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## UNCTAD eCommerce week

### ***Building online dispute resolution for Southeast Asian consumers***

25 April, from noon to 1 p.m.

This session is organized by the UNCTAD Competition and Consumer Policies Branch and the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) – “Consumer Protection in ASEAN” (PROTECT) Project. It will present the ongoing initiatives regarding ODR for consumers in Southeast Asia and will discuss avenues for future collaboration among interested stakeholders.

#### Agenda

12.00 – 12.07	<i>Welcome remarks and moderation</i> <ul style="list-style-type: none"><li>- Ms. Teresa Moreira, Head, Competition and Consumer Policies Branch, UNCTAD</li></ul>
12.07 – 12.42	<i>Round table</i> <ul style="list-style-type: none"><li>- Dr. Sothi Rachagan, Emeritus Professor, Nilai University, Malaysia</li><li>- Ms. Sita Zimpel, Principal Advisor, GIZ Indonesia/ASEAN</li><li>- Ms. Ruth Castelo, Undersecretary, Consumer Protection Group, Department of Trade and Industry, Philippines</li><li>- Dr. Lijin Yan, Chairman, China Silk Road Group</li></ul>
12.42 – 12.52	<i>Questions and answers</i>
12.52 - 12.56	<i>Take aways and final thoughts (1 minute per speaker).</i>
12.56 – 13.00	<i>Conclusions by moderator</i>