

**Intergovernmental Group of Experts on Consumer Protection  
Law and Policy, First Session**

**Geneva, 17-18 October 2016**

**Contribution  
by  
*UNCTAD***

The views expressed are those of the author and do not necessarily reflect the views of UNCTAD



**Intergovernmental Group of Experts on  
Consumer Protection Law and Policy,  
First Session**

**Delivering for consumers:  
method of work and work  
programme 2016-2020**

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**Branch  
18 October 2016**

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# Method of work

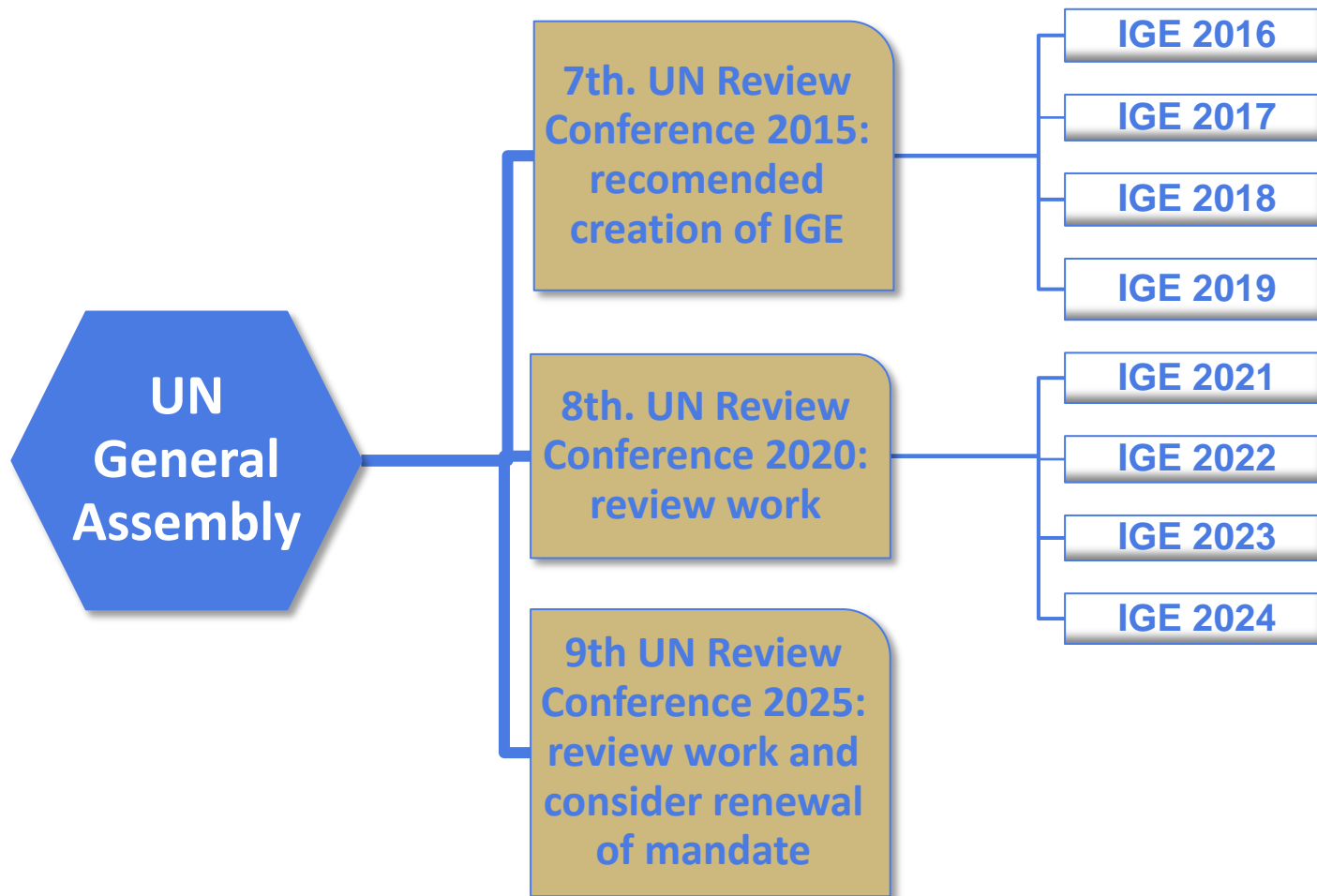
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## Mandate

- Resolution 70/186 of 22 December 2015 on Consumer Protection:
  - Operative Clause 7 - Decides to establish IGE to provide the institutional machinery for the UNGCP
  - Chapter VII (GL 95 - 99) on the functions of the IGE



# Review of work



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# Membership & participation

**Members of the  
United Nations**



**Members of IGE**

**Permanent  
missions**

**Consumer  
protection  
authorities**

**International  
organizations**

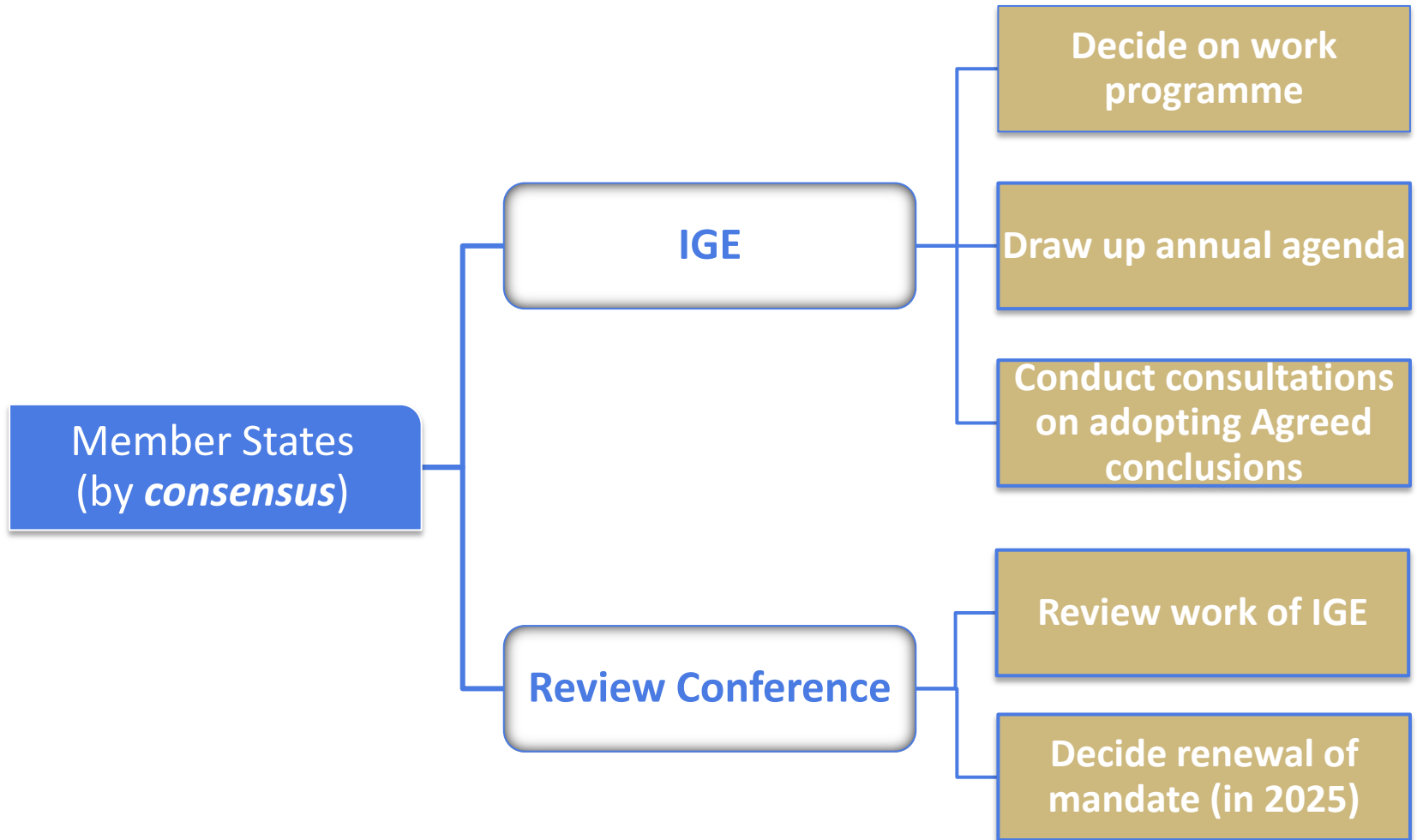
**Academia**

**Civil  
society**

**Business  
organizations**



# Decision making



# Venue



Interpretation

Translation

Documentation

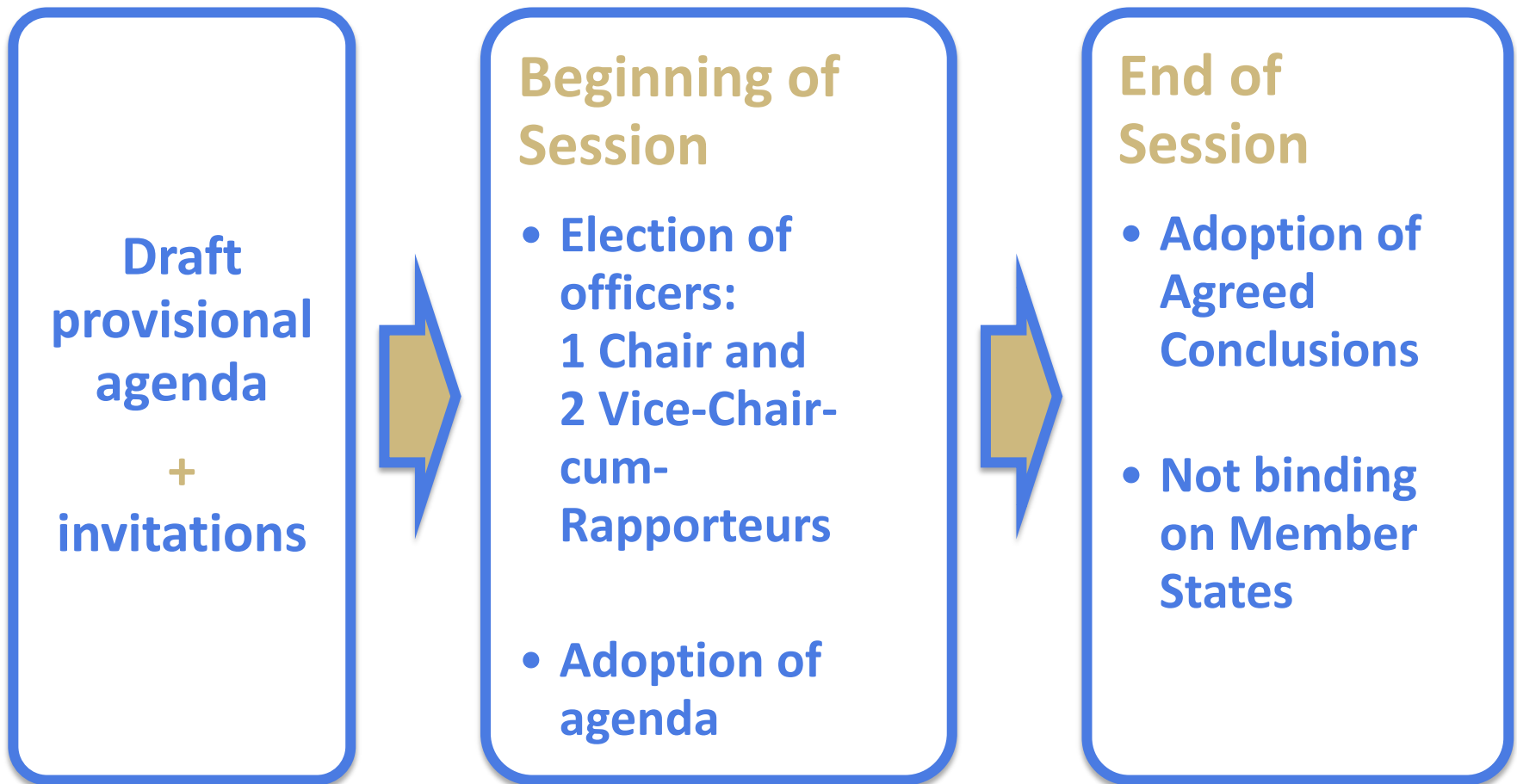
Conference  
rooms





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# Adoption of agenda, election of officers, adoption of agreed conclusions



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## Resources

Reallocation of  
existing  
resources within  
UNCTAD

Extrabudgetary  
resources from  
voluntary  
contributions



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## Procedures and method of work

### Guideline 97:

The IGE shall establish such procedures and methods of work as may be necessary to carry out its mandate



**Proposal:**  
Follow standard procedures of UNCTAD intergovernmental meetings



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# Abstention from judgement and confidentiality

**Guidelines 98: No judgement on conduct of individual Members or business transaction**  
**Guideline 99: Procedures for confidentiality**

**= IGE on competition situation has not arisen**



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# **Work programme 2016- 2020**

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# Implementation of UNGCP

## Guideline 97: Functions:

- Annual forum for multilateral consultations, discussions and exchange of views
- Collecting and disseminating information
- Considering relevant studies, documentation and reports



Report on the  
Implementation  
of UNGCP 2016-  
2020 to

8th UN Review  
Conference



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## Studies and research

Horizontal issues	Vertical issues
Implementing SGDs	Information requirements in e-commerce, towards and international minimum standard
Consumer Protection and Trade	Development perspective of financial consumer protection
Adapting to the collaborative economy	Current state of global consumer data protection
Role of media in empowering consumers	Consumer rights in energy sector
Maximizing impact of education and information campaigns	Maximizing welfare of consumers of public utilities
Cost-effectiveness in ADR	Cross-border cooperation in tourism sector
Cross-border cooperation in law enforcement	





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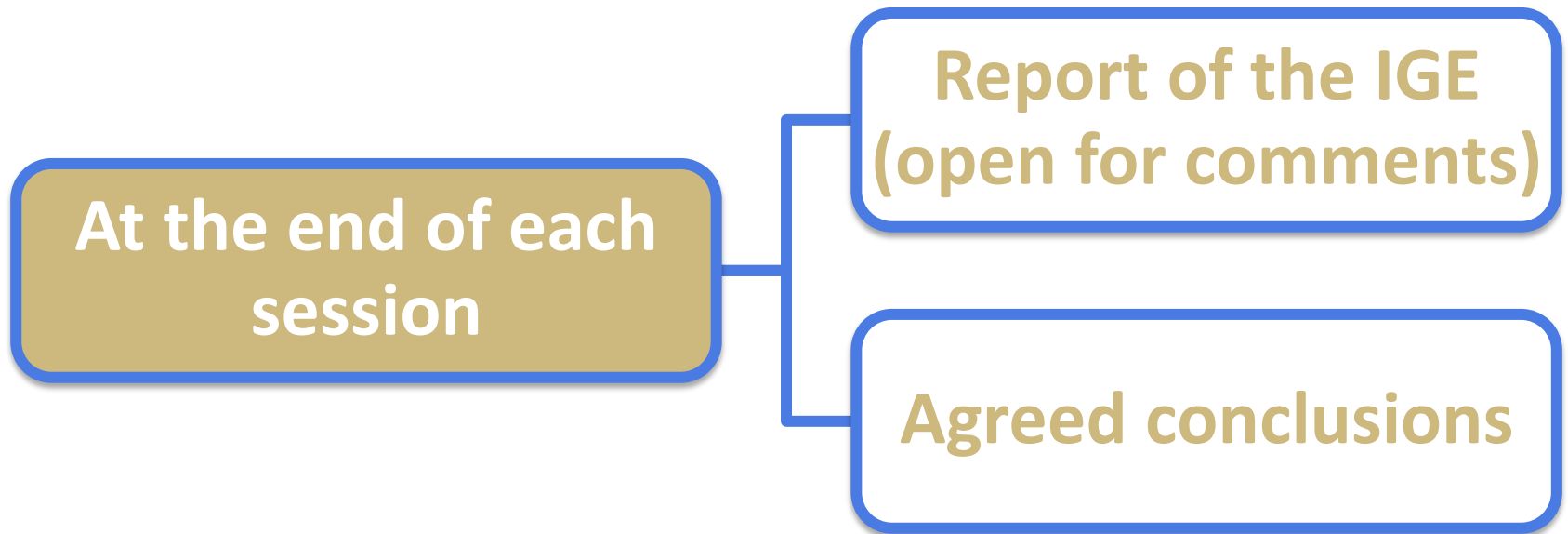
## **Capacity building and technical assistance**

- **Current UNCTAD programmes on consumer protection: ASEAN, COMPAL, Ethiopia, MENA.**
- **Open to voluntary contributions.**
- **Exchange of information on work programmes and topics for consultation with other organizations/networks.**



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# Reports and recommendations



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## Periodic review of the Guidelines

**UN Review  
Conference:**  
mandates IGE

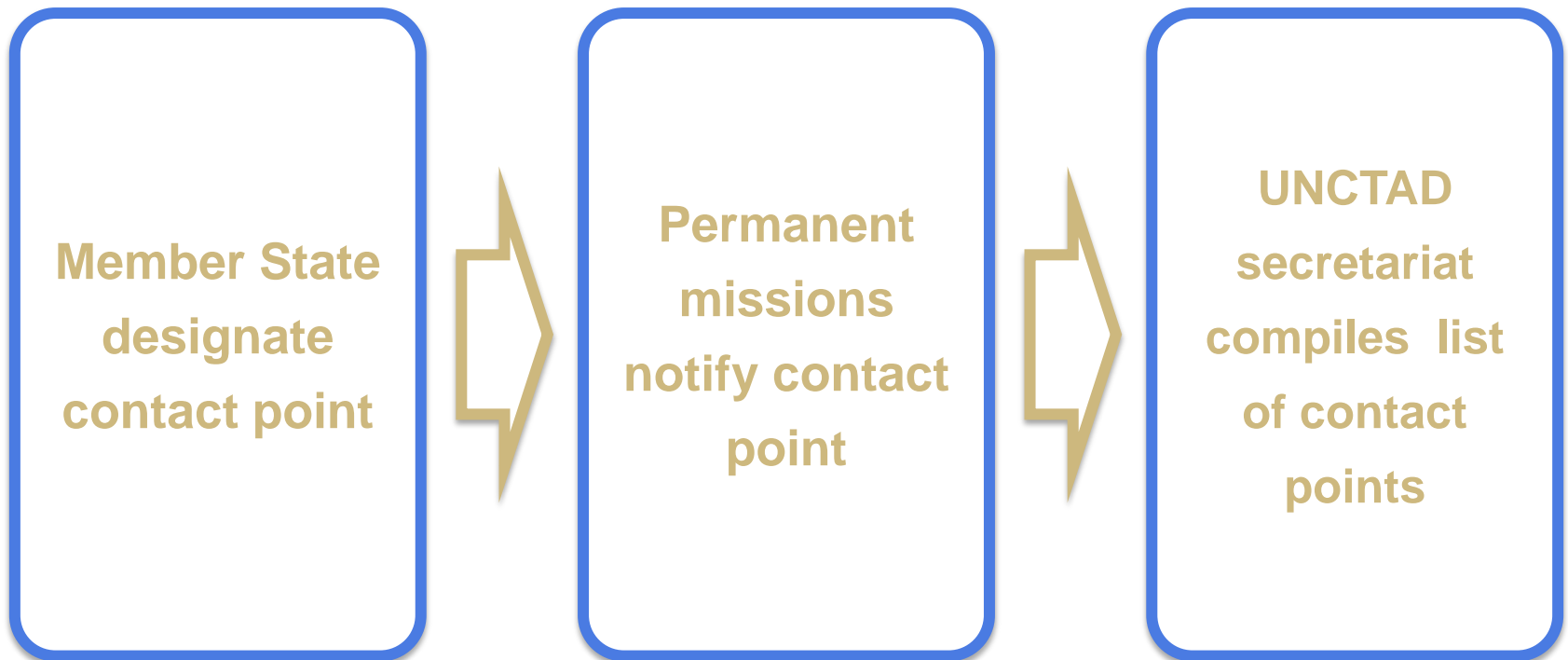


**IGE:**  
conducts  
consultations and  
proposes new text



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# Contact points



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