

ODRWAYS

FULL FLEDGED ONLINE MEDIATION MODEL



[About](#) [How it Works?](#) [Why use us?](#) [Blog](#) [Let's Begin!](#)

RESOLVE YOUR SMALL CLAIM DISPUTES ONLINE

[FILE A COMPLAINT](#)

[DROP A MISS CALL](#)

FILE A COMPLAINT- SIX STEPS



[Home](#) [Our Initiatives](#) [How it Works?](#) [Why use us?](#) [Media Coverage](#) [Testimonials](#) [Blog](#) [Login](#)

Select the category of your dispute

Select a category that you believe matches closest with the options provided below.
(Choose other if none seem to match)

Item not received

NEXT →

Against whom is your dispute?

Give us details of the company/person against whom you want the complaint filed.

Amazon

← BACK

NEXT →

Have you approached the company till now?

Tell us about your interaction with the company till now.



Yes



No

They always convince me that they'll call back but they don't and it's been two months and there is no real response till now.



← BACK

NEXT →

Describe the complaint in your own words

Tell us everything you want to about your dispute and also upload supporting documents.

Description

It's been two months since I order my iPhone 7 but till now there is no trace of my order being delivered. I called them several times but there is no response. Their customer support team is not so much helpful they keep repeating same

Attach a Bill / Invoice of the transaction

CASE DETAILS.docx

[+Add Another file](#)

[← BACK](#)

[NEXT →](#)

What is the value of the product/service?

Please specify the amount that has been charged from you.

Amount (INR):

← BACK

NEXT →

Log in or Create an Account

Name:	<input type="text" value="Vikram Kumar"/>
Email:	<input type="text" value="vikram@odrways.com"/>
Phone Number:	<input type="text" value="9681948028"/>
Address:	<input type="text" value="Keshtopur, Kolkata, WB - 700102"/> 
Password:	<input type="password" value="*****"/>

[← BACK](#)

[CREATE ACCOUNT](#)

🔔 What am I supposed to do? May 20, 2017, 1:55 pm

VIKRAM

We will contact you with the details. Relax!


Congratulations!
Your complaint has been filed . Let's begin!

Show 10 entries

Search:

CASE NO.	COMPLAINANT	RESPONDENT	CASE SUMMARY	DATE	STATUS	ACTION
1	VIKRAM KUMAR	AMAZON	E-commerce Dispute Get Details	May 20, 2017, 1:55 pm	Awaiting reply	WAIT

Showing 1 to 1 of 1 entries

Previous **1** Next


Congratulations!
Your complaint has been filed . Let's begin!

Monthly Recap Report

Cases: 1 Jan, 2017 - 30 Jul, 2017



Goal Completion



CASE NO.	COMPLAINANT			CASE SUMMARY	DATE	STATUS	ACTION
	NAME	PHONE NO.	EMAIL ID				
1	VIKRAM KUMAR	9681948028	vikram@odrways.com	E-commerce Dispute Get Details	May 20, 2017, 1:55 pm	Pending	CHAT
2	SISTA	931776623	rajanlegals01@gmail.com	E-commerce Dispute Get Details	February 22, 2017, 5:50 pm	New	REPLY
3	SISTA	931776623	sista@gmail.com	Returns Get Details	February 22, 2017, 5:04 pm	New	REPLY
4	RAHIM SHAMJI		rahimshamji@icloud.com	Item not as described Get Details	September 28, 2016, 9:51 pm	Settled	AGREEMENT

Case status

The customer is waiting for your reply.

How would You Like to respond?

We cannot initiate the refund until we get all records about that order. We need some more time.

Choose file No file chosen

+Add Another file

SEND MESSAGE

Your reponse is submitted. Our mediator will get back to you soon.



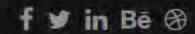
No.12, LB Block, Dr. Ambedkar Bhavan, Sector III, Salt Lake City, Kolkata, West Bengal 700098



info@odrways.com



+91 8337030883



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- Ratna Das Gupta**
● Online
- MAIN NAVIGATION
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 - Open Cases 20
 - Closed Cases 20
 - Calendar 3
 - Mailbox 12
 - FAQ
 - Resources
 - Mediation Tips

Dashboard Version 1.0

Home > Dashboard

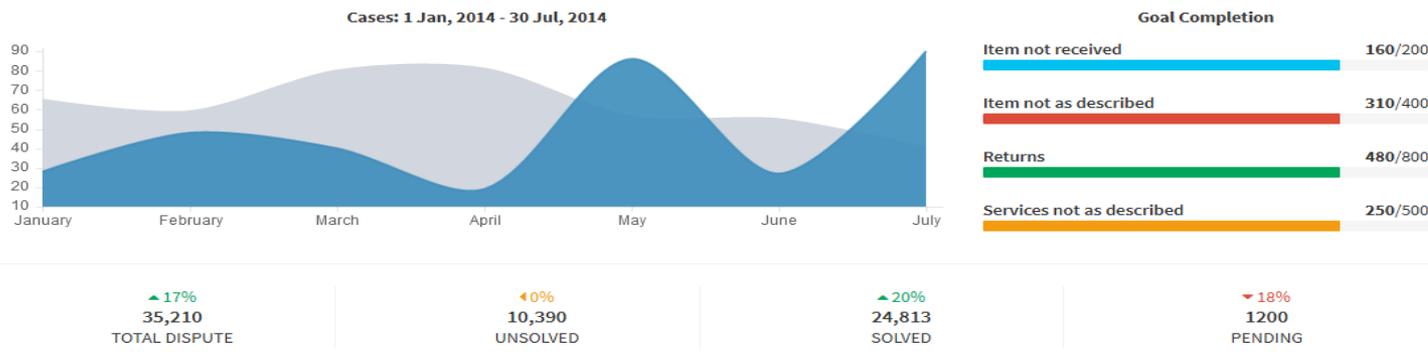
ITEM NOT RECEIVED
90%

ITEM NOT AS DESCRIBED
41,410

RETURNS
760

SERVICES NOT AS DESCRIBED
2,000

Monthly Recap Report



Case Details

Show entries Search:

Case	Casename	Dispute Type	Status	Date	Action
1	Vikram Kumar vs Amazon	E-commerce Dispute	Open	May 20, 2017, 1:55 pm	View
2	Pranjal Kapoor vs Flipkart	E-commerce Dispute	Open	January 30, 2017, 1:59 am	View
3	Odrways vs Flipkart	E-commerce Dispute	Close	December 11, 2016, 12:34 am	View
4	Umang vs Flipkart	E-commerce Dispute	Close	December 2, 2016, 3:23 pm	View
5	Rahim Shamji vs Amazon	Item not as described	Close	September 28, 2016, 9:51 pm	View
6	Vikram Kumar vs Flipkart	E-commerce Dispute	Close	September 25, 2016, 12:35 am	View
7	Naima Hasib vs Flipkart	E-commerce Dispute	Close	September 22, 2016, 8:36 pm	View
8	Armaan Sinha vs Flipkart	Item not received	Open	September 11, 2016, 6:31 pm	View
9	Vikram Kumar vs Flipkart	E-commerce Dispute	Open	September 9, 2016, 12:10 am	View
10	Katrina Kaif vs Flipkart	E-commerce Dispute	Open	September 7, 2016, 4:19 pm	View

Showing 1 to 10 of 17 entries Previous **1** 2 Next

Ratna Das Gupta
Online

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ODRways, Inc.

Date: 2/10/2014

Complainant

Vikram Kumar

Keshtopur, Kolkata, WB - 700102

Phone: 9681948028

Email: vikram@odrways.com

Respondent

Amazon

Brigade Gateway, 8th floor, 26/1, Dr. Rajkumar Road,

Malleshwaram(W), Bangalore-560055 India

Phone: 1800 3000 9009

Email: cs@amazon.in

Case No. 139688110
Status: Open
Date: May 20, 2017, 1:55 pm

It's been two months since I order my iPhone 7 but till now there is no trace of my order being delivered. I called them several times but there is no response. Their customer support team is not so much helpful they keep repeating the same line that they'll call back but I'm not getting any resolution.

[Complainant Chat](#)
[Respondent Chat](#)
[Tri-Party Chat](#)
[Calendar Edit](#)
[Settlement Agreement](#)
[Request both parties for conferencing](#)
[Final Decision](#)

Complainant

Respondent

Tri Party Chat Link

TRI-PARTY Chat Link

Respondent Chat

Tri-Party Chat

COMPLAINANT

MEDIATOR

September 28, 2016, 10:02 pm

Hello, Mr. Kumar

VIKRAM KUMAR

September 28, 2016, 10:03 pm

Hello Mr Mediator

MEDIATOR

September 28, 2016, 10:04 pm

I've reviewed your complaint and let's set an appointment with the amazon right now?

VIKRAM KUMAR

September 28, 2016, 10:04 pm

thank you, I look forward to that

Your Message

SEND

Settlement Agreement Link

Settlement Agreement Link

Calendar Edit

Settlement Agreement

CASE PROGRESS

September 28, 2016, 9:51 pm

The case has been filed. Waiting for a response from the company.

September 28, 2016, 9:59 pm

The Company has responded.

CASE DETAILS

Tri Party Chat Link

TRI-PARTY Chat Link

Complainant Chat

Tri-Party Chat

RESPONDENT

AMAZAON May 20, 2017, 2:05 am
There ?

AMAZAON May 20, 2017, 2:05 am
tri party chat?

MEDIATOR May 20, 2017, 2:06 am
yep obviously

MEDIATOR May 20, 2017, 2:06 am
[Tri Party Chat](#)

Your Message SEND

Settlement Agreement Link

Settlement Agreement Link

Calendar Edit

Settlement Agreement

CASE PROGRESS

May 20, 2017, 1:59 am
The case has been filed. Waiting for a response from the company.

May 20, 2017, 2:02 am
The Company has responded.

CASE DETAILS

Tri Party Chat Link

TRI-PARTY Chat Link

Complainant Chat

Respondent Chat

TRI-PARTY CHAT

Hello

MEDIATOR May 20, 2017, 10:07 pm
So let's resolve this dispute amicably?

MEDIATOR May 20, 2017, 10:15 pm
[Settlement Agreement](#)

MEDIATOR May 20, 2017, 10:17 pm
It was a pleasure mediating for you guys!

AMAZON May 20, 2017, 10:17 pm
Thanks!

Your Message SEND

Settlement Agreement Link

Settlement Agreement Link

Calendar Edit

Settlement Agreement

CASE PROGRESS

May 20, 2017, 9:51 pm
The case has been filed. Waiting for a response from the company.

May 20, 2017, 9:59 pm
The Company has responded.

CASE DETAILS

Settlement Agreement

A Heading 2 ▾

Bold

Italic

Underline

Small



Amazon shall give the other party an iPhone 7.

Submit

✓ Complainant has agreed.

Complainant

✓ Respondent has agreed.

Respondent

ODRWAYS DOMAIN- STEP BY STEP ODR MODEL

The screenshot displays the ODRways Domain website interface. At the top, the browser address bar shows the URL <https://odrways.com/domain/>. The website header includes the ODRways Domain logo with the tagline "Suljhao Magar Pyaar Se" and navigation links for Home, About, Why Mediation, Find Mediators, For Mediators, FAQ, Blog, and Contact. Contact information (Phone: +91 833-703-0883, Email: info@odrways.com) and registration/sign-in options are also visible.

The main content area features a map of India with several numbered blue circular markers indicating mediator locations: 9 in Uttar Pradesh, 2 in Gujarat, 2 in Madhya Pradesh, 8 in Maharashtra, 3 in Karnataka, 2 in Andhra Pradesh, 6 in Karnataka, and 6 in Tamil Nadu. A sidebar on the left contains the text "NEED SOMEONE TO RESOLVE YOUR DISPUTE?" followed by two dark blue buttons: "LET US HELP YOU FIND A MEDIATOR" and "CHOOSE A MEDIATOR YOURSELF".

The bottom of the image shows a Windows taskbar with various application icons and a system tray displaying the time as 5:21 PM on 5/20/2017.

Advanced Search Filters

City

Dispute

Services

Number of Mediations

Training

Status

Search Now

Top Mediators



Krusch Pathippallil Antony Kochi
Corporate In-house Counsel



Sameep Vijayvergiya Delhi
Partner, Dhingra & Singh Attorneys-At Law



R. Vijaykrishnan Chennai
Co-Founder, Foundation for Comprehensive Dispute Resolution (FCDR)

Our Guides

-  [Mediator Guide](#)
-  [Right Mediator for You](#)

Type here to search



Gracious Timothy Dunna

Goa

Co-founder, Peacekeeping And Conflict Resolution Trust (PACT)

I am a Co-Founder of Peacekeeping and Conflict Resolution Trust (PACT). I have received my training at the Indian Institute of Arbitration & Mediation (IIAM, Cochin) in 2015 and completed a program in...

No. of Mediations: 0-5

Specialization: Appellate, Construction Litigation, etc.

Fees (₹): 3,500/hour

[Read More >](#)



Tanima Tandon

Gurgaon

Compliance and Regulatory Manager at General Electric

I work as a Compliance and Regulatory Manager at General Electric. I regularly observe court annexed mediations and counsel parties in the Delhi High Court and district courts. I have completed "Civil and..."

No. of Mediations: 0-5

Specialization: Business and Contract Disputes, Domestic Relations, etc.

Fees (₹): Contact me for fees

[Read More >](#)



Tara Ollapally

Bangalore

Centre for Advanced Mediation Practice

I am a coordinator & mediator at Centre for Advanced Mediation Practice (CAMP), a pioneering mediation service provider in Bangalore. My mediation training experience includes: 1. Trained by

No. of Mediations: 0-5

Specialization: Commercial, Matrimonial, etc.

Fees (₹): Contact me for fees

[Read More >](#)



Mr. Ethelwald O Mendes

Goa

Goa Community Mediation Center

I am an accredited mediator with Indian Institute Of Arbitration And Mediation (IIAM). I work in Goa Mediator Center and use a combination of facilitative and transformative approach in my

No. of Mediations: 50-100

Specialization: Business and Contract Disputes, Construction Litigation, etc.

Fees (₹): 25,000/day(6 hours)

[Read More >](#)



Balaji Harish Iyer

Mumbai

Associate, Chambers of George A Rebello

I completed my undergraduate education from National Law University, Delhi in 2015. Since then, I have been practising in Mumbai. I specialize in commercial & shipping law, corporate-criminal law,...

No. of Mediations: 0-5

Specialization: Bankruptcy, Business and Contract Disputes, etc.

Fees (₹): Contact me for fees

[Read More >](#)



Gitanjali Prabhu

Mumbai

Practicing Counsel, Mumbai High Court

After obtaining my masters in law in commercial contracts, I joined a reputed law firm, Gaurat and Co, and then worked in the Chambers of Senior Counsel, Chander Uday Singh. I am a visiting faculty with...

No. of Mediations: 0-5

Specialization: Business and Contract Disputes, Corporate Dispute Resolution Training, etc.

Fees (₹): 7500/-per hour

[Read More >](#)



Dipak Parmar

Mumbai

Founder, Cyber-IPR

I possess a strong control over the process and understanding of businesses. This enables me to facilitate the parties to resolve their difference by enlarging their common interest and helping them to

No. of Mediations: 0-5

Specialization: Banking, Business and Contract Disputes, etc.

Fees (₹): 10,000/- per hour

[Read More >](#)



R. Vijayakrishnan
Chennai
Co-Founder, Foundation for Comprehensive Dispute Resolution (FCDR)

Contact Mediator

Your Name*

Your Email*

Your Phone*

Your Message*

Send a Message

Our Guides

-  Mediator Guide >
-  Right Mediator for You >

Tell us about your dispute.

1 / 5

It's been two months since I order my iPhone 7 but till now there is no trace of my order being delivered. I called them several times but there is no response. Their customer support team is not so much helpful

Continue

What is your address?

2 / 5

Keshtopur, Kolkata, WB - 700102



Continue

What is your name?

Vikram Kumar

3 / 5



Continue

What is your email address?

vikram@odrways.com

4 / 5



Continue

What is your contact number?

9681948028

5 / 5



Continue

Review & Submit

Tell us about your dispute.

It's been two months since I order my iPhone 7 but till now there is no trace of my order being delivered. I called them several times but there is no response. Their customer support team is not so much helpful they keep repeating the same line that they'll call back but I'm not getting any

What is your address?

Keshtopur, Kolkata, WB - 700102

What is your name?

Vikram Kumar

What is your email address?

vikram@odrways.com

What is your contact number?

9681948028

Send answers



Your Case Status



Update

Feb 3, 01:51 pm

We have received your complaint, and shall get in touch with you within 48 hours to verify the details of your complaint.

[Upload documents >](#)

NOTE: 21 days to find out if talking will solve your dispute!

About Us

Domain envisions to make mediation services easily accessible to people in India. It is the first national directory of mediators in India in a customized layout, making it easier for common man in India to engage with relevant mediators to resolve disputes. This directory is accessible to members of the public, the legal profession, large corporations, small businesses, government departments, court officials, individuals, and disputants.

Contact

ODRways

No.12, LB Block, Dr. Ambedkar Bhavan,
Sector III, Salt Lake City,
Kolkata, West Bengal 700098

+91 8337030883
info@odrways.com

Useful Links

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- [Join Domain](#)
- [Login](#)
- [FAQ](#)
- [Terms and Conditions](#)
- [Privacy Policy](#)

Your Case Status



Update

Feb 3, 01:51 pm

We have received your complaint, and shall get in touch with you within 48 hours to verify the details of your complaint.



Update

Feb 5, 12:23 pm

We have received the following documents: 1) Photocopy of the probate will, 2) Order by Alipore Court, 3) Tenancy Agreement. If there is anymore supporting documents, kindly get in touch with the ODRways representative.

[Upload documents >](#)

NOTE: 21 days to find out if talking will solve your dispute!

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Your Case Status



Update

Feb 3, 01:51 pm

We have received your complaint, and shall get in touch with you within 48 hours to verify the details of your complaint.



Update

Feb 5, 12:23 pm

We have received the following documents: 1) Photocopy of the probate will, 2) Order by Alipore Court, 3) Tenancy Agreement. If there is anymore supporting documents, kindly get in touch with the ODRways representative.



Update

Feb 7, 02:44 pm

Your case has been accepted and shall be assigned to a professional mediator within 48 hours. (Your mediator is **Pranjal Sinha**)

[Upload documents >](#)

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Your Case Status



Update

Feb 3, 01:51 pm

We have received your complaint, and shall get in touch with you within 48 hours to verify the details of your complaint.



Update

Feb 5, 12:23 pm

We have received the following documents: 1) Photocopy of the probate will, 2) Order by Alipore Court, 3) Tenancy Agreement. If there is anymore supporting documents, kindly get in touch with the ODRways representative.



Update

Feb 7, 02:44 pm

Your case has been accepted and shall be assigned to a professional mediator within 48 hours. (Your mediator is **Pranjal Sinha**)



Update

Feb 10, 03:14 pm

We will contact the other party and update you within 72 hours.

[Upload documents >](#)

NOTE: 21 days to find out if talking will solve your dispute!

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Welcome, Vikram Kumar

GENERAL

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Visitors Data

Total Hits
2137834
4% From last Week

Total Users
780105
3% From last Week

Total Successful Order
34% From last Week

Total Orders Placed
12% From last Week

Total Collections
₹ 0
34% From last Week

Total Time Spent(Minutes)
0
34% From last Week



Appointment Transaction Details

All transaction	Transaction	Progress
	Successful	0%
	No Payment	0%
	Cancelled	0%
	Aborted	0%
	Denied	0%



Welcome, Vikram Kumar

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ALL MESSAGES

- Messages
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Messages

Show 10 entries

Search:

SN	From	Details	Type	Time
11	Neha Bhandari	We are being unfairly underpaid for a job we did. there was no "legal" agreement on the payment and	ODRways	Mar 27
12	Neha Bhandari	We are being unfairly underpaid for a job we did. there was no "legal" agreement on the payment and	Party	Mar 27
13	Kumarjit Ray	Sem back	ODRways	Mar 25
14	Akarshit	Land Dispute	ODRways	Mar 22
15	Parveen Kumar	Employment Fraud	ODRways	Mar 22
16	Bhagwant Singh	Property Consultation	ODRways	Mar 22
17	Chandan Chauhan	Property Consultation	ODRways	Mar 22
18	KK Shukla	Property Consultation	ODRways	Mar 22
19	Vinay	Property dispute	ODRways	Mar 22
20	Akhand Pratap Singh	Land dispute	ODRways	Mar 22

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Cancelled Messages

Message

Date:

Feb 7

From

Tabassum Khan

Phone:
9768828793

Email:
tabassumkhanmum@gmail.com

Case Details:

Hi Mona, Its has been more than 2 months that my client is has not released my payment. I want your help to recover this amount from them.

Case Status

Will you be able to take this case? How is this case going? Let us know the status so that we can assist you in anyway possible.

UPDATE

Mona Mamtani

Change mediators

Welcome,
Vikram Kumar

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Mediators

how 10 entries

Search:

Sl. No.	NAME	Status	Email Id	Phone	Address	Picture	Time of Registration	Action
1	Badrinath Srinivasan	Profile Picture issue	lawbadri@gmail.com	9442511274	C-234, Bhel Township, Ranipet - 632406		2018-04-12, 15:56	Edit
2	DerekJex	Profile Picture issue	mar.sim.mo.n.06.5.7.@gmail.com	81635338629	https://buyessaysoul.com/		2018-04-05, 03:50	Edit
3	Sudip Biswas	Profile Picture issue	sudipb68@gmail.com	9593536453	Kolkata		2018-04-03, 23:18	Edit
4	lendaelart	Profile Picture issue	yvantkachenko@yandex.com	84475993775	Coimbatore		2018-03-19, 02:18	Edit
5	CasiLax	Profile Picture issue	sUnsesseessed@rocketslotsnow.co	84475266438	https://onlinecasino24.us.com		2018-03-16, 10:29	Edit
6	AKronserne	Profile Picture issue	ajeillezan@fastmailforu.net	83451998758	http://www.generiqueviagrafr.fr/ou-acheter-du-vrai-viagra		2018-01-13, 03:29	Edit
7	Georgetab	Profile Picture issue	acuraboxx@gmail.com	84532418889	http://pagebin.com/DtQXlgCr		2018-01-02, 13:58	Edit
8	swati verma	Complete Profile	NIDANsolutions24hours@gmail.com	9958878539	39 F.F gyan khand 3 Indirapuram Ghaziabad U.P		2017-12-12, 12:00	Edit
9	Sk Shahrukh Raja	Certificate issue	shahrukhraja@outlook.com	9800111112	6, Old Post Office Street Room No. 31, Temple Chambers Kolkata-700001		2017-11-15, 22:26	Edit
10	pranjal	Profile Picture issue	payalsinha915@gmail.com	7835839621	Delhi		2017-07-12, 19:22	Edit

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Settings, Refresh, Logout, Power

Mediators Activity

Show 10 entries

Search

Sl. No.	NAME	Action	Time
1	Badrinath Srinivasan	update-profile	2018-04-13, 10:04
2	Badrinathi Srinivasan	login	2018-04-13, 10:02
3	Bashar Nawaz	login	2018-04-06, 22:08
4	Sudip Biswas	update-profile	2018-04-05, 20:43
5	Sudip Biswas	login	2018-04-05, 20:42
6	Mona Mamtani	login	2018-02-21, 23:10
7	Mona Mamtani	login	2018-02-16, 20:43
8	Mona Mamtani	login	2018-02-13, 13:32
9	Mona Mamtani	login	2018-02-13, 13:31
10	Mona Mamtani	login	2018-02-12, 01:32

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