UN Trade and Development Webinar:
Advancing consumer dispute resolution in the digital age

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A Global Solution:

Collaborative Open-Source Online Dispute Resolution (ODR) System

Presentation

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A Global Solution

Collaborative Open-Source Online Dispute Resolution (ODR) System

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Introduction

▶ Technological barriers

▶ Financial constraints

▶ Legal complexities

▶ Rapid technological change

▶ Cross-border issues

▶ Scalability concerns

UNCTAD's Role

▶ **Central coordination**

o Manage open-source repository

o Facilitate cooperation among contributors

o Leverage existing relationships with consumer protection agencies

o Establish mechanisms for feature request and development prioritization

▶ **Resource management and features development**

o Ensure that development efforts are focused on widely beneficial improvements

o Execute special developments when specific budgets are allocated or donated

Benefits of Collaboration

▸ **Cost-effective development**

o   Significantly lower costs for all participants

o   Access to sophisticated ODR tools for countries with limited budgets

o   Reduced ongoing maintenance and upgrade expenses

▸ **Knowledge sharing and innovation**

o   Diverse perspectives fostering innovation

o   Transparency and knowledge transfer between countries

o   Capacity building on a global scale

▸ **Customization and adaptability**

o   Modular design for easy feature addition

o   Flexibility to adapt to unique needs and legal frameworks

▸ **Potential for global standardization**

o   Shared framework and standards

o   Enhanced interoperability for cross-border cases

o   More homogeneous ODR practices worldwide

Key components of the ODR system

▸ User-friendly interfaces for claim submission and management

▸ Pre-mediation and mediation modules

▸ Robust data management and reporting tools

▸ Integration capabilities with existing systems

▸ AI-enhanced features for efficiency

▸ Strong privacy and security measures

Challenges and development approach

▶ **While technical development is crucial, our main challenges include:**
- Adapting to different legal frameworks
- Ensuring interoperability with existing systems
- Defining requirements that satisfy most stakeholders
- Fostering cooperation among diverse participants

▶ **To address these, we propose:**
- A collaborative development model coordinated by UNCTAD
- An open-source approach for transparency and community participation
- Phased implementation, starting with core functionality
- Continuous improvement through community contributions and feedback

Conclusion

▸ Efficient resource allocation

▸ Shared costs, shared benefits

▸ Homogenous ODR practices

▸ Continuous improvements

Thank you