

**Seventh Intergovernmental Group of Experts on
Consumer Law and Policy
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Opening Plenary

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Presentation Speech of Mr. Ularn Jiwcharoen, Deputy Secretary General of Office of the Consumer Protection Board Thailand

The IGE Opening Plenary, 3 July, 10.00-11.30 hrs.

Slide 1: -- no script –

Slide 2: Ladies and Gentlemen,

Very Good morning to everyone

On behalf of Office of the Consumer Protection Board of Thailand, I would like to share some information of the measure we use to support Thai consumers under digital economy.

First of all, I would like to introduce our agency, Office of the Consumer Protection Board is a government agency which established since 1979 under the Office of the Prime Minister.

We have the primary mission as stipulated in the Consumer Protection Act to received complaints from consumers who suffer or injury resulting from the acts of businesses.

And we have the duties to follow up and monitor actions of the businesses who may do anything infringing the consumer's right as well as promote and encourage the providing of education for consumers at all levels.

Especially, we have the major authorities to develop consumer protection law to prevent fraud or any abuses of consumer rights.

However, we found that the complaints continue to increase every year and we need to collaborate with the related agencies to cooperate to help consumers.

As you can see in the slide, complaints about online purchasing ranked the highest of all our complaints at 34 percents

Slide 3: We have therefore developed the OCPB Connect system to help consumers with complaints, both within the supervision of the OCPB and some are under the authorities of other agencies.

OCPB has made MoU for cooperation in receiving and referring complaints between twenty-two agencies involved, such as Food and Drug Administration, Department of Tourism and Metropolitan Electricity Authority.

On this slide, it will appear as the first page when logged in to OCPB Connect where you can choose to use the online complaint service, online mediation, check the status of complaint or may choose to view the list of unsafe products.

Slide 4: When choosing e-mediate, they will enter the online mediation process which the user must register first every time. Then you will get a password to enter the mediation process.

This process will help both consumers and businesses to save travel time, reduce the cost of traveling to the OCPB and can also reduce the confrontation between the parties. This will allow the mediation to proceed more smoothly.

Slide 5: And when the mediation proceeds until a settlement is reached between them.

The officer will prepare an agreement between the parties.

This system facilitates the preparation of agreement that support e-signatures.

Slide 6: For this page used to facilitate both parties to follow up on the status of complaints which can be easily checked into the system through the login with the name and password registered in the first step.

Slide 7: And this page is to facilitate the appointment to send additional documents to the officer or it may be used to arrange a mediation meeting on the day that both parties are convenient.

Slide 8: For this page, it is the process of examining the list of businesses that the Consumer Protection Board has resolved to prosecute on behalf of consumers.

It is used as information for making decisions before choosing to buy products or enter to service contracts.

Slide 9: And that's all from OCPB Thailand. Thank you very much for your attention.
