

OFFICE OF THE DIRECTOR (A&P)  
DELHI JAL BOARD  
VARUNALAYA PHASE-II  
JHANDEWALAN, KAROL BAGH  
NEW DELHI-110005.

No. DJB/DIR(A&P)/DDRS/2020/

44084

Dated: 10/09/2020

CIRCULAR

**Subject: Referral of Consumer Disputes for resolution through mediation.**

With the objective to provide an alternative forum to the public at large for resolution of Consumer Cases/disputes, whether pending before the Court/forum or forthcoming, and in consequence of setting up of Delhi Dispute Resolution Society(DDRS) under the Department of Law, Justice & L.A., GNCTD for reducing litigation and unnecessary burden, all the Zonal/Divisional Offices are hereby directed to take necessary steps in this regard and approach the Mediation Centres of DDRS, as instructed in the letter dated 30.05.2019 issued from office of The Chief Secretary, GNCTD(Copy enclosed), and may also co-ordinate with the respective contesting Counsel for taking requisite necessary action as per law in the interest of DJB. These guidelines are hereby circulated for strict compliance and adherence by the concerned Zonal/ Divisional Offices.

This issues with the approval of the Competent Authority.

  
Director(A&P)

All Executive Engineers  
All Zonal Revenue Officers

No. DJB/DIR(A&P)/DDRS/2020/

Dated: 10/09/2020


Copy for information to:-

1. PS to CEO
2. Member (A)
3. All Chief Engineers
4. DOR
5. All Jt. Directors(R)/ Dy. Directors (R)
6. EE(EDP) ----- to upload on DJB website
7. Consultant (Law)
8. Office Copy

  
Director(A&P)



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Govt. of NCT of Delhi  
OFFICE OF THE CHIEF SECRETARY  
Delhi Secretariat, I.P. Estate, New Delhi

No.F.44/DDRS/GCM-Vol.II/2019/diradr/314 - 316

Dated: 30.05.2019


Sub.: Referral of Disputes for resolution through mediation.

Instructions were issued to all concerned vide letter no. F.44/DDRS/GCM-Vol.II/2019/diradr/16076-16078 dated 11.07.2018 in context of above subject. It has come to my notice that these are not adhered to in true sense. It is reiterated that Department of Law, Justice & L.A., Govt. of NCT of Delhi, has established Delhi Dispute Resolution Society in November, 2009 in collaboration with the Hon'ble High Court, with the objective of providing an alternative forum for the public at large for resolution of their disputes before approaching the Courts. As many as 09 Mediation Centres and 01 Mediation Clinic are functioning in different parts of Delhi. Further, more Mediation Centres are also being started shortly in different parts of Delhi in view to reach to the public of Delhi at their door step.

The nature of disputes varies from community disputes, property and house tax disputes, neighbourhood disputes, matrimonial disputes, commercial disputes, property disputes, consumer disputes, public nuisance, trespass etc. Disputes relating to cheque bouncing, payment / service / any negligence in treatment in hospitals, schools / universities fees payment issues, parents and teachers as well as students issues likewise and other miscellaneous matters can also be resolved through the process of Mediation. In case, the matters do not get settled, the parties are free to proceed as per law.

In the above context, avenues have been made available by Delhi Dispute Resolution Society for resolution of such disputes in order to reduce litigation and encouraging resolution of disputes.

In view of above, the instructions are issued to all concerned that henceforth the disputes be referred for resolution through mediation of DDRS under Department of Law, Justice & L.A., Govt. of NCT of Delhi. Non-compliance of these instructions will be viewed seriously.

  
(Vijay Kumar Dev)  
Chief Secretary

To All Pr. Secretaries / Secretaries / HoDs / Head of Autonomous Bodies under GNCTD

Copy forwarded for information to:

1. Hon'ble Mr. Justice M.L. Mehta (Retd.), Chairman, DDRS.
2. Shri Sanjay Garg, Working Chairman, DDRS / Pr. Secretary (LJ&LA).