ODR FEE SCHEDULE

Online Arbitration

A binding decision from a neutral arbitrator, delivered entirely online, at a price fixed before you start.

₹9,999
Documents-only arbitration, claims up to ₹10 lakh

₹14,999
Arbitration with virtual hearings, claims up to ₹10 lakh

2 parts
Platform Fee + Arbitrator's Fee. Nothing hidden

+ GST
All fees shown exclude GST

All prices are the **total case fee** (Platform Fee plus Arbitrator's Fee) for a sole arbitrator, before GST. Who pays which part is explained in section 2.

1. What you pay for

Fee	What it is
Platform Fee	NLP's fee for administering your case: registration, notices to the other side, appointing the arbitrator, the secure digital case room, e-filing, hearing scheduling and video rooms, transcription of included hearings, e-signature and e-stamping of the award, and case management support.
Arbitrator's Fee	The fee of the independent arbitrator who reads the pleadings and evidence, conducts the hearings and writes a reasoned award. Paid to the arbitrator in full.

2. Who pays and when

	Claimant (who files)	Respondent (the other side)
Platform Fee	Pays it in full when filing	Nothing
Arbitrator's Fee	Pays **half** before the tribunal is constituted	Pays **half** within 15 days of being asked
Counterclaim	—	Pays the counterclaim fee (section 5) when filing the counterclaim

If the other side does not pay its half, you may pay it so the case can continue. As under section 38 of the Arbitration and Conciliation Act, 1996, if neither side pays, the tribunal may suspend or end the proceedings.

Getting your costs back. The arbitrator can order the losing party to bear the costs of the arbitration, including these fees (section 31A of the Act). So you may recover what you paid if you succeed.

3. Choose your route

Documents-only

- Decided on written pleadings and documents
- Best for loan recovery, unpaid invoices and other document-heavy commercial claims
- Both parties must agree to it in writing
- Can be run as fast-track arbitration under section 29AA if the parties agree

With virtual hearings

- Includes online hearings with transcription
- Best where witnesses, oral arguments or cross-examination are needed
- Each hearing is a virtual session of up to 2 hours
- Extra hearings are charged per hearing (see table)

If a documents-only case later needs a hearing, it moves to the hearings route and **everything you have already paid is credited** against the higher fee.

4. Fee tables (sole arbitrator)

4.1 Documents-only

Claim value	Platform Fee	Arbitrator's Fee	Total case fee
Up to ₹10 lakh	₹2,999	₹7,000	**₹9,999**
₹10 lakh – ₹25 lakh	₹5,000	₹15,000	**₹20,000**
₹25 lakh – ₹50 lakh	₹10,000	₹25,000	**₹35,000**
Above ₹50 lakh	As in 4.2	Fixed in appointment letter	**Never more than 4.2**

4.2 With virtual hearings

Claim value	Platform Fee	Arbitrator's Fee	Total case fee	Hearings included	Each extra hearing
Up to ₹10 lakh	₹2,999	₹12,000	**₹14,999**	2	₹2,000
₹10 lakh – ₹25 lakh	₹5,000	₹25,000	**₹30,000**	3	₹3,500
₹25 lakh – ₹50 lakh	₹10,000	₹40,000	**₹50,000**	3	₹5,000
₹50 lakh – ₹1 crore	₹20,000	₹55,000	**₹75,000**	4	₹7,500
₹1 crore – ₹5 crore	₹40,000	₹1,10,000	**₹1,50,000**	5	₹12,000
₹5 crore – ₹10 crore	₹75,000	₹1,75,000	**₹2,50,000**	6	₹15,000
Above ₹10 crore	₹1,00,000 + 0.05% of the amount above ₹10 crore (max ₹5,00,000)	Fixed in appointment letter	**On quote**	As agreed	As agreed

Where a fee is "fixed in appointment letter"

For the largest cases the Arbitrator's Fee is set case by case. It is stated in the appointment letter and **must be accepted by the parties before the tribunal is constituted.** It is never changed afterwards without the parties' agreement.

4.3 Three-member tribunal

- **Platform Fee:** 1.5 times the sole-arbitrator Platform Fee for the claim value.
- **Arbitrator's Fee:** the table fee applies to **each** arbitrator. The presiding arbitrator receives an additional 25%.

5. Other fees

Item	Fee	Paid by
Counterclaim	The difference between the fee on the claim and counterclaim together and the fee on the claim alone	Party filing the counterclaim
Amendment that moves the claim into a higher slab	The difference in fees	Party amending
Adjournment requested less than 48 hours before a hearing	₹2,000	Party requesting
Application for interim measures (section 17)	₹10,000 (₹2,000 Platform + ₹8,000 Arbitrator)	Applicant
Emergency arbitrator, where the NLP Arbitration Rules provide for it	₹25,000 (₹5,000 Platform + ₹20,000 Emergency Arbitrator)	Applicant
Interpretation of the award or additional award (section 33)	₹5,000	Party requesting
Correction of a clerical, typographical or computational error in the award	**No charge**	—
Replacement of an arbitrator at a party's request or after a successful challenge	₹5,000 Platform Fee	Shared equally, unless the tribunal directs otherwise
Replacement because the arbitrator withdraws or becomes unable to act	**No charge**	—
Additional certified copy of the award	₹1,000 per copy	Party requesting
Translation of documents	Quoted in advance and accepted before work starts	Party requesting
Stamp duty on the award; courier of hard copies	At actual cost	As directed by the tribunal

6. What's included and what costs extra

Included in the total case fee

- Registration and notices to the other side
- Appointment of an independent arbitrator, with conflict disclosures
- Secure digital case room and e-filing
- Included hearings with transcription (hearings route)
- Reasoned award, e-signed and e-stamped
- One certified copy of the award for each party
- Consent award if you settle during the case

Costs extra

- Hearings beyond those included
- Counterclaims and upward amendments
- Interim measures and emergency applications
- Stamp duty, court fees and courier at actual cost
- Your own lawyer's fees, if you appoint one
- Enforcing or challenging the award in court

7. Cancellation and refunds

Refunds go back to whoever paid, in the proportion paid, to the original payment method.

If the case ends…	Platform Fee	Arbitrator's Fee
Before notice is sent to the other side	Refunded, less payment-gateway charges	Refunded in full
After notice, before the tribunal is constituted	50% refunded	Refunded in full
After constitution, before the first procedural hearing	Not refundable	75% refunded
After the first procedural hearing, before pleadings close	Not refundable	50% refunded
After pleadings close, before the final hearing	Not refundable	25% refunded
After the final hearing	Not refundable	Not refundable
We cannot constitute a tribunal, or a Platform failure prevents the case going ahead	**Refunded in full**	**Refunded in full**

Settling during the case? The tribunal can record your settlement as a consent award (section 30) at no extra charge. The table above decides any refund. **An award you disagree with is not a ground for a refund:** the fee pays for the process and the arbitrator's time, not for an outcome.

8. Worked example

Claim of ₹3 lakh, with virtual hearings

Total case fee: **₹14,999** (Platform Fee ₹2,999 + Arbitrator's Fee ₹12,000), plus GST where applicable.

Claimant pays at filing: ₹2,999 + ₹6,000 (half the Arbitrator's Fee) = **₹8,999**.

Respondent pays: **₹6,000** (its half of the Arbitrator's Fee).

A third hearing, if needed: ₹2,000, paid as the tribunal directs.

9. Common questions

Is an online arbitration award binding?

Yes. An award made under the Arbitration and Conciliation Act, 1996 is binding on the parties and is enforced in the same way as a court decree once the time to challenge it has passed (sections 35 and 36). It can be challenged only on the limited grounds in section 34.

Do I need an arbitration agreement?

Yes. Arbitration needs the parties' written agreement: either a clause in your contract or a separate submission agreement, which can be signed electronically on the Platform.

I am a consumer. Do I have to arbitrate?

No. Arbitration on NoLegalPaisa is always voluntary for consumers, and nothing here affects your right to approach a Consumer Commission.

Why is part of the fee paid to the arbitrator?

The arbitrator is an independent professional, not an NLP employee. Showing the two parts separately means you can see exactly what NLP charges and what the arbitrator receives.

10. The fine print

1. **About this Schedule.** This is the Service Schedule for Online Arbitration on NoLegalPaisa (the "Platform"), operated by Kaahmuchee Solution Private Limited ("NLP", "we", "us"). It forms part of your agreement with us and must be read with the NLP Arbitration Rules, our Terms of Service and our Refund & Cancellation Policy. On fees, payment and refunds for this Service, this Schedule prevails over the Refund & Cancellation Policy to the extent of any difference.
2. **Claim value** means the total amount claimed in the statement of claim, including interest claimed up to the date of filing but excluding costs. All claims in one filing are added together. A claim that is not quantified in money is placed in the first slab, unless the property or rights in dispute are plainly worth more, in which case we will tell you the applicable slab, with reasons, before you pay.
3. **Taxes.** All amounts are in Indian Rupees and exclude GST. GST is charged on the Platform Fee at the prevailing rate (currently 18%). GST on the Arbitrator's Fee depends on who you are: services of an arbitral tribunal to an individual or other non-business party are exempt, and to a business entity are generally payable by the business under reverse charge. Each component is shown separately on your invoice.
4. **The arbitrator's fee belongs to the arbitrator.** It is collected through the Platform's payment partner on the arbitrator's behalf and passed to the arbitrator in full. NLP keeps no part of it. NLP's own charge is the Platform Fee only.
5. **Pay only through the Platform.** All payments must be made through the Platform's payment page (UPI, net banking, NEFT/RTGS, cards or other modes shown at checkout). Never pay a arbitrator or anyone else directly. No arbitrator will ask you to.
6. **Tax deducted at source.** Where tax is required to be deducted at source under applicable income-tax law, the paying party is responsible for deducting it and providing the certificate. Each party and each neutral is responsible for its own tax compliance.
7. **Third-party costs.** Stamp duty, court or registry fees, courier charges and other amounts payable to third parties are charged at actual cost, are payable by the party concerned, and are not refundable once paid.
8. **Changes to this Schedule.** We may revise this Schedule. Revisions apply only to cases filed after the revised Schedule is published on www.nolegalpaisa.com. **The version in force on the date your case is filed applies to your case throughout.**
9. **Businesses filing in volume.** Banks, NBFCs, fintech lenders, housing finance companies and other enterprises may agree enterprise pricing and service levels with us under a written Enterprise Agreement. Under every Enterprise Agreement, **arbitrators are appointed by NLP alone, from its panel**. No enterprise client has any say in which arbitrator is appointed to its cases.
10. **Disputes about fees.** These are governed by the disputes clause of our Terms of Service. Nothing in this Schedule affects the jurisdiction of the courts at the seat of an arbitration under the Arbitration and Conciliation Act, 1996.
11. **Your statutory rights.** Nothing in this Schedule excludes or limits any right you have under the Consumer Protection Act, 2019 or any other law that cannot lawfully be excluded.

Questions, or pricing for volume filings?

Email: **info@nolegalpaisa.com** · Phone: **9326024128** · Hours: **0900 – 1900 Hours**

Schedule a call: nolegalpaisa1.zohobookings.in · Web: www.nolegalpaisa.com