



**Asia-Pacific
Economic Cooperation**

2021/SOM2/CTI/014

Agenda Item: IX.b

**Updates from CTI Project – Public-Private Dialogue
on Promoting Consumer Protection in the Dispute
Resolution and Redress Mechanisms in E-
Commerce (CTI 09 2019T)**

Purpose: Information

Submitted by: Peru



**Second Committee on Trade and
Investment Meeting
25-27 May 2021**

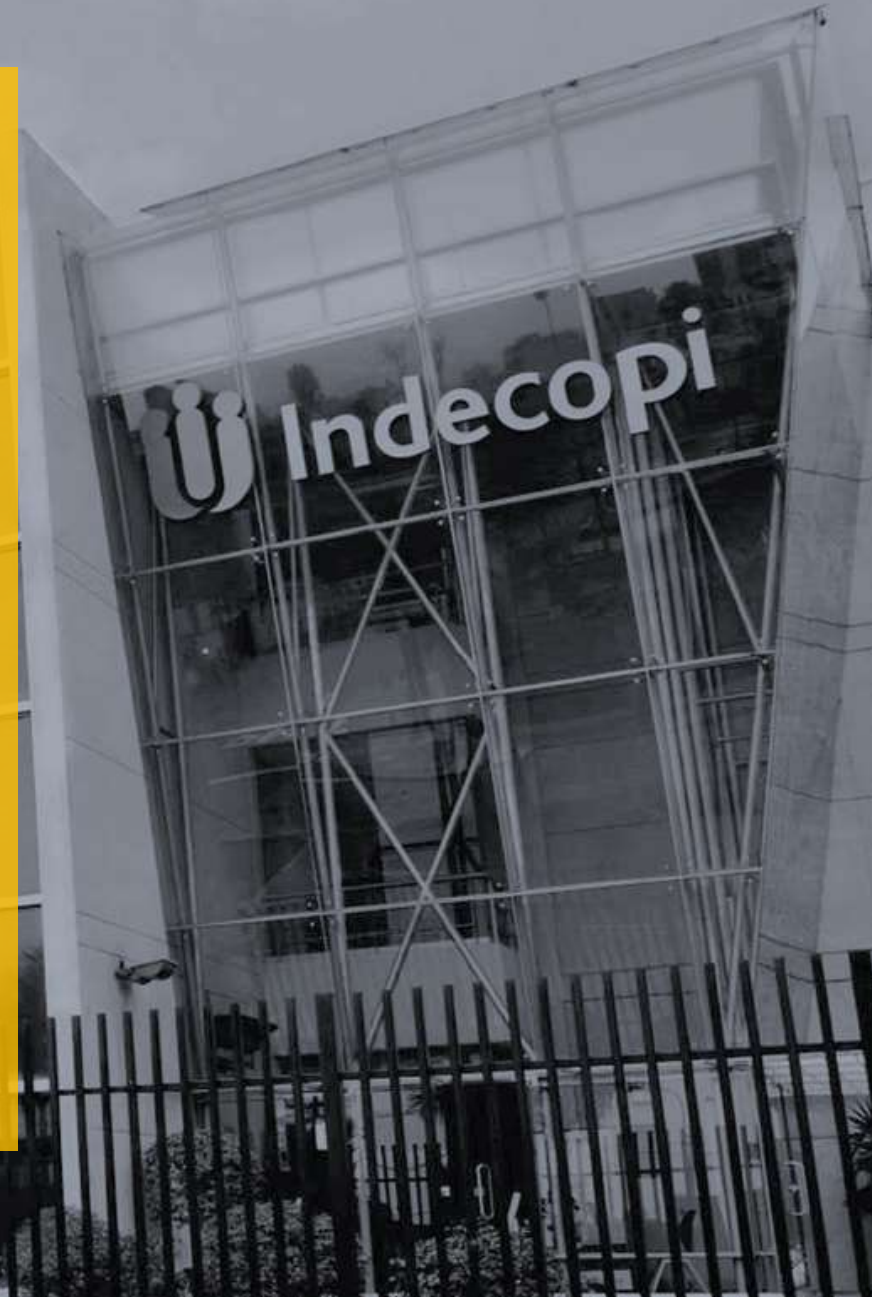


**APEC NEW ZEALAND 2021
CTI**

**Public-Private Dialogue on Promoting
Consumer Protection in the Dispute Resolution
and Redress Mechanisms in E-Commerce**

Abelardo ARAMAYO (Mr.)
Project Overseer
Technical Secretary
Commission on Unfair Competition

May 2021



APEC NEW ZEALAND 2021

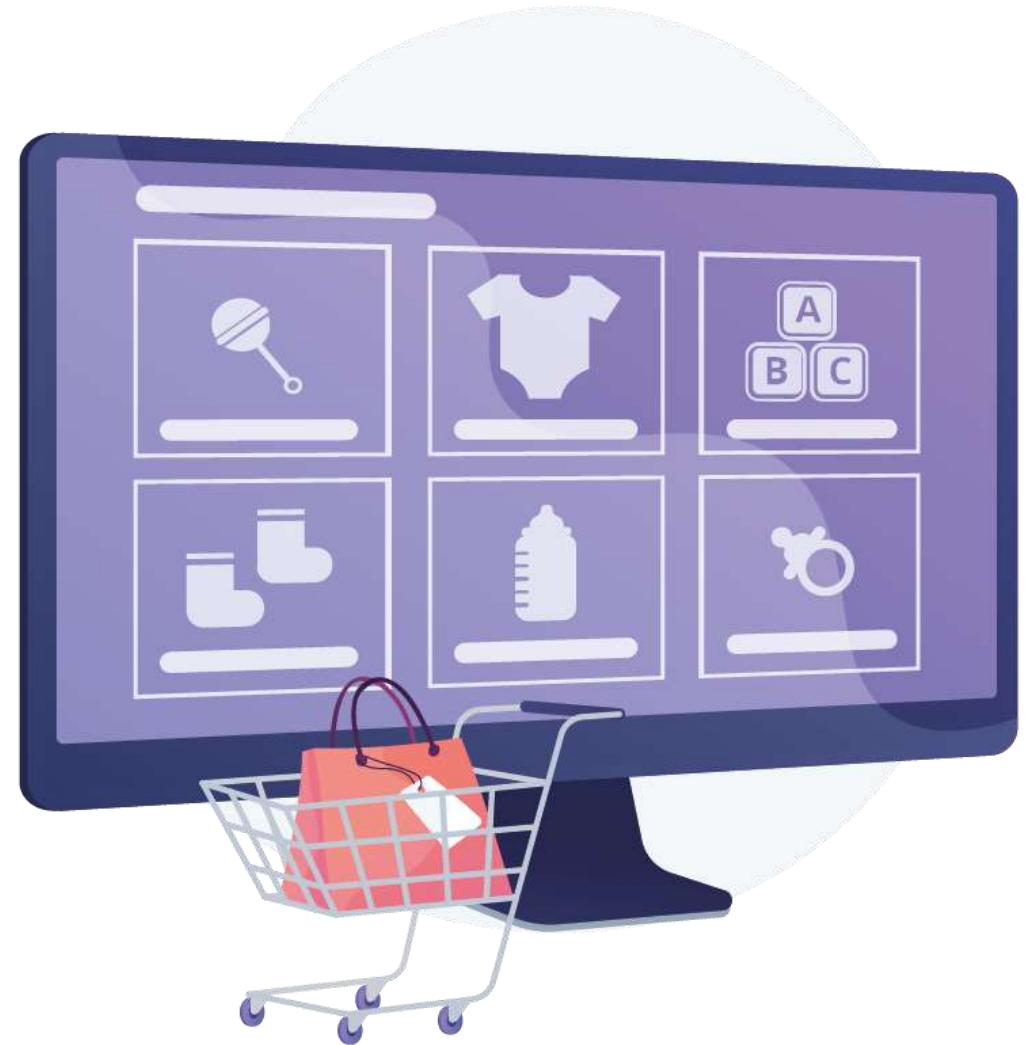
COMMITTEE ON TRADE AND INVESTMENT

- **Project Title:** Public-Private Dialogue (PPD) on Promoting Consumer Protection in the Dispute Resolution and Redress Mechanisms in E-Commerce
- **Project Number:** CTI 09 2019T
- **Project Overseer:** Abelardo Aramayo Baella – Technical Secretary of the Commission on Unfair Competition



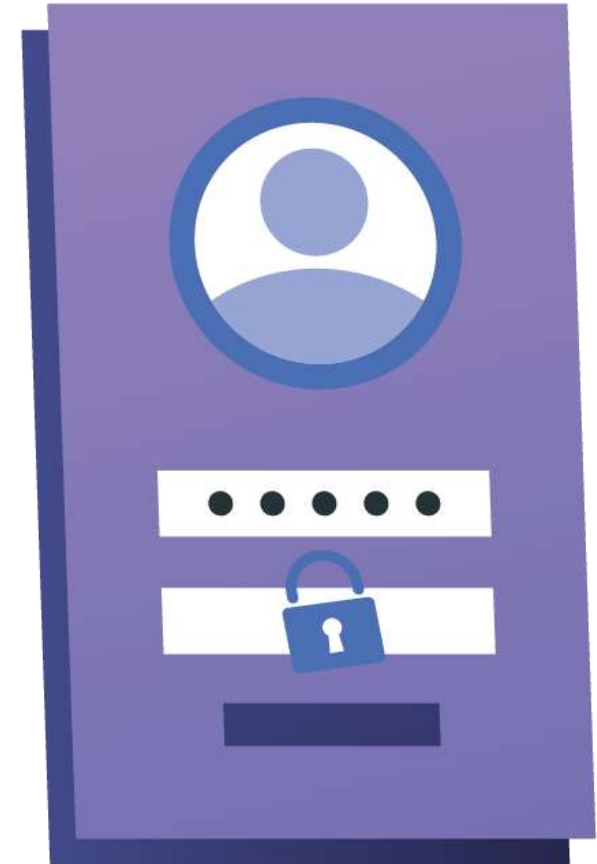
RELEVANCE

Digital economy has enabled the massification of e-commerce, increasing the number of complaints. At the same time, consumers sometimes lack the ability to properly complain or find a solution, leading to a decrease of confidence in e-commerce. For these reasons, it is very important to **find solutions for consumers** and suppliers to disputes generated in the digital context.



PURPOSE

- Promote consumer's confidence in e-commerce.
- Develop and propose mechanisms that are fair, affordable, timely and efficient for consumer dispute resolution and redress.
- Emphasize self-regulatory mechanisms and good global business practices.



THE CONFERENCE (3 day PPD)



April 27 – April 29 (Asia time)

April 26 – April 28 (America's time)



Zoom



102 participants registered



21 economies represented



14 speakers



SAVE THE DATE

We invite you to APEC's Public/Private Dialogue on
**Promoting Consumer Protection in the Dispute
Resolution and Redress Mechanisms of eCommerce**



THE CONFERENCE (3-day PPD)

Topics

- Cross-border consumer protection in the new digital markets.
- Challenges on dispute resolution and redress mechanisms for consumers in cross-border digital trade.
- How to improve consumers' confidence in cross-border digital trade through best practices, self-regulation and compliance policies in dispute resolution and redress mechanisms processes.
- Next steps on promoting Consumer Protection in the dispute resolution and redress mechanisms in Digital Trade
- Discussion and Recommendations

THE CONFERENCE (3-day PPD)

Topics



The EU Consumer ODR Platform: 5 Years On


*Professor Pablo Cortés
Chair in Civil Justice
Leicester School of Law
University of Leicester*

*Promoting Consumer Protection in the
Dispute Resolution and Redress
Mechanisms in e-Commerce
27-29 April 2021*



Debate on Promotion of Consumer Protection
in the Mechanisms of Resolution and Repair
of Disputes in eCommerce

Juliana Oliveira Domingues – National
Consumer Secretary (Brazil)



**Online Dispute Resolution and
Consumer Claims: Challenges
in System, Process and
Governance Design**

Vivi Tan

Public-Private Dialogue (PPD) on Promoting Consumer Protection in
the Dispute Resolution and Redress Mechanisms in e-Commerce
27 - 29 April 2021
Virtual Public-Private Dialogue

THE CONFERENCE (3-day PPD)

Topics



THE UNIVERSITY OF MELBOURNE

Ethical Design and Governance in AI-ODR

Professor Inetele Marie Peterson
Centre for Artificial Intelligence and Digital Ethics

Indecopi/ APEC
Promoting Consumer Protection in the Dispute Resolution and Redress Mechanisms in e-Commerce
27 - 29 April 2021
Virtual Public-Private Dialogue




Online dispute resolution in digital financial services in India

Presenter: Srikara Prasad*
The Future of Finance Initiative, Dvara Research.
*Vital contributions from Beni Chugh, Malavika Raghavan & Chinmayanand Chivusula



Public-Private Dialogue on Promoting Consumer Protection in the Dispute Resolution and Redress Mechanisms in e-Commerce
APEC, 27 April 2021



Fostering Access to Justice: ODR Ethics & Governance

Leah Wing
Co-Director, National Center for Technology and Dispute Resolution
VP, Board of Directors, International Council for Online Dispute Resolution
Senior Lecturer in Legal Studies Program, U of MA, Amherst (USA)

Promoting Consumer Protection in Dispute Resolution and Redress Mechanisms in e-Commerce
APEC, April 2021

THE CONFERENCE (3 day PPD)



PPD on Promoting Consumer Protection in the Dispute Resolution and Redress Mechanisms in E-Commerce

NEXT STEPS

- Summary Report
- Set of voluntary recommendations to promote best practices for consumers' dispute resolution and redress mechanisms:
 - For circulation among APEC members.
 - Expected to be endorsed on CTI 3 and published on APEC website.



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