UN Trade and Development Webinar: Advancing consumer dispute resolution in the digital age

9 September 2024

The Future of Online Dispute Resolution for Consumer Protection Agencies

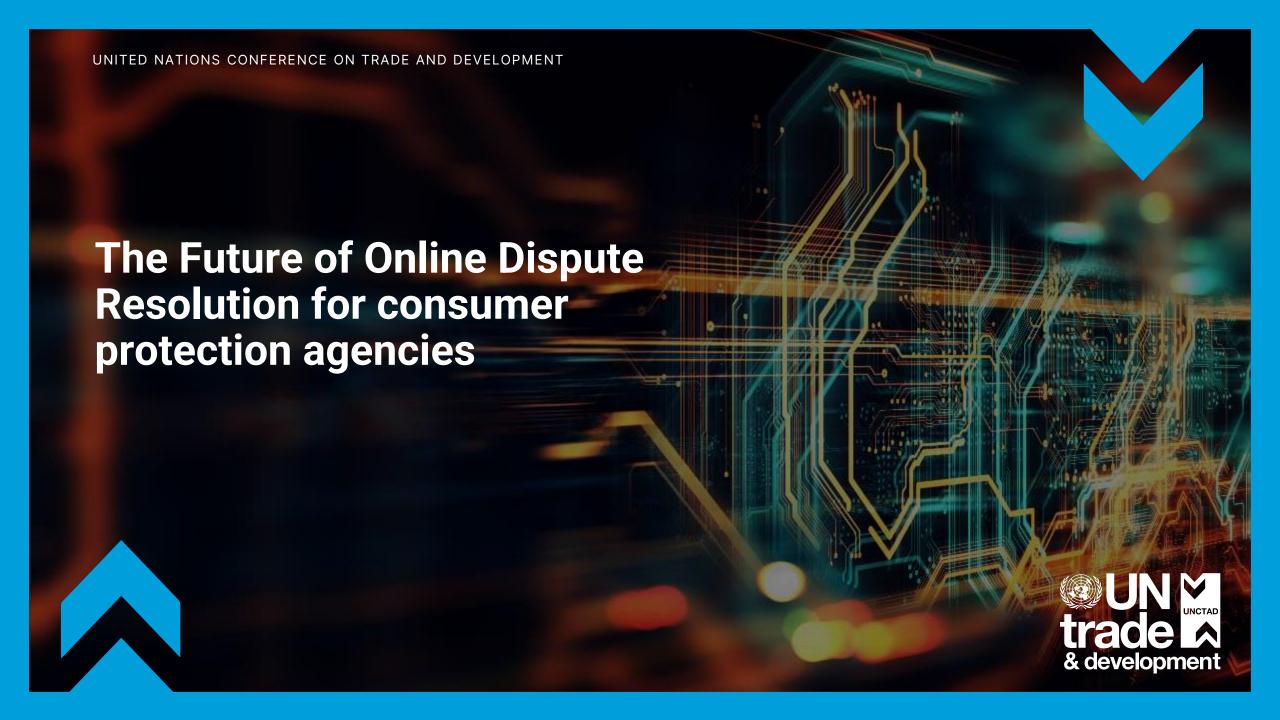
Presentation

Ms. Valentina Rivas

Programme Management Officer

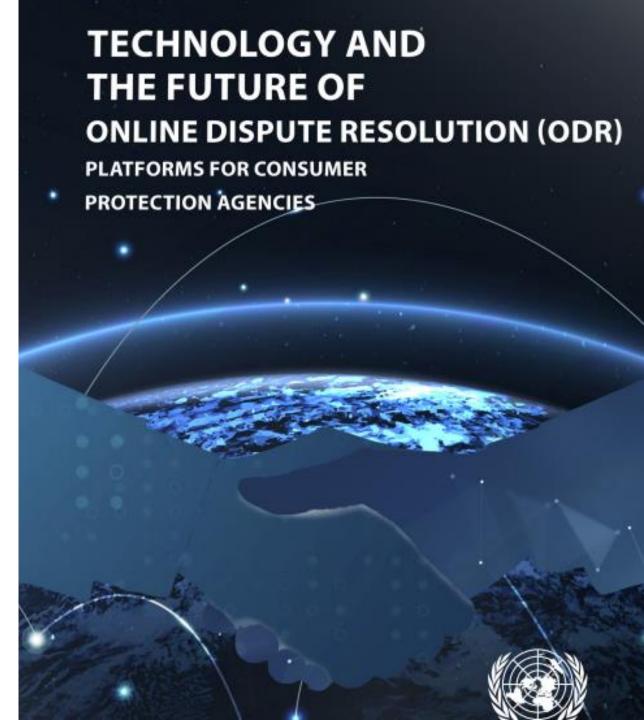
Competition and Consumer Policies Branch

UN Trade and Development



Introduction

Rapidly advancing technologies such as blockchain, artificial intelligence, and chatbots are fundamentally transforming Online Dispute Resolution (ODR), highlighting the need for continuous analysis and adaptation to effectively utilize their evolving features and address emerging risks and opportunities.







A secure, transparent record-keeping system that could be useful for online purchase disputes.

Smart contracts on blockchain could automate dispute resolution in a transparent manner, enhancing efficiency and trust Challenges include identifying an appropriate legal framework that enables consumer agencies to harness the benefits of blockchain, while also mitigating potential risks for consumers and other sectors.



Artificial Intelligence (AI) in ODR



Al could automate routine tasks and analyze dispute data, aiding in efficient and consistent dispute resolution.

Large Language Models (LLMs) can analyze dispute narratives and propose solutions based on historical data and legal reasoning.

Integration of AI must address privacy, data security, and ethical challenges, ensuring fairness and justice in resolutions.





Chatbots could assist consumers in the initial stages of ODR, helping with information gathering and directing them to appropriate resolution pathways.

Advanced chatbots, utilizing technologies like LLMs, can process inquiries in multiple languages, enhancing accessibility and clarity. Implementation challenges include ensuring accuracy, safeguarding privacy, and using chatbots to support—rather than replace—human judgment and empathy in ODR





Integrating emerging technologies into ODR requires an understanding of the legal, cultural, and policy differences worldwide.

A phased, collaborative approach, particularly in cooperation with local legal experts, is essential for effective integration.

- It is crucial to address infrastructural challenges in developing countries to ensure widespread and effective implementation.
- Way forward...

Thank you

