Intergovernmental Group of Experts on Consumer Law and Policy

(IGE Consumer)

2nd SESSION
3-4 July 2017
Room XVII, Palais des Nations, Geneva

Monday, 3 July 2017
Afternoon Session

Agenda Item 3 a. Report on national and regional implementation of the United Nations guidelines for consumer protection

Presentation by
INDECOPI
Peru

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¿WHICH ARE THE GUIDELINES THAT PERU IS APPLYING?
NATIONAL POLICY FOR CONSUMER PROTECTION

- Education, orientation and dissemination
- System strengthening and market monitoring
- Mechanisms for Conflict Prevention and resolution
- Consumer Security
MECHANISMS FOR CONFLICT PREVENTION AND RESOLUTION

SELF COMPOSITION
MECHANISMS FOR CONFLICT PREVENTION AND RESOLUTION

THIRD PARTY INTERVENTION
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THIRD PARTY INTERVENTION
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<td><strong>Education, orientation and dissemination</strong></td>
<td>Training of market agents in consumer protection.</td>
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<td><strong>Consumer Safety</strong></td>
<td>Create an Alert System for Hazardous Products.</td>
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<tr>
<td><strong>Mechanisms for Conflict Prevention and resolution</strong></td>
<td>Promote the simplification of mechanisms.</td>
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<td><strong>System strengthening and market monitoring</strong></td>
<td>Promote compliance regulation.</td>
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Dispute Resolution and Redress
Purpose:
Promote supplier to consumer response: Term 30 days.

Novelty:
Platform for immediate conciliation.

*Supreme Decree of June, 2017*
Purpose:
Guide consumer and acquit their consultations
Summon the parties to conciliate.

Novelty:
SAC x 2.0 = PISAC

July, 2017
Purpose:
Guilds solve their customer complaints.

Novelty:
White Book for Guild Defender Creation.
Directive of November, 2016
**Purpose:**
Encourage the direct settlement of disputes between providers and consumer.

**Novelty:**
Recognize that agreements concludes the dispute.

*Legislative Decree 1308 – December, 2016*
Self-regulation

**Purpose:**
Encourage providers to create dispute settlement mechanisms of their own.

**Novelty:**
Next publication of self-regulation and compliance directive.

*Supreme Decree of August, 2017*
SELF-COMPOSITION

**BENEFITS**

- Fines
- Legal expenses
- Reputational damage
- Reimbursement of legal costs
CHRONOLOGY OF THE ALERT SYSTEM IN PERU

2012 - 2013
Beginning of alert monitoring

2014-2015
Execution of the national procedural of alerts and affiliation to internationals networks

2015-2016
Consolidation of the regulatory framework

2016-2017
Development of a technological platform for reporting consumer alerts
#CortinasSeguras
Los cordones largos de las cortinas y persianas son un peligro para los niños, ya que pueden ocasionar:
- Estrangulamiento
- Pérdida de conocimiento por falta de oxígeno
- Daños neurológicos
- Muerte

Recomendamos
Instalar cotinas o persianas con cordones de difícil acceso para los niños.

Qué hacer
Aleja los muebles, cunas y canastas de los cordones de las cortinas y persianas para que los niños no corran peligro.

Safety Curtains Campaign / 2016
#LavaRopaSeguro

Mantenga las cápsulas de detergente fuera del alcance de los niños, ya que podrían causar intoxicación por ingestión e irritación ocular y de la piel.
<table>
<thead>
<tr>
<th>YEAR</th>
<th>PUBLISHED ALERTS</th>
<th>INVOLVED UNITS</th>
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<tbody>
<tr>
<td>2012</td>
<td>5</td>
<td>705</td>
</tr>
<tr>
<td>2013</td>
<td>19</td>
<td>24,650</td>
</tr>
<tr>
<td>2014</td>
<td>38</td>
<td>183,878</td>
</tr>
<tr>
<td>2015</td>
<td>33</td>
<td>49,280</td>
</tr>
<tr>
<td>2016</td>
<td>35</td>
<td>66,277</td>
</tr>
<tr>
<td>2017</td>
<td>40</td>
<td>29,147</td>
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**TOTAL** 170 **353,937**
A new DNA
THANK YOU FOR
YOUR ATTENTION