

**Sixth Intergovernmental Group of Experts on  
Consumer Law and Policy**

**18-19 July 2022**

**Room XVII, Palais des Nations, Geneva**

**Review of Capacity-Building on and Technical Assistance in  
Consumer Protection Law and Policy**

*Presentation*

*UNCTAD*



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**Consumer protection law and policy**

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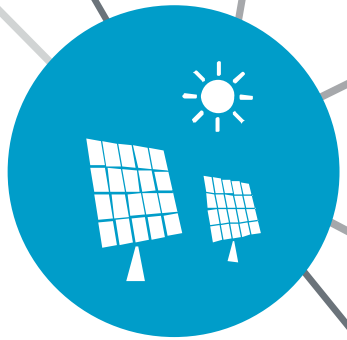




INTERGOVERNMENTAL GROUP OF EXPERTS ON  
**Consumer protection law and policy**

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

Tuesday, 19 July 2022  
3.-3.30 p.m., Room XVII





# 1. Technical assistance activities 2021-2022

- ✓ Continued work on “Strengthening social protection for pandemic response” since 2020 under the UN DA project
- ✓ Organized a webinar on consumer protection law and policy for Portuguese speaking countries with a focus on international cooperation
- ✓ Continued work on “Delivering digital trading infrastructure and online dispute resolution for consumers as a means to improve international trade and electronic commerce” since 2020
  - Officially launched the project in two pilot countries (Indonesia and Thailand) in July 2021
  - Organized a policy training workshop on consumer dispute resolution for the two pilot countries in December 2021
- ✓ Contributed to a toolkit on sustainable consumption of the ASEAN at the request of the Government of Philippines
- ✓ In collaboration with Portugal, organized the Tenth International Forum on Consumer Protection of COMPAL programme
- ✓ In collaboration with European Commission, organized second joint workshop on “Building effective consumer protection safety framework



# 1. Technical assistance activities 2021-2022 (cont.)

- ✓ Peer reviewed the consumer protection law and policy of Chile
- ✓ Held an event to disseminate the findings and recommendations emanating from the voluntary peer review of the consumer protection law and policy of Chile
- ✓ Coordinated the working group on modalities of UNCTAD voluntary peer review exercise



## 2. Future activities

- ✓ Create synergies between competition and consumer protection policies in dealing with issues on the digital economy
- ✓ Increase assistance to regional economic organizations



# Thank you

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