

**PROFESSIONAL OPPORTUNITIES FOR CHARTERED ACCOUNTANT IN
THE ALTERNATIVE DISPUTE RESOLUTION DOMAIN**

By

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This article focuses upon certain practices and scheme of ADR in india in the form of question and answer format realted to ADR, its nature of conduct whether ad hoc or administered; available platforms or forums for the better understanding to the ADR practitioners as one of the professional opportunities for Chartered Accountants.

Introduction:

Conflict among humans are common rather it is an inevitable part of our life which generally causes due to disagreement with one's opinion that may be cultural, personal or professional or other, that further give birth to Dispute.

We may be having disputes concerning family matters or in work life or may be while mere passing the street but thanks to our sense of logic and justice we can resolve them amicably and certainly avoid such possible conflicts.

Naturally in the event of conflict we are suggested to have court assistance but with the development of Alternative Disputes Resolution (hereafter "ADR") there evolved certain dispute resolution technique /modes that results in much simpler, faster and peaceful solution than the court remedy.

The ADR Professionl is one such area to be think upon by the Chartered Accoutants as one of the professional opportunity as a dispute resolution provider especially in the commercial disputes.

The foremost techniques of ADR is Negotiation. It is the most advantageous technique/mode that certainly provide high level privacy of disputes. As there are only disputing parties are involve and no third person can have a access to interefere in this method, it gives a lot scope to sit and make up the differences. The best part of negotiation is that even if it is not successful the parties may always take recourse of other modes such as Mediation which is nothing but an assisted negotiation, conciliation and Arbitration. While as of yet the arbitration and conciliation derives legal force from the Arbitration and Conciliation Act, 1996, mediation from section 89 of CPC 1908 although it lack full fledged legislation. Despite the legislative scheme the practice of ADR in india is voluntary.

A. Is there statutory framework for ADR in india?

Yes, ADR was first time introduced via insertion of section 89 into the Civil Procedure code 1908 brought into effect by the CPC Amendment Act 1999 that became effective since 1st July 2002. The section provides for the reference of case

pending before courts to the ADR such as (a) arbitration; (b) conciliation; (c) judicial settlement including settlement through Lok Adalat; or (d) mediation etc. The method of Arbitration and Conciliation are additionally governed by the Arbitration and Conciliation Act, 1996. In addition to these the supreme court in Salem Advocate Bar Association V Union of India, (2005) 6 SCC 344 approved for Model Civil Procedure Mediation Rules and directed 25 high courts in the country to framed their Mediation & Arbitration Rules.

Although these legislation are the basis of ADR there are certain other statutes that advocate for compulsory recourse of either mediation, conciliation or arbitration. These are:

1. The Indian Contract Act, 1872
2. The Negotiable Instrument Act, 1882
3. The Industrial Disputes Act, 1947
4. The Hindu Marriage Act, 1955
5. The Family Courts Act 1984
6. The Motor Vehicle Act, 1988
7. The Legal Service Authority Act 1987
8. The Companies Act, 2013
9. The Companies (Mediation and Conciliation) Rules, 2016
10. The Commercial Courts Act, 2015
11. The Commercial Courts (Pre-Institution Mediation and Settlement) Rules, 2018
12. The Real Estate (Regulation and Development) Act, 2016
13. The Consumer Protection Act, 2019
14. The Consumer Protection (Mediation) Rules, 2020
15. The Consumer Protection (Mediation) Regulations, 2020

B. What is the eligibility dispute resolution providers?

Naturally anyone possessing sound mind may facilitate the resolution to the concerned dispute therefore there are no rigid formalities prescribed for imparting role as a

dispute resolution providers. Since India follows either court referred ADR or Private ADR, the accreditation is necessary for empanelment with court and tribunal mediation panels. The person can be a certified accredited dispute resolution provider either in the category of Mediator, Conciliator or Arbitrator after successful completion of training course.

C. Is there a chronological order of choosing alternative method? What is desirous mode of ADR?

No, ideally there is no chronological order for adoption of ADR method however at the initial level the parties must insist upon negotiation that is the parties must resolve disputes themselves as it eliminates the risk of access of crucial information to third person. Since there are no hard and fast rules for negotiation and this is something which we do on a daily basis for instance every day are negotiating with family members, supervisors or employees, or store salesclerks it is certainly advantageous to go for negotiation before facilitating or inviting third person to resolve the same. In the event when negotiation not succeeded mediation may be a preferred choice certainly the person will be having choice of going for conciliation or arbitration.

As already mention in india the process ADR is divided into two one is court referred and other is private, although both advocate for prior consent of disputing parties, the later that private is certainly more flexible to opt for.

It truly depict the voluntary nature of ADR as the party themselves to decide where to go for recourse of their dispute. There are numerous ADR platforms and facilitators which are further classified into two that is Ad hoc and Institutional meaning administered and not administered. For instance Ad hoc Arbitration means which is not administered by any forum or platform and the parties are generally required to terms of procedure, appointment etc. whereas on the other hand institutional arbitration means the process of which is governed by the respective guidelines, rules prescribed by such institution/forum or platforms. You are just one google search away from the Mediation, conciliation & Arbitration institution.

With the development of ADR in country there is certainly increase in the platforms facilitating dispute resolution and therefore in the arbitration institutions or forum that increases their competition. For this reason the 2019 amendment introduced in the Arbitration and Conciliation Act 1996 led for the establishment of Arbitration Council of India who shall provide grading of arbitral institution based on criteria such as infrastructure, quality and calibre of arbitrators, performance and compliance of time limits for disposal of domestic or international commercial arbitrations. Although it does it mean that the arbitral institution be governed by such council and are certainly operate on voluntary basis.

Well this is certainly a positive step taken for strengthening the ADR and improving the quality of dispute resolution.

D. What are different types of disputes to be handled through ADR?

The question as to what matters can and cannot be settled through ADR process is well discussed by apex court in pronouncing decision in *Alcons Infrastructure Ltd. v. Cherian Varkey Construction Co. (P) Ltd.*, (2010) 8 SCC 24. These are listed as below:

1. All cases relating to Business, trade, commerce and contracts, including—
 - ◆ disagreements arising out of provisions of contracts (including all money claims);
 - ◆ disputes between customers and supplier of goods;
 - ◆ disputes arising between the bank and customers
 - ◆ disputes relating developers/builders and customers
 - ◆ disputes between landlords and tenants/ licensor and licensee
 - ◆ disputes between insurer and insured

2. All cases arising from soured relationships, including—
 - ◆ disputes relating to matrimonial causes, maintenance, custody of children;
 - ◆ Disputes as to partition of property among the family, coparceners, co-owners etc.

- ◆ disputes relating to partnership among partners
3. Cases where there is a need for a resolution without altering the previous relation.
 - ◆ Disputes between neighbors (relating to easementary rights, encroachment, parking, nuisance, noise complaint etc.)
 - ◆ clashes between employers and employees
 - ◆ Disputes among members of societies/association of apartment owners/associations etc.
 4. All disputes relating to tortuous liability, including—
 - ◆ Claims for compensation in motor accidents /other accidents
 5. All consumer disputes including
 - ◆ Disputes where trader/supplier/manufacturer/service provider is keen to maintain his business /professional reputation and credibility or product popularity

While matters involving prosecution for criminal offences are certainly kept out of the regime of ADR but the Law commission of India in its 142nd report stated that it is desirable to infuse life into reformatory provisions embodied in section 360 of Cr.P.C and the Probation of Offenders Act 1958. Today the CRPC allows compromise and settlement in criminal case by use of plea bargaining, Lok Adalat and Mediation. Section 320 CRPC recognises certain offences under IPC 1860 which can be compromised between victim and the offender. This process of reaching of compromise without wasting court's time is called compounding. Presently there are 56 such compoundable offences out of which 43 are without the permission of the court and 13 are with the permission of the court. Certainly only the victim has the right to compound the offences. Further the new chapter XXIA introduced in 2006 namely "plea bargaining" refers to a pre-trial negotiations between the defendant usually conducted by the counsel and prosecution during which the accused agrees to plead guilty in exchange for certain concession by prosecutors. However the benefit of plea bargaining is certainly not available to the habitual offenders.

To have an understanding of the core of matters eligible to be decided via ADR few are listed below in light of the category of dispute they fall and legislation by which they govern.

Sr. no.	Category	List of disputes	Governing legislation
1	Commercial disputes	Breach of contract	The Indian Contract Act, 1872; The commercial Courts Act, 2015
		Non-performance of contract	Ditto
		Payment of consideration delivery of goods & services	Ditto
2	Labour disputes	Payment of wages	The Payment of Wages Act, 1936
		Layoff	The Industrial Disputes Act, 1947
		Retrenchment	The Industrial Disputes Act, 1947
		Working conditions	The Disaster Management Act, 2005
		Leave disputes	The Factories Act, 1948
3	Family disputes	Maintenance	The CRPC 1973, the Family Courts Act, 1984 & the Hindu

			Marriage Act, 1955, the Hindu Adoption and Maintenance Act, 1956, the Special Marriage Act, 1954, and other personal laws such as the Muslim women (protection of rights of divorce) Act, 1986, the Parsi marriage and divorce Act, 1936, the Divorce Act, 1869
		Child custody	The Family courts act 1984 and other personal laws as above
		Divorce	The Family courts act 1984 and other personal laws as above
		Domestic violence	The Indian Penal Code, 1860
4	Consumer disputes	e-commerce disputes	The Indian Contract act 1872 and the Consumer protection act, 2019 & rules/regulations made thereunder

		Airline passengers disputes	Ditto
		Hospital – patient disputes	Ditto
		Insurance disputes	Ditto
		Prebooking of travel agency, hotel, entertainments platforms	Ditto
5	Tenancy disputes	Property possession	The Transfer of Property Act, 1882
		Rent disputes	Ditto
		Eviction	Ditto
6	Cases of negligence	Dispute in delivery of service	
		Dispute with hospitals	
		Disputes with restaurants/hotel	
7	Criminal offence	Violence against medical professional	IPC 1860
		Breach of lockdown guidelines	The Disaster Management Act, 2005
		Spreading fake news	The Disaster Management Act, 2005 & IPC 1860

Source: Vidhi centre for legal policy report on ODR the future of dispute resolution in India

E. Suggest some general guidelines for conduct of Online dispute resolution.

The outbreak of covid 19 that resulted in mandatory maintenance of social distancing age have necessitated the need of virtual professional, adopting to the new normal every professional forums worldwide have started virtual life of their respective profession/buisness. Well this have very much applicable to the litigation platforms of country and almost every dispute resolutionary mechanism have adopted virtual proceedings maintaining social distancing. At this juncture the ADR mechanism have certainly become the ODR – online dispute resolution. As of now you must have understand that there are no statutory process governing the process nevertheless the ADR forums/platforms/institution have to follow certain protocol for online conduct of process. Such in nutshell have provided as below:

1. The facilitator may first contact both parties, and brief over the process of downloading/use of digital platform
2. Subsequently he must explain over the flow of session and discuss the issue arisen in matter very briefly
3. He may make available the concern parties of consenting letters stating the permission of conduct of online hearing and terms & conditions of the same
4. The facilitator may make available credentials of hearing such as meeting ID and password, and provide them to the parties or their authorized representatives
5. A reminder must be send day before the conduct of process
6. As a precautionary measure the mediator/conciliator/arbitrator may join the virtual meet in advance and facilitate assistance if any technical difficulties arise or cause to the parties

7. Before starting the process he must remind the parties of agreed terms and condition, flow of session and their rights in between the process
8. He must available or provide breakout session whenever time needed to think upon or general break in the virtual meet.
9. A virtual white board may be created to brainstorm ideas when the phase of decision making is reached
10. Once the process is concluded he may provide the parties the mutual agreement to sign through E-signature in case a final decision is reached

Since the disputing parties are permitted to appoint more than one mediator/arbitrator/conciliator so far the number is odd in cases of co-mediators/arbitrators/conciliators the responsibilities of them in virtual proceedings are certainly many. They must organize in a manner to establish a successful system of communication with each other and with the parties. It is recommended that co-mediators/Arbitrators/conciliators:

1. Should familiar with each other, or have previously worked with each other
2. They should have an understanding of strategy, vision in resolving the concerned disputes so that the collaboration would be easier and it would be easier to arrive at conclusion.
3. It is requires that they must understand case in brief manner before proceeding to the session in respect of platform, by mail, telephone or video conference they are going to use
4. Facilitate the division of task between themselves and set strategy prior to session, harmony and cooperation is certainly very important in the process
5. They must restrain the amount of confusion to the parties take steps in the manner
6. The absence of physical presence may create problem in flow of discussion as two person might try to speak at the same time, the collaborators must ensure that every person in the dispute may get their fair chance and must maintain discipline throughout the process

F. How to understand the dispute?

Well this is the most crucial question so far from the perspective of dispute resolution providers. As in order to arrived at peaceful conclusion/remedy it necessary to have clarity over subject matter concerning the disputes. This may certainly be achieved by asking further question.

1. What is that misunderstanding that resulted in dispute?
2. As far as you can tell, what did you specifically misunderstand about the other person? The situation? The interaction between you?
3. What is that exact thing/or act said/done by the other person that have caused you upset?
4. What words might you use besides upset?
5. Do you believe the said situation may be avoided? How?
6. What would you prefer the other person had said or did instead, in this circumstance?
7. The thing that you said/done causing hardship to other person was it necessitated? Was there any other alternative?
8. What seemed to be causing that person upset – such as, how might they have interpreted what you said or did?
9. What is that thing you want to be done by other person so that you will able to move on?
10. What might the other want or need from you to move on?
11. What insights do you have?

G. What is Justice in ADR and how does it has expansion of access to justice?

The idea of Justice immediately stir up our mind to related with the court of justice. With the emergence and development of other various modes than that of court providing for peaceful recourse to our dispute have certainly press of Justice through such methods. The idea of justice certainly grow with civilization and the what was used to consider justice in the past for instance An eye for an eye may not be relevant in present time especially in the context of social justice. Therefore

the principles of fairness and equality have played great role and the solution provider is more focused upon the problem solving approach. This idea of justice is embodied in the process of ADR by the solution provider who generally focuses upon the interest rather than the position the disputing parties may hold. This may be better understood with illustration.

Two persons "A" and "B" disputing in a library where A wanted the window to be open while B wanted it closed. When the librarian enters and asks the reason from both A declared that he wanted the window to be open to have fresh air on the other hand B wanted it to be closed to avoid draft.

Solution: The librarian opens the window of the next room to have fresh air without draft. Here the librarian could have come up with the brilliant solution which she did if she would have focused upon position, instead she focused on interest that is fresh air and no draft.

Hence although the dispensation of justice requires fairness, equality, the modern theory certainly focuses upon reconciliation of interest and inventing options for Mutual Gain.

Further the idea of justice is merely on paper if means of access to justice are not provided and ADR is one such process that has certainly provided the expansion of access to justice thereby entailing completion of the notion of justice. The fact that development of ADR in the country has resulted in availability of platforms just one click away, existence of mechanisms making available means available adequate representation of the underprivileged section of society has put the ADR certainly at the special place in the context of access to justice.

H. Mediation and the right of children. How it can protect child rights in the matter of family disputes/child custody/property disputes?

Family dispute is one such common area of ADR, since most of the family dispute relates to matrimonial matters such as divorce, separation, maintenance one factor that is going to be affected either of the decisions is the concerned children. When the dispute revolves around the custody of child, it certainly puts the solution provider under

immense pressure as he must bring or facilitate such solution that will protect the interest of child as well. To arrive at conclusion in such respect the solution provider must consider further things:

1. What is best for child
2. Child's age must be considered
3. Protection from abusive language and treatment

To conclude the whole process requires a lot of patience, time and a right atmosphere

I. How Peaceful settlement can be arrived at?

Consent plays a great role in arriving at any settlement, as only a desire to settle may make the conclusion peaceful. Willingness of disputing parties to explore the means of settlement is all that is needed, when the parties are represented by their counsels/authorised representatives it certainly becomes their duty also to take adequate participation in arriving at settlement, they may properly suggest and encourage the respective party about the pros and cons of agreeing to a respective offer.

J. What are the essentials of a good contract/agreement to avoid the possibility of dispute?

Although we may disputes are an inevitable part of our life, it can certainly be avoided to some extent. Since most of the disputes occur out of contract/agreement (written, verbal) where sometime the other party may have breached the terms of it, or perhaps there is a lack of clarity over terms, this can certainly be avoided by drafting a good and full fledged agreement/contract. It is advisable to go for a written contract/agreement, such a written document must include all the terms and conditions concerning the agreement/contract. Both parties must be aware of their respective legal obligations and that should certainly be reflected in the such document and read before signing the same. The parties can be little organised so the problem of misplacing or losing contract documents may not occur, additional copies should be kept along.

WEBSITES

1. ODRways (Online Mediation) - <http://odrways.com>
2. Mediate India - www.mediation.com
3. Indian Institute of Arbitration and Mediation - www.arbitrationindia.com
4. Camp Mediation - www.campmediation.in
5. ASSOCHAM International Council of Alternate Dispute Resolution (AICDR) - www.assochem.org
6. Bangalore International Mediation, Arbitration and Conciliation Centre (BIMACC) - www.bimacc.org
7. Centre for Advanced Mediation Practice - www.ciac.in
8. Delhi Dispute Resolution Society (DDRS) Department Law Justice & LA Government of Delhi - http://delhi.gov.in/wps/wcm/connect/doi_ddrs/DELHI+DISPUTES+RESOLUTION+SOCIETY/Home
9. International centre for Alternate Dispute Resolution (ICADR) - <http://icadr.nic.in>
10. ODRways (Online Mediation) - <http://odrways.com>
11. Online Consumer Mediation Centre - <http://onlinemediationcenter.ac.in>
12. Algeria Centre de conciliation et d'arbitrage de la Chambre algerienne de commerce et d'industrie Contact: cabinetharoun@yahoo.f
13. Australia Australian Centre for International Commercial Arbitration (ACICA), Website: www.acica.org.au
14. Australian Commercial Disputes Centre (ACDC) Website: www.acdcltd.com.au
15. Institute of Arbitrators & Mediators Australia (IAMA) Website: www.iama.org.au
16. LEADR Association of Dispute Resolvers Website: www.leadr.com.au
17. Austria Anwaltliche Vereinigung für Mediation und cooperatives Verhandeln (AVM) Website: www.avm.co.at
18. Argentina Comision de Arbitraje, Camara Argentina de Comercio, www.cac.com.ar

19. Bahrain Bahrain Chamber for Dispute Resolution (BCDR) Website: www.bcdr-aaa.org
20. Belgium Brussels Business Mediation Center (BBMC) Website: www.bbmc-mediation.be
21. Cepani Belgian Centre for Mediation and Arbitration Website: www.cepani.be
22. Chambre d'arbitrage et de Mediation, Website: www.arbitrage-mediation.be
23. Benin Centre d'Arbitrage de Mediation et de Conciliation du Benin
24. Brazil Camera de Arbitragem Empressarial, Website: www.camarb.com.br
25. IBRAMAC, Recife, Website: www.ibramac.org
26. Burkina Faso Centre d'Arbitrage, de Mediation et de Conciliation de Ouagadougou de la Chambre de Commerce, d'Industrie et d'Artisanat, Website: djibobintou@yahoo.fr
27. Canada ADR Chambers, Website: www.adrchambers.com
28. ADR Institute of Canada, Website: www.adrcanada.ca
29. Canadian Commercial Arbitration Centre (CCAC), Website: www.ccac-adr.org
30. Cameroon Association pour la promotion de l'arbitrage en Afrique (APAA), www.apa-afrique.org
31. Chile Arbitration and Mediation Center of the Chilean-American Chamber of Commerce, Website: www.amchamchile.cl
32. 34. Santiago Chamber of Commerce, Website: www.camsantiago.com
33. 35. China Beijing Arbitration Commission, Website: www.bjac.org.cn
34. 36. China Council for Promotion of International Commerce (CCPIT)
35. China International Economic and Trade Commission (CIETAC), Website: www.cietac.org
36. Shanghai Commercial Mediation Centre, Website: www.scmc.org.cn
37. Colombia Centro de Arbitraje y Conciliacion Camara de Comercio de Bogata, Website: www.ccb.org.co
38. Congo Centre national d'arbitrage, de conciliation et de mediation (CENACOM), Website: cenacomdrc@yahoo.fr
40. Croatia Croatian Chamber of Trade and Crafts, Suzana.Kolesar@hok.hr

41. Croatian Mediation Association and Mediation Centre, Website:
humanrights.uconn.edu
42. Cyprus Cyprus Mediation Association, Website: www.cymedas.com
43. Cyprus Arbitration & Mediation Centre, Website:
www.cyprusarbitration.com.cy
44. Czech Republic Association of Mediators of the Czech Republic, Website:
www.amcr.cz
45. Denmark Danish Centre for Conflict Resolution, Website:
www.konfliktloesning.dk
46. Danish Institute of Arbitration, www.denarbitra.dk
47. Egypt Cairo Regional Centre for International Commercial Arbitration
(CRCICA), www.crcica.org
48. England Academy of Experts, www.academy-experts.org
49. ADR Chambers, www.adrchambers.co.uk
50. ADR Group, Website: www.adrgroup.co.uk
51. ADR Services, Website: www.adrs.co.uk
52. Chartered Institute of Arbitrators, Website: www.ciarb.org
53. Civil Mediation Council, Website: www.civilmediation.org
54. Dispute Mediation, Website: www.disputemediation.co.uk
55. In Place of Strife, www.mediate.co.uk
56. Finland Finnish Bar Association Mediation Board, Website: www.asianajajat.fi
57. France Arbitration Chamber of Paris, Website: www.arbitrage.org
58. Centre de Médiation et d'Arbitrage de Paris (CMAP), Website:
www.mediationetarbitrage.com
59. European Centre for Financial Dispute Resolution, Website: www.euroarb.org
60. Germany Centrus für Verhandlungen und Mediation (CVM), www.c-v-m.org
61. Deutsche Gesellschaft für Mediation (DGM), www.dgm-web.de
62. German Association of Business Mediation (DGMW), www.dgmw.de
63. Mediation für Juristen, www.wegweiser-mediation.de
64. Greece ADR Center, www.adrcenter.gr/mediation
65. ADR Point, www.adrpoint.gr/en/businesses/adr-point

66. Hellenic Mediation & Arbitration Centre, Website: www.hellenic-mediation.gr
67. Hong Kong Hong Kong International Arbitration Centre (HKIAC), Website: www.hkiac.org
68. Hong Kong Mediation Centre, Website: www.mediationcentre.org.hk
69. Hungary Budapest Attorney Mediators' Society, www.mediacio.net
70. India Delhi Mediation Centre (DMC), Website: www.delhimediationcentre.gov.in
71. Bangalore International Mediation, Arbitration & Conciliation Centre, Website: www.bimacc.org
72. Indian Institute of Arbitration & Mediation, Website: www.arbitrationindia.com
73. Indonesia Pusat Mediasi Nasional (PMN), Website: www.pmn.or.id
74. Indonesian National Board of Arbitration, Website: www.bani-arb.org
75. Ireland Mediators' Institute of Ireland (MII), Website: www.themii.ie
76. Mediate Ireland, Website: www.mediateireland.com
77. Italy Concilia LLC, www.concilia.it
78. Milan Chamber of Commerce, www.mi.camcom.it
79. Resolutia, www.resolutia.it
80. Israel Israeli Institute of Commercial Arbitration, Website: www.borerut.com
81. Mediate in Israel, mediationinIsrael.com
82. Japan Niben Arbitration and Mediation Center, Website: www.niben.jp/english/arbitration.html
83. Japan Commercial Arbitration Association (JCAA), Website: www.jcaa.or.jp/e/
84. Japan International Mediation Centre, Website: www.jimc-kyoto.jp
85. Japan Intellectual Property Arbitration Centre, Website: www.ip-adr.gr.jp
86. Kenya Dispute Resolution Centre, Website: www.disputeresolutionkenya.org
87. Suluhu Mediation Centre, Website: www.suluhumeditation.org
88. Luxembourg Centre de Mediation du Barreau de Luxembourg, Website: www.centre-mediation.lu

89. Malaysia Kuala Lumpur Regional Centre for Arbitration (KLRC), Website: www.rcakl.org.my
90. Malaysian Mediation Centre (MMC), www.malaysianbar.org.my
91. Mexico Arbitration and Mediation Commission of the Mexico City Chamber of Commerce (CANACO), Website: www.arbitrajecanaco.com.mx
92. Centro de Arbitraje de Mexico (CAM), Website: www.camex.com.mx
93. Morocco Chambre de Commerce et d'industrie d'Agadir, Website: www.ccis-agadir.com
94. Mongolia Mongolian National Arbitration Center, Website: www.mongolchamber.mn
95. Netherlands Arbitration Institute, Website: www.nai-nl.or
96. Amsterdam ADR Instituut, www.adrinstituut.nl
97. Netherlands Mediation Institute, Website: www.nmi-mediation.nl
98. New Zealand The Arbitrators' and Mediators' Association of New Zealand (AMINZ), Website: www.aminz.org.nz
99. Nigeria Lagos Court of Arbitration, Website: www.lagosarbitration.org
100. Negotiation and Conflict Management Group
101. Regional Centre for International Commercial Arbitration, Website: www.rcicalagos.org
102. Northern Ireland Mediation Northern Ireland, Website: www.mediationnorthernireland.org
103. Norway Arbitration and Dispute Resolution Institute of the Oslo Chamber of Commerce, Website: www.chamber.no
104. Panama Arbitration Centre of the Panama Chamber of Commerce, Website: www.panacamara.com/cecap/
105. Philippines Philippine Mediation Center (PMC), Website: www.pmc.org.ph
106. Poland Business Mediation Centre (BMC), Website: www.mediacja.org
107. Court of Arbitration of the Polish Chamber of Commerce, Website: www.sakig.pl

108. Portugal Arbitration Centre of the Portuguese Chamber of Commerce and Industry, Website: www.centrodearbitragem.pt
109. Romania Centrul Regional de Facilitare si Negociere, Website: www.rfnc.ro
110. Russia League of Mediators, www.arbimed.ru
111. Scotland Core Solutions, Website: www.core-mediation.com
112. Scottish Mediation Network, Website: www.scottishmediation.org.uk
113. Singapore Singapore International Arbitration Centre (SIAC), Website: www.siac.org.sg
114. Singapore Mediation Centre (SMC), www.mediation.com.sg
115. Slovenia Zavod Rakmo: Center for Mediation and Conflict Management, Website: www.mediacija.com, www.rakmo.si
116. European Centre for Dispute Resolution, Website: www.ecdr.si
117. South Africa Arbitration Foundation of Southern Africa (AFSA), Website: www.arbitration.co.za
118. Commission for Conciliation, Mediation and Arbitration (CCMA), Website: www.ccma.org.za
119. South African Association of Mediators (SAAM). Website: www.saam.org.za
120. Centre for Mediation in Africa, www.up.ac.za
121. South Korea Korean Commercial Arbitration Board (KCAB), Website: www.kcab.or.kr
122. Spain Arbitraje y Mediacion (ARyME), Website: www.aryme.com
123. Consolat de Mar, Website: www.consolatdemar.org/ENG/consolat.htm
124. Corte de Arbitraje de Madrid, Website: www.camaramadrid.es
125. Tribunal Arbitrajo del ICAV, Website: www.tav.icav.es
126. Sweden SCC Mediation Institute, Website: www.sccinstitute.com
127. Stockholm Arbitration and Litigation Center, www.salc.se/en
128. Switzerland Mediale, www.medialegeneve.ch
129. Swiss Chambers Arbitration Institution, Website: www.swissarbitration.org

130. Tunisia Centre de conciliation et d'arbitrage de Tunis, Website:
ccat@gnet.tn
131. Thailand Thailand Arbitration Centre, www.thac.or.th
132. United Arab Emirates Dubai International Arbitration Centre (DIAC),
Website: www.dubaichamber.com
133. Abu Dhabi Global Markets Arbitration Centre, Website:
www.adgmac.com
134. Uruguay Conciliation and Arbitration Centre of the Chamber of
Commerce of Uruguay, Website: www.intracen.or
135. Venezuela Centro de Arbitraje de la Camara de Caracas, Website:
www.arbitrajeccc.org
136. Vietnam International Arbitration Centre
137. Zimbabwe Commercial Arbitration Centre, email
arbitrationcentre@zol.co.zw

