

JULY - SEPTEMBER 2021
MPSLSA

**ONLINE
MEDIATION
PILOT
PROJECT**

**FINAL
REPORT**

**UNDER THE AEGIS OF THE MADHYA PRADESH
STATE LEGAL SERVICES AUTHORITY**

**TECHNICAL PARTNER
SAMA**

TABLE OF CONTENTS

BACKGROUND TO THIS PILOT	2
WORKFLOW SUMMARY	3
STATISTICS OVERVIEW	4
STATISTICS FOR EACH DISTRICT	5
CASE MANAGERS	8
FEEDBACK FROM MEDIATORS	9
SUCCESS STORIES	10
SUCCESS STORIES - II	11
MEDIA COVERAGE	12
ACKNOWLEDGEMENTS	13
ACKNOWLEDGEMENTS - II	14
ACKNOWLEDGEMENTS - III	15

BACKGROUND TO THE PILOT

On the 10th of July, 2021, the Pilot Project for resolving disputes, arising from complaints filed at the Urja Mahila Helpdesk, through Online Mediation, was inaugurated. This is the first time in our country that Online Dispute Resolution (ODR) has been utilized for such a cause. This initiative by the MPSSLSA will hopefully set an example for other states looking to resolve disputes in a remote manner, completely online.

Sama is very proud to be the Technical partner for this pilot project. Sama is an Online Dispute Resolution Institution that has been recognized by the Ministry of Law and Justice and now has presence in over 243 cities in India.

The COVID-19 pandemic has forced judicial bodies to adopt online processes and through ODR mechanisms, parties can resolve disputes remotely, which

This initiative by the MPSSLSA will definitely set an example for other states looking to resolve disputes in a remote manner, completely online. It is the first time in our country that Online Dispute Resolution has been used for such a cause.

gives parties the comfort of home, as well as the benefits of asynchronous communication and strict timelines. Many of these disputes are petty neighbourhood problems, family disputes and the like, which can be resolved through effective mediation, thereby easing the overall burden on courts. While Smt. Giribala Singh laid the foundation for this project, Shri Dharminder Singh Rathod has been a guiding force throughout.

WORKFLOW SUMMARY

STEP 1

A potential **Complainant** calls the Madhya Pradesh **Police Helpline** or the **Mahila Helpdesk Helpline**



STEP 2

The Police Officer refers the case for **Mediation**, if suitable



STEP 3

A **Qualified Mediator** is appointed and a notice is sent to the parties



STEP 4

Online Mediation commences via SAMA Video Conference, SAMA Chat, or Phone



STEP 5

If the dispute is settled, a standard **Settlement Report** is created



STATISTICS OVERVIEW

TOTAL CASES = 4215

37.4%

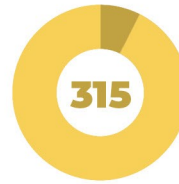
Settlement Rate*

The Settlement Rate measures the net rate of effective cases where a dispute has been successfully resolved.

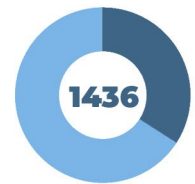
Consent Rate*

The Consent Rate measures the net rate of effective cases where parties have consented to the process.

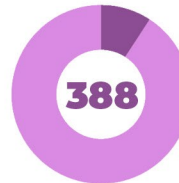
59.1%



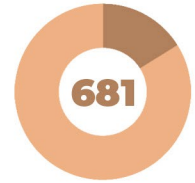
Open



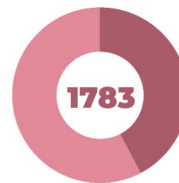
Consented[†]



No Settlement



No Consent



Non Starter



Settled

TOP FIVE MEDIATORS

Shahid Mohammad	SM
Sandeep K Nema	SN
Manisha Shukla	MS
Lalaram Meena	LM
Anshuman Sharma	AS

TOP FIVE THANAS

PSC Kantomet	J
PSC Ghamaapur	J
PSC Mahila Thana	G
PSC Civil Line	J
PSC Aghartaal	J

Through this pilot project, we have observed a **37.4% settlement rate** from **4215 cases**. Shahid Sir has been the top mediator having settled over 200 cases.

44 Cases were settled from those filed by **PSC Kantomet** in Jabalpur, the highest in all districts. As Thanas get used to the platform, we expect these numbers to rise.

*Excluding Non-Starter Cases from the Total
[†]Consented includes Settled & No Settlement Cases

#All Data is as on 3pm, 13th September.

STATISTICS BHOPAL

TOTAL CASES = 1062

36.3%

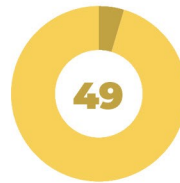
Settlement Rate*

The Settlement Rate measures the net rate of effective cases where a dispute has been successfully resolved.

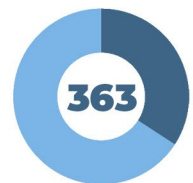
Consent Rate*

61.3%

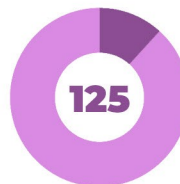
The Consent Rate measures the net rate of effective cases where parties have consented to the process.



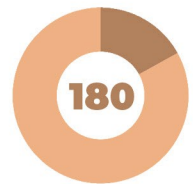
Open



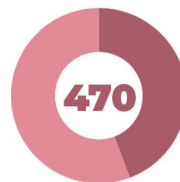
Consented[†]



No Settlement



No Consent



Non Starter



Settled

MEDIATORS 6 TO 8

Sarita Jain Kochhal

SK

Pradeep Kashyap

PK

Mufazzal Hussain

MH

TOP FIVE THANAS

PSC Govindpura

26

PSC Jahangirabad

22

PSC Kolar Road

16

PSC Kamala Nagar

15

PSC TT Nagar

15

In Bhopal a **settlement rate** of **36.3 %** was observed. The total cases filed in Bhopal amount to **1062**.

26 Cases were settled from those filed by **PSC Govindpura** in Bhopal, the highest in the district. As Thanas get used to the platform, we expect these numbers to rise.

*Excluding Non-Starter Cases from the Total

†Consented includes Settled & No Settlement Cases

STATISTICS GWALIOR

TOTAL CASES = 1258

31.5%

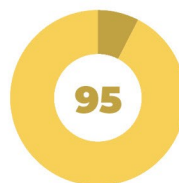
**Settlement
Rate***

The Settlement Rate measures the net rate of effective cases where a dispute has been successfully resolved.

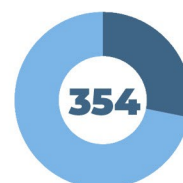
**Consent
Rate***

The Consent Rate measures the net rate of effective cases where parties have consented to the process.

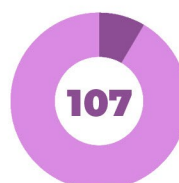
51.5%



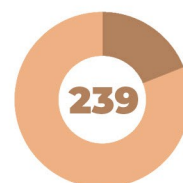
Open



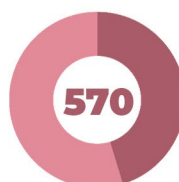
Consented[†]



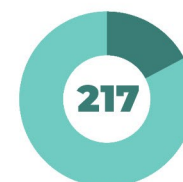
No Settlement



No Consent



Non Starter



Settled

MEDIATORS 9 TO 11

Swaraj Puri

SP

Rakhi Singh Chouhan

RS

Jyoti Kulkarni

JK

TOP FIVE THANAS

PSC Mahila Thana

37

PSC Janakganj

25

PSC Hazira

22

PSC Gwalior

16

PSC Bahodapur

12

In Gwalior a **settlement rate** of **31.5 %** was observed. The total cases filed in Gwalior amount to **1258**.

37 Cases were settled from those filed by **PSC Mahila Thana** in Gwalior, the highest in the district. As Thanas get used to the platform, we expect these numbers to rise.

*Excluding Non-Starter Cases from the Total

†Consented includes Settled & No Settlement Cases

STATISTICS

JABALPUR

TOTAL CASES = 1895

41.5%

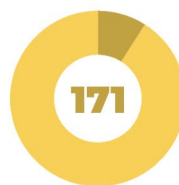
Settlement Rate*

The Settlement Rate measures the net rate of effective cases where a dispute has been successfully resolved.

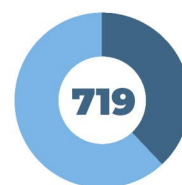
Consent Rate*

The Consent Rate measures the net rate of effective cases where parties have consented to the process.

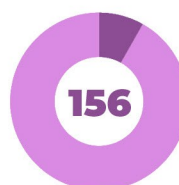
62.4%



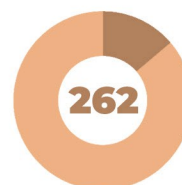
Open



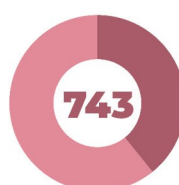
Consented[†]



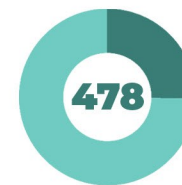
No Settlement



No Consent



Non Starter



Settled

MEDIATORS 12 TO 14

Sunil Nema

SN

Meera Sinh

MS

Neena Khare

NK

TOP FIVE THANAS

PSC Kantomet

44

PSC Ghamaapur

41

PSC Civil Line

34

PSC Aghartaal

32

PSC Kundam

32

In Jabalpur a **settlement rate** of **41.5 %** was observed. The total cases filed in Jabalpur amount to **1895**.

44 Cases were settled from those filed by **PSC Kantomet** in Jabalpur, the highest in all districts. As Thanas get used to the platform, we expect these numbers to rise.

*Excluding Non-Starter Cases from the Total

[†]Consented includes Settled & No Settlement Cases

BRIDGING THE GAP CASE MANAGERS

A Case Manager is someone who supports all the parties in a dispute to get the best from the process, they help all the parties with using Sama's platform.

Case Managers are a vital part of Online Mediation. They assist every stakeholder (Police Thanas, Mediators, Complainants) with the process. Sama's Case Managers are highly dedicated, meticulous, and well versed with the Hindi Language. In the final feedback survey, no Mediator has rated our Case Managers below 4, out of a maximum of 5, testament to their diligence.

94%

CASE MANAGERS RECEIVED EITHER THE HIGHEST OR THE SECOND HIGHEST RATING POSSIBLE

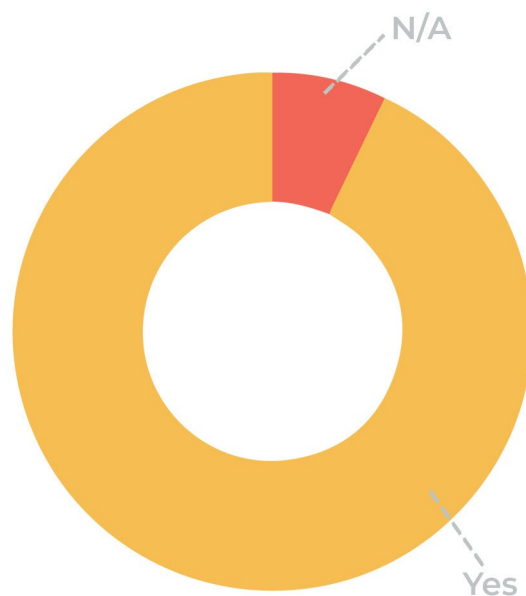


Sama's Case Managers also undertook training for the Thanas of all three districts, so that the process may become smoother and police personnel feel more comfortable with using the platform. Case Managers have helped resolve numerous cases in this pilot project.

FEEDBACK FROM MEDIATORS

93% OF MEDIATORS WANT THE PILOT PROJECT TO CONTINUE

When asked whether they would want the Pilot Project to continue, 93% of the mediators said 'Yes' while the remaining were undecided, and nobody answered with 'No'. Below is some of the feedback received from Mediators on Online Mediation.



SAMA is a great platform for helping our society, its interface is also sublime.

MJ

MANISHA JAIN
MEDIATOR, BHOPAL

Both the parties are resident of Denmark and even their case has been settled.

MS

MEERA SINH
MEDIATOR, BHOPAL

सामा ऑनलाइन विवाद के निवारण के लिए एक सफल माध्यम है

SN

SANDEEP NEMA
MEDIATOR, JABALPUR

निश्चित तौर से बहुत ही सकारात्मक अनुभव रहा।

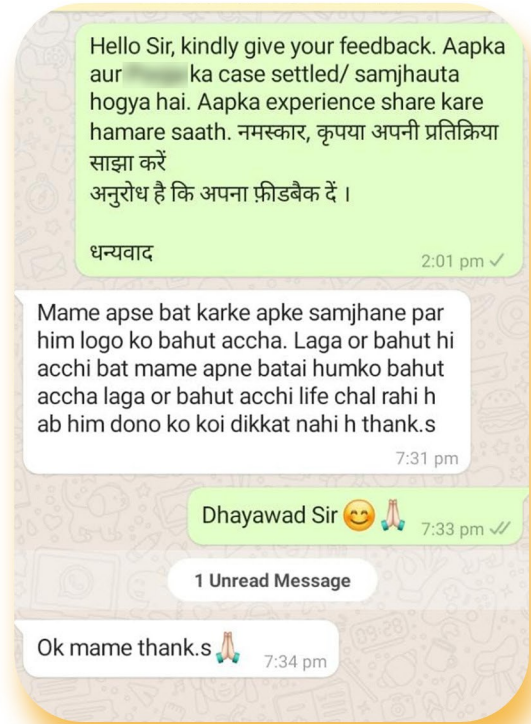
JS

JYOTI SHARMA
MEDIATOR, GWALIOR

SUCCESS STORIES

Through this pilot project, over **910** disputes have been settled. Within **60** days!

The online nature of the dispute resolution mechanism has also eased the burden of parties and increased access to justice. While stories of the success of this pilot abound, we have noted down a few here to showcase the impact that Online Dispute Resolution can have on the lives of people.



सबसे अच्छी बात ये है कि सब कुछ बिना किसी कठिनाई के साथ हुआ जिसके लिए मैं समा का आभारी हूँ

GJ **GHISLO JHARIYA**
PETITIONER, JABALPUR

पहले शिकायत होने पर बार बार थाने जाना परता था, पर इस नए सिस्टम की वजह से मेरा विवाद आसानी से सुलझ गया

R **RAMKHILAWAN**
RESPONDENT, JABALPUR

SUCCESS STORIES - II

The Pilot Project has helped the lives of many by giving people an opportunity to resolve their disputes from the comfort of their own **homes**.

(Below) A Police Officer obtains a physical signature to verify the settlement award generated online



(Above) Disputing Parties resolved their dispute easing tensions and rebuilding relationships



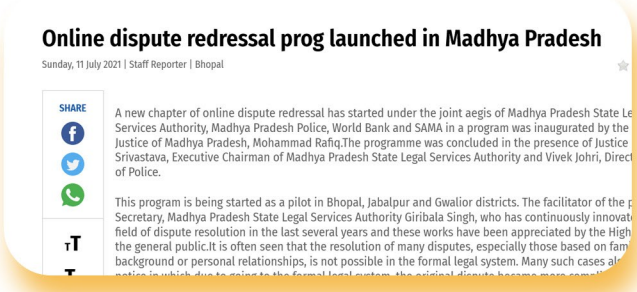
(Above) Successful Resolution of Disputes has a visible impact on the well-being of people

सामा प्रोजेक्ट के माध्यम से दोनों पक्षों की बातों को ध्यान से सुना गया और दोनों पक्षों को समझाइश दी गई। सामा एप के माध्यम से दी गई समझाइश की वजह से दोनों पित पत्नी अब साथ में रह रहे हैं। बेटी को ससुराल में खुश देख कर मां भी बहुत खुश है। बेटी को दूसरी बार खुशी खुशी अपने ससुराल में विदा कर मां ने सामा प्रोजेक्ट को धन्यवाद किया।

GS

GARIMA SINGH
KUNDAM THANA, JABALPUR

MEDIA COVERAGE



Online Dispute Redressal prog launched in Madhya Pradesh

The Pioneer, July 11th, 2021

अब काउंसिलिंग के बाद दर्ज होगी एफआईआर

Dainik Bhaskar, August 1st, 2021

ऊर्जा डेस्क और डायल 100 से वर्युअल काउंसलिंग में पहुंचे 192 प्रकरण, 30 में समझौता अब काउंसलिंग के बाद दर्ज होगी एफआईआर

भोपाल | **DHS**Star

काउंसलिंग के जरिए ऐसे सुलझाए जा रहे हैं प्रकरण

पुलिस थानों के ऊर्जा डेस्क और डायल 100 में पहुंच रहे मामलों को सुनवाई और उनका जल्द निराकरण वर्युअल माध्यम से किया जा रहा है। इन मामलों को सुनवाई सामा ओडोआर अर्गिनाइजेशन के माध्यम से ऑनलाइन की जा रही है। इस प्रोसेस में आवेदक व अनावेदक को न थाना और कोर्ट कचहरी के चक्कर लगाना है और न ही और जाना है। ऊर्जा डेस्क और डायल

केस 1. एमपी नगर थाने में सौरध (परिवर्तित नाम) ने 26 जुलाई को आवेदन दिया कि उनके भ्रमान से पड़ोसी अभय (बदला हुआ नाम) को परेशानी थी और वह निर्माण में बाधा डाल रहा है। विवाद इतना बढ़ा कि नौबत मारपीट तक पहुंच गई। मामले को एमपी नगर पुलिस ने वर्युअल काउंसलिंग में भेजा, जहां करंटों ने पचा

केस 2. टीला जमालपुरा थाने में आस्था (परिवर्तित नाम) नामक महिला ने शिकायत की सम्भाल कालों ने उसे घर से निकाल दिया है। वर्युअल सुनवाई में खुतामा हुआ कि महिला के परिवार वाले अक्सर सम्भाल कालों को दंडन प्रकरण में पंसाने को धमकी देते हैं। महिला ने माना कि पति ने कभी उस पर हाथ नहीं उठाया,



अब घर बैठे ऑनलाइन सुलझ रहे पति पत्नी के आपसी झगड़े

Nayi Duniya, August 11th, 2021

पायलट प्रोजेक्ट ऑनलाइन मेडिएशन के तहत ऊर्जा डेस्क संचालकों की बैठक

Humara Metro, August 18th, 2021

हमारा मेट्रो | भोपाल

अनोखे लाल दिवसी

समा के तकनीकी सहयोग से मध्य प्रदेश राज्य विधिक सेवा प्राधिकरण और मध्य प्रदेश पुलिस द्वारा संचालित पायलट प्रोजेक्ट ऑनलाइन मेडिएशन के तहत मंगलवार को पुराने कंट्रोल रूम में मीटिंग का आयोजन किया गया। मीटिंग को डीआईजी इरशाद वली द्वारा सम्बोधित करते हुए बताया गया कि ऊर्जा डेस्क में आने वाले पीड़िताओं व परिवारियों की समस्या को गम्भीरतापूर्वक सुने एवं त्वरित वैधानिक कार्रवाई कर जर्ज में पारदर्शिता बरतें एवं आवश्यकतानुसार उचित वैधानिक कार्रवाई कर पीड़िता को पुलिस सहायता मुहैया करवाएं। पायलट प्रोजेक्ट ऑनलाइन मेडिएशन के संबंध में सम्बन्धित स्टाफ को समय समय पर तकनीकी प्रशिक्षण देते रहे ताकि ऑनलाइन कार्रवाई में किसी प्रकार की तकनीकी समस्या न आए व पीड़िता को सहूलियत मिल सकें।

मीटिंग का मुख्य उद्देश्य ऊर्जा डेस्क संचालकों को ऑनलाइन मेडिएशन के बारे में जानकारी देना तथा पारिवारिक विवाद और अन्य मामलों को समा पोटल पर अपलोड करना सिखाया गया। उक्त मीटिंग में निधि सक्सेना उप पुलिस अधीक्षक महिला अपराध प्रकोष्ठ, एएसआई कैलाश खले सहित भोपाल जिले के सभी ऊर्जाहिल्डप डेस्क संचालक तथा सामा के सहयोगी आदित्य अग्रवाल उपस्थित रहे।

सवा नानपटाए 338 विवादात मामल

प्रदेश टुडे संवाददाता, जबलपुर

परिवारिक एवं पड़ोसियों में हुए माइनर झगड़े और मनमुटाव की शिकायतों पर पुलिस एवं विधिक सेवा प्राधिकरण के चुनिंदा अफसरों ने बीते 2 माह में ऑनलाइन मध्यस्थता करते हुए 338 विवादित प्रकरणों को सुलझाते हुए उनका



ऑनलाइन मध्यस्थता कर पुलिस / विधिक सेवा ने निपटाए 338 विवादात मामले

Pradesh Today, September 4th, 2021

ACKNOWLEDGEMENTS



SHRI DHARMINDER SINGH RATHOD

We would like to thank Honorable Member Secretary **Shri Dharminder Singh Rathod** for his continued guidance throughout this pilot project.

DISTRICT SECRETARIES

Shri Sanjay Pal Bundela, Shri Manish Thakur and Shri Galib Rasool have been excellent pillars of support for this pilot.



POLICE PERSONNEL

Additional SP **Smt. Pinky Jiwnani**, DSP **Smt. Nidhi Saxena**, DSP **Shri Nagendra Singh**, Addnl. SP **Shri Satyendra Singh**, DSP **Smt. Pooja Pandey** and all **91 Police Thanas** have been vital for this project running smoothly.

MEDIATORS & TEAM SAMA

Lastly, we are extremely grateful to the **40 Mediators** who worked on this, **50+ Case Managers** and the entire **Sama Core team** for this project, all of whom have made this pilot a success.



ACKNOWLEDGEMENTS - II

MEDIATORS

Abhay Gupta, Anjali Nayak, Ankita Mathur, Anshuman Sharma, Archana Tiwari, Arpit Nema, Bahadur Singh Tomar, Divya Singh, Satyendra Jain, Tanushree Singh, Harish Diwan, Jyoti Kulkarni, Jyoti Sharma, Lalaram Meena, Manish Borasi, Manisha Mukesh Jain, Manisha Shukla, Meera Sinh, Mufazzal Husain, Neena Khare, Pallavi Sharma, Parvez Khan, Pradeep Kashyap, Rakhi Singh Chouhan, S.N. Khare, Saarita Kosti, Sachin Sahay Shrivastava, Sandeep Kumar Nema, Sarita Jain Kochhal, Shabir Ali, Shahid Mohammad, Sudha Shrivastava, Sudhir Kumar Kochar, Sumana Chatterjee, Sunil Nema, Sunil Shrivastava, Sushila Singh, Swaraj Puri, Uttam Kumar Nag, Vimla Khare

CASE MANAGERS

Abhishek Kushwaha, Abhishek Mishra, Akshat Jain Kochhal, Ananya Gupta, Anuja Dubey, Apoorva Kesarwani, Aradhya, Arpita Singh, Celestina Maria, Chitra Jalal, Deepanshi Dwivedi, Dipanwita Gorai, Dipika Jha, Gautami, Hemant Fating, Jaiwant Deshlahara, Kanika Duggal, Kanishka Pandey, Khushboo, Khushi Singh, Khyati Tongia, Mahimashree Kar, Mansi Singh, Manya Khanna, Meenal Patil, Monisha Chatterjee, Nisha Bhaskar, Palak Maheshwari, Payal Sharad Mehta, Prachi Chowdhary, Queency, Rasmani Raghuvanshi, Richa Jha, Ritika Rajawat, Rohit Kulkarni, Ronita Halder, Sahil Kapoor, Saman Rizwan, Sayani Gupta, Shayanul Haque, Shikha Madheshiya, Shipra Gupta, Shivangi Shrivastava, Shivani Garg, Shreya, Shristi Singh, Suprabha Prusti, Sushmita Das, Suraj Agarwal, Tejal Deora, Vaishnavi Kaishav, Vrinda Khanna

CORE TEAM

Rohit Sharma (State Co-ordinator), Vividha Gupta (Core Manager), Smeeksha Pandey (Core Manager – Jabalpur), Shaista Niyaz (Core Manager – Gwalior), Aditya Agarwal (Core Manager – Bhopal), Ankita Rawat (Core Manager), Ataliya Kalam (Core Manager), Syed Mohd Tayyab (Core Manager), Sushmita Sen (Core Manager), Ajitesh Priyadarshi (Operations), Divyesh Rao (Operations), Pranjal Sinha (Co-Founder), Akshetha Ashok (Co-Founder), Vikram Kumar (Co-Founder), Jishnu Veetil (Operations), Pushpendu Ghosh (Technology), Paul T Thottan (Communications)

ACKNOWLEDGEMENTS - III

JABALPUR POLICE THANAS

PSC Aghartaal, PSC Barela, PSC Bargi, PSC Belbagh, PSC Bhedghat, PSC Chargava, PSC Civil Line, PSC Gadh, PSC Ghamaapur, PSC Ghamriya, PSC Gohalpur, PSC Gorabazar, PSC Gorakhpur, PSC Gosalpur, PSC Gwartighaat, PSC Hanumantaal, PSC Kantomet, PSC Katangi, PSC Kotwali, PSC Kundam, PSC Laardganj, PSC Maadhotaal, PSC Majhouli, PSC Mandan Mahal, PSC Omti, PSC Paatan, PSC Panaagar, PSC Raanjhi, PSC Sahpura, PSC Sanjivnagar, PSC Sehore, PSC Tilwara, PSC Vijaynagar

BHOPAL POLICE THANAS

PSC Jahangirabad, PSC Kolar Road, PSC Nishatpura, PSC T T Nagar, PSC Habibganj, PSC Kamala Nagar, PSC Bairsiya, PSC Chhola Mandir, PSC Govindpura, PSC Baagsevniya, PSC Shaajnabad, PSC Kohefiza, PSC Bairagad, PSC Gautam Nagar, PSC Station Bajriya, PSC Gandhinagar, PSC Tila Jamalpura, PSC Piplani, PSC Aishbagh, PSC Misrod, PSC Hanumanganj, PSC Ashok garden, PSC Shahpura, PSC Raatibad, PSC Bilkhiriya, PSC Gunga, PSC Nazirabad, PSC M P Nagar, PSC Khajuri sadak, PSC Talaiya, PSC Ayodhyanagar, PSC Entkhedi, PSC Parwaliya Sadak, PSC Chunabhatti, PSC Mangalwara, PSC Awadpuri, PSC Kotwali, PSC Sookhisevniya, PSC Katara hills, PSC Shyamla hills

GWALIOR POLICE THANAS

PSC Gwalior, PSC Madhoganj, PSC Janakganj, PSC Bahodapur, PSC Mahila Thana, PSC Gola ka Mandir, PSC Maharajapura, PSC Padav, PSC Morar, PSC Dabra, PSC Purani Chawani, PSC Kampoo, PSC Girwai, PSC Thatipur, PSC Hazira, PSC Inderganj, PSC Bhitwar, PSC Dabra Dehaat, PSC Jhaansi Road, PSC Vishwavidyalaya, PSC Kotwali, PSC Pichhor, PSC Mohana, PSC Biloun