

## Advancing consumer dispute resolution in the digital age

9 September 2024

14:00 – 17:00 (CET) online

[Register here](#)

### Programme

|             |  |
|-------------|--|
| 14:00-14:10 | <p><b>Opening remarks:</b></p> <p>Teresa Moreira, Head, Competition and Consumer Policies Branch, UN Trade and Development (UNCTAD)</p>  |
| 14:10-14:20 | <p><b>Decision of the Intergovernmental Group of Experts on its 8<sup>th</sup> Session:<sup>1</sup></b></p> <p>Dr. Eddy Alcántara, Executive Director, National Institute for the Protection of Consumer Rights – Pro Consumidor, Dominican Republic</p>   |
| 14:20-15:30 | <p><b>Session 1: Current state of consumer dispute resolution</b></p> <p>Presentation of main findings: <a href="#">Consumer Dispute Resolution in the World</a></p> <p>Arnau Izaguerri, Legal Officer, Competition and Consumer Policies Branch, UN Trade and Development</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Alexandre Yamanaka Shiozaki, General Coordinator, National Consumer Protection Information System, National Consumer Protection System - SENACON, Brazil</li> <li>• Dr. Wimonrat Wim Teriyapirom, Director, International Cooperation Section, Office Consumer Protection Board – OCPB, Thailand</li> <li>• Sónia Passos, Head, Consumer Communication Department, Directorate-General for Consumer Affairs - DGC, Portugal</li> <li>• Marília Oliveira, Senior Legal Manager, Consumer Dispute Resolution, Mercado Libre - LatAm</li> </ul> <p>Q&amp;A</p> |
| 15:30-15:40 | <p><i>Break</i></p>  |

<sup>1</sup> Draft Declaration on cross-border dispute resolution and redress for consumers : [https://unctad.org/system/files/information-document/ccpb\\_IGECON2024\\_draft\\_declaration\\_cross-border\\_Dominican\\_Republic\\_en.pdf](https://unctad.org/system/files/information-document/ccpb_IGECON2024_draft_declaration_cross-border_Dominican_Republic_en.pdf)

|               |  |
|---------------|--|
| 15:40-16:30   | <p><b>Session 2: Evolving CDR – What is next?</b></p> <p>Presentation of publication: <a href="#">Technology and the Future of Online Dispute Resolution Platforms for Consumer Protection Agencies</a></p> <p>Valentina Rivas, Programme Management Officer, Competition and Consumer Policies Branch, UN Trade and Development</p> <p>Comments by Federico Ast, Founder and CEO, Kleros</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Nidhi Khare, Secretary of the Department of Consumer Affairs, Government of India</li> <li>• Katia Peñaloza, Director of Consumer Protection, National Institute for the Defense of Competition and the Protection of Intellectual Property – INDECOPI, Peru</li> </ul> <p>Q&amp;A</p> |
| 16:30-16:50   | <p><b>Presentation: UN Trade and Development technical cooperation proposal on Online Dispute Resolution for consumers</b></p> <p>Ana Candida Muniz Cipriano, Legal Officer, Competition and Consumer Policies Branch, UN Trade and Development</p> <p>William Taborda, Information Systems Officer, Information Technology Services, UN Trade and Development</p> <p>Q&amp;A</p>  |
| 16:50 – 17:00 | <p><b>Conclusions:</b></p> <p>Arnau Izaguerri, Legal Officer, Competition and Consumer Policies Branch, UN Trade and Development</p>   |