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UNCTAD Consumer Online Dispute Resolution Project

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**Public-Private Dialogue on Promoting
Consumer Protection in the Dispute
Resolution and Redress Mechanisms in E-
Commerce
27-29 April 2021**

UNCTAD Technical cooperation Project

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

28 April 2021 - Asia-Pacific Economic Cooperation

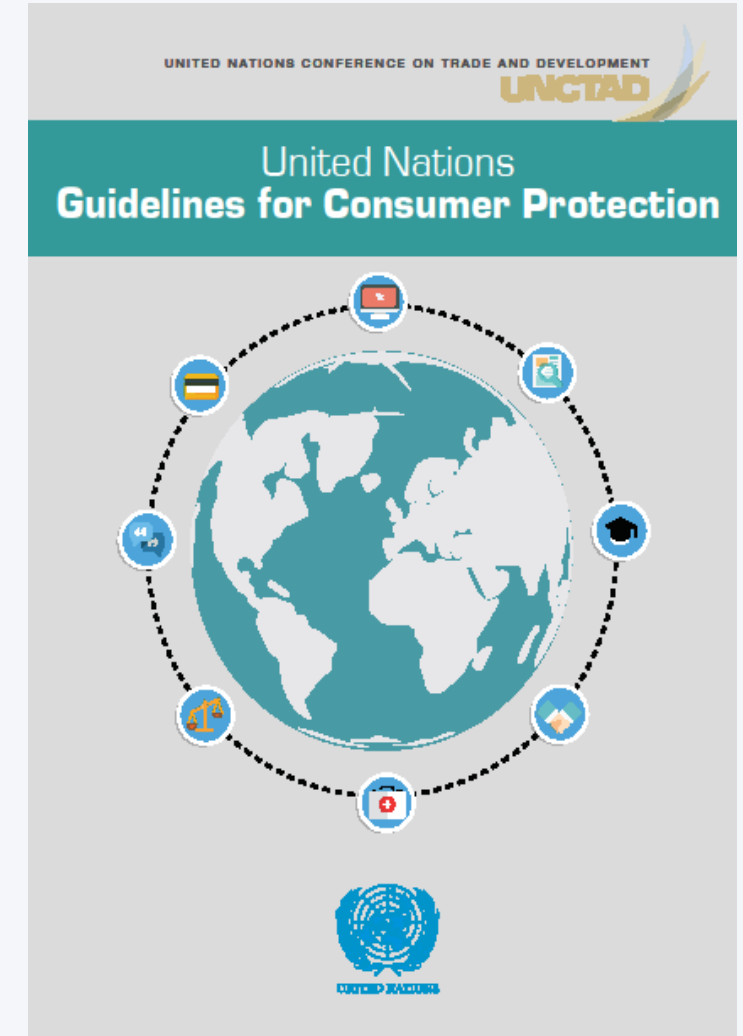
Arnau Izaguerri, Economic Affairs Officer, Competition and
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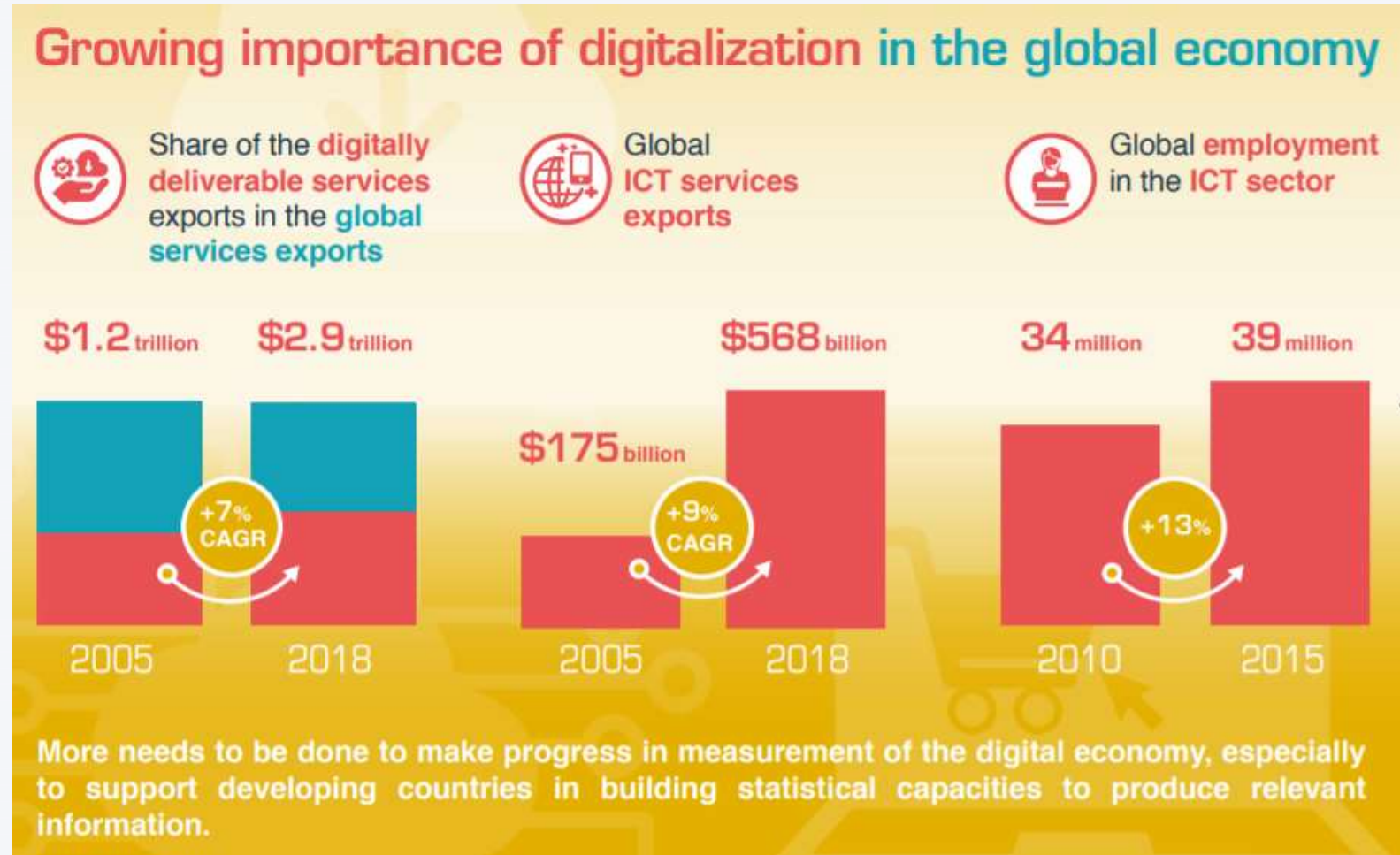
UNCTAD is the focal point within the UN system for Competition law and policy since 1980 and for Consumer Protection law and policy since 2015

UN Guidelines recommendations relating to ODR:

- ✓ **Domestic Policies (15):** Member Economies should work towards ensuring that consumer protection enforcement agencies have the necessary human and financial resources to promote effective compliance and to obtain or facilitate redress for consumers in appropriate cases;
- ✓ **Dispute resolution and redress (37):** Member Economies should encourage the development of fair, effective, transparent and impartial mechanisms to address consumer complaints through administrative, judicial and alternative dispute resolution, including for cross-border cases;
- ✓ **Dispute resolution and redress (39):** Access to dispute resolution and redress mechanisms, including alternative dispute resolution, should be enhanced, particularly in cross-border disputes;
- ✓ **E-commerce (63):** Member Economies should work towards enhancing consumer confidence in electronic commerce by the continued development of transparent and effective consumer protection policies, ensuring a level of protection that is not less than that afforded in other forms of commerce;



- ✓ Relationship between digital economy, consumer trust and ODR.
- ✓ **US and China** 90 per cent of market capitalization value of the world's 70 largest digital platforms.
- ✓ To close the digital divide, **inclusivity** is essential to building a digital economy that delivers to all.
- ✓ **Trust as a key factor** for consumers to do online transactions and use online and mobile payments.
- ✓ Online dispute resolution (ODR) for consumers will help to **increase consumer trust in the digital economy, integrate digital markets and enhance consumer welfare.**



Delivering block chain based online dispute resolution for consumers as means to improve international trade and electronic commerce

Objectives

- Provide an updated picture of current **consumer dispute resolution** in beneficiary economies and at the global level, identify best practices and lessons learnt;
- **Define technical and infrastructure requirements of beneficiary economies for the development of online dispute resolution systems**, including through emerging digital technologies;
- **Build capacities of government consumer protection agencies, consumer groups and business associations on consumer ODR**;
- **Build consensus among beneficiary economies** on the modalities for delivering consumer online dispute resolution and cost/efficiency improvement of trade among beneficiary economies.





Thank you

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