

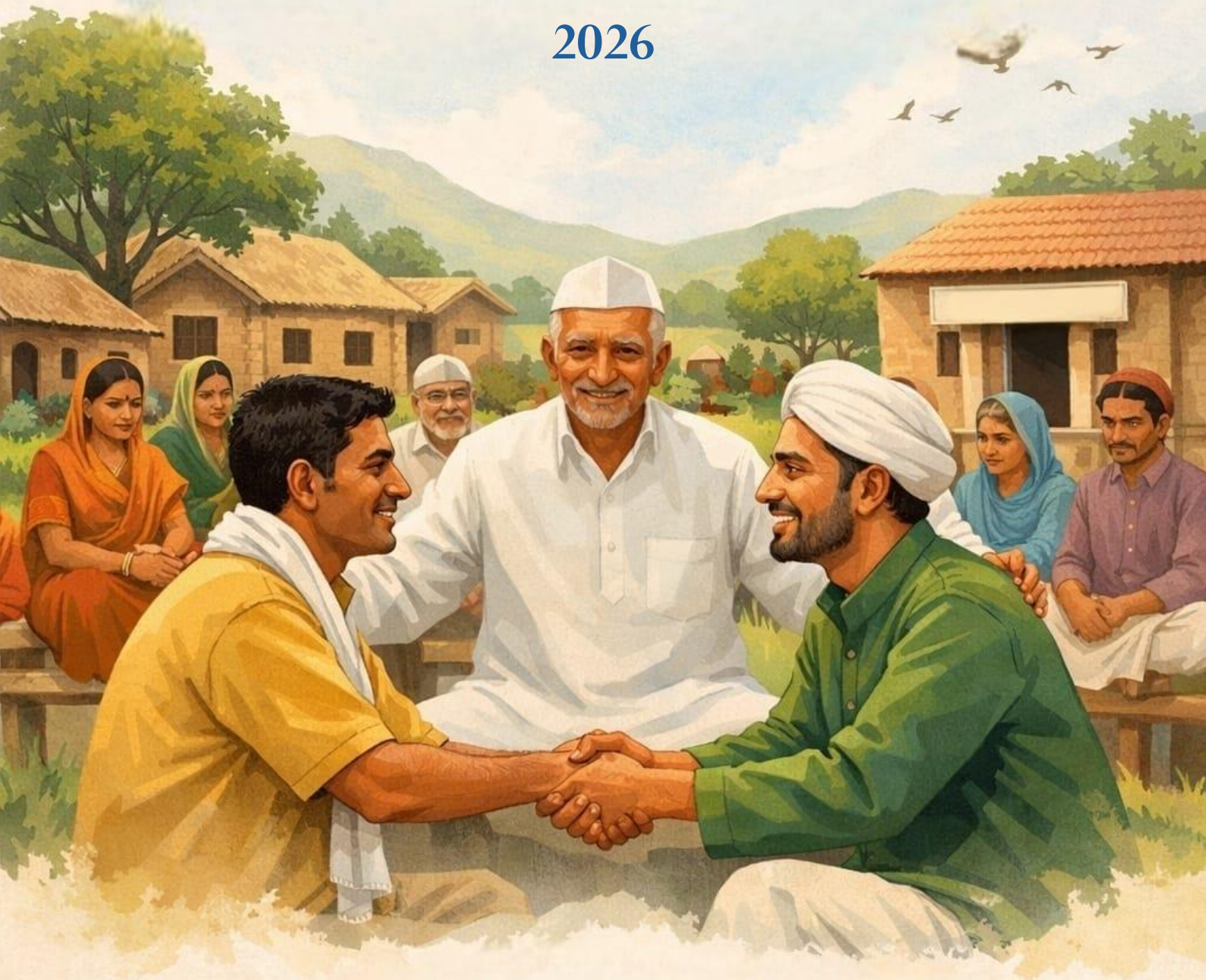


NATIONAL LEGAL SERVICES AUTHORITY

COMMUNITY MEDIATION

Towards a Litigation-Free Rural India

2026



STANDARD OPERATING PROCEDURE

Justice is more effective when it resolves disputes at the community level through dialogue, trust, and mutual understanding.





**STANDARD OPERATING PROCEDURE
FOR
COMMUNITY MEDIATION:
TOWARDS A LITIGATION-FREE
RURAL INDIA**

NATIONAL LEGAL SERVICES AUTHORITY

The courts of this country should not be the places where resolution of disputes begins. They should be the places where the disputes end after alternative methods of resolving disputes have been considered and tried.

– Former Justice Sandra Day O’Connor, U.S. Supreme Court



राष्ट्रीय विधिक सेवा प्राधिकरण
NATIONAL LEGAL SERVICES AUTHORITY
(Constituted under the Legal Services Authorities Act, 1987)

संजीव पाण्डेय
SANJIV PANDEY
(District & Sessions Judge)
सदस्य सचिव
MEMBER SECRETARY
(In-Charge)

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MESSAGE

This Standard Operating Procedure has been carefully designed to provide a practical, replicable framework for implementing community mediation across diverse geographical contexts. It translates the vision of community-driven dispute resolution into actionable protocols that State and District Legal Services Authorities can adopt immediately.

The SOP addresses critical operational aspects: selection criteria and training modules for community mediators, establishment and functioning of Community Mediation Centres, referral mechanisms from multiple sources including Gram Panchayats and administrative authorities, timelines for case processing, documentation standards, and monitoring systems. Each provision has been structured to ensure uniformity while allowing flexibility for local adaptation.

Special emphasis has been placed on ethical standards and voluntary participation. The mediator's checklist, settlement agreement templates, and the distinction between when to mediate and when to refer cases provide practical guidance for field-level implementation. The phased rollout strategy, beginning with pilot clusters, enables learning and course correction before scaling up.

I extend my sincere appreciation to the NALSA team for their dedicated efforts in developing this comprehensive framework. I urge all the stakeholders to study this SOP thoroughly, engage with the NALSA Community Mediation Training Manual, 2025, and maintain meticulous records. Regular reporting to State Legal Services Authorities will enable us to identify best practices, address challenges promptly, and refine our approach based on ground realities. The annexures provide ready-to-use tools that should be utilised consistently to maintain quality and standardisation.

Success will depend on rigorous training, continuous mentoring of community mediators, proactive coordination with district administration, and sustained community engagement. Let us work together to ensure that this SOP becomes a living document that genuinely transforms dispute resolution at the grassroots.

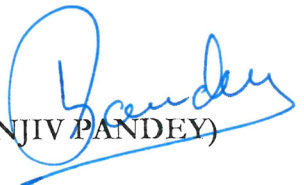

(SANJIV PANDEY)



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1. BACKGROUND

Access to justice remains a persistent challenge in India, particularly for economically and socially marginalised communities, due to the cost, complexity, and delay of formal adjudicatory processes. In rural areas, a large number of disputes arise from everyday village life, including family, neighbourhood, land, and revenue-related issues, which are often ill-suited for adversarial litigation and tend to escalate when routed through formal legal or administrative mechanisms.

Traditionally, community-based dispute resolution mechanisms rooted in dialogue and consensus played a vital role in maintaining social harmony. Over time, the decline of such mechanisms and increased reliance on formal litigation has led to a disconnect between the justice delivery system and the lived realities of rural communities, highlighting the need for accessible, participatory, and non-adversarial alternatives.

Mediation has emerged as an effective alternative dispute resolution mechanism emphasising voluntariness, neutrality, and confidentiality. The enactment of the Mediation Act, 2023 provides statutory recognition to community mediation for disputes likely to affect peace, harmony, and tranquillity within a locality, enabling consensual resolution through trained community mediators.

In furtherance of its mandate under Article 39A of the Constitution of India, the Legal Services Authorities Act, 1987, and the Mediation Act, 2023, the National Legal Services Authority (NALSA) has formulated this Standard Operating Procedure (SOP) on Community Mediation to provide a uniform and structured framework for effective implementation through Legal Services Institution. This initiative is aimed not only at promoting early and amicable resolution of dispute and preventing unnecessary litigation, but also at progressively fostering Litigation-Free Villages, where dialogue and consensus become the first response to conflict and formal litigation is resorted to only as a last measure, thereby strengthening people-centric and restorative justice at the grassroots level.

2. TITLE, SCOPE AND STATUTORY BASIS

2.1 TITLE

This Standard Operating Procedure (SOP) shall be called “*Standard Operating Procedure for Community Mediation: Towards a Litigation-Free Rural India*”.

2.2 SCOPE

This SOP shall govern the implementation of community mediation as a structured, voluntary, and non-adversarial dispute resolution mechanism in rural areas, at the grassroots level, to be carried out under the aegis of Legal Services Institutions.

The scope of community mediation under this SOP shall extend to disputes of a local or community nature that are likely to affect peace, harmony, and tranquillity amongst residents or families of any area or locality, provided such disputes are amenable to mediation and are not excluded under the First Schedule of the Mediation Act, 2023.

Community mediation may be undertaken at the pre-litigation stage for petty and village-level disputes, including family, neighbourhood, land boundary, revenue-related, property, and other interpersonal conflicts, subject to the prior mutual consent of the parties. Heinous offences and non-compoundable matters shall remain outside the purview of this SOP.

2.3 STATUTORY BASIS

This SOP is framed in furtherance of the constitutional mandate under Article 39A of the Constitution of India, which obligates the State to ensure that the operation of the legal system promotes justice on the basis of equal opportunity and provides free legal aid so that no citizen is denied access to justice by reason of economic or other disabilities.

The SOP derives statutory authority from the Legal Services Authorities Act, 1987, which empowers Legal Services Institutions to provide legal aid, promote alternative dispute resolution mechanisms, and facilitate amicable settlement of disputes.

Further, the SOP is aligned with the provisions of the Mediation Act, 2023, particularly Sections 4, 43 and 44, which recognise mediation as a preferred mode of dispute resolution and provide for community mediation for disputes affecting peace, harmony, and tranquillity within a locality, subject to mutual consent of the parties.

3. VISION AND GUIDING PRINCIPLES

3.1 VISION

The vision of Community Mediation under this SOP is to promote accessible, affordable, and people-centric justice at the grassroots level by facilitating early and amicable resolution of disputes through dialogue, consensus, and mediation. The initiative seeks to prevent unnecessary litigation, preserve social relationships, and strengthen peace, harmony, and social cohesion within communities, particularly in rural areas.

3.2 GUIDING PRINCIPLES

The implementation of Community Mediation under this SOP shall be guided by the following principles:

Voluntariness	Participation in community mediation shall be entirely voluntary and based on the free and informed consent of the parties.
Accessibility	The process shall be open and accessible to all, with special focus on marginalised and vulnerable groups, ensuring inclusivity and community representation.

Neutrality and Impartiality	Community mediators shall act impartially and fairly, without bias or conflict of interest, ensuring equal treatment of all parties.
Confidentiality	Mediation proceedings and communications shall remain confidential in accordance with Section 22 and 23 of the Mediation Act, 2023.
Community Ownership	The process shall be community-centric, encouraging local participation and ownership while being institutionally supported by Legal Services Institutions.
Preservation of Social Harmony	Emphasis shall be placed on restoring relationships and maintaining harmony rather than adjudicating rights or determining fault.
Early Resolution and Prevention of Escalation	Community mediation shall aim to resolve disputes at an early stage to prevent escalation into formal litigation or administrative proceedings.

4. OBJECTIVES OF COMMUNITY MEDIATION

To progressively move villages towards the goal of becoming “Litigation-Free Villages” by facilitating early, local, and amicable resolution of disputes and thereby reducing the filing of new cases originating from villages.

To strengthen Gram Panchayats and other community institutions by enabling them to play a constructive role in dispute prevention and resolution.

To enhance legal awareness and promote preventive law practices within communities through sustained engagement and participatory processes.

To develop a scalable and replicable national model of community mediation, capable of being adopted uniformly across States and Union Territories.

5. INSTITUTIONAL FRAMEWORK

For effective implementation of Community Mediation under this SOP, the initiative shall function within the existing legal services framework, with defined roles and responsibilities at the national, state, and district levels.

5.1 NATIONAL LEVEL

The National Legal Services Authority (NALSA) shall provide overall policy guidance for the implementation of the community mediation initiative. NALSA shall facilitate coordination with the State Legal Services Authorities (SLSAs), issue necessary advisories or guidelines, and undertake periodic monitoring and review to assess progress, best practices, and challenges.

5.2 STATE LEVEL

SLSAs shall be responsible for the identification of villages for implementation of the initiative within their respective States and Union Territories. SLSAs shall coordinate and organise training programmes for community mediators and Para Legal Volunteers (PLVs), ensure availability of operational support, and oversee implementation at the grassroots level through District Legal Services Authorities (DLSAs).

5.3 DISTRICT LEVEL

DLSAs shall serve as the primary implementing agencies at the district level. They shall:

- i. Identify suitable disputes for referral to community mediation, with the consent of the parties;
- ii. Constitute and notify village-level community mediation panels;
- iii. Facilitate the conduct of mediation sessions at identified locations;
- iv. Coordinate with district administration, including the District Magistrate, Tehsildar, Development Officers, Gram Panchayats, Nyaya Panchayats, Gram Nyayalayas, police officials and other local authorities, for referrals;
- v. Maintain basic records and data relating to cases referred, settled, or otherwise disposed of through community mediation; and
- vi. Monitor the functioning of mediation panels and provide periodic feedback to the SLSAs.

6. PILOT PHASE

- i. The Community Mediation initiative shall be implemented in a phased manner, commencing with a pilot phase in identified clusters of villages. At the initial stage, one or two clusters comprising contiguous villages may be selected from one or two districts in each State and Union Territory.
- ii. The Gram Panchayat shall be taken into confidence and informed about the objectives, scope, and functioning of Community Mediation.

7. COMMUNITY MEDIATION CENTRES (CMCS)

7.1 LOCATION

- i. Community Mediation Centres (CMCs) may be located in accessible and neutral public spaces, including:
 - a) Community centres;

- b) Gram panchayat offices;
 - c) Government schools, after regular school hours;
 - d) Community-owned or Panchayat-owned buildings; or
 - e) Any other suitable public facility as identified by the DLSA.
- ii. The location of the CMC shall ensure convenience, neutrality, safety, and confidentiality for all parties.

7.2 INFRASTRUCTURE

- i. Each Community Mediation Centre shall be equipped with basic infrastructure, including:
 - Seating arrangements for approximately 10–20 persons;
 - Notice board for display of information related to community mediation;
 - Case registers and settlement registers for record-keeping;
 - Basic stationery and writing materials; and
 - Digital case logging facilities, wherever feasible.
- ii. The Community Mediation Centres shall function as non-formal, neutral, and approachable spaces, and shall not operate as quasi-judicial or adjudicatory forums.

8. SELECTION, ROLE AND ETHICS OF COMMUNITY MEDIATORS

8.1 SELECTION OF COMMUNITY MEDIATORS

- i. DLSA shall constitute a panel of three (3) Community Mediators for each identified village.
- ii. The following categories of persons, being residents of the concerned village or cluster of villages, may be considered for inclusion in the panel:
 - a) Persons of standing, integrity, and respect within the community;
 - b) Local persons whose contribution to society has been recognised;
 - c) Representatives of area or resident welfare associations;
 - d) Persons having experience in mediation or dispute resolution; or
 - e) Any other person deemed appropriate by the DLSA
- iii. While constituting the panel, due consideration shall preferably be given to ensuring representation of women and other classes or categories of persons.
- iv. Retired teachers, panchayat members, retired government servants, religious leaders, etc. may be selected as honorary members of the Community Mediation Panel.
- v. Persons having any conflict of interest, likelihood of bias in village disputes, or criminal antecedents shall not be appointed as Community Mediators.
- vi. Selection shall be guided by the principles of impartiality, fairness, integrity and inclusivity, with due regard to representation of women and marginalised groups.

8.2 ROLE OF COMMUNITY MEDIATORS

- i. Community Mediators shall facilitate dialogue between parties and assist them in arriving at mutually acceptable and voluntary settlements.

- ii. Mediators shall not adjudicate disputes, impose decisions, or offer legal opinions to the parties.
- iii. Mediators shall ensure that participation in mediation is voluntary, informed, and consensual at all stages.
- iv. Mediators shall conduct mediation in a manner that preserves dignity, equality, and mutual respect among the parties.
- v. Mediators shall prepare and authenticate settlement agreements or non-settlement reports, as applicable, and submit the same to the DLSA.
- vi. For Community Mediator's Checklist, refer to **Annexure A**.

8.3 WHEN TO MEDIATE AND WHEN TO REFER

Not every dispute can or should be mediated. A mediator's first ethical responsibility is to assess whether mediation is appropriate to the dispute at hand or some other process is more efficacious.

a) When to Mediate

Mediation is suitable when:

- The dispute involves issues that can be negotiated (family, land, water, neighbourhood, small commercial disputes).
- Both parties are willing to talk and try for a solution.
- The matter involves relationships that need to be preserved (family, neighbours, workplace, community).
- The conflict is not about a serious crime but about civil or community issues.

b) When to Refer

The mediator must refer the case to courts, police, or authorities if:

- The dispute involves serious crimes (murder, rape, assault, theft).
- There are issues of domestic violence where safety is at risk.
- One party is clearly incapable of giving free consent (due to intimidation, mental incapacity, or severe power imbalance).
- There is a clear violation of law that requires judicial intervention.
- The dispute is already pending before a court and cannot be withdrawn for mediation.

8.4 CODE OF ETHICS FOR COMMUNITY MEDIATORS

- i. Community Mediators shall adhere to the principles of neutrality, impartiality, confidentiality, and fairness.
- ii. Mediators shall maintain strict confidentiality of all mediation communications, in accordance with the provisions of the Mediation Act, 2023.
- iii. Mediators shall avoid any conduct that may create an appearance of bias, coercion, or impropriety.
- iv. Mediators shall recuse themselves from mediation proceedings in cases involving personal interest, close relationships, or any circumstance giving rise to a conflict of interest.

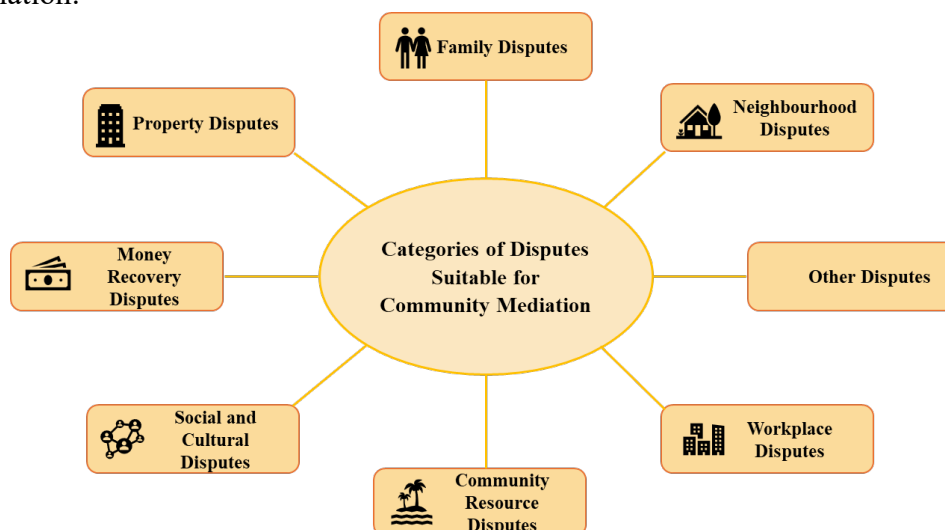
- v. Mediators shall respect the self-determination of the parties and ensure that outcomes are based solely on the free will of the parties.

9. TRAINING AND CAPACITY BUILDING

- i. All selected Community Mediators shall undergo a basic training for mediation.
- ii. The training programmes shall be organised under the aegis of SLSA, in coordination with DLSA.
- iii. The training shall be basic, practical, and community-oriented.
- iv. The training shall be conducted preferably within or near the concerned villages.
- v. The training programme shall cover core mediation skills, dispute resolution techniques, legal awareness, local laws, communication skills, and ethical conduct.
- vi. Upon successful completion of training, certification shall be granted by the DLSA.
- vii. Basic refresher trainings may be organised periodically to strengthen skills, address challenges, and ensure adherence to ethical and procedural standards.
- viii. PLVs associated with Community Mediation Centres may also be included in appropriate training and capacity-building programmes to support effective implementation.
- ix. The *NALSA Community Mediation Training Manual, 2025* may be referred to as a ready reference for the conduct of training programmes.

10. SCOPE OF DISPUTES FOR COMMUNITY MEDIATION

- i. Community Mediation under this SOP shall be confined to disputes of a local or community nature that are likely to affect peace, harmony, and tranquillity amongst residents or families of any area or locality.
- ii. Only such disputes shall be taken up for Community Mediation which are:
 - Amenable to mediation;
 - Based on the prior mutual consent of the parties; and
 - Not excluded under the First Schedule of the Mediation Act, 2023.
- iii. The following categories of disputes may ordinarily be considered for Community Mediation:



- a) **Family disputes** – Quarrels between spouses, disagreements between parents and children or between the siblings, inheritance conflicts, or disputes over dowry.
- b) **Neighbourhood disputes** – Arguments about boundaries both in houses and farmlands; noise, waste disposal, shared walls or common facilities like water pumps etc.
- c) **Property disputes** – Ownership of land, tenancy issues, house construction or illegal occupation.
- d) **Workplace disputes** – Disagreements between employers and workers, wage issues, unfair treatment, or disputes among co-workers.
- e) **Community resource disputes** – Access to water, grazing land, forests, or common property used by multiple families.
- f) **Social and cultural disputes** – Conflicts arising out of customs, traditions, caste, or religious practices.
- g) **Money Recovery disputes** – Small debt recovery and money claims between villagers.
- h) **Other disputes** – Many other disputes, which are not specifically covered by the above heads, or residual disputes are covered under this head.

11. REFERRAL AND MEDIATION PROCESS

11.1 REFERRAL PROCESS

- i. Suitable disputes may be referred to the District Legal Services Authorities (DLSAs) or Taluk Legal Services Committees (TLSCs) for Community Mediation by:
 - Any of the parties to the dispute,
 - District Magistrates,
 - Sub-Divisional Magistrates,
 - Tehsildars,
 - Chief Development Officers (CDOs), District Development Officers (DDOs), Block Development Officer (BDOs), and Village Development Officers (VDOs),
 - Gram Panchayats,
 - Nyaya Panchayats,
 - Gram Nyayalayas, in accordance with Section 89 of the Code of Civil Procedure, 1908,
 - Police Authorities, including pre-FIR referrals,
 - Para Legal Volunteers (PLVs),
 - Lok Adalats,
 - Legal Aid Clinics, and
 - Any other authority deemed appropriate.
- ii. Applications for Community Mediation may be submitted to the above authorities either orally or in writing.
- iii. Referral of a dispute for Community Mediation shall be made only with the prior mutual consent of the parties.

- iv. The parties to a dispute may, at any time before signing the Settlement Agreement, voluntarily withdraw their consent for Community Mediation.
- v. DLSA shall examine the suitability of the dispute for Community Mediation, having regard to its nature, consent of the parties, and statutory exclusions, and the final authority to determine such suitability shall vest with DLSA.
- vi. Upon acceptance, the dispute shall be referred by DLSA to the appropriate Community Mediation Panel for facilitation of mediation.
- vii. Disputes referred for Community Mediation shall ordinarily be taken up at the pre-litigation stage, so as to prevent escalation into formal judicial or administrative proceedings.
- viii. Where Community Mediation is found to be unsuitable or is declined by any party, the parties shall be informed of the alternative remedies available under law.

11.2 TIMELINE

- i. Upon receipt of an application or referral, the request for Community Mediation shall be registered and an acknowledgement shall be issued to the parties within twenty-four hours, confirming registration of the request.
- ii. Upon registration, the dispute shall be assigned to the appropriate Community Mediator Panel within forty-eight hours by the DLSA.
- iii. The mediation process shall commence expeditiously and shall be concluded preferably within thirty days.
- iv. Mediation sessions shall be conducted in a flexible, party-convenient, and time-bound manner, keeping in view local conditions and availability of the parties.
- v. In cases where mediation does not result in settlement within the stipulated period, the matter shall be treated as unresolved and may be referred or escalated, as appropriate, to Lok Adalats, Permanent Lok Adalats (PLAs), Courts or other competent forums, in accordance with law. Such escalation shall be without prejudice to the rights and remedies of the parties under law.

12. SETTLEMENT AND DOCUMENTATION

- i. Where a settlement is arrived at through Community Mediation, the same shall be reduced into writing in the form of a Settlement Agreement.
- ii. For a sample settlement agreement, refer **Annexure B**.
- iii. The Settlement Agreement shall be signed by both the parties and authenticated by the Community Mediators who facilitated the mediation.
- iv. A copy of the Settlement Agreement shall be provided to each party and one copy shall be retained by the DLSA/TLSC and CMC.
- v. The Settlement Agreement shall be drafted in simple and clear language, preferably in the local language, to ensure understanding by all parties.
- vi. In cases where no settlement is arrived at, a Non-Settlement Report shall be prepared by the Community Mediators and submitted to the DLSA/TLSC and a copy of the same shall be provided to each party.

- vii. All settlement and non-settlement records shall be maintained confidentially, in accordance with the provisions of the Mediation Act, 2023.

13. RECOGNITION OF COMMUNITY MEDIATORS

- i. Community Mediators shall function in a voluntary capacity, in keeping with the community-centric, non-formal, and service-oriented nature of Community Mediation.
- ii. In recognition of their contribution to amicable dispute resolution, Community Mediators shall be awarded Certificates of Appreciation or Recognition by DLSA or SLSA.
- iii. Such recognition shall be conferred in a manner that upholds neutrality, ethical standards, and the voluntary character of Community Mediation.
- iv. Award of certificates shall be based on participation, integrity, and adherence to the principles of Community Mediation.

14. MONITORING, REPORTING AND DECLARATION

- i. DLSAs shall be responsible for regular monitoring of the functioning of Community Mediation Centres and Community Mediator Panels within their respective jurisdictions.
- ii. DLSAs shall maintain periodic records and data relating to the number of cases received, referred, settled, unresolved, and escalated.
- iii. SLSAs shall review the implementation of Community Mediation on a quarterly basis, consolidate district-level reports, and submit the same to NALSA.
- iv. NALSA shall undertake periodic evaluation and review of the initiative, including assessment of outcomes, best practices, and challenges, for policy guidance and course correction.
- v. Villages or clusters of villages may be declared “Litigation-Free Village”, where either no new litigation has originated from such village or cluster for a continuous period of twelve months, or where there is evidence of sustained high settlement rates through Community Mediation.

15. AWARENESS

- i. Legal Services Institutions shall undertake systematic awareness and outreach activities to promote Community Mediation as an accessible, voluntary, and non-adversarial mechanism for dispute resolution at the grassroots level.
- ii. Awareness activities may be conducted through:
 - a) Legal Literacy and Legal Awareness Camps,
 - b) Gram Sabha meetings and Panchayat-level programmes,
 - c) Legal Aid Clinics and Community Mediation Centres,
 - d) Digital platforms,
 - e) Engagement of PLVs and community leaders.
- iii. Awareness materials may be prepared and disseminated in local languages to ensure effective understanding and participation.

- iv. Special efforts shall be made to ensure outreach to marginalised and vulnerable groups, including women, senior citizens, and disadvantaged communities.

16. WARDS AND URBAN COMMUNITY CENTRES

The provisions of this SOP shall, *mutatis mutandis*, apply to urban areas, including municipal wards, for the establishment and functioning of Urban Community Mediation Centres.

17. SCALING UP AND SUSTAINABILITY

- i. The Community Mediation initiative shall be scaled up gradually through district-wise and State-wise expansion, based on assessment of outcomes, capacity, and best practices emerging from the pilot phase.
- ii. The initiative shall be integrated with existing legal services and outreach mechanisms, including:
 - a) Legal Literacy and Legal Awareness Camps,
 - b) Lok Adalats,
 - c) Legal Aid Clinics.
- iii. A phased expansion plan may be adopted with an indicative target of covering at least one village in each district, subject to feasibility, availability of trained mediators, and administrative capacity.
- iv. Continuous capacity building, monitoring, and community engagement shall be undertaken to ensure long-term sustainability and effectiveness of the Community Mediation framework.

18. EXPENDITURE

All expenditures to be incurred for implementing this SOP shall be borne from the grants-in-aids funds after the approval of the Hon'ble Executive Chairperson of the concerned SLSA.

ANNEXURE A**COMMUNITY MEDIATOR'S CHECKLIST**

Stage	What to Check
Before Session	Confirm dispute is community-related (peace/harmony issue)
	Obtain mutual consent of all parties
	Constitute a panel of 3 mediators (preferably one woman)
	Ensure no conflict of interest among mediators
	Arrange a neutral and accessible venue
	Prepare ground rules (confidentiality, respect, voluntary participation)
During Session	Explain the process and ground rules
	Allow uninterrupted opening statements
	Identify and summarise key issues
	Facilitate respectful dialogue
	Encourage generation of options
	Manage impasse (Individual Session, breaks, reframing)
Settlement & After	Ensure fairness and balance between parties
	Draft agreement in clear, simple language
	Read aloud and confirm voluntariness
	Obtain signatures of all parties and mediators
	Provide copies of the agreement to parties
	Record outcome (settled / not-settled / referred)
Refer unresolved cases to DLSA / Lok Adalat / court if needed	
	Community follow-up for compliance

ANNEXURE B**SAMPLE SETTLEMENT AGREEMENT**

Below is a sample model settlement agreement suitable for community mediation.

COMMUNITY MEDIATION CENTRE, XYZ DISTRICT

Date: 02.09.2025

Mediation Case No.: 12/2025

SETTLEMENT AGREEMENT

The Settlement Agreement is entered into on this **2nd day of September, 2025**, at the Community Mediation Centre, XYZ District, pursuant to the Mediation Act, 2023.

BETWEEN

Mr. X (Aadhaar No.: XXXX XXXX), Full address (Hereinafter referred to as the *First Party*)

AND

Mr. Y (Aadhaar No.: XXXX XXXX), Full address (Hereinafter referred to as the *Second Party*)

(First Party and Second Party are collectively referred to as the *Parties*)

WHEREAS

1. A dispute arose between the Parties regarding repayment of a loan of **₹ 20,000/- (Rupees Twenty Thousand Only)** advanced by the Second Party to the First Party on 01.07.2024.
2. The Parties voluntarily approached the Community Mediation Centre, XYZ District, for resolution of their dispute through mediation.
3. The Parties voluntarily participated in the mediation process, and with the assistance of the Mediator, have amicably resolved their dispute.

NOW, THEREFORE, IT IS AGREED AS FOLLOWS:

- (a) The First Party agrees to pay a total sum of **₹ 20,000/- (Rupees Twenty Thousand Only)** to the Second Party in full and final settlement of the aforesaid dispute.
- (b) The payment shall be made in the following manner:
 - **₹10,000/-** on or before **15.10.2025**; and
 - **₹10,000/-** on or before **15.11.2025**.
- (c) Upon receipt of the total settlement amount of **₹20,000/-**, the Second Party shall have no further claim, demand, or action against the First Party in respect of the aforesaid loan.
- (d) Both Parties agree that this Settlement Agreement has been arrived at **voluntarily, without any force, pressure, coercion, or undue influence**, and after fully understanding its terms.

- (e) The Parties undertake to faithfully comply with the terms of this Settlement Agreement.
- (f) The Parties further agree that this Agreement shall be **for the purpose of maintaining the peace, harmony and tranquillity amongst the residents or families of any area or locality** but shall not be enforceable as a judgment or decree of a civil court.
- (g) The Parties also agree that in the event of any future differences, they will first make sincere efforts to resolve the same through dialogue and, if necessary, through mediation, before approaching any court or authority.

CONFIDENTIALITY

The Parties acknowledge that all statements, discussions, and proposals made during the mediation sessions shall remain **confidential** in terms of Section 22 of the Mediation Act, 2023. Only the present Settlement Agreement shall form the record of the outcome.

SIGNATURES

First Party:

Mr. X

Second Party:

Mr. Y

Mediator:

(Name & Signature)

Witnesses (if any):

Conceptualized and Created By:

Ms. Richa Upadhyay, Officer on Special Duty

In Consultation With:

Mr. Sanjiv Pandey, Member Secretary

Mr. Kunal Vepa, Director

Ms. Shikha Srivastava, Officer on Special Duty

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