

Mr. Eduardo Sojo Garza Aldape, Ministry of Economy; Antonio Morales de la Peña, Federal Consumer Attorney, jointly with Carlos Guzmán Bofill, Director General of Hewlett Packard Mexico, gave the starting signal to the pilot project of *Concilianet*, for the submission of complaints through Internet and the celebration of virtual settlement hearings.

*Concilianet* is a module of dispute resolution through Internet that covers from the submission of the complaint until the end of the settlement procedure. It gives the opportunity of a real time interaction between the consumer, the supplier and the Consumer Protection Federal Agency (Profeco by its initials in Spanish language) of Mexico, in an agile, efficient, secure and transparent way in any time and from any computer with Internet access.

In order to submit a complaint through *Concilianet* it is necessary to have an e-mail account, the electronic version of an ID as well as all the documents in which the complaint is supported.

The Ministry of Economy, Eduardo Sojo, is the first user registered in *Concilianet*.

In this stage of the pilot project *Concilianet*, which is going to last three months, Hewlett Packard has joint, leader enterprise in information technologies. HP, is a company committed with their clients which runs punctual programmes to measure their total satisfaction, and considers that *Concilianet* will be another tool that will let it have the same level of service required by the consumers.

*Concilianet* is going to be available for the submission of complaints 24 hours a day, 7 days a week, taking the best advantage of the technological tools, with the possibility of receiving complaints coming from all over the country.

With this alternative, Profeco modernizes and makes efficient the settlement procedure, by adapting it self to the necessities of all the Mexicans.