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"We shall promote the highest ethical practices, by business and professionals, in order to provide complete satisfaction to consumers and other stakeholders."

CFBP TIMES

APRIL - MAY, 2020

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The Awards are conferred every year on business and associations, which display an outstanding commitment to Fair Business Practices. It comprises the prestigious CFBP Trophy and a laudatory Citation.

The Awards are open to all Public/Private Sector, Co-operative Ventures, Service Industries, Partnership and Proprietary business, Federations/ Chambers of Commerce, Trade Association and Charitable organizations from all over India.

The Council for Fair Business Practices (CFBP) is a unique, self regulatory body of business and industry dedicated to upholding the voluntary Code of Fair Business Practices.

Formed in 1966, CFBP instituted these Awards in 1988 in memory of the Shri Jamnalal Bajaj to honour those who adhere to Fair Business Practices in the interest of the consumer and the community at large.



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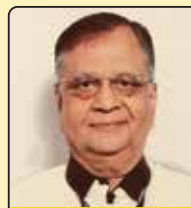
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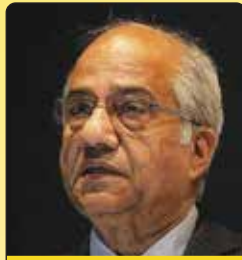
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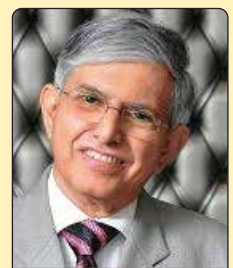
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HEARTFELT FROM THE PRESIDENT

The Coronavirus Lockdown had thrown up many a challenge but then CFBP never shies away from any of them. The biggest was keeping the communication with the staff and also with other members so that we can do something worthwhile and keep the kitchen fires burning so to speak. The other was to get in touch with the printer so that at least we can have the PDF copy of the Newsletter. The biggest ammunition is *Information* and we need to disseminate that to the appropriate people to keep the CFBP flag flying high and certainly not half-mast even during the Lockdown. The Lockdown continues albeit with relaxations. We at CFBP continue unhampered and very shortly will start our office in a calibrated manner.

On 22nd May, 2020, we had our first virtual but 6th EC meeting for the year 2019-2020 taking the mandate of CFBP forward. Well-attended, it was a unique experience for all of us. On 25th May, 2020, we had our first Webinar on *Zen Leadership* in association with SBY Academy founded by one of our very capable Invitees. A prolific speaker, she expanded on the many qualities that make up a today's leader. As President of CFBP, I talked a bit about CFBP, its myriad activities and our future role in building India. It was well-attended, and hopefully, we shall co-host similar seminars on different topics. We have a beautiful poem on the current Corona crisis by one of our other Invitees whose simple writing skills continue to convey some profound messages. We are happy to teach you a "Brand Marketing and Sales" lesson from a Saree Salesman through one of our regular contributors who is also our Executive Member. A Senior Solicitor enlightens us on *Mediation*, which is now much touted as an effective alternative to the long-drawn *Litigation* for resolution of disputes.

Art is one another medium that we are happy to explore. We are proud to present an article on the same from one of our esteemed Advisory Board Members. Also, we tied up with NHAf founded by one of our Executive Members to promote some online Sketching Activity amongst children. Keeping the young minds active during the Lockdown period was CFBP's little contribution to the Almighty's Angels.

I cannot stop ruminating over world affairs. Sometimes, I must let my consciousness *lull* a little bit and my conscience *dull* a little bit – it will be good for my health. But what will I do with good health when a nagging thought would continue to jostle my mind like a pin-prick - that I have looked away from things that need my attention. The death of George Floyd bothers me because *racism* is still somewhere deep-rooted in us. When God distributes sunshine during the day across every nook and cranny of this majestic Earth regardless of any man-made caste, creed, religion or colour and helps us all to look at the stars in the night, then who are we to distinguish us from each other!! *James Baldwin*, that great African-American novelist, taught us *that not everything that is faced can be changed but nothing can be changed until it is faced*. We have to stare at Racism in the face and eradicate from the very core of our being.

I end with a quote from one of the greatest African-American activists,

"Injustice anywhere is a threat to justice everywhere. We are caught in an inescapable network of mutuality, tied in a single garment of destiny. Whatever affects one directly, affects all indirectly."

- Martin Luther King
(Letter from the Birmingham Jail)

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TAHERA MANDVIWALA

Yes, it is! In the buzzing and chaotic life, where humans are no longer closer to peace and harmony we need to take a look where we have lost and what? The technology has given a new connectivity to the world, but that is a virtual after all for when we need a true human to connect we are left helpless with a few social media sites and machines. Well, some of the social media do get the help near you when needed but for a day-to-day dialogue to shoulder various feelings it does not. Human beings have been gifted with natural ability to develop, but

what does development mean to us now? A tremendous race is what we call development? Each one of us is struggling to be better than the best and to help is the so-called blunt innovation which disconnects humans from each other. We have drastically lost serenity, and hence, have more anxiety and ailments that are beyond our control. The youth, until a few decades, never encountered the word 'depression' or 'frustration'. But today the nuclear families are in trauma associated with their own wards. While most of the family members build up their own cocoon around their own gadgets, there is no room for a healthy dialogue to share the emotional values. The rich bank accounts fail to solve the physical and mental ailments.

It is not totally out of our hands yet, for we still have one significant ability in us and that is 'aesthetics.' Humans can not only create art but have the capacity to appreciate the same. Well, the art in all

forms. Art is considered as shastra or science. There are profound manuals which talk about art as science, for instance, the Brihad Samhita and Chitrautra of Vishnudharmottara talk about art as conscience. Art heals, art soothes, art is a therapy which can be applied in many ways. Each one of us starts basic doodling from early childhood. Where colours, forms, materials come from our day-to-day commodities. We create, sing and dance to express our feelings. Gradually, we appreciate and hence we enjoy. Colours, textures and forms play an important role. A landscape or a portrait or even an object or drawing a clay-pot or a stone sculpture when created by our hands make us feel happy. An act of play, or a music concert pleases the mind. This is very natural, humans can identify colours, they can relate to music and they certainly can feel the effect of the same.

Why not all of us make best use of our own innovations? The world is filled with art, both natural and manmade. It is displayed for your viewing. Museums, art schools, art galleries, gardens and streets, you name it and it has art. Even if you can physically reach there, see it virtually, share it, spread it, harness it. Love yourself and love the artist in you. The artist in you will see the beautiful world of art around you!



PROF. VISHWANATH D. SABALE

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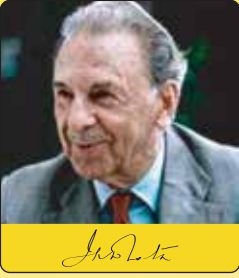
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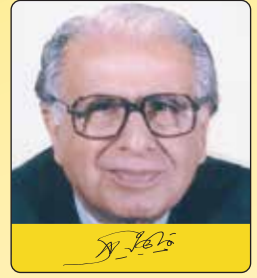
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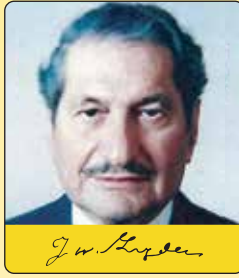
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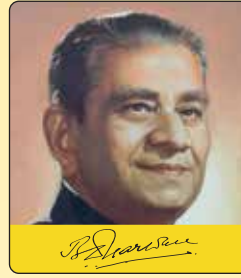
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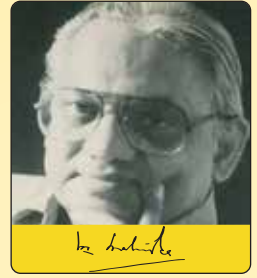
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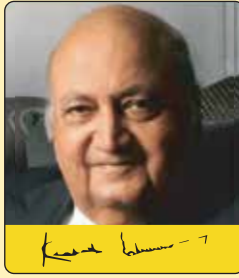
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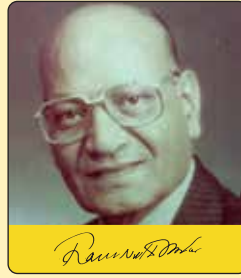
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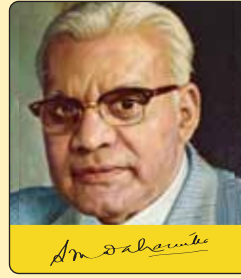
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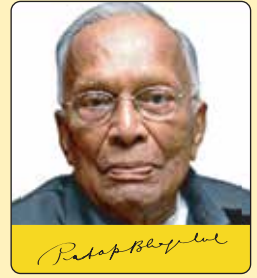
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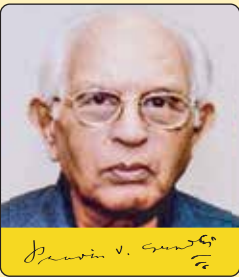
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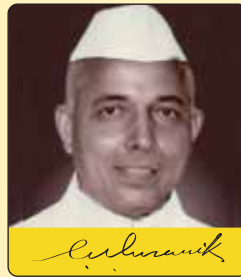
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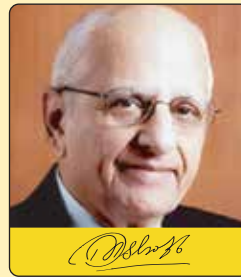
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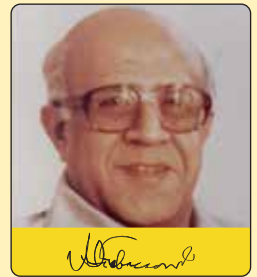
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NOT TO

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- Knowingly support activities which are against the laws of the land
- Misuse an advantageous market position to the detriment of consumers

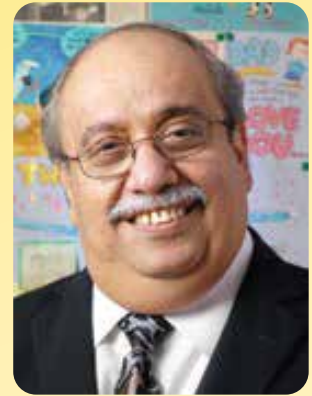
LESSON FROM A SAREE SALESMAN

Learn 'BRAND MARKETING AND SALES' from a simple saree salesman

Jagdeep Kapoor

Chairman and Managing Director

Samsika Marketing Consultants Pvt. Ltd.



In the us, the car salesman is iconic. Similarly, in india, the saree salesman has many lessons to teach in 'brand marketing and sales'.

It is interesting to note that all customers for sarees are women, while most salesmen of sarees are men. So, what is so special about a saree salesman that he could be an inspiration and teach 'brand marketing and sales' techniques, methods and attitude?

I am going to list nine traits of an Indian saree salesman, which could be used as lessons in 'brand marketing and sales'.

Patience: Women may be impatient. The saree salesman has patience. It is a perfect match between the buyer and the seller. A saree salesman patiently understands the changing needs of his lady customer and keeps serving her, without losing his patience, even if the lady customer loses hers.

Patience is a virtue. We all know that. And, in 'brand marketing and sales', it is a valuable asset which a saree salesman has in him. Patience makes him win the heart and mind of the lady customer. Patience makes him win sales.

Demonstration: Sarees need to be displayed. A 'demo' needs to be given. A saree needs to be unfolded and may even be draped on the salesman. He does it all.

The lady customer wants to visualise how a saree would look when unfolded and draped and wants to view the colours and the designs in full splendour. The saree salesman is ever ready to keep demonstrating, without getting tired. This makes him win the market.

Full range selling: The saree salesman understands the power of variety. The saree salesman understands the deep need for choice of the lady customer and, hence, he will always focus on displaying and selling the full range of sarees tirelessly.

The material could be silk; it could be cotton. The brand could be Banarasi or Patola or Kanjivaram. He will show the customer the full range so that she truly has the right to choose. The lady customer's choice and the saree salesman's display of choice is a wonderful combination, leading to product sales.

Techniques: The saree salesman uses many techniques and devices to impress and convert lady customers into buying sarees. Sometimes, the sequence in which he displays the sarees has a technique – may be from higher to lower or may be from lower to higher. He guides the lady customer and gives the

impression of being at her beck and call. In some cases, the saree salesman has a ceiling converted into a mirror, so that the lady customer, apart from seeing the saree physically at the counter, can also see the colours and designs on the ceiling, which has a mirror. This physically and optically creates a huge impact and his techniques are worth emulating.

Features and benefits: Gone are the days when only a few words were used, two phrases were used – 'high quality' and 'low price'. today, the saree salesman explains the benefits to a lady customer, as to what the customer will get, if she buys the sarees, in the form of comfort, image, elegance, compliments and so on and so forth.

To add to that, as proof, the saree salesman explains the features of the saree in detail, explaining the craftsmanship, ingredients and the kind of intricate work that has gone into making this wonderful piece of attire. Through features and benefits, he tries to sell each saree as a piece of art. This clearly shows that his product knowledge helps him to woo the customer.

Long-term relationship: Rarely you find a lady customer going to a good saree salesman only once. She goes again and again and again, because she trusts him. He is able to understand her taste and needs and choice clearly. This establishes a long-term relationship between the customer and the marketer.

No prejudice: The saree salesman is open-minded. He has no bias. He does not look down upon the lady customer. He judges the customer after interaction, but he does not prejudge the customer. He has no prejudice. This helps him treat each customer with full respect. This leads him to create sales and customer satisfaction.

Sitting: In India, we all like to be served. We like to be served when we are sitting. Most saree showrooms have chairs or other objects to sit on – whether at the counter table or on the floor, comfortably – so that they can enjoy and buy and choose peacefully. Many a time, the saree salesman is standing, while the customer is sitting. This is important in marketing. In many other industries, the sales/marketing person is sitting and the customer is standing, like at an airline counter. This is wrong.

To a saree salesman, the customer is not the king, the customer is the queen. She deserves to sit on the throne, relax and be served. This queen buys a lot and the saree salesman sells a lot.

There is a lot to learn from a simple saree salesman in the area of 'brand marketing and sales'.

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ZEN LEADERSHIP

**3 ways to overcome anxiety and
lead fearlessly**

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CFBP WEBINAR - ZEN LEADERSHIP (25TH MAY, 2020)

Zen leadership may sound like a cliché, but it is, in fact the key to success. Too often, leaders project power outwards, forcing change and imposing their will on those they lead. I believe that successful leaders are the ones who can focus their attention inwards and find a sense of calm and peace that draws others to them.

Zen leadership is about building the ability to lead 'fearlessly'. But before we develop that ability, it is imperative to first understand what ZEN really means.

'Zen' is to be in the present moment, every moment. It's about staying with your being and having the ability to feel it instead of shuffling between the past and the future. Here are three simple ways to build the Zen way of being:

1. Mindfulness: Mindfulness is the basic human ability to be fully present, aware of where we are and what we're doing, and not overly reactive or overwhelmed by what's going on around us. It's familiar to us because it's what we already do, how we already are. We already have the capacity to be present, and it doesn't require us to change who we are. But we can cultivate these innate qualities with simple practices that are scientifically demonstrated to benefit ourselves, our loved ones, our friends and neighbors, the people we work with, and the institutions and organizations we take part in. Solutions that ask us to change who we are or become something we're not have failed us over and over again. Mindfulness recognizes and cultivates the best of who we are as human beings. Mindfulness is more than just a practice. It brings awareness and caring into everything we do—and it cuts down needless stress. Even a little makes our lives better.

Meditation is one way to practice mindfulness but it can also be developed by enjoying every activity that you do in the day, from cooking to writing emails. What's important is to be mindful for your practice. After all, practice makes perfect.

2. Purpose: Your life purpose consists of the central motivating aims of your life—the reasons you get up in the morning. Purpose can guide life decisions, influence behavior, shape goals, offer a sense of direction, and create meaning. For some people, purpose is connected to vocation - meaningful, satisfying work. For others, their purpose lies in their responsibilities to their family

or friends. Others seek meaning through spirituality or religious beliefs. Some people may find their purpose clearly expressed in all these aspects of life. Purpose will be unique for everyone; what you identify as your path may be different from others. What's more, your purpose can actually shift and change throughout life in response to the evolving priorities and fluctuations of your own experiences.

Don't look for a purpose to look good when you say it. It doesn't even have to be transformational for the world. Your purpose can be as simple as bring food to the table for people you love. To know your purpose you first need to know who you are. 'Who am I' is one the most profound and important question to answer.

3. Balance: At least once in your life someone will do something that makes you say, "Why did they do that? How could they do that? I just don't understand." In fact, this will probably happen to you a number of times. You may feel that you just don't understand people — how they think, the way they act, or their motives or intentions. But understanding people can help reduce conflict and also protect your peace of mind. So take the time to evaluate their personality, keep an open mind, and understand yourself so that you can better understand them.

See if you can develop the ability to look at things from other people's world (eyes) cause we all come from varied experiences that shape us into who we are today, and no two experiences are alike.



CFBP WEBINAR - ZEN LEADERSHIP (25TH MAY, 2020)

Now that we understand what 'Zen' means, let's understand the qualities of a **Zen Leader**:

1. Responsibility: It is our ability to 'respond' and not react in tough situations. As a leader, we need to take responsibility of our own actions before blaming others or expecting them to behave in a certain way. For that, one needs to learn how to manage emotions, especially emotions like anger, frustration, disappointment etc. A Zen leader, leads by example and stays committed to self-improvement on a consistent basis.

2. Adaptability: Zen leader knows that as a leader, you have to adapt to the qualities of water - ready to take any shape depending upon the vessel (situation) you are put into. Learning an adaptable mindset does not come naturally to everyone, but there are methods to increase adaptability that any leader can use and be effective. Thinking out of the box, having the courage to say no and ability to create an action plan for people to follow are some of the ways to build adaptability as a skill.

3. Focus: To be an effective leader we must continue to be focused. We must provide a consistent vision of the future we are leading people towards. Of course we can have new ideas. But the new must be prioritized and more importantly, discussed and created in the context of your focused future vision. It is the only way you will succeed. And it is the only way those you lead will remain productive and enjoy their work. For a Zen leader, being focused is about doing one thing at a time and doing that really well. Focus is also about building perspectives for which a leader must invest time & effort to understand people really well.

Great. Now we are ready to understand **ZEN LEADERSHIP**. Here are three ways to develop Zen Leadership:

1. Clarity: Zen leadership starts with clarity - clarity of purpose and intent. Being clear about what you think and what you do is a critical step in taking responsibility for your current actions. Clarity allows you the freedom to design better possibilities for future action that will get to where you or your organization wants to go.

Every effort of moving forward must start with clarity. When you seek truth, you seek clarity.

2. Open to change: Change is the only constant, and its true. Whether we like it or no, we will always face

changes and Zen leadership is about embracing change. While formal change processes might be well understood, too many leaders neglect the all-important human side of change. The most effective leaders devoted considerable effort to engaging everyone involved in the change and remembered that people need time to adapt to change – no matter how fast-moving the change initiative. Zen leadership is about building the culture that cultivates and celebrates change with patience.

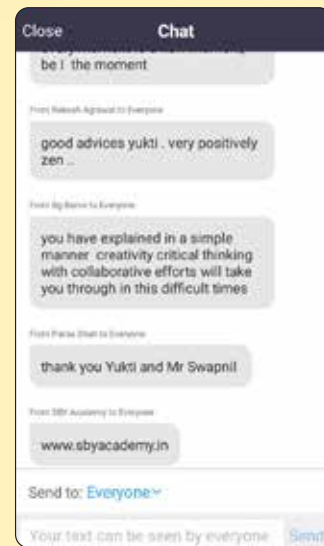
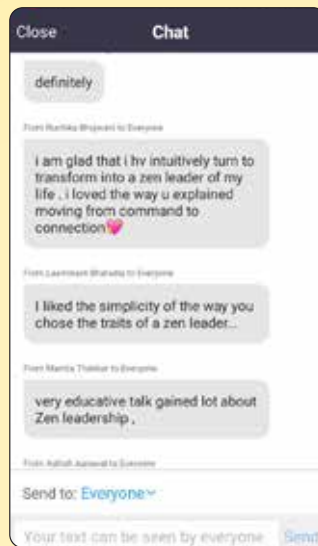
3. Compassion: Zen leadership revolves around compassion. Compassionate leaders are effective leaders. A leader possessing compassion trait will always be optimistic. S/He would be sensible enough to know when to be conscious about one's own feelings, about impact of one's words on the followers and how to be focussed on others needs and feelings. To be compassionate, one needs to be responsive and show empathy to others. Compassionate leaders are in fair situation of dealing with crisis, encourage followers to better actions and are effective and efficient communicators too. If we develop compassion for all and everything around us, we'll lead our teams the Zen way, in real sense.

Hope you find your path towards Zen leadership through these points and develop the courage & clarity to walk the path.

Let us just be, for the ability to be a nobody is far more difficult than to be a somebody. When you are a nobody you do what you do with purpose while wanting to be a somebody only satisfies your ego. What's your take? Are you ok to be a nobody? Are you ready to lead the Zen way?



CFBP WEBINAR - ZEN LEADERSHIP (25TH MAY, 2020)



Kavita Sanghavi
Principal
Chatrabhuj Narsee Memorial School

Ask yourself, How long will you be in a 'PANIC' mode or will you move on to 'ACCEPTANCE' mode?

CHANGE is the only constant and we will have to develop COURAGE to take the first step.

We can begin with first overcoming FEAR and ANXIETY;

Move on to initially small TASKS and then increasing it day by day.

Further, use each other's STRENGTH to combat the adversities;

The world needs us to COLLABORATE more than ever.

Realise eventually we will have to EMBRACE life back.

Let's build our IMMUNITY; take all precautions and gear up to walk back into the world.

Remember that if we are healthy today, it is because someone else had moved out to keep us safe.

Be strong; be positive

6TH CFBP EC MEETING



The 6th CFBP EC meeting for the term 2019-2020 - Friday, May 22, 2020 at 4 pm via Zoom



NHAF SKETCHING ACTIVITY

COMING THIS SUNDAY 31ST MAY, 4-5PM. NHAF FREE ONLINE ART SESSION. FOR ALL ART LOVING PATRONS .PLS LIKE NHAF PAGE AND MESSAGE ON THE POST TO REGISTER

NHAF IN ASSOCIATION WITH CFBP: HAPPINESS WITH SKETCHING WORKSHOP!

NHAF lock down special online Sketching workshop to address the artist within you.

NHAF in association with CFBP brings you master art class with our specially created live sketching session on ZOOM.

Join by filling up the form. <https://forms.gle/uSJhdsFkP4ePCPEA>

Who do you think should take this session?

- One who seek extra direction on to learn how to draw.
- Who has hesitation or blockages and but would love to draw.
- One who wants to become more confident in their strokes.
- One who wants to know the emotional aspect of lines they create.
- One who already knows how to draw and want more Insight on sketching through our NHAF session.

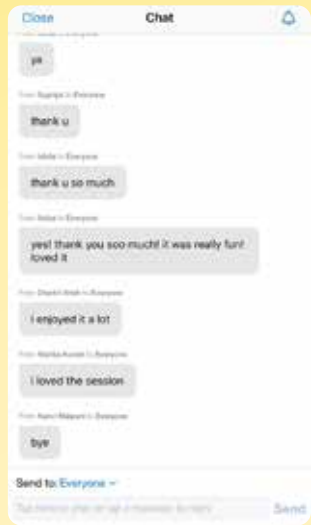
From this course we will be taking care of the physical and emotional aspect of practicing sketching.:

- Development sketching skills
 - Discuss the various styles of sketching: the physical aspect of practicing sketching.
 - How to practice sketching with the things easily available around you
 - How sketching helps to release emotion. The emotional aspect of practicing sketching
- And much more...

- Duration an hour
- Material Needed: pen pencil sketchbook or extra plain paper.
 - Also 3-4 simple objects to draw.

Happy and relaxed state of mind.

NHAF SKETCHING ACTIVITY



MEDIATION



Payal S. Kothari
Advocate & Solicitor

Introduction

Mediation is simply a process, which enables parties to a dispute to discuss their differences and negotiate a resolution thereof with the assistance of a neutral person i.e Mediator. This process could be initiated during the pendency of a Court proceeding or by virtue of a Mediation Clause contained in the Agreement between the parties. Unlike litigation - this process of dispute resolution is economical, speedy and much more satisfying and fulfilling for all the parties involved. It doesn't merely work on resolution of rights involved but also addresses the underlying concerns and interests. Mediation also has the scope of bespoke solutions and enlarging the pie with a win-win situation for all the parties concerned.

Salient Features

In Mediation, the parties could enlarge the pie because both the parties may not want the same things and it involves considering the underlying concerns of the parties rather than just rights. For e.g. - in case of a division of orange, parties may not want to divide the orange equally, instead one party could only want the pulp and the other the peel. So both parties would get 100%. Effectively, this is an enlarging of the pie.

The process of Mediation also demonstrates its dynamism and its profundity. The essential stages of the process generally are:-

1. Opening Statement by the Mediator
2. Opening Statement by the parties
3. Agenda Setting
4. Exploration of issues
5. Private Sessions
6. Joint Sessions
7. Resolution

The above stages demonstrate a voluntary participation and a voluntary resolution by the parties, thereby obviating the necessity of enforcement by a Court. A dispute resolution

clause providing for mediation would be enforceable in India in the sense that if a suit is filed, a Court would most likely enforce the clause and send parties to mediation in pursuance of its power under section 89 of the CPC.

Need for Mediation in the Indian context

The deep need for ADRs and more so Mediation in India has been there since long. The current pendency of cases as demonstrated by National Judicial Data Grid is as follows:-

- i. Total number of pending cases is 32.45 million in India, as of May 24, 2020.
- ii. 9.045 million are civil cases and 23.39 million are criminal cases.
- iii. 32% of those cases are less than one year old.
- iv. 28% cases fall in the category of cases pending for one to three years.
- v. 15% cases fall in the category of three to five years pendency.
- vi. Again, 15.28% cases belong to the classes of cases which are five to ten years old.
- vii. 7.1% cases have been pending for the period between 10 to 20 years.
- viii. In the category of cases pending between 20 to 30 years, there are 1.28% cases, and 0.26% cases are older than 30 years.

Thus, the need for ADRs is this very old. The Indian Judiciary is stretched far beyond its capacity. The wait in the courts is endless although the Indian Judiciary is one of the most proactive factions of the Indian Government.

India for that matter is not new to the concept of Mediation. Mediation as a process was well engendered in the ancient as well as the pre British era. Commercial disputes were resolved by the Trade Guilds. Domestic and private disputes were resolved at the local and Panchayat levels. The Ancient and pre British India in fact believed in compromise rather than

MEDIATION

clarity and right-based judgements, which became prevalent during the British times.

Attempts by the Government

The Legislature has now attempted to encourage mediation at various levels and this is evident in the form of mandates in various Statutes and laws as enlisted hereinbelow for all the stakeholders:-

1. Conciliators appointed under Section 4 the Industrial Disputes Act, 1947 are assigned with the duty to mediate and promote settlement of industrial disputes with detailed prescribed procedures for conciliation proceedings. If used appropriately, it's a cheap and quick process.
2. In 2002, an amendment to the Code of Civil Procedure, 1908 (CPC) was brought in Section 89 read with Order X Rule 1A provided for reference of cases pending in the courts to ADR. In addition, Order XXXIIA of the CPC recommends mediation for familial/personal relationships, as the ordinary judicial procedure is not ideally suited to the sensitive area of personal relationships. Though many courts in India now have mediation centres.
3. Even Section 442 of the Companies Act, 2013, read with the Companies (Mediation and Conciliation) Rules, 2016, provides for referral of disputes to mediation by the National Company Law Tribunal and Appellate Tribunal.
4. The Micro, Small and Medium Enterprises (MSME) Development Act, 2006 mandates conciliation when disputes arise on payments to MSMEs.
5. More particularly, family and personal laws including the Hindu Marriage Act, 1955 and the Special Marriages Act, 1954 require the court in the first instance to attempt mediation between parties.
6. Section 32(g) of the Real Estate (Regulation and Development) Act, 2016 provides for amicable conciliation of disputes between the promoters and allottees through dispute settlement forum set up by consumer or promoter associations.
7. Chapter V of the Consumer Protection Act, 2019 also provides for mediation.
8. Commercial Disputes (Amendment) Act, 2018 (the "Amendment Act") - the Amendment Act introduced a new Chapter III-A, titled "Pre-Institution Mediation and Settlement". This Chapter provides for mandatory reference to mediation by an aggrieved party for all

disputes falling within the definition of "Commercial Dispute" under Section 2(1) (c) of the principal Act, except in cases where urgent interim relief is sought.

Importance of mediation in Covid-19 scenario and beyond

In the present Covid-19 situation, business and industry across the world has been forced to reckon with unprecedented challenges such as low demand and consumption, logistic and supply chain disruptions, delayed performance of and non-performance of contracts and lengthening of payment cycles, disputes as to non-payment and so on and so forth. With this shrunken global village, the contracts will cover both national and international parties. Parties will find themselves on both sides of the spectrum i.e. they will be aggrieved by non-performance of contracts by some while also being themselves the defaulters in cases. In this scenario, the advantages of a mediated settlement where contracting parties need not be highlighted. Further businesses will have to upskill and upgrade to stay afloat and competitive in these uncertain and volatile times. Businesses will have to overcome such operational challenges by strengthening existing commercial relationships, rather than snapping or fraying them. Mediation and not Litigation will be the better option to resolve the underlying novel and catch 22 concerns of these unprecedented times.

The current Covid scenario suggests that priorities of businesses have and will change. Companies are and will be cutting costs focusing on "essential" costs such as employee salaries, health and sanitation measures, etc. Litigation will definitely be out of the equation as part of essential costs. Mediation, a cost effective and a faster remedy will be a superior option even with the social distancing norms. The current disruption in functioning of the Indian courts seems to be the last straw on the already overburdened judiciary.

Conclusion

The Supreme Court has through a unique step set up a panel to firm up a draft legislation to give legal sanctity to dispute settled through mediation, which would be sent to the Government as a suggestion from the Apex Court. In Covid times, mediation can be that much needed vaccine to the virus of the huge back-log of litigation, which has become not only exorbitantly expensive but also ineffective due to the incessant delays. In the current times when the supply chains have disrupted, where businesses have come to a standstill, mediation will be the sine qua non for resolution of disputes.



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