

8th United Nations Review Conference on Competition and Consumer Protection

19-23 October 2020

Room XIX, Palais des Nations, Geneva

Friday, 23 October 2020

Roundtable on Implementation of the United Nations Guidelines for Consumer Protection

*Presentation by Dr. Sergio Sebastián Barocelli, Ministry of Productive Development,
Argentina*

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Ministerio de
Desarrollo Productivo
Argentina

Secretaría de
Comercio Interior

Dirección Nacional
de Defensa de las
y los Consumidores

Eighth United Nations Conference on Competition and Consumer Protection

Roundtable on Implementation of the United Nations Guidelines for Consumer Protection

Dr. Sergio Sebastián Barocelli
National Director on Consumer Protection (ARG)
Geneva, 19–23 October 2020

Implementation of the UNGCP: Argentina's experience

Education and information

- Mercosur's Consumer Protection Virtual School; Argentine School on Education on Consumption; Social networks diffusion
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Good business practices

- Good Business Practices Handbook, aligned to UNGCP, created by Mercosur's Technical Committee No. 7 on Consumer Protection
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e-commerce

- Unsubscribe button; Mercosur e-commerce Res. 37/19 GMC; Repentance button; Online conciliation hearing; Governmental control against abusive practices in the digital environment
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Financial services

- Governmental control against abusive practices related to fintech and debt collecting; Protection of hyper vulnerable consumers

Implementation of the UNGCP: What's next?



Implementation of the UNGCP: UNCTAD's role



Commitment to incorporate the subjects to obtain data and studies



Creation of a permanent **working group** for analysis and exchange of information



Awareness and **communication** campaigns



Interdisciplinary work with other forums and international organisms

Thanks!



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