Intergovernmental group of experts on Consumer Protection Law and Policy

8th session
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

* The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.


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 enhancing 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!

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