Sixth Intergovernmental Group of Experts on
Consumer Law and Policy
18-19 July 2022
Room XVII, Palais des Nations, Geneva

Voluntary Peer Review of Consumer Protection Law and Policy: Thailand
Technical Assistance Project

Presentation

UNCTAD
INTERGOVERNMENTAL GROUP OF EXPERTS ON
Consumer protection law and policy
18-19 July 2022, Palais des Nations
Technical Assistance Project

Tuesday, 19 July 2022
11:10 a.m. Room XVII
Technical Assistance Project

Duration
• 3 years: 2022-2024

Sector
• Consumer protection

Objective
• to assist OCPB to improve consumer policies in the field of consumer dispute resolution
• to assist the OCPB to improve dispute resolution channels and platforms

Basis
• Thailand’s Peer Review Recommendations
• DODR Project
GOAL

To support Thailand in improving consumer dispute resolution policy and platform
INTERGOVERNMENTAL GROUP OF EXPERTS ON
Consumer protection law and policy

To improve the consumer protection legislation of Thailand
by supporting the review of current legislation assisting on the creation of minimum standards of consumer complaints handling services.

To raise awareness on the benefits of consumer protection law and policy
Strengthen educational and awareness-raising campaigns for consumers, including in cooperation with businesses and consumer groups, on consumers’ rights and on avenues to seek dispute resolution and redress (including online dispute resolution mechanisms).

To support OCPB in its outreach activities
to enhance its coordination and cooperation with other governmental sectors, establishing mechanisms to distribute complaints among Government agencies.
Thank you

Ana Cipriano@unctad.org