



## **World Consumer Protection Map**

Contribution by  
THAILAND

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Page 2: Contact of respondent

**Q1** Name of responding member State **Thailand**

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**Q2** Name of responding authority/agency:

Office of the Consumer Protection Board: OCPB

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Page 3: Consumer protection legislation

**Q7** Does your country's Constitution contain a provision on consumer protection? **Yes**

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## Consumer Protection Survey

**Q8** If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

**Section 46. The rights of a consumer shall be protected. A person shall have the right to unite and form a consumer organisation to protect and safeguard the rights of consumers. The consumer organisations under paragraph two have the right to unite and form an independent organisation to strengthen the protection and safeguarding of the rights of consumers with support from the State. In this regard, the rules and procedures for the formation thereof, the power to represent consumers and financial support from the State shall be as provided by law. Section 61. The State shall provide efficient measures or mechanisms to protect and safeguard the rights of consumers in various aspects, which include, inter alia, knowledge of true information, safety, fair conclusionof contracts, or any other aspects which are beneficial to consumers.**

URL link

[https://cdc.parliament.go.th/draftconstitution2/download/article/article\\_20180829093502.pdf](https://cdc.parliament.go.th/draftconstitution2/download/article/article_20180829093502.pdf)

**Q9** Does your country have have specific law(s) on consumer protection ?

**Yes**

**Q10** If you do, when was the main specific law first enacted?

Date

**30/04/1979**

**Q11** If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Date

**08/03/2013**

**Q12** Please provide the following details of the current specific law(s):

1- Name of law

**Consumer Protection Act**

1- URL link

[http://www.ocpb.go.th/ewtadmin/ewt/ocpb\\_en/ewt\\_dl\\_link.php?nid=1](http://www.ocpb.go.th/ewtadmin/ewt/ocpb_en/ewt_dl_link.php?nid=1)

2- Name of law

**Direct Sales and Direct Marketing Act**

2- URL link

[http://www.ocpb.go.th/ewtadmin/ewt/ocpb\\_en/ewt\\_dl\\_link.php?nid=2](http://www.ocpb.go.th/ewtadmin/ewt/ocpb_en/ewt_dl_link.php?nid=2)

3- Name of law

**Product Liability Act**

3- URL link

[http://www.ocpb.go.th/ewtadmin/ewt/ocpb\\_en/ewt\\_dl\\_link.php?nid=3](http://www.ocpb.go.th/ewtadmin/ewt/ocpb_en/ewt_dl_link.php?nid=3)

## Consumer Protection Survey

**Q13** Please check all the fields that your consumer protections law(s) cover.

**Consumer rights/legitimate needs,**  
**Access by consumers to essential goods and services** ,  
**Protection of vulnerable and disadvantaged consumers**  
,  
**Physical safety,**  
**Terms and conditions** ,  
**Promotional marketing and sales practices (including misleading advertisement)**  
,  
**Restrictive business practices (competition/antitrust)** ,  
**Electronic commerce,**  
**Public utilities,**  
**Tourism,**  
**Financial services,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

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### Page 4: Consumer protection legislation

**Q14** From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Product quality	<b>Industrial Product Standards Act</b>
Voluntary codes for businesses	<b>Draft Consumer Protection Act (the 3rd revised) - ongoing</b>
Promotion of sustainable consumption	<b>Promotion and Conservation of National Environmental Quality Act</b>
Food distribution	<b>Food Act</b>
Water	<b>Food Act</b>
Pharmaceuticals	<b>Medicine Act and Medical Device Act</b>
Energy	<b>The Energy Industry Act</b>
Data protection and privacy	<b>Draft Data Privacy Act (new law) - ongoing</b>

## Consumer Protection Survey

**Q15** Please indicate the URL Link of the relevant law(s) to each field:

Product quality	<a href="https://www.tisi.go.th/law-2511">https://www.tisi.go.th/law-2511</a>
Voluntary codes for businesses	n/a
Promotion of sustainable consumption	<a href="http://www.wepa-db.net/policies/law/thailand/environmental_law.htm">http://www.wepa-db.net/policies/law/thailand/environmental_law.htm</a>
Food distribution	<a href="http://food.fda.moph.go.th/law/data/act/E_FoodAct2522.pdf">http://food.fda.moph.go.th/law/data/act/E_FoodAct2522.pdf</a>
Water	<a href="http://food.fda.moph.go.th/law/data/act/E_FoodAct2522.pdf">http://food.fda.moph.go.th/law/data/act/E_FoodAct2522.pdf</a>
Pharmaceuticals	<a href="http://www.fda.moph.go.th/sites/Medical/DeviceAct/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B9%80%E0%B8%84%E0%B8%A3%E0%B8%B7%E0%B9%88%E0%B8%AD%E0%B8%87%E0%B8%A1%E0%B8%B7%E0%B8%AD%E0%B9%81%E0%B8%9E%E0%B8%97%E0%B8%A2%E0%B9%8C%20%E0%B8%9E.%E0%B8%A8.%202551%20(%E0%B8%A0%E0%B8%B2%E0%B8%A9%E0%B8%B2%E0%B8%AD%E0%B8%B1%E0%B8%87%E0%B8%81%E0%B8%A4%E0%B8%A9)/MedicalDeviceAct_BE2551.pdf">http://www.fda.moph.go.th/sites/Medical/DeviceAct/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B9%80%E0%B8%84%E0%B8%A3%E0%B8%B7%E0%B9%88%E0%B8%AD%E0%B8%87%E0%B8%A1%E0%B8%B7%E0%B8%AD%E0%B9%81%E0%B8%9E%E0%B8%97%E0%B8%A2%E0%B9%8C%20%E0%B8%9E.%E0%B8%A8.%202551%20(%E0%B8%A0%E0%B8%B2%E0%B8%A9%E0%B8%B2%E0%B8%AD%E0%B8%B1%E0%B8%87%E0%B8%81%E0%B8%A4%E0%B8%A9)/MedicalDeviceAct_BE2551.pdf</a>
Energy	<a href="https://www.erc.or.th/ERCWeb2/Upload/Document/Energy%20Act%20(unofficial%20Translation%202012)%20FINAL.pdf">https://www.erc.or.th/ERCWeb2/Upload/Document/Energy%20Act%20(unofficial%20Translation%202012)%20FINAL.pdf</a>
Data protection and privacy	n/a

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**Q16** Name of Ministry responsible for consumer protection:

Office of the Prime Minister, Ministry of Public Health, Ministry of Industry, Ministry of Commerce and Ministry of Digital Economy and Society

**Q17** URL link of responsible Ministry for consumer protection:

<https://www.thaimain.com/eng/help/primelink.html>

**Q18** Year when consumer protection was assumed by the current responsible ministry:

1979

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Page 6: Consumer protection institutions

**Q19** Do you have a main consumer protection authority/agency? **Yes**

## Consumer Protection Survey

**Q20** Name of main consumer protection authority/agency:

Office of the Consumer Protection Board: OCPB

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**Q21** URL of main consumer protection authority/agency:

www.ocpb.go.th

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**Q22** Year of creation:

1979

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**Q23** Annual budget: (in USD)

6900000

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**Q24** Total number of staff:

350

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**Q25** Total number of staff directly affected to consumer protection:

260

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**Q26** Do you have a law/decree that governs the main consumer protection authority/agency? **Yes**

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**Q27** If you do, please provide the following details:

Reference of the law/decree

**The Royal Decree stipulates the rules and procedures for determining the business that controls the contract and conditions of the contract**

URL to law/decree

**<http://web.krisdika.go.th/data/law/law2/%A434/%A434-2a-2542-a003.htm>**

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## Consumer Protection Survey

**Q28** Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

**Consumer rights/legitimate needs,**  
**Access by consumers to essential goods and services** ,  
**Protection of vulnerable and disadvantaged consumers**  
,  
**Physical safety,**  
**Product quality,**  
**Terms and conditions** ,  
**Promotional marketing and sales practices (including misleading advertisement)**  
,  
**Voluntary codes for businesses** ,  
**Restrictive business practices(competition/antitrust),**  
**Electronic commerce,**  
**Financial services,**  
**Promotion of sustainable consumption** ,  
**Public utilities,**  
**Tourism,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

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### Page 7: Consumer protection institutions

**Q29** From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Food distribution	<b>Food and Drug Administration</b>
Water	<b>Food and Drug Administration</b>
Pharmaceuticals	<b>Food and Drug Administration</b>
Energy	<b>Ministry of Energy</b>
Data protection and privacy	<b>Ministry of Digital Economy and Society</b>

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## Consumer Protection Survey

**Q30** URL Link of the relevant authority/agency to each field:

Food distribution	<a href="http://www.fda.moph.go.th/Pages/HomeP_D1.aspx">http://www.fda.moph.go.th/Pages/HomeP_D1.aspx</a>
Water	<a href="http://www.fda.moph.go.th/Pages/HomeP_D1.aspx">http://www.fda.moph.go.th/Pages/HomeP_D1.aspx</a>
Pharmaceuticals	<a href="http://www.fda.moph.go.th/Pages/HomeP_D1.aspx">http://www.fda.moph.go.th/Pages/HomeP_D1.aspx</a>
Energy	<a href="https://energy.go.th/2015/">https://energy.go.th/2015/</a>
Data protection and privacy	<a href="http://www.mdes.go.th/view/1/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87%E0%B8%AF/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87/DE/">http://www.mdes.go.th/view/1/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87%E0%B8%AF/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87/DE/</a>

**Q31** Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

**Consumer rights/legitimate needs,**  
**Access by consumers to essential goods and services** ,  
**Protection of vulnerable and disadvantaged consumers**  
,  
**Physical safety,**  
**Terms and conditions** ,  
**Promotional marketing and sales practices (including misleading advertisement)**  
,  
**Electronic commerce,**  
**Financial services,**  
**Public utilities,**  
**Tourism,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**



## Consumer Protection Survey

**Q32** From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Product quality	<a href="https://www.tisi.go.th">https://www.tisi.go.th</a>
Voluntary codes for businesses	n/a
Restrictive business practices (competition/antitrust)	<a href="https://otcc.dit.go.th">https://otcc.dit.go.th</a>
Promotion of sustainable consumption	<a href="https://www.deqp.go.th/">https://www.deqp.go.th/</a>
Food distribution	<a href="http://www.fda.moph.go.th">http://www.fda.moph.go.th</a>
Water	<a href="http://www.fda.moph.go.th">http://www.fda.moph.go.th</a>
Pharmaceuticals	<a href="http://www.fda.moph.go.th">http://www.fda.moph.go.th</a>
Energy	<a href="https://energy.go.th/2015/">https://energy.go.th/2015/</a>
Data protection and privacy	<a href="http://www.mdes.go.th/view/1/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87%E0%B8%AF/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87/DE/">http://www.mdes.go.th/view/1/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87%E0%B8%AF/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87/DE/</a>

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**Q33** URL Link of the relevant authority/agency to each field:

Product quality	<a href="https://www.tisi.go.th">https://www.tisi.go.th</a>
Voluntary codes for businesses	n/a
Restrictive business practices (competition/antitrust)	<a href="https://otcc.dit.go.th">https://otcc.dit.go.th</a>
Promotion of sustainable consumption	<a href="https://www.deqp.go.th/">https://www.deqp.go.th/</a>
Food distribution	<a href="http://www.fda.moph.go.th">http://www.fda.moph.go.th</a>
Water	<a href="http://www.fda.moph.go.th">http://www.fda.moph.go.th</a>
Pharmaceuticals	<a href="http://www.fda.moph.go.th">http://www.fda.moph.go.th</a>
Energy	<a href="https://energy.go.th/2015/">https://energy.go.th/2015/</a>
Data protection and privacy	<a href="http://www.mdes.go.th/view/1/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87%E0%B8%AF/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87/DE/">http://www.mdes.go.th/view/1/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87%E0%B8%AF/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%81%E0%B8%A3%E0%B8%B0%E0%B8%97%E0%B8%A3%E0%B8%A7%E0%B8%87/DE/</a>

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**Q34** Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

9200

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## Consumer Protection Survey

**Q35** Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

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**Q36** Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD) **Respondent skipped this question**

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**Q37** Record highest amount for any sanction/measure imposed: (in USD) **Respondent skipped this question**

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**Q38** Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction **Respondent skipped this question**

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**Q39** Are there any non-governmental consumer organizations/associations in your country? **Yes**

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**Q40** Do you have a law/decree that governs consumer organizations/associations? **Yes**

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**Q41** In case you have a law/decree that governs consumer organizations, please provide the following details:

Reference of the law/decree **Consumer Protection Act**

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**Q42** Do consumer organizations/associations fulfil any of the following functions? **Legal advice to consumers**,  
**Consumer education**,  
**Consumer information**,  
**Consumer publications**,  
**Enforcement powers**

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**Q43** Do consumer groups/associations receive public funding? **No**

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**Q44** Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name **Foundation for Consumers**  
1- Website **<https://www.consumerthai.org/>**  
2- Name **Consumer Protection Association**  
2- Website **<http://www.consumerprotection.or.th/>**

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## Consumer Protection Survey

**Q45** Can consumers obtain redress through judicial channels? **Yes**

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**Q46** Is there a specialized judicial mechanism for consumer complaints? **Yes**

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**Q47** If there is, please provide the following details

Name **the Consumer Case Procedure Act B.E.2551**

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**Q48** Do you have collective redress/class actions for consumer complaints? **Yes**

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**Q49** Who can represent consumer interests in court? **Consumers individually,  
Lawyers,  
Consumer protection enforcement authority/agency,  
Consumer associations**

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**Q50** What is the highest damages award following a collective redress/class action?

Name of case **Island Property Company Limited breach the contract of consumers**

Year of case **2018**

Total amount in USD **1656250**

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**Q51** Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Mediation/ Conciliation,  
Arbitration**

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**Q52** If there are any of the above, please provide the following details:

1- Name **Office of the Consumer Protection Board**

1- URL Link **[www.ocpb.go.th](http://www.ocpb.go.th)**

2- Name **Thai Arbitration Center**

2- URL Link **[www.thac.or.th/](http://www.thac.or.th/)**

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**Q53** Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **Yes**

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## Consumer Protection Survey

**Q54** If there are, please provide the following details:

1- Name	<b>Office of the Consumer Protection Board</b>
1- URL Link	<b><a href="http://www.ocpb.go.th">www.ocpb.go.th</a></b>
2- Name	<b>Thailand Arbitration Center</b>
2- URL Link	<b><a href="http://www.thac.or.th/">www.thac.or.th/</a></b>

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**Q55** Are there any self-regulation initiatives from businesses? **Yes**

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**Q56** Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

1- Name of initiative	<b>Advertising code of conduct</b>
1- URL link	<b><a href="http://www.adassothai.com/index.php/main/about/ethic">http://www.adassothai.com/index.php/main/about/ethic</a></b>
2- Name of initiative	<b>The Medical Council Regulations on Medical Ethics Preservation</b>
2- URL link	<b><a href="https://tmc.or.th/En/act_rules_en.php">https://tmc.or.th/En/act_rules_en.php</a></b>
3- Name of initiative	<b>The Direct Sale Code of Conduct</b>
3- URL link	<b><a href="http://www.wfdsa.org">www.wfdsa.org</a></b>
4- Name of initiative	<b>Ethics and Professional Ethics for Tourism Leaders</b>
4- URL link	<b><a href="http://www.tourism.go.th">www.tourism.go.th</a></b>

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**Q57** Are there any co-regulation initiatives between businesses and public entities? **Yes**

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**Q58** Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

1- Name of initiative	<b>The Medical Council Regulations on Medical Ethics Preservation</b>
2- Name of initiative	<b>Ethics and Professional Ethics for Tourism Leaders</b>

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**Q59** Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

**Fair and equitable treatment** ,  
**Responsible commercial behaviour** ,  
**Disclosure of information and transparency**

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## Consumer Protection Survey

**Q60** What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

	Bilateral	Multilateral/Regional
Formal (treaties)		<b>1</b>
Informal (memoranda of understanding)	<b>4</b>	<b>1</b>

**Q61** Please provide name and URL link of formal bilateral agreements (treaties):

**Respondent skipped this question**

**Q62** Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Bilateral agreement between OCPB-KCA Korea/OCPB-NCAC Japan/OCPB-Bhutan/OCPB-Lao PDR

**Q63** Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

the ASEAN Committee on Consumer Protection

**Q64** Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

the Consumer International

**Q65** Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

- Judicial cooperation,**
- Enforcement,**
- Consumer rights/legitimate needs,**
- Protection of vulnerable and disadvantaged consumers**
- ,**
- Terms and conditions**
- ,**
- Promotional marketing and sales practices (including misleading advertisement)**
- ,**
- Dispute resolution,**
- Redress,**
- Consumer education,**
- Consumer information**

Consumer Protection Survey

**Q66** Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

**Investigate,**  
**Share information and evidence** ,  
Other (please specify):  
mediate

**Q67** Do you have any experience in cross-border cooperation on enforcement?

**Yes**

**Q68** If you do, please provide a short description

cross-border redress in the case of consumer get injured from surgery clinic in Korea

**Q69** Do you engage in technical cooperation or capacity building activities on consumer protection?

	Bilaterally	Through an international organization/network
As a recipient	<b>Yes</b>	<b>Yes</b>
As a donor	<b>Yes</b>	<b>No</b>

**Q70** If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

**Respondent skipped this question**

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**Q71** Does your authority/agency carry out information and education initiatives?

**Yes**

## Consumer Protection Survey

**Q72** Do information and education initiatives carried out by your authority/agency cover any of the following fields?

**Product hazard,**  
**Product labelling,**  
**Legislation, dispute resolution,**  
**Weight and measures, prices and quality,**  
**Environmental protection,**  
**Electronic commerce,**  
**Financial services,**  
**Efficient use of materials, energy, water,**  
**Sustainable consumption**

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**Q73** Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

**Yes**

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**Q74** If your authority/agency does, please provide the following details:

1- Name of initiative **OCPB clinic for community project**  
1- Impact (short description) **Workshop on efficiency consumption in digital era for border area**

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**Q75** Do consumer organizations/associations provide education and information initiatives?

**Yes**

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**Q76** If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association **Foundation for Consumers**  
2- Name of consumer organization/association **Consumer Protection Association**

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**Q77** Does your authority/agency conduct research and analysis on consumer protection issues?

**Yes**

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**Q78** If your authority/agency does, please provide the following details:

1- Main area of work **consumer confidential survey**  
2- Main area of work **Consumer satisfaction survey on consumer protection of the public sector**  
3- Main area of work **Developing unsafe product system in South East Asia research**

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## Consumer Protection Survey

**Q79** Do other organizations/associations conduct research and analysis on consumer protection?

**No**

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**Q80** If other organizations/associations do, please provide the following details:

**Respondent skipped this question**

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