

**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

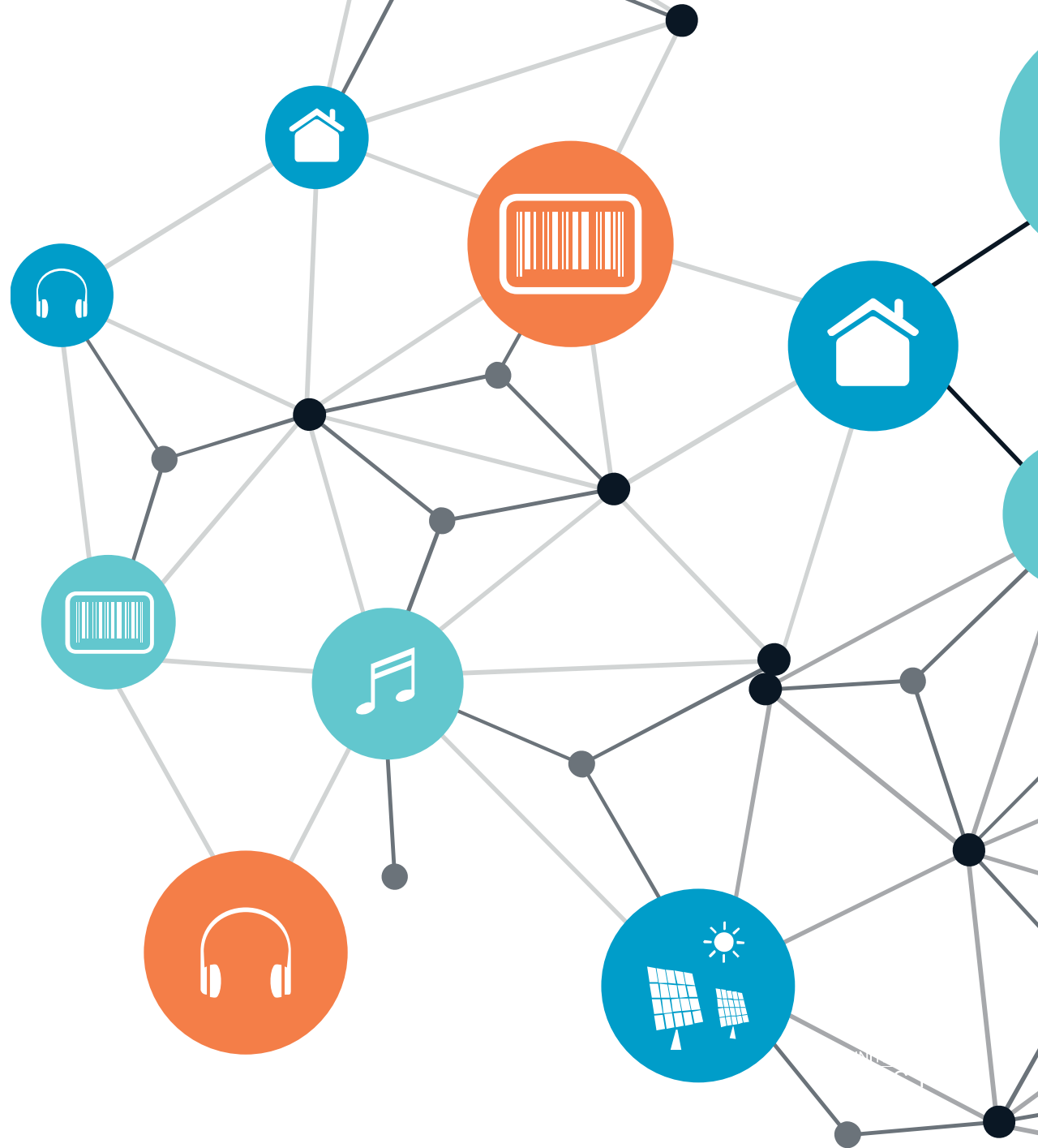




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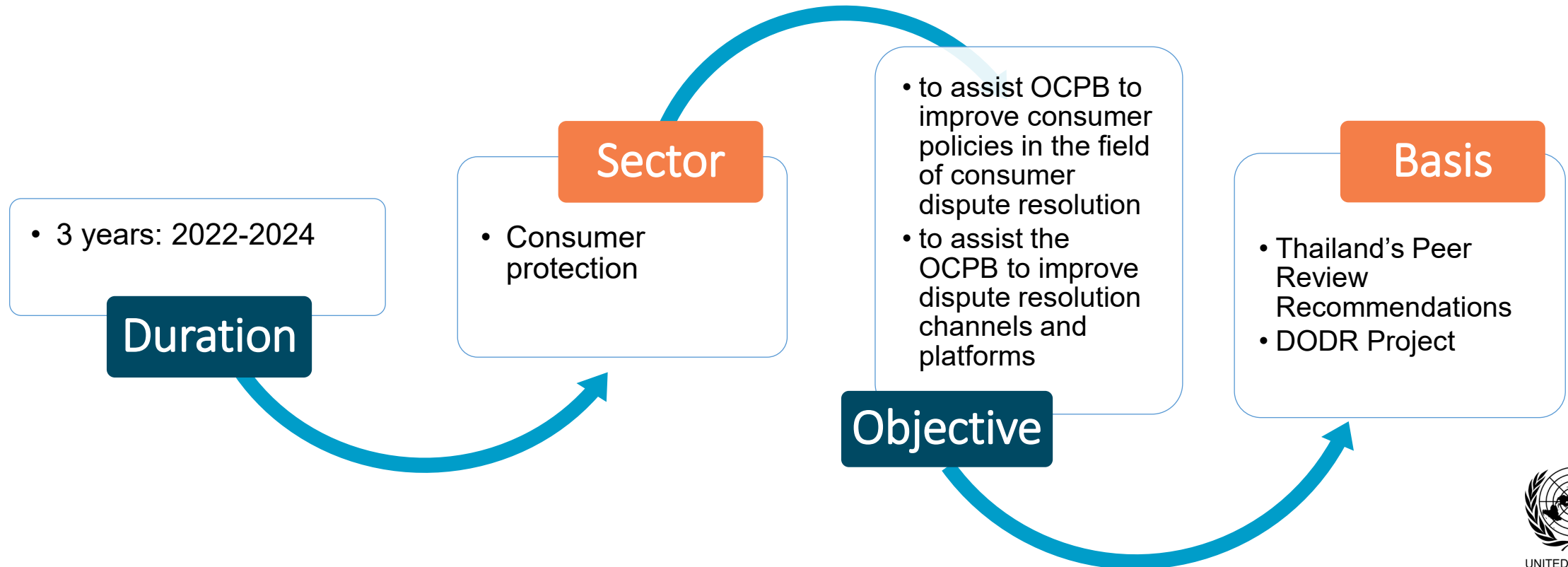
Technical Assistance Project

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





Technical Assistance Project





GOAL

To support
Thailand in
improving
consumer dispute
resolution policy
and platform



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**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.**



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Thank you

Ana.Cipriano@unctad.org

