

**ONLINE DISPUTE RESOLUTION AS A MODE OF SETTLING
E-COMMERCE CONSUMER DISPUTES**

By

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Submitted in Partial Fulfillment of the Requirement
for the Bachelor in Legal Studies (Hons)

**Universiti Teknologi MARA
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Jun 2012

The students/authors confirm that the work submitted is their own and that appropriate credit has been given where reference has been made to the work of others.

AKNOWLEDGEMENT

This research project has been carried out by a team which comprised Maisarah Fatin Bt Abdul Razak, Nurul Eezwani Bt Mohd Kamal and Syazni Nadzirah Bt Ya'cob.

First and foremost, we would like to express our deepest gratitude to our supervisor, Miss Norliza Abdul Hamid for the valuable guidance, advice, care, patience, and providing us with an excellent atmosphere for doing research. She inspired us greatly to work on this project paper. We also would like to thank her for giving us materials that related to the topic of our project.

We would never have been able to complete our research without the guidance of our lecturers, and help from friends. We would like to thank Dr J Sheela who led us to this topic in the beginning. Many thanks to the officer at the Tribunal for Consumer Claims, for her cooperation during our interview. Our research would not have been possible without her help.

A special dedication to our beloved parents. They always support us and encourage us with their best wishes. Finally, we would like to thank everyone else who directly or indirectly helped us in doing this research.

ABSTRACT

This is a study on online dispute resolution as an alternative form of dispute resolution in e-commerce consumer disputes. The main objective of the study is to analyse the viability of implementing online dispute resolution to deal with consumer disputes in Malaysia.

The main issue that will be focused is the applicability of online dispute resolution as an alternative to e-commerce consumer disputes other than court, Alternative Dispute Resolution and Tribunal for Consumer Claims. The issue will be addressed by firstly identifying the weaknesses of the court system and alternative dispute resolution in resolving e-commerce consumer disputes in Malaysia.

The study explains when ODR comes into existence, its development and its emergence. On top of that, the study will also include a comparison between ODR practices in the United States, the European Union and China. This is to consider the use of ODR in other jurisdictions so that Malaysia can adopt the best system in applying ODR in the future.

Other than that, this study will also include relevant suggestions and recommendations to consumers and the Malaysian government in applying ODR in Malaysia.

As a conclusion, since Malaysia has yet to have any regulation regarding ODR for e-commerce consumer dispute, therefore, a law needs to be proposed to make clear provisions so as to provide more protection to consumers in online transactions (e-commerce).

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