Why mediation is necessary?
In the recent past a large number of disputes on small matters are being reported to the police and also the courts. As a result of this, not only there is an increase in the litigation in the courts, but the relation between the parties are also getting spoiled. Most of these matters could be easily settled without going to the police or the courts. Hence mediation is the only forum to help the disputant parties to resolve such cases.

What is mediation?
Mediation is a voluntary process in which an impartial and neutral mediator tries to bring together the disputant parties to arrive at a mutually agreeable solution. The parties to the dispute have an opportunity to ventilate their grievances and feelings and thereafter work out the solutions to meet their interests. The mediator does not decide or impose any solution on the parties but creates a favourable environment to enable them to reach an amicable settlement.

Mediation is a process:
- of facilitated negotiation;
- in which neutral mediator uses specialized communication and negotiation techniques;
- which is voluntary, confidential, transparent and flexible in which parties themselves work out solutions of their disputes.

Cases to be referred for mediation:
Neighbourhood - Parking, noise, nuisance, destruction / repair / maintenance of property, fencing, parking, pets, interpersonal etc.

Family - Parent / child, parenting (child custody / visitation / support), child welfare etc. adult guardianship, restitution, divorce, domestic violence, maintenance etc.
School - Special education, peer (student / student), minor complaints, corrections.
Commercial - Consumer / merchant, small claims, workplace, bad cheques, accident compensation.
Miscellaneous - Human rights, police / citizen, minor criminal, victim / offender, disabilities, cross-cultural, religious / charitable, multi party etc.

How to approach Mediation Centre:
Delhi Dispute Resolution Society (Regd.) is setting up Mediation Centres in each district. Any or both the parties to a dispute, whether pending in court or not, are at liberty to approach any of the centres for resolution of their disputes.

The petty criminal compounding cases can also be referred by the police to the nearest centre before registration of FIR / or proceeding further in the matter / complaint.

The cases before Consumer Forums and such other Tribunals can also be referred by the Presiding Officer for mediation.
The consumers can also approach any centre for their complaints against vendors / service providers.

What happens in Mediation?
Mediation process, though is informal, has a definite structure. Mediator first talks to the parties and introduces himself. He establishes neutrality, creates trust of parties in the process and ultimately creates atmosphere for open discussions.

Mediator thereafter listens and encourages both the parties to give information and facts and helps them to identify their interests. He establishes communication between the parties.
He also listens to both the parties separately to enable them to further explain their grievances, demands, expectations. He also helps parties to generate options for amicable settlement.

Once the matter is settled, mediator clarifies and confirms the terms and records the settlement.

Who can be a Mediator:
Mediators are:
a) Lawyers who have undergone training as prescribed by Mediation and Conciliation Project Committee (MCPC) of Supreme Court of India and have got the certificate of Trained Mediator;
b) Respectable citizens of the locality who have to undertake prescribed training by Delhi Dispute Resolution Society;
c) Retired officers, Judges, bureaucrats, public spirited persons, lawyers, Social Workers & respectable citizens etc.

Duration of Mediation
Most cases are settled within 30 minutes to 60 minutes. However, if the dispute involves complex issues, it may require some more time.
Benefits of Mediation

- Allows parties to personally express their views directly, informally, confidentially and without fear of any adverse action.
- Parties themselves work out solution which meets their interests and thus, gives more satisfaction.
- Focuses on the future rather than the rights and wrongs of the parties.
- Eliminates the risks of litigation.
- Helps to save time, energy, money and relationship.
- Brings harmony by creating Win-Win situation for the disputing parties.

Delhi Dispute Resolution Society

Delhi Government with its commitment to people of Delhi to ensure timely and responsive justice and also to provide them easy access to the justice, has entered into a first joint venture of its kind with Delhi High Court to set up mediation centres in all the Districts to take up all kinds of civil and petty criminal cases—whether or not pending in the court. The objective of society is to provide a forum to the parties to settle their disputes with the help of Neutral Mediator rather than to suffer silently or run to police, court or any other forum.

Mediation centres are functional at Vikas Bhawan, (State Consumer Disputes Redressal Commission, ITO); Kasturba Gandhi Marg (District Consumer Forum); Udyog Sadan (Patparganj Industrial Area); Transport Authority (Rajpur Road); Parliament Street, (near Police Station); Ambedkar Bhawan (Sector-16, Rohini); Qutub Institutional Area, (Consumer Dispute Redressal Forum-I); Nand Nagri, (District Consumer Court); where a large number of cases have already been referred and settled. Soon, other centres would also come up in other districts as well.

The mediation centres are being managed and supervised by trained mediators and officials who are dedicated to act as healers of pain.

It is expected that in due course of time, with increased awareness amongst public, Mediation Centres would make rapid progress and would become an effective forum for resolution of disputes rather than taking recourse to the courts/police.

Mediation Centres

- State Consumer Disputes Redressal Commission, Vikas Bhawan, I.T.O., New Delhi – 110 002 : Tel:23379074
- K. G. Marg, District Court Consumer Forum, New Delhi – 110 001
  Tel: 23381759, 23381736
- Udyog Sadan, Patparganj Industrial Area, Delhi. Tel: 22166842 / 43 / 44
- Delhi Transport Authority, Rajpur Road, Delhi – 110 054, Tel: 23971019/23
- Parliament Street, Near Police Station, New Delhi – 110 001, Tel.: 23971019/23
- Ambedkar Bhawan, Sector-16, Rohini, Delhi – 110 085, Tel.: 23971019/23
- Consumer Dispute Redressal Forum-II
  G.N.C.T of Delhi, Udyog Sadan, C-22 & 23 Qutab Institutional Area, Behind Qutab Hotel, N. D. Tel.: 26513307
- District Consumer Court
  Office of Deputy Commissioner
  North-East, 1st Floor, Nand Nagri Delhi
  Tel.: 23971019/23

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MEDIATION
- A Step towards Self Empowerment and Social Harmony

Delhi Dispute Resolution Society (REGD.)

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