

9th United Nations Conference on Competition and Consumer Protection

7–11 July 2025 - Palais des Nations - Geneva

Latest developments in legal and institutional frameworks: UNCTAD world consumer protection map

Wednesday, 9 July 2025

16:30-17:00, Room XIX

➤ Background

- The United Nations General Assembly , in Resolution 70/186 (22 December 2015), emphasized that strong legal and regulatory consumer protection frameworks are vital for public interest, economic growth, and consumer welfare . Following this, during its first session in October 2015, the Intergovernmental Group of Experts on Consumer Protection Law and Policy asked the UNCTAD secretariat to conduct a study on existing legal and institutional consumer protection frameworks .

•^[1] A/RES/70/186.

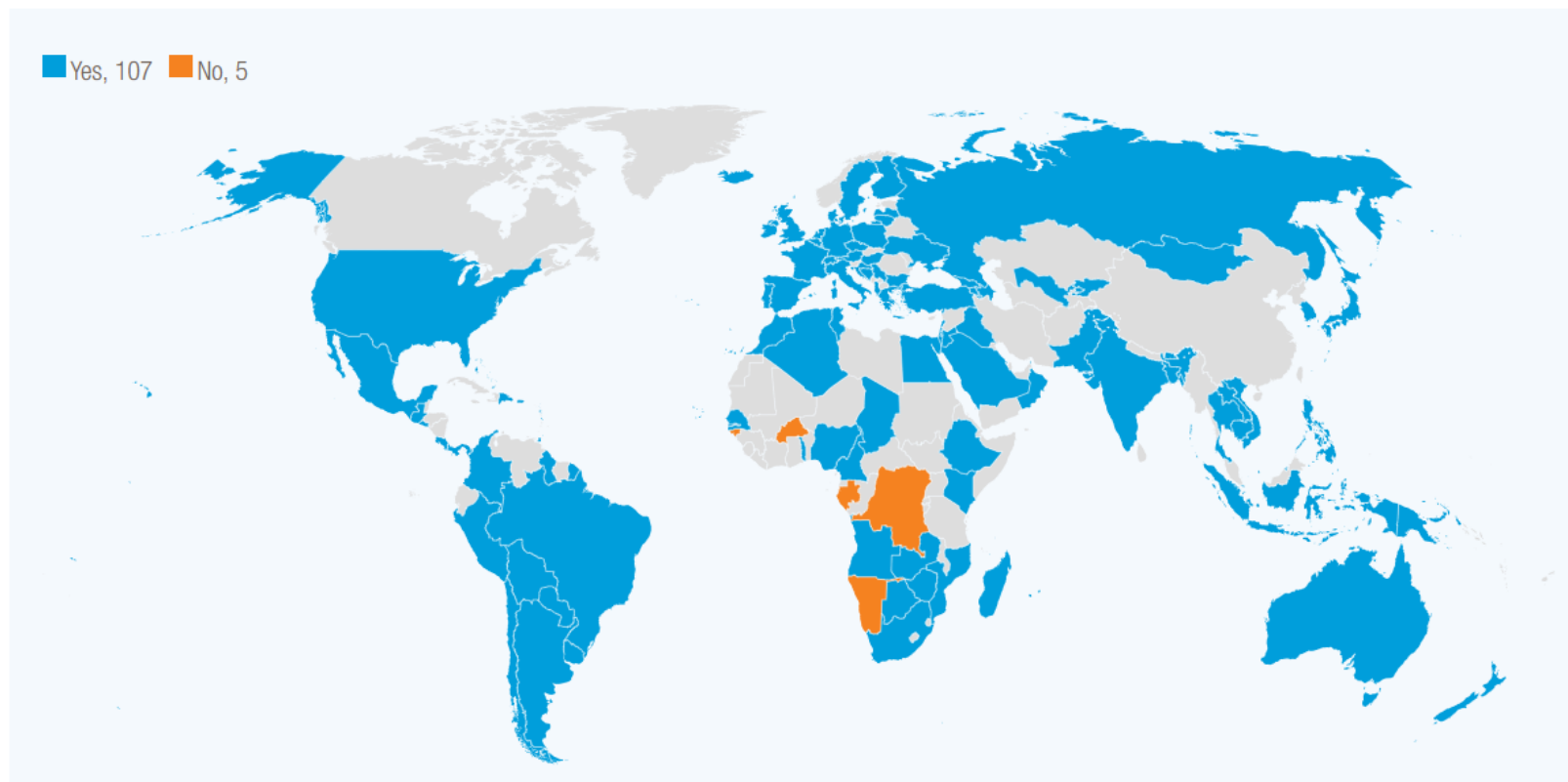
•^[2] TD/B/C.I/CLP/4.

UNCTAD World Consumer Protection Map

Highlighted questions

Countries with a specific law(s) on consumer protection

Change the question above to see the answers in the visualisations below.



➤ UNCTAD World Consumer Protection Map

- **113 countries** are part of the UNCTAD WCPM
- The UNCTAD WCPM covers different topics and data from existing **consumer agencies**, **legislation on consumer protection**, **consumer associations** and specific topics such as **sustainable consumption**, **product safety**, **financial services**, **e-commerce** and **dispute resolution**
- Anyone can have access to the information on:
<https://unctad.org/topic/competition-and-consumer-protection/consumer-protection-map>

UNCTAD World Consumer Protection Map

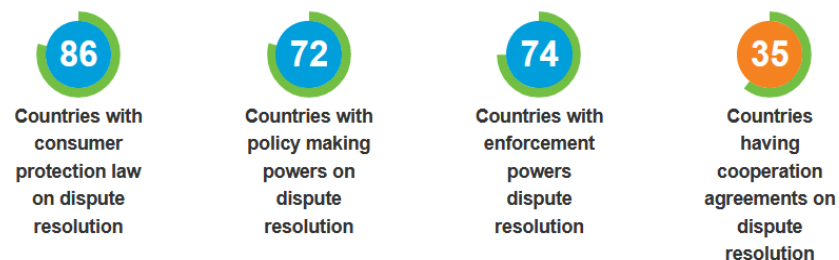
Consumer product safety



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.

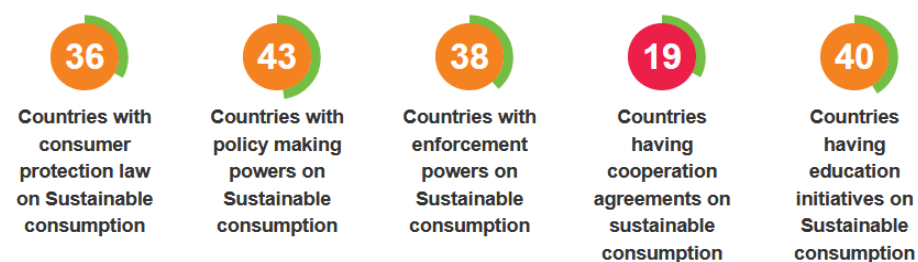
Dispute resolution



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.

For more information on this topic, please see the following documents: [Dispute resolution redress](#), [Manual on Consumer Protection](#), [Consumer trust in the digital economy: The case for online dispute resolution and project: Delivering digital trading infrastructure and online dispute resolution for consumers as means to improve international trade and electronic commerce](#)

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](#)

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](#).

➤ Next steps : updates

- Welcome member States that would like to **join the UNCTAD WCPM**
- Secretariat remains at your disposal to provide further information

ccpb@unctad.org

Thank you

