
Intergovernmental Group of Experts on Consumer Law and Policy
(IGE Consumer)

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Afternoon Session

The legal and institutional framework for consumer protection

Presentation by
UNCTAD

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THE LEGAL AND INSTITUTIONAL FRAMEWORK FOR CONSUMER PROTECTION



SECOND SESSION OF THE INTERGOVERNMENTAL GROUP OF EXPERTS ON **CONSUMER PROTECTION LAW AND POLICY**

A/RES/70/186 "a robust legal and regulatory framework for consumer protection, including effective dispute resolution and redress mechanisms and the ability of consumer protection enforcement authorities to cooperate in obtaining redress, where available, across borders for consumers harmed by fraudulent and deceptive commercial practices, serves an important public interest, contributing to economic dynamism and consumer welfare."

UNGCP 87 designation of a consumer protection enforcement agency or a consumer protection policy agency to act as a contact point to facilitate cooperation under these guidelines.

First session IGE report & studies on legal and institutional framework for consumer protection





WORLD CONSUMER PROTECTION MAP

- Universal
- Online
- Easily accessible
- Interactive
- Updated



Question naire

- Online; with links; **EN, FR, SP**
- Legal, institutional and policies

MAP

- Interactive & publicly accessible
- Attributed to responding agency/authority

Update

- Open for update by responding agency/authority





Background

In its resolution [70/186 on Consumer Protection of 22 December 2015](#), the United Nations General Assembly stated that a robust legal and regulatory framework for consumer protection serves an important public interest, contributes to economic dynamism and consumer welfare.

In that same resolution, the General Assembly revised the United Nations Guidelines for Consumer Protection (UNGCP), whose objective is, inter alia, to assist countries in achieving or maintaining adequate protection for their population as consumers. In particular, new section A. of the UNGCP on National policies for consumer protection contains various recommendations on the content and extent of policies to be established by Member States.

In its Agreed Conclusions [\(TD/B/C.I/CLP/4\)](#) the First session of the Intergovernmental group of experts on consumer protection law and policy of 17 and 18 October 2015 requested the UNCTAD secretariat to prepare a study on the legal and institutional framework on consumer protection. In order to do so, member States are invited to complete the following online questionnaire. The goal of this study is to provide an updated and comprehensive picture of consumer protection worldwide, to identify trends and benchmarks as well as challenges and to inform discussions on future work.





Copy of Consumer Protection Survey (TEST)

2. Contact of respondent

* 1. Name of responding member State

2. Name of responding authority/agency:

3. First name of responding official:

4. Last name of responding official:

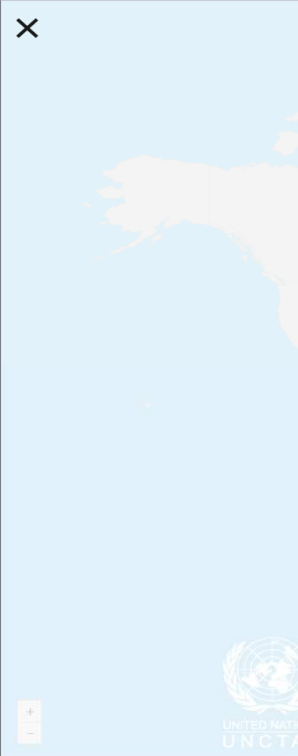
5. Title/position/affiliation of responding official:



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UNCTAD WCPM

- Countries that have appointed a consumer protection focal point
- Countries with a consumer protection law
- Countries with provision on consumer protection on it's Constitution
- Countries with a main consumer protection authority/agency
- Countries with a law/decree that governs the main consumer protection authority/agency
- Countries with a law/decree that governs consumer organizations/associations





THANK YOU

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