

# Arbitration and Mediation Service Providers in Zambia!

## Background

Zambia has a growing mix of public and private Alternative Dispute Resolution (ADR) service providers. The intersection between public and private service providers is one that needs appreciation by anyone making a decision to resolve disputes through either channel. Over the years, the ADR architecture has experienced tremendous growth and this can be attributed to the increased demand for use of ADR mechanisms in resolving business and other disputes out of the court system. The private ADR services include arbitration, mediation, adjudication, conciliation among other dispute resolution mechanisms. These services are provided by established arbitration and mediation institutions companies, independent arbitration and mediation practitioners, specialized commercial law firms and arbitral institutions. This article explores Zambia's evolving private arbitration and mediation service provider base contributing to the growth of ADR in the country.

Zambia's arbitration and mediation institutional landscape is evolving very quickly. This can be seen by the increase in the number of players in the ADR space. In 2011, Chartered Institute of Arbitrators (Ciarb) Zambia Branch was established under the leadership of Justice Kajimanga, Justice Mweemba, Justice Mutuna, Mrs. Maggie Kaunda, among others. The establishment of Ciarb opened up doors to the expansion of ADR institutions. To date, Zambia has witnessed a massive increase in the establishment of both arbitration and mediation practice institutions. Below are some of the institutions that are shaping Zambia's arbitration and mediation practice.

## Arbitration Practice

### iSettle Management Consultants

iSettle is a boutique dispute resolution company specialized in providing dispute avoidance and management services. Founded in 2023, iSettle is specialized in handling commercial and investment disputes. Further, it offers case management, advisory services, skills training in arbitration for Arbitrators and Counsel and dispute resolution system design focused on dispute avoidance and management, conducts public engagement programmes through media, public forums and others. For more details on opportunities for collaboration and partnerships. Read more here <https://isettleadr.com> or LinkedIn <https://www.linkedin.com/company/isettle-management-consulting/>

### Arbitration Focused Law Firms

Additionally, over the past decade a number of arbitration focused law firms in Zambia has grown with many firms rebranding to strengthen their arbitration portfolios. These firms have well established arbitration teams. Some of the firms include:

- Sharpe & Company
- Corpus Legal Practitioners
- Invictus Hill
- RASO Chambers
- Nkusuwila Nachalwe Advocates
- Nchito & Nchito Advocates
- Wilson and Cornhill Advocates
- Abigail & Chama Advocates.
- Mulenga Mudanshi Legal Practitioners
- James and Doris Legal Practitioners
- A.N Chambers Advocates

## Arbitral institution

### Chartered Institute of Arbitrators-Zambia

The Chartered Institute of Arbitrators (Ciarb) Zambia was established in 2011. Ciarb is a recognized, Arbitral Institution in Zambia providing alternative Dispute Resolution services such as appointments services and training. Ciarb offers globally recognized courses in arbitration, mediation and construction adjudication. Ciarb Zambia has played a significant role in the training of the current crop of arbitrators, mediators, and adjudicators both in Zambia and across neighboring countries. In addition, it has its own arbitration rules which parties may adopt. Most importantly, Ciarb Zambia does not directly resolve disputes but provides training services, accreditation and appointment services as it maintains a directory of vetted qualified and experienced practitioners. Ciarb has been a key player in both judicial and legal reforms that have shaped Zambia's dispute resolution landscape.. Read more here <https://ciarbzambia.com/training>

## Mediation Practice

Mediation is one of the most widely used methods of dispute resolution.. Commercial mediation practice is growing rapidly despite the fact that the practice lacks a dedicated legal framework comparable to that governing arbitration. A proposed consolidated ADR bill is expected to strengthen the legal framework commercial mediation. Mediation institutions have since expanded beyond Ciarb. Notable institutions offering case management and training services include:

### Institute for Mediation Excellence

Institute for Mediation Excellence (IME) is a privately owned company that was founded in 2023 and is based in Lusaka, Zambia. IME was founded by SC Stephen Lungu and Lois Chisompola Sikwenda. The Institute For Mediation Excellence provides dispute resolution pathways to resolving matters outside the court system. Read more here <https://www.imezambia.com>

### Mediation Training Institute (MTI) Zambia

Mediation Training Institute (MTI) Zambia is a company that trains mediators, offers consultancy services and sensitization on mediation. This is a branch of the MTI East Africa. It's accredited with Singapore Mediation Institute (SIMI) and International Mediation Institute (IMI). The MTI offers certification, accreditation and a membership program through the continuous progressive development (CPD). It maintains a roster of mediators and member profiles. Check more details here <https://www.facebook.com/share/18kyjHePM1/>

### iSettle Management Consultants

In addition to Arbitration case management and capacity building, iSettle offers mediation case management, advisory and public engagement programmes through media, public forums and others. For more details on opportunities for collaboration and partnerships get in touch on <https://isettleadr.com> or LinkedIn <https://www.linkedin.com/company/isettle-management-consulting/>

## Conclusion

For over a decade, Zambia's arbitration and mediation landscape has undergone great transformation, driven both by regulatory reforms, increased demand for dispute and emergence of private dispute resolution institutions. This evolution is reflected in the expansion of ADR service providers, increasing professional specialization and ongoing legislative

framework. In particular, recent institutional growth and proposed reforms signal a deliberate shift toward a more structured and accessible ADR ecosystem. These developments reinforces Zambia’s growing capacity to resolve commercial and cross border disputes through efficient, credible internationally aligned arbitration and mediation.

Bonus current discourse!

In recent months, the Judiciary has championed discussions on the use of ADR in selected criminal matters. This commitment was highlighted by the Chief Justice of Zambia, Justice Dr. Mumba Malila, SC during the opening of the 2025 Criminal Session themed; “Exploring and Employing Alternative Dispute Resolution (ADR) Mechanisms in Criminal Cases as a Tool to Counter Delays in the Delivery of Justice.” The Chief Justice emphasized the transformative potential of ADR in criminal justice, he stated that: “Criminal justice often leaves victims yearning for closure and offenders without meaningful reintegration. He stated that, ADR bridges these gaps by fostering dialogue, understanding, and reconciliation, humanizing justice for all those impacted.” The discourse around the use of ADR in criminal matters reflects Zambia’s broader commitment to expanding the applications of ADR mechanisms other than commercial disputes.

#### About the Author:

Mary Mutupa is distinguished Legal Consultant and ADR Expert specializing in Arbitration, Mediation and Adjudication, with over a decade of active practice in resolving disputes and a combined 22 years of diverse professional experience across domestic and international levels. She is the Founder and Managing Partner of iSettle Managing Consultants, the first independent arbitration practice in Zambia, providing high-level dispute resolution services and advisory across multiple sectors. Experienced Arbitrator and serves as Sole Arbitrator and Tribunal Member in commercial and investment disputes with sector expertise spanning construction & infrastructure, energy, mining, banking & finance, public procurement and real estate. She has a track record in handling multi-million-dollar disputes. She is a recognized thought leader in ADR contributing to the advancement of arbitration and mediation practice through publications, training, and institutional leadership across Zambia and internationally. With over 5 years of university-level lecturing experience in International Commercial Arbitration, Alternative Dispute Resolution, International Trade Law and Commercial Law. She is a Strategic advisor and capacity builder with a strong track record in judicial training, ADR system strengthening, and multi-stakeholder engagement, including collaboration with international organizations. She is a Group Advisor- Young ICCA -2026/2027 Circle, a Member of Ciarb, International Council for Commercial Arbitration (ICCA), African Arbitration Association, Steering Committee Member of ConstructHER Legal Network and Board Member of Africa ADR Practice Institute.