8th United Nations Review Conference on Competition and Consumer Protection

19-23 October 2020

Room XIX, Palais des Nations, Geneva

Wednesday, 21 October 2020

Digital Economy

Presentation by Ms. Juliana Oliveira Domingues, Consumidor

(National Consumer Secretariat, Brazil)

This material has been reproduced in the language and form as it was provided. The views expressed are those of the author and do not necessarily reflect the views of UNCTAD.
Main Characteristics:

- PUBLIC ADR
- SELF-COMPOSITION
- ACCESSIBILITY
- PUBLIC POLICY TOOL
- FOCUS ON: TRUST, DIALOGUE, EMPOWERMENT, TRANSPARENCY AND EFFECTIVENESS.
NUMBERS of the Platform

Received for 871 (vs. 537 in 2019)
Registered companies 3.1 million (vs. 2.1 million in 2019)

concluded complaints 3.1 million (vs. 2.1 million in 2019)

Complaint Resolution index 80%
Answered Complaints 99%

Period: June, 2014 – August, 2020. Reflects the numbers increase with the Pandemic.