



Intergovernmental  
group of experts on  
**Consumer  
Protection  
Law and Policy**  
8<sup>th</sup> session

Intergovernmental Group of Experts on  
Consumer Protection Law and Policy



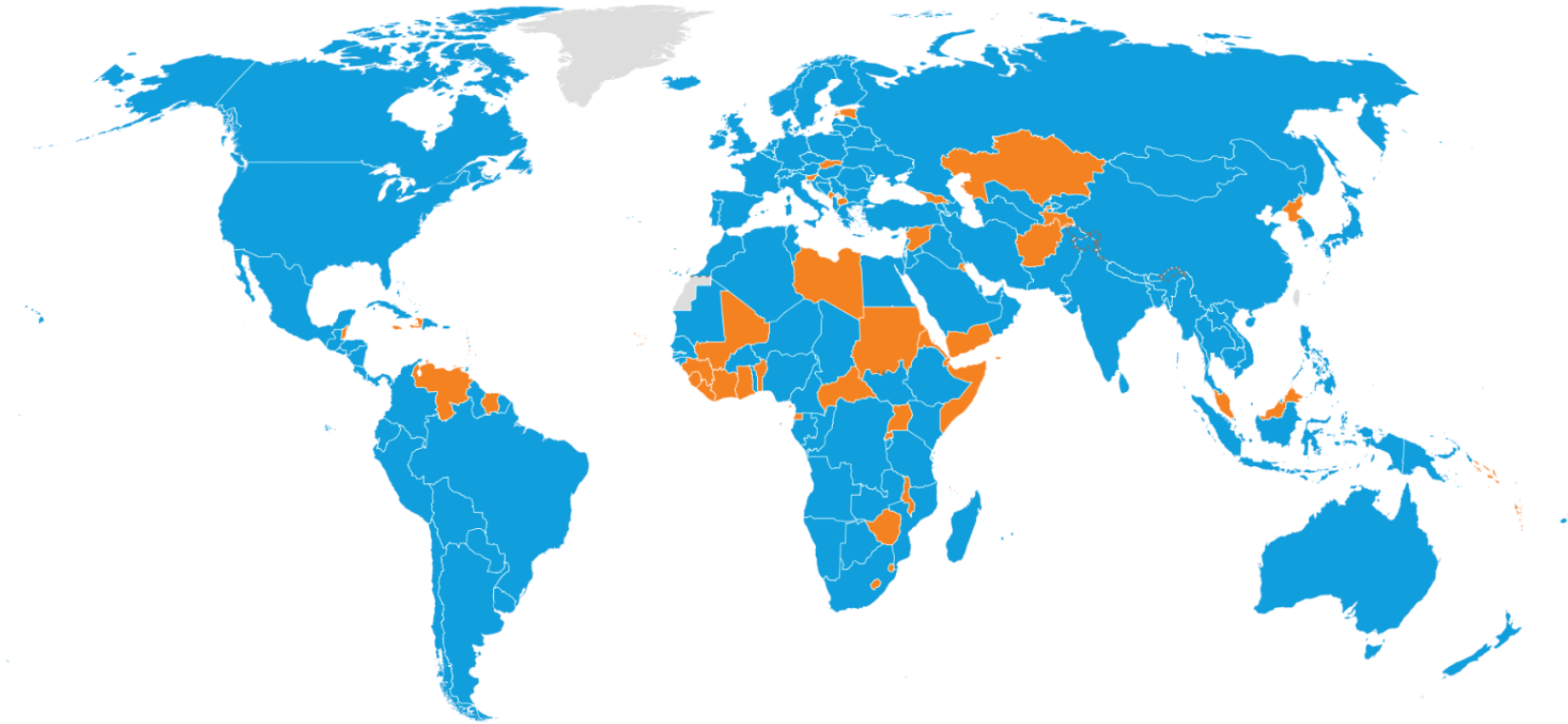
Latest developments in legal  
and institutional frameworks: UN  
trade and development World  
Consumer Protection Map



Monday, 1 July 2024  
10:00-11:30, Room XIX



■ Yes, 140 ■ No, 56



# UN trade and development World Consumer Protection Map





# Highlighted topics

- Consumer law and policy is a vast and multidisciplinary field that encompasses a wide range of subjects.
- The highlighted topics section present a focus on consumer product safety, promotion of sustainable consumption, electronic commerce, financial services and dispute resolution.



# Highlighted topics

Consumer law and policy is a vast and multidisciplinary field that encompasses a wide range of subjects.

This section focuses on consumer product safety, the promotion of sustainable consumption, and e-commerce and financial services.

## Consumer product safety



Countries with  
consumer  
protection law  
on Product  
safety



Countries with  
policy making  
powers on  
Product safety



Countries with  
enforcement  
powers on  
Product safety



Countries  
having  
cooperation  
agreements  
on Product  
Safety



Countries  
having  
education  
initiatives on  
Product safety

Protecting consumers from hazards to their health and safety is a basic consumer right as recognized in Section B of the UN Guidelines, which is dedicated to consumers' health and safety regulations and policies.

All consumers should have access to non-hazardous products. The protection of consumers from hazards to their health and safety is a priority for UNCTAD member States.

For more on this topic, please see the work done by the [UNCTAD Working Group on consumer product safety](#).

## Sustainable consumption

32

Countries with consumer protection law on Sustainable consumption

40

Countries with policy making powers on Sustainable consumption

35

Countries with enforcement powers on Sustainable consumption

18

Countries having cooperation agreements on sustainable consumption

39

Countries having education initiatives on Sustainable consumption

Sustainable consumption includes meeting the needs of present and future generations for goods and services in ways that are economically, socially and environmentally sustainable. UNCTAD is one of the lead organizations for the One Planet Network Consumer Information for Sustainable Consumption and Production.

To learn more on this topic, please see: [Consumer Information for SCP | One Planet network](#) and the following publications: [Competition and Consumer Protection Policies for Sustainability](#), [Achieving the Sustainable Development Goals through Consumer Protection](#)

## Dispute resolution

78

Countries with consumer protection law on dispute resolution

66

Countries with policy making powers on dispute resolution

68

Countries with enforcement powers on dispute resolution

34

Countries having cooperation agreements on dispute resolution

Dispute resolution and redress can contribute to fostering consumer trust and building more competitive markets. Providing effective consumer dispute resolution and redress is a shared responsibility of governments, businesses and consumer groups. It is one of the most critical investments they can make to empower consumers in national and international marketplaces. Increasing the effectiveness and consumers' accessibility to justice is also necessary to enhance consumer welfare and ensure better market surveillance.



## E-commerce

64

Countries with consumer protection law on e-commerce

64

Countries with policy making powers on e-commerce

68

Countries with enforcement powers on e-commerce

34

Countries having cooperation agreements on e-commerce

66

Countries having education initiatives on e-commerce

E-commerce, which includes mobile commerce, has become increasingly relevant to consumers worldwide. The opportunities it offers should be harnessed to help facilitate economic development and growth based on emerging network technologies of computers, mobile phones and connected devices that can promote consumer welfare.

For more on this topic, please see the work done by [the UNCTAD Working Group on consumer protection in e-commerce](#).

## Consumer financial services

57

Countries with consumer protection law on financial services

37

Countries with policy making powers on financial services

37

Countries with enforcement powers on financial services

16

Countries having cooperation agreements on financial services

49

Countries having education initiatives on financial services

Consumer confidence and trust in a well-functioning market for financial services promotes financial stability, growth, efficiency and innovation over the long term. Recent financial crises have placed a renewed focus on consumer protection, calling for effective regulatory, supervisory and enforcement frameworks in the financial sector to contribute to consumer welfare.

For more information on information on this topic, please see the document [Financial consumer protection, including financial education and literacy](#).



# Thank you!

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