



Noteworthy experiences in digitalisation by employers' and business membership organisations (EBMOs) in Latin America

Technical Note: Paraguay

Digit@I CAMP

This Technical Note forms part of a collection of noteworthy experiences in digitalisation by employers' and business membership organisations (EBMOs) in Latin America, identified during research carried out by the ILO's Bureau for Employers' Activities (ACT/EMP) for the production of the 2022 Regional Report "Where do Business Organisations Stand on the Road to Digitalisation? A look at Latin America". The aim of these noteworthy experiences is to inspire other EBMOs in their transition towards digitalisation. We would like to thank the ILO's South-South and Triangular Cooperation (SSTC) programme for its support in drafting this document, which will serve as a basis for an exchange of knowledge among EBMOs around the world.

► What is South-South and Triangular Cooperation?

South-South and Triangular Cooperation (SSTC) can be defined as collaboration between two or more developing countries, which frequently have the support of traditional partners, guided by the principles of solidarity and unconditionality, the aim of which is to put into practice inclusive and distributive development models governed by demand. SSTC complements North-South cooperation with joint action to encourage development opportunities. As can be seen from the Sustainable Development Programme 2030, SSTC has become an important means of international cooperation for development and an essential item in the United Nations toolbox.

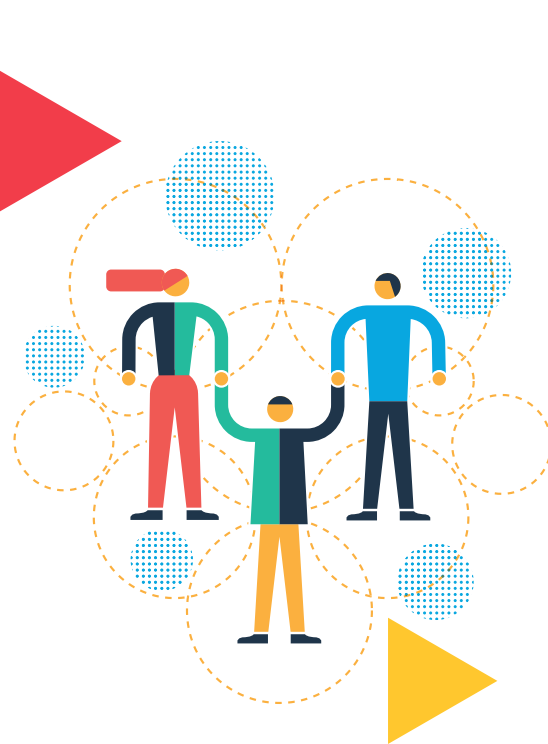
► Summary

The **Cámara Nacional de Comercio y Servicios de Paraguay** (national chamber of trade and services of Paraguay - CNCSP) has applied an innovative digital solution to conflict resolution in its arbitration and mediation centre (CAMP). CAMP is a dependency of CNCSP (see YouTube video).

► What services does it offer?

CAMP provides mediation, arbitration, training, and advisory services. The digital platform offers arbitration in which an arbitration panel issues a ruling equivalent in status to a contract. The platform is used to manage the documentation

and protect confidentiality of the parties and the nature of the dispute. All processes submitted to CAMP are contractual in nature or concern employment issues. The centre has dealt with commercial, sports and maritime cases, matters of distribution and representation, construction and infrastructure and trusts between private individuals, the State, municipalities, and public companies, among others.



► How to join?

CAMP team provides access data (username and password) to those who have used the digital mechanism to resolve disputes. A protocol contains the stages of the digital procedure and guarantees its integrity. One essential part of the process is that the parties and their arbitrators possess digital signatures (a token provided by a digital signature provider) that are legally valid in Paraguay and the member countries of Mercosur. CNCSP and CAMP encourage the use of digital signatures.

► Why this project?

The project arose from the COVID-19 pandemic, although some of the processes were carried out previously in a hybrid fashion. The initiative has resulted in a faster, cheaper, and more effective solution for the parties, which is also more environmentally friendly as it avoids the printing of large numbers of documents.

► How was it developed?

The platform was launched in 2021, but the idea and development started earlier. First, with certain processes and services being offered in a hybrid manner. Second, with the development of the digital service protocol in 2020. The file management technology (Datascan) was developed by a local supplier (Datasytems SAECA).

► What impact has it had?

The tool offers a more efficient and economic method (savings in transport and time) to the parties. It is environmentally friendly (there is no need to print documents) and encourages the use of digital signatures, which can be used for other common processes encountered by companies and individual citizens. Specifically, the digital signature (which replaces the manuscript signature) speeds up the issue of rulings and the submission of affidavits and notifications, providing legal validity to procedural acts.