



# DISPUTE RESOLUTION

GENERAL LEGAL HELP AND  
MEDIATION.



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CITIZEN  
SETU



## About Us

Citizen Setu, founded by Shri Anil Pratham, IPS, Former Director General of Police (DGP) of Gujarat, is a comprehensive platform dedicated to empowering Indian citizens through constitution-based solutions and guidance. It offers a wide range of services, including assistance to help citizens achieve fair outcomes in legal matters, decision guidance to navigate government policies and ensure compliance, employment and entrepreneurship support to foster sustainable livelihoods, compensation advisory to secure fair compensation for land acquisitions, and detailed information on government benefits and schemes. With a mission to serve as a one-stop platform that bridges the gap between governance and citizens, Citizen Setu envisions a society where every individual enjoys unrestricted access to justice, due opportunities, and government benefits, fostering collective well-being and societal progress

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# Why Dispute Resolution Matters

Disputes, whether between individuals, businesses, or organizations, can lead to significant emotional, financial, and social stress. Traditional litigation is often time-consuming, costly, and complex, making justice inaccessible for many citizens. Efficient dispute resolution ensures:

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## Faster Justice

By reducing the time required for conflict resolution, citizens can reach settlements much more quickly.



## Cost Savings

ADR is typically more affordable than court cases, making legal recourse more accessible to everyone.

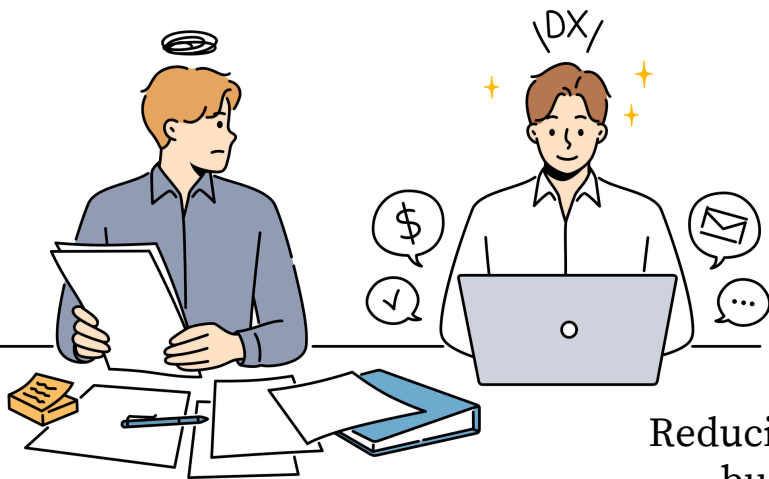
02



03

### Social Harmony

ADR methods, such as mediation, focus on collaboration and mutual understanding, leading to more peaceful and productive relationships.



### Better Judicial Efficiency

Reducing court backlogs eases the burden on the judicial system, allowing the courts to focus on more complex legal matters.

04

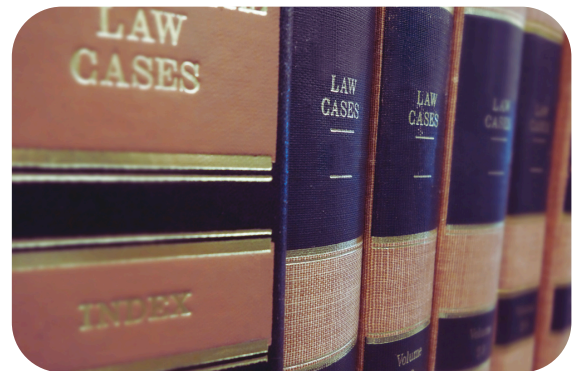


# Current Challenges in Dispute Resolution in India

India's current legal system faces several key challenges in managing disputes:

## Backlog of Cases

Over 4 crore cases are pending in Indian courts, significantly delaying access to justice.



## High Legal Costs

With legal expenses often between 1 and 2 lacs, pursuing justice becomes unaffordable for most.



## Complex Legal Processes

The lengthy and cumbersome legal processes can be overwhelming for citizens, particularly those from marginalized communities.



## Limited Awareness

Many citizens are unaware of alternative options to resolve disputes, leaving ADR underutilized.

These challenges call for a reimagined dispute resolution framework that is more accessible, cost-effective, and efficient.





## Citizen Setu's Approach to Dispute Resolution

Citizen Setu's approach to dispute resolution is designed to simplify the process for citizens while ensuring fair and accessible outcomes. The framework follows a structured path:



# Citizen Setu's Approach to Dispute Resolution

## STEP 1

### **Complaint Collection**

Citizens can report disputes or concerns through online platforms, local community hubs, or dedicated helplines. This step ensures every grievance is logged and reviewed.



## STEP 2

### **Case Assessment**

Disputes are evaluated to identify the best resolution pathway—administrative, mutual discussions, or legal action—ensuring tailored guidance for every case.



## STEP 3

### **Expert Guidance**

Advisors provide impartial advice and facilitate understanding between parties, promoting fair and collaborative resolutions.





# Citizen Setu's Approach to Dispute Resolution

## STEP 4

### **Outcome Documentation**

Once a resolution is reached, the terms are documented transparently for both parties to understand and agree upon.



## STEP 5

### **Follow-Up and Support**

Citizen Setu ensures proper implementation of the resolution and provides additional guidance if challenges arise, fostering trust and compliance.

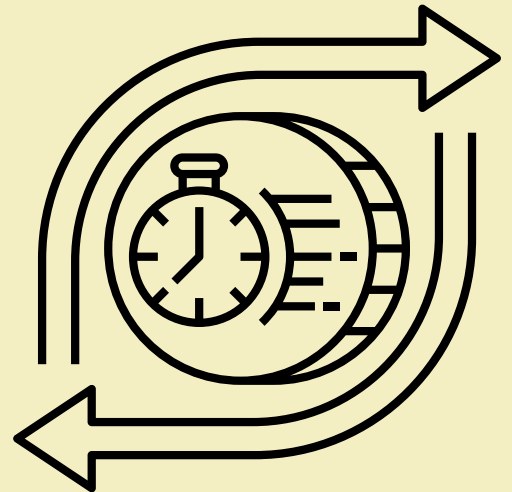


# Outcomes

Implementing CitizenSetu's SettleSmart framework will lead to

## Faster Resolution of Disputes

ADR can reduce dispute resolution time from years to months, offering faster closure for both parties.



## Cost Savings

ADR provides a more affordable alternative to litigation, cutting costs for individuals, businesses, and the government by 30-50%.





## Reduced Court Backlogs

By resolving a significant number of cases outside of court, ADR will help alleviate the strain on India's judicial system.

## Increased Access to Justice

By lowering the cost and complexity of resolving disputes, CitizenSetu ensures that more people, especially those from disadvantaged communities, can access justice.



## Promotion of Peaceful Communities

ADR processes, which emphasize collaboration and mutual understanding, foster more harmonious relationships between individuals and communities.



## Economic Growth

By improving the efficiency of dispute resolution, CitizenSetu contributes to a more predictable and stable business environment, boosting economic growth.



## Cost Savings for the Government

The judiciary's current backlog strains government resources. If 10-20% of cases were resolved through ADR, the Indian government could save ₹1,000 to ₹2,000 crore annually.



## Financial Benefits for Individuals

ADR processes are typically 30-50% cheaper than traditional litigation, leading to significant savings. For individuals, legal costs could drop from ₹50,000-₹2,00,000 to just ₹15,000-₹1,00,000 through ADR.



## Time Efficiency

ADR processes resolve disputes 3 to 5 times faster than traditional court litigation, reducing the burden on individuals, businesses, and the judiciary.



# Conclusion

CitizenSetu is a visionary platform dedicated to creating a transformative impact on Indian society. By empowering citizens through constitution-based solutions and guidance, CitizenSetu bridges the gap between governance and the public. Its comprehensive services aim to simplify access to justice, opportunities, and benefits, fostering fairness, equity, and inclusivity.



With a commitment to collective well-being and societal progress, Citizen Setu envisions a future where every individual is empowered to thrive in an environment of harmony, trust, and opportunity.





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End Of Proposal ———

**THANK  
YOU**



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