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(IGE Consumer)

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Agenda Item 3b. Review of capacity-building and technical assistance on consumer protection law and policy

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Enhancement of Consumer Protection

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The world needs strategic and results-oriented incorporated measures to enhance consumer protection.



1. Legal and Regulatory Framework

Consumer Protection guidelines act as an international reference:

- The guidelines were revised by the UN General Assembly [resolution 70/186 of 22 December 2015](#).
- UNCTAD promotes the guidelines and encourages interested member States to enhance consumer protection in the provisions of public and private goods and services.

Example: Egypt issued a new enhanced CP law

- Egypt adopted some of the UNCTAD CP guidelines as well as the EU consumer protection directives to enhance its CP system.
- The new law was issued in May 2018

2- Review of Institutional Framework

A professional review of institutional policies and procedures is crucial to determine aspects needed to build an enhanced CP systems.

What could be reviewed :

1. The Organizational Structure
2. Internal policies and procedures
3. The complaint handling cycle
4. Roles and responsibilities distribution between the gov. and non-gov. organizations

3- Cooperation with Consumer Protection Associations (NGOs)

Well-equipped, sustained and trained NGOs can be of a good help to enhance CP systems:

1. Consumer information (Consumer centres)
2. Comparative tests
3. Consumer complaints
4. Legal Representation of weak consumers

Example:

EU Consumer centers:

- The European Consumer Centers Network (ECC-Net) is a qualified network in most of the EU countries.
- The centers provide information on consumer rights, and handle consumers complaints.
- Coordinate with Gov. authorities to provide the consumers with needed help if they can not provide it.

4- International cooperation

International cooperation is gaining importance because of globalisation and digitalisation of the economy.

The number of consumers affected by frauds and scams online is much larger than in traditional forms of commerce.

- Efforts of all international consumer-related Organizations and networks are more need now that ever.
- UNCTAD
- OECD
- ICPEN
- Consumers International
- African Dialogue
- Others

- Let us join hands to determine urgent common needs, and work together towards addressing them to enhance consumer protection.
- Together we won the [resolution 70/186](#) and can gain more achievements.