

## **MEDIATION ADVISORY CENTRE.**

Mediation Advisory Centre is established in Chennai on 15.12.2011 to settle the consumer disputes effectively. Please avail the services of MAC, Chennai.

### **Mediation Advisory Centre (MAC)**

Mediation Advisory Centre (MAC) is established by Government of Tamilnadu under a pilot project implemented by Department of Consumer Affairs, Gol, and New Delhi under German Technical Cooperation in association with FICCI. Mediation Advice Centres are established in the States of Orissa, Tamilnadu, MadyaPradesh and West Bengal.

### **Mediation Advisory Centre, Chennai**

MAC, Chennai is established in the premises of State Dispute Redressal Commission, Slum Clearance Board Buildings, Old No. 212, New No.130, RK Mutt Road, Mylapore, Chennai 600 004.

### **Scope of Mediation Advisory Centre:**

It is a Court Annexed Mediation Centre established to settle consumer disputes through Alternate Disputes Redressal Mechanism (ADR) (Section '89- Settlement of disputes outside the court – (1) (d) for mediation, the court shall effect a compromise between the parties and shall follow such procedure as may be prescribed' under Code of Civil Procedure).

### **Objectives of Mediation Advisory Centre:**

Mediation is the most common form of ADR(Alternate Dispute Resolution). This service offers the opportunity for a fresh approach to negotiations and to reduce the cost of conflict in time and money. Flexibility and confidentiality are important features. The Mediator takes a neutral role but will, without expressing any opinion, often persuades the parties to re-evaluate their own positions.

The mediator will assist the parties in exploring options and measuring the strengths and weaknesses of their respective cases. Mediation can save time and reduce the cost of resolving disputes, both financial and emotional. Mediation can also assist parties to re-establish trust and respect and can help prevent damage to on-going relationships.

Parties who are willing to go for out of court settlement can approach Mediation Advisory Centre prior to filing a case and for pending cases as well with DCDRF Chennai South and North. MAC will handle cases of SCDRC also.