrecy and security and communication issues. The biggest inhibitor is the failure to incorporate data into the process.

**Privacy and Security Issues:** As mentioned before, these general mechanisms enhance security and privacy in online ODR systems, thus, the layer of security and privacy, in which they operate, rises naturally by default. While for most people these worries may seem quite petty and may in fact not be an issue at all in many instances, for the marginalized groups in the society such as women or individuals in the LGBTQ, these could well translate to cyber bullying, cyber stalking or social isolation hence the worries they endure in such instances would indeed be present. Below is a summary of the main obstacles: Below you will see brief descriptions of the major issues

**Data Security Breaches:** The first principal risk would be the disclosure of useful information gathered from the ODR platforms whose protection is not efficient during Great the whole ODR process for instance names, addresses and even financial information. : It may turn into a menace where the stalk and the menace targets the users reduces the control of their privacy especially women who are victims of domestic violence or SOGI (Singh, 2021).

**Cybersecurity Risks:** Scoundrels are peculiarly vulnerable to unleash one or the other attack irresponsibly towards the system for ODRs to profiteer, subvert and even toy around with the result of the controversy. Meanwhile, there are the risks which have been described earlier that may prevent individuals from using the ODR service or fewer people using the ODR service for the reason that they are afraid of computers (UNODC, 2021).

**Privacy Violators:** Privacy is a major concern when using internet since this might endanger one's security, and it could be a problem that emerges mainly during online dispute resolutions. Thus, published information is debatably vulnerable to its penetration, manipulation, and leakage by people of ill intent. Thus, it further enhances the oppression process of real people in a society (Ramanathan, 2012).

Example: The Lady who is using an ODR platform for divorce is afraid that the detail of her financials inclusive of her detail and address disclosed during the divorce may be used again to torment her divorced spouse.

**Potential Solution:**

**Sturdy Security Mechanisms:** It has been pointed out that the ODR systems belong to the users and the most pressing task is the integration of efficient security in the created systems. Currently, the site has a feature that focuses on the login details' security and all the data is also protected within a one-time frame, within which the site is scanned for breaches (Centre for Internet and Society, 2020).

**Transparent Data Privacy Rules:** The overall theme that rises when conversing over any ODR platform is the high levels of sensitivity, and therefore, any platform must possibly have the best data privacy policies empowered, and the process of empowering such policies has to be explained. Altogether, such regulations should be providing the consumers with the skills on how to Manage their data and the way this information can be collected, warehoused and utilized in programs.

**User Education and Knowledge:** The ODR users should be encouraged to give the expression of the application of their skills in expressing themselves and the provisions should be made by making the availed online safety features and their setting known by the users.

**Language Disparities:**

Thus, we are the world's multilingual nation with a wealth of multicultural population. This is a disadvantage because the English language became the usual language on many of the Online Dispute Resolution (ODR) platforms to persons who cannot be at ease communicating in just the legal English language. The non-fluent speaking English females originating from a peasant household and lesbians and gay men originating from rural areas, who did not have the privilege to learn speaking English from quality shows/interventions shall be taken as enjoying a so-called disadvantage when using it. This is how inclusion is hampered by linguistic barriers. This draws the cover back on how it is that inclusion is biased by language:

This is how inclusion is hampered by linguistic barriers. This is a premise by which exclusion happens because of language:

Limited Understanding of Procedures: Perhaps, another questionable, or, possibly, a pathological, question for the communication individuals, who operate with the employed language, might be the understanding of the rules of ODR platform, kinds of the disputes as well as the messages of mediation in the peculiar language. Therefore, the functioning of the British Court and especially the fight for this people and particularly conflict resolution for whom English is not the first language can be an issue. (Rahman, 2022)

Possibility of Misrepresentation: If the participants of some of the online dispute resolution fora through which a passage in English is mandatory translate their presentation to the next level by other translators or brokers or intermediaries, they are unable to express themselves coherently or, for that matter, may not be aware of some of the critical components of this process [UNODC 2020].

Exclusion of disadvantaged populations: They may also elevate Horizontal equality disappearance of the inequality in the accesses to justice. Indeed, a person from the second country may find himself/herself frustrated when petitioning the already existing ISDR platforms due to inadequate fluency in English as a second language.

Example: The worry is that all the material and form to commence disputes including the ODR is English in a small town, a lady who is suffering from wage theft cannot access to the ODR resolution where her dispute could be heard.

### **Possible Remedies:**

Support for Multilingual Platforms: That is, translation to several Indian vernaculars shall be somewhat an eternal process of the emerging new online dispute resolution platforms. The guarantee of belonging therefore means the transcribing of the channels, statements and appeals, all of that can be accessed in the mobile phones so.

Telephone Services for Interpretation: Telephonic interpretation confirm presence of language issues when communicating with the arbitrator and mediator using the online dispute resolution gadgets.

Community Outreach Programs: Indeed, in doing so, the creation of awareness to the available ODR platforms will be afforded as well as ensure that those who can speak other languages apart from English will also be benefiting.

### **3. Lack of awareness**

ODR is relatively recently realized in India, and this could be an advantage since all the people including excluded womxn and queer people who are targeted in this study are equally unfamiliar with the idea. Encouraging Women and LGBTQ+ People in India: Therefore, this work seeks to offer the view of the Law and the Nation.

When we think of the largest democratic country – India one might get the feeling that sexual and gender minorities are somewhat protected in the country, that is not fully true. The above are some of the social and cultural factors that hinder the achievement of change of legal system in delivering infertility treatments. The new change of the law and the recent advancement in the matters of LGBTQ+ and gender inequalities in India are analyzed in this section up to the few years.

### **Empowerment of Women**

#### **Position Legal:**

The sex discrimination and unfair treatment of persons are prohibited under the Indian Constitution as it guarantees a person's right to equality (Article 14 and 15). The following legislative initiatives seek to empower women: The following are the legislative measures as regards empowering women:

The Equal Remuneration Act of 1976 is as follows: Equal Remuneration for Equal Work – any employer shall, where the work is of equal value, remunerate employees of the opposite sex at equal rates. Ape is an employer and it satisfies this criterion since it pays Ape the same wages for the same work. Any human employer can be the comparator for Ape. The Act enables any employer to pay equal wages for equal work. Since The Vishakha guidelines were liberal for the time it was formed but later on, India has landed up with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to safeguard women at workplace against sexual harassment. Women who have been assaulted have legal recourse, to protection against abuse by the husband or any other member of the give family through the act of parliament referred to as protection of Women from Domestic Violence Act of 2005.

Also, just as there were the governments and the executive presidents there were the judicial calls that are today considered as the milestones. Lacking a specific law on the issue, Vishaka and Ors Vs. State of Rajasthan and Anr (1997) established legal means on how to combat sexual harassments at workplace. But problems still exist. Prejudicial processes are ubiquitous, and even with such regulation, such are still troubling. However, India has managed to score well in some areas although there is still a persistent gender pay gap and violence against women is still rife.

### **Contributions from the Nation:**

India has launched several programs to support the empowerment of women: To empower the women in India in economic and social fronts the following programmes have been started:

Policies: Beti Bachao Beti Padhao, Save the girl child education, is one of such initiatives, which seeks to increase the girl child's strength and deal with the undesired belief for girls' rejection at schools.

Reservations: This means that activities that describe the enhancement of women political dimension include Regarding the political constitutional proviso on women, there is a provision for women representation in the local government as well as the legislative assemblies.

Social Programs: Female empowering strategies including micro credit, vocational training, and other related governmental program and several NGO's help to relieve the financial burden off the women.

### **Rights of LGBTQ+**

#### Position Legal:

Some legal reforms also took place in the region and especially concerning the LGBTQ+ people of the country, of which India is an example. The verdict delivered in Navtej Singh Johar v. Union of India (2018) 10 SCC 1 was indeed a progressive one that opened the doors for gays and lesbians in India by decriminalising homosexuality by doing away with Section 377 that banned 'unnatural offences' under the Indian Penal Code.

Specifically, there has been an increment in this aspect, but, however, there is nearly no legal protection for this marginalized group of people. Discrimination laws do not extend to, Gender Identity and sexual orientation. There is another essential point except for identity – CA has to provide interpretative answers to the present-day legal questions like the rights of adoption or marriage of homosexual individuals.

The orders in National Legal Services Authority v. Union of India, (Civil) No. 488/2012 passed in the year 2014 to provide the legal recognizing rights of Transgender involving right to live in the chosen sexual orientation, right to self-identification as a gender- nonconforming person. This starting point set a foundation about women-to-men transsexuals in terms of the rights protection.

Joseph Shine v. Union of India (2018) W. P. (C) No. 660 of 2018, at present the union of India regarded the 'right to privacy' as Section 21 of the constitution of India. The right to privacy comprises the rights of claim of bodily integrity and on discrimination which is one aspect that speaks more about discrimination of the LGBTQ+ people.

### **Contributions from the Nation:**

One is socially mandatory in present society as much as one is legally in the current world today Callus 2010 Seiten 524.

Civil Society Organizations: Humsafar Trust and the Naz Foundation (India) Trust is another part of the activists working for change and modification of the laws concerning the homosexuality; Both were formed with the purpose of supporting the rights of homosexual individuals. Concerning the services offered to the clients, these depend on the genders of the members where for the LGBTQ +people, Posner offers them support group, therapy and legal aid services.

Media Representation: Where there was once a dearth of media depicting such issues, the media has now replaced this with coverage of these problems which have enlightened the society on issues to do with LGBTQ+.

### **Challenges and Opportunities lying AHEAD**

However, it is necessary to stress that there are massive issues even now. Despite the equal opportunity in government and other organizations, women and the LGBTQ+ groups are discriminated today due to prejudices and ignorance. This therefore implies that there is need to implement right mechanisms of enforcing such laws in as much as relations to women to achieve the intended objectives of such legislations and in that regard, there is also needed to have more specific

legislation passed to deal with some aspects in the society like job harassment of women and domestic abuse. The legalisation of same sex relationships and getting reliable anti-discrimination laws would be milestones for the group. Only this way, one can have a true empowerment system in place. Thus, there is a clear need for legal reforms; even more important are sustained national initiatives in this sphere that contribute to the creation of an inclusive society, to people's education in India.

### **Suggestions for Developing Open and Fair Online Dispute Resolution (ODR) Systems in India**

Although they can be among the approaches towards more justice infrastructure in India, ODR systems are problematic by design as they disregard members of the minority groups such as women and the members of the LGBTQ community. Thus, certain policy recommendations are mentioned in this section for further reduction of the digital gap and enhancement of the general ODR status in India.

### **Overcoming the Digital Divide:**

**Digital Literacy Programs:** From the application aspects, the OTGQ+ consist of communities as well as ladies could considerably advantage from the applications that include the mastery of the aspects connected with the ODR platforms. Such measures have to meet the requirements of such communities and has to be provided in their local languages.

**Government Initiatives:** Thus, India's governments have a big part to play in the progression of the digital divide already by providing Internet connections in countrysides and cheap terminals to the low population.

**Improving Assistance Frameworks:** Specific Training for Mediators and Arbitrators: Gender bias, Gay, Lesbian, Bi-Sexual, Transgender bias topics, and ideas such as Gay conversion, Sexual harassment, Same sex marriages, Child custody, and so on, should also form part of the special training of mediators and arbitrators of ODR platforms. They could be used in the direction of a change in the resolution of disputes within the society by use of training to embrace tolerance and compassion.

**Programs for Community Outreach:** Hence, more collaboration is possible with NGOs through the neighbourhood associations about women's support and out in 'Gay' groups to increase the awareness of the ODR platforms available. On their own part in the continuance of the ODR, the firms may also provide help and others related services in those collaborations.

**Strong Security Measures:** Considering that, ODR platforms imply the collection of several personal data, the matters of safety should be critical. These are data encryption, proper manners of getting into a system and the search for susceptibilities always.

**Transparent Data Privacy rules:** But prior to the end-users embracing the ODR systems, they must have trust or confidence in it and this is why there must be specific data privacy rules to be explained. These should outline that how the data will be collected, where the data will be stored and how the data will be used in the process.

### **Encouraging Multilingual Usability**

**Localization of ODR Platforms:** Simplified wise, because the platforms have to be easily accessible by the learners, they should be available in several regional Indian languages as the country has a rich linguistic base. This entails transcribing the language through which the communication is mediated, the forms of the disputes, and the interfaces of the platforms so as to enable users to get easy access.

**Telephone Interpretation Services:** Through telephone interpretation it can be possible to avoid such complicated issues resulting from language differ and therefore, the participants ODR proceeding who may not be so good in English language can be effectively led through the proceeding.

**Increasing Consciousness and Developing Trust:** During the later stage of the implementation, an organization may experience an increase in consciousness level and the development of trust because of the above reasons.

**Public Education efforts:** There is therefore a need to upscale the public awareness of other forms of Dispute Resolution across the country as the information will be of essence to the society especially to the female and the LGBTQ+ persons to access the platforms. These advertisements have to find ways to promote for ODR at the same time as determining which efforts have been made in increasing the security and accommodation measures towards the use of ODR.

Success Stories and Testimonials: It is because there are women and LGBTQ+ people who have experienced valid grievances with ODR that if we sensitise them about the existence of these services, they will have faith and will look for it.

Introducing these changes into practice, it is crucial for India to construct such ODR system that is more available and accessible for populations, for example, women and LGBT movements, heralized to succeed in conflict resolution successfully. This will improve the delivery of 'justice for all' and will prove beneficial to decentralize the judicial mechanism more democratically in India.

### **Encouraging Multilingual Usability**

Localization of ODR Platforms: To make it easier for learners the said platforms need to be available in the Indian languages which ever relevant to the linguistic structure of the country. This entails the understanding of the languages which are used in mediating the communication, the forms of the dispute and the interface of the platforms and enable the user to readily access it.

Telephone Interpretation Services: That means, with the aid of TI it is viable to supernatural dodge difficult situations which may be ensuing from language differentiation and thus the parties to the ODR proceedings inclusive of those who may not be so lucent in the English language can be efficiently guided through the proceedings.

### **Increasing Consciousness and Developing Trust: Increasing Consciousness and Developing Trust:**

Public Education efforts: This piece calls for the fan out of public education on other systems of Dispute Resolution across the country as the knowledge can benefit the society and especially the female and the LGBTQ+ persons in accessing those Dispute Resolution forums. These advertisements have to find out how they can promote ODR while, at the same time, identifying what measures have been taken for improving the security and accessibility of ODR procedures.

Success Stories and Testimonials: It is due to the nature of valid experiences by women and the queer seeking ODR that if we inform them there are such services out there, they will go for it.

Staking these changes into practice, it is imperative for India to construct the ODR frame that will be more accessible in India for its citizens, especially women and LGTBQ people, who will be successfully solving disputes. It will improve 'justice for all and others' and help in the decentralisation & democratisation of judicial system in India.

### **Conclusion**

Thus, using the ODR approach it can be truly stated that it is quite possible to intensively reform the legal system of the country. However, the studies say that there is a lot that needs to be done to achieve equality and knowing the fact that women and members of the LBGTQ+ community are still oppressed most firms and institutions are not close to embracing diversity. The analysis of the qualitative data provided substantial support in regard to the research hypotheses we introduced. Based on the digital divide literature, it is posited that these population do not have the ability to participate in ODR (Hypothesis 1). Prior basis are targeted at these groupings are ill-suited, because participants may not have had the formal training and professional development to appropriately and effectively address such topics as discrimination of sexual minorities, gender issues and, more broadly, medico-legally contentious topics.

ODR is also faster and cheaper than any type of courts; however, these disadvantages must be explained before it is beneficial for the politically voiceless groups. If one wants to make an ODR environment truly as usable by as many people as possible, one needs a multi-factor strategy. This is why it becomes crucial to lessen the digital divide and this can only be done through government intervention to provide internet as well as concentrating on the digital education programs that targets women and the LGBTQ+ group. Instead, the generally utilized ODR platforms must be further developed through providing special training sessions to the mediators and arbitrators specifically for these categories of people. Even more, such support networks could be complemented additionally by many NGOs and community neighbourhood groups by offering outreach, help, and a secure remediation of conflicts.

It also plays an important role in some questions connected with security of data and matter of privacy. Innovation of measures that protect the data of consumers and users, the development of policies and guidelines that will uphold the data's protection, and raising the awareness of the users and consumers are keyways of establishing trust. Language barriers can thus be overcome and other people who have not considered doing the platforms can be occupied translating these platforms as well as giving an interpretative service. Therefore, the measures that should be taken to raise the level of

confidence and guarantee the inclusion of such groups for the use of ODR may include more attention to positive narratives on the experiences of the female clients or launching a media campaigns.

When the listed suggestions are put into practice, India has the potential of maximizing ODR platforms in a way that women and the members of the LGBTQ+ can equally navigate legal systems. By this, all the challenges that the underprivileged groups have to overcome will not exist and all the Indian peoples will be benefited by this easier, effective and justice legal structure.

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