

**Joint Mediation Helpline Office**  
**Press Release**

**Successful Completion of Minor Dispute Mediation Pilot Scheme (MDMPS)**

Resolving minor disputes through mediation, instead of court litigation, has proven to be effective as the Minor Dispute Mediation Pilot Scheme (“MDMPS”) recorded an impressive overall success rate of 94.7% in the past two years.

The MDMPS, a pioneer mediation pilot scheme for resolving minor disputes in Hong Kong, was funded by The Hong Kong Jockey Club Charities Trust and administered by the Joint Mediation Helpline Office (“JMHO”). The MDMPS commenced on 2 November 2015 and has officially completed on 31 October 2017.

As at 31 October 2017, there were 816 enquiries, 176 consultations, 81 applications and 103 cases referred to other suitable organisations. Amongst the 81 applications, 27 mediation cases have been completed and 1 mediation is in progress. Amongst 27 completed mediation cases, 20 of them were settled in the mediation session. In addition, 10 applications were settled by direct negotiation between the parties after they filed the application for mediation and 96 cases were settled by parties after they have enquired or consulted with JMHO. The settlement rate of mediation under MDMPS <sup>(Note (1))</sup> is 74.1% while overall success rate of MDMPS is 94.7% <sup>(Note (2))</sup>.

*Note (1): The settlement rate of mediation under MDMPS is defined as the percentage of cases settled in mediation.*

*Note (2): The overall success rate of MDMPS is defined as the percentage of cases settled in mediation and cases settled by direct negotiation after utilizing the MDMPS services (i.e. liaison between parties after filing applications and help explore other possible solutions during mediation consultations)*

Mr Antony Man, Chairman of the JMHO said, “The successful completion of MDMPS signified the genuine needs of the public for high quality mediation services to resolve minor disputes at an affordable cost. The JMHO, being a charitable organisation with the mission to promote mediation to the general public, will continue to provide mediation consultation and referral services to resolve minor disputes.”

Mr Chan Bing Woon, SBS, JP, Honorary Advisor and Founding Chairman of JMHO said, “The successful completion of MDMPS are attributable to the generosity of The Hong Kong Jockey Club Charities Trust, the participating mediators and related organisations. We feel very grateful towards all their supports and contributions.”

The MDMPS has also implemented various promotion activities to promote mediation, so as to increase public awareness and utilisation of mediation to resolve minor disputes. Over the

2-year project period, 24 mediation public talks (with 838 participants), 4 radio and 2 bus television advertisements have been organised and broadcasted.

These promotion activities allow mediation to become more widely acknowledged and familiar to the general public. Feedbacks from participants of talks are encouraging. Instead of spending substantial amount of time and cost to resolve minor disputes in court, more and more people are willing to attempt mediation as an alternative dispute resolution method. Many participants also appreciate the fact that mediation can help promote social harmony and diffuse pressure sustained by litigants involved in minor disputes.

After the successful completion of MDMPs, the JMHO will continue to provide mediation referral and consultation services to the general public, and promote mediation as an alternative dispute resolution method.

For media enquiries, please contact Ms. Au, Scheme Officer of JMHO, at (tel) (852) 2901 1224, (fax) (852) 2899 2948 or (email) [scheme@jointmediationhelpline.org.hk](mailto:scheme@jointmediationhelpline.org.hk).

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10 November 2017