



INTERNATIONAL LAW
JOURNAL

**WHITE BLACK
LEGAL LAW
JOURNAL
ISSN: 2581-
8503**

Peer - Reviewed & Refereed Journal

The Law Journal strives to provide a platform for discussion of International as well as National Developments in the Field of Law.

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THE DIGITAL DAWN OF JUSTICE: LEVERAGING ARTIFICIAL INTELLIGENCE IN INDIA

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ABSTRACT

Artificial intelligence (AI) has profoundly influenced nearly all sectors, including the legal field. The rapid advancements in Artificial Intelligence (AI) and Digitization, has led to substantial transformation in the mechanism of Alternate Dispute Resolution (ADR). Several mechanisms, to name like Arbitration, Negotiation, and Mediation, are included in ADR, which prove to be providing an effective means of solving disputes out of the court-rooms. Moreover, AI-driven tools, digital platforms, and the novel Online Dispute Resolution (ODR) systems surely enrich the competence of ADR processes. The successful integration of AI and ADR has eliminated numerous obstacles in accessing justice, and also aids in addressing problems like congested court systems and insufficient resources for filing claims. This incorporation holds true the idea of democratizing dispute resolution by providing rapid, cost-effective solution to individuals and also to the entities that previously lacked access to legal recourse.

The main aim of this research shall be to conclude if AI-assisted ADR can substitute the role of human-assisted ADR. Since the AI technology continues to evolve, its part in ADR will prospectively expand, making it to be a more efficient, transparent, and equitable justice system. Embracing such technological progress can give way to improved outcomes, better satisfaction midst the disputing parties, and in the broader context, a more streamlined legal landscape.

KEYWORDS: ADR, Artificial Intelligence, Dispute, ODR, Technology.

INTRODUCTION:

The foundation of any civilized society is Justice. The quest for justice has been an ideal that mankind has been aspiring for generations down the line¹.

The dawn of digital technologies has renovated the landscape of dispute resolution, contributing with the unprecedented prospects for accessibility, efficiency and innovation. As the world becomes gradually more interconnected, the want for such effective and efficient dispute resolution mechanisms has never been more persistent. ADR procedures are usually less challenging, more private, while enabling speedier and more inexpensive decisions.

In the field of Dispute Resolution, Artificial Intelligence (AI) is evolving as a game-changer, by expanding the scope of possible applications. As from notable online mediation platforms to AI- driven arbitration, technology is transforming the way disputes are resolved. AI-powered digital platforms are being leveraged to provide a faster, cheaper, and more convenient dispute resolution process.

This paper discovers the transformative effect of AI and Digitization over Dispute Resolution, and examining the benefits, challenges, along with the future prospects. By analyzing the intersection of technology and dispute resolution mechanisms, further aim shall be to contribute to the development of a more effective, and accessible method for the digital age.

Within the modern legitimate scene, the concept of ODR has risen above the routine boundaries of struggle determination. ODR resonates with the inclinations of a progressively digitalized society and a new horizon of possibilities emerge. AI, through algorithms and machine learning, enhances the process by analyzing data, identifying patterns, and consequently providing insights that underpin impartial and informed decisions². This results not only in expediting conflict resolution but also enhances the quality of decisions.

¹ Reddy VV. Justice hurried is justice buried. Deccan Chron [Internet]. 2020 Dec 13 [cited 2025 Jun 26]. Available from: <https://www.deccanchronicle.com/opinion/columnists/131220/v-vijayasai-reddy-justicehurried-is-justice-buried.html>

² Candeias TDJ. Artificial Intelligence's Role in Enhancing Conflict Resolution within the Online Dispute Resolution (ODR) System. Cambridge: Cambridge University Press; 2023

DEFINITIONS:

A. ARTIFICIAL INTELLIGENCE:

The definition of AI is intricate as of its uniqueness. Explaining artificial intelligence is not an easy task as there is no general explanation of artificial intelligence provided anywhere³. Therefore, to properly start the orientation and analysis in this work, it is commanding that definitions of AI and ADR be elucidated.

John McCarthy, in 1956 (a late computer scientist) described AI as “Making a machine behave in ways that would be called intelligent if a human were so behaving”⁴.

Another prominent definition by Oxford English Dictionary, is “AI is The capacity of computers or other machines to exhibit or simulate intelligent behavior”⁵.

As, innovation of AI is distinctive, it has no appropriate definition. AI can be seen as an umbrella term encompassing an array of technologies that let the robots impersonate human intellectual processes, including Natural Language, Robotics and Machine Learning. Artificial intelligence can be ordinarily defined as a technology that permits machines to match several multifaceted skills, unlike human beings⁶.

International Organization for Standardization (ISO) defines Artificial Intelligence as “A technical and scientific field devoted to the engineered systems that generate outputs such as content, forecasts, recommendations, or decisions for a given set of human-defined objectives”. Although AI technology is ordinarily being advertised as ‘personal assistants’ like Google Home, Amazon Alexa, Apple Siri etc which are like learning-based methods which are routinely used for similar purposes⁷. Moreover, AI features a wide extend of applications, like route-finding, dialect interpretation, biometric recognition, political campaigning, mechanical prepare administration, and food supply logistics. Nevertheless, AI is dynamic by nature, and the study views artificial intelligence as an embryonic technology that is fundamentally unrestrained.

³ Russell SJ, Norvig P. Artificial Intelligence: A Modern Approach. 4th ed. London: Pearson; 2020

⁴ 3. McCarthy J. What is Artificial Intelligence? [Internet]. 2007 [cited 2025 Mar 25]. Available from: <http://jmc.stanford.edu/artificial-intelligence/whatisai/index.html>

⁵ Artificial Intelligence. In: Oxford English Dictionary [Internet]. Oxford: Oxford University Press; 1955 [cited 2025 Mar 25]. Available from: <https://www.oed.com/search/dictionary/?scope=Entries&q=artificial%20intelligence>

⁶ Sheikh H, Prins C, Schrijvers E. Artificial Intelligence: Definition and Background. In: Mission AI. Research for Policy. Cham: Springer; 2023. Available from: <https://doi.org/10.1007/978-3-031-21448-6>

⁷ Caldwell M, Andrews JTA, Tanay T, et al. AI-enabled Future Crime. Crime Sci. 2020;9(14). Available from: <https://doi.org/10.1186/s40163-020-00123-8>

B. ALTERNATE DISPUTE RESOLUTION:

Alternative Dispute Resolution (ADR) encompasses a variety of processes and techniques aimed at resolving disputes outside the formal Court system⁸. The mechanisms, include Mediation, Arbitration, Conciliation, Negotiation, Lok-Adalats and Mini-Trials. These methods intend to offer a more efficient, cost-effective, and adequate means of determining the settlement of disputes. By encouraging mutually beneficial outcomes, ADR does foster improved relationships and amicable dispute resolution. The defining characteristics of ADR are its adaptability, secrecy, and potential to customize procedures to the particular requirements of the parties concerned. An advancement of ADR is Online Dispute Resolution (ODR) that uses technology to resolve disputes, And the first use of ODR began in the United States of America⁹ thereafter, ODR has become prevalent. Information and communication technology (ICT) is used by ODR to help parties negotiate and reach a settlement without having to be present in person.

ODR is gaining popularity in domestic as well as international dispute resolution as it combines existing digital technologies with conventional legal process¹⁰. ODR has been more and more well-known since 1990¹¹. Ever since then, EBay, Cyber Settle, Square Trade, and several other commercial service providers have all employed it suiting it to their methods. The National Internet Exchange of India, and alike government agencies are using ODR for domain name disputes resolutions.

HISTORICAL PERSPECTIVE OF ADR:

The Historical perspective discovers the expansion of ADR to the modern applications in globalized societies. This research aims to highlight its significance in stimulating the access to justice and fostering peaceful resolution of disputes.

In the past of Humankind, and the pursuit for peace and righteousness, Arbitration has prevailed. According to the Biblical theory, King Solomon was the primary Arbitrator¹²

⁸ 3. Hwang SY. Advantages and disadvantages of alternative dispute resolution (ADR). *Int J Law Manag Rev.* 2019;3(2)–9.

⁹ Wang F. *Internet Jurisdiction and Choice of Law: Legal Practices in the EU, US and China*. Cambridge: Cambridge University Press; 2010.

¹⁰ NITI Aayog expert committee on ODR report Designing the Future of Dispute Resolution the ODR policy plan for India (October 2020).

¹¹ Kaolina Mania, Online dispute resolution: the future of Justice, *International comparative jurisprudence* Volume 1 issue 1 page 76-86 (2015) <https://doi.org/10.1016/j.icj.2015.10.006> .

¹² Frank D Emerson, *History of arbitration Practice and Law*, 19 CLEVS ST. L. REVS 155 (1970).

deciding a dispute between two women claiming to be the mother of a baby boy. In ancient times, Panchayats and caste councils¹³, mediating conflicts through negotiation and community based decision-making, served as local dispute resolution bodies. These were based on principles of fairness, collaboration, and efficiency, and also providing substitutes to formal judicial processes. In ancient Mesopotamia, the Code of Hammurabi (Circa 1754 BCE) contained provisions for mediation and arbitration. This code, one of the earliest surviving examples of written laws, demonstrates the importance of ADR in resolving disputes. Similarly, in ancient Greece and Rome, to resolve disputes mediation and arbitration were commonly used.

During the Middle Ages, the Catholic Church played a significant role in mediating disputes. The Church's influence extended to the resolution of disputes between merchants and traders. Guilds, which were organizations of craftsmen and merchants, also used arbitration to resolve disputes among their members.

The Modern era saw the emergence of modern arbitration. Europe and North America, enacted the first modern arbitration laws. A significant surge in the development of ADR was witnessed in the post-World War II period. In United States, the American Arbitration Association (AAA) was established in 1926, which played a crucial role in promoting ADR and developing arbitration laws. The 1960s and 1970s saw a significant increase in the use of ADR, with the establishment of organizations like the American Bar Association's (ABA) subdivision of Dispute Resolution. The Arbitration and Conciliation Act, 1996, was framed in India with the aim of restricting judicial interference and encouraging autonomy of the parties.

When Industrialization and Globalization has augmented cross border interactions, ADR evolved to settle the emerging complexity of disputes, particularly in the 20th century. International Organisations like the United Nations Commission on International Trade Law (UNCITRAL) and the International Chamber of Commerce (ICC) redefined the ADR processes, fostering the development of globally accepted frameworks for arbitration and mediation. The adoption of the UNCITRAL Model Law¹⁴ on International Commercial

¹³ Nanda, V. P. (2006). "The 'Good Governance' Concept Revisited." *Annals of the American Academy of Political and Social Science*, 603, 269-283.

¹⁴ The UNCITRAL Model Law on International Commercial Arbitration is a model law prepared by UNCITRAL and adopted by the United Nations Commission on International Trade Law on 21 June 1985. In 2006, it was

Arbitration in 1985 marked a significant milestone in the global acceptance of ADR mechanisms.

In recent years, the internet has enabled parties to resolve disputes remotely, making ADR more accessible and convenient with the advent of ODR. Today, ADR continues to play a vital role in resolving disputes, with its globalized digital platforms making it more accessible and convenient than ever before.

AI IN LEGAL PROCEEDINGS:

Any viable legal framework, requires just results be reached swiftly. But, in India existing infrastructure of courts are not adequate to settle down the growing litigation within a reasonable time¹⁵. In this entire process of Litigation, the person may fall into the condition of penury and dry up all the available resources. In India, AI is gradually being acquainted into the legal proceedings, though its adaptation is still in the primary stage. Although, it is evident that people require time to become accustomed to new instruments, AI is demonstrating itself to be a suitable tool for refining the caliber of legal work in India.¹⁶ The use of AI in legal processes raises questions about accountability and liability. Establishing clear regulatory frameworks and guidelines is crucial to address issues such as decision-making transparency, the right to appeal in AI-influenced outcomes, and the ethical application of AI in legal contexts.

Technology and AI can offer various benefits for Arbitration and dispute resolution, through enhancing communication, collaboration, and accessibility. For example, for document sharing, you can use online platforms, video conferencing, evidence, and submissions with the Arbitrators and the other party, reducing travel costs and delays. India has been at work on digitalizing its judicial processes through a few of the e- Court projects which are intending to easy automatic case filing and programming etc. Also, the start-ups like jus Mundi and Law-Sikho are also employing AI to deliver legal advice and automated contract evaluations and this way helping the lawyers and clients to circumnavigate through legal complexities.

amended and now includes more detailed provisions on interim measures. The model law is not binding, but individual states may adopt the model law by incorporating it into their domestic law. http://www8.austlii.edu.au/cgibin/viewdb/au/legis/cth/consol_act/iaa1974276/ .

¹⁵ Legal Correspondent, Supreme Court Launches Portal to Track Cases Pending at District Courts, THE HINDU (2015), <https://www.thehindu.com/news/national/supreme-court-launchesportal-to-track-cases-pending-at-district-courts/article7668677.ece>.

¹⁶ Lodder, A.R. and Zeleznikow, J., 'Artificial intelligence and online dispute resolution. Online Dispute Resolution: Theory and Practice A Treatise on Technology and Dispute Resolution' (2012) pp.73-94

The AI tools, such as Natural Language processing, translation, and summarization, also may be utilized to evaluate hefty volumes of data, identify the key issues, and understandings, enlightening the clarity of your arguments. Largely, AI evidently has the potential to increase effectiveness and diminish the avoidable delays in our legal system, but its wider application, particularly in decision making, is to be achieved.

INTERSECTION OF AI WITH ADR:

Alternative Dispute Resolution refers to “Settling of dispute outside the courtroom other than the means of traditional litigation, i.e. Any method of resolving disputes without litigation”¹⁷.

AI and Technology can rationalize Arbitration and Dispute resolution processes by automating the case management tasks, evaluating the legal documents using natural language processing, and employing predictive analytics to identify specific patterns and up to date with the trends. Concurrently to the rise of ODR, the use of AI systems in dispute resolution has been significant, in a plethora of ways¹⁸. For instance, The Sentiment analysis can aid the mediators understand fundamental concerns, while block chain based smart contracts make it convenient for different aspects of dispute resolution. Such AI-powered platforms, simplify remote communication and negotiation, leading to faster, and a more cost-effective resolution for all parties.

Arbitration is a voluntary conflict settlement in which parties or specific Arbitration organizations appoint impartial Arbitrators who assess the available evidences, hear arguments, and deliver such legally binding rulings as Awards in a less formal and private context. It is frequently recognized in a variety of settings, such as labour disputes, business conflicts, and international commerce. Arbitration is seen as, a more specialized and active substitute for litigation resulting from agreements made in contracts between the involved parties.

In contemporary life, AI is used by ADR mechanisms in several ways. Artificial Intelligence (AI) can support arbitrators through their decision-making process by assisting in the analysis of evidences and offering valuable recommendations. AI may be used to forecast case

¹⁷ Alternative Dispute Resolution, CORNELL L. SCH. LEGAL INFO. INST., https://www.law.cornell.edu/wex/alternative_dispute_resolution

¹⁸ Carneiro ‘Online dispute resolution: An artificial intelligence perspective’ (2014) 41 Artificial Intelligence Review 211, 212.

consequences by analyzing the evident rulings and various previous records. As a result, AI can evaluate documents and cut down the costly equipment and time as well. TAR is a technique that effectively evaluates and analyses enormous volumes of data and documents in court proceedings using AI and machine learning algorithms. Combining AI with the ADR process requires a number of tools, legislation, and technological advancements. Although the use of AI in Indian Arbitration is still in its infancy and as evident, there are several latent advantages associated with it. ADR/ODR may be made more accessible, economical, and efficient while preserving the fairness and integrity of the process by utilizing AI. However, it is imperative that AI to be used properly and with the necessary safeguards.

BENEFITS OF AI-DRIVEN ADR:

The integration of AI into ADR processes offers several compelling advantages:

- a. **EFFICIENCY:** AI streamlines the burdensome process by, reducing the time and expenditure involved in ADR. Quicker resolutions are enabled by such Accelerated case management and document analysis.
- b. **ACCESSIBILITY:** Lower expenses and easy procedures make AI-driven ADR accessible to individuals and organizations as many might not meet the expenses of conventional litigation or traditional ADR methods.
- c. **CONSISTENCY AND FAIRNESS:** Consistency and fairness is promoted by the AI's pattern recognition. Also, in the broad context, it ensures that similar cases receive equitable treatment.
- d. **SCALABILITY:** With the advancement of AI and technology, ADR processes can eventually scale to accommodate a greater volume of cases devoid of overwhelming human mediators and arbitrators.
- e. **ENHANCED DECISION-MAKING:** More informed and balanced outcomes is achieved by the Data-driven insights from AI. In turn also, they enhance the decision-making capabilities of mediators and arbitrators.

ACCOUNTABILITY IN AI-DRIVEN ADR:

Artificial intelligence lacks all of the traits that differentiate humans from other species. Thus, artificial intelligence cannot be held accountable for its mistakes or shortcomings¹⁹. In the event

¹⁹ J. E. (Hans). Korteling, et al, Human vs. Artificial intelligence Human- versus Artificial Intelligence, PMC , PMCID: PMC8108480 PMID: 33981990 (2021).

of errors or biases in AI-driven Alternative Dispute Resolution (ADR) processes, accountability can be attributed to various stakeholders like,

- a) Developers of AI algorithms can be held accountable for errors or biases in their code and models used in ADR processes.
- b) Organizations or individuals deploying AI-driven ADR processes can be held accountable for ensuring the proper functioning and maintenance of these systems.
- c) Users of AI-driven ADR processes, may be held accountable for providing accurate and complete information to the AI system.
- d) Regulatory bodies, such as government agencies or organizations, can be held accountable for enforcing standard guidelines for the development and deployment of AI-driven ADR process.

RECOMMENDATIONS:

“Law is, at its heart, a matter of dispute resolution”²⁰.

In India's Alternative Dispute Resolution (ADR) procedure, AI has a huge potential to improve access to justice, increase efficiency, and simplify work. In India's linguistically varied terrain, AI- driven elucidations, especially in Online Dispute Resolution (ODR), may be extended to offer real- time multilingual support and effective dispute resolution.

ADR experts need also undergo AI training, to make sure the proper use of these technologies. Stakeholders can Develop and Implement Robust Testing and Validation Protocols to ensure that AI-driven ADR processes function fairly. The regulatory bodies should establish clear guidelines and standards for the development and deployment of AI-driven ADR. Transparency should be ensured in comprising the data to be used to train AI models and the decision-making processes employed by the AI system. AI can transform ADR by cutting down on case backlogs and speeding up resolution but, human oversight and moral judgement must continue to be a crucial part of the process to guarantee that technology augments human decision making rather than replacing it.

CHALLENGES:

While assimilating AI into ADR is helpful in terms of cost, speed, and efficiency, there are various ethical and legal apprehensions that cannot be overlooked in favor of achieving

²⁰ Ronald Dworkin, Law's Empire (HUP, 1986) 13

expediency. Factors such as impartiality, transparency, and flexibility are trademarks of a legitimate conflict resolving mechanism, will assess AI assimilated ADR to determine if the current frameworks meet these criteria. AI systems require high-quality, structured datasets to function effectively. AI's capabilities may be limited, in areas where digital records are inconsistent. For AI to provide reliable analyses and predictions, it is essential to ensure accurate data collection.

The Bias and Transparency is another challenge as AI must be transparent and free from bias to maintain trust in the ADR process. Biased data or algorithms can perpetuate existing inequalities or unfair practices. To mitigate biases in AI systems, Rigorous testing, validation, and ongoing oversight are necessary. ADR often deals with sensitive and confidential information of the parties involved. Secure data handling which adheres to legal and ethical standards for privacy protection must be considered. Robust cybersecurity measures and compliance protocols to be implemented are important to safeguard information.

The possibility of AI taking the place of humans in the legal field in India also points out some major concerns. Even if AI is in progress to make many aspects of legal work simpler, it is uncertain that AI will completely and prudently replace human participation in the legal system. Even if AI is predicted to continue automating various tasks in India like research, document review, and court administration. But, AI will most likely supplement rather than replace humans. With an emphasis on increasing efficiency while keeping justice centered, AI is considered not certain for handling core legal proceeding in India due to numerous critical limitations and concerns. Although AI can support and enhance the abilities of human Arbitrators, yet it cannot completely replace them. Artificial intelligence (AI) offers better benefits than human arbitrators, like increased objectivity, cost savings, and efficiency gains in arbitration. However, despite its strengths and efficiency, there are still fundamental limitations to address for a more effective method of justice delivery. In particular, the human element is still crucial for controlling emotions and guaranteeing impartiality throughout the arbitration procedure.

CONCLUSIONS:

The challenges of incorporating AI with ADR has been explored, to the extent that human practitioners are replaced with automated ones. Artificial Intelligence in the dispute resolution

context merely needs to exist as a software. And the software would need to have the basic structures in place, such as machine learning and language recognition, as if it is intended to simply supplement a mediator. Though, AI aids in ADR and fulfills the promise of better access to justice by dropping the cost and time connected with the dispute resolution processes, it can also sacrifice the efficacy of decision making.

The traits of a legitimate award signify one which is impartial, flexible and transparent. Replicating a previous award is not the aim of ADR, rather it is to resolve a dispute impartially, meaningfully and often, equitably. People are less likely to trust fully automated arbitrators, even if they assure error-free dispute resolution. Therefore, ADR may lose its appeal as an effective alternative to litigation. Focusing on the technical aspects of automating ADR, the importance of human decision-makers, their knowledge, and understanding of social relationships cannot be ignored. And so far, no AI has been able to impersonate this human element. It is a human arbitrator who can create flexible awards. Rather, ADR practitioners should be trained in arraying the novel technology in their proceedings, to competently streamline the work load. In order to balance proficiency with legitimacy, goal should be a partnership between human and AI arbitrators to construct a hybrid system that is efficient and compassionate. Law, technology and humanity are not at the point yet that humans can be completely replaced with machines.

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