MCN's Ombudsman scheme for early settlement of disputes through Private Hearings
Over 200+ Distinguished Neutrals

With our creative dispute resolution programs and panel of 200+ Expert Neutrals (Former Judges, Corporate leaders, Former IAS, IPS, IRS, IFS officers, eminent civil society members and experts from various walks of life) we help business leaders and their general counsel to Anticipate, Prevent, Manage and find an early and cost effective Resolution to complex business disputes.

Chief Justice Mahavir Singh Chauhan(Retd.) P&H High Court. Chairman of Police Complaint Authority.


Chief Justice Uma Nath Singh Meghalaya High Court

Justice Rajesh Tandon(Retd.) High Court of Uttarakhand. Former Chairperson, Cyber Appellate Tribunal

Justice S M Soni (Retd.), Gujarat High Court and former Lokayukta of Gujarat

Justice Chandresh Bhushan(Retd.) High court of M.P SIT Chief to monitor the probe into the Vyapam scam.

Justice S. L. Bhayana (Retired) Delhi High court

Chief Justice Chittatosh Mookerjee(Retd.) Bombay High Court. Residing in Calcutta.

Justice S N Aggarwal (Retd.) High Court of Uttarakhand.

Justice Raj Rahul Garg Delhi High Court & P&H High Court

Justice B S Saluja(retd.) Secretary-General, ICADR & Former Member, ITAT

Justice K C Sood (Retd.) Himachal Pradesh

Justice Zakiullah Khan (Retd.) Allahabad High Court LR/Principal Sec. Law, Govt.

Justice Aruna Suresh (Retd.) High Court of Orissa & Delhi

Justice Viney Mittal Former Judge Punjab & Haryana High Court

Justice Vinod Jain(Retd.) Allahabad High Court.

Chief Justice Arvind Kumar (Retd.) P&H High Court

Chief Justice Uma Nath Singh Meghalaya High Court

Justice Kamaljit Garewal (Retd.) He was a sitting United Nations Appeals Tribunal and Punjab and Haryana High Court judge.

Justice S. L. Bhayana (Retired) Delhi High court
Many global companies have started using this approach and have seen a drastic reduction in their court cases. Companies have also started using dispute resolution clauses for resolving disputes through Ombudsman scheme before looking for a court option.

The scheme is for the resolution of commercial and civil disputes of all kinds, like disputes with consumers, employees, channel partners, business associates, vendors, suppliers and all other business or individual disputes and claims.

The scheme employs a process and Independent Ombudsman – who may be a retired Judge, former IAS, IRS, IPS officers, Corporate Veterans etc. The Ombudsmen are independent and selected from a large panel of MCN and use mediation, conciliation and arbitration for settling the case on the day of hearing. Under this scheme, the Ombudsman also makes a determination and pass the order in case the disputes are not settled through the mediation and conciliation efforts.

In the MCN Ombudsman Scheme, most cases will be heard once and settled, for some complex cases, the second hearing may be done by the Ombudsman. All cases under this scheme will have to get resolved within a maximum time period of 6 weeks from the date of receiving a request by MCN.

The identities of parties to a dispute before the MCN’s ombudsman are protected as all hearings are held in private.
STEP -1

Case analysis and recommendation for the plan of action

Upon receiving request from one party, the MCN's case handling team will assess the case for its viability to undergo the MCN ombudsman scheme.

- Identifying the Core Issues and the root cause of the dispute
- Dissecting the case if already under litigation and making the date description table
- Identifying the best strategy, course of action and approach other party for opting Ombudsman Procedure.
- Dissection - Dates and Description Table

STEP - 2

Contacting and consistently persuading other Party for Settlement through Ombudsman Procedure

- Initiating a dialogue with other party through email, letter and phone calls.
- Consistent follow up for bringing the party across the table. This will be tried at least three times over few weeks.
- Convincing the party for signing of MCN’s Ombudsman Rules and Regulations.

NOTE- If the other party is already willing to sit across the table then there is no fees.
STEP – 3

End-to-End Case handling of the case till its final hearing and determination by the Ombudsman

The case handling team will collect all documents, evidences, notices and other relevant information and communication records between the two parties.

- Coordinating with both sides for collection of all documents to prepare the case file of both sides with all relevant documents
- Making the case summary for the Ombudsman’s review.
- Identifying and selecting the Ombudsman suited to the case and appointing him on behalf of both parties.
- Handing over the case summary and relevant document files to Ombudsman and coordinating for case updates and providing him with all relevant data required for hearing the case.
- In case any advanced level of investigation is required for the case, then appointing the investigator with prior approval of both parties. The time taken for investigation will not be counted in the 6 weeks period).
- Fixing the date of hearing convenient to all the parties including the Ombudsman.
- Fixing a appropriate venue from the list of pre-identified list of venues for hearing the case along with all required facilities.
- Coordinating with parties at all levels till the Ombudsman is satisfied with all relevant documents.
- Coordination and Management at all levels on and before the date of hearing.
- Handling the proceedings of the case on the date of hearing and venue management.
- Facilitating the settlement agreement or the order of the judge with all the reasoning along with Secretarial support.
On step 1 –

- For review and recommendation: **INR 5000/**

On step 2 –

- For contacting and consistently persuading the other party for settlement: **INR 5000/** *(In case the parties have already agreed for the process mutually, then this fee is waived)*

On step 3 -

- For end-to-end handling of the case by the case handling team up to hearing and final determination: **INR 20,000/**
- For appointment of the Ombudsman for mediation, hearing the case and determination (from the panel of MCN): **INR 50,000/**
- For venue including refreshments and other administrative facilities on the day of hearing: **INR 20,000/**
- All documents, printing, communications and travel costs if any, to be borne by the parties at actual.
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