



**Asia-Pacific
Economic Cooperation**

**Public-Private Dialogue (PPD) on Promoting
Consumer Protection in the Dispute
Resolution and Redress Mechanisms in e-
Commerce
(CTI 09 2019T)**

**GENERAL INFORMATION
CIRCULAR**

27 - 29 April 2021 (Asia time)
Virtual Public-Private Dialogue

**Organizer: National Institute for the Defense of Competition and the Protection of
Intellectual Property-INDECOPI (Peru)**

1. OBJECTIVES

Consumer confidence in the marketplace depends on a reliable and fair system to resolve disputes. This is especially true with e-commerce, where the consumer and merchant may be located in distant regions or foreign economies. Online Dispute Resolution (ODR) systems offer a solution to this challenge. As governmental bodies and private industry build platforms to help consumers resolve disputes with vendors, it is essential that these ODR systems and rules meet consumers' needs and bolster trust in the marketplace. This is especially critical as consumers rely less on brick-and-mortar and move to online vendors for both products and services.

Many economies and online vendors have established online platforms for dispute resolution. At best, these systems are easy-to-access and avoid costly and burdensome court proceedings. However, not all of these systems are designed or managed with consumer protection principles of fairness, accessibility and low cost in mind. Without these protections, consumers may lose trust in these systems, leading to a lack of confidence in online commerce and ODR in general. Ensuring the integrity of and access to ODR is an especially urgent issue now, as ODR becomes more commonplace and APEC economies are faced with decisions on how to evaluate, implement, and oversee dispute resolution programs.

The objectives of the PPD are:

1. To examine existing ODR platforms, understanding how they work and their foundational principles;
2. To facilitate better understanding among APEC economies of how ODR is approached in different contexts; and to examine the challenges with evolving technologies, including artificial intelligence; and
3. To identify best practices to ensure that consumer protection principles are achieved by APEC economies, thereby promoting digital trade, consumer trust, and fairness.

The PPD will include presentations and discussion between internationally recognized experts in ODR, including academics, technologists, and consumer protection advocates, with time for Q&A following each session. The PPD also will feature breakout sessions on various "hot topics" in ODR.

2. EVENT DATE

In Singapore time, on [27-29 April 2021](#)

PPD Day One: 7am-10:15am

PPD Day Two: 7am-10:15am

PPD Day Three: 7am-10:15am

ANNEX I

DRAFT AGENDA

Day 1

Tuesday, April 27 (Asia time)

Monday, April 26 (America's time)

Welcome & Introduction; Framing the Dialogue: Project overseer/Representant, INDECOPI

Keynote speaker: Framing the ODR Landscape: Lessons learned from the EU

Pablo Cortes, University of Leicester, UK

Session 1: Cross-border consumer protection in the new digital markets

6pm-7:30pm (Lima time) / 7am-8:30am (Singapore time)

Existing ODR Experience - Moderator: Betsy Broder

Filiberto Ibáñez Juárez, General Director of Complaints and Conciliation, Consumer Protection Federal Bureau (Profeco), Mexico

Luciano Paredes, Foreign Trade Society of Peru

Juliana Oliveira Domingues, National Consumer Secretary, Brazil

Session 2: Challenges on dispute resolution and redress mechanisms for consumers in cross-border digital trade - Moderator: TBD

7:45pm-9:15pm (Lima time) / 8:45am-10:15am (Singapore time)

Srikara Prasad – Dvara, India

Vivi Tan – Melbourne Law School, Australia

Ban Jiun Ean - Singapore Mediation Center

Rhys West – Fairway Resolutions, New Zealand

Day 2

Wednesday, April 28 (Asia time)

Tuesday, April 27 (America's time)

Session 3: How to improve consumers' confidence in cross-border digital trade through best practices, self-regulation and compliance policies in dispute resolution and redress mechanisms processes - Moderator: Colin Rule

6pm-7:30pm (Lima time) / 7am-8:30am (Singapore time)

Arnau Izaguerri Vila - UNCTAD

Yoshihisa Hayakawa - Rikkyo University, Japan

Andy Lee - Qinghua University, China

Session 4: Next steps on promoting Consumer Protection in the dispute resolution and redress mechanisms in Digital Trade

7:45pm-9:15pm (Lima time) / 8:45am-10:15am (Singapore time)

Looking forward - Case studies, Pilot programs (UNCITRAL results, ISO TC321, ICODR)

Professor Jeannie Paterson - Melbourne Law School, Australia

Professor Leah Wing – U of Mass-Amherst, USA

Nicolas Lozada – Ministry of Trade, Colombia

Moderator: Colin Rule

Day 3

Thursday, April 29 (Asia time)

Wednesday, April 28 (America's time)

Session 5: PPD Discussion and Final Recommendations: *review of survey outcomes*

6pm-9:15pm (Lima time) / 7am-10:15am (Singapore time)

Breakout rooms by topics: (e.g. the foundations for trust; the role of automation; using platforms to level the playing field; the value of interoperability; reaching underserved populations; the role of payment systems; the role of AI/algorithmic resolutions; how to protect consumer privacy)

Generate consensus statements for the final document/report

Comments from conference consolidators

Moderators: Colin Rule and Betsy Broder