**OFFICE OF THE COMMISSIONER OF POLICE : DELHI:**

NO. 18 /2013 **CIRCULAR**

Delhi Dispute Resolution Society (Regd.) (DDRS) has been established by the Govt. of NCT of Delhi under the department of Law, Justice & Legislative Affairs, with the objective of providing an alternative forum for the public at large for resolution of their disputes before approaching the courts.

The main aim of the society is to help and assists parties to resolve their dispute (s) amicably through a mediator, who is a trained and neutral third person and does not pressurize or impose his decisions on them. In case the matter is not settled in mediation, the parties and police are free to proceed as per law. This is an effort to settle before the matter gets further escalated and aggravated. If settled, the parties develop/restore their relationship.

The following type of cases can be referred for mediation:-

1. **Neighbourhood**- Parking, noise, nuisance, destruction/repair/maintenance of property, fencing, pets, interpersonal etc.

2. **Family-** Parent/child, parenting (child custody/visitation/support), child welfare etc. adult guardianship, restitution, divorce, domestic violence, maintenance etc.

3. **School-** Special education, peer (student-student), minor complaints, corrections.

4. **Commercial-** Consumer/merchant, small claims, workplace, bad cheques, accident compensation.

5. **Miscellaneous-** Police/citizen, minor criminal, victim/offender, disabilities, cross-cultural, religious/charitable, multi party etc.

The Following mediation centres are functioning in various parts of Delhi:-

1. State Consumer Disputes Redressal Commission, Vikas Bhawan,I.T.O, New Delhi. Tel.23379074.

2. M-Block, Vikas Bhawan,ITO,New Delhi. Tel.23379774, 23379775.

3. Udyog Sadan, Patparganj Industrial Area, Delhi. Tel.22166843/44.

4. Transport Authority, Rajpur Road, Delhi.Tel.23971019.

5. Parliament Street, near Police Station, New Delhi, Tel.23368056/57.

6. Ambedkar Bhawan, Sector-16 , Rohini, Delhi, Tel.27571629.

7. Consumer Dispute Redressal Forum-II, GNCT of Delhi, Udyog Sadan, C-22 & 23, Qutab Industrial Area, Behind Qutab Hotel, New Delhi.Tel.26513307.

8. District Consumer Forum, Office of Deputy Commissioner, North-East, 1st Floor, Nand Nagri, Delhi. Tel.22599413.

All Addl. CsP/DCsP Districts are requested to direct their SHOs to popularize and persuade the public to utilize the services of Delhi Dispute Resolution Society for amicable settlement between the parties.

(G.S. AWANA)
DEPUTY COMMISSIONER OF POLICE:
HEADQUARTERS, DELHI.

No.3066-3185 /Record Branch/PHQ Dated Delhi the 12-04-2013

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