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A BOOKLET ON

**NSLSA - Noknyiü bongshabü/
lembü training laaitap
(Phom)**

Translated by: Shri. A Mane Phom



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Nagaland State Legal Service Authority
DC Office Compound,
Nagaland Pensioners Association Office Building, Top Floor
Nagaland : Kohima - 797001
Helpline: +9118003453883. Office- 0370-2290153
Email: nslsa.nagaland@yahoo.in
NSLSA HELPINE-15100

Hon'ble Mr. Justice Ashutosh Kumar

Chief Justice, Gauhati High Court

_____ & _____

Patron-in-Chief NSLSA

Hon'ble Mr. Justice Kalyan Rai Surana

Judge, Gauhati High Court

_____ & _____

Executive Chairman, NSLSA

Hon'ble Mr. Justice Soumitra Saikia

Judge, Gauhati High Court

_____ & _____

Chairman, HCLSC

Kohima Bench

Mr. Neiko Akami, NJS

Member Secretary

Nagaland State Legal Services Authority

2026

NALSA Community Mediation Training Manual

1. Chingsho lei kahdok, pükhishem, shemongsha, chingyo, hatü shingei dangpü daoalem phi kü nethahnegoï vamjü, noknyiü bongshabü/lembü homei, vongshüh nevami hatü laophu-i mongi dükei aokhen lepü lem hunyuke. Hathü shahhidao kü noknyiü ghungi hatü nyuhtük mantük pü daoshan homei liüngei leinyeih.
2. Nethahnegoï shahhidao kü shenei leihen shing vaishi, shokali-I tempü shahkungnyü kü shenpü kei nevai shejao noknyiü thaiyei outü jaüteiyei shenei leinyeih. Hathü-ü shahjo, jiam kü hatü ghungi mongei dükei daipü dao, müpa kü bongshapü ami kangeishungei tempü shah neshouhnyih, shejao ghung nyiphen kao hük hi hük-ei shah monghahshi yahhen ai mü etei-tanteihen thongnyüke. Hapa noknyiü bongshapü homei ghung nyiphen kao monghahpü chudeih-I shenei leihen lem vamnyuke.
3. Hapa noknyiü bongshabü/lembü homei netanteipü khongnyi (conflicting parties) aa kü chingshohaotok, shemongsha hatü noknyiü kü chingmei, mongjempü, mangtaihen nyüpü, liüngei leinyeih. Hapa homei noknyiü kü monglempü, monghahteipü, hatü noknyiü meishi tuhhen khenyeih nevaijü liüngnyeih.
4. hapa noknyiü bongshbü/lembü-ü peü shingvaishi, shongnyiüvaishi, phangpa labhen kü nyupü thü shing longpü nanglei nyüke. Hapa Bongshabü/lembü homei hühki hük aa kü shenteipü (relationship) yangei tuhnyeih, hatü shao tehenlaohen, netanteipü vamhen kübü bangtüknyüke.

Hapa bongshabü/lembü-ü noknyiü kü men nyingpü, mübü meipü, shahhing shah ebü, jiüpü shahphen shouhpü kü ken pü shennyak hük vaihen vongbong/nyunyüke. Hakei pü bongshabü/lembü nyupü homei hühkihük aa kü shentaipü (relationship)

mangtaitü nyüpu liüngei leinyüke, monglempü liüngnyüke, hatü denluangi nyuhen chingmei liüngei tuhnyüke, ha homei noknyüü kü dhüm hatü chingmei vangmei vamhunyüke.

Hapa keipü noknyüü bongshabü/lembü chingsho ai kü meishi nyutajema shokali lei shahtaap (court) lei netaijao laophü lei chingsholei ung shahphen meipü shouhaokpü lappü meipü vainung aok.

Netanteipü/tehilao meheang ha lekpü (Understanding Conflict)

Netanteipu/tehilao hayü kahdoknyüü lei nyuhichong hatü dükhiliüng hük kei nyüke, shejao hapa nyupai ve-sheüei nevaijü shenteipü mangtükhen shei nevaipih. Shao jeni hapa meleipü, üpa homei hatü menüng homei noknyüü kü vaamnya ha nyinghen vongpong. Hathü shetteipheteiyei veishing kü bongshabü/lembü hapa homei, shongnyüüvaishi phangpa labhen kü nyüpu shennyak thü shing sheühpü meipü hatü vong dangnyüke. bongshabü/lembü homei tehilao mepa, meleipü hatü menüng homei vaampa nyingnyüke, hatü büpai lomi maangtaihen kübü pangtüknyüke, hatü shah thaihüei chingmei liüngnyüke.

Nyingshi nyüpu netanteipü shing kü noknyüü bongshabü/lembü (Common Disputes in Community Mediation)

Noknyüü bongshabü/lembü hayü nyihjeih jeni nyingshi nyupü netaiteipü shah hi dao jung ehen/epü meeipü hük nyüke. bongshabü/lembü homei mehe netanteipü nyühen shang hapa lomi, yopaie hatü dhüm kohshi liüngei tuhnyüke. Shejaong hapa bongshabü/lembü kao vong hanei mon nyunyeih shei shongnyüü. Longpü dao ten (crime), noknyüü shahkungnyüü (public law), hatü netanteipü tehilao kü nyüpu ghung nyi-i nemongphei kü/nemongyaki kangei shungei shahthaihunüng neaok. bongshabü/lembü homei penyiü/büpa kü mehe vanglem

tuhpü (confidentiality) ghung nyi lei mongpü/nemongpü hatü lekhhingei nyangei tuhpü.

Hapa kei dükpai noknyüü bong shabü/lembü-I netanteipü/tehilao liüngei leipü mon nevai shejao, shahhing shahphenpü, monglempü, noknyüü kü wong hatü shahkungnyü dong wongei leihunyüke. Hapa shahbongshabü/lembü penyiü/büpayü chingmei liüngbü mon nevai shejao jomei noknyüü shingvaishi shahhing hatü daomei yombü meipü hük lei nyüke.

Shahphenshahsho liünpü hatü nyangei tuhpü (settlement agreement drafting and documentation)

Shahphenshahsho hatü mongteipü hapayü shahshenteipü/bongshateipu lei dohpü laakham hük nyüke. Hapa shahhidao-ü daülangi/ngaipha-I, lephüli omshi, jiam (neutral/middle) hatü ghungi mongpü aimü nyuhen vongpong. Meishi sheppeikengei nyaangei tuhpü homei ngoikahen hepak kü netanteipü/tehilao vamhen kübü kaütüknyeih. Hapa homei ghungi nyi aa kü jomei shah hi dao meishi, monghahteishi temteke shei nyinghunüke.

Hapa shah hi dao kü shenpü shanphenshahsho, ghung nyiphen homei lekkei mong kü bonghuhen/bongei tuhhen vongpong.

Hanangkü bongshabü/lembü, penyiü/büpa lei daosho-ü laai kü laapjai nyangei tuhpü/tuhhen mon nevai shejao, shahhing, daülangshemsheshi hatü ghung nyiphen kü vangdhüm kohshi meishi kengei nyangei tuhhen vongpong.

mongjempü, hatü yülupü chingmei (lasting peace) liüngei tuhnyeih.

Dükhiliüng vanglem kü kenhingpü hatü shahshenteipü kü bong nehanpü (Cultural Sensitivity and bias in Mediation)

Dükhiliüng vanglem kü kenhingpü hapayü büyem/vanglem peü nyingei nyuhen vongpong shei epü nevai, shejao dükhiliüng/büyem vanglem kü dhüm, jiüshangpü hatü lihen shah epü/pongpü hubü hük nyüke. Hapa kenhingei dükpü homei ghong nyi aakü, vihyüki/ee-kü-lempü hutei pü leinyüke.

Hapa kenhingei dükpü (being sensitive) homei penyiü-büpalei jat, vaipü vanglem, nyuha/baha, nyüpüh vangpong hathü keipü leknyüke. Hapa homei nenyingei ponghanei nuvajü khambakei düktükhen shahhidao küpü Yantai/keütaï nyüke. Hapa keütüpü homei monglemteipü, vangdhüm shouhteipü hatü noknyiü kü mehe shahhidao homei hanteipü vamnya/vampa ha lingei leinyüke.

India keipü kahmük, nyühijong, vaipü vaglem, dükhiling laoloa longi nyupü kü, dükhiling kü kenhingpü (sensitive) nyupü pongshabü/lembü meipü hük homei nethahnengoi/dehilao mon lingei nüleinyih, sheejao peü kü tammei dükpü (inclusiveness), vangdhüm hatü chingmei lingnyüke.

Ten hi mei bong hanei nyingpü, shahkungnyü hatü (Ethics, Law & Referrals)

Ten hi mei bong hanei nyingpü hatü shahkungnyu hapa nyi-ü shahbongshateipü/shahshenteipü (mediation) lei meipü shemnyü (pillar) nyi nyüke. Shahbongshabü-I mejü laophü homei shahphen/shahsho ehen hatü shao mejü shokali-I liüngei tuhpü shahkungnyü shetteiphenei nohen nyinghen vongpong (nyingshah hük kü shokali shahkung hathü kü veihen: LSA Act, Sec-89 CPC, NALSA/SLSA/DLSA lei vanglem). Hapa mü chemi shao laophü kü shouhpü hangguvih hapayü, shahjoei

kü jiüpü vong nyüpa, hapa yahei, nopü homei netantei/nethahnengoi kü sheühpü shouhhen hatü hakei pü dao homei shahphenpü lem peü phi kü monglemaokpü dangnyüke. Hakei pü dükhiliüng homei shahhing shahphenpü, chingmei mongjempü hatü chingsho ai kü kü-pü jempü vamhupü meipü bongshabü/lembü leinyüke.

Bongshapü Dükhiliüng (Mediation Process)

Bongshapü Dükhiliüng laapjai hakei nyüke:

Stage 1 – shahsha aappü (opening/introduction) :meishi temtuh/temhen, ghung mongongei yahtuh/yahhen, dükhiliüng vanglem lekei etuh/ehen, netanteipü ghung (conflicting parties) nyiphen-i shah ehütuh.

Stage 2 – shepei thaipü (join session) hatü lomei thaipü/thaihen (individual session) : mehe shahhidao nyüpa ngai-he-i jaüteihen/jaüteihen vongbong. Shao najema lomi shah jo thaituh/thaihen (private meeting).

Stage 3 – Shoteipü/jehen lem lao lao (negotiation/option): jiüpü shahlem (solution) yemtuh, ha kü tokkei veituh hatü ghung peü-i mongpü yahhen lem düktuh.

Stage 4 – shahphen/ shahsho hatü shahkaü (agreement and closure) : mehe shah shetteiphenpa ha lekkei nyangei tuhtuh, sign vaituh hatü meipü pa kü shah kaüppei tuhtuh.

Stage	Objectives	Goal	Mediator's Key Task
Stage -1 Shahsha appü	Mongempü/mongnya ngpü shong linghen. Peü shing meipü hatü jiüpü mepa nyupa ha temtuh.	Ghung nyiphen-I mepa shahhidao nang enya, ha lekkei nyinghutuh, dhüm kohshi yahnyeih shei nyihütuh. Hatü shahhidao mepa nyupa hapa kü shahhing kü chaüteihen monghen vongbong.	Peü mongongei yahtuh hatü bongshabü/lembü-I ükao khamnepaknyih shei nyinghütuh. Mekei dükhen hatü shahjo mehe nyüpa hapa shong kengtuh. Ghung nyiphen omshi shahhidao kü shenpü dükhiling (rules) lingtuh: dhüm huteihen/shuohteihen, shahepü jiam kü nepokhen, meishi/lekhingei panghen, hatü mehe jaüteipa ha shahhidao joei tuhhen.

12. ghung nyiphen kü shah ehen thongtuh (encourage parties to speak more) – yimpila, mongdeih, hatü mong-aa-ei deihpü shah hi dao hantuh shei etuh.
13. shah laap jülohpü yemtuh (encourage deeper levels of meaning) – vongbongshah, shongnyiü shah, hatü ngai-ei ne-e-aokpü chudeih mongdeih/mongshang thü kü lekkei bangtuh.
14. chüloh-I deihei ehen hepak hantuh (give space for silence) – ghung nyiphen-I shah mangleitei shekü shah chüloh-I dei hutuh.
15. Validate Emotions – acknowledge feelings without agreeing or disagreeing.
16. shahvong shahthü dhüm kohshi liüingei leituh (reframe harsh statements into respectful ones) – hük hi hük nongteipu shah nevai shejao ghung nyiphen kü mehe shongnyü nyüpa ha ehen/etuh shei mütuh.

Noknyiü bongshabü/lembü lei hean (Role of community mediator)

Noknyiü bongshabü/lembü hük-ü, shah shenteipü lei mongdang hük nyüke. bongshabü/lembü shahphenbü nevaijü shah khaümpakbü nevai, shejao shah shükteipü (dialogue) hepak kü lem hubü/mübü hük mon nyüke. Hapa bongshabü kü, üpa kao khaümpak-ei shah ne-epü, munenaokpü, vangdhüm hatü shahjoei tuhaokpü nyingnyoi nyuhen/nyupü homei shennyaki monglemaokpü hük leinyuke.

Noknyiü hüki bongshabü hüki vihong bong hanei nyingpü, neshainepungi meishi dükpü lemm mübü/hubü meipü hük vaipai chingyo ngeih-hi-shin vongshongi lingei tuhnyeih.

Noknyiü kü meishi shah shenteipai nethah nengoi, tehilao mon nekawtüknyih, shejao noknyiü-ü vangdhüm, chingmei

Communication skills in Mediation

1. shah kü nebok-i meishi banghen vongbong (listen carefully without interrupting) – shah ebü kü tohpü thahshi ehen hepak jangshi hantuh.
2. Pok-hi-sheng kaütüktuh (avoid distractions) – shah ebü kü mongshouhei bangtuh.
3. Nüngi mongkü bongteke shei nyinghutuh (show understanding) – ngam ngoktüktuh, mük chishi tuhtuh, hatü shah ebü kü “ngei nyingteke” nevaijü “nedho-i eküte/ekütuh” shei etuh.
4. ngei mepa shahnyok leihen yo shei banghepak kü tetem (Don’t plan your reply while listening) – shah ebü-i mehe deihnnya hatü enya hapa kü lannei shouhtuh. Shah ebü-I epü kü shah nyok leihen nangkü nevai, shejao penyiü/büpai mehe ekünya ha lekkei nyinghen vongbong.
5. Summarize vaietuh – shongnyiü shahjükhü thü meishi lekhen shingvaishi shah nyokei etuh.
6. Shah liüngei shahji (neutral/middle) notuh – mehe shah epü shang hapa hanei khamnebakei/bong nehan-I etuh.
7. mong kü bong nyula/nyingnyula hapa veituh (check understanding) – ngei hapa jiüshi enyula/jiüshi bongnyula shei phetuh.
8. notice non-verbal signal – büm, ngeü hatü nentaipü veituh.
9. Yungmü büm shinshotuh (Use calm, open body language yourself) – lak pakpü laituh, ngeü yungmü notuh hatü mük cheshi veituh.
10. Ngaipha-I phetuh (ask open questions) – veitei/nevai shei mon nevai shejao, shah min-ei/nih-ei ehen thongtuh.
11. shahji (middle/neutral) liüngei phetuh – nongteipü kaütüktuh, shah ai jiüjshi notuh.

Stage – 2 Sheppeihatü lomei thaipü	Mehe shahhing nyupa hapa lekkei nyinghütuh. Mepa laphen kü shahhidao nyupa Hatü ghung nyi-I mongpü ha düktuh.	Shahhidao hatü mepa shahmük jaiteihen nyinghen. Shahmük jaiteihen nyinghen. Ghung nyiphen jung nyinghen. Ghung nyiphen-I nelümpü/nemongpü, lümpü/mongpü hatü mehe nanya ha nyingtuh.	Lekkei kenhingei panghen Shongnyü shahhidao lekponghen vongbong hatü shah phepü nyuhen vongbong Menung homei netanteipü vamnya ha lekkei nyinghen Ghung nyipheni hühkhihük nang mekei deihnnya/nyingnya ha nyinghen Ghung nyiphen kü hühkhihük kü lekkei/kenhingei shah eshing kü bangtuh Shahshoei mehe shahhidao nyupa hapa shahji (middle) kü shah liüngtuh Shaoung netanteipü vamjüma, ghung laolao lanei ouhen temtuh
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Stage – 4 Shahphen/shah sho hatü shahküp	Ghungi mongpü mehe nyupa hapa vangpüshawpü shahhid- ao liünghütuh Ngaipha-I hatü dhümkolshi shahhidao peü te hütuh
Stage – 3 Shoteipü/jehen tem lao lao	Mehe netanteipü nyupa hapa kübü mehe düka- okhen nyupa ha düktuh. Ghung nyiphen homei dükaokpenung, peü kü jiüpü hatü ghung nyiphen-I mongpü tem yemhen
	Shah nepheni ghung nyiphen-ei shah lekkei yahtuh Shahphen/shahsho shohloh-I lekkei nyangtuh (üpa, menüng, müjü, mehe hepak kü) SMART – shohlohi/lomei, shetaokpenung, dükaokpenung, lempului kü jiüpü hatü hepak kü shetaokpenung düktuh.

			Nyipapü shahhidao/netanteipü vamjü mehe vaihen ha nyinghütuh Dükaokpü hatü nedükaokpü shahhidao nyangtuh Lemhük netanteipü/mongnehah teipü nyujema ngoikahen nyih dükhen temei tuhtuh. Shahkong (term) meishi etuh, ghung nyiphen-I mongpü nemongpü veituh hatü yenpü (correction) hanei nyujema ha yutuh. Dhümkohshi shah kaüptuh Ghung nyiphen kü mongmeipü etuh Jomi khepü/ngangpü etuh Meipü mepa nyupa ha dükhen thongei shuoh hatü neyei mehe lakham yahhen ha lekkei etuh.
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