

Intergovernmental Group of Experts on Consumer Protection Law and Policy  
8<sup>th</sup> Session, 1 - 2 July 2024, Geneva, Switzerland

## **Assessment of the UN Trade and Development (UNCTAD) Voluntary peer reviews of consumer protection law and policy**

**Monday, 1 July 2024 (16:00 - 18:00)**  
**Palais des Nations, Room XIX (Third Floor)**

In its resolution 70/186 of 22 December 2015, <sup>1</sup> 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.

The UN Trade and Development (UNCTAD) voluntary peer reviews are conducted at the request of member States. Its purpose 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. The UN Trade and Development (UNCTAD) has conducted the voluntary peer reviews of consumer protection laws and policies of Morocco (2018), Indonesia (2019), Peru (2020), Chile (2021), Thailand (2022) and Gabon (2023), being the first international organization to facilitate such exercises. Building upon this rich experience, the UN Trade and Development (UNCTAD) note<sup>2</sup> presents a preliminary evaluation of the implementation rate of the recommendations from these peer reviews, informing challenges and opportunities of such implementation.

This session offers a unique platform for reviewed countries to exchange experiences and insights on the implementation of the recommendations and provides a supportive environment for countries considering volunteering for the peer review exercise to gather information, seek guidance, and connect with relevant stakeholders.

To facilitate this interactive discussion, delegates may address these questions:

- (a) What specific benefits and challenges did member States experience when engaging in voluntary peer reviews? How has it influenced efforts in improving consumer policies and effective consumer protection?
- (b) How can voluntary peer reviews exercises be more impactful, effective, and efficient?
- (c) How can UN Trade and Development (UNCTAD) better assist reviewed countries in the implementation of their peer reviews recommendations?

---

<sup>1</sup> [A/RES/70/186](#)

<sup>2</sup> TD/B/C.I/CPLP/40

## **Assessment of the UN Trade and Development (UNCTAD) Voluntary peer reviews of consumer protection law and policy**

Monday, 1 July 2024 (16:00 - 18:00)  
Palais des Nations, Room XIX (Third Floor)

### **WORK PROGRAMME**

16:00 - 16:15 **Presentation of the background note**

16:15 - 17:30 **Speakers**

- Mr. Fabrice Andjoua Bongo Ondimba, Director General, General Directorate of Competition and Consumer Affairs, Gabon
- Mr. Andrés Herrero Troncoso, National Director, National Consumer Service, Chile
- Dr. Muhammad Mufti Mubarak, Chairman, National Consumer Protection Agency, Indonesia (tbc)
- Ms. Imane BENSaid, Head, Department for the Improvement of the Consumer Framework and Complaints Handling, Ministry of Industry, Trade and the Green and Digital Economy, Morocco
- Dr. Wimonrat Wim Teriyapirom, Director of the International Cooperation Section Office of the Consumer Protection Board, Thailand

17:30 - 18:00 **Interactive debate**

Delegates wishing to speak during the session are invited to inform the UN Trade and Development (UNCTAD) secretariat accordingly by contacting Mr. Arnau Izaguerri ([arnau.izaguerri@un.org](mailto:arnau.izaguerri@un.org)) and Ms. Valentina Rivas ([valentina.rivas@un.org](mailto:valentina.rivas@un.org)).