UNCTAD MENA Programme - IT Analysis, Fact Finding
Mission to the Competition and Consumer Protection Authorities 2 - 4 March 2017, Cairo, Egypt
Thu.  2 March
09.30-12.30  Egyptian Competition Authority - Presentation of the Mission, Updates on the UNCTAD MENA Program work done and organization of the visit
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme and Dr. Mona Elgarf, Chairperson, Egyptian Competition Authority

UNCTAD MENA Programme - Regional Training Competition Centre - MoU & Letter of Intent
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme and Dr. Mona Elgarf, Chairperson, Egyptian Competition Authority

List of Training Priorities on Competition for the Workplan 2017-2018, Next Steps and Meetings of the UNCTAD MENA Program
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme and Dr. Mona Elgarf, Chairperson, Egyptian Competition Authority

Questionnaires, reports and studies for the UNCTAD MENA Programme
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme and Dr. Mona Elgarf, Chairperson, Egyptian Competition Authority

12.30-14.30  Lunch

14.30-17.30  IT Analysis of Computer tools used at the Egyptian Competition Authority & Complaint Handling Workflows
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme, IT Staff of ECA and Case Handler designated to go through the complaint handling workflow

Fri.  3 March
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme and Ms Margareta Davidson-Abdelli, Counselor, Embassy of Sweden in Cairo, Government of Sweden

13.30–15.30  Lunch

15.30–17.30  Meeting with UNCTAD MENA Competition Expert
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme and Mr Ahmad Eshan, UNCTAD MENA Competition Expert
Sat.  4 March

09.30-12.30  Egyptian Consumer Protection Agency - Presentation of the Mission, Updates on the UNCTAD MENA Program work done and organization of the visit  
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme  
and Mr. Atef Yacoub, Chairman, Egyptian Consumer Protection Agency  

**UNCTAD MENA Programme - Regional Training Consumer Protection Centre**  
- MoU & Letter of Intent  
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme  
and Mr. Atef Yacoub, Chairman, Egyptian Consumer Protection Agency  

**List of Training Priorities on Consumer Protection for the Workplan 2017-2018, Next Steps and Meetings of the UNCTAD MENA Program**  
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme  
and Mr. Atef Yacoub, Chairman, Egyptian Consumer Protection Agency  

**Questionnaires, reports and studies for the UNCTAD MENA Program**  
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme  
and Mr. Atef Yacoub, Chairman, Egyptian Consumer Protection Agency  

12.30-14.30  Lunch  

14.30-17.30  IT Analysis of Computer tools used at the Egyptian Consumer Protection Agency & Complaint Handling Workflows  
Ms. Juliette Coca, Programme Management Officer, UNCTAD MENA Programme, IT Staff of CPA  
and Case Handlers designated to go through the complaints handling workflows  

**Venue**  
**Egyptian Competition Authority**  
building B19 1st floor Smart Village KM 28 Alexandria desert road  
Tel. +20 2 35351900  

**Egyptian Consumer Protection Agency**  
Giza Governorate, Egypt  
Tel. +20 2 35380380  

**Embassy of Sweden in Cairo**  
13 Mohamed Mazhar St. Mohammed Mazhar, Zamalek, Cairo Governorate, Egypt  
Tel. +20 2 27289200  

**Contact**  
**Julieta Coca, Programme Management Officer, UNCTAD MENA Programme**  
Competition and Consumer Protection Policies Branch  
Division of International Trade in Goods and Services and Commodities  
Tel: +41 22 917 5780  Mob: +41 76 224 8223  
E-mail: julieta.coca@unctad.org