

Intergovernmental
Group of Experts on
**Consumer Protection
Law and Policy**

9th session

6–8 July 2026 - Palais des Nations - Geneva

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Consumer Protection Law and Policy**
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**Review of capacity-building in and
technical assistance on consumer
protection law and policy**

Thursday, 8 July 2026
10:00 - 11:00, Room XII

➤ National activities in 2025-2026

- Advisory opinion to the National Consumer Service of Chile, on the regulation of sanctioning powers in consumer protection agencies, class actions
- Advisory opinion to the consumer protection authority of Paraguay, on sustainable consumption



➤ Regional and international activities in 2025-2026

- “Technical assistance and capacity building in competition and consumer protection for African Portuguese speaking developing countries and Timor-Leste” – funded by the government of Portugal since 2019
- “European Commission–UNCTAD handbook and training on consumer product safety”, funded by European Commission
- “Advancing consumer information and consumer protection in alignment with multilateral environmental agreements”



➤ Voluntary peer review of consumer protection law and policy: Angola

- Recommendations included: revising the consumer protection law, enhancing cooperation among public bodies, increasing the human resources of the consumer protection agency, developing the website and consumer portal, expanding consumer education programmes, and strengthening dialogue with business associations
- Dissemination event to present the peer review findings and recommendations to national stakeholders
- Contributed to public communications efforts



➤ Figures and impacts

- **Paraguay:** the advisory opinion from UNCTAD was incorporated into the draft revision of the consumer protection law
- Organized or co-organized **20** public events / participated in over **60** events on competition and consumer protection issues
- **More than 25 formal requests** for technical assistance in competition and consumer protection remain unaddressed (as at February 2026)

Impact assessment

- **UNCTAD recognizes the importance of the measurable and sustained impact of technical cooperation activities conducted in beneficiary countries**
 - Systematic evaluation of the impact
 - Outcomes and longer-term impacts (e.g. changes in institutional capacity, enforcement practices and policy implementation)

➤ Questions for discussion

- (a) How can more sustainable and predictable extrabudgetary funding for capacity building and technical assistance activities with regard to competition be mobilized, including through strengthened partnerships, joint resource mobilization and innovative funding approaches?
- (b) What methodologies and approaches could UNCTAD adopt to demonstrate the longterm impact of capacity-building and technical assistance activities, including through the improved monitoring of outcomes and follow-up assessments that capture sustained institutional and policy-related changes in beneficiary countries?
- (c) Within existing resource constraints, how can UNCTAD further improve the development impact, efficiency and sustainability of technical assistance?
- (d) Given the four clusters of issues reaffirmed by the Ninth United Nations Conference to Review All Aspects of the Set of Multilaterally Agreed Equitable Principles and Rules for the Control of Restrictive Business Practices and in the light of resource constraints, as well as evolving market and policy challenges, what priority thematic areas in competition should guide the future technical cooperation activities of UNCTAD?

Thank you

