The Future of Online Dispute Resolution for Consumer Protection

Submitted by: Universidad Externado de Colombia
Portal del Consumidor

Tiene un problema con la información personal de carácter financiera, crediticia, comercial o de servicios.
# Mis reclamos

Estado de los reclamos que desea visualizar: Todos

<table>
<thead>
<tr>
<th>Detalle</th>
<th>No. Radicación</th>
<th>Proveedor</th>
<th>Fecha reclamo</th>
<th>Fecha vencimiento</th>
<th>Reclamo directo</th>
<th>Tiempo gestión</th>
<th>Estado</th>
<th>Acciones</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>21-7098-0</td>
<td>RAPPI</td>
<td>08-01-2021 09:00:44</td>
<td>01-02-2021 23:59:00</td>
<td>✓</td>
<td></td>
<td>Cerrada mediación sin acuerdo</td>
<td></td>
</tr>
</tbody>
</table>

---

Superintendencia de Industria y Comercio
Cra 13 No. 27-00 pisos 1, 3, 4, 5, 6, 7 y 10 PBX: (571) 5870000
Call center: (571) 5920400 Línea gratuita nacional: 018000-910165
www.sic.gov.co - E-mail: contactenos@sic.gov.co - Bogotá D.C. - Colombia.
<table>
<thead>
<tr>
<th>Nombre archivo</th>
<th>Tipo archivo</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRESENTACION_21-7098-0.pdf</td>
<td>application/pdf</td>
</tr>
<tr>
<td>NICOLAS ERNESTO LOZADA PIMIENTO 1881934 (1).pdf</td>
<td>application/pdf</td>
</tr>
<tr>
<td>WhatsApp Image 2021-01-07 at 5.52.13 PM (1).jpeg</td>
<td>image/jpeg</td>
</tr>
<tr>
<td>WhatsApp Image 2021-01-07 at 5.52.13 PM.jpeg</td>
<td>image/jpeg</td>
</tr>
<tr>
<td>WhatsApp Image 2021-01-07 at 5.52.12 PM (1).jpeg</td>
<td>image/jpeg</td>
</tr>
<tr>
<td>WhatsApp Image 2021-01-07 at 5.52.12 PM.jpeg</td>
<td>image/jpeg</td>
</tr>
<tr>
<td>WhatsApp Image 2021-01-07 at 5.52.11 PM (1).jpeg</td>
<td>image/jpeg</td>
</tr>
<tr>
<td>WhatsApp Image 2021-01-07 at 5.52.11 PM.jpeg</td>
<td>image/jpeg</td>
</tr>
<tr>
<td>IMG_3015 (1).jpg</td>
<td>image/jpeg</td>
</tr>
<tr>
<td>IMG_3016 (2).jpg</td>
<td>image/jpeg</td>
</tr>
<tr>
<td>IMG_3016 (1).jpg</td>
<td>image/jpeg</td>
</tr>
<tr>
<td>COMUNICACION_21-7098-0.pdf</td>
<td>application/pdf</td>
</tr>
<tr>
<td>Transcripcion_Chat_123099.pdf</td>
<td>application/pdf</td>
</tr>
<tr>
<td>RESPUESTA_21-7098-0.pdf</td>
<td>application/pdf</td>
</tr>
<tr>
<td>Transcripcion_Chat_123099.pdf</td>
<td>application/pdf</td>
</tr>
<tr>
<td>ACTA_CHAT_SICFACILITA_166186_20210211.pdf</td>
<td>application/pdf</td>
</tr>
</tbody>
</table>
RAPPI
2021/01/28 04:00:33
Buenas tardes

ROcio Eliana Dueñas Pacheco
2021/01/28 04:00:36
Buenas tardes, señor Proveedor. Bienvenido.

ROcio Eliana Dueñas Pacheco
2021/01/28 04:01:21
Señor Proveedor, se dará un tiempo de 15 minutos a partir de la hora convocada para que el señor Nicolas se conecte a fin de dar inicio a la mediación. Agradezco su permanencia en línea.

Nicolás Lozada
2021/01/28 04:01:49
---------- Ingreso a la conversación ----------

Nicolás Lozada
2021/01/28 04:01:57
Hola
The Future of ODR for Consumer Protection

Nicolás Lozada Pimiento
APEC Consumer Protection Virtual Dialogue 2021
1 Government Promotion
2 Public ODR Platforms
3 Private ODR Platforms
Main Sections

- Object and Application
- ODR for Public Institutions
- ODR for Private Companies
Object

To promote the adoption of ODR Platforms:

- Management
- Prevention
- Resolution
Application

Conciliation
Arbitration
Amicable composition
Adjudication
Prediction
Mediation
Negotiation
Public Institutions

Government authorities may delegate ODR adoption on private companies:

- Implementation
- Administration
- Management
Sandboxes

- Regulatory sandboxes for the gradual implementation of ODR's
- International Standards (ICODR)
The government will promote the adoption of ODR Platforms by private companies

- Consumer protection.
- Electronic commerce.
- Others
Government Promotion

2 ODR Public Platforms

3 ODR Private Platforms
ADVANTAGES

- First Colombian Public ODR Platform.
- Continued operation during the pandemic.

DISADVANTAGES

- Limited powers on the Third Neutral.
- Overcongested.
- Ineffective.

(34,400 claims vs 74 suppliers)
REDEK
ODR Network Solutions
Redek is a Colombian startup

We implement and optimize ODR platforms according to the needs of a client
Redek implemented the first ODR Conciliation platform for the Attorney General's Office
CONSUMER ARBITRATION PROJECT
Government Promotion

Public ODR Platforms

3 Private ODR Platforms
Direct chat with Rappi

Escribenos tu mensaje*
Por favor ingresa los detalles de esta solicitud y un integrante de nuestro personal de soporte responderá en breve.

Sube tus archivos (6 files max, each file must be less than 3MB)
Select File

Enviar
- Direct chat with the provider.
- Upload documents.
- The claim is closed automatically if there is no response.
Your last trip

7/8/17, 1:17 AM
Toyota Camry 6klpr322

$21.82

Report an issue with this trip

Additional topics

Trip and fare review

Account and Payment Options

A Guide to Uber

My driver took a poor route

The route had heavy traffic

Someone else took this trip

I paid a toll or parking fee for my driver

My driver made an unrequested stop

My promo code didn't work

I was charged a cleaning fee

I had a different issue with my charge

Waiting time charges

I have an extra charge from this trip

If your driver asked you to pay a toll or parking fee with cash and you were also charged on your receipt, please let us know. We'll step in to help.

Toll or parking location

Bay Bridge

Toll or parking fee amount

5

How much did you pay your driver for the toll or parking fee?

0

Share additional details

SUBMIT