



Technical assistance and capacity building
for government officials

**The second DODR training workshop on
Consumer Dispute Resolution (CDR) - Technology**

PROGRAMME

22-24 March 2022

From 1 to 4 p.m. (Bangkok/Jakarta time)



Full title of the project	Delivering digital trading infrastructure and online dispute resolution (DODR) for consumers as means to improve international trade and electronic commerce
Full title of the training workshop	Developing and implementing digital services, including online dispute resolution for consumers
Date	22 to 24 March 2022
Time	1 to 4 p.m. Jakarta and Bangkok time
Venue	Online via Zoom
Audience	Officials from BPKN and OCPB
Registration	Close event
Teaching hours	9 hours over 3 days (3 hours per day)



DODR



About the Workshop

Introduction

The **UNCTAD DODR Project** aims to be the first step towards the implementation of online dispute resolution (ODR) for consumers in Indonesia and Thailand. The Project assesses beneficiaries' needs, benchmark international best practices, strengthen local capacities and assess the use of emerging technologies like blockchain and artificial intelligence to leapfrog development stages and deliver consumer dispute resolution (CDR). The training workshops for government officials are part of the technical assistance and capacity building component of the project.

A new UNCTAD research paper entitled "[Consumer trust in the digital economy: The case for online dispute resolution](#)" highlights the inconsistency of the accelerated growth of e-commerce and the lack of consumer trust in it. Consumer dissatisfaction across different sectors and industries has been identified as a [key challenge for government officials](#) in the International Consumer Protection Enforcement Network (ICPEN).

The United Nations Guidelines for Consumer Protection ([General Assembly resolution 70/186 of 22 December 2015](#)) call for fair, effective, transparent and impartial mechanism to address consumer complaints, including for cross-border cases, and require online consumers shall be provided no less protection than the one in other commercial forms. CDR is an effective mechanism to provide consumer access to justice and redress for resolving disputes facilitated using electronic communications and other information and communications technology. National experts in UNCTAD meetings agreed that providing ODR is one of the best means to increasing consumer trust in electronic commerce in developing countries.

Purpose

As part of the DODR Project's technical assistance and capacity building efforts, we provide training workshops for our project stakeholders, including government officials from the beneficiary countries – Indonesia and Thailand – to explore the concepts and practices of CDR.

This three-day event is the second of a series of four workshops. It aims to lay the foundation of knowledge which will help the beneficiary countries to critically think about how best to design and implement a CDR system that would best suit their country's needs.

A solid grounding in the different technologies applied to consumer online dispute resolution systems, together with a deeper knowledge on policies related to technology for this specific use, will help the participants identify the best technologies in different contexts.

About the participants: Comprised of officials of consumer protection agencies from the beneficiary countries. If desired by the beneficiary countries, the workshop can also be extended to other relevant government officials that would benefit from it. Overall, more than 60 officials from the two beneficiary



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countries are expected to participate in this event. The participants should be officials who are working in the field of CDR, and who are entrusted with decision making powers. This includes software developers, system administrators and case handlers. Ideally, the participant will have been working in the national agencies for at least two years.

Objectives

- To expand the knowledge on emerging technologies uses and how they could be applied to CODR;
- To understand potential of implementing emerging technologies in the provision of e-services by Governments;
- To compare the use of technologies in different CODR systems. Identify its advantages, challenges and latest developments;
- To identify which emerging technologies can facilitate and automatize certain stages on CODR systems and how; and
- To identify technical and technological needs and gaps in beneficiary countries for delivering ODR for consumers.

Format

The 9-hour workshop will be delivered online in English. Live, one-way language interpretation from English to Bahasa, Thai and Chinese will be available on the day through separate audio channels. The training workshop will be delivered by DODR members and international experts, including speakers from national consumer protection agencies, international organizations and academia. As part of the participant's preparation for the sessions, accompanying reading materials will be provided one week in advance to guide them through the course.

Contact

Should you have any questions regarding the training workshop, please contact Mr. William Taborda (william.taborda@unctad.org) or Ms. Valentina Rivas (valentina.rivas@unctad.org).

Agenda

Training Workshop
Sessions 1 to 6
Each session lasts 1.5 hours

Date & Time	Session & Topic	Speakers & Format
<p>Tuesday 22 March</p> <p>1 – 2.30 p.m. (ICT/WIB) 2 – 3.30 p.m. (BJT) 7 – 8.30 a.m. (CET)</p>	<p><u>Welcome Session</u> A 15-minute opening ceremony to welcome participants to the Second DODR training workshop.</p> <p><u>Session 1</u> Software requirements specifications for ODR development. Including experience from the ODR development in Brazil.</p>	<p><u>Welcome remarks:</u> (15 minutes)</p> <ul style="list-style-type: none"> • Teresa Moreira, Head, Competition and Consumer Policies Branch, UNCTAD • Dr. Lijin Yan, Chairman, China Silk Road Group <p>Speakers:</p> <ul style="list-style-type: none"> • Ms. Ana Cipriano, Associate Legal Officer, Competition and Consumer Policies Branch, UNCTAD (20 minutes) • Mr. William Taborda, Information Systems Officer, Competition and Consumer Policies Branch, UNCTAD (20 minutes) <p>Q&A (20 minutes) Break (15 minutes)</p>



<p>Tuesday 22 March</p> <p>2.30 - 4 p.m. (ICT/WIB) 3.30 - 5 p.m. (BJT) 8.30 - 10 a.m. (CET)</p>	<p>Session 2 China Silk Road Group software development. Technology and technical assistance UN activities.</p>	<p>Speakers:</p> <ul style="list-style-type: none"> • CSRG (40 minutes) • Mr. William Taborda, Information Systems Officer, Competition and Consumer Policies Branch, UNCTAD (20 minutes) <p>Q&A (30 minutes)</p>
<p>Wednesday 23 March</p> <p>1 – 2.30 p.m. (ICT/WIB) 2 – 3.30 p.m. (BJT) 7 – 8.30 a.m. (CET)</p>	<p>Session 3 Open Source for governments and ODR. Emerging technologies (Ai and Blockchain) for member States</p>	<p>Speakers:</p> <ul style="list-style-type: none"> • Mr. James Vasile, Partner, Electronic Frontier Foundation / Open Tech Strategies (30 minutes) • Mr. Biruh Mekonnen, Information Systems Officer, Lead Developer, ITC (30 minutes) <p>Q&A (20 minutes) Break (10 minutes)</p>
<p>Wednesday 23 March</p> <p>2.30 - 4 p.m. (ICT/WIB) 3.30 - 5 p.m. (BJT) 8.30 - 10 a.m. (CET)</p>	<p>Session 4 Perspectives from academia on the implementation of ODR systems. The role of standardization/cybersecurity in consumer digital economy.</p>	<p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Pablo Cortés, Professor, Leicester Law School, University of Leicester (30 minutes) • TBC (30 minutes) <p>Q&A (30minutes)</p>

<p>Thursday 24 March</p> <p>1 – 2.30 p.m. (ICT/WIB) 2 – 3.30 p.m. (BJT) 7 – 8.30 a.m. (CET)</p>	<p>Session 5</p> <p>Decentralized arbitration over blockchain. National experience on ODR</p>	<p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Federico Ast, Co-founder and CEO, Kleros.io (30 minutes) • Mr. César Useche, IT Services, SIC Facilita, Colombia (30 minutes) <p>Q&A (20 minutes) Break (10 minutes)</p>
<p>Thursday 24 March</p> <p>2.30 - 4 p.m. (ICT/WIB) 3.30 - 5 p.m. (BJT) 8.30 - 10 a.m. (CET)</p>	<p>Session 6</p> <p>Primary requirements, needs and gaps for delivering ODR in the beneficiary countries.</p> <p>Final evaluation.</p>	<p>Breakout session Facilitators:</p> <ul style="list-style-type: none"> • Dr. Alex Chung, Consumer Policy and Law Expert, Competition and Consumer Policies Branch, UNCTAD • Mr. Arnau Izaguerri Vila, Economic Affairs Officer, Competition and Consumer Policies Branch, UNCTAD • Mr. William Taborda, Information Systems Officer, Competition and Consumer Policies Branch, UNCTAD <p>This interactive session involves small group discussions at three intervals, where participants will join three breakout rooms (15 min x 3) and then feed the small group discussions back to the main room (10 min x 3) afterward.</p> <p><u>Running order</u> (ICT/WIB time below):</p> <ul style="list-style-type: none"> - (2.30 – 2.40 p.m. ICT/WIB) <u>Introduction:</u> Mr. Arnau Izaguerri/William Taborda, recap summary - (2.40 – 3.05 p.m. ICT/WIB) <u>First breakout:</u> Facilitated discussions - (3.05 – 3.30 p.m. ICT/WIB) <u>Second breakout:</u> Facilitated discussions - (3.30 – 3.55 p.m. ICT/WIB) <u>Third breakout:</u> Facilitated discussions



		- (3.55 – 4 p.m. ICT/WIB) <u>Closing</u> : Ms. Valentina Rivas , Programme Manager Officer, Competition and Consumer Policies Branch, UNCTAD, final remarks
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