

Ministry of Micro, Small and Medium Enterprises organises first National Workshop on MSME Online Dispute Resolution Portal

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The Ministry of Micro, Small and Medium Enterprises, Government of India, organised the first National Workshop on the MSME Online Dispute Resolution Portal on 16th March 2026 at New Delhi. The workshop was organised to promote faster, cost-effective and technology-enabled mechanisms for resolving commercial disputes involving micro and small enterprises. The workshop brought together MSME industry associations, MSEF Councils, ADR institutions, policymakers and legal experts to deliberate the strengthening of dispute resolution mechanisms and to familiarise the stakeholders with the functionality of the MSME ODR Portal.



In their address, senior officials from the Ministry emphasised the government's commitment to creating a supportive ecosystem for MSMEs by ensuring quicker resolution of business disputes. They noted that efficient dispute resolution mechanisms are critical for improving ease of doing business and building confidence among entrepreneurs and investors. Sh. S.C.L. Das, Secretary MSME, urged all the stakeholders to take the collective ownership and encouraged Centre-State partnership for effective resolution of disputes through MSME ODR mechanism.





The representatives from various State Councils and Industry Associations highlighted the importance of ODR portal in resolving disputes relating to delayed payments and how ODR can significantly reduce the time and cost associated with traditional dispute resolution processes, while improving transparency and accessibility for small businesses across the country.





The participants also shared best practices and successful case studies where MSME ODR Portal have helped resolve commercial disputes efficiently. The workshop concluded with a consensus on strengthening institutional frameworks, promoting awareness among entrepreneurs, and encouraging the adoption of ODR Portal to ensure timely and effective resolution of disputes faced by MSEs.

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