



# 3<sup>RD</sup> CNLU NATIONAL MEDIATION COMPETITION 2025

GENERAL INFORMATION

**PRELIMINARY ROUND 1**

# ABOUT THE DRAFTERS

## MEDIATE GURU



MediateGuru, a distinguished institute in the realm of alternative dispute resolution. We pride ourselves on being more than just a service provider; we are a dedicated community committed to facilitating amicable resolutions through expert mediation and arbitration services. Our team of seasoned professionals brings a wealth of experience and a deep sense of empathy to every case, ensuring a fair, efficient, and compassionate resolution process. We uphold the highest standards of integrity and professionalism, providing our clients with unparalleled support and guidance.

Beyond our core services, MediateGuru plays a pivotal role in enriching the ADR field through a series of meticulously curated events, competitions, and conferences. These initiatives are designed to foster professional development, encourage knowledge sharing, and cultivate the next generation of resolution experts.

Engage with industry thought leaders at our workshops, participate in challenging competitions, and become part of a network that values and promotes the principles of peace and resolution. At MediateGuru, we are steadfast in our mission to create a more harmonious world, one resolved dispute at a time.

## WLWU vs. Horizon Logistics India

1. Horizon Logistics India Pvt. Ltd. (HLI), a major player in the Indian e-commerce logistics sector, operated one of its largest fulfillment centers in Gurgaon, Haryana, employing over 10,000 workers. For many employees, like Rajesh Sharma, a 35-year-old father of two, the job offered a steady income of ₹18,000 per month. However, the work environment often left workers physically drained and mentally stressed. Employees were required to process 450 packages per hour, with only two 15-minute breaks during 10-hour shifts. Frequent overtime, which was often unpaid or underpaid, added to their struggles. Complaints of workplace injuries and stress-related illnesses became common.
2. In response to growing discontent, the Warehouse and Logistics Workers Union (WLWU), a registered trade union under the Trade Unions Act, 1926, began organizing workers at the Gurgaon facility. WLWU gained traction as it promised employees better wages, improved working conditions, and representation. Within months, over 55% of the workforce signed union membership forms, prompting WLWU to demand recognition from HLI as the collective bargaining representative under Section 3 of the Industrial Disputes Act, 1947. However, HLI resisted, holding mandatory meetings where managers discouraged unionization, warning workers of potential layoffs and facility shutdowns. Several employees reported retaliation, including the termination of union supporters and arbitrary reductions in work hours.
3. The dispute escalated when WLWU filed complaints with the Labour Commissioner, alleging violations of the Industrial Employment (Standing Orders) Act, 1946, and accusing HLI of engaging in unfair labor practices under Section 25-T of the Industrial Disputes Act, 1947. The Labour Department referred the matter for conciliation, with three main issues for negotiation.
4. WLWU demanded an increase in the base monthly salary from ₹18,000 to ₹25,000, citing the rising cost of living and the physically demanding nature of the job. They also demanded strict adherence to the Payment of Wages Act

1936, requiring that overtime be compensated at double the regular hourly rate, as mandated by Section 14 of the Minimum Wages Act, 1948. HLI countered with a proposal to increase wages by only ₹2,000 and offered to audit overtime claims for transparency.

5. The union insisted that the productivity target be reduced from 450 packages per hour to 350, citing unsafe working conditions and fatigue-related injuries. They also demanded an additional 10-minute rest break and the installation of ergonomic workstations. HLI proposed a marginal reduction in the target to 425 packages and promised to invest ₹1 crore in safety equipment and wellness initiatives.
6. WLWU sought an increase in employer contributions to the Employees' Provident Fund from the statutory 12% to 15%, along with an enhanced gratuity payout under the Payment of Gratuity Act, 1972. HLI, while willing to increase gratuity benefits, argued that raising EPF contributions beyond statutory requirements would strain its financial stability.
7. For Rajesh and his coworkers, the fight was not just about wages or targets—it was about dignity and survival. For HLI, the stakes were equally significant; any substantial increase in costs could challenge its ability to remain competitive in India's cutthroat logistics market. The Labour Department urged both parties to engage in mediation under Section 12 of the Industrial Disputes Act, hoping to avoid prolonged strikes or legal battles. With livelihoods and corporate interests hanging in the balance, the negotiations presented an opportunity to find common ground and restore harmony.





Chanakya Centre for  
Alternative Dispute  
Resolution

# CONTACT US

**For any queries/clarifications, please reach out to:**

- Ms. Priyanshi Jain (Event Convenor)  
+91 6261744918 or 2422@cnlu.ac.in
- Mr. Ayush Bijalwan (Event Co-Convenor)  
+91 8433188578 or 2520@cnlu.ac.in
- Mr. Yash Singh (Co-Convenor)  
+91 6388608840 or 2584@cnlu.ac.in

Or, **e-mail us** at [events.ccadr@cnlu.ac.in](mailto:events.ccadr@cnlu.ac.in).

For further updates, visit our website at  
[www.ccadr.cnlu.ac.in](http://www.ccadr.cnlu.ac.in).

