



## *National framework for consumer complaints handling and dispute resolution in Indonesia*

### *Webinar*

Date and time: Tuesday 25 October 2022, 2 to 3.30 p.m. Jakarta, 9 to 10.30 a.m. Geneva

Platform: Zoom – [Click here to join](#)

The [UNCTAD DODR Project](#) aims to be the first step toward implementing online dispute resolution (ODR) for consumers in Indonesia and Thailand. It assesses the beneficiaries' needs benchmark international best practices, strengthen local capacities and uses emerging technologies to leapfrog development stages and deliver consumer dispute resolution.

In the framework of the DODR Project, UNCTAD is finalizing a report entitled [National Framework for Consumer Complaints handling and Dispute resolution in Indonesia](#) that shows the institutional landscape for complaints handling and consumer dispute resolution in Indonesia. The report highlights the need for a full-fledged national consumer online dispute resolution platform. The full cooperation of various stakeholders, including government ministries as well as non-government consumer and consumer dispute resolution bodies, is crucial for the success of a consumer online dispute resolution platform.

## Agenda

### Opening remarks

2 – 2.20 p.m.

*Jakarta*

9 – 9.20 a.m.

*Geneva*

- Dr. Rizal E. Halim, Chairman, National Consumer Protection Agency (BPKN), Indonesia
- Ms. Afke Bootsman, Head of the UN RCO, strategic planner and Sr. Coordination Officer, Indonesia
- Dr. Lijin Yan, Chairman, China Silk Road Group

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### Presentation of the report main findings and recommendations followed by a roundtable discussion

2.20 – 3.25 p.m.

*Jakarta*

9.20 – 10.25 a.m.

*Geneva*

Moderator: Mr. Arnau Izaguerri, Economic Affairs Officer, Competition and Consumer Policies Branch, UNCTAD

#### *Report presentation (15 min):*

- Ms. Ana Cipriano, Legal Affairs Officer, Competition and Consumer Policies Branch, UNCTAD

#### *Roundtable discussion (50 min):*

- Mr. Ivan Fithriyanto, Director of Consumer Empowerment, Ministry of Trade, Indonesia
- Mr. Heru Sutadi, Commissioner, National Consumer Protection Agency (BPKN), Indonesia
- Mr. Looi Teck Kheong, Assistant Director, Head of Competition, Consumer Protection and IPR Division (CCPID), Market Integration Directorate, AEC Department, Association of Southeast Asian Nations (ASEAN) Secretariat
- Mr. Tulus Abadi, Chairman, Consumer Association from Indonesia (YLKI), Indonesia
- Ms. Wendy Sutanto, Head of Service Excellence, GoTo Group

#### *Questions and answers (5 min)*

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3.25 – 3.30 p.m.

*Jakarta*

10.25 – 10.30 a.m.

*Geneva*

### Closing remarks

- Ms. Teresa Moreira, Head, Competition and Consumer Policies Branch, UNCTAD