

Intergovernmental Group of Experts on Consumer Protection Law and Policy



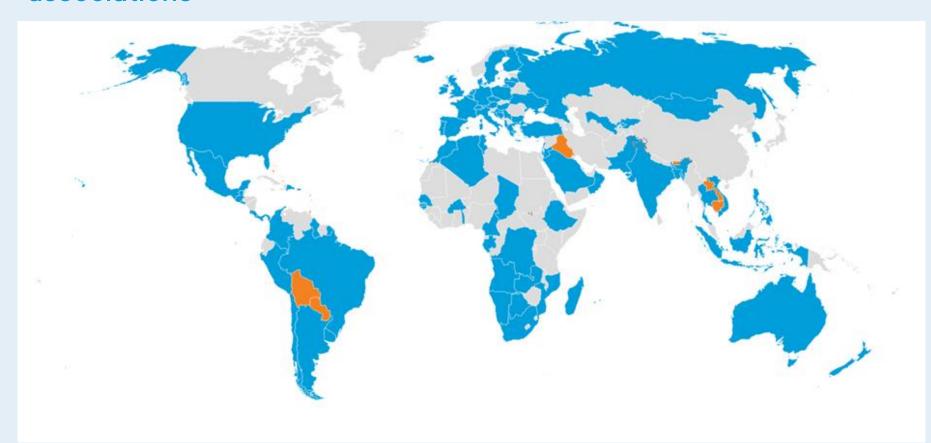
Enhancing the consumer movement: Means to facilitate the development of independent consumer groups TD/B/C.I/CPLP/39

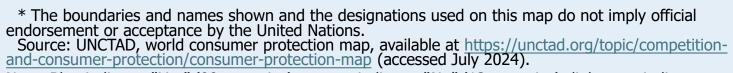
Tuesday, 2 July 2024 10:00-13:00, Room XIX



Countries with non-governmental consumer organizations and associations







Note: Blue indicates "Yes" (90 countries); orange indicates "No" (12 countries); light grey indicates no data





Key aspects (i)

- Evolution of consumer groups
- Roles and functions:
 - Representation of the interests of consumers
 - Educating and informing consumers
 - Advising and defence of consumers
 - Distributing essential goods and services
 - Monitoring of markets





Key aspects (ii)

- Features of consumer groups:
 - Independence
 - Representativeness
- Challenges faced in enhacing the development of consumer groups
 - Strategic engagement
 - Professionalization of staff
 - Funding



International cooperation



Policy options

- Recognize the importance of enhancing the establishment and development of independent consumer groups as government priority;
- Establish a mechanism for government recognition of consumer groups;
- Establish formal and regular coordination and communication channels with consumer groups;
- Conduct national assessments of the state of consumer groups to identify existing barriers and capacity needs, partnering with academia and research centres where appropriate;
- Train members of consumer groups on substantive consumer protection law issues and encourage them to pursue training on managerial issues, such as developing a business plan and communications;
- Support the establishment and development of consumer groups, in accordance with the social, economic and environmental circumstances of the country and the needs of its population

Thank you!

Arnau.lzaguerri@un.org

