

# BORN IN INDIA BONDING THE WORLD.

Dedicated to advancing  
Creative Dispute Resolution  
and delivering its benefits to  
businesses, professionals,  
governments & communities  
around the world.

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**MCN IS RAPIDLY BECOMING THE PREFERRED DISPUTE RESOLUTION RESOURCE OF CHOICE FOR THE MOST INFLUENTIAL CORPORATIONS AND THEIR OUTSIDE COUNSEL.**

**OVER 1000+**  
**NEUTRALS / DISPUTE**  
**RESOLUTION EXPERTS**

**COMING FROM 50+**  
**NATIONALITIES**

**COVERING**  
**OVER 60+**  
**LOCATIONS**  
**WORLDWIDE**

**CHOICE OF MANY**  
**MEDIATION AND**  
**ARBITRATION VENUES**



From India  
to the world,

[mediationhub.org](http://mediationhub.org)

WE ARE  
THE DISPUTE  
RESOLUTION  
LEADER.

Proudly based in India, expanding to help resolve disputes, wherever they occur, anywhere in the world.

MCN is fast becoming the preferred resource for administered and ad hoc resolution of domestic and international disputes. An independent organization that helps businesses and their counsel prevent and resolve commercial disputes more effectively.

Through the use of UNCITRAL rules supplemented by our own regularly updated state of the art rules, MCN provides practitioners and their clients **uniformity, certainty and credibility** in the process to resolution of disputes.

The mandate of MCN is to provide a **single cost effective Indian source for all types of international and domestic dispute resolution**, including formal international arbitration, mediation, med-arb or other hybrid systems of dispute resolution.



# DISRUPTING THE WAY WORLD RESOLVES DISPUTES.

MCN is an independent New World Dispute Resolution organization having a collective unrivaled breadth and depth in dispute resolution, conflict management and civil justice systems.

We are driven with our objective to promote a harmonious society; helping people and organizations avoid, manage and resolve conflicts. Together with our members, legal fraternity, public and private organizations we bring new innovation to resolve disputes on the national and international stage.

With over 1,000 members located in over 33 countries, MCN supports the global promotion, facilitation and development of all forms of private dispute resolution through its network. We are dedicated to supporting members and organizations in preventing, managing and resolving disputes - from in-house corporate governance to disputes with external stakeholders.

There is a creative solution  
to every dispute.

OVER 80% DISPUTES  
RESOLVE THROUGH  
MCN ADMINISTERED  
DISPUTE RESOLUTION  
PROGRAMS /  
SCHEMES.



**Plain arbitration clauses are  
just passe.**

Companies use specific stepped  
dispute resolution clauses in  
their contracts to prevent and  
manage disputes effectively by  
using MCN's new world creative  
dispute resolution solutions.

# AN INDISPENSABLE RESOURCE FOR PARTIES SEEKING MOST EFFECTIVE WAYS TO RESOLVE DISPUTES

## **Exceptional Case Management and Administration**

Our case managers have significant experience and skills in handling and administering matters encompassing a variety of legal practice areas and unique situations.

From assisted negotiation to litigation, their role is to identify and apply the most appropriate ways, means, approaches and other solutions and resources that will help in resolving a case early and efficiently.

The case managers work closely with our clients to ensure that the proper Neutral and other resources are assigned to the specific case at hand. Case Managers carefully oversee the administration of each matter, ensuring that cases are resolved in a timely, efficient and diligent manner.

## **Renowned Panel of Experts, Neutral Dispute Resolvers and other resorces**

MCN's identifies and maintains a roster of individuals and resources with exceptional credentials and outstanding reputations.

Today, our roster consists of more than 1,500 top-tier former judges, domain experts and other practicing specialists that are knowledgeable, fair and offer efficiencies to facilitate the resolution of disputes in a private forum.

Our panelists offer all forms of alternative dispute resolution, with subject-matter expertise in a wide array of practice areas. Neutrals are available throughout the world and can hear matters in all major cities of India and around the world.



# RESPONDING TO THE NEEDS OF NEW AND EVOLVING WORLD.

A close-up photograph of a hand holding a fine-tipped paintbrush, applying a layer of red and orange paint to a white egg. The egg is surrounded by several ripe peaches with a mix of red and yellow-orange hues. The background is slightly blurred, focusing attention on the hand and the egg.

MCN is an invaluable business partner providing creative, practical and actionable measures to transform how we approach and manage disputes.

MCN is continually and successfully defining the field of ADR by collaborating with Corporate Counsel and their law firms to find ways of mitigating the risks, costs and delays associated with litigation. By working with MCN, companies create or define the dispute resolution mechanism for resolving complex commercial disputes of all kinds.

## MCN -

- Acts as an appointing authority for parties in need of the most seasoned neutrals specializing in high-end commercial disputes.
- Helps discover new and better ways to improve private dispute resolution for the business and to change the way the legal profession approaches conflict resolution.
- Provides invaluable tools and information on effectively resolving potential disputes and managing the costs and time associated with pending litigation.
- Make recommendations in the Litigation Management Process with regard to early evaluation of the disputes and whenever possible, early resolution.
- Provides Administrative and Management function including Mediation and Arbitration rules and processes for self-administered ADR processes and helps in customizing the resolution process to suit a particular complex business dispute.

# A REPUTATION FOR EFFICIENCY & SPEEDY RESOLUTIONS.

Choosing MCN assures you of quality service from an institution that applies new world creative approaches and evolves each day, creating new benchmarks for dispute resolution.

Our constantly evolving set of Rules meet the growing complexity of today's business transactions, the demand for greater speed and cost-efficiency.

To ensure cases proceed as they should, MCN's responsibilities include:

- confirming, appointing and replacing neutrals (mediators, arbitrators), and deciding on any challenges made against them
- monitoring the mediation, arbitral and other DR processes to ensure that it is performed correctly and with the required speed and efficiency
- scrutinizing and approving all conciliated settlement agreements and arbitral awards, primarily to ensure their quality and enforceability
- setting, managing and, if necessary, adjusting fees and expenses
- overseeing emergency and / or expedited proceedings before the start of dispute resolution process.



# LEADING ORGANIZATIONS CHOOSE MCN TO FIND CREATIVE SOLUTIONS FOR THEIR COMPLEX DISPUTES.

## **HELPING KEEP THE COMMUNICATION CHANNELS OPEN**

It is all about proactively finding the solutions before and during the litigation stage, to settle the dispute at the earliest.

Engaging MCN helps foster an atmosphere that allows the adversaries to develop a working relationship, a relationship dedicated to solving a problem rather than victory in the court.

Even if litigation commences, it is usually wise to keep the lines of communication open because subsequent events may make ADR a more palatable alternative than initially contemplated before a litigation started.

# HELPING YOU WITH DISPUTE RESOLUTION PROVISIONS, CONTRACTS & CLAUSES

**MCN, is the largest global network in the making, where you choose the law, the forum, the Neutrals, and the jurisdiction or seat of arbitration for your dispute.**

As business becomes increasingly global, companies need to consider a wide choice of laws, procedures and legal systems when choosing the governing law for a contract, the best forum in which to resolve their dispute or their preferred ways of dispute resolution.

To ensure your disputes are managed and administered based on your choice, we help you include in your contracts the custom dispute resolution clause that gives you the flexibility of choosing all that works for your unique situation.

By choosing MCN, you have the flexibility of choosing your seat of Arbitration and the governing state laws worldwide.

We design dispute resolution provisions tailored to the particular transaction, keeping in mind the flexibility and adaptability of arbitration and its ability to offer parties of different nationalities a neutral forum.

Dispute resolution clauses may include multistep procedures (negotiation, mediation, and arbitration, if necessary) and even appellate steps in the arbitration process itself. Other contractual provisions may address the language and location of the proceeding, the number of arbitrators, the nature and scope of exchanges of information, provisional relief, confidentiality, class proceedings, and other topics relevant to the particular transaction and any foreseeable dispute.

MCN offers a complete procedural handholding to both the parties and the Tribunal. Having someone there in the background checking on progress and monitoring the time spent by the arbitrators makes the process more controlled and efficient.

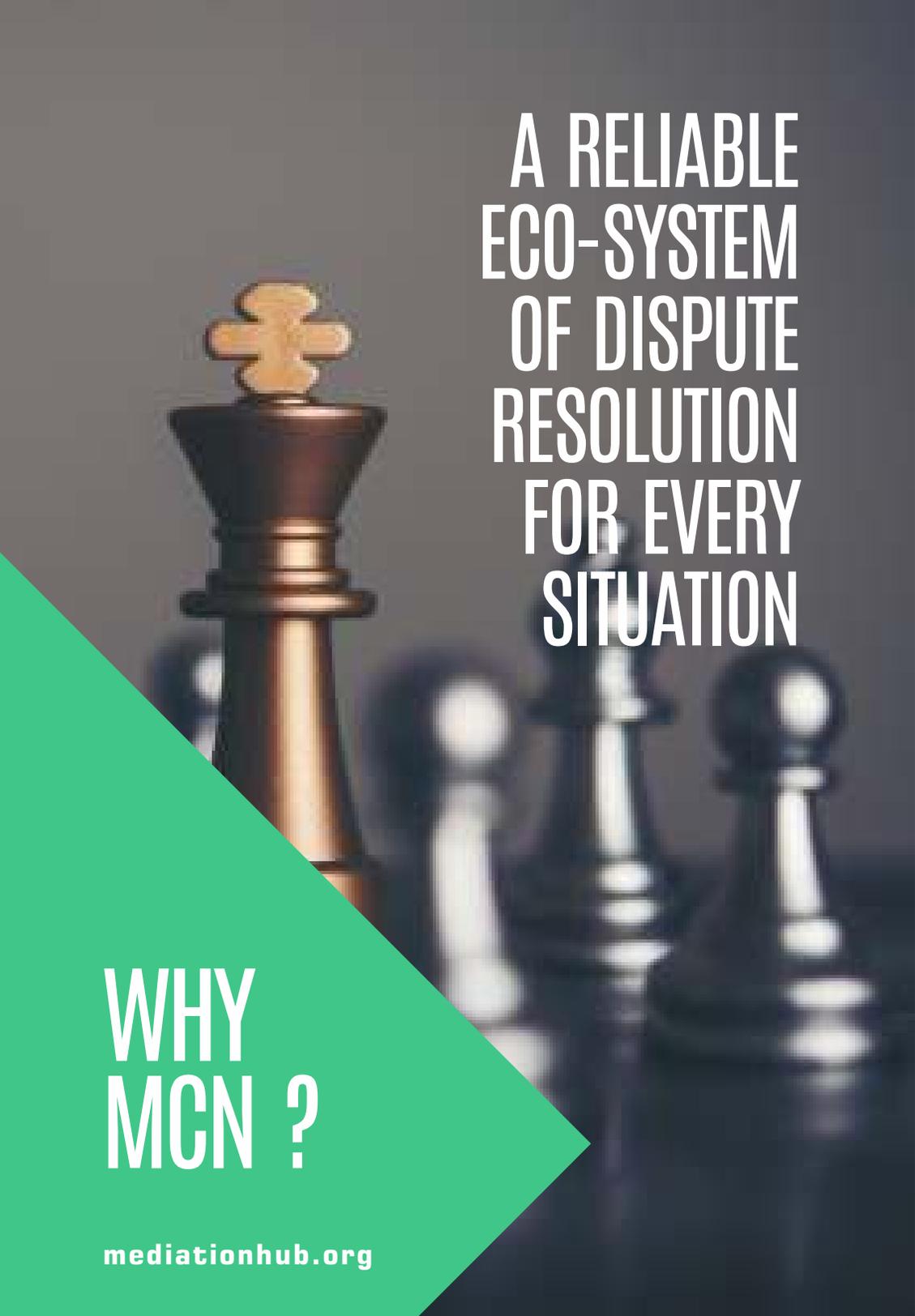


**PUT THE STRENGTH OF MOST  
RESPECTED AND WIDEST  
CHOICE OF MEDIATORS,  
ARBITRATORS AND CASE  
MANAGERS TO WORK.**

**OVER 1000+ NEUTRALS,  
EXPERTS & REPRESENTATIVES  
OF INSTITUTIONS ARE PART  
OF MCN'S GROWING ALLIANCE.**

No other organization has best choice of Neutrals to exactly meet the requirements of clients.

MCN is becoming the first choice of clients for the appointment of right Neutrals.



# A RELIABLE ECO-SYSTEM OF DISPUTE RESOLUTION FOR EVERY SITUATION

## WHY MCN ?

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**Continual inclusion of Credentialed Neutrals:** effective, targeted and ongoing recruiting aimed at bringing the best, most-qualified and experienced Neutrals on the MCN panels based on the types of programs and procedural expertise;

**Arbitrators and Mediators with Subject Matter Expertise:** an unparalleled panel of Neutrals with a broad array of subject-matter experience;

**Customization and Innovation:** exceptional aptitude for customizing and implementing new ADR programs;

**Superior Case Administration:** an experienced team of case managers with the skill set and experience to handle all aspects and nuances of different ADR programs;

**Technology:** innovative and effective use of technology, including a case management system that is both user friendly and technologically advanced;

**Dedication to Customer Service:** MCN's client retention rate is 99-100%;

**Gold standard reputation:** well-recognized throughout the legal, business and other communities for its success.



# COMPLIMENTING A CORPORATE COUNSEL'S QUEST FOR EARLY RESOLUTION OF DISPUTES.

**MCN collaborates effectively with corporate counsel to bring value and ensure speedier resolutions and cost savings for organizations to settle pre-litigation disputes, actively-litigated cases, and even cases on appeal.**

As advocates prepare thoroughly for client's day in court, we prepare just as thoroughly for a resolution through stepped mediation and other collaborative interventions that may terminate the litigation and bring a lasting agreement between the combating parties.

Companies achieve their goal of early and best possible settlements by collaborating with MCN.

Their in-house and outside counsel work together with MCN at every phase of the process. The more thorough and thoughtful counsel's collaborative planning with MCN is, the more likely the corporation will achieve its goal of an early resolution of the case.



**A CHOICE OF  
THE MODERN  
LITIGATOR.**

**ENHANCING THE LITIGATION  
PRACTICE - INTEGRATING ADR  
WITH LITIGATION**

At MCN, we believe that ADR is all about IDR (Integrated Dispute Resolution) or CDR (Creative Dispute Resolution).

The creative, integrated approach to resolution of disputes is the way in this new evolving world, where litigators are weaving in a variety of approaches to find cost effective and early settlement of complex disputes.

Law firms with the strongest reputations often develop a litigation strategy designed to meet goals by integrating ADR into their practice instead of only going for a trial and appeal.

# LEADING LAW FIRMS ARE POWERING-UP BY HARNESSING NEW WORLD ADR RESOURCES.



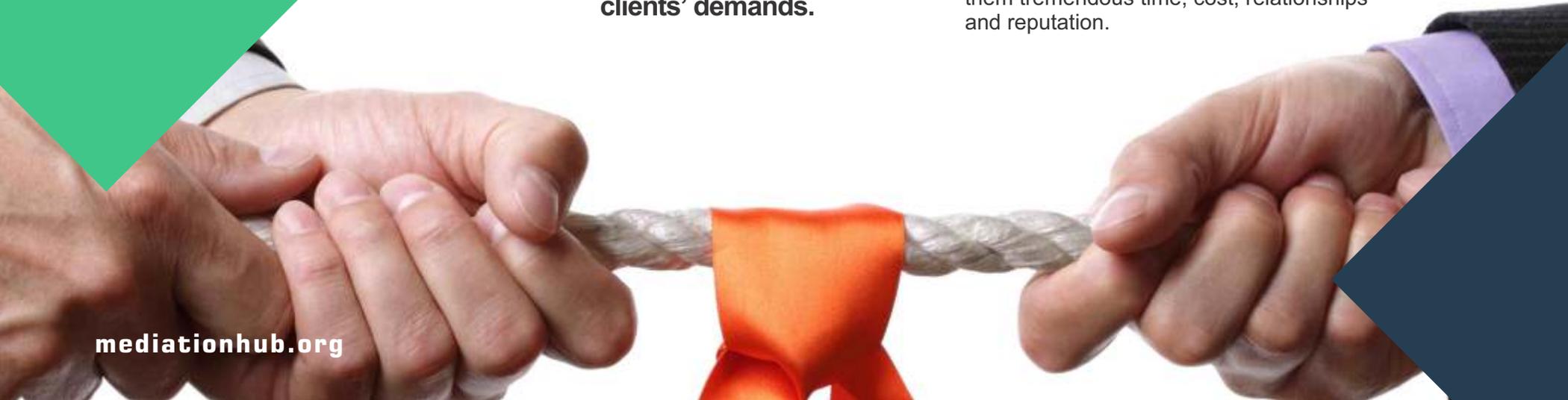
**ADR is becoming an integral and necessary part of the creative process of litigation to meet and exceed clients' demands.**

**When the goal is to avoid going through the lengthy and expensive pain of litigation, dispose of disputes early, retain the benefits of privacy and confidentiality and, perhaps most important, achieve business solutions that serve the bottomline interests - MCN helps law firms achieve their goal of early resolution of clients disputes.**

Power up your Firm with new world dispute management programs, knowledge, network, tools and resources.

Gain access to creative resources, Neutrals, experts and find best administration to disputes managed and governed by the best-in-class case handling teams and dispute resolution rules.

Whether cross-border matters or issues within business or locally with external stakeholders, member firms are able to offer the DR knowledge and experience required to help clients overcome even the most complex disputes while saving them tremendous time, cost, relationships and reputation.



# LAW FIRMS ARE EMBRACING INSTITUTIONAL ADR IN MANY WAYS.

**Aggressive ADR is becoming an essential part of litigation, not something that is done instead of litigation.**

**Clients seeking litigation services are demanding that their law firms demonstrate ADR knowledge. Thus, ADR can often function as an activity that supplements litigation or transactional work, and makes such work more profitable.**

## **SETTLEMENT COUNSEL**

Law Firms are playing a dual role of “litigation” as well as “settlement” counsel.

The “settlement counsel” monitors ongoing litigation and develops early exit strategies and supports the litigation counsel as part of the litigation team.

MCN is the most reliable source of Neutrals and settlement counsel, whenever law firm need them from external source.

## **TRANSACTIONAL ADR**

A transactional ADR practice includes the development and, where appropriate, effective use of ADR clauses in contracts and other agreements as companies are evaluating and discovering the combination of ADR approach to successfully resolve disputes that might arise under each type of agreement.

MCN becomes most favored and apt dispute resolution forum for administration of any kind of dispute, anywhere in the world.

## **ADR PROCESS COUNSEL**

Its about designing and selecting ADR procedures for both individualized cases and industry groups. Firms are developing ADR system designs for preventing disputes as much as resolving them.

Such systems move beyond the “win-lose” environment of litigation to the full range of ADR options available to avoid disputes and solve a client’s problem.

MCN plays a key role as administrator whenever the need arises of administration of systems and schemes.

## **ADR ADVOCACY**

Representing clients in specific ADR proceedings like mediation, arbitration and other processes is becoming as good as a litigation practice.

As an alliance member of MCN, Law firms and practitioners can gain the confidence of clients through MCN’s managed and administered services for different kinds of disputes.

# WHAT WE DO

MCN offers consultative and managed services related to the prevention and resolution of disputes. MCN assists companies and industry groups in crafting internal ADR systems and drafting model pre-dispute ADR clauses and post-dispute ADR agreements.

## we prevent

**By formulating an ADR Agreement:** As the leading innovator in ADR solutions, MCN assists parties in designing the terms of a post-dispute agreement or pre-dispute contract clause in ways that increase their effectiveness and expedite the process better than if the parties had crafted the solution on their own. Organizations stipulate MCN Neutrals as their choice for dispute resolution when they negotiate their contracts or treaties.

**By designing, managing and administering corporate ADR Systems and Industry ADR Programs:** MCN assists companies and industry groups to craft an ADR program for frequently occurring disputes, to identify and train a panel of highly qualified Neutrals, and to communicate the program to relevant parties.

## we resolve

**By coalescing and Convening Parties in Complex Disputes.** MCN will, at the request of any party, undertake to bring together the parties and Neutral(s). MCN can leverage special role as a Neutral body and as an advocate of ADR services, to convene multi-party disputes and obtain their consent to engage in an appropriate ADR process to resolve the matter. Helping General Counsel and their law firms toward an increased reliance on alternative forms of dispute resolution rather than litigation.

By selecting highly skilled Neutrals possessing both the experience and qualifications relevant to a specific conflict to assist in its resolution.

**By providing Mediation and Assisted Arbitration Services:** For situations in which limited administration may be needed for a given type of case or case load, MCN staff stands ready to assist parties in proactively addressing disputes and accelerating resolution.

# DISPUTE RESOLUTION FOR EVERY SITUATION

MCN offers a range of dispute resolution solutions that respond to the need for diversity and flexibility.

Some might require one service. Others may require a blend of our offerings. Whatever they need, our services are always available to support them in their quest for an effective outcome.

## **Early Neutral Evaluation**

Early Neutral Evaluation provides disputants with a frank professional evaluation of their claims and defenses by a professional, objective observer. It is used when the parties disagree significantly about the value of their cases and are locked in positional bargaining.

## **Expert Determination**

Assistance in finding experts and administering procedures to obtain independent opinions on technical, legal, financial or other issues.

## **Appointing Authority**

Assistance in appointing arbitrators and deciding on challenges against arbitrators in adhoc proceedings.

## **Ombuds Schemes**

Through our distinct and expert business units, we provide ombudsman services to resolve consumer and employee disputes of companies.

## **Dispute Board**

Permanent panel set up to accompany the performance of a contract and help resolve difficulties as and when they arise. MCN Neutrals become the part of a client-appointed panel chaired by a Neutral, which is formed at the start of a project and meets regularly (usually at the site) to follow work progress and to provide guidance to the parties.

## **Assisted Negotiation**

Here the parties are assisted in their negotiations by a third party who coaches or represents them in the negotiations without a formalized structure.

## **Arbitration**

Formal procedure in which an independent Arbitrator or panel of Arbitrators resolve a dispute with a decision enforceable at law.

## **Expedited Arbitration**

A fixed fee process designed for people who want a fast and inexpensive Arbitration. Ideal for disputes involving two parties and lower amounts, there are strict time frames and limitations on the number of documents and the length of briefs. The process takes less than 90 days from the appointment of the arbitrator to the issuance of the award, includes a one-day oral hearing.

## **Expedited Mediation**

A convenient and cost-effective approach to resolving a wide variety of disputes, especially attractive to parties with civil actions before the Court, as well as other types of claims or private disputes.

# SCHEMES FOR DOMESTIC AND INTERNATIONAL DISPUTE RESOLUTION

MCN designs and administers Arbitration & Ombuds schemes for companies, trade organizations and other bodies that meet the needs of specific industry conditions in domestic as well as international settings.

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Some of the MCN  
Managed & Administered  
services include:



**The Mediation and Conciliation Network (MCN)**  
*Initiative of:*  
**Federation of Integrated Conflict Management (FICM)**

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or [sonali@mediationhub.in](mailto:sonali@mediationhub.in)**

MCN's Members comprise an elite group of ADR professionals, including executives and legal counsel from the most successful global companies, partners from global law firms, government officials, retired judges, highly-experienced Neutrals, and leading academics.



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