

7 July 2025, 17:00 - 18:00 (CEST)

Geneva, Switzerland

Venue: Room XIX, E-Building, Palais des Nations

Report on the implementation of the United Nations guidelines for consumer protection and of the work of the Intergovernmental Group of Experts on Consumer Protection Law and Policy

The United Nations Guidelines for Consumer Protection (UNGCP),¹ first adopted in 1985 and significantly revised in 2015, are the only internationally recognized global framework to guide Member States in designing and enforcing effective consumer protection policies. These guidelines promote access to essential goods and services, safeguard vulnerable consumers, enhance fair business practices, and foster international cooperation in the face of complex and dynamic global markets.

In an era shaped by digital transformation, rising inequalities, and environmental challenges, consumer protection has emerged as a vital tool for inclusive and sustainable development. Empowered consumers fuel fair competition, drive innovation, and support resilience in economies. The United Nations General Assembly mandated UN Trade and Development (UNCTAD) as the focal point for the implementation of the guidelines, supported by the Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy.

As the IGE nears a review of its mandate at the Ninth United Nations Conference to Review all Aspect of the Set of Multilaterally Agreed Equitable Principles and Rules for the Control of Restrictive Business Practices, this session will assess the impact of the guidelines since their 2015 revision, reflect on progress made, identify implementation gaps, and discuss the future direction of global consumer protection efforts.

Discussions are supported by an UNCTAD background note.²

¹ [A/RES/70/186](#).

² TD/RBP/CONF.10/3.





Questions for discussion

- (i) What are the emerging trends and challenges in consumer protection that UNCTAD should focus on?
- (ii) What areas of the guidelines for consumer protection need further discussion, implementation and possible revision?
- (iii) How can resources be mobilized to support the implementation of the guidelines for consumer protection and the mandate of UNCTAD on consumer protection?

Programme

17:00 - 17:50 **Speakers**

- H.E. Ms. Jiraporn Sindhuprai, Minister of the Prime Minister Office, Thailand
- H.E. Mr. Parks Tau, Ministry of Trade, Industry and Competition, South Africa (TBC)
- Mr. Marco Arroyo Flores, Vice-Minister of Economy, Costa Rica
- Ms. Anna Popova, Head, Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing, Russian Federation
- Mr. Soo Hyun Yoon, President, Korea Consumer Agency, Republic of Korea
- Ms. Ana Gallego Torres, Director-General for Justice and Consumers, European Commission

17:50 - 18:00 **Interactive debate**

Contact

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