

Advancing consumer dispute resolution in the digital age

9 September 2024

14:00 – 17:00 (CET) online

[Register here](#)

Programme (As of 9 August 2024)

14:00-14:10	<p>Opening remarks:</p> <p>Teresa Moreira, Head, Competition and Consumer Policies Branch, UN Trade and Development (UNCTAD)</p>
14:10-14:20	<p>Decision of the Intergovernmental Group of Experts on its 8th Session:¹</p> <p>Dr. Eddy Alcántara, Executive Director, National Institute for the Protection of Consumer Rights – Pro Consumidor, Dominican Republic</p>
14:20-15:20	<p>Session 1: Current state of consumer dispute resolution</p> <p>Presentation of main findings: Consumer Dispute Resolution in the World (15 min)</p> <p>Arnau Izaguerri, Legal Officer, Competition and Consumer Policies Branch, UN Trade and Development</p> <p>Speakers:</p> <ul style="list-style-type: none"> Alexandre Yamanaka Shiozaki, General Coordinator of the National Consumer Protection Information System, National Consumer Protection System - SENACON, Brazil Dr. Wimonrat Wim Teriyapirom, Director of the International Cooperation Section, Office Consumer Protection Board – OCPB, Thailand Sónia Passos, Head of the Consumer Communication Department, Directorate-General for Consumer Affairs - DGC, Portugal <p>Q&A</p>
15:20-15:30	Break
15:30-16:20	Session 2: Evolving CDR – What is going to happen?

¹ Draft Declaration on cross-border dispute resolution and redress for consumers : https://unctad.org/system/files/information-document/ccpb_IGECN2024_draft_declaration_cross-border_Dominican_Republic_en.pdf

	<p>Presentation of publication: Technology and the Future of Online Dispute Resolution Platforms for Consumer Protection Agencies (15 min)</p> <p>Valentina Rivas, Programme Management Officer, Competition and Consumer Policies Branch, UN Trade and Development</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Nidhi Khare, Secretary of the Department of Consumer Affairs, Government of India • Katia Peñaloza, Director of Consumer Protection, National Institute for the Defense of Competition and the Protection of Intellectual Property – INDECOPI, Peru <p>Q&A</p>
16:20-16:50	<p>Presentation of the UN Trade and Development technical cooperation proposal on Online Dispute Resolution for consumers</p> <p>Ana Candida Muniz Cipriano, Legal Officer, Competition and Consumer Policies Branch, UN Trade and Development</p> <p>William Taborda, Information Systems Officer, Information Technology Services, UN Trade and Development</p> <p>Q&A</p>
16:50 – 17:00	<p>Conclusions:</p> <p>Arnau Izaguerri, Legal Officer, Competition and Consumer Policies Branch, UN Trade and Development</p>