



DODR



DODR Technical assistance and capacity building for government officials: Training workshop on consumer dispute resolution (CDR)

Opening session

14 December 2021, 10 a.m. (CET)

Context

The [UNCTAD DODR Project](#) aims to be the first step towards the implementation of online dispute resolution (ODR) for consumers in Thailand and Indonesia. It assesses beneficiaries' needs, benchmark international best practices, strengthen local capacities and use emerging technologies like blockchain and artificial intelligence to leapfrog development stages and deliver consumer dispute resolution (CDR).

The purpose of the first training workshop is to lay the foundation of knowledge that will allow beneficiary countries to contribute to the design of the consumers ODR system that best suits their reality.

A solid grounding in the theory of online consumer dispute resolution systems, together with a comparative analysis of the implementation of these systems in various jurisdictions, will help the participants identify the best practices of ODR in different contexts.

Opening session agenda

Welcome remarks from:

10:00 – 10:30

Geneva time

16:00 – 16:30

Jakarta and

Bangkok time

17:00 – 17:30

Beijing time

- Ms. Teresa Moreira, Head, Competition and Consumer Policies Branch, UNCTAD
- Ms. Songsiri Jumpon, Secretariat, Office of the Consumer Protection Board, Thailand
- Dr. Rizal E. Halim, Chairman, Badan Perlindungan Konsumen Nasional, Indonesia
- Dr. Lijin Yan, Chairman, China Silk Road Group