

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF EDUCATION: LITIGATION BRANCH
ROOM No 214-D, OLD SECTT. DELHI-110054.**

No.F. DE/Lit/DDRS/2010/

Dated:

To

The All DDEs,
Directorate of Education,
Govt of NCT of Delhi,
Delhi.

Sub:- Regarding District Mediation and Conciliation Centers of Govt of NCT of Delhi.

Sir/Madam,

Please find enclosed herewith copy of D.O.No. DIRADR/1373-F41/DDRS/P(HORD)/10 dated 25/11/2010 of Secretary(Law)/Director(ADR), Delhi Dispute Resolution Society (Regd) under Department of Law, Justice & Legislative Affairs, Govt of NCT of Delhi regarding District Mediation and Conciliation Centers set up for resolution of disputes which are either pending in courts/tribunal or pre litigative.

In this regard, you are requested to circulate the above said letter to the all Principals of schools/educational institutions under your district so that maximum benefits of above said facility may be availed.

Encl:- as above

(K.K.SYAL)
ASSTT. DIRECTOR OF EDUCATION(Lit)

No.F. DE/Lit/DDRS/2010/ 4799

Dated: 08/12/10

Copy to:-

1. PS to Worthy DE
2. PS to Addl.DE(Lit)
3. OS (IT) for the online transmission (pop-up menu) and Public Circular also.

(K.K.SYAL)
ASSTT. DIRECTOR OF EDUCATION(Lit)

नीला बंसल कृष्णा
NEENA BANSAL KRISHNA
सचिव
Secretary
Delhi Dispute Resolution Society (Regd.)
(Dept. of Law, Justice & Legislative Affairs)



राष्ट्रीय राजधानी क्षेत्र दिल्ली सरकार
GOVT. OF NATIONAL CAPITAL TERRITORY
8TH LEVEL, C-WING
दिल्ली सचिवालय, आई.पी. एस्टेट, नई दिल्ली
DELHI SECRETARIAT, I.P. ESTATE, NEW DELHI
TEL. NO.: 2338 2027
D.O.No. *1373 - F 41 / DDAS / PCH (02) / 11*
दिनांक 25-11-2010
Date:

To,

The Director (Education),
Govt. of NCT of Delhi,
Old Secretariat,
Delhi - 110054.

26/11
Adulal DE (W) Sir,
26/11/10
ADJ (L)
Subject : Regarding setting up of District Mediation and Conciliation Centres by Govt. of NCT of Delhi

The Government of Delhi which has a sincere commitment to provide the residents of Delhi with an in-expensive and expeditious mechanism for resolution of its disputes, has set up Delhi Dispute Resolution Society (Regd.) under Department of Law, Justice & Legislative Affairs, Govt. of NCT of Delhi, with the objective of providing an alternative forum for the public at large for resolution of their disputes before approaching the Courts.

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Pr. Kaur
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Pr. Kamal
The Society has already set up its District Mediation and Conciliation Centres at Udyog Sadan, Patparganj, Delhi; Transport Authority, Rajpur Road, Delhi; Parliament Street near Police Station, New Delhi; Nand Nagri, Delhi and Ambedkar Bhawan, Rohini, New Delhi. Sub-Centres have also been set up at Kasturba Gandhi Marg, Qutub Institutional Area and Vikas Bhawan, New Delhi adjoining to the District Consumer Forums and State Commission respectively.

It is further in the process of setting up Mediation Centres in other Districts as well.

The Society through its Mediation Centres provides a forum to the parties who have disputes of any kind, whether pending in Courts / Tribunals etc. or



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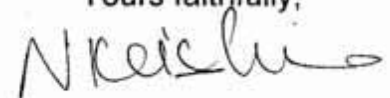
pre-litigative, to approach any of the District Mediation Centres which are managed by qualified and trained Mediators who help the parties to resolve their disputes. The procedure is informal, quick and without any cost. The objective is to resolve disputes which otherwise breed acrimony amongst the people.

The breadth of services of the Society includes disputes relating to community, consumer related issues, commercial, neighbourhood and family matters. It also includes disputes relating to schools, cheque bouncing, Tribunals, Government bodies and other miscellaneous matters.

Many a times disputes arise involving peers/students, parents, teachers, etc. which can be a hurdle in effective of administration of schools. Such like matters can also be referred to the District Mediation Centres.

You are, therefore, requested to circulate this letter to the Principals of schools/educational institutions so that they can inform by appropriate modes all stakeholders such as teachers, students, parents, etc. to avail the facility of mediation centres which has been made available by the Govt. of NCT of Delhi.

Yours faithfully,



**(NEENA BANSAL KRISHNA)
SECRETARY (LAW)/
DIRECTOR (ADR)**

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 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 compoundable 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-II); 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.:
- Ambedkar Bhawan, Sector-16, Rohini, Delhi - 110 085, Tel. :
- 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. :

MEDIATION

**- A Step towards Self
Empowerment and
Social Harmony**



DELHI DISPUTE RESOLUTION SOCIETY (REGD.)

Deptt. of Law, Justice & LA
8th Floor, C-Wing, Delhi Secretariat
New Delhi - 110 002

Ph: 23392027 Fax: 23392023

website: mediation.delhigovt.nic.in
e-mail: delhigovtmediation@gmail.com