



Intergovernmental Group of Experts on Consumer Protection Law and Policy
6th Session, 18 - 19 July 2022, Geneva, Switzerland and online

Session on:
Voluntary Peer Review of Consumer Protection Law and Policy: Thailand

Tuesday, 19 July 2022 (10:00 - 11:15)
Palais des Nations, Room XVII (First Floor) and online

In its resolution 70/186 of 22 December 2015 on Consumer Protection,¹ the United Nations General Assembly mandated the Intergovernmental Group of Experts on Consumer Protection Law and Policy to conduct voluntary peer reviews of national consumer protection laws and policies of member States, as implemented by national consumer protection authorities.

The purpose of the voluntary peer reviews is to provide an expert assessment of the effectiveness of consumer protection law; to identify the challenges to be addressed and areas to be improved in the legal and institutional frameworks; to assess the consumer protection awareness of relevant stakeholders and their contributions in this area; to formulate and recommend appropriate measures; and to assist countries in implementing the recommendations.

In the ambit of the UNCTAD's technical cooperation project "Delivering digital trading infrastructure and online dispute resolution for consumers as means to improve international trade and electronic commerce", Thailand was invited to this exercise, which focuses on the consumer law and policy and the dispute resolution processes. The UNCTAD secretariat drafted a background report,² whose overview is available in all six United Nations languages.³

This report will serve as a basis for the peer review discussions. The review panel will include representatives of the consumer protection authorities of Mexico, South Africa and Sweden. In addition, speakers from the floor will have an opportunity to contribute to the discussion. The interactive peer review will provide the Thai consumer protection authority with a unique opportunity to exchange experiences with peers around the world.

¹ [A/RES/70/186](#)

² [UNCTAD/DITC/CPLP/2022/1](#)

³ [TD/B/C.I/CPLP/30](#)

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WORK PROGRAMME

10:00 - 10:10 Statement by the Prime Minister of Thailand

- General Prayut Chan o-cha, Prime Minister of Thailand

10:10 - 10:25 Presentation of the background report

- Dr. Sothi Rachagan, Vice Chancellor, Nilai University

10:25 - 10:55 Peer reviewers

- Mr. Marcus Isgren, Head, National Board for Consumer Disputes, Sweden
- Ms. Surit Berenice Romero Domínguez, Deputy Attorney for Services, Federal Consumer Attorney, Mexico
- Dr. Laura Best, Executive Managerial Support to Vice-Chancellor, Nelson Mandela University

Questions to be answered by Dr. Theerapat Prayurasiddhi, Permanent Secretary, Prime Minister's Office, Thailand

10:55 - 11:10 Interactive session

This session will allow for Thailand to seek advice from other consumer protection authorities on issues identified in the peer review report and for participants to pose questions to Thailand.

11:10 - 11:15 Closing

Delegates wishing to speak during the session are invited to inform the UNCTAD secretariat accordingly by contacting Ms. Ana Cândida Muniz Cipriano (ana.cipriano@unctad.org).