

**India International  
Arbitration Centre**  
GLOBAL ■ EFFICIENT ■ CREDIBLE

# **IIAC's USER MANUAL**

**FOR USING THE SOFTWARE OF  
INDIA INTERNATIONAL ARBITRATION CENTRE**

**In relation to**

**CONDUCT OF ARBITRATION**

**AS PER**

**INDIA INTERNATIONAL ARBITRATION CENTRE  
(CONDUCT OF ARBITRATION) REGULATIONS, 2023**

## **I. Introduction to India International Arbitration Centre (IIAC)**

The IIAC has been established by the India International Arbitration Centre Act, 2019 (IIAC Act), a statute promulgated by the Parliament of India.

The purpose of this enactment is to create an independent and autonomous regime for institutional arbitration. IIAC has been declared as an institution of national importance.

The dispute resolution processes that are in place have a huge impact on the Indian economy and the global perception on doing business in India. To this end, the IIAC aims to inspire confidence amongst parties (both domestic and international) by providing a neutral dispute resolution platform for resolution of commercial disputes through a seamless arbitral process.

## **II. The India International Arbitration Centre (Conduct of Arbitration) Regulations, 2023 (Regulations) came into force on 01<sup>st</sup> September 2023. Some of the silent features of the Regulations are as under:**

- **Efficient and Time Bound Process:** The Regulations provides for efficient and time bound process of arbitration including day-to-day hearing.
- **Fast Track Procedure:** The Regulations provide for a Fast Track Procedure in which Awards shall be made within a period of 6 months from the time Arbitral Tribunal enters reference.
- **Emergency Arbitrator:** The Regulations offer an efficient and time-bound procedure for appointment of the Emergency Arbitrator for interim emergency reliefs.
- **Nomination of Arbitrators:** The Regulations provides an option to the Parties to nominate the Arbitrator from the Panel of Arbitrators maintained by IIAC or any other arbitrator in exceptional circumstances.
- **Appointment of Arbitrator by Chairperson on the advice of the Advisory Panel:** The Chairperson is empowered to appoint arbitrators including from the Panel of Arbitrators maintained by IIAC on the advice of the Advisory Panel. In all cases, the arbitrators nominated by the parties, or by any third persons, shall be subject to appointment by the Chairperson. In appointing an Arbitrator due consideration shall be given to qualification of the Arbitrator as per the agreement of the parties. The Chairperson shall also consider whether the Arbitrator has sufficient time, availability and ability to conduct the case in a prompt and efficient manner.

## **III. Application of Regulations**

- **Applicable Cases:**
  - Where parties agree to IIAC arbitration.
  - When a court refers a matter to IIAC.
  - Regardless of whether agreement was made before or after a dispute arises.
- **Effective From:** 01<sup>st</sup> September 2023

#### IV. Use of IIAC’s Software Platform for Online Arbitration Processes

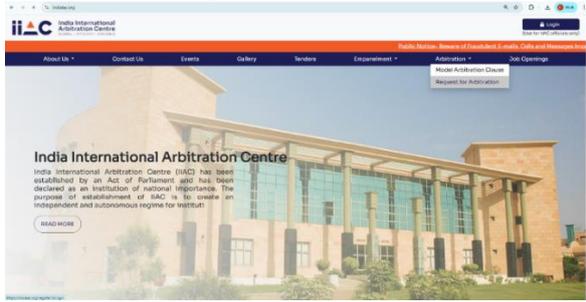
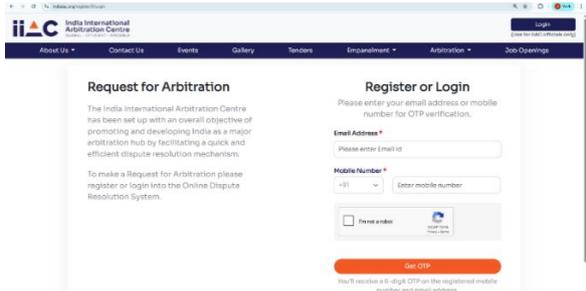
This User Manual serves as a practical guide for navigating each procedural step of arbitration as per the Regulations using the IIAC’s **dedicated online platform** available at following links –

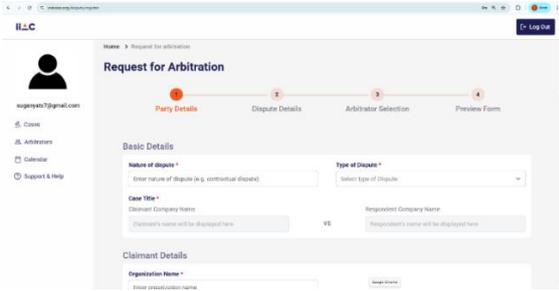
- For Claimant and or Respondent and or their respective Representatives - <https://indiaiac.org/registerOrLogin>
- For the Arbitrator and or the IIAC Officials - <https://indiaiac.org/otp/login>

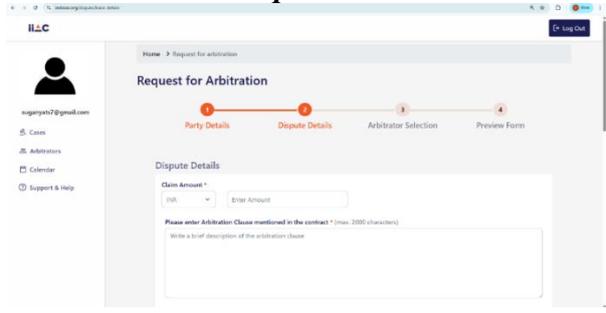
The IIAC software allows parties, arbitrators, and administrators to manage arbitration proceedings digitally, ensuring transparency, speed, and user convenience.

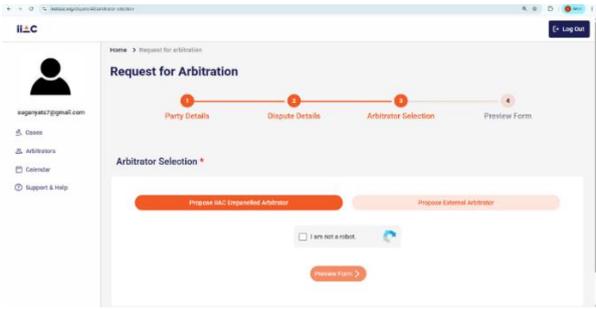
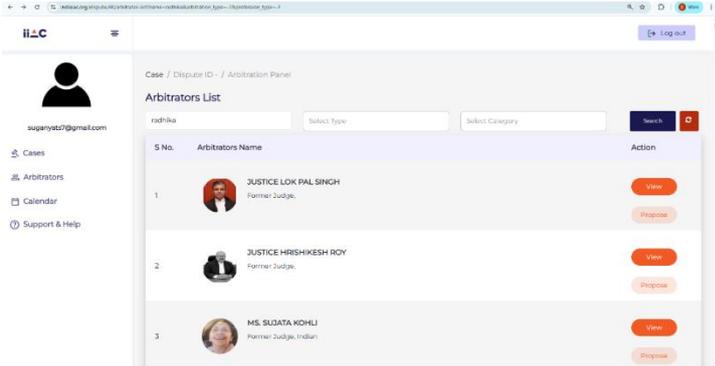
**Key functionalities include:**

##### A. Online Registration & Case Initiation as per Regulation 4 of IIAC Regulations

Step	Description of Steps for Online Registration & Case Initiation as per Regulation 4 of IIAC Regulations
1	<p>From the IIAC homepage i.e. <a href="https://indiaiac.org">Indiaiac.org</a>, go to <b>Arbitration</b>.</p> <p>Then select <b>Request for Arbitration</b> from the menu to initiate the process.</p> 
2	<p>To initiate a <b>Request for Arbitration</b>, please <b>register and log in</b> to the <b>IIAC Online Dispute Resolution System</b> by entering your <b>email address and mobile number</b>. You will receive a <b>One-Time Password (OTP)</b> for verification on the email address and the mobile number.</p> <p>Access the platform here: <a href="https://indiaiac.org/registerOrLogin">https://indiaiac.org/registerOrLogin</a></p> 

<p>3</p>	<p>Once you have successfully <b>registered or logged in</b> to the <b>IIAC’s Online Dispute Resolution System</b>, you will be directed to the Online Portal titled: <b>“Request for Arbitration”</b></p>  <p>This Online Portal serves as the starting point for initiating your arbitration request. From here, you can enter all required information, upload documents, propose arbitrators, and make the filing fee payment.</p>
<p>4</p>	<p>The <b>“Request for Arbitration”</b> page is organized into <b>four key sections</b>, which must be completed sequentially:</p> <ol style="list-style-type: none"> <li>1. <b>Party Details</b></li> <li>2. <b>Dispute Details</b></li> <li>3. <b>Arbitrator Selection</b></li> <li>4. <b>Preview Form</b></li> </ol> <p>Each section captures essential information required to process the arbitration request under the IIAC Regulations.</p> <p>Once all the sections are duly filled, the party (Claimant) will be prompted to proceed with the <b>payment of the Filing Fee</b>, which can be made through:</p> <ul style="list-style-type: none"> <li>• <b>Online Payment Gateway</b>, or</li> <li>• <b>Offline Mode</b> (with receipt and transaction reference upload)</li> </ul> <p>Completion of these steps is necessary for the <b>formal submission</b> and registration of the arbitration request.</p>
<p>5</p>	<p>In the <b>“Party Details”</b> section, the Claimant is required to provide the following information:</p> <ol style="list-style-type: none"> <li>a. <b>Nature of Dispute</b></li> <li>b. <b>Type of Dispute</b></li> <li>c. <b>Claimant Details</b> (Organisation Name, Address, Mobile Number and Email ID)</li> <li>d. In case of more than one Claimant, the Party can click on <b>“Add Claimant”</b> and provide details.</li> <li>e. <b>Claimant’s Representative Details</b> (Name, Office Address, Mobile Number and Email Address)</li> <li>f. In case of more than one Claimant’s Representative, the Claimant can click on <b>“Add Claimant Representative”</b> and provide details.</li> <li>g. <b>Respondent Details</b> (Organisation Name, Address, Mobile Number and Email ID).</li> </ol>

6	<p>Once all fields are completed, click on <b>“Add Dispute Details”</b>.</p> <p><i>If all information is in order, the system will automatically redirect you to the next section i.e. <b>“Dispute Details”</b>.</i></p> 
7	<p>The Claimant is required to fill the following information towards the <b>“Dispute Details”</b> –</p> <p><b>A. Dispute Information</b></p> <ul style="list-style-type: none"> <li>• <b>Claim Amount</b> – Specify the value of the claim, indicating the currency (<b>INR or USD</b>).</li> <li>• <b>Arbitration Clause</b> – Enter the arbitration clause as stated in the contract.</li> </ul> <p><i>If the matter is referred by a court, provide details of the court order referring the dispute to the IILC.</i></p> <p><b>B. Document Uploads</b></p> <p>Upload the following supporting documents in PDF format:</p> <ul style="list-style-type: none"> <li>• <b>Copy of the Contract/Agreement</b> or any other relevant document relating to the dispute.</li> <li>• <b>Written Request for Arbitration</b></li> <li>• <b>Statement of Claim</b> (if available at this stage)</li> </ul> <p><b>C. Arbitration Preferences</b></p> <ul style="list-style-type: none"> <li>• <b>Language of Arbitration</b> – Select the agreed language.</li> <li>• <b>Place/Seat of Arbitration</b> – Provide the geographical location as agreed by the parties.</li> <li>• <b>Number of Arbitrators</b> – Indicate whether the parties have agreed to: <ul style="list-style-type: none"> <li>○ <b>Sole Arbitrator</b>, or</li> <li>○ <b>Three-Member Arbitral Tribunal</b></li> </ul> </li> </ul> <p><b>D. Declaration &amp; Submission</b></p> <ul style="list-style-type: none"> <li>• Tick the checkbox: <b>“The Claimant agrees to be governed by the India International Arbitration Centre (Conduct of Arbitration) Regulations, 2023”</b></li> </ul> <p><i>The Claimant may download the India International Arbitration Centre (Conduct of Arbitration) Regulations, 2023</i></p> <ul style="list-style-type: none"> <li>• Click on <b>“I Accept”</b></li> <li>• Enter the <b>Date and Place</b></li> </ul>

	<ul style="list-style-type: none"> <li>Finally, click <b>“Submit and Arbitrator Selection”</b> to proceed to the next step</li> </ul> <p>Upon submission, the system will redirect to the <b>Arbitrator Selection</b> page.</p>												
8	<p>After submitting the Dispute Details, the system will redirect you to the <b>Arbitrator Selection</b> page.</p> <p><i>Note: As per the IIAC (Conduct of Arbitration) Regulations, 2023, the appointment and confirmation of arbitrators is subject to approval and appointment by the Chairperson of IIAC. In case of no consensus, the Chairperson shall appoint the Arbitrator after considering the advice of the Advisory Panel as per the applicable provisions of the Regulations.</i></p> 												
9	<p>On this page, the Claimant has the option to <b>propose up to five (5) arbitrator names</b>, using either of the following two methods:</p> <p><b>Option A: Propose from IIAC’s Empanelled Arbitrators</b></p> <ul style="list-style-type: none"> <li>Click on <b>“Propose IIAC Empanelled Arbitrator”</b></li> <li>A searchable list of arbitrators from the official IIAC Panel will appear</li> <li>Select up to <b>five (5)</b> names</li> </ul>  <table border="1" data-bbox="528 1442 1110 1671"> <thead> <tr> <th>S No.</th> <th>Arbitrators Name</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>  <b>JUSTICE LOK PAL SINGH</b> Former Judge.         </td> <td> <a href="#">View</a>  <a href="#">Propose</a> </td> </tr> <tr> <td>2</td> <td>  <b>JUSTICE HRISHIKESH ROY</b> Former Judge.         </td> <td> <a href="#">View</a>  <a href="#">Propose</a> </td> </tr> <tr> <td>3</td> <td>  <b>MS. SUGATA KOHLI</b> Former Judge, Indian         </td> <td> <a href="#">View</a>  <a href="#">Propose</a> </td> </tr> </tbody> </table> <p><b>Option B: Propose External Arbitrators (in Exceptional Circumstances)</b></p> <ul style="list-style-type: none"> <li>Click on <b>“Propose External Arbitrator”</b></li> <li>Fill in the following mandatory details: <ul style="list-style-type: none"> <li><b>Justification</b> for proposing an external arbitrator (explain the exceptional circumstances)</li> <li><b>Name of the External Arbitrator</b></li> <li><b>Address of the External Arbitrator</b></li> <li><b>Mobile Number of the External Arbitrator</b></li> <li><b>Email ID of the External Arbitrator</b></li> </ul> </li> </ul>	S No.	Arbitrators Name	Action	1	 <b>JUSTICE LOK PAL SINGH</b> Former Judge.	<a href="#">View</a> <a href="#">Propose</a>	2	 <b>JUSTICE HRISHIKESH ROY</b> Former Judge.	<a href="#">View</a> <a href="#">Propose</a>	3	 <b>MS. SUGATA KOHLI</b> Former Judge, Indian	<a href="#">View</a> <a href="#">Propose</a>
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3	 <b>MS. SUGATA KOHLI</b> Former Judge, Indian	<a href="#">View</a> <a href="#">Propose</a>											

- You may also upload supporting documents, if necessary

10 Once the name(s) of the proposed Arbitrator(s) have been entered by the Claimant—whether from the IIAC Panel or as External Arbitrators—the system will automatically redirect to the **Preview Page**.

On this page, the Claimant can:

- **Review** all the information filled in the previous steps:
  - Party Details
  - Dispute Details
  - Arbitrator Proposals
- **Edit or make corrections**, if necessary, by navigating back to the relevant sections
- **Ensure completeness and accuracy** before proceeding

After verifying all information:

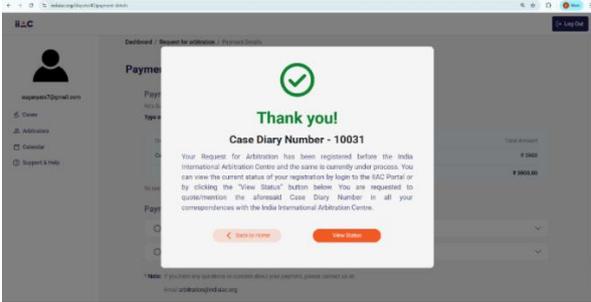
Click on **“Confirm and Pay”** to proceed to the Filing Fee payment process.

***Note:** This is the final review step before submission. Ensure that all required documents are uploaded and details are correctly filled to avoid delays in scrutiny.*

11 To complete the **Request for Arbitration**, the **Claimant must deposit the applicable Filing Fee** in accordance with the **fee schedule prescribed by the IIAC**.

The payment can be made via either of the following modes:

**A. Online Payment**

	<ul style="list-style-type: none"> <li>• Pay directly through the <b>integrated Payment Gateway</b> available on the platform.</li> <li>• Once the payment is successful, the system will automatically generate a <b>Case Diary Number</b>.</li> </ul> <p><b>B. Offline Payment</b> If opting for offline payment:</p> <ol style="list-style-type: none"> <li>1. Make the payment as per the IIAC's below bank details: <i>A/c Holders Name: India International Arbitration Centre</i> <i>Bank Name: Canara Bank</i> <i>A/c No.: 110105085618</i> <i>Branch &amp; IFS Code: Vasant Kunj &amp; CNRB0003159</i> <i>Swift Code: CNRBINBBBFD</i></li> <li>2. On the platform, enter the following: <ul style="list-style-type: none"> <li>○ <b>Date of Payment</b></li> <li>○ <b>Unique Transaction Reference Number (UTR)</b></li> </ul> </li> <li>3. Upload a <b>scanned copy of the payment receipt</b> as proof of payment.</li> </ol> <p><b>Note:</b> The Request for Arbitration will not be deemed complete until payment details are submitted and verified by the IIAC.</p>
12	<p>Once the Filing Fee is successfully submitted, the system proceeds to generate a <b>Case Diary Number</b> and issues a <b>system-generated confirmation email</b> to the Claimant.</p>  <p>The screenshot shows a web browser window with the IIAC dashboard. A central white box contains a green checkmark icon, the text 'Thank you!', and 'Case Diary Number - 10031'. Below this, there is a paragraph of text explaining that the request for arbitration has been registered and is currently under process. It also provides instructions on how to view the status of the request. At the bottom of the box are two buttons: 'Back Home' and 'View Status'.</p>
12	<p>Upon successful submission of the <b>Request for Arbitration</b> and confirmation of the <b>Filing Fee payment</b>, the Claimant will <b>automatically receive a system-generated acknowledgement email with a copy to the Respondent</b>.</p> <p>This email will confirm that the Request for Arbitration has been received by the IIAC and will typically include the following details:</p> <ul style="list-style-type: none"> <li>• <b>Case Diary Number</b></li> <li>• <b>Date and Time of Submission</b></li> </ul> <p><i>Note: This email serves as an official confirmation of receipt and may be used for your internal records.</i></p>

12	<p>Following the successful submission and payment, the <b>Request for Arbitration</b>, identified by its <b>Case Diary Number</b>, will undergo <b>formal scrutiny</b> by the <b>IIAC</b>.</p> <p><b>Scrutiny Process</b></p> <ul style="list-style-type: none"> <li>• The IIAC will verify whether all procedural and documentary requirements under <b>Regulation 4(2)</b> of the IIAC (Conduct of Arbitration) Regulations, 2023 have been met.</li> <li>• If any deficiencies are found, the Claimant may be asked to rectify them within a specified time.</li> </ul> <p>The <b>date of receipt of a complete Request for Arbitration</b> by IIAC shall be deemed to be the <b>date of commencement of arbitration</b>, and the request shall be considered complete when:</p> <ul style="list-style-type: none"> <li>• All requirements under <b>Regulation 4(2)</b> are fully met, <b>or</b></li> <li>• The Centre determines there is <b>substantial compliance</b> and formally <b>notifies the parties</b> of the commencement date.</li> </ul> <p>Once the request is accepted by the IIAC as complete:</p> <ul style="list-style-type: none"> <li>• A unique <b>Dispute ID</b> is generated by the system i.e. <b>IIAC-ARB (Matter Number)/(Year)</b>.</li> <li>• The Respondent is notified via an official <b>system-generated email</b> containing the Dispute ID and relevant case information.</li> </ul> <p><i><b>Important:</b> This Dispute ID will be used for all future correspondence and case tracking within the IIAC Online Dispute Resolution System.</i></p>
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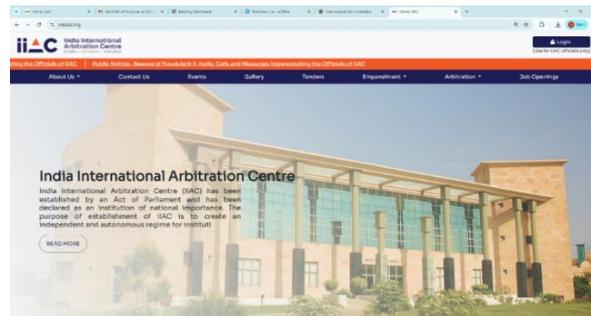
**B. Respondent’s submission of the Response to the Request for Arbitration and or Counter Claim as per Regulation 5 of IIAC Regulations**

Step	Description of Steps for Respondent’s submission of the Response to the Request for Arbitration and or Counter Claim as per Regulation 5 of IIAC Regulations
1	In accordance with <b>Regulation 5(1)</b> of the India International Arbitration Centre (Conduct of Arbitration) Regulations, 2023, the Respondent is <b>notified electronically and is directed to file its/their Response(s) to the Request for Arbitration within 14 days</b> .
2	<p>The Respondent may access the portal for submission of the <b>Response to the Request for Arbitration</b> and/or any <b>Counter Claim</b> through either of the following methods:</p> <p><b>Option 1: Via Direct URL in Email</b></p> <ul style="list-style-type: none"> <li>• Click on the <b>URL link provided in the official email notification</b> sent by the India International Arbitration Centre (IIAC).</li> </ul>

- This link will redirect you directly to the appropriate submission page.

### Option 2: Via IIAC Website

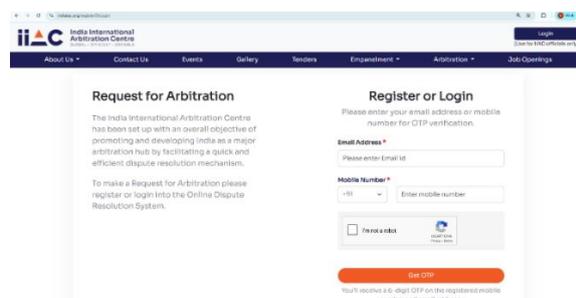
- Visit the official website of the India International Arbitration Centre (IIAC): **www.indiaiac.org**
- Navigate as follows: [**Indiaiac.org > Arbitration > Request for Arbitration**]
- On the "Request for Arbitration" page, select the appropriate option to submit your Response as the Respondent.



3

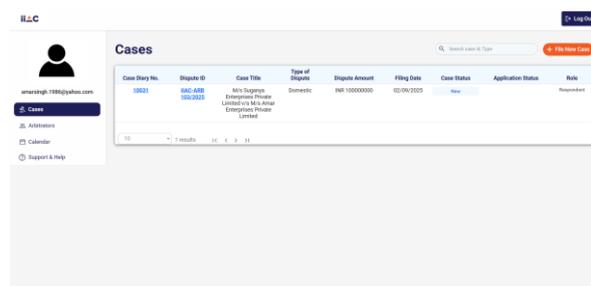
To submit its Response to the **Request for Arbitration**, the Respondent to enter the Email ID as well as the Mobile Number as provided for in the email to **log in** to the **IIAC Online Dispute Resolution System**. You will receive a **One-Time Password (OTP)** for verification.

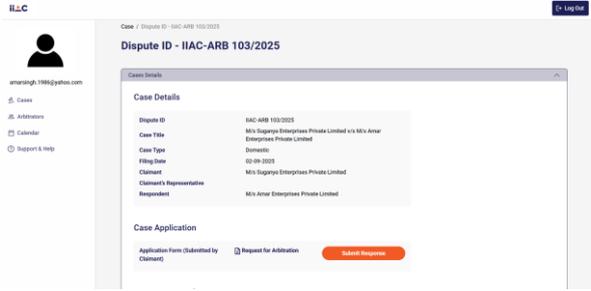
Access the platform here: <https://indiaiac.org/registerOrLogin>



4

Once you have successfully **logged in** to the **IIAC's Online Dispute Resolution System**, you will be directed to the Online Portal.



<p>5</p>	<p>Upon logging into the <b>IIAC Arbitration Online Portal</b>, the Respondent will be provided with a one-time option to edit the following contact details:</p> <ul style="list-style-type: none"> <li>• <b>Email ID</b></li> <li>• <b>Mobile Number</b></li> </ul> <p>Once updated and confirmed, these details will be <b>locked</b> (frozen) and cannot be edited again through the Online Portal.</p> <p>If, at any point in the future, the Respondent wishes to make changes to their login credentials or registered contact information, they must send a written request to the IIAC Secretariat at <b>arbitration@indiaiac.org</b> with a copy to the Claimant.</p> <p>The request should include:</p> <ul style="list-style-type: none"> <li>• Case Reference Number</li> <li>• Current registered contact details</li> <li>• The updated information being requested</li> <li>• A brief reason for the change</li> </ul> <p>All such requests will be reviewed by IIAC for verification and processing.</p>
<p>6</p>	<p>Once logged into the <b>IIAC Arbitration Online Portal</b>, the Respondent should follow the steps below to access the case and submit their response:</p> <p><b>Click on the “Dispute ID”</b></p> <ul style="list-style-type: none"> <li>• Locate the relevant Dispute ID from your Online Portal.</li> <li>• Click on the Dispute ID to view the full details of the case.</li> </ul> <p><b>View Case Details</b></p> <ul style="list-style-type: none"> <li>• Upon clicking the Dispute ID, a detailed case page will open.</li> <li>• This page will display: <ul style="list-style-type: none"> <li>○ The Request for Arbitration as submitted by the Claimant</li> <li>○ Other relevant case documents (if applicable)</li> </ul> </li> </ul> <p><b>Click on Submit Response</b></p> 
<p>7</p>	<p>The “<b>Response to the Request for Arbitration</b>” page is organized into <b>four key sections</b>, which must be completed sequentially:</p> <ol style="list-style-type: none"> <li>1. <b>Party Details</b></li> <li>2. <b>Dispute Details</b></li> <li>3. <b>Arbitrator Selection</b></li> </ol>

#### 4. Preview Form

Each section captures essential information required to process the arbitration request under the IIAC Regulations.

Once all the sections are duly filled, the party (Respondent) will be prompted to proceed with the **payment of the Filing Fee (only in the case of Counter Claim)**, which can be made through:

- **Online Payment Gateway**, or
- **Offline Mode** (with receipt and transaction reference upload)

Completion of these steps is necessary for the **formal submission** of the Response to the Request for Arbitration.

8 In the **“Party Details”** section, the Respondent, if required can edit its Address. Further, the Respondent can add Respondent’s **Representative Details** (Name, Office Address, Mobile Number and Email Address).

Once all fields are completed, click on **“Add Dispute Details”**.

*If all information is in order, the system will automatically redirect you to the next section— **“Dispute Details”**.*

9 The Respondent is required to upload the following documents and information for submitting its response:

#### **Response to the Request for Arbitration**

- Upload your **Response to the Request for Arbitration**.
- Upload **any supporting documents** or evidence in support of your Response.

### Counter Claim

- Indicate **whether you have a Counter Claim**.
- If **yes**, you must:
  - Upload the **Counter Claim document(s)**.
  - Pay the applicable **Filing Fee** at the end of this form.

### Comments on Key Aspects of Arbitration

Please provide your comments, if any, on the following:

- **Conduct of Arbitration**
- **Governing Law** of the Contract and Arbitration
- **Language** of Arbitration
- **Place/Seat of Arbitration**

### Acceptance of Arbitration Regulations

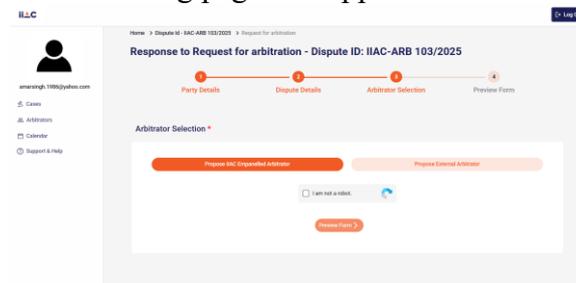
You must confirm:

- **Click** on the checkbox stating: *“The Respondent agrees to be governed by the India International Arbitration Centre (Conduct of Arbitration) Regulations, 2023.”*
- **Select:** *“I Accept”*

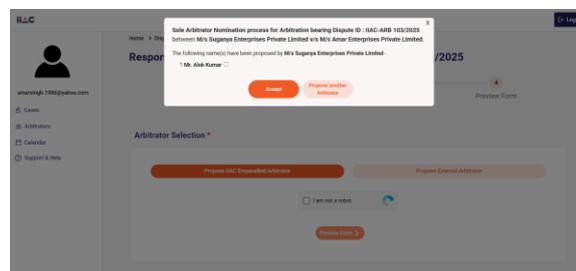
**Thereafter, enter the Date and Place** of submission and **click on:** *“Submit and Arbitrator Selection”*

10

The following page will appear for Arbitrator Selection for the Respondent



In this step, the Respondent can either consent to either of the five arbitrators proposed by the Claimant as below:

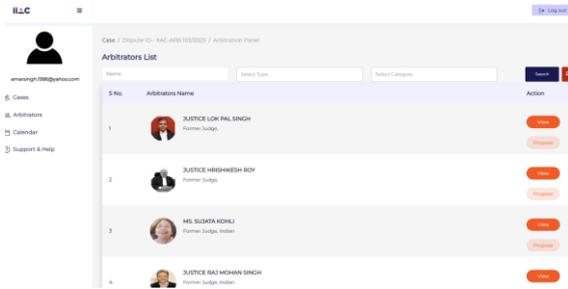


Or alternatively, the Claimant has the option to **propose up to five (5) arbitrator names**, using either of the following two methods:

#### Option A: Propose from IAC’s Empanelled Arbitrators

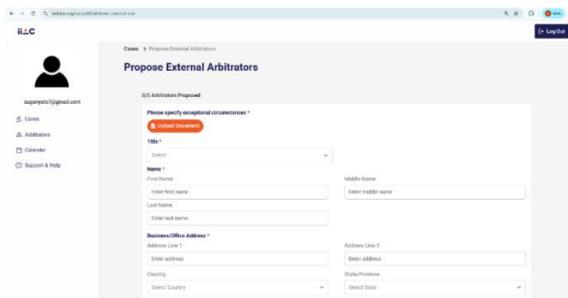
- Click on **“Propose IAC Empanelled Arbitrator”**
- A searchable list of arbitrators from the official IAC Panel will appear

- Select up to **five (5)** names



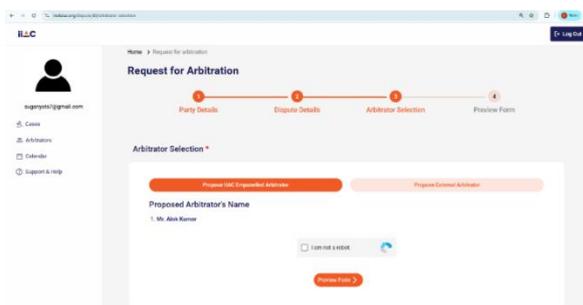
### Option B: Propose External Arbitrators (in Exceptional Circumstances)

- Click on “**Propose External Arbitrator**”
- Fill in the following mandatory details:
  - **Justification** for proposing an external arbitrator (explain the exceptional circumstances)
  - **Name of the External Arbitrator**
  - **Address of the External Arbitrator**
  - **Mobile Number of the External Arbitrator**
  - **Email ID of the External Arbitrator**
- You may also upload supporting documents, if necessary



11

Once, the name(s) of the Arbitrator(s) are proposed by the Respondent, then the following page will appear



After completing the necessary entries and uploading the required documents, the Respondent must follow the steps below to finalize the submission:

### Preview and Edit Response

- Click on the “**Preview Form**” button to review all the details and documents submitted.

- If any changes are required, the Respondent may **edit the “Response to the Request for Arbitration”** at this stage.
- Once satisfied with the information provided, click on **“Submit Response”** to complete the submission.

**Counter Claim – Filing Fee Payment (If Applicable)**

If the Respondent has submitted a **Counter Claim**, the applicable **Filing Fee** must be paid **as per the fee schedule**.

The payment can be made through the following modes:

**1. Online Payment**

- Use the **Payment Gateway** available on the portal.
- Follow the instructions to complete the payment securely.

**2. Offline Payment**

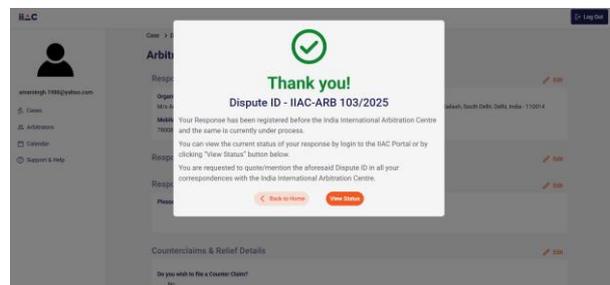
If opting for offline payment:

1. Make the payment as per the IIAC's below bank details:  
*A/c Holders Name: India International Arbitration Centre*  
*Bank Name: Canara Bank*  
*A/c No.: 110105085618*  
*Branch & IFS Code: Vasant Kunj & CNRB0003159*  
*Swift Code: CNRBINBBFD*
2. On the platform, enter the following:
  - **Date of Payment**
  - **Unique Transaction Reference Number (UTR)**
3. Upload a **scanned copy of the payment receipt** as proof of payment.

***Note:** The submission of the Counter Claim will only be considered complete once the Filing Fee has been received and verified by IIAC.*

12

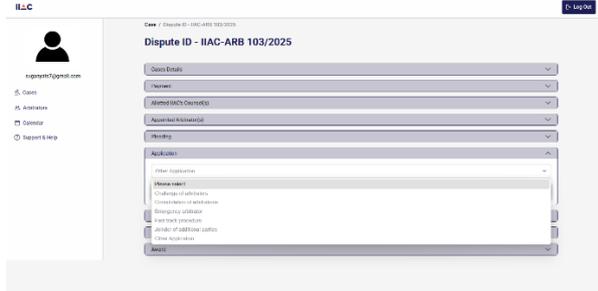
**Once the Response is submitted**, a confirmation message will appear on the screen indicating that the **Response to the Request for Arbitration** has been successfully submitted.



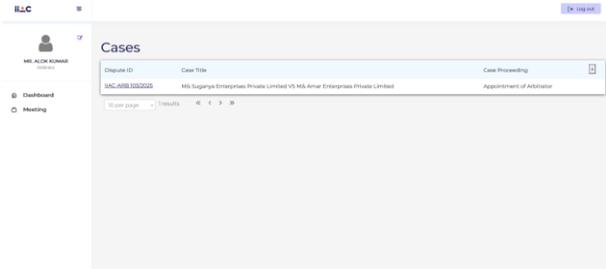
Once the **Respondent submits the Response to the Request for Arbitration**, a **system-generated auto-email** will be sent to **all the parties concerned** notifying them of the submission.

13	<p>Thereafter, the <b>Response submitted by the Respondent</b>, under the assigned <b>Case ID</b>, will undergo <b>scrutiny by the IIAC</b>.</p> <p>The scrutiny process is undertaken to:</p> <ul style="list-style-type: none"> <li>• Verify compliance with the Regulation 5(1) of the <b>IIAC (Conduct of Arbitration) Regulations, 2023</b></li> <li>• Ensure that all necessary documents have been submitted</li> <li>• Confirm the payment of applicable fees (including for any Counter Claim)</li> <li>• Assess the completeness and formal validity of the pleadings submitted by the Respondent.</li> </ul> <p>Upon completion of scrutiny, the case will move to the <b>Arbitrator Appointment</b> stage in accordance with the arbitration agreement and applicable IIAC Regulations.</p>
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### Uploading of Pleadings by the Claimant and the Respondent

14	<p><b>Uploading Pleadings</b> – The Claimant or the Respondent can upload their respective pleadings on the Online Portal by clicking on the “<b>Pleadings</b>” tab.</p> 
15	<p><b>Upload Applications</b> – The Claimant or the Respondent can upload their respective applications on the Online Portal by clicking on the “<b>Application</b>” tab.</p> 
16	<p><b>Response to Applications</b> – The Claimant or the Respondent can upload their respective Response to the Application on the Online Portal by clicking on the “<b>Submit Response</b>” in the “<b>Application</b>” tab.</p>

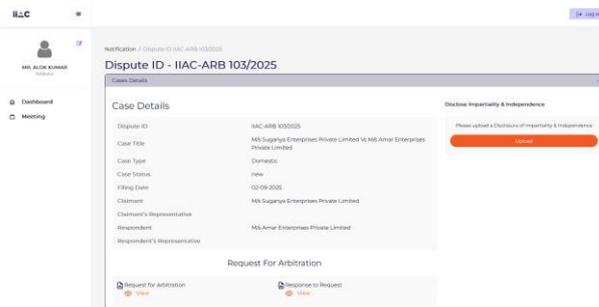
**C. Access to the Online Portal by the Arbitrator**

1	<p>Once the Arbitrator has been appointed by the Chairperson, IIAC, then the Registrar can seek a <b>“Disclosure on Independence and impartiality of the Arbitrator”</b> from the Online Portal.</p> <p>Hence, an email automatically will be sent to the appointed Arbitrator, requesting to the upload of their Declaration of Impartiality document on the Online Portal.</p>
2	<p>The Arbitrator now needs to login to the Online Portal using through URL i.e. <a href="https://indiaiac.org/otp/login">https://indiaiac.org/otp/login</a> or alternatively, the Arbitrator can visit the IIAC homepage i.e. <a href="https://indiaiac.org">Indiaiac.org</a>, and then go to <b>Login (use for IIAC officials only)</b> on the top right side of the website.</p> <p><b>Arbitrator Online Portal</b> – Upon login, all the cases will appear on the Online Portal in which, the concerned person is appointed as the Arbitrator.</p> 
3	<p><b>Click on the Case</b> – Arbitrator Online Portal – Upon login, the Online Portal will display all cases in which the logged-in individual has been appointed as the Arbitrator.</p> 
4	<p><b>View Case by Clicking "Case Details"</b> – The Arbitrator can select a specific case in which they need to upload the Declaration and Impartiality document. Upon selection, the Arbitrator can view comprehensive case details, including the matter at hand, information submitted, and</p>

documents filed by both the Claimant and the Respondent.



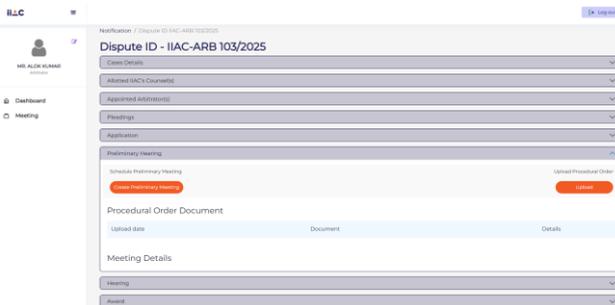
Thereafter, the Arbitrator can upload the Declaration and Impartiality document by clicking “Upload”.



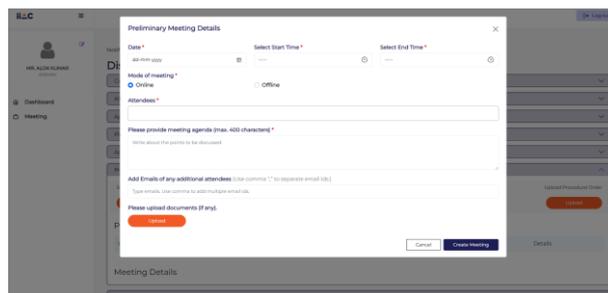
4

**Creating Hearings and Uploading Orders** – The Arbitrator can schedule a Preliminary Hearing, create other types of Hearings, and upload Orders directly through the Online Portal.

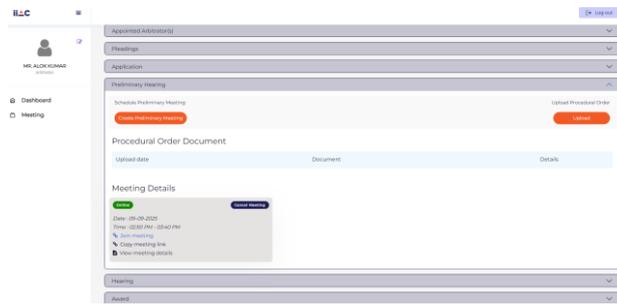
To create a Preliminary Hearing or Hearing, the Arbitrator must click on the “Create Preliminary Meeting” or “Hearing” button.



Thereafter, a new window will appear to facilitate the creation of the Preliminary Hearing or Hearing.



The details and VC link to Preliminary Hearing and all the other Hearings will be available on the Online Portal as under –



**Uploading Orders and Role of IIAC** – Once the Preliminary Meeting has been held, the Arbitrator can upload the corresponding order by clicking on the “**Upload**” tab.

Alternatively, Preliminary Meetings and Hearings may also be scheduled by IIAC. Additionally, IIAC can also upload orders on behalf of the Arbitrator, if required.

In case of any difficulty arise in accessing the portal or uploading documents, please write an email to [arbitration@indiaiac.org](mailto:arbitration@indiaiac.org).