
Intergovernmental Group of Experts on Consumer Law and Policy
(IGE Consumer)

2nd SESSION
3-4 July 2017
Room XVII, Palais des Nations, Geneva

Monday, 3 July 2017
Morning Session

**Agenda Item 3 a. Report on national and regional
implementation of the United Nations guidelines for
consumer protection**

Contribution by
Republic of Turkey Ministry of Customs and Trade
Comments and Evaluations on the 1st session
Report on the national and regional implementation of the United Nations
Guidelines for Consumer Protection

As Ministry of Customs and Trade General Directorate of Consumer Protection and Market Surveillance of Turkey, the contact point of UNCTAD and the main responsible institution for consumer protection in Turkey, we are pleased to attach our comments and evaluations about the Second session of the Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy of 3 and 4 July 2017.

- 1- Comments and Evaluations on the 1st session (Report on the national and regional implementation of the United Nations Guidelines for Consumer Protection) :
- As a contribution to that session and in line with Article 77 of the Guideline (Public Services), we would like to make a presentation about Turkish Consumer Information System (TUBIS), an internet-based system, which provides all consumers a better and online access to consumer alternative dispute resolution entities. What really makes the connection between TUBIS and Article 77 is the fact that alternative dispute resolution system is highly organized as a public service in Turkey. Within this respect TUBIS, which has been initiated in January 2017, can be regarded as a strong component that is highly related with the Article 37, 38 and 39 of the Guidelines.
- We also believe that seeing some good practices on UNCTAD level about following components of the Guidelines will be very beneficial for Turkey as well as the other delegates to implement the Guidelines effectively:
- Encouraging Sustainable Consumption with co-operation with NGO's and private sector (Article 49-50-91-92)
- -Sector-specific good practices on sustainable consumption (Article 51)
- -Distribution of goods and services where this distribution is endangered, particularly in rural areas (Article 36)
- We also think that the co-operation between private sector and member states' agencies, which was emphasized in many articles in the Guidelines, should also be evaluated in the framework of corporate social responsibility (CSR). Within this respect, best practices on CSR activities on consumer protection level can be analysed. Apart from best practices, certain encouraging mechanisms to private sector about sustainable consumption, environment-friendly activities, responsible advertising and alternative dispute resolution should also be evaluated.
- H. Kutlu KÖYCÜ
Customs and Trade Expert
Republic of Turkey Ministry of Customs and Trade
DG of Consumer Protection and Market Surveillance