RTI Manual under Section 4 of RTI Act 2005

1. Particulars of the Organization, function and duties:

Delhi Dispute Resolution Society (Regd.) was setup in the year 2009 under the Department of Law, Justice and L.A. being the first initiative of its kind in the entire country for introduction of Alternate Dispute Resolution processes. The parties before taking legal recourse to Police, Courts etc. are encouraged to approach the various Mediation Centres which have been set up in different parts of Delhi for the settlement of disputes amicably.

Delhi Dispute Resolution Society (Regd.) has its Head Office situated at B-Block, Ground Floor, Vikas Bhawan-II, Near Metcalf House, Delhi-54. Ten (10) Mediation Centres including Extension Counter TDSAT, Samrat Hotel have become functional in various parts of Delhi and are running successfully.

District Mediation and Conciliation Centres are as under:

- (i) **District Mediation and Conciliation Centre (East Delhi)**: at 419, Udyog Sadan, Patparganj Industrial Area, Delhi-92
 - The first District Mediation and Conciliation Centre was inaugurated by the Hon'ble Chief Minister on 15-04-2010, in the presence of Mr. Justice M.B. Lokur, the then Acting Chief Justice of the Delhi High Court.
- (ii) **District Mediation and Conciliation Centre:** at 5/9, Under Hill Road, Adjacent to Transport Authority, Rajpur Road, Delhi-54 w.e.f. 22nd September, 2010.
- (iii) **District Mediation and Conciliation Centre:** Ambedkar Bhawan, Third Floor, Sector-16, Rohini, Delhi-85, w.e.f. 17th, January, 2011.
- (iv) **District Mediation and Conciliation Centre:** Parliament Street, Near Police Station, New Delhi-110001, w.e.f. 1st December 2010.
- (v) District Mediation and Conciliation Centre: I-Block, First Floor, Office of the Deputy Commissioner of North-East, Nand Nagri, Delhi-93 w.e.f. 15th December 2010.
- (vi) **District Mediation and Conciliation Centre:** Vikas Bhawan (A-Block) attached with the State Consumer Dispute Redressal Commission, New Delhi-110002 w.e.f. 10th December 2009.
- (vii) **District Mediation and Conciliation Centre:** Vikas Bhawan (M-Block), Third Floor attached with Consumer Court, New Delhi-110002 w.e.f. 23rd March 2010.

- (viii) **District Mediation and Conciliation Centre:** C-22 & 23, Udyog Sadan, Qutub Institutional Area, Behind Qutub Hotel, Delhi attached with District Consumer Dispute Redressal Forum w.e.f. 16th August 2010.
- (ix) **District Mediation and Conciliation Centre/Clinic:** at TDSAT Premises, Samrat Hotel w.e.f. 05th August 2013
- (x) **District Mediation and Conciliation Centre:** A-Block, Community Centre, Jahangirpuri, Delhi-110033 w.e.f. 1st October 2014.

Functions of the Society:

- 1. To establish a Society as a centre of excellence of alternative modes of resolution of disputes and also consensus building in Delhi.
- 2. To establish institutionalized mechanism of Alternative Dispute Resolution (ADR) and consensus building in Delhi for resolution of disputes of various types at the pre and post litigation stages.
- 3. To establish, develop and maintain institute(s) on Alternative Dispute Resolution or related subjects and to get it affiliated/ recognized with any University in the Country or abroad or to have its own regular or deemed University.
- 4. To undertake, prescribe study courses and research projects in Alternative Dispute Resolution.
- 5. To impart training in Alternative Dispute Resolution and related subjects.
- 6. To award degrees/ diplomas/ certificates to persons who have satisfactorily completed approved courses of study and/ or research and have passed examinations as may be prescribed from time to time.
- 7. To provide financial assistance to learned scholars and societies for their approved projects.
- 8. To provide fellowships, scholarships, grant-in-aid etc. to societies or individuals to hold seminars and conferences, and for the publication of books, monographs, journals, proceedings of conferences as well as establish prizes and medals in recognition of merit.
- 9. To help parties resolve their disputes amicably, economically and quickly.
- 10. To help clear backlog of cases from the courts.
- 11. To help save cost of litigation and cost of Courts and the State.
- 12.To empower communities and individuals with strength, skills and resources to express and resolve their conflicts peacefully and appropriately suiting their culture and environment and to increase social harmony in the society.
- 13. To develop a system for handling, training, teaching and resolving disputes and to develop phased strategical plans.
- 14. To establish various ADR centers and clinics in Delhi targeting individuals or combined types of disputes.
- 15.To publicize, advertise and create awareness in the public, litigants, lawyers and others about the processes and benefits of ADR and related subjects including consensus building.

- 16.To provide and disseminate information, know how, experiences and literature etc. relating to ADR and related subjects including consensus building.
- 17.To undertake, organize and facilitate the study courses, conferences, seminars, workshops, camps, lectures and research in the matters relating to ADR, etc.
- 18.To train the public, trainers and others for the purpose of creating a resource persons reservoir in ADR, etc..
- 19. To develop various other suitable and dispute specific models of ADR for different target groups.
- 20.To empanel competent and sufficient number of neutrals for ADR in and outside the centers of the society on the terms and conditions as may be prescribed by the society.
- 21.To appoint or to empanel the eminent psychologists, psychiatrists, counselors, social workers, NGOs etc.
- 22. To appoint or empanel Engineers, Values, Designers, Architects, Accountants etc. for the purpose of promoting cause of ADR and related subjects.
- 23. To establish relations with various institutions, financial institutions, government authorities, universities, hospitals and other bodies etc. within and outside the country for the purpose of promoting cause of ADR.
- 24. To enhance the capabilities of the existing trained neutrals to improve their quality of training.
- 25. To assist, interact and collaborate in promoting ADR with other institutions and bodies, both within the country and abroad.
- 26. To undertake, publish and disseminate the results of the cases settled or not.
- 27. To assign cases to neutrals for mediation or such other related, connected purposes etc. on the terms as may be decided by the society.
- 28. To register all or specific type of cases (Pre or Post litigation) settled outside the centre at the instance of the neutral or party(ies) on the terms and conditions as may be decided by the society.
- 29.To award certificates, diplomas and post graduate diplomas and other distinctions to the trained neutrals and the referring judges depending upon the type of training and courses undertaken by them and also the success rate of referring judges and neutrals.
- 30.To establish procedures for smooth functioning of the society in carrying out activities in matters relating to personnel, finance, administration, purchases and management of centers, libraries, lecture halls, auditorium, hostels etc.
- 31.To prepare, print and public papers, periodicals, monographs and books, in furtherance of the objectives of the Society.
- 32. To do all such other lawful acts and things as are conducive or incidental to the attainment of the objectives of the society.

2. Powers and Duties of its Officers and Employees:

S. No.	Name of Post	Duties

1.	Director	1. Main Work Involved
	21100001	a) Chief Executive Officer to act as Director
		(DDRS)
		b) Administrative Powers
		Activities involved in (a)
		• Responsible for the proper administration of
		affairs of the Society under the directions
		and guidance of the Executive Council.
		• Powers to fix the pay, at the time of initial appointment of an incumbent at an higher
		stage than the minimum of scale subject to
		the approval of the Chairman of the Soceity.
		• He/she will be the Member Secretary of the
		Executive and Governing Council.
		• Plan and promote the development of the
		infrastructure of the Society.Provide aid and advice to the Executive and
		Governing Council.
		Activities involved in (b)
		• Vested with such Executive and
		administrative power of the Society.
		• Exercises general supervision and
		disciplinary control over the staff and
		officers of the Society and lay down their duties and functions.
		 Coordinate and exercise powers and general
		supervision over all the activities of the
		Society.
		• All employees of the Society are under the
		administrative control of the Director (DDRS).
		• Coordinate utilization of the facilities and
		infrastructure as per the rules of the
		Society.
		2. Additional expected work along with the
		main work a) & b) Exercise such other powers and
		a) & b) Exercise such other powers and perform such other functions as may be
		prescribed by the Rules or delegated by
		Executive Council and the Governing
		Council.
		Activities involved in a)
		 Meeting with delegations.
		 Meet the visiting parties

		 Activities involved in b) Give presentation about DDRS and its various Mediation Centres. To visit the identified space for setting up of New Mediation Centres. 		
2.	Addl. Director	1. Main Work Involveda) Overall In-Charge of the Mediation Centreb) Awareness Programmes		
		 Activities involved in (a) Does entire administrative work Supervise the staff Coordinate with the Mediators 		
		 Activities involved in (b) Create awareness by attending RWA meetings Workshops, Camps etc. Coordinate with the working of Centres with Headquarters 		
		2. Additional expected work along with the main work:a) Mediationsb) Meeting with Govt. Officials		
		 Activities involved in (a) Does the Mediations Meeting the visiting parties 		
		 Activities involved in (b) Give presentation about DDRS and its various Mediation Centres. To identify the space for setting up of New Centres. 		
3.	Superintendent	1. Main Work Involveda) Section In-Charge of the Concerned Branchb) Awareness Programmes		
		 Activities involved in (a) Does entire administrative, establishment and caretaking works Supervise the staff Coordinate with the various Mediation Centres 		

		Activities involved in th
		Activities involved in (b)
		 Create awareness by attending RWA meetings
		• Organizing meeting with RWAs, NGOs, Sr.
		Citizens, CAW Cells, DCs, Police, Financial
		Institutions, Banks
		 To attend Workshops, Camps, Bhagidari Mela, etc.
		2. Additional expected work along with the main work:
		a) Publicity
		b) Maintenance of Data Bank
		Activities involved in (a)
		• Release of advertisements, editorials in the
		leading newspapers and Magazines
		 Arrange for display of Boards/Hoardings, etc.
		Meets the visiting parties
		meets the visiting parties
		Activities involved in (b)
		• Month-wise Data received from various
		Mediation Centres are being
		compiled/consolidated for the perusal of the Director (DDRS)/Chairman (DDRS).
		 To identify the space for setting up of new
		Centres and meeting with Govt. Officials in
		this regard.
		• Prepare agenda note for the meeting of the
		Executive Council and Governing Council. Preparation of Minutes thereof and taking
		follow up actions.
		· · · · · · · · · · · · · · · · · · ·
4.	Private Secretary	1. Main Work Involved
	(Garde-I)	a) Taking Dictation
	, , ,	b) Movement of Files/Maintaining Records
		c) Fixing up of appointments
		d) Attend telephone calls and the visitors
		Activities Involved in (a)
		Taking Dictation in shorthand and its
		transcription in the best possible manner
		 Destroying by burning the stenographic record of the confidential and secret letters
		after they have been typed and issued.
		• Carrying out the correction to the officer's

		reference books and making fair copies of draft demi-official letters to be signed by the officer. Activities Involved in (b) Maintaining in proper order, the papers required to be retained by the officer. Keeping a note of the movement of files, sent by the officer and other officers, if necessary. Generally assisting him in such a manner as he may direct and at the same time he must avoid the temptation of abrogating to himself the authority of his boss. Activities Involved in (c) Keeping an accurate list of engagements, meetings etc. and reminding the officer sufficiently in advance for keeping them up. Preparing meeting notices and getting them dispatched to the relevant office. In case the meeting is to be cancelled as per the directions from his Officer the same needs to be conveyed to the Offices which have been called for the said meeting.
		 Activities Involved in (d) Screening the telephone calls and the visitors in a tactful manner.
5.	Private Secretary (Grade-II)	 Main Work Involved Taking Dictation Movement of Files/Maintaining Records Fixing up of appointments Attend telephone calls and the visitors Activities Involved in (a) Taking Dictation in shorthand and its transcription in the best possible manner Destroying by burning the stenographic record of the confidential and secret letters after they have been typed and issued. Carrying out the correction to the officer's reference books and making fair copies of draft demi-official letters to be signed by the officer.
		 Activities Involved in (b) Maintaining in proper order, the papers

	 required to be retained by the officer. Keeping a note of the movement of files, sent by the officer and other officers, if necessary. Generally assisting him in such a manner as he may direct and at the same time he must avoid the temptation of abrogating to himself the authority of his boss.
	 Activities Involved in (c) Keeping an accurate list of engagements, meetings etc. and reminding the officer sufficiently in advance for keeping them up. Preparing meeting notices and getting them dispatched to the relevant office. In case the meeting is to be cancelled as per the directions from his Officer the same needs to be conveyed to the Offices which have been called for the said meeting.
	 Activities Involved in (d) Screening the telephone calls and the visitors in a tactful manner.
Assistant	1. Main Work Involveda) To assist Branch In-Chargeb) Noting/Drafting
	 Activities Involved in (a) To put up PUC's to the Branch In-Charge Maintain Statistics of cases of the Mediation Centre Maintain record of Mediators visits at the Centre. To oversee Leave records. Attending Mediation Calls at the Mediation Centre. Activities involved in (b) Preparation of Notices for the Meetings. Organizing meeting with the RWAs, NGOs, Sr. Citizens, CAW Cells, DCs, Police, Financial Institutions, Banks. To assist the Branch In-Charge in attending Workshops, Camps, Bhagidari Mela, etc.
Stenographer (English) Grade-III	2. Main Work Involveda) Taking Dictationb) Movement of Files/Maintaining Recordsc) Fixing up of appointments
	Stenographer (English)

d) Attend telephone calls and the visitors

Activities Involved in (a)

- Taking Dictation in shorthand and its transcription in the best possible manner
- Destroying by burning the stenographic record of the confidential and secret letters after they have been typed and issued.
- Carrying out the correction to the officer's reference books and making fair copies of draft demi-official letters to be signed by the officer.

Activities Involved in (b)

- Maintaining in proper order, the papers required to be retained by the officer.
- Keeping a note of the movement of files, sent by the officer and other officers, if necessary.
- Generally assisting him in such a manner as he may direct and at the same time he must avoid the temptation of abrogating to himself the authority of his boss.

Activities Involved in (c)

- Keeping an accurate list of engagements, meetings etc. and reminding the officer sufficiently in advance for keeping them up.
- Preparing meeting notices and getting them dispatched to the relevant office.
- In case the meeting is to be cancelled as per the directions from his Officer the same needs to be conveyed to the Offices which have been called for the said meeting.

Activities Involved in (d)

• Screening the telephone calls and the visitors in a tactful manner.

8.	Upper Division Clerk	 1. Main Work Involved a) To assist Branch In-Charge b) Noting/Drafting c) Do typing work of day to day Mediation proceedings at the Mediation Centre. Activities involved in a) To put up PUCs to the Branch In-Charge Maintain statistics about the Mediation Centre Maintain records and files Maintenance of leave records Attending calls at the Mediation Centres Activities involved in b) Preparation of Notices of meeting. To assist Branch In-charge in attending the Workshops, Camps, Bhagidari Mela, etc. 	
9.	Lower Division Clerk	Workshops, Camps, Bhagidari Mela, etc. 1. Main Work Involved a) Typing/Filing b) Diary/Dispatch Activities involved in a) • Do tying work and day to day filing work. • To file papers in the concerned files. • To maintain register of files. Activities involved in b) • To dairy the paper in the register • To dispatch the papers and keep the records of the same. 2. Additional expected work along with the main work. a) Attending telephone calls b) Work assigned from time to time by the Branch In-Charge/ Directors. Activities involved in a)	
10.	Driver	 To check the E-mails of the Director/Centre. Main Work Involved: a) Driving To pick and drop the official as per the schedule time. To park the vehicle at the office premises only. 	

		b) Maintenance of Vehicles
		Timely servicing of the vehicle
		 To clean the vehicle on a daily basis.
		• To clean the vehicle on a daily basis.
		c) Maintenance of Log Book
		 To check and refill the fuel timely.
		• To maintain a proper record of the places
		visited and enter them in the log book as per
		the prescribed norms.
11.	Peon	1. Main Work Involved
		a) To do all peon Jobs
		(i) Opening and closing of Mediation
		Centre.
		(ii) To provide water, tea to the Branch
		In-Charge/Addl.
		5 ,
		Director/Director/Chairman.
		(iii) To post the letters in the Post Office
		(iv) Dusting and scrubbing of the office
		equipments and furniture.
		(v) Moving of files
		2. Additional expected work along with the
		main work.
		Work assigned from time to time by the
		Branch In-Charge/Addl. Director/Director
		Branen in Onarge/ridar. Birector/ Birector

3. The procedure followed in the decision making process, including channels of supervision and accountability

Input on a particular subject matter is given by the Branch In-Charge/Addl. Director which is placed before the Working Chairman and Hon'ble Chairman for taking a decision who in turn may or may not concur the proposal.

The Centre/Branch In-Charge supervises the proposal put forth by the dealing hand which is forwarded to the Competent Authority for approval. The Centre/Branch In-charge as well as the dealing hand are fully accountable for the proposal put up for the approval of the Competent Authority.

4. The norms set by it for the discharge of its functions

The norms set by the Department of NCT of Delhi are followed in DDRS for discharge of its functions.

5. The rules, regulations, instructions, manuals and records, held by it or under its control or used its control or used by its employees for discharging of its functions

Manual of Office Procedure as followed by GNCT of Delhi in DDRS, is generally utilized for effective discharge of its function.

6. A statement of categories of documents that are held by it or under its control

The files held by DDRS may be categorized as under:

- (i) Administration Files (Recruitment Rules, Personal Files of Staff, Transfer Posting Files, RTI Files, Publicity Files, Data Bank, Monthly Reports, Quarterly Reports etc.)
- (ii) Care Taking Files (Petty Cash Files, Salary to Staff, Reimbursements of Expenses to staff etc.)
- (iii) Establishment Files (Setting up of Mediation Centres, Furniture and Fixed Assets Files etc.)
- (iv) Mediation Case Files
- 7. The particulars of any arrangement that exits for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof

Not Applicable

8. A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of advice, and as to whether meeting of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public.

MEMBERSHIP OF THE GOVERNING COUNCIL AND EXECUTIVE COUNCIL

Click Here

The meetings of such Boards, Councils and Committees are not open to public, however the Minutes of such Meeting is accessible to general public.

9. A directory of its officer or employees

Click Here

10. The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations.

Presently all the employees of DDRS are on contractual basis. They are likely to be regularized once the RRs are approved by the Competent Authority. Their monthly remuneration has been fixed taking into account three factors i.e. Minimum Basic Pay plus Grade Pay plus DA as on date.

			Monthly Remuneration (In Rs)
S. No.	Name	Designation	(As on 30-06-16)
1.	Hon'ble Mr. Justice M.L. Mehta, Former Judge, Delhi High Court	CHAIRMAN, (DDRS)	-
			Salary is being
	Sh. Raj Kumar Chauhan		paid by Administrative
	Pr. Secy. Law, Justice and	Working Chairman	Department i.e.
2.	Legislative Affairs	(DDRS)	Law Department.
3.	Ms. Puja Dewan	Officiating Director	49,250/-
4.	Ms. Davinder Kaur Sabharwal	Additional Director	47,250/-
5.	Sh. Sameer Sharma	Additional Director	47,250/-
6.	Ms. Gauri Bedi	Additional Director	47,250/-
7.	Ms. Renu S Jaipal	Additional Director	47,250/-
8.	Sh. Hemant Singh	Additional Director	47,250/-
9.	Sh. Prieyeranjan Ambashtha	Additional Director	43,000/-
10.	Sh. Sharad Kumar Srivastava	Superintendent	31,275/-
11.	Sh. T.C. Tirthani	Superintendent	31,275/-
12.	Sh. Rajat Sharma	Assistant	30,375/-
13.	Ms. Deepeeka Arora	Assistant	30,375/-
14.	Sh. Hemant Behl	Assistant	30,375/-

15.	Sh. Puneet Kumar	Assistant	30,375/-
16.	Sh. Sudhir Kumar Puri	Assistant	30,375/-
17.	Ms. Mamta Kaushik	UDC	17,100/-
18.	Sh. Mukesh Kumar	UDC	17,100/-
19.	Ms. Sangeeta	UDC	17,100/-
20.	Ms. Sarika Girotra	UDC	17,100/-
21.	Ms. Preeti Batra	UDC	17,100/-
22.	Ms. Ekta Kohli	UDC	17,100/-
23.	Sh. Keshav Kumar Arora	UDC	17,100/-
24.	Ms. Neha Atri	UDC	17,100/-
25.	Ms. Ginni Ahuja	UDC	17,100/-
26.	Sh. Pankaj Sethi	UDC	17,100/-
27.	Sh. Sunil Kumar	LDC	15,975/-
28.	Sh. Sanjay Kumar	LDC	15,975/-
29.	Ms. Raina	LDC	15,975/-
30.	Ms. Deepti Narang	LDC	15,975/-
31.	Ms. Ruchika Tyagi	LDC	15,975/-
32.	Sh. Rahul Pal	LDC	15,975/-
33.	Ms. Shivani Sharma	LDC	15,975/-
34.	Ms. Parul Khilnani	LDC	15,975/-
35.	Sh. Bhagwan Ballbh Tiwari	LDC	15,975/-
36.	Sh. Yogesh Kumar	LDC	15,975/-
37.	Sh. Sandeep Kumar	LDC	15,975/-
38.	Sh. Chetan Kumar	Peon	15,750/-
39.	Sh. Deepender Kumar	Peon	15,750/-
40.	Sh. Khem Chand	Peon	15,750/-
41.	Sh. Resham Pal	Peon	15,750/-
42.	Sh. Abhimanu	Peon	15,750/-
43.	Sh. Srichand Rawat	Peon	15,750/-
44.	Sh. Anand Kumar Tripathi	Peon	15,750/-
45.	Sh. Amrish Kumar	Peon	15,750/-
46.	Sh. Vinod Kumar	Peon	15,750/-
47.	Sh. Prakash	Peon	15,750/-
48.	Sh. Bhanu Saroj	Peon	15,750/-
49.	Sh. Vishnu Bisht	Peon	15,750/-
50.	Sh. Manjeet	Driver	14,000/-

11. The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made

Grant-in-Aid to Delhi Dispute Resolution Society (Regd.) for the FINANCIAL YEAR-2016-17

Major Head "2014"

S. No.	Sub-Head	Plan (Rupees in Lakhs)	Non Plan (Rupees in Lakhs)	Total (Rupees in Lakhs)
1	91 00 31 Grant-in- aid-General	120.00	-	120.00
2	91 00 35 Grant for Creation of Capital Assets	30.00	-	30.00
3	91 00 36 Grant-in- aid-Salaries	250.00	-	250.00
			Total	400.00

12. The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes

Not Applicable

13. Particulars of recipients of concessions, permits or authorizations granted by it

Not Applicable

14. Details in respect of the information, available to or held by it, reduced in an electronic form

The Month-wise data is updated on the Webiste in the Statistics Column on monthly basis, Calendar/Financial Yearly basis.

15. The particulars of facilities available to citizens for obtaining information include the working hours of library or reading room, if maintained for public use.

No library is maintained in DDRS, however, citizens can approach the Head Office on Working Days from Monday to Friday between 11:00 A.M. to 5:00 P.M.

and the Mediation Centres on Working Days from Monday to Saturday between 11:00 A.M. to 5:00 P.M. by taking prior appointment from the concerned Branch-In-Charge/Centre In-Charge.

16. The names, designations and other particulars of the Public Information Officers.

Click Here

17. Such other information as may be prescribed and therafter update these publications every year

Will be updated as prescribed from time to time.