



DODR Technical assistance and capacity building for government officials

The third training workshop on consumer dispute resolution:

Policy & Law, Winter 2023 (Online Event)

Save the date

31 January 2023
From 2 to 5 p.m. (BKK/JKT)

Introduction

The United Nations Guidelines for Consumer Protection call for fair, effective, transparent and impartial mechanism to address consumer grievances, including cross-border complaints and disputes. The Guidelines state that online consumers shall be provided no less protection than offline consumers. This is a particularly important concept in the digital era, where cross-border transactions are continuously rising globally.

As a recently published UNCTAD paper¹ notes, there is a growing discrepancy between the rapid expansion of e-commerce and the fragile state of consumer trust. Consumer dissatisfaction is increasingly observed across sectors and industries, which is a key challenge identified by various consumer authorities globally, including the International Consumer Protection Enforcement Network (ICPEN). For these reasons, consumer dispute resolution (CDR),² which includes online dispute resolution (ODR)³, has been recognized internationally as an effective mechanism to provide access to justice and increase consumer trust in e-commerce.⁴

UNCTAD DODR Project

The DODR Project was established in 2020 to provide support to UNCTAD member States to develop robust CDR ecosystems nationally and regionally. Aiming to be the first step towards the implementation of cross-border CDR platforms for our beneficiaries – Indonesia and Thailand – DODR employs emerging technologies to help leapfrog their development of CDR. DODR also conducts research to assess the needs of its beneficiaries, benchmark international best practices, and strengthen national and local capacities for delivering CDR.

¹ ['Consumer trust in the digital economy: The case for online dispute resolution.'](#) UNCTAD Research Paper (2021) number 72.

² A collective term that refers to litigation and non-litigation approaches to resolving consumer complaints or disputes, including both offline forms of judicial redress and ADR as well as ODR mechanisms.

³ Where the resolution of disputes is facilitated by the use of electronic communications and other information and communications technology.

⁴ [Recommendations on Consumer Dispute Resolution and Redress](#), OECD (2007).



Purpose of this Workshop

As part of DODR's technical assistance and capacity building efforts, we provide training workshops for our project stakeholders, including our beneficiary countries, to explore the concepts and practices of CDR. This workshop, which focuses on policy and law, provides a forum for DODR's beneficiaries to jointly identify challenges in the design and implementation of cross-border CDR ecosystem in order to overcome them. Through this process, our beneficiaries will be invited to critically think about how to tailor and create a CDR ecosystem that would truly suit their needs, based on the framework for CDR in their country.

Objectives

This training workshop has four broadly defined objectives:

- Identify pathways and approaches used in the delivery of CDR by national governments, regional/supranational organizations, intergovernmental organizations, and other public and private sector actors;
- Compare and contrast the design and implementation of CDR schemes, systems and ecosystems and identify their advantages, challenges, and good practices to draw out lessons learnt;
- Enhance bilateral mechanisms for resolving cross border disputes and complaints between Indonesia and Thailand;
- Identify needs and gaps in beneficiary countries for the effective delivery of CDR.

Event and Format

The Third DODR Training Workshop is a one-day online event. It is scheduled to take place from 2 to 5 p.m. Bangkok and Jakarta time (8 to 11 a.m. Geneva time) on Tuesday 31 January 2023.

This three-hour online workshop will be delivered in English by DODR members and international experts, including speakers from national consumer protection agencies, international organizations, and academia. If possible, one-way language interpretation from English to Bahasa and Thai would be available via separate audio channels. To help participants prepare for the workshop, accompanying reading materials and the full programme will be circulated to them at least one week before the event.

Participants

The workshop participants are mainly comprised of consumer protection authorities from the DODR beneficiary countries. Ideally, the participants from the beneficiaries will have at least two years' experience working in national agencies dealing with CDR. Typically, they hold the roles of decision-maker, policymaker, lawmaker, operational specialist and/or case handler. The workshop is also open to other relevant government officials who the beneficiaries think might benefit from it.

Contact

Should you have any questions, please contact Ms. Valentina Rivas (valentina.rivas@unctad.org).