

MISSION

To provide innovative technology for consumers and organisations to manage and resolve disputes and to propel online mediation as a first choice to resolve consumer disputes.

BENEFITS TO CONSUMERS

- Anytime – 24x7 any day
- Easy accessibility - Online
- Security – No threat or risk
- Low cost – Only registration fee
- Time efficient – No delays

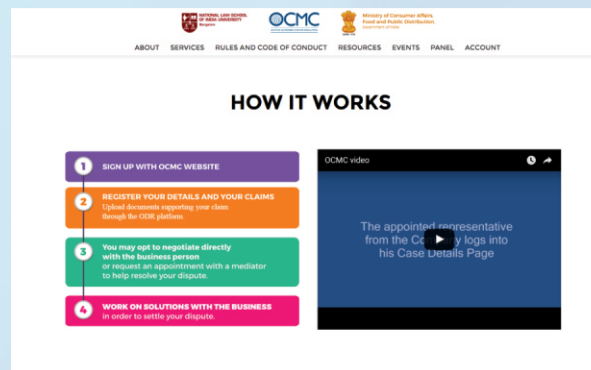
BENEFITS TO BUSINESSES

- Low cost – Reduce resolution overhead
- Satisfied customers – Repeat business
- Confidentiality – No 3rd party or media
- Scalable – Low-cost via internet cloud
- Neutrality – No preference, win-win

HOW OCMC WORKS FOR YOU?

- Parties are provided with a text-based online interactive platform to resolve their dispute.
- Parties to the dispute abide by the Mediation Rules and Code of Conduct of the Centre.
- Parties are initially allowed to negotiate on resolving the dispute. If on completion of 7 days, the parties are not able to reach a settlement, OCMC assists in appointing a third-party neutral mediator in reaching a settlement over another 23 days.

- On resolving the dispute, the parties enter into a settlement agreement that is final and binding between the parties.



- Analysis of mediation performance metrics is used to further enhance the process. The dispute resolution statistics are provided to Industry Associations, and to the Ministry of Consumer Affairs, GoI. Pilot project is tailored for sale disputes with e-Commerce companies.

Contact for further details:

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NATIONAL LAW SCHOOL
OF INDIA UNIVERSITY
Bengaluru



" Under the Aegis of Ministry of
Consumer Affairs,
Food & Public Distribution,
Government of India. "



ABOUT NLSIU

The National Law School of India University, Bengaluru came into existence through a Notification under the National Law School of India University Act, 1986. It signified the culmination of efforts by the Judiciary, the Bar Council of India, the Karnataka Bar Council, and the Government of Karnataka to reform legal education and to establish a centre of excellence for legal education and research in India. The Chief Justice of India is the Chancellor of the University. The Chairman, Bar Council of India, is the Chairman of the General Council. NLSIU is ranked No. 1 amongst Law Universities in India.

ABOUT CLAP

The Consumer Law and Practice Chair (CLAP) was established in 2008, at the National Law School of India University, (NLSIU) Bengaluru by the Ministry of Consumer Affairs, Food & Public Distribution, Government of India to promote research, teaching and training in Consumer Law and Practice.

ABOUT OCMC



Understanding the need for non-adversarial conflict resolution in consumer disputes, the Chair on Consumer Law

and Practice at NLSIU has for the first time in India, disembarked on a mission of setting up an Online Consumer Mediation Centre. The initiative has been whole-heartedly supported by the Ministry of Consumer Affairs, Government of India.

The Mediation Centre has developed an online platform with motto '*Anytime Anywhere Dispute Resolution*' that ensures confidentiality



and privacy at every stage of the online mediation. A dedicated website is designed to provide a user-friendly, transparent and secure online mediation process.

An Advisory Committee is set up at the mediation centre, comprising of legal professionals and technical experts to assist the Centre at every stage of development.

The Centre was launched on the National Consumer Rights Day, 24th December, 2016 by Shri. Ram Vilas Paswan, Hon'ble Minister, Consumer Affairs, Food and Public Distribution, Government of India, Shri. C.R. Chaudhary, Hon'ble Minister of State for Consumer Affairs, Food And Public Distribution, Government of India, Shri. Hem Pande, Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution Government of India (GoI) and Hon'ble Justice Shri. D.K. Jain, President, National Consumer Disputes Redressal Commission (NCDRC) at Vigyan Bhavan, New Delhi.

All such matters that fall within the definition of “consumer dispute” under the Consumer Protection Act, 1986, which may be acceptable



to the parties to opt for settlement of disputes by mediation, may be referred to an online mediation. But as a pilot study, the Centre accepts cases only against e-commerce companies.

WHAT IS ONLINE MEDIATION?

Online mediation is a voluntary process in which parties negotiate their own settlement with the aid of an impartial mediator through the use of an online platform like OCMC.

The Centre aims to provide for a state-of-the-art infrastructure for resolving consumer disputes both through physical as well as online mediation. For a free demo, please see 'How it Works' section on our website: onlinemediationcenter.ac.in

VISION

To provide for an innovative online mediation tool that affords consumers better access to justice through quick and easy

redressal mechanism and at the same time to provide an opportunity for businesses to maintain good customer relations.

