



DODR



Agenda

Annual Conference 2022

Delivering digital trading infrastructure and online dispute resolution (DODR) for consumers as means to improve international trade and electronic commerce

24 May 2022

2.00 to 4.00 p.m. - Bangkok and Jakarta time

3.00 p.m. Beijing time

9.00 a.m. Geneva time

Zoom platform

2.00 - 2.20 **Opening of the DODR Annual Conference 2022**

- Ms. Teresa Moreira, Head, Competition and Consumer Policies Branch, Division on International Trade and Commodities, UNCTAD and Member of the SDC of the DODR Project
- Dr. Rizal E Halim, Chairman, National Consumer Protection Agency of Republic of Indonesia
- Mr. Thasornatt Thanittipun, Secretary General, Office of the Consumer Protection Board, Thailand
- Dr. Yan Lijin, Chairman, China Silk Road Group LTD and Member of the SDC of the DODR Project

2.20 - 3.00 **Presentation of the Annual Report of Activities**

Research component:

- Introduction to the Annual Report of Activities and moderation
Mr. Arnau Izaguerri, Economic Affairs Officer, Competition and Consumer Policies Branch, UNCTAD
- *Activity 1.1.1 National frameworks for consumer dispute resolution and redress: Indonesia and Voluntary Peer Review on consumer protection law and policy: Thailand*
Ms. Ana Cândida Muniz Cipriano, Legal Affairs Officer, Competition and Consumer Policies Branch, UNCTAD
- *Activity 1.1.3 Consumer dispute resolution in the world*
Dr. Ying Yu, Legal Officer, Competition and Consumer Policies Branch, UNCTAD
- *Research paper Consumer trust in the digital economy: the case for ODR*
Dr. Alex Chung, Consumer Policy and Law Expert, Competition and Consumer Policies Branch, UNCTAD

Capacity building component:

- *Activities 1.2.3 and 1.2.4 DODR Training workshop on consumer dispute resolution on policy and technology*
Valentina Rivas, Programme Management Officer, Competition and Consumer Policies Branch, UNCTAD
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Technical assistance component:

- Generic ODR and Requirements definition
William Taborda, Information System Officer, IT Service Section,
UNCTAD

3.00 - 3.15 **Presentation of software development**

- David Zhang, Head of Research and Development Centre of the China Silk Road Group

3.15 - 3.30 **Presentation of the Annual Operational Programme 2022-2023 for Indonesia and for Thailand**

- Introduction to the Annual Operational Programme and moderation
Mr. Arnau Izaguerri, Economic Affairs Officer, Competition and Consumer Policies Branch, UNCTAD

Research component:

- Activity 1.1.2 *National frameworks for consumer dispute resolution in cross-border e-commerce for Indonesia and Thailand*
- Activity 1.1.3 *Presentation and dissemination of Consumer dispute resolution in the world*

Capacity building component:

- Activities 1.2.3 and 1.2.4 *DODR Training workshop on consumer dispute resolution on policy and technology*

Technical assistance component:

- Activity 1.2.1 *Technical assistance for law and policy reform to enhance dispute resolution and online dispute resolution for consumers. Launch and dissemination of the Activity 1.1.1*

3.30-3.40 **Discussion on the Annual Operational Programme**

Discussion on dates, modalities, responsibilities and next steps.

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

3.40 - 3.50 **Presentation of the conclusions and adoption of the Annual Operational Programme**

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

3.50 - 4.00 **Closure**

- Dr. Yan Lijin, Chairman, China Silk Road Group LTD and Member of the SDC of the DODR Project
- Ms. Teresa Moreira, Head, Competition and Consumer Policies Branch, Division on International Trade and Commodities, UNCTAD and Member of the SDC of the DODR Project

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