

# ONLINE MEDIATION AT VMC

**PHAN TRONG DAT (Mr.)**

Vice Secretary General | Vietnam International Arbitration Centre  
Permanent Deputy Director | Vietnam Mediation Centre



# BACKGROUND


1. Increasing number of cross-border transactions and disputes;
2. Development and application of communication technology;
3. COVID-19 as a stimulus.

## => Online dispute resolution – trend in recent years

- Newly established mediation/arbitration centres specialised in online services;
- Newly designed online mediation/arbitration rules.  
Eg. The Endispute™ ODR from JAMS, CEDR, etc



# Overview of Online Mediation at VMC

- Independent platform administered by 
- **A one-stop-shop: Handle the entire mediation process on the platform**
  - Request for Mediation and Statement of Reply
  - Appointment of mediator
  - Exchange of documents
  - Mediation sessions
  - Payment of fees and costs
- Easily accessed
- Transparent
- Highly secured and confidential



# DIFFERENCES

1. Filing of request for mediation/statement of reply & Exchange of documents

2. Appointment of mediator

3. Regulatory time-limits

4. Mediation sessions (schedule & conduct)

5. Payment of fees and costs

## VMC's Rules

**Registered mail, fax and email**

**Parties' mutual agreement on selection of mediator**

**Sending Notice and Request for Mediation: within 05 working days**

**No specific time-limit on holding the first joint mediation session**

**Physical mediation sessions**

**Bank transfer payment upon VMC's written request.**

## VMC's Online Rules

**File and upload directly on the Platform**

**VMC's Decision on appointment of mediator**

**Sending Notice and Request for Mediation: within 03 working days**

**First joint mediation session: no later than 15 days from the date of mediator's appointment**

**Mediation sessions are scheduled and conducted online on the Platform**

**Online payment on the Platform**



# Thank you

## **VIETNAM INTERNATIONAL ARBITRATION CENTRE (VIAC)**

Head Office (Hanoi):

Address: 6th Floor VCCI Tower, No. 9 Dao Duy Anh, Dong Da Dist., Hanoi, Vietnam

Phone number: (+84)243.574.4001- Fax: 0243.574.3001

HoChiMinh City Branch:

Address: 5th Floor VCCI Building, No. 171 Vo Thi Sau, District No.3, HoChiMinh City, Vietnam

Phone number: (+84)283.932.1632 – Fax: 0283.932.0119

Email: [huong.pham@viac.org.vn](mailto:huong.pham@viac.org.vn) | Website: [www.viac.vn](http://www.viac.vn)