



**MAHARASHTRA NATIONAL LAW UNIVERSITY MUMBAI
CENTRE FOR MEDIATION AND RESEARCH
*presents***

**WORKSHOP ON
'NAVIGATING CONSUMER DISPUTES THROUGH MEDIATION'**

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MAHARASHTRA NATIONAL LAW UNIVERSITY MUMBAI CENTRE FOR MEDIATION AND RESEARCH



DETAILS

Dates: April 9-10, April 16-17, April 23-24, 2021

Timing: 1pm - 5pm (Total 24 hours)

Registration Deadline: 7 April 2021

Eligibility: Open to all graduates

Mode: Online (Zoom)

Registration: Send an email at cmr@mnlumumbai.edu.in with the following details after transferring the fee.

Full Name of the Participant:

Qualification:

Occupation:

Institutional Affiliation if any:

Email ID:

Mobile No.:

Amount of Fee Paid:

Transaction ID/ UTR No.:

Date of Making Payment:

Note: Scanned copy of Receipt of Payment is mandatory to be emailed.

Fees: Rs. 5000

Payment Details:

Name of the Payee: MNLU, Centre for Mediation and Research

Account No: 8709000100020492, Saving Account

Name of Bank & Branch: Punjab National Bank, Powai

IFSC Code: PUNB0870900

For queries: cmr@mnlumumbai.edu.in or

+91 8105494517

Contents of the workshop

- OVERVIEW OF FORMS OF ALTERNATIVE DISPUTE RESOLUTION
- DISPUTES AND RELIEFS IN CIVIL LAW
- DISPUTES AND RELIEFS IN CONSUMER LAW
- MEDIATION PRINCIPLES
- MEDIATION PROCESS
- SKILLS AND TECHNIQUES
- CODE OF CONDUCT OF AND ETHICAL STANDARDS FOR MEDIATORS
- ODR AND ROLE PLAY

Resource Persons:



Mr Shiv Kumar

Advocate, Mediator and Master Trainer,
Banglore Mediation Centre



Dr Pratima Narayan
Advocate and Mediator