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Webnyay is an online dispute resolution, prevention and grievance redressal ecosystem. We provide end-to-end customisable solutions for businesses, Government authorities and organisations to resolve grievances and disputes

## O U R M I S S I O N

Enable resolution of grievances and disputes in an efficient, cost-effective and convenient manner

**web**

// Cyber Space

+

**nyay**

// Hindi and Sanskrit word for rules, judgment and justice



# Challenges

Supreme Court's decisions in Central Organisation for Railway Electrification v M/s ECI SPIC SMO MCML (JV) and Perkins Eastman v HSCC India, prohibit unilateral appointment of arbitrators and mandates equal treatment of parties at all stages of the arbitration process.

## Challenges in debt resolution

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- Within the retail portfolio, many small value loans (<INR 20 lakh) are disproportionately difficult to recover cost-effectively in the event of default.
- Court Litigation is time-consuming, expensive and laborious.

## Why is current process of debt resolution problematic?

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- Slow Speed of resolution.
- Arbitrator appointment.
- Lower engagement rates with borrowers.
- Communication and language barriers with borrowers
- Geographical barriers.
- Lack of digitization and integration.
- Inability to track Legal Collections on scale.



## Online Mediation

1. Fully online
2. Resolve in days, not years
3. Tailor-made for Metro and Tier 2 and 3 cities and rural areas
4. 3,500+ vetted, experienced and trained neutrals – arbitrators, mediators and conciliators
5. Extremely cost-effective

## ODR – Mediations for Post-arbitral Award recovery

- We can send mediation notices to Award debtors (so post-Award mediation) where the Award was rendered ex-parte.
- Lenders have seen more than 10% settlement rates through this process.

## Arbitrations

1. Online, Hybrid and In-person/physical arbitrations across India
2. Document automation for generating legal pleadings
3. 3,000+ vetted, experienced and trained neutrals – arbitrators, mediators and conciliators
4. Cheaper than Court and offline Arbitration

## Skip Tracing

We can get alternate contact details of borrowers who are uncontactable and get the recovery process started.



# Online Debt Resolution (ODR) timelines

**5+ Millions**  
Conciliations/ Mediations

**16 Days**  
Average time for Conciliations

**80%**  
Productivity gain on monthly basis

**8800+**  
Pin codes served in  
India

**1+ Lakh**  
Arbitrations  
**90 Days**  
Average time for Arbitrations







सत्यमेव जयते

High Court of Bombay

## High Court of Bombay

Webnyay has been **empanelled** as a Mediation Institution by the **High Court of Bombay**



## International Financial Services Centres Authority

(A statutory authority established by Government of India)

Limited Use Authorization Number FE/LUA/050/1706/2024-25

Webnyay is now the **only authorised entity** by IFSCA in GIFT City to provide Online Dispute Resolution (ODR) and grievance redressal technology to all regulated entities in GIFT City.



## Bombay Chamber of Commerce and Industry

Webnyay has been **empanelled** as a Mediation Institution by the **Bombay Chamber of Commerce and Industry**







## SUPREME COURT OF INDIA

Selected in top 3 bidders for providing AI-based solution to transcribe and record Court proceedings. The solution includes use of in-house technologies like ASR, STT, document management and fine-tuned language models



सूक्ष्म , लघु और मध्यम उद्यम मंत्रालय  
MINISTRY OF  
**MICRO, SMALL & MEDIUM ENTERPRISES**

Digitising MSME Facilitation Council for resolving delayed payments disputes through mediation and arbitration, in the State of Punjab



Webnyay is excited to announce its membership in the NVIDIA Inception Program.



## RESERVE BANK INNOVATION HUB

Shortlisted by Reserve Bank of India (RBI) Innovation Hub – Swanari TechSprint, to design and develop grievance redressal technology system

**nasscom**

Member of NASSCOM GenAI Foundry (one of two startups building for lawyers)

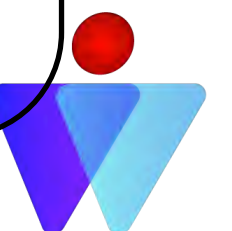
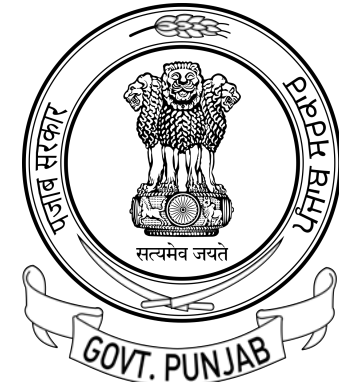
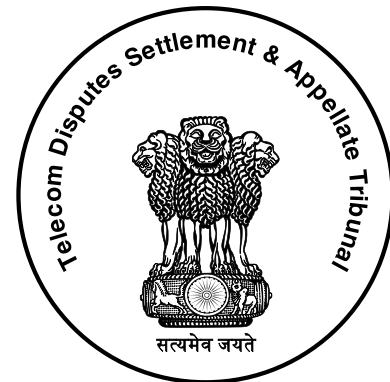


# Webnyay Users

## BFSI Users



## Government Organisations





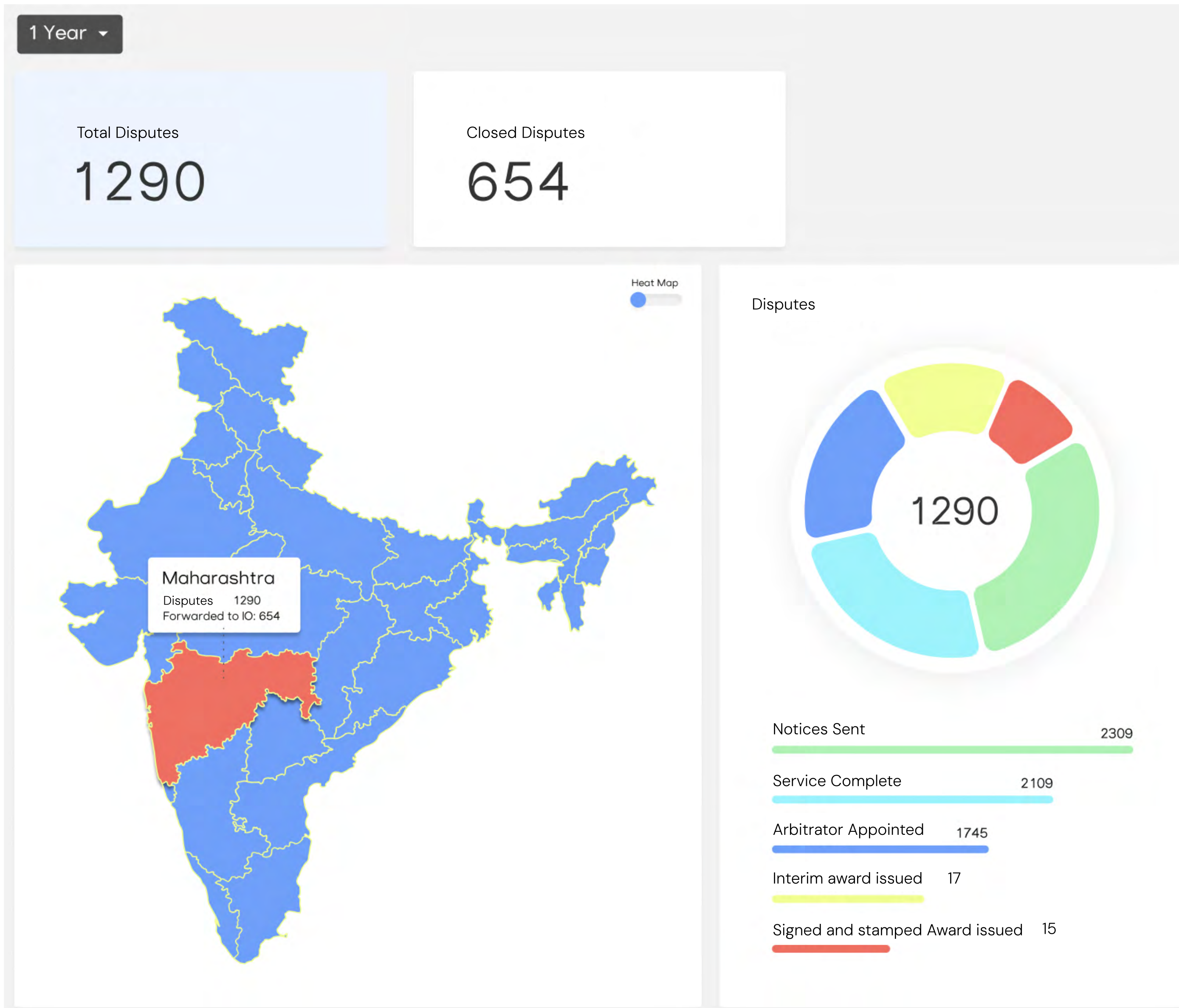
# Webnyay Users



150+ Businesses



# Understand your disputes through actionable data



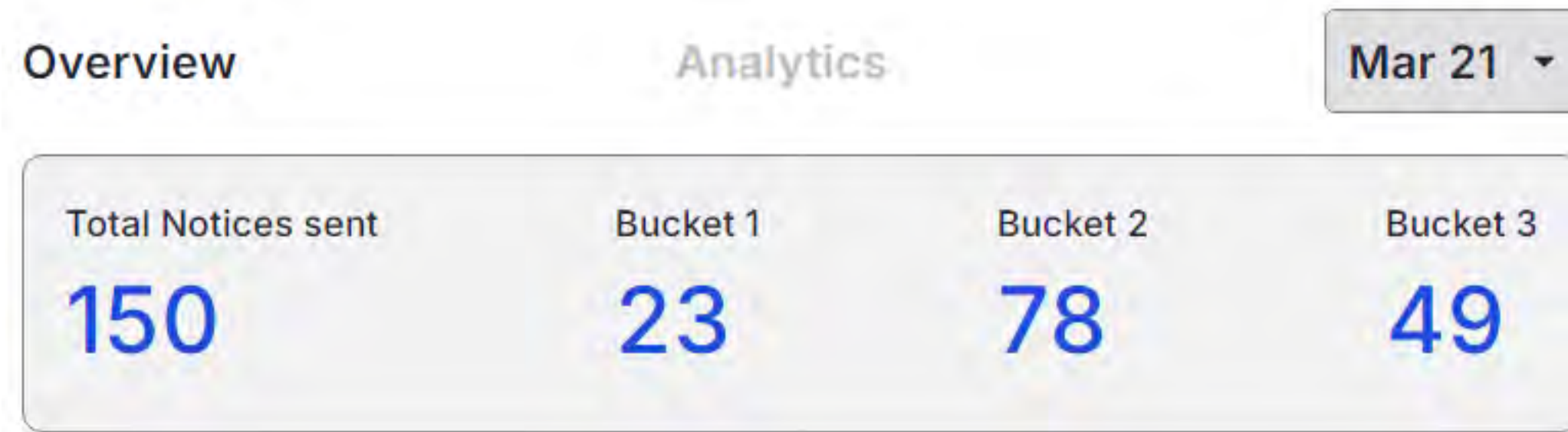
Data analytics to understand disputes types, regions/geographies with maximum disputes, languages, response rate, appeal rate, etc

We will customise analytics as per your requirements





# Online Debt Resolution (ODR)



88.64%

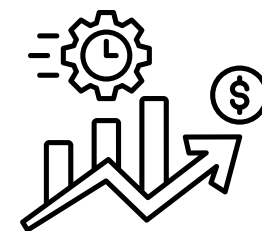
## Mediation

Cost Savings by using Webnyay for successful mediation

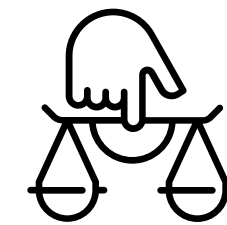
94.58%

## Arbitration

Cost Savings by using Webnyay

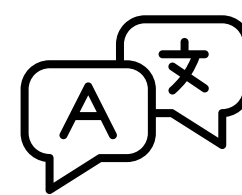


**Automated Service of Notices:** Serving parties through multiple channels (email, SMS, WhatsApp, Registered Post AD) with tracking and secure storage of delivery and read receipts

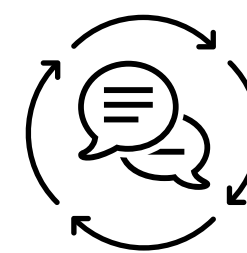


## AI powered :

- Appointment of neutrals – fair and independent selection
- Review of legal documents and legal research
- Drafting awards.



**Multilingual Support with Real-Time Translation:** Users can file appeals and correspond in their native language, ensuring accessibility for all parties.



**Smooth online proceedings:** Document Storage and virtual rooms with a secure in-house video conferencing solution and a messaging and communication platform







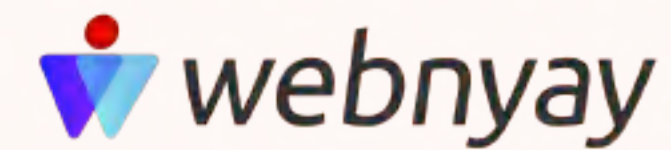
# Thank You!



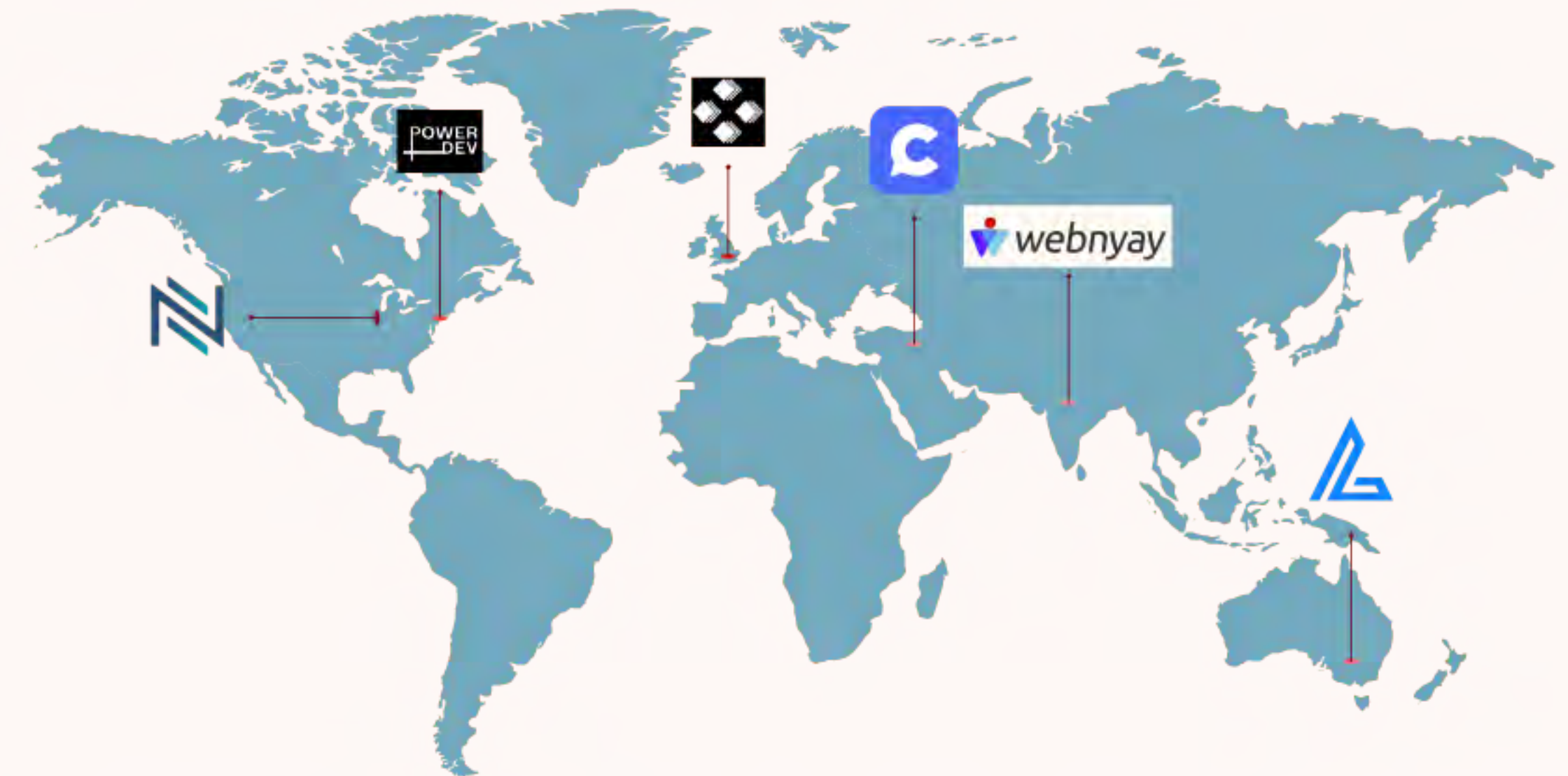
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**ONE OF THE TOP 6 ARBITRATION  
COMPANIES AND STARTUPS  
IN MAY 2024**



F6S is a global community that delivers billions in growth to startups and companies with funding, accelerators, jobs, grants and thousand more opportunities. It is the world's largest platform for founders, enabling them to interact with investors, accelerators/incubators, products/tools, and talent on the platform to grow together.