



# THE MRA DISPUTES PROCESS

## MAP01

**Version:** 4.4

**Status:** Approach

**Issue Date:** 6<sup>th</sup> November 2014

**Document Reference:** MAP01\_4.3

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## Change History:

Version Number	Status	Date of Issue	Reason for Change
0.1	For Review	20/05/98	First Draft
0.2	Second Draft	28/05/98	Expert Group comments
0.3	Third Draft	8/06/98	Further Expert Group comments
0.4	Fourth Draft	15/06/98	Further Expert Group comments
0.5	Fifth Draft	25/06/98	IRG ruling on responsibilities
0.6	Sixth Draft	22/07/98	Update on retrospective amendments
1.0	First Publication	12/08/98	Final comments from Expert Group
2.0	Second Publication	11/11/98	Incorporates change of name of GD12 to MAP04
3.0	Third Publication	27/7/2000	Abridged and Revised
4.0	Fourth Publication	18/07/2003	Update following MEC review (MEC_03_02_02 & MDB_03_06)
4.1	Fifth Publication	24/06/2004	Referencing Updates.
4.2	Sixth Publication	03/11/2005	Referencing Updates as agreed in MDB 05_10_03
4.3	Seventh Publication	31 <sup>st</sup> March 2006	Updates for SAS Termination
4.4	Eighth Publication	6 <sup>th</sup> November 2014	Referencing Updates.

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MDB	Approved		28/08/14 (MDB_14_0828)

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

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## 1. Introduction

### 1.1. Scope and Purpose of Procedure

This procedure is designed to provide Parties with a reference document and guidance. It defines at a high level the interaction between the MRA Disputes Process, parties to the MRA and other Disputes Processes. It covers in detail the discussion and resolution of issues prior to their escalation to the Disputes Committee at the Contract Management stage and also once the dispute has been escalated to the MRA Disputes Committee. It is intended to be used for disputes arising under, out of, or in connection with the MRA.

The timescales within this procedure reflect the number of Working Days (WD) within which an activity must be completed.

This procedure covers

- the high level stages of a dispute and its supporting documentation
- a definition of disputes which are valid under the MRA
- the confidential requirements of the parties involved in the dispute process
- the informal interaction of Contract Managers of different businesses to resolve queries and issues
- the formal notification of other involved Contract Managers that a dispute is raised to which their employing company is a party
- the escalation of a dispute from the Contract Management stage
- the appointment and convening of a Disputes Committee
- the collation of materials for the Disputes Committee
- the circulation of Disputes Committee rulings
- the withdrawal of a dispute from the Disputes Committee arena
- the deferral of a dispute brought to the Disputes Committee
- the escalation of a dispute to the EAA arbitration service
- the interface between the MRA Disputes process and other disputes processes

For further information and guidance, users should refer to the MRA Guideline GD01 published by MRASCo on behalf of MEC.

### 1.2. Main Users of Procedure and their Responsibilities

This procedure shall be used by the Contract Managers of the parties to the Master Registration Agreement (MRA), by Disputes Committee Members, the Disputes Committee Chairman and MRASCo to determine their actions within the Disputes Committee process. This procedure details the process to be followed and provides forms to be completed. These forms will guide the users in their responsibilities for progressing a dispute through to completion.

**Contract Managers** of the Disputing Party are responsible for:

- discussing queries with other Contract Managers so that they are resolved without the need to progress to the formal disputes process
- serving notice on other Contract Managers that the formal disputes process is being initiated

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- escalating a dispute where appropriate
- providing supporting documentation to the disputes process in defence of their case
- ensuring the details and supporting evidence are provided to directly involved parties
- informing MRASCo and other Parties of further developments relating to an escalated dispute (e.g. Third Party Claims, OFGEM cases)

**MEC** is responsible for:

- appointing the suitably qualified individuals, drawn from parties to the MRA or independent organisations, who will comprise the membership of the Disputes Committee<sup>1</sup> in respect of the Relevant Dispute.

The **Disputes Committee Members** are responsible for:

- reading in advance of a meeting any circulated papers
- analysing the dispute information provided to them by MRASCo
- deciding, with the Committee Chairman, the validity of a dispute
- deciding, with the Committee Chairman, any additional submissions required to assist in ruling on a dispute
- providing a decision on the dispute

The **Disputes Committee Chairman** is responsible for:

- analysing the dispute provided to him/her
- deciding whether evidence should be circulated
- deciding, with the Disputes Committee Members, the validity of a dispute
- deciding, with the Disputes Committee Members, any additional submissions required to assist in the determination of the ruling of a dispute
- deciding, with the Disputes Committee Members, whether oral hearings should be heard

**MRASCo** is responsible for:

- notifying MEC that a dispute has been escalated and confirming the deadline for the Disputes Committee to deliver its resolution
- ensuring that confirmation of a dispute is relayed to the directly involved Disputing Parties
- collating all dispute details and distributing the same to the Disputes Committee Members
- performing the administrative functions surrounding the Disputes Committee
- notifying details of the Disputes Committee ruling to the affected parties
- providing a walk-through of dispute facts at the Disputes Committee meeting if the evidence has not been circulated in advance
- ensuring the dispute is heard by the Disputes Committee within the required timescales, which may include where the timescales have been extended through a deferral under this MAP01

### 1.3. Master Registration Agreement

This MRA Agreed Procedure (MAP) has been produced in accordance with the provisions of the Master Registration Agreement. In the event of an inconsistency between the provisions of this MRA Agreed Procedure and the MRA, the provisions of the MRA shall prevail.

### 1.4. Acronyms and Definitions

The terms used in this Master Registration Agreement Agreed Procedure are defined as follows:

#### 1.4.1. Acronyms

The acronyms used in this MRA Agreed Procedure are as follows:

Acronym	Definition
<b>BSC</b>	Balancing & Settlement Code
<b>CM</b>	Contract Manager
<b>DC</b>	Disputes Committee
<b>EAA</b>	Electricity Arbitration Association
<b>MAP</b>	Master Registration Agreement Agreed Procedure
<b>MEC</b>	Master Registration Agreement Executive Committee
<b>MPAD</b>	Meter Point Administration Data
<b>MPAS</b>	Meter Point Administration System
<b>MRA</b>	Master Registration Agreement
<b>MRASCo</b>	MRA Service Company, or its nominee pursuant to MRA Clause 6.2.13, as the case may be
<b>WD</b>	Working Days
<b>WFD</b>	Workflow Diagram

#### 1.4.2. Definitions

The terms described below are the meanings as used within this MAP alone:

Term	Definition
<b>Balancing &amp; Settlement Code (BSC)</b>	As defined in the Master Registration Agreement
<b>Contract Manager (CM)</b>	The officer appointed by each party to the MRA to fulfil this role as defined within the MRA
<b>Directly Involved Party</b>	A party subject to a query / dispute whose involvement is either as a party raising a dispute or as a party directly influenced by the result of the dispute
<b>Dispute</b>	A dispute is a disagreement which has been formalised between Contract Managers in accordance with MRA Clause 40.2 when one Party serves Notice on another Party or Parties.
<b>Dispute Terminating</b>	The party that terminates a dispute following the initiation of legal proceedings by a third party against a party to the MRA. The dispute will

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<b>Party</b>	be determined by the legal proceedings and not by the Disputes Committee. The Terminating Party may be the Raising Party or a Disputing Party
<b>Disputes Committee</b>	The full membership of a Disputes Committee (DC) comprising the DC Members and the DC Chairman. The DC includes the Chairman and four other members. Quoracy is the DC Chairman, one Distribution Business representative and one Supplier representative
<b>Disputes Committee Chairman</b>	MRASCo have responsibility for chairing the Disputes Committee.
<b>Disputes Committee Vice-Chairman</b>	A person appointed by MEC to deputise for the Disputes Committee Chairman and serve in his place in his absence or indisposition.
<b>Disputes Committee Members</b>	A group of individuals drawn from parties to the MRA and, if appropriate, independent organisations, brought together for the consideration of one or more disputes in accordance with the MRA, who constitute the voting element of the Disputes Committee.
<b>Disputing Party</b>	A party to the Master Registration Agreement that is directly involved in a dispute with another party to the Master Registration Agreement. Where this term appears in the workflow diagrams, it refers to any one of the Disputing Parties (but for the avoidance of doubt, excludes the Raising Party).
<b>Disputing Parties</b>	A collective term for all Disputing Parties, but excluding the Raising Party.
<b>Distribution Business Contract Manager</b>	The person appointed by each Distribution Business as a party to the MRA to fulfil this role as defined within the MRA.
<b>Escalating Party</b>	The Contract Manager who serves formal notice of a dispute in accordance with the MRA Clause 40.2.
<b>Involved Party</b>	The CM of any organisation which has a direct involvement in a dispute. With respect to Sections 2.1 and 3.1, the Querying Party is NOT an Involved Party. With respect to Sections 2.2 and 3.2, the Escalating Party is NOT an Involved Party. Note that CMs of organisations indirectly affected by the dispute are not Involved Parties.
<b>Indirectly Involved Party</b>	A party involved in a dispute merely by association of the impact the result of the dispute may have (e.g. a party impacted by a change to GSP Group Correction Factor).
<b>Metering Point Administration Data</b>	As defined in the Master Registration Agreement.
<b>Metering Point Administration System</b>	As defined in the Master Registration Agreement.
<b>MRA Service Company Ltd</b>	The administrative function established to administer the MRA, including provision of the administrative elements of the Disputes Committee process.
<b>Notice</b>	Formal notification under this MAP01 by one Party to another Party or Parties of the raising of a dispute

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<b>Party</b>	A party to the Master Registration Agreement
<b>Query</b>	A query is a request by any party to any other party, requesting further information or clarification on the MRA or any transaction under or governed by it.
<b>Querying Party</b>	The Contract Manager who identifies a problem or issue related to the MRA.
<b>Raising Party</b>	A party to the Master Registration Agreement that raises a dispute to the Disputes Committee against another party to the Master Registration Agreement to be resolved by the Disputes Committee. For the avoidance of doubt, the Raising Party is NOT a Disputing Party.
<b>Referring Party</b>	A party that refers a decision of the Disputes Committee to the Electricity Arbitration Association. The Referring Party may be the Raising Party or a Disputing Party.
<b>Relevant Dispute</b>	As defined in section 7.3.5(a) of this MRA Agreed Procedure
<b>Retrospective Amendment</b>	A change to historically entered data in the MPAS system which is not supported by functionality contained within current industry baseline.
<b>Settlement Agreement Disputes Process</b>	The process by which disputes raised under the terms of the BSC are resolved. This process does not come under the jurisdiction of this or any other MRA Agreed Procedure.
<b>Supplier Contract Manager</b>	The person appointed by each Supplier as a party to the MRA to fulfil this role as defined within the MRA.



## 2. Overview of MRA Disputes

### 2.1. Process Overview

The MRA Disputes Process has four distinct phases:

#### 2.1.1. Contract Manager discussions

The first stage of the disputes process is interaction between Contract Managers and/or their teams to endeavour to resolve the Query.

#### 2.1.2. Formal Contract Manager Dispute

Contract Managers are able to serve formal notification on other Contract Managers that a dispute has arisen.

#### 2.1.3. Dispute escalated to Disputes Committee

Contract Managers failing to reach agreement may escalate a dispute to the Disputes Committee.

#### 2.1.4. Dispute referred to EAA

Following a Disputes Committee ruling, Contract Managers may refer a dispute to the EAA.

### 2.2. External Influences

The MRA Disputes Process can be influenced by external factors as follows:

#### 2.2.1. Customer Legal Action

If a Customer initiates legal action related to a query or dispute against any party involved in that query or dispute the party may initiate a third party claim on the other Disputing Parties. The MRA Disputes process is terminated and all elements of the dispute are determined in court. If there is no third party claim (i.e. customer legal action, but the party elects not to serve a third party claim on other parties) the initiating party will request deferral of the dispute.

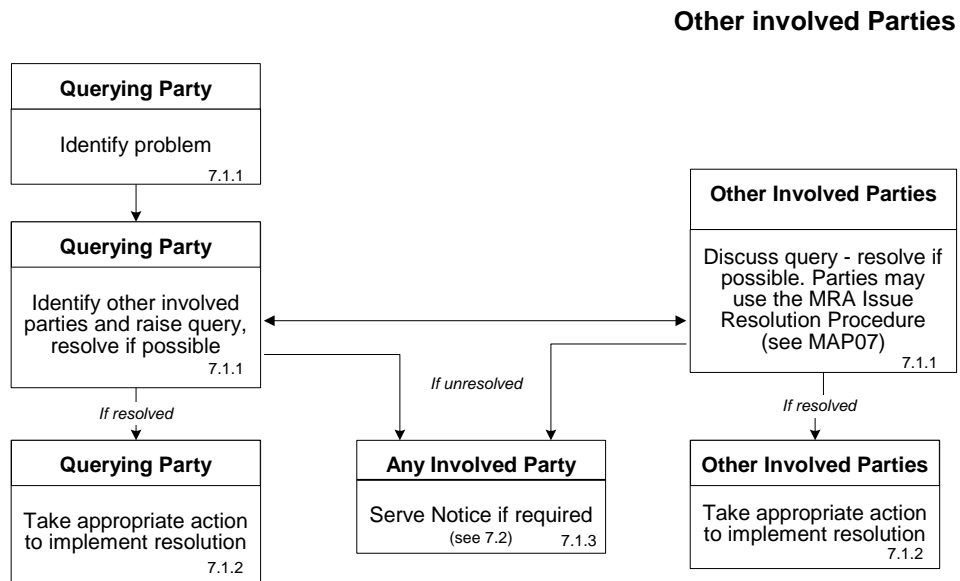
#### 2.2.2. OFGEM Cases

Cases raised with OFGEM and disputes raised through the MRA Disputes process are completely distinct, and there is no interaction between the two processes. However, the potential influence of OFGEM cases on the MRA Disputes process is discussed further in Section 2.4.2.

### 3. Workflow Diagrams

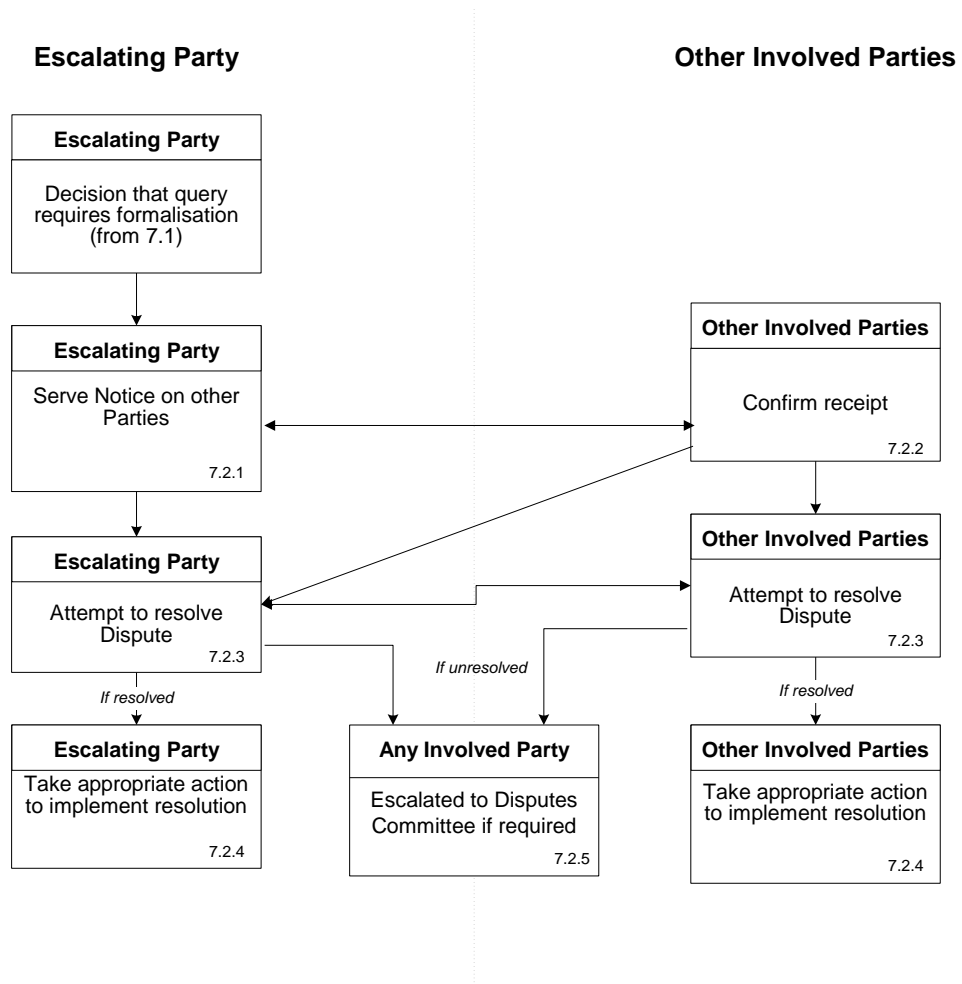
#### 3.1. Contract Manager Discussion Process

It should be noted that, although queries may not necessarily be dealt with directly by the Contract Manager, the Contract Manager is responsible for their resolution, and any agreements must be authorised by the Contract Manager.

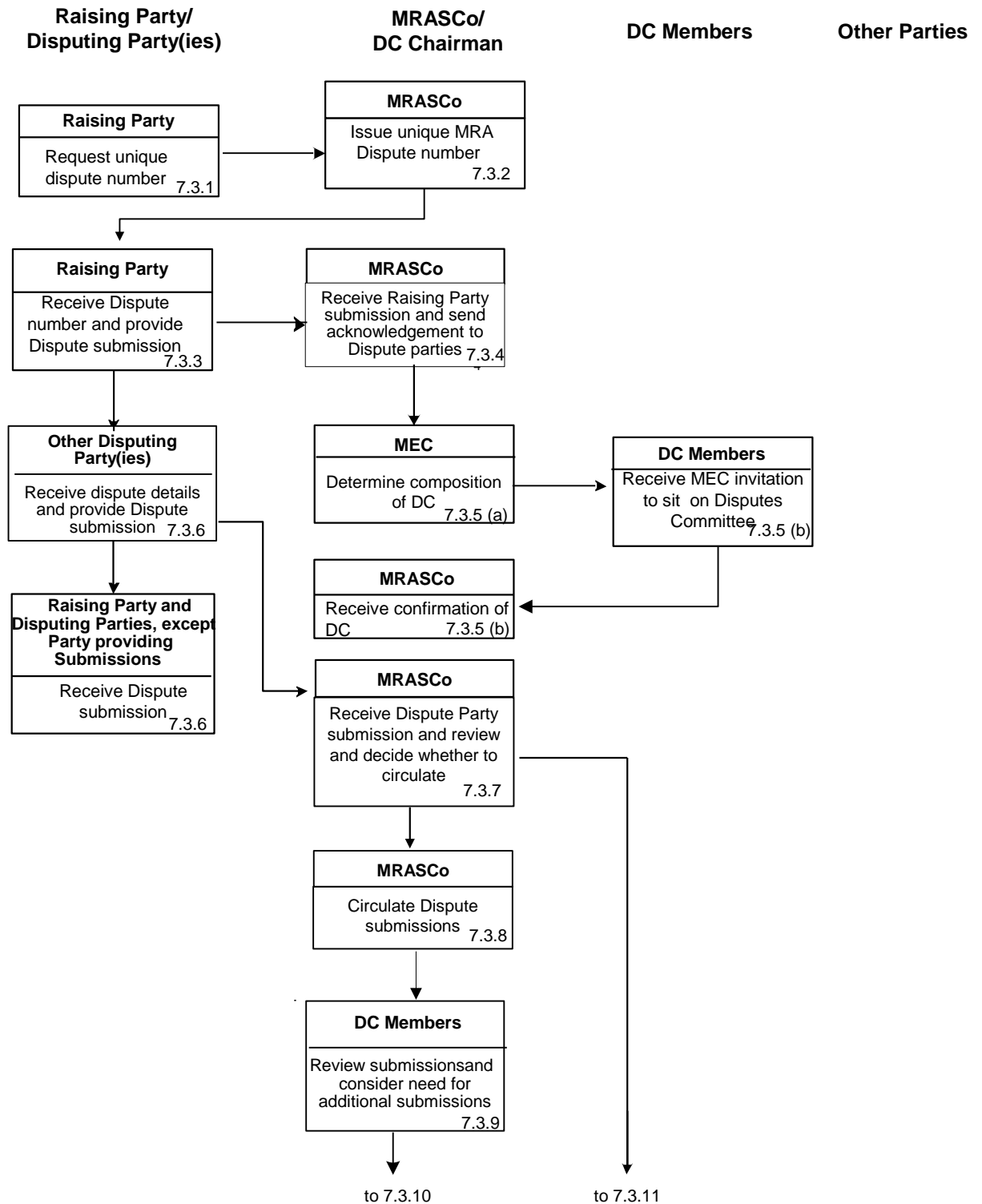


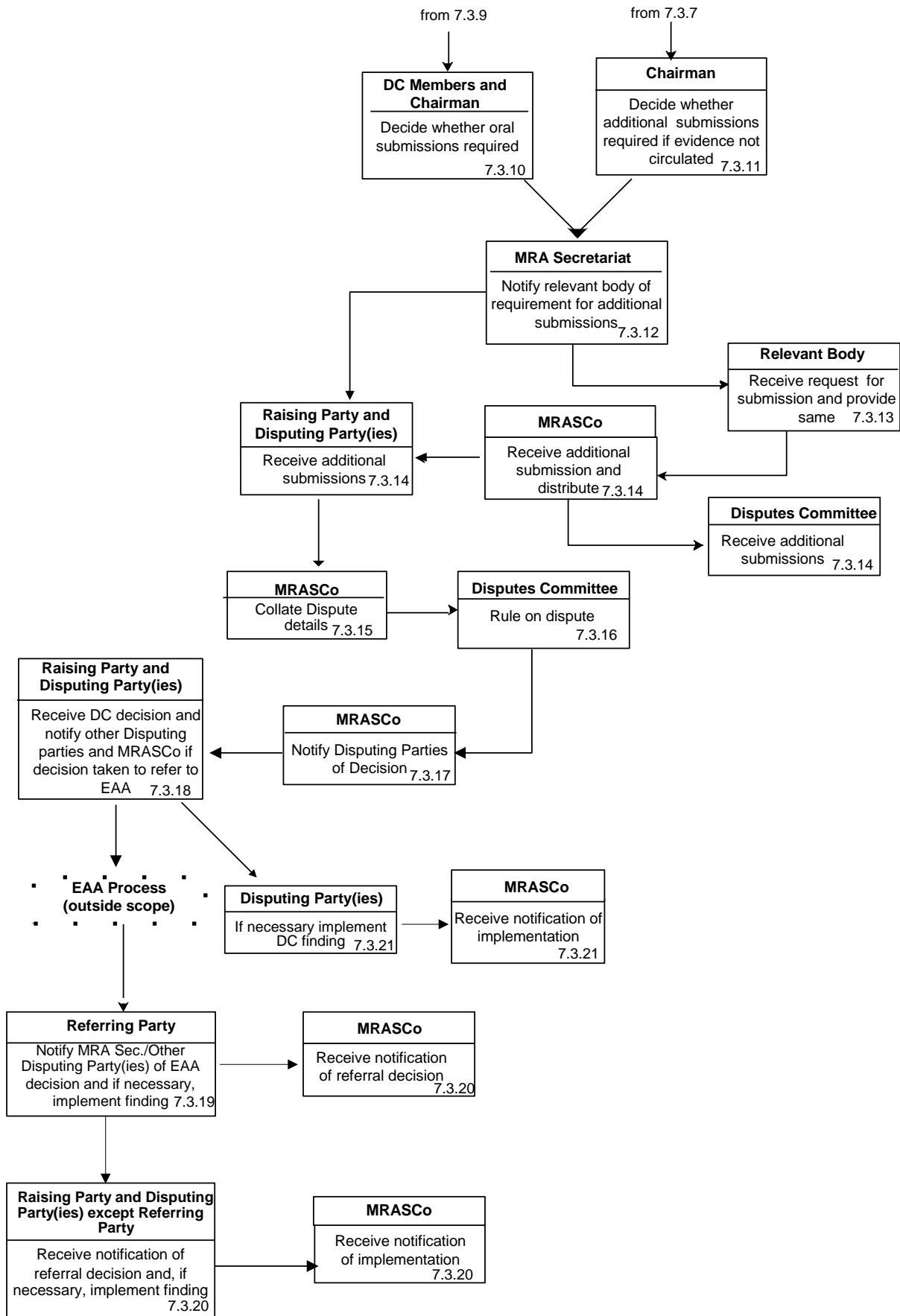
### 3.2. Contract Manager Serves Notice

Any notices served by a party on another party, including the acknowledgement below, must be signed by the Contract Manager.

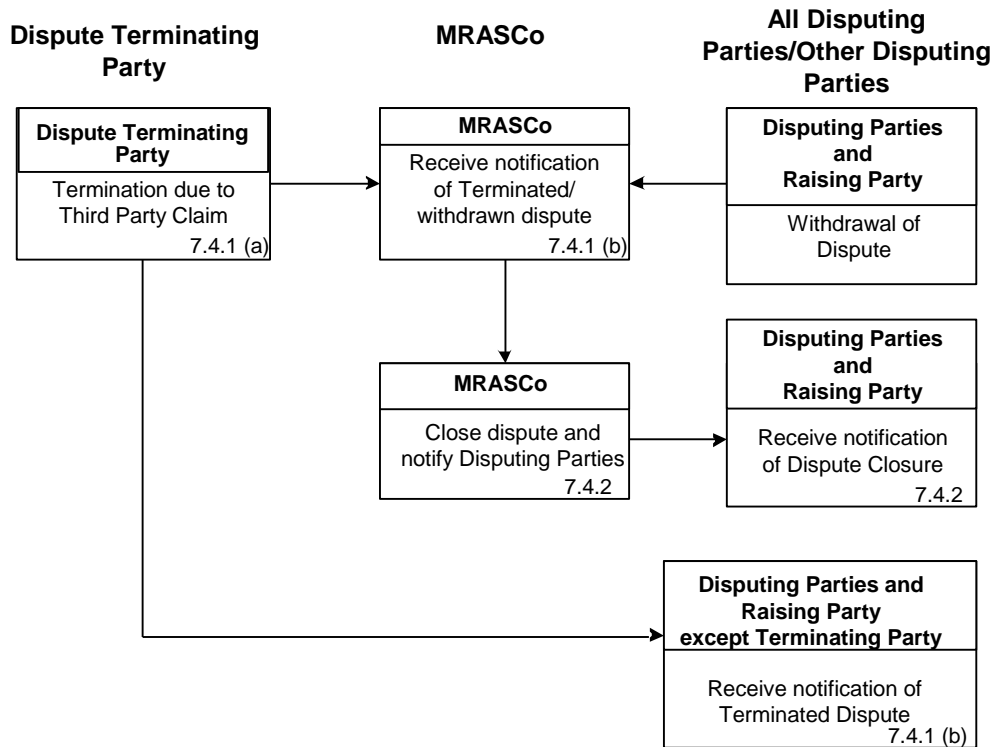


### 3.3. Disputes Committee Process

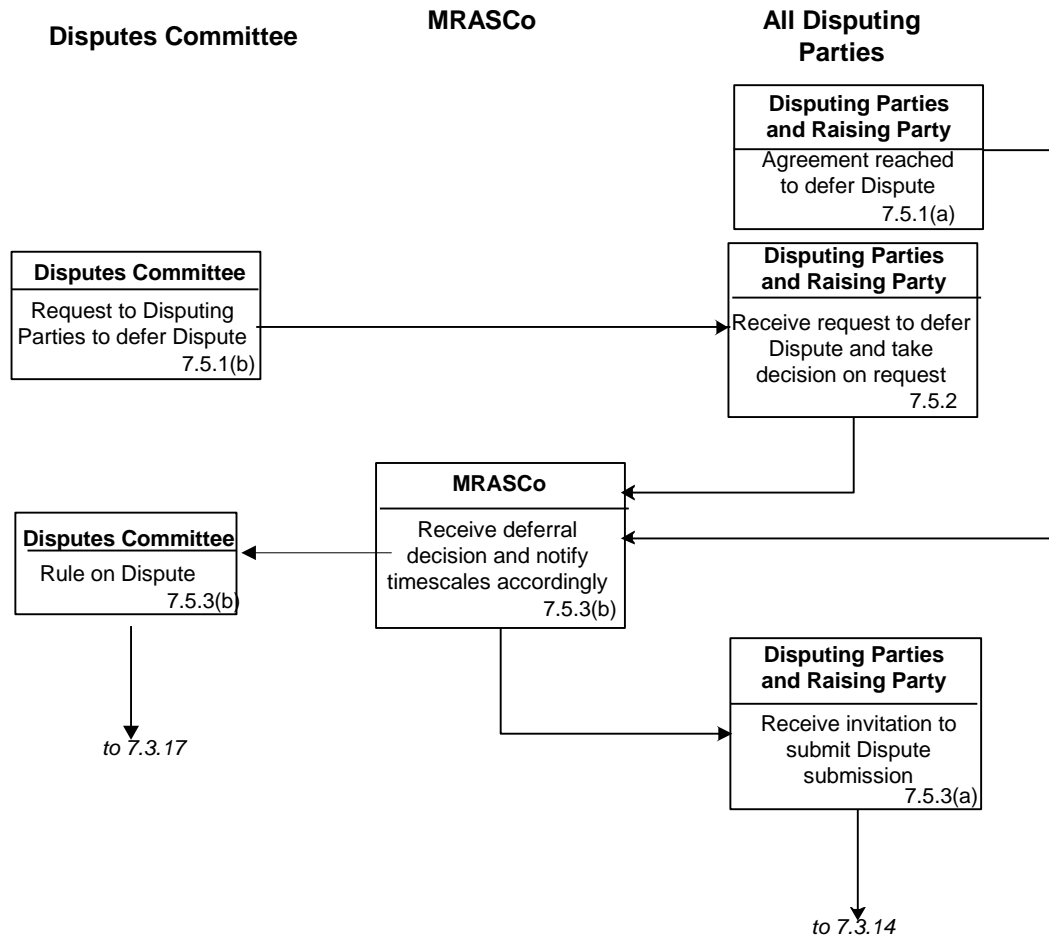




### 3.4. Withdrawn Disputes Process



### 3.5. Deferred Dispute Process



## 4. Interfaces with Other Processes - Description

### 4.1. Settlement Processes Disputes

Under normal circumstances, there is no direct interface between the MRA Disputes Process and the BSC Dispute Processes, or use of system charging disputes processes. Any interfaces between the MRA Disputes Process and any of the other processes are the responsibility of the relevant Suppliers.

Only in exceptional circumstances as follows, the Supplier may elect to invoke a dispute via the BSC. Specifically where an MPAD error is not corrected before the final Reconciliation Run and the "MRA Procedures for Error Resolution" (MAP04) suggest that a retrospective amendment should be made, then the Supplier will make the retrospective amendment, but may also elect to raise a Settlement Agreement Dispute to ensure that the settlement process takes account of this change. Note that there is still no direct interface between the disputes processes of the MRA and the BSC: the Supplier retains responsibility for managing the process.

The results of the MRA Disputes Process, from any of the stages, may be a requirement to resolve the dispute in accordance with MRA Clause 18.6 or 18.12, whereby "Suppliers shall ... settle any costs incurred as a result of implementing any methods to correct errors or as a result of those errors... including any settlement costs that are incorrectly allocated...". This obligation may be implemented by a financial transaction between the directly involved parties within the dispute (see note below) or by changing MPAD data.

On the occasions that MPAD data is incorrect, then correction of settlement reallocations will be performed in accordance with MAP04, "MRA Procedures for Error Resolution" issued by MEC. Alternatively, Disputing Parties may carry out detailed calculations on their own behalf, but these calculations will not be audited by the Disputes Committee in the event of disagreement over the result.

*Note: It is recognised by MEC that circumstances may arise whereunder the re-allocation of settlement costs is not undertaken wholly or at all, except in specified circumstances.*

Parties should note that MRA Clause 29.2 references specific parts of the BSC, and therefore these parts of settlement documentation may be disputed either under the BSC or under the MRA, but not both. It will be necessary for the Supplier involved to make an assessment concerning the most appropriate route.

### 4.2. OFGEM Cases

A customer, or a Supplier on behalf of a customer, can raise a complaint with OFGEM at any time.

The interfacing of OFGEM cases with MRA disputes is the responsibility of the Suppliers involved. When OFGEM notifies an involved Supplier that it is considering a matter relating to its customers, it is the responsibility of the Supplier to establish if an OFGEM case is related to a dispute being progressed under the MRA.

Where a dispute under the MRA is related to a case being considered by OFGEM, Contract Managers will notify OFGEM of the identity of other Disputing Parties and will notify the other Parties that they should forward copies of their evidence to OFGEM.

Where Suppliers become aware of OFGEM investigation of a matter which is or becomes the subject of discussions under the MRA disputes procedures, disputes procedures may be suspended until OFGEM's investigation has been completed. Should a dispute warrant a deferral it can be achieved at the Contract Manager stage by not escalating the discussions to the Disputes Committee, and at later stages by agreement between all involved Contract Managers to defer a dispute.

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While the formal disputes process is deferred pending an OFGEM investigation, Contract Managers will continue to try at a working level to resolve a dispute.

Any Party can, of course, raise a matter with OFGEM at any time if that Party believes that there has been a breach of Licence, or with respect to other appropriate legal documentation as referenced in MRA Clause 40.1.

### **4.3. Customer Legal Action**

A customer can instigate legal proceedings, relating to a site for which a dispute has been raised, against an involved party at any time during the disputes process.

Where a Supplier becomes aware of such litigation the Supplier should use reasonable endeavours to ensure that the dispute procedures are deferred until legal action is complete. Should a dispute be deferred it can be achieved at the Contract Manager stage by not escalating the discussions to the Disputes Committee, and at later stages by agreement between all involved Contract Managers to defer a dispute.

The party subject to the legal action may wish to bring a third party claim against one of the Involved Parties. In these circumstances the dispute will be terminated.

## 5. The Nature of MRA Disputes

An MRA Dispute is “any dispute or difference of whatever nature and howsoever arising under, out of or in connection with this Agreement”, and “shall be resolved according to the provisions of ... Clause 40” of the MRA.

Any disagreement over any clause within the MRA or events arising out of such a clause can be raised as an MRA Dispute. It is inappropriate to list specific types of disputes because of the great range of possible disputes that could be raised. However if any Contract Manager is unsure of the validity of a particular dispute they wish to raise, they should in the first instance make reference to the MRASCo Helpdesk (020 7090 1029).

Contract Managers should note that where, in the exercise of their discretion, either MRASCo or the Disputes Committee decide that a dispute has been raised other than in good faith (e.g. personal conflict between Contract Managers), they may determine that the dispute is not bona fide and therefore not valid.

## 6. Confidentiality

### 6.1. Introduction

This section details confidentiality requirements appropriate to the MRA disputes process, relating to maintaining the confidentiality of matters, reports, data and any other information. Readers are referred to MRA Clause 38, "Confidentiality".

Specifically, this section defines the measures required to maintain the confidentiality requirements of particular information flows.

The requirements contained within this section are applicable to all activities under the MRA Disputes process, and must be adhered to when utilising other procedures and guidelines.

### 6.2. Communications

#### 6.2.1. Confidentiality Precautions

This section describes the precautions to be taken when sending/receiving confidential information. Confidential communications shall be sent by one of the methods below, and the precautions detailed below shall be undertaken in all cases.

##### 6.2.1.1. Fax

Confidential information shall only be sent by fax if the sender has been notified that the receiving fax machine is a secure fax machine.

A secure fax machine is one of the following:

- a machine installed at the recipient's home address
- a machine within an office environment to which only the authorised recipient has access
- an electronic fax server (or partition) to which only the authorised recipient has access
- any fax machine that has been confirmed as having an authorised recipient in attendance and awaiting the communication

A secure fax machine shall be provided at MRASCo offices.

##### 6.2.1.2. First Class Post/Courier/Hand Delivery

When sending confidential information by first class post or courier, the information must be double-enveloped as follows:

- the information shall be contained in a sealed inner envelope clearly marked "Confidential Information - to be opened by Addressee only"
- the inner envelope shall be contained in a sealed outer envelope clearly marked "Addressee only"

##### 6.2.1.3 E-Mail Communication

The sending of confidential information by e-mail must be as follows:

- E-mail associated with any disputes activity will only be addressed to the named Contract Managers,
- E-mails to MRASCo, including completed forms, will only be valid if addressed to the MRA Disputes Committee Chairman

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“hard copies” of any e-mails made by recipients will be treated as any other communication as set out in this paragraph

The information must be sent to the office or home address of the recipient.

### 6.3. Confidential Information

#### 6.3.1. Confidentiality Precautions

All information managed under the disputes process shall be considered confidential unless (a) stated otherwise in the MRA Agreed Procedures, or (b) otherwise defined by the Disputes Committee.

Confidential information shall always be kept in locked storage when not in use, and shall never be allowed to be seen by unauthorised personnel.

The information shall not be released to any party not directly involved in a query/dispute without the prior authorisation of all directly involved parties, except as defined in the MRA Agreed Procedures, or if requested by OFGEM.

### 6.4. Confidentiality Requirements for Attendees of the Disputes Committee

The attendance of a Disputes Committee may comprise any of the following:

- a Member of the Disputes Committee: an invited attendee who has the right to vote on the outcome of a dispute
- an Alternate Member of the Disputes Committee: a substitute for a Member, who has been duly authorised to act on the Member's behalf
- an attendee of the Disputes Committee: a person invited to attend and contribute to the Disputes Committee, either to give evidence or to contribute to a debate, but without the right to vote on the outcome of a dispute
- an observer of the Disputes Committee: a person invited to observe the Disputes Committee in session, but without any right to contribute or vote

Attendance at a DC meeting is only permitted when authorised by the DC Chairman.

Each attendee is subject to the Disputes Committee confidentiality requirements, and will be required to sign the Confidentiality Agreement prior to the commencement of their first DC meeting. The suggested 'Letter of Confidentiality Undertaking' is the subject of Appendix A to this MRA Agreed Procedure.

Signatories should note that the undertaking is not intended to be legally binding on the signatory.

**7. Interface and Timetable Information**

**7.1. Contract Manager Discussion Process**

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.1.1	On identification of problem related to MRA (no time limit)	Contact involved Contract Manager(s) or their nominee and use reasonable endeavours to resolve query. Parties may use the MRA Issue Resolution Procedure (MAP07)	Querying Party	Involved Party	As required	As required
7.1.2	If resolved (no time limit)	Take appropriate action to implement solution and, once implemented confirm date of implementation.	One or more Involved Parties or Querying Party	One or more Involved Parties and / or Querying Party	Audit trail of resolution as appropriate	
7.1.3	On decision that dispute requires escalation	Initiate 7.2 Below.  Contract Managers should note that where MRA Charges or Liquidated Damages are being discussed, these must not be escalated unless the issue is still unresolved after discussions have continued for 20WD	Involved Party or Querying Party	(see 7.2 below)		

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**7.2. Contract Manager Serves Notice (MRA Clause 40.2)**

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.2.1	On decision that escalation required (from 7.1 above)	Serve Notice of dispute	Escalating Party	Involved Parties' CM's and nominee, if appropriate	Contract Management dispute ref. no of each Party. Form MAP01/02.	Secure Fax/ First Class Post /Hand Delivery
7.2.2	Within 1 Working Day of receipt of Notice	Confirm receipt of Notice	Involved Parties	Escalating Party CM and nominee, if appropriate	Acknowledgement of Contract Management dispute ref. no. Form MAP01/02.	Secure Fax/ First Class Post /Hand Delivery
7.2.3	(No time limit)	Attempt to resolve dispute	Involved Parties and Escalating Party	All Involved Parties and Escalating Party	N/a	N/a
7.2.4	(No time limit)	Resolve dispute if possible and if resolved and requiring implementation confirm date of implementation	Involved Parties and Escalating Party	One or more involved parties and / or Escalating Party	Audit trail of resolution as appropriate	Any
7.2.5	At any time after 10WD following serving of Notice under 7.2.1 (or within 10WD if all parties agree)	Option available to raise dispute to Disputes Committee	Involved Party or Escalating Party			

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**7.3. Disputes Committee Procedure**

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.3.1	On decision to raise dispute (no time limit)	Request unique dispute number	Raising Party	MRASCo	Raising Party Representative and Company Dispute Number	Telephone
7.3.2	Following request for unique dispute number (during telephone call)	Issue unique dispute number to caller with confirmation by Fax/Email to Contract Manager	MRASCo	Raising Party	Unique Dispute Number	Telephone and Fax/Email
7.3.3	Following receipt of unique dispute number, and within 10WD	Submit dispute evidence with unique dispute number	Raising Party	MRASCo/ Disputing Parties	Escalated Dispute Form (MAP01/02)	Secure Fax / First Class Post / by hand
7.3.4	Within 1WD of receipt of Escalated Dispute Form (MAP01/02)	Acknowledge receipt of Escalated Dispute Form (MAP01/02) and notify Disputing Parties. Submit dispute evidence to MRASCo	MRASCo	Raising party / Disputing Parties / DC Chairman	Notification details and submitted evidence	Fax (acknowledgment/ First Class Post / by hand (evidence)

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.3.5 (a)	Within 1 WD of receipt of dispute evidence from Raising Party	Advise MEC that a dispute has been escalated and confirm deadline for DC ruling (which shall be 25 WDs from MRA Escalation Date shown in MAP01/02 form for the particular dispute (the <b>Relevant Dispute</b> ), notwithstanding any deferral agreed in relation to that dispute in accordance with this MAP01).	MRASCo	MEC (via MEC Chairman).	Deadline for DC ruling on the Relevant Dispute	Telephone/E mail
7.3.5 (b)	Within 7WDs of notification under 7.3.5	Determine constitution of the DC for the Relevant Dispute and notify members	MEC (via MEC Chairman)	DC Chairman MRASCo	Confirmation of committee members who will attend the DC meeting	Telephone Secure Fax/ Confidential email
7.3.6	Within 5 WD following receipt of Escalated Dispute Form (MAP01/02) from Raising Party	Submit evidence in support of dispute	Disputing Parties	MRASCo./ Disputing Parties (except Submitting Party) & Raising Party	Dispute Submission Cover Form (MAP01/03) and dispute evidence	Secure Fax / First Class Post / by hand
7.3.7	7WD following receipt of Escalated Dispute Form (MAP01/02) from Raising Party	Review evidence and decide whether or not to distribute evidence to DC Members / whether further evidence required	DC Chairman	MRASCo	All evidence received from Disputing Parties	In person
7.3.8	Within 1 WD of receipt of decision to circulate dispute evidence	Circulate dispute evidence to all DC Members	MRASCo	DC Members	All dispute Evidence	Secure Fax / First Class Post / by hand

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4



REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.3.9	Within 2 WD of receipt of dispute evidence	Review all dispute evidence and decide whether additional submissions required	DC Members	DC Chairman - if further evidence required	Additional evidence required	Telephone
7.3.10	Within 2WD of receipt of dispute evidence, if circulated. Within 1 WD of notice of dispute if dispute evidence not circulated.	Take decision on requirement for oral evidence	DC Members	MRASCo - if oral submission required	Oral submission requirement	Telephone
7.3.11	Within 1 WD of receipt of all dispute evidence	If decision from 7.3.7 is not to circulate dispute evidence to DC Members, consider need for additional evidence	DC Chairman	MRASCo - if request for additional evidence	Additional evidence required	Telephone / in person
7.3.12	Within 1 WD of decision for additional written / oral evidence	If additional evidence (oral or written) required notify the affected party to supply the required evidence	MRASCo	Relevant Body	Request For Evidence Form (MAP01/04)	Fax / 1 <sup>st</sup> Class Post
7.3.13	Within 5WD of receipt of Request for Evidence Form (MAP01/04)	Provide evidence as requested	Relevant Body	MRASCo	Dispute evidence	Secure Fax / 1 <sup>st</sup> Class Post / by hand
7.3.14	Within 1 WD of receipt of requested information	Circulate evidence if evidence already circulated or retain for DC meeting if not	MRASCo	DC / DC Chairman / Disputing Parties and Raising Party	Submitted evidence	Secure Fax / 1 <sup>st</sup> Class Post / by hand
7.3.15	Prior to date of Disputes Committee hearing	Collate all dispute evidence ready for MRA DC	MRASCo	Disputes Committee	All dispute evidence and DC Cover Form (MAP01/05)	-

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.3.16	At appointed date of dispute hearing	Rule on dispute in Committee	Disputes Committee		DC decision	Within DC meeting
7.3.17	Within 1 WD of receipt of DC hearing	Notify Disputing Parties and Raising Party of DC decision.	MRASCo	Disputing Parties and Raising Party	Finding Form (MAP01/06)	Secure Fax
7.3.18	Within 15 WD of receipt of DC finding.	Receive DC decision and notify other Disputing Parties, Raising Party and MRASCo if decision taken to refer to EAA	Disputing Party(ies) and/or Raising Party - if decision taken to refer dispute	Disputing Parties and Raising Party (except Referring Party) / EAA - if decision taken to refer dispute	EAA Referral Form (MAP01/07) Note that this may be used as the notification defined in the first step of the EAA process	Fax / 1 <sup>st</sup> Class Post
7.3.19	ASAP following decision of EAA.	Notify MRASCo and all Other Disputing Parties and Raising Party of decision of EAA and, if necessary, implement finding	Referring Party	MRASCo / Disputing Parties and Raising Party (except Referring Party)	Referral decision and, if necessary, Referring Party action using Implementation Form (MAP01/08)	Secure Fax / 1 <sup>st</sup> Class Post / by hand
7.3.20	Within 15 WD of notification of EAA decision	Receive EAA decision, implement decision, if necessary, and notify MRASCo of implementation	Disputing Parties and Raising Party	MRASCo	Details of implementation using Implementation Form (MAP01/08)	Fax / 1 <sup>st</sup> Class Post
7.3.21	If dispute not referred to EAA, then as soon as possible after receipt of Disputes Committee finding	Implement Disputes Committee decision and notify MRASCo of implementation details	Disputing Parties and Raising Party - if dispute not referred to EAA	MRASCo	Details of implementation using Implementation Form (MAP01/08)	Fax / 1 <sup>st</sup> Class Post

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

## 7.4. Withdrawn Dispute Procedure

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.4.1(a)	At any time following logging of dispute in the MRA Process before DC decision	Terminate dispute following notification that a dispute is subject to a Third Party Claim	Dispute Terminating Party	MRASCo Disputing Parties and Raising Party (except Terminating Party)	Terminated Dispute Form (MAP01/09)	Secure Fax / First Class Post / by hand
7.4.1 (b)	At any time following logging of dispute in MRA process before DC decision	Withdraw dispute following agreement with all Disputing Parties and Raising Party	Disputing Parties and Raising Parties	MRASCo	Withdrawn Dispute Form (MAP01/12)	Fax
7.4.2	Within 1 WD of receipt of notice to terminate or withdraw dispute	Close dispute and inform all Disputing parties and Raising Party	MRASCo	Disputing Parties and Raising Party	Finding Form (MAP01/06)	Fax

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

**7.5. Deferred Dispute Procedure**

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.5.1 (a)	<i>Deferral initiated by Disputing Parties</i>  At any time following the referral of a dispute to the Disputes Committee	Agree to defer dispute and notify MRASCo	Disputing Parties and Raising Party	MRASCo	Contract Manager Deferral Request Form (MAP01/10)	Fax / 1 <sup>st</sup> Class Post
7.5.1 (b)	<i>Deferral initiated by Disputes Committee</i>  Within 1 WD of Disputes Committee decision that a dispute requires deferral	Request permission of all Disputing Parties and Raising Party to defer dispute	Disputes Committee	Disputing Parties and Raising Party	Disputes Committee Deferral Request Form (MAP01/11)	Secure Fax
7.5.2	Within 1 WD of receipt of request to defer dispute	Confirm/Reject deferral of dispute	Disputing Parties and Raising Party	MRASCo	Updated Deferral Request Form (MAP01/11)	Fax
7.5.3 (a)	If deferral is confirmed, within 2 WD following confirmation of deferral	Inform Disputing Parties and Raising Party of revised timetable for dispute process and request additional submissions	MRASCo	Disputing Parties and Raising Party	Revised timetable and additional submission requirements	Fax / First Class Post
7.5.3 (b)	If deferral is rejected, within 1 WD of rejection	Notify Disputes Committee of requirement to retain original timescales.	MRASCo	Disputes Committee	Statement of original timescale	Phone / Fax / First Class Post

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

## Appendix A - Letter of Confidentiality Undertaking

### MRA DISPUTES COMMITTEE

#### Confidentiality Undertaking Pursuant To Clause 40.6.18 of the Master Registration Agreement Dated 1 June 1998 ("MRA")

To: the parties to the MRA

I, ....., hereby undertake to the parties to the MRA that I shall preserve the confidentiality of, and shall not directly or indirectly reveal, report, publish, disclose or transfer to any other person, including but not limited to my employer in accordance with MRA Clause 38.10 or use for any purpose other than in relation to my obligations as a member of the Disputes Committee pursuant to the MRA, any Confidential Information received by me to which I have access only by virtue of my position as a member of the Disputes Committee except to the extent expressly permitted by MRA Clause 38.2 in relation to parties to the MRA.

I further undertake that I shall:

- (A) treat and safeguard as private and confidential all Confidential Information;
- (B) ensure proper and secure storage of all Confidential Information;
- (C) following my retirement or dismissal as a member of the Disputes Committee, return to the Disputes Committee Coordinator any Confidential Information which I received as a member of the Disputes Committee, together with any copies thereof.

I agree that I will continue to comply with this undertaking and that the terms of this undertaking will continue to apply to me following my retirement or dismissal as a member of the Disputes Committee.

For the purposes of this undertaking, the term "**Confidential Information**" shall have the meaning given to that term in the MRA and shall include all information relating to the proceedings of the Disputes Committee pursuant to MRA Clause 40.6.18.

This undertaking is not intended to constitute a legally binding contract.

Signed:

.....

**Appendix B - Standard Forms**

**Notice/Acknowledgement of Formal Dispute FORM MAP01/01**

From	Organisation	Tel:  Fax:	Our CM Dispute Ref.	Signature
------	--------------	------------------	---------------------	-----------

*The above boxes should be completed by the Escalating Contract Manager or nominee*

To: The Contract Manager	Organisation	Working Contact Name	Your CM Dispute Ref. (if provided)	Signature of Acknowledgement
Name: Fax No.				
Name: Fax No.				
Name: Fax No.				
Name: Fax No.				

*The first four columns above should be completed by the Escalating Contract Manager or nominee*

*Each recipient should sign in the appropriate box prior to returning the form to the Escalating Contract Manager - it is not necessary for a single form to have all of the signatures on it, but each must list all Involved Contract Managers (use additional sheets if required).*

Date Raised	
Formal MRA Notification Date (if different)	

*The Escalating Contract Manager or nominee should complete the above two boxes.*

*The Formal MRA Notification Date is either:*

- (a) the date this notice was successfully faxed*
- (b) two days after posting via first class mail*
- (c) the date of delivery by hand or courier*

I hereby give notice under Clause 40.2 of the Master Registration Agreement that a formal dispute has arisen between us and the other organisations listed above. Additional involved parties are listed on the attached sheet.

The salient features of the dispute are as follows:

MPAN Core (if appropriate):	
Brief Description	

This dispute may not be raised to the MRA Disputes Committee before at least 10 working days have elapsed since the Formal MRA Notification Date (unless all parties agree to escalate earlier).

Please confirm by return of this form, signed appropriately, to \_\_\_\_\_ that you acknowledge this dispute.

*\* delete as appropriate*

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

**Escalated Dispute Form**

**MAP01/02**

MRA Dispute Reference Number	
------------------------------	--

From	Organisation	Tel: Fax:	Our Ref	Signature
------	--------------	--------------	---------	-----------

*The above boxes should be completed by the Escalating Contract Manager*

To: Contract Manager	Organisation	Working Contact Name	Your Ref if provided	Signature
Name Fax No.				
Name Fax No.				
Name Fax No.				
MEC/MRA Disputes Committee Chairman	MRASCo		As above	N/A

*If more than three other parties are involved, use additional forms.*

*The first four columns above should be completed by the Escalating Contract Manager.*

*Where the dispute is to be raised within 10WD of being logged as a formal dispute, Contract Managers of all Disputing parties must sign in the appropriate place on the same form prior to the form being submitted by the Escalating Contract Manager to MRASCo.*

*Where the dispute is to be raised after 10WD of being logged as a formal dispute, only the Escalating Contract Manager is required to sign, and should enter 'N/A' in the Signature box for all other Contract Managers.*

Date Formalised	Date Escalated to Disputes Committee	Formal MRA Escalation Date (if different)
-----------------	--------------------------------------	---

*The above boxes should be completed by the Escalating Contract Manager.*

*The Formal MRA Escalation Date is either:*

- (a) the date this notice was successfully faxed*
- (b) two days after posting via first class mail*
- (c) the date of delivery by hand or courier*

**I hereby request that the dispute identified above be considered for resolution by the Disputes Committee. I attach evidence to support my case. A summary of the dispute is as follows:**

MPAN Core (if appropriate):	
Brief Description for the purpose of logging and tracking <i>To be completed by the Escalating Contract Manager please keep description to less than 100 characters</i>	

**I confirm that all information submitted in evidence to the Disputes Committee has / has not\* been made available to the above named Contract Managers.**

*\* delete as appropriate*

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

## Dispute Submission Cover Form MAP01/03

<b>MRA Dispute Reference Number</b>	
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<b>From</b>	<b>Organisation</b>	<b>Tel:</b>  <b>Fax:</b>	<b>Our Ref if appropriate</b>	<b>Signature</b>
-------------	---------------------	--------------------------------	-----------------------------------	------------------

*The above boxes should be completed by the Submitting Contract Manager*

To: Contract Manager	Organisation	Working Contact Name	Your Ref if provided
MEC/MRA Disputes Committee Chairman	MRASCo		As above
Name Fax No.			
Name Fax No.			
Name Fax No.			

*The above boxes should be completed by the Submitting Contract Manager, and should include all Disputing Parties as well as MRASCo. If more than three other parties are involved, use additional forms.*

The attached evidence has been submitted in support of the above numbered dispute.

<b>Comments:</b>
Please contact _____ with any queries

Version: 4.4

Date: 6<sup>th</sup> November  
2014

Status: Approved

Document Reference: MAP01\_4.4



**Request For Evidence Form**

**MAP01/04**

<b>MRA</b>	
<b>Dispute Reference Number</b>	

<b>From</b>	<b>Organisation</b>	<b>Tel:</b>	<b>Signature</b>
MRA Disputes Committee Chairman	Disputes Committee	<b>Fax:</b>	

<b>To: Name</b>	<b>Organisation</b>	<b>Tel and Fax</b>	<b>Your Ref if provided</b>
		T: F:	

*The above boxes should be completed by the MRA Disputes Committee Chairman*

**Complete Section A and/or Section B**

<p><b>Section A</b></p> <p>The above numbered dispute has been reviewed by the Disputes Committee/Chairman. A request has been made for the submission of the following information:</p> <p>Please provide the information to the MRA Disputes Committee Chairman by the following date:</p>
<p><b>Section B</b></p> <p>The above numbered dispute has been reviewed by the Disputes Committee.</p> <p>I hereby request a representative from your Company to submit oral evidence to assist the Committee Members in their deliberations at the Disputes Committee meeting on <span style="float: right;">(date)</span></p> <p>Please confirm your attendance to the MRA Disputes Committee Chairman by <span style="float: right;">(date)</span></p>

<p><b>Further Comments</b></p>   
--

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

**Disputes Committee Cover Form  
MAP01/05**

<b>MRA Dispute Reference Number</b>	
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<b>Disputes Committee Date</b>	
--------------------------------	--

<b>Disputes Committee Members</b>	

<b>Disputing Parties</b>	
<b>Organisation</b>	<b>Pages of Evidence Attached</b>

<b>Comments</b>

## MRA Dispute Finding Form

**MAP01/06**

<b>MRA</b> <b>Dispute Reference Number</b>	
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<b>From</b> Disputes Committee Chairman	<b>Organisation</b> MRASCo	<b>Tel:</b>  <b>Fax:</b>	<b>Signature</b>
--	-------------------------------	--------------------------------	------------------

To: Contract Manager	Organisation	Your Ref if provided
(Raising Party)		

<b>Summary of Dispute Outcome</b>	
A full description and reason for the decision is attached.	Date of Outcome

<b>Further Necessary Action</b>	
A full description is/is not* attached.	Date by which Action should be completed

*appropriate*

*\*delete as*

Signed Disputes Committee Chairman	Date
---------------------------------------	------

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

**EAA Referral Form**

**MAP01/07**

This form should be used when referring a dispute to the Electricity Arbitration Association. For guidance on the process to be followed in referring a dispute refer to the guidance notes in MRA Guideline GD01.

<b>MRA Dispute Reference Number</b>	
<b>Date:</b>	

<b>From</b>	<b>Organisation</b>	<b>Tel:</b> <b>Fax:</b>	<b>Our Ref if appropriate</b>	<b>Signature</b>
-------------	---------------------	----------------------------	-------------------------------	------------------

*The above boxes should be completed by the Referring Contract Manager*

<b>To: Contract Manager</b>	<b>Organisation</b>	<b>Working Contact Name</b>	<b>Your Ref (where appropriate)</b>
Name Fax No.			
Name Fax No.			
Name Fax No.			
cc. MRA Disputes Committee Chairman	MRASCo		As above

*The above boxes should be completed by the Referring Contract Manager, and should include all Disputing Parties as well as MRASCo. If more than three other parties are involved, use additional forms.*

I hereby give notice under section 2.1 of the Electricity Arbitration Association rules of initiation of the Electricity Arbitration Association Procedures with respect to the dispute identified above.

*The boxes below should be completed by the Referring Contract Manager, who should make reference to the EAA Rules.*

<b>Proposed Number of Arbitrators</b>	1 recommended
<b>Identity of Proposed Arbitrators (optional)</b>	

I require you to agree to the appointment of at least one arbitrator within      days (max 28).

Please respond to the person named above.

Version: 4.4

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Status: Approved

Document Reference: MAP01\_4.4

**Implementation Form**

**MAP01/08**

<b>MRA Dispute Reference Number</b>	
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<b>From</b>	<b>Organisation</b>	<b>Tel: Fax:</b>	<b>Signature</b>
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*The above boxes should be completed by the Implementing Contract Manager or authorised nominee*

<b>To: Name</b>	<b>Organisation</b>	<b>Tel and Fax</b>
MRA Disputes Committee Chairman	MRASCo	T:  F:

*The boxes below should be completed by the Implementing Contract Manager*

<p>The following actions have been performed in respect of the above numbered resolved dispute:</p> <p>a) The Disputes Committee proposal has been implemented *</p> <p>b) An alternative resolution has been implemented, the details of which are below *</p> <p>* delete as appropriate</p>	Date actions performed
--	------------------------

<b>Contract Manager</b>	<b>Organisation</b>	<b>Your Ref. (if provided)</b>	<b>Signature</b>

*Each Contract Manager involved in the dispute (i.e. the Raising Party and the Disputing Parties) must sign the Implementation Form if option (b) is taken.*

**Terminated Dispute Form**

**MAP01/09**

<b>MRA</b>	
<b>Dispute Reference Number</b>	

From	Organisation	Contact	Our Ref if appropriate	Signature
		Fax:		

*The above boxes should be completed by Terminating Contract Manager or authorised signatory.*

Contract Manager	Organisation	Working Contact Name	Your Ref if provided	Signature
Name Fax No.				
Name Fax No.				
Name Fax No.				
MRA Disputes Committee Chairman	MRASCo		As above	N/A

*The above boxes should be completed by the Terminating Contract Manager. If Termination is due to a third party claim, no other signatures are required.*

<b>Termination Due to Third Party Claim</b>	<b>Tick here</b>
<i>To be completed by the Terminating Contract Manager</i>	
The above numbered dispute is now the subject of a Third Party Claim and therefore must be terminated	

**Contract Manager Deferred Dispute Form**

**MAP01/10**

<b>MRA</b>	
<b>Dispute Reference Number</b>	

<b>To be returned to :</b>	<b>Organisation</b>	<b>Tel and Fax</b>
MRA Disputes Committee Chairman	MRASCo	T:
		F:

The Contract Managers involved in the above numbered dispute instruct the Disputes Committee to defer the dispute. The preferred resolution date is

.....

From: Contract Manager	Organisation	Working Contact Name	Your Ref if provided
Name			
Fax No.			
Name			
Fax No.			
Name			
Fax No.			
Name			
Fax No.			
Name			
Fax No.			

*Each involved Contract Manager (Disputing Parties and Raising Party) should complete a line in the table above. The form should then be sent to the MRA Disputes Committee Chairman.*

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4

**Disputes Committee Deferred Dispute Form  
MAP01/11**

<b>MRA Dispute Reference Number</b>	
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<b>From :</b> MRA Disputes Committee Chairman	<b>Organisation</b> MRASCo	<b>Tel and Fax</b> T:  F:
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**Deferral Request**

<b>To be returned to :</b> MRA Disputes Committee Chairman	<b>Organisation</b> MRASCo	<b>Tel and Fax</b> T:  F:
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The Disputes Committee request deferral of the above numbered dispute.

The proposed new resolution date is .....

Please complete the box below to confirm your acceptance / rejection of this request.

<b>From: Contract Manager</b>	<b>Organisation</b>	<b>Tel and Fax</b>	<b>Your Ref</b>	<b>Agree</b> (✓)	<b>Disagree</b> (✓)	<b>Signature</b>
		T: F:				
Agreeing proposal to defer the dispute will enable the Disputes Committee to resolve the dispute by ..... . Rejecting the proposal to defer the dispute will require the Disputes Committee to make a ruling on the dispute within the timescales originally specified.						

*The Disputes Committee Chairman should send each Disputing Party and the Raising Party a copy of the form. Each Contract Manager should sign and return the form to confirm approval for or reject the deferral of the dispute.*



**Withdrawn Dispute Form**

**MAP01/12**

<b>MRA</b> <b>Dispute Reference Number</b>	
---	--

<b>To:</b> MRA Disputes Committee Chairman	<b>Organisation</b> MRASCo	<b>Tel and Fax</b> T:  F:		
<b>From</b>	<b>Organisation</b>	<b>Tel:</b>  Fax:	<b>Our Ref if appropriate</b>	<b>Signature</b>

*The above boxes should be completed by one of the Withdrawing Contract Managers*

<b>Contract Manager</b>	<b>Organisation</b>	<b>Working Contact Name</b>	<b>Your Ref if provided</b>	<b>Signature</b>
Name				
Fax No.				
Name				
Fax No.				
Name				
Fax No.				
MRA Disputes Committee Chairman	MRASCo		As above	N/A

*The above boxes should be completed by each Withdrawing Contract Manager. If more than three other parties are involved, use additional forms.*

**All Disputing Parties confirm by signature above that the above numbered dispute should be withdrawn.**

Version: 4.4

Date: 6<sup>th</sup> November 2014

Status: Approved

Document Reference: MAP01\_4.4