



*(Please read Membership Criteria and on pages four and five before completing this application)*

1. **Sponsor:**
2. **Co-sponsor:**
3. **Nominee Information** Include the following: Name, Firm, Address, City, State/Province  
Zip/Postal, Country; Phone/Fax, and email
4. **Description of Nominee's Practice** (include information regarding the market in which the Nominee practices, eg., whether courts mandate mediation and how frequently mediation is utilized in that market)
5. Please attach the Nominee's current curriculum vitae, including mediation certifications, training, speaking, writing, teaching and training.
6. **IAM Conference Attendance**  
Please list the place and date of all IAM Conferences (live or virtual) attended by the Nominee:
7. **IAM Members Known.** Please identify any IAM members the Nominee knows

## 8. Mediation Experience

a. How many years has the Nominee served as mediator for compensation in commercial disputes? \_\_\_\_

b. How many days has the Nominee served as a mediator for compensation in commercial disputes?

i. In the past 12 months \_\_\_\_\_

ii. In the past 3 years \_\_\_\_\_

iii. in the Nominee's career \_\_\_\_\_

*(Commercial disputes do not include residential landlord/tenant or dissolution of marriage matters. A day is at least 4-6 hours or more, including preparation time.)*

c. Please attach a description of any other mediation-related experience that the Nominee considers to be relevant to this nomination for membership (eg., mediation training, teaching, presiding over settlement conferences as a judge or magistrate, etc.).

## 9. References

Please list three references whom the Sponsors have contacted and submit summaries of each reference's comments along with this form. References should be counsel, parties, or party representatives with whom the Nominee has worked in a mediation session in the past year.

Name/Address/Phone/Email

Name/Address/Phone/Email

Name/Address/Phone/Email


## 10. Background

Has the Nominee ever been convicted of or are charges pending regarding a violation of any criminal law (other than minor traffic offenses), ethical, code of conduct, or disciplinary rules of any state government or provincial agency, bar association or private or public professional entity? \_\_\_\_\_

If yes, please explain status and/or resolution in an attachment.

**Nominee Affirmation**

The undersigned Nominee affirms and verifies that he or she has read and understands the information provided herein, and that the information is true and complete to the best of his or her knowledge, information and belief. Nominee also confirms that he or she understands this submission does not create any obligation on the part of the International Academy of Mediators to admit me as a member. If granted, membership is subject to the conditions of the IAM By-laws and Constitution, including but not limited to dues and conference attendance requirements.



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**Nominee's Signature/Date**

**Sponsors' Affirmations**

We the undersigned sponsor and co-sponsor of this Nomination, affirm that based on our personal knowledge and review of at least three professional references, the Nominee meets all the qualifications for membership in the IAM and accordingly, we are pleased to nominate \_\_\_\_\_ to become a Fellow/Distinguished Fellow (circle one) of the IAM immediately upon approval of this Nomination by the Board of Governors. (Please attach any additional comments regarding this Nomination that you believe will be helpful to the Board in reviewing the Nomination)

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**Sponsor's Signature/Date**

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**Co-sponsor's Signature/Date**

## INTERNATIONAL ACADEMY OF MEDIATORS MEMBERSHIP CRITERIA

### Overview

New IAM members will be admitted to membership in the Academy under the following guidelines:

- Membership is by **invitation only**
- Membership is limited to **professional commercial mediators** who are **well established and recognized** in their local or regional community as **leading mediators** in the field
- The IAM is dedicated to **inclusiveness** and **diversity** across a full spectrum
- The Membership and Recruiting Committees assist Academy members in identifying mediators who meet the criteria for invitation by the Board of Governors to join as **Fellows** or **Distinguished Fellows**

### Criteria for Admission to Membership as Distinguished Fellow

Nominees for membership in the Academy in the **Distinguished Fellow** category must generally meet the following **minimum qualifications** with respect to **mediation experience**:

- in commercial mediation practice at least **5 years**, with corresponding certification for those mediators who practice in jurisdictions that have certifications for commercial mediation
- at least **a majority of their professional efforts** are dedicated to commercial mediation
- in developed markets, must have worked at least **600 commercial mediation days**
- in emerging markets<sup>1</sup>, must have worked at least **300 commercial mediation days**
- in undeveloped markets<sup>2</sup>, must have worked at least **100 commercial mediation days**
- **mediation days** consist of **at least 4 hours** of work focused on **mediation of commercial disputes** (including teaching, training or facilitating as well as mediating disputes and excluding days spent mediating pro bono, small claims and domestic relations matters)
- **alternative mediator experience** may be considered provided it is **substantially equivalent** (participation in mediations as party or counsel is not considered mediator experience)

### Criteria for Membership as Fellow

Nominees for membership in the Academy in the **Fellow** category must generally meet the following **minimum qualifications** with respect to **mediation experience**:

- in commercial mediation practice at least **3 years**, with corresponding certification for those mediators who practice in jurisdictions that have certifications for commercial mediation
- at least **a substantial proportion of their professional efforts** are dedicated to commercial mediation
- in developed markets, must have worked at least **300 commercial mediation days**
- in emerging markets, must have worked at least **150 commercial mediation days**
- in undeveloped markets, must have worked at least **50 commercial mediation days**

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<sup>1</sup> “Emerging” markets are those areas or regions where relatively fewer commercial disputes are mediated, in contrast with developed markets where the majority of commercial disputes get referred to mediation, whether by courts, counsel or parties. Factors include: the extent to which mediation is mandatory, the length of time mediation has been in use, the types of disputes that go to mediation and the numbers of mediators who practice on a full or substantial-time basis.

<sup>2</sup> “Undeveloped” markets are those areas or regions where mediation is just beginning to be utilized and thus very few commercial disputes are mediated and very few mediators practice on a full or substantial-time basis.

- **mediation days** consist of **at least 4 hours** of work focused on **mediation of commercial disputes** (including teaching, training or facilitating as well as mediating disputes and excluding days spent mediating pro bono, small claims and domestic relations matters)
- **alternative mediator experience** may be considered provided it is **substantially equivalent** (participation in mediations as party or counsel is not considered mediator experience)

#### **Membership Nomination Process**

**Invitations** to join the Academy are issued only upon **approval** by the **Board of Governors** of a **Nomination** from a qualified **Sponsor** and **Co-sponsor**

- **Sponsors** must be **Distinguished Fellows** who have been **members** of the IAM for **at least two (2) years** or **who have attended at least four (4) conferences**
- **Nominations** are **submitted** to the Board of Governors **only from** qualified **Co-Sponsors** on a form that includes **attestations vouching** that the prospective new member is a ***pre-eminent distinguished or rising star mediator*** in their local community
- **Nominees for membership** are encouraged (not required) to **attend at least one live or virtual IAM conference** at the invitation of a member (any Fellow or Distinguished Fellow may invite with approval of the Recruiting Chair) before their Sponsors submit a Nomination on their behalf.
- **Mentees** in the Mentorship Program who have gained the **requisite experience** are encouraged to seek Sponsors for nomination as **Fellows**

**Fellows** who have gained the **requisite experience** are encouraged to seek Sponsors for nomination as **Distinguished Fellows**

**Office**

Third Floor, C-18 Local Shopping  
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New Delhi 110057

**Email:** [anuroop@akandpartners.in](mailto:anuroop@akandpartners.in)

**Mb. No.:** +91-9560439503;  
+91-8586074575



**Anuroop Omkar**

*Partner | AK and Partners*

*Director | Bridge Policy Think Tank*

**Academic Qualification**

- B. Com, LL. B., Gujarat National Law University, Gandhinagar
- 40 hours training in International Mediation and Cross-Cultural Negotiation, Bridge Mediation LLC, San Diego, United States of America (2011)
- Mediation and Other Methods to Foster Democratic Dialogue, Central European University, Budapest Hungary (2013)
- Advanced 40 hours of mediation training at Global Mediation Forum organized by WMO, George Mason University, Thailand Arbitration Centre and UNCITRAL at Bangkok, Thailand (May 2017)

**Highlight of Key Achievements**

- Mediator, United Nations & associated programmes
- Mediator, World Bank
- Policy Consultant, World Bank (Presently for MSME RAMP Project)
- Member, Monitoring Committee of Investment Education and Protection Fund (IEPFA) under the aegis of Ministry of Corporate Affairs, Government of India
- One of the five core members of Organizing Committee, Global Pound Conference (India)
- Trained more than 300 professionals in negotiation and mediation as lead trainer in IICA, Ministry of Corporate Affairs, Government of India training and approximately additional 150 professionals in other training programs
- Hosted and trained 33-member delegation from Bangladesh on conflict resolution in commercial and financial sector. The delegation included representatives of Bangladesh Bank (Central Bank of Bangladesh), Ministry of Finance and international as well as nationalised banks of Bangladesh
- Conceptualised, implemented and master trainer of only Central Government training on insolvency and turnaround mediation for Graduate Insolvency Program, Insolvency and Bankruptcy Board of India (IBBI)
- Member, Review Committee of Ministry of Corporate Affairs for Section 442, Companies Act, 2013 on mediation

**Practice Areas**

ADR (Mediation,  
Conciliation &  
Arbitration)  
Commercial Negotiation  
General Corporate  
Private Equity  
Foreign Investment  
(Inbound and outbound)  
Mergers & Acquisitions

**Sector Specialization**

Banking and Finance  
Infrastructure  
Food and Agro  
Technology (Blockchain,  
IOT and Artificial  
Intelligence)  
Energy  
Manufacturing  
Warehousing  
Project Finance and Debt  
Restructuring

**Cross Cultural Experience**

United Kingdom  
Italy  
Spain  
United States of America  
France  
Germany  
Japan  
Czech Republic  
Iran

- Member, Working Group of Insolvency and Bankruptcy Board of India (IBBI) on personal insolvency
- Expert Contributor for NCLT & NCLAT Member Induction Training Programme (Mergers and Acquisitions and Alternate Dispute Resolution)
- Working as a policy consultant with Central Board of Direct Taxes (CBDT) in rollout of policy on mediation of direct tax disputes at assessment stage
- Member of drafting committee of proposed mediation legislation of India under the aegis of National Law School of India University (NLSIU), Bengaluru
- Member of drafting committee of proposed amendment to consumer laws of India to make mediation first resort dispute resolution mechanism under Chapter V of Consumer Protection Act, 1986

#### **Important Government & other Appointments**

- Consultant to Indian Institute of Corporate Affairs under the aegis of Ministry of Corporate Affairs Government of India on promotion of commercial mediation
- Empanelled Mediator under Section 442, Companies Act, 2013 for matters before National Company Law Tribunal (NCLT) and National Company Law Appellate Tribunal (NCLAT)
- Mediator, Delhi Dispute Resolution Society, Ministry of Law and Justice, New Delhi (includes mediation of employment disputes)
- External advisor to Centre for Mediation and Conciliation, Bombay Chamber of Commerce and Industry
- External advisor to Bangladesh International Arbitration Centre
- Empanelled Mediator, ICADR, Ministry of Law and Justice, Government of India
- Mediator, IIAC Indian Merchant Chamber
- Mediator, CMC- Bombay Chamber of Commerce and Industry (includes mediation of employment disputes)
- Mediator, Online Consumer Mediation Centre, National Law School of Indian Universities, Bengaluru
- Consultant –Bangalore Bioinnovation Centre, Government of Karnataka

#### **Visiting Faculty**

- Small Industries Development Bank of India (SIDBI)
- J R Laddha Financial Services Pvt Ltd
- Indian Institute of Corporate Affairs, Ministry of Corporate Affairs, Government of India
- Bombay Chamber of Commerce and Industry
- J R Laddha Financial Services Pvt Ltd
- National Law University and Judicial Academy, Assam (NLUJAA)
- West Bengal National Law University of Juridical Sciences (NUJS)
- Indian Society of International Law (ISIL)
- University of Petroleum and Energy Studies (UPES), Dehradun

- Insolvency and Bankruptcy Board of India
- SIDBI MSME International Training Institute (SITI), Bhubaneswar

## **Publications**

### **Book**

- Co-authored legal best seller titled “The Art of Negotiation and Mediation- Wishbone, Funny bone & a backbone” published by LexisNexis in 2015 (First edition sold out). The book is a part of the Recommended Reading for the mandatory course on mediation (with negotiation) by the Bar Council of India

### **Articles**

- Indian IFSC should be the fulcrum, The Economic Times (October 2020)
- Aatmanirbharta and \$ 5 trillion economy through the lens of private banks, Daily Guardian India (October 2020)
- Rethinking FDI cap in insurance sector, Daily Guardian India (July 2020)
- Alternative Investment Funds: Indian Experiments and Way Forward with Tax Efficiency, co-authored with and Shri P.K. Dash, Former Member, Central Board Of Direct Taxes, Ministry Of Finance, Government of India for the fourth issue of ‘Taxalogue’.
- Uberization: Unicorns Tethered at Regulatory Fences, Responsible Corporate Citizen Series, The Practical Lawyer (2018) PL (RCC) November 87
- Wilful Defaulters under IBC- Balancing between Corporate Rescue and Pro-Creditor Prosecution, NewsMobile (2018)
- A Case for Mediation in Bilateral Investment Treaty (BIT) Dispute Resolution, Bangladesh International Arbitration Centre Anniversary Publication, October 2017
- Enforcement Challenges for International Consumer Disputes resolved through ADR in India 5 IJCLP (2017) 52
- Mediation Myth Busters 101, barandbench.com (2017), available at <https://barandbench.com/mediation-myth-buster/>
- The Amarchand Dispute and the Misunderstood Practice of Commercial Mediation in India, barandbench.com (2015), available at <http://barandbench.com/the-amarchand-dispute-and-the-misunderstood-practice-of-commercial-mediation-in-india/>
- Mediation in Corporate Insolvency: A Game Changer (Co-authored with Hon’ble Justice Mr. A. K. Sikri, Former Judge, Supreme Court of India), BW Business World (June 2019)
- Co-authored ‘The Road that Needs to be Paved for Central – KYC in India (Part-I)’ for SCCOnline, available at <https://www.sconline.com/blog/post/2020/02/07/the-road-that-needs-to-be-paved-for-central-kyc-in-india-part-i/>
- Co-authored ‘The Road that Needs to be Paved for Central – KYC in India (Part-II)’ for SCCOnline, available at <https://www.sconline.com/blog/post/tag/central-kyc-in-india/>

## **Televised Interviews**

- Scope of IFSC in India, Policy and Politics with Chairman of IFSC Authority of India Shri Injeti Srinivas, NewsX
- Commercial Mediation in India with Sitting Judge of Supreme Court of India Hon’ble Justice Mr. A. K. Sikri, Legally Speaking, NewsX



### Recent Speaking Assignments

- Speaker at International Conference on Changing Landscape of Alternative Dispute Resolution in India organized by PHD Chamber, New Delhi on October 06, 2018
- Speaker at 7th founding Anniversary Seminar of Bangladesh International Arbitration Centre (BIAC) at Dhaka, Bangladesh on 29th September 2018
- Speaker on “Indo-China Relations- Tunneling through Himalayas” at Global Mediation Forum organized by WMO, George Mason University, Thailand Arbitration Centre and UNCITRAL at Bangkok, Thailand (May 2017)
- Moderator in Panel Discussion, Global Pound Conference India 2017
- Panelist in CXO Round Table Conference on Governance and Compliance Management, Bangalore in the Panel Discussion titled ‘Mergers and Acquisitions’
- Participated in Fifth International Asian Conference by International Technology Law Association (TECHLAW).
- Webinar on "Socially Distant: Indo-European Business Relationships and Cases Resolution through Mediation" organised in association with Embassy of Czech Republic
- Expert discussion on “Judiciary and ADR- Embracing Mediation for Justice Post COVID 19” organised by Centre for Mediation and Conciliation, Mumbai (CMC) in collaboration with Asian International Arbitration Centre
- “Imagining Central Bank Digital Currency for India”, Panel discussion with Mr Subhah Chandra Garg, Mr P.K. Dash, Mr Matthew Van Niekerk and Mr Rajesh Bansal

### Representative Matters

#### Banking & Finance

- Obtaining regulatory approvals for incorporation of non-banking finance company (NBFC)
- Regulatory advisory related to payment and settlement systems
- Advisory on fintech and e-wallets
- Advisory on appointment of directors in scheduled commercial banks and ‘fit and proper’ criterion

#### Mergers & Acquisitions

- Encotec Energy (India) Pvt. Ltd. In acquisition of 50% stake in company by VPC GmbH. Encotec offers operation management for power plants, supply of photovoltaic systems and trading of Chinese power plant spare parts
- Entrust Global on acquisitions in India
- Pasky Limited UK in acquisition of companies in Spain through Indian special purpose vehicle

#### Private Equity

- Kohinoor Foods Ltd. on Al Dahra International Investments LLC acquisition of 20% stake in the company for INR 112.77 crore (\$18 million)
- Hero Honda on private equity investments

- Rashidhan Vyapar on outbound foreign investment in Technology

#### Others

- Synergy Steel in setting up manufacturing facility in Iran (Free Trade Zone)
- Indogulf Crop Sciences (Jayshree Rasayan) in setting up distribution joint venture in Egypt

#### Litigation

- Client representation in matters before Reserve Bank of India (RBI), Securities and Exchange Board of India (SEBI) and Competition Commission of India (CCI)
- Presently handling approximately 10-12 matters at National Company Law Tribunal and National Company Law Appellate Tribunal (NCLAT) relating to Companies Act, 2013 and Insolvency and Bankruptcy Code, 2016
- Experience in successfully representing clients at various judicial fora including the Supreme Court of India and High Courts
- Briefing senior counsels on matters at various judicial forum including Supreme Court of India and various High Courts

#### Arbitration

- Represented a client in an ad-hoc Construction Arbitration, with its seat in India. The disputes pertain to extension of time in a time bound project and the discretion of the Arbitral Tribunal in such issues, novation of a contract by conduct, non-payment of works not covered under the BOQ, directed by the contractor; and the relationship between a sub-contractor and a principal in case of non-existent contractual relation.
- Represented a private party in a domestic arbitration arising out of the termination of a Power Purchase Agreement.
- Represented a Non-Banking Financial Company before the Delhi High Court in a challenge to the Arbitral Award in a dispute arising out of a Share Purchase Agreement.
- Represented a client before the Hon'ble Supreme Court of India, in an application for the appointment of an Arbitrator, in an arbitration with its seat in New Delhi, involving the issue of applicable substantive law and the relevance of the place of the seat of Arbitration.

#### Negotiation & Consensus Building

- Recently assisted US based fund in multi-party shareholder consensus building in acquisition
- Regularly assist clients in contract negotiation with joint venture partners, contractors and suppliers
- Experienced in consensus building and settlement facilitation in multi-party disputes such as family disputes, board disputes and shareholder disputes

#### Memberships

- Bar Council of Andhra Pradesh
- Member, International Centre for Alternative Dispute Resolution (ICADR)

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New Delhi 110057

**Email:** [anuroop@akandpartners.in](mailto:anuroop@akandpartners.in)

**Mb. No.:** +91-9560439503;  
+91-8586074575

- Fellow of World Mediation Organization (WMO), Berlin, Germany
- Member, WB National University of Juridical Sciences Industry-Academia Panel

## References

Dear Mr Hand,

Thanks for reaching out.

I am glad that you are considering Anuroop for the membership in the IAM. I have seen Anuroop as a commercial mediation trainer and as a very well acclaimed legal professional. He was the one to convince me to be trained as a mediator. I have used his professional services, expertise by having assigned him matters in the past and continuing to do so. I have also recommended him to other in-house legal peers in the industry across different business sectors as a lawyer and a mediator. All of them appreciate his work and highly recommend him for his potential as a mediator. The Bombay Chamber of Commerce and Industry and FICCI (Federation of Indian Chambers of Commerce and Industry) also strongly recommends him for mediation.

Thanks, and wish you will consider him positively for the membership.

Regards,

**Rajiv Mohapatra**

Senior Counsel

Regulatory Affairs, Asia Pacific

Mastercard

41, 2 North Avenue, 4th Floor, Maker Maxity  
Bandra Kurla Complex, Mumbai 400051, INDIA  
tel +91-9833010810

Dear Mr. Jeffrey,

Thanks for your email and I would be happy to share my experience.

Just before joining Singapore International Mediation Centre, I was the manager for one of the finest commercial mediation centres in India called Centre for Mediation & Conciliation (CMC). Over the past few years, I have observed Anuroop as a mediator in various commercial matters assigned to him through CMC, as well as separately. He is an exceptional mediator with very little failure rate and clients of mediation have been satisfied with his quality of services. Even his book on mediation is a phenomenal piece, which was included in the law school curriculum recently. In a few words, I must just say that Anuroop and Mediation are almost synonymous in India.

Thank you for reaching out and please let me know in case of any questions.

Best,

Siddharth Jha

<https://www.linkedin.com/in/siddharthmjha/>

Dear Jeffrey,

Thanks for the email. Anuroop had informed me that he had mentioned my name as a reference in the nomination form. I am from the Banking and Finance industry having worked with the Reserve Bank of India in the past. I head a non-banking finance company and on the board of few others. In fact, Anuroop was the one who convinced us to have a mediation clause in our contracts prior to arbitration. That has worked really well. There were and are some matters which he has mediated that I had engaged him for and also matters referred by my friends and peers in the BFSI industry. I and my friends find him very talented and passionate about the cause of mediation in India. He is extremely good as a mediator. You guys must include him as a member.

Regards,  
AK Sahoo



**Cross-cultural Negotiator and Mediator  
CERTIFICATE**



BRIDGE MEDIATION LLC  
Awards this certificate to

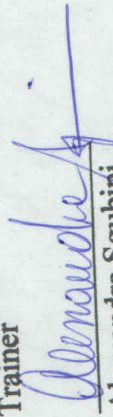
**ANUROOP OMKAR**

As evidence of having successfully completed the 40-hour cross-culture negotiation and mediation training recognized to become  
professionally trained mediator

Congratulation

August 19, 2011  
San Diego, California

Trainer

  
Alessandra Sgubini  
CEO of Bridge Mediation LLC





Central European University  
Summer University  
Budapest, Hungary



# CERTIFICATE

This is to certify that

**ANUROOP OMKAR**

has successfully completed a 31 hour course on

**MEDIATION AND OTHER METHODS TO FOSTER  
DEMOCRATIC DIALOGUE**

*In co-operation with Benjamin N. Cardozo School of Law, Yeshiva University, New York and  
Hamline University School of Law, Minnesota*

between

**3 JUNE AND 14 JUNE, 2013**

This course, taught in English, is part of an academic program fully accredited by  
the American Bar Association.



*Lela P. Love*

**Lela P. Love**  
Course Director

*Éva Gedeon*

**Éva Gedeon**  
SUN Director

*James R. Coben*

**James R. Coben**  
Course Director



Anuroop Omkar &lt;anuroop@akandpartners.in&gt;

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## Welcome to the Global Mediation Panel

2 messages

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**Mushegh Manukyan** <mmanukyan@unicef.org>

Tue, Nov 3, 2020 at 12:39 AM

To: Mediation Unit - Ombudsman for UN Funds and Programmes <mediation@fpombudsman.org>

Cc: Giuseppe De Palo <gdepalo@unicef.org>, Maria Migoya Fernandez <mmigoyafernandez@unicef.org>

Dear Colleagues:

On behalf of the entire Office and the Ombudsman, I'd like to welcome you to the Global Mediation Panel. We are very excited to have you on board and look forward to working with you. In advance of the preparation and a series of meetings that we are putting together for you both at regional and global levels, please see attached some useful documents:

- FAQ, which provides a summary of relevant questions and recommended ways you can present yourself to the outside world
- Code of Conduct <https://fpombudsman.org/wp-content/uploads/2020/02/Code-of-Conduct-Global-Mediation-Panel-v2.pdf>
- Please take a look at our mediation page and familiarize yourself with the documents, particularly the mediation guide, mediation process, FAQ, principles of the Board etc. <https://fpombudsman.org/what-we-do/mediation/>
- UN Guide on resolving disputes <https://www.un.org/en/internaljustice/assets/pdf/StaffMembersGuideToResolvingDisputes.pdf>
- UN Staff Rules <https://hr.un.org/handbook/staff-rules> (search for mediation or ombuds to find relevant provisions)

Please let me know if you have any questions.

Welcome again!

Thanks,

Mushegh

**Mushegh Manukyan, Esq., Ph.D.**

Mediation Specialist & Manager of the Mediation Unit

Office of the Ombudsman for

United Nations Funds and Programmes



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E-Mail: [mmanukyan@unicef.org](mailto:mmanukyan@unicef.org); [mushegh.manukyan@undp.org](mailto:mushegh.manukyan@undp.org)

Visit our website: [www.fpombudsman.org](http://www.fpombudsman.org)



To learn more about us, please visit [our website](#), and in particular, to watch [a short video](#) explaining the mediation process and why mediation is often in the best interest of all concerned.

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**FAQ for Global Mediation Panel .pdf**  
230K

**Anuroop Omkar** <[anuroop@akandpartners.in](mailto:anuroop@akandpartners.in)>  
To: Kritika Krishnamurthy <[kritika@akandpartners.in](mailto:kritika@akandpartners.in)>

Tue, Nov 3, 2020 at 8:19 AM

FYI.  
Sent from my iPhone

Begin forwarded message:

**From:** Mushegh Manukyan <[mmanukyan@unicef.org](mailto:mmanukyan@unicef.org)>  
**Date:** 3 November 2020 at 12:39:20 AM IST  
**To:** Mediation Unit - Ombudsman for UN Funds and Programmes <[mediation@fpombudsman.org](mailto:mediation@fpombudsman.org)>  
**Cc:** Giuseppe De Palo <[gdepalo@unicef.org](mailto:gdepalo@unicef.org)>, Maria Migoya Fernandez <[mmigoyafernandez@unicef.org](mailto:mmigoyafernandez@unicef.org)>  
**Subject:** Welcome to the Global Mediation Panel

[Quoted text hidden]

To learn more about us, please visit [our website](#), and in particular, to watch [a short video](#) explaining the mediation process and why mediation is often in the best interest of all concerned.

CONFIDENTIALITY NOTICE: If you have received this email in error please notify the system manager and the sender. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed.

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## 2 attachments



**image001.jpg**  
704K



**FAQ for Global Mediation Panel .pdf**  
230K



Anuroop Omkar &lt;anuroop@akandpartners.in&gt;

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**Feedback re CAO role play**

1 message

**Anne Claire Tiphaine Guilhermi Olivera** <aolivera@worldbankgroup.org>

Fri, Oct 25, 2019 at 11:36 PM

To: "anuroop@akandpartners.in" &lt;anuroop@akandpartners.in&gt;

Cc: Nokukhanya Pamela Nerea Ntuli &lt;nntuli@worldbankgroup.org&gt;

Dear Anuroop,

We wanted to thank you again for participating in our exercise on September 24, 2019. We really enjoyed the opportunity to observe you during the exercise and get to know you better.

We believe that you have great potential and would like to congratulate you on meeting the criteria to be placed on the CAO database of potential mediators. The database includes mediators screened and approved by CAO who may be contacted should CAO have cases in their country or region. Whilst we cannot guarantee any work, we are grateful for the time you were willing to commit without such a guarantee.

In addition to being placed on the database, we conduct a process of induction prior to using mediators on a case. The induction process is dependent on CAO's budget and case availability.

Please find below some feedback regarding your skills during the exercise. Do not hesitate to contact us should you have any question in this regard. Please also feel free to share any comment or suggestion you may have regarding the exercise.

Thank you again for your interest in CAO and congratulations!

Kind regards,

Nox and Anne-Claire

Strengths	Areas for improvement
Your reassuring tone and positive attitude helped diffuse the tensions and move the process forward. You summarized your understanding of the employment issues well and asked great clarifying questions. You took the issues one by one and made sure to keep the parties focused.	The community suggested using an employment system based on affirmative action and you did not explore this with the parties but moved on to another issue. It was positive that you made suggestions to move the process forward, but you did it without checking that the suggestions corresponded with what the complainants wanted.