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.
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).
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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