



Technical assistance and capacity building
for government officials

**The first DODR policy training workshop on
Consumer Dispute Resolution (CDR)**

Activity report

14-16 December 2021

13:00 – 16:00 (Bangkok/Jakarta time)



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Full title of the project	Delivering digital trading infrastructure and online dispute resolution (DODR) for consumers as means to improve international trade and electronic commerce
Full title of the training workshop	Consumer protection, online dispute resolution for consumers considering lessons learnt
Date	14 to 16 December 2021
Time	1 p.m. to 4 p.m. Jakarta and Bangkok time
Venue	Online via Zoom
Audience	Officials from BPKN and OCPB Guests: officials from CSRG
Post course activities	post-course questionnaire workshop satisfaction survey.
Teaching and support personnel	UNCTAD DODR team (in alphabetical order): Ms. Ana Cipriano (Presenter); Dr. Alex Chung (Moderator; Presenter); Mr. Arnau Izaguerri Vila (Presenter); Ms. Valentina Rivas (Coordination support); Mr. William Tabordas (IT support); Dr. Ying Yu (Presenter) Plus, seven international expert guest speakers as found in the Agenda.
Teaching hours	9 hours over 3 days (3 hours per day, excluding the Welcome Session on 14 December)
Self-pace workshop	https://elearning.unctad.org/enrol/index.php?id=8 The videos, reading materials and PPT will be available until 28 February
Preparatory session	Launch event on 13 December 2021 for UNCTAD Research Paper VIDEO: Click here Access Passcode: X5X9P\$CN



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About the Workshop

Introduction

The **UNCTAD DODR Project** aims to be the first step towards the implementation of online dispute resolution (ODR) for consumers in Indonesia and Thailand. It assesses beneficiaries' needs, benchmark international best practices, strengthen local capacities and use emerging technologies like blockchain and artificial intelligence to leapfrog development stages and deliver consumer dispute resolution (CDR).

According to the UNCTAD/CIGI-Ipsos Global Survey on Internet Security and Trust of 2017, lack of trust is the main shortcoming for 49 per cent of consumers who do not shop online. Indeed, consumer trust in e-markets greatly lies in the ability for consumers to access dispute resolution and obtain redress also in an online context. National experts in UNCTAD meetings agreed that providing ODR is one of the best means to increasing consumer trust in electronic commerce in developing countries.

The United Nations Guidelines for Consumer Protection (General Assembly resolution 70/186 of 22 December 2015) call for fair, effective, transparent and impartial mechanism to address consumer complaints, including for cross-border cases, and require online consumers shall be provided no less protection than the one in other commercial forms. CDR is an effective mechanism to provide consumer access to justice and redress for resolving disputes facilitated by the use of electronic communications and other information and communications technology.

Purpose

As part of the DODR Project's technical assistance and capacity building efforts, the project provides training workshops for stakeholders, including government officials from the beneficiary countries – Indonesia and Thailand – to explore the concepts and practices of CDR.

This three-day event was the first of a series of four workshops. It aimed to lay the foundation of knowledge which will help the beneficiary countries to critically think about how best to design and implement a CDR system that would best suit their country's needs.

A grounding in the concept of CDR systems, together with a comparative analysis of the implementation of these systems in various jurisdictions, will help the participants to draw out the lessons learnt from CDR in different contexts and identify best practices.

About the participants: Comprised of officials of consumer protection agencies from the beneficiary countries. The workshop was also extended to other government officials that the beneficiaries considered would benefit from it. Overall, more than 50 officials from the two beneficiary countries participated in this event. The participants were officials working in the field of CDR, and who are entrusted with decision making powers. This included case handlers. In general, the participant had been working in the national agencies for at least two years at the time of the training workshop.



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Objectives

- To understand the international frameworks for delivering dispute resolution and redress, including the [United Nations Guidelines for Consumer Protection](#), the UNCITRAL [Technical Note on Online Dispute Resolution, 2017](#) and the OECD [Recommendations on Consumer Protection in E-commerce, and the Recommendations on Consumer Dispute Resolution and Redress](#).
- To identify the different pathways for delivering CDR for consumers, with special focus on the current initiatives: national, regional/supra-national, public/private, including good practices and lessons learnt.
- To compare the design and implementation of different CDR systems, and to identify their advantages, challenges and latest developments.
- To identify needs and gaps in beneficiary countries for delivering CDR for consumers.

Format

The 9-hour workshop was delivered online in English with simultaneous translation to Habasa, Thai and Chinese mandarin. The sessions were delivered by DODR members and international experts, including speakers from national consumer protection agencies, international organizations and academia. As part of the participant's preparation for the sessions, accompanying reading materials was provided to guide them through the course.

Preparatory session (highly recommended)

Workshop participants were encouraged to attend the launch event for the UNCTAD research paper '[Consumer trust in the digital economy: the case for ODR](#)' on 13th December 2021. The launch took place one day before the first day of the workshop and it was designed to prime the participants with a better appreciation of why consumer trust matters, especially during the COVID-19 pandemic and in the digital economy, and how ODR can positively impact the current economic climate for both consumers and businesses. To watch the recording, [Click here](#) - access passcode: X5X9P\$CN.

It included a presentation of the research paper, followed by a round table that discussed the efforts governments, businesses and civil society organizations have made towards consumer trust-building. It also provided a forum for the exchange of ideas on how best to reinvest in and recommit to international collaborations and multilateral cooperation in strengthening consumer trust in digital markets.

Agenda

Preparatory session: Launch of UNCTAD Research Paper		
13 Dec 6-7pm (ICT/WIB) 7-8pm (BJT) Noon-1pm (CET)	The launch of ' Consumer Trust in the Digital Economy: The Case for Online Dispute Resolution ', followed by round table.	
Training Workshop Sessions 1 to 6 Each session lasts 1.5 hours		
Date & Time	Session & Topic	Speakers & Format
14 Dec 1pm (ICT/WIB) 2pm (BJT) 7am (CET)	Session 1 Introduction The principles and international instruments for improving the implementation of CDR (UNGCP/UNCITRAL/OECD)	Workshop Moderator: Dr. Alex Chung, UNCTAD Introduction (10 minutes) Speaker: Mr. Arnau Izaguerri Vila, UNCTAD (50 minutes) Q&A (20 minutes) Break (10 minutes)
14 Dec 2:30pm (ICT/WIB) 3:30pm (BJT) 7:30am (UTC) 8:30am (CET)	Session 2 The different types of CDR schemes and the contexts in which they operate, including the United Kingdom's Financial Ombudsman Services and Dutch CDR system.	Speakers: Ms. Ana Cipriano, UNCTAD (25 minutes) Dr. Alex Chung, UNCTAD (25 minutes) Q&A (25 minutes) Break (5 minutes)
14 Dec 4pm (ICT/WIB) 5pm (BJT) 9am (UTC) 10am (CET)	Welcome Session A 30-minute opening ceremony to welcome participants to the inaugural DODR training workshop.	Welcome remarks: Ms. Teresa Moreira, Head of the Competition and Consumer Policies Branch, UNCTAD (7 minutes) Ms. Songsiri Jumpon, Secretariat, Office of the Consumer Protection Board, Thailand (7 minutes) Dr. Rizal E. Halim, Chairman, Badan Perlindungan Konsumen Nasional, Indonesia (7 minutes) Dr. Lijin Yan, Chairman of China Silk Road Group (7 minutes)

15 Dec 1pm (ICT/WIB) 2pm (BJT) 7am (CET) 3am (ART/BRT) Midnight (CST)	Session 3: Perspectives from current and former consumer authorities on the design and implementation of CDR in selected developing countries in Latin America.	Speakers: Mr. Rafael Regla Aguirre , PROFECO, Mexico (20 minutes) Dr. Sebastian Barocelli , Production Development Ministry, Argentina (20 minutes) Ms. Ana Cipriano , UNCTAD (10 minutes) Q&A (20 minutes) Break (10 minutes)
15 Dec 2:30pm (ICT/WIB) 3:30pm (BJT) 8:30am (CET)	Session 4: Perspectives from civil society organization on CDR in the United Kingdom and from German authorities and practitioners on the implementation of CDR in Europe, the world's only regional CDR system.	Speakers: Mr. Donal Galligan , Ombudsman Association, the United Kingdom (25 minutes) Ms. Pauline Stabenow , European Consumer Centre Germany; National Contact Point for the European Union ODR platform; Ms. Julia Kreidel , European Consumer Centre Germany (25 minutes) Q&A (30minutes)
16 Dec 1pm (ICT/WIB) 2pm (BJT) 7am (CET) 8am (SAST)	Session 5: Perspectives from academia on the implementation of CDR systems in selected developing regions and countries: Africa, South Africa and China.	Speakers: Dr. Laura Best , National Consumer Tribunal and Nelson Mandela University, South Africa (25 minutes) Dr. Xia Jing , University of Political Science and Law, China (25 minutes) Q&A (20 minutes) Break (10 minutes)
16 Dec 2:30pm (ICT/WIB) 3:30pm (BJT) 8:30am (CET)	Session 6: The needs and gaps for delivering CDR in the beneficiary countries. Final evaluation.	Introduction (2:30 – 2:45pm) Dr. Ying Yu , recap summary First breakout (2:45 – 3:10pm) Facilitated discussions Second breakout (3:10 – 3:35pm) Facilitated discussions Third breakout (3:35 – 4:00pm) Facilitated discussions Closing (4:00 – 4:05pm) Dr. Alex Chung , final remarks This interactive session involves small group discussions at three intervals, where participants will join three breakout rooms (15min x 3) and then feed the small group discussions back to the main room (10 min x 3) afterward. Breakout room facilitators: Ms. Ana Cipriano , UNCTAD (breakout room 1) Mr. Arnau Izaguerri Vila , UNCTAD (breakout room 2) Dr. Ying Yu , UNCTAD (breakout room 3)



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Summary

Session 1

Topic: The principles and international instruments for improving the implementation of CDR.

Mr. Arnau Izaguerri Vila, Economic Affairs Officer, CCPB, UNCTAD

Mr. Izaguerri briefly introduced UNCTAD, its mandate on consumer protection and the DODR Project. He explained that the training workshop is part of the capacity building activities of the Project, and he described its purpose and objectives.

Mr. Izaguerri presented the main international instruments that address consumer dispute resolution and redress. He began by explaining the OECD Recommendation on Consumer Dispute Resolution and Redress that was adopted in 2007. The Recommendation defines dispute resolution as the “*use of mechanisms designed to provide consumers who have suffered economic harm resulting from transactions involving goods or services, including transactions across borders, the opportunity to resolve their complaints against businesses and to obtain redress*”. He mentioned that the term used is inclusive and refers to both, formal and informal mechanisms and online and offline methods, private or public, administrative, or judicial procedures. Mr. Izaguerri also presented the 2016 OECD Recommendation on Consumer Protection on e-Commerce which goes in the same line of the previous Recommendation and that focuses on digital markets. He stressed that the 2016 Recommendation recognizes the importance of providing consumers who participate in e-commerce with “*protection that is not less than the level of protection afforded in other forms of commerce*”. Regarding alternative dispute resolution (ADR), Mr. Izaguerri noted that the Recommendation establishes that ADR mechanisms should be accessible to consumers, including online dispute resolution (ODR) systems, to facilitate the resolution of claims over e-commerce transactions, with particular attention to low-value or cross-border transactions. Then he moved to the work that UNCITRAL undertook on ODR, and the creation of the Working Group No. III that developed the non-binding descriptive document reflecting elements of ODR. He explained that these technical notes are intended to use in disputes arising from cross-border, low-value sales or service contracts concluded using electronic communications.

Regarding UNCTAD instruments, Mr. Izaguerri presented the United Nations Guidelines for Consumer Protection adopted in 2015. He stressed that the Guidelines represent a valuable set of principles for setting out the main characteristics of effective consumer protection legislation, enforcement institutions and redress systems. Mr. Izaguerri explained that the Guidelines call for a fair, efficient, transparent, and impartial mechanism to deal with consumer complaints, including cross-border cases. He pointed out that the Guidelines encourage businesses to make available complaints-handling mechanisms to provide consumers with fair and accessible dispute resolution. He stated that Guidelines 37 to 41 address dispute



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resolution and redress. Finally, Mr. Izaguerri mentioned the Manual on Consumer Protection which is the first comprehensive international reference in this field, aiming to support developing countries and economies in transition in their choice of policies. He highlighted that the Manual provides practical tools to assist policymakers in enhancing capacities while implementing the UN Guidelines. The Manual dedicates an entire chapter to consumer dispute resolution and redress.

Session 2

Topic: The different types of CDR schemes and the contexts in which they operate, including a comparative case study of the United Kingdom's Financial Ombudsman Service and a Dutch government-designated CDR system.

Ms. Ana Candida Cipriano Muniz, Associate Legal Affairs Officer, CCPB, UNCTAD

Ms. Ana Cipriano initiated the session by stressing that the right of consumers to access dispute resolution and to obtain redress should be considered in the wider context of the right of consumers to access justice. For consumer rights to be effective, they need to be enforceable, and any damage suffered by consumers should allow for adequate redress. She pointed out that aggrieved consumers should also be able to solve disputes with businesses in a fair, affordable, and swift manner. Access to justice in the context of consumer protection is also related to the responsibility of government authorities to receive and act upon consumer complaints, either to undertake enforcement action to promote effective compliance with consumer protection laws and/or to obtain or facilitate redress for consumers. Ms. Cipriano highlighted that such responsibility is key to ensuring healthy markets that increase the welfare of consumers and contribute to more inclusive and sustainable development.

Ms. Cipriano mentioned that today's consumers, known as the digital age consumers, demand fast, efficient, and transparent access to products and services, detailed information, and responsive solutions. In a fast and ever-changing digital market, the challenge is delivering the best and most appropriate information and redress to consumers.

Ms. Cipriano explained the difference between public, private and in-house CDR services. Among the private services, she classified the systems into commercial and non-commercial dispute resolution systems. For the public services, Ms. Cipriano mentioned the examples of Mexico, Brazil, and Argentina, and went deeper in the explanation of the Portuguese system called "Livro de Reclamações". Regarding the private CDR, she briefly mentioned the Dutch example. For the in-house CDR services, Ms. Cipriano mentioned the examples of eBay and Paypal.

Dr. Alex Chung, Research Consultant, CCPB, UNCTAD

Dr. Chung's presentation focused on two CDR schemes that are public funded and private funded: The Financial Ombudsman Service (FOS) in the United Kingdom, a public body that resolves disputes related to financial services and products; and the Dutch Foundation for Consumer Complaints Boards (DGC), a



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government-designated private scheme that resolve disputes related to a wide range of consumer-related goods and services in the Netherlands. He compared and contrasted the two models to explain why some of their features have been cited as good practices by CDR experts, including academics and policymakers. He also discussed the challenges these schemes face that remain to be overcome.

Dr Chung's comparative case study examined the following aspects of the FOS and the DGC: entity status (public vs private); legal basis at the EU level; basic statistics on the functioning of the schemes; sectoral coverage; organizational structure and expertise areas and hierarchies; basic procedures and workflow; funding sources and methods of financing to be self-sustaining; institutional independence, impartiality and transparency considerations; and the legal status of the CDR decision and recommendations – including the implications for binding decision enforcement, how to deal with non-compliance, and challenges facing cross-border disputes.

Session 3

Topic: Perspectives from current and former consumer authorities on the design and implementation of CDR in selected developing countries in Latin America.

Mr. Rafael Regla, Multilateral Affairs, Legal Advisory Office, Federal Consumer Protection Agency (Profeco)

Mr. Regla introduced the Federal Consumer Protection Agency of Mexico and mentioned that the dispute resolution procedure (called conciliation in Mexico) is carried out on the Concilianet platform. Mr. Regla highlighted that the online tool facilitates the procedure by eliminating commuting time resulting in faster services. The online procedure includes filling the complaint and attending hearings in online chatrooms.

Mr. Regla mentioned that due to the increase in cases caused by COVID-19 pandemic, in January 2021, a new tool was added called "Pre-conciliation". Thanks to this new tool, the parties can settle their dispute in a preliminary stage outside the formal procedure, but with the supervision of the Authority. If the parties do not reach an agreement at this preliminary stage, the formal conciliation procedure is initiated. This new tool has improved the efficiency of the process by impacting its duration.

Mr. Regla also explained that Profeco deals with cross-border cases through its programme CARE. Consumers that are not Mexican citizens can fill complaints from abroad against Mexican businesses online. The procedure has similar guarantees to Concilianet. He also presented two new programmes aimed at protecting digital consumers: E-commerce Code of Ethics and the Digital Trustmark. The first one represents a set of values and principles that every e-commerce business part of Concilianet must comply to respect and promote consumer rights. The second, represents an official classification awarded to those businesses that stand out for promoting detailed information, security, and transparency to consumers in e-commerce activities.

Dr. Sebastián Barocelli, National Director con Consumer Protection and Consumption Arbitration, Ministry of Industrial Development, Argentina



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Dr. Barocelli's presented the legal background of consumers' rights and consumer access to dispute resolution. He explained the evolution in the legal framework that occurred in the past years that resulted in the establishment of the Argentinean Online Dispute Resolution Systems for consumers. He explained that the systems are under the umbrella of the National Directorate for Consumer Protection and Consumption Arbitration. Consumers are entitled to file their claims through an online form that is sent to the most suitable ODR mechanism, to perform virtual hearings and reach settlements between the parties involved. The available mechanisms are Conciliation System or Arbitral Courts. In both mechanisms, the system creates electronic files where all written procedures will be added. He mentioned that all communications between the parties are virtually by e-mail, WhatsApp messages, phone calls, or videoconferences.

Dr. Barocelli highlighted that the protection of hyper vulnerable consumers is of top priority for the Argentinian enforcement authority. Therefore, in 2020 A special programme was created to handle claims filed by hyper vulnerable consumers.

Ms. Ana Candida Cipriano Muniz, Associate Legal Affairs Officer, CCPB, UNCTAD

Ms. Ana Candida Muniz introduced the Brazilian system as the result of a national public policy to bring justice to consumers all around the continental-size country. She highlighted that 80% of complaints registered in Consumidor.gov.br are solved by businesses, which respond to consumer demands within an average period of 7 days. She explained that it is a service provided and maintained by the State, and that t encourages the interaction between consumers and businesses. Business participation is through a formal adhesion that obliges businesses to analyse and invest all available efforts to solve consumer claims.

Session 4

Topic: Perspectives from civil society organization on CDR in the United Kingdom and from German authorities and practitioners on the implementation of CDR in Europe, the world's only regional CDR system.

Mr. Donal Galligan, Chief Executive, Ombudsman Association, United Kingdom

Mr. Galligan exposed the importance of consumers having access to free, independent redress and explored the reasons why the ombudsman system is a good model to provide that. He highlighted the need for effective oversight of the sector and how standards and criteria can be used to ensure that ombudsman schemes themselves provide an efficient and effective service.

Mr. Galligan mentioned that the biggest challenge with consumer redress in the UK flows from the combination of having multiple competing redress schemes whilst at the same time having gaps in coverage. The result is that for consumers it is not clear how, or who, to raise a complaint with, and there



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are gaps in who can access redress, depending on which company they buy something from and how they pay for it. Having a single, mandatory ombudsman allows for holistic oversight of the sector, simplifies access and raising of awareness, enables all businesses to benefit from learning, and provides policymakers with the insight to assess how well things are performing.

Ms. Julia Kreidel, Legal advisor, German contact point for online dispute resolution, Center for European Consumer Protection

Ms. Pauline Stabenaw, Legal advisor, German contact point for online dispute resolution, Center for European Consumer Protection

Ms. Stabenaw and Ms. Kreidel presented the EU online consumer dispute resolution system as a platform provided by the EU Commission to make online shopping safer and fairer through access to quality dispute resolution tools. The platform is used to solve problems directly with the trader. After a consumer files a complaint the platform notifies the trader, and the parties have 90 days to reach an agreement. The trader may also propose a list of dispute resolution bodies that can help to find a solution directly.

They also introduced the European Consumer Center Net (ECC-Net) as the platform acting in EU member States that helps consumers finding the most suitable ADR body for their complaints. Ms. Kreidel presented the ECC-Germany and the binational work carried with the ECC-France.

Session 5

Topic: Perspectives from academia on the implementation of CDR systems in selected developing regions and countries: Africa, South Africa and China.

Dr. Jing Xia, research fellow, China University of Political Science and Law

Dr. Xia focused her presentation on the Chinese system and the 12315 platform. She began her presentation by saying that people's livelihood is inseparable from consumption, and everyone is a consumer. With the continuous development of China's economy, people's living standards and consumption capacity continue to improve. At the same time, consumer disputes are increasing year by year. She explained that the Chinese law gives consumers five ways to resolve disputes being one the 12315 platform. The 12315 CDR platform, launched in 2017, embraced digital tech. Dr. Xia mentioned that the establishment of a green channel mechanism not only deepens the relationship between companies and regulatory authorities, but also simplifies the communication between companies and consumers improving the success rate of reconciliation. The platform is at no cost, and the mediation plan is almost guaranteed in 12315 model. She highlighted that consumer's satisfaction continues to increase.

Dr. Xia explained the process followed by consumers, from the creation of the account to the submission of a complaint. She highlighted that the 12315 platform is easy to use, has fast results, uses advanced technology, and is free.



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Dr. Laura Best, Deputy Chairperson of the National Consumer Tribunal, South Africa

Dr. Best presented the economic and social context in Africa to demonstrate the disparities in the continent. She explained that South Africa has extreme income equality and that markets are complex and polarized. E-commerce in South Africa covers from urban consumers with comfortable resources, to urban consumers with constrain resources and rural areas.

Dr. Best explained the stepped South African dispute resolution mechanism from the first informal and direct approach to appeal courts. The “Virtual door to the Tribunal” experiment is digitalizing redress to bring better service to consumers. Regarding challenges and how to overcome them, Dr. Best explained that it is essential to understand that markets and consumers have new behaviours for which new rules are needed based on new ethics. She mentioned time is necessary to test, learn and re learn. Also, appropriate IT equipment needs to be considered as well as tools to track consumer changes and market gains to better manage risks.

Session 6

Topic: The needs and gaps for delivering CDR in the beneficiary countries.

Dr. Ying Yu, Legal Officer, CCPB, UNCTAD

In preparation for the breakout room discussions, Dr. Yu summarized the most important takeaway messages from sessions 1 to 5.

She firstly noted that ombudsman and consumer ADR (and ODR) are not alternatives but for some consumers, they are the only option because some consumers simply cannot afford to go to court. As there is no one size fits all approach to CDR, the focus should be on how to make it more effective and efficient, and to make the best use of the authority’s existing power (consumer agencies and CDR body).

Some of the specific considerations Dr Yu noted from the discussions included: a) funding matters (e.g. how to guarantee financial sustainability); b) how to get businesses to cooperate, which includes getting them to participate in the CDR process (e.g. naming and shaming; licensing; green business channel) and to implement the outcome from the process or enforcement (e.g. binding power from the law; semi-binding approach); c) system practicality for use and navigation (e.g. single access point); d) cross border issues and the complexity and absence of international laws.

The future of CDR, Dr Yu noted, lies in the creation of a global ODR system based on the UNGCP, as many pioneers have also suggested.

After Dr Yu’s recapitulation, the attendees were divided in three smaller groups to discuss, with the knowledge gained during the previous sessions, what are the necessary conditions for implementing

effective CDR in Indonesia and Thailand. The groups were comprised of participants from both countries and the discussions were guided by UNCTAD facilitators based on the following questions:

1. What are the benefits and advantages of CDR systems in your country, especially any aspects that our sessions have not addressed so far?
2. In terms of CDR, what kinds of challenges have you encountered in your country?
3. Given the context and realities of your country, what can be done to improve your CDR schemes (thinking about what kind of scheme would be practical for your country)?

Preliminary results of the satisfaction survey

As of 22nd December (16 answers)

How satisfied are you with the overall quality of this training workshop?

Very satisfied: 62,5%
Satisfied: 37,5%
Neutral: 0%
Dissatisfied: 0%
Very dissatisfy: 0%

The training workshop enhanced my skills in this topic area

Strongly agree: 50%
Agree: 50%
Neutral: 0%
Disagree: 0%
Strongly disagree: 0%

How satisfied are you with the quality of the speakers and guest speakers?

Very satisfied: 56,25%
Satisfied: 43.75%
Neutral: 0%
Dissatisfied: 0%
Very dissatisfy: 0%

The training workshop was relevant to my career

Strongly agree: 56,25%
Agree: 43.75%
Neutral: 0%
Disagree: 0%
Strongly disagree: 0%

How satisfied are you with the quality of the training workshop materials?

Very satisfied: 56,25%
Satisfied: 37,5%
Neutral: 6,25 %
Dissatisfied: 0%
Very dissatisfy: 0%

The training will help me to critically think about how best to design and implement a CDR system that would best suit my country's needs

Strongly agree: 68,75%
Agree: 31,25%
Neutral: 0%
Disagree: 0%
Strongly disagree: 0%



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Comments and recommendations:

Comments were all positive. Participants enjoyed the presentations, the examples as well as the discussions. Comments such as “Thanks for the useful training” and “Very good workshop” were provided in the questionnaire as well as in the Zoom - Meeting chat. The satisfaction survey showed that the duration of the survey was appropriate. One participant recommended that the time for discussion should be longer. Some participants expressed their enthusiasm for the next training workshop.

Some congratulatory messages received from the guest speakers and participants:

Laura Best, South Africa: Congratulations to the participating countries on this ground-breaking work and thank you to UNCTAD. It has been such a wonderful learning opportunity.

Rafael Regla, Mexico: Me pareció excelente el taller, muchas gracias por la invitación. El área de ODR es de mucho interés para la Profeco, en particular después de la pandemia con las restricciones a las conciliaciones presenciales, he hablado con las áreas involucradas directamente, y me han comentado que las conciliaciones virtuales han sido de gran ayuda, un área de oportunidad para nosotros.

Mareke Eden, Germany: “I just would like to write you a short message in between two sessions in order to compliment you on a very fruitful and interesting discussion between Asian and South American countries on ODR. I sense great interest from the Asian countries in what has been achieved in Brazil, Mexico and Argentina. I myself find it very fascinating how innovative these three countries are also in comparison to the system established in Europe.

David Zhang, CSG: “Just finished the 3-day training. I asked my colleagues to participate the whole process. They are impressed by your preparation. Thanks for all the hard work you have done. One of my colleagues just said he learned quite a lot especially through Q&A sessions. It really helped us to get better understanding of the situation in various countries, and gave us confidence on our work. Thank you again for the work!”

