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*Intergovernmental Group of Experts on Consumer Law and Policy*  
*(IGE Consumer)*

3rd SESSION  
09-10 July 2018  
Room XVII, Palais des Nations, Geneva

Monday, 09 July 2018  
Afternoon Session

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

Presentation by  
Ms. Sita Zimpel  
Deutsche Gesellschaft für Internationale Zusammenarbeit, GIZ

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Contact: [sita.zimpel@giz.de](mailto:sita.zimpel@giz.de)

## 3<sup>rd</sup> Session of the Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy

“Review of Capacity Building and Technical Assistance on Consumer  
Protection Law and Policy” | 9 July 2018 – Geneva, Switzerland



# Committed to Sustainable Development – Leaving No Consumer Behind

**Consumer  
protection integral  
to economic  
integration in  
ASEAN**

Germany as the  
first Development  
Partner of ASEAN

Support to competition  
policy at the regional  
level (since 2008)

Technical  
assistance in more  
than 130 countries

Support to consumer  
protection  
(since 2015)





## “Forging Ahead Together in ASEAN“



The ASEAN Committee on Consumer Protection (ACCP),

[www.asean-consumer.org](http://www.asean-consumer.org)

ASEAN Committee on Consumer Protection (ACCP) established in 2007

ASEAN Strategic Action Plan on Consumer Protection (ASAPCP) 2016-2025

Consumer protection laws in place in 9 out of 10 Member States

Handbook on Consumer Protection Legislations in ASEAN published in 2018

Re-launch of ACCP Website to include online complaints and product recall databases



## Selected Highlights of Our Work

### Country-Level:

#### Lao PDR:

consumer hotline,  
coordination of relevant  
line ministries, study visits  
to other AMS

#### Vietnam:

country-wide consumer  
survey, conferences,  
assessment of consumer  
protection agencies



### ASEAN Level:

- Interface workshops
- ASEAN Consumer Empowerment Index (ACEI)
- ACCP website
- Commemorative logo and video
- Self-assessment toolkit

### Thematic areas:

food trade/standards, e-commerce (others to be defined based on ASEAN priorities, including gender mainstreaming)





## Responding to Key Challenges and Constraints

**Implementation gap between  
regional commitments and  
national reforms**

**Strategic orientation and multi-  
level approaches to technical  
assistance**



**Limited knowledge and  
knowledge management,  
capacities, resources**

**Coordination of development  
partners, leveraging on  
different strengths**



**Fragmentation of national legal  
and institutional frameworks,  
cross-border concerns**

**Multi-stakeholder engagement,  
regional dialogue and  
international cooperation**





# Synergies in Cooperation with UNCTAD

