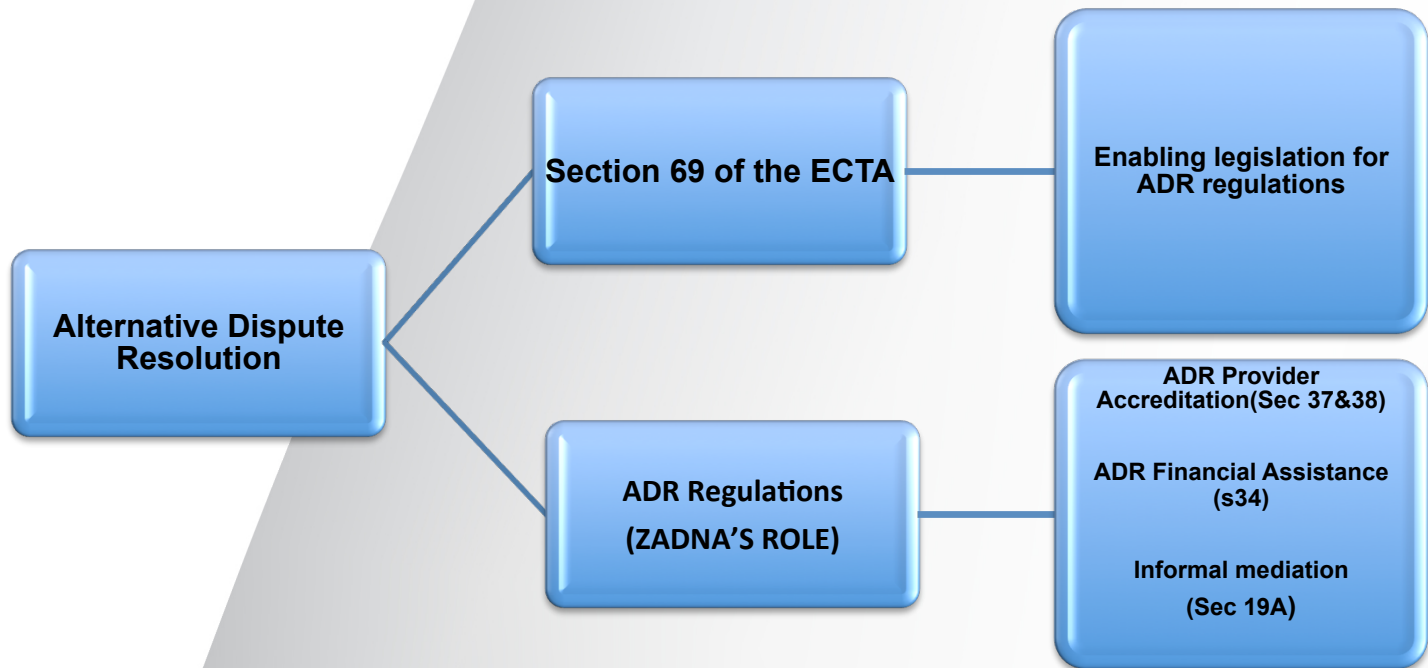


ADR: COMMENTS ON MEDIATION

ALTERNATIVE DISPUTE RESOLUTION



Informal Mediation: Commentary

WHY?

Guided by Sec 19A

HOW?

**Process letters-
mediation outline
and procedural
requirements**

Mediation request

**Engagement
between parties**

**Communication to the ADR
Provider on the outcome of
mediation**

FINDINGS

Suggestions that it must be moved forward (Better prospects of success if done after receipt of complaint and before the official response from the registrant)

Informal mediation

-Confusion on the mediation process(Need to provide more awareness on the mediation process)

THANK YOU...