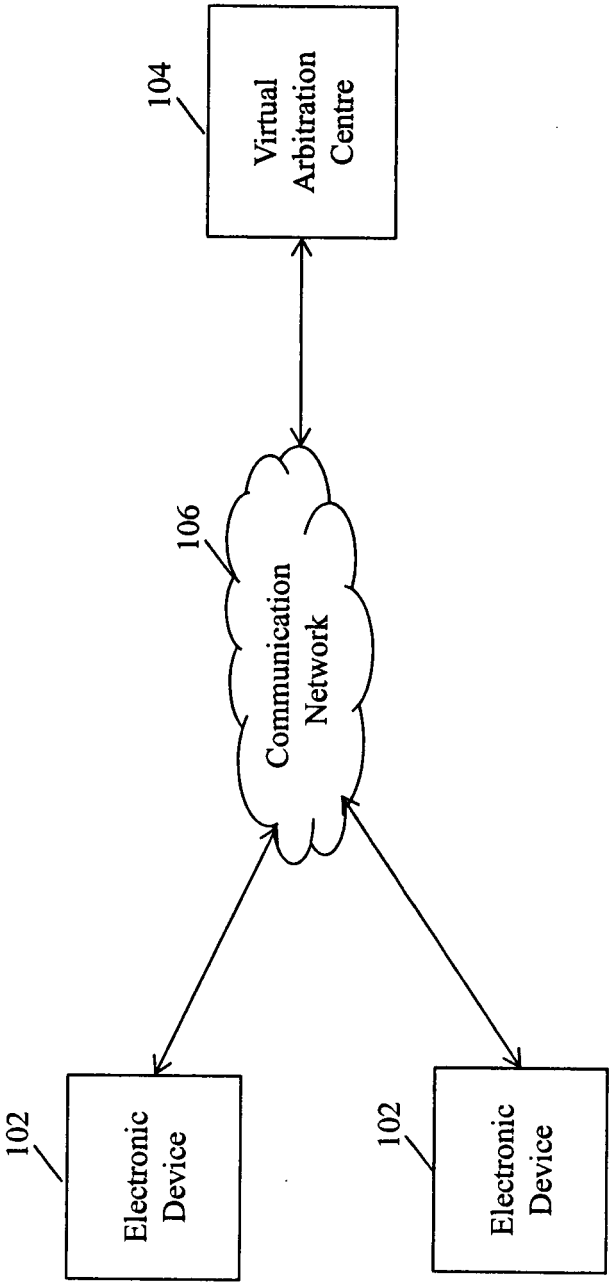

104
Virtual Arbitration Centre
100
106
Communication Network
102
Electronic Device
102
Electronic Device

FIG. 1

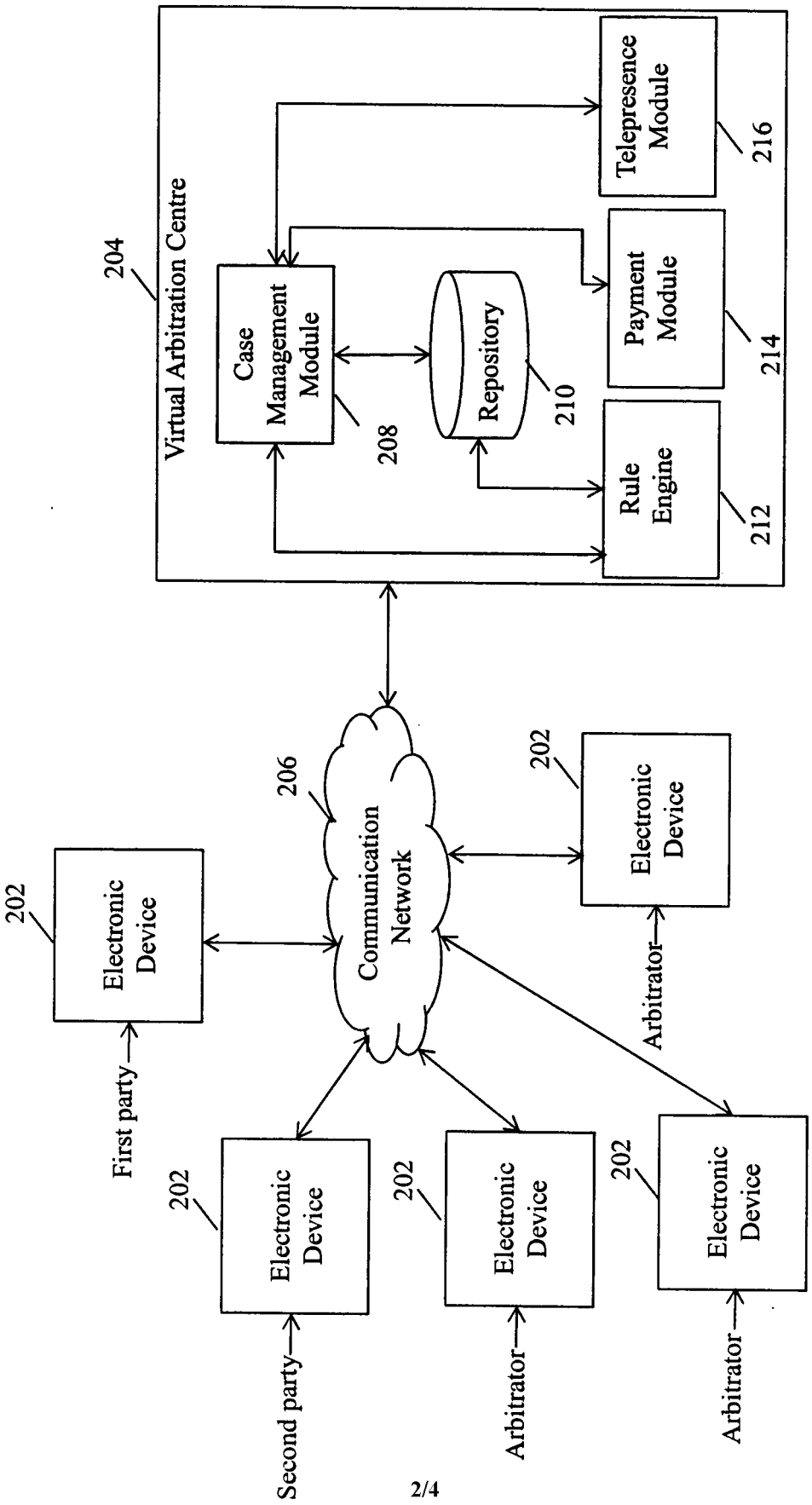

200
204
Virtual Arbitration Centre
Case Management Module
208
Repository
210
Rule Engine
212
Payment Module
214
Telepresence Module
216
206
Communication Network
202
Electronic Device
First party
Second party
Arbitrator
Arbitrator
Arbitrator

FIG. 2

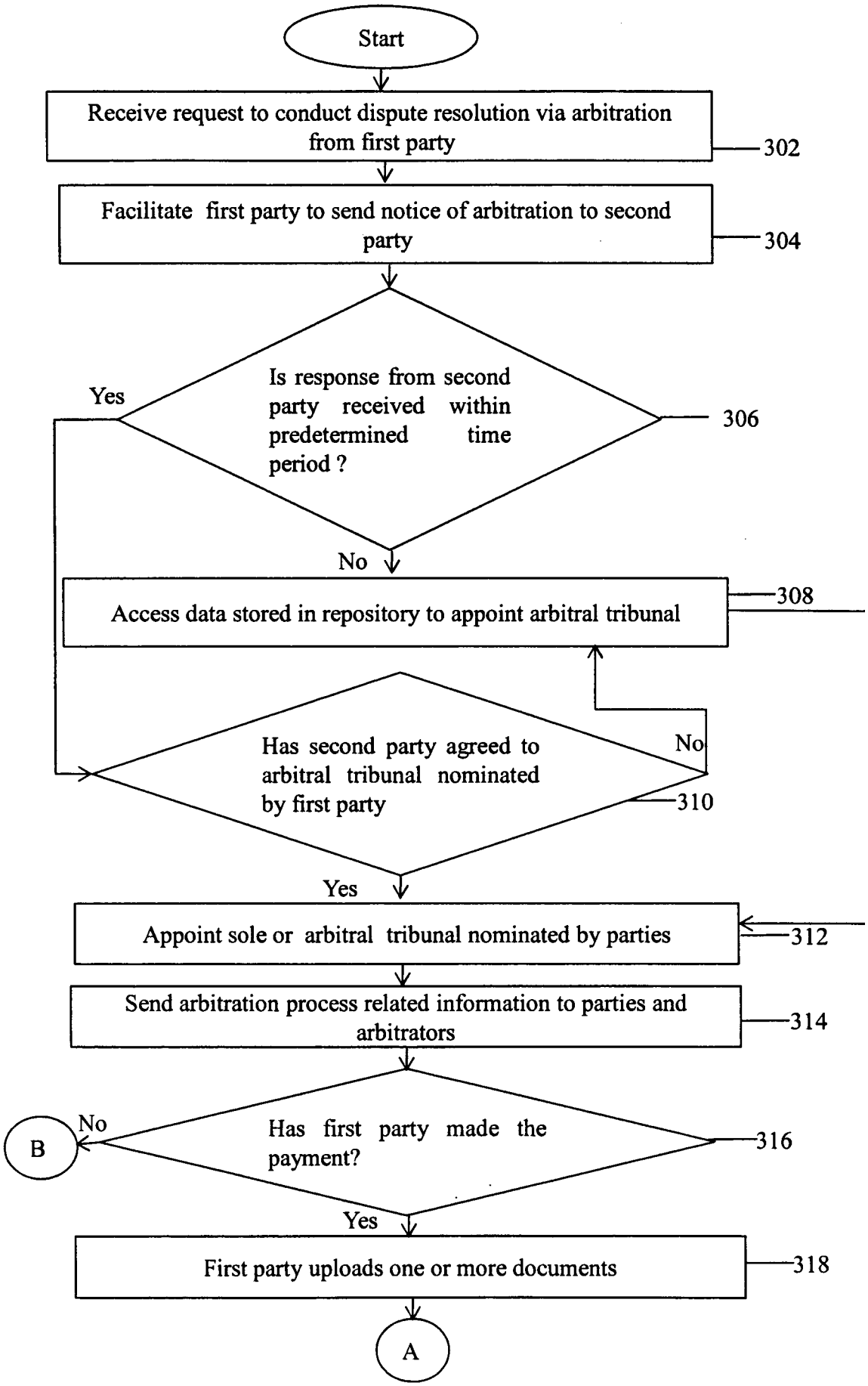

Start
Receive request to conduct dispute resolution via arbitration from first party
302
Facilitate first party to send notice of arbitration to second party
304
Is response from second party received within predetermined time period ?
306
Yes
No
Access data stored in repository to appoint arbitral tribunal
308
Has second party agreed to arbitral tribunal nominated by first party
310
No
Yes
Appoint sole or arbitral tribunal nominated by parties
312
Send arbitration process related information to parties and arbitrators
314
Has first party made the payment?
316
No
B
Yes
First party uploads one or more documents
318
A

FIG. 3 A

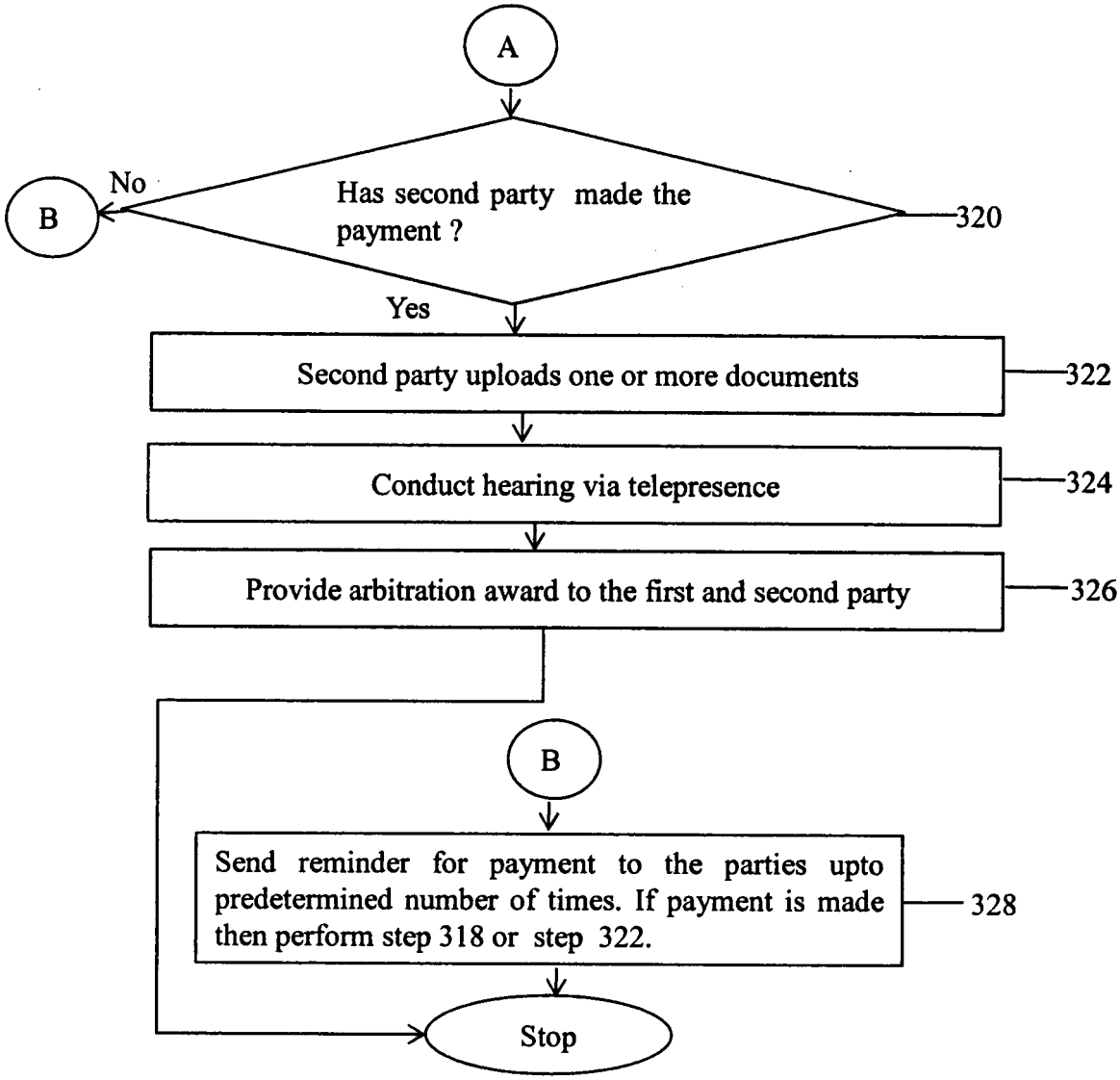

A
Has second party made the payment ?
320
No
B
Yes
Second party uploads one or more documents
322
Conduct hearing via telepresence
324
Provide arbitration award to the first and second party
326
B
Send reminder for payment to the parties upto predetermined number of times. If payment is made then perform step 318 or step 322.
328
Stop

FIG. 3 B