



# INTERGOVERNMENTAL GROUP OF EXPERTS ON **Consumer protection law and policy**

5 - 6 July 2021, Palais des Nations

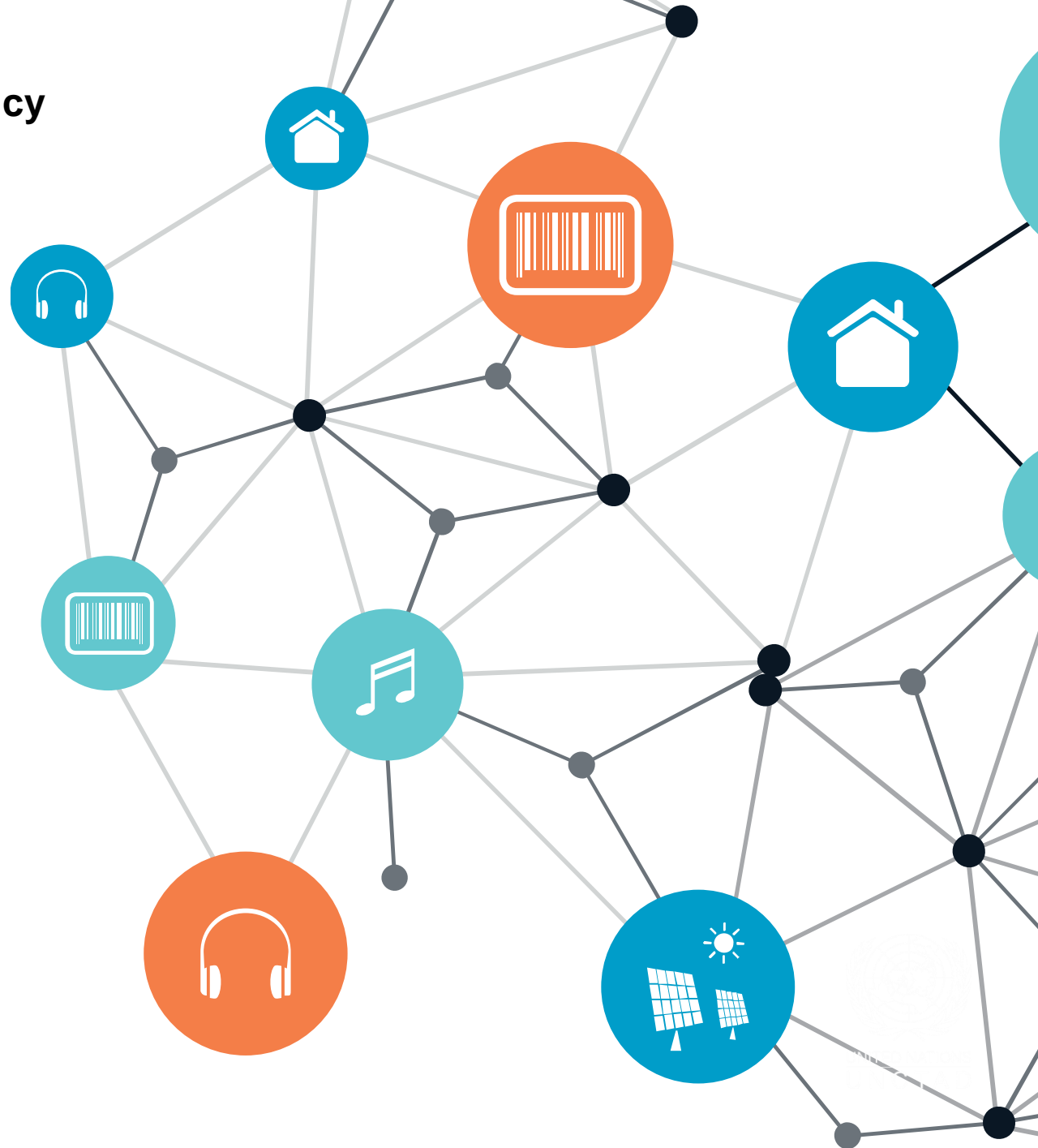




INTERGOVERNMENTAL GROUP OF EXPERTS ON  
**Consumer protection law and policy**

# **Review of capacity-building in and technical assistance on consumer protection law and policy**

**Tuesday, 6 July 2021  
15:00-16:00, Room XVIII**





# 1. Technical assistance activities 2020-2021

- ✓ Co-organizing webinars and workshops on consumer protection with ISO COPOLCO, EU Commission and ESCWA
- ✓ Implementing a UNDA project on strengthening social protection for pandemic responses (Africa, Asia and the Pacific and Western Asia)
- ✓ Launching a project on delivering online dispute resolution for consumers (ASEAN)
- ✓ Joining a regional technical project on the promotion of sustainable consumption (ASEAN)
- ✓ Participating in Iberoamerican Forum dialogues
- ✓ Delivering 2 classes on international consumer protection and on dispute resolution and redress (Latin America)
- ✓ Providing advisory services to member States such as Brazil, Chile, Dominican Republic, Peru, and Uzbekistan



# 1. Technical assistance activities 2020-2021 (cont.)

- ✓ Review of consumer protection law and policy of Peru during the 8th UN Review Conference
- ✓ Working Group on modalities of voluntary peer review exercises



## 2. Future activities

- ✓ Adjusting formats to the pandemic situation
  - Exploring the organization of events and activities through digital means
  - Taking into consideration both the advantages and disadvantages
  
- ✓ Focus areas for next 5 years since 2020:
  - Interface of competition, consumer protection and data protection
  - Approach to different stakeholders
  - Priority setting of young authorities
  - International cooperation



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# Thank you

[Juanluis.Crucelegui@unctad.org](mailto:Juanluis.Crucelegui@unctad.org)

[Akari.Yamamoto@unctad.org](mailto:Akari.Yamamoto@unctad.org)

[Hyejong.Kwon@unctad.org](mailto:Hyejong.Kwon@unctad.org)

