



**Asia-Pacific
Economic Cooperation**

2019/SOM1/EC/WKSP1/006

Building a Pilot: Potential Online Dispute Resolution Providers' Perspective – Hong Kong, China

Submitted by: Logistics and Supply Chain MultiTech R&D Centre



**Stocktake Workshop on the Strengthening
Economic Legal Infrastructure Online Dispute
Resolution Work Plan
Santiago, Chile
2-3 March 2019**

Stocktake Workshop on the SELI ODR Work Plan

Building a pilot in Hong Kong, China

Dr. Frank CH Tong

Director, Research and Technology Development

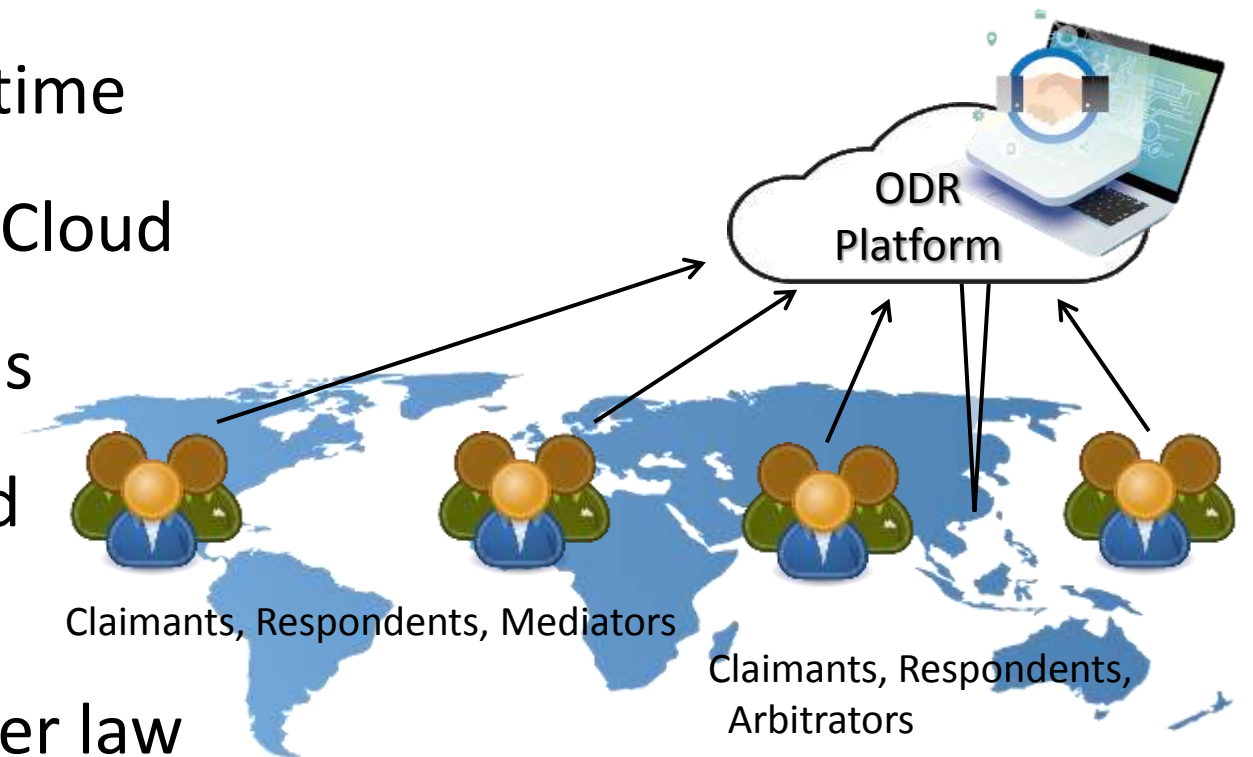
LSCM R&D Centre, HK, China

2-3 March 2019

Intercontinental Hotel Santiago, Chile

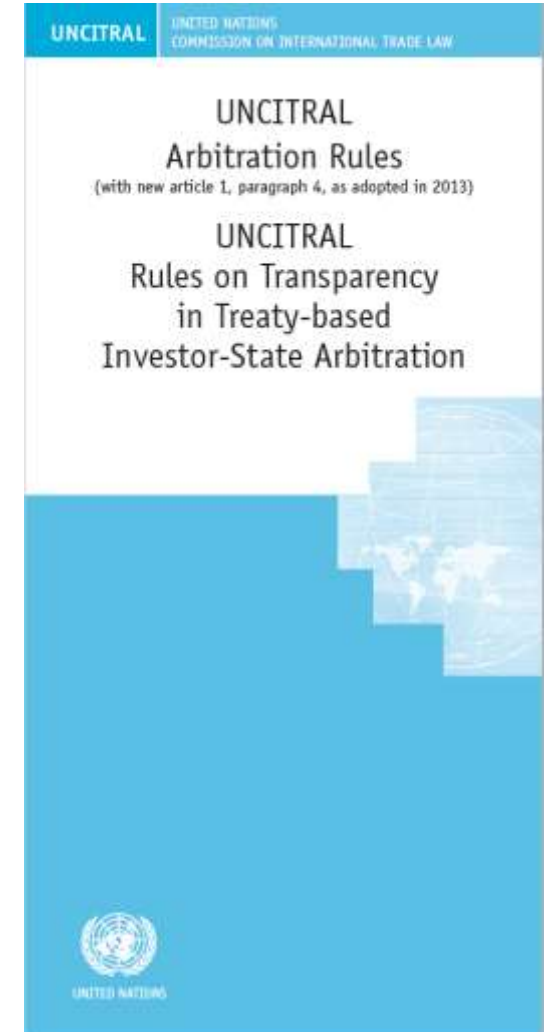
Requirements for Innovative ODR Platform

- Connecting extended geographical locations, Anywhere
- Across different time zones, Anytime
- Easy and pervasive connectivity, Cloud
- Secured communication channels
- Trustworthy handling of data and documents
- Protection of privacy & data under law



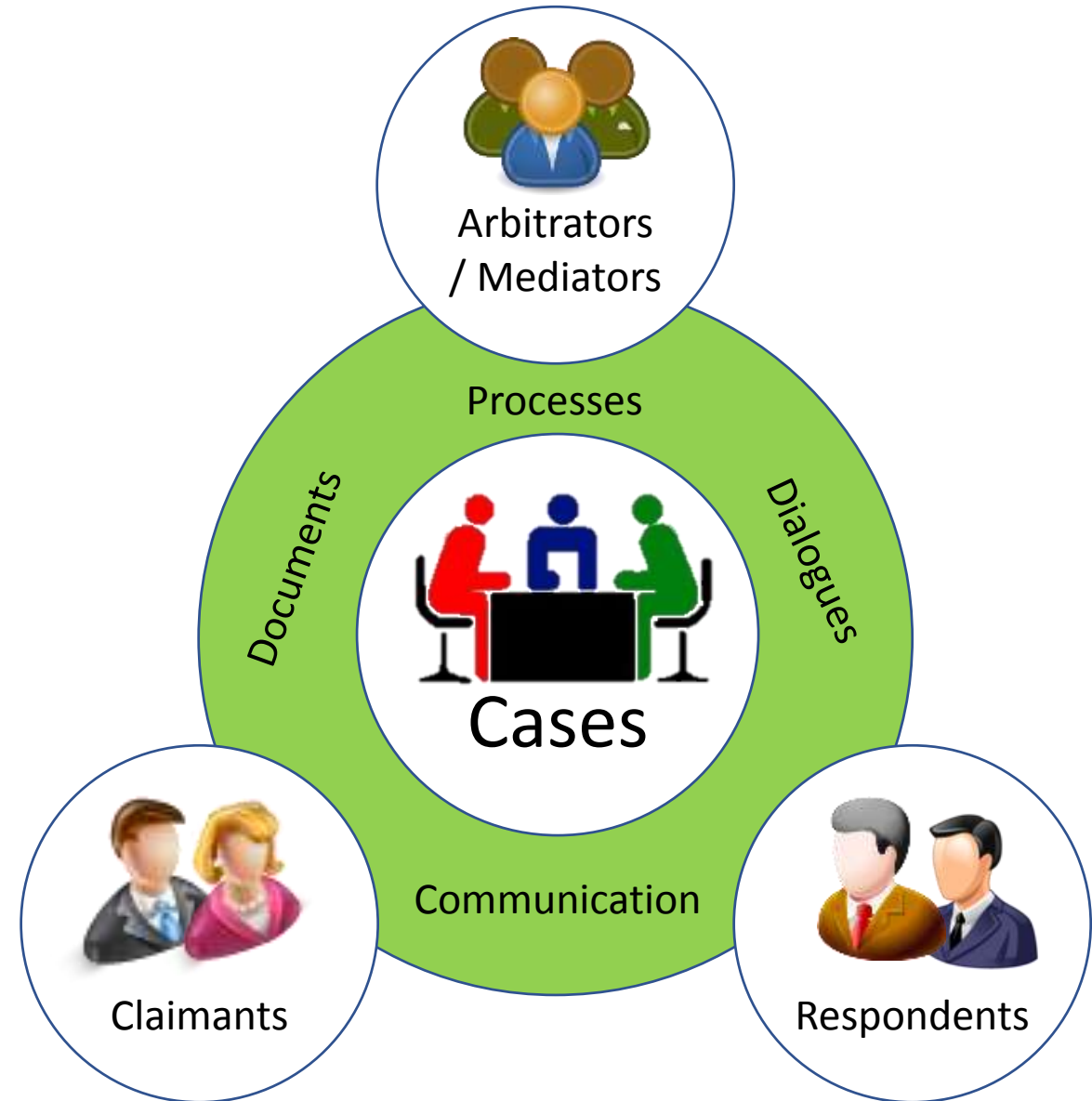
Legal Framework

- In 2016, The United Nations Commission on International Trade Law (UNCITRAL) published ODR Technical Notes.
- This ODR Platform is piloted with eBRAM, adapted to her arbitration and mediation rules

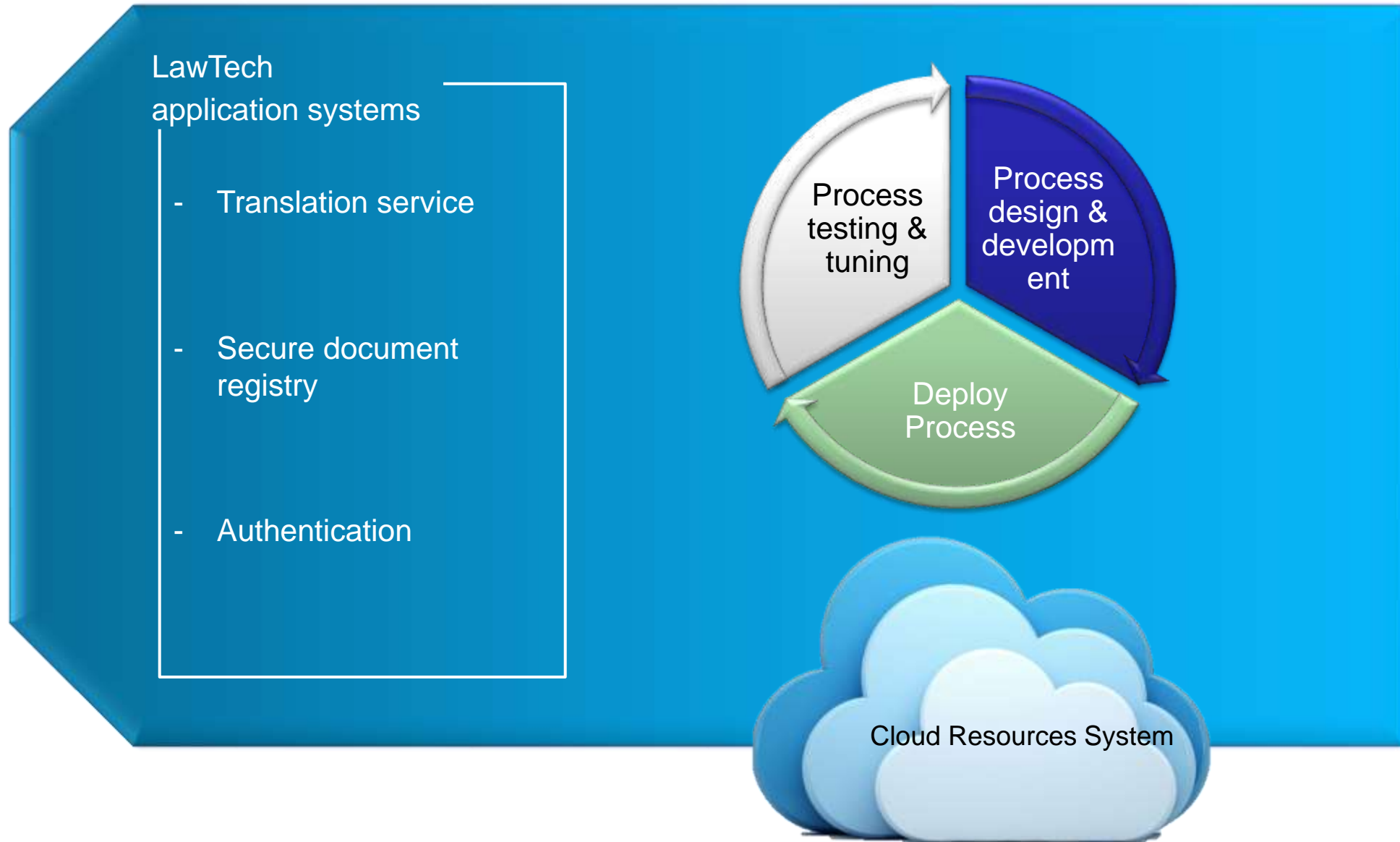


ODR Functionality & Services

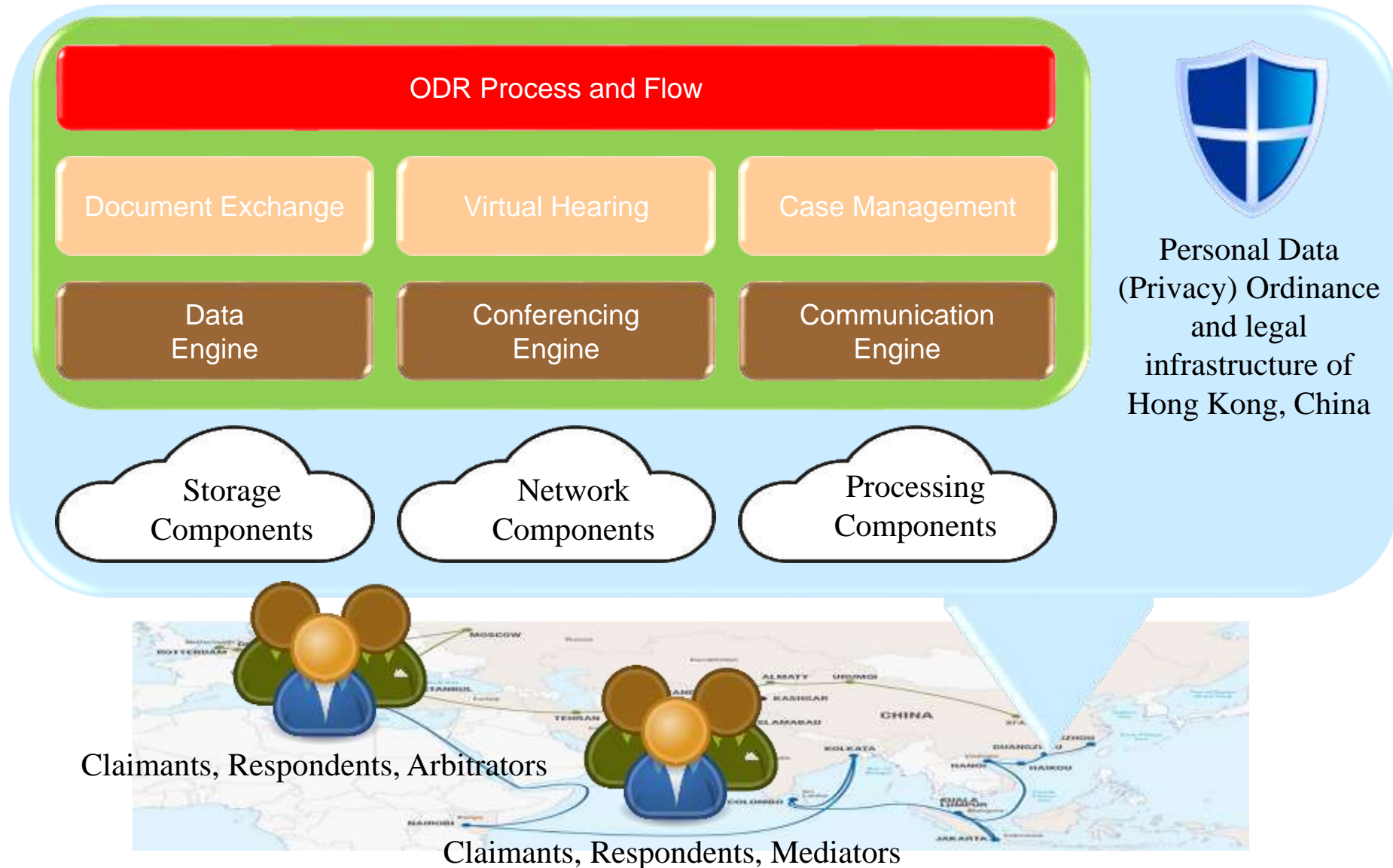
- Platform for arbitration, mediation
 - Claimant / Respondents / Arbitrators / mediators / Platform administrator
- Case management
 - Case / Documentation / Resolution
- Process & Procedures
 - Arbitration and Mediation rules



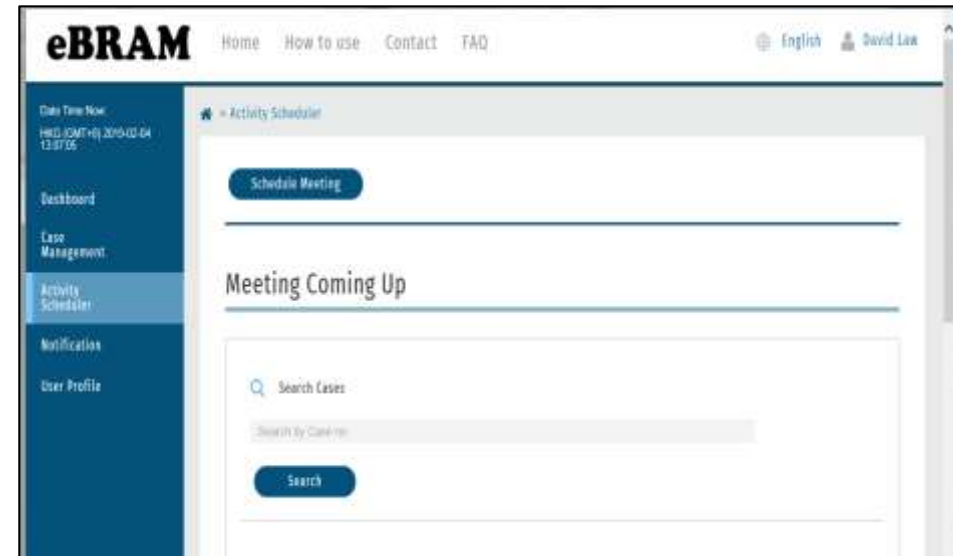
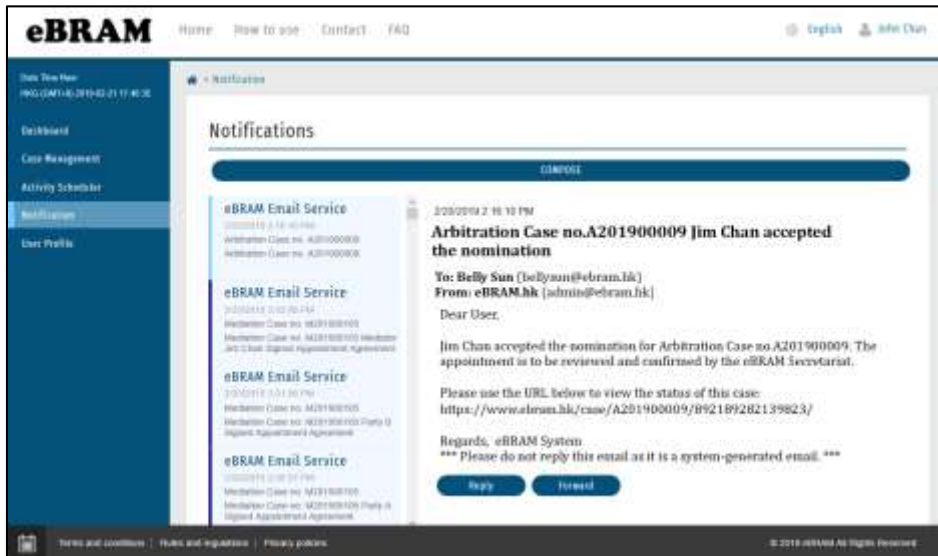
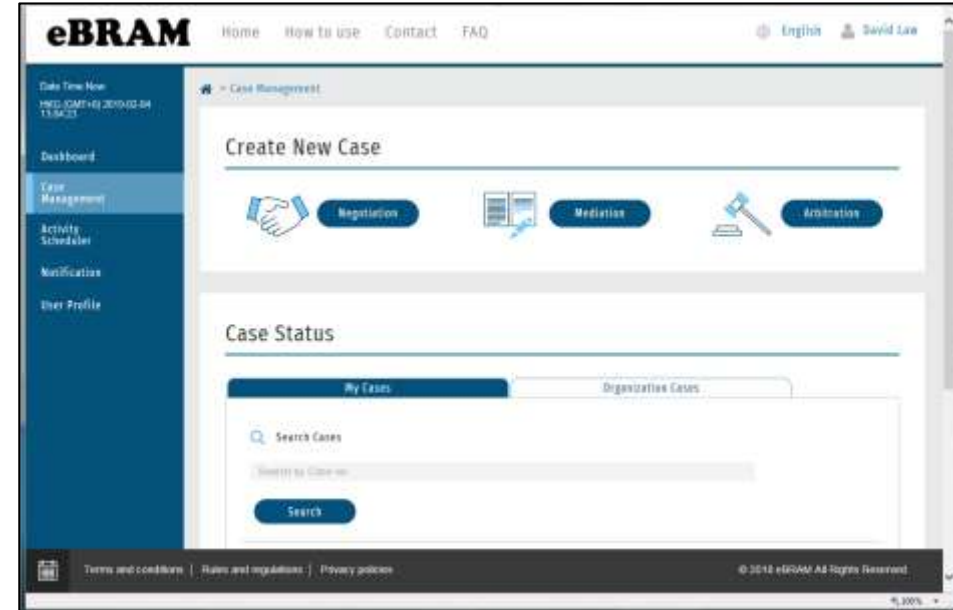
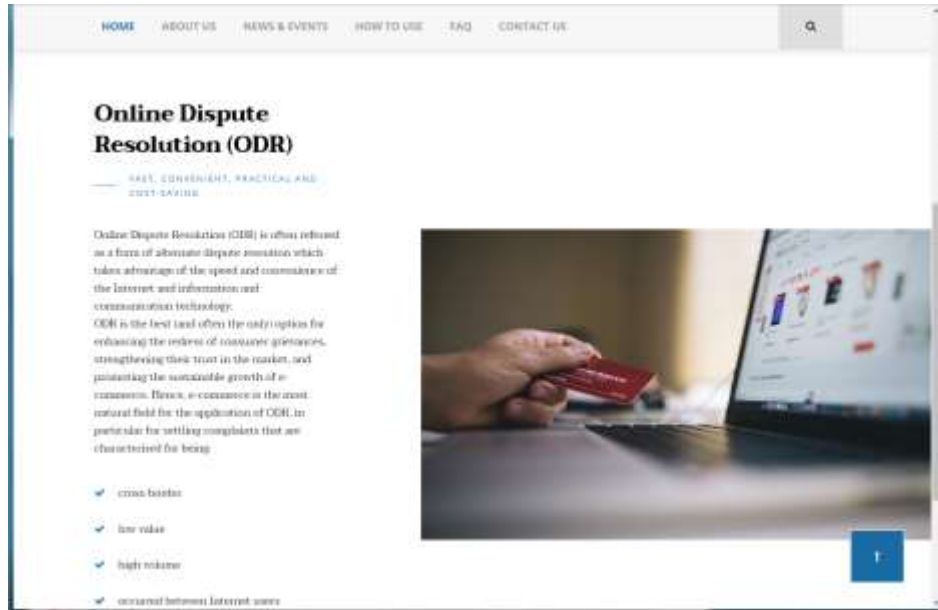
Technologies Approaches



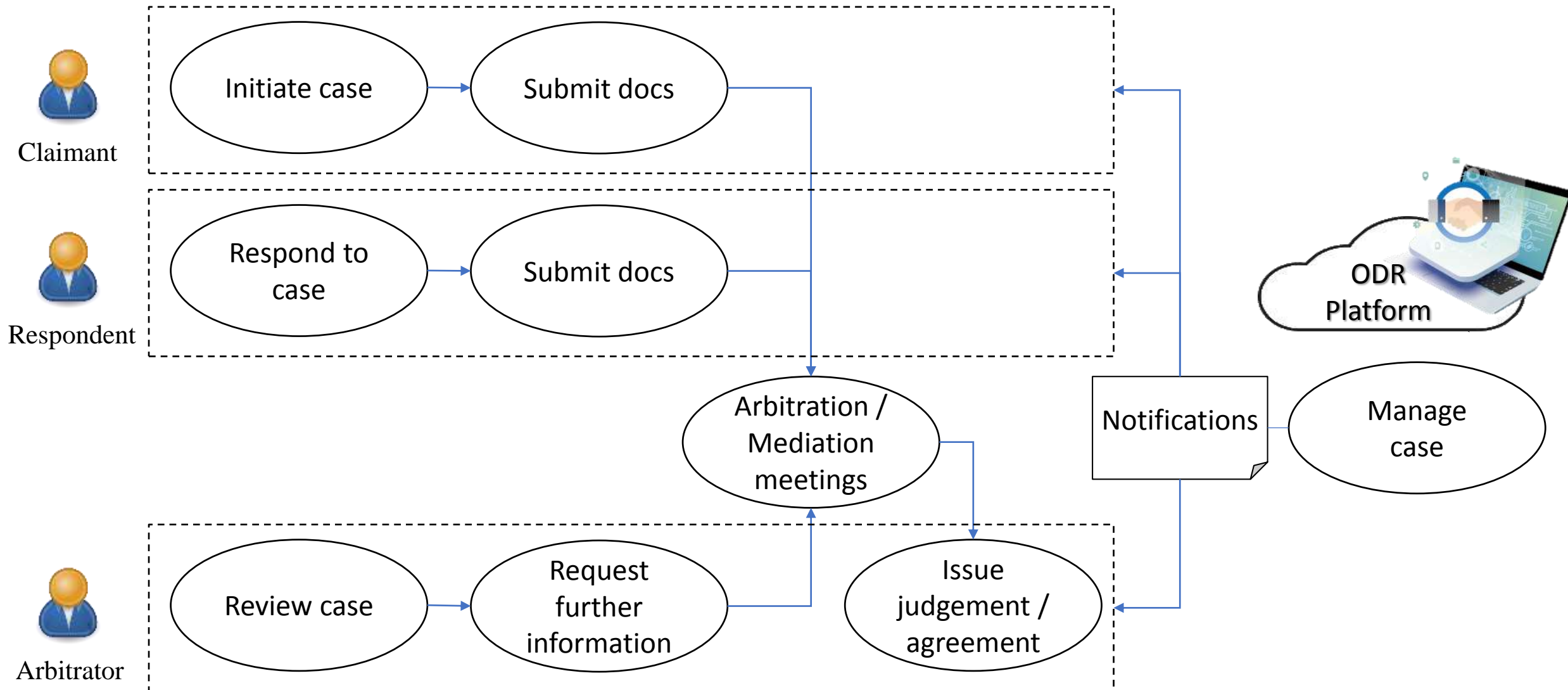
Platform Architecture



Platform in Action



e-Arbitration/Mediation Process Flow



Roadmap

- Current development: testing with different mock cases
- Targeted to transfer to ODR operator in 2H 2019

~ Thank You ~

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Technologies Approaches

