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

Monday, 4 July 2023
15:00 – 16:00, Room XIX
Technical assistance activities 2022-2023

National activities:

- Advisory opinion on the constitutional protection of consumer rights in Chile.

- Masterclass on consumer protection at the University of Buenos Aires: perspectives on consumer protection in times of crisis.
Technical assistance activities 2022-2023

Regional and international activities:

• Continued work on “Delivering digital trading infrastructure and online dispute resolution for consumers as a means to improve international trade and electronic commerce” with Indonesia and Thailand.

• Closing outputs in the UN Development Account project on “Strengthening social protection for pandemic response” (Consumer protection and the provision of health services).
Regional and international activities:

- Consumer product safety:
  - online workshop “Protecting consumers from unsafe products through import surveillance and cooperation with customs”.
  - webinar “Trust in cross-border e-commerce: The case for consumer product safety” jointly with Consumers International.
  - workshop “Civil society and consumer product safety” jointly with the European Commission.

- International Forum for Consumer Protection:
  - 12th edition (November 2022): Consumer protection and digital platforms, online dispute resolution and over indebtedness and consumer protection co-organized with the Ministry of Economy of Argentina.
Portuguese-speaking African countries and Timor-Leste Project

Beneficiary countries: Angola, Cabo Verde, Guinea-Bissau, Mozambique, Santo Tomé e Príncipe and Timor-Leste.

Donor: Portugal.

Duration: since 2019.

Activities: regional webinars and assistance in preparation and implementation of legal frameworks.
Future activities

- Support Gabon in the implementation of the Voluntary Peer Review’s recommendations.
- Implement the recent project for the Democratic Republic of the Congo on competition and consumer protection.
- Continue to work with Portuguese-speaking developing countries in Africa and Timor-Leste.
- Respond to several pending technical cooperation requests.
- Continue assisting regional economic organizations.
Thank you

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