



**Asia-Pacific
Economic Cooperation**

2021/CTI/DIA1/012

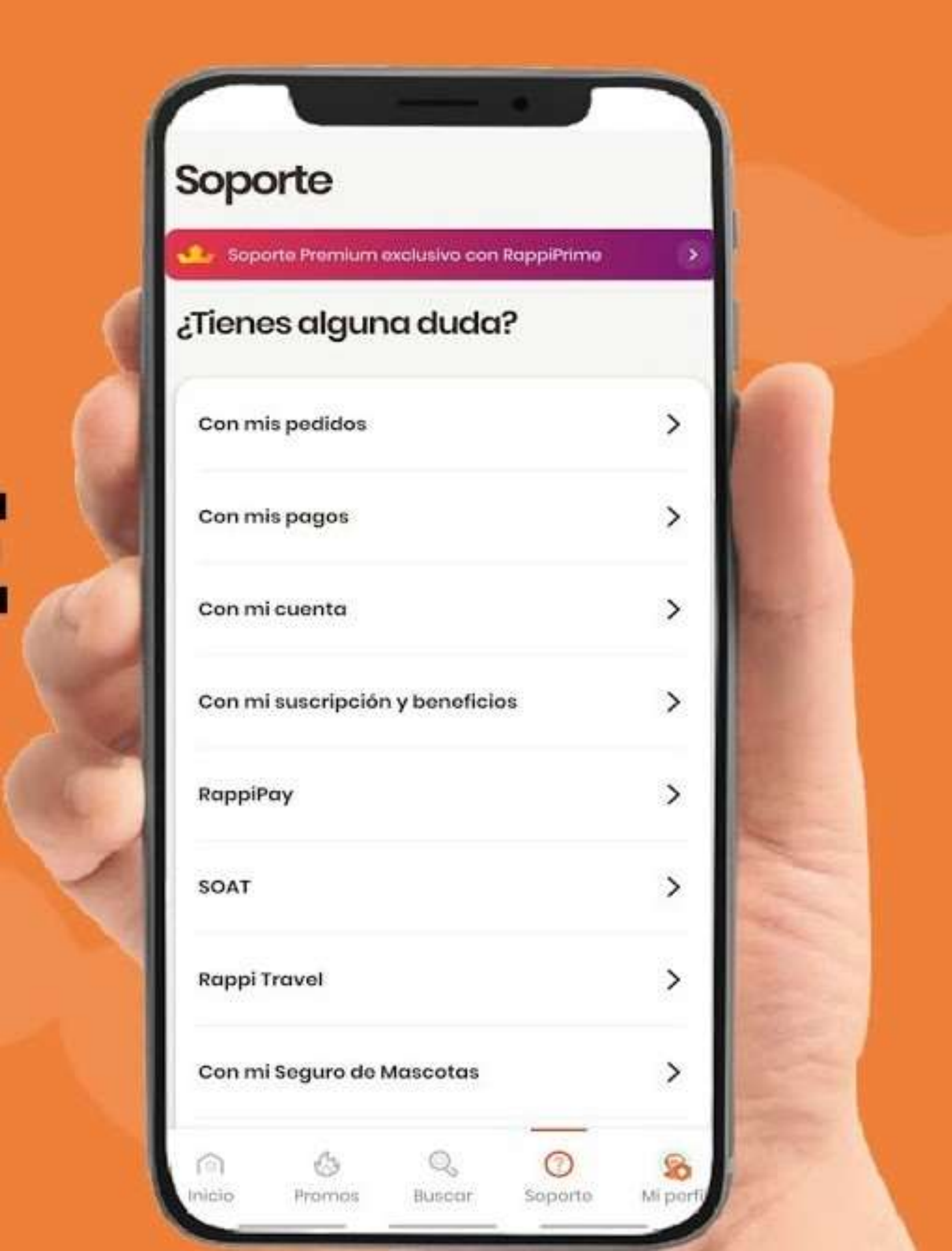
Session: 4

The Future of Online Dispute Resolution for Consumer Protection

Submitted by: Universidad Externado de Colombia



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



Soporte

Soporte Premium exclusivo con RappiPrime

¿Tienes alguna duda?

Con mis pedidos >

Con mis pagos >

Con mi cuenta >

Con mi suscripción y beneficios >

RappiPay >

SOAT >

Rappi Travel >

Con mi Seguro de Mascotas >

- Inicio
- Promos
- Buscar
- Soporte
- Mi perfil

Rappi

SIC FACILITA

Portal del Consumidor



Ingreso Consumidores

Identificación

Contraseña

No soy un robot



Ingresar

[Recordar contraseña](#)


[▶ Registrarse](#)

[Descargue aquí el manual de consumidor de SIC Facilita](#)



Mis reclamos

Estado de los reclamos que desea visualizar


Listado de reclamos

Detalle	No. Radicación	Proveedor	Fecha reclamo	Fecha vencimiento	Reclamo directo	Tiempo gestión	Estado	Acciones
	21-7098-0	RAPPI	08-01-2021 09:00:44	01-02-2021 23:59:00	✓		Cerrada mediación sin acuerdo	<input type="text" value="-- Seleccione --"/>




Acciones

-- Seleccione --

 Ver anexos



 Enviar mensaje al facilitador

Anexos Reclamo

Nombre archivo	Tipo archivo
PRESENTACION_21-7098-0.pdf	application/pdf
NICOLAS ERNESTO LOZADA PIMIENTO 1881934 (1).pdf	application/pdf
WhatsApp Image 2021-01-07 at 5.52.13 PM (1).jpeg	image/jpeg
WhatsApp Image 2021-01-07 at 5.52.13 PM.jpeg	image/jpeg
WhatsApp Image 2021-01-07 at 5.52.12 PM (1).jpeg	image/jpeg
WhatsApp Image 2021-01-07 at 5.52.12 PM.jpeg	image/jpeg
WhatsApp Image 2021-01-07 at 5.52.11 PM (1).jpeg	image/jpeg
WhatsApp Image 2021-01-07 at 5.52.11 PM.jpeg	image/jpeg
IMG_3015 (1).jpg	image/jpeg
IMG_3016 (2).jpg	image/jpeg
IMG_3016 (1).jpg	image/jpeg
COMUNICACION_21-7098-0.pdf	application/pdf
Transcripcion_Chat_123099.pdf	application/pdf
RESPUESTA_21-7098-0.pdf	application/pdf
Transcripcion_Chat_123099.pdf	application/pdf
ACTA_CHAT_SICFACILITA_166186_20210211.pdf	application/pdf



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



A close-up, slightly blurred photograph of a person's hands typing on a laptop keyboard. A bright teal sticky note is placed on the keyboard, partially covering some keys. The background is out of focus, showing parts of the laptop and the person's arms.

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



Colombian ODR Platform Bill

Draft Law № 584 of 2021





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)





Private companies

The government will promote the adoption of ODR Platforms by private companies

- Consumer protection.
- Electronic commerce.
- Others



~~Government Promotion~~

2 ODR Public Platforms

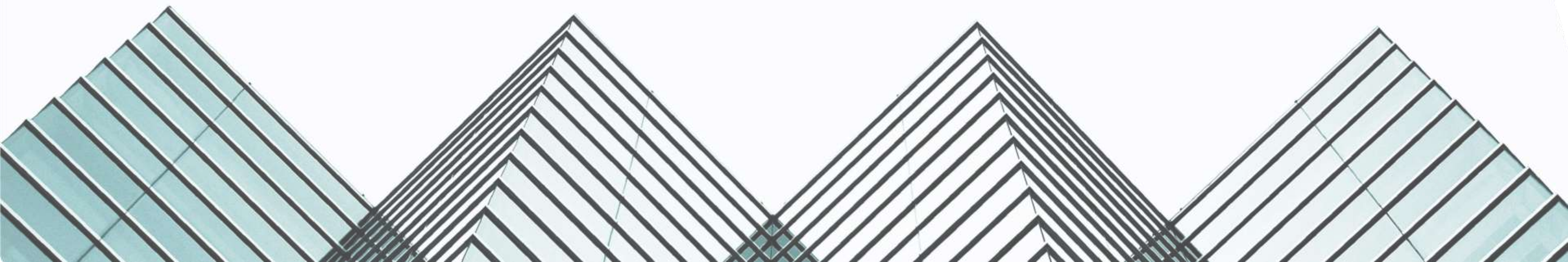
3 ODR Private Platforms



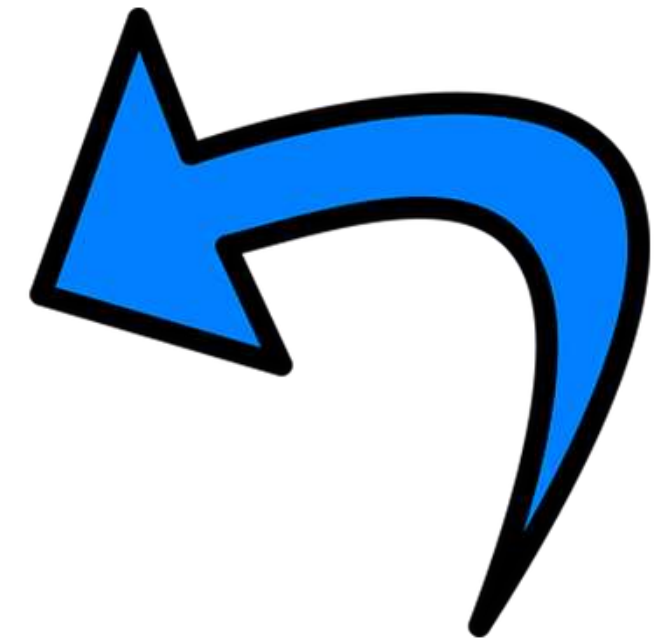
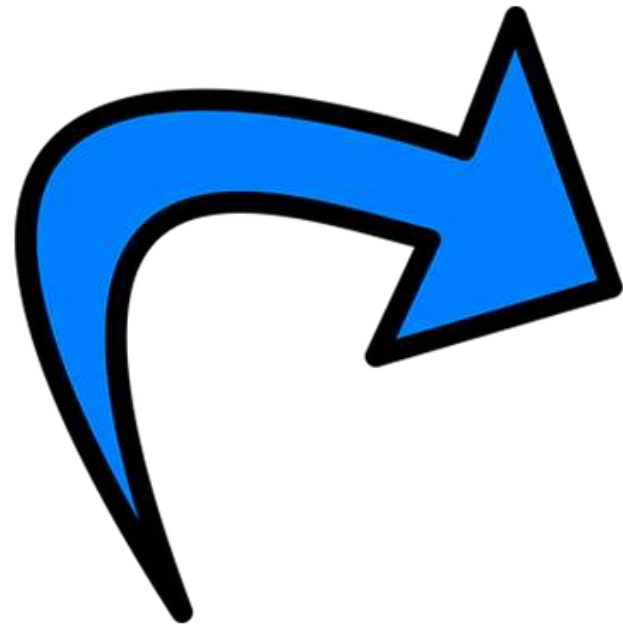
Industria y Comercio
SUPERINTENDENCIA



SIC FACILITA



SIC FACILITA



Consumers



Suppliers



Arrangement



ADVANTAGES

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



DISADVANTAGES

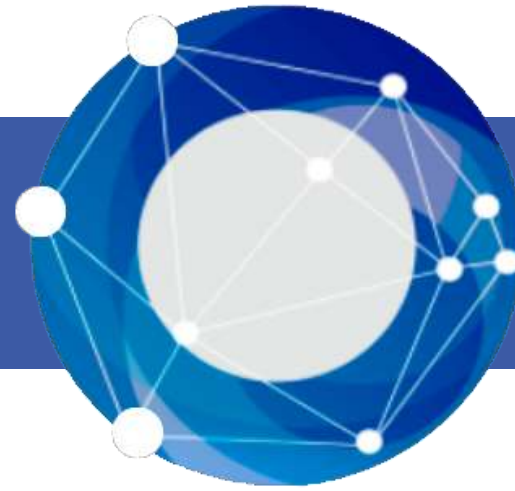
- Limited powers on the Third Neutral.
 - Overcongested.
 - Ineffective.
- (34.400 claims vs 74 suppliers)





REDEK

ODR Network Solutions



About us

Redek is a Colombian startup

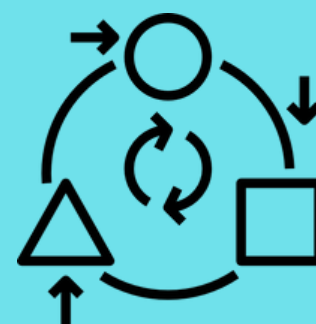
We implement and optimize
ODR platforms according to
the needs of a client



TECHNOLOGY ACQUISITION



DEVELOPMENT CO



ADAPTATION OF PLATFORMS

ALLY

GREX



Redek implemented the first ODR Conciliation platform for the Attorney General's Office



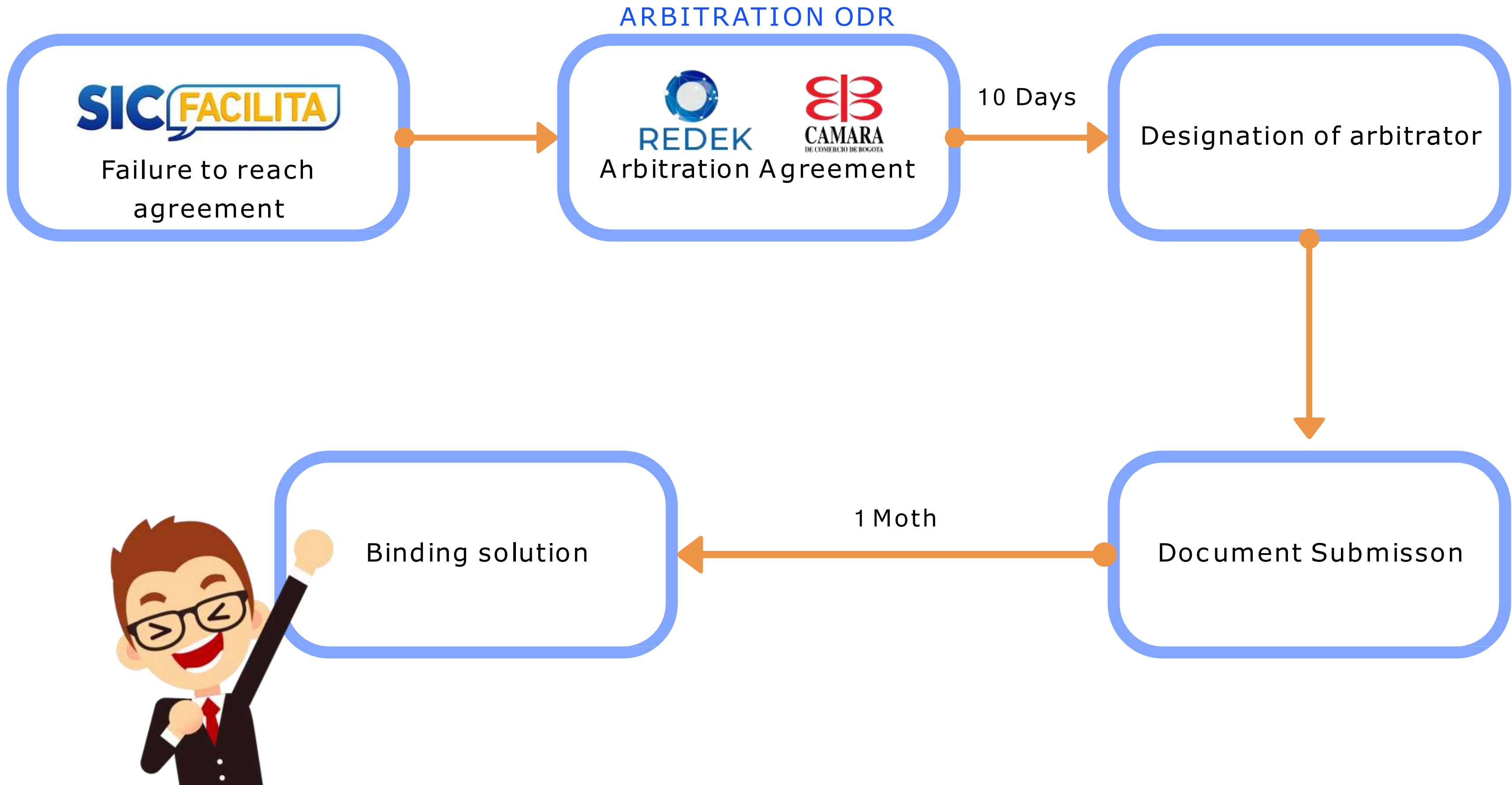
**PROCURADURIA
GENERAL DE LA NACION**

CONSUMER ARBITRATION PROJECT

SIC FACILITA

CB
CAMARA
DE COMERCIO DE BOGOTA


REDEK





~~Government Promotion~~

~~Public ODR Platforms~~

3 Private ODR Platforms



Reporte por robo o extravío

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 Rappi



Rappi

Upload documents



¡Hola, soy tu asistente Rappipay! ¿En qué te puedo ayudar? Recuerda que solo trataremos tus datos personales para atender tu solicitud. Si presentas algo particular con Rappi sobre pedidos o domicilios, por favor Ingresa al App de Rappi y en la página inicial de Rappi-pedidos parte inferior encontrarás un signo de interrogación (?), seleccionas mi cuenta- no puedo hacer mis pedidos y en dicha sección podrán ayudarte.

08:47 AM

Escribe mensaje...





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

← Ayuda

¿Con qué podemos ayudarte?

- No recibí el producto >
- Recibí el producto con un problema >
- Quiero devolver o cambiar el producto >

Tu reclamo n.º 5062960675

Recibiste un producto que no es lo que dice la publicación

[Ver detalle del producto](#)

16 de marzo

No es original

- IMG_20210308_213102.jpg
- IMG_20210308_213105.jpg
- IMG_20210308_213129.jpg

[Ver todos los mensajes \(6\)](#)

4 de marzo

Hola amig@, envíanos un video probando el producto desde dos dispositivos al correo tauxi@outlook.com para poder evidenciar la falla que nos indicas, y poder validar la garantía
Quedamos atentos

Reclamo cerrado.


Como no respondiste más, confiamos en que llegaron a un acuerdo.

Uber

✕
Help

Your last trip

7/8/17, 1:17 AM \$21.82
Toyota Camry 6kpr322



Report an issue with this trip >

Additional topics

Trip and fare review >

Account and Payment Options >

A Guide to Uber >



← Help

My driver took a poor route

My pickup or drop-off location was wrong

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



← Help

amount is added to your fare.

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 tol...
0

Share additional details

SUBMIT



ODR BUS



THANKS



REDEK

ODR Network Solutions



www.redek.co/



+57 317 6566432



info@redk.co