



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

# **FREQUENTLY ASKED QUESTIONS (FAQs)**

**In relation to**

**CONDUCT OF ARBITRATION**

**AS PER**

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

## 1. What is the India International Arbitration Centre (IIAC)?

The IIAC is a statutory institution established under the India International Arbitration Centre Act, 2019, created to provide a neutral and efficient platform for resolving commercial disputes through arbitration.

## 2. What are the IIAC (Conduct of Arbitration) Regulations, 2023?

These Regulations, effective from 1st September 2023, govern how arbitration proceedings are to be conducted under IIAC's framework, emphasizing speed, transparency, and fairness.

## 3. What is the IIAC Online Dispute Resolution (ODR) Platform?

The IIAC ODR Platform allows parties and arbitrators to:

- Register cases
- Submit documents and pleadings
- Select arbitrators
- Make payments
- Monitor case progress—all online and securely.

## 4. How to access the IIAC online platform?

- For Claimants, Respondents, and Representatives: <https://indiaiac.org/registerOrLogin>
- For Arbitrators and IIAC Officials: <https://indiaiac.org/otp/login>

## 5. How to log in to the platform?

Enter your email or mobile number to receive a One-Time Password (OTP) for secure access.

## 6. How to file a Request for Arbitration?

- Log in at <https://indiaiac.org/registerOrLogin>
- Click “Request for Arbitration” and fill:
  - Party Details
  - Dispute Details
  - Arbitrator Preferences
  - Preview & Confirm
- Pay the Filing Fee online or offline.

## 7. Can a party propose an external arbitrator?

Yes. While the IIAC maintains a Panel of Arbitrators, in exceptional circumstances, external arbitrators may be considered, in exceptional circumstances.

## 8. How to pay the Filing Fee?

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** - Pay directly through the integrated Payment Gateway available on the platform.

**B. Offline Payment** - If opting for offline payment, 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: CNRBINBBBFD***

**9. How will the Respondent be notified about a Request of Arbitration?**

You will receive an official email from IIAC containing a direct login link and instructions.

**10. What is the time limit to submit a Response to the Request for Arbitration by the Respondent?**

You must submit your Response within 14 days of receiving the Request for Arbitration.

**11. Can a Respondent file a Counter Claim?**

Yes. Upload the Counter Claim and pay the Filing Fee before final submission of the Response to the Request for Arbitration.

**12. Can a party update its contact information?**

After first login, your email and mobile number are locked. In order to update them, send a request to [arbitration@indiaiac.org](mailto:arbitration@indiaiac.org), containing details such as case reference number, registered details, new contact info and reason for the change

**13. When does the process of appointment of Arbitrator by the Chairperson, IIAC begin?**

The appointment process begins after the Request for Arbitration is deemed complete and the date of commencement is confirmed by the IIAC. Thereafter, the Chairperson IIAC is requested via the online portal to confirm appoint and confirm the arbitrator.

**14. How is Sole Arbitrator appointed?**

In case a Sole Arbitrator is to be appointed, each party may propose up to 5 names to the other party. The parties are encouraged to reach a consensus on a common nominee from the proposed names. If both parties agree on the appointment of a Sole Arbitrator, the IIAC Chairperson will confirm and formally appoint the agreed nominee. If there is no consensus between the parties, the matter is referred to the Chairperson IIAC. The Chairperson then appoints a Sole Arbitrator based on the advice of the Advisory Panel's recommendation, in line with the IIAC Regulations.

**15. How are arbitrators appointed in a three-member tribunal?**

Each party nominates one arbitrator. The two nominated arbitrators then jointly nominate the third arbitrator, who acts as the Presiding Arbitrator. All arbitrators (including the Presiding Arbitrator) are formally appointed and confirmed by the IIAC Chairperson, regardless of party nominations or consensus. However, if no agreement is reached amongst both the nominated arbitrators, then the matter is referred to the Chairperson IIAC. The Chairperson then appoints the Presiding Arbitrator based on the advice of the Advisory Panel's recommendation, in line with the IIAC Regulations.

**16. What is the role of the Advisory Panel in arbitrator appointments?**

The Advisory Panel provides independent recommendations to the Chairperson in cases where:

- Parties fail to agree on a Sole Arbitrator
- Party-nominated arbitrators cannot agree on the Presiding Arbitrator

These recommendations guide the Chairperson in making appointments in accordance with Regulations 11 to 14.

**17. How to upload pleadings or documents?**

Log in to the portal and select the Dispute ID. Thereafter, go to the "Pleadings" tab to upload claims, responses, and evidence etc.

**18. How to submit or respond to an application?**

Use the “Application” tab to upload an application and submit a response to an existing application.

**19. Is there a fast-track arbitration process?**

Yes. Under the Fast Track Procedure, awards must be passed within 6 months from the date the Tribunal enters reference.

**20. What is the general case timeline?**

The IIAC aims to ensure time-bound and efficient resolution, with provisions for day-to-day hearings when necessary.

**21. How will a party get to know as to whether the submission was successful?**

You will receive an auto-generated confirmation email with case diary number along with date and time of submission.

**22. What is the Case Diary Number and Dispute ID?**

A Case Diary Number is generated after Filing Fee payment. Whereas a Dispute ID is generated after scrutiny by the IIAC and used for all future tracking.

**23. How do arbitrators submit disclosures?**

Once appointed, arbitrators will receive a request from the IIAC to upload their Disclosure of Independence and Impartiality via their Online Portal access.

**24. Can a party object to the appointment of an arbitrator?**

Yes, a party may raise objections in accordance with the IIAC Regulations, such as concerns about impartiality or qualification. These will be addressed per the procedure prescribed under the IIAC (Conduct of Arbitration) Regulations, 2023.

**25. How can the parties view the full details of a case?**

Once logged in:

- Go to your dashboard
- Click on the specific Dispute ID
- Then click on “Case Details” to view:
  - Request for Arbitration
  - Response
  - Submitted documents
  - Party details

**26. Can the hearings be scheduled through the Online Portal?**

Yes. Arbitrators can directly schedule hearings using the portal. To schedule a hearing click on “Create Preliminary Meeting” or “Hearing”. Thereafter, a new form will appear to input the:

- Hearing date and time
- Format (physical/VC)
- Description or purpose

The system will automatically generate a hearing entry and a VC link.

Further, IIAC may also schedule Preliminary Meetings and Hearings on behalf of the Arbitrator (if requested).

**27. How can Arbitrator upload an order after a hearing?**

After conducting a hearing, follow these steps:

1. Open the relevant case
2. Go to the “Upload” section
3. Choose the appropriate hearing or event
4. Upload your Order or Procedural Direction in PDF format.

Further, if needed, the IIAC can upload orders on behalf of the Arbitrator after the hearing or preliminary meeting.

**28. Can an arbitrator access more than one case from the portal?**

Yes. Once logged in, you’ll see a dashboard listing all the cases in which you are appointed as Arbitrator. Each case can be accessed individually.

**29. How to seek help or support in case of any difficulty in accessing the portal?**

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).