

DISPUTE RESOLUTION SERVICE



# Dispute Resolution Services in India



## Who we are

The **Royal Institution of Chartered Surveyors (RICS)** is a globally respected professional body that promotes and enforces the highest standards in the built environment. Established in the UK in 1868, RICS now operates in over 140 countries, bringing internationally recognised expertise to land, property, construction, and infrastructure sectors.

In India, we bring our global expertise in dispute resolution to the heart of the built environment—offering independent, efficient, and sector-specialist solutions to help you resolve disputes and avoid costly delays.

## Our services in India

### Arbitration

RICS appoints expert arbitrators with deep industry knowledge—ensuring disputes are resolved swiftly, cost-effectively, and in line with both Indian and international legal standards. Whether contractual, technical, or commercial, we provide a robust framework to deliver final and binding decisions.

### Mediation

Our accredited mediators help parties find practical, collaborative solutions—often before disputes escalate. Mediation is confidential, voluntary, and focused on preserving business relationships while achieving results in days, not months.

# Why choose RICS Dispute Resolution Service (DRS)

- **Independent and impartial:** Neutral professionals with no vested interest
- **Sector expertise:** Built environment specialists, not generalists
- **Efficient process:** Timely appointments, clear procedures, and effective resolution
- **Transparent fees:** Predictable costs and upfront guidance
- **Global reputation, local relevance:** Trusted worldwide, tailored for India.



## Supporting you

One of the most effective steps you can take to resolving disputes is embedding arbitration and mediation clauses into your contracts from the outset. By doing so, you create a clear, structured pathway for resolving disputes efficiently, fairly, and cost-effectively.

To support this, we provide a standard Arbitration and Mediation clause, which can be downloaded and incorporated directly into your agreements.

Including this clause means that, should a disagreement arise, both parties have already agreed to a professional, impartial process managed by RICS — saving time, preserving relationships, and protecting your project or commercial interests.

Let DRS help you build a foundation for resolution right from the start.

### Pilot

Start small — pilot the clause in a single contract and experience how it can support smoother project delivery.

# Standard Arbitration Clause

*This sample arbitration clause is based on the clause developed by the Indian Dispute Resolution Centre.*

The parties agree:

1. Any dispute arising from or associated with this contract shall be referred to arbitration for resolution.
2. The arbitration shall be conducted under the UK Construction Industry Model Arbitration Rules (adapted as necessary to refer to the Indian Arbitration and Conciliation Act 1996.)
3. The seat of the arbitration shall be India.
4. The number of arbitrators shall be one or three, (to be decided by the parties or, in the absence of agreement, by the Royal Institution of Chartered Surveyors (RICS))
5. The Arbitrator(s) shall be appointed by RICS.
6. The arbitration award shall be final and binding on them.
7. The arbitration shall be governed by the Indian Arbitration and Conciliation Act 1996.
8. The substantive law of the arbitration shall be the law of India / the jurisdiction agreed by the parties.
9. The arbitration proceedings shall be conducted in English / the language agreed by the parties.

# Standard Mediation Clause

*Precedent RICS mediation clause (short form)*

Disputes

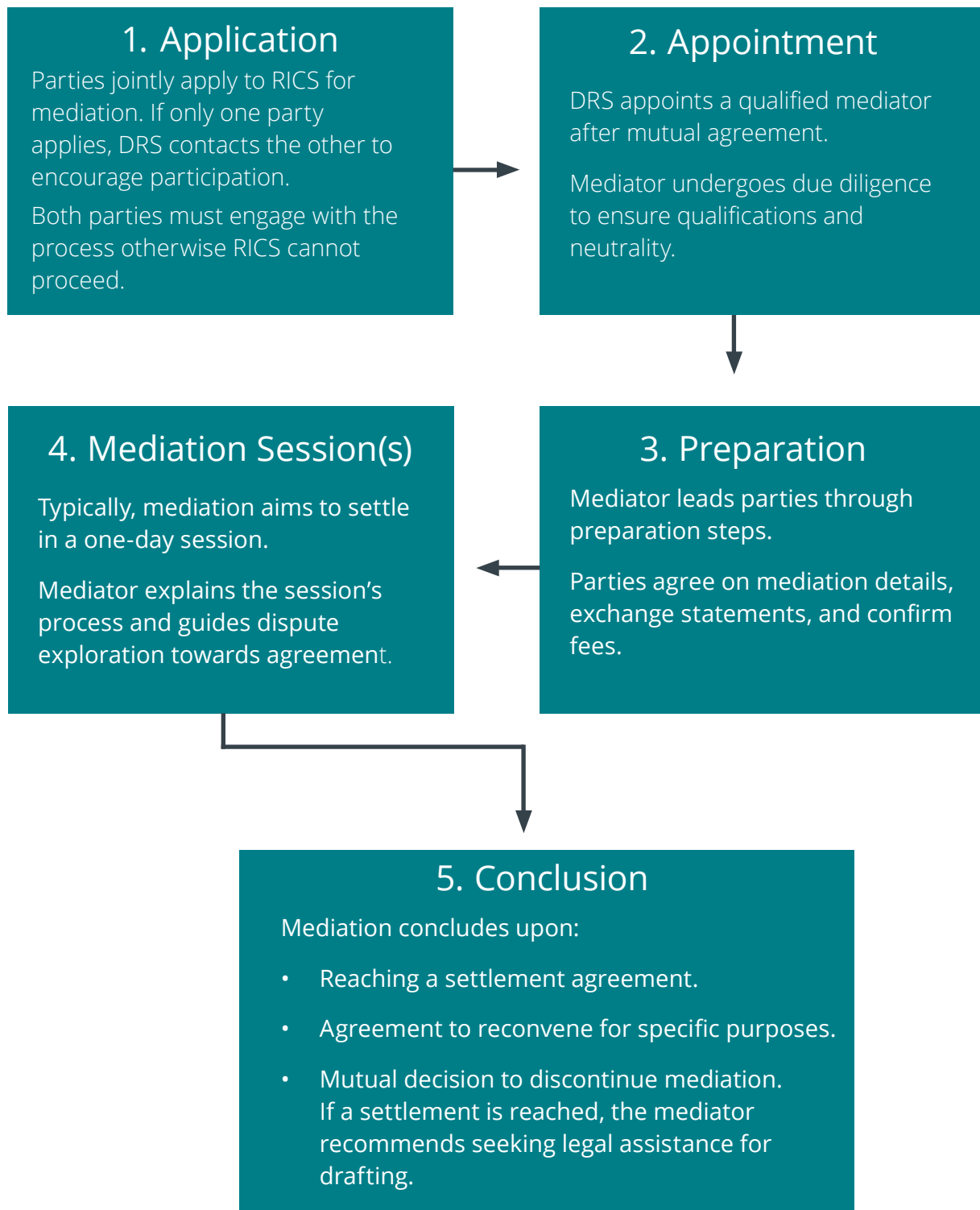
1. The parties agree to seek to resolve any dispute which arises during the continuance of this [Lease] [Agreement] or upon or after its determination amicably and in good faith by negotiation in the first instance.
2. If the dispute continues to be unresolved then the parties agree to attempt to settle it by mediation and will jointly source the mediator from the list of mediators approved by the President of the Royal Institution of Chartered Surveyors.
3. If the identity of a mediator cannot be agreed by the parties the mediator may be nominated by the President of the Royal Institution of Chartered Surveyors on the application of either party.
4. If the dispute is not settled at mediation in accordance with this clause within a period of twenty working days or such longer period as may be mutually agreed after the appointment of a mediator, either party shall be entitled to resort to any other process for resolution that is expressly or impliedly provided for in this [Lease] [Agreement] or litigation.

[governing law and jurisdiction clauses would follow later in the agreement]

# How it works

## Mediation Service

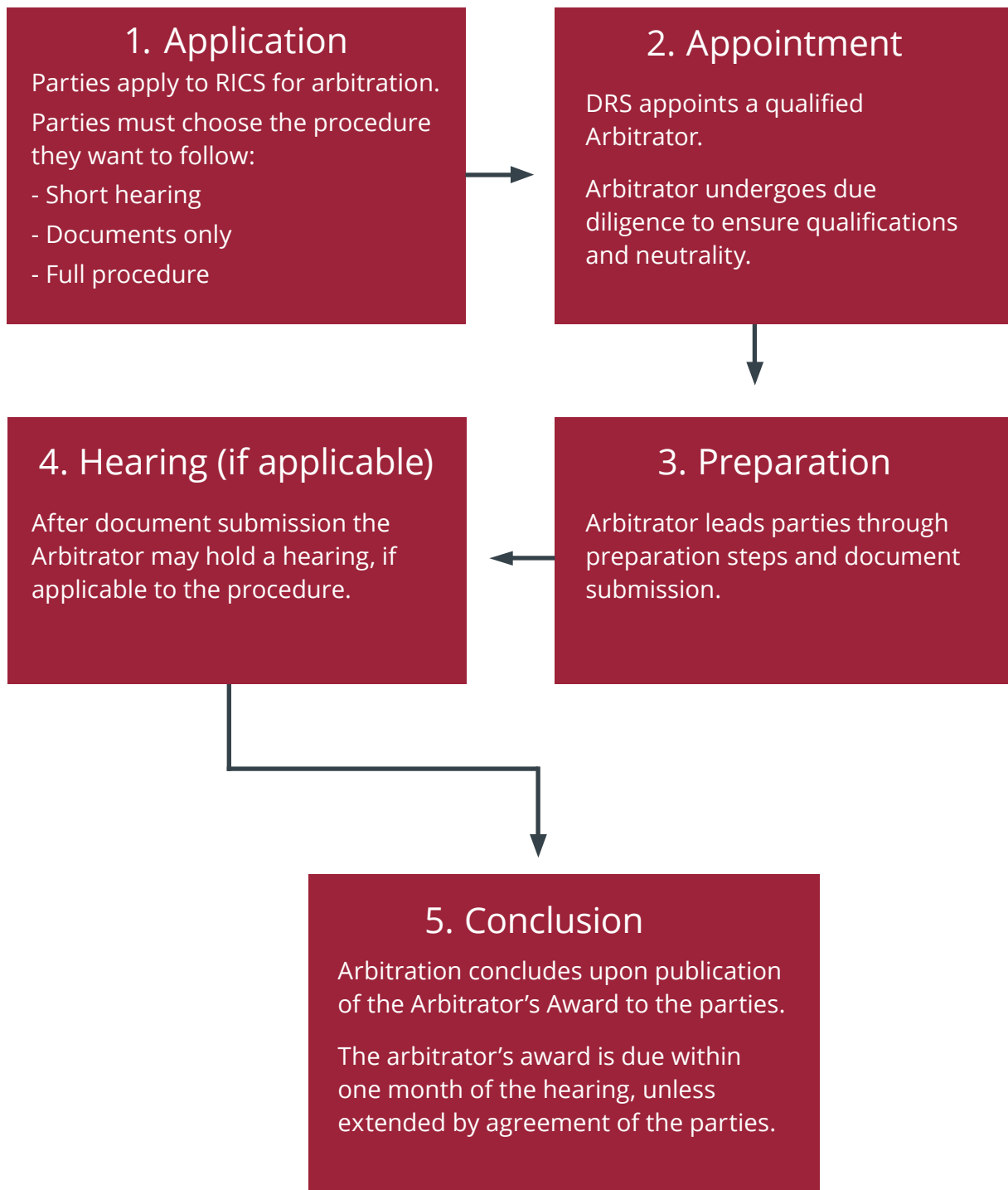
There is no standard “one size fits all” mediation procedure; it is a flexible process. This is an indication of how a mediation may run.



# How it works

## Arbitration Service

RICS offers a simple, easy to access arbitration service. Parties can choose from three forms of arbitration procedure, underpinned by the internationally recognised CIMAR Rules. Full information can be [found here](#).





## Learn With Us / Join Our Panel

RICS offers recognised training and qualifications in arbitration, mediation, and other ADR mechanisms —designed for professionals in India's construction, engineering, and legal sectors.

Join our India ADR Panel and become part of a global community setting the standard for dispute resolution in the built environment.

## Contact us / Get Started

Start your journey with RICS ADR services today.

Email: [drs@rics.org](mailto:drs@rics.org)

Website: [www.rics.org/india-adr](http://www.rics.org/india-adr)

## Delivering confidence

We are RICS. Everything we do is designed to effect positive change in the built and natural environments. Through our respected global standards, leading professional progression and our trusted data and insight, we promote and enforce the highest professional standards in the development and management of land, real estate, construction and infrastructure. Our work with others provides a foundation for confident markets, pioneers better places to live and work and is a force for positive social impact.

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