



DODR



## Agenda

### Annual Conference

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

23 July 2021

15:00 to 16:30 - Bangkok and Jakarta time

16:00 Beijing time

10:00 Geneva time

Cisco Webex platform

**15:00 Opening of the DODR Annual Conference**

- 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
- Mr. Thasornatt Thanittipun, Secretary General, Office of the Consumer Protection Board, Thailand
- Dr. Rizal E Halim, Chairman, National Consumer Protection Agency of Republic of Indonesia
- Dr. Yan Lijin, Chairman, China Silk Road Group LTD and Member of the SDC of the DODR Project

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**15:20 Presentation of the Project, objectives and structure**

- Mr. Arnau Izaguerri, Economic Affairs Officer, Competition and Consumer Policies Branch, UNCTAD
- Mr. William Taborda, Information Systems Officer, Competition and Consumer Policies Branch, UNCTAD

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**15:35 Presentation of the Annual Report of Activities**

- Introduction to the Annual Report of Activities:  
Mr. Arnau Izaguerri, Economic Affairs Officer, Competition and Consumer Policies Branch, UNCTAD
- Report on national frameworks for consumer dispute resolution and redress.  
Ms. Ana Cândida Muniz Cipriano, Associate Legal Officer, Competition and Consumer Policies Branch, UNCTAD
- Report on consumer dispute resolution and redress, online dispute resolution for consumers, across the world.  
Dr. Ying Yu, Legal Officer, Competition and Consumer Policies Branch, UNCTAD
- UNCTAD Research Paper on Consumer trust in digital economy.  
Dr. Alex Chung, Research Consultant, DODR Project

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Moderator: Valentina Rivas, Programme Management Officer, Competition and Consumer Policies Branch, UNCTAD

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16:00 **Presentation of the Annual Operational Programme 2021-2022 for Indonesia and for Thailand**

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

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16:10 **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

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16:20 **Presentation of the conclusions and adoption of the Annual Operational Programme**

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

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16:25 **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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