Building a Pilot: Potential Online Dispute Resolution Providers’ Perspective – Hong Kong, China

Submitted by: Logistics and Supply Chain MultiTech R&D Centre
Stocktake Workshop on the SELI ODR Work Plan

Building a pilot in Hong Kong, China

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Requirements for Innovative ODR Platform

• Connecting extended geographical locations, Anywhere
• Across different time zones, Anytime
• Easy and pervasive connectivity, Cloud
• Secured communication channels
• Trustworthy handling of data and documents
• Protection of privacy & data under law
Legal Framework


• This ODR Platform is piloted with eBRAM, adapted to her arbitration and mediation rules.
ODR Functionality & Services

• Platform for arbitration, mediation
  • Claimant / Respondents / Arbitrators / mediators / Platform administrator

• Case management
  • Case / Documentation / Resolution

• Process & Procedures
  • Arbitration and Mediation rules
Technologies Approaches

LawTech application systems
- Translation service
- Secure document registry
- Authentication

Cloud Resources System

Process design & development
Process testing & tuning
Deploy Process
Platform Architecture

ODR Process and Flow

- Document Exchange
- Virtual Hearing
- Case Management
- Data Engine
- Conferencing Engine
- Communication Engine

Storage Components
Network Components
Processing Components

Claimants, Respondents, Arbitrators
Claimants, Respondents, Mediators

Personal Data (Privacy) Ordinance and legal infrastructure of Hong Kong, China
Platform in Action
e-Arbitration/Mediation Process Flow

Claimant

- Initiate case
- Submit docs

Respondent

- Respond to case
- Submit docs

Arbitrator

- Review case
- Request further information
- Issue judgement / agreement

Notifications

Arbitration / Mediation meetings

ODR Platform

Manage case
Roadmap

• Current development: testing with different mock cases

• Targeted to transfer to ODR operator in 2H 2019
~ Thank You ~

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