

Workshop on Cross-border Consumer Dispute Resolution

Agenda

Workshop facilitators: Ana Cipriano, UNCTAD, Arnau Izaguerri, UNCTAD, peer reviewer representatives and/consultants

Audience: OCPB and invited consumer related stakeholders (government, consumer associations and academia and other relevant stakeholders).

DATES: 26 and 27 April 2023

Morning 26 April

Time	Activity	Audience	Objective	Speaker
9-12 a.m. (15' break in between)	Workshop on Cross-border Consumer Dispute Resolution	OCPB and consumer related stakeholders (government, consumer associations and academia and other relevant stakeholders). <i>totally 30 persons</i>	Compare and contrast the design and implementation of CDR systems and ecosystems and identify their advantages, challenges, and good practices to draw out lessons learnt.	1.Arnau Izaguerri, Legal Officer, UNCTAD 2.Ana Cipriano, Legal Officer, UNCTAD 3.Marcus Isgren, Head, National Board for Consumer Disputes, ARN, Sweden 4.Manop Pisetkul, Plan and Policy Analyst, Professional Level, OCPB Representative

Afternoon 26 April

Time	Activity	Audience	Objective	Speaker
1-4.00 p.m. (15' break in between)	Workshop on Cross-border Consumer Dispute Resolution	OCPB and consumer related stakeholders (government, consumer associations and academia and other relevant stakeholders). <i>totally 30 persons</i>	Identify pathways and approaches used in the delivery of CDR by national governments, regional/supranational organizations, intergovernmental organizations, and other public and private sector actors. Identify needs and gaps for the effective delivery of CDR.	1. Arnau Izaguerri, Legal Officer, UNCTAD 2. Ana Cipriano, Legal Officer, UNCTAD

Morning 27 April

Time	Activity	Audience	Objective	Speaker
9 - 12 a.m. (15' break in between)	Workshop on Cross-border Consumer Dispute Resolution -Guideline for using block chain technology and IT tools to develop the consumer redress mechanism	OCPB and consumer related stakeholders (government, consumer associations and academia and other relevant stakeholders). <i>totally 30 persons</i>	Presentation of the Software Requirements Specification Report for the creation of a Consumer ODR platform: enhance mechanisms for resolving cross-border disputes and complaints	1. Ana Cipriano, Legal Officer, UNCTAD 1. Ms. Piyaporn Kijitkhun CEO at SennaLabs, Consultant at UNCTAD

Afternoon 27 April

Time	Activity	Audience	Objective	Speaker
1.30 - 4.00 p.m. (15' break in between)	National dialogue on how to implement a future National consumer policy: Awareness raising and advertising campaign.	OCPB and consumer related stakeholders (government, consumer associations and academia and other relevant stakeholders). <i>totally 30 persons</i>	Next steps: strategic plan and policy making	1. Arnau Izaguerri, Legal Officer, UNCTAD 2. Ana Cipriano, Legal Officer, UNCTAD