

MANDATORY MEDIATION

First-Year Summary Report

2026 | Yerevan

First Year

The development of alternative dispute resolution mechanisms is among the most significant achievements of the legal system of the Republic of Armenia. In this context, the introduction of mandatory mediation marked a new chapter in fostering a culture of peaceful and consensual resolution of family disputes. This reform has not only contributed to the advancement of mediation in Armenia but has also laid the foundation for a new culture of legal awareness, communication, and collaborative problem-solving.

As the key institutional actor entrusted with implementing this important reform, the Arbitration and Mediation Center of Armenia (AMCA) assumed responsibility from the outset for ensuring the effective operation of the mandatory mediation system.

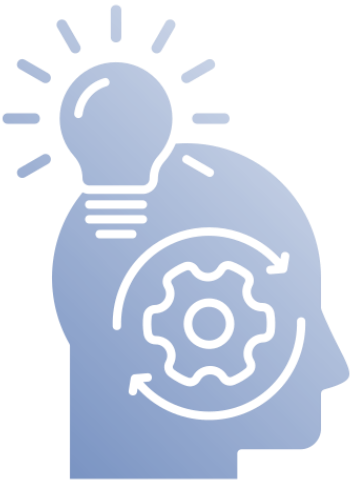
Today, we present the results of the first year of mandatory mediation—a period characterized by both the introduction of innovative systemic solutions and the need to address objective practical challenges. During 2025–2026, the Center registered and administered more than 350 domestic and international mediation cases, organized professional training programmes for mediators, continuously monitored the implementation of the system, identified existing challenges, and developed proposals aimed at improving its effectiveness.

This report brings together the statistical data and analytical findings of the first year of implementation, while also assessing the trends and outcomes of cases concluded through settlement.

We are confident that the continued development of the mandatory mediation system will progressively encourage the broader use of mediation in the resolution of civil disputes and foster a lasting culture of peaceful, cooperative dispute resolution among individuals, businesses, and other participants in civil legal relations.

Lilit Petrosyan

Arbitration & Mediation Center of Armenia
SECRETARY GENERAL



- Awareness-Raising Activities
- Publications
- Training Programs and Professional Discussions

INITIATIVES

PUBLICATION OF A STUDY ON MANDATORY MEDIATION



Awareness-Raising



Publications

On 10 January 2025, prior to the entry into force of the mandatory mediation framework, the Arbitration and Mediation Center of Armenia published a comprehensive article introducing the institution of mandatory mediation. The publication explained the concept of mandatory mediation, the categories of disputes subject to the procedure, the process for appointing a mediator, and the applicable remuneration framework, thereby contributing to public awareness and facilitating the effective implementation of the new legal mechanism:

The article is available through the following QR code:



Հունվարի 10, 2025



Արբիտրաժի
և հաշտարարության
հայաստանյան կենտրոն

ՊԱՐՏԱԴԻՐ ՀԱՇՏԱՐԱՐՈՒԹՅՈՒՆԸ ԵՎ ՀԱՅԱՍՏԱՆՈՒՄ ԴՐԱ ԿԻՐԱՌՈՒԹՅՈՒՆԸ

Լիլիթ Սիմոնյան
AMCA, ավագ իրավաբան

Հոդվածն անդրադառնում է պարտադիր հաշտարարության ինստիտուտին՝ քննարկելով դրա իրավական սահմանումները, կիրառման դեպքերը, հաշտարարի նշանակման ընթացակարգը և փոխհատուցման կարգը: Այն ներկայացնում է ՀՀ-ում պարտադիր հաշտարարության օրենսդրական հիմքերը և առանձնահատկությունները մասնավորապես ընտանեկան իրավահարաբերությունների համատեքստում: Ներկայացվում են նաև հաշտարարի վարձատրության դրույթաչափերը և փոխհատուցման տրամադրման պայմանները:



SUPPORTING THE ESTABLISHMENT OF THE MANDATORY MEDIATION FRAMEWORK



Collaborations

As part of the preparatory process for the introduction of the mandatory mediation framework in family disputes in the Republic of Armenia, on 24 February 2025, the Arbitration and Mediation Center of Armenia (AMCA) extended an invitation for cooperation to all licensed mediators practicing in the Republic of Armenia.



The cooperation proposal outlined AMCA's principal areas of activity and presented the key principles governing the administration and organization of mandatory mediation proceedings.

As a result, for approximately one year, the Center provided pro bono support to the mediators included in its roster and cooperating with the Center in connection with mandatory mediation cases assigned through the e-Mediation platform.

"QUESTIONS AND ANSWERS ON MANDATORY MEDIATION" GUIDE



Awareness-
Raising



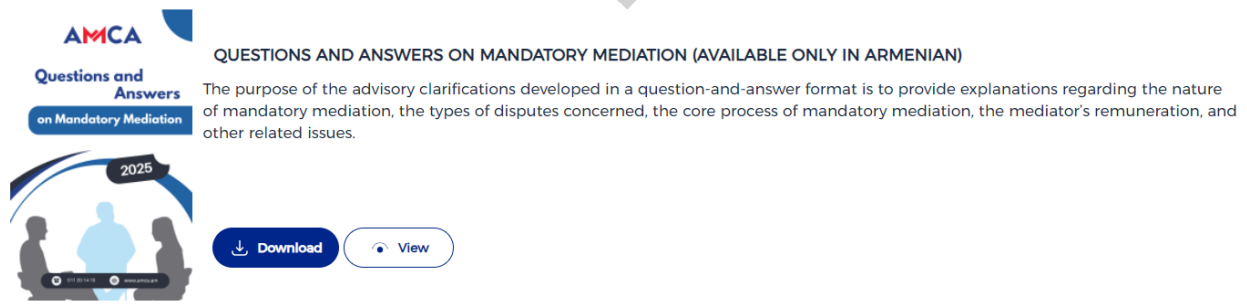
Publications

To enhance public awareness and improve understanding among participants in mandatory mediation proceedings, a practical Questions and Answers handbook was developed. Structured in an accessible and user-friendly format, it provides clear guidance on the nature of the mandatory mediation framework, the categories of disputes subject to mandatory mediation, the procedure governing mediation proceedings, the legal status and remuneration of mediators, as well as other practical aspects of the process.

www. **AMCA** .am

The handbook is available in its entirety on the website of the Arbitration and Mediation Center of Armenia at www.amca.am.

 [It can be accessed via the following link](#)




AMCA
Questions and
Answers
on Mandatory Mediation

2025

QUESTIONS AND ANSWERS ON MANDATORY MEDIATION (AVAILABLE ONLY IN ARMENIAN)

The purpose of the advisory clarifications developed in a question-and-answer format is to provide explanations regarding the nature of mandatory mediation, the types of disputes concerned, the core process of mandatory mediation, the mediator's remuneration, and other related issues.

 Download  View

"GUIDE TO CONDUCTING MANDATORY MEDIATION" FOR MEDIATORS



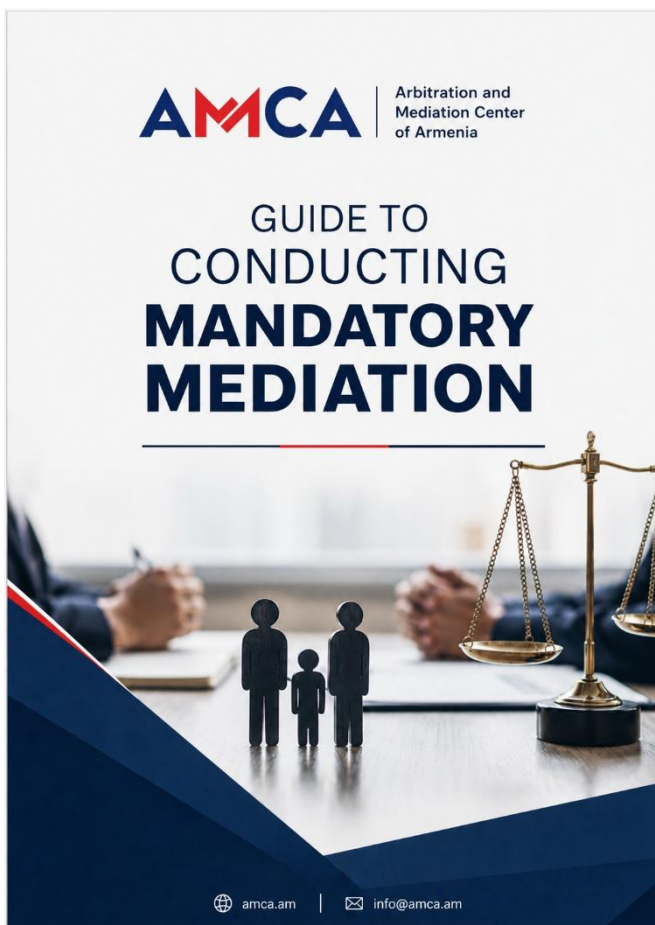
Awareness-
Raising



Publications

To promote the consistent and effective conduct of mandatory mediation proceedings, the Arbitration and Mediation Center of Armenia developed and adopted the Guide to Conducting Mandatory Mediation.

The Guide provides a structured overview of the key stages of the first mediation session, covering the process from the identification of the parties and the introduction to the mediation proceedings through to the formal conclusion of the mediation process.



By scanning the QR code below, you can access *AMCA's Guide to Conducting Mandatory Mediation*.

PROFESSIONAL ROUNDTABLE



Professional Discussions and Training Programmes



11th July, 2025

On 11 July 2025, the Arbitration and Mediation Center of Armenia convened a professional discussion with mediators included on the AMCA Panel of Mediators.



MEDIATION AT THE 3RD ANNUAL ARMENIAN ARBITRATION WEEK



From 3 to 5 September 2025, the topic of mediation was included in the panel discussions held during the Third Annual Armenian Arbitration Week.



Photo:

Panel discussion on mediation at the Third Annual Armenian International Arbitration Week.



Photo:

One-Day Professional Training for Mediators

SIDRA-LED CAPACITY-BUILDING TRAINING FOR MEDIATORS AND MEDIATION CASE MANAGERS



Professional Discussions and Training Programmes



3rd February, 2026



Singapore International
Dispute Resolution Academy

The Arbitration and Mediation Center of Armenia (AMCA), in cooperation with the Singapore International Dispute Resolution Academy (SIDRA), organized an online professional training programme for mediators and mediation case managers. During the programme, SIDRA trainers Nadja Alexander, Aline Bianchini, Mariam Gotsiridze, and Angelina Hing shared international best practices in mandatory mediation, drawing on their extensive experience across different jurisdictions.

The training was designed to strengthen the practical skills and professional competencies of mediators and mediation case managers, with particular emphasis on the ethical, procedural, and practical challenges arising in family mediation.



STATISTICS

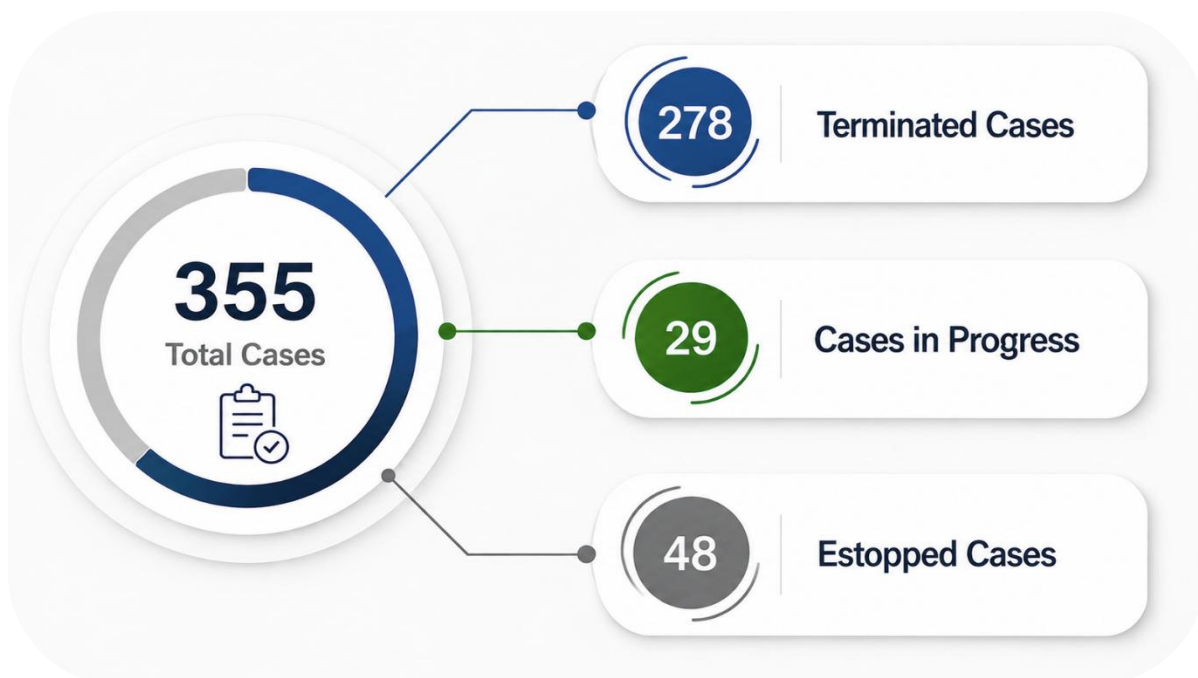
- Mandatory Mediation Case Statistics
- Settlement Trends
- Statistical Overview of International Cases

STATISTICS

MANDATORY MEDIATION CASES ADMINISTERED BY THE ARBITRATION AND MEDIATION CENTER OF ARMENIA

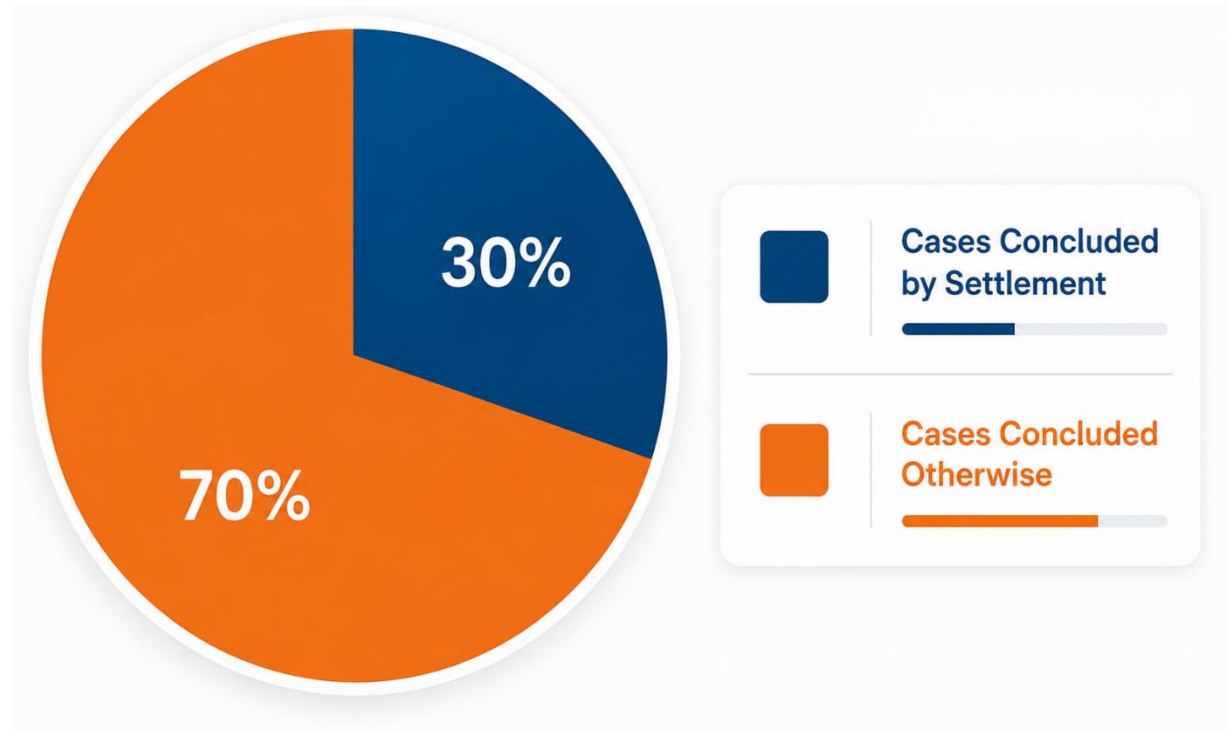
A case is registered with the Arbitration and Mediation Center of Armenia if:

- one or more parties to the dispute submit an application requesting the conduct of mediation;
- one party to the dispute submits a mediation request and the other party subsequently consents to conducting the mediation under the Center's Rules; or
- a mediator included on the AMCA Panel of Mediators and appointed through the Ministry of Justice's designated electronic system submits an application requesting the provision of secretariat services for a mandatory mediation case.

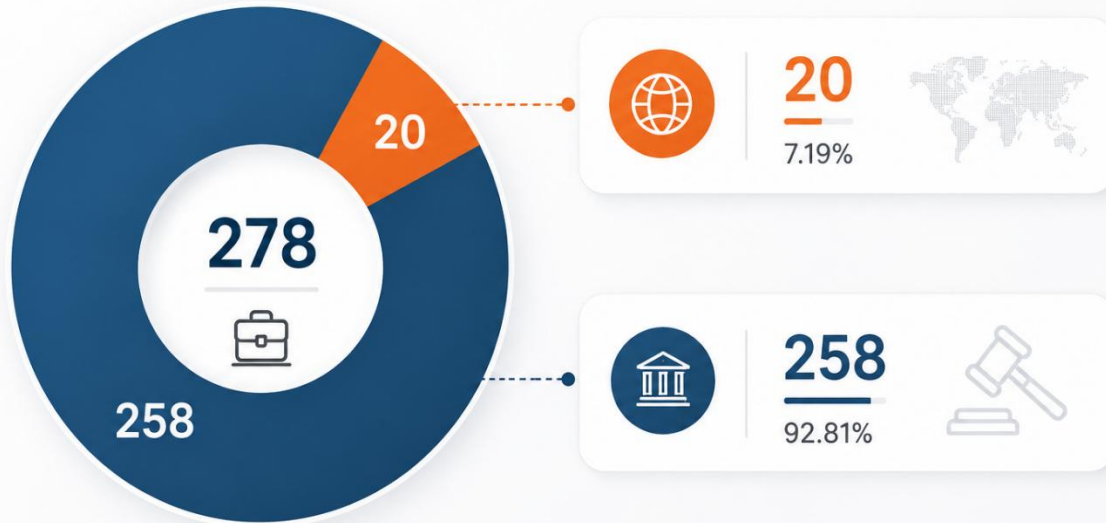


STATISTICS

by Grounds for the Closure of Mediation Cases



INTERNATIONAL MEDIATION CASES



AMCA's Cross-Border Mediation Map

Parties from 17+ Countries, Multiple Regions, One Platform for Resolution



EUROPE

- Belgium
- Italy
- Germany
- Ukraine
- Georgia
- Greece
- N. Macedonia
- Russia

AMERICAS

- United States

MIDDLE EAST & AFRICA

- Iran
- Syria
- Lebanon
- Kuwait
- Djibouti

CENTRAL & SOUTH ASIA

- Kazakhstan
- Turkmenistan
- India



Secretariat services in mandatory mediation cases arising from legal relationships involving a foreign element were provided in the following languages:

- | | |
|---------------|---------------|
| [hy] Armenian | [ka] Georgian |
| [en] English | [de] German |
| [ar] Arabic | [ru] Russian |

DIGITALIZATION



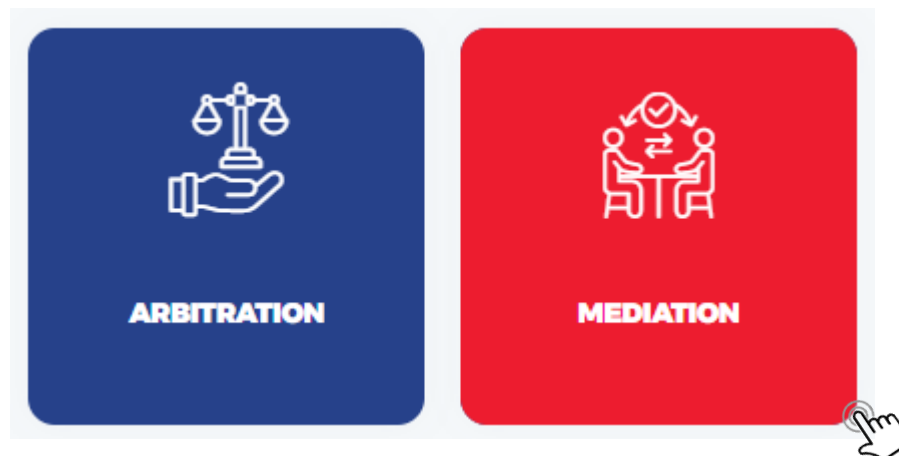
DIGITALIZATION

- Digitalization of key secretariat functions for mediation cases;
- Launch of the mediation module within the e-AMCA case management system and mapping of future functional enhancements.

DIGITALIZED MEDIATION

The mediation module of the e-AMCA electronic case management system was launched to digitalize the administration of mediation cases and enhance the efficiency of the mediation process.

The implementation of the new system enabled the digitalization of key secretariat functions, including case registration and allocation, the mediator appointment process, document management, case progress tracking, and the generation of statistical data and analytical reports.



The platform enables comprehensive and centralized management of mediation cases.

As part of the system architecture, additional functionalities have already been mapped and designed for future implementation. These features are intended to be made available to mediators and parties to mediation, enabling comprehensive online case management, secure document exchange, access to case information, and digital communication through a single integrated platform.

SECRETARIAT FOR MEDIATION CASES



LILIT PETROSYAN
Secretary General and Director



MANUSH SAGHYAN
Senior Lawyer



NORAYR BAGHDASARYAN
Lawyer



ARSEN YENGIBARYAN
Junior Lawyer



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AMCA

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Mandatory Mediation