OBJECTION FILING POLICY

Arbitration Matters

Effective Date: August 2026 | Version 2

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1. About CADRE ODR

CADRE ODR (Centre for Alternate Dispute Resolution Excellence) is an Online Dispute Resolution (ODR) institution that facilitates the resolution of disputes through digital platforms in a structured, efficient, and legally compliant manner.

All arbitration proceedings administered by CADRE ODR are conducted entirely online, including filing of claims, submission of responses, conduct of hearings (where applicable), and issuance of awards. There are no physical hearings, and all parties interact with the platform, their Case Officer, and the Arbitral Tribunal through designated online channels.

This digital-first approach ensures transparency, traceability, and efficiency at every stage of the arbitration process. To further support accessibility, this policy also recognises limited additional channels through which objections may be filed, as set out in Section 3 below. All proceedings are conducted in compliance with the applicable rules of arbitration.

2. Scope and Applicability

This Objection Filing Policy applies to all parties,claimants, respondents, and any other stakeholders - who have an ongoing or recently concluded arbitration case administered by CADRE ODR.

This policy governs the manner in which objections to an ongoing arbitration case must be filed, communicated, and processed. It supersedes any prior informal communication practices and is effective immediately upon publication on the CADRE ODR website.

3. Modes of Filing Objections on CADRE ODR

CADRE ODR recognises three modes through which an objection will be formally accepted and processed. Parties are strongly encouraged to use the CADRE ODR Platform, as it is the fastest and most reliable mode, ensuring immediate logging and prompt action on the objection. Where use of the platform is not feasible, parties may instead file their objection by email or Speed Post, in accordance with the timelines set out below.

Mode	How to File	Indicative Processing Time
1. CADRE ODR Platform (Recommended)	File directly through the "Respond" section of the Proceedings tab at www.cadreodr.com, following the step-by-step process set out in Section 3.1 below.	Fastest mode. Objections filed on the platform are logged instantly and immediate action is initiated by the Case Officer.
2. Email	Send the objection, along with supporting documents, to resolve@cadreodr.com. The subject line must include: Case ID | Party Name | Nature of Objection.	Processed within 2-3 working days of receipt.
3. Speed Post	Send a physical copy of the objection, along with supporting documents, by Speed Post to CADRE ODR's registered office address, clearly marked with the Case ID, party name, and nature of objection.	Processed within 4-5 working days of receipt (subject to postal transit time and legibility/completeness of the physical submission).

Note: Regardless of the mode used, every objection must comply with the mandatory content requirements set out in Section 3.4 below, including the Case ID, full name of the objecting party, a clear statement of the objection, and any supporting documents.

3.1 Filing via the CADRE ODR Platform (Recommended Mode)

Platform / Portal: www.cadreodr.com

Subject Line (where applicable) must include: Case ID | Party Name | Nature of Objection

Objections filed through the platform are the fastest to process, as they are automatically logged against the case file and routed to the assigned Case Officer for immediate action. Parties may follow the step-by-step navigation process set out below to file an objection on the platform:

Step	Navigation Method - CADRE ODR Platform Login Process
Step 1	Visit the CADRE Website - Go to https://cadreodr.com/
Step 2	Open the Dashboard - On the homepage, click on "Dashboard". You will be redirected to the CADRE ODR Platform login page.

Step 3	Log In to Your Account - Use the email ID or phone number on which you received the notice. Enter your registered email ID or mobile number. You will receive an OTP (One-Time Password). Enter the OTP correctly. Click Login.
Step 4	View Your Case - Once logged in: Click on the "All Claims" tab located on the top-left corner of the screen. You will be able to view all cases linked to your account.
Step 5	Open Case Details - Locate your case and click the "View Details" button on the case card.
Step 6	Check Case Information - On the Case Details page, you will be able to view: names of the parties to the case, your Case Officer, the Arbitrator assigned to the matter, current status of the case, and other case details. You will also see a "Proceedings" tab. Click "Proceedings" to view the progress and updates in your matter.
Step 7	File Objections / Submit a Response - At the bottom-right corner of the Proceedings page, click the "Respond" button. You may use this section to file objections, submit your response, upload supporting documents, and send any message for the Arbitrator and other parties to review.
Step 8	Upload Documents - To attach files: click "Attach Files" and select the required documents from your device.
Step 9	Submit Your Response - Once you are satisfied with your submission, click "Respond". Your message and documents will be uploaded successfully. You may refresh the page and review your message if required.

3.2 Filing via Email

Objections may also be sent by email to: **resolve@cadreodr.com**

The subject line must include: Case ID | Party Name | Nature of Objection

Objections filed by email are acknowledged and actioned within 2-3 working days of receipt. Parties are encouraged to attach all supporting documents in the permitted digital formats along with the email.

3.3 Filing via Speed Post

Where a party is unable to use the platform or email, objections may be filed physically by Speed Post to CADRE ODR's registered office address (available on www.cadreodr.com), clearly marked with the Case ID, party name, and nature of objection on the covering letter.

Objections filed by Speed Post take longer to process on account of postal transit and physical handling, and will be actioned within 4-5 working days of receipt at CADRE ODR's office. Parties choosing this mode are advised to retain proof of dispatch and tracking details.

3.4 Mandatory Requirements for Filing an Objection

Every objection submission, irrespective of the mode used, must include the following details:

- Case ID as provided by CADRE ODR at the time of case registration
- Full name of the objecting party (Claimant / Respondent)
- A clear and concise statement of the objection, including the specific aspect of the proceedings being contested
- Any supporting documents or evidence, attached / enclosed in the permitted formats

3.5 Channels Not Accepted

Objections communicated through any medium other than the three modes recognised under this policy - the CADRE ODR Platform, the designated email ID (resolve@cadreodr.com), or Speed Post to CADRE ODR's registered office including but not limited to telephone calls, WhatsApp messages, personal emails to individual case officers, or any other informal channel, will not be considered valid and will not be acted upon.

4. Processing and Acknowledgement

- Upon receipt of an objection through any of the designated channels, CADRE ODR will send an acknowledgement to the objecting party immediately for platform submissions, and within the applicable processing window for email and Speed Post submissions as set out in Section 3.
- The objection will be reviewed by the assigned Case Officer and referred to the Arbitral Tribunal for consideration.
- All parties to the case will be notified of the objection and provided an opportunity to respond, in accordance with the applicable rules of arbitration.

5. Non-Compliance

Failure to comply with this policy, including submission through unauthorized channels or omission of the mandatory details set out in Section 3.4, may result in:

- Non-consideration of the objection
- Delay in processing

Parties are reminded that filing through the CADRE ODR Platform remains the most reliable way to avoid such delays.

6. Support and Assistance

For any questions, clarifications, or guidance regarding the objection filing process, parties may reach out through the following:

- Phone: +91 80884 16909
- Email: resolve@cadreodr.com
- Website: www.cadreodr.com

PLEASE NOTE: If your communication pertains to an objection to your ongoing case in accordance with this Objection Filing Policy, it will be formally taken into consideration only upon receipt through one of the designated channels set out in Section 3 - the CADRE ODR Platform (www.cadreodr.com), email to resolve@cadreodr.com, or Speed Post to CADRE ODR's registered office. Filing through the platform ensures the fastest turnaround, as your request is instantly recorded, tracked, and actioned. This policy ensures that your request is properly recorded, tracked, and processed in line with our standard procedures. Any objection received through an alternate, non-designated channel will be considered as not filed and will not bind CADRE ODR to respond or take action.