Outlines Public-Private Dialogue on Promoting Consumer Protection in the Dispute Resolution and Redress Mechanisms in e-Commerce (CTI 09 2019T)

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APEC Regional Consumer Protection Framework Workshop

Outlines Public-Private Dialogue (PPD) on Promoting Consumer Protection in the Dispute Resolution and Redress Mechanisms in e-commerce (CTI 09 2019T)

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**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.
THE CONFERENCE (3-day PPD)

Topics

The EU Consumer ODR Platform: 5 Years On

Promoting Consumer Protection in the Dispute Resolution and Redress Mechanisms 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 eCommerce

27 - 29 April 2023

Virtual Public-Private Dialogue
THE CONFERENCE (3-day PPD)

Topics
THE CONFERENCE (3-day PPD)

PPD on Promoting Consumer Protection in the Dispute Resolution and Redress Mechanisms in E-Commerce
APEC can play a critical role in advancing Online Dispute Resolution (ODR) among its members, by identifying rules and guidelines.

APEC can promote standards that capture key ethical and consumer protection principles and encourage interoperability.

Provide a foundation for the development, implementation, and maintenance of Online Dispute Resolution (ODR) systems.
CONCLUSIONS

Online Dispute Resolution (ODR) systems are essential for the trusted development of e-commerce and benefit Micro, Small & Medium Enterprises (MSMEs) by expanding their markets.

Online Dispute Resolution (ODR) systems must be developed based on and managed pursuant to ethical principles of fairness, access and transparency.

ODR systems must also be developed based on fundamental consumer protection principles of accountability and the right to redress.
CONCLUSIONS

- Artificial intelligence can play a valuable role in advancing and facilitating Online Dispute Resolution (ODR), but it’s development must be based on ethical principles and be free of bias or other features that would lead to unfairness in its decision-making process.

- Online Dispute Resolution (ODR) systems should be accountable to a government enforcement authority, which will provide the confidence that the systems are fair, and that they operate according to relevant laws and rules.
NEXT STEPS

- Summary Report to be published.

- 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.