



Intergovernmental Group of Experts on Consumer Protection Law and Policy
5th Session, 5 - 6 July 2021, Geneva, Switzerland and online

Consumer Law, Policy and Regulatory Actions in Response to and in the Aftermath of the COVID-19 Pandemic

Tuesday, 6 July 2021 (11:00 - 13:00)

Palais des Nations, Room XVIII (First Floor) and online (Interprefy)

UNCTAD secretariat note¹ addresses the impact of the pandemic on the global economy and, in particular on consumers and provides an overview of member State's responses during the pandemic. Consumer protection authorities have taken actions in response to the challenges arising from the unprecedented crisis in a timely, appropriate, and effective manner, drawing on the United Nations guidelines for consumer protection. The actions undertaken by consumer protection authorities include law enforcement, regulations, cooperation with businesses, protecting vulnerable and disadvantaged consumers, and facilitating access to justice. However, consumer protection authorities continue to face challenges exacerbated by the pandemic. The secretariat note identifies two key areas of concern requiring special attention during and in the aftermath of pandemic, namely, consumer protection in digital markets with a special focus on vulnerable and disadvantaged consumers; and international cooperation in law enforcement.

In this session, panel discussions will focus on:

- (a) What will be the emerging trends and challenges in consumer protection in the aftermath of the pandemic;
- (b) What areas of the United Nations guidelines for consumer protection will need further implementation in the aftermath of the pandemic; and
- (c) How UNCTAD can better support member States, in particular developing countries, in these critical areas, and further encourage international enforcement cooperation.

¹ [TD/B/C.I./CPLP/23](#)

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WORK PROGRAMME

11:00 - 11:10 **Presentation by the UNCTAD secretariat**

11:10 - 12:10 **Speakers**

- Ms. Maria Carolina Corcione, Deputy Superintendent for Consumer Protection, Superintendence of Industry and Commerce, Colombia
- Ms. Inna Gavrilchik, Head of Consumer Protection and Advertising Control Department, Ministry of Antimonopoly Regulation and Trade, Republic of Belarus
- Mr. Boniface M. Makongo, Director for Competition and Consumer Protection, Competition Authority of Kenya, Kenya
- Ms. Emy Gustavsson, Legal Adviser, Swedish Consumer Agency, Sweden

12:10 - 13:00 **Interactive debate**

Delegates wishing to speak during the session are invited to inform the UNCTAD secretariat accordingly by contacting Mr. Leonard Yves Kenfack Tsafack (yves.kenfack@unctad.org), Ms. Elizabeth Gachuri (elizabeth.gachuri@unctad.org) and Ms. Hyejong Kwon (hyejong.kwon@unctad.org).