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

Presentation

***Ms. Tebelelo Pule
Chief Executive Officer
Competition and Consumer Authority
Botswana***

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UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT

Competition and Consumer Authority - Botswana

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

Ms. Tebelelo Pule - Chief Executive Officer

4th July 2023

PRESENTATION OUTLINE

1. Evolution of Consumer Law and Policy in Botswana
2. UNCTAD involvement in the development of Consumer Law in Botswana
3. Technical Assistance received from UNCTAD.
4. Areas in need of Technical assistance from UNCTAD or other strategic partners or funders
5. Accessibility of UNCTAD

Consumer Law & Policy in Botswana

Birth of Consumer Law in Botswana is subsumed under the Competition Policy. Emphasis of the policy demonstrates the need for consumer protection from any deceptive and fraudulent behaviour of sellers.

This to be achieved through:

- a) Emphasis on consumer welfare;
- b) Addressing consumer complaints in the shortest period;
- c) Promoting dialogue between consumers and stakeholders;
- d) Inducing domestic products at competitive standards; and
- e) Emphasis on regional and international networks etc.

UNCTAD involvement in the development of Consumer Law in Botswana.

- UNCTAD continues to be instrumental in effective implementation of the Consumer Protection Act.
- Technical support comes in various ways – discussed more in the next slide
- UNCTAD directly involved in the development of Botswana's e-Commerce strategy.
- Involvement of UNCTAD in World Consumer Rights Day and the benefit to Botswana– e.g. annual celebration theme.

Technical Assistance received from UNCTAD.

- Agency Peer Review Competition Act – Voluntary
- Benefits of UNCTAD training in the region e.g. Kenya.
- UNCTAD e-learning course on Monitoring & Evaluation for Trade Facilitation *(with 222 participants from 17 countries)*.
- In collaboration with Institute for Competition & Consumer (ICC) – a conference on ‘The limits of Consumer Empowerment on times of crisis: how to empower consumers while protecting the vulnerable?’
- Merger control: Recent Developments in Digital Markets.
- Interface between SME development and Competition Policy.

Areas in need of Technical assistance from UNCTAD or other strategic partners or funders

1. Development of the Code of Conduct (UNCTAD has already agreed to assist).
2. Amendment of the Consumer Protection Act.
3. Amendment of the Competition Act.
 - It is crucial to tap on UNCTAD expertise to link the amendments of the Acts with the recent AfCFTA Agenda on reshaping African continental competition enforcement framework; new institutions, new tools for enforcement.
 - This will have a bearing on CCA upcoming projects of amending the Competition Act and Consumer Protection Act so that the Acts are in line with continental framework.

Areas in need of Technical assistance from UNCTAD or other strategic partners or funders continued...

- Carrying out regulatory impact assessment.
- Training investigators on the latest skills (both consumer issues and competition issues).
- Developing guidelines on calculating market share on digital markets.
- Developing effective tools and guidelines on carrying out investigation on digital markets.
- Dealing with Vertical Integration in a small developing economy (A major economic challenge)

UNCTAD Accessibility

- Invitation to UNCTAD workshops, training and webinars. Over the 12 months, CCA has attended over 5 online training sessions with UNCTAD.
- Strategic partnership with UNCTAD etc. e.g. when extending footprint into the Asian market, UNCTAD invited the CCA to attend a workshop for the Asian Consumer Protection forum.
- CCA benefits as member of UNCTAD Working Group on Cross-Boarder Cartels, and member of Consumer Protection and Gender.

Thank you

Competition & Consumer Authority
Plot 28, Matsitama Road, Main Mall
Private Bag 00101
Gaborone, Botswana



(+267) 3934278



(267) 3121013



Competition Authority - Botswana



@CompetitionBots



www.competitionauthority.co.bw

info@competitionauthority.co.bw

www.competitionauthority.co.bw