

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

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## What will be the emerging trends and challenges in consumer protection in the aftermath of the pandemic

- **Consumer Issues exacerbated by the pandemic;**
- **Unavailable infrastructure/unreliable internet in rural areas;**
- **Data breaches/ privacy concerns;**
- **Unavailable International Standards;**
- **Ineffective legal, regulatory and supervisory frameworks.**

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## What areas of the United Nations guidelines for consumer protection will need further implementation in the aftermath of the pandemic

- **Online False and Misleading Representations;**
- **E-Commerce Dispute Resolution;**
- **Pharmaceuticals;**
- **Data Privacy and Security;**
- **International Cooperation.**

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## How UNCTAD can better support member States in these critical areas.

- **Implementation of the Guidelines on Consumer Protection;**
- **Assessing the legal, regulatory and supervisory frameworks of member states/ provision of advisories;**
- **Enhancing the engagement of members states on specific areas;**
- **Support member states on tackling emerging consumer protection issues; adopt consumer redress tools such as Online Dispute Resolution (ODR).**

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## Achievements in addressing unprecedented pandemic situations

- **Digitization:** Launch of CMS and ERP; Lodging of complaints, merger notifications through the portal; digitization of past records;
- **Investigations:** Issued Cautionary Notice; Market Screening/Mystery Shopping; Remedial Action; Order to expunge exclusive clauses;
- **Supporting Growth of Businesses Post- Covid:** Block Exemption Guidelines focusing on Aviation; Covid related essential and emergency pharmaceuticals; sharing of information on health matters.

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# THANK YOU

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