

9th United Nations Conference on Competition and Consumer Protection

7–11 July 2025 - Palais des Nations - Geneva

Report on the implementation of the United Nations guidelines for consumer protection and of the work of the Intergovernmental Group of Experts on Consumer Protection Law and Policy

Monday 7, July 2025

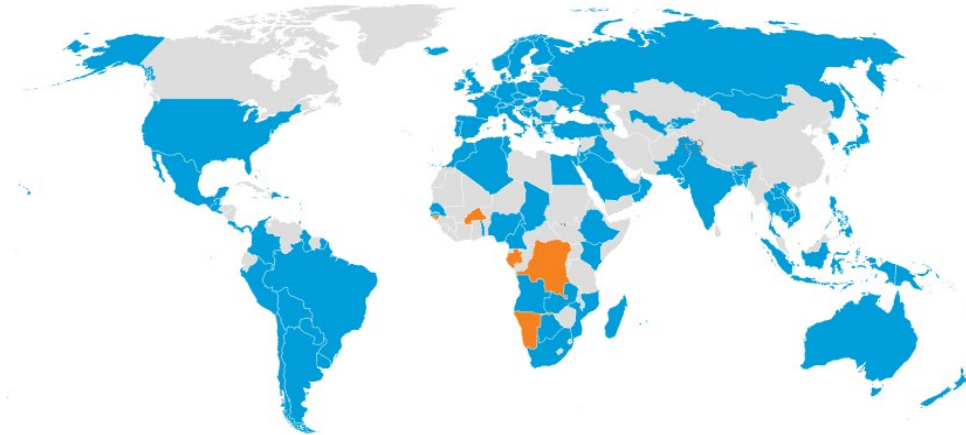
17:00-18:00, Room XIX



➤ Implementation of the UN Guidelines

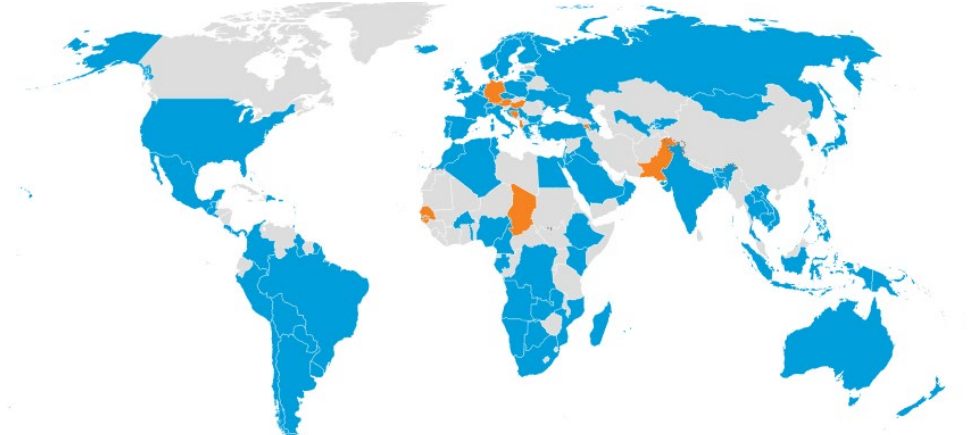
- ▶ The **UN Guidelines for Consumer Protection** are the only global instrument on the issue and play a pivotal role in shaping consumer protection frameworks worldwide.

Figure 1
Countries with dedicated laws on consumer protection*



Source: UNCTAD, [World Consumer Protection Map](#)
Note: Blue indicates “yes” (105 countries); orange indicates “no” (5 countries); grey indicates no data.

Figure 2
Countries with a main consumer protection authority or agency*



Source: UNCTAD, [World Consumer Protection Map](#)
Note: Blue indicates “yes” (99 countries); orange indicates “no” (11 countries); grey indicates no data.

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

➤ Emerging trends and challenges (i)



E-commerce and the digital economy

- ▶ Expansion of consumer rights
- ▶ Enforcement against dark commercial patterns
- ▶ Targeted information and education campaigns



Product safety

- ▶ Strengthening of obligations by businesses
- ▶ Product safety pledges by platforms
- ▶ Sustainability concerns



Sustainable consumption

- ▶ Consumer information, empowerment and nudging
- ▶ Fight against greenwashing
- ▶ Circular economy and climate resilience regulations

➤ Emerging trends and challenges (ii)



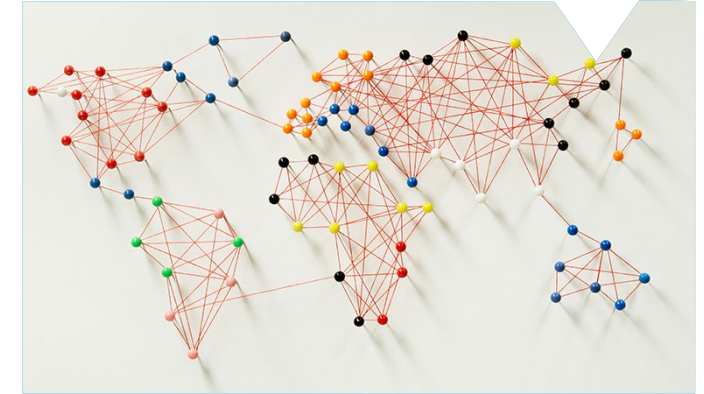
Vulnerable and disadvantaged consumers

- ▶ Emerging priority of consumer policy
- ▶ Special attention by agencies
- ▶ Focus on children and elderly



Dispute resolution and redress

- ▶ Enabler of consumer trust
- ▶ Preference for online means
- ▶ Relevance of cross - border aspects



Stakeholder engagement & international cooperation

- ▶ Interinstitutional coordination & collaboration
- ▶ Multistakeholder dialogue
- ▶ Business engagement
- ▶ MOUs among consumer agencies



Intergovernmental Group of Experts on Consumer Protection Law and Policy

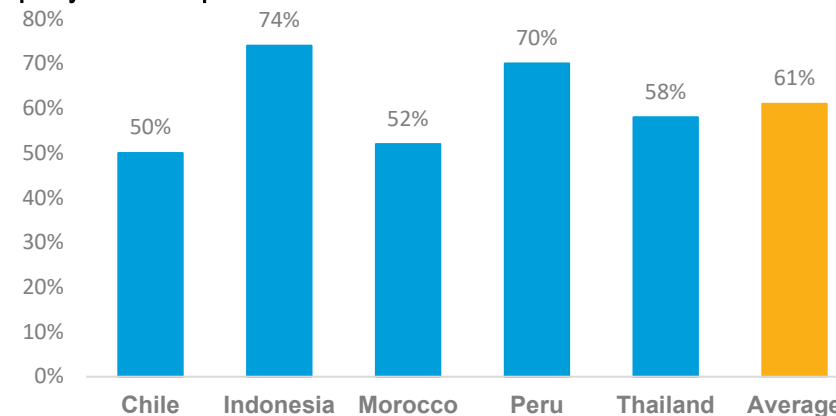
IGE serves as international institutional machinery of the UN Guidelines for Consumer Protection (para 97 [A/RES/70/186](#)):

- ▶ **Multilateral consultations** : average 300 participants representing 70 countries
- ▶ **Consensus building & peer learning** : recommendations (product safety, dispute resolution and redress) and 5 informal working groups
- ▶ **Voluntary peer reviews**
- ▶ **Capacity building & technical assistance**



[TD/RBP/CONF.9/9](#)

Figure 3
Voluntary peer reviews of consumer protection law and policy: Overall implementation rate



Source: [TD/B/C.I/CPLP/40](#)

Projects



Fostering competition law and policy and competition culture in Albania



Consumer information and consumer protection in selected multilateral environmental agreements



Competition and consumer protection policies in the Democratic Republic of the Congo



Technical assistance and capacity building for African Portuguese speaking developing countries and Timor-Leste

Thank you

