

Voluntary Peer Review on consumer protection law and policy: Thailand

Dissemination

1. Introduction and background

The [Voluntary Peer Reviews on Consumer Protection Law and Policy](#) are an international level are conducted only at UNCTAD, as mandated by the [General Assembly in resolution 70/186](#) of 22 December 2015 on Consumer Protection. They are part of the [UNCTAD Tool box](#). Thailand is the fifth country to undergo this review.

The United Nations Guidelines for Consumer Protection (General Assembly resolution 70/186 of 22 December 2015) call for fair, effective, transparent and impartial mechanism to address consumer complaints, including for cross-border cases, and require online consumers shall be provided no less protection than the one in other commercial forms.

The dissemination of the findings and recommendations emanating from the Voluntary Peer Review of Thailand report aims to raise awareness among relevant stakeholders envisaging the future implementation of suggested actions to improve consumer policies and welfare.

1.1 Purpose of the dissemination

The dissemination should gather all stakeholders involved in the Thai consumer dispute resolution system. It will focus on the national consumer dispute resolution legal framework and policy, specifically in ODR.

The Dissemination will work on:

- Fostering cooperation bridges among national stakeholders involved in the Thai consumer dispute resolution system.
- Increasing Thai business and consumer groups' awareness of the importance of consumer protection and online dispute resolution, including in the use of emerging technologies.
- Continuing promoting local capacities on policy and technology aspects of consumer dispute resolution.
- Continuing building consensus on the modalities for delivering consumer online dispute resolution and cost/efficiency improvement of trading among countries with consumer dispute resolution systems.

- Highlighting the importance of advertising campaign and awareness raising during the implementation of the consumer online dispute resolution system.

1.2 Proposed Agenda

The dissemination workshop will be a 1-day dissemination activity followed by 2 days training to take place during the Thai National consumer protection week in April 2023. The implementation phase may include extra online meetings with the OCPB and other relevant stakeholders.

The workshop will be delivered by the UNCTAD team and may have the support of international experts such as the peer reviewers (Mexico, South Africa and Sweden) and/or the consultants.

Proposed agenda

Workshop facilitators: Ana Cipriano, UNCTAD, Arnau Izaguerri, UNCTAD, peer reviewers representatives and/ consultants

DATES: 25 to 28 April 2023 (tbc)

1st day – Morning 25 April

Time	Activity	Audience	Objective	Speaker
9-9.15 a.m.	Welcoming meeting by OCPB, official picture and presentation of the Peer Review	OCPB, OIC (Office of Insurance Commission), NTCB (Office of the National Broadcasting and Telecommunication Commission) members of related Ministries and Regulation Agencies; policymakers, businesses and business associations; consumer protection associations and academia. <i>(Invite press) totally 60 persons</i>	Present UNCTAD and its Voluntary Peer Review on consumer protection law and policy tool. Present Peer Review report and its recommendations.	Mr. Ullarn Jiwcharoen, Deputy Secretary General (Give opening speech) Arnau Izaguerri, Legal Officer, UNCTAD Ana Cipriano, Legal Officer, UNCTAD

<p>9.15-10.45 a.m.</p>	<p>Presentation of the Report on national framework for consumer dispute resolution in cross-border e-commerce in Thailand</p>		<p>Present the Report on national framework for consumer dispute resolution in cross-border e-commerce in Thailand, its main findings and recommendations</p>	<p>1.Dr.Jutmas Thirawat, Lecturer, Thamamsat University Thailand</p> <p>2.Dr.Supruet Thavornnyutikarn, Lecturer, Thamamsat University</p>
<p>10.45-12.15 a.m.</p>	<p>Presentation of the report in the context of Thailand</p> <p>Examples of National consumer dispute resolution systems.</p> <p>Examples of National cooperation and its relevant stakeholders.</p>	<p>OCPB and consumer related stakeholders (government, consumer associations and academia). <i>totally 60 persons</i></p>	<p>Present existing National consumer system models and examples of cooperation: Suggestions to the Thai reality.</p> <p><i>(participation of peer reviewers)</i></p>	<p>1.Arnau Izaguerri, Legal Officer, UNCTAD</p> <p>2.Ana Cipriano, Legal Officer, UNCTAD</p> <p>3.Marcus Isgren, Head, National Board for Consumer</p>

1st day – Afternoon 25 April

Time	Activity	Audience	Objective	Speaker
1-2.30p.m. (15' break in between)	National dialogue on Thai consumer policy and dispute resolution.	OCPB and consumer related stakeholders (government, consumer associations and academia). <i>totally 60 persons</i>	Present inspiring models based on the Peer Review report findings.	1.Ana Cipriano, Legal Officer, UNCTAD 2.Marcus Isgren, Head, National Board for Consumer
2.30-4 p.m.	Reflecting the ODR systems of Thailand and its challenges	OCPB and consumer related stakeholders (government, consumer associations and academia). <i>totally 60 persons</i>	Present inspiring models based on the Peer Review report findings.	1.Dr. Wimonrat Teriyapirom, Director of International Cooperation Office of the Consumer Protection Board THAILAND

2nd day – Morning 26 April

Time	Activity	Audience	Objective	Speaker
9-12 a.m. (15' break in between)	Workshop on Cross-border Consumer Dispute Resolution	CPB, OCPB and representatives of Legislative and Judicial spheres. <i>totally 30 persons</i>	Compare and contrast the design and implementation of CDR schemes, systems and ecosystems and identify their advantages, challenges, and good practices to draw out lessons learnt.	1. Arnau Izaguerri, Legal Officer, UNCTAD 2. Ana Cipriano, Legal Officer, UNCTAD 3. Marcus Isgren, Head, National Board for Consumer Disputes, ARN, Sweden 4. Manop Pisetkul, Plan and Policy Analyst, Professional Level, OCPB Representative

2nd day – Afternoon 26 April

Time	Activity	Audience	Objective	Speaker
<p>1-4.00 p.m.</p> <p>(15' break in between)</p>	<p>Workshop on Cross-border Consumer Dispute Resolution</p>	<p>OCPB and consumer related stakeholders (government, consumer associations and academia and other relevant stakeholders). <i>totally 30 persons</i></p>	<p>Identify pathways and approaches used in the delivery of CDR by national governments, regional/supranational organizations, intergovernmental organizations, and other public and private sector actors.</p> <p>Identify needs and gaps for the effective delivery of CDR.</p>	<p>1. Arnau Izaguerri, Legal Officer, UNCTAD</p> <p>2. Ana Cipriano, Legal Officer, UNCTAD</p>

3rd day – Morning 27 April

Time	Activity	Audience	Objective	Speaker
9 - 12 a.m. (15' break in between)	Workshop on Cross-border Consumer Dispute Resolution -Guideline for using block chain technology and IT tools to develop the consumer redress mechanism	OCPB and consumer related stakeholders (government, consumer associations and academia and other relevant stakeholders). <i>totally 30 persons</i>	Presentation of the Software Requirements Specification Report for the creation of a Consumer ODR platform: enhance mechanisms for resolving cross-border disputes and complaints	1. Ana Cipriano, Legal Officer, UNCTAD 1. Ms. Piyaporn Kijitkhun CEO at Sennalabs, Consultant at UNCTAD

3th Day – Afternoon 27 April

Time	Activity	Audience	Objective	Speaker
1.30 - 4.00 p.m. (15' break in between)	National dialogue on how to implement a future National consumer policy: Awareness raising and advertising campaign.	OCPB and consumer related stakeholders (government, consumer associations and academia and other relevant stakeholders). <i>totally 30 persons</i>	Next steps: strategic plan and policy making	1. Arnau Izaguerri, Legal Officer, UNCTAD 2. Ana Cipriano, Legal Officer, UNCTAD

4th day – Morning 28 April

Time	Activity	Audience	Objective	Speaker
9 - 11 a.m.	Attend Consumer Protection Day 2023			
11.30-12.00 p.m.	Meeting between OCPB and UNCTAD			

4th Day – Afternoon 28 April

Time	Activity	Audience	Objective	Speaker
13.30-16.30 p.m.	-City Tour -Meeting with UN representative (Ratchadamri)			