



Intergovernmental  
group of experts on  
**Consumer  
Protection  
Law and Policy**  
8<sup>th</sup> session

Intergovernmental Group of Experts on  
Consumer Protection Law and Policy



Enhancing the consumer movement:  
Means to facilitate the development of  
independent consumer groups  
TD/B/C.I/CPLP/39



Tuesday, 2 July 2024  
10:00-13:00, Room XIX



## Countries with non-governmental consumer organizations and associations



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

Source: UNCTAD, world consumer protection map, available at <https://unctad.org/topic/competition-and-consumer-protection/consumer-protection-map> (accessed July 2024).

Note: Blue indicates "Yes" (90 countries); orange indicates "No" (12 countries); light grey indicates no data

## Key aspects (i)

- Evolution of consumer groups
- Roles and functions:
  - Representation of the interests of consumers
  - Educating and informing consumers
  - Advising and defence of consumers
  - Distributing essential goods and services
  - Monitoring of markets



## Key aspects (ii)

- Features of consumer groups:
  - Independence
  - Representativeness
- Challenges faced in enhancing the development of consumer groups
  - Strategic engagement
  - Professionalization of staff
  - Funding
- International cooperation



# Policy options

- Recognize the importance of enhancing the establishment and development of independent consumer groups as government priority;
- Establish a mechanism for government recognition of consumer groups;
- Establish formal and regular coordination and communication channels with consumer groups;
- Conduct national assessments of the state of consumer groups to identify existing barriers and capacity needs, partnering with academia and research centres where appropriate;
- Train members of consumer groups on substantive consumer protection law issues and encourage them to pursue training on managerial issues, such as developing a business plan and communications;
- Support the establishment and development of consumer groups, in accordance with the social, economic and environmental circumstances of the country and the needs of its population



# Thank you!

[Arnau.Izaguerra@un.org](mailto:Arnau.Izaguerra@un.org)

